

Reference:

ITB14-018

Date:

April 22, 2014

VOLUNTARY SAFETY RECALL CAMPAIGN 2014 QX80; CERTIFICATION LABEL

CAMPAIGN ID #: R1403

NHTSA #: 14V-129

APPLIED VEHICLES: 2014 QX80 (Z62)

NOTE: All vehicles affected by this campaign will have a new label supplied to the retailer for vehicles in retailer inventory, or to the customer for customer owned vehicles.

INTRODUCTION

The Certification Label on certain specific Model Year 2014 Infiniti QX80 vehicles does not contain the correct Gross Axle Weight Rating (GAWR) information as required by the applicable regulation. To remedy this issue, Infiniti is providing customers with a replacement Certification Label. Customers have the option of affixing the replacement label or going to an Infiniti retailer to have the label affixed at no charge for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number R1403 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

RETAILER RESPONSIBILITY

It is the retailer's responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a retailer's inventory. **Federal law requires that new vehicles in retailer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Infiniti strongly encourages retailers to correct any used vehicles in their inventory before they are retailed.

Infiniti Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Infiniti retailer to determine if this applies to your vehicle.

SERVICE PROCEDURE

NOTE:

- Each replacement certification label is vehicle specific. Make sure the VIN on the new certification label matches the VIN on the vehicle/old certification label.
- **DO NOT REMOVE THE EXISTING LABEL.** Affix the replacement label over the existing label.

1. Park the vehicle in a safe place with the automatic transmission in Park, the ignition OFF, and the parking brake ON/applied.

2. Open the driver door.

3. Locate the existing certification label (see Figure 1).

NOTE: The certification label has the VIN on it.

4. Make sure the VIN on the new certification label matches the VIN on the old certification label.

5. Clean the label and the area around it with a mild detergent and water.

NOTE:

- Care should be taken not to use harsh chemicals that may damage the existing label.
- It is important the surface be free of dirt and oil to ensure proper adhesion of the new label.

6. Completely dry the label and the area around it.

7. Peel the new label from the backing sheet and affix it directly over the top of the existing label.

NOTE: The adhesive on the label is permanent. Extra care should be taken when applying the new label since it cannot be moved once it is attached.



Figure 1



Figure 2

PARTS INFORMATION

- An Owner's Letter accompanied by a **vehicle specific** replacement Certification Label was issued for each customer owned vehicle affected by this campaign.
- Retailers were supplied with **vehicle specific** replacement Certification Labels for each vehicle in their inventory that is affected by this campaign.
- If the replacement label has been lost, you can obtain another one by emailing a request to campaign.parts@Nissan-usa.com. Include in the email request your dealer code, retailer contact information, and VIN of the vehicle needing the replacement label.

CLAIMS INFORMATION

CAMPAIGN (CM) I.D. #	DESCRIPTION	OP CODE	FRT
R1403	Install New Certification Label	R14030	0.2 hrs.

OWNER LETTER

Dear Infiniti QX80 owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Infiniti has decided that the Certification label on your Model Year 2014 Infiniti QX80 fails to conform to one of the requirements specified in Federal Motor Vehicle Safety Standard (FMVSS) No. 110 "Tire Selection and Rims." Our records indicate that you own or lease the Infiniti vehicle identified on the inside of this notice.

Reason for Recall

The Certification label located on the driver's side door pillar near the door latch of your vehicle does not contain the correct Gross Axle Weight Rating (GAWR) information as required by the applicable regulation. Adhering to the GAWR information on the Certification label is important because overloading the vehicle's axle weight rating may increase the likelihood of a crash. To address this Infiniti is providing a corrected certification label containing the required information.

What Infiniti Will Do

Provided with this notification is a VIN-specific replacement Certification label that contains the correct GAWR for your vehicle. Also included (on the reverse side of this letter) are instructions on how to affix it.

What You Should Do

Please replace the Certification label on your vehicle with the one included with this notice. Instructions for affixing the new label are on the reverse side of this letter.

If you prefer, you may contact your Infiniti retailer and make an appointment to have the Infiniti retailer affix the new label for you at no charge for parts or labor. Please bring this notice and the replacement label with you to the service appointment. If the retailer fails to, or is unable to make the necessary repairs free of charge, you may contact Infiniti Consumer Affairs Department, P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.