



After-sales Retailer Support

2014 QX80 Certification Label Voluntary Recall Campaign

Reference: R1403

**Attention: Retailer Principal, Sales, Parts and
Service Managers**

******* Retailer Announcement *******

Infiniti is conducting a Voluntary Recall Campaign on approximately 468 2014 Infiniti QX80 full-size luxury sport utility vehicles to replace the certification label that contain a Gross Axle Weight Rating (GAWR) error. Infiniti will begin sending corrected labels to retailers of the affected vehicles this week, with detailed instructions on how to affix it. Client notification will begin in early to mid-April. If a client prefers to have an Infiniti retailer affix the corrected label, they will do so at no charge. Infiniti is dedicated to its clients and their total satisfaction, and we regret any inconvenience as a result of this campaign.

IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

A STOP SALE CONDITION IS IN EFFECT.

******* Vehicle Identification *******

There are approximately 468 2014 Infiniti QX80 vehicles affected by this recall campaign, of which approximately 134 are in retailer inventory. Infiniti will send the corrected certification labels to retailers for all affected inventory vehicles no later than March 24, 2014.

Retailer Inventory

2014 Infiniti QX80 retailer inventory vehicles subject to this recall can be identified through two methods:

- **VIN List** – As a courtesy, posted with this announcement is a list of affected retailer inventory VINs by region, district, and Dealer Code. This VIN list is available on NNAnet.com under My Documents in the following categories:
 - Sales>Campaigns>
 - Parts>Campaigns>
 - Service>Campaigns>
- A VIN specific label will be sent for each vehicle affected by this recall campaign

Client Vehicles

If an owner requires assistance with the label, the 2014 Infiniti QX80 vehicles subject to this new certification label can be only be identified by the letter notification. Owner vehicles will not display in SERVICE COMM but a campaign claim may be submitted if the owner requires the assistance of a retailer.

******* Claims Information*******

For retailer inventory and owners requiring assistance with the label, after the certification label on the vehicle retailers should submit a "CM" line claim using the following claims coding:

"CM" I.D.: R1403

DESCRIPTION	OP CODE	FRT
Install Certification Label	R14030	0.2 Hr

If a retailer is requesting a replacement label because it was lost or damaged, the retailer should review ITB09-063a (CERTIFICATION LABEL AND VIN PLATE REPLACEMENT) for directions.

*******Retailer's Responsibility*******

It is the retailer's responsibility to apply the certification label for each vehicle falling within the range of this voluntary recall campaign. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in retailer inventory. If a VIN subject to this campaign was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

*******Client Notification*******

Clients with vehicles affected by this recall campaign will be notified beginning in early to mid-April.

Infiniti Aftersales Retailer Support
3/19/14

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's 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 can not be moved once it is attached.



Figure 1



Figure 2

CLAIMS INFORMATION

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