



After-sales Retailer Support

2014 Infiniti QX60 Hub & Torque Member Bolt Voluntary Safety Recall Campaign

Reference: PC340

Date: January 16, 2015

Attention: Retailer Principal, Sales, Parts and Service Managers

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

Infiniti is conducting a Voluntary Safety Recall Campaign on certain MY 2014-15 Infiniti QX60 vehicles to check, and if necessary, correct, the torque on front wheel hub, torque member, and stopper bolts.

Approximately **82** MY2014-15 Infiniti QX60 vehicles manufactured in Smyrna, Tennessee between August 12 and November 5, 2014 are affected.

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.

******* What Retailers Should Do *******

1. Verify if vehicles currently in retailer inventory are affected by this recall campaign using Service Comm **I.D. PC340**
2. If the vehicle in retailer inventory is affected by this recall, confirm the presence and torque the front hub bolts, torque member bolts, and/or stopper bolts to specification, submit the warranty claim and release the vehicle.

******* Parts Availability*******

No parts are required to complete this campaign. In the rare case that a hub, torque member, or stopper bolt is found to be missing, replacement parts are readily available at facing PDCs. **Please do not unnecessarily stock these parts.**

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

There are approximately **82 Infiniti QX60** vehicles affected by this voluntary safety recall. Approximately **10** vehicles are currently in retailer inventory. Vehicles subject to this action can be identified through:

- **SERVICE COMM** – Beginning January 16th, service departments can complete an inquiry on SERVICE COMM – **I.D. PC340** - to determine if a vehicle is subject to this voluntary safety recall.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected retailer inventory VINs by region, district, and Retailer Code.

******* Retailer Responsibility *******

It is the retailer's responsibility to check Service Comm using the appropriate Campaign I.D. 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 retailer inventory. If a VIN subject to this voluntary safety recall was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for repair completion.

******* Retailer Communication *******

The information will be available on NNA.net.com on January 16th, 2015.

- NNA.net.com under My Documents in the following categories:
 - Parts>Campaigns>
 - Sales>Campaigns
 - Service>Campaigns>
 - Hint search on keywords:
 - PC340

******* Owner Notification *******

Infiniti plans to begin notifying owners of potentially affected vehicles in February 2015 via U.S. Mail.

FAQ

Q. Is this a safety recall?

A. Yes.

Q. Is there a stop sale in effect?

A. Yes.

Q. What is the reason for this recall campaign?

A. On certain, specific QX60 vehicles manufactured between August 12 and November 5, 2014, the front hub, torque member, or stopper bolts may be under torqued or missing.

Q. What model year QX60 vehicles are involved?

A. MY2014-15 Infiniti QX60 vehicles manufactured in Smyrna, Tennessee between August 12 and November 5, 2014 are potentially affected.

Q. How many vehicles are involved in the campaign?

A. Approximately 82 MY 2014-15 QX60 vehicles in the United States.

Q. Are you experiencing this issue on any other Infiniti (or Nissan) models?

A. Yes. Approximately 277 MY 2014-15 Nissan Pathfinders and 534 MY 2014-15 Nissan Rogue vehicles built in Smyrna, Tennessee between August 12 and November 5, 2014 are potentially affected.

Q. When will vehicle owners be notified?

A. Owners of all potentially affected vehicles will begin to be notified in February 2015 via U.S. Mail to take their vehicles to a Infiniti retailer for repair.

Q. What is the possible effect of the condition?

A. Due to a manufacturing process error, the front hub bolts, torque member bolts, and/or stopper bolt may be under torqued or missing. If left uncorrected over time, the brake caliper or wheel hub bolts may become loose or in extreme cases, separate from the vehicle. This can result in reduced braking performance and potentially reduced steering control which could lead to a crash.

Q. Is my vehicle safe to drive?

A. Yes, however Infiniti strongly recommends you make an appointment at your nearest Infiniti retailer to have the vehicle inspected and, if necessary, remedied as soon as possible.

Q. What will be the service department action?

A. Infiniti retailer will confirm the presence and torque on the front hub bolts, torque member bolts, and/or stopper bolt and tighten the bolts to specification.

Q. Is there any charge for this repair?

A. No, this action is offered at no cost to the client for parts or labor.

Q. Have there been any injuries or fatalities related to this?

A. Infiniti is not aware of any accidents or injuries related to this issue.

Q. I have lost confidence in the vehicle. Will Infiniti replace or repurchase the vehicle?

A. The repair will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. Will a rental vehicle be provided while the retailer is servicing the vehicle?

A. No, please check with your retailer for alternate transportation availability.

Q. How long will the corrective action take?

A. The inspection should take less than one hour. Your retailer may require your vehicle for a longer period of time based on their schedule.

Q. Will I have to take my vehicle back to the selling retailer to have the service performed?

A. No, any Infiniti retailer is equipped to perform this service.