



# After-sales Retailer Support

## 2013-2014 JX35/QX60 and 2014 QX60 Hybrid

### Secondary Hood Latch Cable

### Voluntary Safety Recall Campaign

Reference: PC344  
Date: January 26, 2015

Attention: Retailer Principal, Sales, Parts and Service Managers

**\*\*\*\*\* Retailer Announcement \*\*\*\*\***

**A STOP SALE CONDITION IS IN EFFECT.**

Infiniti is conducting a voluntary safety recall campaign on certain specific MY13-14 Infiniti JX35/QX60 and 2014 QX60 Hybrid vehicles manufactured in Smyrna, TN between 11/29/2011 - 11/18/2013 to adjust the secondary hood latch stop tab.

On some of the affected vehicles, if the primary hood latch is not engaged, the secondary hood latch may not hold the hood closed as designed while the vehicle is in motion. Adjusting the secondary hood latch stop tab will release possible tension from the secondary latch cable and help proper secondary latch engagement and operation.

**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.**

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

1. Verify if vehicles currently in retailer inventory are affected by this recall campaign using Service Comm I.D. **PC344**
2. Use the attached bulletin, **ITB15-005**, to repair any client vehicles or vehicles in retailer inventory affected by this campaign.
3. Submit the warranty claim and release the vehicle.

**\*\*\*\*\* Parts Information\*\*\*\*\***

No parts are required for this repair.

**\*\*\*\*\* Repair Instructions \*\*\*\*\***

Infiniti has developed bulletin **ITB15-005** containing instructions to perform this voluntary recall campaign, part information, and claims information. These instructions are available on ASIST and on NNA.net under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

**\*\*\*\*\*Vehicle Identification\*\*\*\*\***

There are approximately **57,292** Infiniti JX35/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 27<sup>th</sup>, 2015 service departments can complete an inquiry in SERVICE COMM – **I.D. PC344** – to determine if a vehicle is subject to this voluntary safety recall.
- **VIN List** – As a courtesy, included with this announcement is a list of affected vehicles sorted by region, district, and retailer.

**\*\*\*\*\* Body Damage Claims Information \*\*\*\*\***

If the vehicle has incurred damage due to the hood opening while in motion, **preapproval is required** before initiating body repairs.

- Contact the Warranty claims call center 1-800-258-7008 Option 7

Additionally, please send an email with the following information to:

[paint.inspections@nissan-usa.com](mailto:paint.inspections@nissan-usa.com). Please include PC344, your retailer code, and VIN in the subject line of the email.

- Photos of the VIN plate and odometer reading
- Photos of the damage (include all parts requiring repair)
- Estimate to repair the vehicle (including rental while body repairs are being performed)

**\*\*\*\*\* 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 campaign 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 recall campaign was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

**\*\*\*\*\* Retailer Communication \*\*\*\*\***

The information will be available on NNA.net on January 26<sup>th</sup>, 2015.

- NNA.net under My Documents in the following categories:
  - Parts>Campaigns>
  - Sales>Campaigns
  - Service>Campaigns>
  - Hint search on keywords:
    - PC344

**\*\*\*\*\* Owner Notification \*\*\*\*\***

Infiniti plans to begin notifying owners of potentially affected JX35/QX60 and QX60 Hybrid vehicles in February, 2015 via U.S. Mail.

**FAQ:**

**Q. Is there a stop sale in effect?**

A. Yes.

**Q. What is the reason for this voluntary safety recall?**

A. On some of the affected vehicles, if the primary hood latch is not engaged, the secondary hood latch may not hold the hood closed as designed while the vehicle is in motion. If this occurs, the hood may open while driving and obscure the driver's vision, increasing the risk of a crash.

**Q. What will be the service department action?**

A. The secondary hood latch stop tab will be adjusted to release possible tension from the secondary latch cable. This will help ensure proper secondary latch engagement and operation.

**Q. When will vehicle owners be notified?**

A. Infiniti will begin notifying clients with vehicles affected by this recall campaign in February 2015, by U.S. Mail.

**Q. What model year vehicles are involved?**

A. Approximately 57,292 certain specific Model Year 2013-14 Infiniti JX35/QX60 (L50) and QX60 Hybrid (L50h) U.S vehicles are included in this voluntary safety recall campaign.

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

A. Yes. Certain specific Model Year 2013-14 Pathfinder (R52) and Pathfinder Hybrid (R52h) vehicles produced between 6/20/2012 and 11/18/2013 may also be affected.

**Q. Is there anything owners can do to lessen the condition?**

A. Yes. We recommend owners check to ensure the hood is fully closed and latched. Owners should make an appointment with their Infiniti retailer at their earliest convenience to have their vehicle remedied at no cost for parts and/or labor.

**Q. Can the hood open while driving if the primary hood latch is engaged?**

A. No. The primary hood latch works properly as designed. This condition can only occur if the primary hood latch is not engaged for some reason (for example, if the hood release lever was pulled inadvertently). In this condition, the secondary hood latch may not be engaged which could cause the hood to open while driving.

**Q. Can I use my vehicle until the hood latch has been inspected?**

A. Yes, but you should contact your Infiniti retailer as soon as possible to have your vehicle inspected if you receive an owner notification letter indicating your vehicle is potentially affected. **Infiniti recommends that you that you check to ensure the hood is fully closed and latched.**

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

A. No.

**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. How long will the corrective action take?**

A. This service, free for parts and labor, should take about 1 hour to complete. However, your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

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

A. No, any authorized Infiniti retailer is able to perform the recall campaign. **For CA:** Please inform us of the retailer where you would like to have the corrective action completed.

**Q. Can I get expenses reimbursed for previous repairs or damage caused from the hood opening while the vehicle is in motion?**

A. Please direct the client to contact Infiniti Consumer Affairs about reimbursement of expenses. The toll free number is 1-800-662-6200. Clients may also submit inquiries and/or supporting documentation to Infiniti Division, Nissan North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003.