

SAFETY RECALL



INFINITI®

CAMPAIGN BULLETIN

Front Brake Caliper Inspection Voluntary Recall Campaign

Reference: PD138

Date: March 20, 2025

Attention: Retailer Principal, Sales, Parts and Service Managers

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

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2025 QX60 (L53)	302	202	March 20, 2025	YES

***** Campaign Summary *****

INFINITI is committed to the safety and security of our clients and their passengers. INFINITI has notified the National Highway Traffic Safety Administration (NHTSA) that it is issuing Voluntary Safety Recall Campaigns on certain model year 2025 INFINITI QX60 vehicles identified in Service Comm and DBS National Service History.

On affected vehicles, one or both front brake calipers may have reduced strength and could potentially break. If either of the front brake calipers fail and separate from the front brake assembly, it can result in reduced braking performance. If this occurs, the condition may not be compliant with certain performance requirements of FMVSS 135 "Light vehicle brake systems".

Retailers will inspect both front brake calipers by lot code. If the lot code is determined to be suspect, the affected front brake caliper(s) will be replaced with a new one.

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

1. Verify if vehicles are affected by these Voluntary Recall Campaigns using Service Comm or DBS National Service History – Open Campaign I.D. **PD138**
 - New vehicles in retailer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to IPSB15-286 for additional information
 - **Some vehicles may still be in transit. Please continue to check newly arriving inventory for applicability.**
2. Retailers **must not sell, lease, trade, rent or loan** any vehicles in retailer inventory affected by this recall campaign until after the vehicle has been remedied.
3. Retailers should use **ITB25-004** to remedy any vehicle subject to this campaign.
4. Once remedied, retailers should submit the claim using the claims coding provided and release the vehicle.

******* Release Schedule *******

Parts	If inspection results indicate that parts replacement is needed, refer to ITB25-004 to determine the parts required for this remedy. <u>Parts are on restriction and may be ordered via DBS.</u> NOTE: Parts replaced under this activity may be collected through the INFINITI Part Return Program. If a Part Return Required Notification is received by the retailer, it is important for retailers to return parts applicable specifically to the VIN and repair order identified.
Repair	<ul style="list-style-type: none">• ITB25-004
Owner Notification	INFINITI will begin notifying owners of all potentially affected vehicles in March 2025 via U.S. Mail.

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

It is the retailer's responsibility to check Service Comm or DBS National Service History – Open Campaign 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.

Frequently Asked Questions (FAQ):

Q: Are these recalls?

A. Yes.

Q: Are these Stop Sales?

A. Yes.

Q What are the reasons for the recalls?

A. On affected vehicles, one or both front brake calipers may have reduced strength and could potentially break.

Q What is the possible effect of these conditions?

A If either of the front brake calipers fail and separate from the front brake assembly, it can result in reduced braking performance. If this occurs, the condition may not be compliant with certain performance requirements of FMVSS 135 "Light vehicle brake systems".

Q. What will be the corrective action?

A. Retailers will inspect both front brake calipers by lot code. If the lot code is determined to be suspect, the affected front brake caliper(s) will be replaced with a new one.

Q. How long will the corrective actions take?

A. The remedy, which is conducted at no charge to you for parts and labor, could take up to one and a half (1.5) hours to complete. However, your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. INFINITI will begin notifying owners of all potentially affected vehicles in **March 2025** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from INFINITI, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles remedied as soon as possible upon notification.

Q. Is there anything owners can do to mitigate this condition?

A. No.

Q. Are parts readily available?

A. Yes.

Q. Is there any charge for the repair?

A. No. The remedy will be performed for the client free of charge for parts and labor.

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

A. INFINITI may provide a courtesy vehicle for the client to use while their vehicle is being serviced. Courtesy vehicles are subject to availability and not guaranteed. Please check with your retailer for availability and further details. Rental is available, upon client request, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$180 (Max)

Contact the Warranty Claims Call Center @ 800-933-3712 if additional expense is required. Please refer to the Goodwill rental Guidelines in the APRM for detailed information regarding application of rental reimbursement.

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 this recall campaign.

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

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

Q. What model year vehicles are involved?

A. Certain 2025 INFINITI QX60 vehicles manufactured from January 27, 2025 to January 30, 2025.

Q. Are you experiencing these conditions on any other INFINITI (or Nissan) models?

A. Certain model year 2025 Nissan Pathfinder and Murano vehicles manufactured from January 27, 2025 to January 30, 2025.

Revision History:

Date	Announcement	Purpose
March 20, 2025	Voluntary Safety Recall Campaign	New Campaign Announcement