

Reference:

ITB13-051

Date:

December 6, 2013

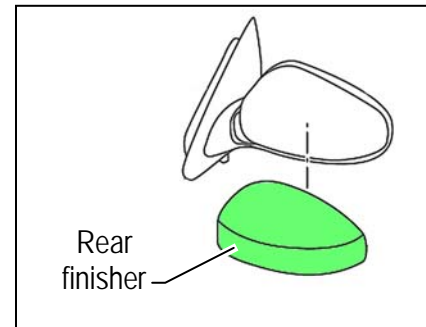
## VOLUNTARY SERVICE CAMPAIGN 2014 QX60; EXTERIOR DOOR MIRRORS

CAMPAIGN ID #: PC253  
APPLIED VEHICLES: 2014 QX60 (L50)

Check Service COMM to confirm campaign eligibility.

### INTRODUCTION

Infiniti is conducting a voluntary service campaign on certain Model Year 2014 QX60 vehicles to replace the exterior door mirror assemblies and rear finishers. The mirror memory function and reverse tilt-down functions on applied vehicles may be inoperative. This service will be performed at no charge for parts or labor.



### IDENTIFICATION NUMBER

Infiniti has assigned identification number PC253 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### DEALER RESPONSIBILITY

Dealers are to correct each vehicle falling within the range of this campaign that enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory.

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 dealer to determine if this applies to your vehicle.

## SERVICE PROCEDURE

**NOTE:** The new door mirror rear finishers will need to be painted to match the body color. Have them painted and ready to install before starting this service procedure.

1. Replace the LEFT (LH) and RIGHT (RH) exterior door mirror assemblies as instructed in the Electronic Service Manual (ESM).
  - Refer to the **MIR (Mirrors) > Removal and Installation > Door Mirror** section of the ESM.
2. Install (snap in place) the new RH and LH door mirror rear finishers.
  - Confirm the rear finisher color matches the body color.
  - Make sure the rear finishers are snapped securely in place.

## PARTS INFORMATION

Description	PART number	Quantity
Mirror ASSY-Outside, RH	96301-3JA9C	1
Mirror ASSY-Outside, LH	96302-3JA9C	1
Cover-Mirror Body, RH (rear finisher) *	96373-3JA0E	1
Cover-Mirror Body, LH (rear finisher) *	96374-3JA0E	1

\* These parts arrive unpainted.

**NOTE:** The parts listed above are on restriction. Approximately 135 vehicles are affected by this campaign.

## CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

CAMPAIGN (CM) I.D. #	DESCRIPTION	OP CODE	FRT
PC253	Replace the exterior door mirror assemblies	PC2530	1.3 hrs.

### Expense code:

EXPENSE CODE	DESCRIPTION	MAX AMOUNT
041	Painting and supplies	\$350.00

### Rental Expense code if needed:

EXPENSE CODE	DESCRIPTION	MAX DAYS	MAX PER DAY
502	Rental	3 Days	\$40.00

## OWNER'S LETTER

Dear Infiniti QX60 Owner:

Infiniti is committed to providing the highest levels of product safety, quality and customer satisfaction. With that in mind, we want to bring to your attention important information regarding a voluntary service campaign to replace the two exterior mirror assemblies on your 2014 Infiniti QX60.

### REASON FOR CAMPAIGN

On a very small number of model year 2014 QX60 vehicles the mirror memory and reverse tilt-down features do not function. As a result, the mirrors will not automatically adjust when one of the drive positioner memory switches is pressed, and a mirror when selected will not automatically tilt down when the vehicle is placed in reverse.

### WHAT INFINITI WILL DO

To assure your continued satisfaction and confidence in your QX60, your authorized Infiniti retailer will replace both exterior mirror assemblies **at no cost to you for parts and labor**.

This free service should take less than two hours to perform, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

### WHAT YOU SHOULD DO

Please contact your Infiniti retailer at your earliest convenience in order to arrange an appointment to have your vehicle repaired at no charge to you for parts and labor. An appointment made in advance is necessary to ensure that your **Infiniti retailer has the necessary parts in the proper color to perform the repair**. Please bring this notice with you to your service appointment. Instructions have been sent to your Infiniti retailer, and they will be waiting to assist you when you call for an appointment.

If you have additional questions you may contact the Infiniti Consumer Affairs Department, P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200.

Thank you for your cooperation. Infiniti is committed to a high level of customer safety, service and satisfaction and we are indeed sorry for any inconvenience this may cause you.