

PC253 QX60 Exterior Mirrors Owner Letter - FINAL

OWNER NOTIFICATION

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.