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# After-sales Retailer Support

## MY2014 Infiniti QX60 Exterior Mirrors Service Campaign

Reference: PC253

Date: December 6, 2013

**Attention: Retailer Principal, Sales, Parts and Service Managers**

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

***Infiniti is conducting a voluntary service campaign on certain specific Infiniti QX60 (L50) vehicles produced in Smyrna, TN to replace the exterior mirror assemblies. 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.***

***Owners of all potentially affected vehicles will be notified to take their vehicles to an Infiniti retailer. The Infiniti retailer will replace both exterior mirror assemblies at no cost to the customer for parts or labor.***

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

This campaign potentially affects approximately 135 Infiniti vehicles in the U.S., of which approximately 49 are currently in retailer inventory.

Initial automated parts shipments for vehicles in retailer inventory (49 vehicles) will begin to arrive as early as Saturday, December 7<sup>th</sup>. The shipment will include a mirror assembly and mirror cap for both sides of vehicle (4 parts in all). The mirror caps will require painting to match the exterior color of the vehicle.

The **parts will be on restriction** and require a parts order form to obtain parts for additional vehicles. Infiniti has requested clients to contact retailers to schedule an appointment. This will provide retailers the opportunity to order the parts and paint them the proper color prior to the customer's arrival for appointment.

**Note: Infiniti is requesting retailers to schedule appointments with clients far enough in advance to receive the parts and paint them accordingly before customer arrives for appointment.**

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

Infiniti has developed Service Campaign Bulletin **ITB13-051** containing instructions to perform this campaign repair, part information, and claims information. These instructions are available on ASIST and on NNA.net.com under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

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

MY 2014 QX60 vehicles subject to this service campaign can be identified as follows:

- **Service Comm** – Beginning December 7th, Retailer sales and service departments can complete an inquiry on Service Comm – Campaign I.D. **PC253** – to determine if a vehicle is subject to this service campaign.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected retailer inventory VINs by region, district, and Dealer Code.

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

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

Infiniti plans to complete notification to all owners of potentially affected vehicles by mid-December 2013 via U.S. Mail.

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**FAQ**

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

- A. The repair should take less than 2 hours to replace the exterior mirror assemblies. Your retailer may require your vehicle for a longer period of time based on their work schedule.

**Note: 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.**

**Q. What is the campaign parts supply plan?**

A. Initial automated parts shipments for vehicles in retailer inventory (49 vehicles) will begin to arrive Saturday, December 7th. The shipment will include a mirror assembly and mirror cap for both sides of vehicle (4 parts in all). The mirror caps will require painting to match the exterior color of the vehicle.

The **parts will be on restriction** and require a parts order form to obtain parts for additional vehicles. Infiniti has requested clients to contact retailers to schedule an appointment. This will provide retailers the opportunity to order the parts and paint them to the proper color prior to customer's arrival for appointment.

**Note: Infiniti is requesting retailers to schedule appointments with clients far enough in advance to receive the parts and paint them accordingly before customer arrives for appointment.**

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

A. Only certain specific 2014 model year Infiniti QX60 vehicles are included in this service campaign.

**Q. How many vehicles are involved in the campaign?**

A. Approximately **135** Infiniti QX60 vehicles in the U.S. are included in this service campaign.

**Q. What is the reason for this service campaign?**

A. 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.

**Q. Is there a stop sale on vehicles in retailer inventory?**

A. No, but retailers are encouraged to perform this campaign prior to retailing the vehicle to ensure customer satisfaction.

**Q. Is this a safety recall?**

A. No, this is a service campaign being conducted for customer satisfaction purposes. ***The vehicle will still meet and exceed applicable safety standards and no safety issue exists.***

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

A. Infiniti plans to complete notification to all owners of potentially affected vehicles by mid-December 2013.

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

A. An Infiniti retailer will replace both exterior mirror assemblies no cost to customers for parts or labor.

**Q. How do I identify an affected vehicle in SERVICE COMM?**

A. This service campaign is identified as **PC253**.

**Q. A client brought in a potentially affected vehicle but they did not receive a letter. How can I tell if the vehicle is included in the Campaign?**

A. Check SERVICE COMM to confirm PC253 is displayed as an open campaign.

**Q. A client brought in his vehicle (or called) and is asking if it is safe to drive until the remedy is completed.**

A. Yes it is.

**Note: 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.**

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

A. No. This condition does not affect any other Infiniti (or Nissan) vehicles.

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

A. Alternate transportation may be provided under Infiniti's Total Ownership Experience Service Loan Car Program while your vehicle is being serviced. Check with your retailer for availability and see your Infiniti Warranty Information Booklet for terms and conditions.

**Q. A client previously paid for diagnosis and repair of an exterior mirror assembly. Is he/she eligible for reimbursement?**

**A:** The client should contact Infiniti Consumer Affairs and communicate their concerns. If available, provide the client a copy of their repair history and expenses for this incident.

**INFINITI Division  
Nissan North America, Inc.  
Consumer Affairs Department  
P.O. Box 685003  
Franklin, TN 37068-5003**

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