



Aftersales Retailer Support

2014 QX60 Lug Nut

Retailer Inventory Inspection

Reference: PC275

Attention: Retailer Principal, Sales, Parts and Service Managers

******* Retailer Announcement *******

Infiniti is conducting a Retailer Inventory Inspection to inspect the right front and right rear lug nuts on 22 certain specific 2014 Infiniti QX60 vehicles currently in retailer inventory.

To ensure customer satisfaction, retailers are asked to perform the following inspection procedure prior to sale. After following the inspection procedure, if it is determined that the vehicle does not need to be held, the warranty claim can be submitted and the vehicle can be sold without further action.

If after the inspection it is determined that the vehicle needs to be held, retailers should send the requested information to nnafgasupport@Nissan-usa.com and further instruction will be provided within one business day.

******* Vehicle Identification – Retailer Inventory *******

2014 Infiniti QX60 vehicles subject to this Retailer Inventory Inspection can be identified through two methods:

- **SERVICE COMM** – Beginning March 27th, retailer service departments can complete an inquiry on SERVICE COMM – **I.D. PC275** - to determine if a vehicle is subject to this Retailer Inventory Inspection.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected retailer inventory VINs by region, district, and Retailer Code.

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

It is the retailer's responsibility to check SERVICE COMM - **I.D. PC275**- for the status on each vehicle which is currently in inventory. Infiniti requests retailers to perform this inspection on vehicles in inventory prior to being retailed to ensure customer satisfaction.

******* Inspection Procedure *******

This inspection procedure will be available on ASIST and NNAnet.com.

- ASIST – Go to "Tech Support Info" on the left column of the ASIST opening page. Under "Tech Support Info", select "Inventory Vehicle Actions". A new window will open where you may access the technical procedures.
- NNAnet.com – This procedure can be found on NNAnet.com under My Documents in the following categories:
 - Sales>Campaigns>
 - Parts>Campaigns>
 - Service>Campaigns>