



After-sales Retailer Support

2014 QX60 Hub & Torque Member Bolt

Retailer Inventory Inspection

Reference: PC331

Date: November 25, 2014

Attention: Retailer Principal, Sales, Parts and Service Managers

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

Infiniti is conducting a retailer inventory inspection to inspect the front axle hub and torque member bolts on **20** specific 2014 QX60 vehicles identified in SERVICE COMM and currently in retailer inventory.

PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:

- If inspection shows that the hub bolts, torque member bolts, and stopper bolts were all torqued to specification, submit the warranty claim and release the vehicle without further action.
- If inspection reveals that one or more bolts are found to be missing, only hand started, or bolt head moved before specified torque achieved:
 - Send the requested information to nnafgasupport@nissan-usa.com.
 - Replace any missing bolt/s if necessary and torque to specification.
 - Submit the warranty claim and release the vehicle without further action.

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

20 2014 QX60 vehicles **are** subject to this retailer inventory inspection and can be identified through two methods:

- **SERVICE COMM** – Beginning November 25th, retailer service departments can complete an inquiry on SERVICE COMM – **I.D. PC331** – 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's Responsibility *****

It is the retailer's responsibility to check SERVICE COMM – **I.D. PC331** – for the status on each vehicle which is currently in its inventory. Infiniti requests retailers to perform this repair on any vehicles in their inventory before they are retailed to ensure client 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 – Beginning November 25th, this procedure can be found on NNAnet.com under My Documents in the following categories:
 - Sales>Campaigns>
 - Parts>Campaigns>
 - Service>Campaigns>

Infiniti Aftersales Retailer Support
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PC331 – QX60 (L50) Hub Bolt SERVICE PROCEDURE

1. Turn the steering wheel to full left turn position.
2. Lift the vehicle using a hoist.
3. On the driver side knuckle, use a torque wrench to torque the following bolts (Figure 1):
 - Torque member bolts:
123N·m (91 ft-lb)
 - Front position hub bolts:
88.3N·m (65 ft-lb)

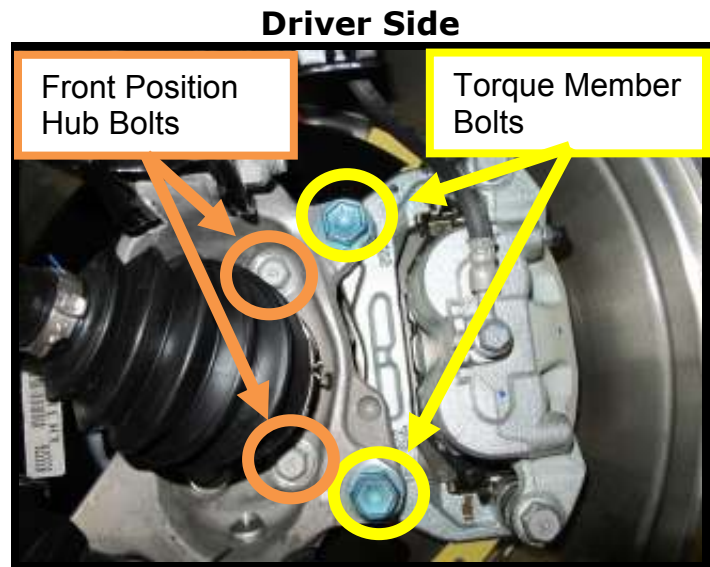


Figure 1

4. On the passenger side knuckle, use a torque wrench to torque the following bolts (Figure 2):
 - Rear position hub bolts:
88.3N·m (65 ft-lb)
 - Stopper bolt:
63N·m (46 ft-lb)

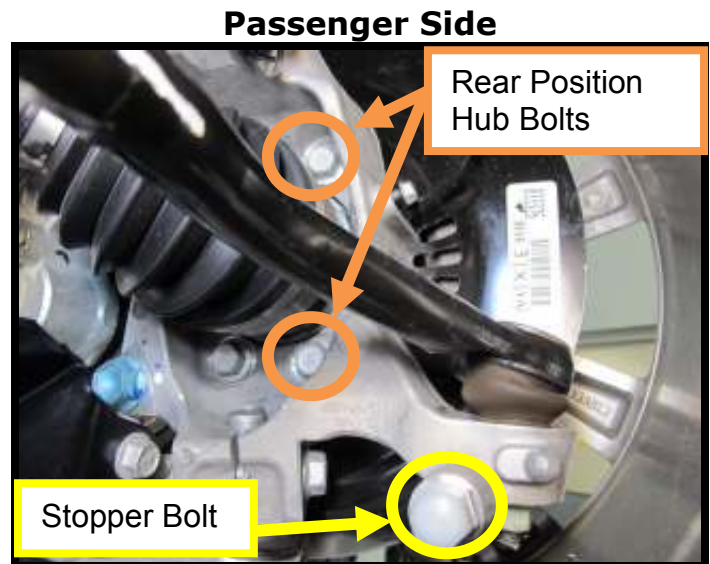


Figure 2

5. Turn the steering wheel to full right turn position.

6. On the driver side knuckle, use a torque wrench to torque the following bolts (Figure 3):

- Rear position hub bolts:
88.3N·m (65 ft-lb)
- Stopper bolt:
63N·m (46 ft-lb)

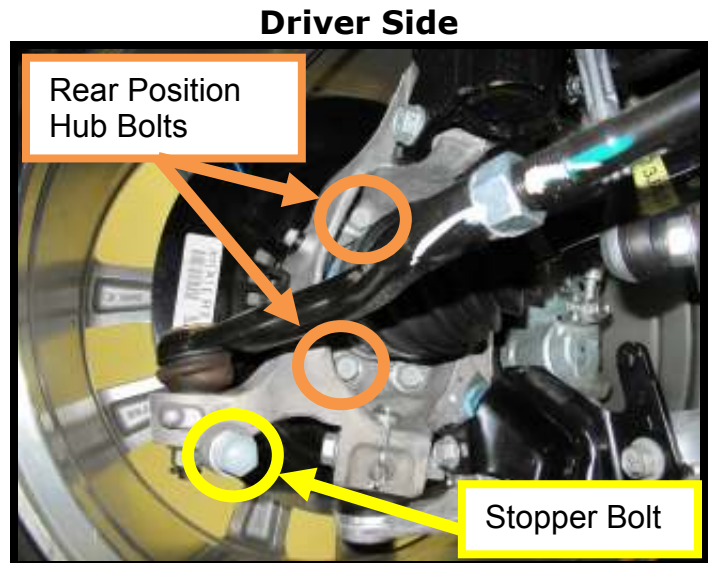


Figure 3

7. On the passenger side knuckle, use a torque wrench to torque the following bolts (Figure 4):

- Torque member bolts:
123N·m (91 ft-lb)
- Front position hub bolts:
88.3N·m (65 ft-lb)

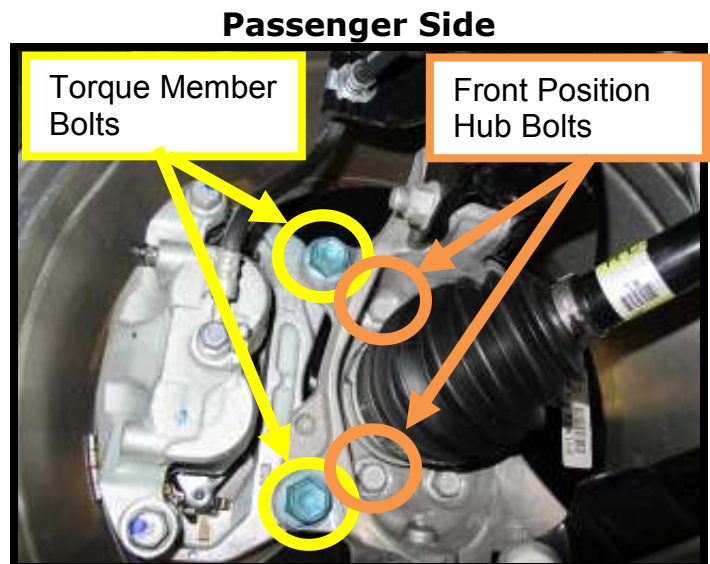


Figure 4

8. Were the hub bolts, torque member bolts and stopper bolts found to be torqued properly?

a. All bolts were present and torqued to specification:

- Submit warranty claim using op code **PC3310** (see claims info).
- Release the vehicle

b. One or more bolts found to be missing, only hand started or bolt head moved over ¼ turn before specified torque achieved:

- Send an E-mail to the below address:

nnafqasupport@nissan-usa.com

Make sure to include the below information:

VIN

Dealer Code

Dealer Name

Contact Name

Contact Phone Number

Location of the under-torqued bolt

- Submit warranty claim using op code **PC3311** (see claims info).
- Replace missing bolt/s if necessary and torque to spec. (Refer to Parts Information).
- Release the vehicle

PARTS INFORMATION:

Description	Part #
Torque Member Bolt	41005-1MD0A
Stopper Bolt	40038-JA000
Hub Bolt	081B4-2355M

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC331

Claim Type:	CM			
PNC:	PC331			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
All bolts present and torqued properly – OK Condition.	PC3310	0.4 hrs.	No	No
Replace missing bolt and/or torque bolts to spec - Repair Needed.	PC3311	0.4 hrs.	No	No