



After-sales Retailer Support

2015 QX60 Right Front Lower Dash Seam Seal

Voluntary Service Campaign

Reference: PC341
Date: January 29, 2015

Attention: Retailer Principal, Sales, Parts and Service Managers

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

Infiniti is conducting a voluntary service campaign to apply sealant to the interior body seam at the right-side (lower) dash area, behind the glove box, on certain specific 2015 QX60 vehicles manufactured between September 20, 2014 and October 21, 2014. The manufacturing sealer application process may have been incorrectly aligned with the seam during this time and could allow water intrusion into the interior of the vehicle.

To ensure client satisfaction and confidence, Infiniti retailers will remove the glove box, move carpet and insulation, and reseal the seam.

******* What Retailers Should Do *******

1. Verify if vehicles currently in retailer inventory are affected by this service campaign using Service Comm **I.D. PC341**
2. Use the attached repair bulletin, **ITB15-006**, to repair any client vehicles or vehicles in retailer inventory affected by this campaign.
3. Submit the warranty claim and release the vehicle.

******* Parts Information *******

LORD Fusor® 800DTM (or Equivalent) seam sealer. This part will need to be obtained locally in sufficient quantity. Each tube should service multiple vehicles.

If a local source is not available you may try one of the following:

- Johnson Supply Company: <http://www.johnsonautobodysupply.com/Fusor-800DTM-Direct-to-Metal-Sealer-Beige.html>
- National Tool Warehouse: <http://www.nationaltoolwarehouse.com/Direct-to-Metal-SealerAdhesive-P229983.aspx>
- Stock Wise
Auto: http://www.stockwiseauto.com/product_info.php/products_id/2013914

******* Repair Instructions *******

Infiniti has developed Campaign Bulletin **ITB15-006** containing instructions to perform this service campaign, part information, and claims information. These instructions are available on ASIST and on NNAnet.com under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

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

There are approximately **356 Infiniti QX60** vehicles affected by this voluntary service campaign. Approximately **50** vehicles are currently in retailer inventory. Vehicles subject to this action can be identified through:

- **SERVICE COMM** – Beginning January 29th, 2015 service departments can complete an inquiry in SERVICE COMM – **I.D. PC341** – to determine if a vehicle is subject to this voluntary service campaign.
- **VIN List** – As a courtesy, included with this announcement is a list of affected vehicles sorted by region, district, and retailer.

******* 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 February 2015 via U.S. Mail.

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FAQ

Q. Is there a stop sale in effect?

A. No. Retailers are requested to complete this campaign on vehicles in their inventory prior to sale to ensure client satisfaction.

Q. What is the reason for this service campaign?

A. The robotic application of the seam sealer may have been incorrectly aligned with the seam and allow water intrusion into the interior of the vehicle.

Q. Is there any charge for this repair?

A. No, the repairs will be made at no charge for parts and labor.

Q. When will vehicle owners be notified?

A. Owners of all potentially affected vehicles will begin to be notified in February 2015 via U.S. Mail to take their vehicles to an Infiniti retailer for repair.

Q. I did not receive a letter, how can I tell if my vehicle is affected?

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

Q. What model year vehicles are involved?

A. MY 2015 Infiniti QX60 vehicles.

Q. How many vehicles are involved in this voluntary service campaign?

A. Approximately 356 vehicles in the U.S are potentially affected.

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

A. No. This update is not applicable to or necessary for any other Infiniti (or Nissan) vehicles.

Q. I have lost confidence in the vehicle. Will Infiniti replace or repurchase the vehicle.

A. The repair will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. Is this a safety recall?

A. No, this is a service campaign being conducted for client satisfaction purposes, but it is important that your vehicle is remedied if you received a notification letter.

Q. Is it safe to use my vehicle until the repairs can be made?

A. Yes. Your Infiniti QX60 is safe and meets all applicable safety standards.

Q. What will be the service department action?

A. To ensure client satisfaction and confidence, Infiniti is offering to have authorized Infiniti retailers remove the glove box, move carpet and insulation, and reseal the seam at **no charge to you for parts or labor.**

Q. How long will the corrective action take?

A. It should take approximately 1 hour to reseal the seam in your vehicle. Your retailer may require your vehicle for a longer period of time based on their work schedule.

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

A. Alternate transportation may be provided under Infiniti's Courtesy Vehicle Program while your vehicle is being serviced. This is subject to vehicle availability. Check with your retailer for availability and further details.

Q. Will I have to take my vehicle back to the selling retailer to have the service performed?

A. No, any Infiniti retailer is equipped to perform this service.
For CA: Please inform us of the retailer where you would like to have the corrective action completed.

Q. Does this update affect Infiniti vehicles sold in other countries?

A. Yes. Approximately 190 vehicles in Mexico are affected.