



I N F I N I T I

EMPOWER THE DRIVE

CAMPAIGN BULLETIN

American Automobile Labeling Act (AALA) Labels Retailer Inventory

Reference: PC714

Date: October 22, 2019

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2020 QX50 (J55)	NA	1,775	October 22, 2019	NO

***** Campaign Summary *****

INFINITI is conducting a Quality Action for retailers to replace the American Automobile Labeling Act (AALA) labels. The AALA label on affected vehicles was inadvertently printed with incorrect transmission manufacturing location and percentage breakdown of parts content by country.

Affected vehicles are **not** subject to stop sale and are either currently in retailer inventory or assigned and in transit to the retailer. In the interest of client satisfaction, INFINITI requests retailers to apply the replacement label on the affected vehicles prior to retail sale.

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

1. Verify if vehicles currently in new retailer's inventory are affected by this quality action using Service Comm or DBS National Service History - Open Campaign I.D. [PC714](#).
 - New vehicles in retailer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to IPSB 15-286 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. Use the attached procedure to remedy vehicles affected by this quality action.
3. The service department should submit the applicable warranty claim for the action(s) performed so it can be closed on Service Comm and release the vehicle.
4. Retailers will receive one (1) label for every affected vehicle in retailer inventory via USPS. Labels will be sent to the Service Managers attention. If replacement labels are needed, please send your request to: CampaignAnnouncements@nissan-usa.com along with your retailer name, address, VIN, contact name and phone number.
 - Labels will be mailed beginning October 23, 2019 and should arrive no later than October 25, 2019.

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

It is the retailer's responsibility to check Service Comm or DBS National Service History - Open Campaign using the appropriate campaign I.D for the inspection status on each affected vehicle

currently in new vehicle inventory. INFINITI requests retailers to perform this repair on new vehicles in inventory prior to being retailed to help ensure client satisfaction.

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******* Procedure begins on next page *******

PC714 - 2020 – QX50 PARTS CONTENT INFORMATION LABEL

SERVICE PROCEDURE:

1. Locate existing "Parts Content Information label" on the inside of the passenger side windshield. (Figure 1)



Figure 1

2. Remove the "Parts Content Information label" from the windshield and discard. (Figure 2)



Figure 2

3. Clean the windshield area where the "Parts Content Information label" was removed.
 - Use a mild soap and water solution

4. Verify the correct replacement label is available. (Figure 3)

- Check part number "5NY0A" on bottom left corner of label

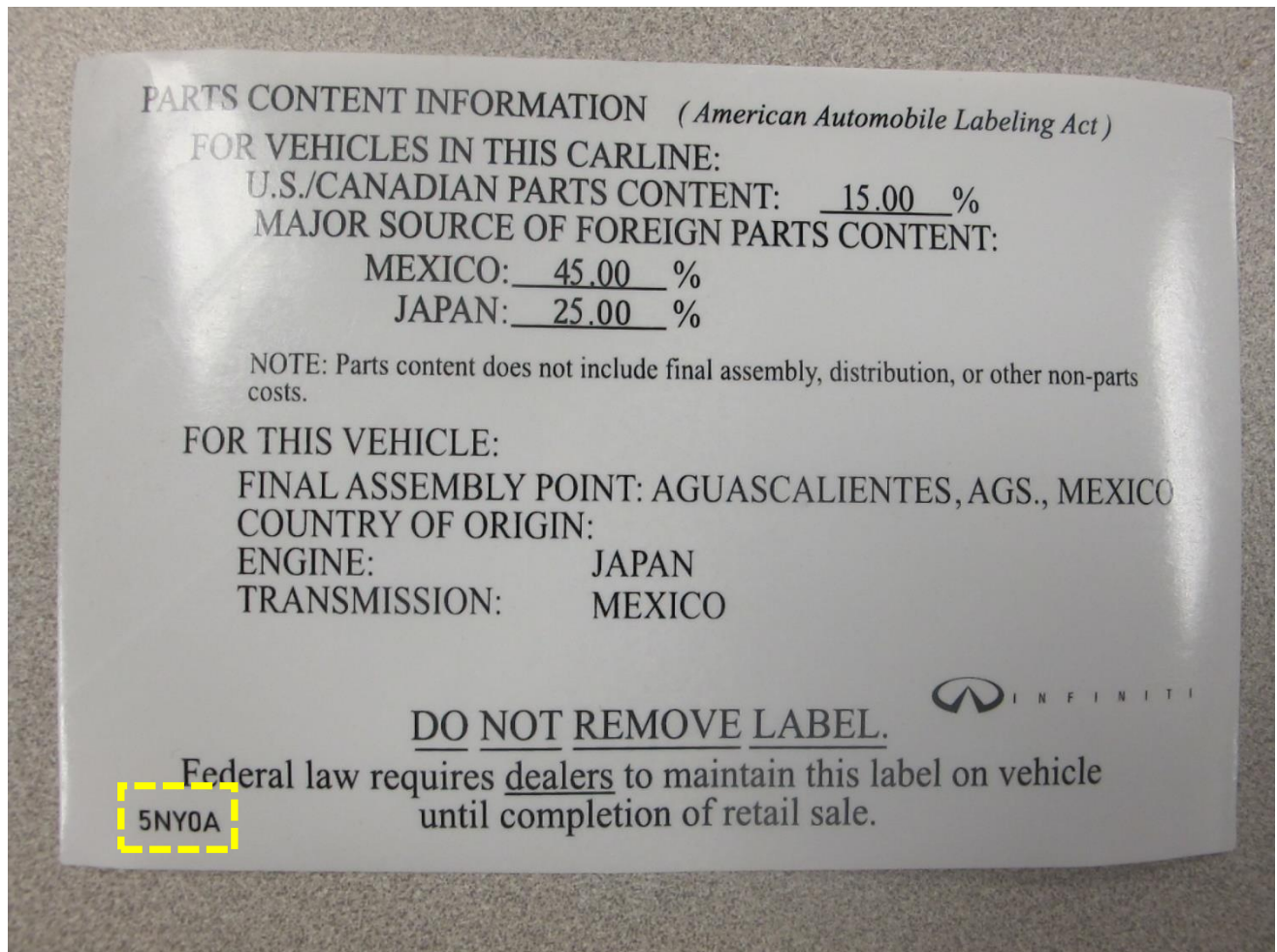


Figure 3

NOTE: Labels were provided by NNA FQA and shipped to your dealership by Nissan to Attn: Service Manager.

5. Peel backing off the replacement label.

- Carefully remove backing from the front of the label, Figure 4



Figure 4

6. Affix the new "Parts Content Information label" to the inside of the passenger side windshield.

- Passenger windshield location, Figure 5



Figure 5

NOTE: Ensure text is upright and legible from the outside of the vehicle.

CAUTION: Ensure Parts Content Information Label is **NOT** placed in a location that obstructs drivers view.

7. Read "Claims Information" for reimbursement information.

8. Release vehicle.

PARTS INFORMATION:


Description	Part #	Quantity
Parts Content Information Label	Provided by FQA (Shipped to Dealer)	1

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC714

Claim Type:	CM		 I N F I N I T I EMPOWER THE DRIVE	
PNC:	PC714			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Remove and Replace Parts Content Information Label	PC7140	0.2 Hr	N/A	N/A