



INFINITI®

CAMPAIGN BULLETIN

Front Sonar Sensor

Reference: PC924

Date: October 8, 2022

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2023 QX60 (L51)	NA	42	October 8, 2022	YES

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

INFINITI is committed to a high level of customer service and satisfaction. This commitment requires INFINITI to periodically place certain vehicles on temporary Quality Assurance (QA) Hold to ensure that these vehicles, as delivered to our clients, meet our exacting standards and our clients' expectations.

Effective immediately, INFINITI is placing a temporary Quality Assurance Hold on **42** specific 2023 INFINITI QX60 vehicles identified in Service Comm due to an investigation of a potential issue with the front sonar sensor. Affected vehicles are subject to stop sale and are either currently in retailer inventory or assigned and in transit to the retailer.

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

1. Verify if vehicles are affected by this quality hold using Service Comm or DBS National Service History – Open Campaigns I.D. PC924
 - 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
 - Some vehicles may still be in transit. Please continue to check newly arriving inventory for QA Hold applicability.
2. Please **do not drive, loan, rent, sell or trade** the specific vehicles in retailer inventory subject to this quality hold.
3. INFINITI is currently investigating a potential issue with the front sonar sensor. Additional information on next steps will be provided as soon as possible.

***** 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.

Thank you for your prompt attention to this matter.