



INFINITI

EMPOWER THE DRIVE

CAMPAIGN BULLETIN

Quality Assurance Hold

Reference: PC706

Date: July 3, 2019

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2019 QX50 (J55)	NA	324*	July 3, 2019	YES

* 277 vehicles are currently in transit to retailers.

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

INFINITI is committed to a high level of client service and satisfaction. This commitment requires INFINITI to periodically place certain vehicles on temporary Quality Assurance (QA) Hold to assure 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 (QA) Hold on three hundred and twenty-four (324) specific MY2019 QX50 vehicles. These vehicles may experience an engine c-link bearing failure during operation, which could lead to engine seizure. INFINITI engineering is studying this concern and will provide the appropriate field action as quickly as possible.

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

1. Verify if vehicles are affected by this quality hold using Service Comm or DBS National Service History – Open Campaign I.D. PC706
 - New vehicles in retailer inventory can also be identified by 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, sell, or trade** the specific 2019 QX50 vehicles in Retailer Inventory subject to this QA Hold.
3. No further action is necessary at this time. INFINITI will provide an updated status by no later than July 26, 2019.

Thank you for your prompt attention to this matter.