



# After-sales Retailer Support

## 2013-14 JX35 QX60 CVT

### Retailer Service Action Update

Reference: PC284  
Date: June 12, 2014

Attention: Retailer Principal, Sales, Parts and Service Managers

#### \*\*\*\*\*Retailer Announcement\*\*\*\*\*

On May 24<sup>th</sup> a JX35 & QX60 CVT replacement service action was announced for select 2013-14 JX35/QX60s in retailer inventory or ICV service. As a result of delayed retail delivery reporting and some other factors, some retailers received CVTs they do not need. The attached excel file shows the CVTs that were shipped and also include the retailer inventory on 5/23/14 for reference.

All 2WD (310CM-3WX0DRE) CVTs have now been shipped. We still have a backorder condition in some PDCs for 112 AWD CVTs (310CM-3WX0ERE). We expect to have this backorder condition resolved next week and will resume automatic shipping AWD CVTs at that time.

#### Parts Inspection:

Retailers can return the unwanted units. If retailers are returning a unit that was not part of the May 24<sup>th</sup> automatic shipment, they **must inspect the serial number and code the return correctly**. This will ensure any older units not at current production specification are not returned to saleable PDC inventory. Retailers should inspect the serial number using the picture and table below.

#### SERIAL NUMBER LOCATION



- Current production spec starting serial # for 310CM-3WX0DRE (2WD)
  - M13919299
  - Z14106277
- Current production spec starting serial # for 310CM-3WX0ERE (AWD)
  - M13919075
  - Z13900251

### SERIAL NUMBER DECODER

Example Serial No.	M or Z (Character 1)	14 (Character 2 & 3)	Character 4 – Month Built	Remaining Character – Build Sequence
M14229658	M = JMEX G 3 Line	Calendar Year Built	1 through 9 = January through September X = October Y = November Z = December	29,658 unit built in February at Jatco Mexico on G3 line
Z14311081	Z = JMEX G 3-2 Line	Calendar Year Built	1 through 9 = January through September	11,081 unit built in March at Jatco Mexico on G3-2 Line

#### Parts Return Instructions:

- CVTs with serial numbers **after the current production spec** are eligible for return using an “I” code
- CVTs with serial numbers **before the current production spec** should be returned using a “G” code

**Note: All CVTs shipped as part of the May 24th shipment can be returned under an “I” code; inspection is necessary if a retailer wishes to return an older CVT in their parts inventory.**

#### Disclosure Statements:

For vehicles repaired under this service action and sold as a new vehicle, it is important for retailers to remember to give customers a disclosure statement that complies with their local and state requirements.

#### Attachments (3):

1. PC284 – JX35/QX60 Retailer Service Action Announcement (original)
2. PC284 – JX35/QX60 Retailer Service Action Update (6/12)
3. PC284 – Automatic Parts Shipment Recap

**Retailer Communication:** The information will be posted to NNA.net.com on June 12, 2014. Please cascade as necessary.

- NNA.net.com under My Documents in the following categories:
  - Sales>Campaigns
  - Parts>Campaigns>
  - Service>Campaigns>