

QX60 Right Front Lower Dash Seam Seal Owner Letter - FINAL

OWNER NOTIFICATION

Dear Infiniti QX60 Owner:

Infiniti is committed to providing the highest levels of product safety, quality and customer satisfaction. With that in mind, we want to bring to your attention important information regarding a voluntary service campaign to apply sealant to the interior body seam at the right-side (lower) dash area, behind the glove box, on your vehicle.

REASON FOR SERVICE CAMPAIGN

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.

WHAT INFINITI WILL DO

To ensure your continued satisfaction and confidence in your QX60, your authorized Infiniti retailer will remove the glove box, move carpet and insulation, and reseal the seam. All repairs will be performed **at no cost to you for parts or labor**. This service should take approximately 1 hour to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

WHAT YOU SHOULD DO

Please contact your Infiniti retailer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. **To ensure the least inconvenience for you, it is important that you have an appointment before bringing your vehicle to the Infiniti retailer for service.** Please bring this notice with you when you keep your service appointment.

Thank you for your cooperation and we are indeed sorry for any inconvenience this may cause you.

Should you have any questions, our representatives would be pleased to assist you.

- Call 1-800-662-6200 or
- Visit <http://www.infiniti.com>