



# Aftersales Retailer Support

## 2015 QX60 Transverse Link

### Retailer Inventory Inspection

Reference: PC377  
Date: June 23, 2015

**Attention: Retailer Principal, Sales, Parts and Service Managers**

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

Infiniti is conducting a retailer inventory inspection to inspect the right and left transverse link pivot bolt to ensure that the locking nut is present and torqued to the correct specification on certain 2015 Infiniti QX60 vehicles identified in SERVICE COMM.

Infiniti is asking retailers to replace the locking nut **only** if the nut is missing or incorrect. It is expected that very few locking nuts will need to be replaced.

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

1. Verify if vehicles currently in retailer inventory are affected by this inventory inspection using Service Comm **I.D. PC377**.
2. If the vehicle in retailer inventory is affected by this inspection, confirm the presence of the correct locking nut and torque the right and left transverse link pivot bolt to specification.
  - If the locking nut is missing or incorrect, locate the correct part number in the parts catalog and install the correct locking nut.
3. Submit the applicable warranty claim for the action performed and release the vehicle.

**\*\*\*\*\* Parts Collection \*\*\*\*\***

As previously mentioned, a **very low incident rate is expected**.

Parts replaced under this campaign will be collected. Follow the attached inspection procedure prior to determining the necessity of replacing any parts.

Pursuant to APRM policy 2.34.13, retailers are expected to comply with the parts return procedure. **Retailers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines.**

**NOTE: Parts requested are VIN and repair order specific. It is important for retailers to return parts applicable to the VIN and repair order identified.**

**\*\*\*\*\* Vehicle Identification – Retailer Inventory \*\*\*\*\***

A total of **38** 2015 QX60 vehicles **are** subject to this retailer inventory inspection and can be identified through two methods:

- **SERVICE COMM** – Beginning June 23<sup>th</sup>, retailer service departments can complete an inquiry on SERVICE COMM – **I.D. PC377** - to determine if a vehicle is subject to this retailer inventory inspection.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected retailer inventory VINs by region, district, and Retailer Code.

**\*\*\*\*\* Retailer Responsibility \*\*\*\*\***

It is the retailer's responsibility to check SERVICE COMM - **I.D. PC377** - for the status on each affected vehicle currently in inventory. Infiniti requests retailers to perform this inspection on vehicles in inventory prior to being retailed to ensure client satisfaction.

**\*\*\*\*\* Inspection Procedure \*\*\*\*\***

This inspection procedure will be available on ASIST and NNAnet.com.

- ASIST – Go to "Tech Support Info" on the left column of the ASIST opening page. Under "Tech Support Info", select "Inventory Vehicle Actions". A new window will open where you may access the technical procedures.
- NNAnet.com –This procedure can be found on NNAnet.com under My Documents in the following categories:
  - Parts>Campaigns>
  - Sales>Campaigns>
  - Service>Campaigns>
    - **PC377**

**Thank you for your prompt attention to this matter and we apologize for the inconvenience.**

# PC377 – 2015 Infiniti - QX60 (L50) – Transverse (TV) Link Pivot Locking Nut and Torque Service Inspection SERVICE PROCEDURE

1. Lift the vehicle using a hoist.
2. On the driver side knuckle, inspect TV Link Pivot Nut/Bolt (Figure 1) to ensure it is a locking nut as pictured in (Figure 2).
3. If locking nut is present use a torque wrench and an 18MM wrench to hold the bolt secure while checking the torque to the following spec:
  - TV Link Pivot Nut/Bolt:  
97.5N·m (72 ft-lb)



Figure 1

4. On the passenger side knuckle, inspect TV Link Pivot Nut/Bolt (Figure 4) to ensure it is a locking nut as pictured in (Figure 2).
5. If locking nut is present use a torque wrench and an 18MM wrench to hold the bolt secure while checking the torque to the following spec:
  - TV Link Pivot Nut/Bolt:  
97.5N·m (72 ft-lb)



Figure 2

6. If a locking nut is **NOT** present (Figure 3) order the correct locking nut using normal Nissan Parts ordering system. Using a torque wrench and an 18 MM wrench to hold the bolt secure while torqueing to the following spec:

- TV Link Pivot Nut/Bolt:  
97.5N·m (72 ft-lb)

### Not Correct NON-Locking Nut (Replace)



Figure 3

### Passenger Side

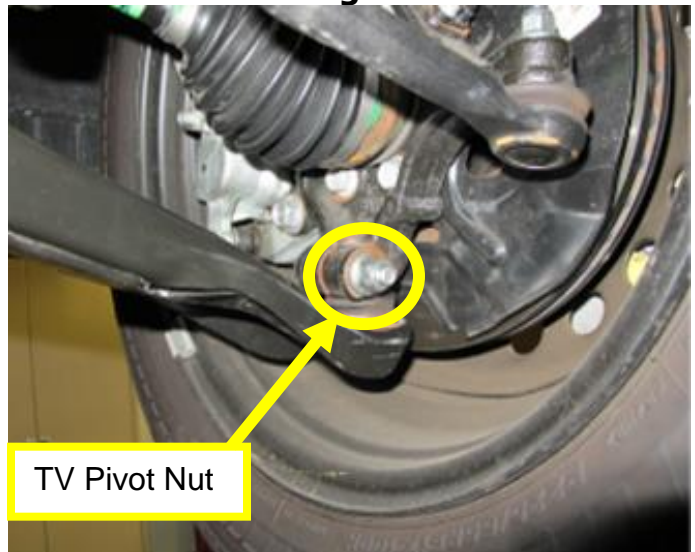


Figure 4

7. Were the TV Link Pivot Locking Nuts present and found to be correctly torqued?

**a. If the correct locking nuts are present and correctly torqued:**

- Submit warranty claim using Op Code **PC3770** (see claims info).
- Release the vehicle

**b. If NON locking TV Link Pivot nuts are found:**

- Replace TV Link Pivot nuts and torque to proper torque
  - 97.5N·m (72 ft-lb).
- Submit warranty claim using Op Code **PC3771** (see claims info).
- Release the vehicle.

**c. If the correct locking nuts are found to be under torqued:**

- Torque TV Link Pivot nuts to proper torque
  - 97.5N-m (72 ft-lb).
- Submit warranty claim using Op Code **PC3772** (see claims info)

**PARTS INFORMATION:**

Description	Part #
Locking Nut	Refer to normal parts ordering system for correct part number

**CLAIMS INFORMATION**

**Submit claim using the following claims coding:**

**Work Order Line Type: "CM" Campaign**

**Campaign: PC377**

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PC377			
<b>Symptom:</b>	ZZ			
<b>Diagnosis:</b>	99			
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>	<b>Parts Required on claim</b>	<b>Expense Code Required</b>
Locking Nut present and torqued properly - <b>OK Condition.</b>	PC3770	0.2 hrs.	No	No
Replace Non-Locking Nut and Torque to spec - <b>Repair Needed.</b>	PC3771	0.3 hrs.	Yes	No
Locking Nut present and <b>NOT</b> Torqued to spec - <b>Repair Needed.</b>	PC3772	0.2 hrs.	No	No