

FINAL – QX60 Hybrid HPCM Recall Invitation to Repair owner letter – R21B4

OWNER NOTIFICATION

NHTSA Recall 21V-774

NOTIFICACIÓN PROPIETARIO

Dear INFINITI QX60 Hybrid Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. INFINITI has decided that a defect which relates to motor vehicle safety exists in certain 2014–2017 Model Year INFINITI QX60 Hybrid vehicles. Our records indicate that you own or lease the INFINITI vehicle identified by the VIN on the inside of this notice.

Reason for Recall

Motivo del Retiro

The Hybrid Powertrain Control Module (HPCM) on your INFINITI QX60 Hybrid vehicle may contain software that could cause an engine stall under certain conditions. In the event of bearing damage, the HPCM detects the overheat condition and initiates failsafe mode, which cuts drive power to both the engine and electric motor. Without drivetrain power, you may experience an engine stall while driving, increasing the risk of a crash.

What INFINITI Will Do

Qué Hará INFINITI

Software is now available to repair your vehicle. Your INFINITI retailer will reprogram the HPCM with updated software to enable EV only operation in the event of failsafe mode activation, at no cost for labor. This free service should take less than an hour to complete. However, your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule.

What You Should Do

Qué Debes Hacer

Please contact your INFINITI retailer in order to arrange an appointment to have your vehicle repaired as soon as possible. Please bring this notice with you when you keep your service appointment.

Por favor, póngase en contacto con su concesionario INFINITI para concertar una cita para reparar su vehículo lo antes posible. Se requiere que traigas esta notificación el día de tu cita.



For more information about the recall, please visit <https://nna.secure.force.com/recall?camp=R21B4>.

Para obtener más información sobre el retiro, visite <https://nna.secure.force.com/recall?camp=R21B4>.

If the retailer fails to, or is unable to make the necessary repairs free of charge, you may contact the INFINITI Consumer Affairs Department, P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200.

Si el concesionario no cumple, o no le es posible realizar las reparaciones necesarias sin cargos, puedes contactar al Departamento Nacional de Asuntos

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del Consumidor a: INFINITI Consumer Affairs Department, P.O. Box 685003, Franklin, TN 37068-5003. El número libre de cargos es 1-800-662-6200.



If you have previously paid for repairs related to this issue, you may be eligible for reimbursement of the related expenses. For questions or more information please visit <https://www.infinitiassist.com/>.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We appreciate your INFINITI ownership and apologize for any inconvenience this may cause you.

Gracias por tu cooperación. Agradecemos tu patrocinio como dueño de un INFINITI y te ofrecemos nuestras disculpas por cualquier inconveniente que esto pueda ocasionar.