



# After-sales Retailer Support

## 2008 EX & 2009 FX

### Steering Column Upper Bearing

### Voluntary Safety Recall Campaign

Reference: R1501

Date: January 29, 2015

Attention: Retailer Principal, Sales, Parts and Service Managers

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

**A STOP SALE CONDITION IS IN EFFECT.**

Infiniti is conducting a voluntary safety recall campaign on certain specific MY 2008 Infiniti EX and 2009 FX vehicles, manufactured at the Tochigi, Japan plant between June 29, 2007 through April 25, 2008, to replace the steering shaft.

Due to a supplier manufacturing issue, the steering column outer tube on some of the potentially affected vehicles may have been manufactured out of specification. This may cause stress to occur at the upper bearing and, in rare instances, may cause the bearing retainer to fracture and lead to excessive play in the steering wheel. In some extreme case where excessive force is applied axially to pull the steering wheel towards the driver, the column may separate and lead to loss of steering, potentially causing loss of vehicle control and increasing risk of a crash.

Infiniti is committed to a high level of client safety, service, and satisfaction and is working with its retailers to provide an outstanding ownership experience to EX and FX owners.

**IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.**

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

1. Verify if vehicles currently in retailer inventory are affected by this recall campaign using Service Comm I.D. **R1501**
2. If the vehicle in retailer inventory is affected by this recall, **hold** the vehicle until parts and repair are available. Infiniti expects to have sufficient parts available in mid to late February.
  - If a client does not want to drive their vehicle, rental will be available under the campaign for affected vehicles until parts are readily available.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$60 (per day)

3. Detailed repair instructions will be provided once parts are available.

**\*\*\*\*\* Parts Information \*\*\*\*\***

The parts order form accompanying this announcement can be used to order EX and FX Steering Shaft Kits as needed. Each kit includes fasteners and components necessary to complete the repair.

**\*\*\*\*\* Repair Instructions \*\*\*\*\***

The repair procedure for the affected EX and FX vehicles is still under development and parts are not immediately available. A separate announcement will be released once parts and procedures are available.

In the interim, the parts related to this campaign have been placed on sales restriction. Infiniti expects to have a steady availability of parts in approximately 3-4 weeks, and will lift the parts restriction at that time.

A campaign update will be sent once the restriction has been lifted and retailers are able to order additional parts as needed using normal parts ordering procedures.

**\*\*\*\*\*Vehicle Identification\*\*\*\*\***

There are approximately **16,747 Infiniti EX and FX** vehicles affected by this voluntary safety recall. Approximately **0** vehicles are currently in new vehicle retailer inventory. Vehicles subject to this action can be identified through:

- **SERVICE COMM** – Beginning January 29<sup>th</sup>, 2015 service departments can complete an inquiry in SERVICE COMM – **I.D. R1501** – to determine if a vehicle is subject to this voluntary safety recall.

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

It is the retailer's responsibility to check Service Comm using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary safety recall campaign which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in retailer inventory. If a VIN subject to this recall campaign was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

**\*\*\*\*\* Retailer Communication \*\*\*\*\***

Beginning January 29<sup>th</sup>, 2015, retailers can find a copy of this announcement on NNA.net.com under My Documents in three locations:

- Parts>Campaigns>
- Sales>Campaigns>
- Service>Campaigns>

**\*\*\*\*\* Owner Notification \*\*\*\*\***

Infiniti plans to begin notifying owners of potentially affected EX and FX vehicles in February, 2015 via U.S. Mail.

**FAQ:**

**Q. Is there a stop sale in effect?**

A. Yes.

**Q. Is this a safety recall?**

A. Yes.

**Q. What is the reason for this voluntary safety recall?**

A. Due to a supplier manufacturing issue, the steering column outer tube on some of the potentially affected vehicles may have been manufactured out of specification. This may lead to excessive play in the steering wheel. In some extreme case where excessive force is applied to pull the steering wheel towards the driver, the column may separate and lead to loss of steering and potentially causing loss of vehicle control and increasing a risk of a crash..

**Q. What will be the service department action?**

A. An authorized Infiniti retailer will replace the steering shaft at no cost to clients for parts or labor.

**Q. When will vehicle owners be notified?**

A. Infiniti will begin notifying clients with vehicles affected by this recall campaign in February 2015, by U.S. Mail.

**Q. What model year vehicles are involved?**

A. Approximately 16,747 (USA, Puerto Rico, and Guam) certain specific Model Year 2008 Infiniti EX and 2009 Infiniti FX vehicles are affected.

**Q. Are you experiencing this condition on any other Infiniti (or Nissan) models?**

A. Yes. Approximately 226 (USA, Puerto Rico, and Guam) certain specific Model Year 2009 Nissan GT-R vehicles are also affected.

**Q. Can I use my vehicle until the steering shaft has been replaced?**

A. Yes, **provided there are no grinding noises or resistance while steering and no unusual upward or downward movement of the steering assembly.**

However; you should contact your Infiniti retailer as soon as possible to have your vehicle repaired if you receive an owner notification letter indicating your vehicle is potentially affected.

**Q. Will a rental vehicle be provided while the retailer is servicing the vehicle?**

A. Yes:

- Rental will be available under the campaign for affected vehicles prior until parts are readily available.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$60 (per day)

**Q. Have there been any injuries or fatalities related to this problem?**

A. No. Infiniti is not aware of any injuries or fatalities associated with this concern.

**Q. I have lost confidence in the vehicle. Will Infiniti replace or repurchase the vehicle?**

A. The repair will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

**Q. How long will the corrective action take?**

A. This service, free for parts and labor, could take up to 2 hours to complete. However, your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

**Q. Will I have to take my vehicle back to the selling retailer to have the service performed?**

A. No, any authorized Infiniti retailer is able to perform the recall campaign.

**For CA:** Please inform us of the retailer where you would like to have the corrective action completed.