

SAFETY RECALL



CAMPAIGN BULLETIN

Takata Passenger Airbag Do Not Drive Warning Voluntary Recall Campaign

Reference: R1713

Date: May 29, 2024

Attention: Retailer Principal, Sales, Parts and Service Managers

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's remedy action is performed.

REVISION

This revised bulletin only applies to MY02-03 QX4 vehicles affected by campaign ID R1713. Please reference the bulletin from December 10, 2021 for other vehicles affected by campaign ID R1713 or by other Takata Passenger Airbag inflator campaign IDs.

The announcement from December 10, 2021 has been revised to include the following:

- This bulletin supersedes the bulletin dated December 10, 2021 for MY02-03 QX4 vehicles recalled under campaign ID R1713.

Campaign ID:	Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
R1713	2002-2003 QX4	15,455	NA	June 16, 2017	YES

***** Campaign Summary *****

INFINITI is committed to the safety and security of our clients and their passengers. As previously announced, INFINITI has implemented the next phase of Takata inflator recalls on certain INFINITI model and model year vehicles to replace front passenger airbags with remedy parts. INFINITI is continuing to attempt to contact affected owners to remind them of the recall on their vehicle and encourage them to bring it to a retailer so it can be remedied.

INFINITI has notified the National Highway Traffic Safety Administration (NHTSA) that it is issuing an immediate **DO NOT DRIVE** warning for affected model year 2002-2003 INFINITI QX4 vehicles. INFINITI has made numerous attempts to contact owners of affected vehicles. Due to the age of these vehicles, there is an increased risk the inflator could explode during an airbag deployment, propelling sharp metal fragments which can cause serious injury or death. Drivers are urged to stop driving the vehicle immediately.

Since the release of the original campaigns in 2013, newer remedy parts were made available and INFINITI created updated campaign IDs to allow the newest remedy parts to be used. INFINITI strongly recommends clients with a MY02-03 QX4 vehicle that has NOT received any remedy under campaign ID R1713 to stop driving their vehicle immediately and contact an INFINITI retailer to have the vehicle remedied as soon as possible.

As part of an ongoing effort to improve client recall participation, all INFINITI retailers have the option of performing their own mobile repairs.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History Open Campaign I.D. **R1713**

Retailers must not **wholesale, sell, lease, trade, rent or loan any affected vehicles** in retailer inventory affected by this recall campaign until after the vehicle has been repaired.

2. Retailers should use the appropriate campaign repair bulletin (listed in the repair section below) to remedy any vehicles subject to this campaign.
 - Retailers should inform owners of the affected vehicles about the recall campaign and communicate **parts are available**.
 - **INFINITI strongly advises drivers not to drive affected vehicles until the Free repair has been completed.**
 - Rental is available upon client request while parts are on order:

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$180 (Max)
Contact the Warranty claims call center 1-800-933-3712 Option 7, if additional expense is required.		
Towing is available, upon client request, by contacting INFINITI Consumer Affairs at 1 888-810-3715. Towing arranged through this number will be billed directly to INFINITI and does not need to be included on your warranty claim submission.		

3. Once repaired, retailers should submit the claim, using the claims coding provided, and release the vehicle.
4. Retailers should have the client fill out the SRS Light Release form (attached) when both the Supplemental Restraint System ("SRS") warning light is non-operational, flashing, or illuminated and the client refuses diagnosis and repair related to the SRS warning light.
 - Additionally, if the client declines the recall repair or the vehicle is unrepairable, appropriately document the deferment reason as per **IPSB19-362**.

NOTE: There is no need for the client to fill out the SRS Light Release form if the client agrees to and the retailer conducts the diagnosis and repair.

***** Release Schedule *****

Parts	• The parts, listed below, are not restricted and can be ordered through the normal process: ○ Inflators: ▪ 2002-03 QX4: 98561-7998E ○ Harnesses: ▪ 2002-03 QX4: B4A67-5W50D
Special Tools	• J-52352 USB Bar Code Scanner is required • J-51315-KIT Airbag module support
Repair	• ITB17-021: 2002-2003 QX4 - R1713

Owner Notification	INFINITI has made numerous attempts to contact owners of affected vehicles to notify them of the subject recall campaigns. INFINITI will communicate the DO NOT DRIVE warning to registered vehicle owners via first class mail beginning May 29, 2024 .
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*******Mobile Repair*******

INFINITI retailers have the option of providing mobile repair services to Takata affected clients. Retailers may choose to offer mobile repair services:

Retailers can perform their own mobile repair and claim the entire \$100 sublet allowance in addition to parts and labor for the repair.

- It is the responsibility of the Retailer to ensure that its mobile repair services for airbag replacement are fully compliant with all applicable laws and regulations for such operations in the jurisdiction where they operate.
- If the retailer chooses to provide mobile services themselves, they must have the client sign the "Retailer Provided Mobile Service Invoice" form included with this announcement. Retailers are advised to provide a copy of this invoice to the client with their copy of the repair order and retain the signed copy along with the repair order for their records.

EXPENSE CODE	DESCRIPTION	AMOUNT
804	Retailer Mobile Repair	\$100 (Max)

******* Retailer Responsibility *******

It is the retailer's responsibility to check Service Comm or DBS National Service History – Open Campaign 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.

Frequently Asked Questions (FAQ):

- Q.** Why is INFINITI issuing this warning now?
- A.** INFINITI has made numerous attempts to contact owners of vehicles that still have not completed the Takata airbag recall. As these vehicles continue to age, the risk for inflator rupture increases. The vehicles subject to this warning contain a specific Takata airbag inflator type with a higher risk of rupture. **INFINITI strongly advises drivers not to drive affected vehicles until the FREE repair has been completed**

Q. Is this a recall?

A. Yes.

Q. Does this stop sale apply to previously owned vehicles?

A. INFINITI strongly recommends retailers not sell previously owned vehicles affected by these recalls until it is remedied. Certain states have laws preventing the sale of previously owned vehicles with open safety recalls. Retailers must comply with all federal, state, and local laws regarding vehicle sales as they relate to open safety recalls.

Q. How do I know if my vehicle has a problem with the front passenger airbag inflator?

A. Owner notification letters have been mailed to registered vehicle owners. If you would like, I can check your vehicle identification number (VIN) right now to see if your vehicle is affected. You may also search for open recall campaigns at www.safercar.gov

Q. What is the reason for the recall?

A. Due to Takata (the airbag supplier) inflator quality issues, it is possible that the front passenger airbag inflator housing in the subject vehicles could deploy abnormally. If not repaired, the defective airbag inflator could explode and propel sharp metal fragments that can cause serious injury or death. **INFINITI strongly advises drivers not to drive affected vehicles until the FREE repair has been completed.**

Q. What is the possible effect of the condition?

A. If not repaired, the defective airbag inflator could explode and propel sharp metal fragments that can cause serious injury or death.

Q. What will be the corrective action for this voluntary recall campaign?

A. Retailers will replace your passenger-side airbag inflator.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to one (1.0) hour to complete. However, your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule.

Q. Have all affected owners already been notified?

A. INFINITI has made multiple attempts to notify owners subject to the campaign ID listed above and will continue to re-notify owners with un-remedied vehicles subject to these recalls. INFINITI will communicate the **DO NOT DRIVE** warning to registered vehicle owners via first class mail beginning **May 29, 2024**.

Q. I have not received a letter, but want to know if my vehicle is affected?

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is included in this recall. You may also search for open recall campaigns at www.safercar.gov

Q. Is my vehicle safe to drive?

A. No. INFINITI strongly advises drivers not to drive affected vehicles until the FREE repair has been completed. If your vehicle is not repaired, the defective airbag inflator could explode and propel sharp metal fragments that can cause serious injury or death.

Q. Is there anything owners can do to mitigate this condition?

A. No.

Q. Is there any charge for the repair?

A. No. The remedy will be performed for the client free of charge for parts and labor.

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

A. INFINITI may provide a courtesy vehicle for the client to use while their vehicle is being serviced. Courtesy vehicles are subject to availability and not guaranteed. Please check with your retailer for availability and further details. Rental is available, upon client request, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$180 (Max)
Contact the Warranty Claims Call Center @ 800-933-3712 if additional expense is required. Please refer to the Goodwill rental Guidelines in the APRM for detailed information regarding application of rental reimbursement.		

Q. Will towing be provided?

A. Towing is available, upon client request, by contacting INFINITI Consumer Affairs at 1 888-810-3715. Towing arranged through this number will be billed directly to INFINITI and does not need to be included on your warranty claim submission.

Q. Are parts readily available?

A. Yes.

Q. Is there any charge for this service?

A. No. The remedy will be performed for the client free of charge.

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.

Q. I am a retailer and I have parts or technical questions related to vehicle condition or a notification an owner has received, whom do I talk to?

A. Please contact the INFINITI Campaigns and Recalls Team at campaignannouncements@nissan-usa.com . If your question pertains to an owner communication, please include a copy of the communication (if possible) with your email.

Q. Does this Takata Do Not Drive Warning apply to any other Nissan (or INFINITI) models?

A. Yes, the 2002-2006 Nissan Sentra under campaign IDs PM683 and PM684, and 2002-2004 Nissan Pathfinder under campaign IDs R1711 and R1712 are included in this Do Not Drive Warning.

Revision History:

Date	Announcement	Purpose
May 29, 2024	Original DND Warning: This bulletin amends the December 10, 2021 bulletin for MY02-03 QX4 vehicles affected by campaign ID R1713 only.	Takata <u>DO NOT DRIVE Warning</u> . This is an amendment to previous campaign bulletins that included other vehicles affected by campaign ID R1713 and by campaign ID's PM683, PM684, R1711 and R1712.