

SAFETY RECALL



CAMPAIGN BULLETIN

Front Passenger Air Bag Module Voluntary Safety Recall Campaign

Reference: PG6BN
Date: March 9, 2017

Attention: Retailer Principal, Sales, Parts and Service Managers

UPDATE March 9, 2017

The announcement from December 22, 2016 has been revised to include:

- Campaign bulletin ITB17-019 is now available
- Infiniti has developed an automatic parts shipment plan to ship parts to retailers with affected inventory
 - Shipments will begin to arrive at retailers the week of March 13th, 2017
 - Additional parts will be available for order via DCS
 - Retailers do not need to order for vehicles in inventory
- Special Instructions for obtaining a new box for air bag module returns have been included

Please discard earlier versions of this bulletin.

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.

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2017 QX30	509	448	December 22, 2016	YES

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

Infiniti has notified the National Highway Traffic Safety Administration (NHTSA) of its intention to recall certain MY2017 Infiniti QX30 vehicles to replace the front passenger air bag module with a new part. During the manufacturing process at the supplier, an incorrect mixture of chemicals was supplied to the primary inflator of the front passenger air bag. This issue occurred as a result of a software error in the controls that are used to inject the chemical mixture. As a result, some vehicles within the affected population were equipped with passenger air bags that may have been manufactured out of specification and contain an incorrect chemical composition which does not meet specification. If the subject vehicle's air bag may contain an incorrect chemical composition, the initiators may not function properly, which can lead to a "no deploy" condition in the event of a vehicle crash.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. PG6BN
 - **New vehicles in retailer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
 - Refer to IPSB 15-286 for additional information

2. Retailers should not sell, lease, trade, rent or loan any vehicles in retailer inventory affected by this recall campaign until after the vehicle has been repaired.
3. If a retailed vehicle affected by this campaign ID visits the retailer for service, the retailer should inform the client about the recall campaign and communicate that parts may need to be ordered.
 - Rental is available under the campaign while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$180 (Max)

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

Parts	<ul style="list-style-type: none"> • Infiniti has developed an automatic parts shipment plan to ship parts to retailers with affected inventory <ul style="list-style-type: none"> ○ Shipments will begin to arrive at retailers the week of March 13th, 2017 ○ Additional parts will be available for order via DCS ○ Retailers should not order parts for vehicles in inventory
Special Tool	<ul style="list-style-type: none"> • J-52352 USB Bar Code Scanner • Retailers have already been sent this special tool via another campaign activity. Additional tools are available via TechMate @ 1-800-662-2001
Repair	<ul style="list-style-type: none"> • ITB17-019
Owner Notification	<ul style="list-style-type: none"> • Infiniti will began notifying owners of all potentially affected vehicles in February, 2017 via U.S. Mail.

******* Special Instructions *******

Packaging from new parts can be used to return removed air bag modules. If new packaging is required (due to damage), please follow the link provided below:

<http://www.commercialforms.com/airbag-module-shipping-boxes-1243.html>

Expense Code: (include with campaign claim as necessary)

Code	Allowance
505 / Shipping Container	\$21.50 (Max)

******* 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.

Frequently Asked Questions (FAQ):

Q: Is this a safety recall campaign?

A. Yes, a stop sale is in effect.

Q: How do I know if my vehicle is affected?

A. If your vehicle is subject to this campaign you will receive an Owner Notification letter from Infiniti. If you'd like, I can check your vehicle identification number (VIN) right now to see if your vehicle is affected by a different recall.

Q: What is the reason for this safety recall?

A. During the manufacturing process at the supplier, an incorrect mixture of chemicals was supplied to the primary inflator of the front passenger air bag. This issue occurred as a result of a software error in the controls that are used to inject the chemical mixture.

Q: What is the possible effect of the condition?

A. As a result, some vehicles within the affected population were equipped with passenger air bags that may have been manufactured out of specification and contain an incorrect chemical composition which does not meet specification. If the subject vehicle's air bag contains an incorrect chemical composition, the initiators may not function properly, which can lead to a "no deploy" condition in the event of a vehicle crash.

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

A. Retailers will replace the front passenger air bag module with a new part.

Q: Are parts available for the recall repair?

A. Yes. Infiniti has developed an automatic parts shipment plan to ship parts to retailers with affected inventory.

- o Shipments will begin to arrive at retailers the week of March 13th, 2017
- o Additional parts will be available for order via DCS
- o Rental is available under the campaign while parts are on order

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Q: Are service parts affected?

A. At this time, Infiniti has determined that service parts **are not** affected by this issue.

Q. When will vehicle owners be notified?

A. Infiniti sent interim notifications to owners of all potentially affected vehicles in **February, 2017** via U.S. Mail. Infiniti will send a second letter at the end of **March, 2017** inviting owners to bring their vehicle in for repairs. We urge clients to have this important campaign performed once you receive an invitation to repair letter.

Q. I have not received a letter but want to make sure my vehicle is not affected.

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is included in this recall.

Q. Is it safe to drive my vehicle?

A. Infiniti strongly recommends that if your vehicle is confirmed to be affected, you have this safety recall repair performed as soon as parts become available. Please contact your retailer once you receive an invitation to repair letter to schedule an appointment. **In the meantime, do not allow passengers to ride in the front passenger seat until the repair is performed.**

Q. Is there anything owners can do to avoid the risk/danger?

A. If you received a safety recall notice about the passenger front air bag, **do not allow passengers to ride in the passenger seat until the repair is performed.**

Q. Will alternate transportation be provided while the retailer is servicing the vehicle?

A. Infiniti has authorized alternate transportation for clients awaiting parts. Please check with your retailer for alternate transportation availability while your vehicle is being repaired.

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

A. No, any authorized Infiniti retailer can repair Infiniti vehicles.

Q. How long will the corrective action take?

A. This free service should take about two (2) hours to complete, but your Infiniti retailer may require a longer period of time based upon their work schedule.

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

A. The remedy, once parts are available, will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. What model year vehicles are involved?

A. Certain MY2017 Infiniti QX30 vehicles are affected.

Q. How many Infiniti vehicles are involved in the campaign?

A.

<u>Region</u>	<u>QX30</u>
USA	503
Canada	47
Puerto Rico	6
Mexico	2
Other Countries	242
Total	800

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2017 QX30	August 11, 2016 through September 27, 2016

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

A. No

Q. I have other concerns, who do I talk to?

A. Please contact Consumer Affairs at the numbers below.

Region	Division	Number
United States	Infiniti North America	1-800-662-6200