

SAFETY RECALL



INFINITI

EMPOWER THE DRIVE

CAMPAIGN BULLETIN

Front Passenger Airbag Module Voluntary Safety Recall Campaign

Reference: PG6BN

Date: December 22, 2016

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 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 airbag 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 airbag. 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 airbag 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. This condition may also affect certain performance requirements of Federal Motor Vehicle Safety Standards (FMVSS) No. 208.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. PG6BN
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 remedy parts are not yet available.
 - Rental is covered under the campaign until parts become available.

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

Parts	<ul style="list-style-type: none">• Remedy parts are expected to begin arriving in early February 2017.
Repair	<ul style="list-style-type: none">• No action is required at this time.
Owner Notification	<ul style="list-style-type: none">• Infiniti will begin notifying owners of all potentially affected vehicles in February, 2017 via U.S. Mail.

******* 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 airbag. 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 airbag 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. This condition may also affect certain performance requirements of Federal Motor Vehicle Safety Standards (FMVSS) No. 208.

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

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

Q. Are parts available for the recall repair?

A. Parts are expected to be available in February 2017.

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 will begin notifying owners of all potentially affected vehicles in **February, 2017** via U.S. Mail. 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.** Parts are expected to be available in February 2017.

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

A. If you received a safety recall notice about the passenger front airbag, **do not allow passengers to ride in the passenger seat until the repair is performed.** Parts are expected to be available in February 2017.

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

A. Infiniti has authorized alternate transportation for clients until parts become available. 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 3 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. The North American Market is affected as follows:

<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