

# SAFETY RECALL



## CAMPAIGN BULLETIN

### Driver Side Curtain Air Bag Module Voluntary Safety Recall Campaign

Reference: PG7B5  
Date: March 29, 2017

**Attention: Retailer Principal, Sales, Parts and Service Managers**

#### UPDATE March 29, 2017

The announcement from March 8, 2017 has been revised to include:

- Campaign bulletin ITB17-028 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 on March 31, 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 (H15)	79	25	March 8, 2017	<b>YES</b>

#### \*\*\*\*\* 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 driver side curtain air bag module with a new part. Some of the vehicles within the affected population described above were equipped with driver side curtain air bags that may have been manufactured out of specification and may not deploy as designed in a crash in which curtain air bag deployment is warranted.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **PG7B5**  
New vehicles in retailer inventory can 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 remedy parts may need to be ordered.
- Rental is available while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$900 (Max)
Contact the Warranty Claims Call Center (1-800-933-3712, Option 7) for pre-approval on rental expenses exceeding campaign allowance.		

**\*\*\*\*\* Release Schedule \*\*\*\*\***

Parts	<ul style="list-style-type: none"> <li>Infiniti has developed an automatic parts shipment plan to ship parts to retailers with affected inventory               <ul style="list-style-type: none"> <li>Shipments will begin to arrive at retailers on March 31, 2017</li> <li>Additional parts will be available for order via DCS</li> </ul> </li> <li>Retailers should not order parts for vehicles in inventory</li> </ul>
Special Tool	<ul style="list-style-type: none"> <li>J-52352 USB Bar Code Scanner</li> <li>Retailers have already been sent this special tool via another campaign activity. Additional tools are available via TechMate @ 1-800-662-2001</li> </ul>
Repair	<ul style="list-style-type: none"> <li>ITB17-028</li> </ul>
Owner Notification	<ul style="list-style-type: none"> <li>Infiniti will notify owners of all potentially affected vehicles in late April 2017 via U.S. Mail.</li> </ul>

**\*\*\*\*\* Special Instructions \*\*\*\*\***

Packaging from new parts can be used to return removed air bag modules. If replacement part packaging cannot be reused (due to damage), please order replacement packaging using 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 driver side curtain air bag.

**Q: What is the possible effect of the condition?**

A. As a result, some vehicles within the affected population were equipped with driver side curtain air bags that may have been manufactured out of specification and may not deploy as designed in a crash in which curtain air bag deployment is warranted.

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

A. Retailers will replace the driver side curtain air bag module with a new part once parts are available.

**Q: Are parts available for the recall repair?**

A. Yes.

**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 notify owners of all potentially affected vehicles in late April 2017 via U.S. Mail.

**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. Owners may continue to drive their vehicle at their discretion. Infiniti strongly urges clients to have this important campaign remedy performed once an invitation to repair letter is received.

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

A. No.

**Q. Will alternate transportation be provided while the retailer is awaiting parts?**

A. Parts are available for the recall repair. However, Infiniti has authorized alternate transportation upon client request if parts are unavailable at certain Infiniti retailers. Please check with your retailer for alternate transportation availability.

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

A. The remedy 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	78
Canada	7
Puerto Rico	1
<b>Total</b>	<b>86</b>

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2017 QX30	October 10, 2016 through October 26, 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.

<b>Region</b>	<b>Division</b>	<b>Number</b>
United States	Infiniti North America	1-800-662-6200