

SAFETY RECALL



CAMPAIGN BULLETIN

Driver Airbag Inflator

Voluntary Safety Recall Campaign

Reference: R1722
Date: October 6, 2017

Attention: Retailer Principal, Sales, Parts and Service Managers

UPDATE October 6, 2017

The announcement from September 15, 2017 has been revised to include:

- Campaign bulletin ITB17-051 is now available
- INFINITI has developed an automatic parts shipment plan to ship parts to retailers with affected inventory (including INFINITI Courtesy Vehicles)
 - Shipments will begin to arrive at retailers on October 9, 2017
 - Additional parts will be available for order via DBS
 - Retailers do not need to order for vehicles in inventory

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 Q50 | 810 | 47 | September 15, 2017 | YES |
| MY2017 Q50 Hybrid | 4 | | | |

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

INFINITI is conducting a Voluntary Safety Recall Campaign on the affected vehicles referenced above to replace the driver's airbag inflator. The subject vehicles may have been equipped with driver airbag inflators manufactured out of specification by a supplier. As a result of this condition, affected driver airbag assemblies may not fully deploy in the event of a crash, which can increase the risk of injury to the driver seat occupant.

***** 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. R1722
 - Refer to IPSB-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.
 - Retailers should not use INFINITI Courtesy Vehicles subject to this recall until repaired

3. Retailers should use **ITB17-051** to remedy the rear seat belt in any vehicles subject to this campaign.
4. Once repaired, retailers should submit the claim, using the claims coding provided, and release the vehicle.

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

| | |
|---------------------------|---|
| Parts | <ul style="list-style-type: none"> • INFINITI will automatically ship parts for vehicles in retailer inventory subject to stop sale. Do not order parts for retailer inventory. <ul style="list-style-type: none"> ○ Shipments will begin to arrive at retailers by October 9, 2017 ○ Retailers may place and SVC order on DBS to obtain parts (K8560-7993D) as needed for retail clients beginning October 12, 2017 at 9:00 AM CST. |
| Special Tools | <ul style="list-style-type: none"> • CONSULT III • J-52352 USB Bar Code Scanner <p>Retailers have already been sent J-52352 via another campaign activity. Additional tools are available via TechMate @ 1-800-662-2001</p> |
| Repair | <ul style="list-style-type: none"> • ITB17-051 |
| Owner Notification | INFINITI will begin notifying owners of all potentially affected vehicles in October 2017 via U.S. Mail. |

******* 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: Is this a stop sale?

A. Yes.

Q: Is this a safety recall campaign?

A. Yes.

Q: What is the reason for this Voluntary Safety Recall Campaign?

A. The subject vehicles may have been equipped with driver airbag inflators manufactured out of specification by a supplier.

Q. What is the possible effect of this condition?

A. Affected driver airbag assemblies may not fully deploy in the event of a crash, which can increase the risk of injury to the driver seat occupant.

Q. What will be the corrective action?

A. Retailers will replace the front driver airbag inflator with a new part.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, should take approximately one (1) hour to complete. However, your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. INFINITI will begin notifying owners of all potentially affected vehicles in October 2017 via U.S. Mail.

Q. Are parts readily available?

A. Yes. INFINITI will automatically ship parts for vehicles in retailer inventory subject to stop sale. **Additional parts will be orderable via the DBS SVC parts ordering tool beginning October 12, 2017.**

- o Please refer to **IPSB 16-384** for specific ordering instructions.

Q. Is my vehicle safe to drive?

A. Owners may drive the vehicle at their discretion. However, if the vehicle is subject to this recall, you should make arrangements to have the vehicle remedied as soon as parts are available.

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

A. Rental is available for this campaign, upon client request.

| EXPENSE CODE | DESCRIPTION | AMOUNT |
|--|----------------|-------------|
| 502 | Rental Expense | \$180 (Max) |
| Contact the Warranty Claims Call Center @ 800-933-3712 if additional expense is required | | |

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. Is there anything owners can do to mitigate the 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 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 voluntary safety recall campaign.

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

Q. What model year vehicles are involved?

A. Certain 2017 INFINITI Q50 & Q50 Hybrid INFINITI vehicles within a specific production range are affected.

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

A. Affected vehicle counts are:

| Country | Q50 (V37) | Q50 Hybrid (V37H) | TOTAL |
|--------------|------------|-------------------|------------|
| NCI | 53 | 1 | 54 |
| USA | 810 | 4 | 814 |
| NMEX | 5 | 2 | 7 |
| Total | 868 | 7 | 875 |

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

A. No.