

SAFETY RECALL



CAMPAIGN BULLETIN

Clock Spring Cable/Steering Column Bushing Voluntary Safety Recall Campaign

Reference: PG7BS

Date: January 12, 2018

Attention: Retailer Principal, Sales, Parts and Service Managers

UPDATE January 12, 2018
Please discard earlier versions of this bulletin

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

- As a reminder, parts will be available for SVC order on DBS beginning January 12, 2018 at 9:00AM CST. Once ordered, please allow until January 19th, 2018 for parts to begin arriving at retailers.
- ITB18-001 is now available on ASIST

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
MY2017-18 QX30	17,507	2,782	November 2, 2017	YES

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

INFINITI is conducting a Voluntary Safety Recall Campaign on the affected vehicles referenced above to install an upper steering column bushing to improve grounding. Due to a manufacturing issue that has since been corrected, the clock spring within the steering column module may allow separation between the cables that lead to the steering wheel switches and the air bag. Cable breakage would trigger the air bag warning lamp to illuminate. In rare circumstances, if the air bag warning lamp is ignored for an extended period of time, electrostatic discharge could build up on the steering wheel and cause an unintended deployment of the driver air bag.

***** 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. **PG7BS**
 - New vehicles in retailer inventory can also be identified using DBS (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.
 - Retailers should not use INFINITI Courtesy Vehicles subject to this recall until repaired

3. Retailers should use the attached procedure to remedy affected vehicles in retailer inventory. Once repaired, retailers should submit the claim, using the claims coding provided, and release the vehicle.
4. 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.
 - If the Supplemental Restraint System (SRS) air bag warning lamp is continuously illuminated or is continuously flashing on and off, rental is covered under the campaign while parts are on order.
 - If the SRS air bag warning lamp is not continuously illuminated or continuously flashing on and off, but the client requests a rental because they are uncomfortable continuing to drive their vehicle while awaiting parts, retailers may also provide complimentary loaners under the campaign, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$3,780 (Max)

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

Parts	<ul style="list-style-type: none"> • INFINITI has automatically shipped parts to repair 100% of new inventory vehicles subject to stop sale <ul style="list-style-type: none"> ○ Shipments began arriving at retailers on December 8, 2017 in two separate shipments: <ul style="list-style-type: none"> ▪ 48910-5DAOA – Steering Column Bushing will ship to retailers from their facing PDC ▪ N5031-5DBOA – Steering Wheel Bolt will ship from the NPRC ○ Retailers may place a SVC order on DBS to obtain additional parts beginning January 12, 2018 at 9:00 AM CST. Once ordered, please allow until January 19th, 2018 for parts to begin arriving at retailers.
Special Tool	<ul style="list-style-type: none"> • J-51863 – Airbag Spring Release Tool <p>Special tools are available via TechMate @ 1-800-662-2001</p>
Repair	<ul style="list-style-type: none"> • ITB18-001
Owner Notification	<ul style="list-style-type: none"> • INFINITI will send interim notification to owners of all potentially affected vehicles the week of December 18, 2017 via U.S. Mail. • Owners are being told parts are not currently available and a second letter will be sent to them inviting them to repair their vehicle in spring 2018.

***** 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 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 would 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. Due to a manufacturing issue that has since been corrected, the clock spring within the steering column module may allow separation between the cables that lead to the steering wheel switches and the air bag. Cable breakage would trigger the air bag warning lamp to illuminate.

Q: What is the possible effect of the condition?

A. Cable breakage would trigger the air bag warning lamp to illuminate. In rare circumstances, if the air bag warning lamp is ignored for an extended period of time, electrostatic discharge could build up on the steering wheel and cause an unintended deployment of the driver air bag.

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

A. Retailers will install a steering column bushing to improve grounding.

Q: Are parts available for the recall repair?

A. Yes. INFINITI has automatically shipped parts to retailer to repair 100% of new vehicle inventory subject to stop sale. Retailers may place a SVC order on DBS to obtain additional parts beginning January 12, 2017 at 9:00 AM CST.

Q: When will vehicle owners be notified?

A. INFINITI will send interim notification to owners of all potentially affected vehicles the week of December 18, 2017 via U.S. Mail. Owners are being told parts are not currently available and a second letter will be sent to them inviting them to repair their vehicle in spring 2018.

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. If the Supplemental Restraint System (SRS) air bag warning lamp is not illuminated and/or not flashing continuously, owners may continue to drive their vehicle. If the system is operating correctly, the red air bag warning lamp will temporarily illuminate for approximately seven (7) seconds upon vehicle start up and then extinguish.



Retailers should follow normal diagnostic guidelines for addressing client concerns about the red air bag warning lamp remaining ON or flashing.

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

A. If the Supplemental Restraint System (SRS) air bag warning lamp remains illuminated or flashes on and off continuously, owners should contact their retailer as soon as possible to have their vehicle inspected to determine the reason for SRS warning lamp illumination.

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

A. If the Supplemental Restraint System (SRS) air bag warning lamp is illuminated continuously or flashes on and off continuously, rental is available for this campaign, upon client request. Retailers may also provide complimentary loaner vehicles to clients upon request if their SRS air bag warning lamp is not continuously illuminated or flashing.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$3,780 (Max)

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, 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 MY2017-18 INFINITI QX30 vehicles are affected.

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

A. Affected vehicle counts are:

<u>Country</u>	<u>QX30 (H15)</u>
Canada	1,686
USA	17,285
Puerto Rico	201
Guam	21
Total	19,193

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY201718 QX30	August 10, 2015 through June 16, 2017

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

A. No.