

# SAFETY RECALL



## CAMPAIGN BULLETIN

### Front Passenger Seat Belt Anchor Voluntary Safety Recall Campaign

Reference: PG8B8

Date: June 1, 2018

**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
2018 QX30	6	1	June 1, 2018	<b>YES</b>

#### \*\*\*\*\* Campaign Summary \*\*\*\*\*

INFINITI is conducting a Voluntary Safety Recall Campaign on the affected vehicles referenced above to install a new front passenger front seat belt anchor and bolt. This repair will need to be performed by an INFINITI certified body shop.

Due to a manufacturing issue that has since been corrected, the bolt for the right-hand side lower seat belt anchorage was determined to be cross-threaded. As a result of this condition, the lower seat belt anchorage could detach during an impact, may not properly restrain the occupant in the event of a crash, and may not comply with Federal Safety Standards. (FMVSS 208 Occupant Crash Protection, FMVSS 209 Seat Belt Assemblies, and FMVSS 210 Seat Belt Anchorage)

#### \*\*\*\*\* 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. **PG8B8**
  - 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.
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 the repair must be performed by an INFINITI certified body shop, which the retailer will handle for the owner.

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

Parts	<ul style="list-style-type: none"><li>• INFINITI will ship a new seat belt anchor plate and bolt to the retailer</li><li>• These are non-serviceable parts and will be provided at no cost</li></ul>
Repair	<ul style="list-style-type: none"><li>• Sublet the repair to an INFINITI certified body shop and provide them only the installation instructions provided with this announcement.</li></ul>

<b>Owner Notification</b>	<ul style="list-style-type: none"> <li>INFINITI will directly notify affected owners. If repairs have not been completed within 60 days, INFINITI will send notification to owners of all potentially affected vehicles via U.S. Mail.</li> </ul>
---------------------------	---

**\*\*\*\*\* Claims Information \*\*\*\*\***

Op Code	Flat Rate Time	Parts Required on Claim	Expense Code Required
PG8B8	0.2 hrs.	NO	YES
EXPENSE CODE	DESCRIPTION	PARTS	EXPENSE
533	Body Shop Work	Supplied by INFINITI	<b>\$490 (Max)</b>
Retailers should request an estimate of labor in advance of repair. If labor charges exceed \$490, please contact the Warranty Claims Call Center for Assistance 800-933-3712. The Warranty Claims Call Center will require a repair estimate for authorization.			

**\*\*\*\*\* 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 bolt for the right-hand side lower seat belt anchorage was determined to be cross-threaded.

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

A. The lower seat belt anchorage could detach during an impact, may not properly restrain the occupant in the event of a crash, and may not comply with Federal Safety Standards. (FMVSS 208 Occupant Crash Protection, FMVSS 209 Seat Belt Assemblies, and FMVSS 210 Seat Belt Anchorage)

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

A. Retailers will have an INFINITI certified body shop install a new seat belt anchor plate and bolt.

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

A. Yes. INFINITI will send parts directly to the retailer at no charge. The parts provided are non-serviceable parts.

**Q. When will vehicle owners be notified?**

A. INFINITI will directly notify affected owners. If repairs have not been completed within 60 days, INFINITI will send notification to owners of all potentially affected vehicles 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. Yes, but INFINITI advises owners not allow passengers to ride in the front passenger seat until the remedy is performed.

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

A. INFINITI advises owners not allow passengers to ride in the front passenger seat until the remedy is performed.

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

A. No. There is no need for rental with this campaign.

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

A. INFINITI is recommending the nearest retailer to affected owners and communicating details with these retailers. These retailers will work with designated INFINITI certified body shops in their area to remedy the issue.

**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 2018 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>
USA	6

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

A. No.