

SAFETY RECALL



CAMPAIGN BULLETIN

Right (Passenger) Knee Airbag Module Voluntary Safety Recall Campaign

Reference: PC644

Date: September 7, 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
MY2019 QX50 (J55)	1,671	1,318	August 22, 2018	YES

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

INFINITI is conducting a voluntary recall campaign on specific 2019 QX50 vehicles, which were previously placed on a Quality Assurance Hold on August 22, 2018, to replace the right (passenger) knee airbag module with a new module.

In very cold temperatures, the trim cover may separate from the passenger-side knee airbag module during deployment, instead of splitting at the trim cover tear seam as designed, potentially increasing the risk of injury to passenger occupants.

***** 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. **PC644**
 - Refer to IPSB 15-286 for additional information
 - Please continue to check newly arriving inventory for campaign applicability.
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 **ITB18-030** to remedy affected vehicles in retailer inventory. 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">• Parts are on restriction. INFINITI has developed an automatic parts shipment to provide retailers with enough parts to expedite repair of new inventory vehicles subject to stop sale<ul style="list-style-type: none">○ Shipments will arrive at retailers between September 7, 2018 and September 13, 2018<ul style="list-style-type: none">▪ 985R1-5NA8A – Black Module▪ 985R1-5NR8A – Beige Module
-------	--

	<ul style="list-style-type: none"> ▪ 985R1-5NS8A – White Module <p>NOTE: Parts may arrive via multiple shipments. Retailers can place an SVC order via DBS beginning Monday, September 17, 2018 for any affected retailed or remaining new vehicle inventory needs.</p>
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"> • ITB18-030
Owner Notification	INFINITI will begin notifying owners of all potentially affected vehicles in September 2018 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. In very cold temperatures, the trim cover may separate from the right (passenger) knee airbag module during deployment, instead of splitting at the trim cover tear seam as designed increasing the risk of injury to passenger occupants.

Q: What will be the corrective action?

A. For affected vehicles, retailers will replace the right (passenger) knee airbag module with a new module.

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 **September 2018** via U.S. Mail.

Q. Are parts readily available?

A. Yes. However, parts are on restriction. INFINITI has developed an automatic parts shipment to provide retailers with enough parts to expedite repair of new inventory vehicles subject to stop sale. Shipments will arrive at retailers between **September 7, 2018 and September 13, 2018**.

Retailers can place an SVC order via DBS beginning **Monday, September 17, 2018** for any affected retailed or remaining new vehicle inventory needs.

Q. Is my vehicle safe to drive?

A. INFINITI strongly recommends that if your vehicle is confirmed to be affected, you have this safety recall repair performed as soon as possible. Please contact your retailer as soon as possible to schedule an appointment. **In the meantime, do not allow passengers to ride in the front passenger seat.**

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 2019 INFINITI QX50 vehicles within a specific production range are affected.

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

A. No.