

# SAFETY RECALL



INFINITI

EMPOWER THE DRIVE

## CAMPAIGN BULLETIN

### Rear Seat Belts

### Voluntary Safety Recall Campaign

Reference: R20A5

Date: March 25, 2020

**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
MY2020 Q60	290	139	March 25, 2020	<b>YES</b>

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

As previously announced on March 18, 2020, INFINITI has notified the National Highway Traffic Safety Administration (NHTSA) that it will conduct a Voluntary Recall Campaign on certain MY2020 INFINITI Q60 vehicles to inspect the manufacturing date on the rear seat belt tags and replace the right hand, left hand, or both seat belt retractor assemblies if they were manufactured within the affected production period.

Due to a manufacturing process issue that has since been corrected, the left-hand and right-hand rear seat belt assemblies on some of the affected vehicles may have been manufactured out of specification. In certain cases of severe, multi-impact crashes, an affected rear seat belt assembly may not properly restrain the passenger, increasing the risk of injury.

#### \*\*\*\*\* 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. R20A5
  - **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 **must 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 they have been inspected, and if necessary, repaired.
3. Retailers should use **ITB20-012** to inspect and, if necessary, remedy affected vehicles in retailer inventory. Once repaired, retailers should submit the claim, using the claims coding provided for the applicable action taken, and release the vehicle.

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

<b>Parts</b>	<ul style="list-style-type: none"><li>• Parts are on restriction. Retailers can place SVC orders on DBS beginning April 1, 2020.<ul style="list-style-type: none"><li>○ H8844-5CA0A – Rear Seat Belt (RH)</li><li>○ H8845-5CA0A – Rear Seat Belt (LH)</li></ul></li></ul>
<b>Repair</b>	<ul style="list-style-type: none"><li>• ITB20-012</li></ul>
<b>Owner Notification</b>	INFINITI will begin notifying owners of all potentially affected vehicles in <b>May 2020</b> 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?

A. Yes.

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

A. Due to a manufacturing process issue that has since been corrected, the left-hand and right-hand rear seat belt assemblies on some of the affected vehicles may have been manufactured out of specification.

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

A. In certain cases of severe, multi-impact crashes, an affected rear seat belt assembly may not properly restrain the passenger, increasing the risk of injury.

**Q:** What will be the corrective action?

A. Retailers will inspect the manufacturing date on the rear seat belt tags and replace the right hand, left hand, or both seat belt retractor assemblies if they were manufactured within the affected production period.

**Q. How long will the corrective action take?**

A. This service, which is conducted at no charge to you for parts and labor, could take up to approximately one (1) hour to complete, if replacement is necessary. 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 **May 2020** via U.S. Mail.

**Q. Are parts readily available?**

A. Parts are on restriction and can be ordered via an SVC order on DBS beginning April 1, 2020.

**Q. What should I tell inquiring clients?**

A. Inform owners that INFINITI will notify them by mail in May 2020 if their vehicle is affected and instruct them to contact an authorized INFINITI retailer to inspect their vehicle.

**Q. Is my vehicle safe to drive?**

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from INFINITI, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles inspected, and if necessary, repaired as soon as possible upon notification.

**Q. Is there anything owners can do to mitigate this condition?**

A. Yes. In the meantime, do not allow passengers to ride in the rear seats until the inspection and, if necessary, remedy has been performed.

**Q. Is there any charge for the repair?**

A. No, the inspection and remedy, if necessary, will be performed for the client free of charge for parts and labor.

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

A. Rental is available while replacement parts are on order.

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. 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. Specific model year 2020 INFINITI Q60 vehicles manufactured between August 26, 2019 and September 24, 2019 are affected.

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

A. No.

**Revision History:**

Date	Announcement	Purpose
March 18, 2020	Preliminary	Preliminary Campaign notice
March 25, 2020	Original Announcement	Original Voluntary Safety Recall Campaign Announcement