

# SAFETY RECALL



INFINITI

EMPOWER THE DRIVE

## CAMPAIGN BULLETIN

### Takata Driver Air Bag

### Voluntary Safety Recall Campaign

Reference: R20A6

Date: March 31, 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
MY2011-12 QX56	34,754	NA	March 31, 2020	<b>YES</b>

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

INFINITI has notified the National Highway Traffic Safety Administration (NHTSA) that it will conduct a Voluntary Safety Recall Campaign on specific MY2011-12 QX56 vehicles to replace the air bag inflator with a new Daicel supplied inflator or module kit.

Due to a manufacturing process anomaly, these inflators may not function properly or may potentially rupture during deployment. Overloading of the propellant, or asymmetric loading of the propellant, may lead to over-pressurization of the inflator housing during deployment. . Over-pressurization of the inflator housing in the event of a crash may result in an inflator rupture. An inflator rupture may cause metal fragments to pass through the air bag and into the vehicle interior at high speed, which may result in injury or death to vehicle occupants. INFINITI is proactively conducting this recall out of an abundance of caution, and is not aware of any field incidents related to this condition.

**NOTE:** This issue is not related to the previous Takata air bag recalls. This is a unique manufacturing quality control issue with an unrelated root-cause, but similar outcome.

#### \*\*\*\*\* 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. R20A6
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.
3. Retailers should use **ITB20-015** to remedy any vehicles subject to this campaign.
4. Once repaired, the service department should submit the applicable warranty claim for the action performed so it can be closed on SERVICE COMM.

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>• Parts for this campaign are available and are orderable as needed via normal ordering process. <ul style="list-style-type: none"> <li>○ K8510-1LA9E - Wheat</li> <li>○ K8510-1LA9D - Graphite</li> </ul> </li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• ITB20-015</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 safety recall?**

A. Yes.

**Q. What is the reason for the recall?**

A. Due to a manufacturing process anomaly, these inflators may not function properly or may potentially rupture during deployment.

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

A. Overloading of the propellant, or asymmetric loading of the propellant, may lead to over-pressurization of the inflator housing during deployment. Over-pressurization of the inflator housing in the event of a crash may result in an inflator rupture. An inflator rupture may cause metal fragments to pass through the air bag and into the vehicle interior at high speed, which may result in injury or death to vehicle occupants. INFINITI is proactively conducting this recall out of an abundance of caution, and is not aware of any field incidents related to this condition.

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

A. Retailers will replace the air bag inflator with a new Daicel supplied inflator or module kit.

**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. 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. 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 vehicle repaired as soon as possible upon notification.

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

A. No.

**Q. Are parts readily available?**

A. Yes.

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

A. Rental is available while replacement parts are on order or if you need transportation while your vehicle is being repaired.

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

**Q. What do I do with used air bag inflators?**

A. In an effort to support the health and safety of their employees, effective immediately, XPO services has elected to temporarily suspend the pickup of used air bag inflators until further notice. At this time, retailers should continue to accumulate affected used recalled inflators on pallets until XPO service can resume. All other inflators should be handled in the normal course

**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. If the vehicle has been in an accident, or the air bag inflator has been previously replaced due to service need, does it need to have the campaign performed?**

A. Yes. If the vehicle is identified in Service Comm or DBS National Service History under Open Campaigns, the campaign should be performed.

**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. 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 INFINITI Model Year 2011-12 QX56 vehicles manufactured between October 27, 2009 and August 22, 2012 are affected.

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

A. Yes. Certain Nissan Model Year 2012-17 NV Passenger and Cargo Van and Nissan Model Year 2013-15 Armada and Titan vehicles manufactured between November 1, 2010 and October 13, 2017 are affected.

**Revision History:**

Date	Announcement	Purpose
March 31, 2020	Voluntary Safety Recall	New campaign announcement