

# SAFETY RECALL



## CAMPAIGN BULLETIN

### Front Passenger Door Lock Voluntary Recall Campaign

Reference: PC962  
Date: March 21, 2023

**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 |
|------------------------|----------------------|---------------------|-------------------------------|---------------------|
| 2022 QX50 (J55)        | 26                   | 2                   | March 21, 2023                | <b>YES</b>          |
| 2023 QX55 (FJ55)       | 22                   | 6                   |                               |                     |

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

INFINITI is committed to the safety and security of our clients and their passengers. INFINITI has notified the National Highway Traffic Safety Administration (NHTSA) that it is recalling certain MY2022 INFINITI QX50 and MY2023 INFINITI QX55 vehicles to replace the affected front passenger door lock.

Certain MY2022 INFINITI QX50 and MY2023 INFINITI QX55 vehicles may have an incorrect front passenger door lock installed. Due to a supplier material handling concern that has since been corrected, incorrect door locks were inadvertently loaded into the door lock assembly line. As a result of this issue, the front passenger door might not remain latched during a crash, thus increasing the risk of injury to the occupant.

Affected vehicles are subject to stop sale.

#### \*\*\*\*\* What Retailers Should Do \*\*\*\*\*

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **PC962**
  - Refer to IPSB15-286 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 remedied.
3. Retailers should use **ITB23-013** to remedy any vehicles subject to this campaign.
4. Once remedied, retailers should submit the claim using the claims coding provided and release the vehicle.

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

| Parts              | Parts will be on restriction and can be ordered via DBS.<br><table border="1"><thead><tr><th>Part Number</th><th>Description</th><th>Quantity</th></tr></thead><tbody><tr><td>80500-5NA0B</td><td>LOCK &amp; REMOTE CONTROL ASSY-FRONT DOOR,RH</td><td>1</td></tr><tr><td>80599-4AFOA</td><td>SCREW</td><td>3</td></tr></tbody></table> | Part Number | Description | Quantity | 80500-5NA0B | LOCK & REMOTE CONTROL ASSY-FRONT DOOR,RH | 1 | 80599-4AFOA | SCREW | 3 |
|--------------------|---|-------------|-------------|----------|-------------|--|---|-------------|-------|---|
| Part Number        | Description   | Quantity    |             |          |             |  |   |             |       |   |
| 80500-5NA0B        | LOCK & REMOTE CONTROL ASSY-FRONT DOOR,RH  | 1           |             |          |             |  |   |             |       |   |
| 80599-4AFOA        | SCREW   | 3           |             |          |             |  |   |             |       |   |
| Repair             | <ul style="list-style-type: none"><li>ITB23-013</li></ul>   |             |             |          |             |  |   |             |       |   |
| Owner Notification | INFINITI will begin notifying owners of all potentially affected vehicles in <b>May 2023</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 recall?

A. Yes.

**Q:** Is this a Stop Sale?

A. Yes.

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

A. Due to a supplier material handling concern that has since been corrected, incorrect door locks were inadvertently loaded into the door lock assembly line.

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

A. As a result of this issue, the front passenger door might not remain latched during a crash, thus increasing the risk of injury to the occupant.

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

A. Retailers will replace the affected front passenger door lock.

**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 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 2023** 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 vehicles remedied as soon as possible upon notification.

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

A. If your vehicle is subject to this campaign, INFINITI recommends you contact your local INFINITI retailer to have the front passenger door lock replaced.

**Q. Are parts readily available?**

A. Yes. Parts will be on restriction and can be ordered via DBS.

**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 a courtesy vehicle be provided while the retailer is servicing the vehicle?**

A. INFINITI may provide a courtesy vehicle for the client to use while their vehicle is being serviced. Courtesy vehicles are subject to availability and not guaranteed. Please check with

your retailer for availability and further details. Rental is available, upon client request, while 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. Please refer to the Goodwill rental Guidelines in the APRM for detailed information regarding application of rental reimbursement. |                |             |

**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 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 specific 2022 INFINITI QX50 vehicles manufactured between June 27, 2022 to August 9, 2022 and certain specific 2023 INFINITI QX55 vehicles manufactured between July 26, 2022 to August 9, 2022 may be affected.

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

A. No.

**Revision History:**

| Date           | Announcement                     | Purpose                   |
|----------------|----------------------------------|---------------------------|
| March 21, 2023 | Voluntary Safety Recall Campaign | New Campaign Announcement |