

# SAFETY RECALL



## CAMPAIGN BULLETIN

### Driver Air Bag Inflator Voluntary Recall Campaign

Reference: PD104  
Date: February 29, 2024

**Attention: Retailer Principal, Sales, Parts and Service Managers**

**IMPORTANT:** It is a violation of Federal law for retailers to sell or deliver new vehicles in their inventory covered by this notification until the campaign's remedy action is performed.

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2024 QX60 (L51)	22	3	February 29, 2024	<b>YES</b>
2023-2024 QX50 (J55)	7	2		

#### \*\*\*\*\* 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 specific 2024 INFINITI QX60 and 2023-2024 QX50 vehicles.

On affected vehicles, the driver air bag inflator may have been misassembled with gaskets missing, which could allow moisture to enter the inflator and build up over time. Exposure of the inflator propellant to moisture over a significant period of time may have an adverse effect to the propellant and result in a change in pressure of the inflator, which may impact air bag deployment performance. If this occurs, the driver is at risk for injury.

Retailers will replace the front driver air bag assembly with a new one.

#### \*\*\*\*\* 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. **PD104**
  - 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. If a retailed vehicle affected by this Campaign ID visits the retailer for service, the retailer should inform the client about the recall and communicate that the remedy and parts are available..
4. Once remedied, retailers should submit the claim using the claims coding provided and release the vehicle.

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

<b>Parts</b>	Parts for this remedy are on restriction and can be ordered via DBS. Refer to the EPC to determine the correct parts ordering information for this repair.
<b>Special Tools</b>	<ul style="list-style-type: none"><li>• Quick Scan Tool (NI-52352)</li></ul>
<b>Repair</b>	<ul style="list-style-type: none"><li>• ITB24-003</li></ul>
<b>Owner Notification</b>	INFINITI will begin notifying owners of all potentially affected vehicles in <b>April 2024</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. On affected vehicles, the driver air bag inflator may have been misassembled with gaskets missing, which could allow moisture to enter the inflator and build up over time.

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

A Exposure of the inflator propellant to moisture over a significant period of time may have an adverse effect to the propellant and result in a change in pressure of the inflator, which may impact air bag deployment performance. If this occurs, the driver is at risk for injury.

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

A. Retailers will replace the front driver air bag assembly with a new one.

**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 (1.0) 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 **April 2024** via U.S. Mail.

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

A. There is no immediate performance impact to the inflator performance without the gasket present, and a repair will be available to customers before any potential performance degradation would occur. 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. No.

**Q. Are parts readily available?**

A. Yes.

**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 model year 2024 INFINITI QX60 vehicles manufactured from August 11, 2023 to October 3, 2023, and model year 2023-2024 INFINITI QX50 vehicles manufactured from July 19, 2023 to August 24, 2023.

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

A. Yes. Affected Nissan vehicles and production term:  
2024 Titan vehicles manufactured on October 13, 2023  
2023-2024 Sentra vehicles manufactured from July 17, 2023 to October 13, 2023  
2024 Frontier vehicles manufactured on October 11, 2023  
2023-2024 Versa vehicles manufactured from July 19, 2023 to October 1, 2023  
2023-2024 Kicks vehicles manufactured from July 19, 2023 to October 3, 2023  
2023-2024 Pathfinder vehicles manufactured from August 2, 2023 to October 6, 2023  
2023 Rogue vehicles manufactured from July 28, 2023 to October 19, 2023

(See PD103 announcement for additional information about those models.)

**Revision History:**

Date	Announcement	Purpose
February 29, 2024	Voluntary Safety Recall Campaign	New Campaign Announcement