

# SAFETY RECALL



## CAMPAIGN BULLETIN

### Front Seat Belt Lap Pre-Tensioner Voluntary Recall Campaign

Reference: PD107  
Date: March 21, 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.

#### REVISION 1

Please discard earlier versions of this bulletin.

The announcement from March 6, 2024 has been revised to include the following update:

- Parts replaced under this activity are being placed on parts collection. Parts requested are VIN and repair order specific. It is important for retailers to return parts applicable to the VIN and repair order identified.

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2024 QX60 (L51)	2,771	1,377	March 6, 2024	<b>YES</b>

#### \*\*\*\*\* 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 vehicles.

Due to a supplier production issue that has since been corrected, the left side front seat belt may be missing a rivet in the lap belt pre-tensioner assembly. If the rivet is missing, the occupant may not be restrained as intended during a collision and will not meet certain requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 208, Occupant Crash Protection; FMVSS No. 209, Seat Belt Assemblies; and FMVSS No. 210, Seat Belt Assembly Anchorages, increasing the risk of injury in a crash.

Retailers will inspect the left side front seat belt assembly for the presence of the lap belt pre-tensioner rivet. If the rivet is missing, the left side front lap belt pre-tensioner will be replaced with a new one.

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

- Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History - Open Campaign I.D. **PD107**
  - Refer to IPSB15-286 for additional information.
- 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 use **ITB24-004** 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 \*\*\*\*\***

<b>Parts</b>	<p><b><u>Parts are only needed if the lap belt pre-tensioner rivet is missing upon inspection.</u></b>          If parts are needed, parts are on restriction and maybe ordered via DBS. The parts restriction will be automatically lifted on <b>March 29th, 2024</b>. Parts will be orderable via normal process after this date.</p> <p>Refer to <b>ITB24-004</b> to determine the correct parts ordering information for this repair.</p> <p><b>NOTE:</b> Parts replaced under this campaign activity may be collected. It is important for retailers to return parts applicable specifically to the VIN and repair order identified.</p>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>ITB24-004</b></li> </ul>
<b>Owner Notification</b>	<p>INFINITI will begin notifying owners of all potentially affected vehicles in <b>April 2024</b> via U.S. Mail.</p>

**\*\*\*\*\* 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 production issue that has since been corrected, the left side front seat belt may be missing a rivet in the lap belt pre-tensioner assembly.

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

A. If the rivet is missing, the occupant may not be restrained as intended during a collision and will not meet certain requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 208, Occupant Crash Protection; FMVSS No. 209, Seat Belt Assemblies; and FMVSS No. 210, Seat Belt Assembly Anchorages, increasing the risk of injury in a crash.

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

A. Retailers will inspect the left side front seat belt assembly for the presence of the lap belt pre-tensioner rivet. If the rivet is missing, the left side front lap belt pre-tensioner will be replaced 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. 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 model year 2024 INFINITI QX60 vehicles manufactured from November 14, 2023 to January 11, 2024.

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

A. Yes, certain model year 2024 Nissan Pathfinder vehicles manufactured from November 14, 2023 to January 11, 2024.

Revision History:		
Date	Announcement	Purpose
March 6, 2024	Voluntary Safety Recall Campaign	New Campaign Announcement
March 21, 2024	REVISION 1	Added parts collection activity