

SAFETY RECALL



CAMPAIGN BULLETIN

Propeller Shaft Replacement Voluntary Recall Campaign

Reference: R24A5, R24A7

Date: June 25, 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
2014-2018 Q50H	3,919	NA	June 25, 2024	YES
2012-2013 M35H	1,061	NA		
2011-2013 M56	1,578	NA		
2014-2019 Q70	192	NA		
2014-2018 Q70H	158	NA		
2015-2019 Q70L	301	NA		

***** 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 INFINITI vehicles.

Due to a supplier specification change that has since been corrected, certain INFINITI vehicles may contain a propeller shaft with reduced fatigue strength. Over time, this condition may cause the propeller shaft to fracture at the press-fit joint of the ball yoke, resulting in a loss of motive power while driving. Additionally, if the propeller shaft fractures while driving, an affected vehicle may move after placing the shifter into 'Park' if the driver does not engage the parking brake. Both conditions could increase the risk of injury or crash.

Retailers will replace the propeller shaft with a countermeasure part.

***** 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. R24A5, R24A7
 - 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 use **ITB24-007** 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 are on restriction and can be ordered via DBS. The parts restriction will be removed and dealers can order, as needed, via normal ordering process beginning July 9, 2024 . Refer to ITB24-007 to determine the correct parts ordering information for this repair.
Repair	<ul style="list-style-type: none"> • ITB24-007
Owner Notification	INFINITI will begin notifying owners of all potentially affected vehicles in August 2024 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 specification change that has since been corrected, certain INFINITI vehicles may contain a propeller shaft with reduced fatigue strength. Over time, this condition may cause the propeller shaft to fracture at the press-fit joint of the ball yoke.

Q What is the possible effect of the condition?

A Over time, the propeller shaft could break at the press-fit joint of the ball yoke, resulting in a loss of motive power while driving. Additionally, if the propeller shaft breaks while driving, the

vehicle may move after placing the shifter into 'Park' if the driver does not engage the parking brake. Both scenarios can increase the risk of injury or crash.

Q. What will be the corrective action?

A. Retailers will replace the propeller shaft with a countermeasure part.

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 **August 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. Clients are advised to always apply the parking brake after the vehicle's transmission shifter is placed in the "Park" position.

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

A. No.

Q. Are parts readily available?

A. Yes. Parts are on restriction and can be ordered via DBS. The parts restriction will be removed and dealers can order, as needed, via normal ordering process beginning **July 9, 2024**.

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 2014-2018 INFINITI Q50 vehicles manufactured from December 12, 2012 to June 25, 2018, and certain model year 2011-2019 INFINITI M35, M56 and Q70 vehicles manufactured from October 6, 2009 to September 21, 2019.

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

A. No.

Revision History:

Date	Announcement	Purpose
June 25, 2024	Voluntary Safety Recall Campaign	New Campaign Announcement