

# IMPORTANT SAFETY RECALL

## OWNER NOTIFICATION NOTIFICACIÓN PROPIETARIO

NHTSA RECALL 24V-154

This notice applies to your vehicle, [VIN].

Dear INFINITI [QX60 QX50] Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. INFINITI has decided that a defect which relates to motor vehicle safety exists in certain Model Year [2023 2024] INFINITI [QX60 QX50] vehicles. Our records indicate that you own or lease the INFINITI vehicle identified by the VIN on the inside of this notice.

### Reason for Recall Motivo del Retiro

The driver air bag inflator on your vehicle may have been misassembled with gaskets missing, which could allow moisture to enter the inflator and build up over time. Moisture exposure over a significant period of time may have an adverse effect on the propellant and result in reduced pressure inside of the inflator, which may cause the air bag to deploy improperly. An air bag that deploys with reduced force may not protect the driver as intended during a crash, which can increase the risk of injury.

### What INFINITI Will Do Qué Hará INFINITI

Your INFINITI retailer will replace the front driver air bag assembly with a new one. 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.

### What You Should Do Qué Debes Hacer

Please contact your local INFINITI retailer by scanning the QR code or following the link below to schedule an appointment to have your vehicle remedied at your earliest convenience. For your convenience, bring this notice with you when you keep your service appointment.

Comuníquese con su distribuidor INFINITI escaneando el código QR o siguiendo el enlace a continuación para programar una cita para que su vehículo reparado lo antes posible. Traiga este aviso con usted cuando asista a su cita de servicio.



For more information about the recall, please scan the QR code or visit <https://nna.secure.force.com/recall?camp=PD104>.

Para obtener más información sobre el retiro (recall), por favor escanee el código QR o visite <https://nna.secure.force.com/recall?camp=PD104>.

If the retailer fails to, or is unable to make the necessary repairs within a reasonable time or free of charge, you may contact the INFINITI Consumer Affairs Department, P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200.

Si el concesionario no cumple, o no le es posible realizar las reparaciones necesarias sin cargos, puedes contactar al Departamento Nacional de Asuntos del Consumidor a: INFINITI Consumer Affairs Department, P.O. Box 685003, Franklin, TN 37068-5003. El número libre de cargos es 1-800-662-6200.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

**Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you have moved or no longer own this vehicle, please fill out the enclosed change of information card.**

Thank you for your cooperation. We appreciate your INFINITI ownership and apologize for any inconvenience this may cause you.

Gracias por tu cooperación. Agradecemos tu patrocinio como dueño de un INFINITI y te ofrecemos nuestras disculpas por cualquier inconveniente que esto pueda ocasionar.