

QUALITY ACTION



CAMPAIGN BULLETIN

Passenger Knee Airbag Retailer Inventory - Quality Assurance Hold

Reference: PC644

Date: August 22, 2018

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2019 QX50 (J55)	NA	1,388	August 22, 2018	YES

******* Retailer Announcement *******

INFINITI is committed to a high level of client service and satisfaction. This commitment requires INFINITI to periodically place certain vehicles on a temporary Quality Assurance (QA) Hold to assure that these vehicles, as delivered to our clients, meet our exacting standards and our clients' expectations.

Effective immediately, Infiniti is placing a temporary Quality Assurance (QA) Hold on approximately **1,388** specific MY 2019 QX50 vehicles due to a potential Passenger Knee Airbag quality issue that requires further investigation. Until this investigation is completed, **DO NOT SELL** the vehicles affected by this QA hold.

******* What Retailers Should Do *******

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

1. Verify if vehicles are affected by this Quality Assurance Hold using Service Comm or DBS National Service History – Open Campaign I.D. **PC644**
 - New vehicles in retailer inventory can also be identified through the attached VIN list or by using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to IPSB 15-286 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. Please do not **drive, loan, or sell** any of the affected vehicles in Retailer Inventory subject to this Quality Assurance Hold.
3. No further action is necessary at this time. INFINITI will provide an update no later than **September 12, 2018**.

Thank you for your prompt attention to this matter and we apologize for any inconvenience this may have caused.