



**I N F I N I T I**

EMPOWER THE DRIVE

## CAMPAIGN BULLETIN

### Driver Airbag Module

### Field Quality Parts Collection Initiative

Reference: PC712

Date: September 6, 2019

Attention: Retailer Principal, Sales, Parts and Service Managers

**UPDATE September 6, 2019**  
Please discard earlier versions of this bulletin

The announcement from earlier this morning (September 6, 2019) has been revised to include:

- o The part number listed in the Parts section of "Release Schedule" below has been revised to **K8510-1LCOB**

Potentially Eligible Models/Years:	Eligible Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2011-2012 QX56 (Z62)	13	NA	September 6, 2019	<b>NO</b>

#### \*\*\*\*\* Collection Initiative Summary \*\*\*\*\*

INFINITI is conducting a special parts collection activity on certain specific 2011-2012 QX56 (Z62) vehicles to replace the driver side airbag module **free of charge**. These vehicles **are not subject to a recall**. Instead, INFINITI is collecting a limited number of modules for engineering study.

INFINITI will be notifying owners and asking them to participate in this important parts collection activity. **As an incentive for participation, INFINITI is offering a complimentary oil and filter change for participating clients.**

**NOTE:** Clients should be informed that this parts collection activity is time-limited. Once a sufficient number of in-use modules has been collected, this activity will end.

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

1. Verify if vehicles are eligible for this parts collection activity using Service Comm or DBS National Service History – Open Campaign I.D. **PC712**.
2. Retailers should use **ITB19-023** to service any **QX56** vehicles subject to this activity.
3. The service department should submit the applicable warranty claim for the action(s) performed so the campaign can be closed on Service Comm and release the vehicle.

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

Parts	
	<ul style="list-style-type: none"> <li>• Airbag modules are currently on parts restriction:                             <ul style="list-style-type: none"> <li>o K8510-1LA1A; K8510-1LA1B; K8510-3ZD8A; K8510-1LCOB</li> <li>o Retailers may place an SVC order on DBS to obtain parts as needed for retail clients.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Do not order parts for this activity until you have clients scheduled. <b>INFINITI is only collecting a small quantity of these parts and intends to shut the activity down once a sufficient number of in-use modules has been collected.</b></li> <li>• INFINITI recommends service appointments be made for at least 3 days from parts order acknowledgement.</li> <li>• Parts replaced under this campaign activity will be on <b>100% parts return</b> so that they can be inspected. <b>DO NOT RETURN VIA THE PALLETIZED METHOD.</b> <ul style="list-style-type: none"> <li>○ Pursuant to APRM warranty parts return program policy, dealers are expected to comply with the parts return procedure.</li> <li>○ <b>NOTE: Parts requested are VIN and repair order specific. It is important for retailers to return parts applicable to the VIN and repair order identified.</b></li> </ul> </li> </ul>
Special Tool	<ul style="list-style-type: none"> <li>• J-52352 - USB Bar Code Scanner</li> <li>• Retailers have already been sent this special tool. Additional tools are available via TechMate @ 1-800-662-2001</li> </ul>
Repair	<ul style="list-style-type: none"> <li>• ITB19-023</li> </ul>
Owner Notification	INFINITI will begin notifying owners of eligible QX56 vehicles in <b>September 2019</b> .

## Frequently Asked Questions (FAQ)

**Q. Is this a safety recall?**

A. No.

**Q. What is the reason for this parts collection activity?**

A. INFINITI has pre-selected some vehicles in order to examine the driver side airbag modules installed in certain 2011-2012 QX56 vehicles. These vehicles are not subject to a recall. Instead, INFINITI is collecting a limited number of modules for engineering study.

**Q. Do these airbags have the same problem as the other recalled Takata airbags?**

A. INFINITI is not aware of any defect in the vehicles subject to this parts collection activity.

**Q. How many vehicles are eligible?**

A. Certain 2011-2012 QX56 vehicles currently active in Service Comm are eligible. Retailers should advise clients that this parts collection activity is time-limited. Once a sufficient number of in-use modules has been collected, this activity will end. Retailers are recommended to only schedule appointments up to two (2) weeks in advance to avoid clients dissatisfaction should the activity end before a client's scheduled appointment. Retailers may offer a complimentary oil and filter change for participation in this activity.

Retailers will be notified in advance of when we intend to shut down this collection activity to enable retailers to communicate with their clients as necessary and complete previously scheduled appointments.

**Q. How long will the module recovery and replacement take?**

A. This free service should take up to one (1) hour to complete. The complimentary oil change may take additional time. Owners have been advised to call ahead for an appointment.

**Q. When will vehicle owners be notified?**

A. INFINITI will begin notifying owners of eligible QX56 vehicles in **September 2019**.

**Q. Are parts readily available?**

A. Yes. Retailers may place an SVC order on DBS to obtain parts as needed for retail clients.

**Q. Is there any charge for this service?**

A. No, this service will be performed for the client free of charge for parts and labor. Clients will also be eligible for a free oil and filter change for completing this activity.

**Note:** Retailers must perform the oil and filter change at the time of the module replacement in order to claim the oil change as part of the parts collection activity warranty claim.

**Q. Are the subject vehicles safe to drive?**

A. Yes.

**Q. What happens if this activity ends before the parts in my vehicle can be collected?**

A. INFINITI plans to end this activity once INFINITI obtains the desired quantity of modules. You may continue to operate your vehicle normally and owner participation in this activity is optional.

**Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?**

A. INFINITI encourages retailers to schedule appointments for clients eligible for this activity and order parts in advance of client appointments in order to minimize the need for rental expense. Should parts not be immediately available, rental is available under the collection activity 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		

**Q. What model year vehicles are involved?**

A. Certain model year 2011-2012 QX56 vehicles currently active in Service Comm are eligible.

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

A. Yes. Certain model year 2012-2017 Nissan NV, and model year 2013-2015 Nissan Armada and Titan vehicles will have a similar activity.

**Revision History:**

Date	Announcement	Purpose
September 6, 2019 (morning release)	Original Document	Launched Parts Collection for QX56
September 6, 2019 (afternoon release)	REVISION 1	Last part number is Parts revised to K85101LCOB