

SERVICE CAMPAIGN



INFINITI

EMPOWER THE DRIVE

CAMPAIGN BULLETIN SOS Switch Voluntary Service Campaign

Reference: P9333

Date: October 18, 2019

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2019 Q50 Signature Edition (V37)	1,743	147	October 18, 2019	NO

***** Campaign Summary *****

INFINITI is conducting a Voluntary Service Campaign to remove a non-functional SOS switch plate in the map lamp in certain 2019 model year Q50 vehicles. The subject units are not equipped with telematics, but were inadvertently built with a non-functioning SOS switch. In an effort to minimize client inconvenience, retailers will remove the non-functioning SOS switch.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **P9333**
 - 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
2. Retailers are requested to repair any affected vehicles in retailer new or pre-owned inventory to ensure client satisfaction.
3. Retailers should use **ITB19-031** to correct any vehicles subject to this campaign.
4. Once repaired, retailers should submit the claim, using the claims coding provided, and release the vehicle.

***** Release Schedule *****

Parts	INFINITI has developed an automatic parts shipment to provide one (1) part to <u>every retailer</u> and one (1) additional part to for every vehicle <u>currently in retailer inventory</u> . <ul style="list-style-type: none">• Parts will begin arriving at retailers on October 18, 2019.• Additional parts may be obtained as needed via normal ordering process
Repair	<ul style="list-style-type: none">• ITB19-031 NOTE: The campaign bulletin is available on ASIST and NNAnet
Owner Notification	INFINITI will begin notifying owners of all potentially affected vehicles in November 2019 via U.S. Mail.

******* Retailer's 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 service 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 voluntary service campaign was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for repair completion.

Frequently Asked Questions (FAQ):

Q. Is this a Stop Sale?

A. No.

Q. Is this a safety recall?

A. No.

Q. What is the reason for this action?

A. The subject units are not equipped with telematics, but were inadvertently built with a non-functioning SOS switch.

Q. What is the possible effect of the condition?

A. Failure to replace the non-functioning SOS switch may result in client inconvenience or dissatisfaction. Bluetooth functionality is not affected by this issue.

Q. What will be the corrective action?

A. In an effort to minimize client inconvenience, retailers will remove the non-functioning SOS switch plate.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, should take approximately one (1) 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 **November 2019** via U.S. Mail.

Q. Are parts readily available?

A. Yes.

Q. I did not receive a letter, how can I tell if my vehicle is affected?

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

Q. Is my vehicle safe to drive?

A. Yes.

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.

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. Is there anything owners can do to mitigate the condition?

A. No.

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 I have to take my vehicle back to the selling retailer to have the service campaign performed?

A. No, any authorized INFINITI retailer is able to perform the voluntary service campaign.

For Consumer Affairs: Please inform us of the retailer where you would like to have the corrective action completed.

Q. What model year vehicles are involved?

A. Certain 2019 INFINITI Q50 vehicles within a specific production range are affected.

Make/Model	Dates of Manufacture
MY2019 Q50 Signature Edition (V37)	• March 1, 2019 through May 20, 2019

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

A. No.

Revision History:

Date	Announcement	Purpose
October 18, 2019	Original	New campaign announcement