



INFINITI®

## CAMPAIGN BULLETIN Tire Inspection

Reference: PC911

Date: August 26, 2022

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2022-2023 QX50/QX55 (J55)	NA	848	August 26, 2022	<b>YES</b>

### \*\*\*\*\* Retailer Announcement \*\*\*\*\*

INFINITI is conducting a quality action on **848** specific 2022-2023 QX50 and QX55 (J55) vehicles in connection with an on-going investigation. Retailers will inspect the tires and, if necessary, replace each tire that has a cut outer sidewall. Due to a manufacturing concern, which since has been corrected, the tires may have been damaged during vehicle assembly.

Affected vehicles are subject to stop sale and are either currently in retailer inventory or assigned and in transit to the retailer.

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

#### PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaign I.D. **PC911**
  - New vehicles in retailer inventory can also be identified by using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
    - Refer to IPSB 15-286 for additional information
  - Some vehicles may still be in transit. Please continue to check newly arriving inventory for QA applicability.
2. Please **do not drive, loan, sell or trade** the specific vehicles in retailer inventory subject to this quality action.
3. Use the attached procedure to remedy any vehicles affected by this quality action.
4. **URGENT:** The service department should submit the applicable warranty claim for the action performed as as the action is completed so it can be closed on Service Comm, and release the vehicle.
5. **NOTE:** Parts replaced under this quality action will be collected through the INFINITI Part Return Program to help with INFINITI's continued investigation. If a Part Return Required Notification is received by the retailer, it is important for retailers to return the parts applicable specifically to the VIN and repair identified.

**\*\*\*\* 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 inspection status on each affected vehicle currently in new vehicle inventory.

**Thank you for your prompt attention to this matter.**



# PC911 – 2022-2023 QX50 AND QX55 TIRE INSPECTION

## INSPECTION PROCEDURE:

1. Inspect the (4) tire outer sidewall areas for cut damage (Figure 1).



Figure 1

- Figures 3 and 4 show examples of outer sidewall cut damage.
- Look for cuts that are perpendicular to the rim.

**IMPORTANT: Scuff marks on the outer sidewalls do not qualify as damage. Do NOT replace tires with outer sidewall scuff marks.**

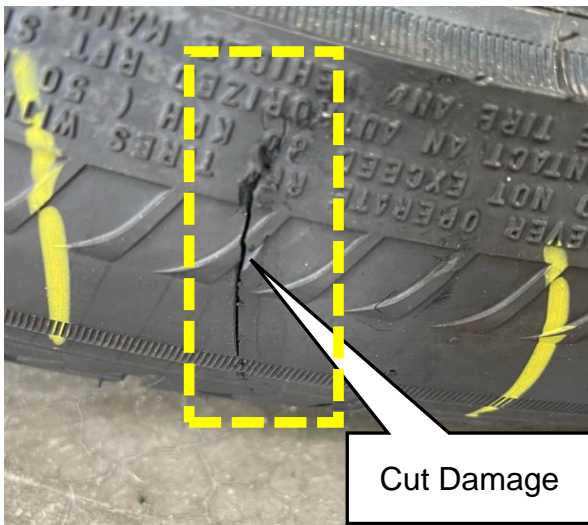


Figure 3

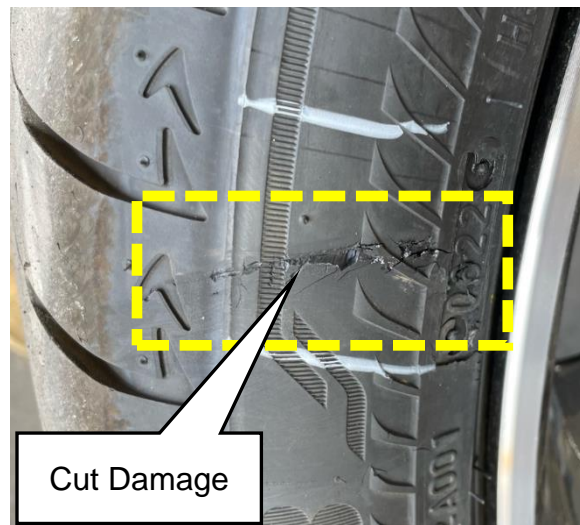


Figure 4

2. Do any of the (4) tires have sidewall cut damage?

- **NO** > **GOOD**, No further repair is required. Submit claim using Op Code PC9110 per Claims Information.
- **YES** > **NO GOOD**, Go to Step 3 to replace each tire that has a cut outer sidewall.

### TIRE REPLACEMENT PROCEDURE:

3. Replace each tire that has a cut outer sidewall.

- Refer to ESM, section **SUSPENSION > ROAD WHEELS & TIRES > REMOVAL AND INSTALLATION > WHEEL AND TIRE > Removal and Installation.**
- Wheel nut torque: 113 N·m (12 kg-m, **83 ft-lb**)

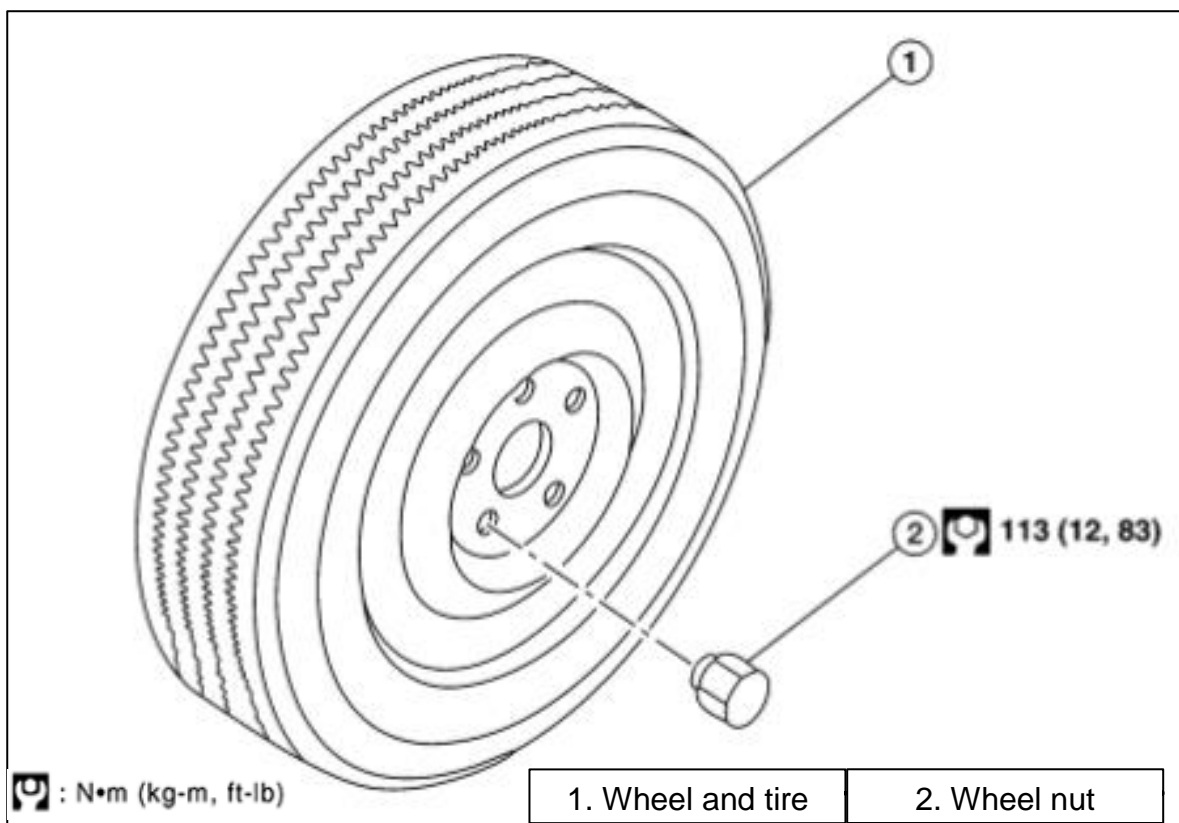


Figure 5

4. Use a 1/2" drill bit to drill two holes through the sidewall of the removed tire(s), and dispose of the tire(s) properly following all local, state, and federal regulations.

## PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Replacement Tire Bridgestone ECOPIA H/L 422 Plus P235/55RF19 (1)	<b>OETIR03047</b>	As needed
Replacement Tire Bridgestone ECOPIA H/L 422 Plus P255/45RF20 (1)	<b>OETIR03056</b>	As needed
Replacement Tire Bridgestone ALENZA 001 P255/45RF20 (2)	<b>E-MAIL FQA</b>	As needed

(1) Order this item through the Nissan Maintenance Advantage program: Phone 877-NIS-NMA1 (877-647-6621). Website order via link on the dealer portal; [www.NNAnet.com](http://www.NNAnet.com) and click on the "Maintenance Advantage-Tire/Battery/Chemical" link.

(2) Email FQA inbox at [NNAFQASUPPORT@Nissan-Usa.com](mailto:NNAFQASUPPORT@Nissan-Usa.com)

- **Make sure to include the below information:**

- E-Mail Subject Line: PC911 QX50/QX55 Tire Inspection ALENZA 001
- Dealer Name:
- Dealer Code:
- VIN:
- Contact Person Name:
- Contact Person Phone Number:

## CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC911	Inspect Four (4) Tires (OK Condition)	PC9110	0.2 Hr
	Inspect Four (4) Tires and Replace One (1) Tire	PC9111	0.8 Hr
	Inspect Four (4) Tires and Replace Two (2) Tires	PC9112	1.1 Hr
	Inspect Four (4) Tires and Replace Three (3) Tires	PC9113	1.5 Hr
	Inspect Four (4) Tires and Replace Four (4) Tires	PC9114	1.8 Hr

## EXPENSE CODE

EXPENSE CODE	DESCRIPTION	MAX AMOUNT
812	Tire Replacement, Shipping Fees and Disposal Fees	\$1,800.00

\*Use this **EXPENSE CODE** for tire(s) reimbursement. DO NOT claim the Dealer Tire part number on the claim. This expense code should only be used when a tire(s) is replaced.

**NOTE:** MAX AMOUNT includes local and state tax as well as disposal fees.

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