

NISSAN GROUP
OF NORTH AMERICA



IMPORTANT SAFETY RECALL
PROGRAMA DE SEGURIDAD IMPORTANTE
This is an important Safety Recall. The
remedy will be performed for **FREE**.

INFINITI North America, Inc.
One INFINITI Way
Franklin, TN 37067

Mailing Address:
PO Box 685001
Franklin, TN 37068

OWNER NOTIFICATION *NOTIFICACIÓN PROPIETARIO*

NHTSA Recall 20V-188

Dear INFINITI QX56 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 2011 Model Year INFINITI QX56 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*

Due to a manufacturing process issue at the supplier, the front driver air bag inflator in your INFINITI QX56 may not function properly or may potentially rupture during deployment. An inflator rupture may cause metal fragments to pass through the air bag and into the vehicle interior at high speed, which may cause serious injury or death.

What INFINITI Will Do *Qué Hará INFINITI*

Your INFINITI retailer will replace your front driver air bag inflator with a new air bag inflator kit or air bag module, depending on your vehicle, for **FREE**. This service should take around one (1) hour to complete, but 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*



Contact your INFINITI retailer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment. For more information about the recall, please visit <https://nna.secure.force.com/recall?camp=R20A6>.

Comunícate con cualquier concesionario INFINITI a la mayor brevedad para concertar una cita de reparación para tu vehículo. Se requiere que traigas esta notificación el día de tu cita. Para obtener más información sobre el retiro, visite <https://nna.secure.force.com/recall?camp=R20A6>.

If the retailer fails to, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Department, INFINITI North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 888-833-3216.

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: National Consumer Affairs Department, INFINITI North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. El número libre de cargos es 888-833-3216

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.

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.