

SAFETY RECALL



INFINITI®

CAMPAIGN BULLETIN

Propeller Shaft

Voluntary Safety Recall Campaign

Reference: R20B8
Date: April 20, 2021

Attention: Retailer Principal, Sales, Parts and Service Managers

UPDATE April 20, 2021
Please discard earlier versions of this bulletin.

The announcement from December 8, 2020 has been revised to include the following:

- The parts restriction will be removed and retailers can order parts, as needed, via normal ordering process **beginning April 20, 2021.**
 - **Parts currently on order in DBS will be fulfilled.**

IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2011-2013 M56	1,594	NA	December 8, 2020	YES
MY2012-2013 M35 Hybrid	1,071			
MY2014 Q70	22			
MY2014 Q70 Hybrid	21			

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

INFINITI is committed to safety, security, and satisfaction of our clients and their passengers. INFINITI is conducting a Voluntary Safety Recall Campaign on certain INFINITI Model Year 2011-2014 M56/Q70 and 2012-2014 M35 Hybrid/Q70 Hybrid vehicles equipped with two-wheel-drive (2WD) or VK56 powertrain to replace the propeller shaft.

On certain INFINITI vehicles, INFINITI has determined the propeller shaft design lacks sufficient fatigue strength. As a result, the propeller shaft may experience reduced durability on some of the affected vehicles. In extreme cases, under severe acceleration from low speed conditions, the propeller shaft could potentially break causing a loss of propulsion while the vehicle is in motion. In the most severe case, the broken propeller shaft could also disable the parking brake.

If this issue occurs, the brake and steering systems remain operational, allowing the client to stop the vehicle. However, the loss of propulsion or parking brake may increase the risk of a crash or injury.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **R20B8**

2. Retailers **must not sell, lease, trade, rent or loan** any vehicles in retailer inventory affected by this recall campaign until after the vehicle has been remedied.
3. Retailers should use **ITB20-028** to remedy any vehicles subject to this campaign.
4. Once repaired, the service department should submit the applicable warranty claim for the action performed so it can be closed on SERVICE COMM.

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

Parts	<p>The parts listed below may be ordered via normal ordering process beginning April 20, 2021.</p> <ul style="list-style-type: none"> • Parts currently on order in DBS will be fulfilled. <table border="1" style="margin-left: 40px;"> <thead> <tr> <th>Model</th> <th>Part Number</th> <th>Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>M35H</td> <td>C7000-1MGOB</td> <td>Propeller Shaft</td> <td>1</td> </tr> <tr> <td>Q70 Hybrid</td> <td>C7000-3WGOB</td> <td>Propeller Shaft</td> <td>1</td> </tr> <tr> <td>M56 and Q70</td> <td>C7000-1MC1B</td> <td>Propeller Shaft</td> <td>1</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • The following parts remain orderable, as needed, via normal process: <table border="1" style="margin-left: 40px;"> <thead> <tr> <th>Model</th> <th>Part Number</th> <th>Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td rowspan="4" style="text-align: center;">All</td> <td>01225-00062</td> <td>Nut *</td> <td>2</td> </tr> <tr> <td>37171-AL60A</td> <td>Nut-Fix, Propeller Shaft *</td> <td>4</td> </tr> <tr> <td>37121-JK20B</td> <td>Washer-Lock *</td> <td>4</td> </tr> <tr> <td>37120-AH00A</td> <td>Bolt-Fix, Propeller Shaft *</td> <td>4</td> </tr> </tbody> </table> <p style="margin-left: 40px;">* Single-use parts</p>	Model	Part Number	Description	Quantity	M35H	C7000-1MGOB	Propeller Shaft	1	Q70 Hybrid	C7000-3WGOB	Propeller Shaft	1	M56 and Q70	C7000-1MC1B	Propeller Shaft	1	Model	Part Number	Description	Quantity	All	01225-00062	Nut *	2	37171-AL60A	Nut-Fix, Propeller Shaft *	4	37121-JK20B	Washer-Lock *	4	37120-AH00A	Bolt-Fix, Propeller Shaft *	4
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Repair	<ul style="list-style-type: none"> • ITB20-028 																																	
Owner Notification	<p>INFINITI began notifying owners of all potentially affected vehicles in January 2021, via U.S. Mail.</p>																																	

******* 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 campaign status on each vehicle falling within the range of this voluntary safety recall 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 recall campaign was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

Frequently Asked Questions (FAQ):

Q: Is this a safety recall?

A: Yes.

Q What is the reason for the recall?

A. INFINITI has determined the propeller shaft design lacks sufficient fatigue strength. As a result, the propeller shaft may experience reduced durability on some of the affected vehicles.

Q What is the possible effect of the condition?

A In extreme cases, under severe acceleration from low speed conditions, the propeller shaft could potentially break causing a loss of propulsion while the vehicle is in motion. In the most severe case, the broken propeller shaft could also disable the parking brake.

If this issue occurs, the service brake and steering systems remain operational, allowing the client to stop the vehicle. However, the loss of propulsion or parking brake may increase the risk of a crash or injury.

Q. What will be the corrective action?

A. Retailers will replace the propeller shaft with a new countermeasure part.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to 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 began notifying owners of all potentially affected vehicles in **January 2021** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If your vehicle is subject to this campaign, you received an Owner Notification letter from INFINITI, which provided instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicle repaired as soon as possible upon notification.

Q. Is there anything owners can do to mitigate this condition?

A. No.

Q. Are parts readily available?

A. Yes.

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

A. Upon client request, rental is available while replacement parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$1,800 (Max)
Contact the Warranty Claims Call Center @ 800-933-3712 if additional expense is required		

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 performed?

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

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

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. What model year vehicles are involved?

A. Certain INFINITI Model Year 2011-2014 M56/Q70 and 2012-2014 M35 Hybrid/Q70 Hybrid vehicles equipped with two-wheel-drive (2WD) or VK56 powertrain and manufactured at the Tochigi, Japan plant between October 15, 2009 and February 28, 2014 are affected.

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

A. No.

Revision History:

Date	Announcement	Purpose
December 8, 2020	Voluntary Safety Recall	New campaign announcement
April 20, 2021	REVISION 1	Update regarding parts restriction removal