

# SAFETY RECALL



## CAMPAIGN BULLETIN

### Tire Placard

### Voluntary Recall Campaign

Reference: PC788

Date: January 27, 2021

**Attention: Retailer Principal, Sales, Parts and Service Managers**

**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
MY2020 QX50	8,291	107	January 27, 2021	<b>YES</b>

#### \*\*\*\*\* Campaign Summary \*\*\*\*\*

INFINITI is committed to safety, security, and satisfaction of our clients and their passengers. INFINITI is conducting a Voluntary Recall Campaign on certain INFINITI Model Year 2020 QX50 vehicles to inspect all black print characters of the tire placard for legibility. If printed characters are found to be illegible, the tire placard will be replaced with a new one.

Due to an insufficient mesh cleaning process at the supplier, dry paint adhered to the printing mesh that blocked certain black print characters from being fully transferred to the placard during the printing process. On certain INFINITI vehicles, the black text, including tire size designation and loading capacity, on the Tire and Loading Information placard may be illegible. In this condition, the placard may not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 110. Illegible tire size designation or loading capacity information on the placard may cause customer confusion and potentially lead to tire overloading, which, in turn may increase the risk of a crash.

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

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **PC788**
  - **New Vehicles in retailer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
    - Refer to IPSB15-286 for additional information.
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 **ITB21-001** to inspect and, if necessary, remedy any vehicles subject to this campaign.
4. Once remedied retailers should submit the claim, using the claims coding provided for the applicable action taken, and release the vehicle.

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

Parts	<p>Parts are on restriction. Parts are anticipated to be available beginning <b>February 08, 2021</b>.</p> <ul style="list-style-type: none"><li>• Retailers may place SVC orders for the parts listed below via DBS.<ul style="list-style-type: none"><li>• Orders will be fulfilled in the order they were received, once parts become available.</li></ul></li></ul> <table><tr><th>Part Number</th><th>Description</th><th>Quantity</th></tr><tr><td>99090-5NA0B</td><td>19 inch tire</td><td>1</td></tr><tr><td>99090-5NA1A</td><td>20 inch tire</td><td>1</td></tr></table> <p>Retailers may order parts via normal process beginning February 22, 2021.</p>	Part Number	Description	Quantity	99090-5NA0B	19 inch tire	1	99090-5NA1A	20 inch tire	1
Part Number	Description	Quantity								
99090-5NA0B	19 inch tire	1								
99090-5NA1A	20 inch tire	1								
Repair	<ul style="list-style-type: none"><li>• ITB21-001</li></ul>									
Owner Notification	INFINITI will begin notifying owners of all potentially affected vehicles in <b>March 2021</b> , via U.S. Mail.									

\*\*\*\*\* 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.** Due to an insufficient mesh cleaning process at the supplier, dry paint adhered to the printing mesh that blocked certain black print characters from being fully transferred to the placard during the printing process.

**Q** What is the possible effect of the condition?

**A** On certain INFINITI vehicles, the black text, including tire size designation and loading capacity, may be illegible on the Tire and Loading Information placard. In this condition, the placard may not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 110. Illegible tire size designation or loading capacity information on the placard may cause customer confusion and potentially lead to tire overloading, which, in turn may increase the risk of a crash.

**Q. What will be the corrective action?**

A. Retailers will inspect all black print characters of the tire placard for legibility. If printed characters are found to be illegible, the tire placard will be replaced with a new one.

**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 will begin notifying owners of all potentially affected vehicles in **March 2021** via U.S. Mail.

**Q. Is my vehicle safe to drive?**

A. Yes.

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

A. Yes. Owners can locate the wheel and tire information in their copy of the owner's manual or they can contact their retailer for specific information.

**Q. Are parts readily available?**

A. Parts are on restriction and are not anticipated to be available until **February 8, 2021**. Retailers may order part via normal process beginning **February 22, 2021**.

**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. Is there any charge for the repair?**

A. No. The inspection and remedy, if necessary, 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 2020 QX50 vehicles manufactured at the COMPAS, Mexico plant from January 7, 2020 to July 16, 2020 are affected.

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

A. No.

**Revision History:**

Date	Announcement	Purpose
January 27, 2021	Voluntary Safety Recall	New campaign announcement