

Classification:

WT21-001

Reference:

ITB21-001

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Date:

January 26, 2021

## VOLUNTARY SAFETY RECALL CAMPAIGN 2020 QX50; TIRE PLACARD LABEL INSPECTION

CAMPAIGN ID #: PC788  
APPLIED VEHICLES: 2020 QX50 (J55)

Check Service COMM or Dealer Business Systems (DBS)  
National Service History to confirm campaign eligibility.

### INTRODUCTION

Infiniti is conducting this voluntary safety recall campaign, on certain specific model year 2020 QX50 vehicles, to inspect and, if necessary, replace the tire placard label. This service will be performed at no charge to the customer for parts or labor.

### IDENTIFICATION NUMBER

Infiniti has assigned identification number PC788 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

### RETAILER RESPONSIBILITY

It is the retailer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a retailer's inventory. **Federal law requires that new vehicles in retailer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Infiniti strongly encourages retailers to correct any used vehicles in their inventory before they are retailed.

Infiniti Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. **NOTE:** If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Infiniti retailer to determine if this applies to your vehicle.

## SERVICE PROCEDURE

1. Open the driver's door and locate the existing tire placard label.



Figure 1

2. Inspect the tire placard label for any areas of illegibility.

**NOTE:** Areas of illegibility can appear as faded text, whole or partially missing text, and/or smudges in the text. This will only occur in areas with black text and is not limited to a particular area of the tire placard label. See Figure 2 - Figure 5 for NG examples.

- If an area of illegibility is present on the existing tire placard label, continue to step 3 on page 3.
- If an area of illegibility is not present on the existing tire placard label, the label does not need to be replaced. Review **CLAIMS INFORMATION** on page 4.

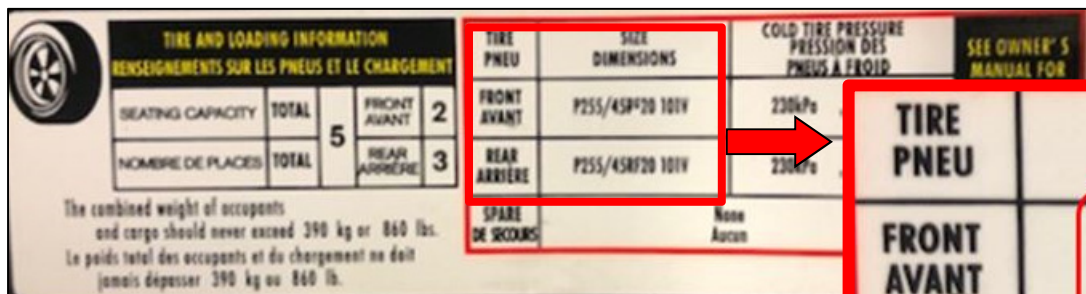


Figure 2

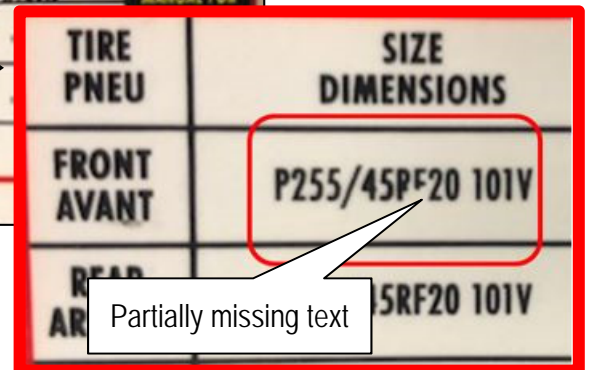


Figure 3



Figure 4

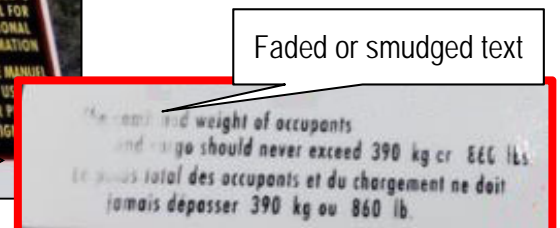


Figure 5

- Remove the existing tire placard label.

**NOTE:** Be sure to document the tire placard label part number on the existing label before discarding the label. The replacement label must have the same part number. Refer to **PARTS INFORMATION** on page 4.

The image shows a standard vehicle tire placard label. It includes a tire icon, a table for seating capacity, a table for tire specifications, and weight warnings in English and French. A callout box points to the bottom right corner of the label, specifically to the part number '5NA1A' which is highlighted in a green box. The callout text reads: 'Last 5 characters of the tire placard label part number'.

TIRE AND LOADING INFORMATION RENSEIGNEMENTS SUR LES PNEUS ET LE CHARGEMENT				TIRE PNEU	SIZE DIMENSIONS	COLD TIRE PRESSURE PRESSION DES PNEUS À FROID	SEE OWNER'S MANUAL FOR
SEATING CAPACITY	TOTAL	5	FRONT AVANT	2	FRONT AVANT	P255/45RF20 101V	230kPa ,
NOMBRE DE PLACES	TOTAL		REAR ARRIÈRE	3	REAR ARRIÈRE	P255/45RF20 101V	230kPa ,
The combined weight of occupants and cargo should never exceed 390 kg or 860 lbs. Le poids total des occupants et du chargement ne doit jamais dépasser 390 kg ou 860 lb.				SPARE DE SECOURS	None Aucun		RENSEIGNER

5NA1A

Figure 6

- Clean the area with a mild detergent and water.

**NOTICE** To prevent damage to the vehicle's paint, do not to use harsh chemicals.

**NOTE:** It is important that the surface be free of dirt and oil to ensure proper adhesion of the new tire placard label.

- Peel the new label from the backing sheet and place it in the same area as the previous tire placard label.

**NOTE:** The adhesive on the label is permanent. Extra care must be taken when applying the new tire placard label since it cannot be moved once it is attached.

## PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Tire Placard Label (19" wheel)	99090-5NA0B	1 (if needed)
Tire Placard Label (20" wheel)	99090-5NA1A	1 (if needed)

## CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC788	Inspect for Tire Placard Label (OK Condition)	PC7880	0.2 hr
	Inspect for Tire Placard Label, Remove and Install New Label	PC7881	0.3 hr

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
January 26, 2021	ITB21-001	Original bulletin published