

SAFETY RECALL



CAMPAIGN BULLETIN

Fuel Pump

Voluntary Recall Campaign

Reference: R21A3

Date: June 2, 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
MY2020-2021 QX80 (Z62)	9,919	109	June 2, 2021	YES

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

INFINITI is committed to safety, security, and satisfaction of our clients and their passengers. INFINITI is conducting a Voluntary Recall Campaign on specific INFINITI Model Year 2020-2021 QX80 vehicles equipped with a V8 engine to replace the fuel pump module.

Due to a supplier manufacturing issue that has since been corrected, the fuel pump module may not meet design specification on some of the affected vehicles. Gasoline inside of the fuel pump can cause the impeller to swell, increasing frictional resistance between the swollen impeller and the inlet cover. As a result, the fuel pump module may bind internally, the customer may experience a Malfunction Indicator Light (MIL) 'ON' and low fuel condition, which can result in an engine stall while driving and the vehicle may not restart, increasing 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. R21A3
 - **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 **ITB21-014** to remedy any vehicles subject to this campaign once parts become available.
4. Once repaired, the service department should submit the applicable warranty claim using the claims coding provided, and release the vehicle.

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

Parts	<p>Parts are on restriction and may be ordered via DBS.</p> <ul style="list-style-type: none"> ➤ A7040-3ZDOB – Fuel Pump-In Tank <ul style="list-style-type: none"> ○ INFINITI anticipates 200-300 parts to be available each week beginning June 14, 2021. ○ Orders will be fulfilled in the order they were received, once parts become available. ➤ 17342-EA000 – Packing Fuel Guage <ul style="list-style-type: none"> ○ Dealers may begin ordering <u>via normal process</u> on June 14, 2021. <p>Parts replaced under this activity will be placed on parts collection. Parts requested are VIN and repair order specific. It is important for retailers to return parts applicable to the VIN and repair order identified.</p>
Special Tools	<ul style="list-style-type: none"> • J-45722 (Fuel Tank Lock Ring Wrench) • Additional tools are available via TechMate @ 1-800-662-2001 or www.nissantechmate.com.
Repair	<ul style="list-style-type: none"> • ITB21-014
Owner Notification	<p>INFINITI will begin notifying owners of all potentially affected vehicles on July 16, 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. Due to a supplier manufacturing issue, the fuel pump module may not have been manufactured to design specification on certain affected vehicles.

Q. What is the possible effect of the condition?

A. Gasoline inside of the fuel pump can cause the impeller to swell, increasing frictional resistance between the swollen impeller and the inlet cover. As a result, the fuel pump module may bind internally, the customer may experience a Malfunction Indicator Light (MIL) 'ON' and low fuel condition, which can result in an engine stall while driving and the vehicle may not restart, increasing the risk of a crash.

Q. What will be the corrective action?

A. Retailers will replace the fuel pump module.

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 on **July 16, 2021** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from INFINITI, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles remedied 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. **Parts are on restriction and may be ordered via DBS.** INFINITI anticipates 200-300 fuel pumps to be available each week **beginning June 14, 2021.** Orders will be fulfilled in the order they were received, once parts become available.

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. Rental is available if needed, while parts are on order, if a courtesy vehicle is not available.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$420 (Max)
Contact the Warranty Claims Call Center @ 800-933-3712 if additional expense is required.		

Q. Is towing covered for vehicles outside of warranty that are no longer eligible for Roadside Assistance?

A. Yes, the campaign will cover the towing costs for affected vehicles that are no longer eligible for Roadside Assistance (out of warranty):

EXPENSE CODE	DESCRIPTION	AMOUNT
501	Towing	\$100 (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 2020-2021 QX80 vehicles manufactured in Kyushu and Shonan, Japan plants between October 5, 2019 and April 2, 2020 are affected.

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

A. Yes. Certain Nissan MY2020-2021 Armada vehicles manufactured in Kyushu and Shonan, Japan plants between October 5, 2019 and April 2, 2020 are affected.

Revision History:

Date	Announcement	Purpose
June 2, 2021	Voluntary Safety Recall Campaign	New campaign announcement