

SAFETY RECALL



CAMPAIGN BULLETIN

Steering Knuckle and Rear Axle Housing Voluntary Recall Campaign

Reference: R21A5
Date: July 7, 2021

Attention: Retailer Principal, Sales, Parts and Service Managers

UPDATE July 7, 2021
Please discard earlier versions of this bulletin.

The announcement from June 10, 2021 has been revised to include the following:

- Parts ordering information and repair (see repair section below) are now available.
- Parts are on restriction and may be ordered via DBS.
 - Orders will be fulfilled in the order they were received, once parts become available.

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
MY2021 Q50 (V37)	3,510	610	June 8, 2021	YES
MY2021 QX50 (J55)	4,697	457		
MY2021 Q60 (CV37)	632	166		
MY2020 QX60 (L50)	643	4		

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

INFINITI is committed to safety, security, and satisfaction of our clients and their passengers. INFINITI has notified the National Highway Traffic Safety Administration that it is conducting a Voluntary Recall Campaign on certain INFINITI Model Year 2021 Q50, QX50, Q60 and 2020 QX60 vehicles to inspect the casting stamp of the front steering knuckles and/or rear axle housings. If any of the components are affected, the retailer will replace the affected parts.

Due to a manufacturing issue that has since been corrected, the steering knuckles and/or rear axle housings on certain affected vehicles might not meet specifications. In this condition, if the front steering knuckle or rear axle housing receives a strong impact (such as hitting a curb) the steering knuckle or rear axle housing may deform. As a result, the steering wheel may become off-center, impairing the client's ability to steer the vehicle or in the case of rear axle housing cause wheel mis-alignment. In the worst case condition, the damaged steering knuckle or rear axle housing may cause wheel separation from the vehicle; increasing the risk of a crash.

Affected vehicles are subject to stop sale and are either currently in retailer inventory or assigned and in transit to the retailer.

******* 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. **R21A5**
 - **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. If a retailed vehicle affected by this campaign ID visits the retailer for service, the retailer should inform the client about the recall and communicate that parts may need to be ordered. The retailer should use the appropriate campaign bulletin (see repair section below) to inspect the casting stamp of the front steering knuckles and/or rear axle housings:
 - If parts replacement **is not** necessary, the retailer should print the inspection form, attach it to the work order, reassemble the vehicle, submit the claim using the claims coding provided for the applicable action taken, and then release the vehicle.
 - If parts replacement **is** necessary, the retailer should print the inspection form, attach it to the work order, temporarily reassemble the vehicle, and place the parts on order. **Temporary reassembly of the vehicle is covered under the campaign (see Claims Information section below). Do not submit the claim, for the appropriate actions performed, until parts have arrived and the vehicle has been remedied.**
 - Rental is available while parts are on order.

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

Parts	<p>If parts are needed, parts are on restriction and may be ordered via DBS.</p> <ul style="list-style-type: none"> ➢ Orders will be fulfilled in the order they were received, once parts become available. ➢ Do not use the DBS order by campaign function unless inspection indicates that both sides require replacement. If only one side requires replacement, order parts individually. ➢ One-time use parts should be ordered separately via normal ordering process. <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	CONSULT III+
Repair	<ul style="list-style-type: none"> • ITB21-016 – QX60 • ITB21-017 – Q50/Q60 • ITB21-018 – QX50
Owner Notification	INFINITI will begin notifying owners of all potentially affected vehicles in late July 2021, via U.S. Mail.

******* Claims Information *******

If the inspection indicates that parts replacement is necessary, the following OP Codes may be claimed to allow for the temporary reassembly of the vehicle while waiting for parts to arrive to

complete the repair. **Do not submit the claim, for the appropriate actions performed, until parts have arrived and the vehicle has been remedied.**

Model	Description	FRT	OP Code
Q50 and Q60 2WD	Inspect and reassemble both steering knuckles, disassemble and replace one or both steering knuckles	5.4 Hrs	R21A5A
Q50 and Q60 AWD		5.6 Hrs	R21A5B
QX50 2WD	Inspect and reassemble both steering knuckles, disassemble and replace one or both steering knuckles	11.8 Hrs	R21A5D
QX50 AWD		12.4 Hrs	R21A5E
QX60	Inspect and reassemble both steering knuckles, disassemble and replace one or both steering knuckles	8.0 Hrs	R21A5C

Note: The inspection form should be printed and attached to the work order for audit purposes.

******* 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 manufacturing issue that has since been corrected, the steering knuckles and/or rear axle housings on certain affected vehicles might not meet design specification. In this condition, if the front steering knuckle or rear axle housing receives a strong impact (such as hitting a curb), the steering knuckle or rear axle housing may deform.

Q What is the possible effect of the condition?

A If the front steering knuckle or rear axle housing receives a strong impact (such as hitting a curb) the steering knuckle or rear axle housing may deform. As a result, the steering wheel may become off-center, impairing the client's ability to steer the vehicle or in the case of rear axle housing cause wheel mis-alignment. In the worst case condition, the damaged steering

knuckle or rear axle housing may cause wheel separation from the vehicle; increasing the risk of a crash.

Q. What will be the corrective action?

A. Retailers will inspect the casting stamp of the front steering knuckles and/or rear axle housings. If any of the components are affected, the retailer will replace the affected parts.

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 twelve and a half (12.5) hours to complete if parts replacement is required. 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 late **July 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. **If parts are needed, parts are on restriction and may be ordered via DBS.** Orders will be fulfilled in the order they were received, once parts become available.

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 will be 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. Will a courtesy vehicle be provided while parts are unavailable?

A. INFINITI may provide a courtesy vehicle for the client to use, while parts are unavailable. Courtesy vehicles are subject to availability and not guaranteed. For client's experiencing the subject condition, loaner vehicles are included under the campaign until parts are available.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$900 (Max)
Contact the Warranty Claims Call Center @ 800-933-3712 if additional expense is required		

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 Model Year 2021 INFINITI Q50 vehicles manufactured from August 20, 2020 to October 23, 2020 and INFINITI Q60 vehicles manufactured from August 21, 2020 to October 23, 2020 at the Tochigi, Japan plant, certain Model Year 2021 INFINITI QX50 vehicles manufactured from August 31, 2020 to October 31, 2020 at the Compas, Mexico plant, and certain Model Year 2020 INFINITI QX60 vehicles manufactured from September 22, 2020 to October 29, 2020 at the Smyrna, TN plant are affected.

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

A. Yes. Certain Model Year 2020 Nissan Murano vehicles manufactured from August 31, 2020 to September 16, 2020 at the Canton, MS plant and certain Model Year 2021 Nissan GT-R® vehicles manufactured from August 24, 2020 to October 13, 2020 at the Tochigi, Japan plant are affected.

Revision History:

Date	Announcement	Purpose
June 7, 2021	Voluntary Safety Recall	New campaign announcement
June 10, 2021	REVISION 1	Updated affected models and retailer inventory
July 7, 2021	REVISION 2	Parts ordering and repair information now available.