

SAFETY RECALL



CAMPAIGN BULLETIN

Lower Steering Shaft Voluntary Recall Campaign

Reference: PG1CF
Date: June 4, 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
MY2017 QX30	1,618	NA	June 4, 2021	YES

***** 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 2017 QX30 vehicles to replace the lower steering shaft.

Due to an issue at the supplier, the steering shaft on certain affected vehicles might not meet specifications. In this case, movement between the universal joint bearing and the bore hole in the steering shaft might occur. Over time, this play could increase, potentially leading to noises and an imprecise steering feel. If the symptoms are not recognized over a longer period, the bearing could separate from the universal joint and the ability to steer the vehicle would be impaired, which could increase the risk of a crash.

INFINITI expects to issue an updated retailer announcement with remedy instructions by July 2, 2021.

***** 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. PG1CF
 - 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 will need to be ordered, but are not yet available.
 - If the client is experiencing the following conditions: increased play in the steering shaft, increased steering noise, and/or an imprecise steering feel, rental is included under the campaign until parts are available.

- If the client's vehicle is not experiencing any of the subject conditions, after the recall is explained, the client may continue to operate their vehicle until the condition occurs or parts are available.

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

Parts	Parts are not currently available. Parts and repair availability will be the topic of a follow up communication anticipated on July 2, 2021.
Repair	<ul style="list-style-type: none"> • The repair bulletin is currently under development and will be provided in a follow up communication, anticipated on July 2, 2021.
Owner Notification	INFINITI will begin notifying owners of all potentially affected vehicles in late July 2021 , 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 issue at the supplier, the steering shaft on certain affected vehicles might not meet specifications. In this case, movement between the universal joint bearing and the bore hole in the steering shaft might occur.

Q What is the possible effect of the condition?

A Over time, this movement could increase, potentially leading to noises and an imprecise steering feel. If the symptoms are not recognized over a longer period, the bearing could separate from the universal joint and the ability to steer the vehicle would be impaired, which could increase the risk of a crash.

Q. What will be the corrective action?

A. The repair bulletin is currently under development and will be provided in a follow up communication, anticipated **on July 2, 2021**.

Q. What should I tell inquiring clients?

A. Ask the client if any of the following conditions apply to their vehicle:

- Increased play in the steering shaft
- Increased steering noise
- Imprecise steering feel

Clients may continue to drive their vehicle if these conditions do not occur. However, if any of the conditions do occur, please contact your local INFINITI retailer for immediate service and instructions on how to transport your vehicle to the dealership. Rental is included under the campaign until parts are available.

Q. How long will the corrective action take?

A. The repair bulletin is currently under development and will be provided in a follow up communication, anticipated **on July 2, 2021**.

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. The client may continue to drive the vehicle unless one of the following conditions occur:

- Increased play in the steering shaft
- Increased steering noise
- Imprecise steering feel

If any of the conditions do apply, please contact your local INFINITI retailer for immediate service and instructions on how to transport your vehicle to the dealership. Rental is included under the campaign until parts are available.

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

A. No.

Q. Are parts readily available?

A. **Parts are not currently available.** Part availability will be the topic of a follow up communication anticipated **on July 2, 2021**.

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

A. Yes. The client may experience play in the steering shaft. Over time, this play could increase and lead to noises and an imprecise steering feel. If a client's vehicle is exhibiting any of these conditions, the client should be offered a loaner vehicle until parts are available.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$1260 (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, upon client request, the campaign will cover the towing costs for affected vehicles that are no longer eligible for Roadside Assistance (out of warranty), if the client is experiencing any of the following conditions:

- Increased play in the steering shaft
- Increased steering noise
- Imprecise steering feel

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, once available, 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. I have lost confidence in the vehicle. Will INFINITI replace or repurchase the vehicle?

A. The remedy, once available, 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 2017 QX30 vehicles manufactured from December 20, 2016 to February 15, 2017 are affected.

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

A. No.

Revision History:

Date	Announcement	Purpose
June 4, 2021	Voluntary Safety Recall	New campaign announcement