

SAFETY RECALL



CAMPAIGN BULLETIN

Lower Steering Shaft Voluntary Recall Campaign

Reference: PG1CF

Date: November 17, 2021

Attention: Retailer Principal, Sales, Parts and Service Managers

UPDATE November 17, 2021
Please discard earlier versions of this bulletin.

The announcement from July 2, 2021 has been revised to include the following:

- Review of additional production records for QX30 vehicles has allowed INFINITI to more accurately identify the production window of potentially affected vehicles. As a result, the affected population for covered QX30 vehicles has increased for this campaign.

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	1,959	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.

******* 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.
 - If the client reports their vehicle 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 while parts are on order.
 - If the client reports their vehicle is not experiencing any of the subject conditions, after the recall is explained, the client may continue to operate their vehicle until any of the conditions occur.
4. Retailers should use **ITB21-015** to remedy any vehicles subject to this campaign.
5. 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 and may be ordered via DBS.</p> <ul style="list-style-type: none"> ➤ Orders will be fulfilled in the order they were received. <table border="1" style="margin-left: 40px;"> <thead> <tr> <th>Part Number</th> <th>Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>48080-HG00A</td> <td>Lower Steering Shaft</td> <td>1</td> </tr> <tr> <td>N5010-5DA0B</td> <td>Lower Shaft Bolt</td> <td>1</td> </tr> </tbody> </table> <ul style="list-style-type: none"> ➤ 01125-HG01L – Knee Airbag Bolt <ul style="list-style-type: none"> • Dealers may order this part through the normal ordering process. 	Part Number	Description	Quantity	48080-HG00A	Lower Steering Shaft	1	N5010-5DA0B	Lower Shaft Bolt	1
Part Number	Description	Quantity								
48080-HG00A	Lower Steering Shaft	1								
N5010-5DA0B	Lower Shaft Bolt	1								
Repair	<ul style="list-style-type: none"> • ITB21-015 									
Owner Notification	<p>INFINITI began notifying owners of all potentially affected vehicles at the end of July 2021, via U.S. Mail.</p> <p>INFINITI will begin mailing to owners of the added population in December 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 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. Retailers will replace the lower steering shaft.

Q What should I tell inquiring clients?

A. If the client's vehicle is experiencing any of the following conditions:

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

they should contact their local INFINITI retailer for immediate service and instructions on how to transport their vehicle to the dealership. Rental is available if needed, while parts are on order, if a courtesy vehicle is not available.

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 began notifying owners of all potentially affected vehicles at the end of **July 2021** via U.S. Mail.
INFINITI will begin mailing to owners of the added population in December 2021, via U.S. Mail.

Q Is my vehicle safe to drive?

A. Please contact your local INFINITI retailer for immediate service and instructions on how to transport your vehicle to the dealership if your vehicle experiences any of the following conditions:

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

If your vehicle does not experience any of these conditions but 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.

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

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	\$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 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 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
July 2, 2021	REVISION 1	Parts and repair update
November 17, 2021	REVISION 2	Updated vehicle population