

OWNER NOTIFICATION NOTIFICACIÓN PROPIETARIO

NHTSA RECALL 21V-419

Dear INFINITI QX30 client:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. INFINITI has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2017 INFINITI QX30 vehicles. Our records indicate that you own or lease the INFINITI vehicle identified by the VIN on the inside of this notice.

Reason for Recall Motivo del Retiro

Due to a manufacturing issue at the supplier, the steering shaft on certain INFINITI QX30 vehicles might not meet specifications. In this condition, movement between the universal joint bearing and the bore hole in the steering shaft might occur. This movement could potentially lead to noises and an imprecise steering feel. The bearing could separate from the universal joint and the ability to steer the vehicle could be impaired, increasing the risk of a crash.

What INFINITI Will Do Qué Hará INFINITI

Your INFINITI retailer will replace the lower steering shaft. This repair will be performed free of charge. This free service could take up to approximately one (1) hour to complete, but your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule.

What You Should Do Qué Debes Hacer

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

A rental vehicle will be available upon request until parts are available.



Even if your vehicle does not experience any of the conditions listed above, please contact your INFINITI retailer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment. For more information about the recall, please visit <https://nna.secure.force.com/recall?camp=PG1CF>.

Comunícate con cualquier concesionario INFINITI a la mayor brevedad para concertar una cita de reparación para tu vehículo. Se requiere que traigas esta notificación el día de tu cita. Para obtener más información sobre el retiro, visite <https://nna.secure.force.com/recall?camp=PG1CF>.

If the retailer fails to, or is unable to make the necessary repairs free of charge, you may contact the INFINITI Consumer Affairs Department, P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200.

Si el concesionario no cumple, o no le es posible realizar las reparaciones necesarias sin cargos, puedes contactar al Departamento Nacional de Asuntos del Consumidor a: INFINITI Consumer Affairs Department, P.O. Box 685003, Franklin, TN 37068-5003. El número libre de cargos es 1-800-662-6200.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you previously paid to have your lower steering column shaft replaced and INFINITI did not cover the cost of the repair, you may be eligible for reimbursement of the related expenses with proper documentation. Please contact the INFINITI Consumer Affairs Department at 1-888-833-3216 or visit <https://www.infinitiassist.com/> for more information and to access the form for reimbursement.

Thank you for your cooperation. We appreciate your INFINITI ownership and apologize for any inconvenience this may cause you.

Gracias por tu cooperación. Agradecemos tu patrocinio como dueño de un INFINITI y te ofrecemos nuestras disculpas por cualquier inconveniente que esto pueda ocasionar.