

# SAFETY RECALL



## CAMPAIGN BULLETIN

### Second Row Seat Track Mounting Bolt Voluntary Recall Campaign

Reference: PC868

Date: February 25, 2022

**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
MY2022 QX60 (L51)	1	NA	February 25, 2022	<b>YES</b>

#### \*\*\*\*\* Campaign Summary \*\*\*\*\*

INFINITI is committed to the safety and security of our clients and their passengers. INFINITI has notified the National Highway Traffic Safety Administration (NHTSA) that it is recalling a certain MY2022 INFINITI QX60 vehicle to inspect the second row seat tracks and, if necessary, replace any missing bolts.

Assembly issues at the supplier during the reinstallation for the second row seat tracks, may have resulted in a missing mounting bolt. If a mounting bolt is missing, the second row seat track may move in the event of a crash, and could potentially increase the risk of injury. Under these conditions, the second row seat does not meet requirements of FMVSS 210; Seat Belt Assembly Anchorages.

Affected vehicles are subject to stop sale.

#### \*\*\*\*\* 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. **PC868**
  - 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 **ITB22-009** to remedy any vehicles subject to this campaign.

Once remedied, retailers should submit the 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"> <li>➤ Orders will be fulfilled in the order they were received, once parts become available.</li> </ul> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr style="background-color: black; color: white;"> <th>Part Number</th> <th>Description</th> <th>Quantity (If Needed)</th> </tr> </thead> <tbody> <tr> <td>88921-6TA2A</td> <td>Bolt</td> <td>1-4</td> </tr> </tbody> </table> <p>*Parts are anticipated to be available the week of March 7, 2022.</p>	Part Number	Description	Quantity (If Needed)	88921-6TA2A	Bolt	1-4
Part Number	Description	Quantity (If Needed)					
88921-6TA2A	Bolt	1-4					
Repair	<ul style="list-style-type: none"> <li>• ITB22-009</li> </ul>						
Owner Notification	<p>INFINITI Consumer Affairs will begin notifying the owner of the affected vehicle beginning <b>March 2022</b>.</p> <p>INFINITI will begin sending notifications to the owner of an un-remedied affected vehicle in <b>April 2021</b>, 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 recall?

A. Yes.

**Q:** Is this a Stop Sale?

A. Yes.

**Q** What is the reason for the recall?

A. The second row seat tracks may have a missing mounting bolt.

**Q** What is the possible effect of the condition?

A If a mounting bolt is missing, the second row seat track may move in the event of a crash, and could potentially increase the risk of injury. Under these conditions, the second row seat does not meet the requirements of FMVSS 210; Seat Belt Assembly Anchorages.

**Q. What will be the corrective action?**

A. Retailers will inspect the second row seat tracks and, if necessary, replace any missing bolts.

**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 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 Consumer Affairs will begin notifying the owner of the affected vehicle beginning **March 2022**.

INFINITI will begin sending notifications to the owner of an unremedied affected vehicle in **April 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. INFINITI recommends you contact your local INFINITI retailer to have the seat tracks inspected before using the second row seat..

**Q. Are parts readily available?**

A. Parts are on restriction and may be ordered via DBS.

**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 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, upon client request, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$180 (Max)
Contact the Warranty Claims Call Center @ 800-933-3712 if additional expense is required. Please refer to the Goodwill rental Guidelines in the APRM for detailed information regarding application of rental reimbursement.		

**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 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 Model Year 2022 INFINITI QX60 vehicle manufactured on November 30, 2021 at the Smyrna, TN plant may be affected.

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

A. Yes. Certain Model Year 2022 Nissan Pathfinder vehicles manufactured from November 3, 2021 to November 19, 2021 at the Smyrna, TN plant.

**Revision History:**

Date	Announcement	Purpose
February 25, 2022	Voluntary Safety Recall Campaign	New Campaign Announcement