

# SAFETY RECALL



## CAMPAIGN BULLETIN

### Driver Side Curtain Air Bag Module Voluntary Safety Recall Campaign

Reference: PG7B5  
Date: March 8, 2017

**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 (H15)	79	25	March 8, 2017	<b>YES</b>

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

Infiniti has notified the National Highway Traffic Safety Administration (NHTSA) of its intention to recall certain MY2017 Infiniti QX30 vehicles to replace the driver side curtain air bag module with a new part. Some of the vehicles within the affected population described above were equipped with driver side curtain air bags that may have been manufactured out of specification and may not deploy as designed in a crash in which curtain air bag deployment is warranted.

#### \*\*\*\*\* What Retailers Should Do \*\*\*\*\*

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **PG7B5**  
New vehicles in retailer inventory can also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).
  - Refer to IPSB 15-286 for additional information
2. Retailers should not sell, lease, trade, rent or loan any vehicles in retailer inventory affected by this recall campaign until after the vehicle has been repaired.
3. If a retailed vehicle affected by this campaign ID visits the retailer for service, the retailer should inform the client about the recall campaign and communicate that remedy parts are not yet available.
  - Rental is covered under the campaign until parts become available if a client elects to not continue driving their vehicle.

#### \*\*\*\*\* Release Schedule \*\*\*\*\*

Parts	<ul style="list-style-type: none"><li>• Infiniti is currently working to obtain the necessary parts for this recall</li><li>• Infiniti will provide an update on or before April 18, 2017.</li></ul>
Repair	<ul style="list-style-type: none"><li>• Retailers should not sell affected vehicles in new vehicle inventory or loan affected courtesy vehicles.</li><li>• No action on retailed vehicles is required at this time.</li></ul>

**Owner Notification**

- Infiniti will send an interim notification to owners of all potentially affected vehicles within 60 days via U.S. Mail.

**\*\*\*\*\* Retailer Responsibility \*\*\*\*\***

It is the retailer's responsibility to check Service Comm 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 campaign?**

A. Yes, a stop sale is in effect.

**Q: How do I know if my vehicle is affected?**

A. If your vehicle is subject to this campaign you will receive an Owner Notification letter from Infiniti. If you'd like, I can check your vehicle identification number (VIN) right now to see if your vehicle is affected by a different recall.

**Q: What is the reason for this safety recall?**

A. During the manufacturing process at the supplier, an incorrect mixture of chemicals was supplied to the primary inflator of the driver side curtain air bag. This issue occurred as a result of a software error in the controls that are used to inject the chemical mixture.

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

A. As a result, some vehicles within the affected population were equipped with driver side curtain air bags that may have been manufactured out of specification and may not deploy as designed in a crash in which curtain air bag deployment is warranted.

**Q: What will be the corrective action for this voluntary safety recall campaign?**

A. Retailers will replace the driver side curtain air bag module with a new part once parts are available.

**Q: Are parts available for the recall repair?**

A. Infiniti is currently working with the supplier to obtain the parts necessary to perform a remedy.

**Q. Are service parts affected?**

A. At this time, Infiniti has determined that service parts are not affected by this issue.

**Q. When will vehicle owners be notified?**

A. Infiniti will send an interim notification to owners of all potentially affected vehicles within 60 days via U.S. Mail. Infiniti will send a second letter to affected owners inviting them to bring their vehicle in for remedy once parts are available.

**Q. I have not received a letter but want to make sure my vehicle is not affected.**

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is included in this recall.

**Q. Is it safe to drive my vehicle?**

A. Owners may continue to drive their vehicle at their discretion. Alternate transportation will be available upon client request until parts are available. Infiniti urges clients to have this important campaign remedy performed once an invitation to repair letter is received.

**Q. Is there anything owners can do to avoid the risk/danger?**

A. No.

**Q. Will alternate transportation be provided while the retailer is awaiting parts?**

A. Infiniti has authorized alternate transportation upon client request until parts become available. Please check with your retailer for alternate transportation availability.

**Q. Will I have to take my vehicle back to the selling retailer to have the service performed?**

A. No, any authorized Infiniti retailer can repair Infiniti vehicles.

**Q. I have lost confidence in the vehicle? Will Infiniti replace or repurchase the vehicle?**

A. The remedy, once parts are 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 MY2017 Infiniti QX30 vehicles are affected.

Q. How many Infiniti vehicles are involved in the campaign?

A. The North American Market is affected as follows:

<u>Region</u>	<u>QX30</u>
USA	78
Canada	7
Puerto Rico	1
<b>Total</b>	<b>86</b>

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2017 QX30	October 10, 2016 through October 26, 2016

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

A. No

Q. I have other concerns, who do I talk to?

A. Please contact Consumer Affairs at the numbers below.

<b>Region</b>	<b>Division</b>	<b>Number</b>
United States	Infiniti North America	1-800-662-6200