

Reference:

ITB11-027

Date:

May 4, 2011

VOLUNTARY SAFETY RECALL CAMPAIGN 1997 – 2003 QX4 FRONT STRUT HOUSING CORROSION INSPECTION

CAMPAIGN ID #: R1102
NHTSA #: 11V-244
APPLIED VEHICLES: 1997 – 2003 QX4 (JR50)

Check Service COMM to confirm campaign eligibility.

INTRODUCTION

Infiniti is conducting a voluntary safety recall campaign on certain model year 1997 – 2003 QX4 vehicles that are currently registered in States where heavy concentrations of road salt are used in the winter. In certain instances, the front driver's side strut housing panel on the potentially affected vehicles can develop concentrated corrosion that may cause weakening of the seams on the edge of the housing and, over time, may lead to strut housing panel damage. In extreme cases, this may cause portions of the strut housing panel to come in contact with the steering column shaft and could cause damage to the steering shaft if this condition is ignored. The details of the remedy will be announced at a later date. In the meantime, customers will be notified of this issue and will have the option to have their vehicle immediately inspected.

Salt States

Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, New Jersey, Pennsylvania, Delaware, Maryland, West Virginia, Ohio, Indiana, Michigan, Illinois, Wisconsin, Minnesota, Iowa, and Missouri and the District of Columbia.

NOTE

A customer owning an Applied Vehicle listed above that is not currently registered in a "Salt State" may enter a dealer and request their vehicle be inspected. In this case, Infiniti dealers are authorized to perform the inspection per this campaign.

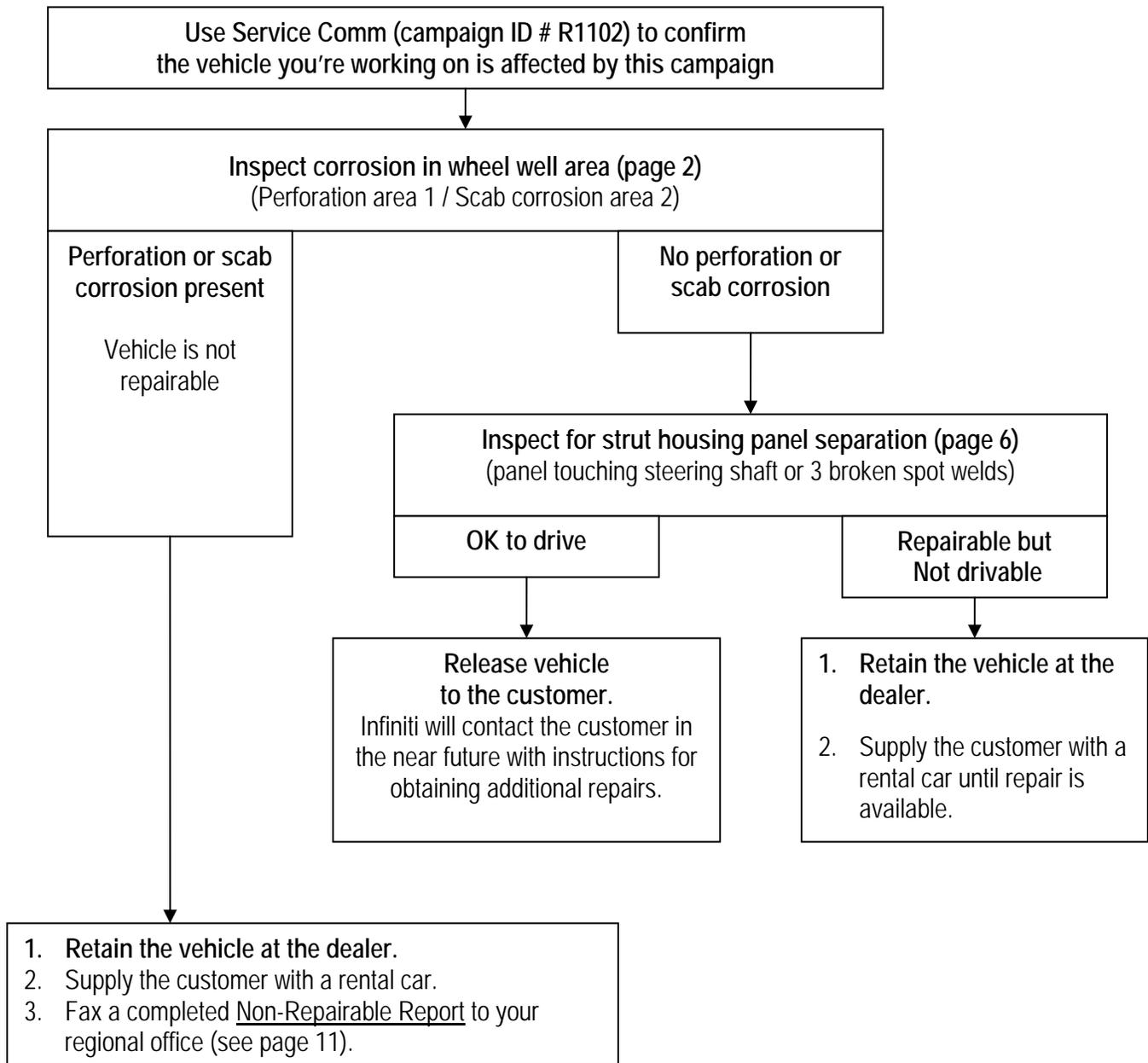
IDENTIFICATION NUMBER

Infiniti has assigned identification number R1102 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Infiniti strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

REPAIR OVERVIEW



SERVICE PROCEDURE

Inspect Corrosion in the Wheel Well Area

1. Turn the ignition OFF.
2. Set the parking brake.

3. Look behind the driver side tire in the two areas shown in Figure 1.

NOTE: Turning the tire left and then right will allow a better view.



Figure 1

4. Inspect for corrosion in Area 1 and Area 2 (see Figures 2, 3 and 4).

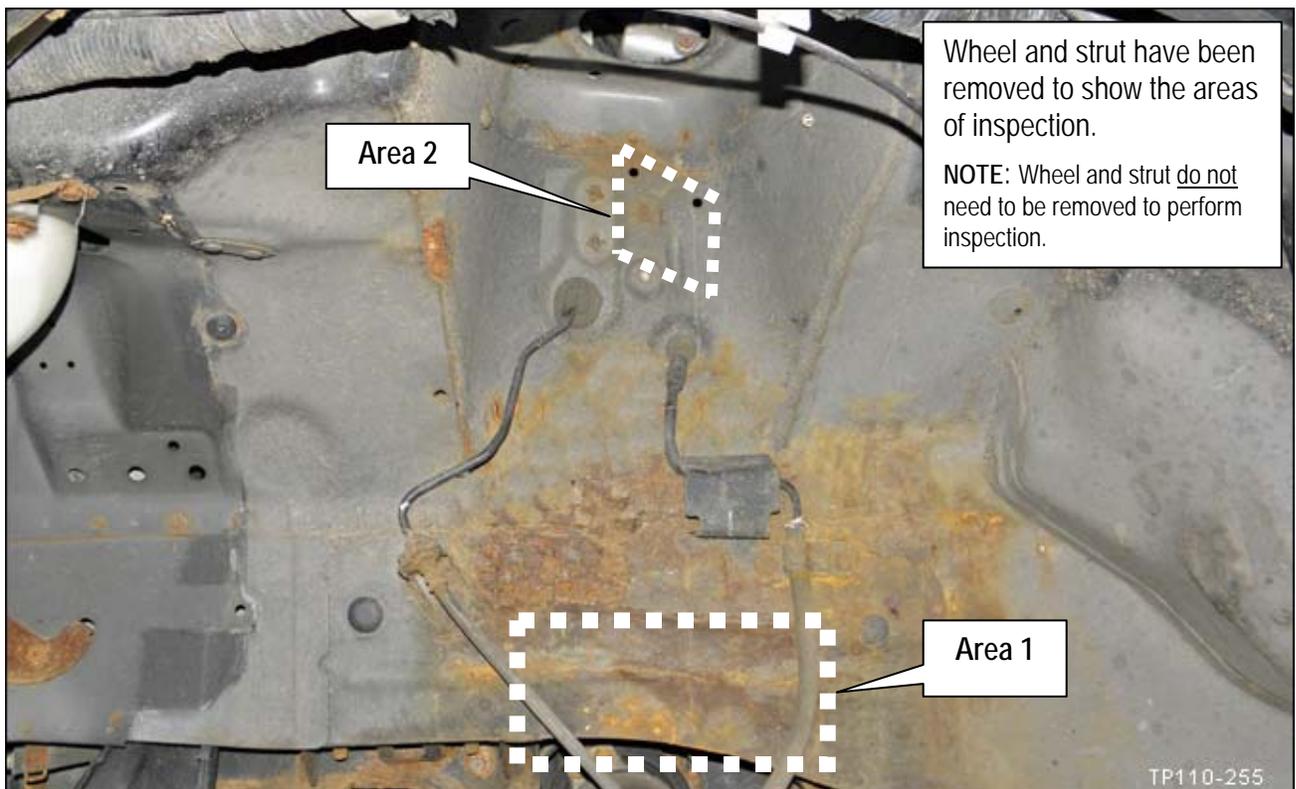


Figure 2

Area 1: Look for perforation (holes) in the metal only in the areas outlined.

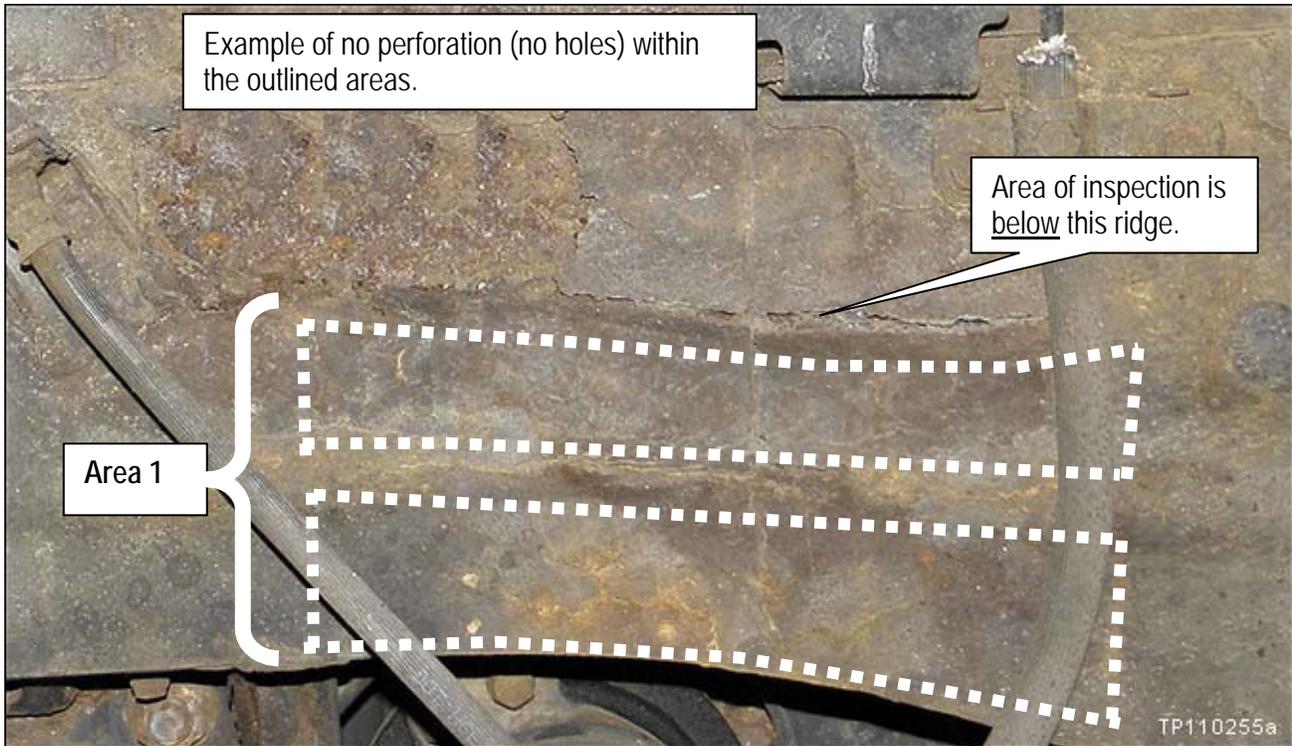


Figure 3

If there **is perforation** (holes) in the metal:

- a. Retain the vehicle at the dealer. (The vehicle is not repairable.)
- b. Supply the customer with a rental car.
- c. Fax a completed Non-Repairable Report (see page 11) to your regional office.

NOTE: This is Inspection Result C in the Claims Information on page 9.

If there **is no perforation** (no holes) in the metal:

- Go to Area 2 on the next page.

Area 2: Look for "scab corrosion" (flaking rust or raised rust) only in the area outlined.

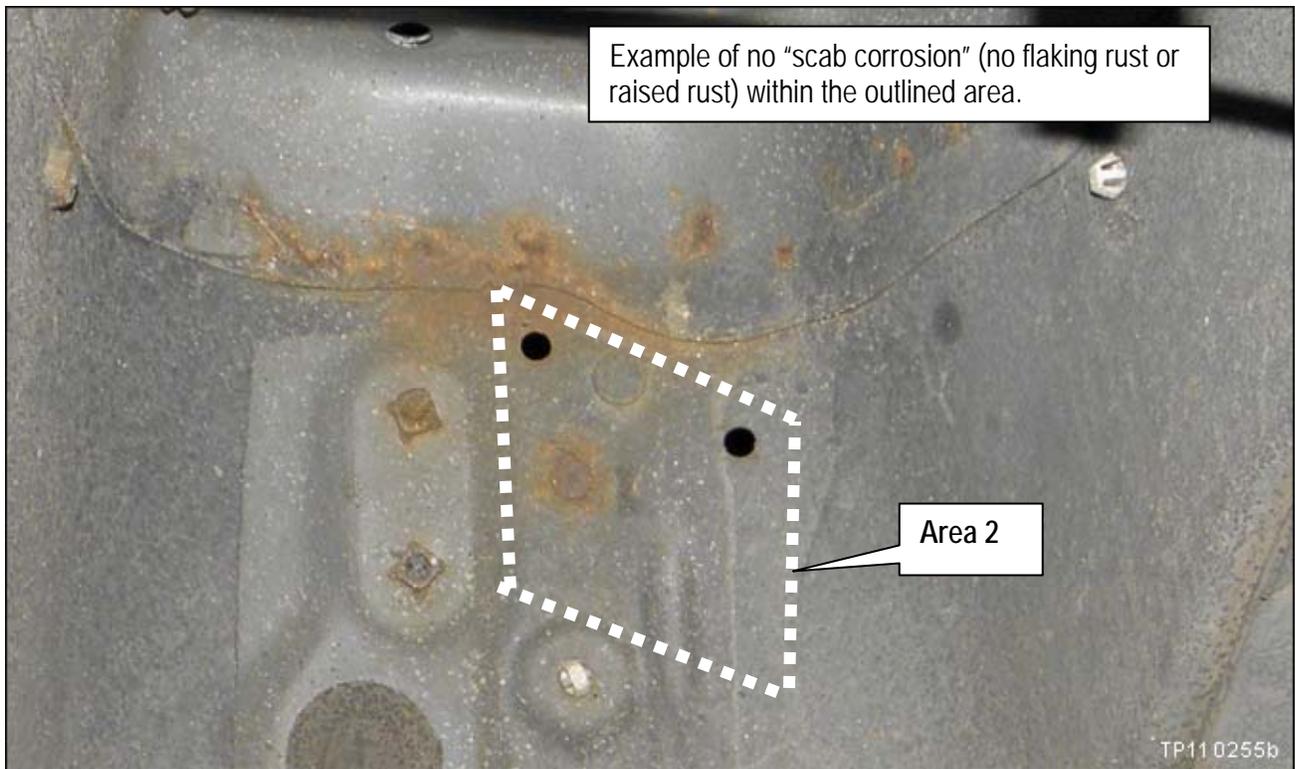


Figure 4

Figure 5 is an example of "scab corrosion" (flaking and raised rust).



Figure 5

If there is scab corrosion (flaking or raised rust):

- a. Retain the vehicle at the dealer. (The vehicle is not repairable.)
- b. Supply the customer with a rental car.
- c. Fax a completed Non-Repairable Report (see page 11) to your regional office.

NOTE: This is Inspection Result C in the Claims information on page 9.

If there is not scab corrosion (no flaking or raised rust):

- Go to Inspect For Strut Housing Panel Separation on the next page.

Inspect For Strut Housing Panel Separation (front driver side)

1. **Do not** raise the vehicle. Make sure all vehicle weight is on the wheels/tires.
2. Remove the 4 air filter box mounting bolts/nuts shown in Figure 6.

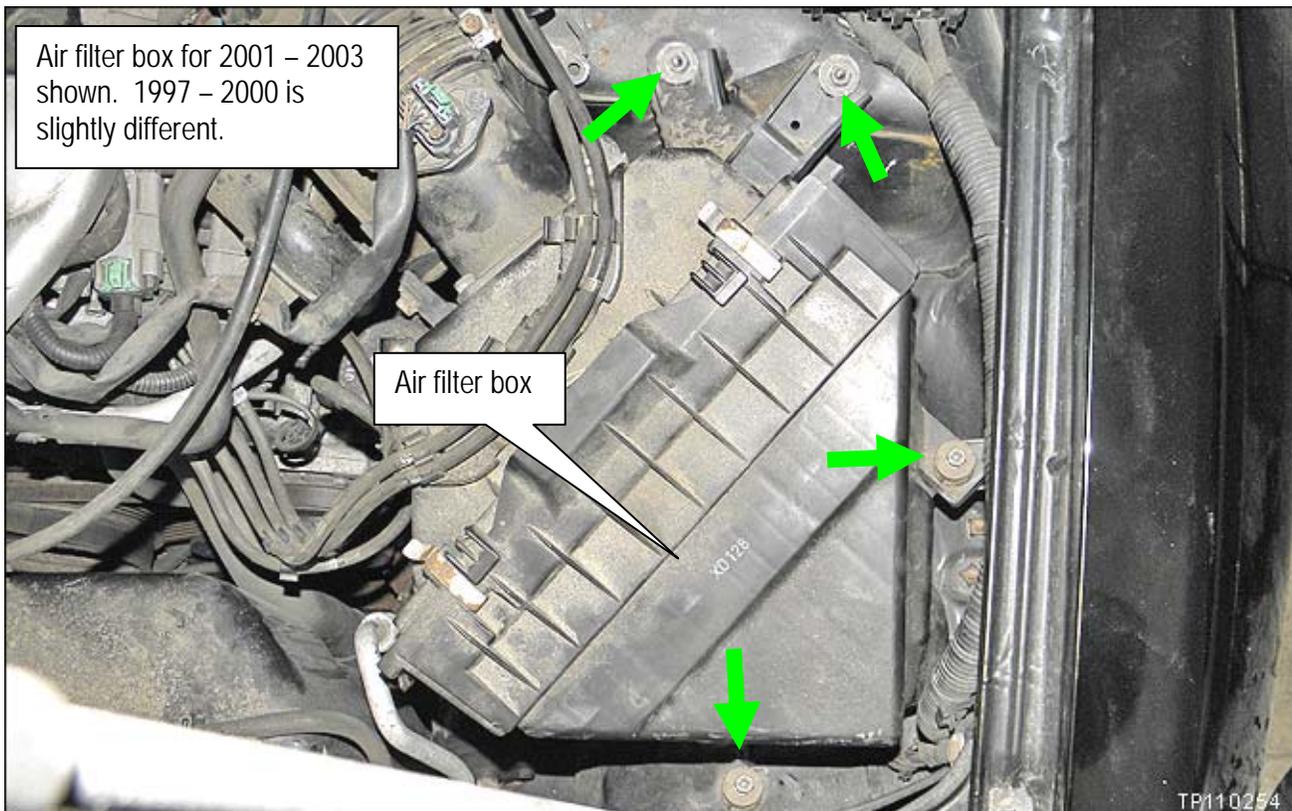


Figure 6

3. Lift the air filter box and move it forward.

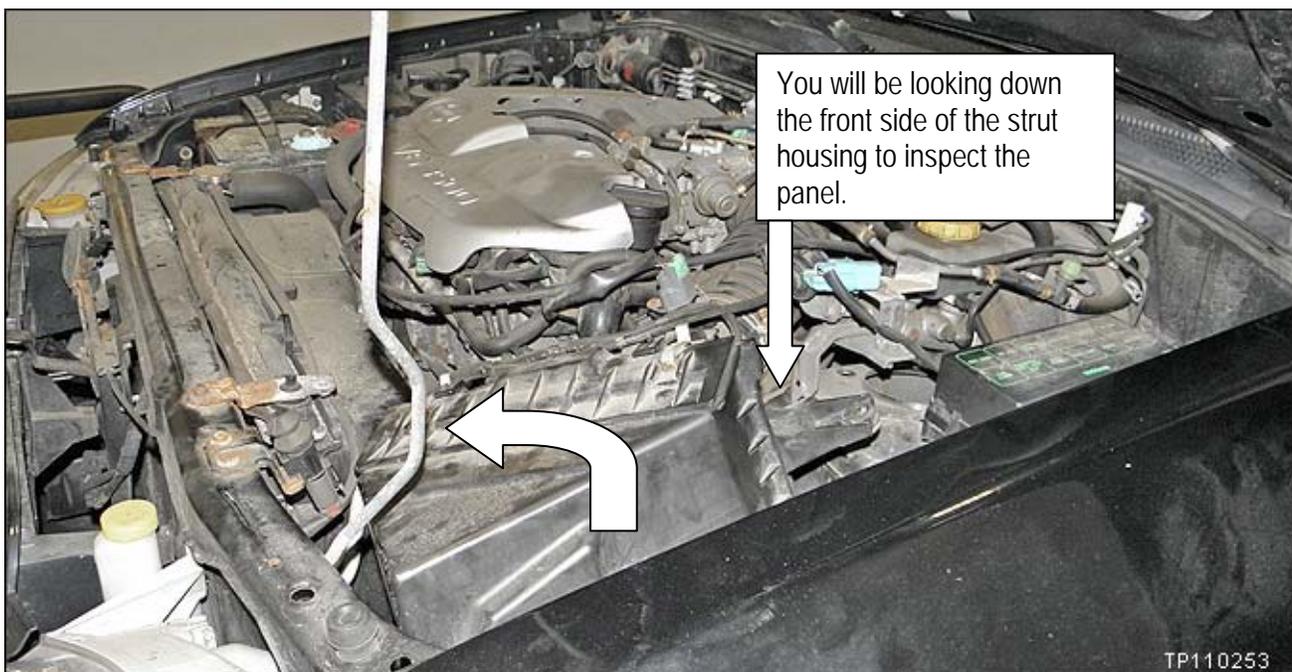


Figure 7

4. Check for driver side strut housing panel to steering shaft contact (see Figure 8).

No contact - not touching:

- Go to Step 5 (next page).

Panel is touching the steering shaft:

- a. Retain the vehicle at the dealer. (Vehicle is repairable but **cannot** be driven.)
- b. Supply the customer with a rental car until the repair is available.

NOTE: This is Inspection Result B in the Claims information on page 9.

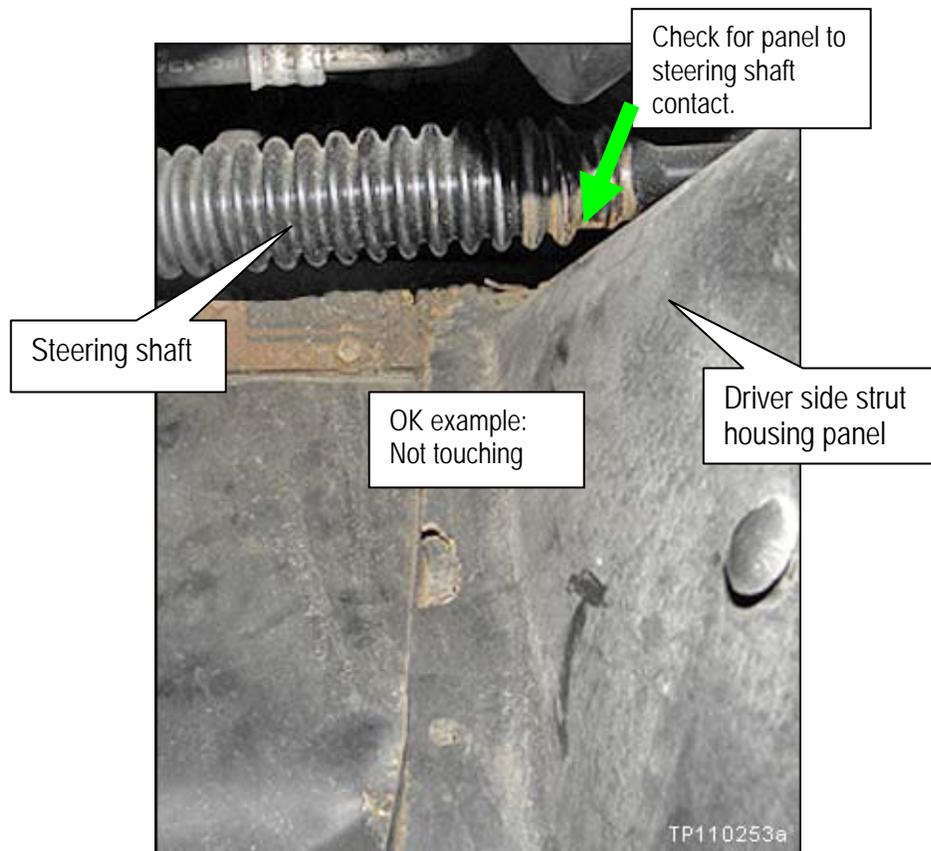


Figure 8

5. Check the spot welds on the front of the driver side strut housing panel (see Figures 9 and 10).

OK to drive:

- No spot welds broken
 - Spot weld 1 is broken
 - Spot welds 1 and 2 are broken
- a. Reinstall the 4 air filter box mounting bolts/nuts.
 - b. Release the vehicle to the customer.
 - c. Inform the customer of the following:
 - Infiniti will contact them in the near future with instructions for obtaining additional repairs.
 - If the customer experiences an increased steering effort or difference in the vehicle handling, they should return to the dealer immediately for a repeat inspection.

NOTE: This is Inspection Result A in the Claims information on page 9.

Not Drivable - Spot weld 3 is broken:

- a. Retain the vehicle at the dealer. (Vehicle is repairable but **cannot** be driven).
- b. Supply the customer with a rental car until the repair is available.

NOTE: This is Inspection Result B in the Claims information on page 9.

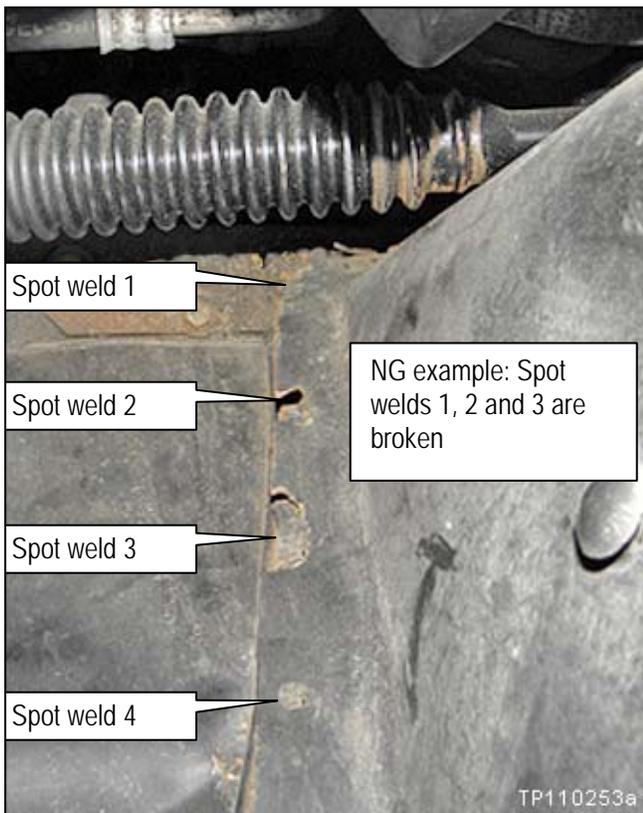


Figure 9

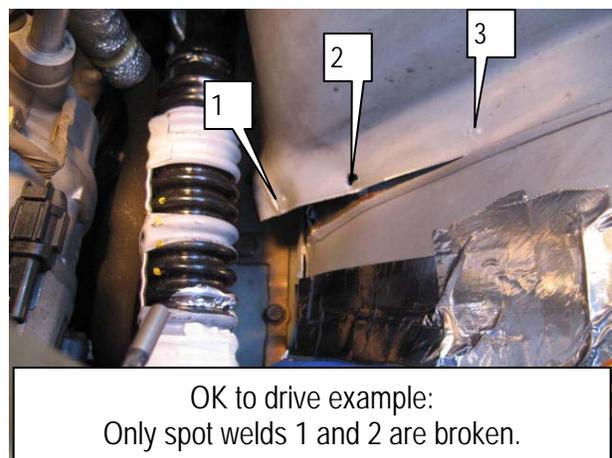


Figure 10

CLAIMS INFORMATION FOR INSPECTIONS

Inspection Results A

If it is determined that the vehicle is repairable and is **OK to drive** until the repair is available, **submit this claim as soon as the inspection is complete.**

"CM" I.D.: R1102

| DESCRIPTION | OP CODE | FRT |
|---|---------|----------|
| Inspect Driver Side Front Strut Housing. Inspection Result is OK to Drive | R11020 | 0.3 hrs. |

**No Rental included with this inspection

OR

Inspection Results B

If it is determined that the vehicle is **repairable but cannot be driven**, submit this claim as soon as the inspection is complete.

"CM" I.D.: R1102

| DESCRIPTION | OP CODE | FRT |
|--|---------|----------|
| Inspect Driver Side Front Strut Housing. Panel Touching Steering Shaft or 3 Spot Welds Broken. | R11021 | 0.3 hrs. |

And

Open another/separate Repair Order.
Use this claims coding for **long term** car rental.
Keep the Repair Order open until the repair is complete.

"CM" I.D.: PC094
For Repairable Vehicles:

| DESCRIPTION | OP CODE | FRT |
|----------------------|---------|-------|
| Rental for Long Term | PC0940 | 0.1** |

**No labor will be paid for this operation code.

| EXPENSE CODE | DESCRIPTION | MAX AMOUNT* |
|--------------|-------------|-------------------|
| 502 | Rental Car | \$40.00 per day** |

* Rental provided for qualified drivers.

** For the amount of time needed to repair the vehicle.

OR - on the next page

Inspection Results C

If it is determined that the vehicle is not repairable, submit this claims as soon as the inspection is complete.

And

Open another/separate Repair Order.
 Use this claims coding for short term car rental.
 Keep the Repair Order open until the repair is complete.

"CM" I.D.: R1102

| DESCRIPTION | OP CODE | FRT |
|---|---------|----------|
| Inspect Driver Side Front Strut Housing. Scab Corrosion or Perforation Found in Wheel Well Area | R11022 | 0.3 hrs. |

"CM" I.D.: PC094

For Non-Repairable Vehicles:

| DESCRIPTION | OP CODE | FRT |
|-----------------------|---------|-------|
| Rental for Short Term | PC0941 | 0.1** |

**No labor will be paid for this operation code

| EXPENSE CODE | DESCRIPTION | MAX AMOUNT* |
|--------------|-------------|-------------------|
| 502 | Rental Car | \$40.00 per day** |

* Rental provided for qualified drivers.

** For the amount of time needed to repair the vehicle

Non-Repairable Report

If it is determined that the vehicle is **not repairable** based on the presence of perforation or scab corrosion, complete this form and Fax it to your regional office.

| | | | |
|--|--|-----------------------------------|-----------------|
|  INFINITI. | | NISSAN NORTH AMERICA, INC. | |
| QX4 Strut Corrosion Campaign - Vehicle Not Repairable | | | |
| CUSTOMER / VEHICLE INFORMATION | | | |
| LAST NAME: | | FIRST NAME: | |
| ADDRESS: | | APT #: | |
| CITY: | | | |
| STATE: | | VIN: | |
| ZIP CODE: | | SVC DEALER: | |
| DAY TIME#: | | YEAR: | MILEAGE: |
| ALT#: | | MAKE/MODEL | Infiniti QX4 |
| EMAIL: | | SEC+ #: | |
| NNA Internal Use: | | | |
| ORIGINATOR CODE = DI | TREAD =VEHICLE CONCERNS / SUSPENSION FRONT STRUT(S) / FINANCIAL ASSISTANCE REQUEST (CAMPAIGN/RECALL) / / | | |
| PLEASE REMEMBER TO DOCUMENT ALL FIELDS | | | |
| COMMENTS: | | | |
| | | | |

| Region | Fax # |
|--------|--------------|
| East | 615-967-3460 |
| West | 615-967-3328 |