

SERVICE CAMPAIGN



CAMPAIGN BULLETIN

Owner Manual Addendum

Voluntary Service Campaign

Reference: PG8B0
Date: January 30, 2018

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2017 QX30 (H15)	12,002	NA	NA	NO

***** Campaign Summary *****

INFINITI is providing owners of approximately 12,000 MY2017 INFINITI QX30 vehicles with an addendum card to the Owner's Manual. The addendum corrects the description of the Passenger Airbag status lamp operation. Clients will be asked to place the addendum card inside the Owner's Manual.

***** What Retailers Should Do *****

1. If a retailer receives an addendum card for a vehicle they have retailed, currently have in their pre-owned inventory, or placed into INFINITI Courtesy Vehicle (ICV) Service, the retailer should either forward the owner's manual addendum to the current owner or add the addendum to the owner's manual of any vehicles they currently control.
2. Clients receiving this addendum card have been advised to insert this card into their owner's manual.

SERVICE COMM will not be active for this campaign.

***** Release Schedule *****

Owner Notification	INFINITI will begin mailing Owner's Manual addendum in early February 2018 via U.S. Mail.
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Frequently Asked Questions (FAQ):

- Q. Is this a Stop Sale?
- A. No.
- Q. Is this a safety recall?
- A. No.

Q. What is the reason for this action?

A. The addendum corrects the description of the Passenger Airbag status lamp operation.

Q. What language in the Owner's Manual, more specifically, could be potentially misunderstood by the client?

A. The Owner's Manual for the affected vehicles states that the Passenger Air Bag Off light will not illuminate if the passenger seat is empty. This statement is inaccurate. The QX30 has both a Passenger Air Bag On and a Passenger Air Bag Off light. If the seat is empty, the Passenger Air Bag Off light will be illuminated (page 1-46).

The Owner's Manual also states that the Passenger Air Bag Indicator light will illuminate when a forward-facing Child Restraint System (CRS) is installed in the passenger seat. This statement is inaccurate (page 1-34 & 1-35). The Passenger Air Bag Indicator light operates as a result of information supplied by the occupant classification sensor, which is designed to identify an occupant and/or objects are present on the seat by weight.

Q. When will vehicle owners be notified?

A. INFINITI will mail an Owner's Manual addendum cards to all affected clients in **February 2018** via U.S. mail.

Q. Will I have to take my vehicle back to the selling retailer or contact a retailer to obtain a new owner's manual?

A. No, owner's manuals addendum cards will be mailed directly to affected owners.

Q. What model year vehicles are involved?

A. Model Year 2017 INFINITI QX30 equipped with Passenger Occupant Classification Sensor (OCS) and vehicles sold in North America.

Q. How many vehicles are involved in the campaign?

A. A total of **13,330** vehicles are potentially affected.

Region	Total
USA	11,856
CANADA	1,328
GUAM	17
PUERTO RICO	129
TOTAL	13,330

Make/Model	Dates of Manufacture
MY2017 QX30 (H15)	July 1, 2015 - February 28, 2017