

**Subject: 2001-2003 Infiniti I35 (CA33), QX4 (JR50), FX (S50)
Passenger Air Bag Inflator Voluntary Safety Recall Campaign**

Attention: Retailer Principal, Sales, Service and Parts Managers

******* Preliminary Announcement *******

“Takata, a supplier, has reported to NHTSA a potential safety defect in the Front Passenger Air Bag Inflators in certain 2001-2003 Model Year Infiniti vehicles sold in the U.S., and also vehicles of our competitors.

Infiniti will be conducting a voluntary safety recall campaign to address an issue identified by Takata and replace the front passenger air bag inflator.

Infiniti plans to begin notifying customers in the near future.

Infiniti is committed to a high level of customer safety, service and satisfaction and is working with its retailers to promptly address this issue.”

Infiniti is currently preparing for the launch of this campaign. Further details including vehicle identification, parts availability and repair instructions will be provided as soon as possible.

Infiniti Parts and Service Dealer Support
4/11/13

FAQ

Q. What model year Infiniti vehicles are involved?

A. Infiniti is currently working to determine which specific vehicles are involved. Some but not all MY2001-2003 Infiniti I35 (CA33), QX4 (JR50), FX (S50) as well as certain specific Nissan Maxima (A33), Pathfinder (R50), and Sentra (B15) vehicles sold in the U.S. may be affected.

Q. What is the reason for this campaign repair?

A. One of our suppliers, Takata, has reported to NHTSA a potential safety defect in the Front Passenger Air Bag Inflators in certain MY2001-2004 Infiniti vehicles sold in the U.S., and also vehicles of our competitors. Infiniti is not aware of any incidents associated with this issue in Infiniti or Infiniti vehicles. Infiniti understands the recall was prompted by a handful of incidents that occurred in competitors' vehicles.

Q. Have there been any injuries or fatalities related to this?

A. Infiniti is not aware of any incidents or fatalities associated with this issue in Infiniti or Nissan vehicles. Infiniti understands the recall was prompted by a handful of incidents that occurred in competitors' vehicles.

Q. Is this a safety recall?

A. Yes, it will be.

Q. When will vehicle owners be notified?

A. We plan to begin notifying owners of potentially affected vehicles within 60 days.

Q. What is the campaign parts supply plan?

A. Infiniti is currently working with the supplier to develop the parts supply schedule for this campaign. Additional details will be provided as soon as possible.

Q. What will be the service department action?

A. Infiniti is developing the repair procedures at this time. Additional details will be provided as soon as possible.

Q. How do I identify an affected vehicle in SERVICE COMM?

A. This information will be provided as soon as possible.

Q. A customer brought in a potentially affected vehicle but they did not receive a letter. How can I tell if the vehicle is included in the Campaign?

A. We will notify potentially affected customers within 60 days.

Q. A customer brought in their vehicle and is asking if it is safe to drive until the remedy is completed.

A. Infiniti is not aware of any incidents associated with this issue in Infiniti or Nissan vehicles. Infiniti understands the recall was prompted by a handful of incidents that occurred in competitors' vehicles.

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

A. Certain specific Nissan Maxima (A33), Pathfinder (R50), and Sentra (B15) vehicles may be potentially affected, and are being addressed in a separate campaign. Otherwise, this does not affect any other Infiniti (or Nissan) models in the U.S.

Q. Will a rental vehicle be provided while the retailer is servicing the vehicle?

A. This information will be provided as soon as possible.