



After-sales Retailer Support

Takata Front Passenger Air Bag Inflator Preliminary Announcement

Reference: Takata Preliminary Announcement

Date: June 25, 2014

Attention: Retailer Principal, Sales, Parts and Service Managers

******* Preliminary Retailer Announcement *******

Infiniti is announcing the following field actions concerning Takata front passenger air bags on certain specific Infiniti vehicles. These actions **supplement** the 2013 recall to replace Takata front passenger air bag inflators in certain specific Infiniti vehicles.

1. Based on new information received from Takata in June 2014, Infiniti is adding vehicles that were not included in the 2013 global recall campaign (R1303). Certain MY2001 to MY2003 Infiniti I30, I35, FX35, FX45 and QX4 vehicles are affected by this recall campaign. The repair procedure will be similar to the previously announced campaign.
2. Infiniti will also initiate a regional field action in Puerto Rico, Florida, Hawaii, and the U.S. Virgin Islands following new information received from Takata and recent consultations with the National Highway Traffic Safety Administration (NHTSA), based on the high levels of absolute humidity in those areas to replace front passenger air bag inflators manufactured between January 1, 2003 and July 31, 2004.

The air bags in this date range **are not** subject to the Takata Front Passenger Air Bag Global Recall Campaign R1303 or the first action mentioned above. Infiniti is confirming whether any Infiniti vehicles are affected based on new information received from Takata. Infiniti expects to begin notifying potentially affected customers for inspection purposes in Puerto Rico, Florida, Hawaii, and the U.S. Virgin Islands in late July.

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

******* Repair Instructions/Parts Information *******

Infiniti is currently preparing for the launch of these campaigns. Further details including vehicle identification, SERVICE COMM I.D., parts availability and repair instructions will be provided in mid-July.

******* Retailer Responsibility *******

No action is required at this time.

******* Owner Notification *******

Owners of all potentially affected vehicles are expected to begin being notified in late July via U.S. Mail to take their vehicles to an Infiniti retailer for inspection.

FAQ:

Q1: What is this recall about?

A1: We are taking several actions.

First, we are supplementing a global 2013 recall to replace Takata front passenger air bag inflators in certain additional 2000 to 2004 Infiniti vehicles that were previously excluded from the recall based on manufacturing information from Takata. Infiniti is awaiting additional production information from Takata before notifying owners of the affected vehicles.

Separately, Infiniti will initiate a regional field action in Puerto Rico, Florida, Hawaii, and the U.S. Virgin Islands on slightly **newer** vehicles to also replace the front passenger air bag inflators. These inflators were manufactured between January 1, 2003 and July 31, 2004. The air bags in this date range were not subject to the 2013 global recall. Infiniti is awaiting additional information from Takata before specifically confirming the potentially affected vehicles and Model Years. Infiniti expects to begin notifying potentially affected customers in Puerto Rico, Florida, Hawaii, and the U.S. Virgin Islands in late-July.

Finally, we will send reminder notices to all customers affected by the 2013 recall who have not yet remedied their vehicles.

What's most important is that our focus on, and communication with, the customer – as soon as they get the notification, it's important that they contact their local retailer and get the vehicle corrected.

Q2: What vehicles are affected?

A2: For the first action that will be conducted nationwide, we will identify the specifically affected vehicles in the near future. Generally, the vehicle models and model year will fall within the range of the 2013 recall. These specific vehicles were previously excluded from the recall, but are now being included based on new information from Takata.

These are the U.S.-market vehicles that were affected by the 2013 recall, and Infiniti is determining which of these models or vehicles within these model years are affected by the expansion.

<u>Model*</u>
MY 2001-2003 Infiniti I30/I35
MY 2002-2003 Infiniti QX4
MY 2003 Infiniti FX
MY 2001-2003 Nissan Maxima
MY 2001-2003 Nissan Pathfinder
MY 2002-2003 Nissan Sentra

For the second, regional action, Infiniti is still investigating the numbers of vehicles – and which vehicles are affected. Again, we expect to have additional information in the near future.

This is an ongoing investigation between Takata and NHTSA.

In both cases, customers are encouraged to contact their retailer **once they receive a recall letter from Infiniti.**

Q3: Are there certain regions that are more likely to be affected?

A3: For the regional action, at the suggestion of NHTSA, we are focusing on Puerto Rico, Florida, Hawaii and the U.S. Virgin Islands based on high levels of absolute humidity.

Q4: Aren't there additional areas where there's high humidity? What is Infiniti going to do about it?

A4: Infiniti will continue to work closely with NHTSA and to determine whether any additional actions are appropriate. Customer safety and satisfaction is our priority.

Q5: What model year vehicles are covered? What if [model] is affected but not on the recall list?

A5: Infiniti is working with Takata to identify all the newly affected vehicles will notify customers accordingly. We expect to have firmer information in the near future.

Q6: When are customers being notified?

A6: NHTSA has been notified and we expect to begin to notify potentially affected customers in late-July and will also this summer send a second notice to those owners of vehicles who did not remedy their vehicles upon the initial April 2013 recall.

Q7: What might happen with these defective Takata passenger side airbag inflators?

A7: In the event of a crash in which a passenger air bag is designed to deploy, the passenger air bag may deploy abnormally.

For the recall expansion, this is due to a Takata manufacturing issue.

For the regional action affecting newer inflators, according to Takata, separate production issues at the Takata facilities during certain time periods coupled with exceptionally high levels of absolute humidity appear to influence aging stability.

Q8: So what's the fix?

A8: The front passenger air bag inflator will be replaced with a new one.

Q9: What can customers do to avoid an issue if their vehicle is affected?

A9: We are confirming which vehicles are affected by our action. We will communicate with our customers with the proper course of action until repairs are complete.

Q10: Is this the same action that was being taken by Toyota recently? Why did they recall so many vehicles and you all are recalling so little?

A10: Yes, this is related to the same action. We are working very closely with Takata to identify all the affected vehicles regardless of numbers. The number of vehicles being recalled by other OEMs is not a factor in this case.

Q11: Honda has not just included Puerto Rico, Florida, Hawaii and the Virgin Islands, but has extended their field service action to Alabama, Georgia, Louisiana, Mississippi, South Carolina and Texas. Is Infiniti going to do the same thing?

A11: We are working with NHTSA and Takata on the affected areas of Puerto Rico, Florida, Hawaii and the U.S. Virgin Islands. We will continue to work with them to identify additional areas and if need be extend the geographic range accordingly.