



# After-sales Retailer Support

## 2002-03 I35/QX4 and 2003 FX 35/45 Takata Front Passenger Air Bag Inflator Voluntary Safety Recall Campaign

Reference: R1406  
Date: August 26, 2014

Attention: Retailer Principal, Sales, Parts and Service Managers

**\*\*\*\*\* Retailer Announcement \*\*\*\*\***

As previously announced on June 25, 2014, Infiniti is conducting a global safety recall campaign to supplement the global 2013 recall (R1303 – NHTSA ID: 13V-136) to replace Takata front passenger air bag inflators in certain additional MY 02-03 Infiniti I35 and QX4, and MY03 Infiniti FX vehicles that were previously excluded from the recall based on manufacturing information from Takata.

Based on the new information received from Takata, Infiniti is adding vehicles within the range of vehicles that are subject to Infiniti recall number 13V-136 that were equipped with inflators manufactured during the suspect range Takata identified.

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

**\*\*\*\*\* Parts Information \*\*\*\*\***

Part Number	Description
K8E61-7994D	I35 Inflator
K8561-7994D	FX35/45 Inflator
KH5FA-7993D	QX4 Inflator

**\*\*\*\*\* Parts Availability\*\*\*\*\***

The parts are not restricted and can be ordered normally through the parts ordering system.

**\*\*\*\*\* Special Service Tool \*\*\*\*\***

Retailers will need to utilize the Air Bag Module Support Kit (J-51315), which was provided last year to support the R1303 recall campaign.

**\*\*\*\*\* Repair Instructions \*\*\*\*\***

Infiniti has developed Campaign Bulletin **ITB13-018b** containing instructions to perform this campaign repair as well as parts and claims information. These instructions are available on ASIST and on NNAnet.com under My Documents.

**IMPORTANT: A training video will be available in Virtual Academy.**

- Virtual Academy – Login to Virtual Academy>Video Library>Featured>Front Passenger Air Bag Inflator Replacement

**\*\*\*\*\* Retailer Communication \*\*\*\*\***

The information is available on ASIST and NNAnet.com.

- ASIST
  - ITB13-018b
- NNAnet.com under My Documents in the following categories:
  - Parts>Campaigns>
  - Sales>Campaigns
  - Service>Campaigns>
  - Hint search on keywords:
    - R1406

**\*\*\*\*\* Vehicle Identification \*\*\*\*\***

There are approximately 26,209 I35, 15,953 QX4, and 18,667 FX35/45 vehicles affected by this voluntary safety recall expansion. Vehicles subject to this action can be identified through:

- **SERVICE COMM** – Beginning August 26, 2014 service departments can complete an inquiry on SERVICE COMM – **I.D. R1406** - to determine if a vehicle is subject to this voluntary safety recall.

**\*\*\*\*\* 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 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 voluntary safety recall was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for repair completion.

**\*\*\*\*\* Owner Notification \*\*\*\*\***

Infiniti will notify owners of potentially affected I35, QX4, and FX35/45 vehicles on August 25, 2014 via U.S. Mail.

**FAQ:**

**Q1: What is this global voluntary safety recall campaign 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 2002 to 2003 Infiniti vehicles that were previously excluded from the recall based on manufacturing information from Takata.

Separately, Infiniti has also initiated a regional voluntary safety recall 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.

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 this action, there are approximately 26,209 I35, 15,953 QX4, and 18,667 FX35/45 vehicles affected by this global safety recall.

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

A3: Infiniti is separately conducting a regional voluntary safety recall campaign (P4235), at the suggestion of NHTSA, to focus on Puerto Rico, Florida, Hawaii, and the U.S. Virgin Islands based on high levels of absolute humidity. Vehicles identified for the regional voluntary safety recall campaign will be currently registered or were once previously registered in these areas.

**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:

<b><u>Model</u></b>	<b><u>Dates of Manufacture</u></b>	<b><u>Number of Vehicles</u></b>
MY 2002-2003 Nissan Maxima	October 16, 2001 to December 26, 2002	Approximately 83,264
MY 2002-2003 Nissan Pathfinder	July 31, 2001 to June 2, 2003	Approximately 67,085
MY 2003-2004 Nissan Sentra	January 1, 2003 to April 2, 2003	Approximately 15,173
MY 2002-2003 Infiniti I35	November 7, 2001 to June 3, 2003	Approximately 26,209
MY 2002-2003 Infiniti QX4	July 24, 2001 to October 31, 2002	Approximately 15,953
MY 2003 Infiniti FX	November 21, 2002 to June 14, 2003	Approximately 18,667

**Q6: When are customers being notified?**

A6: Infiniti will notify owners of potentially affected I35, QX4, and FX 35/45 vehicles on August 25, 2014 via U.S. Mail.

**Q7: What might happen with these defective Takata passenger side air bag 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.

**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: Owners of affected vehicles will be mailed a letter. Owners with affected vehicles should make an appointment with their retailer for a repair at their earliest convenience.

**Q10: Is this the same action that was being taken by Toyota recently? Why did they recall so many vehicles and Infiniti has identified so little?**

A10: Yes, this is related to the same action. Infiniti worked very closely with Takata to identify all the affected vehicles. Infiniti will be announcing a separate regional voluntary safety recall (P4235) in addition to this voluntary safety recall. The number of vehicles being recalled by other OEMs is not a factor in this case.