



# Aftersales Retailer Support

## Takata Front Passenger Air Bag Inflator Voluntary Safety Recall Campaign –Regional Update – Vehicles Added

Reference: P4235

Date: August 15, 2014

Attention: Retailer Principal, Sales, Parts and Service Managers

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

As previously announced on August 1, 2014, Infiniti is currently conducting a regional voluntary safety recall campaign for MY03-04 Infiniti I35 and MY03-05 Infiniti FX vehicles that are currently or were previously registered in Puerto Rico, Florida, Hawaii, and the U.S. Virgin Islands to replace front passenger air bag inflators that were manufactured between January 1, 2003 and July 31, 2004.

On August 11th, Infiniti reported to NHTSA that certain specific 2006 M35 and M45 vehicles would be also be included in this campaign. The repair procedure for the affected M35/45 vehicles is still under development and parts are not immediately available. A separate announcement will be released when parts and procedures are available.

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

Part Number	Description
K8E61-7994D	I35 Inflator
K8561-7994D	FX35/45 Inflator
TBD	M35/45 Inflator

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

The repair procedure for the affected M35/45 vehicles is still under development and parts are not immediately available. A separate announcement will be released when parts and procedures are available.

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

Vehicles subject to this regional voluntary safety recall will be identified through **SERVICE COMM – I.D. P4235**. SERVICE COMM **will not be immediately activated** as we are still determining the affected VINs. A separate announcement will be released when SERVICE COMM is activated.

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

Infiniti will send a preliminary notification letter to affected M35/45 owners on August 25, 2014. Clients will receive a preliminary notification and be told to expect a second letter when parts become available later this fall. We expect it to take at least two months for parts to become available.

## **Retailer Communication:**

Beginning Friday, August 15<sup>th</sup>, retailers can find a copy of this announcement on NNA.net.com under My Documents in three locations:

- Parts>Campaigns>
- Sales>Campaigns>
- Service>Campaigns>

## **Frequently Asked Questions:**

### **Q: What is this regional voluntary safety recall campaign about?**

A: 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. Infiniti will notify customers affected by the recall expansion on August 25<sup>th</sup>.

Separately, Infiniti has 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.

### **Q: What vehicles are affected?**

A: For this action, there are approximately 1,780 I35, 6,203 FX35/45, and ~350 M35/45 vehicles affected by this regional voluntary safety recall.

### **Q: Work orders automatically list open campaigns on line 1 of a work order. What should Retailers tell customers with affected vehicles that cannot be repaired at this time?**

A: Work orders will not list the regional voluntary safety recall for the passenger air bag inflator until it is activated in SERVICE COMM. Once SERVICE COMM is activated, retailers should write "*Campaign not performed at this time due to parts availability*" on the work order. The campaign will remain open in SERVICE COMM until the repair is made and a warranty claim is submitted and paid. Customers will receive a second letter inviting them to come in for repairs when parts are available.

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

A: For this 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. Vehicles identified for this regional voluntary safety recall campaign will be currently registered or was once previously registered in these areas.

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

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

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

A: Specific 2003-04 I35, 2003-05 FX 35/45, and 2006 M35/45 vehicles are affected by the regional voluntary safety recall. Vehicles affected by the global recall expansion will be addressed in a separate announcement.

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

A: Infiniti will begin mailing to owners of potentially affected I35 customers on July 31<sup>st</sup>. Owners of potentially affected FX35/45 & M35/45 vehicles will be notified beginning August 25, 2014.

**Q: What might happen with these defective Takata passenger side air bag inflators?**

A: 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 regional voluntary safety recall 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.

**Q: So what's the fix?**

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

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

A: 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.

Infiniti is required to notify all owners of affected vehicles within 60 days of making a campaign decision regardless if parts are available. Affected owners of M35/45 vehicles will receive an interim notification letter the week of August 25, 2014 informing them their vehicle is subject to a regional voluntary safety recall for the passenger front air bag inflator. The owner will be instructed to await an invitation to repair letter before contacting their retailer for an appointment to repair. The invitation for repair letter will be sent when parts are available. Repair procedures and parts are available for affected FX35/45 and I35 vehicles subject to the regional voluntary safety recall.

**Q. Is it safe to use my vehicle until the front passenger air bag inflator is repaired?**

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. Further, Takata estimates that the percentage of air bag inflators that are affected with this issue is extremely low.

However, if you receive a recall notification, it is important that you take your vehicle to an authorized Infiniti retailer to be repaired as soon as possible. Further, it is recommended that if your vehicle is affected (i.e., you receive the recall letter from Infiniti), do not allow passengers to ride in the front passenger seat until your vehicle is remedied.

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

A:. We are not aware of any incidents associated with this issue in Infiniti or Nissan vehicles.

**Q: 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?**

A: 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 recall expansion in addition to this regional voluntary safety recall. The number of vehicles being recalled by other OEMs is not a factor in this case.

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

A: 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.