



Aftersales Retailer Support

2013 QX56 and 2014 QX80

Takata Driver's Air Bag Inflator

Voluntary Safety Recall Campaign

Reference: R1414

Date: October 23, 2014

Attention: Retailer Principal, Sales, Parts and Service Managers

******* Retailer Announcement *******

Infiniti is conducting a Voluntary Safety Recall Campaign on approximately 1,900 MY2013 QX56 and MY2014 QX80 models to replace the driver's front air bag inflator which may have been assembled out of specification by Takata. This may cause abnormal deployment of the driver's air bag in the event of a crash.

Please note that this particular Voluntary Safety Recall Campaign is **unrelated** to two earlier campaigns that involved Takata passenger front air bag inflators on some older model Infiniti vehicles. This issue involves a much newer inflator and is a different, more isolated, Takata quality control issue.

Infiniti is committed to a high level of customer safety, service, and satisfaction and is working with its retailers to provide an outstanding ownership experience to QX56 and QX80 owners.

IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

A STOP SALE CONDITION IS IN EFFECT.

******* Parts Availability*******

Parts are not immediately available. We expect to have a steady availability of parts in about 4-5 weeks. We are working with the supplier to expedite this availability. A communication will be sent when parts are available for order.

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

No special tools are required. If the vehicle is equipped with an accessory anti-theft bolt for the air bag module, retailers will need to use their lock key set to remove the anti-theft bolt.

******* Repair Instructions *******

Infiniti is currently developing a campaign bulletin and a campaign update will be sent when the repair procedure is available.

******* Retailer Communication *******

The information will be available on www.NNAnet.com on October 23, 2014.

- NNAnet.com under My Documents in the following categories:
 - Parts>Campaigns>
 - Sales>Campaigns
 - Service>Campaigns>
 - Hint search on keywords:
 - R1414

******* Vehicle Identification *******

There are approximately **1,900 2013 QX56 and 2014 QX80** vehicles affected by this voluntary safety recall. Approximately **51 vehicles are currently in retailer inventory**. Vehicles subject to this action can be identified through:

- **SERVICE COMM** – Beginning October 23, 2014 service departments can complete an inquiry on SERVICE COMM – **I.D. R1414** - to determine if a vehicle is subject to this voluntary safety recall.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected retailer inventory VINs by region, district, and Retailer Code.

******* 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 begin to notify owners of potentially affected QX56 and QX80 vehicles by mid-November via U.S. Mail.

FAQ:

Q1: Is this recall an expansion of the current Takata Front Passenger Air Bag Inflators on other, older Infiniti models?

A1: No. This issue involves much newer inflators and a different, more isolated Takata quality control issue.

Q2: How is this recall campaign different?

Infiniti has been notified by Takata, the supplier, that the driver's air bag inflator may have been assembled out of specification on some vehicles. This may cause abnormal deployment of the driver's air bag in the event of a crash in which the driver's air bag is designed to deploy.

Q3: What vehicles are affected?

A2: Certain 2013 QX56 and 2014 QX80 vehicles manufactured between September 1, 2012 and February 11, 2014.

Q3: Where can I find information on other Infiniti models affected by Takata Air Bag Inflator recalls?

A3: Information is available on www.NNAnet.com in the following categories:

- Parts>Campaigns>
- Sales>Campaigns
- Service>Campaigns>
- Hint search on keywords:
 - R1303, R1406 & P4235

Information is also available in the campaign bulletins on ASIST. Please reference:

- ITB13-018b (R1303/R1406)
- ITB14-034a (P4235)

Q4: When are customers being notified?

A4: Infiniti will begin to notify owners of potentially affected QX56 and QX80 vehicles by mid-November via U.S. Mail.

Q5: What might happen with these defective Takata driver side air bag inflators?

A5: In the event of a crash in which a driver air bag is designed to deploy, the driver air bag may deploy abnormally.

Q6: So what's the fix?

A6: The driver air bag inflator will be replaced with a new one.

Q7: What can customers do to avoid an issue if their vehicle is affected?

A7: 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.

Q8: Is my vehicle safe to drive?

A8: Yes, a deployable severity level frontal crash has to occur in combination with an affected inflator to create the safety risk. Upon our planned notification in November, customers are encouraged to immediately remedy their vehicle.

Q9: A client is afraid to drive their vehicle, what should I tell them?

A9: If the client brings their vehicle to the retailer and is afraid to drive it, after learning of the recall, retailers should provide them a vehicle to use until their vehicle can be repaired. If the vehicle is not at the retailer, arrangements should be made to pick up the client's vehicle and a loaner vehicle dropped off for the client to use.

Retailers should use a courtesy vehicle whenever possible to satisfy owner needs until their vehicle can be repaired. Retailers will be able to seek expense reimbursement under the campaign.

Q10: A client is unwilling to wait for parts or accept a loaner vehicle. What do I tell them?

A10: Please escalate this to your Infiniti Fixed Operations Manager (FOM). Your FOM has been given instructions for escalating customer concerns of this nature.