



NISSAN BULLETIN Takata Consolidated Q&A

Reference: Takata Consolidated Q&A

Date: December 11, 2014

Attention: Dealer Principal, Sales, Service & Parts Managers

******* Dealer Announcement *******

Nissan Group has announced several campaigns regarding Takata inflators. This Q & A was created to help dealers answer customer inquiries. This Q & A includes a summary of Nissan Group's recalls in the United States, addresses Takata airbag inflator issues, clarifies the scope of the recalls, and provides answers to frequently asked questions.

Comprehensive Q&A Takata Air Bag Recalls

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IF A CUSTOMER PRESENTS ANY VEHICLE AT THE DEALERSHIP WITH QUESTIONS REGARDING THIS RECALL OR CALLS CA FOR ASSISTANCE, DEALERS AND CA MUST CHECK THE CUSTOMERS VIN TO VERIFY WHETHER THEIR VEHICLE IS AFFECTED. NO CALL OR CUSTOMER INTERACTION AT THE DEALER SHOULD END BEFORE VIN IS VERIFIED.

I BACKGROUND STATEMENT

This Q & A is intended to summarize Nissan Group’s recalls in the United States to address Takata airbag inflator issues, clarify the scope of the recalls, and provide answers to frequently asked questions.

Certain specific vehicles equipped with Takata inflators are subject to recalls because they could deploy abnormally in a crash. Since 2003, Nissan Group has made several recall announcements regarding this situation. A comprehensive summary of vehicles affected by the Takata recalls, by type, is below. All recalls involve only the passenger airbag inflators with one exception involving an isolated issue on recently manufactured Infiniti QX56/80 vehicles.

OWNERS OF VEHICLES AFFECTED BY THESE CAMPAIGNS ARE URGED TO IMMEDIATELY CALL THEIR NISSAN OR INFINITI RETAILER TO ARRANGE FOR FREE REPAIRS.

RETAILERS ARE URGED TO UTILIZE ALL AVAILABLE MEANS TO REACH OUT TO AFFECTED VEHICLE OWNERS TO ENCOURAGE CUSTOMERS TO HAVE THEIR VEHICLES IMMEDIATELY REMEDIED.

**2013-2014 National Passenger Airbag Recalls
NHTSA Campaign 13V-136 & 14V-361**

Model Year	Vehicle	Number Affected	Campaign ID
2001-2003	Nissan Maxima	247,933	R1302 & R1407
2001-2003	Nissan Pathfinder	98,910	R1302 & R1407
2002-2004	Nissan Sentra	188,113	PM358 & PM458
2001-2003	Infiniti I30/I35	85,591	R1303 & R1406
2002-2003	Infiniti QX4	23,675	R1303 & R1406
2003	Infiniti FX	20,431	R1303 & R1406
TOTAL		664,653	

**October 2014 Regional Passenger Airbag Recall
NHTSA Campaign 14V-701**

All of Florida, and adjacent counties in Southern Georgia; the coastal areas of Alabama, Louisiana, Mississippi and Texas; Puerto Rico; Hawaii; the U.S. Virgin Island; Guam; Saipan; American Samoa.

Model Year	Vehicle	Number Affected	Campaign ID
2003-2004	Nissan Pathfinder	7,555	P4236
2004-2006	Nissan Sentra	31,539	PM459
2003-2004	Infiniti I30/I35	2,508	P4235
2006	Infiniti M35/45	561	P4235
2003-2005	Infiniti FX	9,538	P4235
TOTAL		51,701	

**October 2014 Infiniti QX56/80 Driver Airbag Recall
NHTSA Campaign ID 14V-668**

Model Year	Vehicle	Number Affected	Campaign ID
2013-2014	Infiniti QX56/80	1,849	R1414

CONSUMER AFFAIRS CONTACTS FOR THE TAKATA RECALLS

Region	Division	Number
United States	Nissan North America	1-800-NISSAN1 (1-800-647-7261)
United States	Infiniti North America	1-800-662-6200
Canada	Nissan/Infiniti Canada	1-800-361-4792
Puerto Rico, Guam, U.S. Virgin Islands	Nissan/Infiniti Puerto Rico / Motorambar	1-787-792-0900 Option 9 (English)

II NATIONAL SAFETY RECALL (PASSENGER FRONT AIR BAG)

Q. What is the problem?

A. **Due to production issues at Takata (the airbag supplier) at the time it manufactured the inflators**, it is possible that the front passenger air bag inflator housing in the subject vehicles could rupture and deploy abnormally in the event of a crash. An inflator rupture could result in metal fragments striking and potentially seriously injuring vehicle occupants.

Q. Have all affected owners already been notified?

A. Yes, we have already notified all affected owners but are also planning to send a reminder notification in the near future

Q. I have not received a letter but want to make sure my vehicle is not affected.

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is included in this recall.

Q. How do you know other Takata inflators are not also affected?

A. Certain specific vehicles are affected based on the date of manufacture of the air bag inflators that coincides with Takata's production issues. We continue to investigate and work with Takata to help identify any other potentially affected vehicles.

Q. Is it safe to drive my vehicle?

A. **Nissan Group strongly recommends that if your vehicle is confirmed to be affected, you have this safety recall repair performed immediately. Please contact your retailer to schedule an appointment. Do not allow passengers to ride in the passenger seat until the repair is performed.**

Q. Is there anything owners can do to avoid the risk/danger?

A. If you received a safety recall notice about the passenger front air bag, **do not allow passengers to ride in the passenger seat until the repair is performed.**

Q. How do I know the driver air bag is not also affected?

A. The driver air bag in the subject vehicles is not supplied by Takata. It is manufactured by a different supplier.

- Q. Will alternate transportation be provided while the retailer is servicing the vehicle?**
- A. Please check with your retailer to determine availability of alternate transportation while your vehicle is being serviced. **In the event parts are not available at that location, alternate transportation will be provided free of charge until your vehicle is repaired.**
- Q. Are parts available for the recall repair?**
- A. Nissan Group believes that sufficient parts are available for the air bag inflator repairs. However, in the event that parts are not available, your Nissan dealer or Infiniti retailer will provide alternate transportation at no cost until the repair can be completed.
- Q. Will I have to take my vehicle back to the selling retailer to have the service performed?**
- A. No, any authorized Nissan dealer can repair Nissan vehicles or any Infiniti retailer can repair Infiniti vehicles. If a Nissan or Infiniti retailer is not available in your local area, please contact the National Consumer Affairs Department to make arrangements to have your Nissan vehicle repaired at an Infiniti retailer or vice versa.
- Q. How long will the corrective action take?**
- A. This free service should take about 2 hours to complete, but your Nissan or Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

III REGIONAL SAFETY RECALL (PASSENGER FRONT AIR BAG)

- Q. What is the problem?**
- A. In certain vehicles, continued exposure to areas with high levels of absolute humidity may cause the front passenger air bag inflator housing to rupture and deploy abnormally in the event of a crash. An inflator rupture could result in metal fragments striking and potentially seriously injuring vehicle occupants.
- Q. Is this a safety recall?**
- A. **Yes. If your vehicle is affected, please reach out to your Nissan Dealer/Infiniti Retailer immediately.**

Q. When will vehicle owners be notified?

A. Some owners have already been notified. Additional owners are being notified by FedEx. All owner notifications will be complete by mid- December.

If you believe your vehicle may be affected (based on affected model chart) please give me your VIN and I will confirm immediately.

Q. What vehicles are involved?

A. The vehicles included in this recall are those **currently registered or previously registered in**: Florida and adjacent counties in Southern Georgia; Puerto Rico; Hawaii; the U. S. Virgin Island; Guam; Saipan; American Samoa; as well as the coastal areas of Alabama, Louisiana, Mississippi and Texas.

Q. Why only this area?

A. Based on information from Takata and in consultation with NHTSA, Nissan Group believes only prolonged exposure to areas of high absolute humidity presents a potential risk.

Q. What if I traveled or plan to travel to the humid regions?

A. Based on information from Takata and in consultation with NHTSA, Nissan Group believes only prolonged exposure to areas of high absolute humidity presents a potential risk. However, if you are not comfortable with your vehicle given your unique circumstances, Nissan Group will make an effort to accommodate your needs. Please contact our Consumer Affairs Group for further assistance:

Region	Division	Number
United States	Nissan North America	1-800-NISSAN1 (1-800-647-7261)
United States	Infiniti North America	1-800-662-6200
Canada	Nissan/Infiniti Canada	1-800-361-4792
Puerto Rico, Guam, U.S. Virgin Islands	Nissan/Infiniti Puerto Rico / Motorambar	1-787-792-0900 Option 9 (English)

Q. Is it safe to drive my vehicle?

A. **Nissan Group strongly recommends that if your vehicle is confirmed to be affected, you have this safety recall repair performed immediately. Please contact your retailer to schedule an appointment. Do not allow passengers to ride in the passenger seat until the repair is performed.**

Q. How do I know if the driver air bag is not also affected?

A. The driver air bag in the subject vehicles is manufactured by a different supplier.

Q. Is there anything owners can do to lessen the condition?

A. If you received a safety recall notice about the passenger front air bag, **do not allow passengers to ride in the passenger seat until the repair is performed.**

Q. Are parts available for the recall repair?

A. Nissan Group believes that sufficient parts are available for the air bag inflator repairs. However, in the event that parts are not available, your Nissan dealer or Infiniti retailer will provide alternate transportation at no cost until the repair can be completed.

Q. Will alternate transportation be provided while the retailer is servicing the vehicle?

A. Please check with your retailer to determine availability of alternate transportation while your vehicle is being serviced. **In the event parts are not available at that location, alternate transportation will be provided free of charge until your vehicle is repaired.**

Q. Will I have to take my vehicle back to the selling retailer to have the service performed?

A. No, any authorized Nissan dealer can repair Nissan vehicles or any Infiniti retailer can repair Infiniti vehicles. If a Nissan or Infiniti retailer is not available in your local area, please contact the National Consumer Affairs Department to make arrangements to have your Nissan vehicle repaired at an Infiniti retailer or vice versa.

Q. How long will the corrective action take?

A. This free service should take about 2 hours to complete, but your Nissan or Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

IV INFINITI QX56/80 SAFETY RECALL (DRIVER FRONT AIR BAG)

Q. What is the problem?

A. The driver's front air bag inflator in a small number of vehicles may have been assembled out of specification by Takata. The air bag inflator housing in the subject vehicles could rupture and deploy abnormally in the event of a crash. An inflator rupture could result in metal fragments striking and potentially seriously injuring vehicle occupants.

Q. Is this recall related to the previous passenger front air bag recalls?

A. This recall campaign is unrelated to the earlier campaigns that involved front passenger side air bag inflator equipped in some older model Nissan and Infiniti vehicles. This issue involves different inflators and a different Takata quality control issue.

Q. When will vehicle owners be notified?

A. Owner notification occurred the week of December 1, 2014. If you believe your vehicle may be affected please give me your VIN and I will confirm immediately.

Q. Will alternate transportation vehicle be provided while the retailer is servicing the vehicle?

A. Please check with your retailer to determine availability of alternate transportation while your vehicle is being serviced. **In the event parts are not available at that location, alternate transportation will be provided free of charge until your vehicle is repaired.**

Q. How do I know if my vehicle has a problem with the driver or passenger front air bag inflator?

A. Please give me your VIN and I will confirm immediately.

If you received a recall notice [or your vehicle is affected], please contact your nearest dealer/retailer immediately.

For Nissan, call 1-800-NISSAN1 (1-800-647-7261) or check online at <http://www.nissanusa.com/recalls-vin#/>

For Infiniti, call 1-800-662-6200 or check online at <http://www.infiniti.com/recalls-vin#/>

Q. Are parts available for the recall repair?

A. Parts are available for the air bag inflator repairs. However, in the event that parts are not available, your Infiniti retailer will provide alternate transportation at no cost until the repair can be completed.

Q. How long will the corrective action take?

A. This free service should take about 2 hours to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

V. PARTS & SERVICE INFORMATION

Q. Where can retailers find information on these campaigns?

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

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

Hint search on keywords:

Nissan:

- R1302
- PM358
- R1407
- P4236
- PM458
- PM459

Infiniti:

- R1303
- R1406
- P4235
- R1414

- Information is also available in the campaign bulletins on ASIST:
 - NTB13-062 (R1302/R1407/PM358/PM458)
 - NTB14-080 (P4236/PM459)
 - ITB13-018 (R1303/R1406)
 - ITB14-034 (P4235)

Q. The media has contacted me with questions about Nissan or Infiniti's recall campaigns. What should I do?

A. Please direct all media inquiries to Nissan or Infiniti Corporate Communications.

Media Contacts (Nissan or Infiniti):

Office: 615-725-1000

Fax: 615-725-8535

Nissan: <http://nissannews.com/en-US/nissan/usa/pages/nissan-north-america-media-contacts>

Infiniti: <http://infinitinews.com/en-US/infiniti/usa/pages/us-infiniti-media-contacts>

Q. Will the Takata campaigns expand further?

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

Q. Can this campaign be performed on U.S. vehicles that are being operated in Foreign Countries (Overseas)?

A. Yes. Please provide your name, address, telephone number, and vehicle identification number (VIN) so Nissan can verify whether your vehicle is involved in any of the safety recall campaigns.

VI. GENERAL STATEMENTS

Statement on Confidence in Takata

"At this time we are focused on replacing inflators in the affected vehicles. We believe the replacement parts Takata is providing are safe and our customers' best interests are served by Takata quickly manufacturing the needed replacement parts. We also expect Takata to continue analyzing this issue to assure that it is resolved conclusively. We remain committed to working with them in the interest of our customers' safety. Any business decisions regarding choice of the company's suppliers will be made at a later date."

Statement on Claims Attributed to Former Takata Employees

"These are serious allegations against Takata but do not involve Nissan Group. Right now, we are focused on customers' safety and replacing inflators in an affected Nissan and Infiniti vehicles."

Statement on NHTSA

"NHTSA has been consistently engaged in coordinating a comprehensive approach to address this important safety issue. We remain committed to working with them in the interest of our customers' safety."

Statement on root cause

"According to Takata, the root cause of the national recalls was related to production facility quality issues at the time of inflator manufacture. With respect to the regional recall, which involves slightly newer vehicles, the root cause is still under investigation. However, based on information from Takata and NHTSA, Nissan decided to conduct a regional recall campaign on those vehicles. At this time, Nissan is aware of no confirmed related incidents in Nissan vehicles outside the scope of existing recalls. It is also not aware of any abnormal deployments in Takata testing of its inflators recovered from vehicles in states outside of Florida. Nissan will continue to evaluate the issue and dialogue with NHTSA. At the same time, Nissan expects Takata to continue analyzing this issue until it is resolved conclusively."

Statement on known incidents

"Nissan Group is aware of six incidents – all of which involve vehicles within the scope of existing recalls. Four incidents involve Nissan vehicles that are subject to the national recall and two incidents involve Nissan vehicles that are subject to the regional recall. None involved fatalities."

VII. CONSUMER QUESTIONS

Q. Will NNA cover replacement of Takata airbags in vehicle regardless if vehicle is part of Takata airbags recall or not?

- A. For customers that are not affected by the recalls, Nissan Group will use its best efforts to address their individual concerns on case-by-case basis. These customers are encouraged to reach out to Consumer Affairs for handling.

Region	Division	Number
United States	Nissan North America	1-800-NISSAN1 (1-800-647-7261)
United States	Infiniti North America	1-800-662-6200
Canada	Nissan/Infiniti Canada	1-800-361-4792
Puerto Rico, Guam, U.S. Virgin Islands	Nissan/Infiniti Puerto Rico / Motorambar	1-787-792-0900 Option 9 (English)

Q. (For vehicles not part of recall) Are the air bags susceptible to failure in high humidity climates?

- A. We do not believe so. Based on information from Takata and in consultation with NHTSA, Nissan Group believes only prolonged exposure to areas of high absolute humidity presents a potential risk. However, Nissan is taking steps to ensure that the current actions fully address the issue. Nissan remains in contact with Takata to keep current on Takata's testing and ongoing root cause analysis. Nissan also remains in regular contact with NHTSA to facilitate an open exchange of information.

Q. Do I have an airbag made by Takata in my vehicle?

- A. Many vehicles are equipped with Takata air bag inflators. However, only certain specific ones have been determined to contain a potential safety-related defect. Please give me your VIN and I will let you know if your vehicle is affected.

Q. How do I know if my vehicle has a problem with the driver or passenger front air bag inflator?

- A. Please give me your VIN and I will confirm immediately.

If you received a recall notice [or your vehicle is affected], please contact your nearest dealer/retailer immediately.

For Nissan, call 1-800-NISSAN1 (1-800-647-7261) or check online at <http://www.nissanusa.com/recalls-vin#/>

For Infiniti, call 1-800-662-6200 or check online at <http://www.infinitiusa.com/recalls-vin#/>

Q. I live in a humid state. Why is my vehicle not included in the open recall?

- A. Based on information from Takata and in consultation with NHTSA, Nissan Group believes only prolonged exposure to areas of high absolute humidity presents a potential risk. The vehicles included in this recall are those currently registered or previously registered in those areas of combined high temperature and humidity: Florida and adjacent counties in Southern Georgia; Puerto Rico; Hawaii; the U. S. Virgin Island; Guam; Saipan; American Samoa; as well as the coastal areas of Alabama, Louisiana, Mississippi and Texas. If your vehicle has spent prolonged time in the affected region but you did not receive a recall letter, please call Nissan Consumer Affairs immediately.