



Aftersales Retailer Support

Takata Front Passenger Air Bag Inflator Client Outreach

Reference: Client Outreach

Date: March 5, 2015

Attention: Retailer Principal, Sales, Parts and Service Managers

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

Infiniti has partnered with Impartial Services Group (ISG), based out of Dallas, Texas. ISG will begin reaching out to clients via telephone, postcard mailers, and email in an effort to encourage clients to bring their vehicles into the retailer to have campaign P4235 performed. If the client is reached via telephone, ISG will transfer the client to the retailer to verify parts availability and schedule an appointment to repair the vehicle.

Clients reached via mail or emails are advised to set up an appointment via the following three methods:

1. Contact ISG toll free at 1.844.855.5146 between 7 a.m.- 6 p.m. Central Time; or
2. Visit www.MyInfinitiAuto.com to locate a retailer to schedule the repair, or if you no longer own the vehicle you can opt out of future notification messages; or
3. Call their local retailer to schedule a service appointment

Retailers expected to be most heavily impacted will be those located in Florida, Hawaii, Georgia, Alabama, Louisiana, Mississippi, and Texas. Retailers outside those states may also be affected if vehicles included in this recall were previously registered in these states.

To ensure client satisfaction, Infiniti advises that these retailers keep a small stock of inflators readily available. If no inflator parts are readily available, provide the client with a loaner vehicle. If no loaner vehicle is available, rental is available under the campaign.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$40 (per day)

******* What Retailers Should Do *******

1. If a client is transferred to the retailer from ISG, verify the subject vehicle is affected by this voluntary safety recall using Service Comm I.D. **P4235**.
2. Check stock to ensure parts are readily available.
3. **If parts are readily available**, schedule an appointment with the client to repair the vehicle. **If no parts are available**, order parts and schedule client once parts are available.
4. Repair the vehicle using **ITB14-034**

NOTE: Retailers should direct any issues regarding client transfer or appointment scheduling, directly to ISG @ 1-844-855-5146. Any other product or consumer issues should be directed to Infiniti Consumer Affairs @ 1-800-662-6200.

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

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

Parts departments should stock a small quantity of inflators to repair customer vehicles. Refer to ITB14-034 for part numbers.

M inflators are currently restricted and must be ordered via the parts order form. Please refer to P4235 Update #4 issued on January 30, 2015. The population of vehicles is very small and an automatic shipment was sent to retailers in areas with affected owners. Retailers that did not receive an automatic shipment should only order inflators as needed for clients with recall repair appointments.

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

Owners of all potentially affected vehicles are expected to begin being notified immediately.

FAQ:

Q: Who is Impartial Services Group (ISG) and what is the purpose of this recall notification?

A: Infiniti has partnered with Impartial Services Group (ISG), based out of Dallas, Texas. ISG will begin reaching out to clients via telephone, postcard mailers, and email in an effort to encourage clients to bring their vehicles into the retailer to have campaign **P4235** performed.

Q: How will clients be contacted?

A: Clients will be contacted via telephone, postcard mailers, and email.

Q: Will clients listed on the National DO NOT CALL registry be contacted?

A: Yes. ISG is not calling as a result of a sales effort. ISG is calling on behalf of Infiniti to ensure that our clients are aware of this potential safety concern and to assist them in setting up an appointment to have the vehicle remedied at no cost to the client for parts and labor.

Q: Why is there a separate outreach for Takata Airbags versus other campaign actions?

A: This campaign involves a large number of older model vehicles which may not make regular visits to the retailer. Therefore, Infiniti is making every effort to ensure that owners are aware of this safety recall and to remedy the affected vehicles.

Q: Will Infiniti be using this method of contact for future actions?

A: There is no plan to use these methods of contact for any future actions at this time.

Q: When are clients being notified?

A: ISG will begin contacting owners on March 6, 2015.

Q: Can clients still contact the retailer directly to schedule an appointment?

A: Yes, clients may contact the retailer directly to schedule an appointment.

Q: What other scheduling methods are available to the client?

A: Clients are also being advised that they can schedule an appointment via the following two methods:

- Contact us toll free at 1.844.855.5146 between 7 a.m. and 6 p.m. Central Standard Time; or
- Visit www.MyInfinitiAuto.com to locate a Retailer to schedule the repair.

Q: What if the client no longer owns the vehicle?

A: If the client no longer owns the vehicle they can opt out of any future notification messages at www.MyInfinitiAuto.com.

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

A: Retailers expected to be most heavily impacted will be those located in Florida, Hawaii, Georgia, Alabama, Louisiana, Mississippi, and Texas. Retailers outside those states may also be affected if vehicles included in this recall were previously registered in these states.

Q: What should retailers do if parts are not readily available?

A: Order the parts and schedule the client's vehicle for repair once parts become available.

Q: What should retailers do if parts are not available and the client does not feel comfortable driving their vehicle?

A: In the event that the client does not want to drive the vehicle, order the parts and provide the client with a loaner vehicle until parts arrive. If no loaner vehicle is available, rental may be provided under the campaign.

Q: What if the client lives 250 miles from the closest Infiniti Retailer. Is Infiniti going to compensate the client for missed work/travel expense/ etc.?

A: No. Parts for this campaign are readily available and the retailer will repair the vehicle at no charge to the client.