



# After-sales Retailer Support Takata Passenger Airbag Inflator Client Outreach Announcement

Date: August 25, 2016

Attention: Retailer Parts and Service Managers

**\*\*\*\*\* Client Outreach Communication Notice \*\*\*\*\***

Infiniti is committed to the safety and security of our clients and their passengers. Infiniti continues to make attempts to contact owners of vehicles subject to Takata inflator recalls that have not yet been remedied. Infiniti Consumer Affairs is now sending special reminder emails to affected clients with known email addresses. These clients will receive the email below beginning on August 26, 2016. Emails will be sent in English with a link to Spanish translation.

Retailers are requested to accommodate owner remedy requests so that the subject vehicles can be remedied as quickly as possible.

**\*\*\*\*\* Email Communication\*\*\*\*\***

## **Important Safety Recall Programa de Seguridad Importante**

**Note:** Links are disabled in this document

For Spanish translation, please click here.

Model Year: 2013

Make: Infiniti

Model: INFINITI JX

Vehicle Identification Number (VIN): 5N1AL0MM0DCXXXXXX

Infiniti records indicate that you previously owned or currently own the vehicle identified by the VIN noted in this communication. Out of an abundance of caution given the importance of the issue, Infiniti is making every effort to contact past and present owners to ensure vehicles affected by the Takata Passenger Airbag Inflator recalls are repaired.

If you no longer own this vehicle, please click here.

**If you currently own this vehicle, please read below for further instruction.**

This notice is to inform you that your Infiniti vehicle currently has an open safety recall related to Takata Passenger Airbag Inflator. We urge you to contact your nearest Infiniti retailer to schedule an appointment to have your vehicle repaired at no cost to you. The front passenger airbag inflator will be replaced with a new one.

You may find your nearest dealer using the link: **Retailer Locator**

If you have questions regarding the open safety recall, please contact Infiniti Consumer Affairs at 1-800-662-6200 or visit <http://www.infiniti.com/recalls-vin#/> .

Infiniti is committed to the safety and security of our clients and their passengers. We are indeed sorry for any inconvenience this may cause you.

Sincerely,  
Consumer Affairs, Infiniti USA