

# SAFETY RECALL



INFINITI

EMPOWER THE DRIVE

## CAMPAIGN BULLETIN

### Takata Passenger Airbag Inflator Voluntary Safety Recall Campaign

Reference: R1622 – Final Remedy

Date: December 21, 2016

**Attention: Retailer Principal, Sales, Parts and Service Managers**

**REVISED December 21, 2016**

The announcement from December 9<sup>th</sup> has been revised to include the following:

- Claims information has been included if Dash pad replacement is necessary 2008-2010 (M35/M45) (Y50).

Please discard earlier versions of this bulletin.

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2006-2008 FX35/FX45	35,785	NA	December 9, 2016	<b>YES</b>
MY2008-2010 M35/M45	~18,504			

#### \*\*\*\*\* Recall Expansion Action Plan \*\*\*\*\*

Infiniti is conducting a Voluntary Safety Recall Campaign on the affected vehicles referenced above due to a Takata passenger airbag inflator issue.

In July 2016, Infiniti sent interim recall notification letters to affected owners advising them of the recall. At this time, Infiniti is announcing that final remedy parts are available for the vehicles listed above. Infiniti will immediately begin notifying affected owners that the final remedy is available and expects to conclude owner notifications in early January 2017.

#### \*\*\*\*\* What Retailers Should Do \*\*\*\*\*

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **R1622**
2. Retailers should not sell, lease, trade, rent or loan any vehicles in retailer inventory affected by this recall campaign until after the vehicle has been repaired.
3. Retailers should use the following campaign repair bulletins to remedy any vehicles subject to this campaign:
  - ITB16-049 - 2008-2010 M(Y50)
  - ITB16-050 - 2006-2008 FX35/45 (S50)

**NOTE:** Should damage to the instrument panel occur during repair on an M sedan, order the appropriate instrument panel and replace.

CM I.D.	DESCRIPTION	OP CODE	FRT
R1622	If Dash pad replacement required 2008-2010 (M35/M45) (Y50)	R16224	0.1 hrs.

- o As a best practice, retailers should take high quality pictures of the instrument panel before and after performing the campaign to capture the entire instrument panel from side to side (minimum of 4 pictures moving left to right is recommended).
- o Rental is available while parts are on order:

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$180 (Max)

4. Once repaired, retailers should submit the claim, using the claims coding provided, and release the vehicle.

**\*\*\*\*\* Release Schedule \*\*\*\*\***

<b>Parts</b>	<ul style="list-style-type: none"> <li>• Infiniti has developed an automatic parts shipment plan to ensure an adequate supply of parts is available to all Infiniti retailers.</li> <li>• <b>Parts will begin shipping to retailers beginning December 9<sup>th</sup>.</b> <ul style="list-style-type: none"> <li>o Back ordered Interim part orders will be <b>cancelled and replaced with final remedy parts.</b></li> <li>o Backorder replacement parts <u>will be included</u> in the initial automatic shipment.</li> <li>o At minimum, each retailer will automatically receive enough parts to repair at least 5 M35/45 vehicles and 2 2006-08 FX vehicles.</li> </ul> </li> <li>• Parts are not restricted, so retailers can order additional parts as required.</li> <li>• <b>Final remedy parts are not yet available for 2006-2007 M35/45 vehicles.</b> <ul style="list-style-type: none"> <li>o <b>Please refer to campaign ID R1618/R1619 (Revision 4) for additional information</b></li> </ul> </li> </ul>
<b>Special Tools</b>	<ul style="list-style-type: none"> <li>• Special tool, J-52352 USB Bar Code Scanner is required <ul style="list-style-type: none"> <li>o This required tool will begin shipping, at no cost to to retailers, beginning December 7, 2016</li> </ul> </li> <li>• Order additional tools as necessary from TechMate @ 1-800-662-2001</li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>ITB16-049</b> - 2008-2010 M(Y50)</li> <li>• <b>ITB16-050</b> - 2006-2008 FX35/45 (S50)</li> </ul>
<b>Owner Notification</b>	Infiniti will begin notifying owners of all potentially affected vehicles in <b>December, 2016</b> via U.S. Mail.

**\*\*\*\*\* 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 campaign 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 recall campaign was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

## Frequently Asked Questions (FAQ):

**Q: Is this a safety recall campaign?**

A. Yes.

**Q: Is this related to the Occupant Classification System Recall?**

A: No.

**Q: How do I know if my vehicle has a problem with the front passenger airbag inflator?**

A. If your vehicle is subject to this campaign you will receive an Owner Notification letter from Infiniti. If you'd like, I can check your vehicle identification number (VIN) right now to see if your vehicle is affected by a different recall.

**Q: What is the problem?**

A. Due to Takata (the airbag supplier) inflator quality issues, it is possible that the front passenger airbag 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. Clients affected by this expansion were sent interim notification letters in **July, 2016**. Infiniti will begin sending invitation to repair letters to owners of all potentially affected vehicles in **December, 2016** via U.S. Mail.

**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: Is it safe to drive my vehicle?**

A. Infiniti strongly recommends that if your vehicle is confirmed to be affected, you have this safety recall repair performed as soon as possible. Please contact your retailer once you receive an invitation to repair letter to schedule an appointment. **In the meantime, do not allow passengers to ride in the front passenger seat unless the interim repair (R1618/R1619) was 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 airbag, **do not allow passengers to ride in the passenger seat unless the interim repair (R1618/R1619) was performed.**

**Q. Does my vehicle have Takata Airbag inflators?**

A. Many vehicles are equipped with Takata Airbag inflators. However, only certain specific ones are affected by these recalls. **Let me check your VIN to confirm whether your vehicle is affected – if affected, it needs to be remedied as soon as parts become available.** If your vehicle is not affected, no further action is needed.

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

A. Infiniti may provide a courtesy vehicle for the client to use while their vehicle is being serviced. Courtesy vehicles are subject to availability and not guaranteed. Please check with your retailer for availability and further details.

Rental is available while parts are on order:

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$180 (Max)

**Q. Are parts available for the recall repair?**

A. Yes, the final remedy is now available for vehicles subject to campaign I.D. R1622.

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

A. No, any authorized Infiniti retailer can repair Infiniti vehicles.

**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.

**Q. I have other concerns, who do I talk to?**

A. Please contact Consumer Affairs at the numbers below.

Region	Division	Number
United States	Infiniti North America	1-800-662-6200

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

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

Media Contacts:

Office: 615-725-1000