



After-sales Retailer Support Takata Passenger Air Bag Inflator Voluntary Safety Recall Announcement

Reference: R1618, R1619

Date: July 7, 2016

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:
MY2003-2008 FX35/FX45	80,109	NA	July 7, 2016
MY2003-2004 I35	9,797		
MY2006-2010 M35/M45	76,110		

***** Campaign Summary *****

Infiniti is committed to the safety and security of our clients and their passengers. As previously reported, Takata has expanded their inflator safety recall campaign to recall an additional number of non-desiccated (without moisture absorbing material) inflators that were not already subject to ongoing recalls on a rolling basis prioritized by vehicle age and geographic location.

As described below, over the next several months, Infiniti will implement this Takata recall expansion and replace the front passenger air bag inflator with a new inflator in the affected Infiniti vehicles.

***** Recall Expansion Action Plan *****

- Infiniti is currently preparing the remedy parts necessary to execute this latest recall expansion. Infiniti expects remedy parts to be available in the Fall, 2016.
- In July, affected clients will receive an interim recall notification letter advising them of the recall and remedy parts preparation activities. Clients will be advised that they will receive another recall letter once the remedy parts are available.

No retailer action is necessary at this time. Additional details will be provided at a later date.

NOTE: Clients subject to previous Takata recalls (P4235, R1303, R1406) should continue to have their vehicles remedied.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **R1618 or R1619**
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. If a retail vehicle affected by this campaign ID visits the retailer for service, the retailer should inform the client about the recall campaign and communicate that parts are not yet available.
 - If a client with a vehicle subject to **R1618** or **R1619** has a concern with the remedy schedule, they are encouraged to call Infiniti at **1-800-662-6200** for further assistance.

******* Release Schedule *******

Parts	<ul style="list-style-type: none"> • Parts are expected to begin arriving in late September/early October 2016.
Repair	<ul style="list-style-type: none"> • No action is required at this time.
Owner Notification	<ul style="list-style-type: none"> • Infiniti will begin sending owners of all potentially affected vehicles an interim notification letter in July, 2016. An invitation to repair notice will be sent once new replacement inflators manufactured by another supplier are available.

******* 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 air bag 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 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. Clients affected by this expansion will receive interim notification letters in **July, 2016**. An invitation to repair notice will be sent once remedy parts are available. We urge you to have this important campaign performed once you receive an invitation to repair letter.

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 parts become available. Please contact your retailer once you receive an invitation to repair letter to schedule an appointment. **In the mean time, do not allow passengers to ride in the front passenger seat until the repair is performed.** If you remain concerned about the air bag inflator in your vehicle, please contact the Consumer Affairs Department toll free at 1-800-662-6200.

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. Does my vehicle have Takata Air Bag inflators?

A. Many vehicles are equipped with Takata Air Bag 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. Parts are not currently available. Once an invitation to repair letter has been received, you may check with your retailer to determine availability of alternate transportation while your vehicle is being serviced.

Q. Are parts available for the recall repair?

A. Parts from another supplier are not expected to become available until late September/early October 2016.

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