

SAFETY RECALL



INFINITI

EMPOWER THE DRIVE

CAMPAIGN BULLETIN

Takata Front Passenger Airbag Inflator Client Outreach

Reference: R1701, R1704, R1706, R1713

Date: September 8, 2017

Attention: Retailer Principal, Sales, Parts and Service Managers

IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2006-2008 FX35/45 (S50)	24,036	NA	January 31, 2017	YES
2006 M35/45 (Y50)	474		February 10, 2017	
2008-10 M35/45 (Y50)	13,995		December 9, 2016	
2002-2003 QX4 (JR50)	8,295		June 16, 2017	

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

Infiniti has contracted Stericycle, a third party based out of Indianapolis, Indiana to begin reaching out to clients via telephone, postcard mailers, and email on September 11, 2017 in an effort to encourage clients to bring their vehicles into the retailer to have campaigns R1701, R1704, R1706, or R1713 performed. If the client is reached via telephone, Stericycle will transfer the client to the retailer to verify parts availability and schedule an appointment to repair the vehicle.

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

1. Contact Stericycle toll free at 1.888.719.5825 between 8 a.m.- 7 p.m. Eastern Time Monday through Friday; or
2. Call their local retailer to schedule a service appointment

To ensure owner satisfaction, Infiniti advises that retailers keep a stock of parts readily available.

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

1. If a client is transferred to the retailer from Stericycle, verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. R1701, R1704, R1706, or R1713.
2. Retailers should verify parts are readily available.
3. If parts are available, schedule an appointment. If no parts are available, obtain the client contact information, order the parts, and schedule an appointment when the parts arrive at the retailer.

4. Repair the vehicle using ITB17-021 (QX4), ITB17-024 (2006 M35/45), ITB17-014/ITB17-025 (2008-10 M35/45), ITB17-013 (FX35/45)

Note: Retailers should direct any issues regarding client transfer or appointment scheduling directly to Stericycle @ **1.888.719.5825**. Any other product or client concern can be directed to Infiniti Consumer Affairs at 1-800-662-6200, Option 7.

Infiniti is committed to a high level of client safety, service, and satisfaction and is working with its retailers to promptly address this issue. For any questions specific to the Takata campaigns, please refer to the retailer announcement for the applicable campaign I.D.

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

Parts	<ul style="list-style-type: none"> • 2006 M35/45: K8561-7999B (inflator) & B4A67-EH50C (harness) • 2008-10 M35/45: 98561-7999E (inflator) & B4A67-EH50D (harness) • 2006-08 FX 35/45: K8515-CL71A (airbag module) • 2002-03 QX4: 98561-7998E (inflator) & B4A67-5W50D (harness)
Special Tools	<ul style="list-style-type: none"> • J-52352 USB Bar Code Scanner is required • J-51315 Airbag Module Support • Retailers already received these special tools. Additional tools are available via TechMate @ 1-800-662-2001
Repair	<ul style="list-style-type: none"> • ITB17-021 - 2002-2003 QX4 (JR50) • ITB17-024 - 2006 M35/45 (Y50) • ITB17-014/ITB17-025 - 2008-10 M35/45 (Y50) • ITB17-013 - 2006-08 FX35/45
Owner Notification	The Stericycle outreach efforts will begin on September 11, 2017.

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

Retailers should verify owners are affected by a Takata campaign and assist affected owners in scheduling their vehicle for a remedy as quickly as possible.

Frequently Asked Questions (FAQ):

- Q:** Who is Stericycle and what is the purpose of this activity?
- A:** Infiniti has contracted Stericycle, a third party based out of Indianapolis, Indiana to contact clients that have not responded to multiple campaign owner notifications to encourage them to bring their vehicle into an authorized Infiniti retailer to have this important remedy performed.
- Q:** How will affected owners 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, this outreach effort is not a sales effort. Stericycle is calling on behalf of Infiniti to ensure that our clients are aware of the potential safety concern and to assist them with setting up an appointment to have the vehicle remedied at no cost to the client for parts or labor.

Q. Why is there a specific outreach for these models and not all Takata campaigns?

A. This campaign involves a large number of older models and Infiniti is engaged in multiple outreach efforts outside of conventional client notifications delivered to owners through the U.S. mail or campaign reminder postcards/emails available to retailers. Infiniti has determined that parts supply on these affected models are sufficient for multiple simultaneous outreach efforts. Infiniti will be monitoring progress of this effort and, if successful, Infiniti may add additional models in the future.

Q. Will Infiniti be using this method to contact other models or for future actions?

A. Infiniti will be monitoring progress of this effort and, if successful, Infiniti may add additional models for Takata campaigns in the future.

Q. When are clients being notified by Stericycle?

A. Stericycle will begin contacting clients on September 11, 2017.

Q. Can clients still contact an Infiniti retailer directly to schedule an appointment?

A. Yes.

Q. What if a client no longer owns the vehicle?

A. If a client indicates he/she is no longer in possession of the subject vehicle, the person will be removed from the list and Stericycle will provide notification of that information to Infiniti.

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

A. Obtain the client contact information, order the appropriate part(s), and schedule the client's vehicle for repair once parts become available.

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 are readily available for this safety recall and the retailer will repair the vehicle at no charge to the client. If the client is unsatisfied, Stericycle will transfer the client to Infiniti Consumer Affairs to handle.