

# SAFETY RECALL



## CAMPAIGN BULLETIN

### Takata Passenger Airbag Inflator Voluntary Safety Recall Campaign

Reference: R1618, R1619

Date: October 6, 2016

Attention: Retailer Principal, Sales, Parts and Service Managers

**UPDATE October 6, 2016**

**The announcement from August 9, 2016 has been revised to include the following:**

- Updated final remedy parts timing
- Incremental rental billing information
- M35/M45 supplemental repair coverage information
- Vehicle Storage Agreement for vehicles subject to delayed interim repair parts availability

**Please discard earlier versions of this bulletin.**

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

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

On July 7, 2016, Infiniti announced it was recalling the affected vehicles referenced above due to a Takata passenger airbag inflator issue. Final remedy parts will begin to be available beginning in fall of 2016. Some parts may not be available until the first quarter of 2017. In the meantime, affected clients were sent interim recall notification letters advising them of the recall in July. Affected clients were advised not to allow passengers to ride in the front passenger seat until the final remedy was performed.

In order to better serve clients who do not want to or are unable to wait for the final remedy, Infiniti will enable clients to use their front passenger seat safely until the final remedy parts are available by providing an interim repair. Clients will need to schedule an appointment to receive the final repair once they receive notification that final remedy parts are available.

#### \*\*\*\*\* 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 final remedy parts are not yet available.
  - If a client is concerned about being unable to use their front passenger seat as recommended in the owner notification, retailers may offer an interim repair. The interim repair, once completed, will enable clients to use their front passenger seats safely until the final remedy parts are available.

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

  - 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).
  - M sedan instrument panels are currently on back order. Infiniti expects to have additional instrument panel supplies in late November, 2016
  - If an M instrument panel is damaged during an interim repair, Infiniti recommends retailers wait to replace the instrument panel until the final remedy is performed since the instrument panel will require removal for the final remedy repair.
4. If interim repair parts are not immediately available, retailers can use the attached **vehicle storage form** to allow a client to store their vehicle at their home or location of their choice until final remedy parts are available.
  - The campaign vehicle storage form is included after the FAQ section of this announcement.

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>• Final remedy parts are expected to begin arriving in late November 2016. Some vehicles will not have final remedy parts until the first quarter of 2017.</li> <li>• Interim repair parts are currently available for all vehicles, except for M sedan, which are on back order.</li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>No action is required at this time.</b></li> <li>• If a client elects to have an interim repair performed, please use the following parts:               <ul style="list-style-type: none"> <li>○ <b>2003-08 FX35/45:</b> K8561-7994D</li> <li>○ <b>2003-04 I35:</b> K8E61-7994D</li> <li>○ <b>2006-10 M35/45:</b> K85FA-7994D</li> </ul> </li> <li>• Retailers may refer to <b>ITB14-034h</b> for interim repair instructions, but <b>use the parts and claims information provided with this announcement.</b></li> </ul> <p>Pursuant to APRM policy 2.35.5 &amp; 2.35.6, Infiniti retailers must properly retain all warranty, campaign, goodwill, and service contract replaced parts for a required timeframe. After the required time frame has expired, all parts need to be disposed of. <b>Some instrument panels approved for replacement may be collected for engineering investigation purposes.</b></p>

<b>Owner Notification</b>	<p><b>NOTE: Parts requested are VIN and repair order specific. It is important for retailers to return parts applicable to the VIN and repair order identified.</b></p> <ul style="list-style-type: none"> <li>Infiniti has sent owners of all potentially affected vehicles an interim notification letter in <b>July, 2016</b>. An invitation to repair notice will be sent once new replacement inflators manufactured by another supplier are available.</li> </ul>
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**\*\*\*\*\* Claims Information \*\*\*\*\***

**Submit a "CM" line claim using the following claims coding:**

<b>CM I.D.</b>	<b>DESCRIPTION</b>	<b>OP CODE</b>	<b>FRT</b>
R1618	Remove and Replace Passenger Front Airbag Inflator 2003-2004 I35 (CA33)	R16180	0.8 hrs.
R1618	Remove and Replace Passenger Front Airbag Inflator 2003-2005 (S50)	R16181	1.1hrs.
R1618	Remove and Replace Passenger Front Airbag Inflator 2006-2010 (M35/M45) (Y50)	R16182	2.7 hrs.
R1618	If Dash pad replacement required 2006-2010 (M35/M45) (Y50)	R16183	0.1hrs.
R1619	Remove and Replace Passenger Front Airbag Inflator 2006-2008 FX35 or FX45 (S50)	R16190	1.1 hrs.

**Expense**

<b>Sublet Code / Name</b>	<b>Qty (Max)</b>	<b>Required / Optional</b>
502 Rental	\$60.00 @ 30 Days (\$1800 MAX)*	<b>Optional</b>
Contact the Warranty claims call center 1-800-933-3712 Option 7, if additional rental expense is required.		
Shorting Pin	Napa Item #784566 or Grainger Item # 4YT50	<b>Optional</b> (\$0.50 MAX)

\*If rental reimbursement is needed prior to vehicle repair, incremental billing is available in 30-day increments:

- o 0-30 days, 31-60 days, and 61-90 days

Please contact the Warranty Claims Call Center to obtain an OP Code to bill for rental still in progress without closing the campaign. **Once the vehicle is repaired, do not resubmit for rental time that has already been reimbursed.**

**Part numbers are required on warranty claims submitted**

**\*\*\*\*\* 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**. An invitation to repair notice will be sent once final 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 meantime, do not allow passengers to ride in the front passenger seat until the repair is performed.** If you remain concerned about the airbag inflator in your vehicle, retailers are authorized to perform an interim repair that will enable clients to use their front passenger seat safely until the final remedy parts are available beginning in the fall of 2016. Some final remedy parts may not be available until the first quarter of 2017.

**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 until the repair is performed.** If you remain concerned about the airbag inflator in your vehicle, retailers are authorized to perform an interim repair that will enable clients to use their front passenger seat safely until the final remedy parts are available beginning in the fall of 2016. Some final remedy parts may not be available until the first quarter of 2017.

**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 has authorized alternate transportation for clients electing to have the interim repair performed when the retailer must order parts. Please check with your retailer for alternate transportation availability while your vehicle is being repaired.

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

A. Final remedy parts from another supplier are not expected to become available until late-November, 2016. Some final remedy parts will not be available until the first quarter of 2017. Retailers can provide an interim repair upon client request to allow

owners to safely use the front passenger seat until the final remedy parts are available.

**Q. If a client elects to have an interim repair performed, how will they be notified?**

- A. Affected clients opting to have the interim repair performed will be notified with an invitation to repair letter by mail when final remedy parts are available. Infiniti will be assigning a new PNC to represent the final remedy campaign in Service Comm. Retailers may file claims as necessary for interim repairs completed and should not be concerned that the vehicle is no longer identified in Service Comm after the interim repair claim is paid by Infiniti.

The interim repair will last for several years. Owners who have not had interim repairs performed will be notified first once final remedy parts are available.

**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



# Retailer Campaign Vehicle Storage Agreement

\_\_\_\_\_ are the owner/lessee of a \_\_\_\_\_  
*Client Name* *Model Year*

Infiniti \_\_\_\_\_ VIN: \_\_\_\_\_  
*Model* *Current Odometer*

You have been informed that your vehicle (referenced above) is subject to the Takata Front Passenger Airbag Recall issued by Infiniti Motor Company Ltd. The replacement parts to address this safety recall are not available at this time.

The authorized Infiniti retailer is providing you with a loaner/courtesy vehicle to drive until Infiniti Motor Company Ltd. notifies you that parts are available to remedy your vehicle, or until such time as your retailer requests that you return the loaner/courtesy vehicle, whichever is earlier.

The Infiniti retailer will allow you to take your vehicle (referenced above) home and store it while you are driving the loaner/courtesy vehicle.

## You therefore agree to the following:

- You will drive the vehicle directly home without any other passenger in the vehicle and will not drive the vehicle again, other than to return it without any other passenger in the vehicle to the Infiniti retailer when parts are available to perform the recall remedy.
- You will store your vehicle at home, or another safe location of your choice, at your own risk and expense (if applicable)
- You will ensure that the vehicle's keys are secured and inaccessible to others.
- You will maintain your vehicle and will not alter, modify, or sell the vehicle (except in the case of a leased vehicle, which you may return upon the expiration of your lease, if that time pre-dates the availability of parts to remedy your vehicle).
- You understand that you will be responsible for any and all damages caused to the vehicle if it is driven prior to the performance of the recall remedy, other than directly from or to the Infiniti retailer.

**By signing below, you expressly agree to all of the terms and conditions set forth herein.**

\_\_\_\_\_ *Date*      \_\_\_\_\_ *Phone number (Text Yes or No)*      \_\_\_\_\_ *email*

\_\_\_\_\_ *Signature*      \_\_\_\_\_ *Name (Printed)*

\_\_\_\_\_ *Street Address*      \_\_\_\_\_ *City*      \_\_\_\_\_ *State*      \_\_\_\_\_ *Zip*

\_\_\_\_\_ *Status (i.e. owner, lessor, lessee, etc.)*