

SAFETY RECALL



INFINITI

EMPOWER THE DRIVE

CAMPAIGN BULLETIN

Takata Passenger Airbag Inflator Voluntary Safety Recall Campaign

Reference: R1701

Date: January 31, 2017

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2005-2008 Infiniti FX35/FX45	20,760	NA	January 31, 2017	YES
2006-2010 Infiniti M35/M45	21,723			

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

Infiniti is implementing the next phase of the previously announced Takata inflator recalls on certain MY2005-2008 FX35/FX45 and MY2006-2010 M35/M45 vehicles to replace the front passenger airbag PSPI inflators.

Owners of affected vehicles will receive a notification letter within the next 40 days. Retailers should continue to follow previously published instructions for vehicles currently identified in Service Comm for a Takata recall campaign. Repair instructions vary based on Campaign I.D.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. R1701
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. Infiniti is working with suppliers to obtain parts for this remedy. Infiniti will provide an update on parts availability by March 1, 2017.
4. If a retailed 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.
 - Infiniti advises owners to **not** allow passengers to occupy the front passenger seat until the remedy is performed.
 - If owners do not wish to drive their vehicle while awaiting parts to become available, retailers may offer a complimentary long term rental. Retailers may also use the attached vehicle storage form to allow an owner to store their vehicle at home or a location of their choice until remedy parts are available.

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

Parts	<ul style="list-style-type: none"> Parts are not currently available Infiniti is working with suppliers to obtain parts and will provide an update on parts availability by March 1, 2017
Repair	<ul style="list-style-type: none"> No action is required at this time If a vehicle is affected, please inform the client of the recall on their vehicle and tell them not to carry passengers in the front passenger seat until the vehicle can be remedied.
Owner Notification	<ul style="list-style-type: none"> Owners of affected vehicles will receive a notification letter within the next 40 days via U.S. Mail.

******* Claims Information *******

NOTE: Due to part availability, the following rental coding can be submitted prior to vehicle repair if necessary. Each Op code can only be claimed once per VIN, so do not submit a claim until the rental is no longer needed or 30 days has elapsed, whichever occurs first.

Retailer should not resubmit rental bills that have been reimbursed when the vehicle is remedied.

OP CODE	EXPENSE CODE	DESCRIPTION:	REQUIRED/OPTIONAL:
P63250	502	\$60.00 @ 30 days (\$1,800 Max)	Optional for 1-30 days rental
P63260		\$60.00 @ 30 days (\$1,800 Max)	Optional for 31-60 days rental
P63270		\$60.00 @ 30 days (\$1,800 Max)	Optional for 61-90 days rental

******* 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: Does this stop sale apply to previously owned vehicles?

A. Infiniti recommends retailers not sell previously owned vehicles affected by this recall until it can be remedied. Certain states have laws preventing the sale of previously owned vehicles with open safety recalls. Retailers should comply with all federal, state, and local laws regarding vehicle sales as they relate to open safety recalls.

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 airbag inflator housing in the subject vehicles could 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. Owners affected by this expansion will be notified within the next forty (40) days. Parts availability will be communicated in the owner notification. Retailers should inform inquiring clients that parts are not currently available and an update on parts availability is expected by March 1, 2017.

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. **In the meantime, do not allow passengers to ride in the front passenger seat until the remedy is performed. If necessary, retailers are authorized to provide a complimentary long term rental to affected clients until parts are available.**

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.**

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 awaiting parts?

A. Infiniti has authorized complimentary alternate transportation for owners who must be able to use their front passenger seat for passengers while awaiting parts to become available.

- Retailers may use the vehicle storage form included with this announcement to allow an owner to store their vehicle at home or a location of their choice until remedy parts are available.

Q. Are parts available for the recall repair?

A. Infiniti is working with suppliers to obtain parts for this remedy. Infiniti will provide an update on parts availability by March 1, 2017.

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.)*