

# SAFETY RECALL



INFINITI

EMPOWER THE DRIVE

## CAMPAIGN BULLETIN

### Takata Passenger Air Bag Inflator Voluntary Safety Recall Campaign

Reference: R1702

Date: March 10, 2017

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

#### UPDATE March 10, 2017

The announcement from February 08, 2017 has been revised to include:

- o Campaign bulletin ITB17-021 is now available
- o Final repair parts are now available and orderable via the DCS ordering tool.

Please discard earlier versions of this bulletin.

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2002 Infiniti QX4 (JR50)	16	NA	February 8, 2017	<b>YES</b>

#### \*\*\*\*\* Campaign Summary \*\*\*\*\*

In July, 2010, Infiniti recalled a small number of 2002 QX4 vehicles to replace Takata passenger air bag SPI inflators (Recall 10V-312; Campaign ID R1023). At this time, 16 of those vehicles remain in service and must be remedied again with new inflators.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. R1702
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. Final remedy parts are now available. 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 parts may need to be ordered.
  - Rental is available under the campaign while parts are on order

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

Parts	<ul style="list-style-type: none"><li>• Final repair parts are currently available (98561-7998E &amp; B4A67-5W50D)</li><li>• Parts for this campaign are currently restricted and may be ordered via the DCS ordering tool.</li><li>• Due to the small number of vehicles affected by this recall, Infiniti recommends retailers only order this part after scheduling an appointment for your client.</li></ul>
-------	--

Repair	• ITB17-021
Owner Notification	Infiniti will begin notifying owners of all potentially affected vehicles in <b>March, 2017</b> via U.S. Mail.

**\*\*\*\*\* Claims Information \*\*\*\*\***

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

CM I.D.	DESCRIPTION	OP CODE	FRT
R1702	Remove and Replace Passenger Front Air bag Inflator 2002 QX4	R17020	1 hr.

**Expense**

Sublet Code / Name	Qty. (Max)	Required / Optional
502 Rental	\$60.00 @ 3 Days (\$180 MAX)	Optional
Contact the Warranty Claims Call Center ( <b>1-800-933-3712, Option 7</b> ) for pre-approval on rental expenses exceeding campaign allowance.		

**\*\*\*\*\* 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:** Were these vehicles included in any other Takata recall previously announced?

**A:** These vehicles were subject to a 2010 recall affecting a small number of 2002 QX4 vehicles to replace Takata passenger air bag SPI inflators (Recall 10V-312; Campaign ID R1023). 16 of these vehicles remain in service and must be remedied again with new inflators.

**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. Deterioration of the inflator propellant under certain conditions (time, temperature, and environmental moisture) may in the event of an accident cause abnormal deployment of the front passenger air bag.

As previously reported, all non-desiccated Takata PSAN inflators are subject to recall under the NHTSA Coordinated Remedy Order due to the potential for inflator rupture during air bag deployment

**Q. What is the possible effect of the condition?**

A. Activation of a non-desiccated ammonium nitrate inflator with degraded propellant may result in an inflator rupture. An inflator rupture may cause metal fragments to pass through the air bag and into the vehicle interior at high speed, which may result in injury or death to vehicle occupants.

**Q. Have all affected owners already been notified?**

A. Clients affected by this recall will receive notification letters in **March, 2017**. 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 possible after receiving notification. 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.**

**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. Rental is available under the campaign while parts are on order. Please check with your retailer for alternate transportation availability while your vehicle is being repaired.

Sublet Code / Name	Qty. (Max)	Required/Optional
502 Rental	\$60.00 @ 3 Days (\$180 MAX)	Optional
Contact the Warranty Claims Call Center ( <b>1-800-933-3712, Option 7</b> ) for pre-approval on rental expenses exceeding campaign allowance.		

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

A. Yes.

**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. Is there any charge for this repair?**

A. No, the remedy will be performed for the client free of charge for parts and labor.

**Q. How long will the corrective action take?**

A. This free service should take about one (1) hour 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