

Infiniti USA
Electronic Field Communication

INFORMATION

Date: January 29, 2019

To: RAMs, FOMs, & RSOMs

Subject: Takata Completion Objectives for Q4

INFINITI is continuing to ask its retailers to urgently help increase customer participation in the Takata recalls to help it achieve 100% customer recall participation for the following vehicles:

- 2001 I30
- 2002-04 I35
- 2003-08 FX
- 2002-03 QX4
- 2006-10 M Sedan

INFINITI expects to upload the next refreshed owner list to DBS around the middle of February. At the time of monthly updates, we reassign owner lists based on retailer buy/sells. We anticipate having this automated within DBS by the end of the fiscal year.

This is an extremely serious safety issue and INFINITI is taking significant and unprecedented steps to increase client recall participation but it needs retailer help to achieve its remedy goals. A separate communication will be released later this week informing regional personnel of the requirements for bonus payout in Q4. The Q4 objective is based on the average number of repairs in Q3 multiplied by the number of service days in Q4 (Mon-Sat minus any holidays).

RGN		Opportunity (# VINs) for Q4	Q4 Objectives Straight line - Open VINs	Q4 Repairs per Day	Variance from Q3 Repairs per Day	% of Obj Complete as of 1/28/19
62	ISR	36,608	2,709	36	11	19.4%
72	IER	28,730	2,126	28	6	18.7%
82	INR	14,498	1,073	14	1	20.9%
92	IWR	20,335	1,505	20	-2	28.3%
		100,171	7,413	98	16	21.2%

Retailer engagement is critical with this effort. It is a company-wide responsibility to make it a priority to replace these dangerous airbag inflators in affected vehicles. Further, increasing recall participation represents significant gross profit opportunity for our retailers. Regional personnel can access current completions via the tableau Takata tracker (<https://tableau.na.nissan.biz/#/site/SLSMKG/views/TakataCampaignReport/TakataCampaign?iid=1>). Q4 objectives will be updated in the tableau Takata tracker by the end of the week, but current overall completion rates are included above.

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