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From: NNA Service Actions & Campaigns
Sent: Monday, November 30, 2020 1:45 PM
To: *NNA-INF-DOM; *NNA-INF-FOM; *NNA INF RSOM
Cc: *NNA INF Service Actions & Campaign Announcements; *NNA INF AGM; *NNA INF RAM; *NNA INF RVP
Subject: INFORMATION: AFTERSALES: RETAILER SUPPORT: Takata Recall - Owner Re-notification via UPS and U.S. Mail
Attachments: Infiniti General Model-Letter-111820.pdf
Follow Up Flag: Follow up
Flag Status: Completed

Infiniti USA

Electronic Field Communication

INFORMATION

Date: November 30, 2020

To: FOMs, DOMS, and RSOMs

Subject: INFORMATION – Takata Recall - Owner Re-notification via UPS and U.S. Mail

Details Summary:

Starting this week INFINITI is initiating a special delivery re-notification mailing to owners affected by the Takata recall. These 125,383 mailings will occur via United Parcel Service in a UPS Ground envelope and a label with the words "**URGENT SAFETY RECALL**" in red. Owners residing in Alaska, Hawaii, or using a P.O. Box as their primary address will receive a certified proof of delivery mail from the postal service. Because of COVID-19 recommended practices, owner signatures will be waived, but the special delivery is intended to capture owners' attention and signal the importance of this repair.

These re-notifications, in English and Spanish, will urge clients to contact their retailer for a free recall remedy as soon as possible! INFINITI expects this targeted outreach activity to motivate a higher percentage of clients to complete the Takata recall. Similar initiatives for other manufacturers have seen a significant jump in response rates and completed repairs in the following weeks. We need retailer support to make this effort successful!

This notice is being sent to make retailers aware of this mailing initiative so they can prepare their staff to help drive completions, consider any additional outreach, and respond to any questions that arise regarding the legitimacy and urgency of the special notification.

What Retailers Should Do:

1. Retailers should stock the necessary parts and make efforts to support the repairs as quickly as possible. INFINITI requests same day or week appointments as much as possible and offer Takata recall services on weekends too if your service department is open.
2. If possible, offer mobile service. Each mobile repair is eligible for \$100 incentive on top of parts and labor. Refer to Takata campaign announcements for additional details.
3. If a client requests towing, **free towing** to the nearest INFINITI retailer is available by calling **1-888-810-3715**.

Model Year	Model	FINAL Campaign Repair ID	*Final Repair Part #				Module Kit Sub (Requires Original module)	Comments
			INFLATOR	HARNESS	MODULE			
2003-2005	FX35/45	R1622 R1701 R1704 R1706 R1707 R1713 R1714	K85FA-7999B	B4AFG-CG00A	K851E-CG88D	NA	Inflator & Harness used until 1.14.20 Use module after 1.15.20	
2006-2008	FX35/45	R1622 R1701 R1704	NA	NA	K8515-CL71A (until 1.15.20) K8515-CL72A (1.15.20 -)	NA	See dates under module	
2006-2007	M35/45	R1622 R1701 R1704 R1706 R1707	98561-7999E	NA	K8515-EH54A	K8515-EH19E	Use module kit & inflator for campaign Module is equivalent for service replacement	
2008-2010	M35/45	R1622 R1701 R1704 R1706	98561-7999E	B4A67-EH50D	K8515-EH54A	NA	Inflator & Harness required for campaign Module is equivalent for service replacement	
2001-2004	I30/I35	R1704 R1706 R1707 R1713 R1714	98561-7999E	NA	K851E-4Y960 K851E-4Y961 K851E-5Y760	K8525-4Y96C	Use inflator & module kit for campaign Module is equivalent for service replacement	
2002-2003	QX4	R1713 R1714	98561-7998E	B4A67-5W50D	K8515-5W59C K8515-5W59E	NA	Inflator & Harness required for campaign Module is equivalent for service replacement	

Release Schedule:

Owner Notification	<p>INFINITI will send owner notifications between November 30 and December 7, 2020.</p> <ul style="list-style-type: none"> Alaska, Hawaii, and P.O. Box mailings: ~10,000 All other UPS: 65,464
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Attachments (1):

1. INFINITI Owner Letter

Retailer Communication:

The information is being sent to all INFINITI field personnel and retailer personnel in the following positions on November 30, 2020.

Position Name
Assistant Parts Manager
Assistant Service Manager
Dealer Principal
Executive Manager
General Manager
General Sales Manager
Part & Service Director
Parts Director
Parts Manager
Service Advisor/Consultant
Service Advisor/Consultant - Express Service
Service Director
Service Manager
Warranty Administrator

If any retailers are not receiving this information via email from the campaignannouncements@nissan-usa.com mailbox, please check spam folders and enable their inbox to process these emails as a safe sender. All retailer email addresses for these positions are taken from the retailer portal (NNAnet) and updated regularly. Retailers should verify the retailer portal administrator has the current contact information entered for these key positions to ensure information is received.

Originator: Andrea Bennett
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Division: Aftersales
Department: Retailer Support