



AfterSales Retailer Support

2008 EX & 2009 FX

Steering Column Upper Bearing Warranty Coverage & Parts Update

Reference: R1501
Date: May 5, 2015

Attention: Retailer Principal, Sales, Parts and Service Managers

******* Retailer Announcement *******

This communication is to provide retailers with updated warranty coverage for tilt/telescopic steering motors and to request parts returns for steering shaft kits.

******* Warranty Coverage Update *******

Retailers have been unable to complete campaign repairs on vehicles with non-operational tilt/telescopic steering motors. Affected clients were required to restore the vehicle to a repairable state at their own expense. In order to provide a better client experience, Infiniti has added new warranty coverage to this campaign to cover this repair.

EX:

Part Number	Description	Op Code	FRT	QTY
D8812-1BA1D	Replace EX Steering Column Shaft Kit	R15010	1.4 hrs.	1 required
D8990-1BA1D*	Replace Tilt & Telescopic Motor Kit & EX Steering Column Shaft Kit	R15013	1.7 hrs.	1 of each part required
D8812-1BA1D				

FX:

Part Number	Description	Op Code	FRT	QTY
D8812-1CA1D	Replace FX Steering Column Shaft Kit	R15011	1.5 hrs.	1 required
D8990-1BA1D*	Replace Tilt & Telescopic Motor Kit & FX Steering Column Shaft Kit	R15014	1.8 hrs.	1 of each part required
D8812-1CA1D				

* The tilt/telescopic motor kits are currently on backorder. **Infiniti expects to have parts available in mid- June and will begin filling backorders as parts become available.**

Note: As previously communicated, the rental provision on this campaign has now expired since parts are no longer on restriction. Retailers should contact the warranty claims call center (1-800-933-3712, Option 7) for claims assistance should they have a situation that requires a client to be in a rental due to part availability.

Clients who have already paid for telescopic motor repairs, associated with Campaign ID R1501, may contact Infiniti Consumer Affairs for reimbursement consideration (1-800-662-6200).

******* Parts Return Request *******

Infiniti's D2D tool is currently off line due to a programming issue. Our IS support is working to correct this issue and will bring the system back on line once the problem has been resolved. All open shipments will be processed as normal, but retailers will not be able to see any new D2D offers until the system is working properly.

In order to provide parts to retailers with critical needs, Infiniti is requesting retailers with a parts surplus to return parts to facing PDCs (using "I" code). This return will not impact a retailer's parts allocation credit. **Parts return must be initiated by May 19th, 2015.**

A current retailer parts inventory list as well as an estimate of affected client count has been provided with this announcement. Client counts were determined by aligning affected VINs with retailer assigned client base. Retailers can use these lists as a parts inventory guide.

******* Retailer Communication *******

Beginning May 6th, 2015, retailers can find a copy of this announcement on NNA.net.com under My Documents in three locations:

- Parts>Campaigns>
- Sales>Campaigns>
- Service>Campaigns>
 - **R1501**