



After-sales Retailer Support

2008 EX & 2009 FX

Steering Column Upper Bearing Parts Update

Reference: R1501

Date: February 11, 2015

Attention: Retailer Principal, Sales, Parts and Service Managers

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

On February 6th, Infiniti sent out a communication to let retailers know that repair procedure **ITB15-008** has been developed and that parts were available via parts order form. Retailers were advised that an automatic parts shipment would be the topic of a future announcement.

The subject of this communication is to provide an update to the automatic parts shipment previously mentioned.

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

1. Verify if vehicles currently in retailer inventory are affected by this recall campaign using Service Comm I.D. **R1501**.
2. Order parts as necessary using the order form available on www.NNAnet.com.
 - An automatic parts shipment of EX parts (D8812-1BA1D) has been sent to retailers and should arrive by Friday, February 13th, 2015.
 - FX parts are only available via order form at this time.
 - If a client does not want to drive their vehicle, rental will be available under the campaign for affected vehicles until the parts restriction has been released.
3. Complete the recall campaign using bulletin **ITB15-008**.

******* Parts Information *******

An automatic parts shipment of EX parts has been sent to retailers and should arrive at retailers by February 13th. Retailers are advised to use the parts order form to order any additional parts required. Another announcement will be sent once the parts restriction has been removed. At that time, the previously announced rental provision will expire.

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

Beginning February 11th, 2015, retailers can find a copy of this announcement on NNAnet.com under My Documents in three locations:

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