



# After-sales Retailer Support

## 2008 EX & 2009 FX

### Steering Column Upper Bearing Parts & Repair Update

Reference: R1501

Date: February 6, 2015

Attention: Retailer Principal, Sales, Parts and Service Managers

**\*\*\*\*\* Retailer Announcement \*\*\*\*\***

On January 29<sup>th</sup>, Infiniti sent out a **STOP SALE** announcement to communicate a voluntary safety recall campaign to replace the steering shaft on certain specific MY 2008 Infiniti EX and 2009 FX vehicles, manufactured at the Tochigi, Japan plant between June 29, 2007 through April 25, 2008.

This communication is to let retailers know that the final repair procedure **ITB15-008** is now available.

**\*\*\*\*\* 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](http://www.NNAnet.com).
  - If a client does not want to drive their vehicle, rental is available while waiting on parts as per our original announcement.

**\*\*\*\*\* Parts Information \*\*\*\*\***

To ensure adequate parts availability throughout the campaign, Infiniti has developed an automatic parts shipment plan which will be the subject of a future announcement the middle of next week. In the interim, please continue to use the parts order form as needed.

**\*\*\*\*\* Repair Instructions \*\*\*\*\***

Infiniti has developed bulletin **ITB15-008** containing instructions to perform this recall campaign. The bulletin and information above will be available on ASIST and on [www.NNAnet.com](http://www.NNAnet.com) on February 6th, 2015.

**\*\*\*\*\* Retailer Communication \*\*\*\*\***

Beginning February 6<sup>th</sup>, 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**