

SAFETY RECALL



CAMPAIGN BULLETIN

Takata Passenger Airbag Inflator Voluntary Safety Recall Campaign

Reference: R1706
Date: February 24, 2017

Attention: Retailer Principal, Sales, Parts and Service Managers

The original announcement from February 10, 2017 has been revised to include the following:

- Campaign Bulletin ITB17-011 is now available on NNAnet and ASIST
- As previously announced, R1706 supersedes campaign announcement P4235 from January 30, 2015
- Please discard earlier versions of this bulletin.

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2003-2004 Infiniti I35	~2,392	NA	February 10, 2017	YES
2006 Infiniti M35/45	~588			
2003-2005 Infiniti FX35/45	~10,063			

******* Campaign Summary *******

Infiniti is committed to the safety and security of our clients and their passengers. The vehicles listed above were recalled in 2014 to replace Takata passenger airbag inflators (Recall 15V-226; Campaign ID P4235). Infiniti has made numerous attempts to contact owners of all potentially affected vehicles, but some affected owners have not yet had their vehicle remedied.

Infiniti is continuing to attempt to contact affected owners to remind them of the recall on their vehicle and encourage them to bring it to a retailer so it can be remedied. New remedy parts are available and Infiniti created new campaign ID R1706 to correspond to the new part change.

Vehicles that were previously remedied under the original recall (Recall 15V-226; Campaign ID P4235) do not require any additional action at this time. Infiniti will notify those owners should additional action be necessary.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. R1706.
2. Retailers should not sell, lease, trade, rent or loan any vehicles in retailer inventory affected by this recall campaign until after the vehicle has been repaired.
3. Retailers should use the attached procedure to remedy any vehicles subject to this campaign.
NOTE: Should damage to the instrument panel occur during repair on an M35/45 sedan, order the appropriate instrument panel and replace.

CM I.D.	DESCRIPTION	OP CODE	FRT
R1706	If Dash pad replacement required 2006 (M35/M45) (Y50)	R17065	0.1 hrs.

- As a best practice, retailers should take high quality pictures of the instrument panel before and after performing the campaign to capture the entire instrument panel from side to side (minimum of 4 pictures moving left to right is recommended).
- **Short-term rental** is available while parts are on order. Expense code noted below can be claimed with the campaign repair:

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Short-term Rental Expense	\$180 (Max)
Contact the Warranty claims call center 1-800-933-3712 Option 7, if additional expense is required.		

4. Once repaired, retailers should submit the claim, using the claims coding provided, and release the vehicle.

******* Release Schedule *******

Parts	<ul style="list-style-type: none"> • Parts are currently restricted and can be ordered on DCS using an SVC order type. Refer to IPSB/16-384 for DCS SVC ordering instructions. <ul style="list-style-type: none"> ○ Inflators: <ul style="list-style-type: none"> ▪ 2003-05 FX, 2003-04 I35, and 2006 M: K8561-7999B ○ Harnesses: <ul style="list-style-type: none"> ▪ 2003-04 I35: B4167-2Y00A ▪ 2003-05 FX: B4A67-CG00A ▪ 2006 M: B4A67-EH50C
Special Tools	<ul style="list-style-type: none"> • J-52352 USB Bar Code Scanner is required <ul style="list-style-type: none"> ○ This required tool was shipped, at no cost to retailers, the week of December 7, 2016 • J-51315-KIT Airbag module support • Order additional tools as necessary from TechMate @ 1-800-662-2001
Repair	<ul style="list-style-type: none"> • ITB17-011
Owner Notification	Infiniti began notifying owners of all potentially affected 2003-05 FX, 2003-04 I35, and 2006 M35/45 vehicles in July, 2014 via U.S. Mail. Infiniti will continue to notify owners of potentially affected 2003-05 FX, 2003-04 I35, and 2006 M35/45 vehicles via U.S. Mail.

******* Retailer Responsibility *******

It is the retailer's responsibility to check Service Comm using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary safety recall campaign which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in retailer inventory. If a VIN subject to this recall campaign was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

Frequently Asked Questions (FAQ):

Q: Is this a safety recall campaign?

A. Yes.

Q: How do I know if my vehicle has a problem with the front passenger airbag inflator?

A. If your vehicle is subject to this campaign you will receive an Owner Notification letter from Infiniti. If you'd like, I can check your vehicle identification number (VIN) right now to see if your vehicle is affected by a different recall.

Q: What is the problem?

A. Takata has determined that a defect related to motor vehicle safety may arise in some of the subject ammonium nitrate inflators due to propellant degradation occurring after prolonged exposure to high absolute humidity, high temperatures and high temperature cycling. Activation of a non-desiccated ammonium nitrate inflator with degraded propellant may result in an inflator rupture. An inflator rupture may cause metal fragments to pass through the air bag and into the vehicle interior at high speed, which may result in injury or death to vehicle occupants.

Q: Have all affected owners already been notified?

A. Infiniti began notifying owners of all potentially affected 2003-05 FX, 2003-04 I35, and 2006 M35/45 vehicles in **July, 2014** via U.S. Mail. Infiniti will continue to notify owners of potentially affected 2003-05 FX, 2003-04 I35, and 2006 M35/45 vehicles via U.S. Mail.

Q: I have not received a letter but want to make sure my vehicle is not affected.

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is included in this recall.

Q: Is it safe to drive my vehicle?

A. Infiniti strongly recommends that if your vehicle is confirmed to be affected, you have this safety recall repair performed as soon as possible. Please contact your retailer once you receive an invitation to repair letter to schedule an appointment. **In the meantime, do not allow passengers to ride in the front passenger seat.**

Q: Is there anything owners can do to avoid the risk/danger?

A. If you received a safety recall notice about the passenger front airbag, **do not allow passengers to ride in the front passenger seat.**

Q. Does my vehicle have Takata Airbag inflators?

A. Many vehicles are equipped with Takata Airbag inflators. However, only certain specific ones are affected by these recalls. **Let me check your VIN to confirm whether your vehicle is affected – if affected, it needs to be remedied as soon as parts become available.** If your vehicle is not affected, no further action is needed.

Q. Will alternate transportation be provided while the retailer is servicing the vehicle?

A. Infiniti may provide a courtesy vehicle for the client to use while their vehicle is being serviced. Courtesy vehicles are subject to availability and not guaranteed. Please check with your retailer for availability and further details.

Rental is available while parts are on order:

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$180 (Max)
Contact the Warranty claims call center 1-800-933-3712 Option 7, if additional expense is required.		

Q. Are parts available for the recall repair?

A. Yes. Parts are currently restricted and can be ordered on DCS using an SVC order type. Refer to IPSB/16-384 for DCS SVC ordering instructions.

Q. Will I have to take my vehicle back to the selling retailer to have the service performed?

A. No, any authorized Infiniti retailer can repair Infiniti vehicles.

Q. How long will the corrective action take?

A. This free service should take one to three (1-3) hours to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

Q. All these vehicles are receiving a passenger airbag inflator or module replacement. Why are there so many campaign IDs and bulletins?

A. The Takata recalls are very complex. Vehicles in each campaign are separated by various zones for the same make and model year. Infiniti must track each group of vehicles using specific campaign IDs to ensure the repair was completed correctly. Additionally, interim and final repairs must also be tracked, including which vehicles received both interim and final repairs.

There may be some minor differences from one campaign to another, so it is **very important for retailers to follow the instructions in each campaign bulletin and the assigned campaign ID for each VIN.** Retailers should not deviate from published repair directions and assume that a part referenced for one group of vehicles for a campaign population will work for another.

Q. Why do some vehicles of the same model and model year have parts available in one campaign ID and not available in another?

A. As noted above, the Takata campaign is very complex. Repairs and owner notifications are being managed by NHTSA and an independent monitor for all OEMs. Infiniti has strict requirements we must adhere to, including servicing for priority groups and recall completion deadlines under the coordinated remedy program, which is approved by NHTSA.

Q. I have other concerns, who do I talk to?

A. Please contact Consumer Affairs at the numbers below.

Region	Division	Number
United States	Infiniti North America	1-800-662-6200

Q. The media has contacted me with questions about Infiniti's recall campaigns. What should I do?

A. Please direct all media inquiries to Infiniti Corporate Communications.
Media Contacts:
Office: 615-725-1000