

SAFETY RECALL



CAMPAIGN BULLETIN

Takata Passenger Airbag Inflator Voluntary Safety Recall Campaign

Reference: R1622, R1701, R1704, R1706, R1713
Date: March 15, 2019

Attention: Retailer Principal, Sales, Parts and Service Managers

Revised March 15, 2019
Please discard earlier versions of this bulletin

The announcement from December 7, 2018 has been revised to include the following:

- The following parts are now obsolete and should be returned (see specific return instructions in this announcement):
 - K8561-7999B
 - B4A67-CG00A
- The new parts being used to replace the obsolete parts listed above are as follows:
 - Inflators:
 - 2003-05 FX: 98561-7999E
 - Module Kit-Sub:
 - 2003-05 FX: K8525-CG78D
- INFINITI has developed an automatic parts shipment to provide one (1) of each part to every retailer. Retailers with existing K8561-7999B and B4A67-CG00A inventory will receive replacement current level parts for each obsolete part currently in retailer inventory.
 - Parts shipments will begin to arrive March 14, 2019
 - Additional parts may be ordered as needed via normal process.

IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

Affected Models/Years:	Campaign ID	Affected Population:	SERVICE COMM Activation date:	Stop Sale In Effect
2005-2008 FX35/FX45	R1701	20,760	January 31, 2017	YES
2006-10 M35/45		21,723		
2003-2004 I35	R1706	~2,392	February 10, 2017	
2006 M35/M45		~588		
2003-2005 FX35/45		~10,063		
2006-2008 FX35/FX45	R1622/ R1704	35,785	December 9, 2016	
2003-2005 FX35/FX45		44,324	February 8, 2017	
2008-2010 M35/M45		~18,504	December 9, 2016	
2006-2007 M35/M45		~57,606	February 8, 2017	
2003-2004 I35		~9,797	February 8, 2017	
2003 FX35/FX45	R1713	~14,593	June 16, 2017	
2001-2003 I30/I35		~58,649		
2002-2003 QX4		~15,455		

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

INFINITI is committed to the safety and security of our clients and their passengers. As previously announced INFINITI has implemented the next phase of Takata inflator recalls on certain INFINITI model and model year vehicles to replace the front passenger airbags with **remedy parts**. 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.

Since the release of the original campaigns in 2013-15, newer remedy parts have been made available and INFINITI created new campaign IDs to allow the newest remedy parts to be used. INFINITI strongly recommends owners with vehicles NOT previously remedied under the original recall to bring their vehicle to an INFINITI retailer to be remedied at the owner's earliest opportunity.

As part of an ongoing effort to improve client recall participation, INFINITI retailers located in certain geographic areas will now have the option of engaging with AER Sales L.P. to provide mobile repair services to the affected clients. All INFINITI retailers also have the option of performing their own mobile repairs.

IMPORTANT

Vehicles previously repaired under **campaign IDs listed below** do not require any action at this time. INFINITI will contact these owners directly should any additional action be required.

- **R1303 or R1406**- 2001 I30, 2002-03 I35, 2002-03 QX4, or 2003 FX35/FX45

If a vehicle has been repaired under R1303 or R1406 and still has an active campaign in Service Comm or DBS National Service History, send an email to: campaignannouncements@nissan-usa.com with the VIN and service history details. Instructions will be provided within 1-2 business days on whether additional repairs are required.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History Open Campaign I.D.s:
 - **R1622** = Vehicles previously identified under R1618 or R1619, but no interim repair was performed
 - **R1701**
 - **R1704** = Vehicles previously identified under R1618 or R1619 and received an interim repair, but has not yet received the final repair.
 - **R1706**
 - **R1713**

Retailers must not **wholesale, sell, lease, trade, rent or loan any affected vehicles** in retailer inventory affected by this recall campaign until after the vehicle has been repaired.

2. Retailers should use the appropriate campaign repair bulletins (listed in the repair section below) to remedy any vehicles subject to one of these campaigns.
 - Retailers should inform owners of the affected vehicles about the recall campaign and communicate parts **ARE** available.

- INFINITI advises owners **not** to allow passengers to occupy the front passenger seat until the remedy is performed.
- Retailers should stock parts to be able to provide immediate remedy and avoid placing owners in a rental or loaner vehicle.
 - If parts are temporarily out of stock, rental is available while parts are on order. Use the expense code noted below with the campaign repair claim:

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.		

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

NOTE: Some vehicles may be subject to multiple campaigns (other than Takata). Retailers should make every effort to schedule clients so all campaign repairs can be performed in one service visit.

****** M Sedan Instrument Panels ******

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
R1622	If dash pad replacement is required and performed at time of inflator replacement 2006-2010 (M35/M45)	R16227	0.1 hrs.
R1701		R17014	
R1704		R17047	
R1706		R17065	

- 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).

NOTE: INFINITI previously allowed retailers to file a claim for the Takata recall repair (inflator replacement claim only), release the vehicle, and then file a second claim when the replacement instrument panel is available and replaced.

M35/45 dash pads are no longer on restriction and may be ordered via normal process if damage to the instrument panel occurred during the original repair. Retailers should now claim instrument panel replacement (if applicable) in combination with the campaign repair using the claims information shown above.

If retailers previously replaced instrument panels separately, the following claims coding was available for repairs completed on or before April 6, 2018.

CM I.D.	DESCRIPTION	OP CODE	FRT
R1622	*If dash pad replacement is required and dash pad was on backorder 2006-2010 (M35/M45) (Y50)	R1622A*	2.8 hrs.
R1701		R17015*	
R1704		R1704A*	
R1706		R17066*	

Separately submitted dash pad claims will initially suspend until the claim can be reviewed to ensure no dash claim was submitted with the initial repair claim and to verify parts were subject to backorder.

- Claims filed incorrectly will be denied.

* This claims coding **is not** an extended warranty on dash pads.

- Individual dash pad replacement should be completed within 2 months of Takata inflator replacement claim
- Original RO for inflator replacement should reference a dash pad was ordered for the vehicle at time of inflator replacement and the client needs to return when the dash pad arrives.

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

Parts	<ul style="list-style-type: none"> • The parts, listed below, are not restricted and can be ordered through the normal process: <ul style="list-style-type: none"> ○ Inflators: <ul style="list-style-type: none"> ▪ 2003-05 FX, 2006-10 M, 2001-04 I30/I35: 98561-7999E ▪ 2002-03 QX4: 98561-7998E ○ Harnesses: <ul style="list-style-type: none"> ▪ 2008-10 M: B4A67-EH50D ▪ 2002-03 QX4: B4A67-5W50D ○ Modules: <ul style="list-style-type: none"> ▪ 2006-08 FX: K8515-CL71A ○ Module Kit-Sub: <ul style="list-style-type: none"> ▪ 2006-07 M: K8515-EH19E ▪ 2001-04 I30/I35: K8525-4Y96C ▪ 2003-05 FX: K8525-CG78D
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"> • ITB16-049 - 2008-2010 M - R1622 • ITB16-050 - 2006-2008 FX35/FX45 - R1622 • ITB17-013 - 2006-2008 FX35/FX45 - R1704 • ITB17-014 - 2008-2010 M - R1704 • ITB17-021 - 2002-2003 QX4 - R1713 • ITB17-022 - 2003-2005 FX35/FX45 - R1622, R1701, R1704, R1706, & R1713 • ITB17-023 - 2006-2008 FX35/FX45 - R1701 • ITB17-024 - 2006-2007 M - R1622, R1701, R1704, & R1706 • ITB17-025 - 2008-2010 M - R1701 • ITB17-038 - 2001 I30 /2002-2004 I35 - R1622, R1704, R1706, R1713
Owner Notification	<p>INFINITI has made multiple attempts to notify owners and is continuing to notify owners subject to these recalls.</p>

******* 2003-05 FX Automatic Parts Shipment and Return Instructions *******

INFINITI is automatically shipping the new 2003-05 FX parts to retailers based on their current inventory of inflators and wiring harness for this vehicle. **Retailers do not need to order these new parts.** Additionally, each INFINITI retailer that does not currently have inventory will receive one (1) inflator and one (1) module sub kit.

- Automatic parts shipments will begin to arrive at retailers on March 15, 2019
- 2003-05 FX vehicles previously remedied with K8561-7999B inflators and B4A67-CG00A wiring harnesses **are fully remedied and do not** require additional repair.
 - Retailers should begin using the new parts immediately for all future 2003-05 FX repairs

******* I30/I35 Automatic Parts Shipment and Return Instructions *******

INFINITI automatically shipped a small quantity of the new I30/I35 parts to retailers on May 4, 2018

- The parts restriction was lifted for the I30/I35 sub module kit on May 8, 2018 and retailers may order additional supplies through a stock order as needed.
- I30/I35 vehicles previously remedied with K8561-7999B inflators and B4167-2Y00A wiring harnesses **are fully remedied and do not** require additional repair.
 - Retailers should begin using the new parts immediately for all future 2001 I30, and 2002-2004 I35 repairs

******* Summary of Obsolete Parts Previously Announced *******

OBSOLETE PARTS:

Retailers have been encouraged to return the obsolete parts listed below:

Inflators:

New (unused) inflators that are obsolete will no longer be returned to the PDC. **These obsolete parts should be placed on the pallet with the used parts and documented on your Bill Of Lading (BOL).** Parts Managers will need to coordinate credit with their PDC return coordinator.

When XPO services (1-210-250-5079) picks up your used parts and signs the your copy of the BOL, parts managers should document the quantity of used part numbers and new part numbers returned in that shipment. This BOL documentation will be required in order to receive credit for the new parts being scrapped at INFINITI's request. Credits will be issued via SAP once the required documentation is received and processed by your local PDC return coordinator.

- K85FA-7994D
- K8561-7994D
- KH5FA-7993D
- **K8561-7999B**

Harnesses:

Harnesses may be returned to the PDC via the normal process using a "G-Code".

- B4A67-EH50C
- B4167-2Y00A
- **B4A67-CG00A**

***** Sample BOL Return Documentation *****

BILL OF LADING

Shipment ID: 137002058993 Date 13 Mar 2019

Retailer information

Ship From	TK Services CIO <small>DEALER NAME & ADDRESS HERE</small>	BOL Number	137002058993	Pro Number	
		Carrier Name	CENTRAL TRANSPORT INTERNATIONAL	House BOL	
		SCAC	CTII	Master BOL	
Ship To	TK SERVICES 1199 AUGUSTIN COURT - RECALL CENTER TK3 HOWELL, MI 48843 UNITED STATES	Trailer		Commercial Inv.	57
		Seal		Freight Terms	THIRD PARTY
Bill To	TK HOLDINGS C O XPO FREIGHT AUDIT AND PAY P.O. BOX 3109 PORTLAND, OR 97208 UNITED STATES	Mode	LTL	Delivery Appointment	(NOT AVAILABLE) Amman/How, Turk
		Cust. Order	NISSAN		
		Shipping Text	INSERT PART NUMBER & QTY RETURNED HERE - INCLUDING IF PART IS NEW OR USED		

Insert:

- Part numbers returned & quantity
- Quantity of new & used for each P/N
- This should be on XPO's and Retailers copy

Stop	Loc	Address	Contact	Arrive	Depart	Shipping Unit					
1	P	<small>DEALER NAME & ADDRESS HERE</small>		13 MAR 2019 08:00	13 MAR 2019 11:00	Qty	Description	Weight	Part No.	HL	Part Cn.
						57	UN 250L SAFETY SERVICES ELECTRICALLY INITIATED, CLASS 5, FIBERGLASS BODIES	200 LB	HAD1AT	X	71.9
2	D	TK SERVICES 1199 AUGUSTIN COURT - RECALL CENTER TK3 HOWELL, MI 48843 UNITED STATES		13 MAR 2019 08:00	13 MAR 2019 08:00	Qty	Description	Weight	Part No.	HL	Part Cn.
						57	UN 250L SAFETY SERVICES ELECTRICALLY INITIATED, CLASS 5, FIBERGLASS BODIES	200 LB	HAD1AT	X	71.9
Totals						Quantity: 57	Weight: 200 LB				

I hereby declare that the contents of this consignment are fully and accurately described above by the proper shipping name and are classified, packaged, marked and labeled/diplacarded, and are in all respects in proper condition for transport according to applicable international and national governmental regulations.
Signature Brandon Hogan NMFC # 192080 Sub 2 Class 77.5

Bill of Lading Remarks

EMERGENCY CONTACT:
CHEMTREC 1-800-424-9300
CHEMTREC CONTRACT NUMBER #780061

Straight Bill of Lading - Short Form - Original - Not Negotiable

Signature Shipper _____ Signature Carrier _____

Date _____ Date _____

Print Carrier Name CENTRAL TRANSPORT INTERNATIONAL

Signature Consignee _____

Date _____

*****Mobile Repair*****

INFINITI retailers now have the option of providing mobile repair services to Takata affected clients (with the exclusion of 2006-2010 M Sedan). Retailers may now choose to offer mobile repair services via the following two methods:

1. Retailers may contract with AER Sales L.P. (third party vendor) via the 'Safety Recall Installer Pilot Program' form (included with this announcement) to provide mobile repair services on behalf of the dealership
 - AER mobile repair is available in specified locations by contacting AER: 1-214-717-3493 or via email: AngelaBosshardt@aermfg.com

AER Service Areas:

 - Texas:** Dallas/Fort Worth, Houston, Austin, and San Antonio
 - Florida:** Miami/Ft. Lauderdale, Tampa, Orlando, and Jacksonville
 - Georgia:** Atlanta
 - California:** Los Angeles
 - Within five (5) business days of each AER completed mobile replacement, AER will electronically invoice the retailer for the repair by providing a repair order and invoice, which will include information regarding materials and parts (at purchased cost from

subletting retailer), labor at retailer's approved warranty labor rate for the Nissan North America, Inc. approved Flat Rate Time, and an administrative fee of \$50.00.

- Invoices and accompanying documentation will include, but not be limited to, vehicle owner's name, address, location of repair, license plate number, mileage, affected vehicle's identification number (VIN), process control forms, digital photographs (if required), pre-repair and post-repair scan for Diagnostic Trouble Codes (DTCs) and any other information required by the retailer for warranty claim processing.
- AER will also include owner contact information for repair quality follow-up purposes (if owner agrees to provide this information to the retailer).
- Upon mobile repair completions and invoicing, AER will return all removed parts from the vehicle including, but not limited to the removed airbag inflator and original replacement part packaging to the retailer for proper disposal/warranty parts retention.
- Retailers will complete and submit all required warranty claims within five (5) business days. Warranty processing will be submitted as a 'sublet invoice' as per the guidelines of the Nissan North America, Inc. warranty system requirements. A Client signature will accompany all repairs.
- If the retailer chooses to use AER to provide mobile services for their clients, they will file an expense code along with the appropriate campaign repair op code on behalf of AER for the repair. Retailers will receive \$100 plus part cost and the retailer will profit \$50 for each mobile repair that AER completes as an administrative fee for filing the claim and disposing of the used Takata inflator parts.

EXPENSE CODE	DESCRIPTION	AMOUNT
803	AER Mobile Repair	\$100 (Max)

NOTE: 2006-10 M sedan is excluded from mobile service consideration due to repair procedures requiring removal of the instrument panel.

- Retailers can perform their own mobile repair and claim the entire \$100 sublet allowance in addition to parts and labor for the repair.
 - It is the responsibility of the Retailer to ensure that its mobile repair services for airbag replacement are fully compliant with all applicable laws and regulations for such operations in the jurisdiction where they operate.
 - If the retailer chooses to provide mobile services themselves, they must have the client sign the "Retailer Provided Mobile Service Invoice" form included with this announcement. Retailers are advised to provide a copy of this invoice to the client with their copy of the repair order and retain the signed copy along with the repair order for their records.

EXPENSE CODE	DESCRIPTION	AMOUNT
804	Retailer Mobile Repair	\$100 (Max)

NOTE: It is important for retailers to apply the correct Expense Code for AER or Retailer provided mobile service.

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

It is the retailer's responsibility to check Service Comm or DBS National Service History 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: Does this stop sale apply to previously owned vehicles?

A. INFINITI recommends retailers not sell or wholesale previously owned vehicles affected by this recall until remedied. Certain states have laws preventing the sale of previously owned vehicles with open safety recalls. Retailers should comply with all federal, state, and local laws regarding vehicle sales as they relate to open safety recalls.

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 would 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. Due to Takata (the airbag supplier) inflator quality issues, it is possible that the front passenger airbag inflator housing in the subject vehicles could deploy abnormally in the event of a crash. An inflator rupture could result in metal fragments striking and potentially seriously injuring vehicle occupants.

Q: Have all affected owners already been notified?

A. Yes. INFINITI has made multiple attempts to notify owners and is continuing to notify owners that are subject to this recall and not yet had their vehicle remedied.

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 as soon as possible to schedule an appointment. **In the meantime, do not allow passengers to ride in the front passenger seat unless the interim repair (R1618/R1619) was performed.**

Q. Will towing be provided if requested by the client?

A. Prior to authorizing towing, clients should be advised about the option of a mobile repair (if offered) as an alternative to towing.

Towing is available, upon client request, by contacting INFINITI Consumer Affairs at 1 888-810-3715. Towing arranged through this number will be billed directly to INFINITI and does not need to be included on your warranty claim submission.

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, contact your retailer as soon as possible to schedule an appointment. **In the meantime, do not allow passengers to ride in the passenger seat unless the interim repair (R1618/R1619) was performed.**

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 possible.** If your vehicle is not affected, no further action is needed at this time.

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 if parts are not in stock at the retailer. Retailers should have adequate stock of parts on hand to service scheduled appointments. Expense code noted below can be claimed with the campaign repair:

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 can be ordered as necessary through the normal process.

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 about one to three (1-3) hours to complete (varies by model), 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 did the part number change for 2003-05 FX , 2006-07 M, 2001 I30, and 2002-04 I35 sedans?

A. INFINITI is now utilizing remedy parts from an alternative inflator supplier. The part number change corresponds to new remedy parts.

Q. If 2006-07 M vehicles were repaired using the previous inflator (K8561-7999B) and harness (B4A67-EH50C) do they need to be repaired again?

A. No. The previous parts provided an equivalent final repair.

Q. If 2001 I30 or 2002-04 I35 vehicles were repaired using the previous inflator (K8561-7999B) and harness (B4167-2Y00A) do they need to be repaired again?

A. No. The previous parts provided an equivalent final repair.

Q. If 2003-05 FX vehicles were repaired using the previous inflator (K8561-7999B) and harness (B4A67-CG00A) do they need to be repaired again?

A. No. The previous parts provided an equivalent final repair.

Q. Will warranty claims already in process or claims not yet filed for previously completed repairs using K8561-7999B inflator and B4A67-EH50C harness for 2006-07 M sedan, K8561-7999B inflator and B4A67-CG00A harness for 2003-05 FX, and K8561-7999B inflator and harness B4167-2Y00A for 2001 I30 and 2002-04 I35 still be paid?

A. Yes. However, INFINITI requests that retailers begin using the new parts as soon as possible.

Q. I am a retailer and I have parts or technical questions related to vehicle condition or a notification an owner has received, whom do I talk to?

A. Please contact the INFINITI Campaigns and Recalls Team at the email below. If your question pertains to an owner communication, please include a copy of the communication (if possible) with your email.

campaignannouncements@nissan-usa.com

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

A. Please contact Consumer Affairs at the numbers below.

Region	Division	Number
United States	INFINITI North America	1-888-833-3216

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

Mobile Service Frequently Asked Questions (FAQ):

Q. Will retailers outside the AER specified locations (certain cities currently located in CA, GA, TX, and FL) be allowed to perform mobile repairs themselves?

A. Yes. Any retailer may choose to provide mobile repairs for Takata affected clients. It is the responsibility of the retailer to ensure that its mobile repair services for airbag replacement are fully compliant with all applicable laws and regulations for such operations in the jurisdiction where they operate.

Q. Does the retailer need an individually signed form for each vehicle repaired if retailer is providing mobile services for multiple affected vehicles on behalf of a business, auction, etc. at one location?

A. No. If the retailer is performing multiple mobile repairs on Takata affected vehicles on behalf of a business, auction, etc. the retailer may obtain one signed "Retailer Provided Mobile Service Invoice" and include a listing each of the VINs repaired for that specific entity. However, the retailer must attach a copy of the list to each RO submitted.

Q. How do I dispose of the used Takata parts returned to me by AER?

A. Used Takata inflator parts may be disposed of via normal process outlined in the repair bulletin for each campaign ID.

Q. Parts not listed in the campaign bulletin are damaged during the course of a mobile repair. How is this handled?

A. If using the AER method of mobile service, AER should refer these vehicles to the retailer for handling. If additional parts are required and was not attributed to technician negligence, retailers can request coverage for additional parts by contacting the warranty claims call center for direction at 1-800-933-3712 Option 7.

Q. Why are 2006-2010 M sedans excluded from mobile repair services?

A. 2006-2010 M sedans are excluded from mobile service consideration due to repair procedure requiring removal of the instrument panel.

INFINITI Authorized Safety Recall Mobile Installer Program

AER Sales L.P. is excited to announce the Safety Recall Installer Pilot Program. This program is a joint effort with Nissan North America, Inc. to assist the retailers with installing the airbag recalls on INFINITI vehicles. This partnership will not only insure the safety of more INFINITI product drivers, but will also help to build client satisfaction in the vehicles. Our services are reimbursable to retailers via a warranty claim and also comes with a few bonuses. Below is an overview of the services.

- AER will complete the recall as requested by the requesting retailer
- AER call center and installation vans will engage local targeted clients, included but not limited to; used car lots; vehicles auctions, any and all other car retailers and retail clients where AER Sales L.P. has permission of such business or owner to perform such repairs.
- AER will provide the retailer with a 15-point service walk around inspection of the vehicle where applicable.
- AER will encourage the owner to visit the retailer for future service work and recalls.
- Relay retailer provided information to owner.
- AER will provide ASE certified techs, uniforms, tools, vans and “white glove service”
- AER will provide a call center to support retailer and client inquiries.
- AER will provide all needed marketing materials.

Retailer Program Responsibilities and Support

- Agree to sign an AER sublet agreement allowing AER to perform sublet repairs for their clients.
- Within five (5) business days of each AER completed mobile replacement, AER will electronically invoice the retailer for the repair by providing a repair order and invoice, which will include information regarding materials and parts (at purchased cost from subletting retailer), labor at retailer’s approved warranty labor rate for the Nissan North America, Inc. approved Flat Rate Time, and an administrative fee of \$50.00.
 - Invoices and accompanying documentation will include, but not be limited to, vehicle owner’s name, address, location of repair, license plate number, mileage, affected vehicle’s identification number (VIN), process control forms, digital photographs (if required), pre-repair and post-repair scan for Diagnostic Trouble Codes (DTCs) and any other information required by the retailer for warranty claim processing.
 - AER will also include owner contact information for repair quality follow-up purposes (if owner agrees to provide this information to the retailer)
 - Upon mobile repair completions and invoicing, AER will return all removed parts from the vehicle including, but not limited to the removed airbag inflator and original replacement part packaging to the retailer for proper disposal/warranty parts retention.
 - Retailers will complete and submit all required warranty claims within five (5) business days. Warranty processing will be submitted as a ‘sublet invoice’ as per the guidelines

of the Nissan North America, Inc. warranty system requirements. A client signature will accompany all repairs.

- Retailers will assist AER in the coordination of mobile installation repairs including but not limited to repair procedures, client contact information, providing of additional service parts for the completion of a repair, and marketing of mobile services to their clients.
- Retailer Payment Terms, “Net 25th of statement”

Our goal is to assist retailers and vehicle owners with this recall in a timely manner. A partnership is what it will take to make this success. Thank you for your support.

This document is an agreement between INFINITI retailers and AER. By signing below, you agree to full support of the program

Retailer Code: _____

Dealership Name: _____

Retailer Contact Email: _____

Retailer Contact Phone #: _____

Retailer Warranty Labor Rate: _____

Signature: _____

Print Name: _____

Date: _____

Please email to Angela Bosshardt at AngelaBosshardt@aermfg.com

Fax# 469-208-4801

Thank you for your support,
Wes Rogers
Program Manager
214-717-3493
WesRogers@aermfg.com