

SAFETY RECALL



CAMPAIGN BULLETIN Takata Passenger Airbag Inflator Voluntary Safety Recall Campaign

Reference: R1622, R1701, R1704, R1706, R1713
Date: May 4, 2018

Attention: Retailer Principal, Sales, Parts and Service Managers

Revised May 4, 2018

Please discard previous versions of the associated campaign ID bulletins

Previously released Takata passenger side recall announcements have been consolidated:

- Campaign IDs R1622, R1701, R1704, R1706, and R1713 have been consolidated into one announcement
- There are no affected vehicles in new vehicle inventory, but retailers must remedy any affected used vehicles they trade, wholesale, or retail
- **New parts** are available for **I30/I35** vehicles and will automatically ship to retailers. Details are provided in this announcement
 - I30/I35 vehicles previously remedied with K8561-7999B inflators and B4167-2Y00A wiring harnesses are **fully remedied and do not** require additional repair.

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 air bags 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.

****** 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.Ds:
 - **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**

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.

2. 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.
3. 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.		

4. 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	

- o 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: K8561-7999B ▪ 2006-10 M, 2001-04 I30/I35: 98561-7999E ▪ 2002-03 QX4: 98561-7998E ○ Harnesses: <ul style="list-style-type: none"> ▪ 2003-05 FX: B4A67-CG00A ▪ 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
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>

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

INFINITI is automatically shipping the new I30/I35 parts to retailers based on their current inventory of the wiring harness for this vehicle. **Retailers do not need to order these new parts.**

- Automatic parts shipments will begin to arrive at retailers on May 4, 2018
- The parts restriction will be 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

******* Parts Return and Summary of Obsolete Parts Previously Announced *******

NEW OBSOLETE PART:

- B4167-2Y00A – Return to your PDC using an "I-Code" before **July 3, 2018**.
- I-Code returns will not affect your return accrual

PREVIOUSLY ANNOUNCED OBSOLETE PARTS:

Retailers are encouraged to return the obsolete parts listed below.

- B4A67-EH50C
- K85FA-7994D
- K8561-7994D
- KH5FA-7993D
- K85FA-7994D

******* 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. 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. 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. Is complimentary towing available?

A. No, as the vehicle can be driven to the retailer for remedy without a passenger occupying 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, 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.

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 inflator, harness, module kit-sub (I30/I35) and module (2006-08 FX) parts are on order. 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. I30/I35 module kit-sub parts restriction will be lifted on May 8, 2018.

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 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. 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 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. Existing supplies of K8561-7999B inflators can be used to repair other models subject to R1701, R1706, R1622/R1704, and R1713 campaigns.

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