

SAFETY RECALL



INFINITI

EMPOWER THE DRIVE

CAMPAIGN BULLETIN

Takata Passenger Airbag Inflator Voluntary Safety Recall Campaign

Reference: R1622/R1704 – Final Remedy

Date: January 12, 2018

Attention: Retailer Principal, Sales, Parts and Service Managers

UPDATE January 12, 2018
Please discard earlier versions of this bulletin.

The announcement from January 5, 2018 has been revised to include the following:

- Long-term rentals are no longer necessary because parts are available to order normally
 - Retailers must no longer offer or renew extended rental after **January 15, 2018**
 - All currently open **extended** rental claims must be submitted on or before **January 31, 2018**
- **Short-term rental is available while parts are on order; order parts at the same time rental is provided**

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2006-2008 FX35/FX45	35,785	NA	December 9, 2016	YES
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	

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

INFINITI is committed to the safety and security of our clients and their passengers. As previously announced in July 2016, INFINITI is conducting a Voluntary Safety Recall Campaign on the affected vehicles to replace passenger airbag inflators or module assembly.

At this time, the final remedy parts are available for the vehicles listed above. INFINITI began notifying affected owners that final remedy parts were available in December 2016. INFINITI concluded owner notifications in March 2017.

******* 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. **R1622 or R1704.**
 - **R1622** = Vehicles previously identified under R1618 or R1619 that did not receive an interim repair
 - **R1704** = Vehicles previously identified under R1618 or R1619 that received an interim repair, but has not yet received the final repair.
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 following campaign repair bulletins to remedy any vehicles subject to these campaigns:

- ITB17-024 - 2006-2007 M (Y50) - R1622 & R1704
- ITB16-049 - 2008-2010 M (Y50) - R1622
- ITB17-014 - 2008-2010 M (Y50) - R1704
- ITB17-022 - 2003-2005 FX35/45 (S50) - R1622 & R1704
- ITB16-050 - 2006-2008 FX35/45 (S50) - R1622
- ITB17-013 - 2006-2008 FX35/45 (S50) - R1704
- ITB17-038 - 2001 I30 (CA33)/2002-2004 I35 (CA33) - R1622 & R1704

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
R1622	If dash pad replacement is required and performed at time of inflator replacement 2006-2010 (M35/M45) (Y50)	R16227	0.1 hrs.
R1704	If dash pad replacement is required and performed at time of inflator replacement 2006-2010 (M35/M45) (Y50)	R17047	

- 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: If M35/45 dash pads are on back order, retailers may file a claim for the Takata recall repair (inflator replacement claim only) and release the vehicle. The following claims coding may be used separately once M35/45 dash pads become available and the client's dash pad has been replaced.

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.
R1704	If dash pad replacement is required and dash pad was on backorder 2006-2010 (M35/M45) (Y50)	R1704A*	

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.
- **Short-term rental** is available while inflator, harness, 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	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"> • The parts, listed below, are not restricted and can be ordered through the normal process: <ul style="list-style-type: none"> ○ Inflaters: <ul style="list-style-type: none"> ▪ 2003-05 FX and 2003-04 I35: K8561-7999B ▪ 2006-10 M: 98561-7999E ○ Harnesses: <ul style="list-style-type: none"> ▪ 2003-04 I35: B4167-2Y00A ▪ 2003-05 FX: B4A67-CG00A ▪ 2006-07 M: K8515-EH19E (Module Kit - SUB) ▪ 2008-10 M: B4A67-EH50D ○ Modules: <ul style="list-style-type: none"> ▪ 2006-08 FX: K8515-CL71A
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"> • ITB17-024 - 2006-2007 M (Y50) - R1622 & R1704 • ITB16-049 - 2008-2010 M (Y50) - R1622 • ITB17-014 - 2008-2010 M (Y50) - R1704 • ITB17-022 - 2003-2005 FX35/45 (S50) - R1622 & R1704 • ITB16-050 - 2006-2008 FX35/45 (S50) - R1622 • ITB17-013 - 2006-2008 FX35/45 (S50) - R1704 • ITB17-038 - 2001 I30 (CA33)/2002-2004 I35 (CA33) - R1622 & R1704
Owner Notification	<p>INFINITI began notifying owners of all potentially affected 2008-10 M35/45 vehicles in December 2016 via U.S. Mail. INFINITI notified owners of potentially affected 2003-08 FX, 2003-04 I35, and 2006-07 M35/45 owners in February and March 2017 via U.S. Mail.</p>

******* Parts Return Instructions *******

Retailers may return any unused B4A67-EH50C wiring harnesses for 2006-07 M sedan using a "G-Code" to their PDC by February 28, 2018 without affecting their return accrual. Parts returned after this date will use accrual allowances.

******* 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 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 began notifying owners of all potentially affected 2008-10 M35/45 vehicles in **December 2016** via U.S. Mail. INFINITI notified owners of potentially affected 2003-08 FX, 2003-04 I35, and 2006-07 M35/45 owners in **February and March 2017** 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 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 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, 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.

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 two to three (2-3) 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 is the part number changing for 2006-07 M sedan?

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 are 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 still pay?

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 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