

SAFETY RECALL



INFINITI

EMPOWER THE DRIVE

CAMPAIGN BULLETIN

Takata Passenger Airbag Inflator Voluntary Safety Recall Campaign

Reference: R1622/R1704 – Final Remedy
Date: July 20, 2017

Attention: Retailer Principal, Sales, Parts and Service Managers

UPDATE July 20, 2017

The announcement from June 16, 2017 has been revised to include the following:

- B4167-2Y00A harnesses are no longer on restriction and may be ordered via normal process
- New claims information for M Dash replacement

Please discard previous versions of the R1622 / R1704 bulletin.

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. Infiniti clients received interim recall notification letters advising them of the recall.

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 expects to conclude owner notifications in March, 2017.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm 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.

- o If the client is not already in a long term rental, **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.		

NOTE: If you already have clients in **long-term** rentals, claim the rental using the OP code below and do not file a rental claim under R1622 or R1704. Each Op code can only be claimed once per VIN, so do not submit a claim until the rental is no longer needed or 30 days has elapsed, whichever occurs first.

Retailer should not resubmit rental bills that have been reimbursed when the vehicle is remedied.

OP CODE	EXPENSE CODE	LONG-TERM RENTAL DESCRIPTION:	REQUIRED/OPTIONAL:
P63250	502	\$60.00 @ 30 days (\$1,800 Max)	Optional for 1-30 days rental
P63260		\$60.00 @ 30 days (\$1,800 Max)	Optional for 31-60 days rental
P63270		\$60.00 @ 30 days (\$1,800 Max)	Optional for 61-90 days rental
P73050		\$60.00 @ 30 days (\$1,800 Max)	Optional for 91-120 days rental
P73060		\$60.00 @ 30 days (\$1,800 Max)	Optional for 121-150 days rental
Do not use long term rental for dash pad backorders. Please see new claims coding for situations that require dash pad replacement on a separate visit from the inflator replacement.			

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"> • Retailers will need to order an inflator part and a wiring harness for each vehicle except for 2006-08 FX, which uses a passenger airbag module assembly. • The parts, listed below, are not restricted and can be ordered through the normal process: <ul style="list-style-type: none"> o Inflators: <ul style="list-style-type: none"> ▪ 2003-05 FX, 2003-04 I35, and 2006-07 M: K8561-7999B ▪ 2008-10 M: 98561-7999E o Harnesses: <ul style="list-style-type: none"> ▪ 2003-04 I35: B4167-2Y00A ▪ 2003-05 FX: B4A67-CG00A ▪ 2006-07 M: B4A67-EH50C ▪ 2008-10 M: B4A67-EH50D o 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"> o 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	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.

******* 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. 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 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 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. 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; Option 7

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