



INFINITI

VOLUNTARY RECALL CAMPAIGN

Classification: RS17-013A	Reference: ITB17-014A	Date: July 24, 2023
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VOLUNTARY SAFETY RECALL CAMPAIGN 2008 – 2010 M; FRONT PASSENGER AIR BAG INFLATOR

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard previous versions of this bulletin.

CAMPAIGN ID #: R1704
 NHTSA #: 16V-349
 APPLIED VEHICLES: 2008-2010 M (Y50)

Check Service COMM to confirm campaign eligibility.

- There are multiple bulletins with different campaign ID numbers for the front passenger air bag inflator.
- Each bulletin is applicable to specific vehicles.
- Make sure the correct bulletin (Campaign ID #) is being used.

INTRODUCTION

Infiniti is conducting a Voluntary Safety Recall Campaign on certain specific model year 2008 – 2010 M vehicles to replace the front Programmable Smokeless Passenger Inflator (PSPI). This service will be performed at no charge to clients for parts or labor.

TK Services and RXO Logistics have issued return packaging, shipping labels, documents, and directions that must be used and followed in order to properly carry out this campaign. Information on this documentation is provided in this bulletin.

IDENTIFICATION NUMBER

Infiniti has assigned identification number R1704 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

RETAILER RESPONSIBILITY

It is the retailer's responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a retailer's inventory. **Federal law requires that new vehicles in retailer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Infiniti strongly encourages retailers to correct any used vehicles in their inventory before they are retailed.

Infiniti Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. HINT: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Infiniti retailer to determine if this applies to your vehicle.

REQUIRED SPECIAL TOOLS

- Air Bag Module Support J-51315-KIT
 - New tool part number NI-51315-KIT

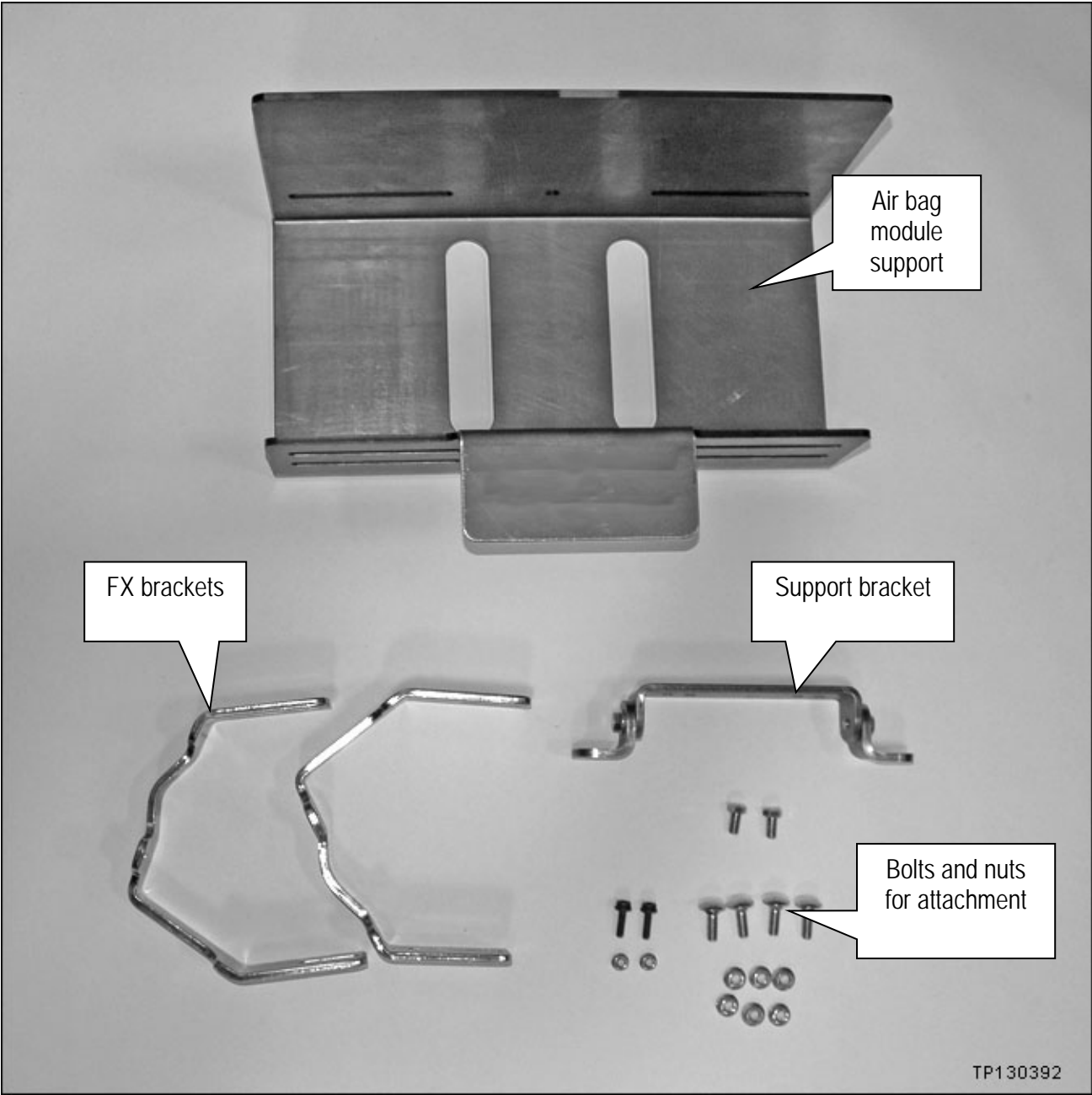


Figure A

REQUIRED SPECIAL TOOLS (continued)

Quick Scan Tool (J-52352)

- Each retailer has been previously shipped one Quick Scan Tool (J-52352).
 - New tool part number NI-52352.



Figure B

Additional tools may be purchased from Tech•Mate: www.TechMateTools.com or 1-833-397-3493.

SERVICE PROCEDURE

1. Write down the radio settings.

Presets	1	2	3	4	5	6
AM						
FM 1						
FM 2						
SAT 1						
SAT 2						
Bass	Treble		Balance		Fade	Speed Sen. Vol.

2. Turn the ignition OFF.
3. Disconnect both battery cables, negative cable first.
4. Wait at least 3 minutes.
5. Register the new inflator serial number as follows.
 - The new inflator is listed in the Parts Information.

- a. Attach the quick scan tool (J-52352) to your CONSULT PC USB port.

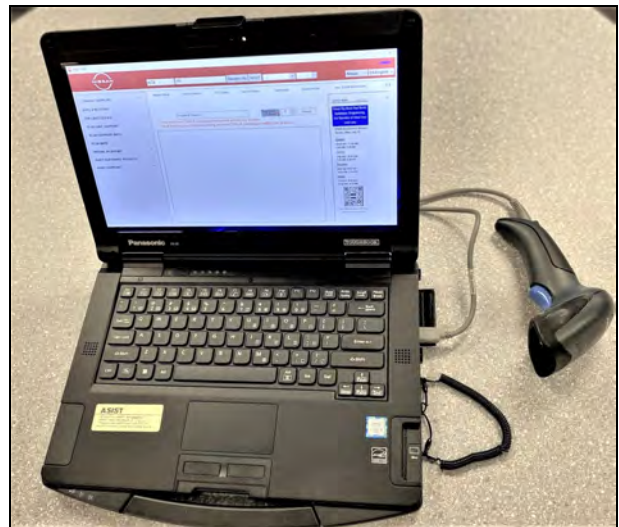


Figure 1

b. On the left side of the ASIST main menu, select **TECH SUPPORT INFO**, then **Inventory Vehicle Actions**.



Figure 2

c. Select **CLICK HERE...** next to Airbag to VIN Registration.

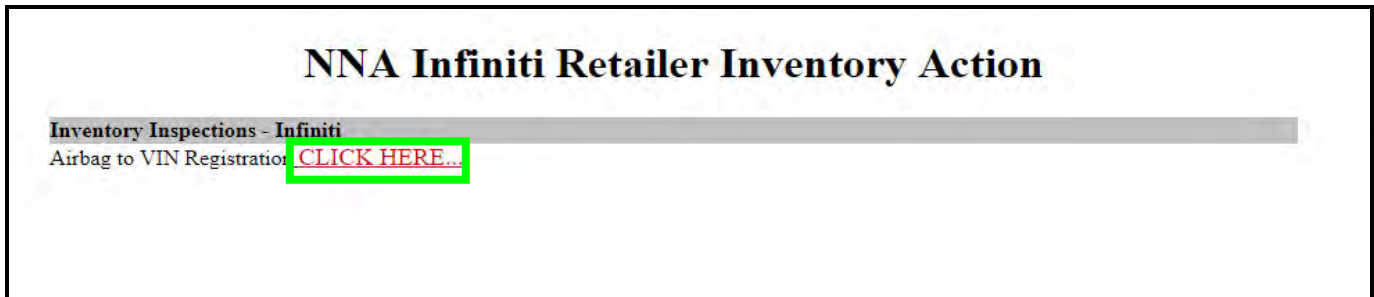


Figure 3

- e. Use the quick scan tool to scan the bar code (serial number) on the new inflator shipping box.
 - The serial number will automatically populate (see Figure 5 on previous page).

HINT: If needed, the serial number can be entered manually.



Figure 6

- f. Select **Submit** on the ASIST screen (see Figure 5 on the previous page).

6. Remove the passenger air bag module (module) from the vehicle.
 - Refer to the appropriate Electronic Service Manual (ESM) for module removal information.

IMPORTANT: Follow all cautions, warnings, and notes in the Electronic Service Manual (ESM) when working on or near a Supplemental Restraint System (SRS), such as an air bag.

CAUTION: Handle interior trim carefully to avoid damage. Work with clean hands and clean tools to avoid dirt and stains. Use protective covers as needed.

7. Set the module in a clean working area.

HINT: Do not set the module with cover facing down.

8. Securely mount the air bag module support (support) in a vise (see Figure 7).

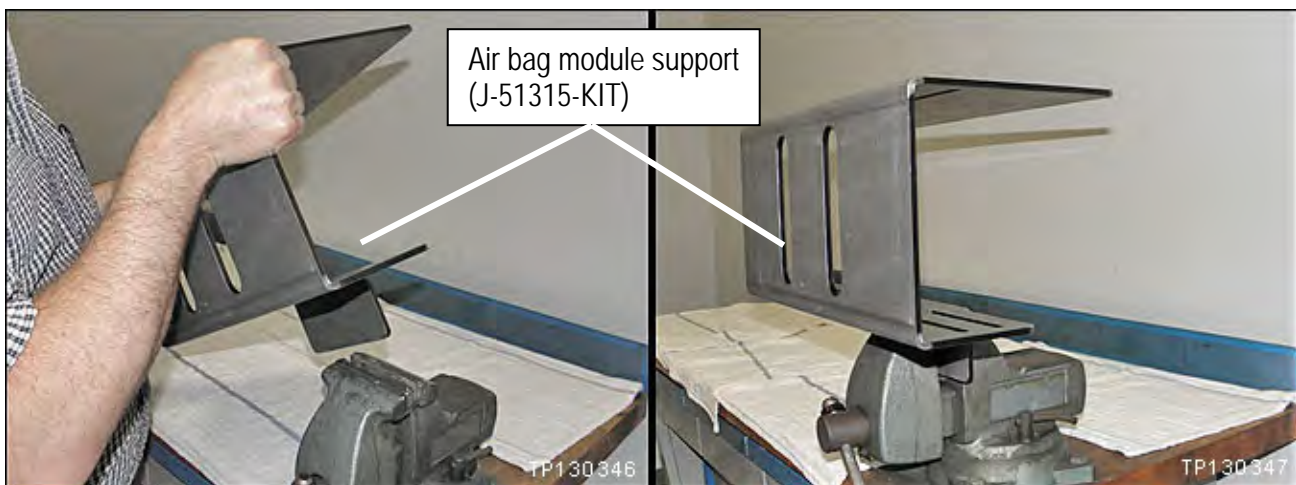


Figure 7

WARNING: Work from behind and to the sides of the support.

Remove the Inflator from the Air Bag Module Assembly

WARNING: Wear safety glasses while performing inflator replacement.

1. Unclip the harness from the harness guides.

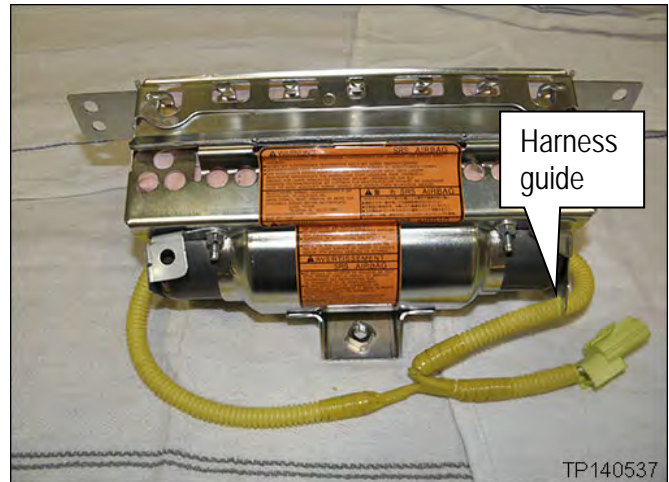


Figure 8

2. Attach the FX brackets to the support as shown.

- Make sure the convex parts of the brackets are in the UP position.
- Use bolts and nuts supplied with the support.
- Leave the bolts/nuts slightly loose to allow for positioning of the module.

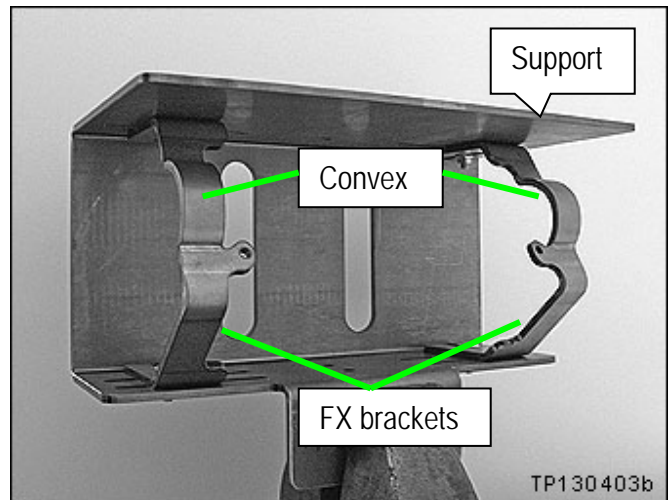


Figure 9

3. Attach the module to the FX brackets in the support as shown.

- Use bolts and nuts supplied with the support.
- Make sure the arrow on the bag is pointing down.

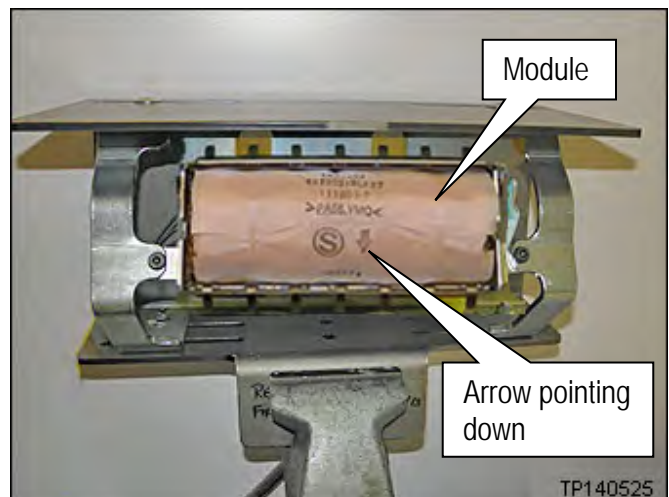


Figure 10

4. Make sure the module is centered in the support.

HINT: Centering the module in the support will allow access to the inflator securing nuts through the slots in the support.

5. Tighten all of the mounting bolts and nuts that hold the module and brackets to the support.

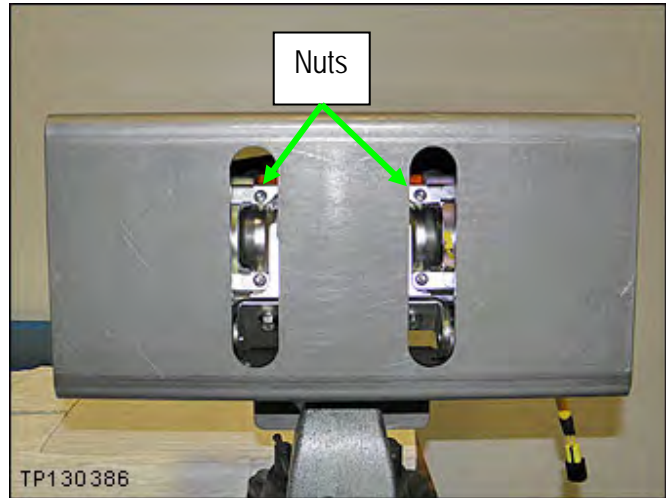


Figure 11

WARNING: Work from behind and to the sides of the support.

6. Carefully cut a few inches of the yellow corrugated harness cover in the area shown.
 - Do not cut the wires inside the corrugated cover.

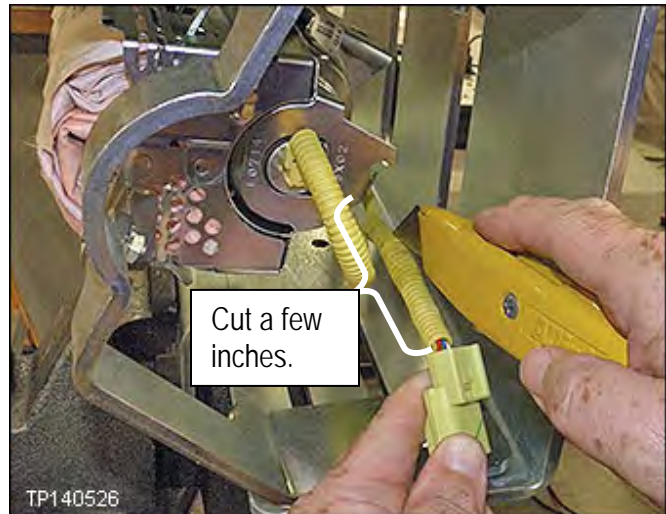


Figure 12

7. Attach 2 shorting pins to the inflator harness as shown.
 - Make sure to pair the wires from each end of the inflator.
 - Blue with White**
 - Red with Yellow**
 - Use an insulation displacement type wire connector as a shorting pin.
 - Refer to the Parts Information for additional connector/shorting pin information.

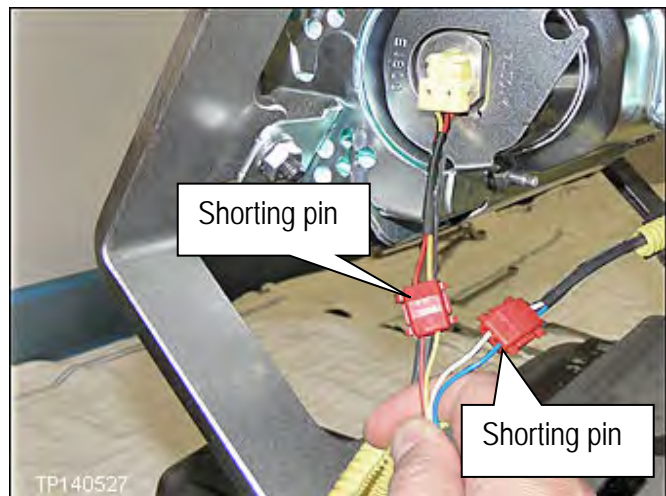


Figure 13

- Cut off the connector end of the harness.



Figure 14

- Remove the 4 nuts from the module that hold the inflator in place (see Figures 15 and 16).

- Use a ratchet and extension.



Figure 15

- Remove the 4 nuts.

HINT: These nuts will not be reused.

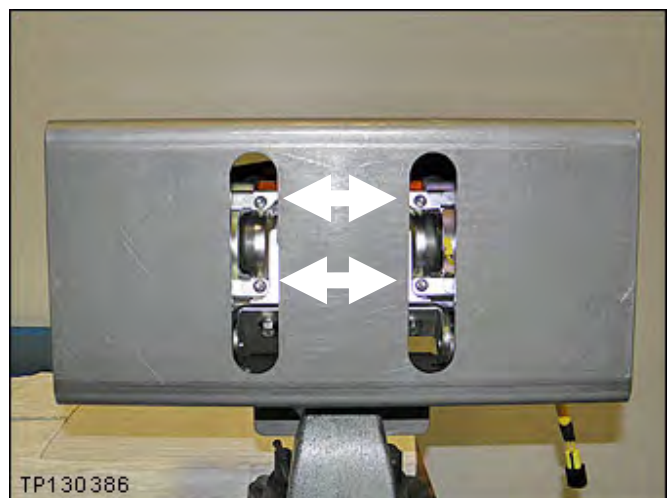


Figure 16

10. Remove the inflator stopper.

HINT: This stopper will not be reused.

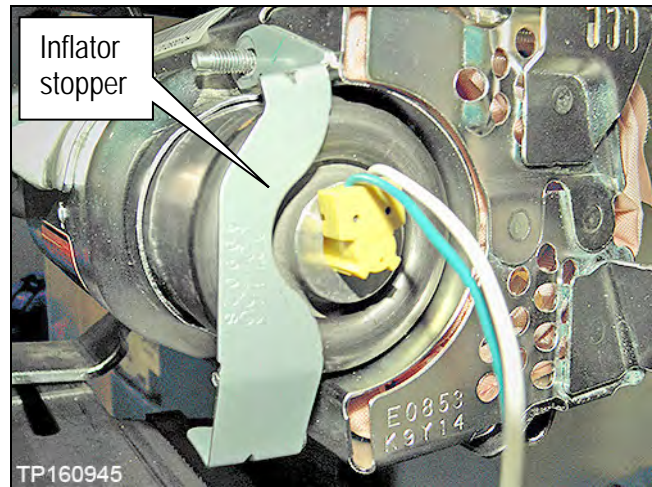


Figure 17

11. Push the left side of the inflator out of the module.

- Twist the inflator to a position that will allow the connector and harness to fit through the opening.

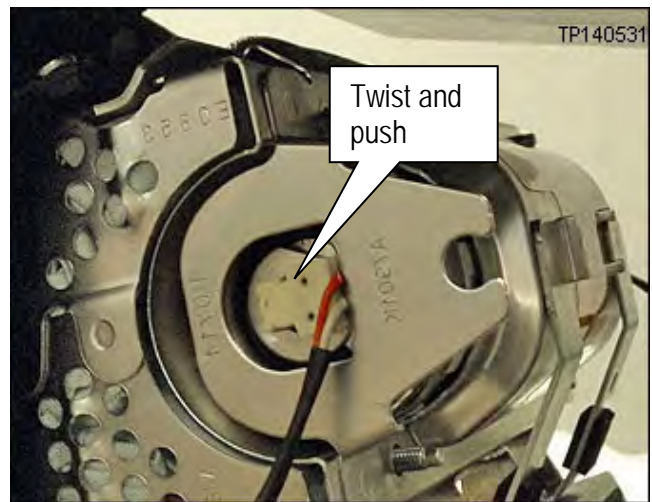


Figure 18

12. Pull the inflator completely out of the module from the right side.

13. Set the old inflator in the clean working area and make sure it does not roll and fall to the floor.

HINT:

- Follow the return instructions provided by Takata.
- Return instructions provided by Takata are attached to this bulletin on page 21.

14. Remove the module from the air bag module support and place on a clean working surface.

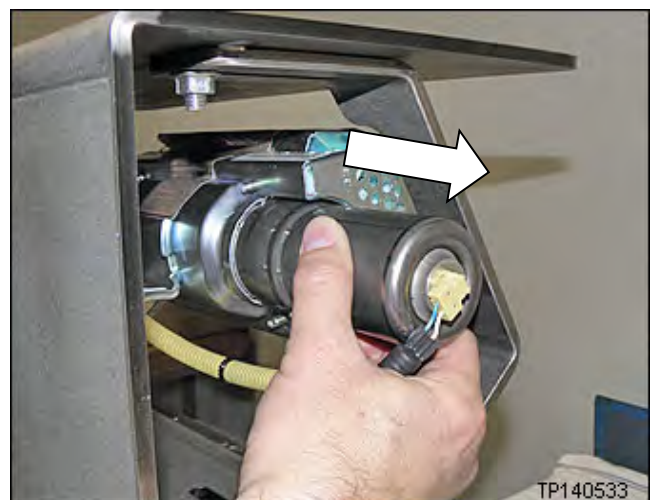


Figure 19

Remove the Inflator Stopper Bracket

1. Remove the left side inflator stopper bracket as follows:

WARNING:

- Make the following cuts using side cutters or other similar snipping tool as shown.
 - Do NOT use any type of tool that would create small debris (such as sawing or grinding). Small debris could enter the module assembly.
- a. Cut left and right vertical attachments.
 - Left side shown cut in Figure 22.

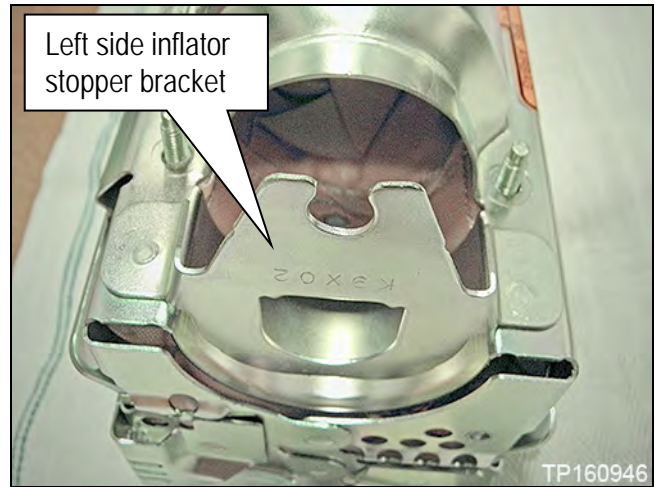


Figure 20

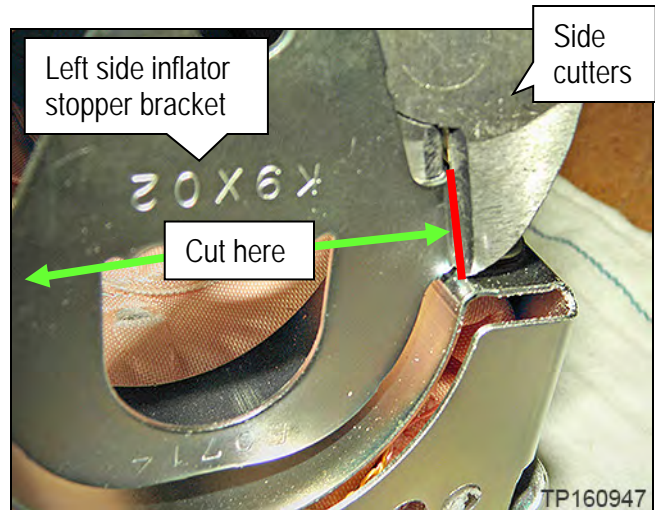


Figure 21

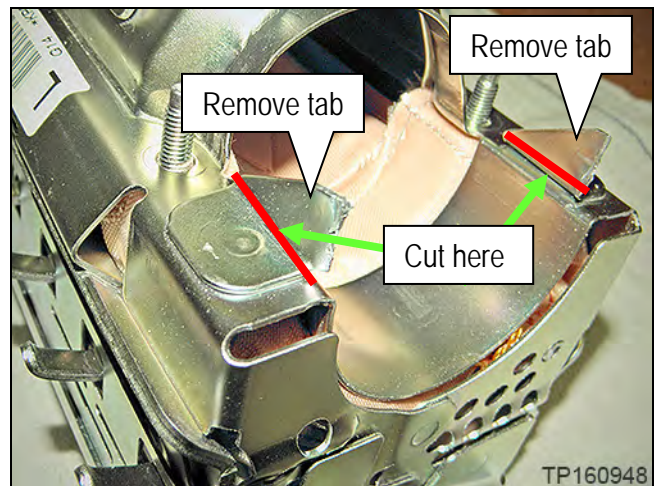


Figure 22

- c. Apply non-woven tape over the sharp edges where the cuts were made.
- Non-woven tape is supplied in the harness kit.

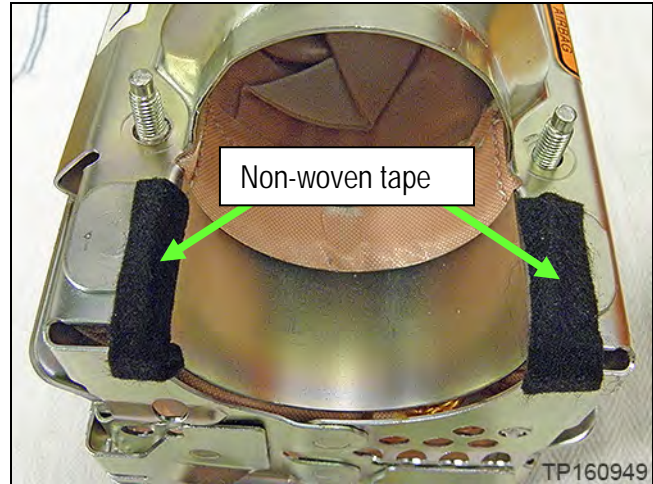


Figure 23

- d. Install the new left side inflator stopper bracket (shown in Figure 24) with new nuts finger tight.
- Make sure to use **new nuts**.
 - New nuts and stopper brackets are included in the harness kit.

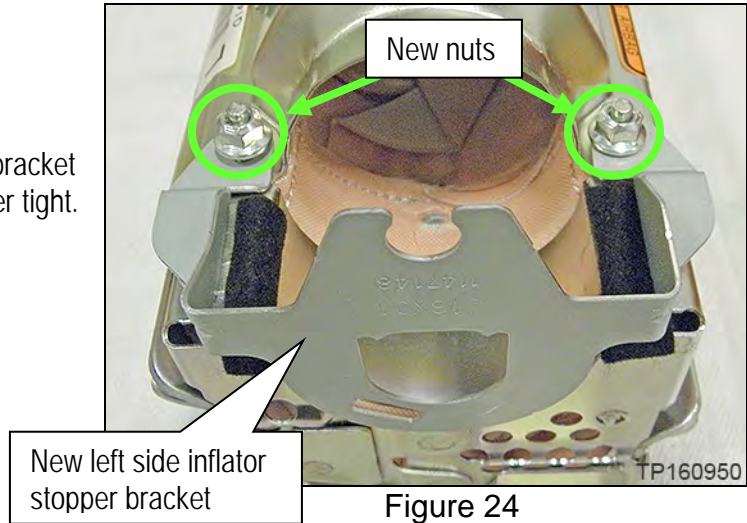


Figure 24

- e. Place the module back into the air bag module support with the arrow pointing down.

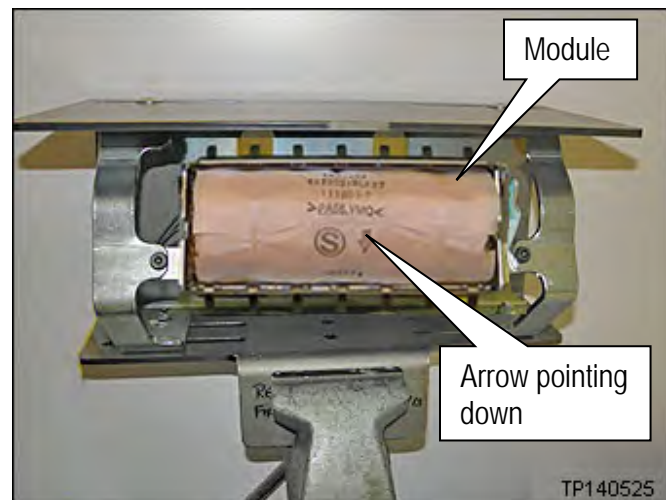


Figure 25

Reinstall Inflator into Module

1. Remove the new inflator from the box.
2. Insert the new inflator large end first, as shown in Figure 26 from the right side.

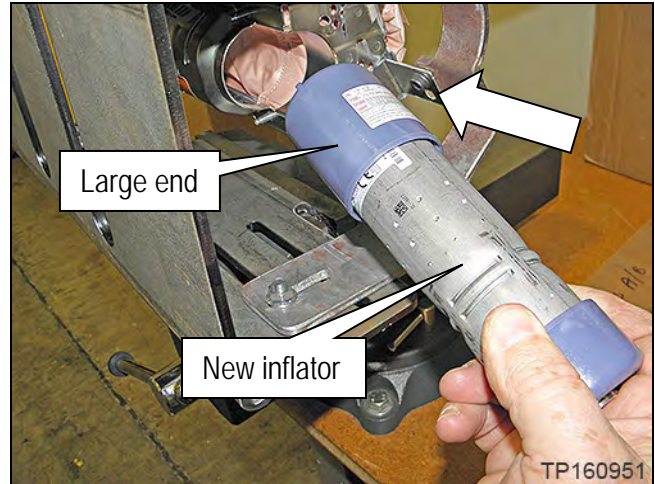


Figure 26

3. Align the inflator tab and then insert it through the hole in the left side inflator stopper bracket.

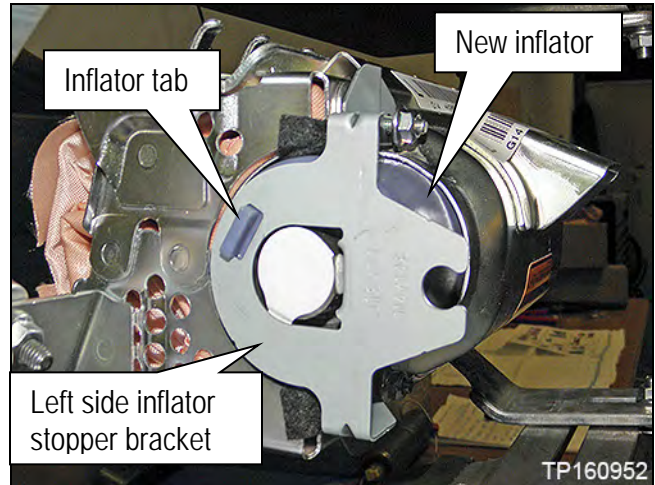


Figure 27

4. Install the new right side inflator stopper bracket (shown in Figure 28) with nuts finger tight.
 - Make sure to **use new nuts**.
 - New nuts and new stopper bracket are included in the new harness kit.

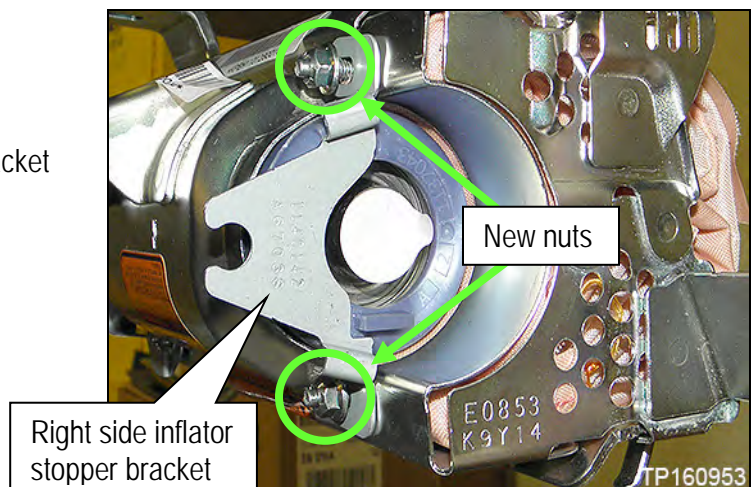


Figure 28

5. Push the new right side inflator stopper bracket against the Inflator.

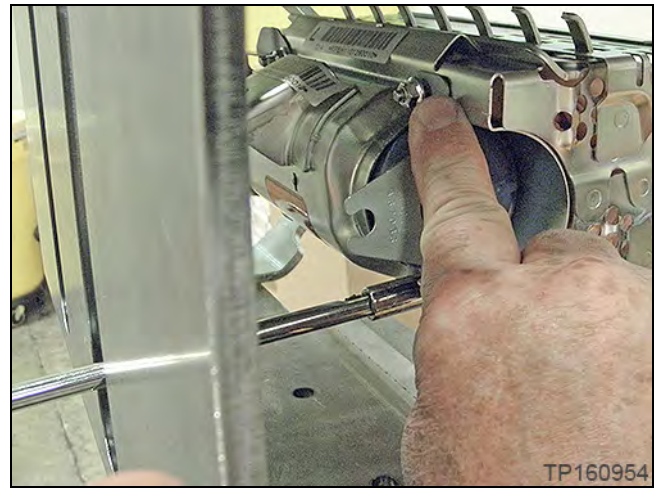


Figure 29

- Make sure the inflator is pushed all the way into its housing – no gap on the left side (see Figure 30).
- Make sure there is no gap between the inflator stopper bracket and the inflator on the right side (see Figure 30).

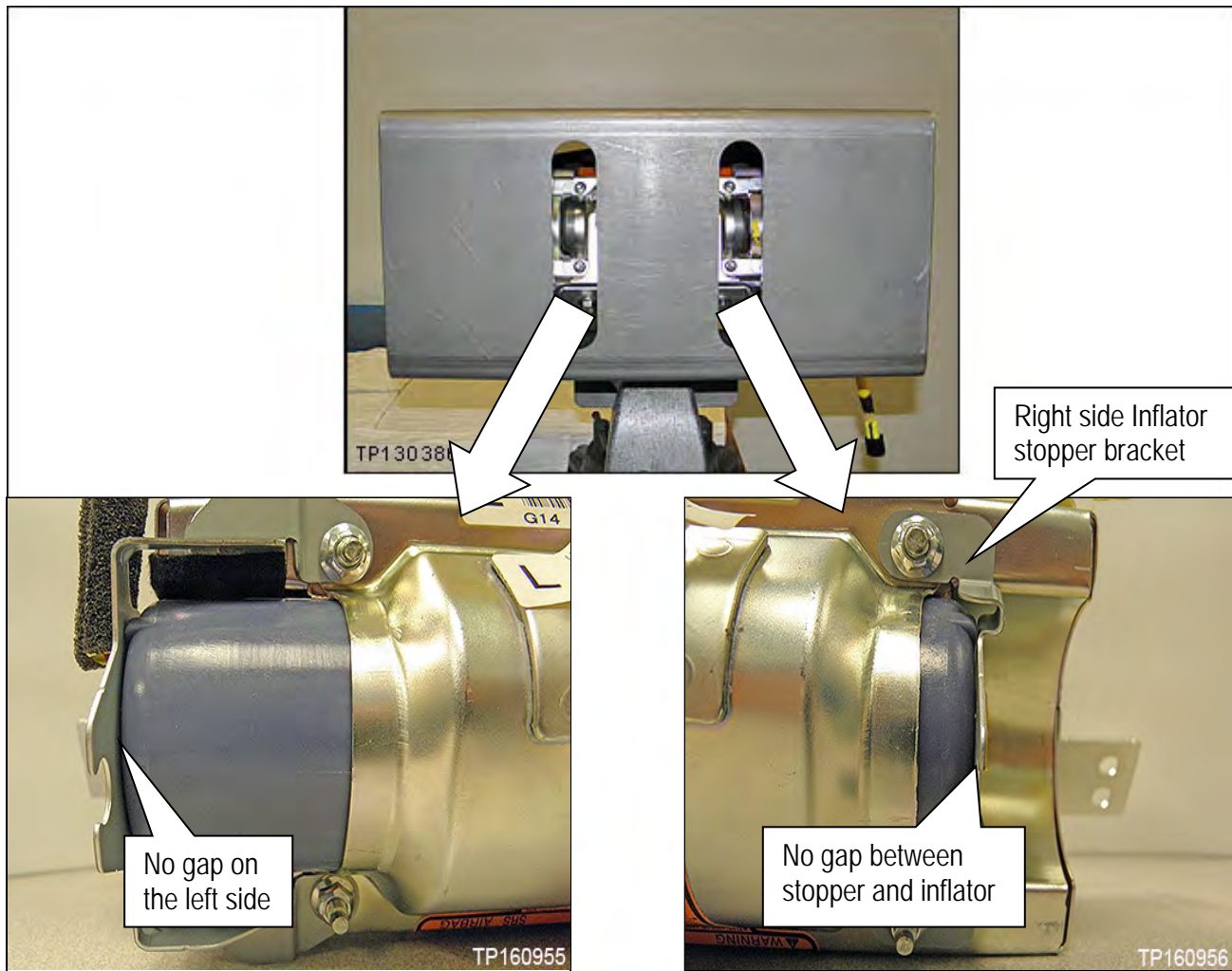


Figure 30

6. Torque the 4 inflator securing nuts.
 - Torque nuts to: 3.9 N•m (0.39 kg-m, 34 in-lb).
 - Torque in the order shown.

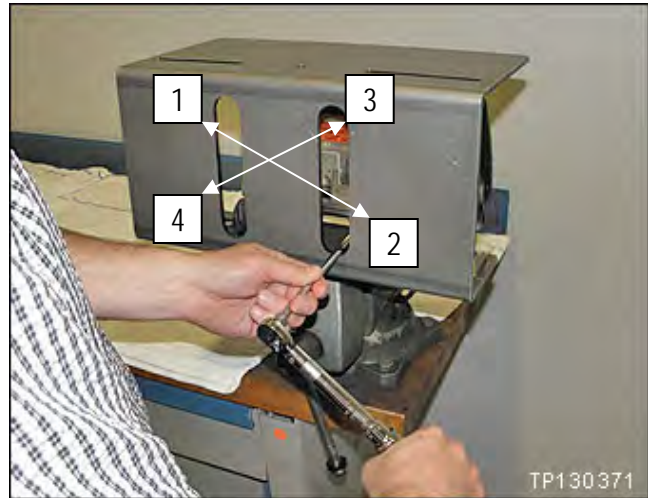


Figure 31

IMPORTANT:

- In the next step, on the next page, you will be attaching the new harness to the new inflator.
- Once the inflator connector is attached to the inflator, it cannot be disconnected.
- Make sure to attach the connectors to the correct ends of the inflator (see Figure 32 and 33).

7. Attach the new harness to each end of the inflator.
 - Remove the dust proof stickers covering the ends of the inflator.
 - Refer to Figures 32, 33, and 34.

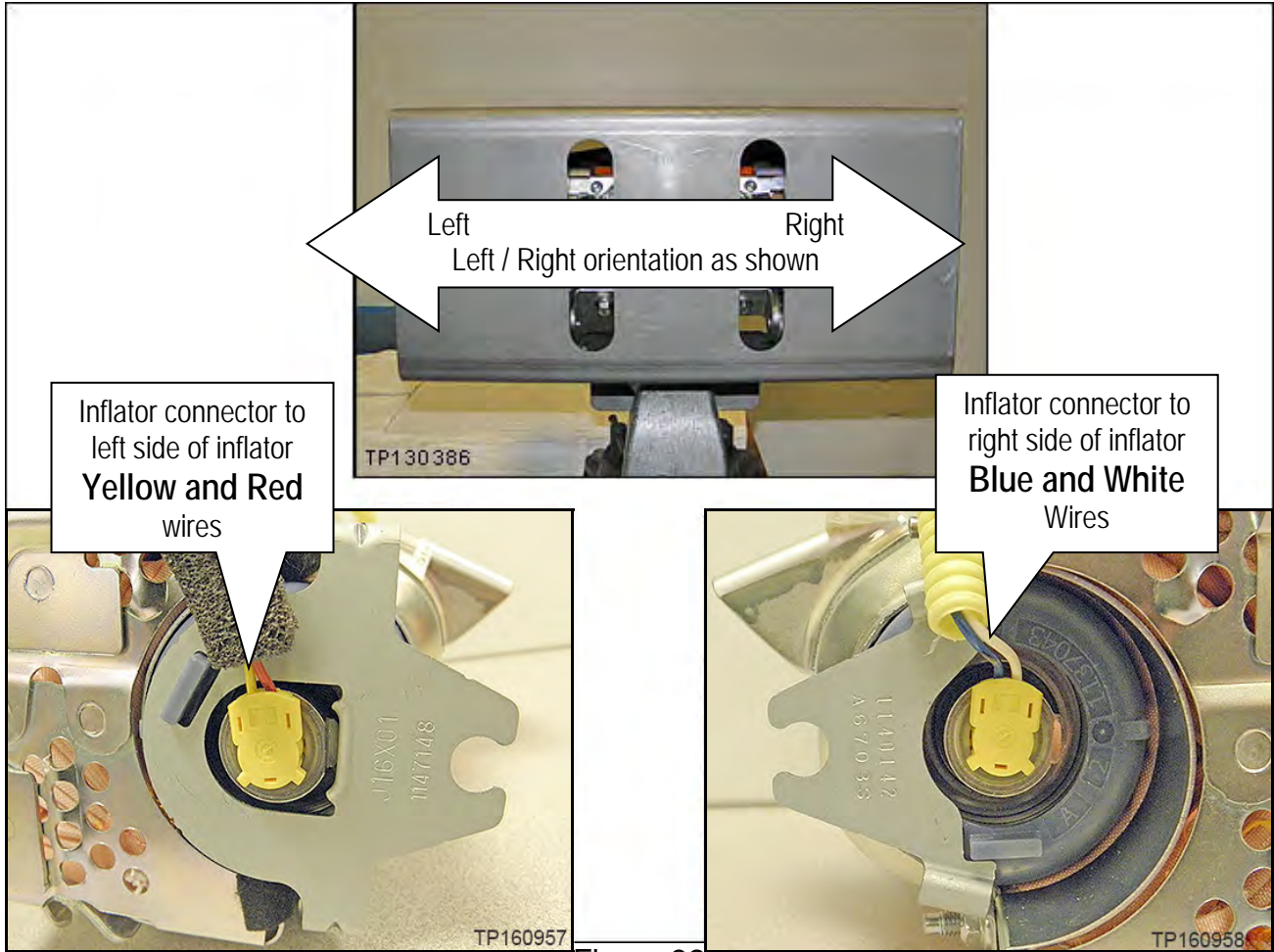


Figure 32

- Make sure the T shape at the inflator end aligns with the T shape of the connector.

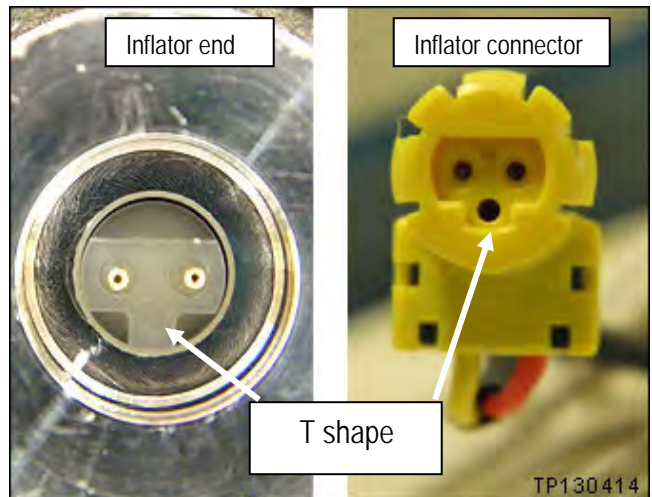


Figure 33

- Make sure harness connector is fully engaged / seated (see Figure 34).

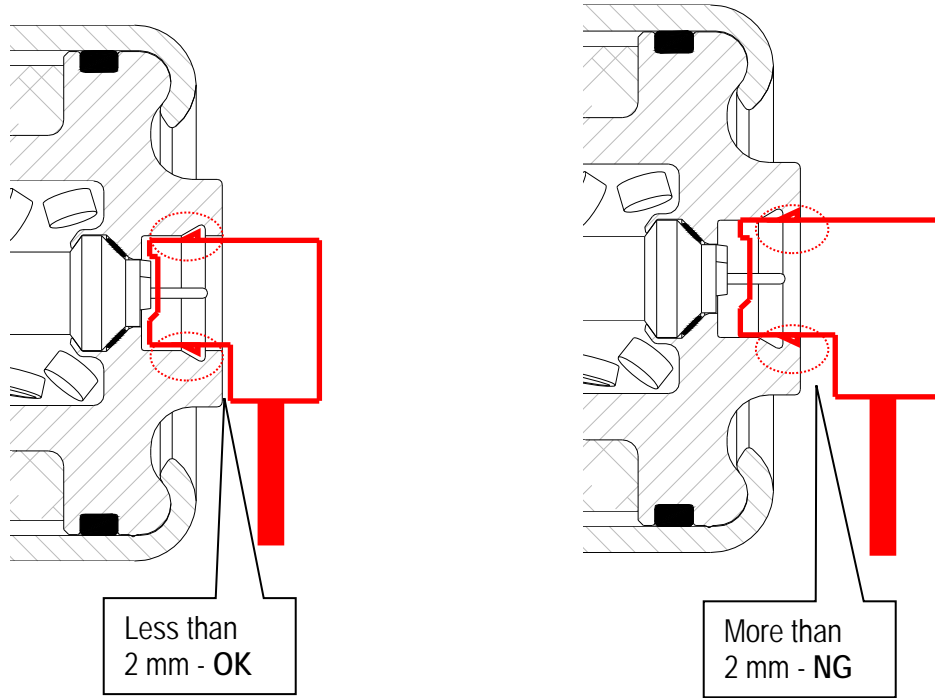


Figure 34

8. Remove the module from the support and set it on the clean working area.

9. Clip the new harness into the harness guides.

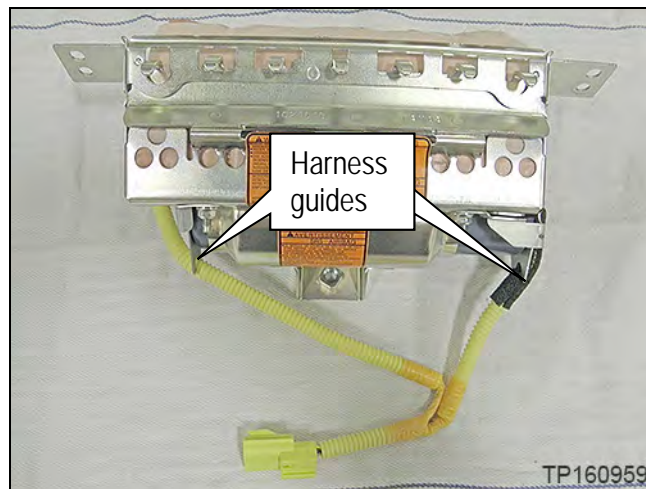


Figure 35

HINT:

- Make sure to return the removed (old / non-deployed) inflator in the box that the new inflator came in.
- Follow the return instructions provided by Takata.
- Return instructions provided by Takata are attached to this bulletin on page 21.

Reinstall Module back into Vehicle

1. Reinstall the module into the vehicle in reverse order of removal.
 - Make sure to use the new “one time use” module mounting bolts included with the harness kit.
2. Re-connect both battery cables – positive cable first.
3. Reset/reinitialize systems as needed.
 - Refer to the ESM, section **GI-General Information**, for a listing of systems that require reset/initialization after reconnecting the 12 V battery.
 - Look in the GI section index for **ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL**.
 - This list often includes items such as radio, power windows, clock, sunroof, etc.
4. Turn the ignition ON and observe the air bag warning light:
 - Light should illuminate for 7 seconds and then go out.

HINT: If the Air Bag Warning light does not operate as described above there may be an issue not covered by this campaign. Refer to ASIST and the appropriate Service Manual for additional diagnostic and repair information.

5. Return the removed (old / non-deployed) air bag inflator in the box that the new air bag inflator arrived in.
 - TK Services and RXO Logistics have provided return instructions for the recalled Takata inflators and modules at pages 20-23 of this bulletin.
 - **Reminder:** Federal Hazardous Material Regulations (HMR) govern preparation of shipments of hazardous materials and prohibit handling and preparation for shipment by any person who is not trained and certified as required by the HMR. The HMR impose specific requirements for retailers, packaging, labeling and pre-transportation functions. Violations can result in civil penalties by the Pipeline and Hazardous Materials Safety Administration. (Title 49 Code of Federal Regulations Subchapter C)

Hazardous Materials Training/Certification Responsibility

In accordance with Title 49, Code of Federal Regulations (49 CFR), Sections 172 Subpart H and 173.1(b), it is the responsibility of the dealer to ensure that every employee handling and preparing hazardous materials for shipment is properly trained/certified. Initial and recurring training can be completed by contacting one of the training companies listed below, or any other company that offers hazardous material training/certification.

SHIPMATE, INC.

Hazardous Materials Training & Consulting 780 Buckaroo Trail, Suite D Sisters, OR 97759 Website:
www.shipmate.com, Tel: 310.370.3600, Fax: 310.370.5700

DGI Training Center

West Seminar Registrations and On-Site Information 1060 El Camino Real, Suite B Redwood City, CA 94063-1645
Website: www.dgitraining.com, Tel: 650.306.8450 or 800.338.2291

Lion Technology

570 Lafayette Rd. Sparta, NJ 07871-3447 Email: info@lion.com, Tel: 888.546.6511, Fax: 973.579.6818

TAKATA AIRBAG RECALL RETURN INSTRUCTIONS




IMPORTANT: Must be performed by certified DOT HAZMAT personnel.

Takata Airbag Recall	<h2 style="margin: 0;">Inflator and Module Returns Shipping Instructions</h2> <p style="margin: 0;">Please contact scfieldaction.14305@rxo.com for documentation and to arrange pickup</p> <p style="margin: 0;">If retailers do not receive a response from an RXO logistics specialists within 48 to 72 hours, then they can utilize the escalation number, (210) 317-6436 for further assistance.</p>	06/20/2023
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1. Shipping Documents

- Pallet Label**
 - To be emailed by RXO
 - To be affixed to each Pallet
- Over-pack Label**
 - To be emailed by RXO
 - To be affixed to the outside of each pallet
- Bill of Lading**
 - To be emailed by RXO.
 - Print 2 copies: 1 for Dealer Records, 1 for Driver.
- ERG Document**
 - To be emailed by RXO.
 - To be provide by the Dealer to the Driver for each shipment

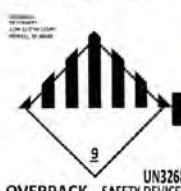

TK SERVICES
1199 AUSTIN COURT
HOWELL, MI 48843

5. Shipping Instructions – Prepare the Pallet

- Accumulate and palletize Kits
- Arrange Kits on Pallet as pictured here
 - 20 boxes per row/layer (5x4)
 - 10 rows/layers per pallet (200 boxes)
- Shrink-wrap Kits to Pallet
- Affix Over-pack Label and Pallet Label on (1) side of Pallet (Not on Top)
- If 200 boxes are not accumulated every 2 weeks, please proceed to step 6.

Note: If you receive non-uniform sized kits (Older version), Please contact RXO via the instructions in Box 6 for additional Instructions


TK SERVICES
1199 AUSTIN COURT
HOWELL, MI 48843

2. Packing Instructions


****DO NOT DEPLOY THE INFLATOR****

- Confirm box is in acceptable condition. Box should be in good condition with no visible signs of damage and should be capable of withstanding additional transportation.
- If a new box is needed, follow the New Box instructions located in section #8 of this page.
- Place the un-deployed air bag Inflator or module in the "cradle" of the box insert.

Inflator





Module



3. Closure Instructions

- Close the top box flap, per box closure instructions located on front panel of box using a 2" wide by 4" long piece of tape to securely Close the box.





6. Shipping Instructions – Schedule Pickup

- Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum
 - Contact RXO at the e-mail noted above. If 200 Kits have not been accumulated every 2 weeks, please contact RXO for direction.
 - Complete shipping template and attach to E-Mail.
- Have the following Information Available
 - Dealer #
 - Quantity of Over-packs/Pallets
 - Quantity of Driver Kits and Quantity of Passenger Kits on each Pallet
 - Email Address where shipping Documentation can be received
 - Lift gate Service Needed?

4. Shipping Instructions - Label each Box

- OEM module/inflator kit contains this 2-part label
- Peel off 'Ship-To' label
- Affix label to box. Do not cover up Class 9 Marking



7. Shipping Instructions – Ship

- Give 1 Copy of BOL and 1 Copy of ERG to Driver
- Retain 1 Copy of BOL for Dealership records and archive for at least 2 Years


8. Requesting a New Box / Shipping Labels

If a new box or replacement box shipping labels are needed, please contact a representative by email to request replacement materials.

Primary Contact:
E-Mail: scfieldaction.14305@rxo.com

To help expedite your request, please be prepared to provide the following information:

- Serial number on the original box (if replacement box is needed)
- What Type of shipping material needed
 - Replacement Box
 - Two Part Return Label
 - Bill of Lading
 - ERG Form
- Dealer Shipping Information
 - Contact Name
 - Dealer Address
 - Phone Number



NOTE: International and ALL Locations outside of the Continental United States (APAC, EMEA, Mexico, Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers) CANNOT follow above shipping instructions. Instead, dealerships in these locations MUST contact TK services /RXO USA representative directly for shipping instructions: RXO Representative .Email: scfieldaction.14305@rxo.com Continental US 48 State Dealerships, please follow steps 1-8 above.

BOOKING TEMPLATE FOR TAKATA AIRBAG RECALL RETURNS

PALLET (S) MUST BE READY BEFORE SENDING IN THE TEMPLATE. ALL FIELDS PERTAINING TO YOUR LOAD MUST BE FILLED IN AND SENT TO SCFIELDACTION.14305@RXO.COM. ESCALATION PHONE NUMBER : 210-317-6436
TEMPLATE MUST BE USED FOR ALL BOOKING REQUESTS.

Dealer Code					
Dealer Name					
Pickup Address					
City, State & Zip					
YOUR Name & Phone#(DO NOT GIVE YOUR CELL #)					
Hours available for pickup					
Email Address for BOL					
Do you need a truck with lift gate and pallet jack (YES or NO)					
SPECIAL EQPT NEEDS OR SPECIFIC CARRIER REQUEST					
	Pallet #1	Pallet #2	Pallet #3	Pallet #4	Pallet #5
Driver Side Count					
Passenger Side Count					
TOTAL	0	0	0	0	0

	Pallet #6	Pallet #7	Pallet #8	Pallet #9	Pallet #10
Driver Side Count					
Passenger Side Count					
TOTAL	0	0	0	0	0

	Pallet #11	Pallet #12	Pallet #13	total boxes
Driver Side Count				0
Passenger Side Count				0
TOTAL	0	0	0	0

TRUCK LOAD IS 14 + PALLETS	USE THIS SECTION FOR 14 PALLETS OR MORE
TOTAL PALLET COUNT	
TOTAL DRIVER COUNT	
TOTAL PASSENGER COUNT	
TOTAL WEIGHT	

PALLET (S) MUST BE READY BEFORE SENDING IN THE TEMPLATE. ALL FIELDS PERTAINING TO YOUR LOAD MUST BE FILLED IN AND SENT TO SCFIELDACTION.14305@RXO.COM ESCALATION PHONE NUMBER 210-317-6436 MIGUEL PRIGAADA

Dealer Code Dealer or Business Name

Pickup Address City, State & Zip

Physical Address (if different from pickup address) City, State & Zip

YOUR Name & Phone # Hours Available for Pickup

Days/hours pickup is not allowed (lunch hour if shut down)

Email address for BOL


Do you need a truck with lift gate and pallet jack? YES NO

Where can the driver expect to find pallet on property? Please give clear directions

Special instructions or notes that will help driver locate pallet on site

	Pallet #1	Pallet #2	Pallet #3	Pallet #4	Pallet #5	Pallet #6	Pallet #7	Pallet #8	Pallet #9	Pallet #10	Pallet #11	Pallet #12	Pallet #13	Pallet #14	Total Boxes
Driver Side Count	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Passenger Side Count	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

PARTS INFORMATION

Description	PART #	Quantity
INFLATOR-AIR BAG ASST (Passenger Air Bag Module Inflator)	98561-7999E	1
HARNESS KIT	B4A67-EH50D	1
Shorting Pin (Insulation Displacement Connector for 22-18 gauge wire) 	NAPA item # 784566 Grainger Item # 4YT50 or equivalent available from local auto supply	2

HINT:

- Make sure to return the removed (old / non-deployed) inflator in the box that the new inflator came in.
- Follow the return instructions provided on pages 20-23.

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
R1704	M - Remove and replace front passenger air bag inflator	R17042	2.8 hrs.

EXPENSE CODE

CODE	DESCRIPTION	MAXIMUM AMOUNT
041	Shorting Pin (Insulation Displacement Connector for 22-18 gauge wire)	\$0.50

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 23, 2017	ITB17-014	Original bulletin published
July 24, 2023	ITB17-014A	INTRODUCTION updated, NOTE references changed to HINT, Pages 20-23 added