

SAFETY RECALL



CAMPAIGN BULLETIN

Takata Passenger Air Bag Inflator Voluntary Safety Recall Campaign

Reference: R1701
Date: March 9, 2018

Attention: Retailer Principal, Sales, Parts and Service Managers

UPDATE March 9, 2018
Please discard earlier versions of this bulletin.

The announcement from January 12, 2018 has been revised to include the following:

- 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 may continue to claim instrument panel replacement separately until April 6, 2018. All separate repair claims for dash replacement after repair must be submitted before April 6, 2018.

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2005-2008 FX35/FX45	20,760	NA	January 31, 2017	YES
2006-2010 M35/M45	21,723			

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

INFINITI is implementing the next phase of the previously announced Takata inflator recalls on certain MY2005-2008 FX35/FX45 and MY2006-2010 M35/M45 vehicles to replace the front passenger air bag PSPI inflators.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **R1701**
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 this campaign:
 - ITB17-022 MY2003-2005 FX35/45
 - ITB17-023 MY2006-2008 FX35/45
 - ITB17-024 MY2006-2007 M35/45
 - ITB17-025 MY2008-2010 M35/45

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
R1701	If dash pad replacement required and performed at time of inflator replacement 2006-2010 (M35/M45) (Y50)	R17014	0.1 hrs.

- 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, they can use the claims coding below up until April 6, 2018. **All claims using the coding below must be submitted prior to April 6, 2018.**

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

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 **Short-term rental** is available while inflator, harness, or 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	- Parts are no longer on restriction and can be ordered through the normal process. - Inflators: 2003-05 FX K8561-7999B 2006-10 M: 98561-7999E - Harnesses: 2003-05 FX: B4A67-CG00A 2006-07 M: K8515-EH19E (Module kit – SUB) 2008-10 M: B4A67-EH50D - Modules: 2006-08 FX: K8515-CL71A
Special Tools	- J-52352 USB Bar Code Scanner is required - This required tool was shipped, at no cost to retailers, the week of December 7, 2016 - J-51315-KIT Air bag module support - Order additional tools as necessary from TechMate @ 1-800-662-2001
Repair	- ITB17-022 2003-2005 FX35/45 - ITB17-023 2006-2008 FX35/45 - ITB17-024 2006-2007 M35/45 - ITB17-025 2008-2010 M35/45
Owner Notification	Owners of affected vehicles received an invitation to repair letter in June 2017 , via U.S. Mail.

***** 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 air bag 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. Due to Takata (the air bag supplier) inflator quality issues, it is possible that the front passenger air bag 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. Owners of affected vehicles received an invitation to repair letter in **June 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 parts become available. 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 until the remedy is 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 air bag, **do not allow passengers to ride in the passenger seat until the repair is performed.**

Q: Does my vehicle have Takata air bag inflators?

A. Many vehicles are equipped with Takata air bag 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 awaiting parts?

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, or module (2006-08 FX) 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.

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 air bag 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 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