

SAFETY RECALL



INFINITI

EMPOWER THE DRIVE

CAMPAIGN BULLETIN

Takata Passenger Air Bag Inflator Voluntary Safety Recall Campaign

Reference: R1701

Date: July 20, 2017

Attention: Retailer Principal, Sales, Parts and Service Managers

UPDATE July 20, 2017

The announcement from May 23, 2017 has been revised to include the following:

- New claims information for M Dash replacement

Please discard previous versions of this bulletin.

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

Retailers should continue to follow previously published instructions for vehicles currently identified in Service Comm for a different Takata recall campaign. Repair instructions vary based on Campaign I.D.

***** 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).
- o **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
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 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 R1701. 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.			

- 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 air bag module assembly. • Parts are no longer on restriction and can be ordered through the normal process. <ul style="list-style-type: none"> ○ Inflators: <ul style="list-style-type: none"> ▪ 2003-05 FX and 2006-07 M: K8561-7999B ▪ 2008-10 M: 98561-7999E ○ Harnesses: <ul style="list-style-type: none"> ▪ 2003-05 FX: B4A67-CG00A ▪ 2006-07 M: B4A67-EH50C ▪ 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 Air bag module support • Order additional tools as necessary from TechMate @ 1-800-662-2001
Repair	<ul style="list-style-type: none"> • The following Campaign bulletins are now available: <ul style="list-style-type: none"> ○ 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	<ul style="list-style-type: none"> • Owners of affected vehicles will receive an interim notification letter in March 2017, via U.S. Mail. • Retailers may schedule clients for repairs based on available service capacity and parts supply

******* 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: Does this stop sale apply to previously owned vehicles?

A. Infiniti recommends retailers not sell previously owned vehicles affected by this recall until it can be 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 will receive an interim notification letter in **March 2017**, via U.S. Mail. Retailers may schedule clients for repairs based on available service capacity and parts supply.

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. **In the meantime, do not allow passengers to ride in the front passenger seat until the remedy is performed. If**

necessary, retailers are authorized to provide a complimentary long term rental to affected clients until parts are available.

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 parts become available.** 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 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 do some vehicles of the same model and model year have parts available in one campaign ID and not available in another?

A. As noted above, the Takata campaign is very complex. Repairs and owner notifications are being managed by NHTSA and an independent monitor for all OEMs. Infiniti has strict requirements we must adhere to, including servicing for priority groups and recall completion deadlines under the coordinated remedy program, which is approved by NHTSA.

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