

SAFETY RECALL



INFINITI

EMPOWER THE DRIVE

CAMPAIGN BULLETIN

Takata Passenger Airbag Inflator Voluntary Safety Recall Campaign

Reference: R1622, R1701, R1704, R1706, R1707, R1713, R1714

Date: February 4, 2020

Attention: Retailer Principal, Sales, Parts and Service Managers

Revised February 4, 2020
Please discard earlier versions of this bulletin

The announcement from January 16, 2020 has been revised to include the following:

- Final remedy part 2006-2008 FX Module Assembly (K8515-CL72A) is currently on restriction.
 - INFINITI sent two (2) K8515-CL72A to each retailer (which began arriving Jan. 17, 2020).
 - Retailers may place and SVC order on DBS to obtain additional parts as needed for retail clients.
 - Retailers can begin ordering via normal ordering process beginning March 2, 2020.

IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

Affected Models/Years:	Campaign ID	Affected Population:	SERVICE COMM Activation date:	Stop Sale In Effect
2005-2008 FX35/FX45	R1701	20,760	January 31, 2017	YES
2006-10 M35/45		21,723		
2003-2004 I35	R1706	~2,392	February 10, 2017	
2006 M35/M45		~588		
2003-2005 FX35/45		~10,063		
2006-2008 FX35/FX45	R1622/ R1704	35,785	December 9, 2016	
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	
2003 FX35/FX45	R1713	~14,593	June 16, 2017	
2001-2003 I30/I35		~58,649		
2002-2003 QX4		~15,455		
2003-2005 FX35/45	R1707	~4,024	January 15, 2020	
2003-2004 I35		~1,554		
2006 M35/45		~367		
2003 FX35/45	R1714	~5,826		
2001 I30		10,260		
2002-2003 I35		16,779		
2002-2003 QX4		8,236		

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

INFINITI is committed to the safety and security of our clients and their passengers. As previously announced, INFINITI has implemented the next phase of Takata inflator recalls on certain INFINITI model and model year vehicles to replace the front passenger airbags with **remedy parts**. INFINITI is continuing to attempt to contact affected owners to remind them of the recall on their vehicle and encourage them to bring it to a retailer so it can be remedied.

Since the release of the original campaigns in 2013-15, newer remedy parts have been made available and INFINITI created new campaign IDs to allow the newest remedy parts to be used. INFINITI strongly recommends clients with a vehicle that has NOT received any remedy to bring their vehicle to an INFINITI retailer to be remedied at the owner's earliest opportunity.

Owners of vehicles that have previously been repaired using Takata non-desiccated inflators under the following campaign IDs are now being asked to return to the dealership for the final countermeasure part:

- P4235
- R1303
- R1406

As part of an ongoing effort to improve client recall participation, all INFINITI retailers have the option of performing their own mobile repairs.

******* 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.s:
 - **R1622, R1701, R1704, R1706, R1707, R1713, R1714**
 - Vehicles remedied under these campaign IDs previously do not require further repair.
2. Retailers must not **wholesale, sell, lease, trade, rent or loan any affected vehicles** in retailer inventory affected by this recall campaign until after the vehicle has been repaired.
3. Retailers should use the appropriate campaign repair bulletins (listed in the repair section below) to remedy any vehicles subject to one of these campaigns.
 - Retailers should inform owners of the affected vehicles about the recall campaign and communicate parts **ARE** available.
 - If **no remedy** has been performed, INFINITI advises owners **not** to allow passengers to occupy the front passenger seat until the remedy is performed.
 - **Retailers should stock parts to be able to provide immediate remedy and avoid placing owners in a rental or loaner vehicle.**
 - **If parts are temporarily out of stock**, rental is available while parts are on order. Use the expense code noted below with the campaign repair claim:

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.		

4. Once repaired, retailers should submit the claim, using the claims coding provided, and release the vehicle.

NOTE: Some vehicles may be subject to multiple campaigns (other than Takata). Retailers should make every effort to schedule clients so all campaign repairs can be performed in one service visit.

******* M Sedan Instrument Panels *******

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)	R16227	0.1 hrs.
R1701		R17014	
R1704		R17047	
R1706		R17065	
R1707		R17075	

- 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: M35/45 dash pads may be ordered via normal process if damage to the instrument panel occurred during the original repair. Retailers should claim instrument panel replacement (if applicable) in combination with the campaign repair using the claims information shown above

******* 2003-05 FX Dash Replacement *******

If damage to the dash occurred on an 2003-05 FX35/45 vehicle during Module Kit Sub (K8525-CG78D) repair, retailers should use the new module assembly (K851E-CG88D) and order the appropriate dash for replacement. Retailers should claim dash replacement (if applicable) in combination with the campaign repair using the claims information shown below.

CM I.D.	DESCRIPTION	OP CODE	FRT
R1622	If dash pad replacement is required and vehicle's original module is available 2003-2005 (FX35/45)	R1622L	1.3 hrs.
R1701		R1701B	
R1704		R1704J	
R1706		R1706D	
R1707		R1707E	
R1713		R17138	
R1714		R17148	

- o As a best practice, retailers should take high quality pictures of the dash panel before and after performing the campaign to capture the entire dash panel from side to side (minimum of 4 pictures moving left to right is recommended).

**** Final Remedy Parts Matrix ****

Model Year	Model	FINAL Campaign Repair ID	*Final Repair Part #				Module Kit Sub (Requires Original module)	Comments
			INFLATOR	HARNESS	MODULE			
2003-2005	FX35/45	R1622 R1701 R1704 R1706 R1707 R1713 R1714	K85FA-7999B	B4AFG-CG00A	K851E-CG88D	NA	Inflator & Harness used until 1.14.20 Use module after 1.15.20	
2006-2008	FX35/45	R1622 R1701 R1704	NA	NA	K8515-CL71A (until 1.15.20) K8515-CL72A (1.15.20 -)	NA	See dates under module	
2006-2007	M35/45	R1622 R1701 R1704 R1706 R1707	98561-7999E	NA	K8515-EH54A	K8515-EH19E	Use module kit & inflator for campaign Module is equivalent for service	
2008-2010	M35/45	R1622 R1701 R1704 R1706	98561-7999E	B4A67-EH50D	K8515-EH54A	NA	Inflator & Harness required for campaign Module is equivalent for service	
2001-2004	I30/I35	R1704 R1706 R1707 R1713 R1714	98561-7999E	NA	K851E-4Y960 K851E-4Y961 K851E-5Y760	K8525-4Y96C	Use inflator & module kit for campaign Module is equivalent for service	
2002-2003	QX4	R1713 R1714	98561-7998E	B4A67-5W50D	K8515-5W59C K8515-5W59E	NA	Inflator & Harness required for campaign Module is equivalent for service	

*Please see Q&A section for additional information regarding equivalent final repair parts.

***** Release Schedule *****

<p>Parts</p>	<p>Parts are not on restriction (except K8515-CL72A) and may be ordered, as needed, via normal ordering process (see Final Remedy Parts Matrix above).</p> <ul style="list-style-type: none"> • INFINITI sent two (2) K8515-CL72A parts to every retailer (parts began arriving Jan. 17, 2020) <ul style="list-style-type: none"> ○ Retailers may place and SVC order on DBS to obtain additional parts as needed for retail clients. ○ Retailers may place orders, via normal process, beginning March 2, 2020. • INFINITI sent retailers one (1) replacement K851E-CG88D to every retailer <ul style="list-style-type: none"> ○ Parts began arriving at retailers on January 17 2020. • The parts listed below are obsolete and should be returned to your PDC using a G-code: <ul style="list-style-type: none"> <li style="margin-right: 10px;">• K8515-CL71A <li style="margin-right: 10px;">• K85FA-7999B <li style="margin-right: 10px;">• B4AFG-CG00A <li style="margin-right: 10px;">• K85FA-7994D <li style="margin-right: 10px;">• K8561-7994D <li style="margin-right: 10px;">• B4167-2Y00A <li style="margin-right: 10px;">• B4A67-EH50C <li style="margin-right: 10px;">• KH5FA-7993D <li style="margin-right: 10px;">• B4A67-CG00A <li style="margin-right: 10px;">• K8525-CG78D • K8561-7999B • NOTE: These returns will not affect a retailer's parts return accrual.
<p>Special Tools</p>	<ul style="list-style-type: none"> • Retailers received these special tools via another campaign activity <ul style="list-style-type: none"> ○ J-52352 USB Bar Code Scanner is required ○ J-51315-KIT Airbag module support • Additional tools are available via TechMate @ 1-800-662-2001
<p>Repair</p>	<ul style="list-style-type: none"> • ITB16-049 – 2008-2010 M - R1622 • ITB17-014 – 2008-2010 M - R1704 • ITB17-021 – 2002-2003 QX4 - R1713 & R1714 • ITB17-022 – 2003-2005 FX35/FX45 – R1622, R1701, R1704, R1706, R1707 R1713 & R1714 • ITB17-024 – 2006-2007 M – R1622, R1701, R1704, R1706, R1707 • ITB17-025 – 2008-2010 M – R1701 • ITB17-038 – 2001 I30 /2002-2004 I35 - R1622, R1704, R1706, R1707, R1713 & R1714 • ITB20-001 – 2006-2008 FX35/FX45 – R1622, R1701 and R1704
<p>Owner Notification</p>	<p>INFINITI will begin notifying owners with vehicles subject to R1707 and R1714 in February 2020, via U.S. Mail.</p> <p>INFINITI has made multiple attempts to notify owners subject to the other campaign IDs listed above and will continue to re-notify owners with un-remedied vehicles subject to these recalls.</p>

*****Mobile Repair*****

INFINITI retailers have the option of providing mobile repair services to Takata affected clients (with the exclusion of 2006-2010 M Sedan).

Retailers can perform their own mobile repair and claim the entire \$100 sublet allowance in addition to parts and labor for the repair.

- It is the responsibility of the Retailer to ensure that its mobile repair services for airbag replacement are fully compliant with all applicable laws and regulations for such operations in the jurisdiction where they operate.
- If the retailer chooses to provide mobile services, they must have the client sign the "Retailer Provided Mobile Service Invoice" form included with this announcement. Retailers are advised to provide a copy of this invoice to the client with their copy of the repair order and retain the signed copy along with the repair order for their records.

EXPENSE CODE	DESCRIPTION	AMOUNT
804	Retailer Mobile Repair	\$100 (Max)

NOTE: 2006-10 M sedan is excluded from mobile service consideration due to repair procedures requiring removal of the instrument panel.

It is important for retailers to apply the correct Expense Code when providing mobile service.

******* 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 strongly recommends retailers not sell previously owned vehicles affected by these recalls until remedied. Certain states have laws preventing the sale of previously owned vehicles with open safety recalls. Retailers must 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 one of these campaigns, 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. You may also search for open recall campaigns at safercar.gov.

Q. What is the problem?

A. Due to Takata (the airbag supplier) inflator quality issues, it is possible that the front passenger airbag 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. INFINITI will begin notifying owners with vehicles subject to R1707 and R1714 in **February 2020**, U.S. Mail.

INFINITI has made multiple attempts to notify owners subject to the other campaign IDs listed above and will continue efforts to re-notify owners with un-remedied vehicles subject to these recalls.

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. You may also search for open recall campaigns at safercar.gov.

Q. Is it safe to drive my vehicle?

A. INFINITI strongly urges clients to have this safety recall remedy 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 until a remedy is performed.**

Q. Will towing be provided if requested by the client?

A. Prior to authorizing towing, clients should be advised about the option of a mobile repair (if offered) as an alternative to towing.

Towing is available, upon client request, by contacting INFINITI Consumer Affairs at 1 888-810-3715. Towing arranged through this number will be billed directly to INFINITI and does not need to be included on your warranty claim submission.

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 front passenger seat until a remedy is 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 at this time.

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 if parts are not in stock at the retailer. Retailers should have adequate stock of parts on hand to service scheduled appointments. 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.

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 one to three (1-3) hours to complete (varies by model), 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 did the part number change for 2003-08 FX , 2006-07 M, 2001 I30, and 2002-04 I35 sedans?

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 provided an equivalent final repair.

Q. If 2001 I30 or 2002-04 I35 vehicles were repaired using the previous inflator (K8561-7999B) and harness (B4167-2Y00A) do they need to be repaired again?

A. No. The previous parts provided an equivalent final repair.

Q. If 2003-05 FX vehicles were repaired using the previous inflator (K8561-7999B) and harness (B4A67-CG00A) do they need to be repaired again?

A. No. The previous parts provided an equivalent final repair.

Q. If 2003-05 FX vehicles were repaired using the previous Module Kit Sub (K8525-CG78D) do they need to be repaired again?

A. No. The previous parts provided an equivalent final repair unless damage to the dash occurred as a result of the repair. In the event that damage to the dash occurred, retailers should use the new module assembly (K851E-CG88D) and order the appropriate dash for replacement. Retailers should claim dash replacement (if applicable) in combination with the campaign repair.

Q. I am a retailer and I have parts or technical questions related to vehicle condition or a notification an owner has received, whom do I talk to?

A. Please contact the INFINITI Campaigns and Recalls Team at the email below. If your question pertains to an owner communication, please include a copy of the communication (if possible) with your email.

campaignannouncements@nissan-usa.com

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

Mobile Service Frequently Asked Questions (FAQ):

- Q. Can and retailer perform mobile repairs themselves?**
- A. Yes. Any retailer may choose to provide mobile repairs for Takata affected clients. It is the responsibility of the retailer to ensure that its mobile repair services for airbag replacement are fully compliant with all applicable laws and regulations for such operations in the jurisdiction where they operate.
- Q. Does the retailer need an individually signed form for each vehicle repaired if retailer is providing mobile services for multiple affected vehicles on behalf of a business, auction, etc. at one location?**
- A. No. If the retailer is performing multiple mobile repairs on Takata affected vehicles on behalf of a business, auction, etc. the retailer may obtain one signed "Retailer Provided Mobile Service Invoice" and include a listing each of the VINs repaired for that specific entity. However, the retailer must attach a copy of the list to each RO submitted.
- Q. Parts not listed in the campaign bulletin are damaged during the course of a mobile repair. How is this handled?**
- A. If additional parts are required and was not attributed to technician negligence, retailers can request coverage for additional parts by contacting the warranty claims call center for direction at 1-800-933-3712 Option 7.
- Q. Why are 2006-2010 M sedans excluded from mobile repair services?**
- A. 2006-2010 M sedans are excluded from mobile service consideration due to repair procedure requiring removal of the instrument panel.