



VOLUNTARY RECALL CAMPAIGN

Classification: RS17-026E	Reference: ITB17-022E	Date: July 26, 2023
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VOLUNTARY SAFETY RECALL CAMPAIGN 2003-2005 FX35/45; FRONT PASSENGER AIR BAG MODULE

This bulletin has been amended. See AMENDMENT HISTORY on page 16.
Please discard previous versions of this bulletin.

CAMPAIGN ID #s: R1622, R1701, R1704, R1706, R1707, R1713, R1714

NHTSA #s: 15V-226, 15V-287, 16V-349, 17V-028

APPLIED VEHICLES: 2003-2005 FX35/45 (S50)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Infiniti is changing the repair procedure for the previously announced Voluntary Safety Recall Campaign on certain specific model year 2003-2005 FX35/45 vehicles to replace the front passenger air bag module as outlined in this revised bulletin. This service will be performed at no charge to the client 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

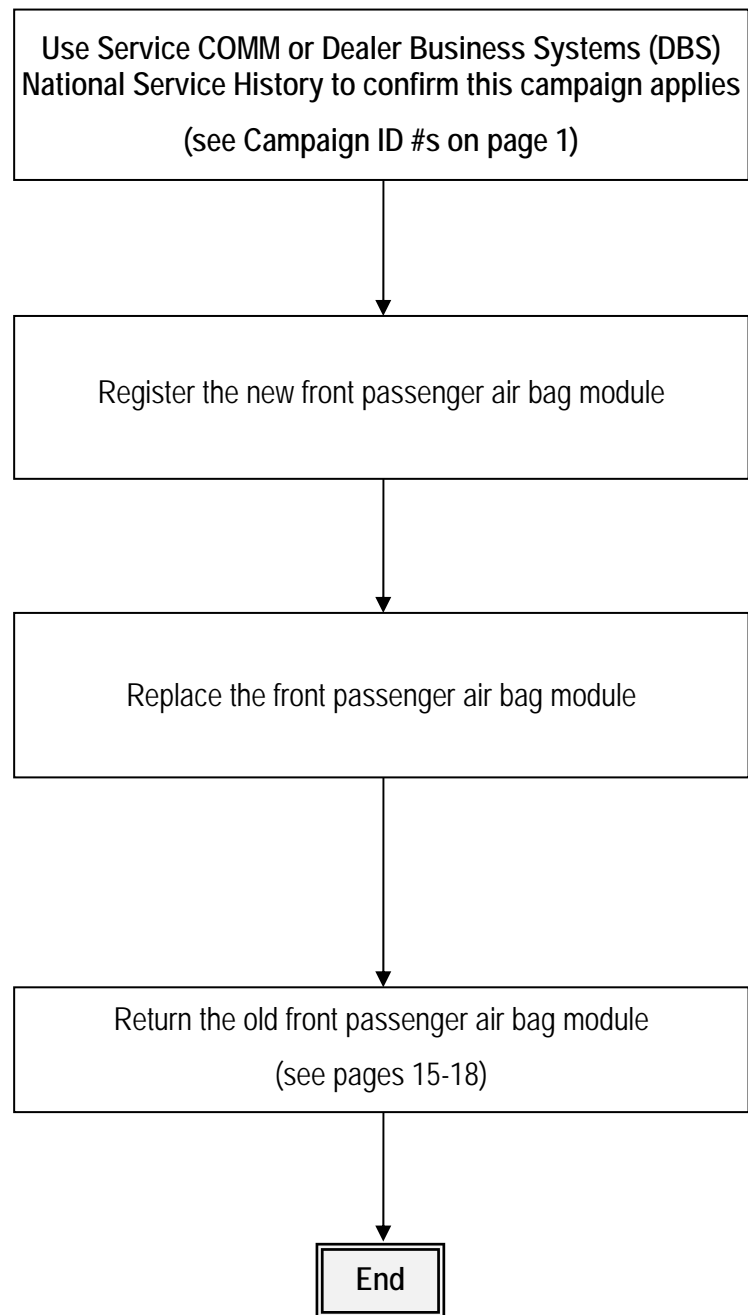
Infiniti has assigned identification numbers R1622, R1701, R1704, R1706, R1707, R1713, and R1714 to this campaign. Use Service COMM and the VIN to confirm the correct campaign ID number. The correct number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History 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 dealer's inventory. **Federal law requires that new vehicles in dealer 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 dealers 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. NOTE: 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.

REPAIR OVERVIEW



REQUIRED SPECIAL TOOL J-52352 (new part number NI-52352)

Quick Scan Tool

- One Quick Scan Tool J-52352 (new tool number NI-52352) has been previously shipped to each retailer (Figure 1).
- Additional Quick Scan Tools may be purchased from Tech•Mate: www.TechMateTools.com or 1-833-397-3493.



Figure 1

SERVICE PROCEDURE

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

NOTICE

To avoid damage to the interior trim, handle interior trim carefully and with clean hands. If not handled carefully with clean hands, damage and/or stains to these parts may occur. Use protective covers as needed.

1. Turn the ignition ON and 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. Record (write down) any other client's settings that will be lost when the battery is disconnected.
 - Refer to the ESM, section **GI-General Information**, for a listing of systems that may lose settings or memory when disconnecting the 12V battery.
 - Look in the GI section index for **ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL**.
 - This list often includes items such as audio, HVAC, power windows, clock, etc.
3. Turn the ignition OFF.
4. Disconnect both battery cables, negative cable first.
5. Wait at least three (3) minutes before continuing to step 6.

- HINT:** The new module is listed in the **PARTS INFORMATION** on page 19.

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- A Panasonic laptop is shown from a top-down perspective, open and displaying a web application. The screen shows a form with various input fields and buttons, including a prominent blue button labeled 'OK'. The laptop is black and has a keyboard with a numeric keypad. A yellow sticker with the text 'A58T' is visible on the lower left of the laptop's body. A black handheld barcode scanner is connected to the laptop via a cable, which is plugged into a port on the right side of the device. The scanner is black and blue, with a trigger button and a scanning window. The entire setup is placed on a light-colored, textured surface.

The screenshot displays the INFINITI website's support section. The top navigation bar includes the INFINITI logo and links for 'What's New', 'Service Manual', 'DTC Codes', 'Service History', 'Campaigns', 'Quality Assist', 'Rec. Recall Information', and 'Connect Portal'. A left sidebar lists various support categories: 'CONSULT SUPPORT', 'PARTS & KEYCODES', 'SPECIALTY TOOLS', 'TECH LINE SUPPORT', 'TECH SUPPORT INFO', 'TECH DATA EXTRA', 'TECH BASE', 'VIRTUAL ACADEMY', 'ASSET SOFTWARE REQUEST', and 'ASSET SUPPORT'. The main content area is titled 'TECH SUPPORT INFO' and features a search bar, a list of links (Bulletin Support Items, Warranty Requests, Inventory Vehicle Actions, Up Code Tax Review Request Form, NHTSA2.0, Preurchase Call Center Assistance Request Form, Symptom Surveys & VOP, TECH DATA EXTRA, Talk Topic, VCAT, Chat with Support, Warranty Call Center Pre Call Form), and a 'New Flashing Icon' section. A red banner at the top right says 'DO NOT UPGRADE FZ-55 Panasonic to Windows 11'. A laptop image is shown below the banner.

ITB17-022E

- c. Select **CLICK HERE...** (Air Bag to VIN Registration).

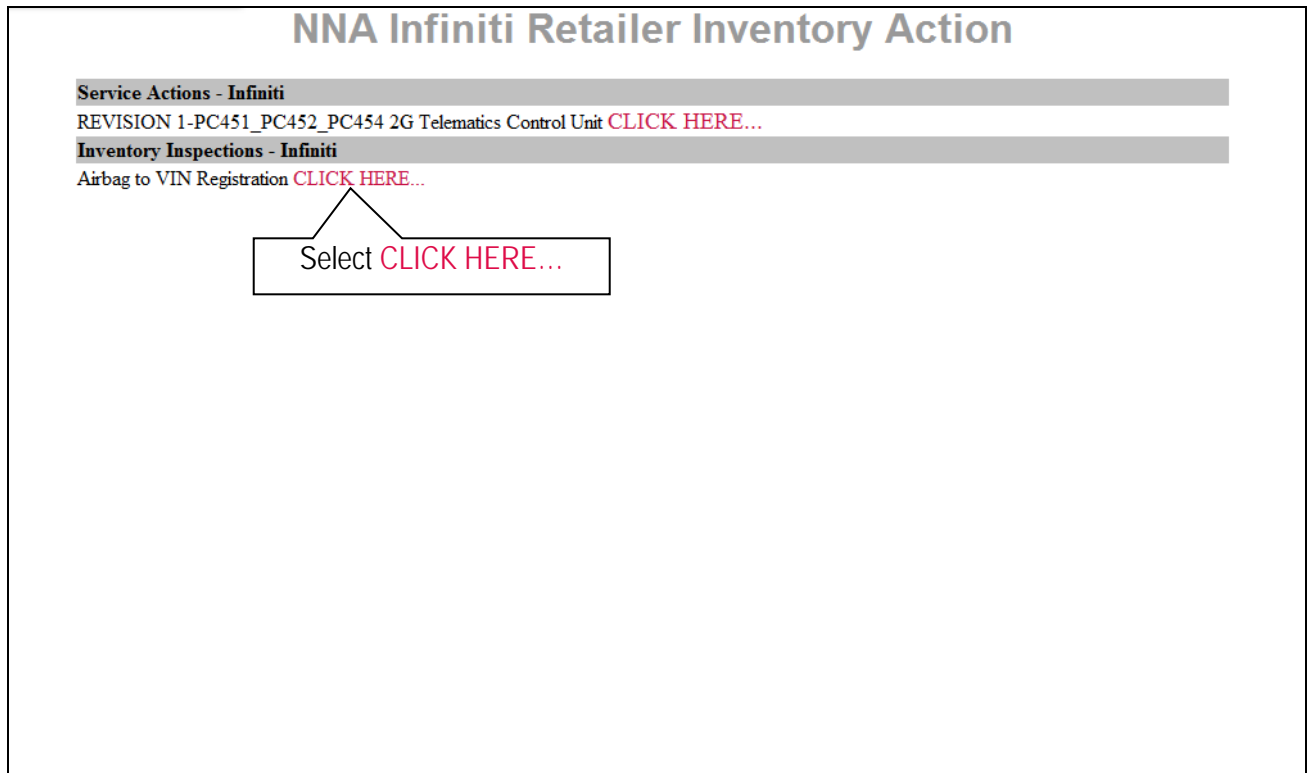


Figure 4

- d. Use the quick scan tool to scan the bar code (VIN) on the B-pillar label.

HINT:

- Make sure the VIN label is clean.
- Hold tool J-52352 about six (6) inches away from the VIN label.
- Hold down the trigger until tool J-52352 is finished scanning the VIN label.
- Some VIN labels may not scan quickly.
- The VIN (only) will populate automatically (Figure 6).
- If needed, the VIN can be entered manually.



Figure 5

Airbag to VIN Registration

Please enter/scan the VIN and Airbag Inflator Serial Number

Dealer Code	
Key Number	
VIN	JNRAS08U47XXXXXXX
Airbag Serial Number	XXXXXXXXXXXXXXXXXXXX
	Submit

Step 6 f on page 8
(Select **Submit** after
both fields are populated)

Figure 6

- e. Scan the bar code (serial number) on the new air bag module using tool J-52352.
 - The serial number will populate automatically below the VIN.
Figure 6 on page 7.



Figure 7

- If needed, the serial number can be entered manually.
- Do not use/enter asterisks.

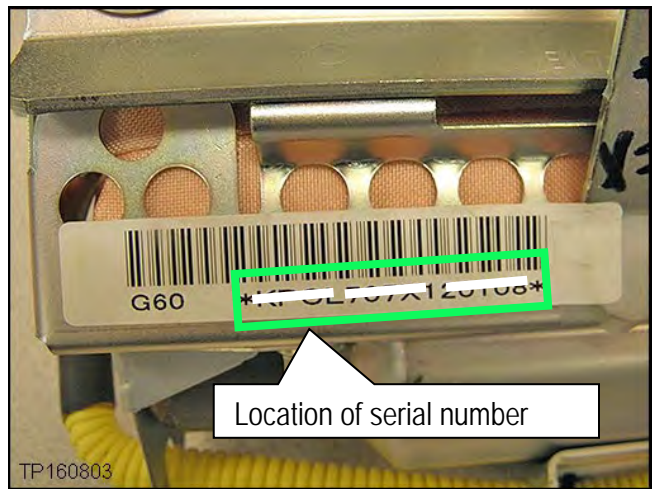


Figure 8

- f. Select **Submit** on the ASIST screen.
 - Figure 6 on page 7.

7. Replace the module with the new one that has been scanned.

- For the replacement procedure, refer to ASIST.

Select:

- a. **FX**
- b. The correct model year
- c. The **Service Manual** tab, and then
- d. **Serv. Man. Amendment** (Figure 9)
- e. On the next screen, select **SMA 2003-2008 FX; Revised Front Passenger Air Bag Module Service Procedure** near the top of the ASIST screen.

HINT: In addition to the amended service manual procedure, step 8 describes how to access the module's center fixing nut.

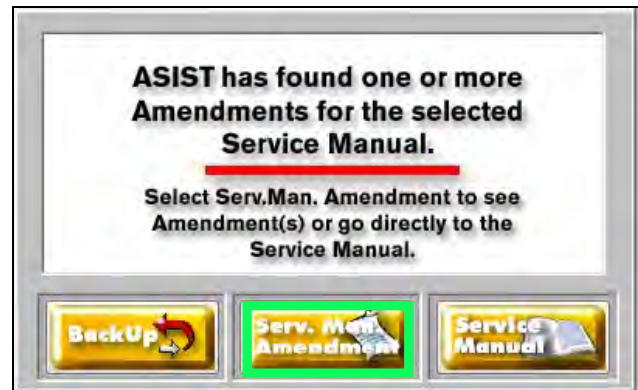


Figure 9

8. Remove the HVAC blower case.
 - a. Remove the two (2) screws from the LH side of the blower case and one (1) bolt from the RH side of the blower case (Figure 10).

HINT: The top LH blower case screw is not visible in Figure 10.

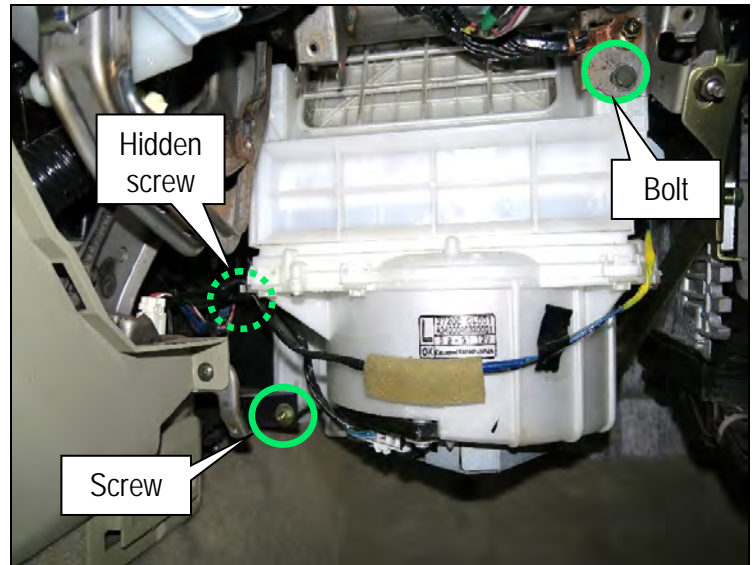


Figure 10

- b. Disconnect the blower motor harness connector and disengage the blower motor harness from the retainer (Figure 11).
 - c. Disengage the intake door motor harness from the retainers.

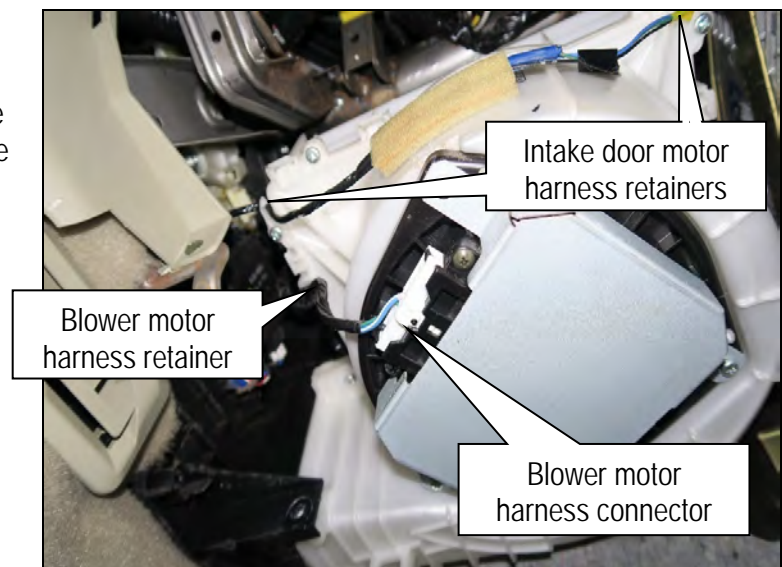


Figure 11

- d. To release the case, push the blower case toward the passenger side of the vehicle (1), then pull downward on the driver side of the blower case (2).
- e. Slightly rotate the bottom of the blower case and pull toward you, then lower the case to the front passenger floor (3).

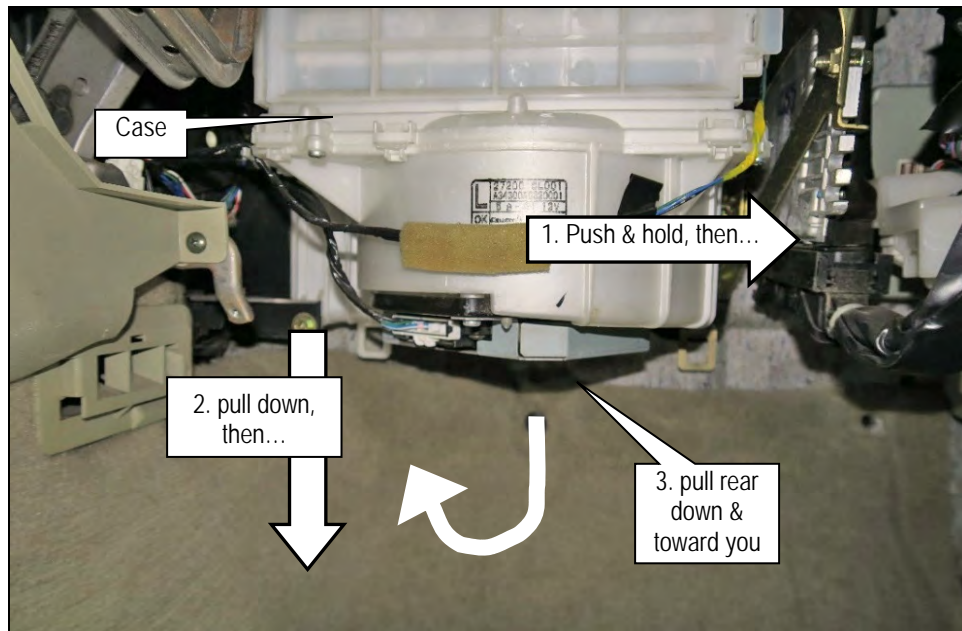


Figure 12

- f. Disconnect the intake door motor harness connector (Figure 13).
- g. Remove the blower case from the vehicle.

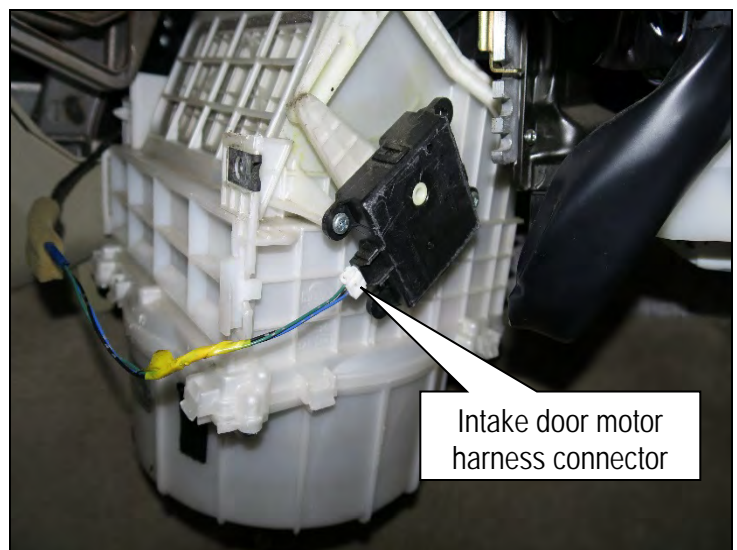


Figure 13

- The fixing nuts will **not** be reused.

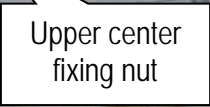


Figure 14

- Fixing nut torque: 6.0 N•m (0.61 kg-m, 53.5 in-lb).

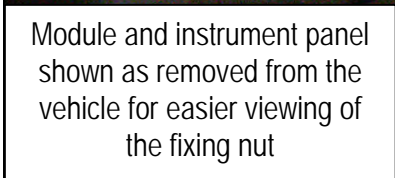


Figure 15

- b. Install and torque the center fixing bolt (Figure 16).
 - Center fixing bolt torque: 24.5 N•m (2.5 kg-m, 18 ft-lb).

HINT: Figure 16 and Figure 17 show the center fixing nut's general location when viewed while lying on the front passenger floor with your head under the instrument panel and looking up.

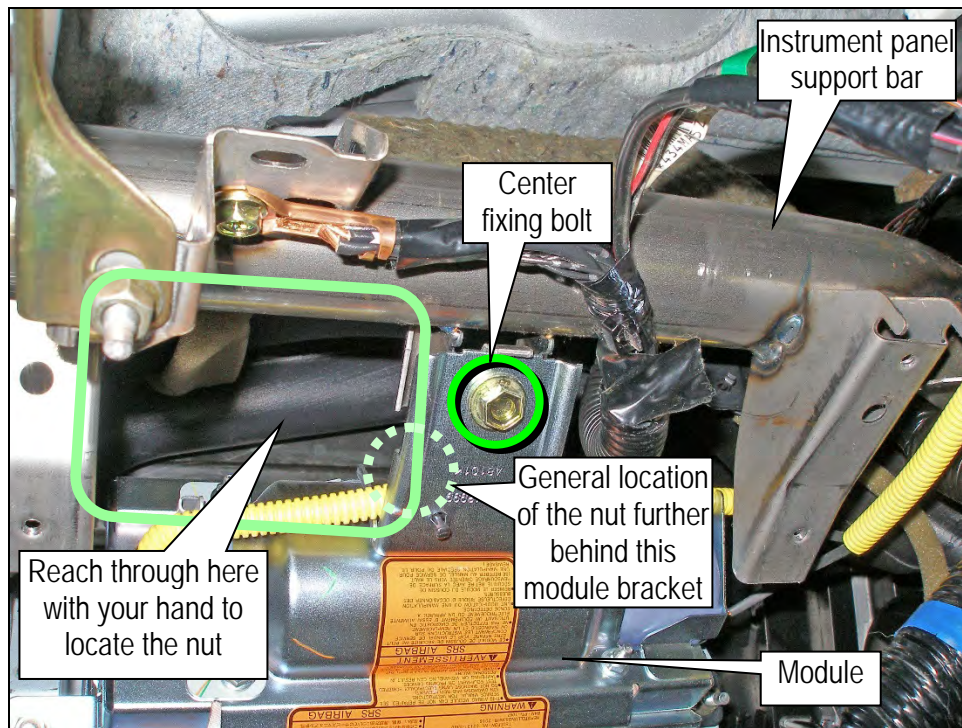


Figure 16



Figure 17

11. Reassemble all removed components in reverse order. Refer to ESM, section **SRS-Supplemental Restraint System**, for installation information.
12. Reconnect both battery cables, positive cable first.
13. Turn the ignition ON and reset/reinitialize systems as needed.
 - For a listing of systems that require reset/initialization after reconnecting the 12V battery, refer to the ESM, section **GI General Information > ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL**.
 - This list often includes items such as radio, power windows, clock, sunroof, etc.
14. Turn the ignition OFF and then ON and observe the air bag warning light.
 - The air bag warning light should illuminate for seven (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 ESM for additional diagnostic and repair information.
15. Return the removed (old / non-deployed) module in the box that the new module arrived in.
 - TK Services and RXO Logistics have provided return instructions for the recalled Takata inflators and modules at pages 15-18 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

Inflator and Module Returns Shipping Instructions

06/20/2023

Please contact scfieldaction.14305@rxo.com for documentation and to arrange pickup

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.

1. Shipping Documents

a) Pallet Label

- To be emailed by RXO
- To be affixed to each Pallet

b) Over-pack Label

- To be emailed by RXO
- To be affixed to the outside of each pallet

c) Bill of Lading

- To be emailed by RXO.
- Print 2 copies: 1 for Dealer Records, 1 for Driver.

d) ERG Document

- To be emailed by RXO.
- To be provided by the Dealer to the Driver for each shipment

TK SERVICES
1199 AUSTIN COURT
HOWELL, MI 48843



5. Shipping Instructions – Prepare the Pallet

a) Accumulate and palletize Kits

b) Arrange Kits on Pallet as pictured here

- 20 boxes per row/layer (5x4)
- 10 rows/layers per pallet (200 boxes)

c) Shrink-wrap Kits to Pallet

d) Affix Over-pack Label and Pallet Label on (1) side of Pallet (Not on Top)

e) 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****

a) 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.

b) If a new box is needed, follow the New Box instructions located in section #8 of this page.

c) Place the un-deployed air bag inflator or module in the "cradle" of the box insert.

Inflator



Module



3. Closure Instructions

a) 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.



4. Shipping Instructions - Label each Box

1

OEM
module/inflator kit
contains this 2-part
label

2

Peel off 'Ship-
To' label

3

Affix label to box.
Do not cover up
Class 9 Marking



6. Shipping Instructions – Schedule Pickup

a) 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?

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:

- a) Serial number on the original box (if replacement box is needed)
- b) What Type of shipping material needed:
 - Replacement Box
 - Two Part Return Label
 - Bill of Lading
 - ERG Form
- c) 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	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Passenger Side Count	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Total	<div>0</div>	<div>0</div>	<div>0</div>	<div>0</div>	<div>0</div>	<div>0</div>	<div>0</div>	<div>0</div>	<div>0</div>	<div>0</div>	<div>0</div>	<div>0</div>	<div>0</div>	<div>0</div>	<div>0</div>

PARTS INFORMATION

MODEL and YEAR	DESCRIPTION	PART NUMBER	QUANTITY
2003-2005 FX35/45	MODULE ASSY-AIR BAG, ASSIST KIT	K851E-CG88D	1

CLAIMS INFORMATION

HINT: Use Service COMM and the VIN to confirm the correct campaign ID number for a given vehicle. The correct number must appear on all communication and documentation of any nature dealing with this campaign.

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

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
R1622	FX - Remove and replace front passenger air bag module assembly	R1622P	1.0 hrs.

OR

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
R1701	FX - Remove and replace front passenger air bag module assembly	R1701E	1.0 hrs.

OR

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
R1704	FX - Remove and replace front passenger air bag module assembly	R1704M	1.0 hrs.

OR

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
R1706	FX - Remove and replace front passenger air bag module assembly	R1706G	1.0 hrs.

OR

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
R1707	FX - Remove and replace front passenger air bag module assembly	R1707G	1.0 hrs.

OR

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
R1713	FX - Remove and replace front passenger air bag module assembly	R1713B	1.0 hrs.

OR

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
R1714	FX - Remove and replace front passenger air bag module assembly	R1714B	1.0 hrs.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 14, 2017	ITB17-022	Original bulletin published.
June 14, 2017	ITB17-022a	Amended to consolidate models.
March 14, 2019	ITB17-022b	Changes made throughout.
June 3, 2019	ITB17-022c	SERVICE PROCEDURE, PARTS INFORMATION, and CLAIMS INFORMATION sections revised.
January 15, 2020	ITB17-022d	INTRODUCTION, SERVICE PROCEDURE, PARTS INFORMATION, and CLAIMS INFORMATION sections revised.
July 26, 2023	ITB17-022E	Pages 14 and 16 updated and pages 15, 17 and 18 added. "NOTE" changed to "HINT". Other changes made throughout.