

# SAFETY RECALL



## CAMPAIGN BULLETIN

### Front Passenger Air Bag Module Voluntary Safety Recall Campaign

Reference: R20C2/R21C1

Date: February 8, 2022

**Attention: Retailer Principal, Sales, Parts and Service Managers**

**UPDATE February 8, 2022**  
Please discard earlier versions of this bulletin.

**The announcement from December 10, 2021 has been revised to include the following:**

- Review of additional service records for FX35/FX45 vehicles has allowed INFINITI to identify potentially affected vehicles. As a result, two (2) 2003 FX35 vehicles have been added under PNC R21C1

**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:	PNC	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2006-2008 FX35/FX45	R20C2	26,156	NA	March 5, 2021	<b>YES</b>
MY2003 FX35	R21C1	2		February 8, 2022	

#### \*\*\*\*\* Campaign Summary \*\*\*\*\*

INFINITI is committed to safety, security, and satisfaction of our clients and their passengers. INFINITI is conducting a Voluntary Safety Recall Campaign on certain INFINITI Model Year 2006-2008 FX35/FX45 and 2003 FX35 vehicles identified in Service Comm to replace the passenger air bag module.

A supplier's process change reduced the air bag cushion's folding width, which could increase the cushion internal pressure during deployment. If this condition occurs, the cushion could tear and may increase the risk of injury to the front passenger-side occupant in the event of a crash if air bag deployment is warranted.

Owners of vehicles that have previously been repaired using module part number K8515-CL71A under the following campaign IDs are now being asked to return to the dealership for part replacement:

- R1622
- R1701
- R1704

**\*\*\*\*\* 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.Ds. R20C2. or R21C1
2. Retailers **must not sell, lease, trade, rent or loan** any vehicles in retailer inventory affected by this recall campaign until after the vehicle has been remedied.
3. Retailers should use **ITB21-003 for PNC R20C2 and ITB22-005 for PNC R21C1** to remedy any vehicles subject to this campaign.
4. Once repaired, the service department should submit the applicable warranty claim for the action performed so it can be closed on SERVICE COMM.

**\*\*\*\*\* Release Schedule \*\*\*\*\***

<p><b>Parts</b></p>	<p>Parts for R21C1 may be ordered via normal ordering process.</p> <table border="1" data-bbox="571 800 1354 869"> <thead> <tr> <th>Part Number</th> <th>Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>K851E-CG88D</td> <td>Module Assy-Air Bag, Assist</td> <td>1</td> </tr> </tbody> </table> <p>Parts for R20C2 may be ordered via normal ordering process.</p> <table border="1" data-bbox="571 961 1354 1031"> <thead> <tr> <th>Part Number</th> <th>Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>K8515-CL72A</td> <td>Module Assy-Air Bag, Assist</td> <td>1</td> </tr> </tbody> </table> <p><b>K8515-CL71A and K851E-CG68D are obsolete and should be returned via TK Services (XPO) @ SCFieldAction.14305@xpo.com.</b></p>	Part Number	Description	Quantity	K851E-CG88D	Module Assy-Air Bag, Assist	1	Part Number	Description	Quantity	K8515-CL72A	Module Assy-Air Bag, Assist	1
Part Number	Description	Quantity											
K851E-CG88D	Module Assy-Air Bag, Assist	1											
Part Number	Description	Quantity											
K8515-CL72A	Module Assy-Air Bag, Assist	1											
<p><b>Special Tools</b></p>	<ul style="list-style-type: none"> <li>• Retailers received these special tools via another campaign activity             <ul style="list-style-type: none"> <li>◦ J-52352 USB Bar Code Scanner is required</li> </ul> </li> </ul> <p>Additional tools are available via TechMate @ 1-800-662-2001</p>												
<p><b>Repair</b></p>	<ul style="list-style-type: none"> <li>• ITB21-003 for PNC R20C2</li> <li>• ITB22-005 for PNC R21C1</li> </ul>												
<p><b>Owner Notification</b></p>	<p>INFINITI Consumer Affairs will begin notifying owners of all potentially affected vehicles under PNC R21C1 beginning February 2022.</p> <p>INFINITI began notifying owners of all potentially affected under PNC R20C2 vehicles in <b>April 2021</b>, via U.S. Mail.</p>												

**\*\*\*\*\* Retailer Responsibility \*\*\*\*\***

It is the retailer's responsibility to check Service Comm or DBS National Service History – Open Campaign 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?**

A. Yes.

**Q What is the reason for the recall?**

A. A supplier's process change reduced the air bag cushion's folding width, which could increase the cushion internal pressure during deployment. If this condition occurs, the cushion could tear and may increase the risk of injury to the front passenger-side occupant in the event of a crash if air bag deployment is warranted.

**Q What is the possible effect of the condition?**

A. If this condition occurs, it may increase the risk of injury to the front passenger-side occupant in the event of a crash, where air bag deployment is warranted.

**Q. What will be the corrective action?**

A. Retailers will replace the passenger air bag module.

**Q. How long will the corrective action take?**

A. This service, which is conducted at no charge to you for parts and labor, could take up to approximately one (1) hour to complete. However, your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule.

**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. These vehicles have already had parts replaced under a previous recall (R1622, R1701, R1704), do they need to be remedied again?**

A. Yes. Although the vehicle has already been into the retailer to have the passenger airbag replaced under a previous recall (R1622, R1701, R1704), the supplier's process change reduced the air bag cushion's folding width, which could increase the cushion internal pressure during deployment. If this condition occurs, the cushion could tear and may increase the risk

of injury to the front passenger-side occupant in the event of a crash if air bag deployment is warranted. Therefore, INFINITI is asking that retailers replace the prior recall repair part (passenger air bag module) with a new part under campaign ID R20C2 or R21C1.

**Q. How do I know if my vehicle has a problem with the front passenger airbag?**

A. If your vehicle is subject to this campaign, 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](http://safercar.gov).

**Q. When will vehicle owners be notified?**

A. INFINITI Consumer Affairs will begin notifying owners of all potentially affected vehicles under PNC R21C1 beginning February 2022.

INFINITI began notifying owners of all potentially affected vehicles in **April 2021** via U.S. Mail.

**Q. Is my vehicle safe to drive?**

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. Is there anything owners can do to mitigate this condition?**

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. Are parts readily available?**

A. Yes.

**Q. Will a rental vehicle 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 while parts are on order if a courtesy vehicle is not available.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$180 (Max)
Contact the Warranty Claims Call Center @ 800-933-3712 if additional expense is required		

**Q. Is there any charge for the repair?**

A. No. The remedy will be performed for the client free of charge for parts and labor.

**Q. Will I have to take my vehicle back to the selling retailer to have the service performed?**

A. No, any authorized INFINITI retailer is able to perform the voluntary safety recall campaign.

**For Consumer Affairs:** Please inform us of the retailer where you would like to have the corrective action completed.

**Q. I have lost confidence in the vehicle. Will INFINITI replace or repurchase the vehicle?**

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

**Q. What model year vehicles are involved?**

A. Certain Model Year 2006-2008 INFINITI FX35/FX45 vehicles manufactured from November 11, 2005 to March 1, 2008 at the Shonan, Japan plant and Certain Model Year 2003 INFINITI FX35 vehicles manufactured on December 21, 2002 and March 12, 2003 at the Shonan, Japan plant that received affected service parts in earlier repairs.

**Q. Are you experiencing this condition on any other INFINITI (or Nissan) models?**

A. No.

**Revision History:**

Date	Announcement	Purpose
March 5, 2021	Voluntary Safety Recall	New campaign announcement
December 10, 2021	REVISION 1	Parts restriction removal update
February 8, 2022	REVISION 2	Vehicle Population and adding R21C1