



# VOLUNTARY RECALL CAMPAIGN

|                              |                          |                        |
|------------------------------|--------------------------|------------------------|
| Classification:<br>RS22-001A | Reference:<br>ITB22-005A | Date:<br>July 26, 2023 |
|------------------------------|--------------------------|------------------------|

## VOLUNTARY SAFETY RECALL CAMPAIGN 2003 FX35/45; FRONT PASSENGER AIRBAG MODULE

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

CAMPAIGN ID #: R21C1  
APPLIED VEHICLES: 2003 FX35/45 (S50)

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

### INTRODUCTION

Infiniti is conducting this voluntary safety recall campaign, on certain specific model year 2003 FX35/45 vehicles, to replace the passenger (RH) side front airbag module. 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

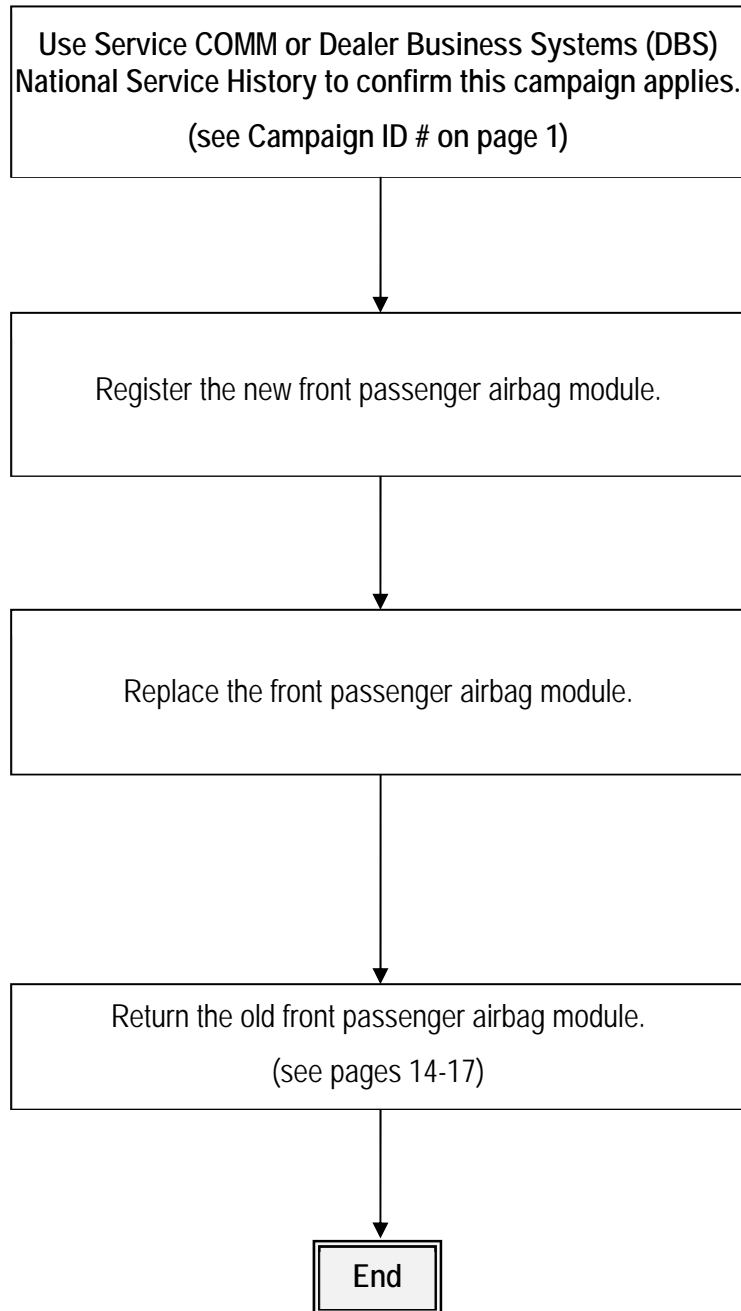
Infiniti has assigned identification number R21C1 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

### RETAILER RESPONSIBILITY

It is the retailer'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 retailer's inventory. **Federal law requires that new vehicles in retailer 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 retailers 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](http://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 airbag.

### **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.<br>Vol. |   |

2. Write down any other client settings that will be lost when the battery is disconnected.
3. Turn the ignition OFF.
4. Disconnect both battery cables, negative cable first.
5. Wait at least 3 minutes before continuing to step 6.
6. Remove the new passenger airbag module from its packing and register the module's serial number as outlined in steps 7 - 12 on pages 5 - 7.

7. Attach the Quick Scan Tool (J-52352 or NI-52352) to a CONSULT PC's USB port.

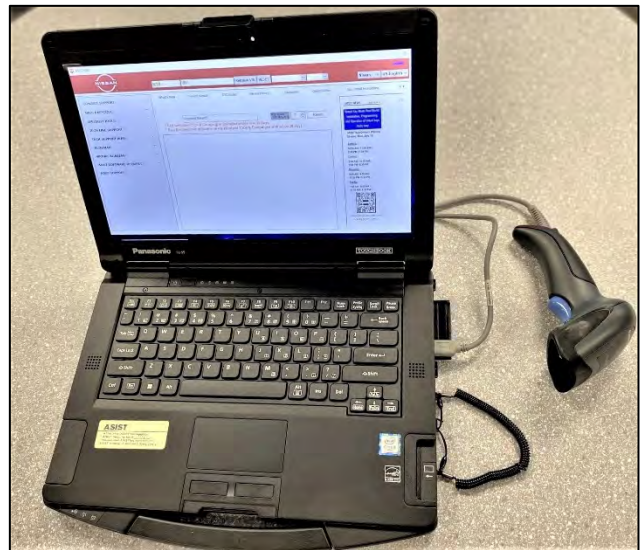


Figure 2

8. Open ASIST, select **TECH SUPPORT INFO**, and then **Inventory Vehicle Actions**.

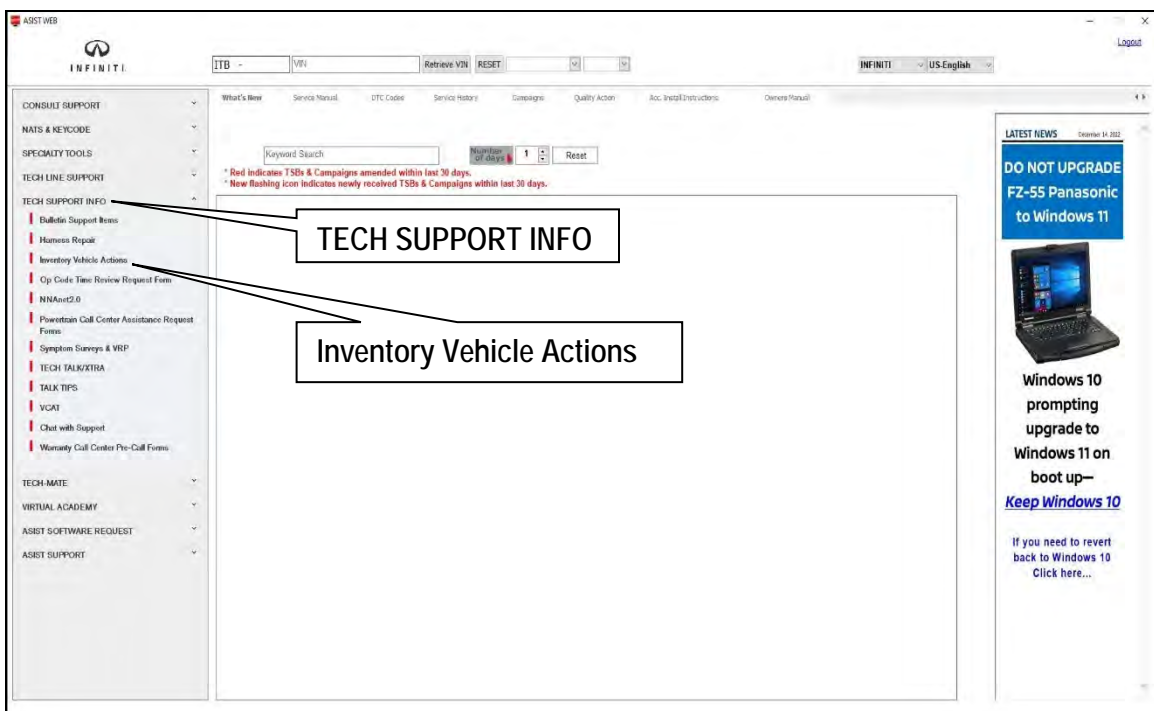


Figure 3

9. Select **CLICK HERE...** next to **Airbag to VIN Registration**.



Figure 4



10. Using the Quick Scan Tool (J-52352), scan the bar code (VIN) located on the driver (LH) side 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 will populate automatically. See Figure 8 on page 7.
- If needed, the VIN can be entered manually.



Figure 5

11. Scan the bar code (serial number) on the new airbag module using tool J-52352.

- The airbag module serial number will populate automatically below the VIN. See Figure 8 on page 7.



Figure 6

- If needed, the airbag module serial number can be entered manually.

**HINT:** Do not enter the asterisks when entering the airbag module serial number manually.

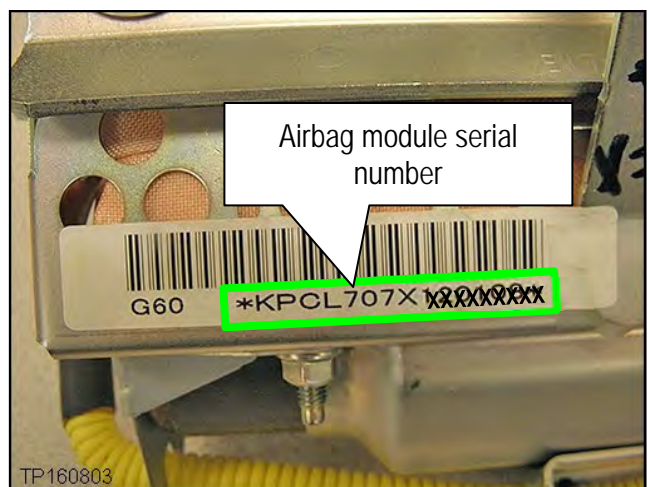


Figure 7

12. Once the VIN and Airbag Serial Number fields are populated, select **Submit**.

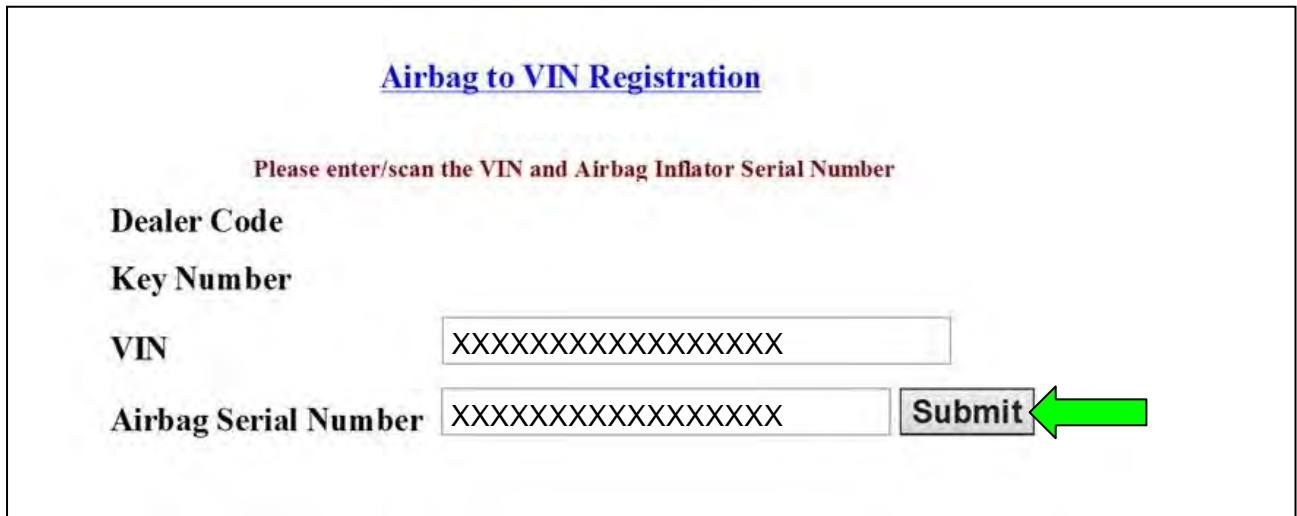


Figure 8

13. Replace the airbag module with the new one that has been scanned.

- For the airbag module 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)

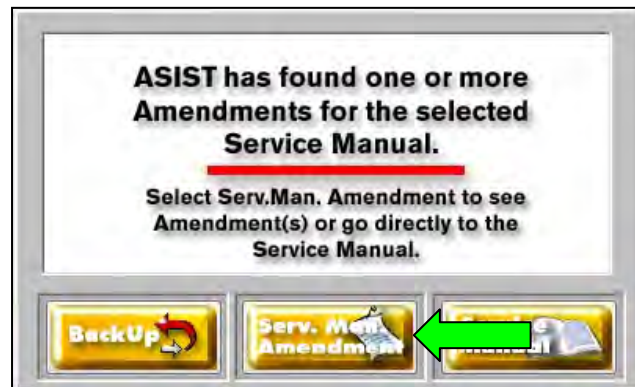


Figure 9

- On the next screen, select **2003-2008 FX; Revised Front Passenger Air Bag Module Service Procedure**, and then select the view button.

**HINT:** In addition to the amended service manual procedure, steps 14 - 21 on pages 9 - 12 describe how to access the airbag module's center fixing nut.

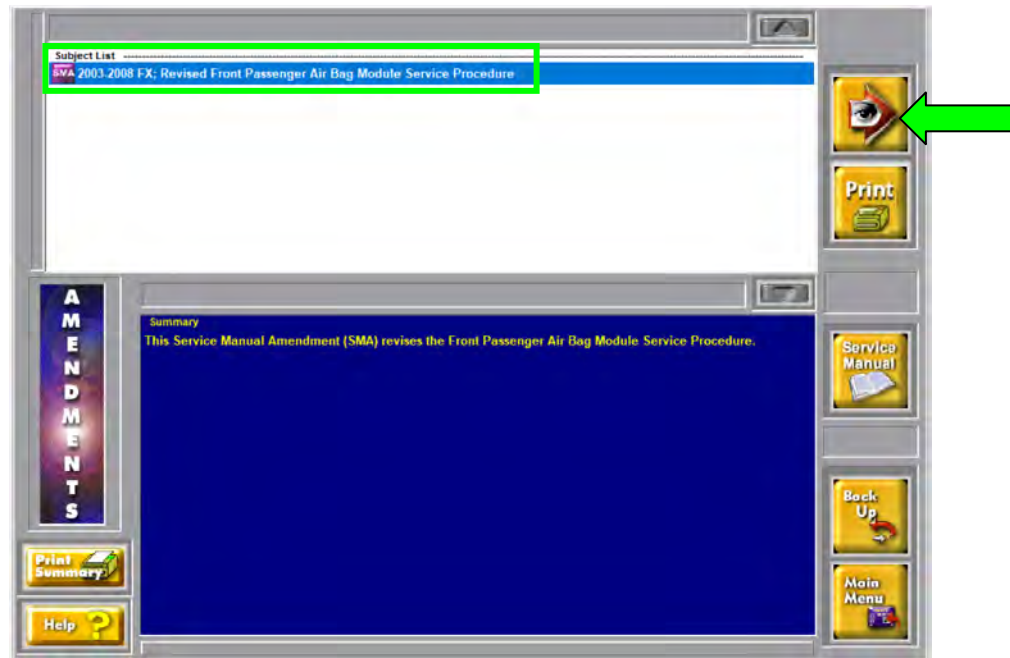


Figure 10



14. 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 11).

**HINT:** The top LH blower case screw is not visible in Figure 11.

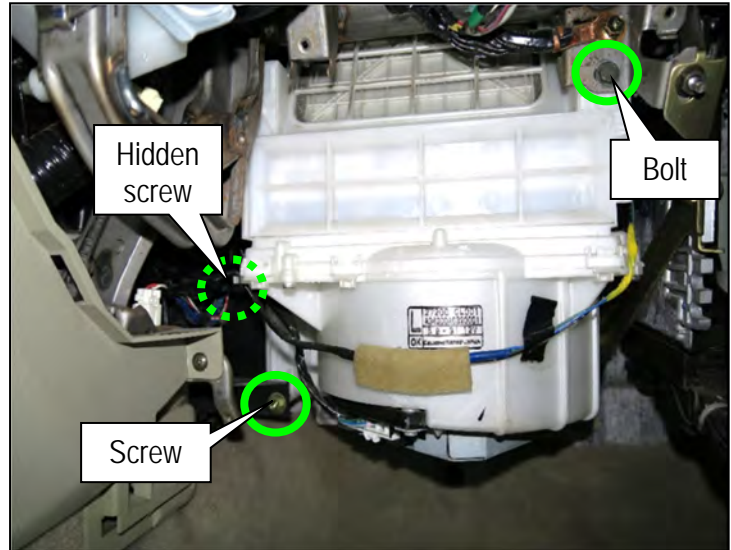


Figure 11

15. Disconnect the blower motor wire harness connector and disengage the blower motor wire harness from the retainer (Figure 12).
16. Disengage the intake door motor wire harness from the retainer.

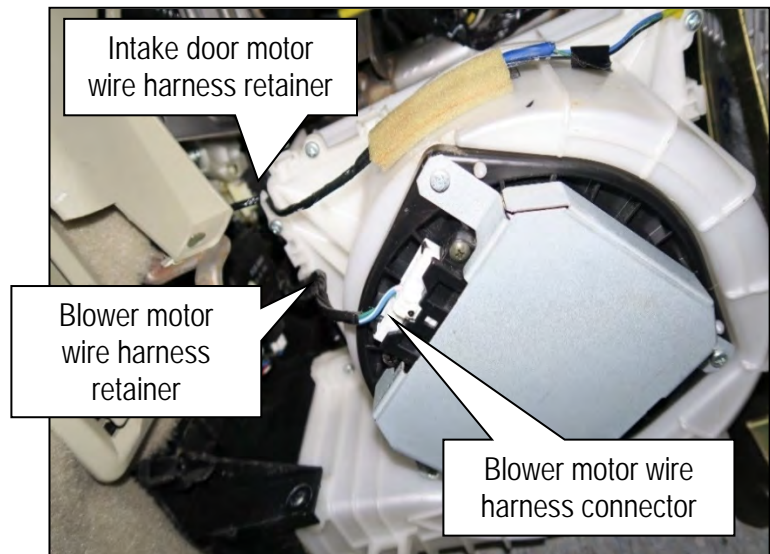


Figure 12

17. To release the case, push the blower case toward the passenger (RH) side of the vehicle, and then pull downward on the driver (LH) side of the blower case.
18. Slightly rotate the bottom of the blower case and pull toward you, and then lower the blower case to the front passenger floor.

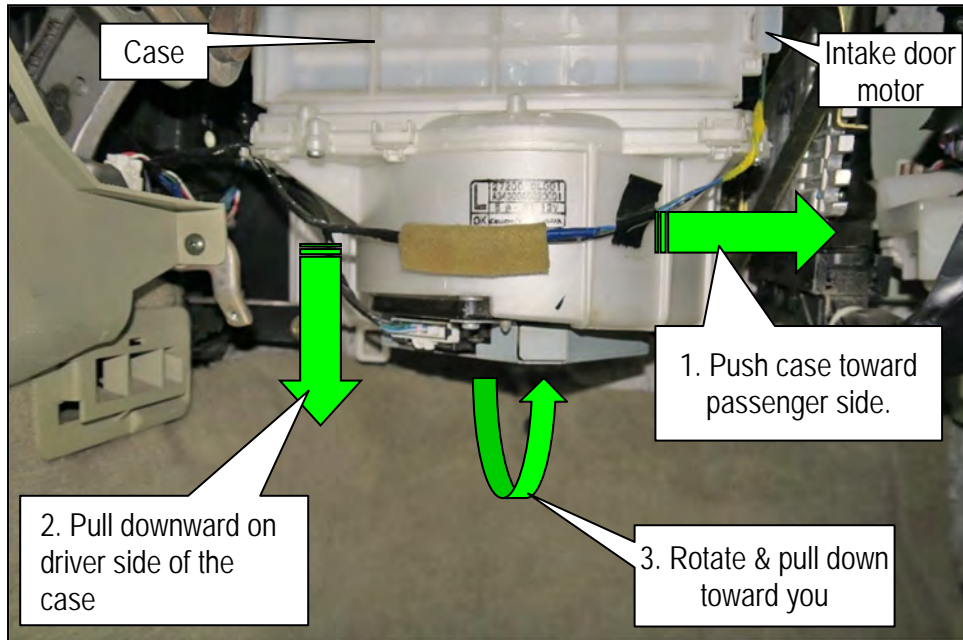


Figure 13

19. Disconnect the intake door motor wire harness connector, and then remove the blower case from the vehicle (Figure 14).

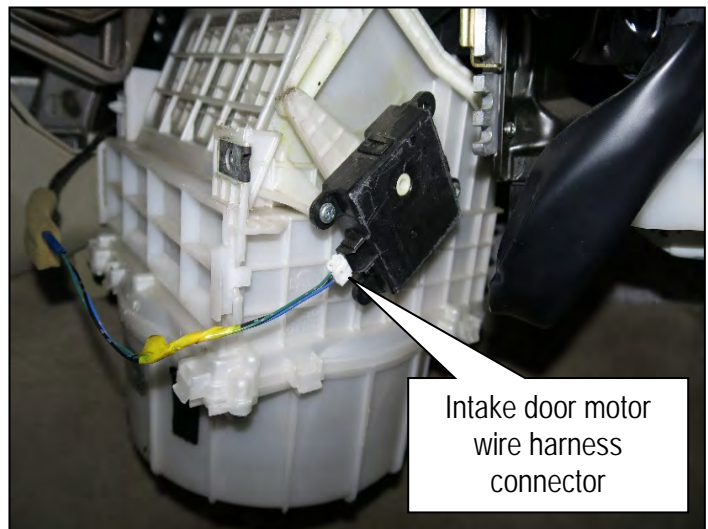


Figure 14

20. Remove the upper center fixing nut from the airbag module support bracket (Figure 15, shown with instrument panel removed).
- The fixing nut will **not** be reused.

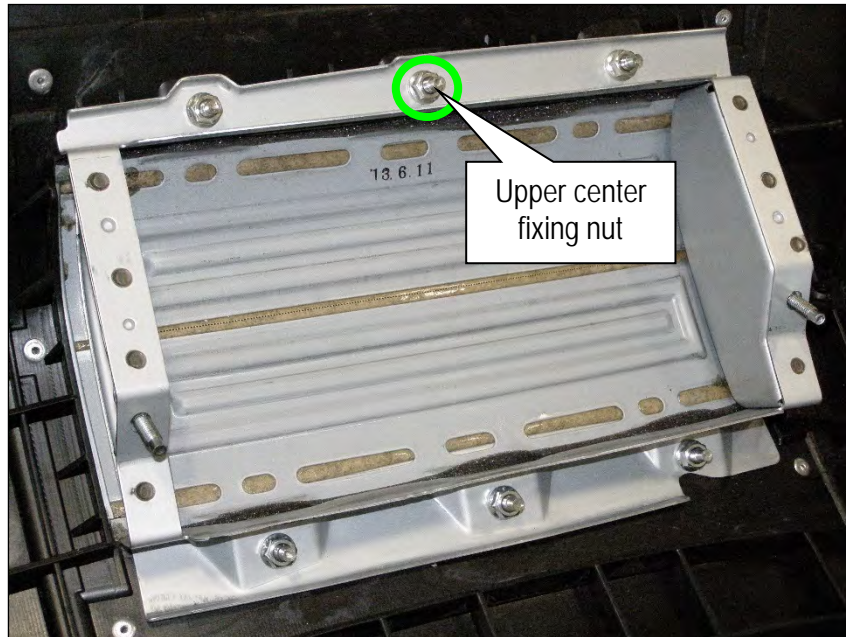


Figure 15

21. Install the new front passenger airbag module (Figure 16, Figure 17, and Figure 18).
- a. Using the three (3) **new** fixing nuts supplied with the replacement airbag module, secure the front passenger airbag module mounting brackets to the supports on the back of the instrument panel.
    - Fixing nut torque: 6.0 N•m (0.61 kg-m, 53.5 in-lb)
- HINT:** One of the side fixing nuts is hidden (Figure 16).

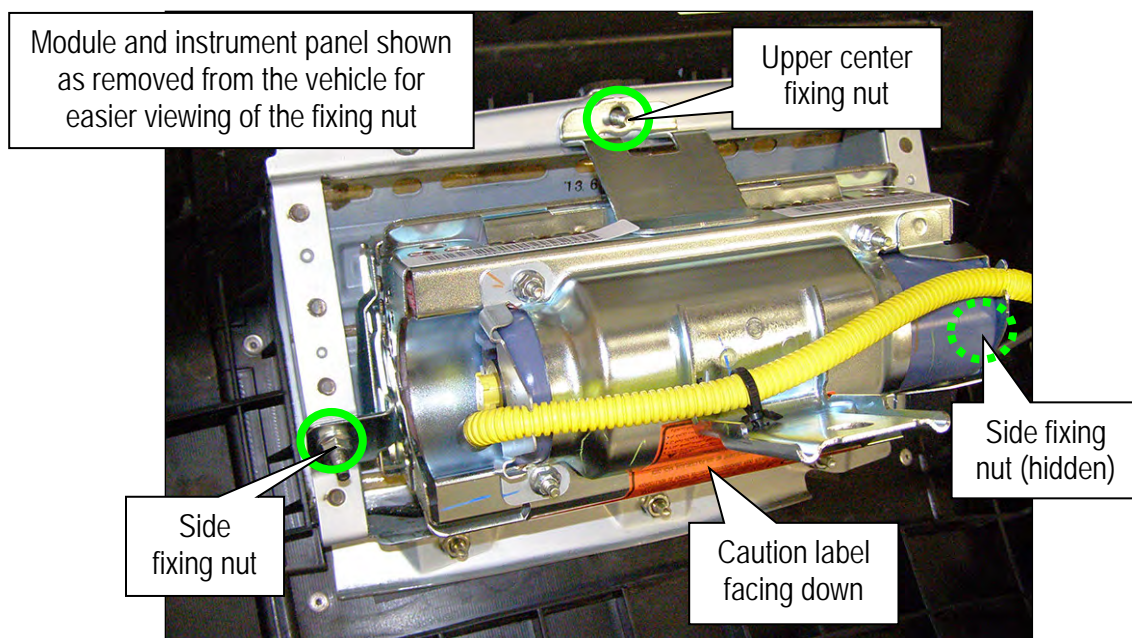


Figure 16



**HINT:** Figure 17 and Figure 18 show the center fixing nut's general location when viewed with the case removed, and while lying on the front passenger floor with your head under the instrument panel and looking up.

- b. Install the center fixing bolt (Figure 17).
  - o Center fixing bolt torque: 24.5 N•m (2.5 kg-m, 18 ft-lb)

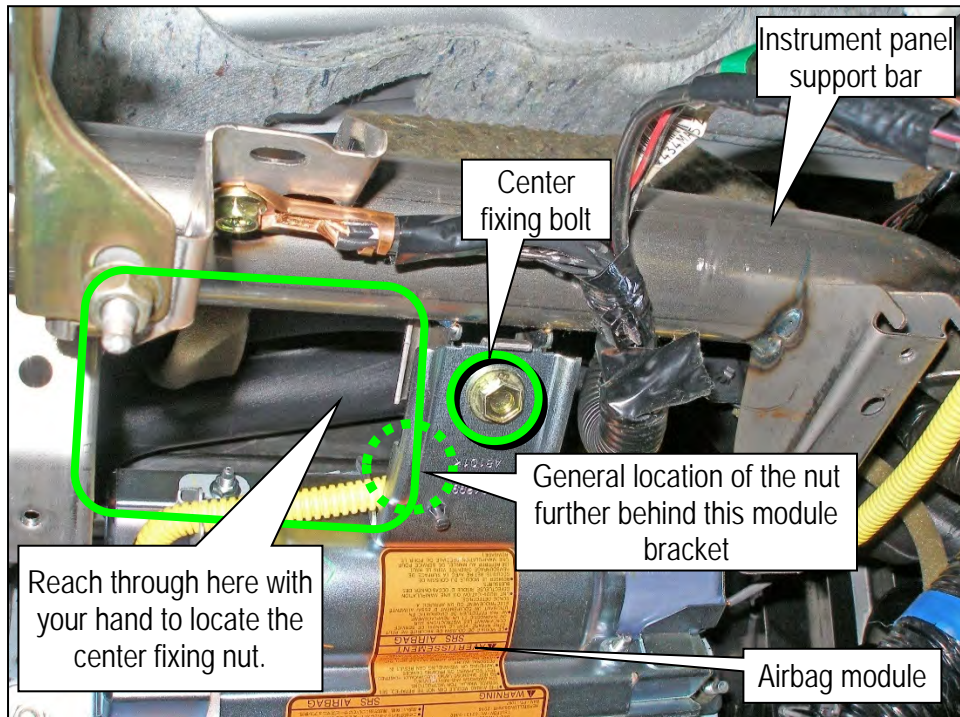


Figure 17

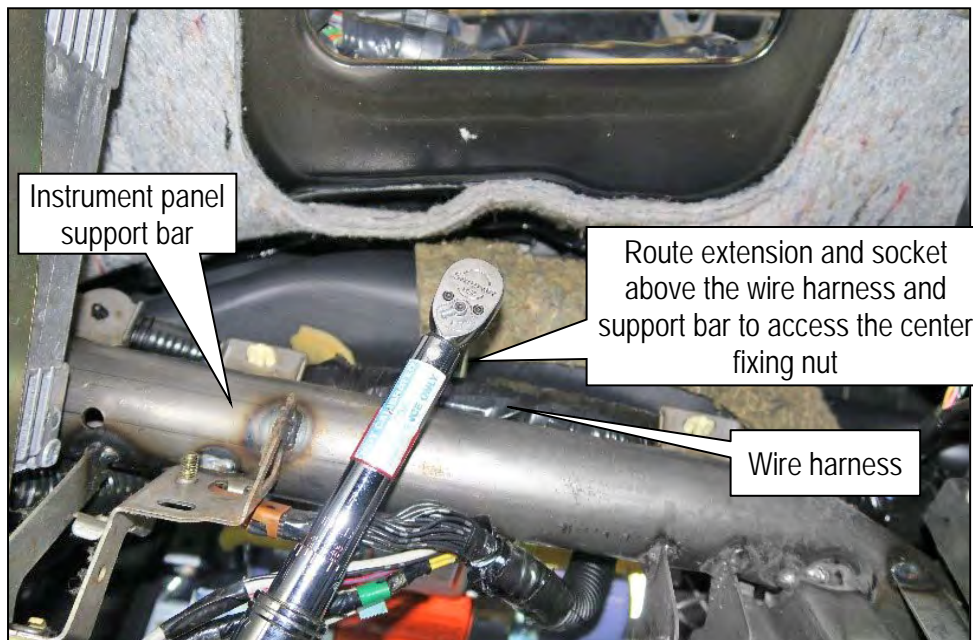


Figure 18

22. Reassemble all removed components in reverse order. Refer to the ESM, section **SRS-Supplemental Restraint System**, for installation information.
23. Reconnect both battery cables, positive cable first.
24. Turn the ignition ON and reset/reinitialize systems as needed.
25. Turn the ignition OFF and then ON and observe the airbag warning light.
  - The airbag warning light should illuminate for 7 seconds and then go out.  
**HINT:** If the airbag 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.
26. 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 14-17 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](http://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](http://www.dgitraining.com), Tel: 650.306.8450 or 800.338.2291

### **Lion Technology**

570 Lafayette Rd. Sparta, NJ 07871-3447 Email: [info@lion.com](mailto: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.

|                                     |   |                   |
|-------------------------------------|---|-------------------|
| <p>Takata<br/>Airbag<br/>Recall</p> | <h2 style="margin: 0;">Inflator and Module Returns Shipping Instructions</h2> <p style="margin: 0;">Please contact <a href="mailto:scfieldaction.14305@rxo.com">scfieldaction.14305@rxo.com</a> for documentation and to arrange pickup</p> <p style="margin: 0;">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.</p> | <p>06/20/2023</p> |
|-------------------------------------|---|-------------------|

### 1. Shipping Documents

- Pallet Label**
  - To be emailed by RXO
  - To be affixed to each Pallet
- Over-pack Label**
  - To be emailed by RXO
  - To be affixed to the outside of each pallet
- Bill of Lading**
  - To be emailed by RXO.
  - Print 2 copies: 1 for Dealer Records, 1 for Driver.
- ERG Document**
  - To be emailed by RXO.
  - To be provide by the Dealer to the Driver for each shipment



**TK SERVICES**  
1199 AUSTIN COURT  
HOWELL, MI 48843

### 5. Shipping Instructions – Prepare the Pallet

- Accumulate and palletize Kits
- Arrange Kits on Pallet as pictured here
  - 20 boxes per row/layer (5x4)
  - 10 rows/layers per pallet (200 boxes)
- Shrink-wrap Kits to Pallet
- Affix Over-pack Label and Pallet Label on (1) side of Pallet (Not on Top)
- 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\*\***

- 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.
- If a new box is needed, follow the New Box instructions located in section #8 of this page.
- Place the un-deployed air bag inflator or module in the "cradle" of the box insert.

Inflator



Module




### 6. Shipping Instructions – Schedule Pickup

- 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?

### 3. Closure Instructions

- 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.





### 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

### 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




### 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](mailto:scfieldaction.14305@rxo.com)

To help expedite your request, please be prepared to provide the following information:

- Serial number on the original box (if replacement box is needed)
- What Type of shipping material needed
  - Replacement Box
  - Two Part Return Label
  - Bill of Lading
  - ERG Form
- 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](mailto: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 .**

|  |                  |                  |                  |                  |                  |
|--|------------------|------------------|------------------|------------------|------------------|
| <b>Dealer Code</b>   |                  |                  |                  |                  |                  |
| <b>Dealer Name</b>   |                  |                  |                  |                  |                  |
| <b>Pickup Address</b>  |                  |                  |                  |                  |                  |
| <b>City, State &amp; Zip</b>   |                  |                  |                  |                  |                  |
| <b>YOUR Name &amp; Phone#(DO NOT GIVE YOUR CELL #)</b>                 |                  |                  |                  |                  |                  |
| <b>Hours available for pickup</b>                                      |                  |                  |                  |                  |                  |
| <b>Email Address for BOL</b>   |                  |                  |                  |                  |                  |
| <b>Do you need a truck with lift gate and pallet jack ( YES or NO)</b> |                  |                  |                  |                  |                  |
| <b>SPECIAL EQPT NEEDS OR SPECIFIC CARRIER REQUEST</b>                  |                  |                  |                  |                  |                  |
|  | <b>Pallet #1</b> | <b>Pallet #2</b> | <b>Pallet #3</b> | <b>Pallet #4</b> | <b>Pallet #5</b> |
| <b>Driver Side Count</b>   |                  |                  |                  |                  |                  |
| <b>Passenger Side Count</b>  |                  |                  |                  |                  |                  |
| <b>TOTAL</b>   | 0                | 0                | 0                | 0                | 0                |

|                             |                  |                  |                  |                  |                   |
|-----------------------------|------------------|------------------|------------------|------------------|-------------------|
|                             | <b>Pallet #6</b> | <b>Pallet #7</b> | <b>Pallet #8</b> | <b>Pallet #9</b> | <b>Pallet #10</b> |
| <b>Driver Side Count</b>    |                  |                  |                  |                  |                   |
| <b>Passenger Side Count</b> |                  |                  |                  |                  |                   |
| <b>TOTAL</b>                | 0                | 0                | 0                | 0                | 0                 |

|                             |                   |                   |                   |                    |
|-----------------------------|-------------------|-------------------|-------------------|--------------------|
|                             | <b>Pallet #11</b> | <b>Pallet #12</b> | <b>Pallet #13</b> | <b>total boxes</b> |
| <b>Driver Side Count</b>    |                   |                   |                   | 0                  |
| <b>Passenger Side Count</b> |                   |                   |                   | 0                  |
| <b>TOTAL</b>                | 0                 | 0                 | 0                 | 0                  |

|                                   |  |
|-----------------------------------|--|
| <b>TRUCK LOAD IS 14 + PALLETS</b> | <b>USE THIS SECTION FOR 14 PALLETS OR MORE</b> |
| <b>TOTAL PALLET COUNT</b>         |  |
| <b>TOTAL DRIVER COUNT</b>         |  |
| <b>TOTAL PASSENGER COUNT</b>      |  |
| <b>TOTAL WEIGHT</b>               |  |



**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    | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Passenger Side Count | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <b>Total</b>         | <b>0</b>             | <b>0</b>             | <b>0</b>             | <b>0</b>             | <b>0</b>             | <b>0</b>             | <b>0</b>             | <b>0</b>             | <b>0</b>             | <b>0</b>             | <b>0</b>             | <b>0</b>             | <b>0</b>             | <b>0</b>             | <b>0</b>             |

**PARTS INFORMATION**

| DESCRIPTION                      | PART NUMBER | QUANTITY |
|----------------------------------|-------------|----------|
| MODULE ASSY – AIRBAG, ASSIST KIT | K851E-CG88D | 1        |

**CLAIMS INFORMATION**

Submit a “CM” line claim using the following claims coding:

| CAMPAIGN (“CM”) ID | DESCRIPTION   | OP CODE | FRT |
|--------------------|---|---------|-----|
| R21C1              | Remove and Replace Front Passenger Airbag Module Assembly | R21C10  | 1.0 |

**AMENDMENT HISTORY**

| PUBLISHED DATE   | REFERENCE  | DESCRIPTION   |
|------------------|------------|---|
| February 7, 2022 | ITB22-005  | Original bulletin published   |
| July 26, 2023    | ITB22-005A | Pages 13 and 15 updated and pages 14, 16 and 17 added. “NOTE” changed to “HINT”. Other changes made throughout. |