

Classification:

RS22-001

Reference:

ITB22-005

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Date:

February 7, 2022

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

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.

Return packaging, shipping labels, documents, and directions must be used and followed in order to properly carry out this campaign. A return instructions sheet is attached and is part of this bulletin.

IDENTIFICATION NUMBER

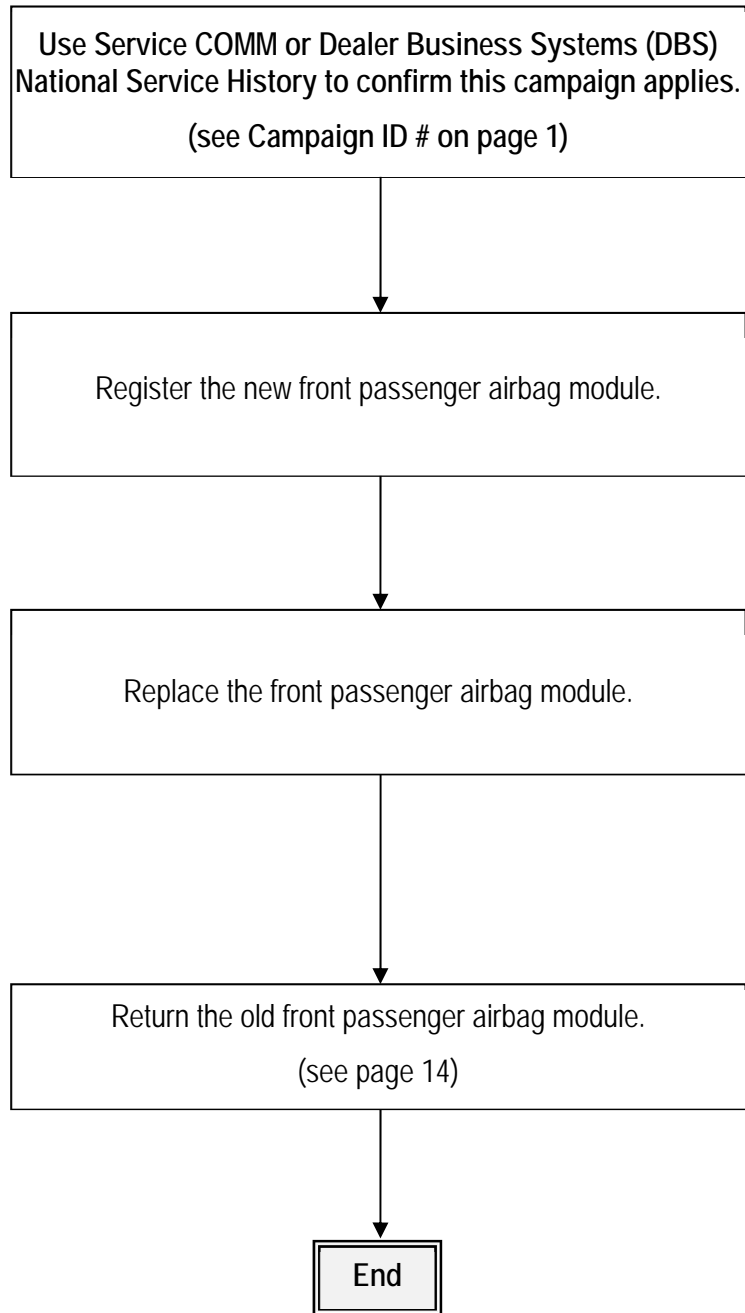
Infiniti has assigned identification number R21C1 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

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

Quick Scan Tool (J-52352)

- Each retailer has been previously shipped one Quick Scan Tool (J-52352).
- Additional tools can be obtained from Tech•Mate by calling 1-800-662-2001 or visiting their website at Infinitechmate.com.



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. 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. 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) to a CONSULT PC's USB port.



Figure 2

8. Open ASIST, select Tech Support Info, and then Inventory Vehicle Actions.

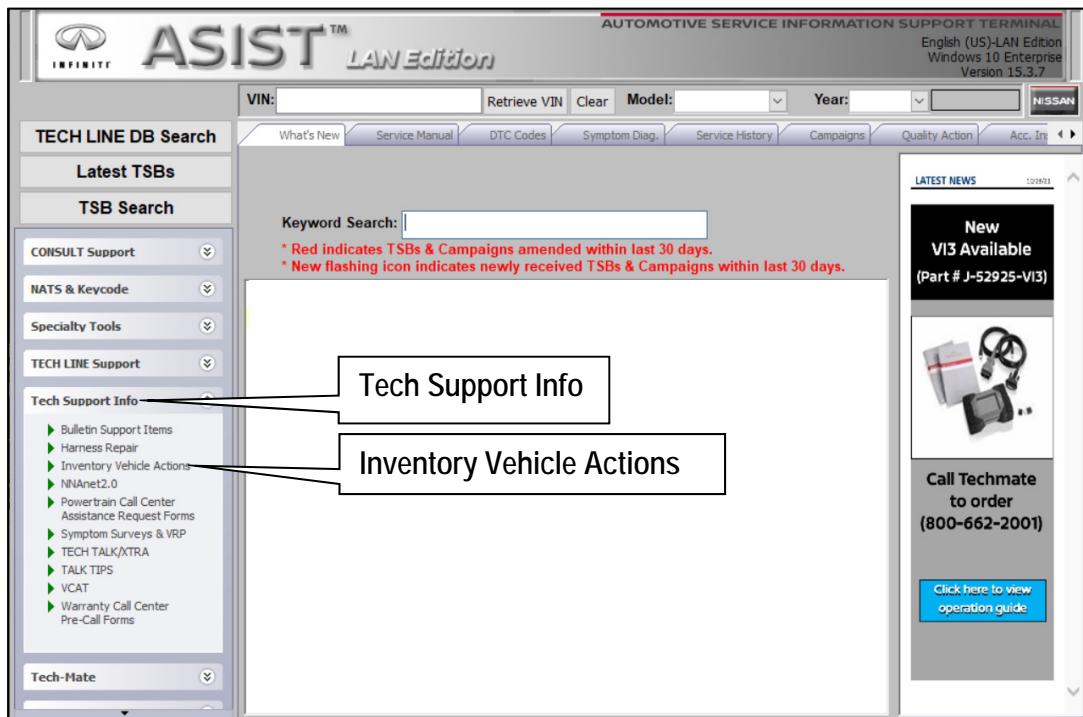


Figure 3

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



Figure 4

- 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

- 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.

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

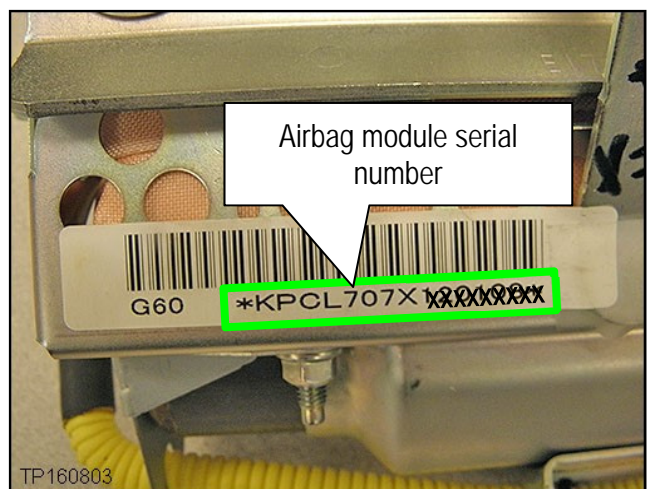


Figure 7

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

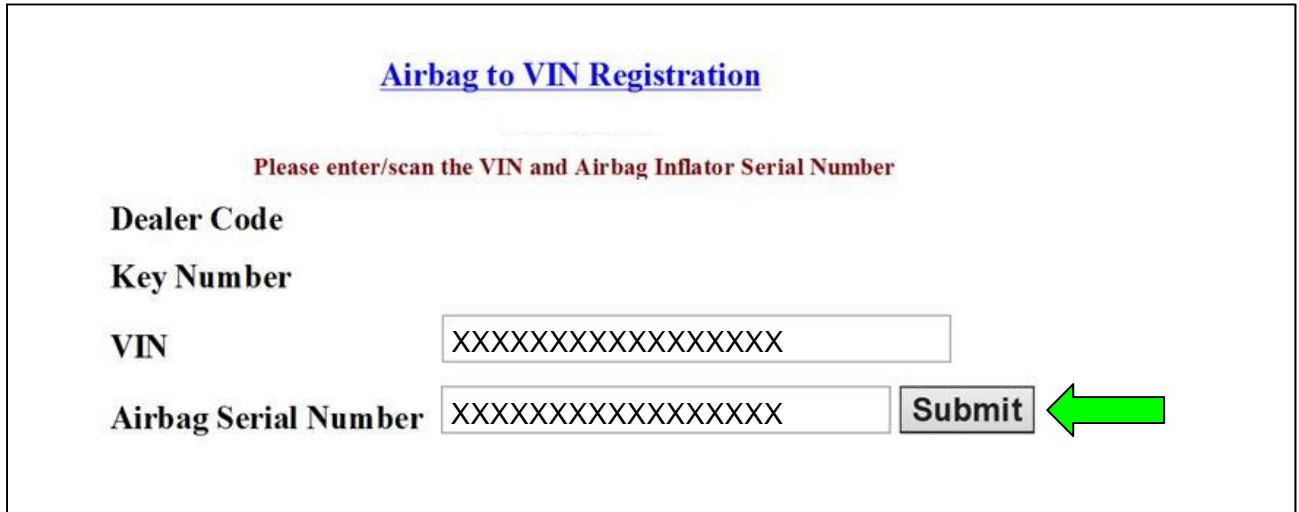


Figure 8

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

- For the airbag module replacement procedure, refer to ASIST. Select:
 - "FX"
 - The correct model year
 - The "Service Manual" tab, and then
 - "Serv. Man. Amendment" (Figure 9)

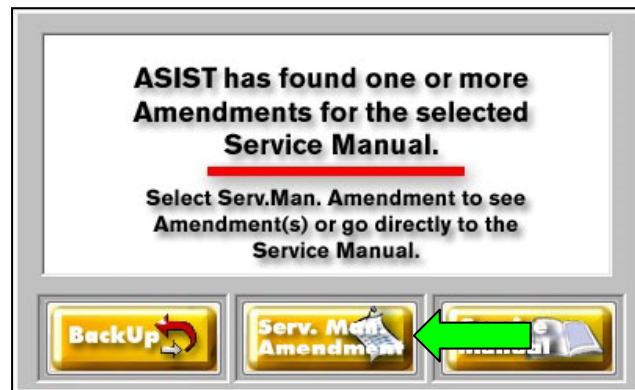


Figure 9

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

NOTE: 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.

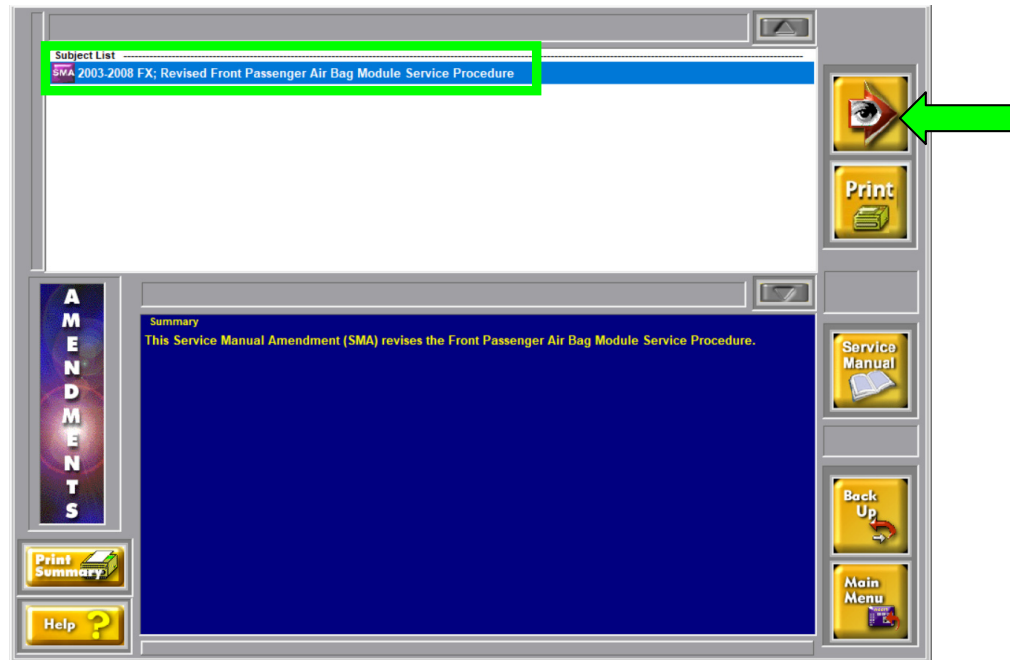


Figure 10

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.

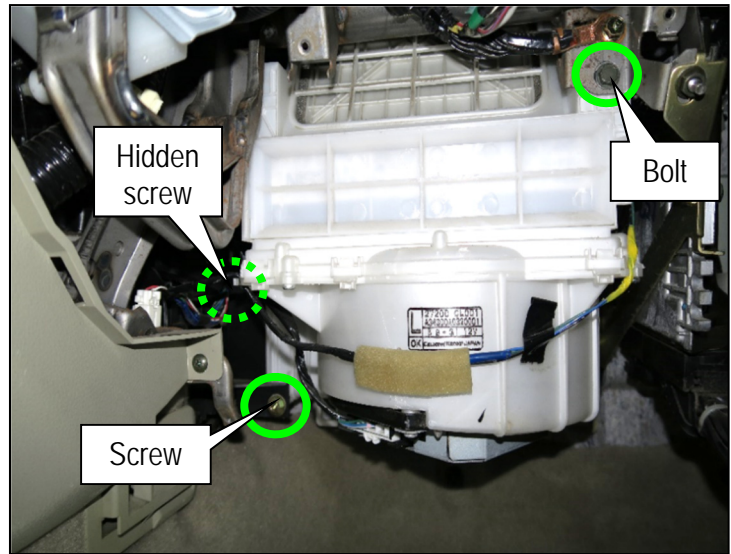


Figure 11

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.

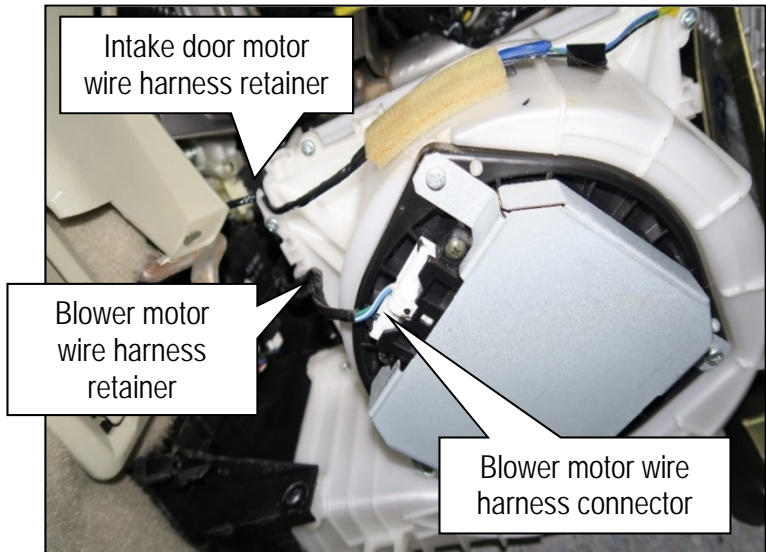


Figure 12

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.

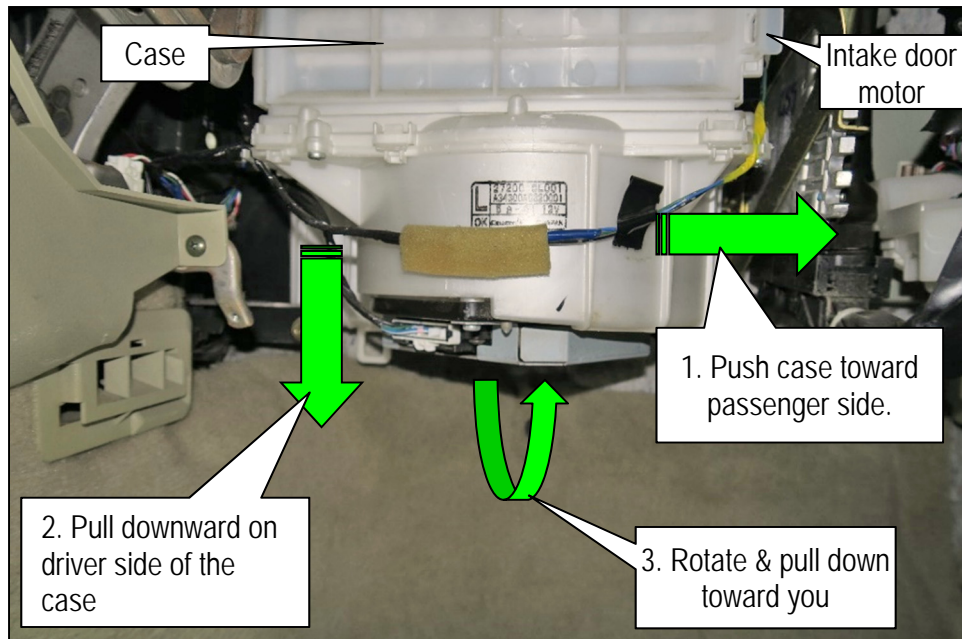


Figure 13

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

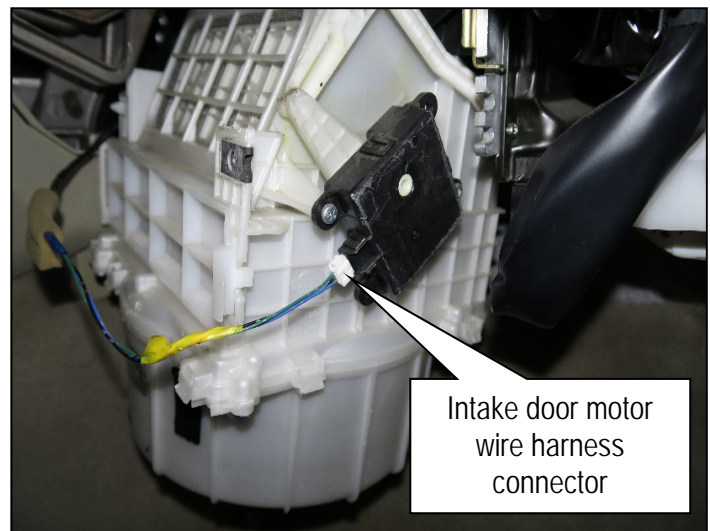


Figure 14

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.

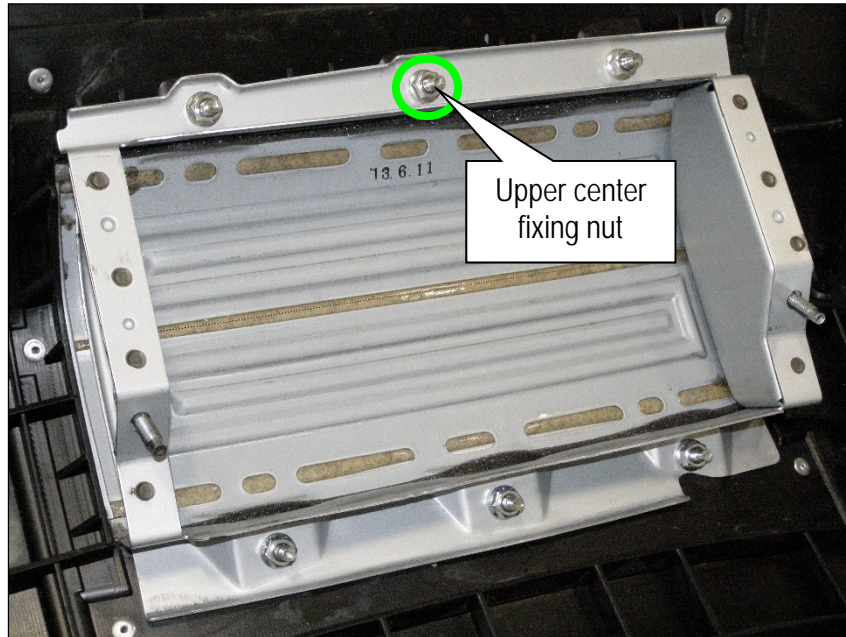


Figure 15

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)
- NOTE:** One of the side fixing nuts is hidden (Figure 16).

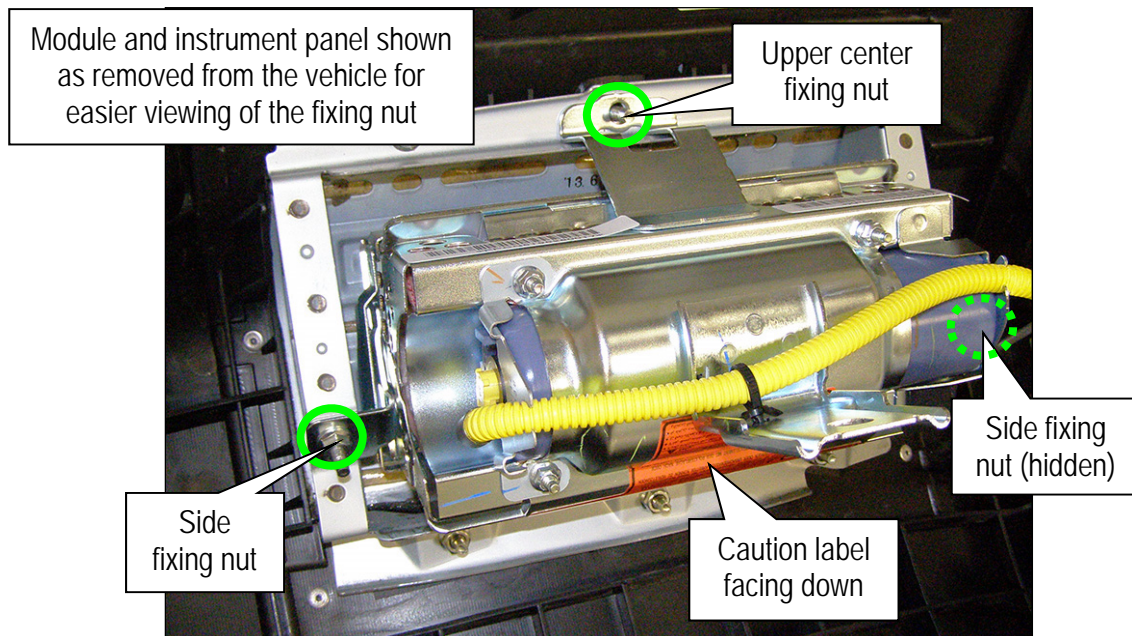


Figure 16

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)

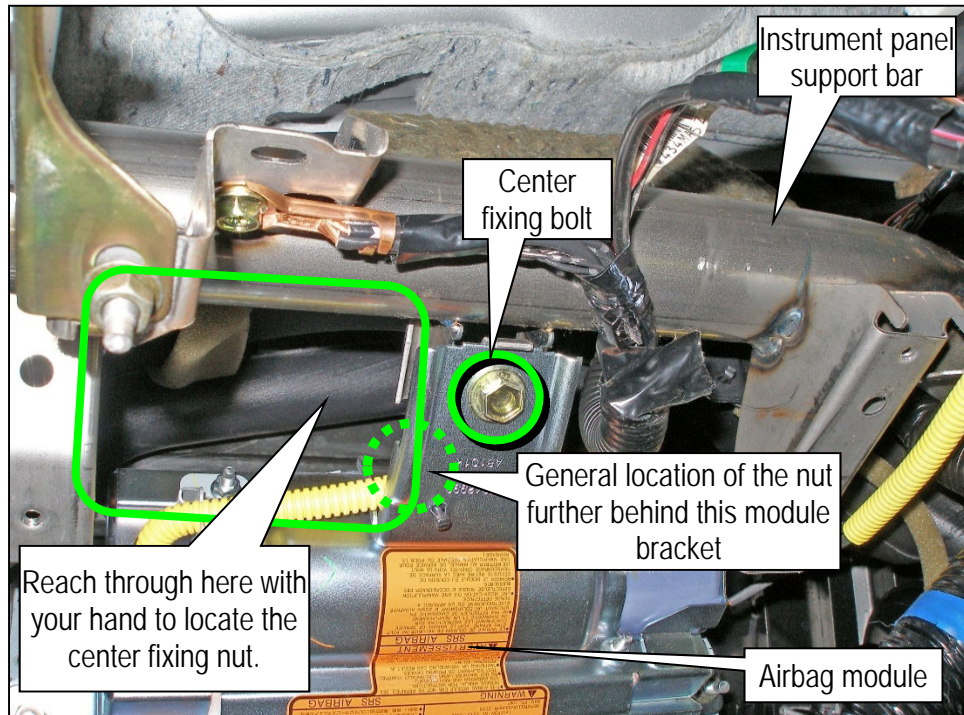


Figure 17

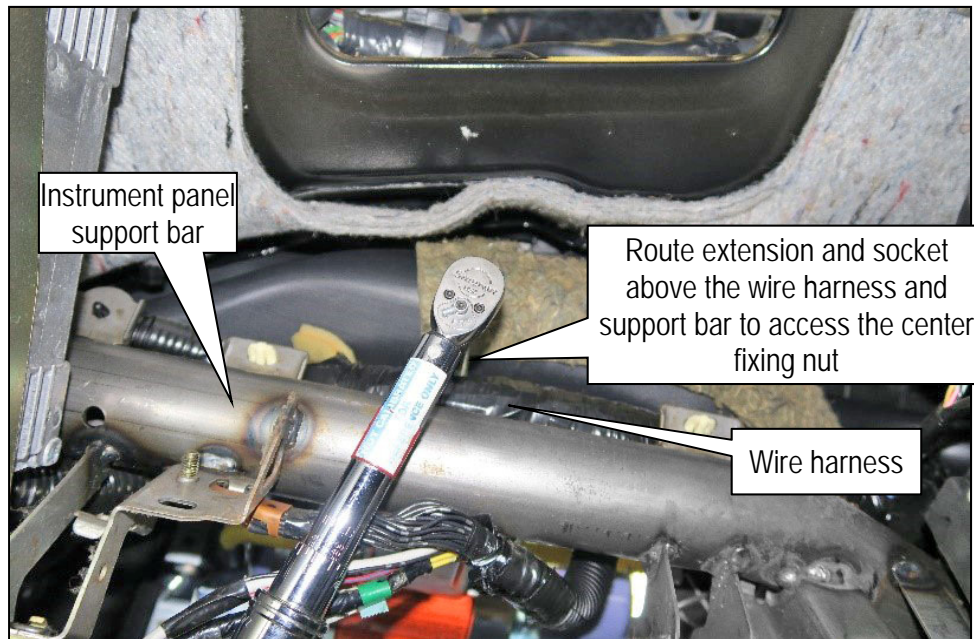


Figure 18

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. Reset/reinitialize systems as needed.
25. Turn the ignition ON and observe the airbag warning light.
 - The airbag warning light should illuminate for 7 seconds and then go out.
NOTE: 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.
 - Follow the **Return Instructions** on page 14.

RETURN INSTRUCTIONS

NOTE

NOTE: International (including Mexico and Canada), Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers **CANNOT** follow below shipping instructions. Instead, dealerships in these locations **MUST** contact the following Takata/Menlo USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or 210-250-5061 Email: SCTakataRestraints_International@xpo.com

NOTE: For Continental US 48 State dealerships, please follow steps 1-8 below.

1. Shipping Documents

a) Box Label

- To be affixed to each box
- If label is not available, print address below and affix to box.

TK HOLDING INC.
1199 Austin Court
Howell, MI 48843

b) Over-pack Label

- To be supplied by XPO.
- To be affixed to the outside of each pallet



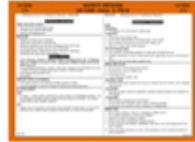
c) Bill of Lading

- To be supplied by XPO.
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver



d) ERG Document

- To be supplied by XPO.
- To be provide by the Dealer to the LTL Driver for each shipment.



5. Shipping Instructions – Prepare the Pallet

- Accumulate and palletize 50 modules
- Arrange Kits on Pallet as shown in example picture Below.
- Shrink-wrap modules to Pallet
- Affix Over-pack Label (supplied by XPO) on (1) side of Pallet (Not on Top)



2. Packing Instructions

a) Confirm box is in acceptable condition. If a new box is needed, follow the new box instructions located in box 8 of this page.

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



3. Closure Instructions

a) Close the top box flaps.



b) Securely seal



4. Shipping Instructions - Label each Box

a) Box Label

- To be affixed to each box
- If label is not available, print address below and affix to box.

TK HOLDING INC.
1199 Austin Court
Howell, MI 48843

Affix Address to Box.
Do not cover up Class Marking.



6. Shipping Instructions – Schedule LTL Pickup

- Upon Accumulating 50 modules (1 Over-pack/Pallet) Minimum
 - Call XPO at 1-210-250-5079
 - If 50 Kits have not been accumulated in 30 days, please call XPO for direction
- Have the following Information Available
 - Dealer #
 - Quantity of Over-packs/Pallets
 - Quantity of Passenger Inflator Kits on each Pallet
 - Email Address where shipping Documentation can be received

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 2 Years

8. Requesting a New Box

If a new box is needed, please contact the representative listed below by phone or email to request replacement materials.

Primary Contact: XPO Rep. - Tel #: 210-250-5079

E-Mail: SCFieldaction.14305@xpo.com To help expedite your request, please be prepared to provide the following information:

- 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

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

