

SAFETY RECALL



INFINITI®

CAMPAIGN BULLETIN

Takata Front Passenger Airbag Service Parts Voluntary Safety Recall Campaign

Reference: PC907, PC908, PC909

Date: August 16, 2022

Attention: Retailer Principal, Sales, Parts and Service Managers

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:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2006-2010 M35/45	PC908 & PC909	2,156	NA	August 16, 2022	YES
2003 QX4	PC907	33			

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

INFINITI is committed to the safety and security of our clients and their passengers. INFINITI has notified the National Highway Traffic Safety Administration (NHTSA) that it is recalling certain airbag inflator service parts that may have been installed in vehicles after the final recall remedy had been completed, as part of a subsequent theft or collision repair. The parts include certain Takata non-desiccated inflators for front passenger airbags, designed to fit 2002-2003 Infiniti QX4 and 2006-2010 INFINITI M35/M45.

Inflators that were previously recalled may have been inadvertently shipped to service inventory between December 9, 2016 and November 12, 2021 and may have been installed on vehicles as service parts. These inflators may rupture during a deployment due to propellant degradation occurring after long term exposure to high absolute humidity and temperature cycling. An inflator rupture may cause metal fragments to pass through the air bag and into the vehicle interior at high speed, which may result in injury or death to vehicle occupants.

Clients will receive an owner letter that will invite the owner to bring their vehicle to a retailer for inspection. If the vehicle is found to have a recalled air bag module, it will be replaced with a final remedy part. The remedy will be performed for the client free of charge for parts and labor.

***** What Retailers Should Do *****

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **PC907, PC908, PC909**.
2. Retailers **must not wholesale, sell, lease, trade, rent or loan** any vehicles in retailer inventory affected by this recall campaign until after the vehicle has been inspected and, if necessary, repaired.
3. Retailers should use the appropriate campaign repair bulletins (listed in the repair section below) to remedy any vehicles subject to this campaign.

4. Retailers should have the client fill out the SRS Light Release form (attached) when both the Supplemental Restraint System ("SRS") warning light is non-operational, flashing, or illuminated and the client refuses diagnosis and repair related to the SRS warning light.
 - Additionally, if the client declines the recall repair or the vehicle is unrepairable, appropriately document the deferment reason as per IPSB19-362.

NOTE: There is no need for the client to fill out the attached SRS Light Release form if the client agrees and the retailer conducts the diagnosis and repair.

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

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

Parts	Parts are not on restriction and may be ordered via normal process. <table border="1" style="margin: 10px auto;"> <thead> <tr> <th>Part Number</th> <th>Campaign ID</th> <th>Description</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>98561-7999E</td> <td>PC908 & PC909</td> <td>Airbag Inflator</td> <td>1</td> </tr> <tr> <td>K8515-EH19E</td> <td>PC908 & PC909</td> <td>Airbag Cushion</td> <td>1</td> </tr> <tr> <td>B4A67-EH50D</td> <td>PC908 & PC909</td> <td>Wiring Harness</td> <td>1</td> </tr> <tr> <td>98561-7998E</td> <td>PC907</td> <td>Airbag Inflator</td> <td>1</td> </tr> <tr> <td>B41A7-5W50D</td> <td>PC907</td> <td>Wiring Harness</td> <td>1</td> </tr> </tbody> </table>	Part Number	Campaign ID	Description	Quantity	98561-7999E	PC908 & PC909	Airbag Inflator	1	K8515-EH19E	PC908 & PC909	Airbag Cushion	1	B4A67-EH50D	PC908 & PC909	Wiring Harness	1	98561-7998E	PC907	Airbag Inflator	1	B41A7-5W50D	PC907	Wiring Harness	1
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Special Tools	<ul style="list-style-type: none"> • Consult III+ • Air Bag Module Support (J-51315) • Quick Scan Tool (J-52352) <p>Additional tools are available via TechMate @ 1-833-397-3493</p>																								
Repair	<ul style="list-style-type: none"> • ITB22-031 for PC907 (2003 QX4) • ITB22-033 for PC908 (2006-2007 M35/45) • ITB22-032 for PC909 (2008-2010 M35/45) 																								
Owner Notification	INFINITI will begin notifying owners of all potentially affected vehicles in September 14, 2022 , via U.S. Mail.																								

******* 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. Due to an issue in the parts replenishment system, inflators that were previously recalled may have been inadvertently shipped and installed on vehicles as service parts. These inflators may rupture during a deployment due to propellant degradation occurring after long term exposure to high absolute humidity and temperature cycling. An inflator rupture may cause metal fragments to pass through the air bag and into the vehicle interior at high speed, which may result in injury or death to vehicle occupants.

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 inspect potentially affected vehicles that may have been repaired with the affected parts. If it is found that a recalled part is installed, it will be replaced with a final remedy part.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could range from approximately one (1) hour to (3) hours to complete depending on the vehicle model. 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 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, inflators that were previously recalled may have been inadvertently shipped to service inventory between December 9, 2016 and November 12,

2021 and may have been installed on vehicles as service parts. These inflators may rupture during a deployment due to propellant degradation occurring after long term exposure to high absolute humidity and temperature cycling. An inflator rupture may cause metal fragments to pass through the air bag and into the vehicle interior at high speed, which may result in injury or death to vehicle occupants.

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 <https://www.infiniti.com/recalls-vin.html>

Q. When will vehicle owners be notified?

A. INFINITI will begin notifying owners of all potentially affected vehicles in **September 14, 2022** 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. Retailers may place orders for parts via the normal process.

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 2006-2010 INFINITI M35/45 and certain model year 2003 INFINITI QX4.

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

A. Yes. Certain model year 2002-2006 Nissan Sentra vehicles, certain model year 2007-2012 Nissan Versa vehicles, and certain model year 2001-2003 Nissan Maxima vehicles.

Revision History:

Date	Announcement	Purpose
August 16, 2022	Voluntary Safety Recall	New campaign announcement