



VOLUNTARY RECALL CAMPAIGN

Classification: RS22-007A	Reference: ITB22-032A	Date: July 24, 2023
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VOLUNTARY SAFETY RECALL CAMPAIGN 2008-2010 M35/M45; FRONT PASSENGER AIR BAG INFLATOR INSPECTION

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

CAMPAIGN ID #: PC909
APPLIED VEHICLES: 2008-2010 M35/M45 (Y50)

**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 2008-2010 M35/M45 vehicles, to inspect and, if necessary, replace the front passenger air bag inflator. 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

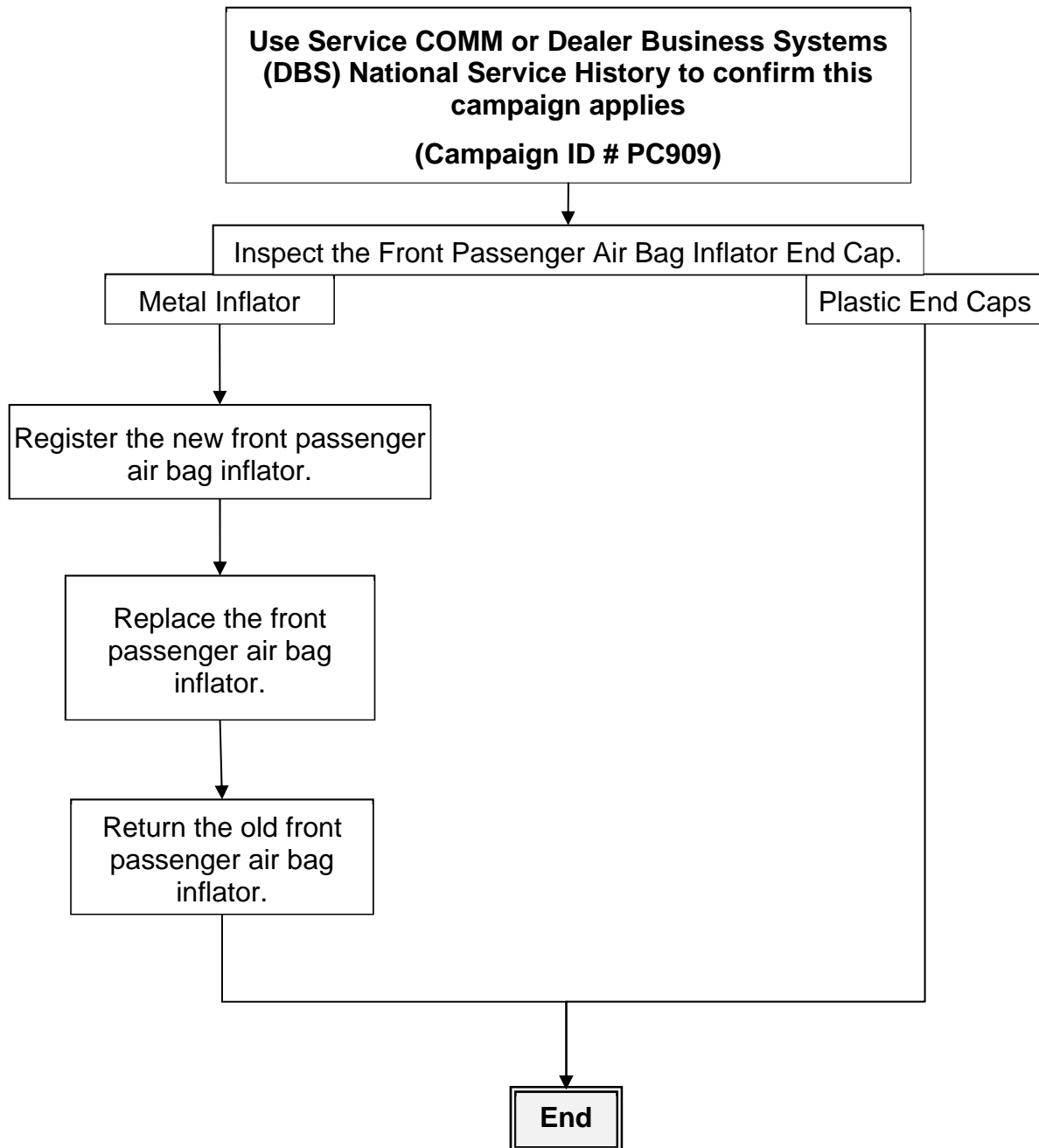
Infiniti has assigned identification number PC909 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

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) clients 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.

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 TOOLS

- Air Bag Module Support J-51315-KIT
 - New tool part number NI-51315-KIT

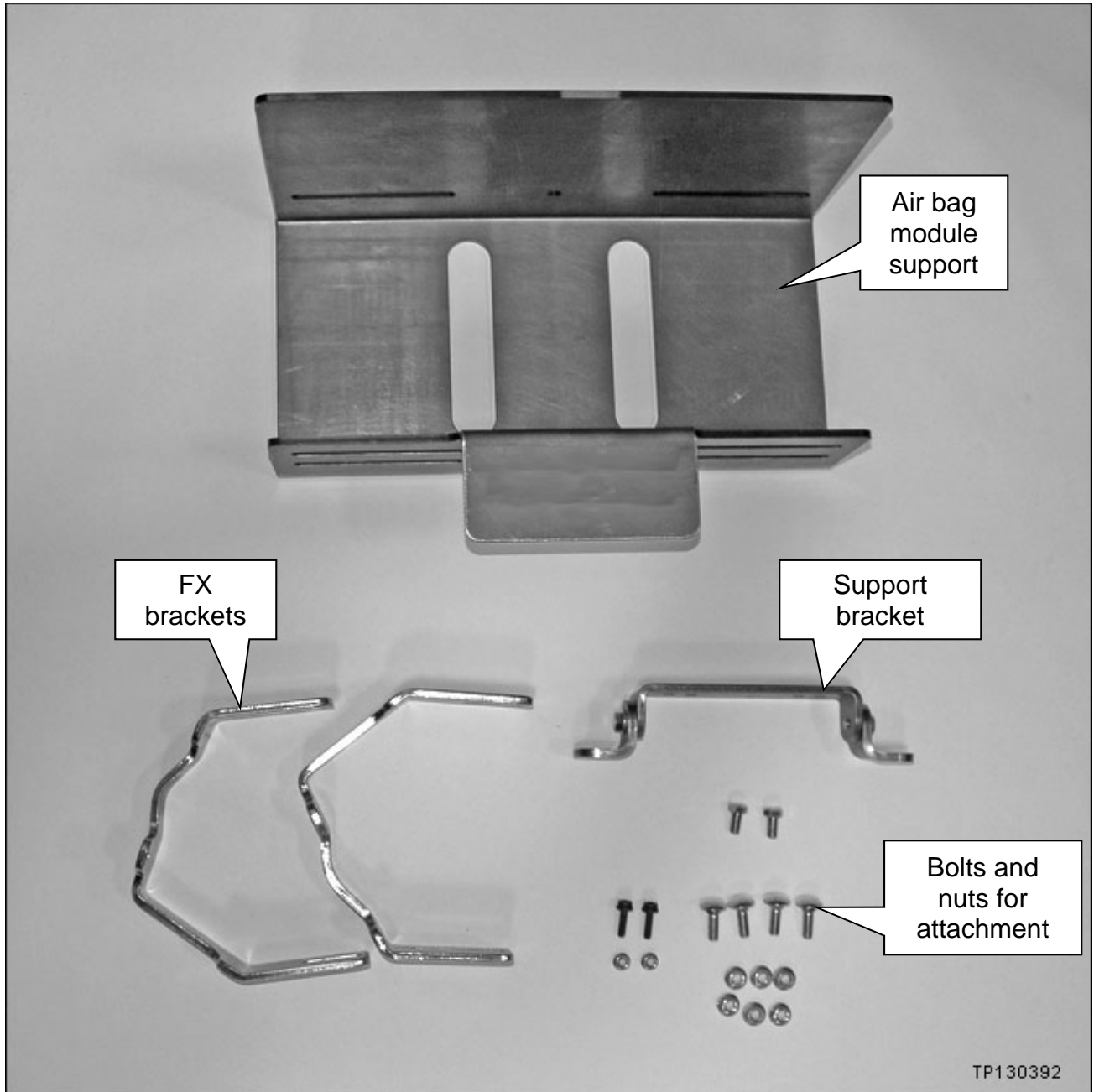


Figure 1

REQUIRED SPECIAL TOOLS (continued)

Quick Scan Tool (J-52352)

- Each retailer has been previously shipped one Quick Scan Tool (J-52352).
 - New tool part number NI-52352.



Figure 2

Additional tools may be purchased from Tech•Mate: www.TechMateTools.com or 1-833-397-3493.

SERVICE PROCEDURE

WARNING

To avoid the risk of death or severe personal injury, 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.

Inspect the Front Passenger Air Bag Inflator

1. Remove the glove box.
 - Refer to the ESM: **BODY > INSTRUMENT PANEL > SERVICE INFORMATION > INSTRUMENT PANEL ASSEMBLY > GLOVE BOX > Removal and installation**
2. Using a light, inspect the area shown in Figure 3 to determine if the air bag inflator is metal or has a plastic end cap.
 - If the front passenger air bag inflator has a plastic end cap (Figure 5 and Figure 7 on page 6), no replacement is required. Reassemble the instrument panel in the reverse order of disassembly.

HINT: The plastic end cap may be a different color than shown.

 - If the front passenger air bag inflator is metal (no plastic end caps [Figure 6 and Figure 8 on page 6]), continue to step 3 on page 7 for front passenger air bag inflator replacement.



Figure 3

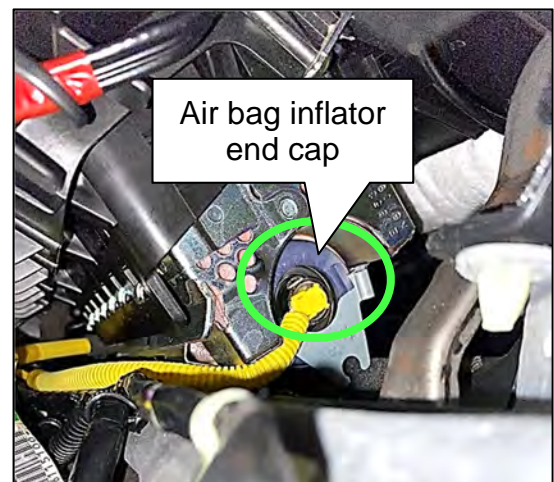


Figure 4

Examples of Air Bag Inflators

Air Bag Inflator with plastic end caps
(OK Condition)



Figure 5

Air Bag Inflator with no end caps
(NG Condition)



Figure 6



Figure 7



Figure 8

Register the New Front Passenger Air Bag Inflator

- 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.	

- Turn the ignition OFF.
- Disconnect both battery cables, negative cable first.
- Wait a minimum of 3 minutes before continuing to step 7.
- Remove the new passenger air bag inflator from its packing and register the inflator's serial number as outlined in steps 8 - 13 on pages 7 - 10.
- Attach the Quick Scan Tool (J-52352 or NI-52352) to a CONSULT PC's USB port.

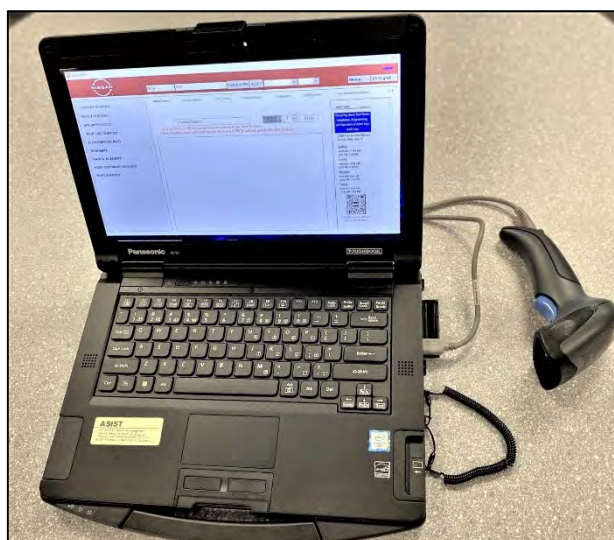


Figure 9

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

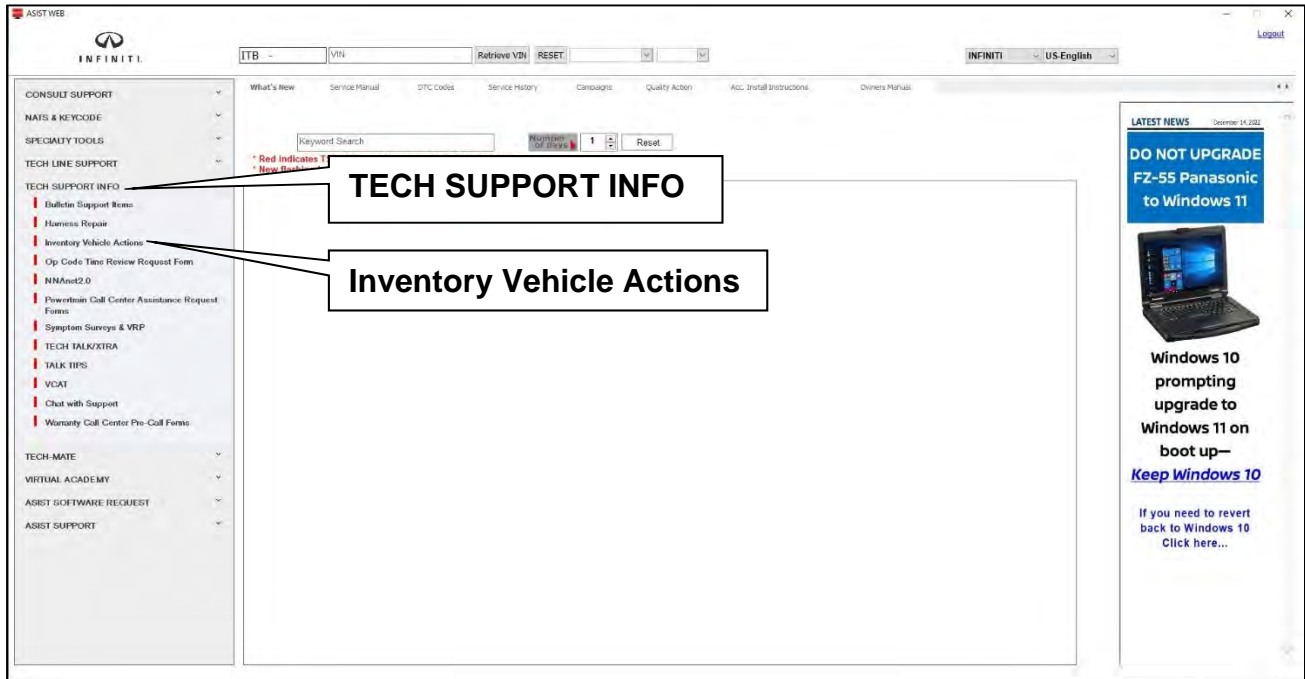


Figure 10

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

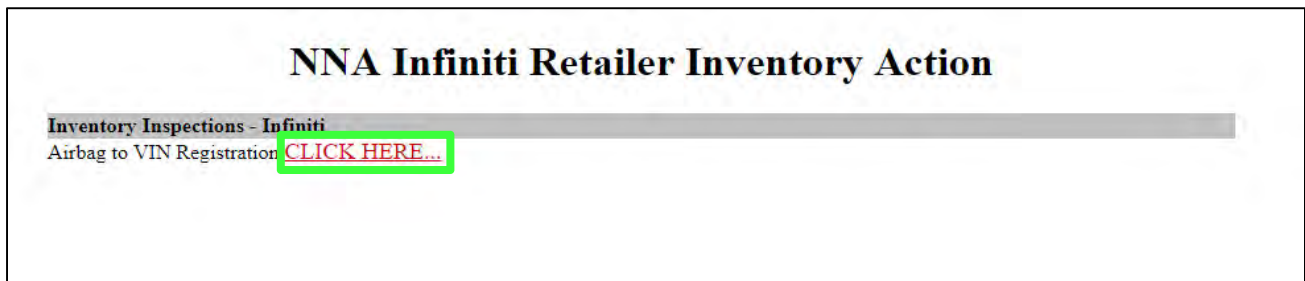


Figure 11

11. Using the Quick Scan Tool (J-52352 or NI-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 or NI-52352 about six (6) inches away from the VIN label.
- Hold down the trigger until tool J-52352 or NI-52352 is finished scanning the VIN label.
- Some VIN labels may not scan quickly.
- The VIN will populate automatically. See Figure 14 on page 10.
- If needed, the VIN can be entered manually.



Figure 12

12. Use the quick scan tool to scan the bar code (serial number) on the new air bag inflator shipping box.

- The serial number will automatically populate below the VIN. See Figure 14 on page 10.
- If needed, the serial number can be entered manually.

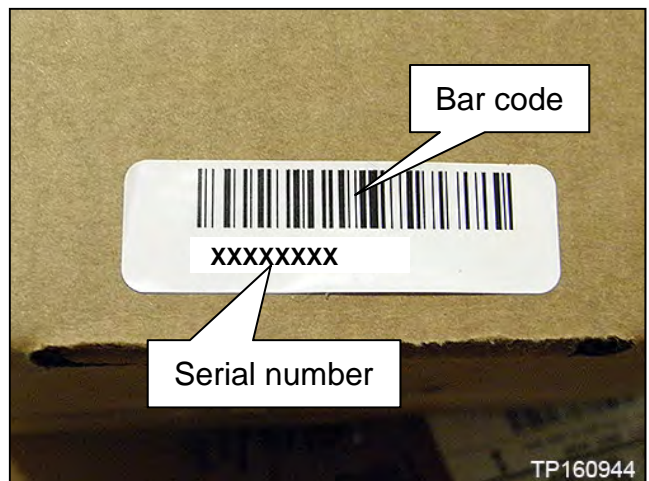


Figure 13

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

[Airbag to VIN Registration](#)
11/28/2016 1:36:32 PM

Please enter/scan the VIN and Airbag Inflator Serial Number

Dealer Code

Key Number

VIN

Airbag Serial Number

Figure 14

Replace the Front Passenger Air Bag Inflator

14. Remove the front passenger Air Bag module.
- Refer to the ESM: **RESTRAINTS > SUPPLEMENTAL RESTRAINT SYSTEM (SRS) > SERVICE INFORMATION > FRONT PASSENGER AIR BAG MODULE > Removal and Installation**
15. Securely mount the air bag module support in a vise.

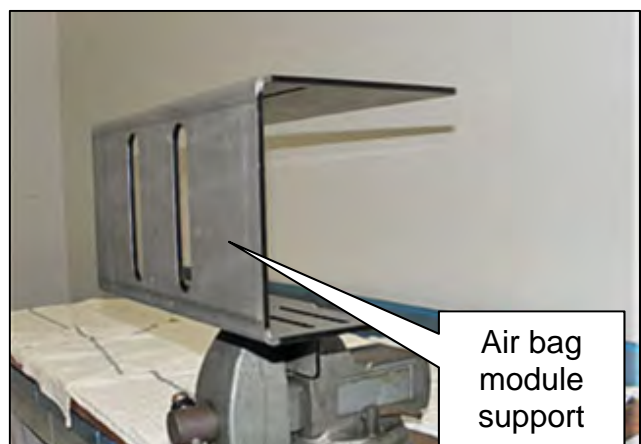


Figure 15

16. Unclip the wire harness from the wire harness guides.

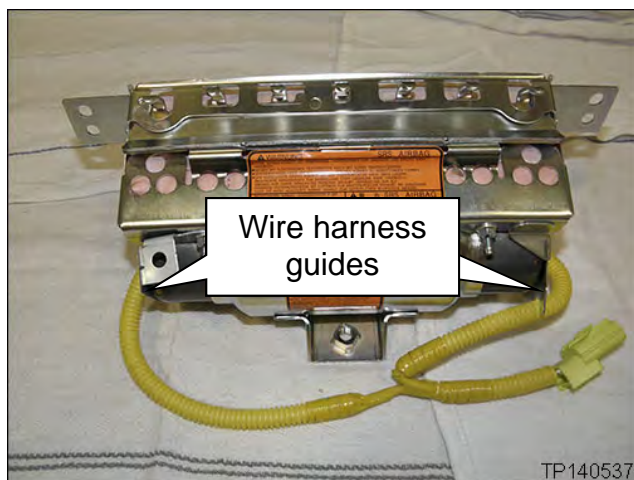


Figure 16

17. Attach the FX brackets to the air bag module support, as shown in Figure 17.
- Make sure the convex parts of the brackets are in the UP position.
 - Use bolts and nuts supplied with the support.
 - Leave the bolts/nuts slightly loose to allow for positioning of the module.

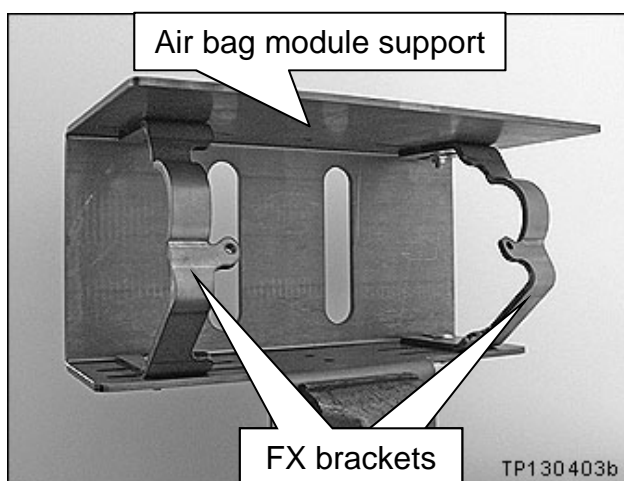


Figure 17

18. Attach the air bag module to the FX brackets in the support, as shown in Figure 18.
- Use the bolts and nuts supplied with the support.
 - Make sure the arrow on the air bag module is pointing down.

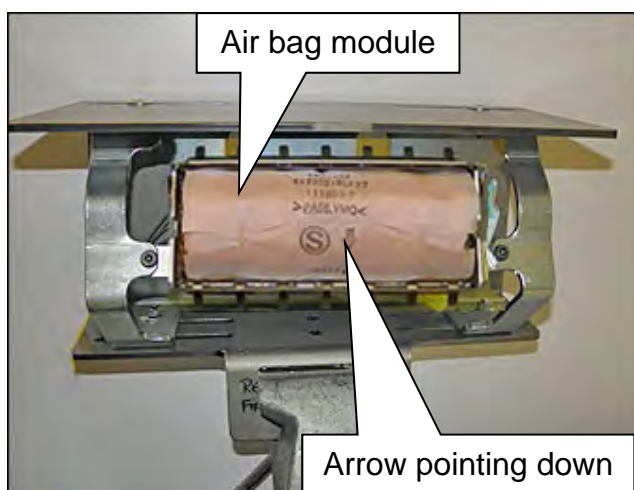


Figure 18

19. Make sure the module is centered in the support.

HINT: Centering the module in the support will allow access to the inflator securing nuts through the slots in the support.

20. Tighten all of the mounting bolts and nuts that hold the module and brackets to the support.



Figure 19

21. Using a suitable cutting tool, carefully cut a few inches of the yellow corrugated harness cover in the area shown in Figure 20.

- Take care not to cut the wires inside the corrugated cover.

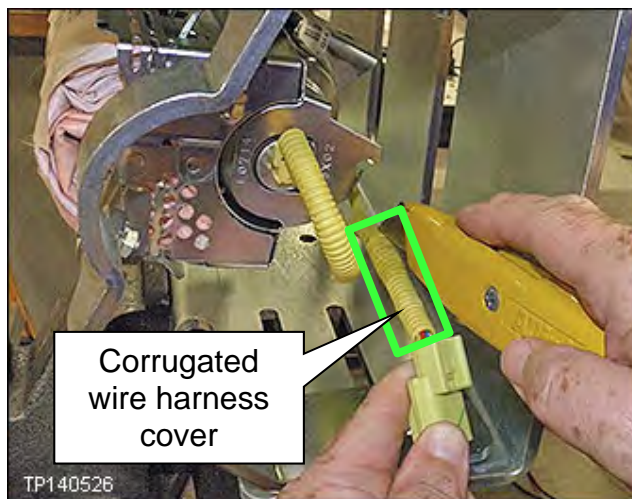


Figure 20

22. Attach two (2) shorting pins to the air bag inflator wire harness, as shown in Figure 21.

- Make sure to pair the wires from each end of the inflator.
 - **Blue with White**
 - **Red with Yellow**
- Use an insulation displacement type wire connector as a shorting pin.

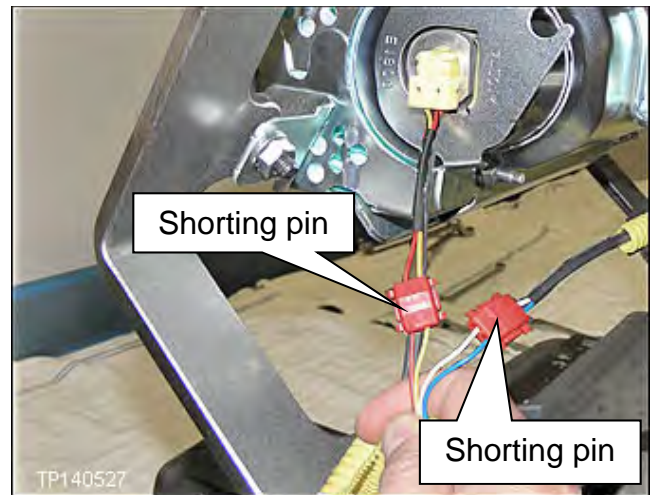


Figure 21

23. Using a suitable cutting tool, cut off the connector end of the wire harness, as shown in Figure 22.



Figure 22

24. Remove the four (4) nuts from the air bag module that hold the air bag inflator in place and discard, they will not be reused.



Figure 23



Figure 24

25. Remove the air bag inflator stopper bracket and discard, it will not be reused.

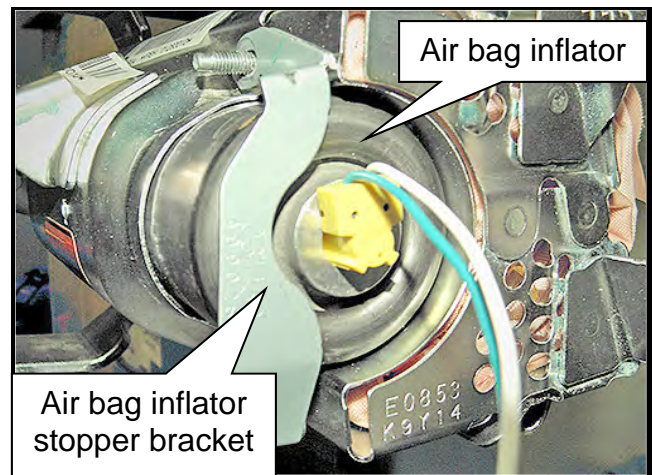


Figure 25

26. Push the left side of the air bag inflator out of the air bag module.
- Twist the air bag inflator to a position that will allow the wire harness and harness connector to fit through the opening.

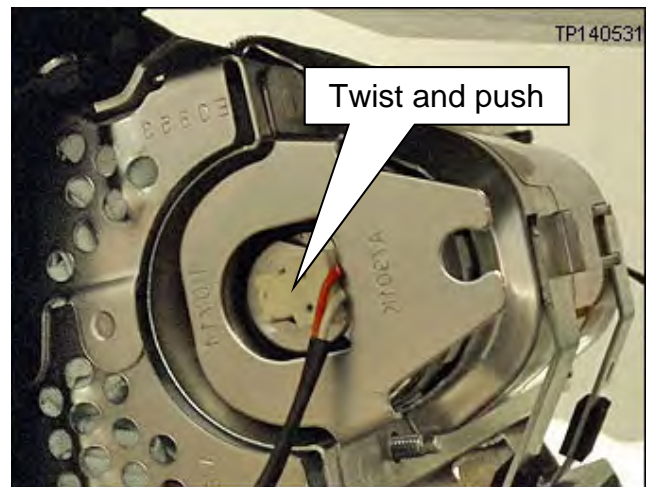


Figure 26

27. Pull the inflator completely out of the module from the right side.
- Set the old inflator in the clean working area and make sure it does not roll and fall to the floor.



Figure 27

28. Remove the air bag module from the air bag module support, and then place the air bag module on a clean working surface.

29. Following the steps below, remove the left side air bag inflator stopper bracket.

⚠ WARNING

To avoid the risk of death or serious personal injury:

- Make the following cuts using side cutters or other similar snipping tool as shown.
 - Do **NOT** use any type of tool that would create small debris (such as sawing or grinding). Small debris could enter the module assembly.
 - Be careful of sharp edges while making these cuts.
- a. Using side cutters or a suitable tool, cut the left and right vertical attachments where shown in Figure 29.

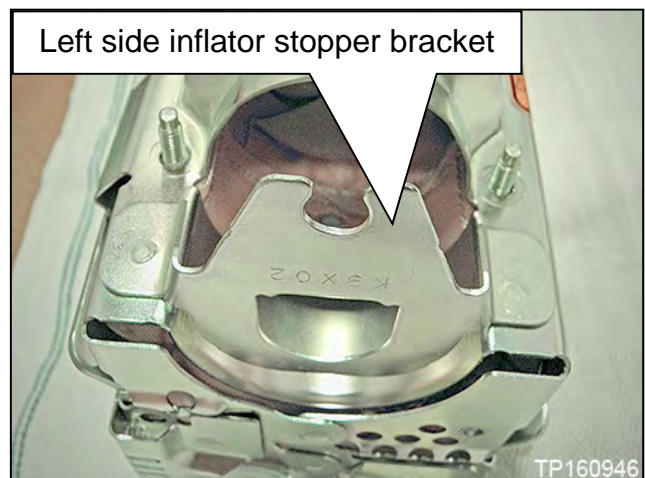


Figure 28

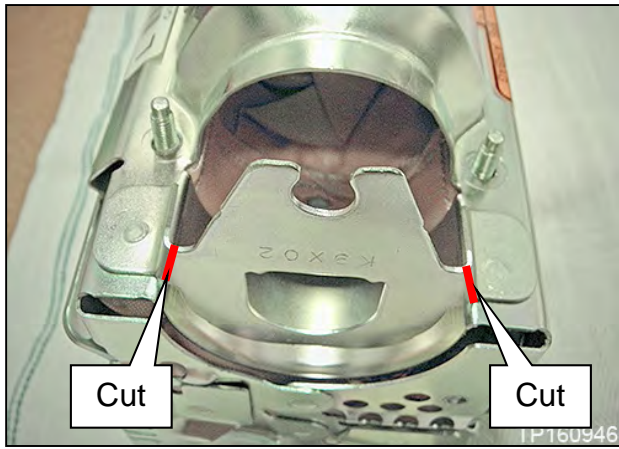


Figure 29

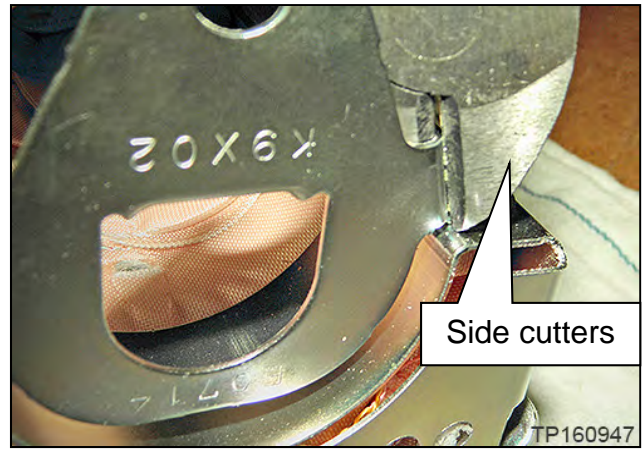


Figure 30

- b. Cut the left and right horizontal attachments, where shown in Figure 31.

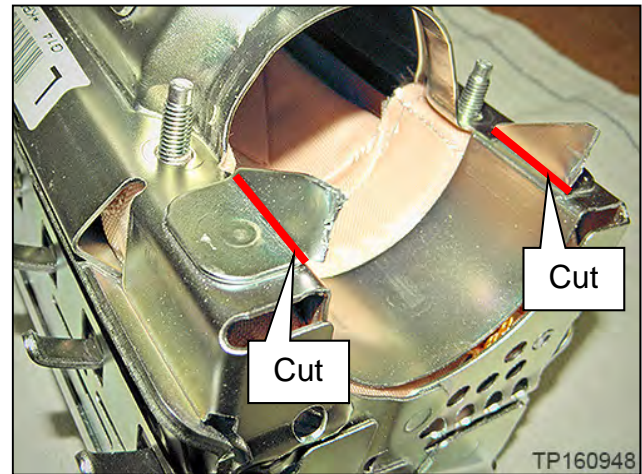


Figure 31

- 30. Apply non-woven tape over the sharp edges where the cuts were made, as shown in Figure 32.

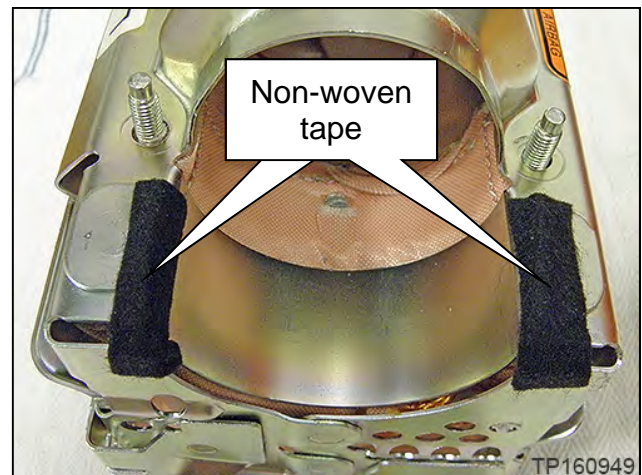


Figure 32

31. Install the new left side air bag inflator stopper bracket with two (2) new nuts finger tight.

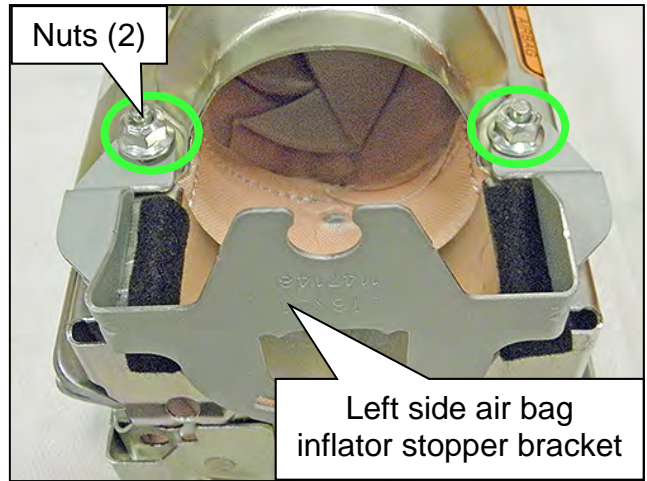


Figure 33

32. Reinstall the air bag module to the air bag module support.

HINT: Ensure the arrow on the air bag module is pointing down, as shown in Figure 34.

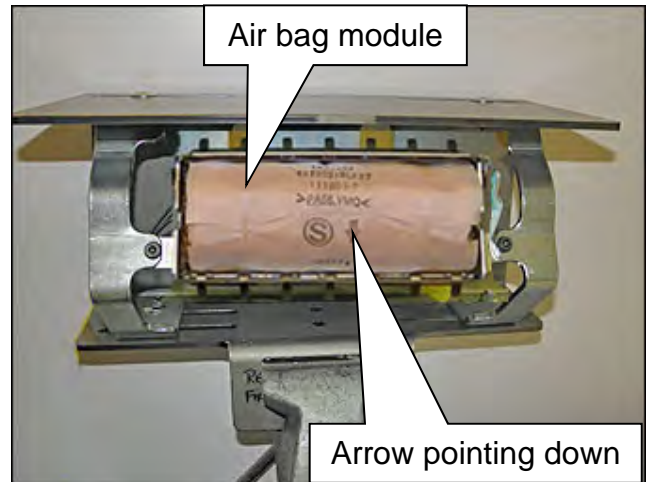


Figure 34

33. Remove the new air bag inflator from the box, and then install it into the air bag module, as show in Figure 35.

- The large end of the air bag inflator will be inserted into the Air Bag module first.

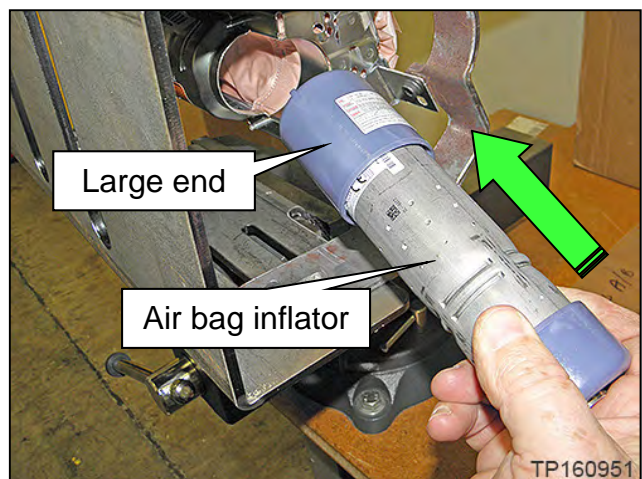


Figure 35

34. Align the air bag inflator alignment tab and then insert it through the hole in the left side air bag inflator stopper bracket.

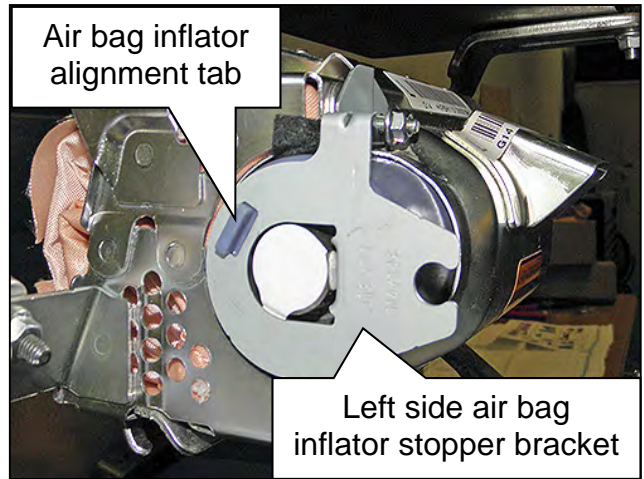


Figure 36

35. Install a new right side air bag inflator stopper bracket with two (2) new nuts finger tight.

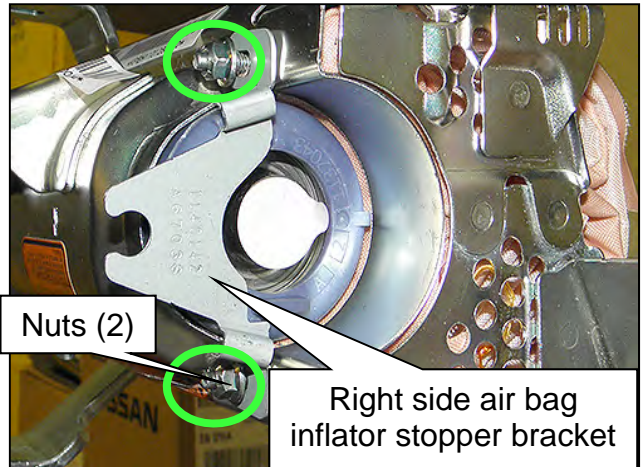


Figure 37

36. Push on the right side air bag inflator stopper bracket (Figure 38) to ensure the air bag inflator is sitting against the left side and right side air bag inflator stopping brackets (Figure 39 and Figure 40).

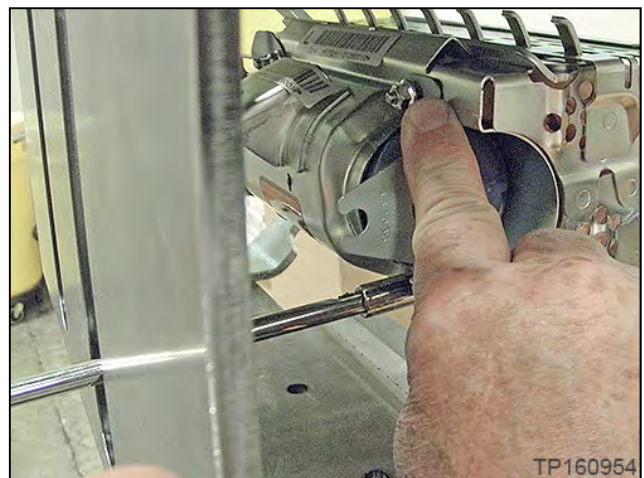


Figure 38

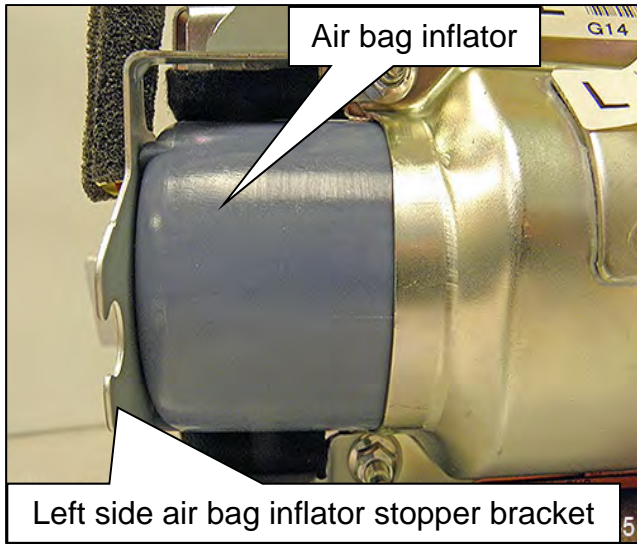


Figure 39

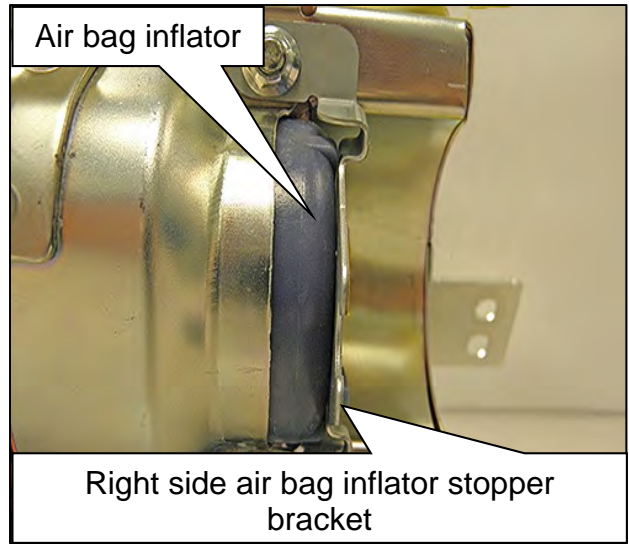


Figure 40

37. Torque the four (4) air bag inflator stopper bracket stopper bracket nuts in the sequence shown in Figure 41.

- Air bag inflator stopper bracket nut torque: 3.9 N•m (0.4 kg-m, **34 in.-lb**)

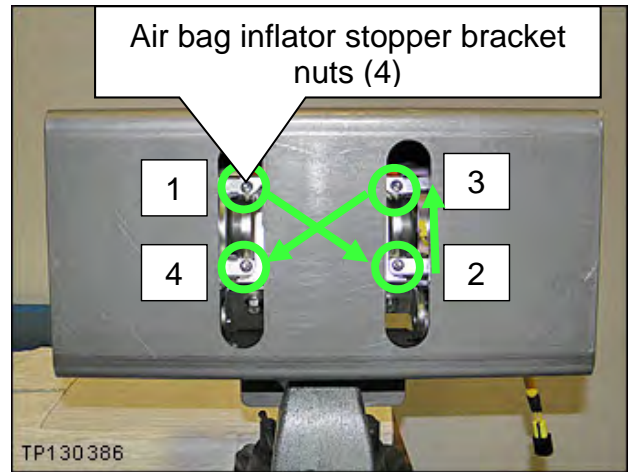


Figure 41

38. Remove the dust cover stickers on the right and left side of the air bag inflator.

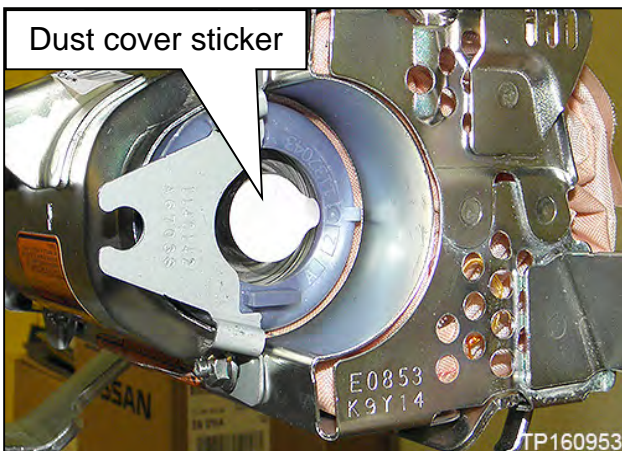


Figure 42

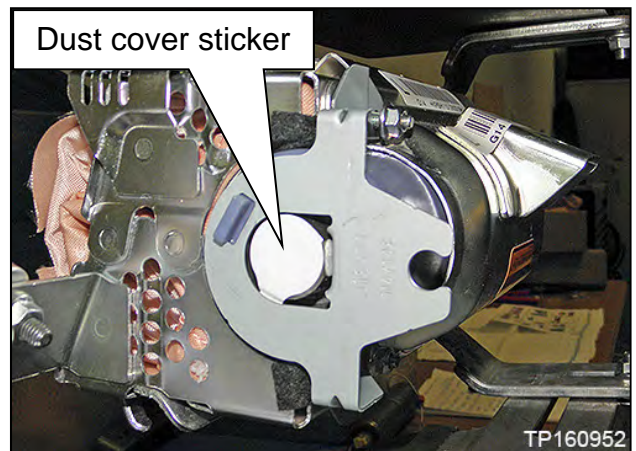


Figure 43

39. Attach the wire harness connectors to each end of the air bag inflator.

IMPORTANT: Make sure to attach the wire harness connectors to the correct side of the air bag inflator (Figure 44). Once an air bag inflator wire harness connector is connected, it cannot be disconnected.

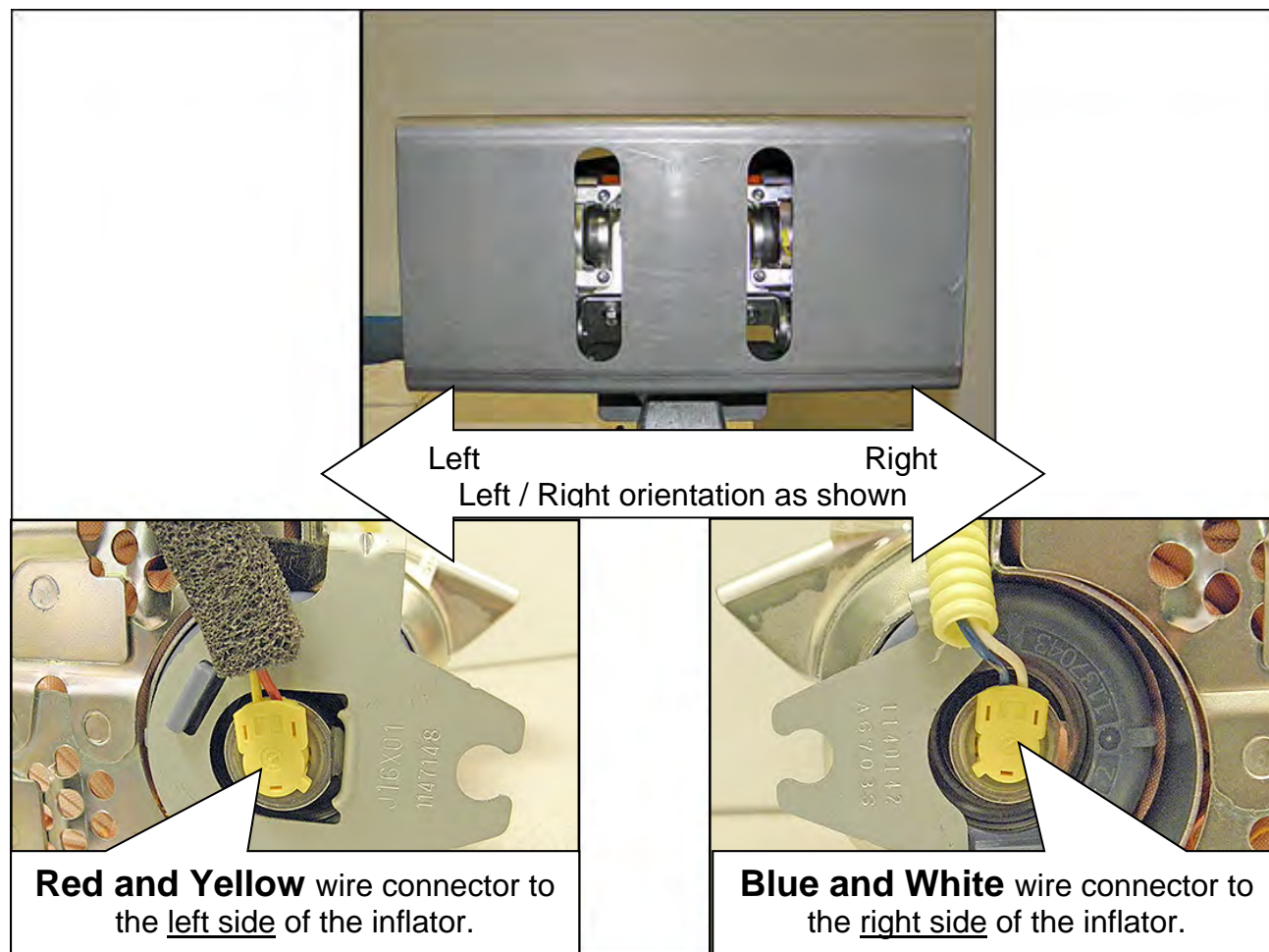


Figure 44

- Make sure the T shape at the inflator end aligns with the T shape of the wire harness connector.

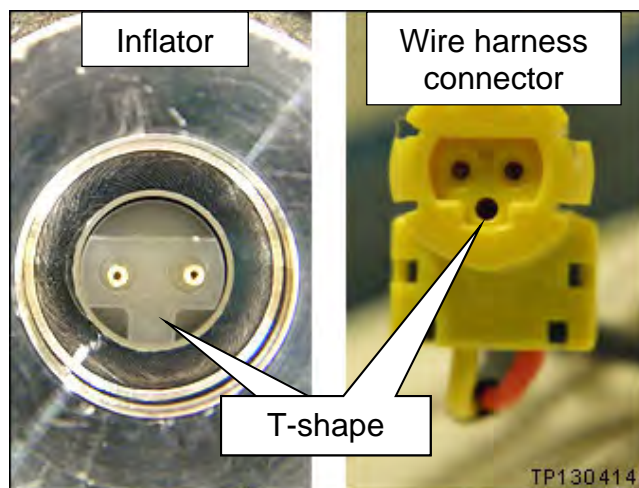


Figure 45

- Make sure harness connector is fully engaged / seated (Figure 46).

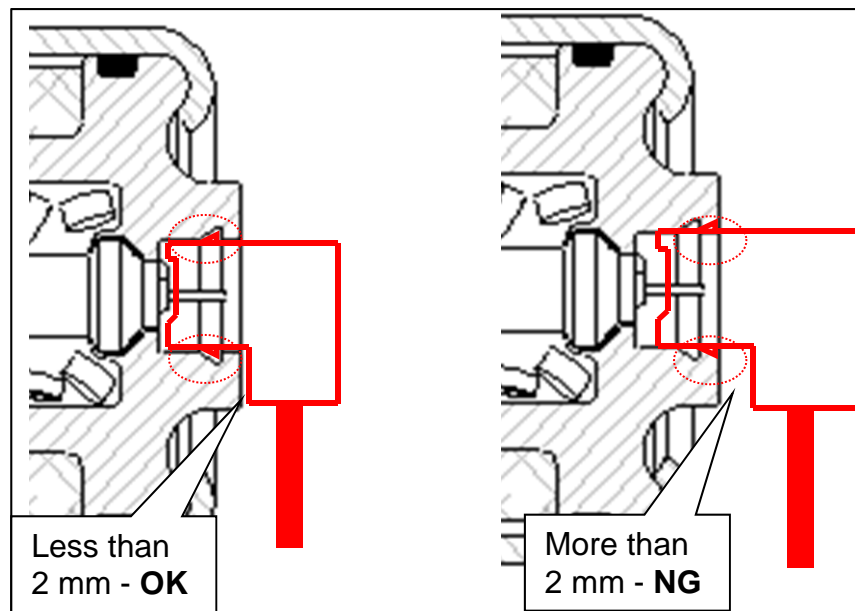


Figure 46

40. Remove the air bag module from the air bag module support, and then place the air bag module on a clean working surface.

41. Clip the new wire harness into the wire harness guides

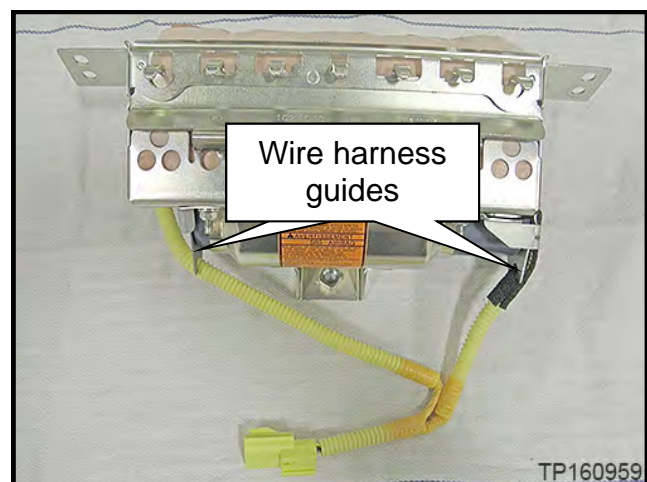


Figure 47

42. Install the front passenger Air Bag module into the vehicle.
 - Refer to the ESM: **RESTRAINTS > SUPPLEMENTAL RESTRAINT SYSTEM (SRS) > SERVICE INFORMATION > FRONT PASSENGER AIR BAG MODULE > Removal and Installation**
43. Reconnect both battery cables, positive battery cable first.
44. Reset/reinitialize systems as needed.
 - Refer to the ESM: **GENERAL INFORMATION > GENERAL INFORMATION > SERVICE INFORMATION > INSPECTION AND ADJUSTMENT > ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL**
45. Reset the clock and radio settings.
46. Turn the ignition ON and observe the air bag warning light.
 - The air bag warning light should illuminate for 7 seconds and then turn off.

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 appropriate Service Manual for additional diagnostic and repair information.
47. Return the removed (old / non-deployed) air bag inflator in the box that the new air bag inflator arrived in.
 - TK Services and RXO Logistics have provided return instructions for the recalled Takata inflators and modules at pages 23-26 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	<h2 style="margin: 0;">Inflator and Module Returns Shipping Instructions</h2> <p style="margin: 0;">Please contact scfieldaction.14305@rxo.com 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>	06/20/2023
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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.



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

- OEM module/inflator kit contains this 2-part label
- Peel off 'Ship-To' label
- Affix label to box. Do not cover up Class 9 Marking



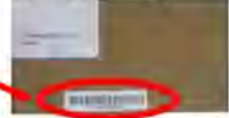
8. Requesting a New Box / Shipping Labels

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

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 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					
<u>Email Address for BOL</u>					
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	<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"/>
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
INFLATOR – AIR BAG ASST (Air Bag Inflator)	98561-7999E	1 (If Needed)
HARNESS KIT – SUB (Includes stopper brackets, air bag module mounting bolts, and inflator securing nuts)	B4A67-EH50D	1 (If Needed)
Shorting Pin (Insulation Displacement Connector for 22-18 gauge wire) 	NAPA Item # 784566 Grainger Item # 4YT50 Or equivalent available from local auto supply	2 (If Needed)

HINT:

- Make sure to return the removed (old / non-deployed) inflator in the box that the new inflator came in.
- Follow the return instructions provided on pages 23-26.

EXPENSE CODE

EXPENSE CODE	DESCRIPTION	MAX AMOUNT
041	Shorting Pin (Insulation Displacement Connector for 22-18 gauge wire)	\$1.00

CLAIMS INFORMATION

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

CAMPAIGN (“CM”) ID	DESCRIPTION	OP CODE	FRT
PC909	Inspect Air Bag Inflator (OK Condition – Do Not Replace)	PC9090	0.3
	Inspect Air Bag Inflator, Remove and Replace Front Air Bag Module and Inflator	PC9091	2.8

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
August 15, 2022	ITB22-032	Original bulletin published
July 24, 2023	ITB22-032A	INTRODUCTION updated, NOTE references changed to HINT, Pages 23-26 added