

Classification:

BT09-032b

Reference:

ITB09-063b

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Date:

April 13, 2016

CERTIFICATION LABEL AND VIN PLATE REPLACEMENT

This bulletin has been amended. Changes have been made to pages 2-4.
Please discard previous versions of this bulletin.

APPLIED VEHICLES: All Infiniti

SERVICE INFORMATION

Because of collision damage or other vehicle repair, a replacement "Certification Label" or "VIN Plate/Label" may be needed.

NOTE: Certification Label = FMVSS (Federal Motor Vehicle Safety Standards) label.

These items may be available from Infiniti by request if certain criteria are met.

This bulletin lists the criteria and provides an application form for such replacements.

- The "VIN Plate/Label" (metal plate or vinyl label) is attached to the instrument panel or body on the driver side at the base of the windshield (see Figure 1).
- The "Certification Label" (vinyl adhesive label) is located on the lower area of the driver side B-Pillar (see Figure1).

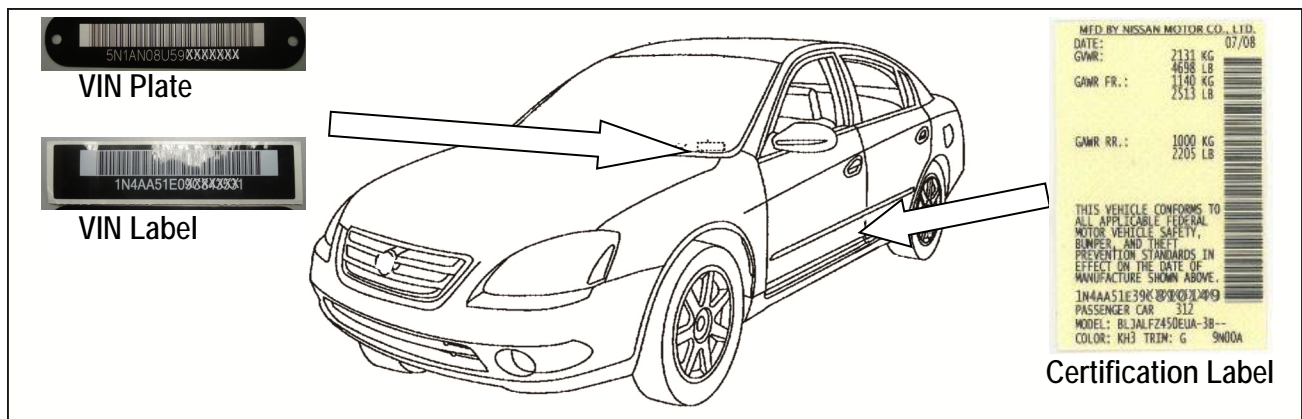


Figure 1

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 dealer to determine if this applies to your vehicle.

CERTIFICATION LABEL REPLACEMENT CRITERIA

NOTE: See page 4 for replacement VIN plate/label.

A replacement Certification Label may be requested **ONLY if** the vehicle is in a collision and:

- The Certification Label is damaged,
or
- The Certification Label is attached to a part that will be replaced during the repair.

REQUESTING A REPLACEMENT CERTIFICATION LABEL

1. Take a photo of the original Certification Label in its original location on the vehicle B pillar.
 - A photo of the original Certification Label before it is removed must accompany the application.
 - If the vehicle is produced outside of the U.S. and a **legible Certification Label photo is not provided**, the request will be rejected.
 - If the vehicle is produced in the U.S. and is greater than 60 days old and a **legible Certification Label photo is not provided**, the request will be rejected.
2. Completely fill out a copy of the APPLICATION FOR REPLACEMENT CERTIFICATION LABEL (see next page).
3. Remove the original Certification Label from the vehicle and attach in the designated area on the application form.
4. Staple the photo of the original Certification Label (in its original location) to the application form.
5. Mail (DO NOT FAX) the completed application with the photo of the label to your Regional Office:
Attention: Replacement Certification and VIN Plate Request.

NOTE: Your dealer "Non Vehicle Account" will be billed \$25.00 for each replacement label.

NOTE:

- A replacement label **WILL NOT** be available if the vehicle is more than 60 days old and the old label does not accompany this request.
- All replacement Certification Labels for damaged vehicles are subject to approval by the Technical Compliance Department. If you have any specific questions contact your Owner Relations Manager (ORM) or Customer Experience Manager (CEM).



APPLICATION FOR REPLACEMENT CERTIFICATION LABEL

REASON FOR REPLACEMENT:

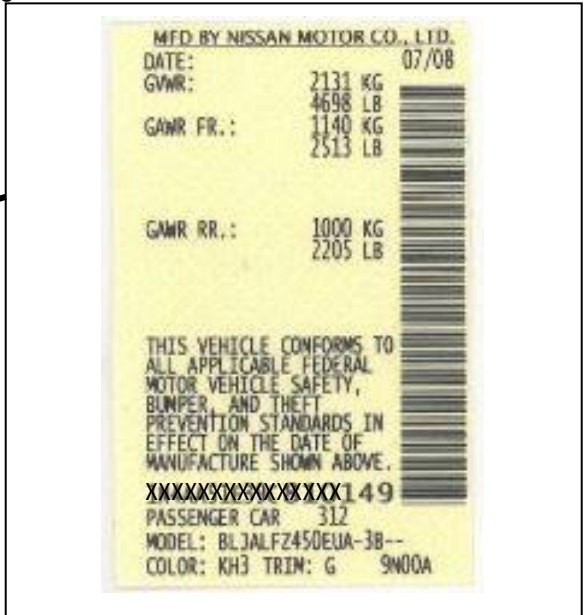
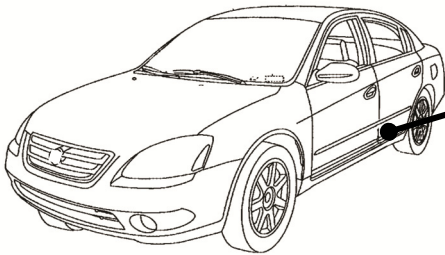
Collision Damage

Other _____
Reason for replacement

VIN:

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Attach original Certification Label here



NOTE: A legible photo of the Certification Label before it is removed MUST also accompany this application.

Dealer Code: _____ Telephone # : _____

Dealer Contact Person: _____

Dealer Name: _____

Address: _____

Signature (Parts and/or Service Manager): _____

Mail (DO NOT FAX) the completed application with the photo of the label to your Regional Office: **Attention:** Replacement Certification and VIN Plate Request.

NNA Internal Use
ORM Name (Print) _____ ORM Signature _____

VIN PLATE / LABEL REPLACEMENT CRITERIA

NOTE: See page 2 for replacement Certification Label.

A replacement VIN Plate/Label may be requested **ONLY if:**

- The vehicle is in a collision and the VIN plate/label is damaged.
- or
- The vehicle was recovered after being stolen and the VIN plate/label is damaged but still available.

REQUESTING A REPLACEMENT VIN PLATE / LABEL

1. Completely fill out a copy of the APPLICATION FOR REPLACEMENT VIN PLATE / LABEL (see next page).
2. Remove the original VIN Plate/Label from the vehicle and attach in the designated area on the application form.
 - **The original VIN plate/label MUST accompany the application.**
 - For a VIN Label that will destroy itself when removed:
 - A photo of the original instrument panel VIN Label must accompany the application.
 - A photo of the Certification Label (on the B-pillar) clearly showing the VIN must also accompany the application.
 - **Stolen VIN plate/label:**
 - If a VIN Plate/Label is stolen, contact the appropriate State Police or State Department of Motor Vehicles (DMV). In most cases, the State DMV will issue a unique VIN so the original VIN can be included on stolen vehicle listings. If this is the case, a replacement VIN plate/label is NOT available from Nissan. However, the original VIN, not the state issued VIN, must be used on all warranty claims.
3. Mail (DO NOT FAX) the completed application with the photo of the label to your Regional Office:
Attention: Replacement Certification and VIN Plate Request.

NOTE:

- Your dealer "Non Vehicle Account" will be billed \$25.00 for each replacement VIN plate/label.
- **All replacement VIN plates/labels are subject to approval by the Technical Compliance Department. If you have any specific questions contact your Owner Relations Manager (ORM) or Customer Experience Manager (CEM).**



APPLICATION FOR REPLACEMENT VIN PLATE / LABEL

REASON FOR REPLACEMENT:

Collision Damage

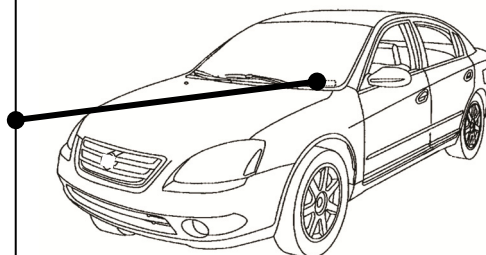
Other _____

Reason for replacement

VIN:

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Attach original VIN Plate / Label here



Dealer Code: _____ Telephone # : _____

Dealer Contact Person: _____

Dealer Name: _____

Address: _____

Signature (Parts and/or Service Manager): _____

Mail (DO NOT FAX) the completed application with the photo of the label to your Regional Office: **Attention:** Replacement Certification and VIN Plate Request.

NNA Internal Use

ORM Name (Print) _____ ORM Signature _____