



Reference:

ITB07-041

Date:

November 24, 2007

## VOLUNTARY RECALL CAMPAIGN 1997 – 2001 QX4 FUEL FILLER TUBE

**CAMPAIGN I.D. #** R0707 and R0708  
**NHTSA #:** 07V-435  
**APPLIED VEHICLES:** 1997 – 2001 QX4 (JR50)  
**APPLIED VINs:**  
1997: JNRAR05Y(\*)VW 016309 – 018007  
1998: JNRAR05Y(\*)WW 020101 – 040478  
1999: JNRAR0(\*)Y(\*)XW 039923 – 072384  
2000: JNRAR07Y(\*)YW 075001 – 087217  
2001: JNRDR0(\*\*\*)1W 100029 – 225644

**NOTE: Use Infiniti Net to determine campaign eligibility.**

### INTRODUCTION

Infiniti has determined that a defect that relates to motor vehicle safety exists in some 1997-2001 model year Infiniti QX4 vehicles. The fuel filler tube may have an insufficient amount of coating at the lower mounting bracket. If there is insufficient coating, corrosion may occur in geographic areas that regularly use road salt in the winter. This corrosion can result in perforation of the fuel filler tube and fuel leakage. If there is fuel leakage in the presence of an ignition source, a fire can result.

In order to prevent this potential condition, Infiniti is conducting a Voluntary Safety Recall Campaign to replace the fuel filler tube assembly in states that regularly use road salt in the winter, and to inspect and if necessary replace the fuel filler tube assembly in states that are not listed as ones that regularly use road salt in the winter.

For vehicles identified by NNA records as registered in one of the "Non-Salt States" (states not included in the list on the next page), Infiniti is advising owners of the following:

1. Their vehicle does not have to be repaired. However, at the owner's request their Infiniti dealer will inspect, and if necessary, replace the fuel filler tube assembly with a new one.
2. They should contact their dealer if they notice fuel leakage when filling the gas tank.
3. If their QX4 was previously registered in one of the Salt States, or it is driven there often during winter months, they may bring their vehicle to their Infiniti dealer to have the fuel filler tube inspected, and if necessary, replaced.

## NUMBER OF VEHICLES POTENTIALLY AFFECTED

The number of Infiniti vehicles potentially affected is approximately 83,586

## IDENTIFICATION NUMBER

Infiniti has assigned identification numbers R0707 and R0708 to this campaign. R0707 or R0708 must appear on all communications and documentation of any nature dealing with this campaign. The difference between these numbers is as follows:

### R0707

- This PNC group is for vehicles identified by NNA records as registered in one of the **Salt States** (listed below) and requires that the fuel filler tube be replaced using the Service Procedure in this bulletin.

### R0708

- This PNC group is for vehicles identified by NNA records as being registered in one of the **Non-Salt States**.
- For vehicles identified in Infiniti Net with R0708, Infiniti is advising owners of the following:
  1. Their vehicle does not have to be repaired. However, at the owner's request their Infiniti dealer will inspect, and if necessary, replace the fuel filler tube assembly with a new one.
  2. They should contact their dealer if they notice fuel leakage when filling the gas tank.
  3. If their QX4 was previously registered in one of the Salt States listed below or it is driven there often during winter months, they may bring their vehicle to their Infiniti dealer to have the fuel filler tube inspected, and if necessary, replaced.

### **Salt States**; states that regularly use road salt in the winter

Connecticut	Kentucky	New Hampshire	Tennessee
Delaware	Maine	New Jersey	Vermont
District of Columbia	Maryland	New York	Virginia
Illinois	Massachusetts	Ohio	West Virginia
Indiana	Michigan	Pennsylvania	Wisconsin
Iowa	Minnesota	Rhode Island	

**NOTE:** States not listed above are considered Non-Salt States.

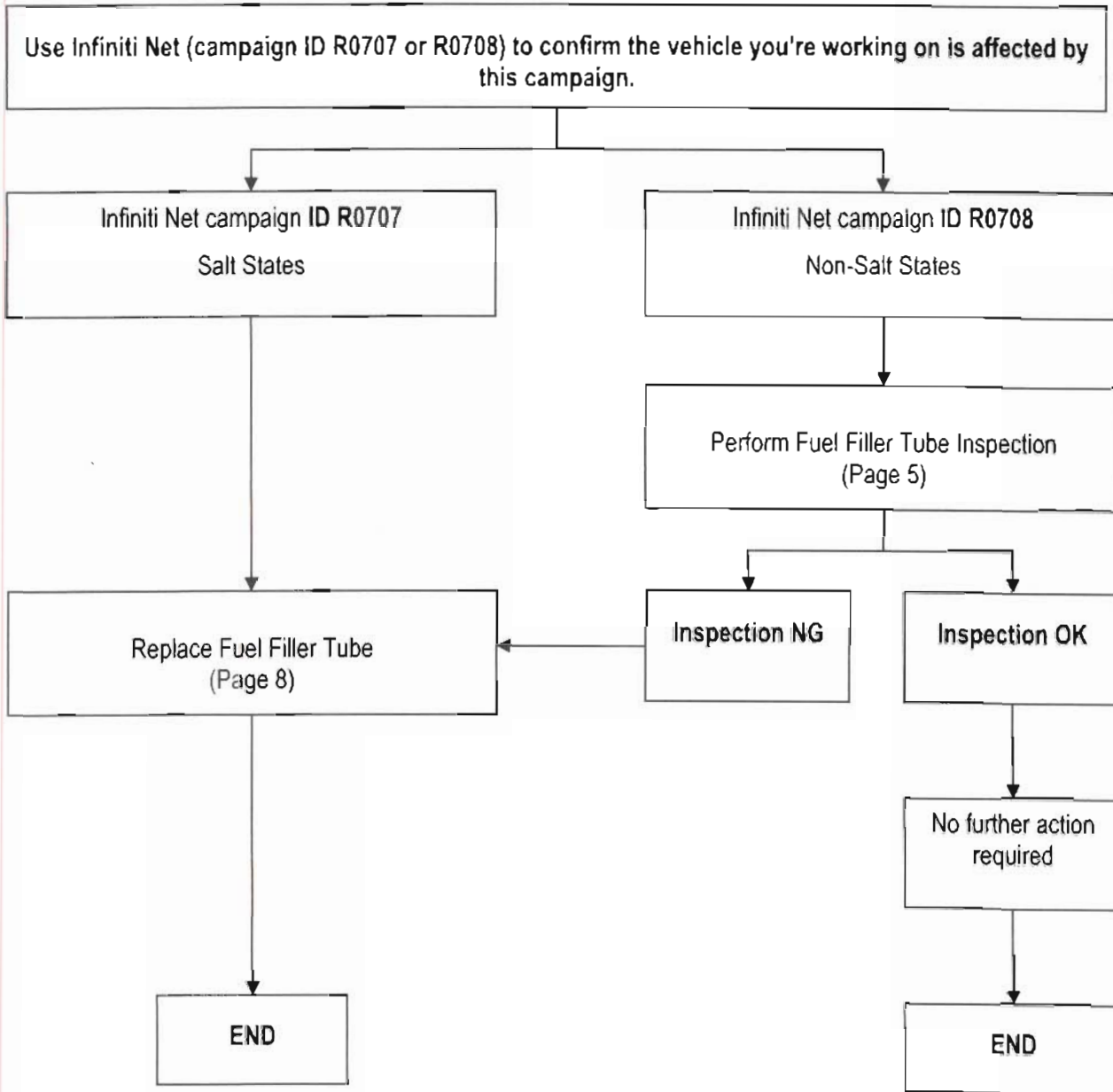
## DEALER RESPONSIBILITY

It is the dealer's responsibility to check Infiniti Net 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 dealer's inventory. **Federal law requires that new vehicles in dealer 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 dealers to correct any used vehicles in their inventory before they are retailed.

**NOTE:** There are two possible conditions for the application of this campaign as follows:

1. **Salt States:** Vehicles identified by NNA records as registered in one of the Salt States listed on the previous page requires that the fuel filler tube be replaced with a new one.
2. **Non-Salt States:** For vehicles identified by NNA records as registered in one of the Non-Salt States (states not included in the list on the previous page), Infiniti is advising owners of the following:
  - a. Their vehicle does not have to be repaired. However, at the owner's request their Infiniti dealer will inspect, and if necessary, replace the fuel filler tube assembly with a new one
  - b. They should contact their dealer if they notice fuel leakage when filling the gas tank.
  - c. If their QX4 was previously registered in one of the Salt States, or it is driven there often during winter months, they may bring their vehicle to their Infiniti dealer to have the fuel filler tube inspected, and if necessary, replaced.

# Repair Overview



## SERVICE PROCEDURE

### Fuel Filler Tube Inspection

1. Raise the vehicle.
2. Remove the left rear wheel.
3. Remove 2 clips and 1 bolt from the fuel filler tube cover.

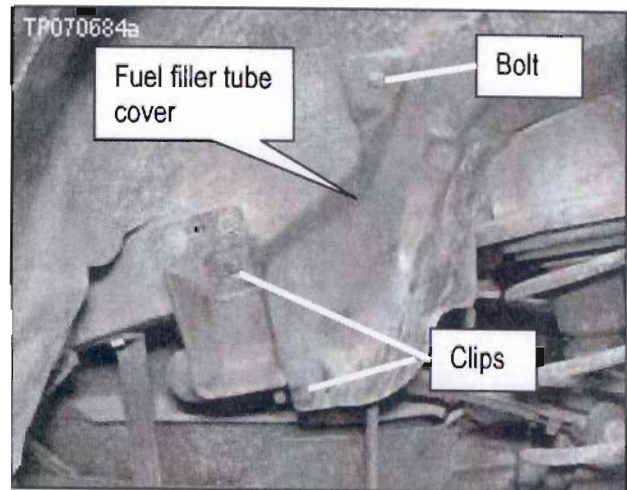


Figure 1

4. Pull back the fuel filler tube cover.



Figure 2

5. Inspect the fuel filler tube in the area shown in Figure 3.

- Use a mirror and light as needed to inspect all around the tube.
- Inspect fuel filler tube powder coating for separation, bubbles, flaking, and/or rust corrosion.



Figure 3

- See Figure 4 below for example of an OK condition.
- See Figures 5 and 6 on the next page for examples of NG conditions.

**Example of OK condition; do not replace**

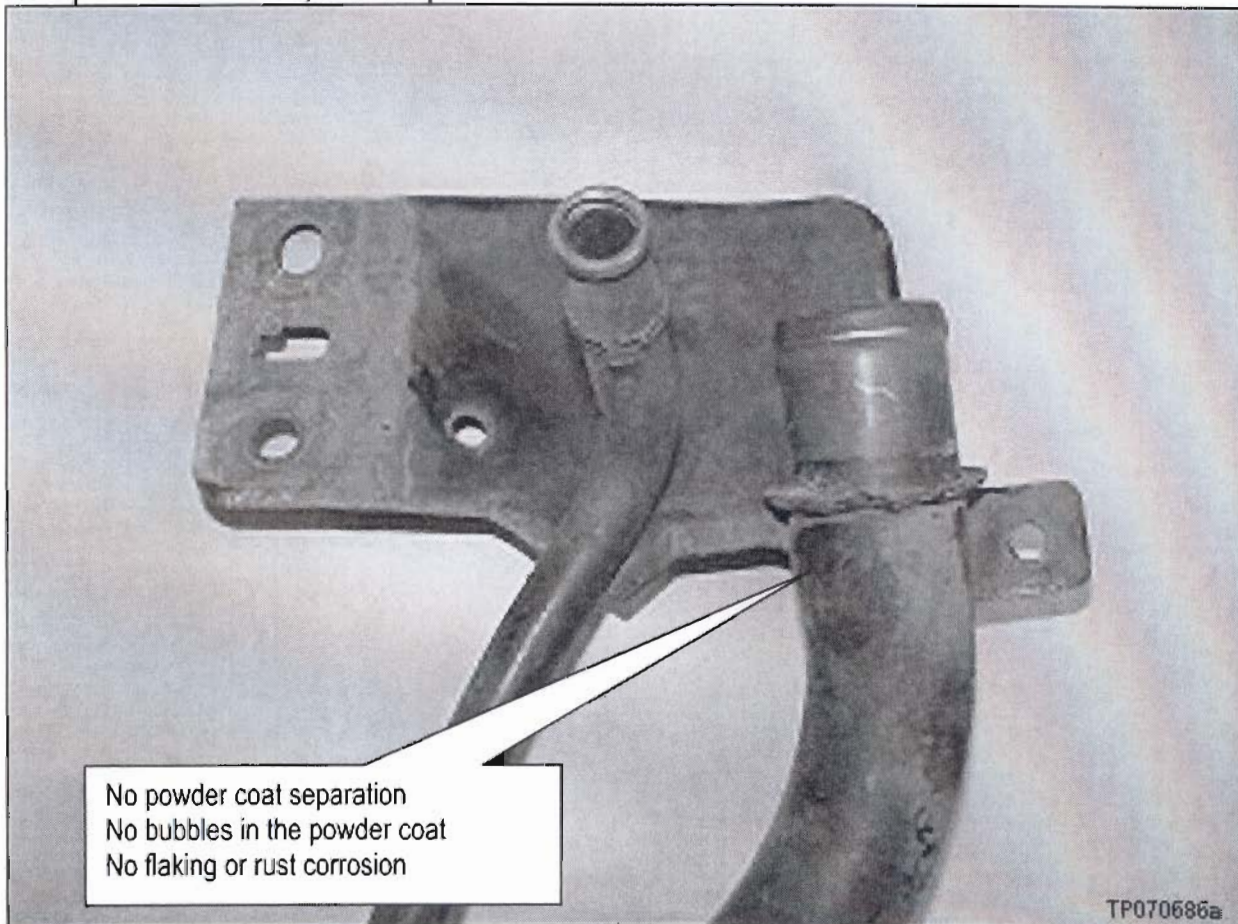


Figure 4

Example of NG condition; requires replacement of the fuel filler tube.

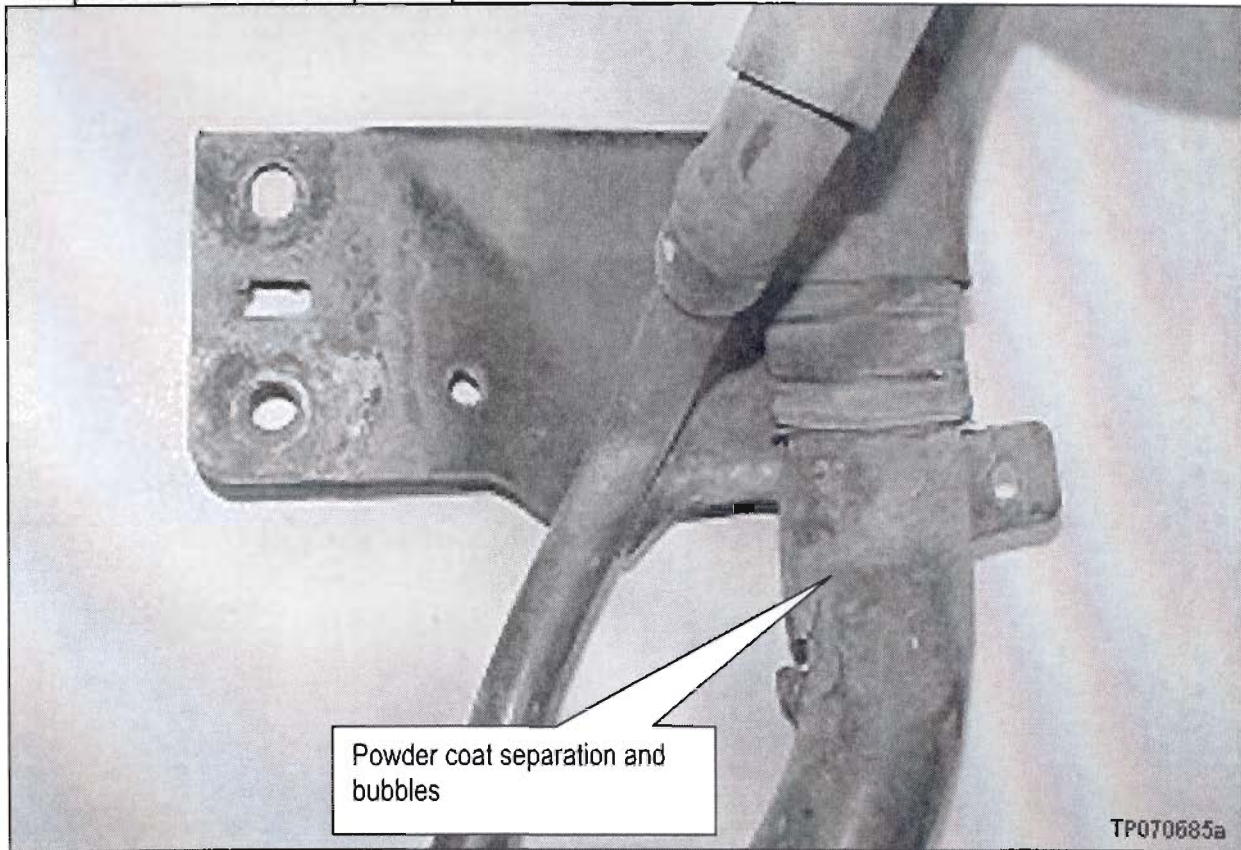


Figure 5

Example of NG condition; requires replacement of the fuel filler tube.

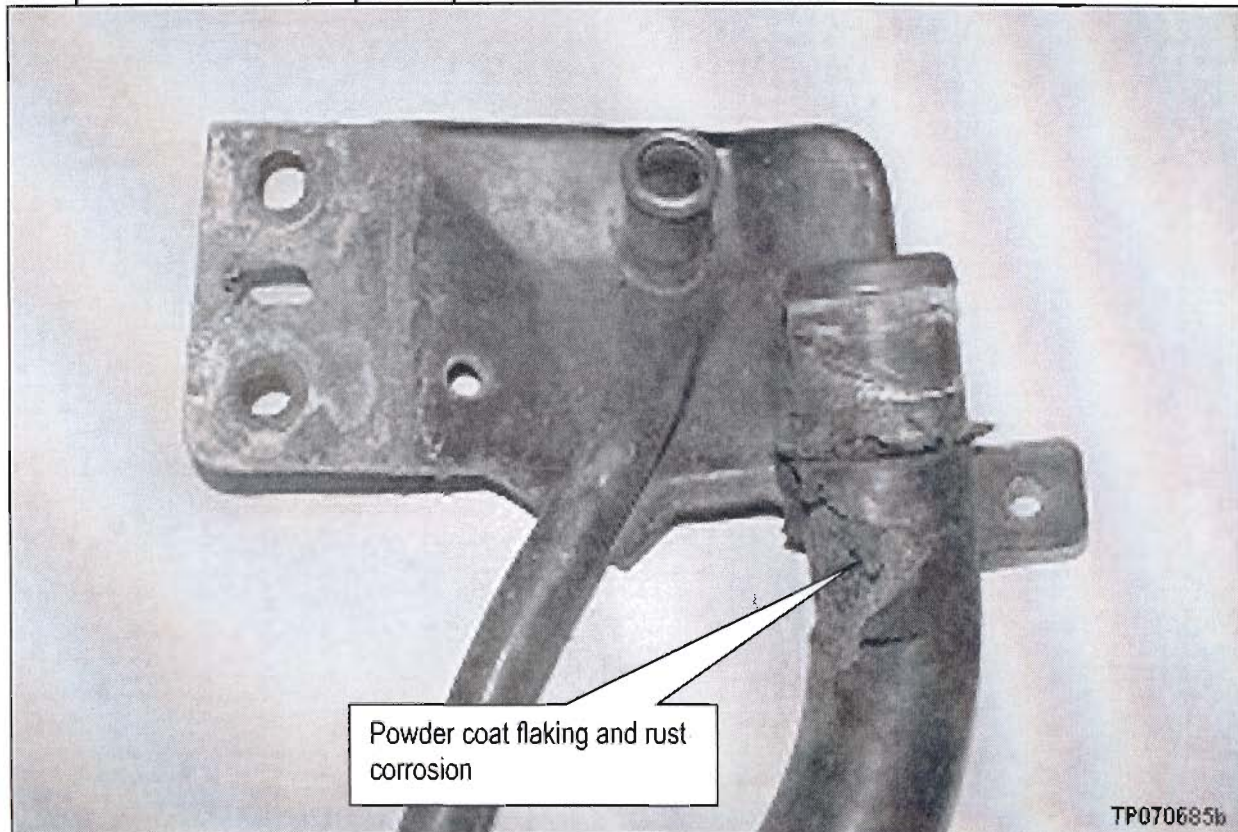


Figure 6

## Fuel Filler Tube Replacement

**WARNING:** Before stating this procedure, make sure the fuel level in the fuel tank is no more than ¼ full.

1. Raise the vehicle.
2. Remove the left rear wheel.
3. Remove the fuel filler tube cover; 4 clips and 2 bolts.

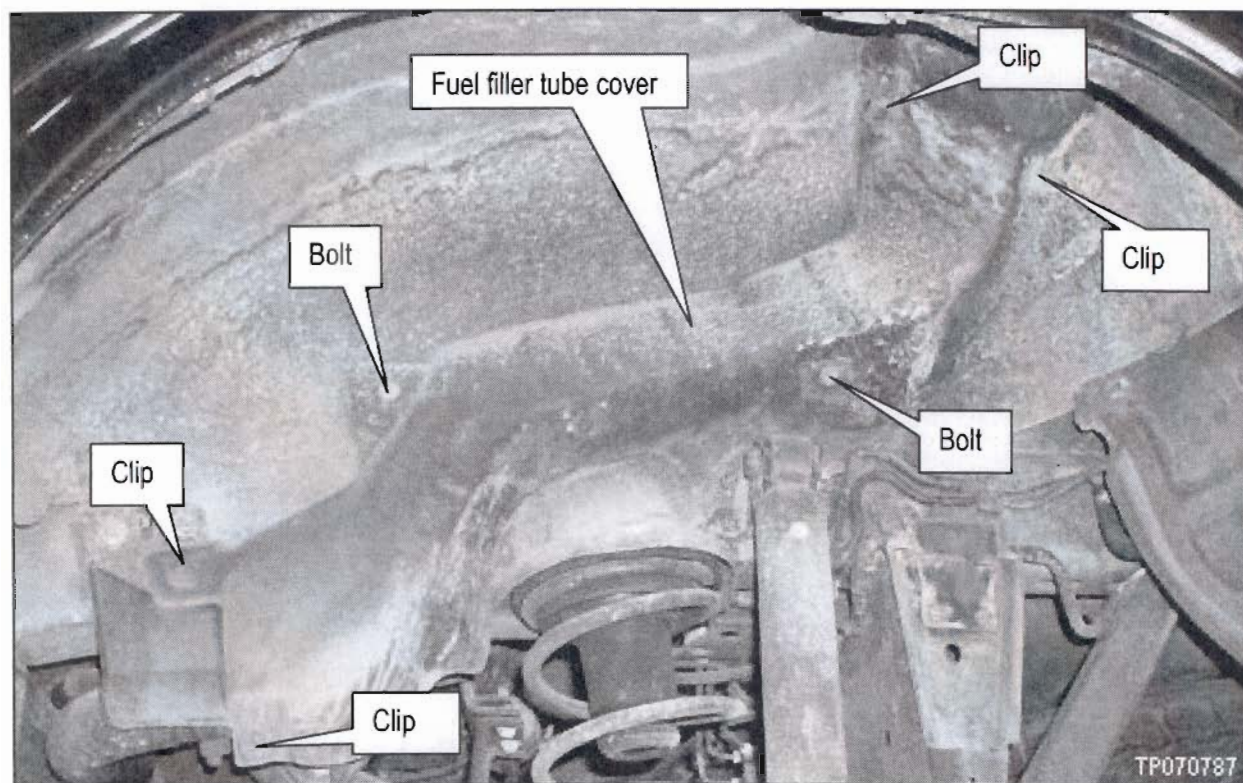


Figure A1



4. Remove the fuel filler tube mounting bolt shown in Figure A2.

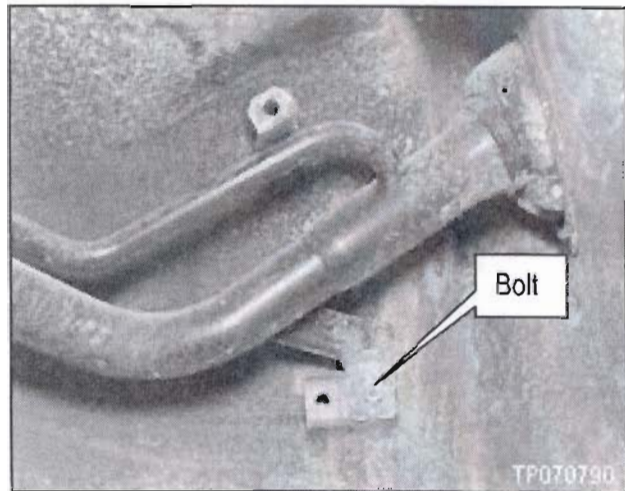


Figure A2

5. Remove the 2 fuel filler mounting bolts shown in Figure A3.

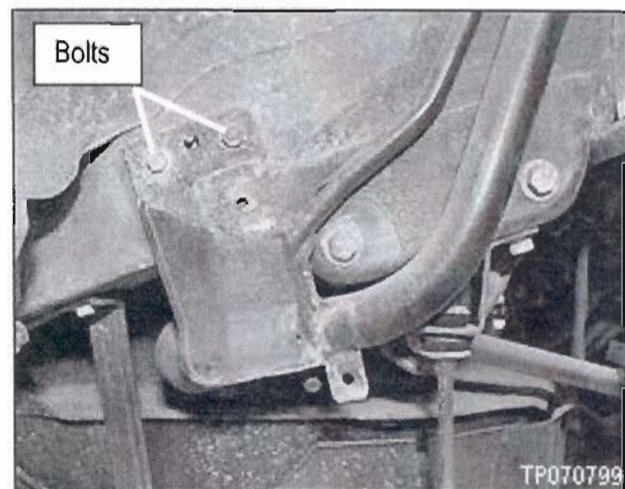


Figure A3

6. Pull the fuel filler tube loose from the grommet at the fuel filler door and remove the tube from the wheel well.

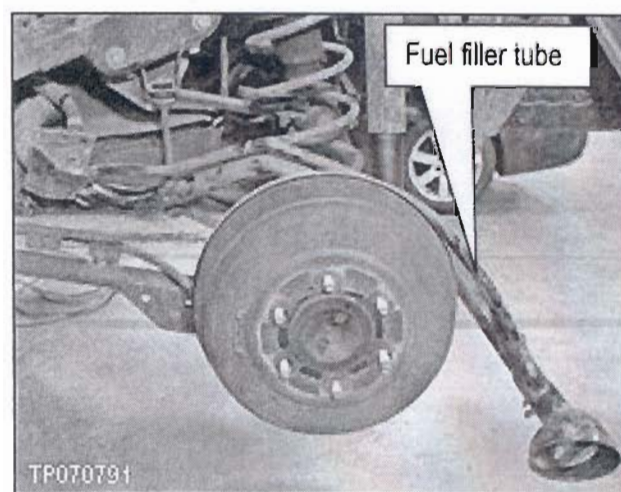
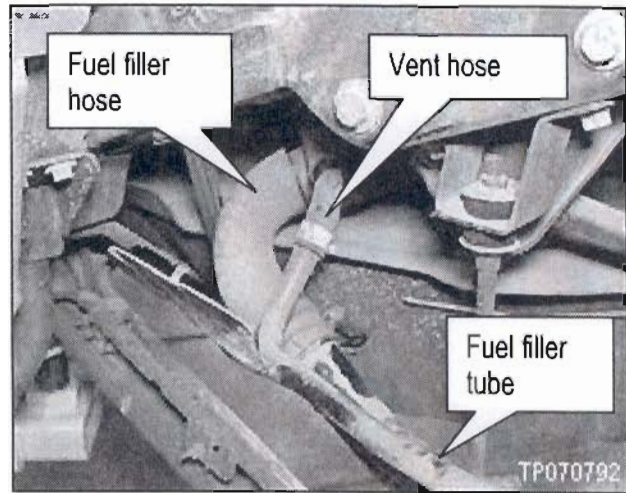
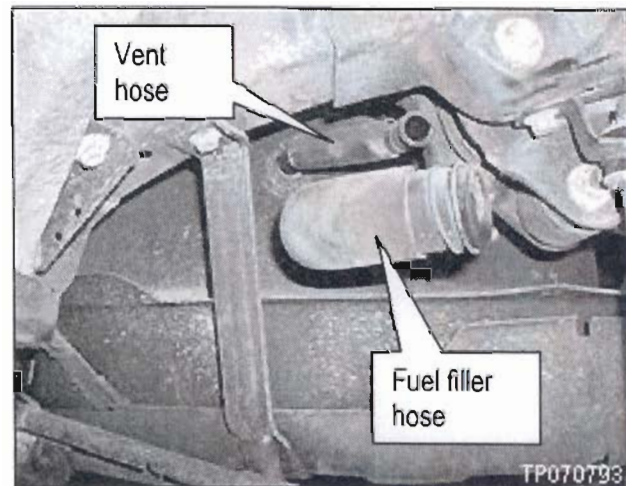


Figure A4

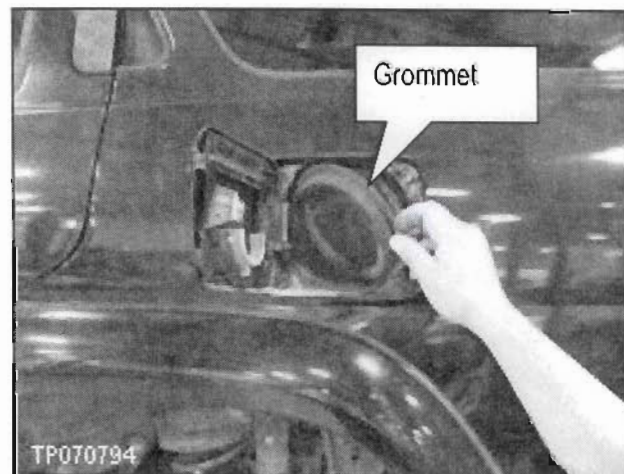
7. Disconnect the fuel filler hose and vent hose from the fuel filler tube.



8. Remove the fuel filler hose and vent hose from the fuel tank.
9. Install the new fuel filler hose and vent hose with new clamps onto the fuel tank.
- New hoses and clamps are included with the Filler Tube Kit listed in the Parts Information.



10. Remove the grommet from the fuel fill door opening.



11. Install the grommet on the fuel filler tube.

- Make sure the “flap” is positioned under the lower hole (see Figure A8).

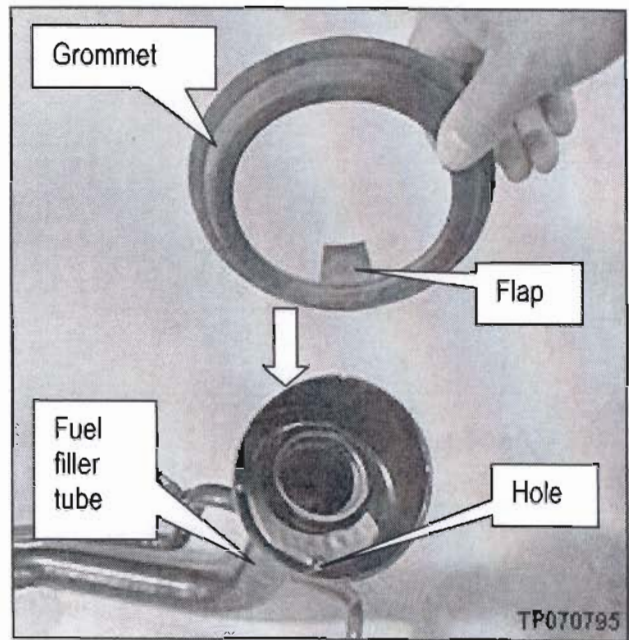


Figure A8

Grommet installed on fuel filler tube.



Figure A9

- Fit the fuel filler tube with grommet into the fuel door opening.



Figure A10

- Attach the fuel filler hose and vent hose to the fuel filler tube.
  - Make sure to use new clamps included with the Filler Tube Kit.

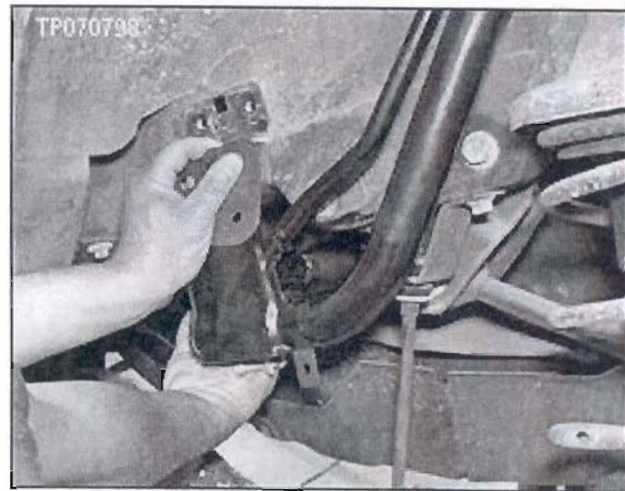


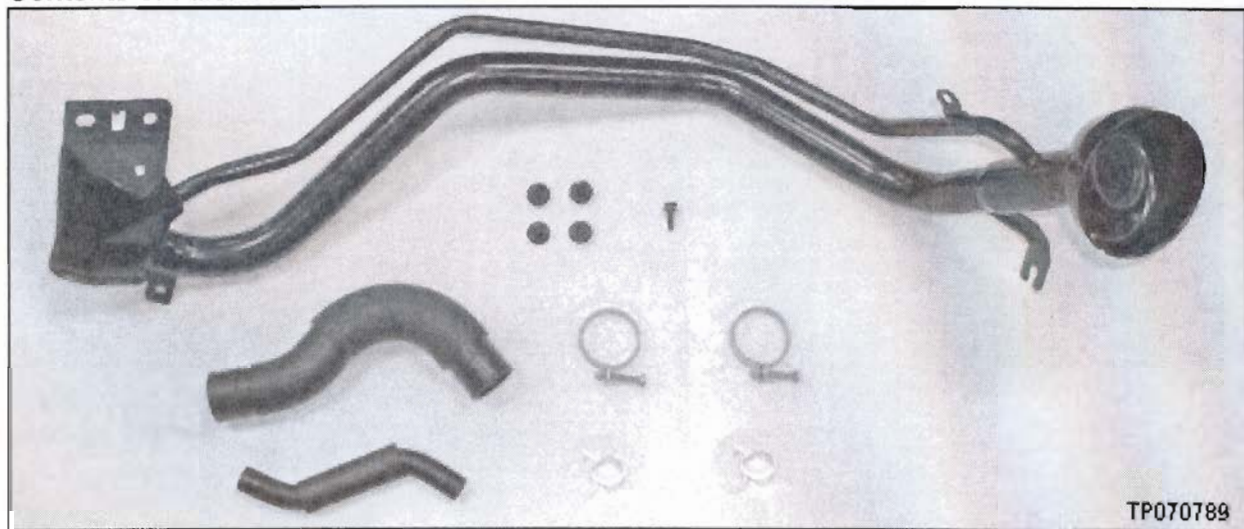
Figure A11

- Reinstall the fuel filler tube mounting bolts.
- Reinstall the fuel filler tube cover.
  - Use new clips and bolt included in the Filler Tube Kit.
- Swap the fuel filler cap from the old fuel filler tube to the new fuel filler tube.
- Reinstall the left rear wheel.
  - Torque wheel nuts to 118 – 147 N.m (12 – 15 kg-m, 87 – 108 ft-lb)

**PARTS INFORMATION**

DEscription	Part #	Qty
Filler Tube Kit	A7221 - 0W000	1

**Contents of Filler Tube Kit**



**CLAIMS INFORMATION**

Submit a Campaign (CM) line claim using the following claims coding:

For Salt States "CM" I.D.: R0707

DESCRIPTION	OP CODE	FRT
RPL Fuel Filler Tube	R07070	0.7

For NON-Salt States "CM" I.D.: R0708

DESCRIPTION	OP CODE	FRT
Inspect Fuel Filler Tube Only	R07080	0.5

**OR**

DESCRIPTION	OP CODE	FRT
RPL Fuel Filler Tube (Incl. Inspection)	R07081	1.2

**Salt States:**

- |                      |               |               |               |
|----------------------|---------------|---------------|---------------|
| Connecticut          | Kentucky      | New Hampshire | Tennessee     |
| Delaware             | Maine         | New Jersey    | Vermont       |
| District of Columbia | Maryland      | New York      | Virginia      |
| Illinois             | Massachusetts | Ohio          | West Virginia |
| Indiana              | Michigan      | Pennsylvania  | Wisconsin     |
| Iowa                 | Minnesota     | Rhode Island  |               |

NOTE: States not listed above are considered Non-Salt States.

## OWNER'S LETTERS

For vehicles, according to NNA records, that are currently registered in one of the states listed in this letter.

Dear Infiniti owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Infiniti has decided that a defect that relates to motor vehicle safety exists in some 1997-2001 model year Infiniti QX4 vehicles. Our records indicate that you own or lease the Infiniti vehicle identified by the VIN on the cover of this notice.

### Reason for Recall

The fuel filler tube in your QX4 may have insufficient amount of coating at the lower mounting bracket. If there is insufficient coating, corrosion may occur in geographic areas that regularly use road salt in the winter. This corrosion can result in perforation of the fuel filler tube and fuel leakage. If there is fuel leakage, in the presence of an ignition source, a fire can result.

Below are States that regularly use road salt in the winter:

Connecticut	Kentucky	New Hampshire	Tennessee
Delaware	Maine	New Jersey	Vermont
District of Columbia	Maryland	New York	Virginia
Illinois	Massachusetts	Ohio	West Virginia
Indiana	Michigan	Pennsylvania	Wisconsin
Iowa	Minnesota	Rhode Island	

According to our records, your vehicle is currently registered in one of these states.

### What Infiniti Will Do

In order to prevent this from occurring, your Infiniti dealer will replace the fuel filler tube assembly with a new one with an improved coating process. This free service should take about an hour to complete, but your Infiniti dealer may require your vehicle for a longer period of time based upon the dealer's work schedule.

### What You Should Do

Contact your Infiniti dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment. **Your fuel tank should be no more than one-quarter full when you bring your vehicle to the dealer in order to minimize the possibility of fuel spill during the repair.** Instructions have been sent to your Infiniti dealer.

If you have paid to have your fuel filler tube replaced prior to this campaign, you may be eligible for reimbursement of the related expense. If you have additional questions you may contact the National Consumer Affairs Department, Infiniti Division, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

**Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.

## OWNER'S LETTERS (cont.)

For vehicles, according to NNA records, that are not currently registered in one of the states listed in this letter.

Dear Infiniti owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Infiniti has decided that a defect that relates to motor vehicle safety exists in some 1997-2001 model year Infiniti QX4 vehicles. Our records indicate that you own or lease the Infiniti vehicle identified by the VIN on the cover of this notice.

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Illinois	Massachusetts	Ohio	West Virginia
Indiana	Michigan	Pennsylvania	Wisconsin
Iowa	Minnesota	Rhode Island	

According to our records, your QX4 is not registered in one of these States and does not have to be repaired.

However, if your QX4 was previously registered in one of the above States or it is driven there often during winter months, you may bring your vehicle to your Infiniti dealer to have the fuel filler tube inspected, and if necessary, replaced. Also, contact your dealer if you notice fuel leakage when filling the gas tank.

### What Infiniti Will Do

Because your QX4 is not registered in one of the above States, it does not have to be repaired. However, at your request, your Infiniti dealer will inspect, and if necessary, replace the fuel filler tube assembly with a new one with an improved coating process. This free service should take about one and a half hours to complete, but your Infiniti dealer may require your vehicle for a longer period of time based upon the dealer's work schedule.

### What You Should Do

No action is necessary because your QX4 is not registered in a State that regularly uses road salt. However, if you wish to have your vehicle inspected, please contact your Infiniti dealer at your earliest convenience in order to arrange an appointment. Please bring this notice with you when you keep your service appointment. Your fuel tank should be no more than one-quarter full when you bring your vehicle to the dealer in order to minimize the possibility of fuel spill during the repair. Instructions have been sent to your Infiniti dealer.

Please leave this notice in your QX4 for any future owners.

If you have paid to have your fuel filler tube replaced prior to this campaign, you may be eligible for reimbursement of the related expense. If you have additional questions you may contact the National Consumer Affairs Department, Infiniti Division, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200.

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