

Reference:

ITB11-058a

Date:

January 3, 2012

## VOLUNTARY SAFETY RECALL CAMPAIGN 2011 - 2012 G37 COUPE POWER WINDOW SWITCH

This bulletin has been amended. The NHTSA # and the Owner Letter have been added.  
Please discard previous versions of this bulletin.

CAMPAIGN ID #: P1247  
NHTSA #: 11V-538  
APPLIED VEHICLES: 2011 - 2012 G37 Coupe (CV36)

Check Service COMM to confirm campaign eligibility.

### INTRODUCTION

Infiniti is conducting a Voluntary Safety Recall Campaign on certain Model Year 2011-2012 G37 Coupe vehicles to replace the power window switch for both front doors. This service will be performed at no charge for parts or labor.

### IDENTIFICATION NUMBER

Infiniti has assigned identification number P1247 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service Comm 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.

## SERVICE PROCEDURE

### NOTE:

- The illustrations for this procedure are of the driver side, the passenger side is similar.
- Be careful not to scratch the door finishers or other trim parts.

Figure 1 is provided as a reference while performing this procedure.

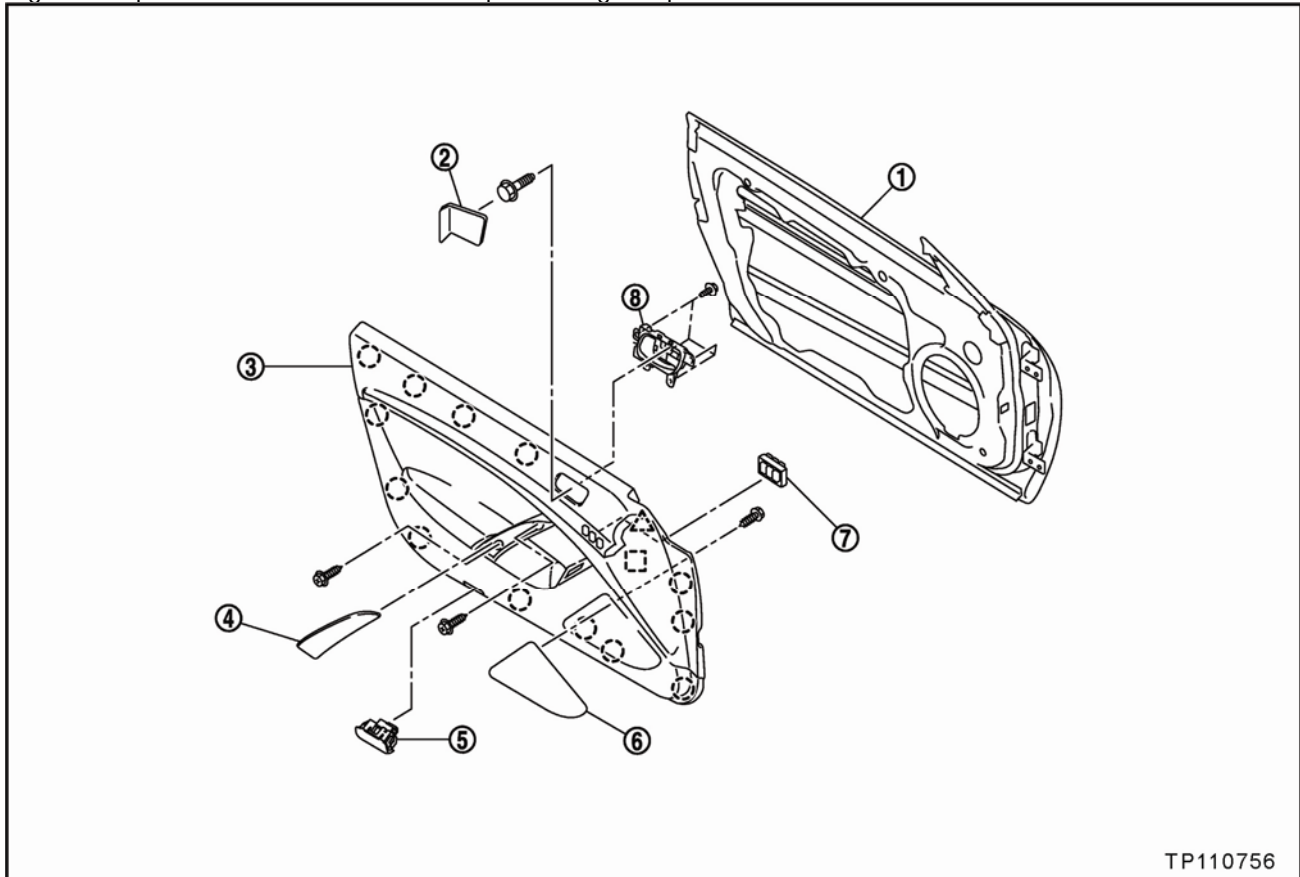


Figure 1

1. Door panel assembly

4. Armrest cap

7. Seat memory switch

2. Inside handle escutcheon

5. Step lamp

8. Inside handle

3. Door finisher assembly

6. Speaker grille

○ : Clip

△ : Pawl


□ : Metal clip

1. Operate the window to the fully DOWN position.

2. Turn the ignition OFF.

3. Remove (snap loose) the inside handle escutcheon (1).

- Use a plastic trim tool (A).

 : Pawl

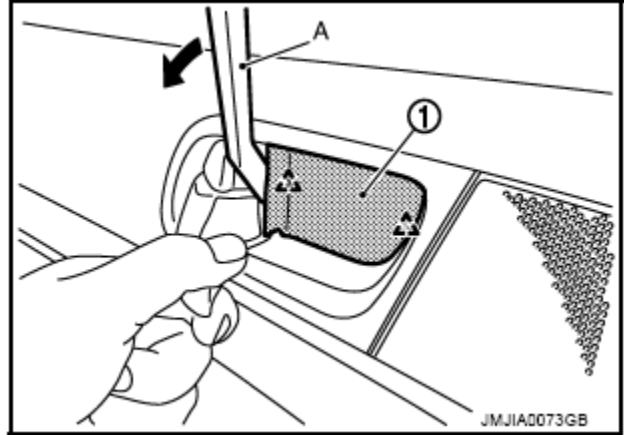


Figure 2

4. Remove bolt (A).

- Bolt (A) is located behind the inside handle escutcheon.

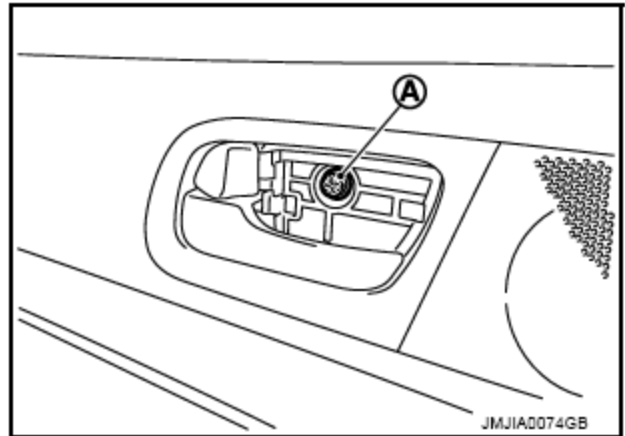



Figure 3

5. Remove the armrest cap (1).

- Use a plastic trim tool (A).

 : Pawl

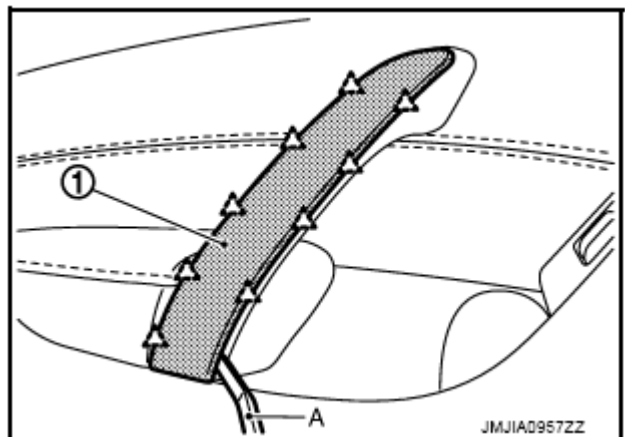


Figure 4

6. Remove two screws (A).
  - Screws (A) are located behind the armrest cap.

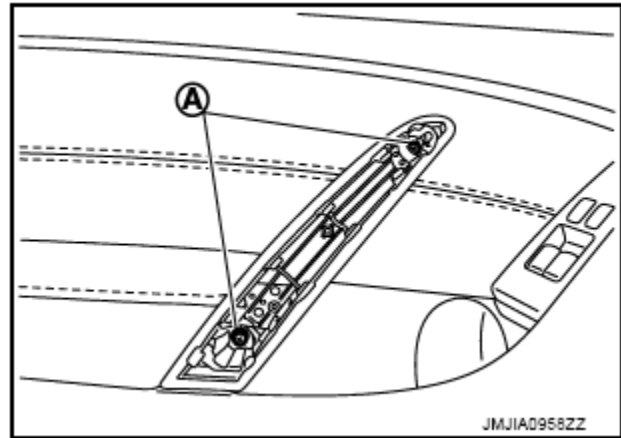


Figure 5

7. Remove step lamp (1) from the door finisher.
  - a. Use a plastic trim tool to snap loose the lamp.
  - b. Disconnect the electrical connector.

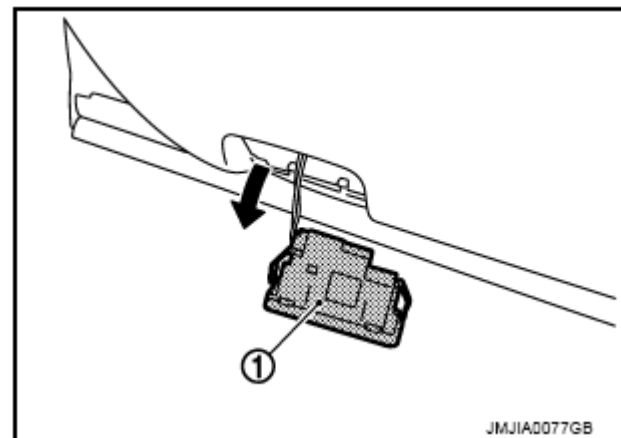


Figure 6

8. Snap loose the door finisher.
  - Insert a plastic trim tool (A) behind the door finisher (1) to disengage the clips.
  - Insert tool between the clip and the metal door frame.
  - Refer to Figure 1 on page 2 for location of 12 clips.

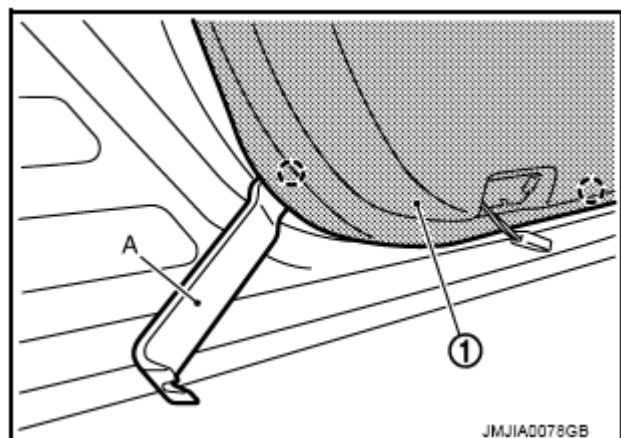



Figure 7

 : Clip

9. Pull the door finisher a few inches away from the metal door frame.

10. Disconnect seat memory switch connector (A) - if equipped with ADP.

11. Disconnect tweeter/squawker connector (B).

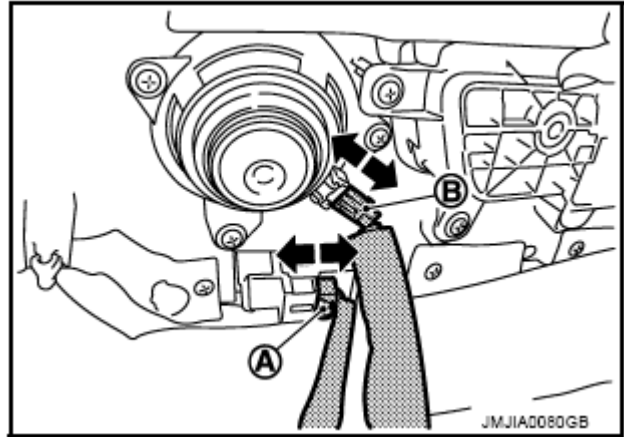


Figure 8

12. Disconnect cables from the door inside handle.

- 1<sup>st</sup>, disconnect (snap loose) the white cable mounts.
- 2<sup>nd</sup>, remove cable ends from the handle assembly.

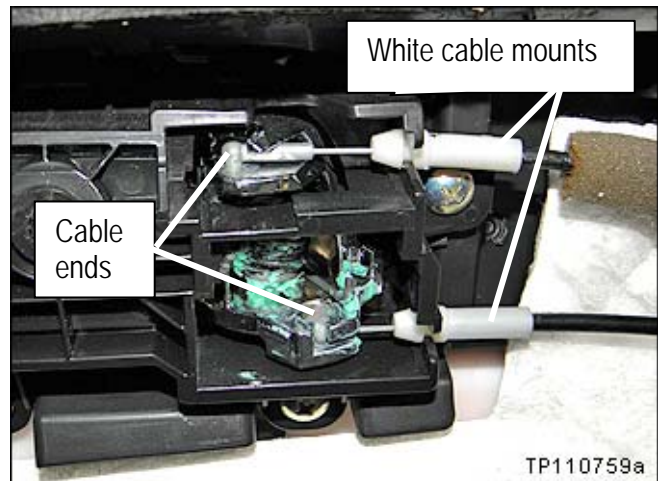


Figure 9

13. Disconnect the harness connectors from the power window switch assembly.

- Mirror control – driver side only.
- Power window control.

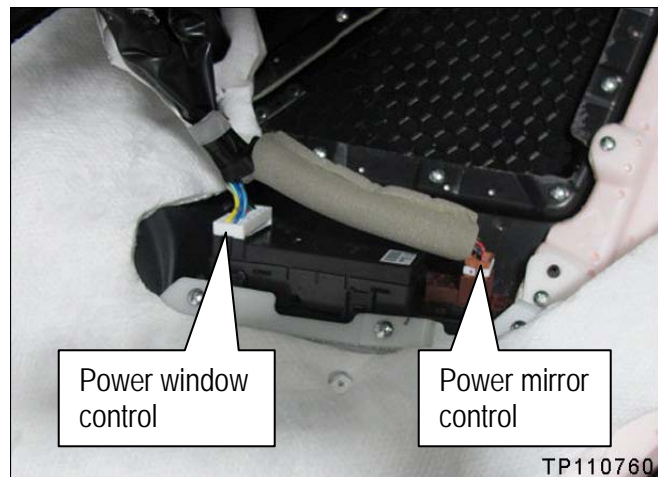


Figure 10

14. Set the door finisher on a protective clean working surface.

- Be careful; don't scratch the door finisher.

15. Remove the power window switch from the finisher.

- Use a small flat blade screwdriver.
- Release 4 pawls – 2 on each side.

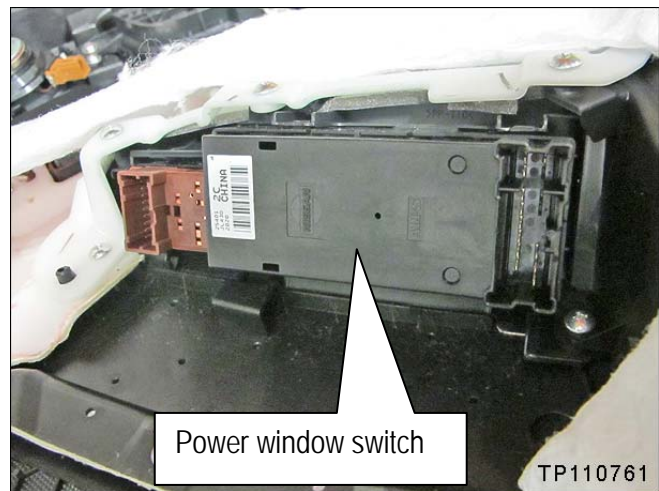


Figure 11

16. Install the new power window switch.

- Use the new switch listed in the Parts Information.
- Make sure the new switch is completely snapped in position.

17. Reinstall all other parts in reverse order.

During reassembly:

- Cable with "L" shaped end attaches to the top position.
- Cable with "ball end" attaches to the bottom position.

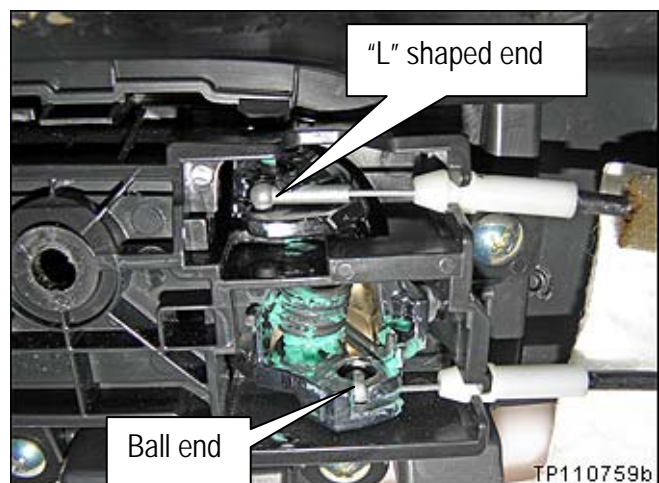


Figure 12

- Make sure door lock cables are routed through the cable guide (see Figure 14).

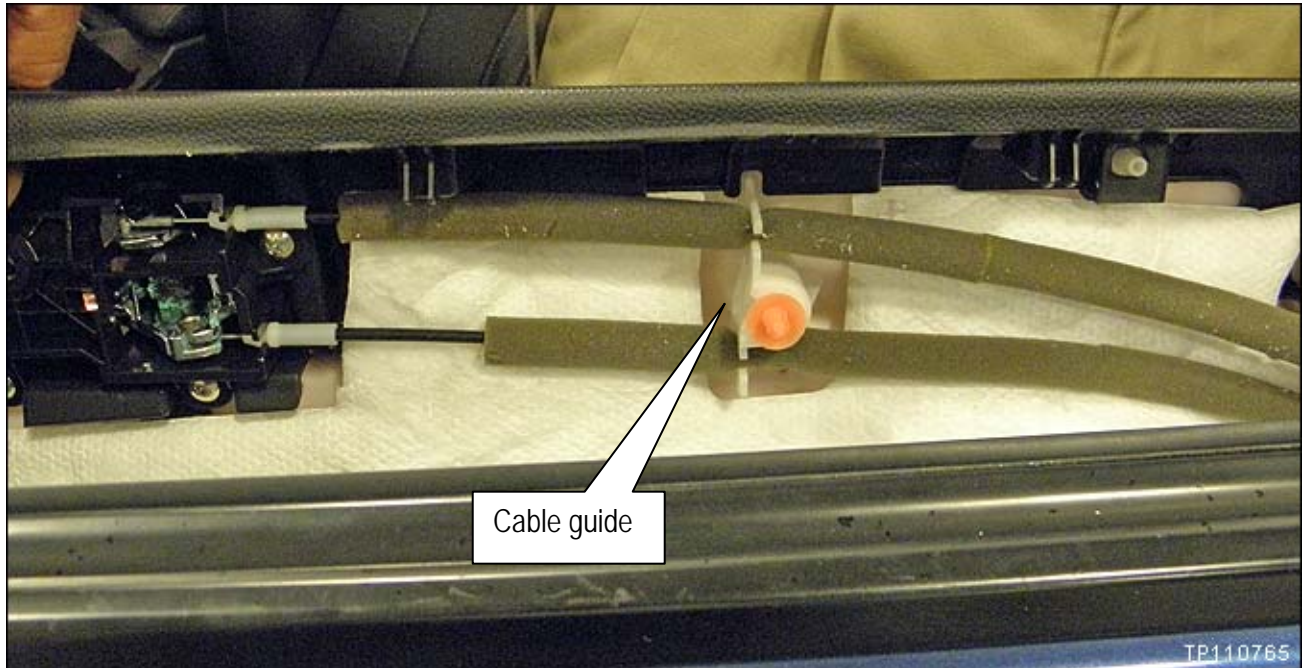


Figure 14

18. Repeat steps 1 through 17 for the opposite side.
19. Initialize each power window as follows:
  - a. Turn the ignition switch ON (keep the transmission in Park and the hand brake applied).
  - b. Close the door.
  - c. Operate the power window switch to fully open the window.
  - d. Pull UP and continue to pull UP on the power window switch to fully close the window.
  - e. Continue pulling the power window switch UP for 3 seconds or more after glass stops at fully closed position.
  - f. Check that auto-up function operates normally.
20. Check the Anti-Pinch function as follows:
  - a. Fully open the door window.
  - b. Hold a piece of wood in the window opening near the fully closed position.
  - c. Close the door window completely with the AUTO-UP function.
  - d. Check/confirm the glass lowers approximately 150 mm (5.9 in) after contacting the wood and then stops.

**CAUTION:** Do not check Anti Pinch function with hands or other body parts because they may be pinched.
21. Render the old power window switches unusable by breaking the electrical connectors.

**PARTS INFORMATION**

DESCRIPTION	PART NUMBER	QTY
Power Window Switch Kit (Driver side and passenger side)	B5401 – JL43C	1

**CLAIMS INFORMATION**

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

CAMPAIGN (CM) I.D #	DESCRIPTION	OP CODE	FRT
P1247	Replace Power Window Switch – Main and Sub	P12472	0.6 hrs



## OWNERS LETTER

Dear Infiniti G37 Coupe 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 Model Year 2011-2012 Infiniti G37 Coupe vehicles. Our records indicate that you own or lease the Infiniti vehicle identified by the VIN shown below.

### Reason for Recall

Certain specific Model Year 2011-2012 G37 Coupe vehicles may have been equipped with an out-of-specification power window switch. This may cause the auto reverse feature to not work properly and could increase the risk of a pinch injury.

### What Infiniti Will Do

Your Infiniti retailer will replace the power window switches with new ones, free of charge. This service may take up to an hour to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

### What You Should Do

Contact your Infiniti retailer 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. Instructions have been sent to your Infiniti retailer.

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.

