

## Reference:

ITB14-052b

## Date:

June 10, 2015

## VOLUNTARY SAFETY RECALL CAMPAIGN 2013 QX56 AND 2014 QX80 DRIVER AIR BAG INFLATOR

This bulletin has been amended. A phone number in the Takata Document (return shipping instructions) has been corrected.  
Please discard previous versions of this bulletin.

CAMPAIGN ID #: R1414  
APPLIED VEHICLES: 2013 QX56 (Z62)  
2014 QX80 (Z62)

Check Service Comm to confirm campaign eligibility.

### INTRODUCTION

Infiniti is conducting a Voluntary Safety Recall Campaign to replace the driver air bag module inflator on certain specific model year 2013 QX56 and 2014 QX80 vehicles at no charge to customers for parts or labor. Takata (the manufacture of the inflator) has issued return packaging, shipping labels, documents, and directions that must be used and followed in order to properly carry out this campaign. Takata's documentation is attached and is part of this bulletin.

### IDENTIFICATION NUMBER

Infiniti has assigned identification number R1414 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.

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.

## SERVICE PROCEDURE

**WARNING:** Follow all cautions, warnings, and notes in the Electronic Service Manual (ESM) when working on or near a Supplemental Restraint System (SRS), such as an air bag.

**CAUTION:** Handle interior trim carefully to avoid damage. Work with clean hands and clean tools to avoid dirt and stains. Use protective covers as needed.

1. Write down the radio settings.

Presets	1	2	3	4	5	6
AM						
FM 1						
FM 2						
SAT 1						
SAT 2						
SAT 3						
Bass	Treble		Balance		Fade	Speed Sen. Vol.

2. Write down the customer settings for the Air Condition System (front and rear as equipped). Refer to the appropriate ESM as needed.
3. Turn the ignition OFF.
4. Disconnect both battery cables, negative cable first.
5. Wait at least 3 minutes.
6. Remove the driver air bag module (module) from the vehicle.
  - Refer to the appropriate ESM, Section SE-SRS Airbag, for module removal information.
  - Discard the module mounting bolts. Use new ones for reassembly.
7. Set the module in a clean working area with a soft surface to prevent damage to the model cover.

**CAUTION:** Do not drop or impact the driver air bag module. Replace the entire driver air bag module if it has been dropped or sustained an impact.

8. Remove the 4 inflator securing nuts.

**CAUTION:**

- Do not use air tools or power tools. Use only hand tools to remove the inflator securing nuts.
- Discard the inflator securing nuts. Use new ones for reassembly.

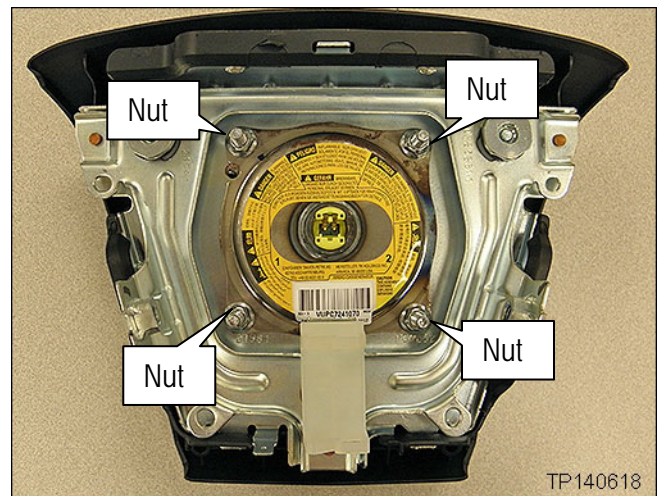


Figure 1

9. Carefully remove the inflator from the module as follows:

- **DO NOT** break the harness clip while removing the inflator.

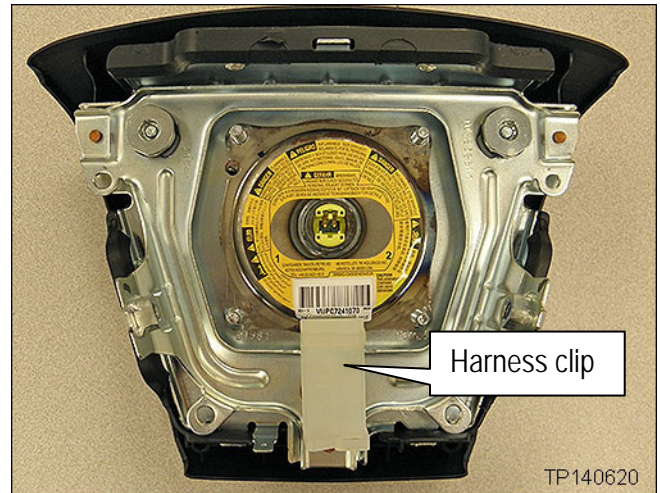


Figure 2

- a. Lift the inflator off of the 2 upper studs (studs that are opposite the harness clip).

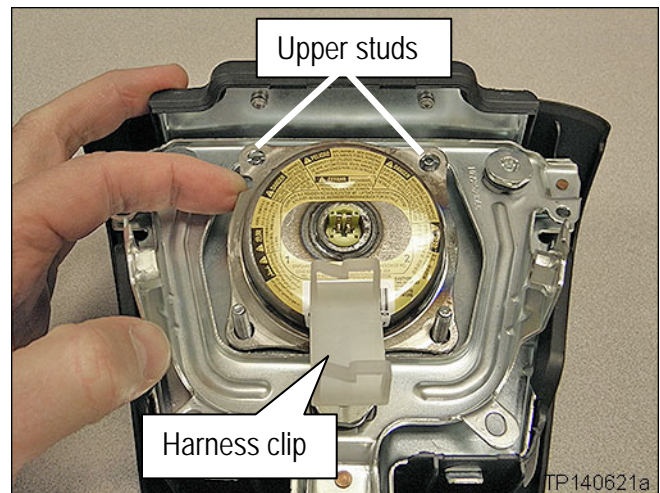
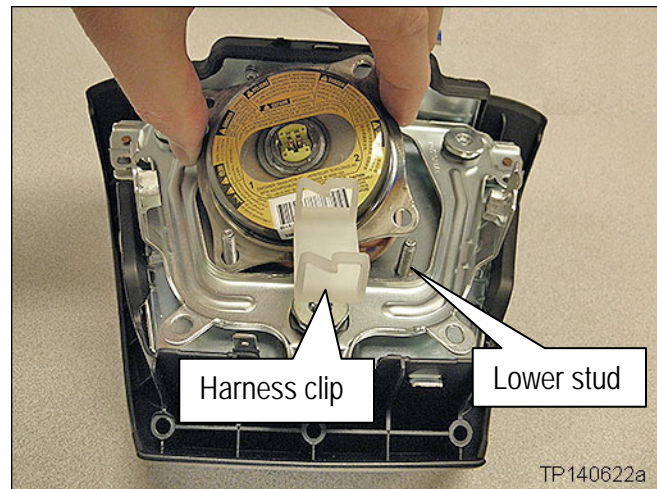
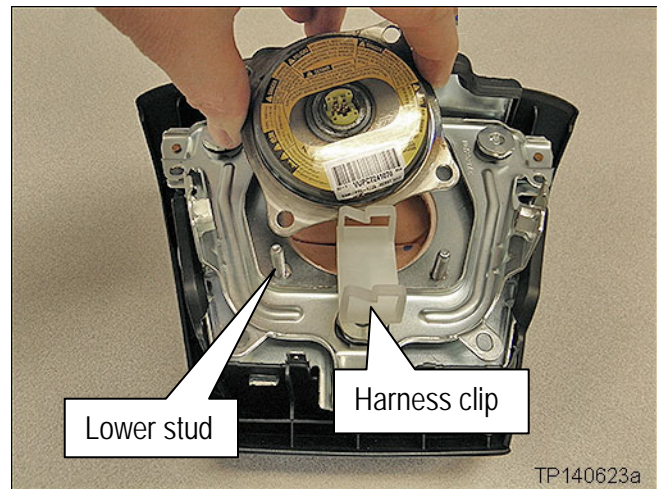


Figure 3

- b. Lift the inflator off of one of the lower studs (studs next to the harness clip).



- c. Lift the inflator off of the remaining lower stud (stud next to the harness clip).



10. Set the old inflator aside in the clean working area.

**NOTE:**

- Follow the return instructions provided by Takata.
- Return instructions supplied by Takata are attached to this bulletin on page 8.

11. Remove the new inflator from the box.

**CAUTION:** Do not remove the connector cover (sticker) until just before connecting the harness.

12. Install the new inflator into the module in reverse of removal.

- DO NOT brake the harness clip while installing the inflator.
- CAUTION: Make sure the notch on the inflator is aligned with the tab on the module (see Figure 6).

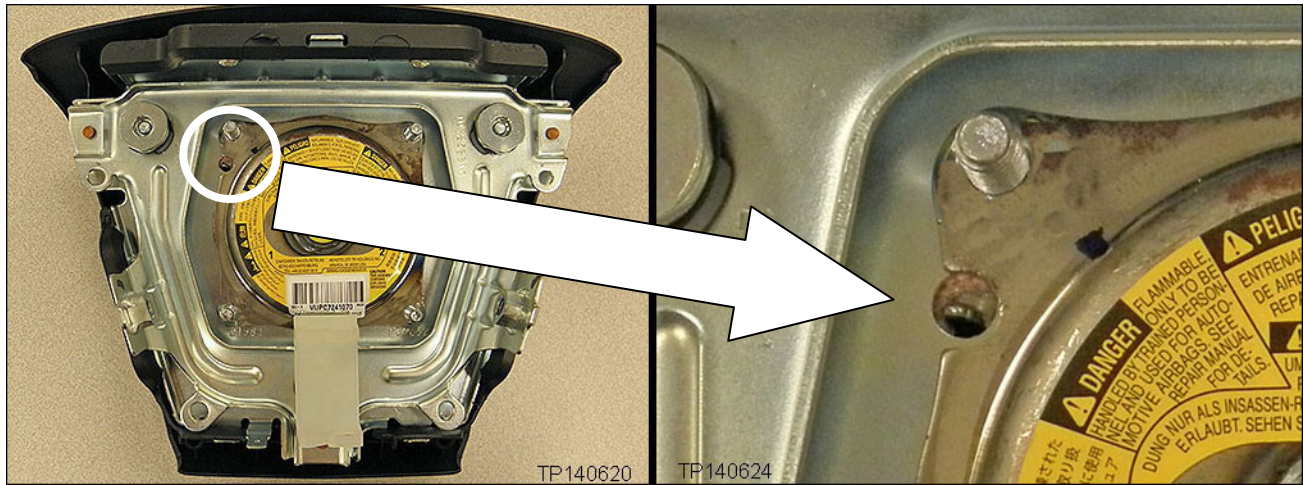


Figure 6

13. Install the 4 inflator securing nuts.
- Use new nuts supplied with the inflator.
  - Do not re-use the old nuts.

First: Tighten nuts finger tight in a diagonal pattern.

Second: Torque nuts to 3.9 N·m (0.4 kg-m, 34 in-lb).

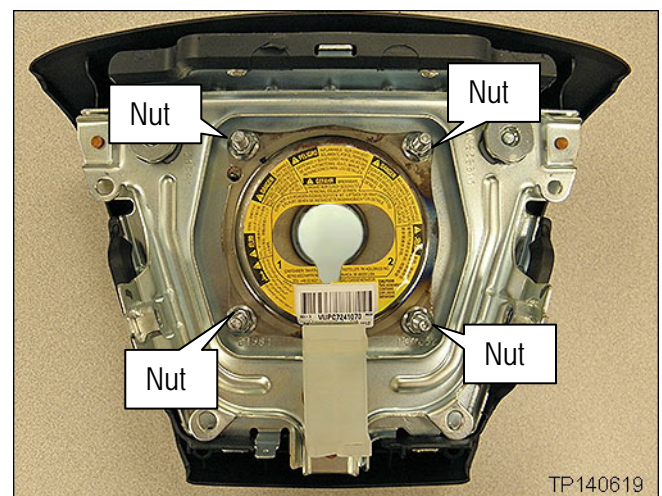


Figure 7

14. Re-install the module into the vehicle.
- Refer to the appropriate ESM, Section SE-SRS Airbag, for module installation information.
  - Remove the connector cover (sticker) from the inflator.
  - Make sure to use new “one time use” module mounting bolts.
  - Torque bolts to 9.3 N·m (0.95 kg-m, 82 in-lb).

15. Re-connect both battery cables – positive cable first.

16. Reset the clock and the radio settings.

17. Reinitialize each auto-up power window as follows:

- a. Turn the ignition ON.
- b. Open the window all the way DOWN.
- c. Pull all the way UP on the switch and HOLD (close the window completely).
- d. Continue to HOLD for 4 seconds.
- e. Confirm that auto up/down operates correctly.
- f. Repeat the process on all windows with the auto-up function.

18. Check the Anti-Pinch function on each auto-up power window 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.

19. Initialize the back door as follows:

- a. Fully close the back door manually. (If the back door is already fully closed, this operation is not necessary)
- b. Perform automatic back door open/close operation.
- c. Check for noise or malfunctioning during operation.
- d. Confirm the hazard lamp blinks and the warning buzzer operates.

**NOTE:** Never touch the back door or allow foreign materials to be pinched in the door when performing automatic back door open/close operation.

20. Reset the customer settings for the Air Condition System (front and rear as equipped). Refer to the appropriate ESM as needed.

21. Turn the ignition OFF and then ON, and observe the air bag warning light:

- Light should illuminate for 7 seconds and then go out.

**NOTE:** 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 ESM for additional diagnostic and repair information.

22. Inform the customer that the Automatic Driver Position (ADP) settings will need to be reset.

23. Return the removed (old / non-deployed) inflator in the box that the new inflator came in.

- Follow the return instructions provided by Takata.
- Return instructions supplied by Takata are attached to this bulletin on page 8.

## PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Driver Air Bag Inflator Kit (Includes inflator, and inflator securing nuts)	M8560 – 7991D	1
Driver Air Bag Module Mounting Bolts	87850 – 8990A	2

### NOTE:

- Make sure to return the removed (old / non-deployed) inflator in the box that the new inflator came in.
- Follow the return instructions provided by Takata.
- Return instructions supplied by Takata are attached to this bulletin on page 8.

## CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
R1414	Replace drivers air bag inflator	R14140	0.7 hrs.

# Takata Document

## NOTE

NOTE: For Continental US 48 State dealerships, please follow steps 1-8 below.

- Specific to Step 4 below:
  - Follow step 4a if you receive the updated NON-FedEx label. Proceed to step 5.
  - Follow step 4b if you receive the FedEx label. Proceed to step 5.

NOTE: **International (including Mexico and Canada), Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers CANNOT** follow below shipping instructions. Instead, dealerships in these locations **MUST** contact the following Takata/Menlo USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or Email: MLGTakataRestraints\_International@menloworldwide.com.

### 1. Shipping Documents

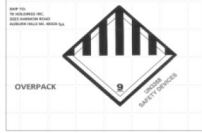
#### a) Box Label

- Supplied with each Kit
- To be affixed to each box



#### b) Over-pack Label

- To be supplied by Stericycle.
- To be affixed to the outside of each pallet



#### c) Bill of Lading

- To be supplied by Stericycle.
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver



#### d) ERG Document

- To be supplied by Stericycle.
- To be provide by the Dealer to the LTL Driver for each shipment



### 4b. Shipping Instructions – Label each Box

a) If you continue receiving Inflator Kits with the original Fedex Documentation:

1. Peel off the backing of the FedEx Ground PRP Shipping label and affix to top of box to left of the Class 9 label.
  - Use the scribe line on the box as a guide
  - The FedEx Ground PRP Shipping label must not touch any portion of the printing to the right of the scribe line.
2. Discard the remaining Documentation
3. Do Not contact FedEx



### 2. Packing Instructions

a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located In Box 8 of this page.

b) Place the un-deployed air bag inflator in the "cradle" of the box insert.



### 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 on (1) side of Pallet (Not on Top)



### 3. Closure Instructions

a) Close the top box flap, per box closure instructions located on front panel of box.



### 6. Shipping Instructions – Schedule LTL Pickup

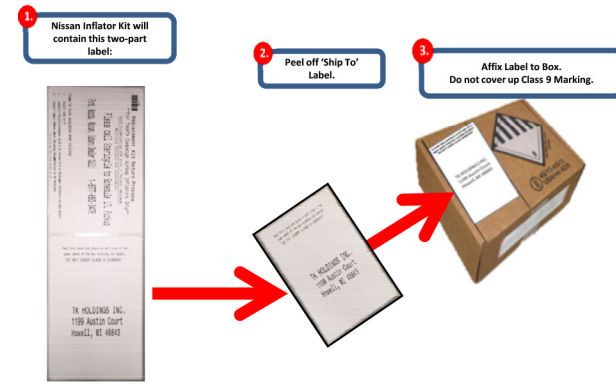
- Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum
  - Call Stericycle at 1-877-650-3476
  - If 200 Kits have not been accumulated in 30 days, please call Stericycle for direction
- Have the following Information Available
  - Dealer #
  - Quantity of Over-packs/Pallets
  - Quantity of Passenger Inflator Kits on each Pallet
  - Email Address where shipping Documentation can be received

### 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 2 Years

### 4a. Shipping Instructions - Label each Box

a) New Labels will begin shipping in each kit starting mid June, 2015



### 8. Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, please contact the representative listed below by phone or email to request replacement materials.

Primary Contact: **Armando Gonzalez - Tel #: 210-250-5079**

E-Mail: [FieldAction.14305@menlowordwide.com](mailto:FieldAction.14305@menlowordwide.com)

To help expedite your request, please be prepared to provide the following information:

- Serial number on the original box
- 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

