

Reference:

ITB14-052

Date:

October 31, 2014

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

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.

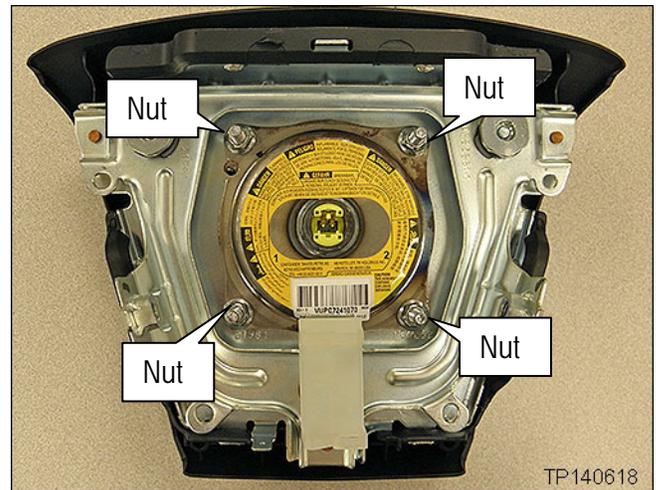


Figure 1

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

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

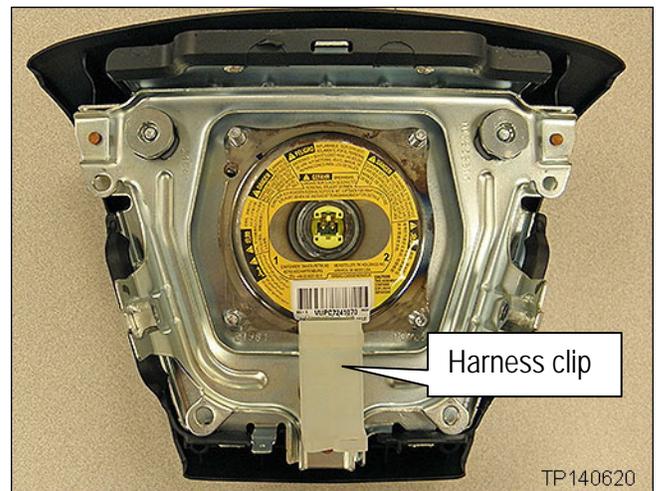


Figure 2

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

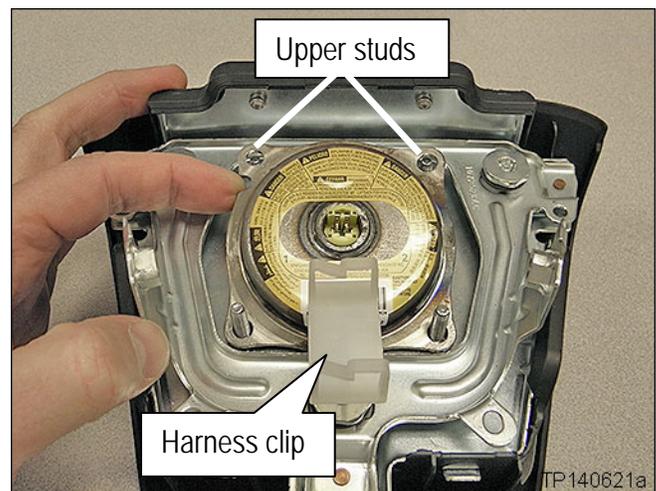


Figure 3

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

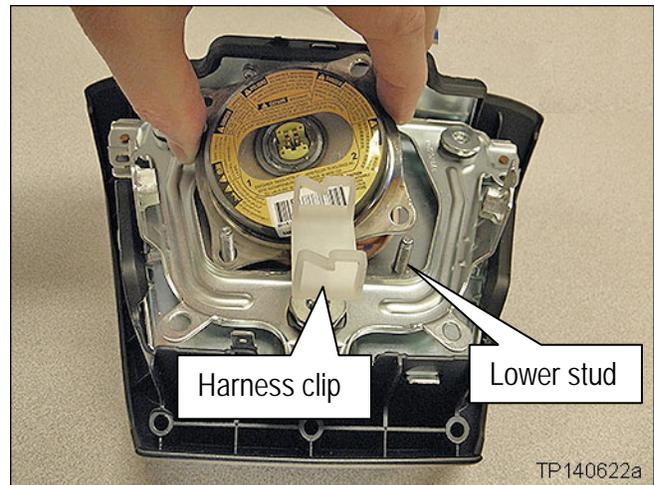


Figure 4

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

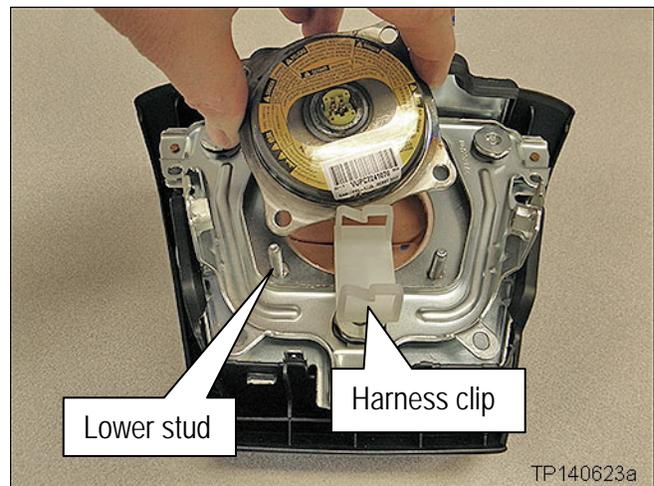


Figure 5

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

NOTE:

- Follow the return instructions provided by Takata, which are included in the box with the new inflator.
- Return instructions supplied by Takata are also 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).

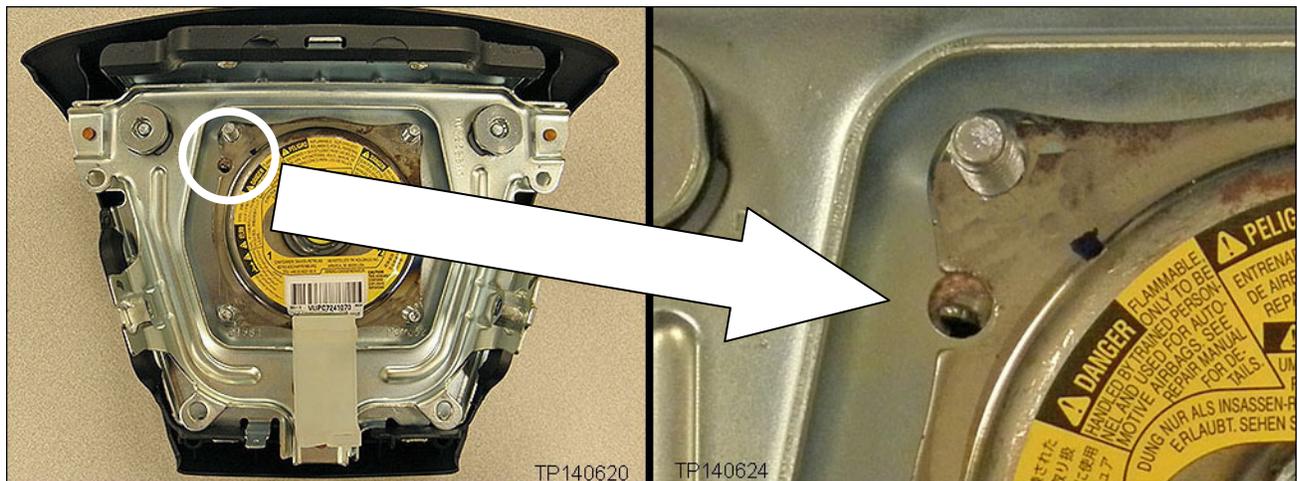


Figure 6

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).

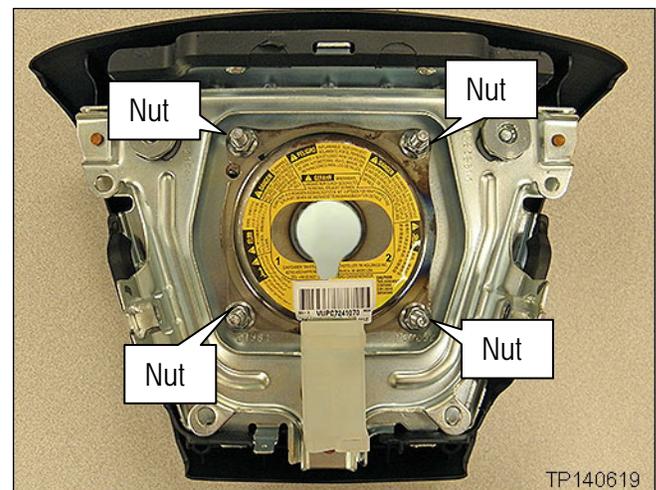


Figure 7

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, which are included in the box with the new inflator.
- Return instructions supplied by Takata are also 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, which are included in the box with the new inflator.
- Return instructions supplied by Takata are also 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.

INFLATOR RETURN INSTRUCTIONS

1. Print this page.
2. Fill in the information below.

VIN:	
Odometer Reading:	
Dealer Code:	
Dealership Address:	Street
	City
	State

3. Put this page in the box with the old inflator.

4. Follow the [Air Bag Inflator Return Packing & Shipping Instructions](#) on the next page.

NOTE: The instructions below are included in the box with the new inflator. These instructions also apply to the driver air bag module inflator for 2013 QX56 and 2014 QX80, except for item # 1.

AIR BAG INFLATOR RETURN PACKING & SHIPPING INSTRUCTIONS

48 State FedEx Ground Shipment Preparation

Alaska and Hawaii dealers must contact the following for Packing, Shipping, and Documentation instructions.
Miguel Prigadaa: By phone - 210-250-5078; 8:30 am to 5:00 pm EST, Monday through Friday. By email - MLGTakataRestraints_International@menloworldwide.com

These instructions support the mandatory return of the front passenger air bag inflator removed from 2001 to 2003 Model Year Sentra, Maxima, Pathfinder, QX4 and I35 vehicles and 2003 Model Year FX vehicles.

NOTE: Do not deploy the inflators. Return the removed inflators promptly.

1. Ensure that a shorting pin has been connected to the inflator harness(s).

Refer to NTB13-062 or ITB13-018.

2. Place the un-deployed inflator in the "cradle" of the shipping box (the box the new inflator came in). Do not include any other hardware in the box that may rattle and cause rejection of the shipment.

3. Close the box flap per the box instructions.

4. Firmly tape the box flap as follows (see images of box included with these instructions):

Use 2-inch wide clear packing tape.

Tape strip must be a minimum of 4 inches long.

There must be at least 2 inches of the 4-inch tape strip on the flap of the box and at least 2 inches on the bottom of the box.

5. Complete and affix the FedEx Ground paperwork as follows:

Hazardous Materials Certification form (OP-900PRP) included with these instructions.

NOTE: As needed, refer to images of the box included with these instructions.

a. Separate the bottom 4 labels and place them in the re-closeable pouch. Affix the re-closeable pouch to the bottom of the box. (A re-closeable pouch is included with these instructions).

b. Fill in the pick-up location, company name and address (Nissan/Infiniti Dealer) and the Chemtrec Contact Number (CCN) on the two removable label strips titled; FedEx Copy, and Customers Copy. Each dealer will have their own specific CCN number, which can be found on NNANET.

c. Put the shipping date on the "FedEx copy" and the "Customer copy" labels.

d. Peel off the "Apply to box" label and firmly apply it to the box flap.

e. On the "FedEx copy" and the "Customer copy labels", fill in the 15 digit Tracking ID.

The 15-digit tracking ID is found beneath the large barcode on the FedEx PRP label included with these instructions.

The 15-digit tracking ID is also on the peel off "Shipper Receipt" and "Receipt" labels at the top of the FedEx PRP label.

f. Keep the "Customer copy" label for dealer records and retain it for a minimum of 2 years.

g. Give the "FedEx copy" label to the FedEx Ground Driver.

FedEx Ground Package Returns Program (PRP) shipping label (included with these instructions)

a. Fill in the "From" information; (Nissan/Infiniti dealer name and address). The RMA# is not needed.

b. Peel off the label and affix it to the top of the box to the left of the Class 9 label. Use the scribe marks on the box as a guide so the PRP label does not touch any portion of the Class 9 label or its border.

c. When the shipment is ready, call for a FedEx Ground pick-up using the number listed for business locations (888-777-6040), or, if you receive regular pick-ups, give the package to your FedEx Ground Driver.

6. Cautions:

a. Remove or black-out any old shipping labels or barcodes (not "hazard" marks or labeling).

b. Take care not to cover any portion of the Class 9 label, proper shipping name, UN number, or UN box specifications.

c. Prior to shipment, ensure all steps have been properly completed. All packages must be prepared in accordance with all DOT and FedEx Ground requirements. Incomplete or missing information will result in return to sender and delay of return credit.

Self adhesive re-closeable pouch:

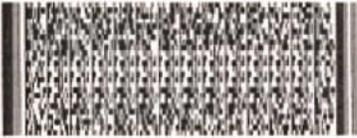
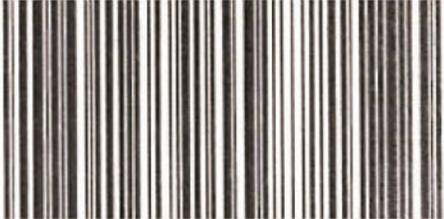
- Insert 4 labels from the bottom of the Hazardous Materials Certification Form.
- Attach pouch to the bottom to the inflator return box.



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FedEx Ground Package Return Program (PRP) Label.

- Fill in the "From" information; (Nissan/Infiniti dealer name and address). The RMA# is not needed.
- Peel off the label and affix it to the top of the box to the left of the Class 9 label. Use the scribe marks on the box as a guide so the PRP label does not touch any portion of the Class 9 label or its border.

<p>FedEx® Ground Package Returns Program (PRP)</p> <p><u>Preparing PRP Packages</u></p> <ul style="list-style-type: none"> • Pack items in a sturdy box using cushioning materials to keep them secure. Refer to packaging instructions if provided. • Remove or black out any old shipping labels, including the original shipping barcode. • Seal the box with shipping tape. • Complete the FROM section. • Affix one PRP label to each box. (If you do not have enough labels, you must obtain additional labels from the company that provided them.) • Keep the back of the label as your receipt. You may have your FedEx Ground driver sign below. • Affix the completed Hazardous Material Shipping Paper to the top of the package. • Provide the completed and signed Hazardous Material Certification Form to your FedEx Ground driver. <p><u>Options To Return PRP Packages</u></p> <p>Pick Up*</p> <ul style="list-style-type: none"> • Log on to FedEx.com and select the "Pickup" tab. Then choose "FedEx Ground Package Returns Program." (Bookmark this page if you have frequent returns.) • Call (888)777-6040 to schedule a commercial pickup from your business location. • If you receive regular pickups, give the package to your FedEx® Ground Driver. <p><small>* If you did not receive all of the proper paperwork (packaging, shipping instructions, shipping papers, and certification forms), please contact the company that provided the label. The FedEx Ground driver cannot pickup any hazardous materials that are not properly prepared for transportation.</small></p> <p>.....</p> <p>PICKUP RECEIPT</p> <p>Package returning to: _____</p> <p>Driver Signature: _____ Date: _____</p>	<table border="1"> <tr> <td>Shipper Receipt</td> <td>Receipt</td> <td>Shipper Number</td> </tr> <tr> <td>7154379 09051744</td> <td>7154379 09051744</td> <td>7154379</td> </tr> </table> <p>FedEx Ground® Package Returns Program</p> <p>From:</p> <p>From: _____</p> <p>Address: _____</p> <p>City: _____ State/Prov: _____</p> <p>ZIP/Postal: _____ RMA# _____</p> <p>Turn Over for Instructions</p> <p>HAZMAT</p> <p>Ship To: TK HOLDINGS INC 2025 HARMON ROAD AUBURN HILLS MI 48326</p> <p> FedEx Ground PRP</p> <p> (9612300) 7154379 09051744</p> <p>15 digit tracking ID</p>	Shipper Receipt	Receipt	Shipper Number	7154379 09051744	7154379 09051744	7154379
	Shipper Receipt	Receipt	Shipper Number				
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Hazardous Materials Certification / OP-900PRP Form (Labels)

Fill in pick-up location (Nissan/Infiniti dealer name and address) and Chemtrec Contact Number (CCN) on the FedEx Copy and Customer Copy. Each dealer's specific CCN number can be found on NNAnet.com under My Documents in three locations: 1) Sales > Campaigns, 2) Parts > Campaigns, 3) Service > Campaigns.

EXAMPLE

TP130388

Apply to box

FedEx

Customer

Put these 4 labels in the pouch

Package Return Program – Hazardous Materials Certification					
Approved PRP Shipper Name: TK Holdings CCN21726 Account #: 7154379 Emergency Contact Number: 1-800-424-9300					
Number and Type Packaging	UNID	DOT Shipping Name of Material	Haz Class/Packing Group	Weight	Label Type/Other information
1 Fiberboard Box	UN3268	Air bag inflator	Class 9 III	5 lbs.	Class 9 EX#2001030034

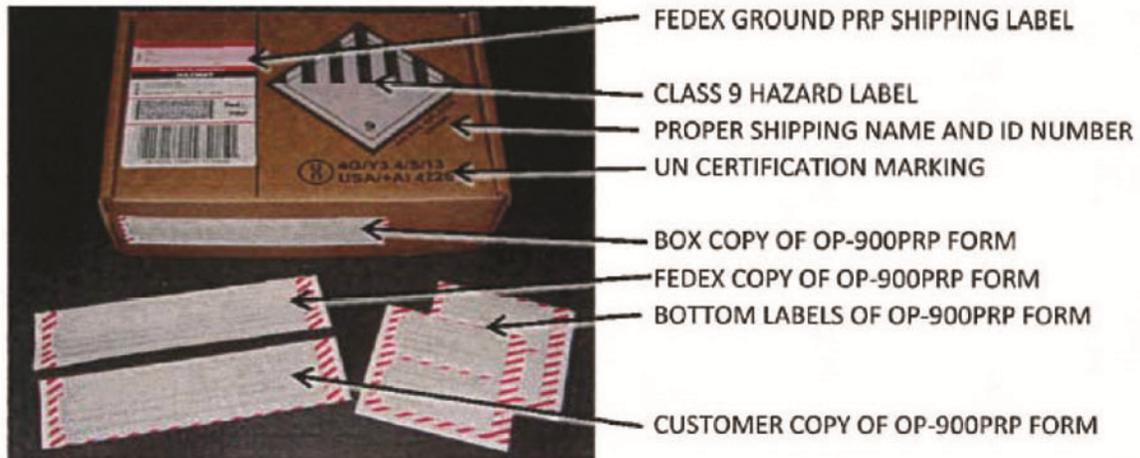
Package Return Program – Hazardous Materials Certification					
Pick Up Location Company: Address: City, State ZIP: CCN#			Approved PRP Shipper Name: TK Holdings CCN21726 Account #: 7154379 Emergency Contact Number: 1-800-424-9300 Tracking ID		
Number and Type Packaging	UNID	DOT Shipping Name of Material	Haz Class/Packing Group	Weight	Label Type/Other information
1 Fiberboard Box	UN3268	Air bag inflator	Class 9 III	5 lbs.	Class 9 EX#2001030034
This is to certify that the above-named materials are properly classified, described, packaged, marked and labeled and are in proper condition for transportation according to the applicable regulations of the Department of Transportation. Signature: <u>Harry Glen Pardon</u> Date: _____					

Package Return Program – Hazardous Materials Certification					
Pick Up Location Company: Address: City, State ZIP: CCN#			Approved PRP Shipper Name: TK Holdings CCN21726 Account #: 7154379 Emergency Contact Number: 1-800-424-9300 Tracking ID		
Number and Type Packaging	UNID	DOT Shipping Name of Material	Haz Class/Packing Group	Weight	Label Type/Other information
1 Fiberboard Box	UN3268	Air bag inflator	Class 9 III	5 lbs.	Class 9 EX#2001030034
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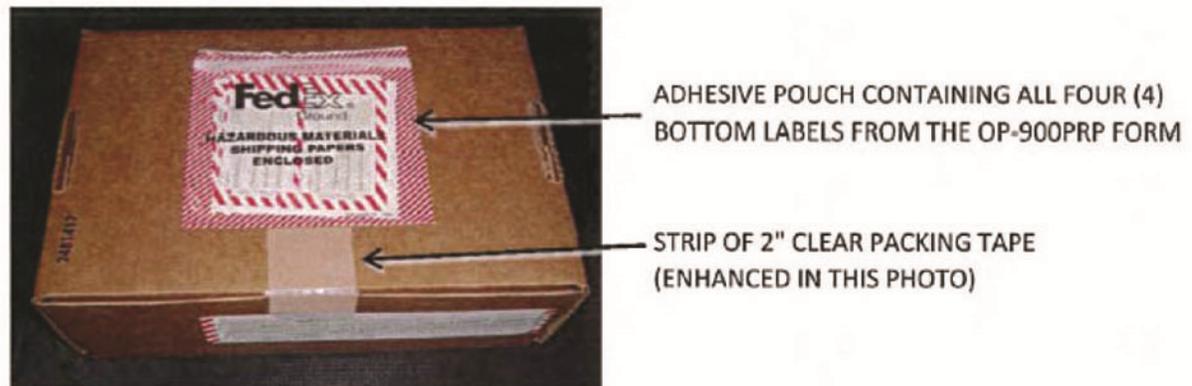
Account Number	Emergency Contact Number	Shipper Name
7154379	1-800-424-9300	TK Holdings CCN21726
Hazardous Materials Description and Quantity		
1 Fiberboard Box UN3268, Air bag inflator, Class 9, III, 5 lbs. Class 9 EX#2001030034		

Account Number	Emergency Contact Number	Shipper Name
7154379	1-800-424-9300	TK Holdings CCN21726
Hazardous Materials Description and Quantity		
1 Fiberboard Box UN3268, Air bag inflator, Class 9, III, 5 lbs. Class 9 EX#2001030034		

Top of Inflator Shipping Box and Form



Bottom of Inflator Shipping Box



If any of the packaging is damaged, or if you have any questions, please contact Miguel Prigadaa:

By phone at 210-250-5078; 8:30 am to 5:00 pm EST, Monday through Friday.

or

By email: MLGTakataRestrains_International@menloworldwide.com

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