



Classification:
RS17-
020b

Reference:
ITB17-021b

Date:
January 15, 2020

VOLUNTARY SAFETY RECALL CAMPAIGN 2002-2003 QX4; FRONT PASSENGER AIR BAG INFLATOR

This bulletin has been amended. See AMENDMENT HISTORY on page 20.
Please discard previous versions of this bulletin.

CAMPAIGN ID #: R1702, R1713,
R1714

NHTSA #: 15V-287, 17V-068

**APPLIED
VEHICLES:** 2002-2003 QX4
(JR50)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Infiniti is conducting a Voluntary Safety Recall Campaign to replace the front passenger air bag inflator on certain specific 2002-2003 QX4 vehicles at no charge to customers for parts or labor.

Takata 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 numbers R1702, R1713, and R1714 to this campaign. Use the VIN and Service COMM to determine the correct campaign identification number for a given vehicle. The correct number must appear on all communication and documentation of any nature dealing with this campaign.

RETAILER RESPONSIBILITY

It is the retailer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History 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 retailer's inventory. Federal law requires that new vehicles in retailer 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 retailers 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 retailer to determine if this applies to your vehicle.

1/21

REQUIRED SPECIAL TOOL (J-51315)

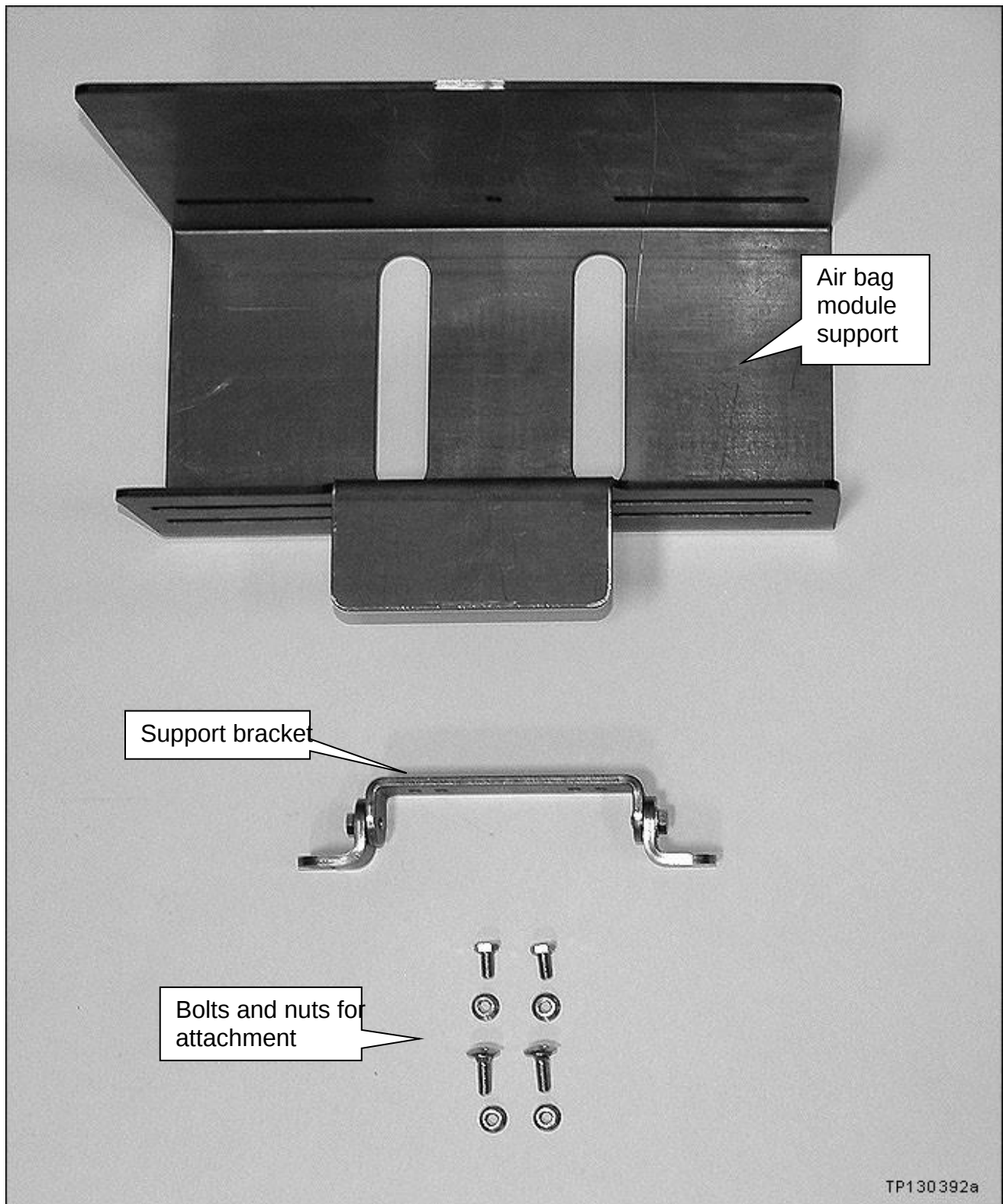


Figure A

REQUIRED SPECIAL TOOL (J-52352)

Quick Scan Tool (J-52352)

- Each Infiniti retailer has been shipped one Quick Scan Tool (J-52352).
- Additional tools can be obtained from Tech•Mate: nissantechmate.com or 1-800-662-2001.



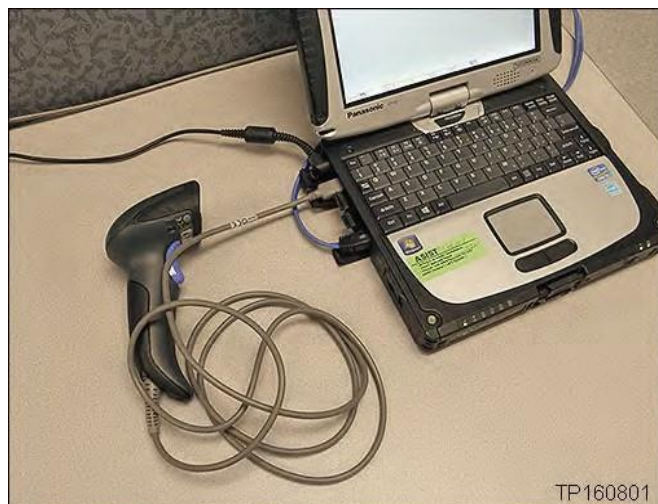
Figure B

SERVICE PROCEDURE

Register the New Inflator

1. Obtain a new inflator from your parts department.
 - New inflator is listed in the Parts Information.

2. Attach the quick scan tool (J-52352) to your CONSULT PC USB port.



to

Figure 1

3. On the left side of the ASIST main menu, select **Tech Support Info**, then **Inventory Vehicle Actions**.

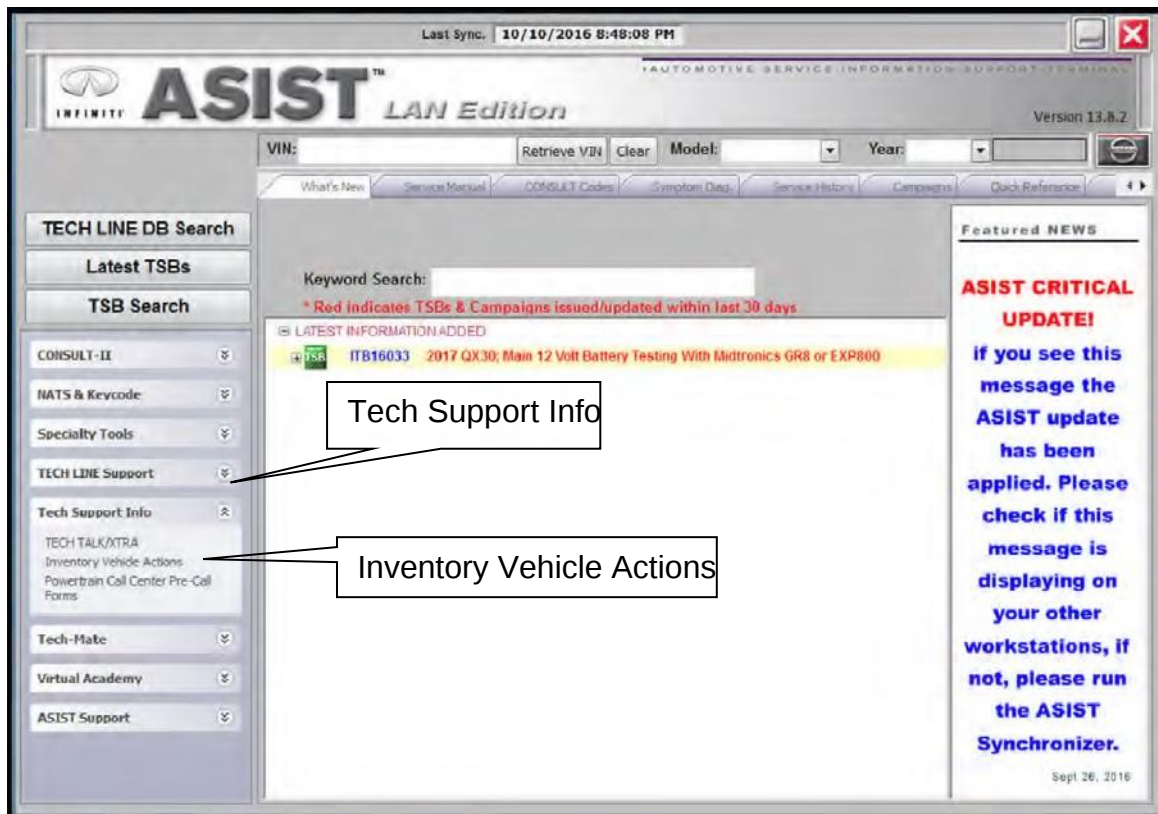


Figure 2

4. Select **CLICK HERE** (Air Bag to VIN Registration).

NNA Infiniti Retailer Inventory Action

Service Actions - Infiniti

REVISION 1-PC451_PC452_PC454 2G Telematics Control Unit [CLICK HERE...](#)

Inventory Inspections - Infiniti

Airbag to VIN Registration [CLICK HERE...](#)

Select [CLICK HERE](#)

Figure 3

5. Use the quick scan tool to scan the bar code (VIN) on the vehicle B-pillar label.

NOTE:

- Some labels may not scan quickly.
- Hold the scan tool approximately 6 inches away from the label.
- Hold the trigger down until the label is read (this may take several seconds).
- VIN will automatically populate (see Figure 5).
- If needed, VIN can be entered manually.



Figure 4

Airbag to VIN Registration

11/28/2016 1:36:32 PM

Please enter/scan the VIN and Airbag Inflator Serial Number

Dealer Code

Key Number

VIN

Airbag Serial Number

Step 7; see next page.

(Select submit after both fields are populated).

Figure 5

6. Use the quick scan tool to scan the bar code (serial number) on the side of the box of the new inflator (see Figures 6 and 7).

- The serial number will automatically populate (see Figure 5 on the previous page).

NOTE: DO NOT scan the part number label.

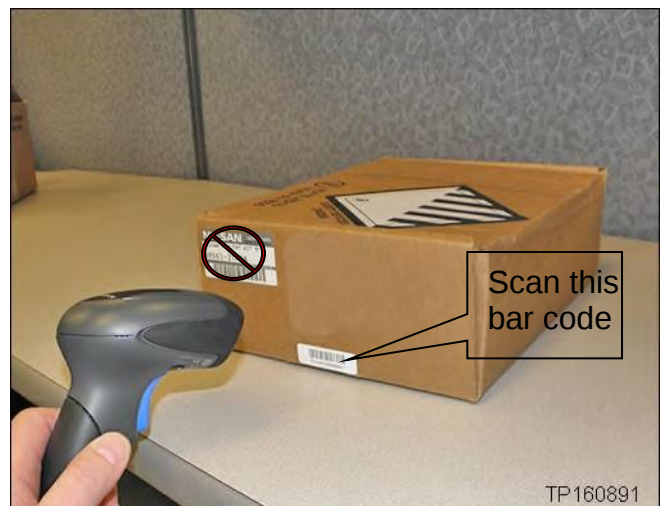


Figure 6

NOTE: If needed, the serial number can be entered manually.

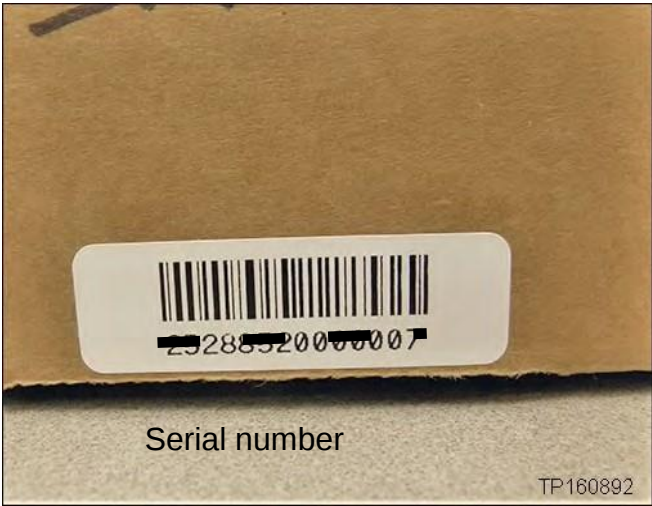


Figure 7

- 7. Select **Submit** on the ASIST screen (see Figure 5 on the previous page).

Inflator replacement

IMPORTANT: 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.

- 8. Write down the radio settings.

Presets	1	2	3	4	5	6
---------	---	---	---	---	---	---

AM						
FM 1						
FM 2						
SAT 1						
SAT 2						
Bass	Treble	Balance	Fade	Speed	Sen.	
				Vol.		

9. Turn the ignition OFF.

10. Disconnect both battery cables, negative cable first.

11. Wait at least 3 minutes.

12. Remove the passenger air bag module (module) from the vehicle.

□ Refer to the Electronic Service Manual (ESM), Section RS-Restraint System, for module removal.

13. Set the module in a clean working area.

NOTE: Do not set the module with cover facing down.

14. Securely mount the air bag module support (support) in a vice (see Figure 8).

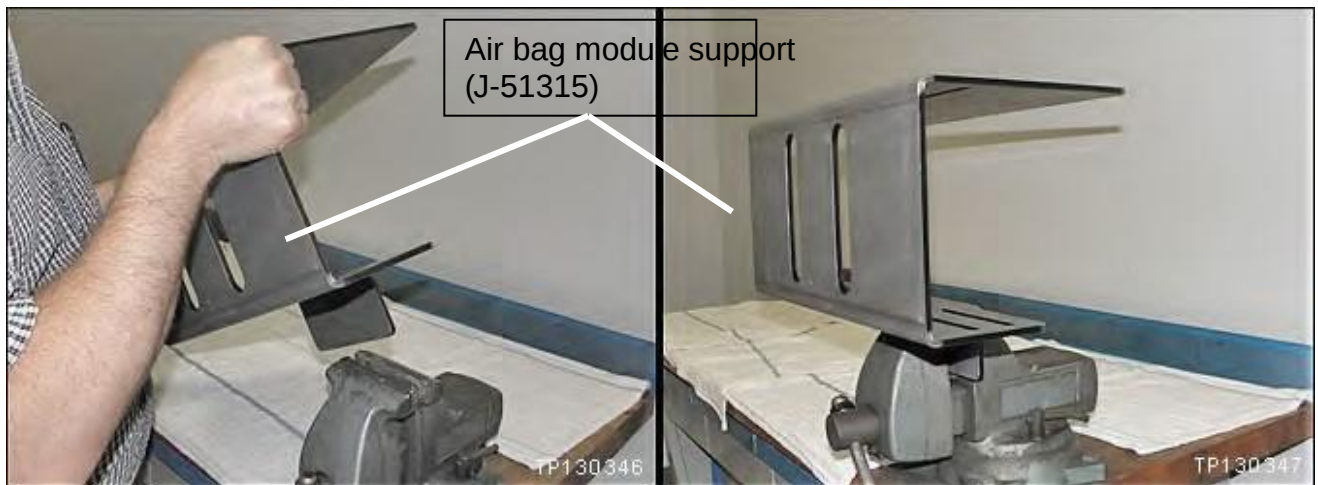


Figure 8

WARNING:

- Work from behind and to the sides of the support.
- Wear safety glasses while performing inflator replacement.

15. Disconnect the harness clip from the module frame.

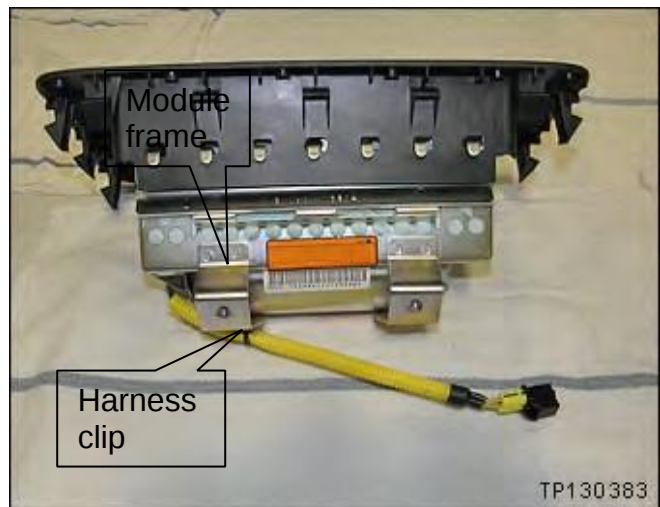


Figure 9

16. Attach the support bracket to the module frame.
- Tighten the bolts holding the support bracket to the module frame.
 - Leave the L brackets on each end slightly loose to allow for positioning of the module in the support.

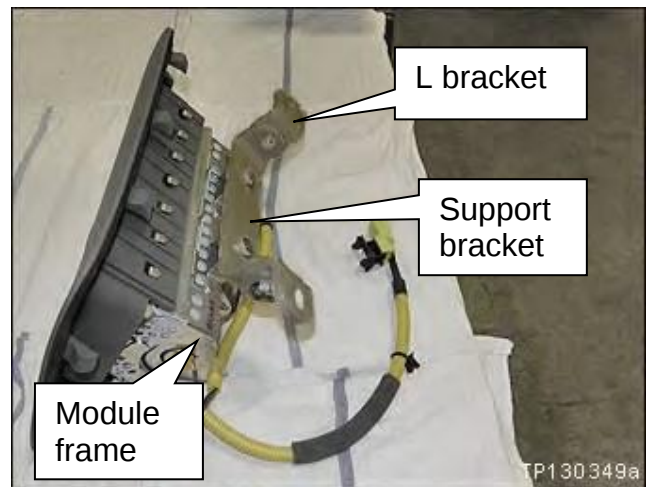


Figure 10

17. Mount the module in the support.
- Use bolts and nuts supplied with the support.



Figure 11

18. Make sure the module is centered in the support.

NOTE: Centering the module in the support will allow access to the inflator securing nuts through the slots in the support.

19. Tighten all of the mounting bolts and nuts that hold the module to the support.
20. Cut the rubber end from the corrugated harness cover.



Figure 13

21. Attach a shorting pin to the harness wires as shown.

- Use an insulation displacement type wire connector as a shorting pin.
- Refer to the Parts Information for additional connector/shorting pin information.

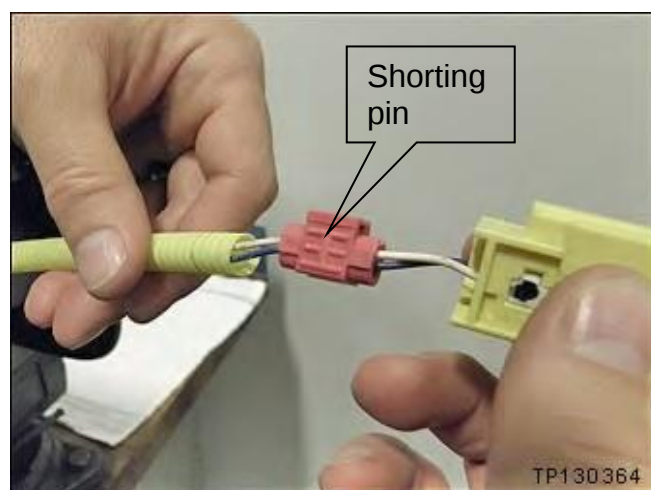


Figure 14

22. Cut off the connector end.



Figure 15

23. Remove the 4 nuts from the module that hold the inflator in place (see Figures 16 and 17).
- Use a ratchet and extension.



Figure 16

- Remove the 4 nuts.

NOTE: These nuts will not be reused.



Figure 17

24. Remove the inflator stopper.

NOTE: This inflator stopper will not be reused.



Figure 18

25. Push the right side of the inflator out of the module.

- Twist the inflator about 45 degrees to allow room for the connector and harness to fit through the opening.



Figure 19

26. Pull the inflator completely out of the module from the left side.



Figure 20

27. Set the old inflator in the clean working area making sure it does not roll and fall to the floor.

NOTE:

- Follow the return instructions provided by Takata.
- Takata supplied return instructions are attached to this bulletin on page 21.

28. Remove the new inflator from the box.

29. Slide the new inflator into the module from the left side.

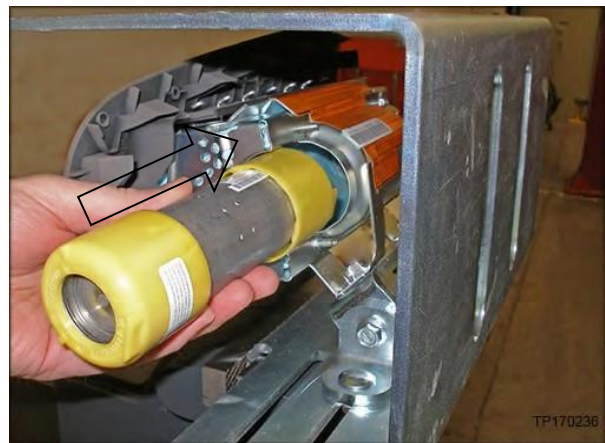


Figure 21

30. Make sure the inflator is positioned / oriented correctly, as shown.

- The flat side of the metal inflator connector end (on the right side) must face the flat side of the inflator housing.
- When the inflator is properly oriented, the yellow tab will be in the position shown in Figure 22.

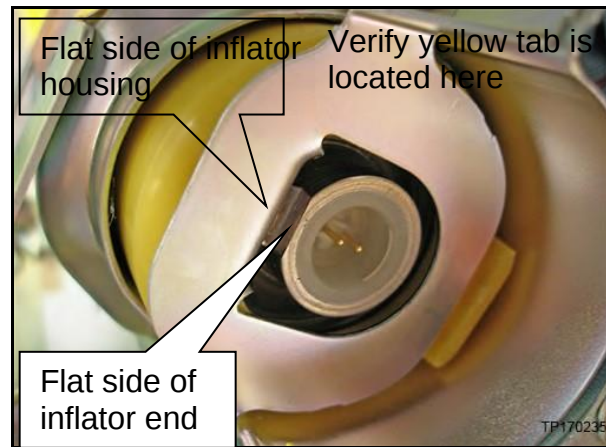


Figure 22

31. Install the new inflator stopper.

- New inflator stopper is included in the harness kit listed in the Parts Information.

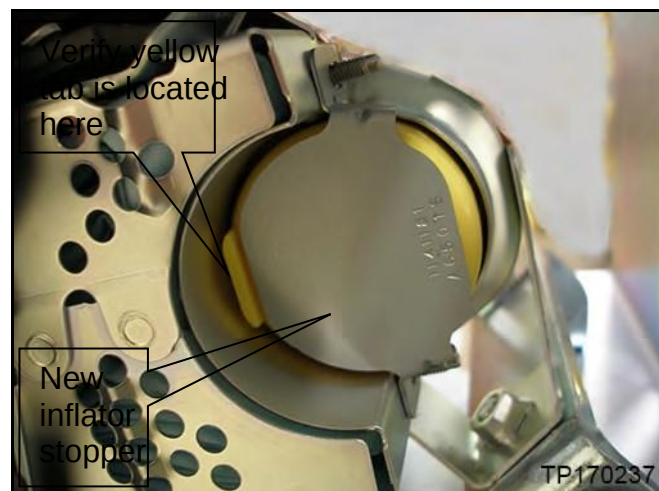


Figure 23

NOTE: Refer to Figure 23a to ensure the new inflator stopper is used.



Figure 23a

32. Install the 4 inflator securing nuts finger tight (see Figure 24).
 - Make sure to **use new nuts**.
 - ☐ New nuts are included with the new harness kit, listed in the Parts Information.
33. Make sure the inflator is pushed all the way into its housing – no gap on the right side (see Figure 24).
34. Make sure there is no gap between the inflator stopper and the inflator (see Figure 24).

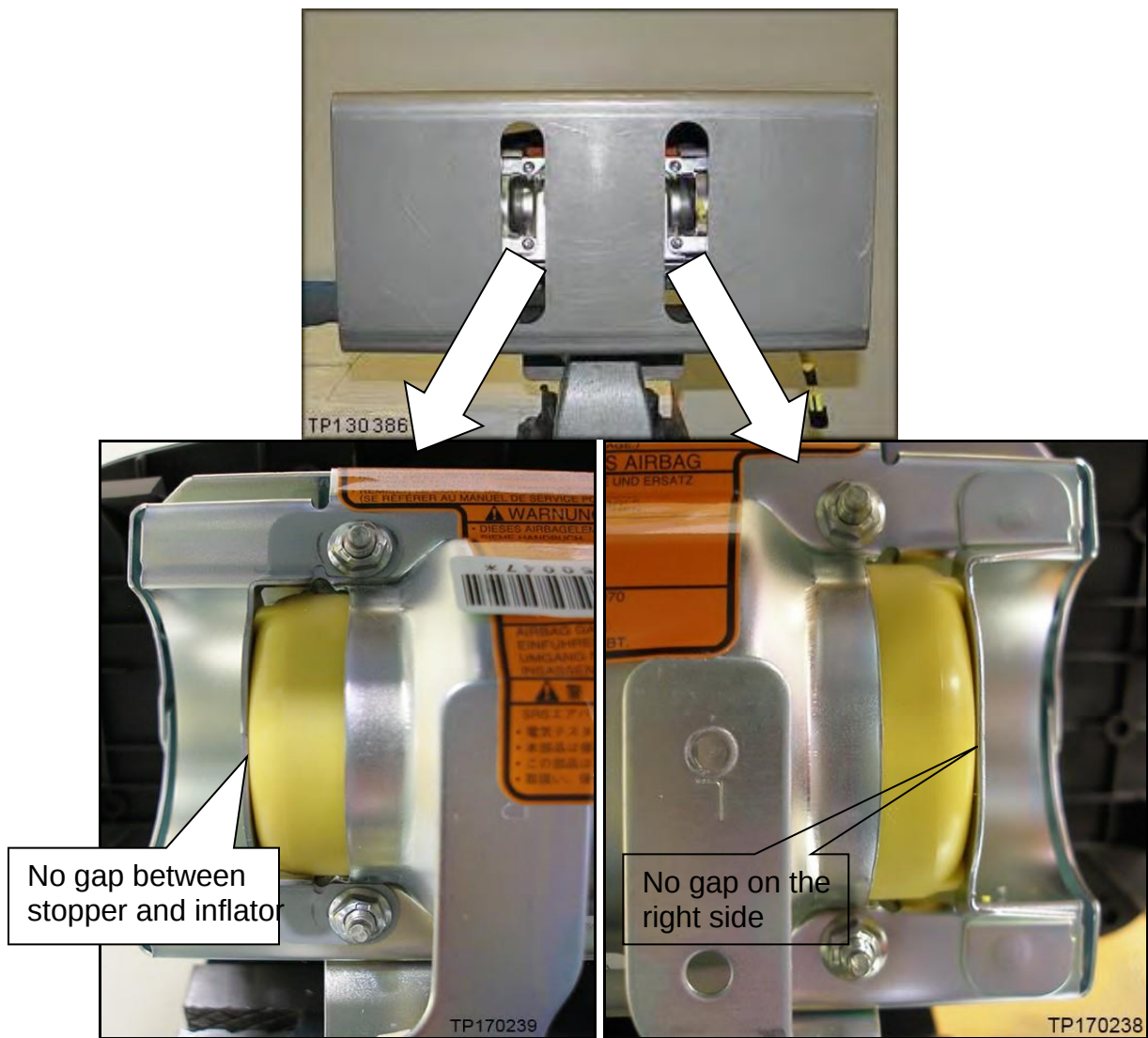


Figure 24

35. Tighten and torque the 4 inflator securing nuts.

□ Torque nuts to:

3.9 N•m (0.39 kg-m, **34 in-lb**)

□ Torque nuts in the order shown.



Figure 25

36. Attach the new harness to end of the inflator.

NOTE: Once the harness is connected it cannot be removed.

- Remove the dust proof sticker covering the end of the inflator.
- Refer to Figures 26, 27, and 28.

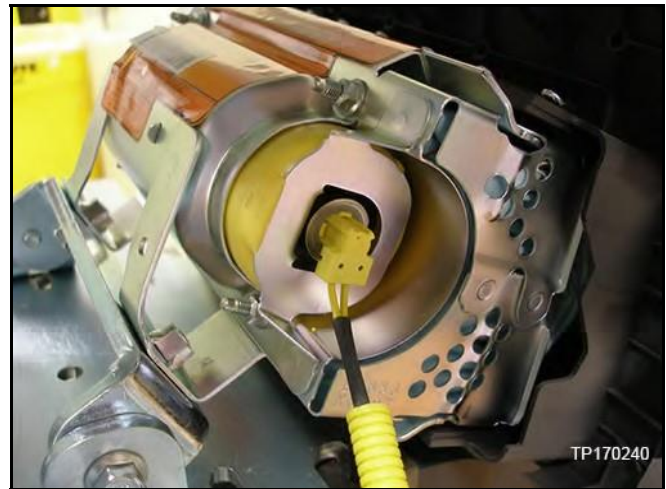
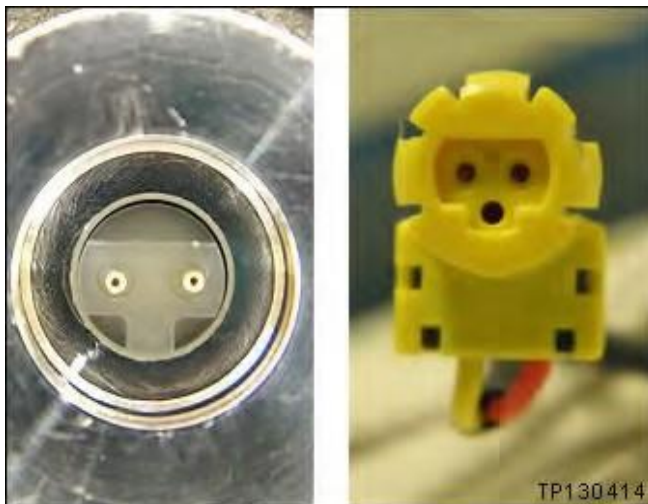


Figure 26



Inflator end

Inflator connector

- Make sure the T shape at the inflator end aligns with the T shape of the connector.

T shape

Figure 27

□ Make sure harness connector is fully engaged / seated (see Figure 28).

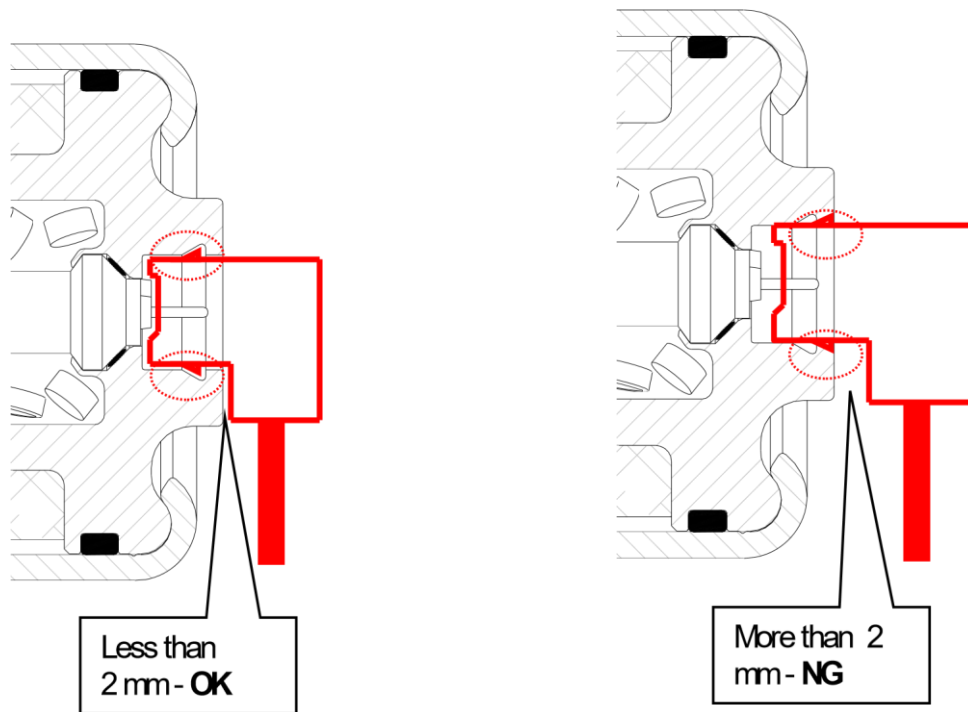


Figure 28

37. Remove the module from the support and set it in the clean working area.

38. Remove the support bracket from the module.

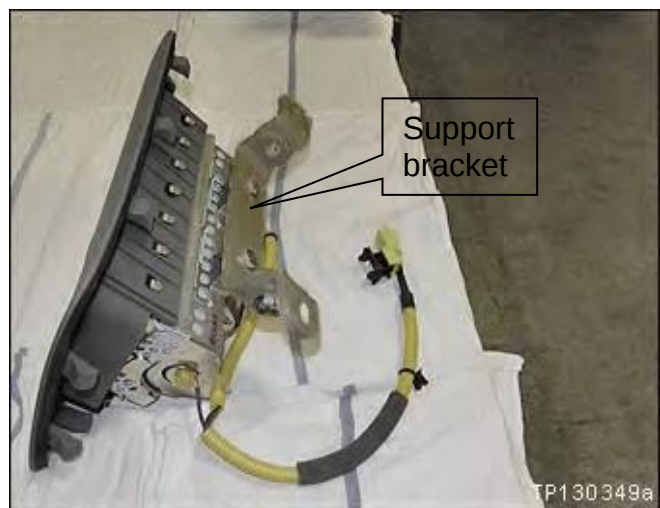


Figure 29

39. Attach the harness clip to the module frame.

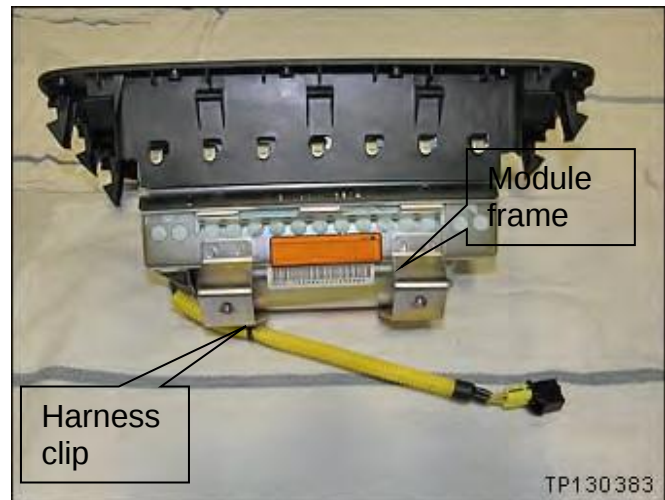


Figure 30

40. Reinstall the module into the vehicle in reverse order of removal.
- Make sure to use new module mounting bolts included with the new harness kit
41. Connect both battery cables – positive cable first.
42. Turn the ignition ON.
43. Reset the clock and the radio settings.
44. Turn the ignition from “OFF” to “ON” position 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 Service Manual for additional diagnostic and repair information.

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

- Follow the return instructions provided by Takata. □ Takata supplied return instructions are attached to this bulletin on page 21.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Inflator	98561-7998E	1
Harness Kit (Includes harness, module mounting bolts, stopper bracket and inflator securing nuts)	B4A67-5W50D	1
Shorting Pin (Insulation Displacement Connector for 22-18 gauge wire)	NAPA item # 784566 Grainger Item # 4YT50 or equivalent available from local auto supply	1



NOTE:

- Return the removed (old / non-deployed) inflator in the box that the new inflator came in.
- Follow the return instructions provided by Takata. □ Takata supplied return instructions are attached to this bulletin on page 21.

CLAIMS INFORMATION

NOTE: Use the VIN and Service COMM to determine the correct campaign identification number for a given vehicle. The correct number must appear on all communication and documentation of any nature dealing with this campaign.

Submit a “CM” line claim using the following claims coding:

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
R1702	Remove and replace front passenger air bag inflator	R17020	1.0 Hrs.

OR

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
R1713	Remove and replace front passenger air bag inflator	R17132	1.0 Hrs.

OR

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
R1714	Remove and replace front passenger air bag inflator	R1714D	1.0 Hrs.

EXPENSE CODE

CODE	DESCRIPTION	MAXIMUM AMOUNT
041	Shorting Pin (Insulation Displacement Connector for 22-18 gauge wire)	\$0.50

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 9, 2017	ITB17-021	Original bulletin published
June 15, 2017	ITB17-021a	CLAIMS INFORMATION and page 1 revised
January 15, 2020	ITB17-021b	CLAIMS INFORMATION revised and Campaign ID # added

Takata Document

NOTE

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@XPO.com

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.

1. Shipping Documents

a) Box Label

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



b) Over-pack Label

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



c) Bill of Lading

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



d) ERG Document

- To be supplied by XPO.
- To be provided by the Dealer to the LTL Driver for each shipment



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.



3. Closure Instructions

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



4a. Shipping Instructions - Label each Box

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



5. Shipping Instructions – Prepare the Pallet

- a) Accumulate and palletize Kits
- b) Arrange Kits on Pallet as pictured here
 - 20 boxes per row/layer (5x4)
 - 10 rows/layers per pallet (200 boxes)
- c) Shrink-wrap Kits to Pallet
- d) Affix Over-pack Label on (1) side of Pallet (Not on Top)



6. Shipping Instructions – Schedule LTL Pickup

- a) Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum
 - Call XPO at 1-210-250-5079
 - If 200 Kits have not been accumulated in 30 days, please call XPO for direction
- c) 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

- a) Give 1 Copy of BOL and 1 Copy of ERG to Driver.
- b) Retain 1 Copy of BOL for Dealership records and archive for 2 Years

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: SCfieldaction.14305@xpo.com

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

- a) Serial number on the original box
- b) What Type of shipping material needed
 - Replacement Box
 - Two Part Return Label
 - Bill of Lading
 - ERG Form
- c) Dealer Shipping Information
 - Contact name
 - Dealer Address
 - Phone Number

