

Reference:

ITB17-019a

Date:

March 17, 2017

VOLUNTARY SAFETY RECALL CAMPAIGN 2017 QX30; PASSENGER AIR BAG MODULE

This bulletin has been amended. The NHTSA# has been corrected to 16V-939.
No other changes have been made. Please discard previous versions of this bulletin.

CAMPAIGN ID #: PG6BN
NHTSA #: 16V-939
APPLIED VEHICLE: 2017 QX30 (H15)

Check Service COMM to confirm campaign eligibility.

INTRODUCTION

Infiniti is conducting a Voluntary Safety Recall Campaign on certain specific model year 2017 QX30 vehicles to replace the front passenger air bag module. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number PG6BN 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 campaign 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, Nissan 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 retailer to determine if this applies to your vehicle.

REQUIRED SPECIAL TOOL (J-52352)

Quick Scan Tool (J-52352)

- Each retailer has been shipped one Quick Scan Tool (J-52352).
- Additional tools can be obtained from TechMate at 1-800-662-2001.



Figure A1

SERVICE PROCEDURE

New Module Registration

1. Register the new module serial number as follows.
 - The new module is listed in **PARTS INFORMATION**.

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

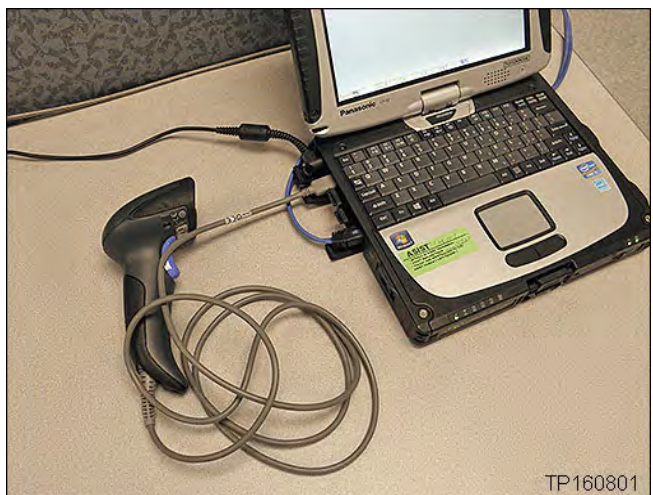


Figure A2

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

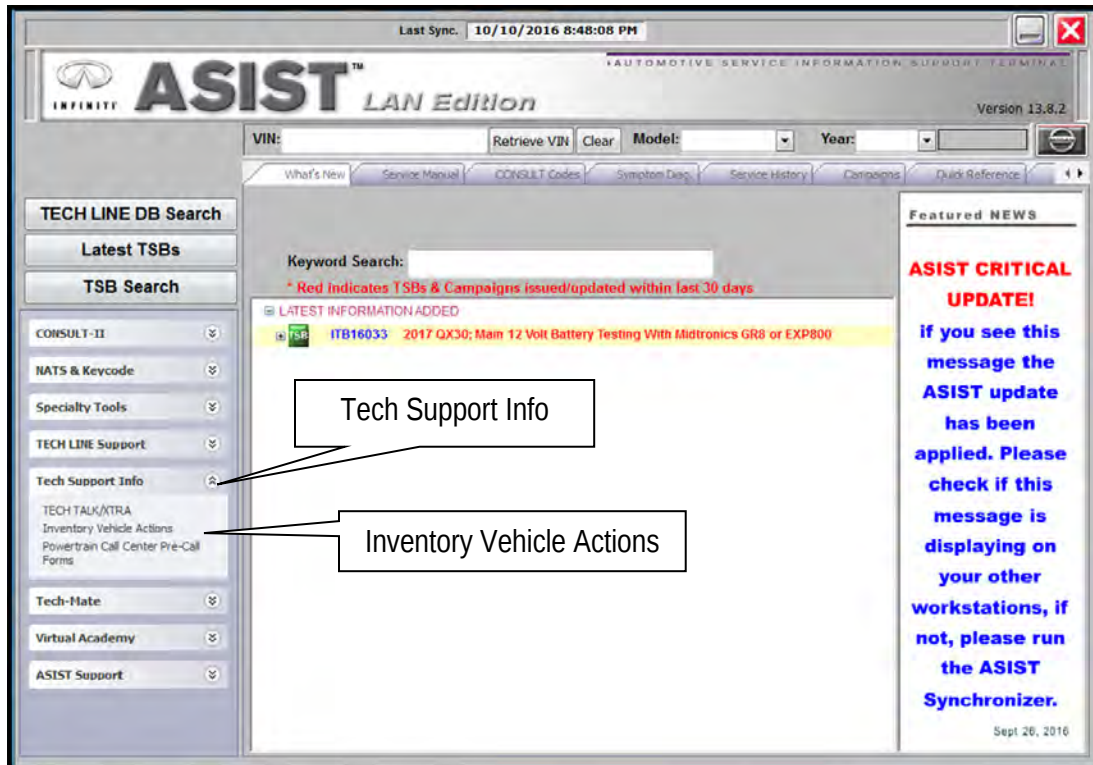


Figure A3

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



Figure A4

- Wipe any dirt/debris from the bar code before scanning.

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).



Figure A5

- The VIN will automatically populate (see Figure A6).
- If needed, the VIN can be entered manually.

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	

Submit

Step f; see next page

(Select **Submit** after both fields are populated)

- e. Use the quick scan tool to scan the bar code (serial number) on the new module.
- Remove the module from the shipping box and locate the bar code label (see Figure A7 and A8).
 - Hold the scan tool approximately 6 inches away from the label.
 - The serial number will automatically populate (see Figure A6 on previous page).

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

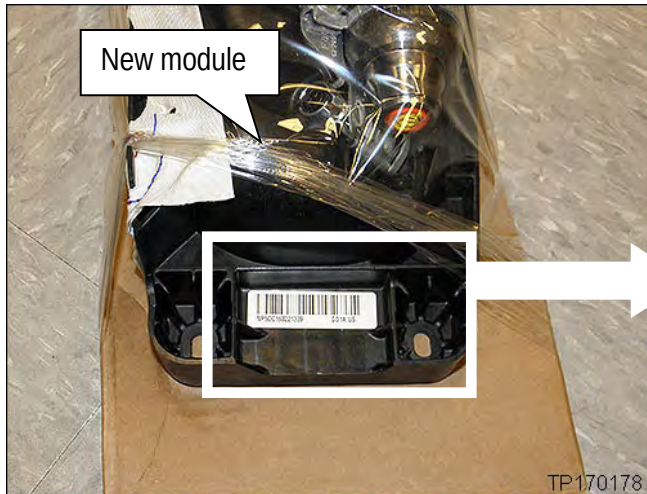


Figure A7

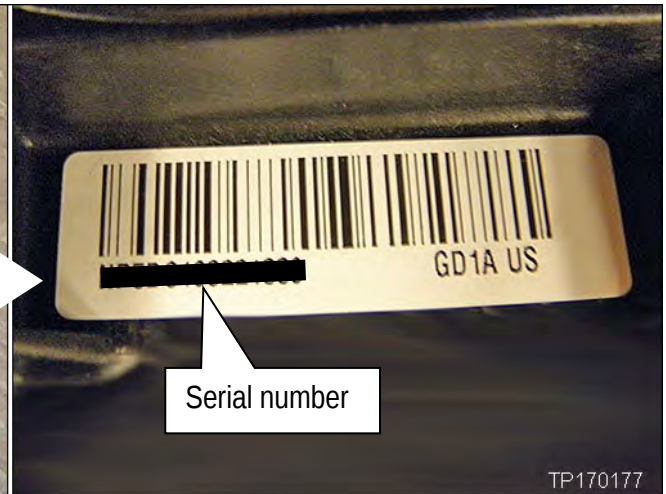


Figure A8

- f. Select **Submit** on the ASIST screen (see Figure A6 on the previous page).

Removal: Passenger Air Bag Module

NOTE:

- Use protective covering for all interior surfaces as needed while performing this procedure.
- Use a plastic trim (finesse) tool when removing snapped in interior parts.
- Return the used/non-deployed air bag module using the instructions at the end of this bulletin.

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.

1. Disconnect the negative battery terminal cable.
 - a. Remove the hood release cable from the battery cover.
 - b. Remove the battery cover by pulling forward, and then lifting up.

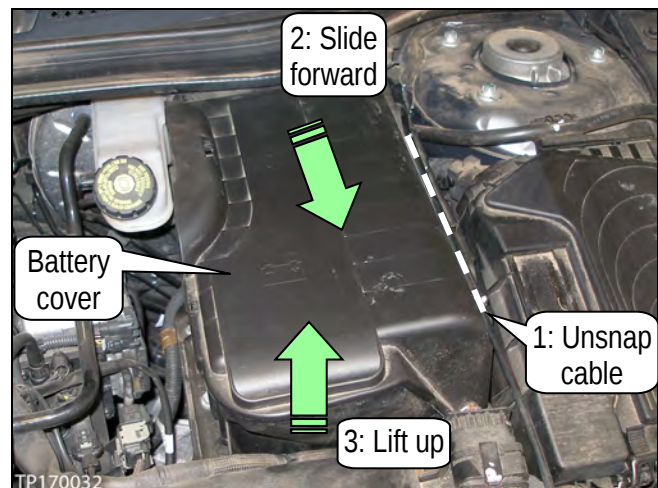


Figure 1

- c. Unfasten the negative battery cable.
 - Before servicing the SRS, turn the ignition switch OFF, disconnect the negative battery cable and wait at least three (3) minutes.
 - For approximately 3 minutes after the negative battery cable is removed, it is still possible for the air bag and seat belt pretensioner to deploy. Therefore, never work on any SRS connectors or wires until at least 3 minutes have elapsed.
 - d. Wrap the battery post or negative battery cable end with electrical tape.

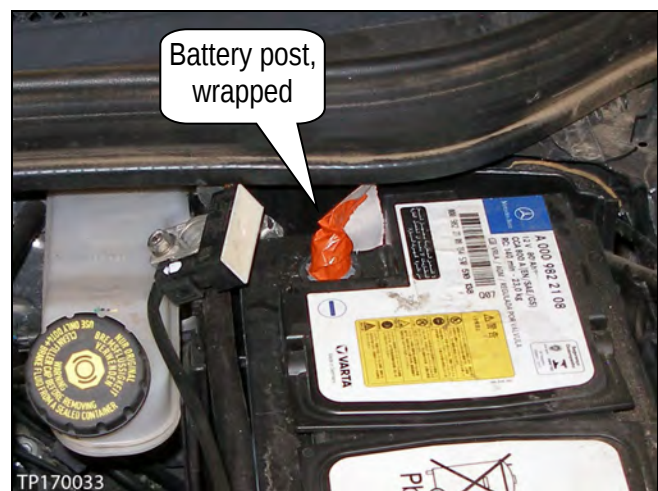


Figure 2

2. Unfasten the center console, and then slide it back as follows.

- a. Unsnap the center console finisher.



Figure 3

- b. Disconnect the electrical connector(s), and then remove the center console finisher.



Figure 4

- c. Remove the two (2) screws.
- d. Unsnap the center console front finisher by lifting up [1], and then pulling rearward [2].

 = clip location

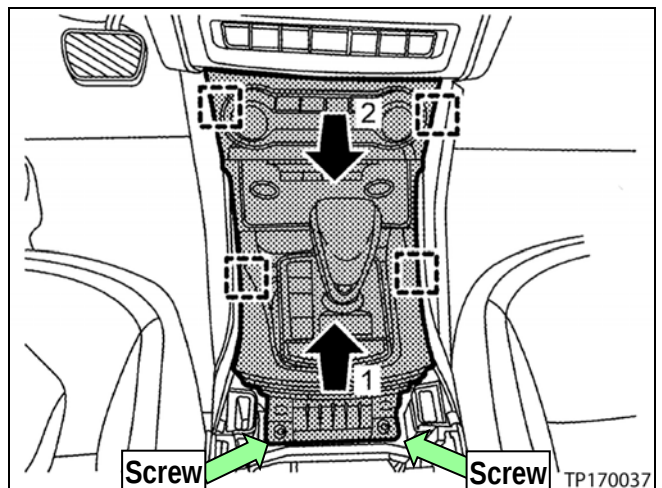


Figure 5

- e. Disconnect the electrical connectors, and then remove the center console front finisher.

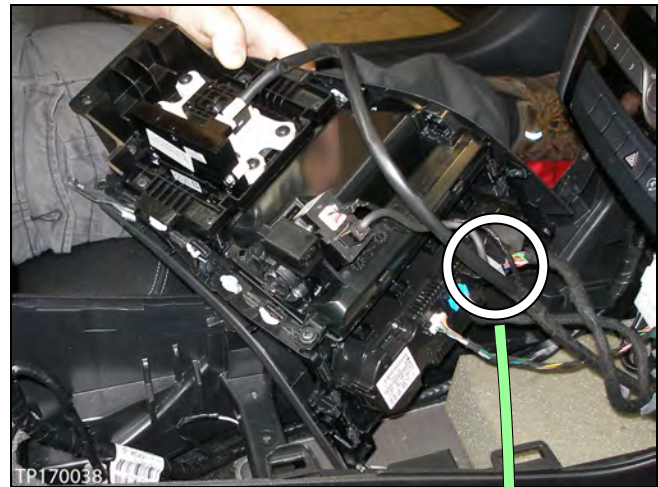


Figure 6

- The electrical connector shown in Figure 7 disconnects similar to an ECM connector.

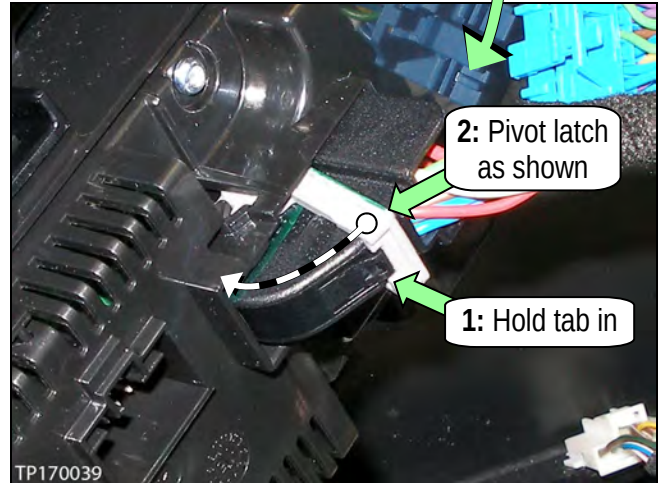


Figure 7

- f. Remove the four (4) screws shown in Figure 8.

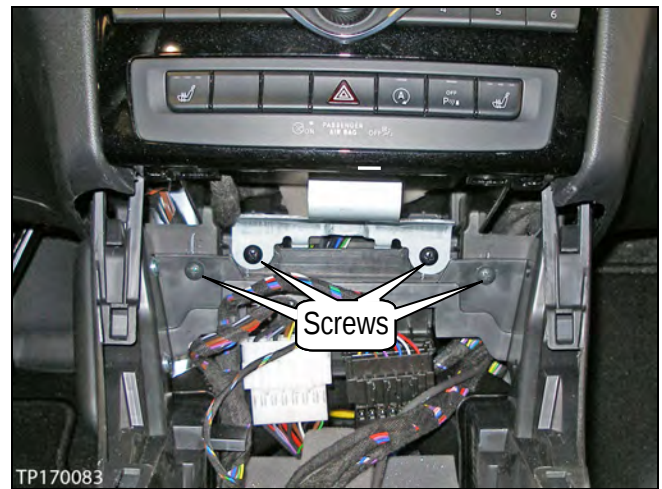


Figure 8

- g. Remove the center located nut.

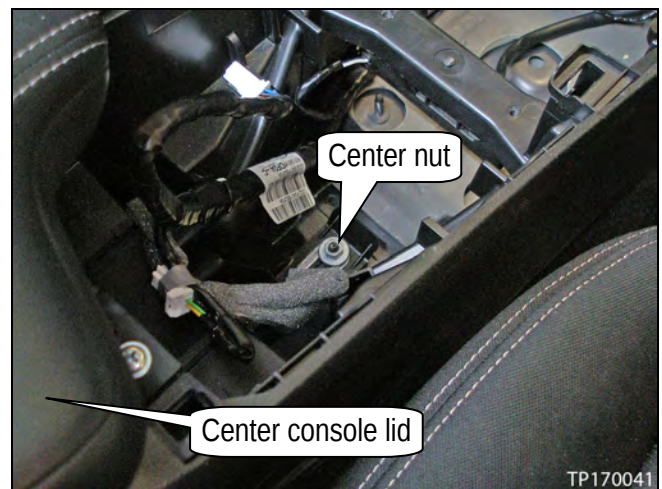
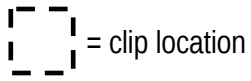


Figure 9

- h. Unsnap the top [1], tilt back [2], and then lift out the center console rear finisher (see Figure 10).



- i. Disconnect the electrical connector, and then remove the center console rear finisher.

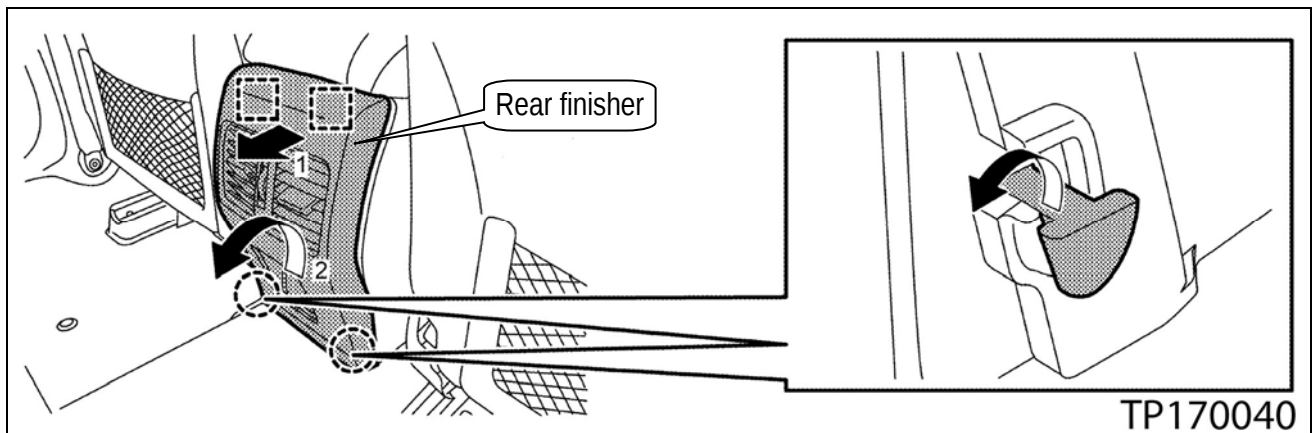


Figure 10

- j. Remove the two (2) nuts (see Figure 11).
- k. Slide back the center console away from the instrument panel.
- The center console will need to be slightly lifted to get over the center and rear located studs.

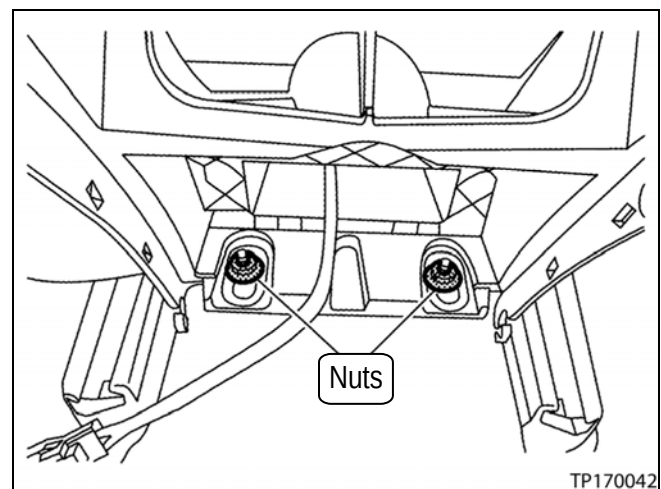


Figure 11

3. Remove instrument finisher E, and then remove the hidden screws (see Figure 12, and next page, Figure 13).

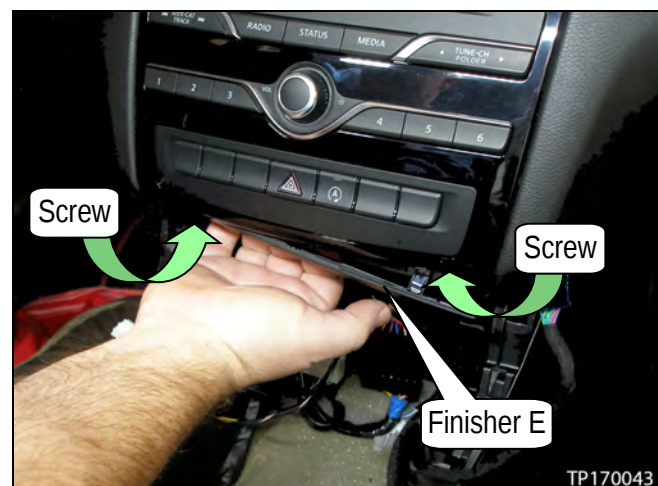


Figure 12

4. After removing the screws, unsnap cluster lid C.

 = clip location

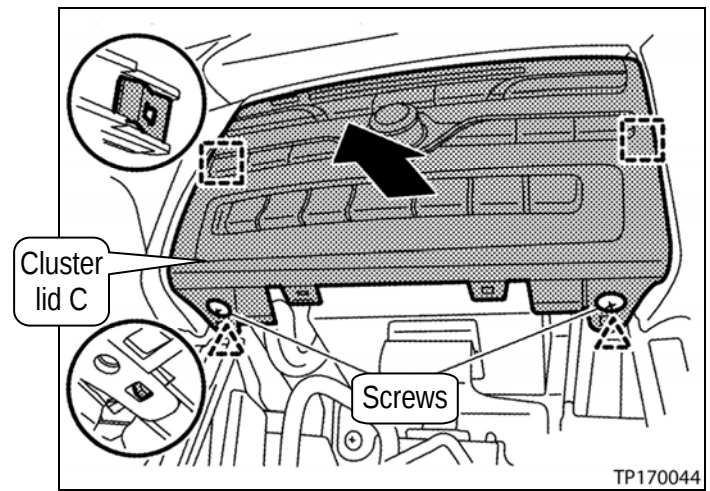


Figure 13

5. Disconnect the electrical connectors, and then remove cluster lid C.



Figure 14

6. Adjust the steering wheel in the fully extended position (toward the driver seat).
7. Unfasten the cover portion of cluster lid A.
 - a. Unsnap by lifting up on the front corners.

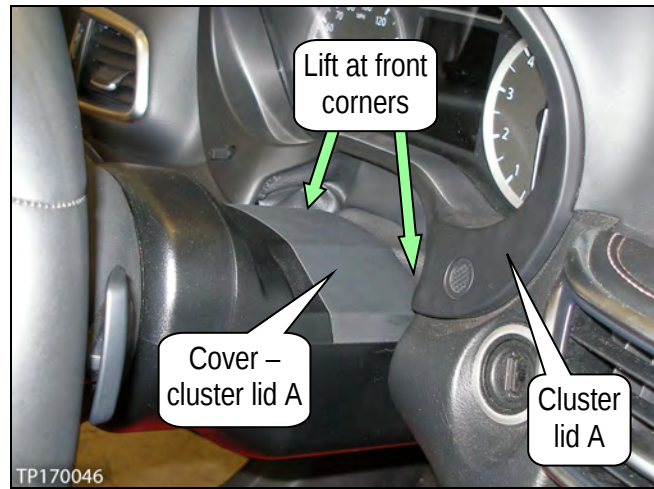


Figure 15

- b. Slide the cover toward the instrument panel.

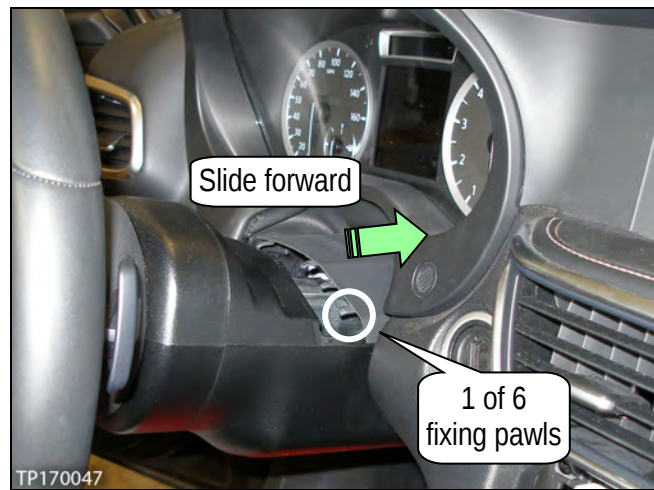


Figure 16

8. Unsnap the portion of cluster lid A that surrounds the combination meter.
9. Disconnect the electrical connector, and then remove cluster lid A.

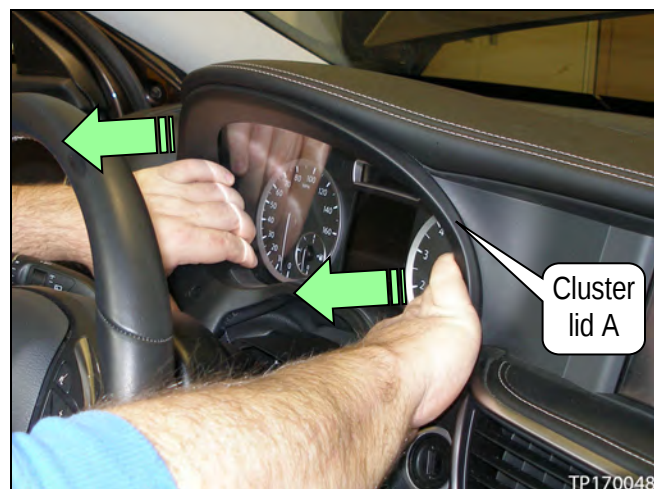


Figure 17

10. Remove the LH and RH instrument masks.

- Mask locations are shown in Figure 18 and 19.



Figure 18



Figure 19

- Remove both masks as shown in Figure 20.
- Apply suitable protective tape as shown.
- Use a suitable tool as shown.

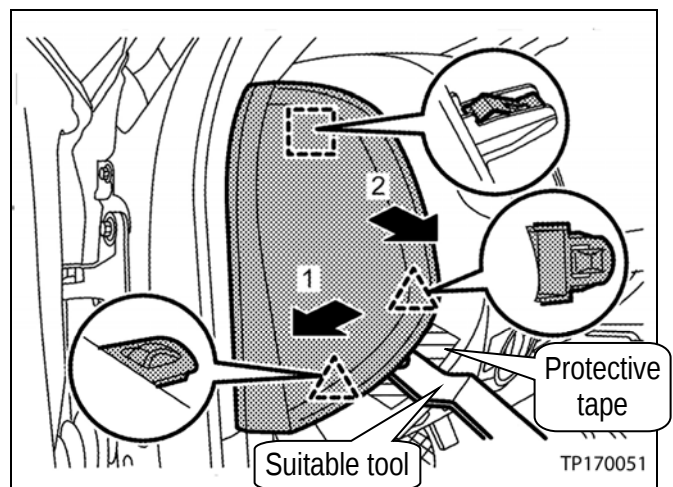


Figure 20

11. Pull down the front door welt away from the driver front pillar garnish.



Figure 21

12. Unsnap, and then remove the front pillar garnish cap.

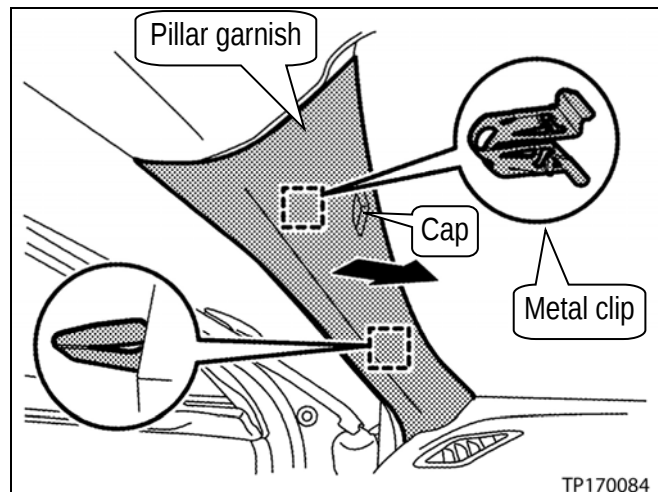


Figure 22

13. Unsnap the clips, and then remove the front pillar garnish by pulling upward.

- See Figure 22 and 23.



Figure 23

14. Repeat steps 11-13 on the passenger front pillar garnish.

15. Remove the side ventilator grille RH screw.

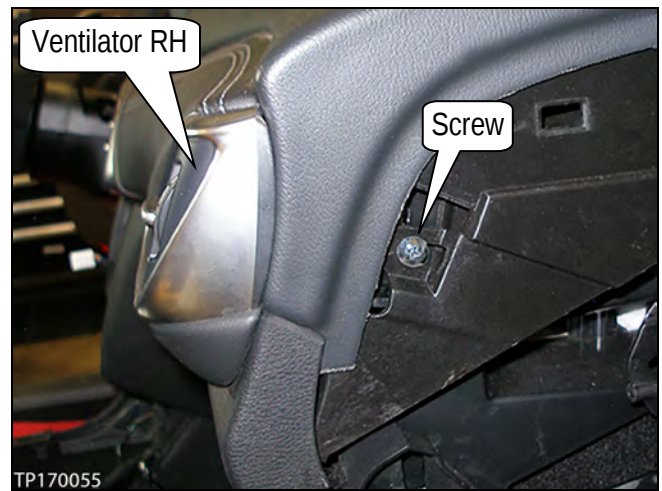


Figure 24

16. Remove the the side ventilator grille RH.

- a. Using a suitable tool, carefully unfasten the inner clip by prying where shown in Figure 25.



Figure 25

- b. Grab the side ventilator grille RH on both sides, and then unfasten the two outer clips by pulling straight back away from the instrument panel (see Figure 26).

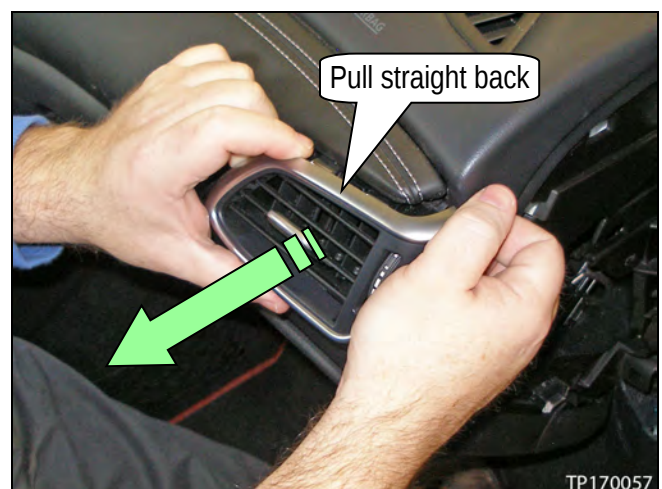


Figure 26

17. Remove both center ventilator grille screws.

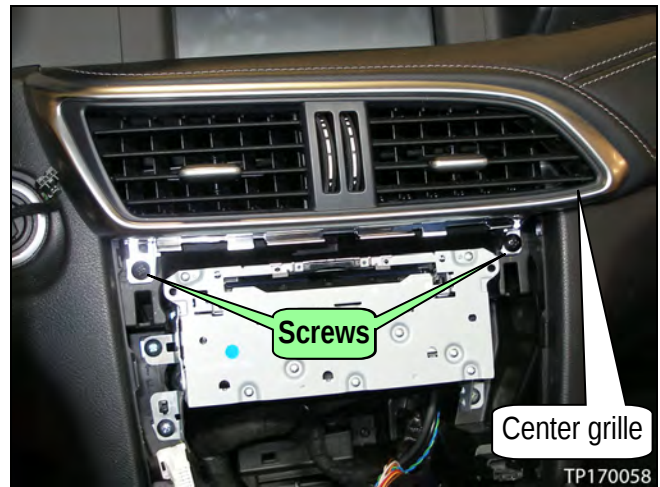


Figure 27

18. Unsnap, and then remove instrument pad C and the center ventilator grille as an assembly.

- Unsnap the right side first, and then finish unsnapping the remaining clips.
- If equipped: Disconnect the ambient light electrical connector.

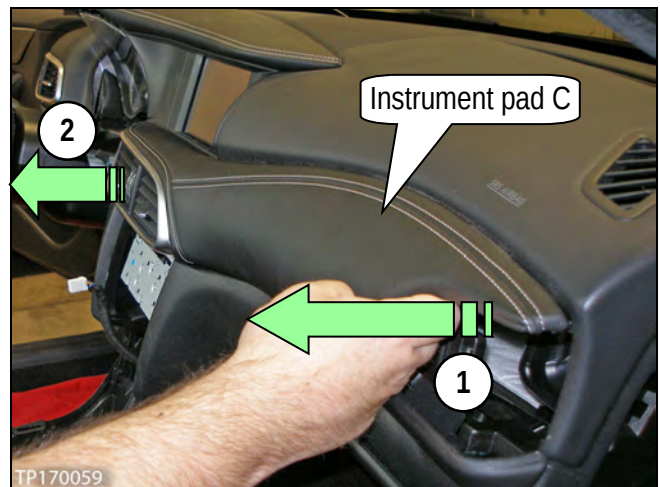


Figure 28

19. Remove the four (4) screws, and then pull out the AV control unit.

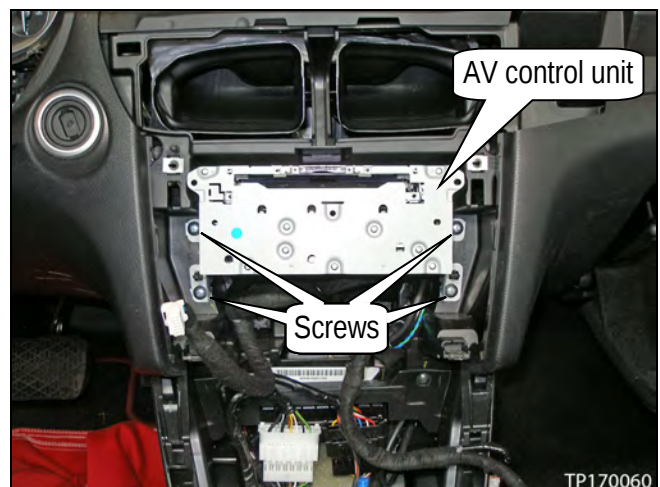


Figure 29

20. Disconnect its electrical connectors, and then remove the AV control unit.



Figure 30

21. Unsnap, and then remove cluster lid D.
- Start unsnapping at the lower right corner.

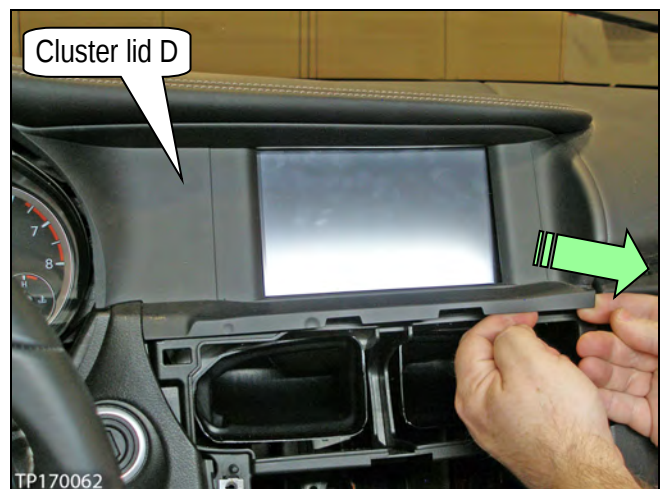


Figure 31

22. Remove the four (4) screws, and then pull out the display control unit.

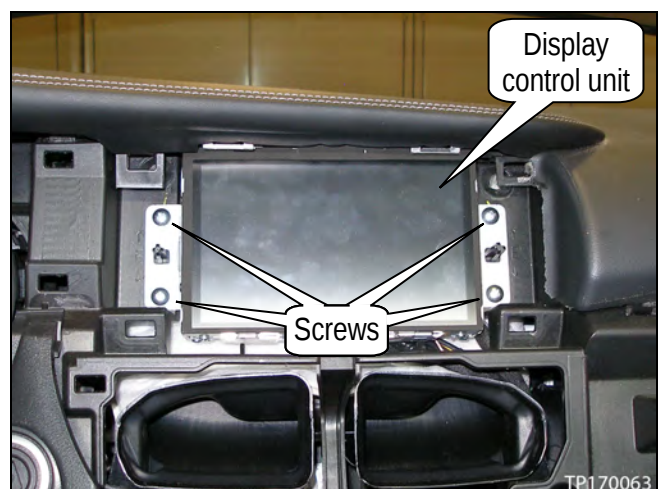


Figure 32

23. Disconnect its electrical connectors, and then remove the display control unit.

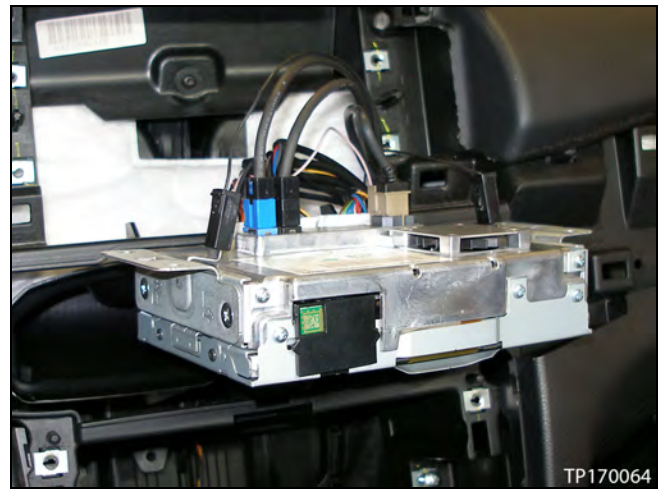


Figure 33

24. Unsnap, and then slide out instrument pad A.

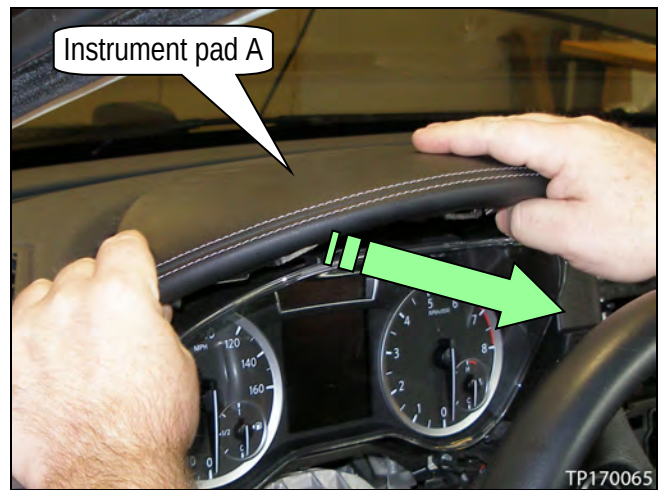


Figure 34

25. Unsnap, and then lift off the center squawker grille using a suitable tool.
26. Disconnect the electrical connector, and then remove the center squawker grille.

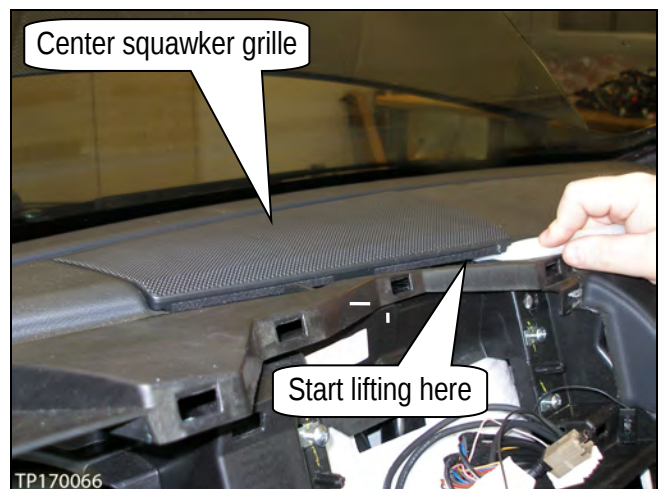


Figure 35

27. Remove the instrument lower cover LH as follows:

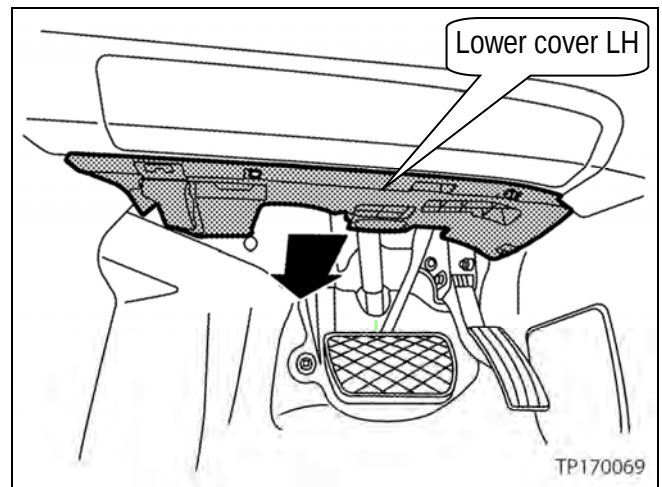


Figure 36

a. Using a suitable tool, unfasten the harness clip by pushing it up and out of its hole.

- Hold down on the top side of the instrument lower cover LH around the harness clip while pushing up.

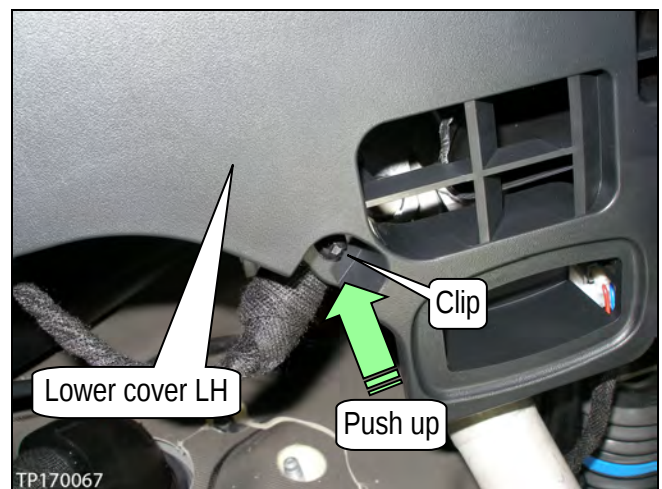


Figure 37

b. Remove both E10 TORX® bolts, and then lower the instrument lower cover LH.

- Do not reuse these bolts. They will be replaced with new ones (see **PARTS INFORMATION**).
- If equipped: Disconnect the foot well lamp electrical connector.

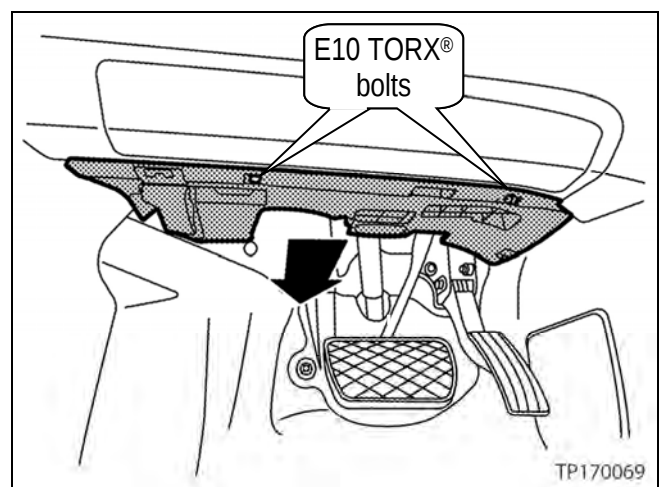


Figure 38

- c. Pull out the hood lock control handle, and then slide out the hood lock control inner cable through the slot.

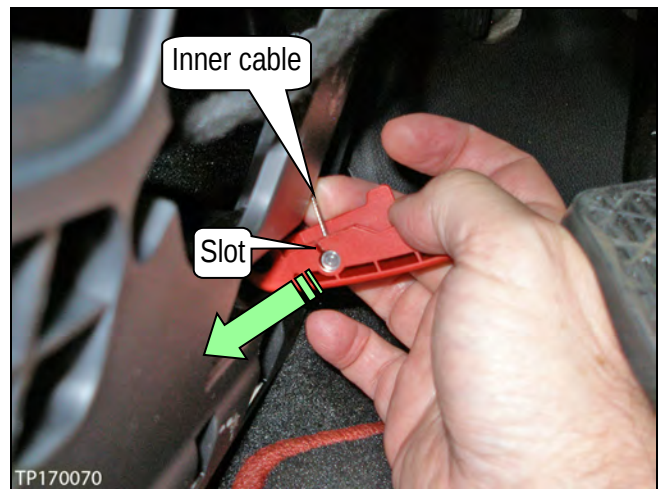


Figure 39

- d. Unfasten, and then remove the hood lock control cable assembly from the instrument lower cover LH.
- e. Press in the tabs, and then remove the OBD-II diagnostic connector (no picture shown).

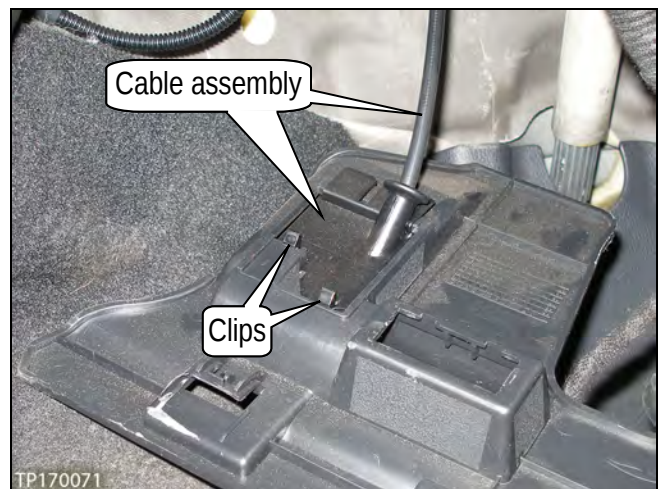


Figure 40

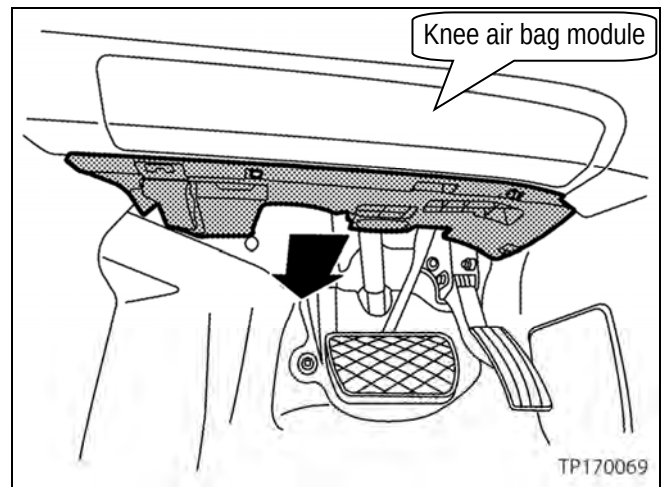


Figure 41

28. Grab the driver knee air bag module, push it forward, and then lower it.

CAUTION: Do not let the knee air bag module hang from its electrical harness.

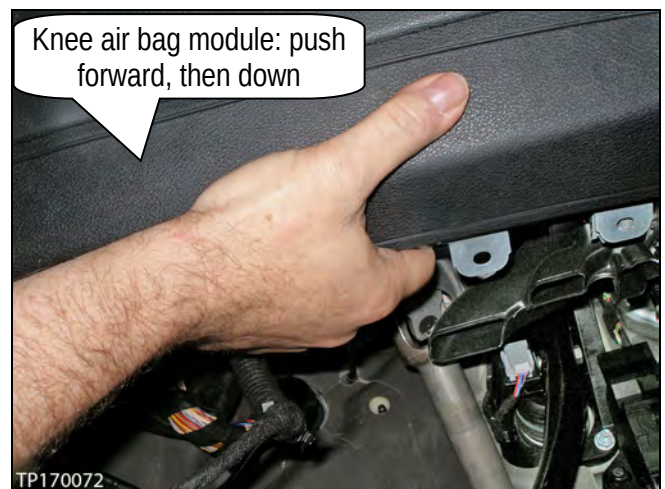


Figure 42

29. Disconnect the electrical connector, and then remove the driver knee air bag module.

CAUTION:

- When removing the driver knee air bag module electrical connector, insert a suitable tool wrapped with tape, lift the lock, and then remove the connector (see Figure 43).
- When installing, place the connector with the lock raised, and then push the lock into the connector.
- After installing the connector, make sure the lock is pushed in securely.

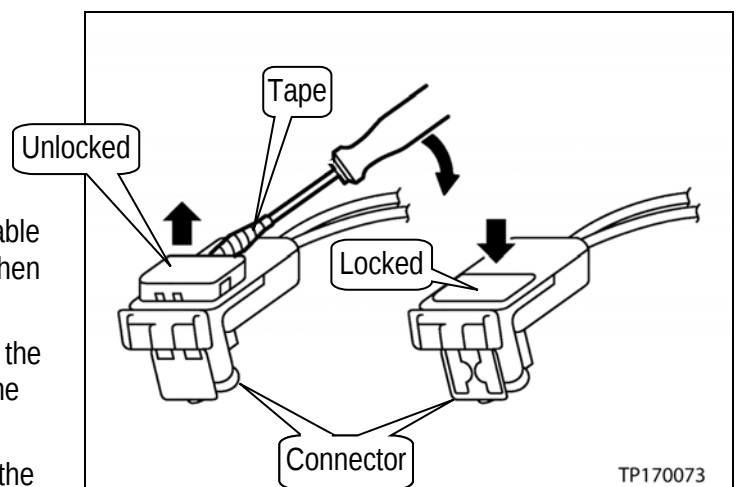


Figure 43

30. Remove both clips, and then unsnap to remove the instrument lower cover RH.

- If equipped: Disconnect the foot well lamp electrical connector.

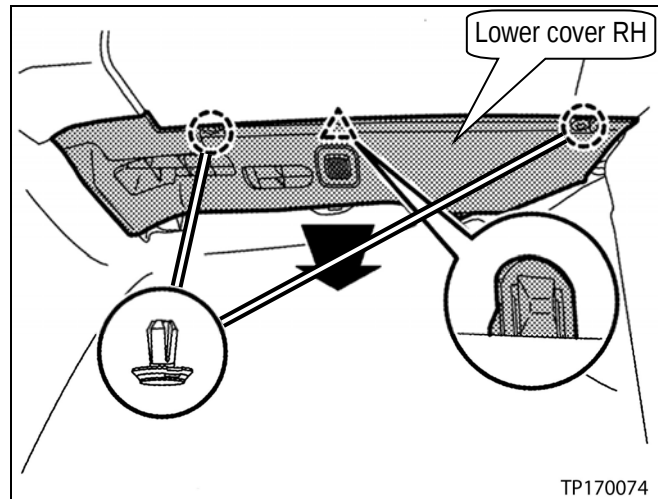


Figure 44

31. Open the glove box, and then remove the three (3) screws. See Figure 46.

32. Remove the two lower screws, and then lower the glove box and passenger knee air bag module as an assembly (see Figure 46).

- The lower screw closest to the front passenger door is a T20 TORX® type.
 - Do not reuse this screw. It will be replaced with a new one (see **PARTS INFORMATION**).
- The glove box will need to be unhooked from front and rear dowel type hangers (see Figure 45 and 47).

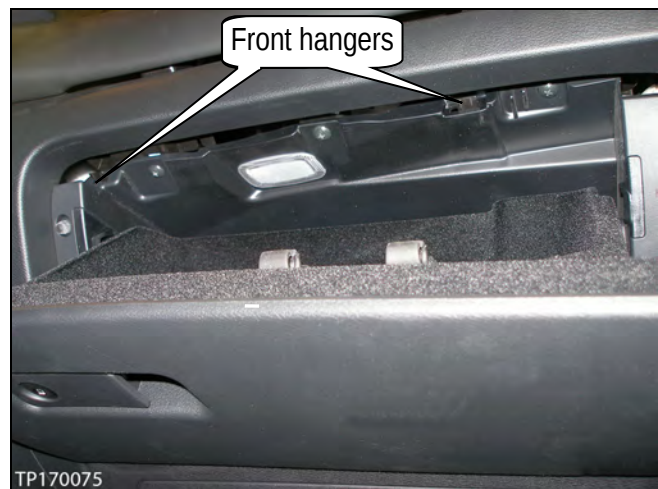


Figure 45

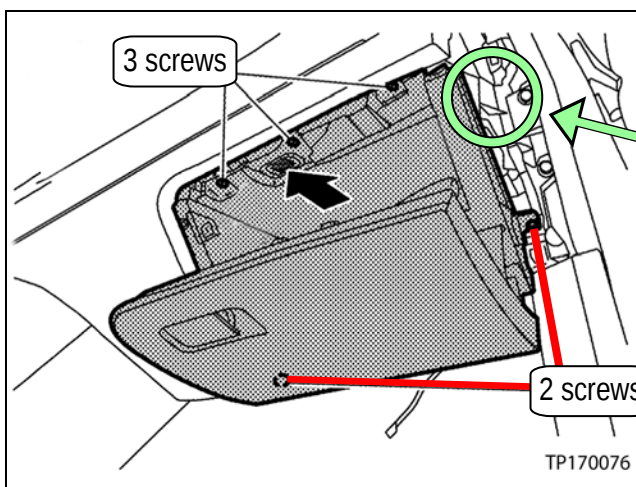


Figure 46

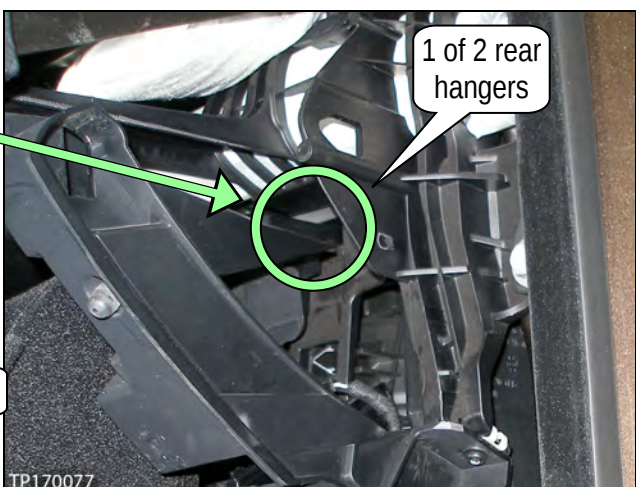


Figure 47

33. Disconnect the electrical connectors, and then remove the glove box and passenger knee air bag module as an assembly.

- If equipped: Remove the insulation located above the glove box.

CAUTION:

- When removing the passenger knee air bag module electrical connector, insert a suitable tool wrapped with tape, lift the lock, and then remove the connector (see Figure 49).
- When installing, place the connector with the lock raised, and then push the lock into the connector.
- After installing the connector, make sure the lock is pushed in securely.

34. Remove all instrument panel T20 TORX® screws (see Figure 50).

NOTE: The instrument panel will not be removed. Its screws are removed, allowing removal of the front passenger air bag module.



Figure 48

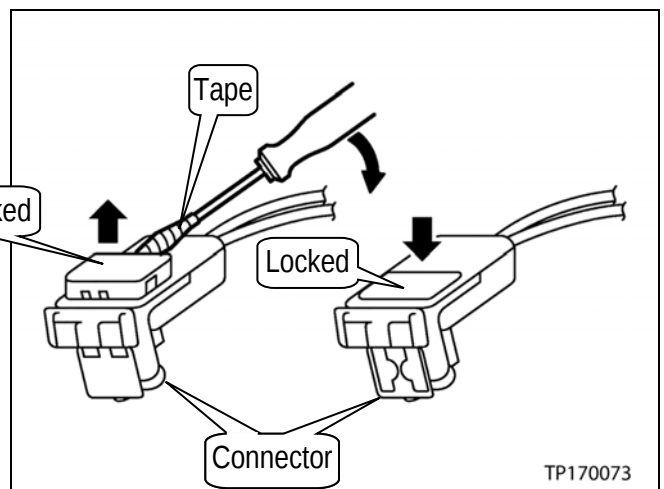
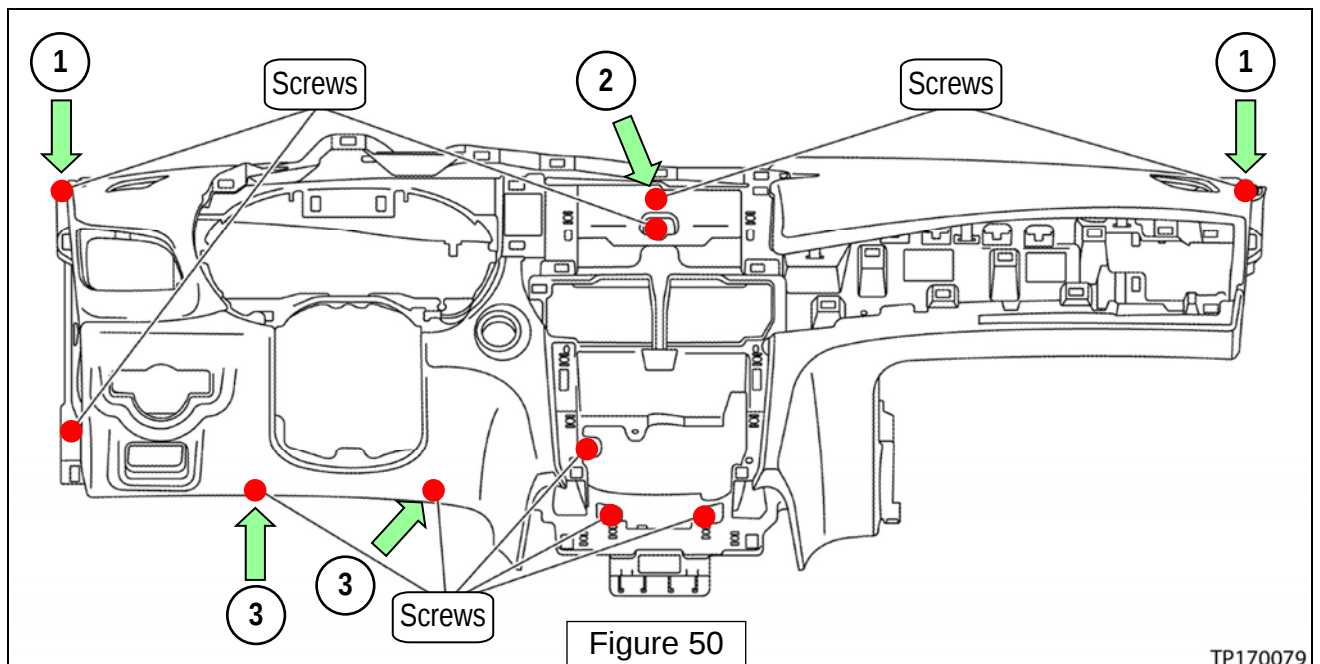


Figure 49



1. Mounted in downward vertical angle 2. Under squawker 3. Mounted in upward vertical angle

35. Disconnect the three (3) passenger air bag module connectors (see Figure 51 and 52).
36. Remove the T20 TORX® screw (see Figure 51).
 - Do not reuse this screw. It will be replaced with a new one (see **PARTS INFORMATION**).

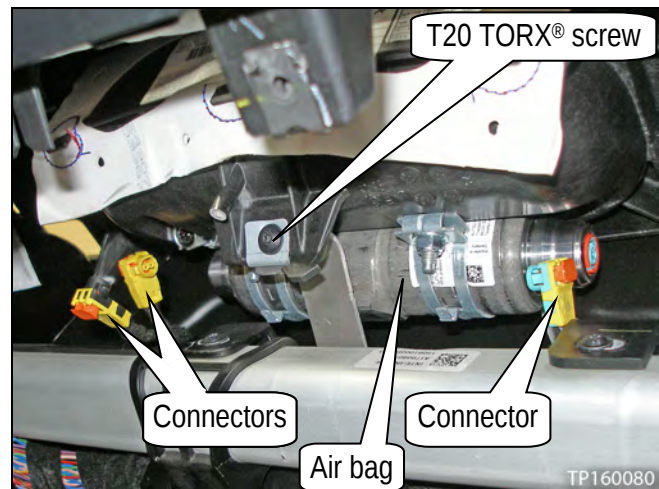


Figure 51

CAUTION:

- When removing the passenger air bag module electrical connectors, insert a suitable tool wrapped with tape, lift the lock, and then remove the connector (see Figure 52).
- When installing, place the connector with the lock raised, and then push the lock into the connector.
- After installing the connector, make sure the lock is pushed in securely.

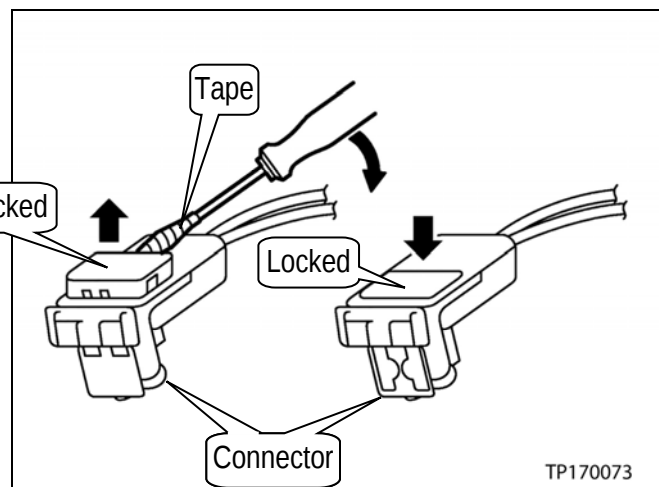


Figure 52

37. Remove the four (4) nuts.

NOTE: The passenger air bag module is removed in Figure 53 for easier viewing of the nut locations.

- Do not reuse these nuts. They will be replaced with new ones (see **PARTS INFORMATION**).

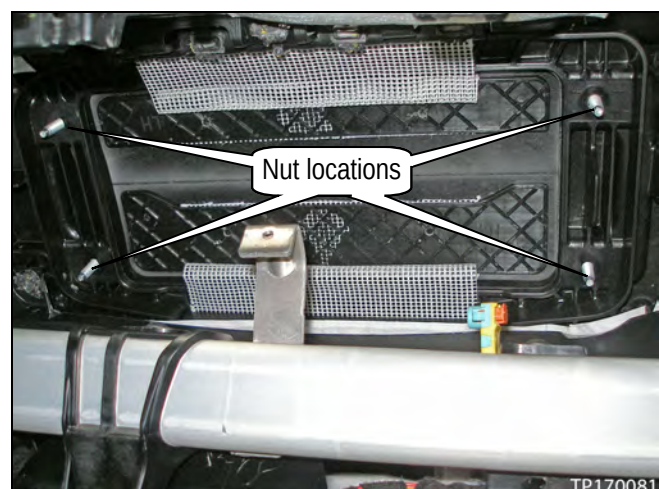


Figure 53

38. While holding the passenger air bag module, lift the passenger side of the instrument panel, and then pull away from the windshield.

NOTE: Assistance may be preferred during steps 38 and 39.

CAUTION: Hold onto the passenger air bag module as it may fall out when the instrument panel is moved.

39. With the instrument panel moved, remove the passenger air bag module.

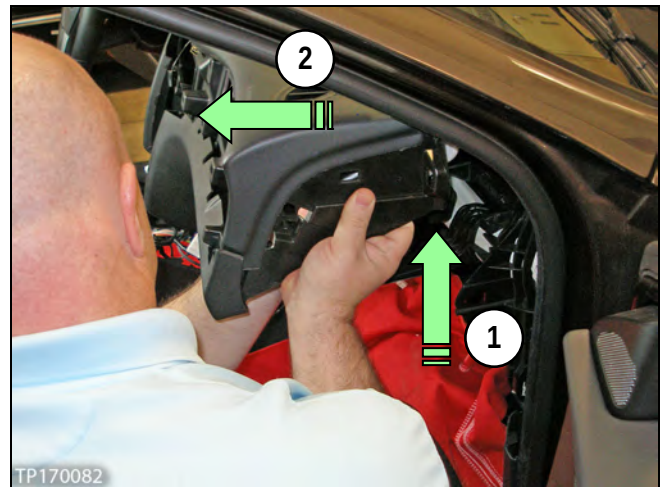


Figure 54

Installation: Passenger Air Bag Module

1. Install the new passenger air bag module in reverse order of removal.

Note the following during passenger air bag module installation:

- Never reuse SRS related mounting screws, nuts, and bolts. Replace them with new ones whenever they have been removed.
 - Passenger air bag module nuts torque: 5.0 N•m (0.51 kg-m, **44 in lbs**)
 - Passenger air bag module T20 TORX® screw torque: 3.5 N•m (0.36 kg-m, **31 in lbs**)
 - Driver knee air bag module E10 TORX® bolts torque: 5.0 N•m (0.51 kg-m, **44 in lbs**)
- Glove box T20 TORX® screw torque: 3.5 N•m (0.36 kg-m, **31 in lbs**)
- Make sure all electrical harnesses and connectors are properly routed and placed.
- Make sure all hooks, tabs, and hangers are correctly seated prior to being secured.

CAUTION: The metal clip needs to be installed in each front pillar garnish before the front pillar garnishes are installed in the vehicle (see page 14).

- Connect the negative battery terminal cable.
- Reset/reinitialize systems as needed.
 - Refer to the ESM, section **GI-General Information**, for a listing of systems that require reset/initialization after reconnecting the 12V battery. Look for **ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL**. This list often includes items such as automatic drive positioner, power windows, sunroof, etc.

PARTS INFORMATION

DESCRIPTION	PART #	QUANTITY
MODULE ASSY-AIR BAG, ASSIST (passenger air bag module)	98515-5DC0A	1
BOLT-ENGINE SLINGER (E10 TORX® bolt, for driver knee air bag)	01125-HG01L	2
SCREW (T20 TORX® screw)	N5030-5DC3A	1
NES STANDARD HARDWARE (nut, passenger air bag)	08918-3061A	4

CLAIMS INFORMATION

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

“CM” ID #: PG6BN

CAMPAIGN (CM) ID #	DESCRIPTION	OP CODE	FRT
PG6BN	Replace Passenger Airbag	PG6BN0	2.0 hrs

Passenger Air Bag Module Return Instructions

NOTE: DO NOT DEPLOY THE USED/NON-DEPLOYED AIR BAG MODULE REMOVED FROM THE VEHICLE.

Returns via YRC Reverse Logistics (for non DDS dealers)

Packaging Instructions

1. Place the used/non-deployed air bag module from the vehicle in the carton that the new air bag module was received in. Be sure to include any packing material that was used to ship the new module in the carton with the used module.
2. Seal the carton with 2" clear tape across the entire top flap and along the top edges to securely close the carton.
3. Verify that the Class 9 hazardous material labels are still clearly visible on the carton and the proper shipping name: UN3268, air bag modules, 9, III.
4. Write on top of the carton: "QX30 Campaign".

Shipping Instructions

NOTE: Please accumulate a minimum of 10-15 air bag modules prior to contacting the YRC Reverse Logistics call center to arrange for the pick-up of the modules.

1. Call the YRC Reverse Logistics call center at 1-800-357-9199 and tell the operator that you need to return QX30 air bag modules to your servicing PDC.
2. Provide the call center with the name, address and telephone of your servicing PDC.
3. Provide your dealership name, address and telephone number.
4. Provide the number of air bag modules being returned and the total weight.
5. The YRC Reverse Logistics team will fax/email you a copy of the completed Bill of Lading and shipping labels for the shipment.
6. The YRC Reverse Logistics call center will notify the local YRC terminal to pick up the air bag modules at your dealership.
 - Please do **NOT** call the local YRC terminal to schedule the pick-up.
7. Place the packaged air bag modules and completed Bill of Lading aside for pick up by the carrier.

Returns via DDS

Packing Instructions:

1. Place the used/non-deployed air bag module from the vehicle in the carton that the new air bag module was received in. Be sure to include any packing material that was used to ship the new module in the carton with the used module.
2. Seal the carton with 2" clear tape across the entire top flap and along the top edges to securely close the carton.
3. Verify that the Class 9 hazardous material labels are still clearly visible on the carton and the proper shipping name: UN3268, air bag modules, 9, III
4. Write on top of the carton "QX30 Campaign".

Bill of Lading Instructions (refer to example on page 29):

Use the blank Bill of Lading on page 30 and enter the following:

1. Servicing PDC name, address & telephone number.
2. Date of the shipment.
3. Dealership name and address as indicated on the sample Bill of Lading.
4. Number of packages being shipped on line 1.
5. Total weight of the packages being shipped on line 1.
6. Total number of packages being shipped.
7. Total weight of the packages being shipped.
8. Print the name of the trained/certified employee (Parts Manager or designee) and sign as shown on sample Bill of Lading.
9. Print the name of the DDS carrier that will be transporting the air bag modules back to your servicing PDC.

Shipping Instructions:

Place the packaged air bag cartons and completed Bill of Lading in DDS delivery area for DDS driver pick up.

SHIPPER PLEASE NOTE		FREIGHT CHARGES ARE PREPAID ON THIS BILL OF LADING UNLESS MARKED COLLECT		CARRIER PLEASE NOTE		IF SINGLE SHIPMENT CHECK BOX BELOW	
PLACE PRO LABEL HERE				STRAIGHT BILL OF LADING			
				ORIGINAL - NOT NEGOTIABLE SINGLE SHIPMENT PICKUP ☒			
				DATE	2	P.O. NO.	SHIPPER NO.
CONSIGNEE (TO) Servicing PDC Name				SHIPPER (FROM) Dealer Name			
STREET Servicing PDC Street Address				STREET Dealer Street Address			
CITY, STATE, ZIP Servicing PDC City, State and Zip				CITY, STATE, ZIP Dealer City, State and Zip			
PHONE NO. Servicing PDC Tel. No.		ROUTE			VEHICLE NO.		
NUMBER SHIPPING UNITS	H M	KIND OF PACKAGING, DESCRIPTION OF ARTICLES, SPECIAL MARKS AND EXCEPTIONS			NMFC No.	CLASS	WEIGHT (LBS) (Subject to Correction)
4		4G BOXES X 9.0 LBS			19697	55	5
		UN3268, AIR BAG MODULES, 9, III					
		EX-1993040309					
		NO PLACARDS REQUIRED PER 49CFR 172.504(F)(9)					
		2008 ERG 171					
6		TOTAL				7	
EMERGENCY CONTACT: CHEMTREC 1-800-424-9300/1-703-527-3887							
THIS IS TO CERTIFY THAT THE ABOVE NAMED MATERIALS ARE PROPERLY CLASSIFIED, DESCRIBED, PACKAGED, MARKED AND LABELED AND ARE IN PROPER CONDITION FOR TRANSPORT ACCORDING TO THE APPLICABLE REGULATIONS OF THE DEPARTMENT OF TRANSPORTATION.							
SHIPPER Parts Manager Name				CARRIER DDS Carrier Name			
AUTHORIZED SIGNATURE Parts Manager Signature				AUTHORIZED SIGNATURE Carrier Driver Signature		DATE 03/17/17	

NUMBER OF PIECES RECEIVED ▲

SHIPPER PLEASE NOTE		FREIGHT CHARGES ARE PREPAID ON THIS BILL OF LADING UNLESS MARKED COLLECT		CARRIER PLEASE NOTE		IF SINGLE SHIPMENT CHECK BOX BELOW	
PLACE PRO LABEL HERE				STRAIGHT BILL OF LADING			
				ORIGINAL - NOT NEGOTIABLE SINGLE SHIPMENT PICKUP ☒			
DATE				P.O. NO.		SHIPPER NO.	
CONSIGNEE (TO)				SHIPPER (FROM)			
STREET				STREET			
CITY, STATE, ZIP				CITY, STATE, ZIP			
PHONE NO.		ROUTE			VEHICLE NO.		
NUMBER SHIPPING UNITS	H M	KIND OF PACKAGING, DESCRIPTION OF ARTICLES, SPECIAL MARKS AND EXCEPTIONS			NMFC No.	CLASS	WEIGHT (LBS) (Subject to Correction)
		◀ TOTAL				TOTAL ▶	
THIS IS TO CERTIFY THAT THE ABOVE NAMED MATERIALS ARE PROPERLY CLASSIFIED, DESCRIBED, PACKAGED, MARKED AND LABELED AND ARE IN PROPER CONDITION FOR TRANSPORT ACCORDING TO THE APPLICABLE REGULATIONS OF THE DEPARTMENT OF TRANSPORTATION.							
SHIPPER				CARRIER			
AUTHORIZED SIGNATURE				AUTHORIZED SIGNATURE		DATE	

NUMBER OF PIECES RECEIVED ▲