

SAFETY RECALL



CAMPAIGN BULLETIN

Clock Spring Cable/Steering Column Bushing Voluntary Safety Recall Campaign

Reference: PG7BS

Date: December 8, 2017

Attention: Retailer Principal, Sales, Parts and Service Managers

UPDATE December 8, 2017

The announcement from November 2, 2017 has been revised to include:

- The repair procedure is now available and included with this announcement
- INFINITI will automatically ship enough parts to repair 100% of new inventory vehicles subject to stop sale.
 - Shipments will match vehicle location at the time of stop sale (November 2, 2017)
 - Shipments will begin arriving at retailers on December 8, 2017 in two separate shipments:
 - Steering Column Bushing will ship to retailers from their facing PDC
 - Steering Wheel Bolt will ship from the NPRC
- Retailers may place a SVC order on DBS to obtain additional parts as needed for retail clients beginning January 12, 2017 at 9:00 AM CST.

Please discard earlier versions of this bulletin.

IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2017-18 QX30	17,507	2,782	November 2, 2017	YES

***** Campaign Summary *****

Infiniti is conducting a Voluntary Safety Recall Campaign on the affected vehicles referenced above to install an upper steering column bushing to improve grounding. Due to a manufacturing issue that has since been corrected, the clock spring within the steering column module may allow separation between the cables that lead to the steering wheel switches and the air bag. Cable breakage would trigger the air bag warning lamp to illuminate. In rare circumstances, if the air bag warning lamp is ignored for an extended period of time, electrostatic discharge could build up on the steering wheel and cause an unintended deployment of the driver air bag.

***** What Retailers Should Do *****

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **PG7BS**
 - New vehicles in retailer inventory can also be identified using DBS (Sales -> Vehicle Inventory, and filter by Open Campaign)
 - Refer to IPSB 15-286 for additional information

2. Retailers should not sell, lease, trade, rent or loan any vehicles in retailer inventory affected by this recall campaign until after the vehicle has been repaired.
 - Retailers should not use Infiniti Courtesy Vehicles subject to this recall until repaired
3. Retailers should use the attached procedure to remedy affected vehicles in retailer inventory. Once repaired, retailers should submit the claim, using the claims coding provided, and release the vehicle.
4. If a retailed vehicle affected by this campaign ID visits the retailer for service, the retailer should inform the client about the recall campaign and communicate that remedy parts are not yet available.
 - If the Supplemental Restraint System (SRS) air bag warning lamp is continuously illuminated or is continuously flashing on and off, rental is covered under the campaign until parts become available.
 - If the SRS air bag warning lamp is not continuously illuminated or continuously flashing on and off, but the client requests a rental because they are uncomfortable continuing to drive their vehicle while awaiting parts, retailers may also provide complimentary loaners under the campaign.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$3,780 (Max)

***** Release Schedule *****

Parts	<ul style="list-style-type: none"> • INFINITI will automatically ship parts to repair 100% of new inventory vehicles subject to stop sale <ul style="list-style-type: none"> ○ Shipments will begin to arrive at retailers by December 8, 2017 in two separate shipments: <ul style="list-style-type: none"> ▪ 48910-5DAOA – Steering Column Bushing will ship to retailers from their facing PDC ▪ N5031-5DBOA – Steering Wheel Bolt will ship from the NPRC ○ INFINITI anticipates receiving additional parts in the beginning of January 2018 ○ Retailers may place a SVC order on DBS to obtain additional parts beginning January 12, 2018 at 9:00 AM CST.
Special Tool	<ul style="list-style-type: none"> • J-51863 – Airbag Spring Release Tool <p>Special tools are available via TechMate @ 1-800-662-2001</p>
Repair	<ul style="list-style-type: none"> • The repair procedure is included with this announcement and is available on ASIST under the Quality Action tab. • A campaign TSB is currently under development
Owner Notification	<ul style="list-style-type: none"> • Infiniti will send interim notification to owners of all potentially affected vehicles the week of December 18, 2017 via U.S. Mail. • Owners are being told parts are not currently available and a second letter will be sent to them inviting them to repair their vehicle in spring 2018.

***** Retailer Responsibility *****

It is the retailer's responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate Campaign I.D. 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 retailer inventory. If a VIN subject to this recall campaign was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

Frequently Asked Questions (FAQ):

Q: Is this a safety recall campaign?

A. Yes, a stop sale is in effect.

Q: How do I know if my vehicle is affected?

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Infiniti. If you would like, I can check your vehicle identification number (VIN) right now to see if your vehicle is affected by a different recall.

Q: What is the reason for this safety recall?

A. Due to a manufacturing issue that has since been corrected, the clock spring within the steering column module may allow separation between the cables that lead to the steering wheel switches and the air bag. Cable breakage would trigger the air bag warning lamp to illuminate.

Q: What is the possible effect of the condition?

A. Cable breakage would trigger the air bag warning lamp to illuminate. In rare circumstances, if the air bag warning lamp is ignored for an extended period of time, electrostatic discharge could build up on the steering wheel and cause an unintended deployment of the driver air bag.

Q: What will be the corrective action for this voluntary safety recall campaign?

A. Retailers will install a steering column bushing to improve grounding.

Q: Are parts available for the recall repair?

A. INFINITI will automatically ship parts to repair 100% of new vehicle inventory subject to stop sale. Infiniti anticipates receiving additional parts in the beginning of January 2018. Retailers may place a SVC order on DBS to obtain additional parts beginning January 12, 2017 at 9:00 AM CST.

Q. When will vehicle owners be notified?

A. Infiniti will send interim notification to owners of all potentially affected vehicles the week of December 18, 2017 via U.S. Mail. Owners are being told parts are not currently available and a second letter will be sent to them inviting them to repair their vehicle in spring 2018.

Q. I have not received a letter but want to make sure my vehicle is not affected.

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is included in this recall.

Q. Is it safe to drive my vehicle?

A. If the Supplemental Restraint System (SRS) air bag warning lamp is not illuminated and/or not flashing continuously, owners may continue to drive their vehicle. If the system is operating correctly, the red air bag warning lamp will temporarily illuminate for approximately seven (7) seconds upon vehicle start up and then extinguish.



Retailers should follow normal diagnostic guidelines for addressing client concerns about the red air bag warning lamp remaining ON or flashing.

Q. Is there anything owners can do to avoid the risk/danger?

A. If the Supplemental Restraint System (SRS) air bag warning lamp remains illuminated or flashes on and off continuously, owners should contact their retailer as soon as possible to have their vehicle inspected to determine the reason for SRS warning lamp illumination.

Q. Will a rental vehicle be provided while the retailer is servicing the vehicle?

A. If the Supplemental Restraint System (SRS) air bag warning lamp is illuminated continuously or flashes on and off continuously, rental is available for this campaign, upon client request. Retailers may also provide complimentary loaner vehicles to clients upon request if their SRS air bag warning lamp is not continuously illuminated or flashing. Rental claims reimbursement information will be available at a later date.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$3,780 (Max)

Q. Will I have to take my vehicle back to the selling retailer to have the service performed?

A. No, any authorized Infiniti retailer can repair Infiniti vehicles.

Q. I have lost confidence in the vehicle. Will Infiniti replace or repurchase the vehicle?

A. The remedy, once parts are available, will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. What model year vehicles are involved?

A. Certain MY2017-18 Infiniti QX30 vehicles are affected.

Q. How many Infiniti vehicles are involved in the campaign?

A. Affected vehicle counts are:

<u>Country</u>	<u>QX30 (H15)</u>
Canada	1,686
USA	17,285
Puerto Rico	201
Guam	21
Total	19,193

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY201718 QX30	August 10, 2015 through June 16, 2017

Q. Are you experiencing this condition on any other Infiniti (or Nissan) models?

A. No.

PG7BS - 2017-2018 QX30 STEERING COLUMN BUSHING

REQUIRED TOOL

- Airbag Spring Release Tool #J-51863



Figure A

SERVICE PROCEDURE

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.

1. Turn the vehicle OFF.
2. Remove the battery cover shown in Figure 1.
 - a. Disconnect the hood lock control cable from the top of the battery cover.
 - b. Slide the battery cover forward to release, and then remove the battery cover.

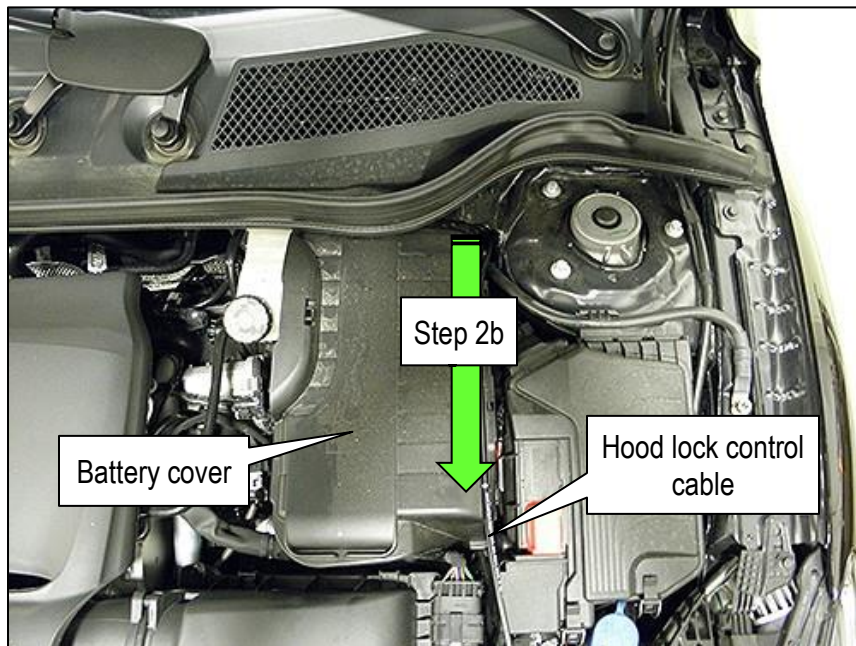
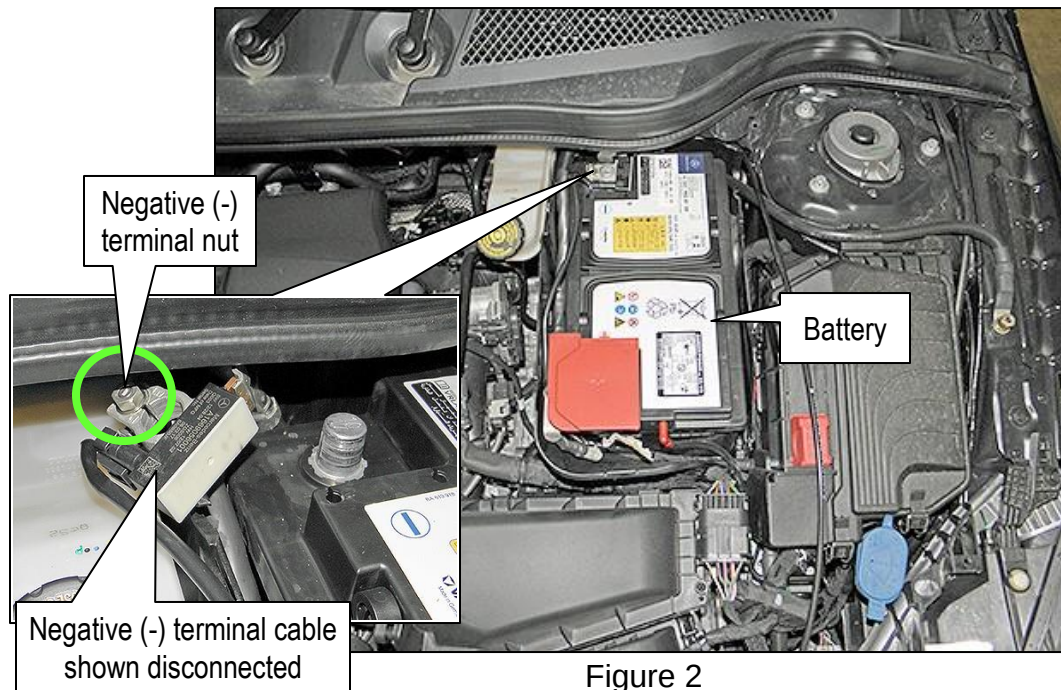


Figure 1

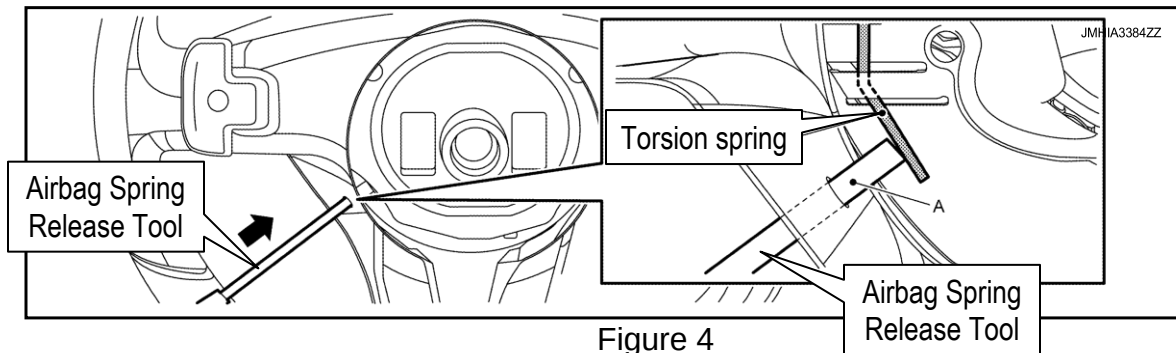
3. Loosen the nut for the negative (-) terminal cable of the battery (Figure 2) and then disconnect the negative (-) terminal cable from the battery.
 - Apply tape to the negative (-) terminal to ensure no contact.
 - Wait 3 minutes before proceeding to next step.



4. Locate the two (2) tool access holes on the backside of the steering wheel (see Figure 3).
NOTE: The areas are each marked by a recess.



5. Gently pierce the center of each recessed access hole using the Airbag Spring Release Tool (#J-51863).
6. Insert the Airbag Spring Release Tool (A) into hole on the left side or the right side of the steering wheel, and then place the end of the Airbag Spring Release Tool on the torsion spring (Figure 4).



7. Press and hold the driver air bag module on the side where the Airbag Spring Release Tool is inserted.

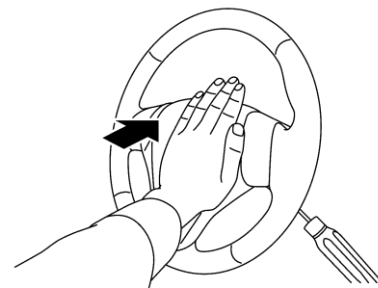


Figure 5

8. Press and disengage the torsion spring by using the inserted Airbag Spring Release Tool (A) (Figure 6).

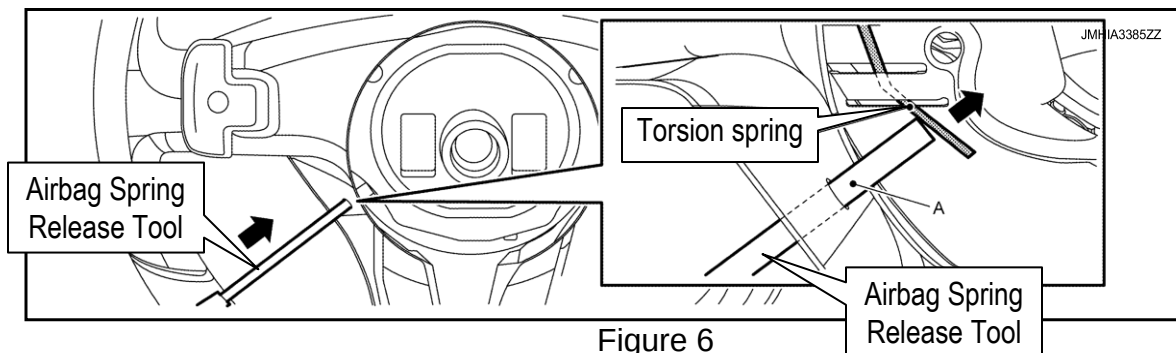


Figure 6

9. Pull the driver air bag module, previously pressed and held, and then pull out the Airbag Spring Release Tool from the steering wheel.

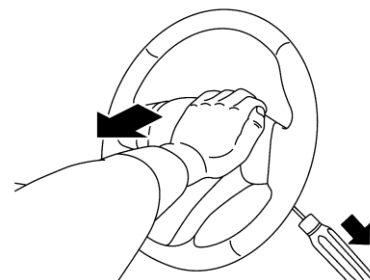


Figure 7

10. Release the remaining torsion spring by repeating steps 6 to 9.

11. Lift the driver air bag module bottom up and away while pulling the top, according to the numerical order 1→2 as shown in the Figure 8, and then remove the driver air bag module from steering wheel.

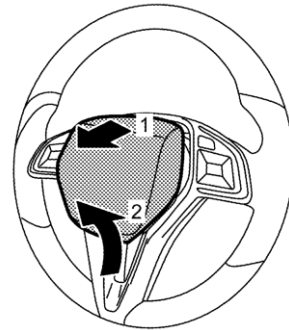


Figure 8

12. Disconnect the two (2) harness connectors from the steering wheel (Figure 9).

- Squeeze harness connector tabs inward to release (see green arrows in Figure 9).

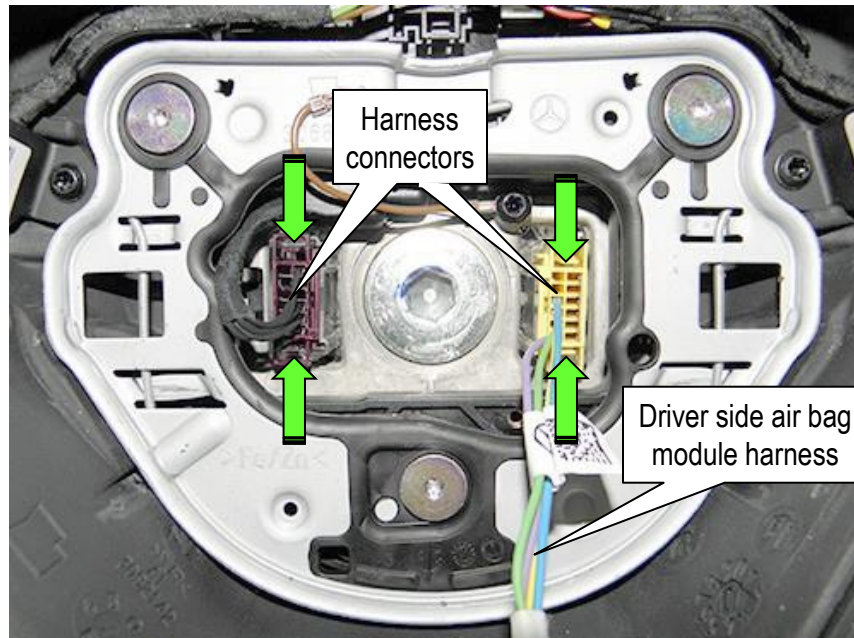


Figure 9

13. Gently set the driver air bag module a side in a safe place.

CAUTION:

- To prevent accidental explosion, always place the driver air bag module with pad side facing upward.
- To prevent damage to the parts, never impact the driver air bag module.
- Replace the driver air bag module if it has been dropped or sustained an impact.

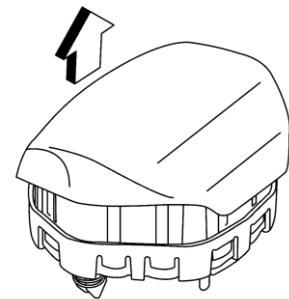


Figure 10

14. Remove the steering wheel lock bolt.

- The steering wheel lock bolt will be replaced during reassembly.

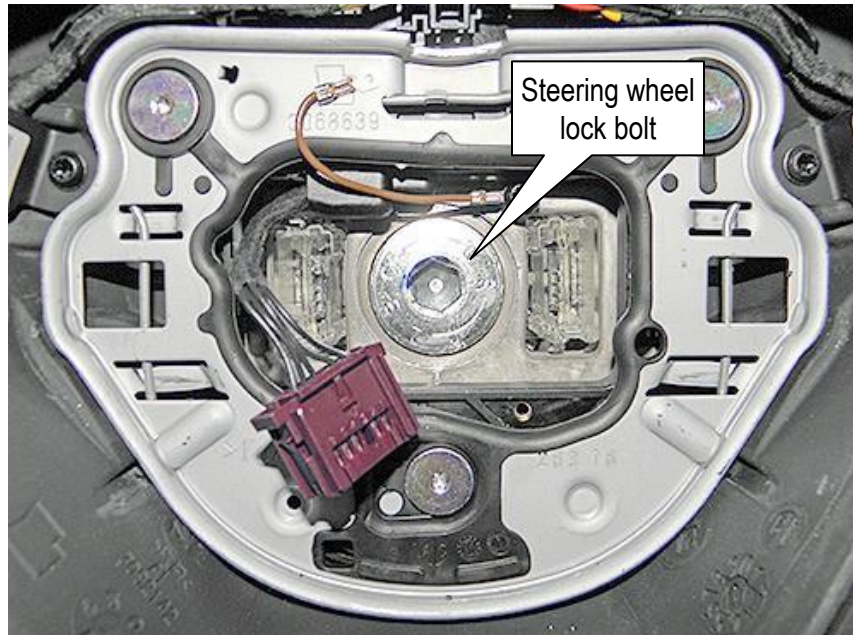


Figure 11

IMPORTANT: Before removing the steering wheel, note the location of the steering wheel and steering shaft alignment marks. The correct alignment is shown in Figure 12.

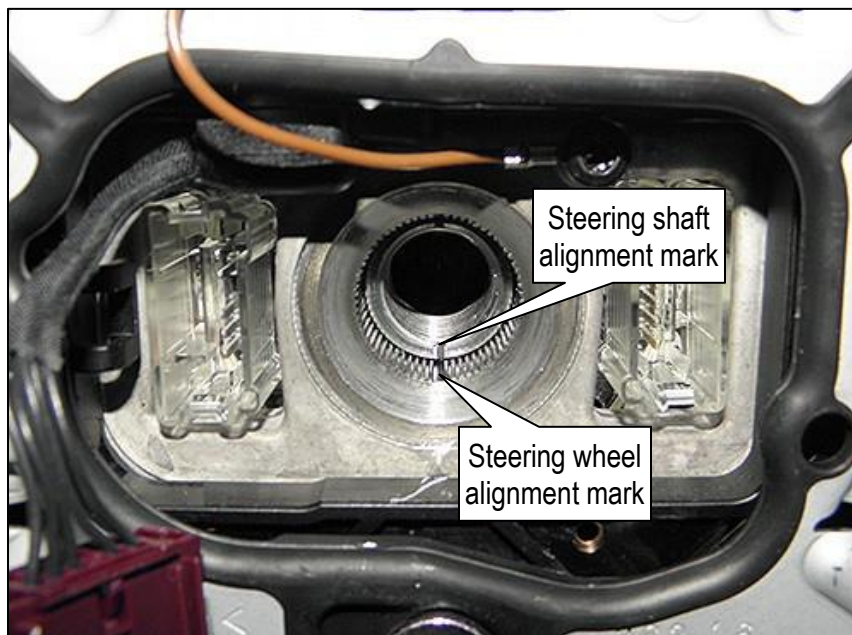


Figure 12

15. Remove the steering wheel.

16. Disconnect the steering column cover from the steering column control module and leave it in place.

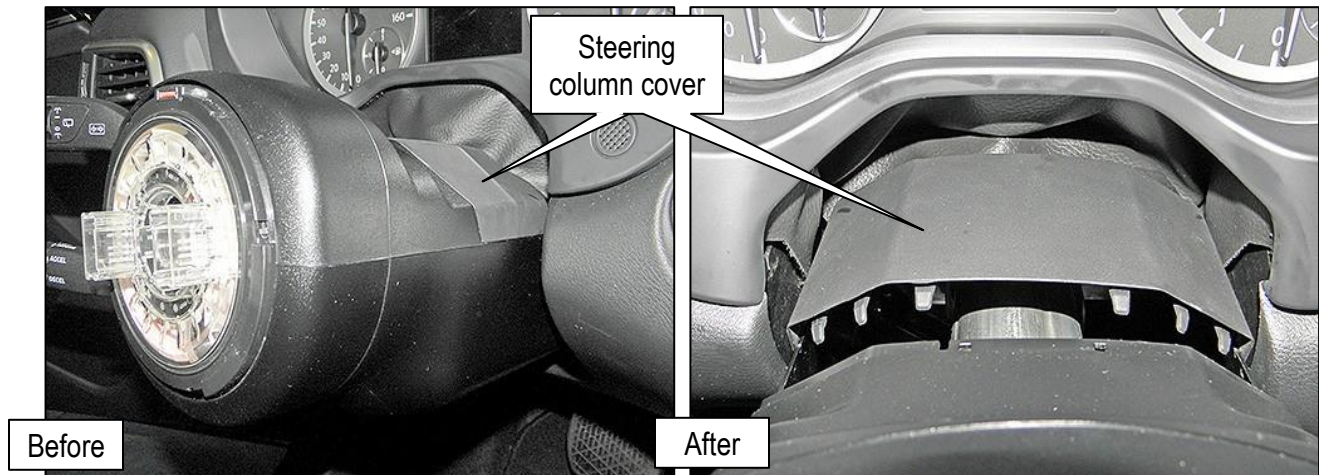


Figure 13

17. Remove the steering column control module from the steering column housing.

- Slide steering column control module straight back and off of the steering column.

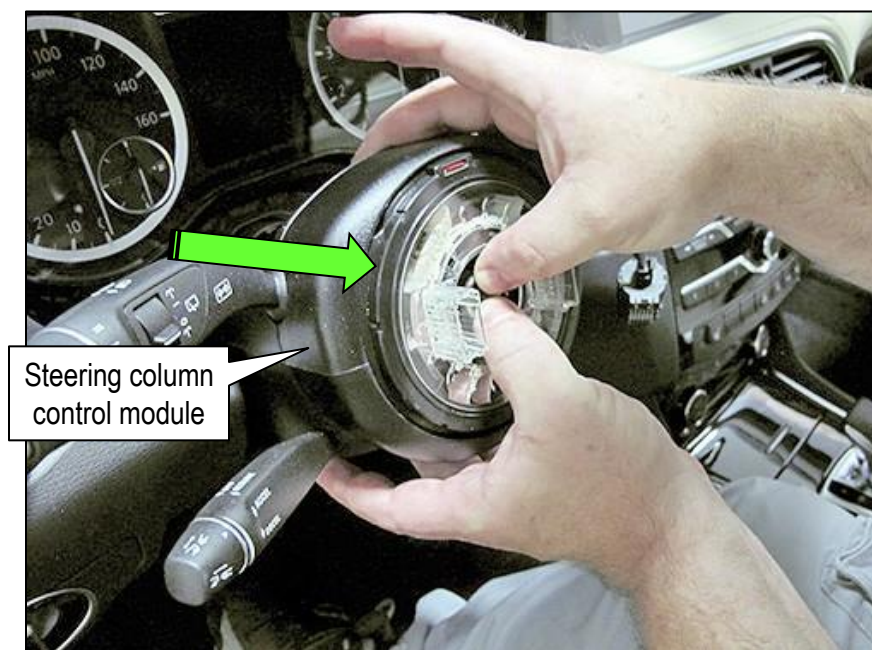


Figure 14

CAUTION: Do NOT push the red button on the bottom of the steering column control module at any time while it is being removed or installed. Damage to the steering column control module can occur.



Figure 15

18. Support the steering column control module as shown in Figure 16; allow it to rest on technician's lap while next steps are performed.

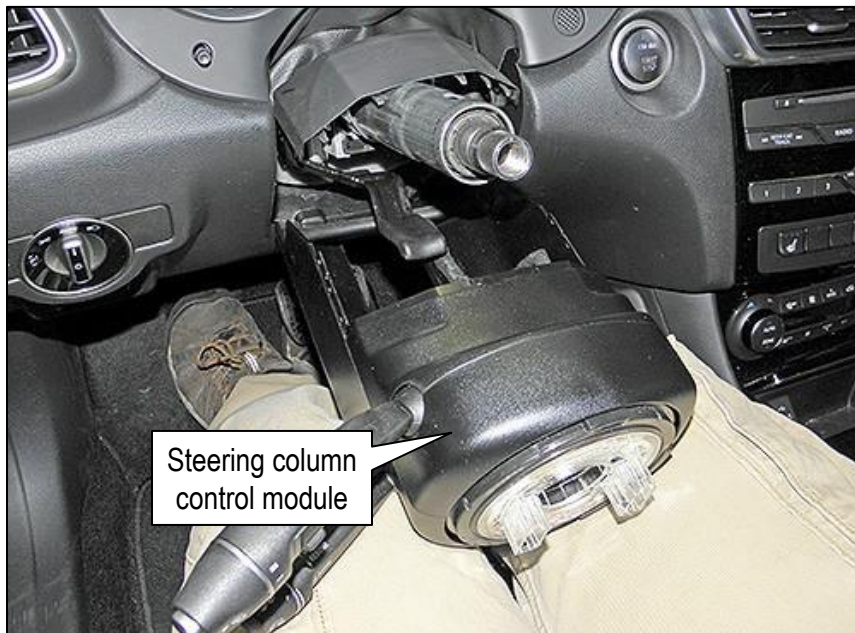


Figure 16

19. Slide the "BEARING ASSY-ST" (steering column bushing) onto the steering column shaft as shown in Figure 17.

- BEARING ASSY-ST is listed in the Parts Information section of this bulletin.

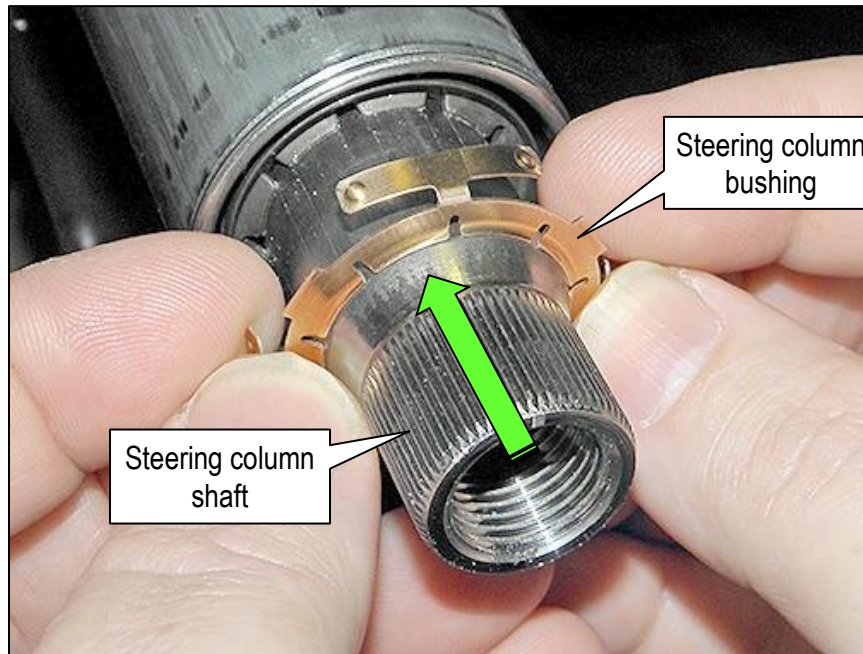


Figure 17

20. Continue to slide the steering column bushing down until the three (3) steering column bushing tabs are next to the steering column housing.

NOTE: Only two of the three (3) steering column bushing tabs are shown in Figure 18. The third steering column bushing tab is hidden behind the steering column shaft.

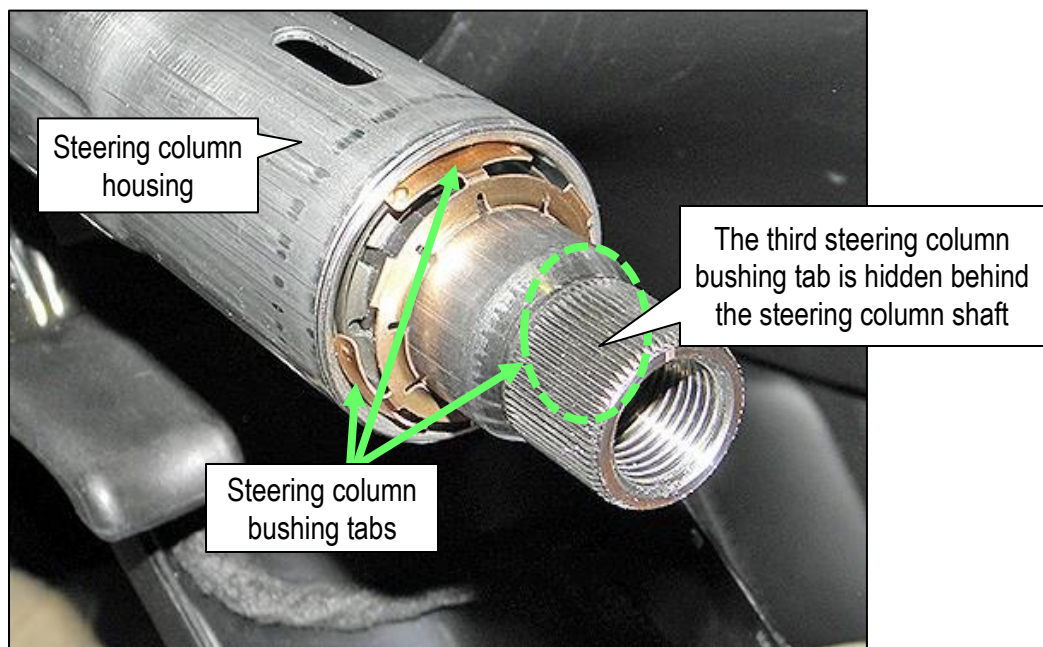


Figure 18

21. Tuck the three (3) steering column bushing tabs into the steering column housing, and then push the steering column bushing into the steering column housing until it is flush with the end, as shown in Figure 19.

NOTE: Only two of the three (3) steering column bushing tabs are shown in Figure 19. The third steering column bushing tab is hidden behind the steering column shaft.

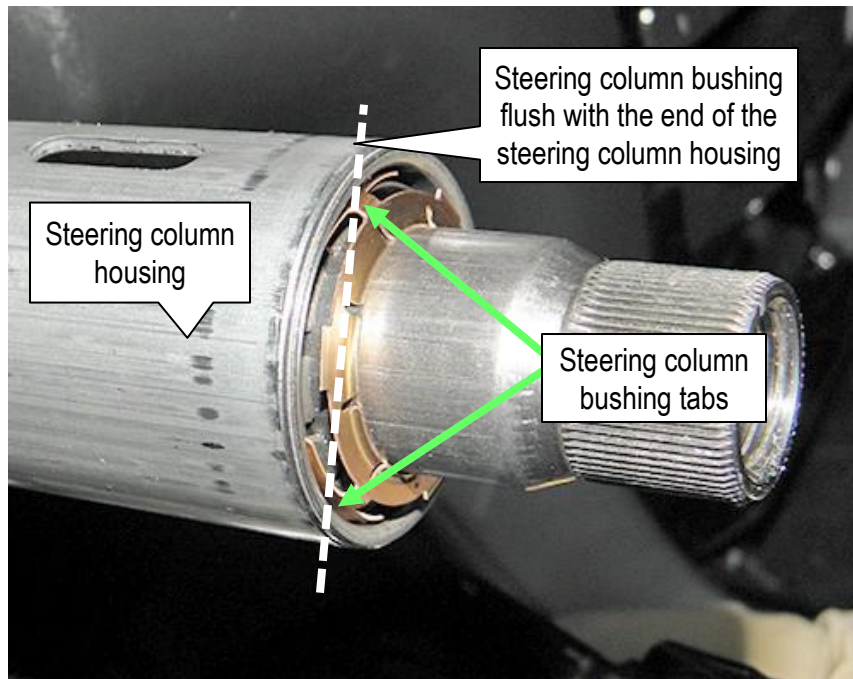


Figure 19

22. Reinstall the steering column control module onto the steering column housing.

- Gently push onto the steering column housing until the detent is engaged; click sound should be heard when fully seated.

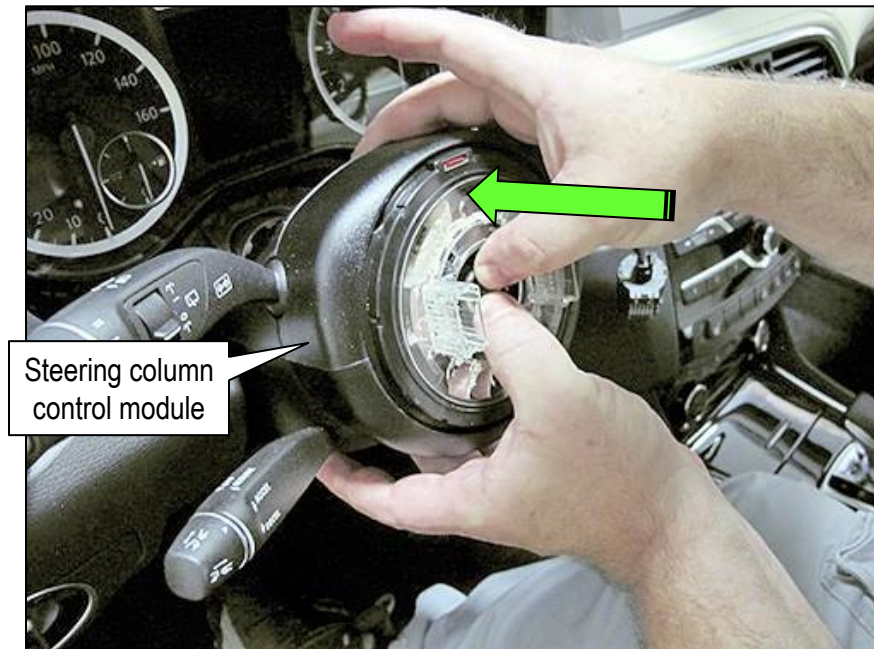


Figure 20

23. Reattach the steering column cover.

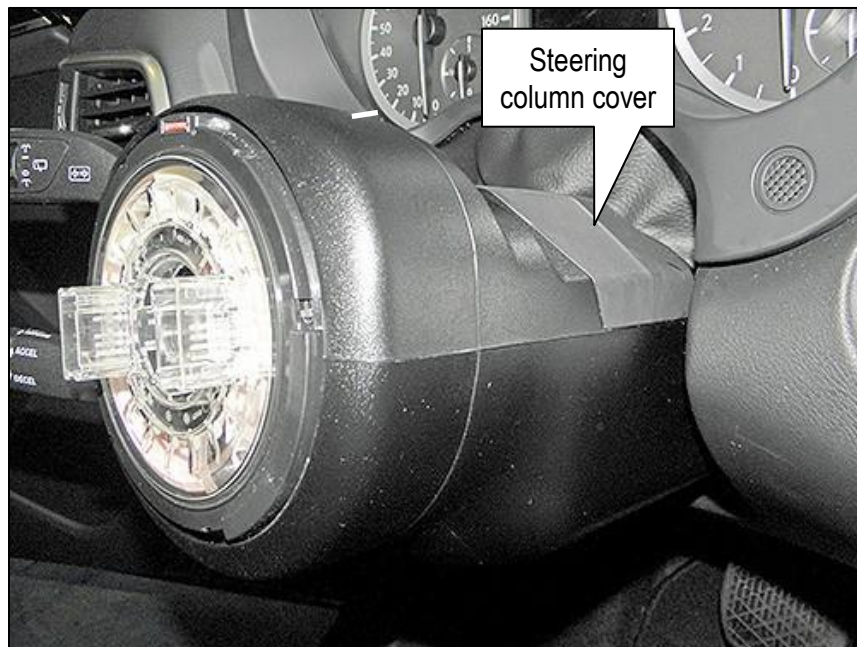


Figure 21

24. Reinstall the steering wheel.

IMPORTANT: Confirm that the steering wheel alignment marks are as shown in Figure 22.

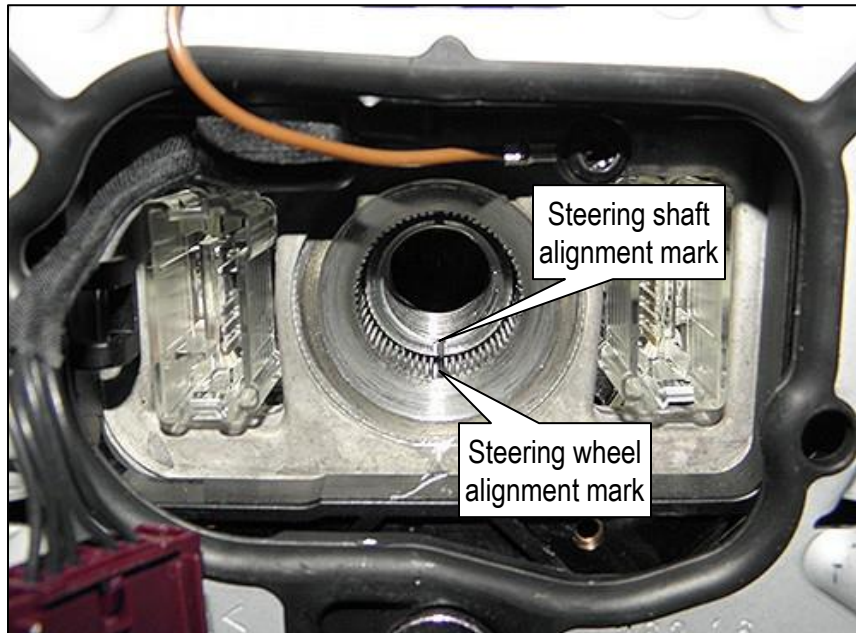


Figure 22

25. Install a new steering wheel bolt.

- Torque steering wheel bolt to: 80 N•m (8.16 kg-m, **59 ft-lbs**).
- Steering wheel bolt is listed in the Parts Information section of this bulletin.

26. Connect the steering wheel harness connectors that were disconnected in step 12.

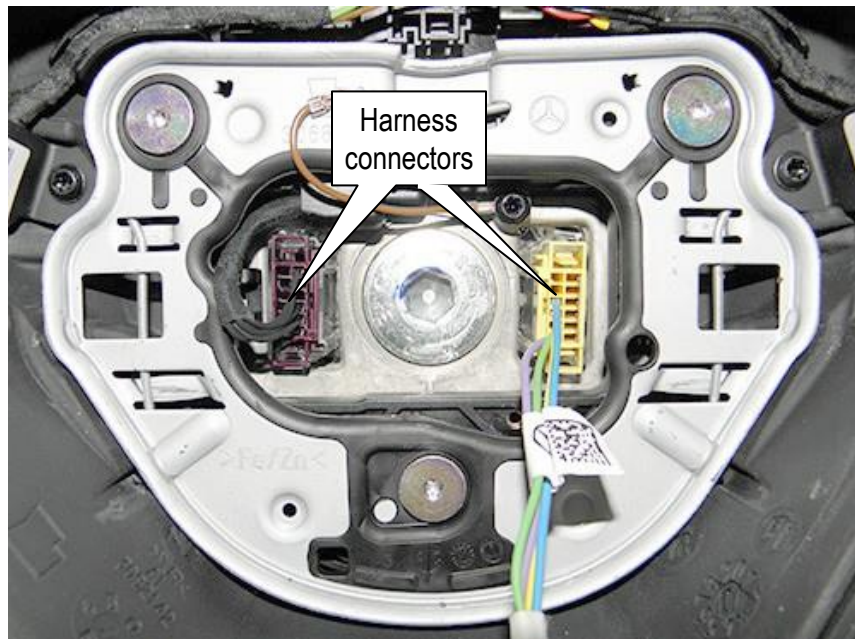


Figure 23

27. Reinstall the driver air bag module.

- Click sound should be heard when fully seated.

28. Reconnect the 12V battery.

29. Reinstall the battery cover, and then the hood lock control cable to the battery cover.

30. Turn the ignition 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 Service Manual for additional diagnostic and repair information.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
BUSH-STRG COL,UPR (BEARING ASSY-ST / Steering Column Bushing)	48910-5DA0A	1
SCREW (Steering Wheel Bolt)	N5031-5DB0A	1

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PG7BS	Install Steering Column Bushing	PG7BS0	0.4 hrs.

