

Reference:

ITB17-021

Date:

March 9, 2017

## **VOLUNTARY SAFETY RECALL CAMPAIGN 2002 QX4; FRONT PASSENGER AIR BAG INFLATOR**

**CAMPAIGN ID #:** R1702**NHTSA #:** 17V-068**APPLIED VEHICLES:** 2002 QX4 (JR50)**Check Service COMM 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 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 number R1702 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, 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 retailer to determine if this applies to your vehicle.

REQUIRED SPECIAL TOOL (J-51315)

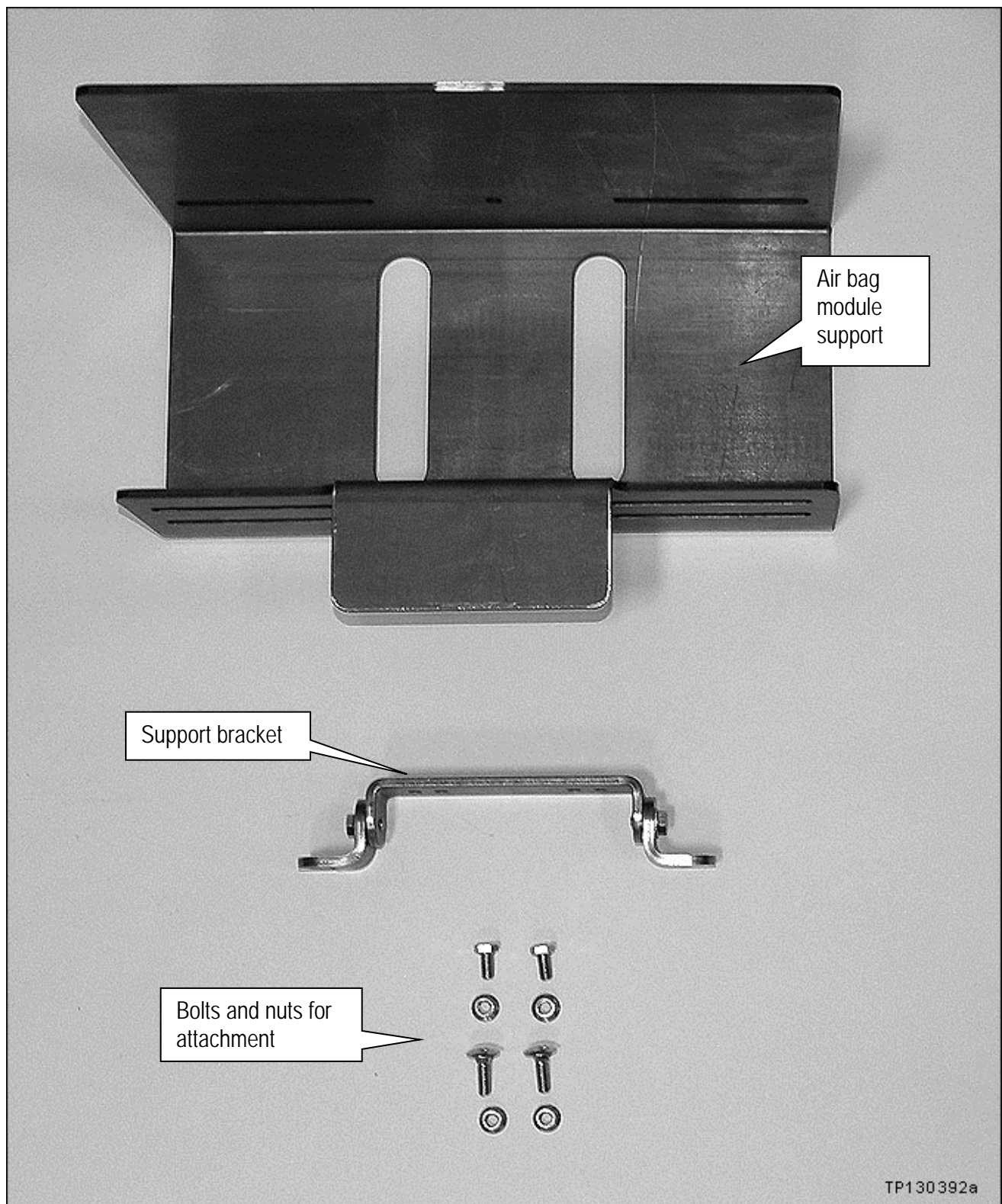


Figure A

## 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 at 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.

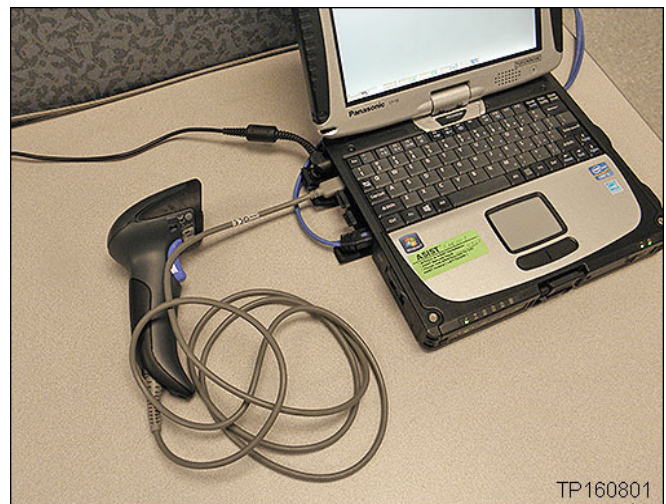


Figure 1

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

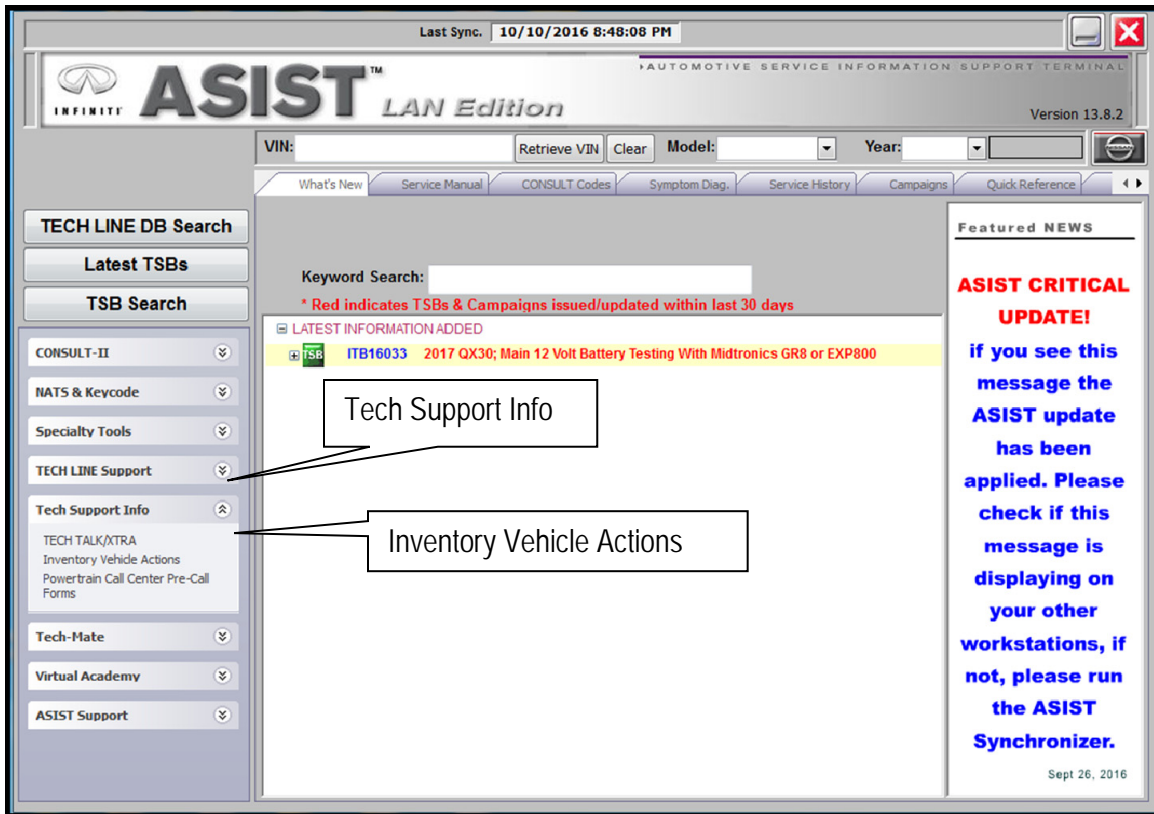


Figure 2

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

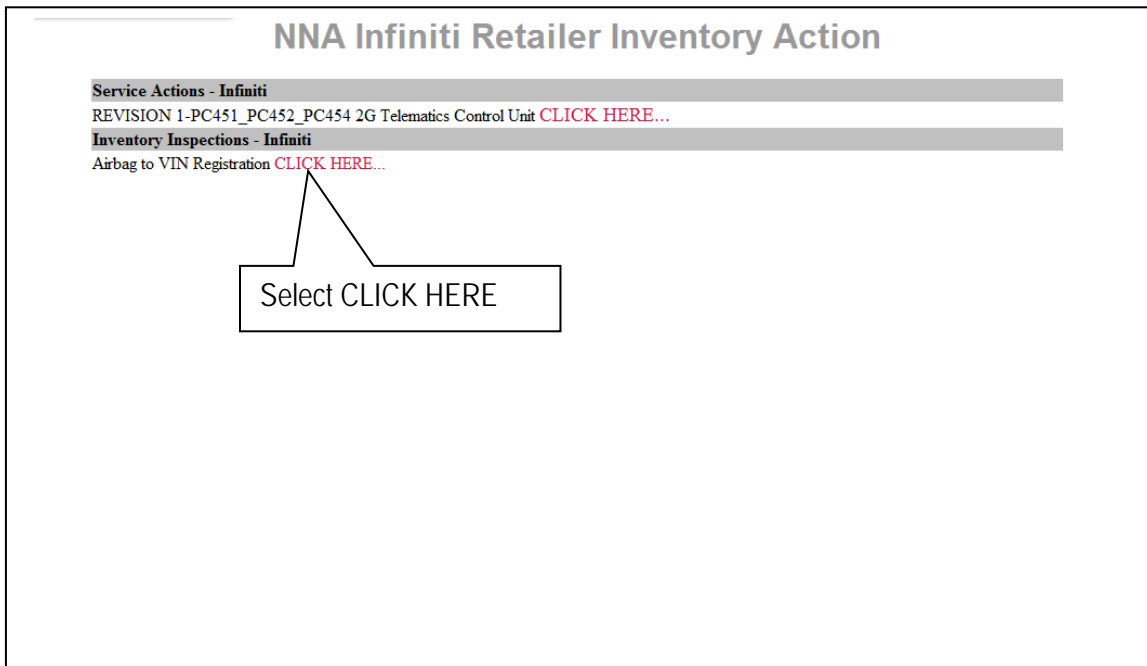


Figure 3



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).



Figure 4

- VIN will automatically populate (see Figure 5).
- If needed, 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 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.

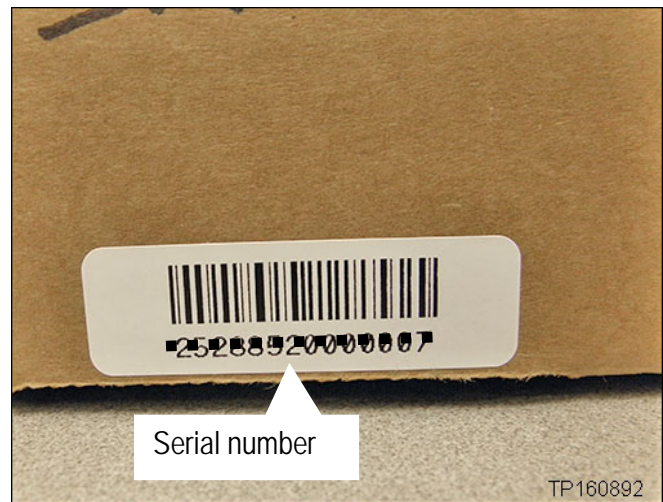


Figure 7

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.<br>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).

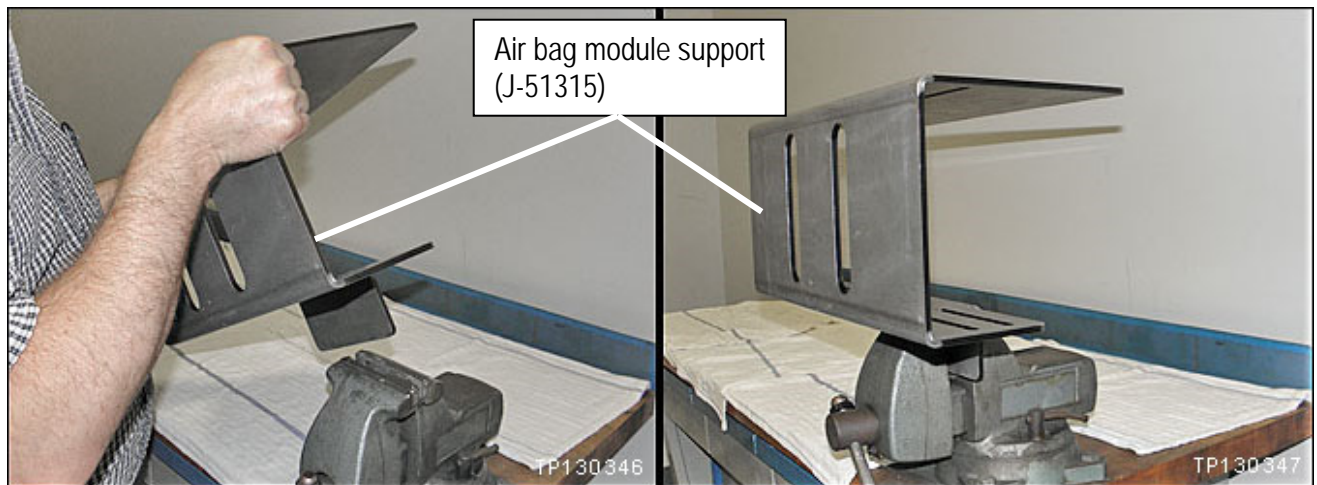


Figure 8

**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.

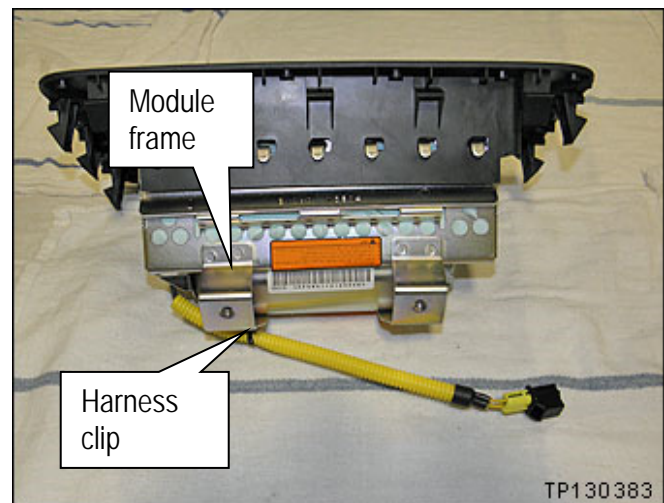


Figure 9



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.

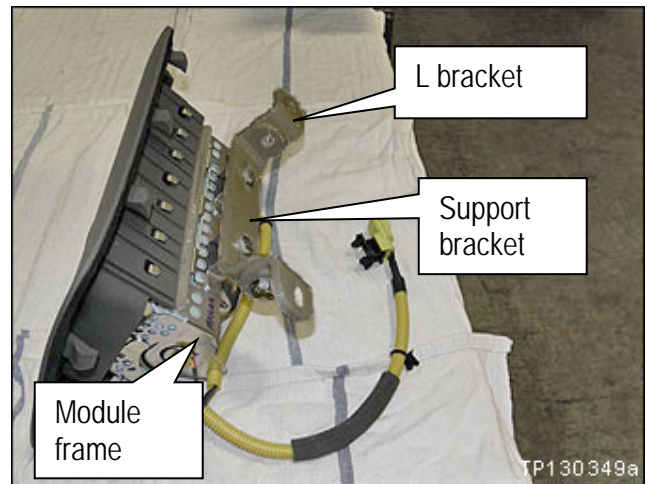


Figure 10

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.

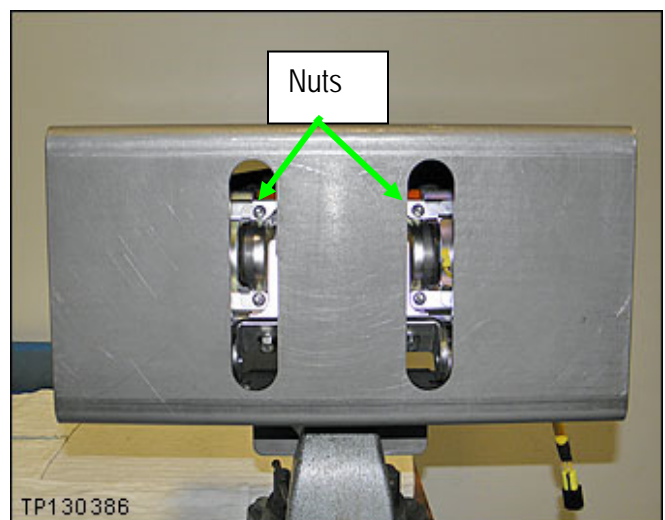


Figure 12

20. Cut the rubber end from the corrugated harness cover.

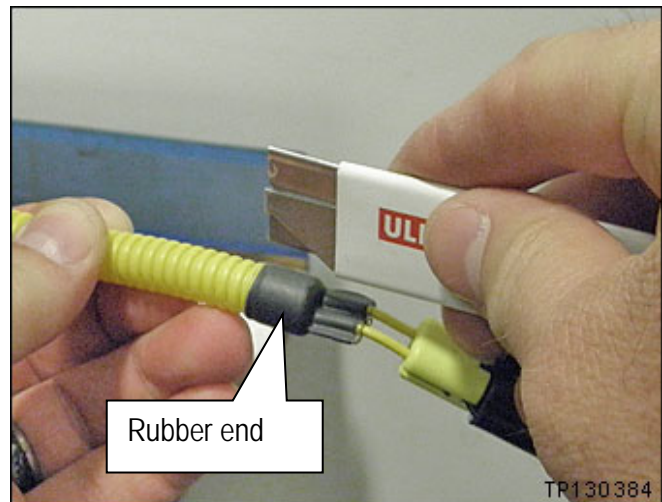


Figure 13

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.

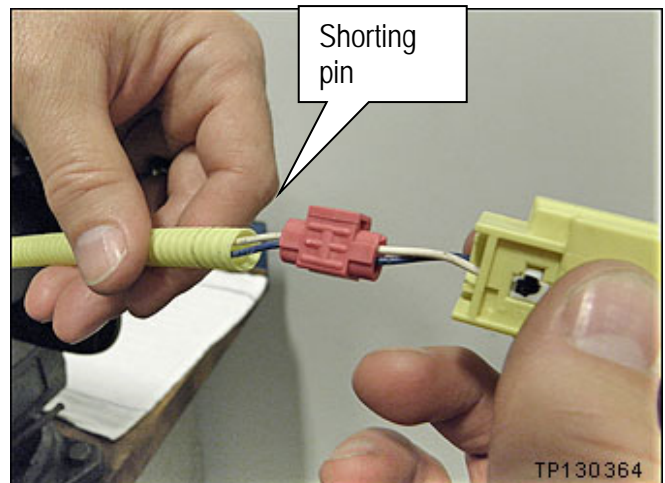


Figure 14

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.

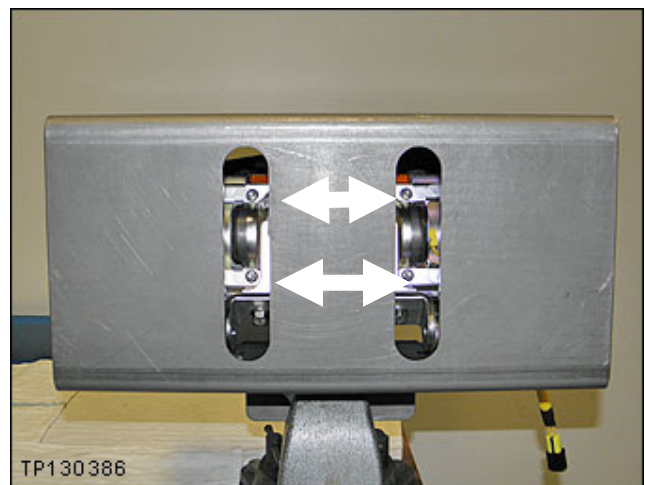


Figure 17

24. Remove the inflator stopper.

**NOTE:** This inflator stopper will not be reused.

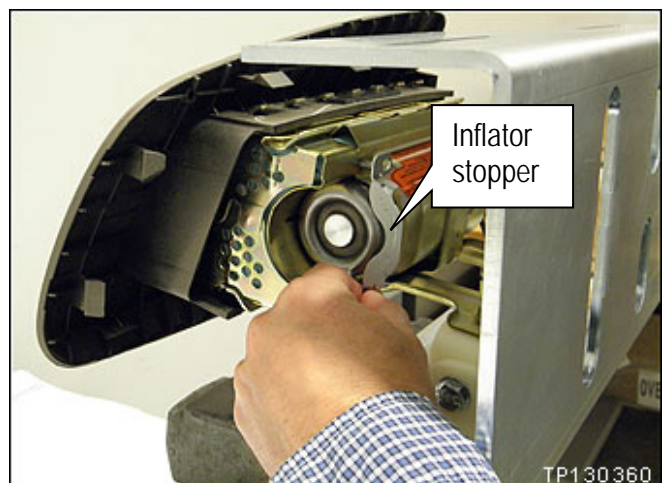


Figure 18

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.

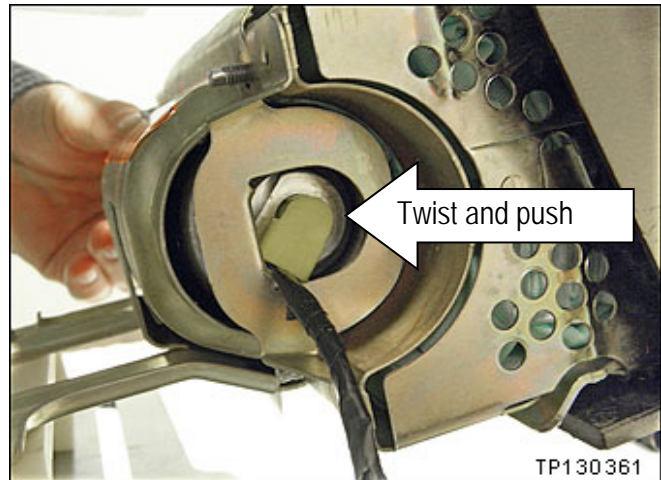


Figure 19

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 20.

28. Remove the new inflator from the box.



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

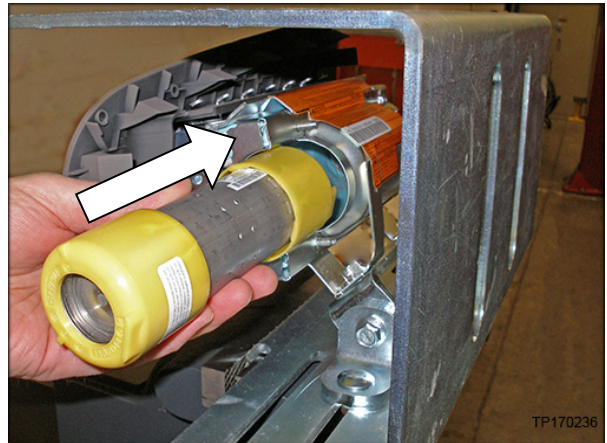


Figure 21

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.

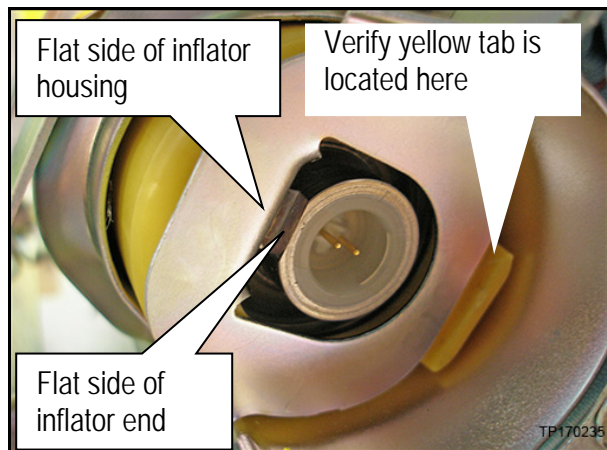


Figure 22



31. Install the new inflator stopper.

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

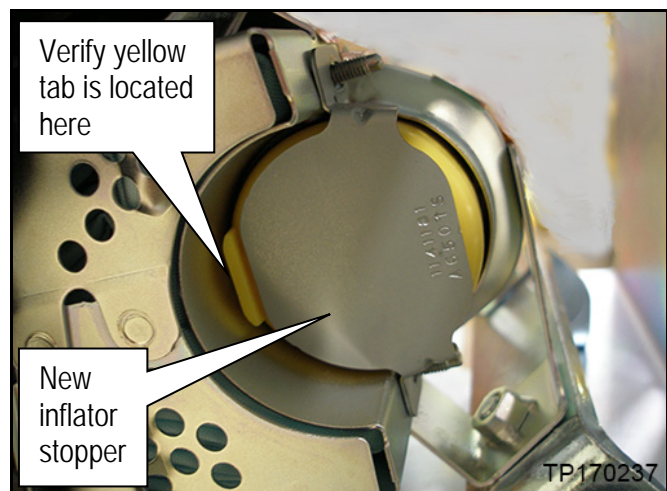


Figure 23

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

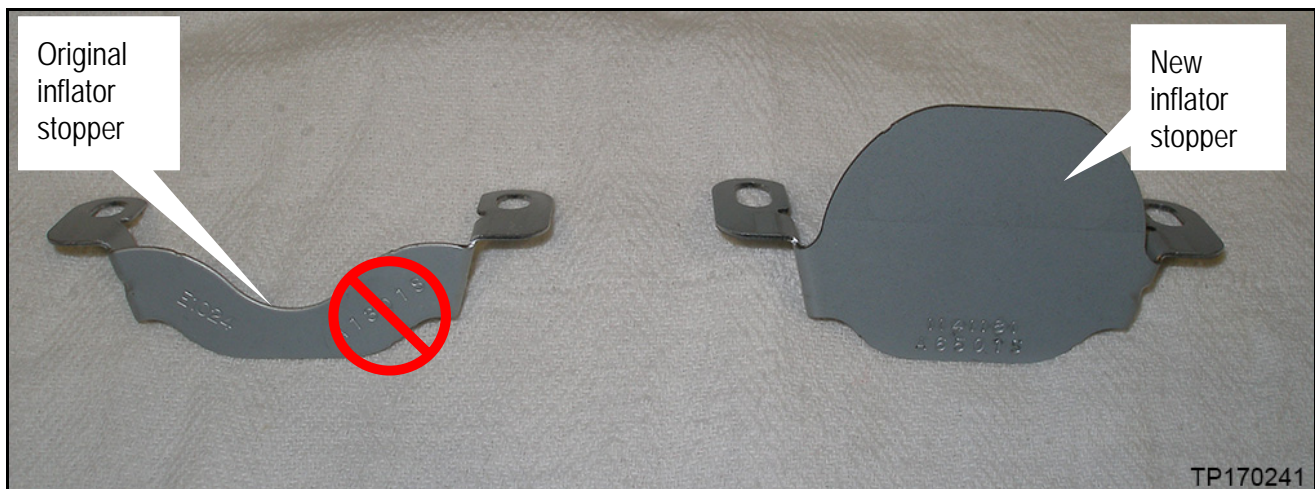


Figure 23a

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).

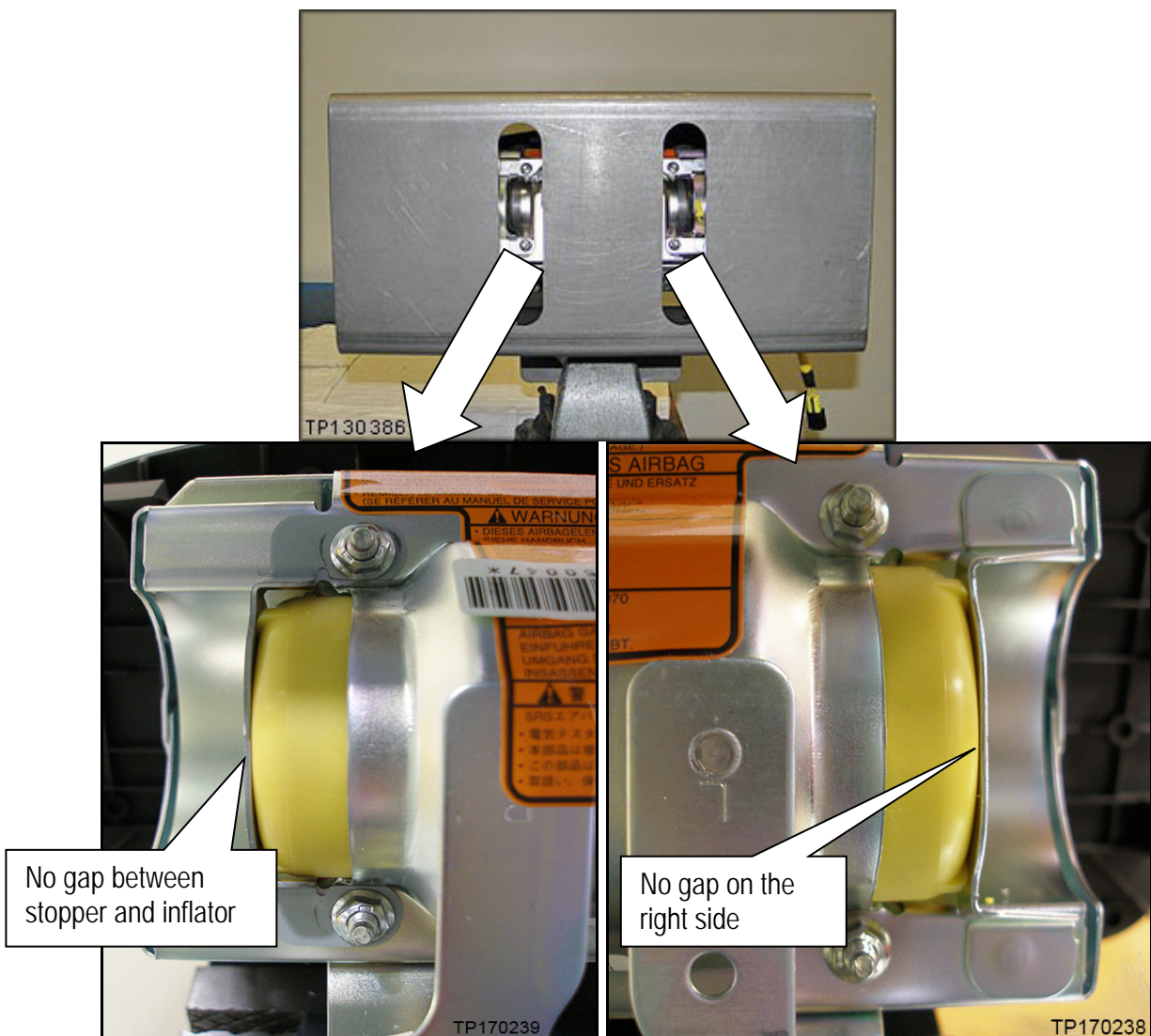


Figure 24

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.

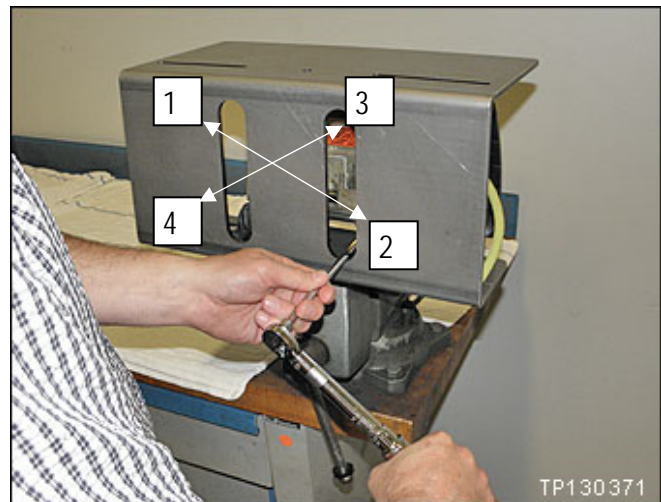


Figure 25

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.

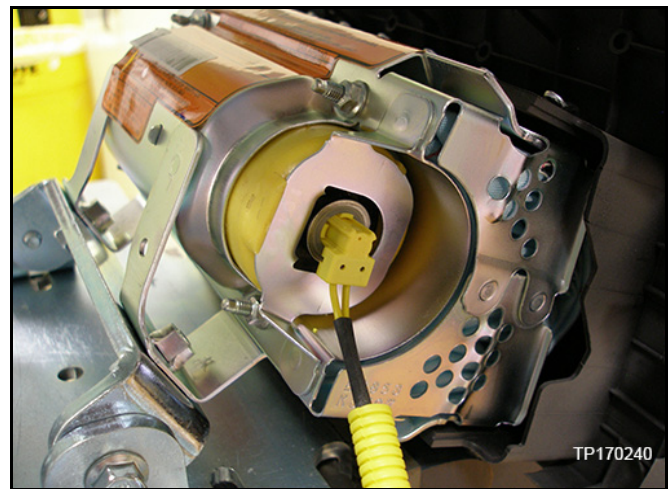


Figure 26

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

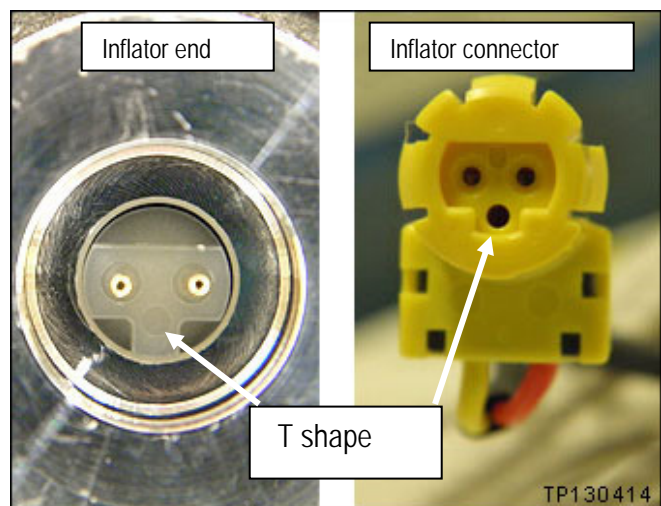


Figure 27



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

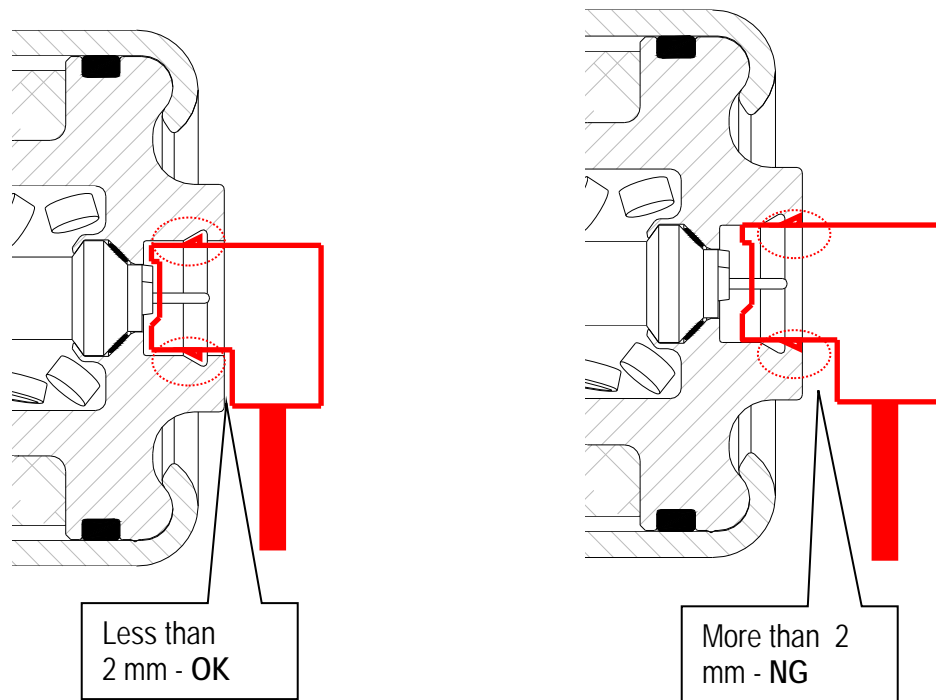


Figure 28

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

38. Remove the support bracket from the module.

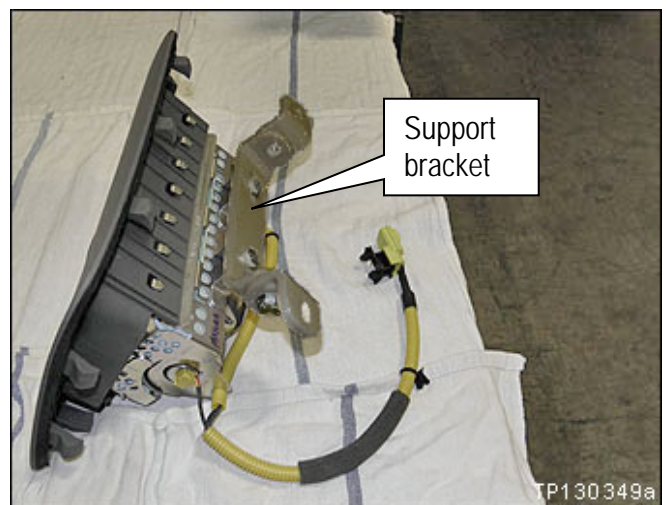


Figure 29

39. Attach the harness clip to the module frame.

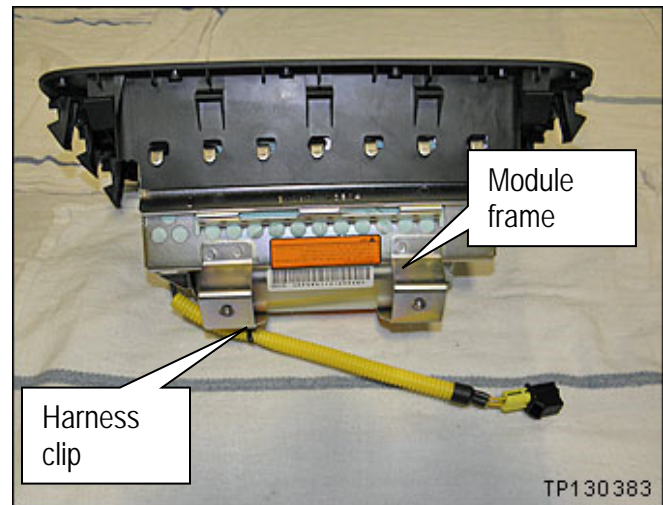


Figure 30

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 20.



## PARTS INFORMATION

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



- 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 20.

## CLAIMS INFORMATION

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

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

## EXPENSE CODE

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

# 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: [MLGTakataRestrains\\_International@XPO.com](mailto:MLGTakataRestrains_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



### 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)



### 6. Shipping Instructions – Schedule LTL Pickup

- 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
- 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

### 2. Packing Instructions

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

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



### 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

### 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](mailto:SCFieldaction.14305@xpo.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



### 3. Closure Instructions

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



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

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

