

Reference:

Date:

ITB17-051

October 6, 2017

VOLUNTARY SAFETY RECALL CAMPAIGN 2017 Q50 AND Q50 HYBRID DRIVER AIR BAG INFLATOR

CAMPAIGN ID #: R1722
NHTSA #: 17V-571
APPLIED VEHICLES: 2017 Q50 (V37)
2017 Q50 Hybrid (V37)

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

INTRODUCTION

Infiniti is conducting this voluntary safety recall campaign on certain specific model year 2017 Q50 and 2017 Q50 Hybrid vehicles to replace the driver air bag inflator. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number R1722 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 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 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(S)

Quick Scan Tool (J-52352)

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



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. 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.

2. Turn the ignition OFF.
3. Disconnect both battery cables, negative cable first.
4. Wait at least 3 minutes.
5. Register the new inflator serial number as follows.
 - The new inflator is listed in the Parts Information.

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



Figure 1

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

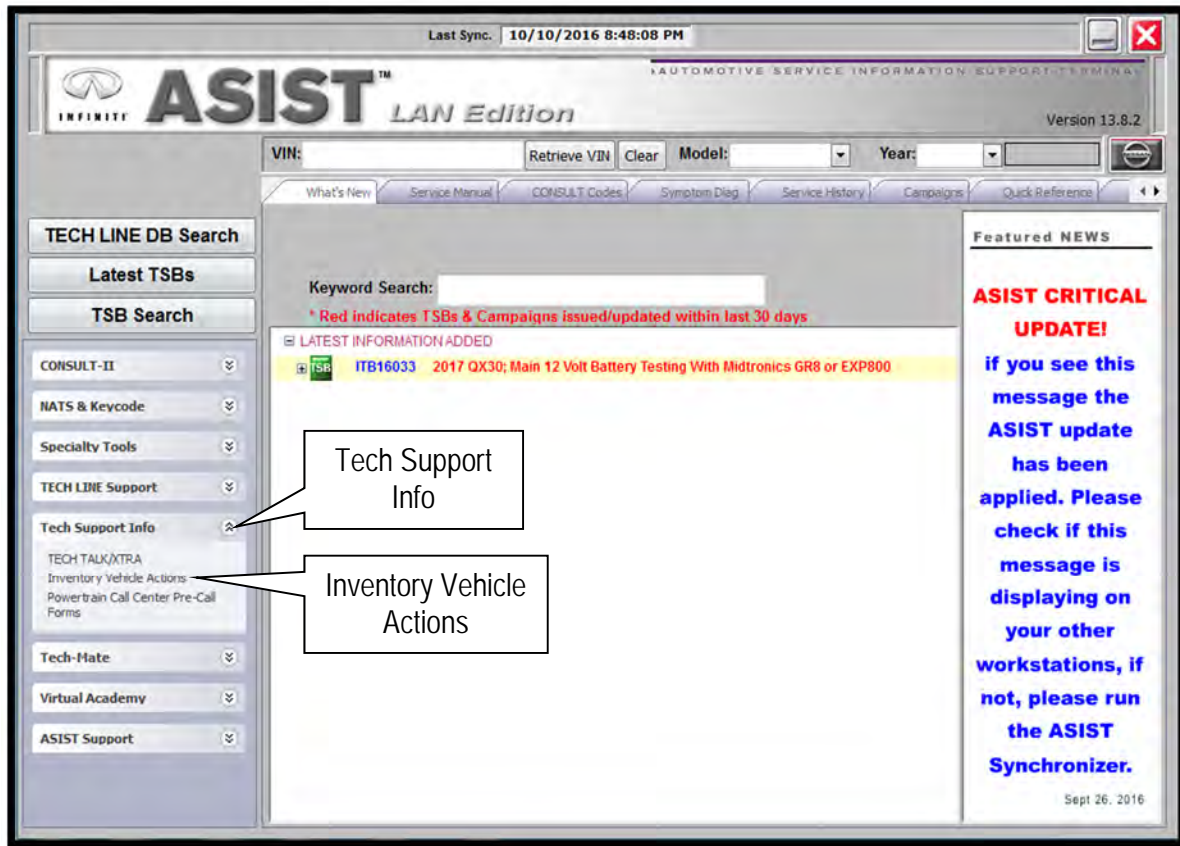


Figure 2

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



Figure 3

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

- Wipe any dirt/debris from 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).
- 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 **Submit**

Step f; see next page.

(Select submit after both fields are populated).

Figure 5

- e. Use the quick scan tool to scan the bar code (serial number) on the new air bag inflator.
- Remove the inflator from the shipping box and locate the bar code label (see Figure 6).
 - Hold the scan tool approximately 6 inches away from the label.
 - The serial number will automatically populate (see Figure 5 on the previous page).

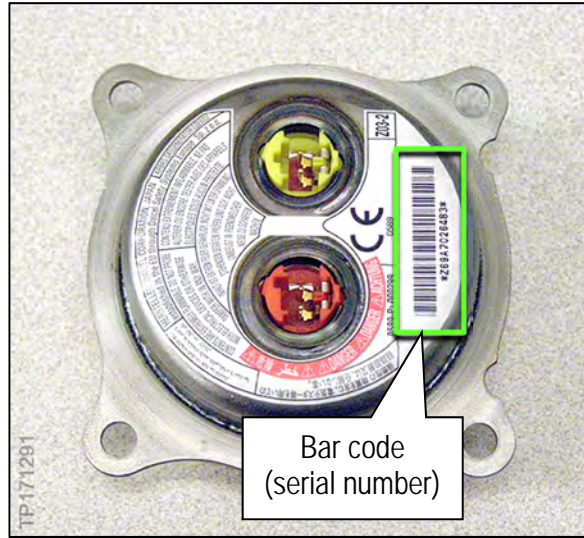


Figure 6

- f. Select **Submit** on the ASIST screen (see Figure 5 on the previous page).
6. Remove the driver air bag (module) from the steering wheel.
- Refer to the ESM, section **SR – SRS Airbag**, for removal information.
7. Set the module in a clean working area.

INSTALL NEW DRIVER AIR BAG INFLATOR INTO MODULE

8. Remove the four (4) driver air bag inflator (inflator) nuts shown in Figure 7.

NOTE: These nuts will be replaced later in this procedure.

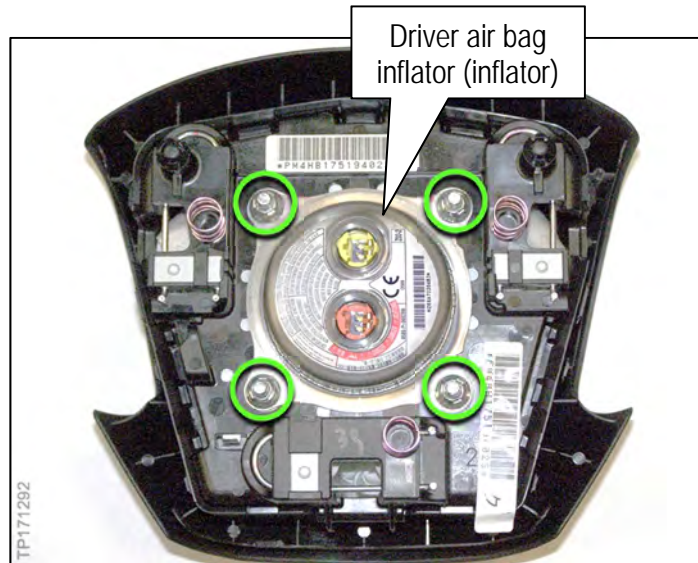


Figure 7

9. Remove the inflator from the module.

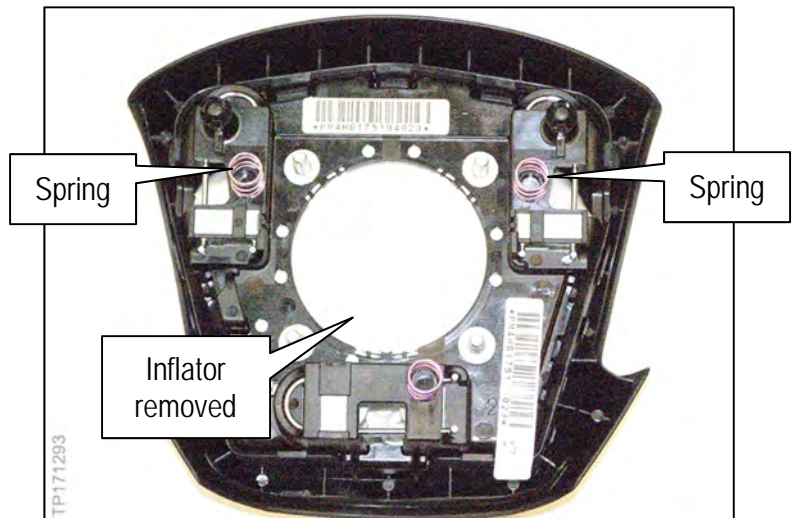


Figure 8

10. Confirm the module is in the appropriate orientation before inflator installation.

- Two (2) springs should be positioned as shown in Figure 8.

11. Install the new inflator from the Parts Information into the module as shown in Figure 9.

IMPORTANT: The bar code on the new inflator will be located on the RIGHT.

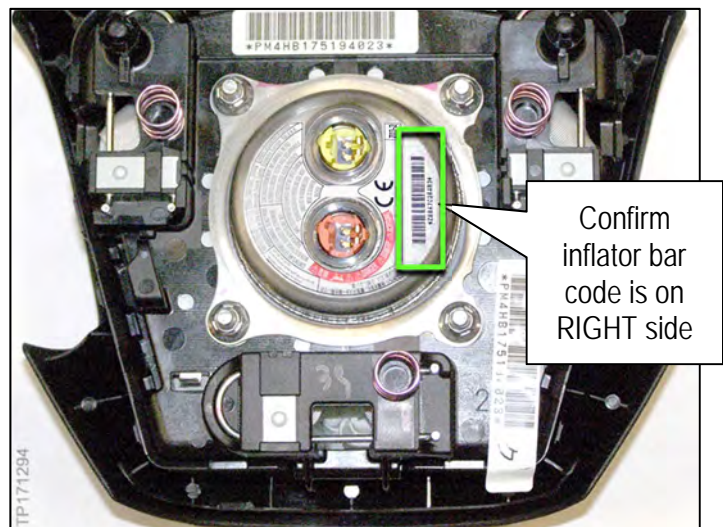


Figure 9

12. Install four (4) new nuts from the Parts Information and torque.

- Torque the nuts to 5.0 N·m (0.51 kg-m, 44.25 in-lb)



Figure 10

13. Reinstall the module in the vehicle.

- Refer to the ESM, section **SR – SRS Airbag**, for module installation.

14. Connect both battery cables – positive cable first.

15. Reset/reinitialize systems as needed.

- Refer to the ESM, section **PG – Power Supply, Ground & Circuit Elements**, for a listing of systems that require reset/initialization after reconnecting the 12 V battery.
- Look in the **PG** section index for **ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL**.
- This list often includes items such as audio, air conditioning control system, engine control system, etc.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
INFLATOR KIT-AIR BAG, DRIVER (Includes inflator, and inflator securing nuts)	K8560 – 7993D	1

NOTE: The used non-deployed air bag inflator must be returned using the same box/carton the new inflator was received in. Write on top of the box/carton: "Q50/Q50 Hybrid Campaign".

CLAIMS INFORMATION

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

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
R1722	Replace driver's airbag inflator	R17220	0.6 hrs.



Driver Air Bag Inflator Return Instructions

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

Returns via YRC Reverse Logistics (for non DDS dealers)

Packaging Instructions

1. Place the used/non-deployed air bag inflator from the vehicle in the carton that the new air bag inflator was received in. Be sure to include any packing material that was used to ship the new inflator in the carton with the used inflator.
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, Safety Devices, 9.

4. Write on top of the carton: "Q50/Q50 Hybrid Campaign".

Shipping Instructions

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

1. Call the YRC Reverse Logistics call center at 1-800-357-9199 and tell the operator that you need to return Q50 and Q50 Hybrid air bag inflators 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 inflators 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 inflators at your dealership.
 - Please do **NOT** call the local YRC terminal to schedule the pick-up.
7. Place the packaged air bag inflators 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 inflator from the vehicle in the carton that the new air bag inflator was received in. Be sure to include any packing material that was used to ship the new inflator in the carton with the used inflator.
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, Safety Devices, 9.

4. Write on top of the carton: "Q50/Q50 Hybrid Campaign".



Bill of Lading Instructions (refer to example on page 12):

Use the blank Bill of Lading on page 12 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 inflators back to your servicing PDC.

Shipping Instructions:

Place the packaged air bag inflators 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 <input checked="" type="checkbox"/>			
DATE 2		P.O. NO.		SHIPPER NO.			
CONSIGNEE (TO) Servicing PDC Name				SHIPPER (FROM) Dealer Name			
STREET Servicing PDC Street Address 1				STREET Dealer Street Address 3			
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	X	4G BOXES X 9.O LBS	19697	55			
		UN3268, SAFETY DEVICES, 9.					
		EX-1993040309					
		NO PLACARDS REQUIRED PER 49CFR 172.504(F)(9)					
		2008 ERG 171					
6		◀ TOTAL		TOTAL ▶			
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 8				AUTHORIZED SIGNATURE Carrier Driver Signature		DATE 10/06/17	
						9	

NUMBER OF PIECES RECEIVED ▲

