

Reference:

ITB18-001

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Date:

January 11, 2018

## **VOLUNTARY SAFETY RECALL CAMPAIGN 2017-2018 QX30 STEERING COLUMN BUSHING**

**CAMPAIGN ID #:** PG7BS  
**NHTSA #:** 17V-691  
**APPLIED VEHICLES:** 2017-2018 QX30 (H15)

**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 2017-2018 QX30 vehicles to install a steering column bushing. This service will be performed at no charge to the customer for parts or labor.

### **IDENTIFICATION NUMBER**

Infiniti has assigned identification number PG7BS to this campaign. This number must appear on all communication 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 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.

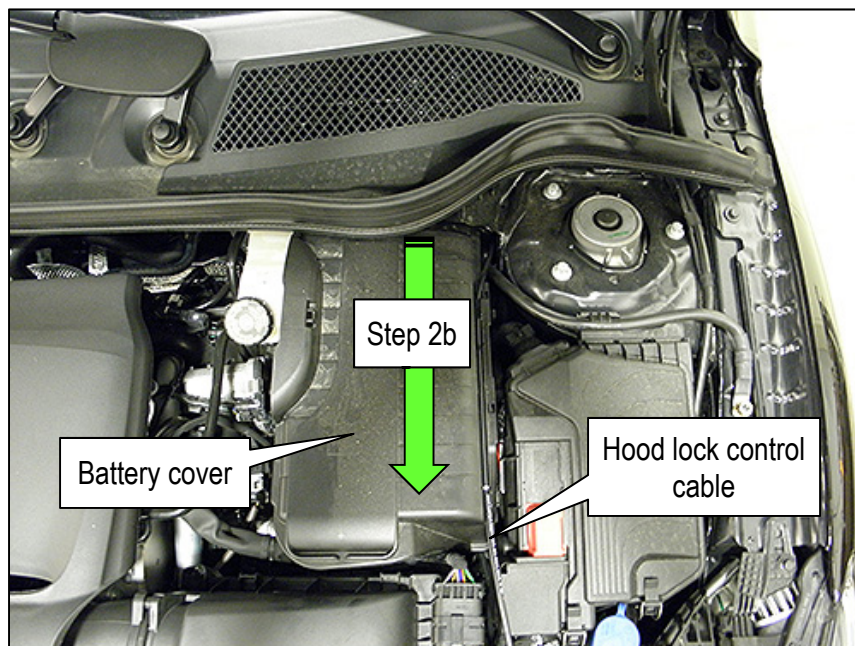
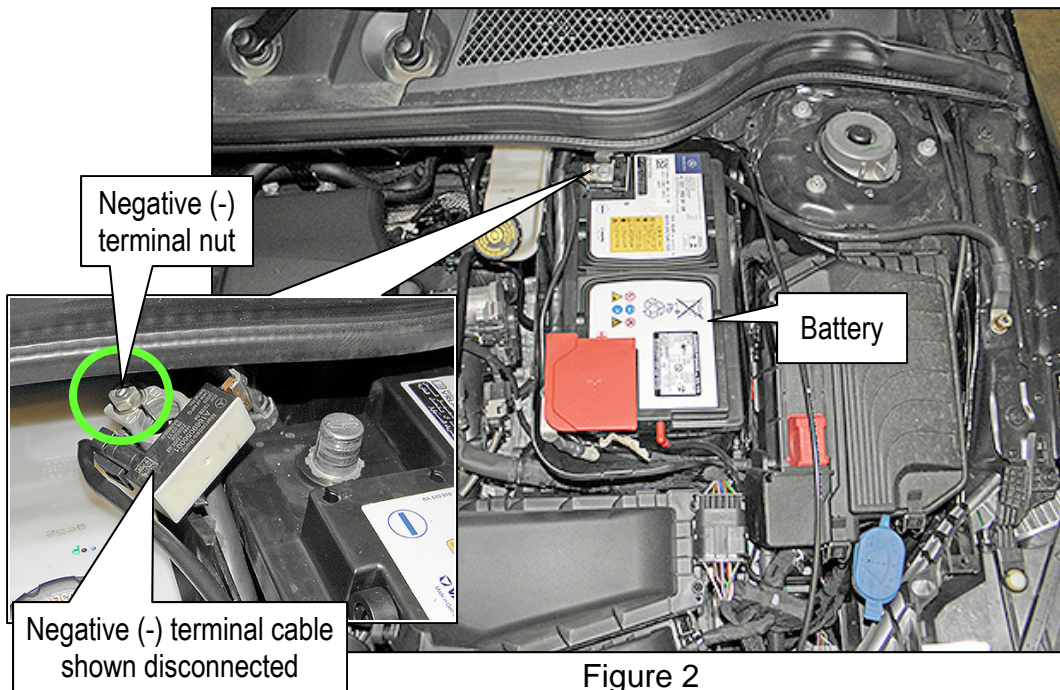


Figure 1

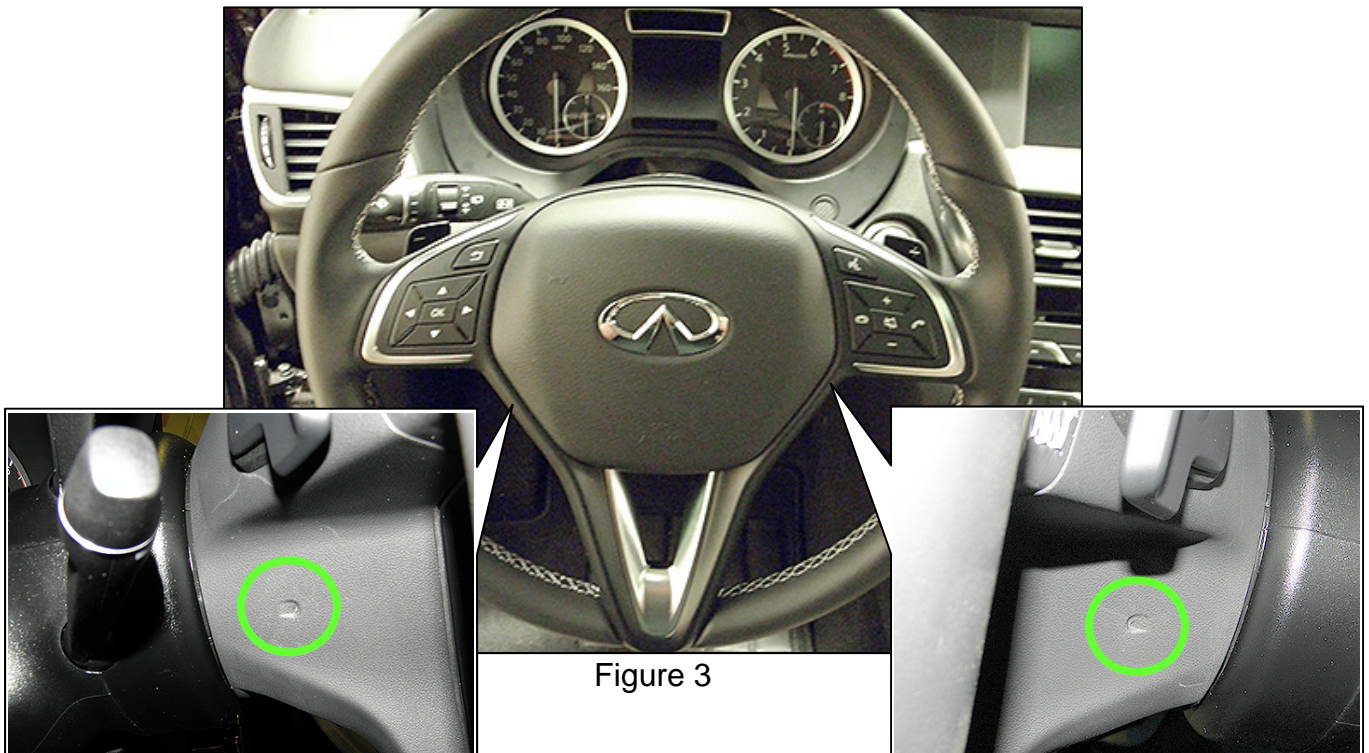


3. Loosen the nut for the negative (-) terminal cable of the battery (Figure 2) and then disconnect the negative (-) terminal cable from the battery.
  - Apply tape to the negative (-) terminal to ensure no contact.
  - Wait 3 minutes before proceeding to next step.



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).

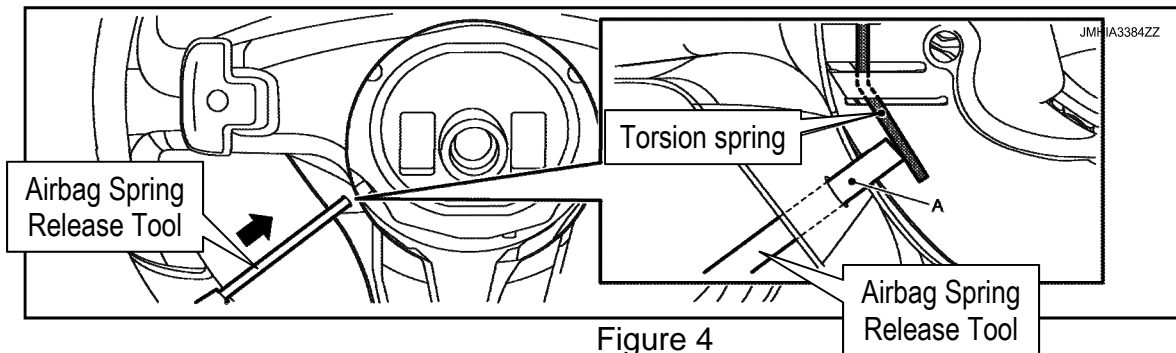


Figure 4

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).

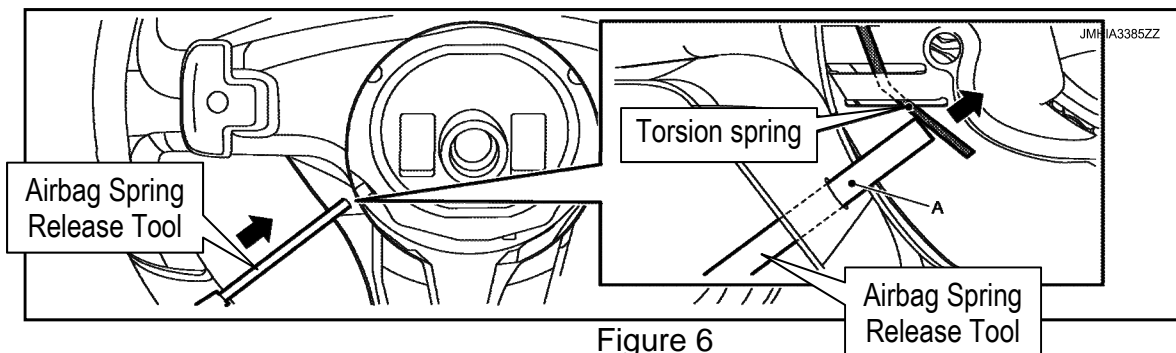


Figure 6

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

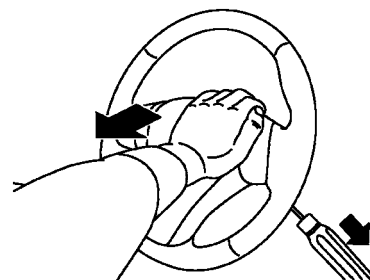


Figure 7

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.

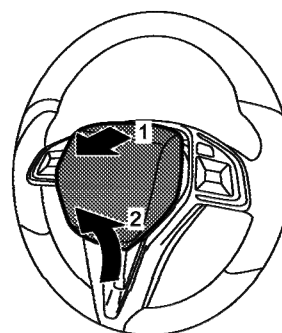


Figure 8

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).

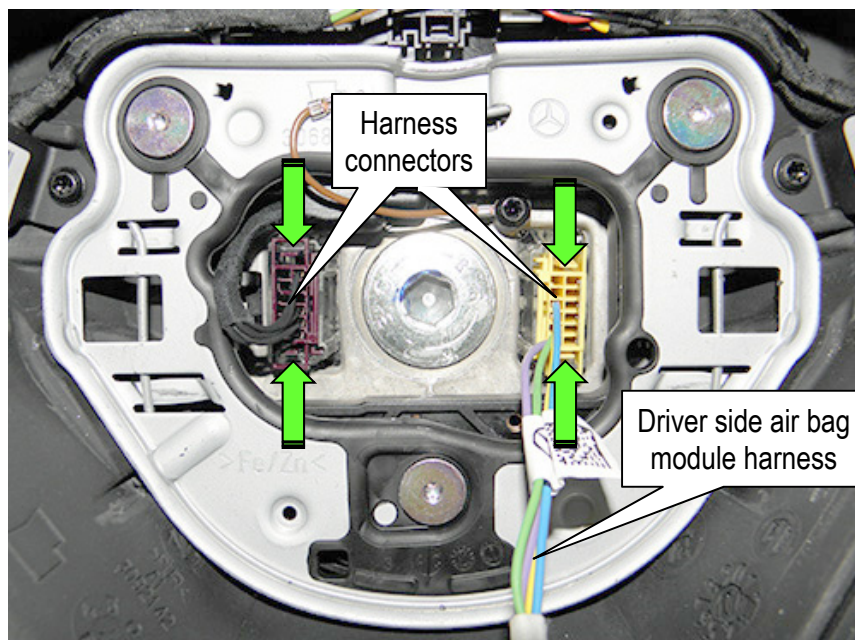


Figure 9

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.

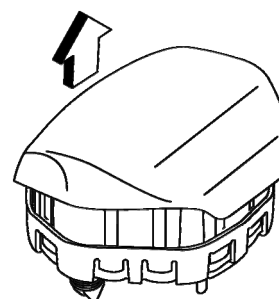


Figure 10



14. Remove the steering wheel lock bolt.

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

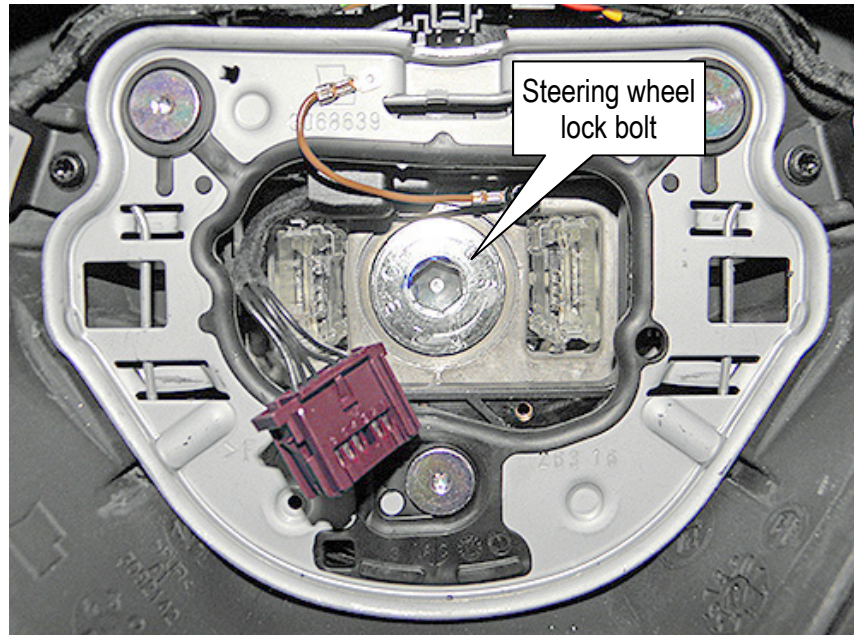


Figure 11

**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.

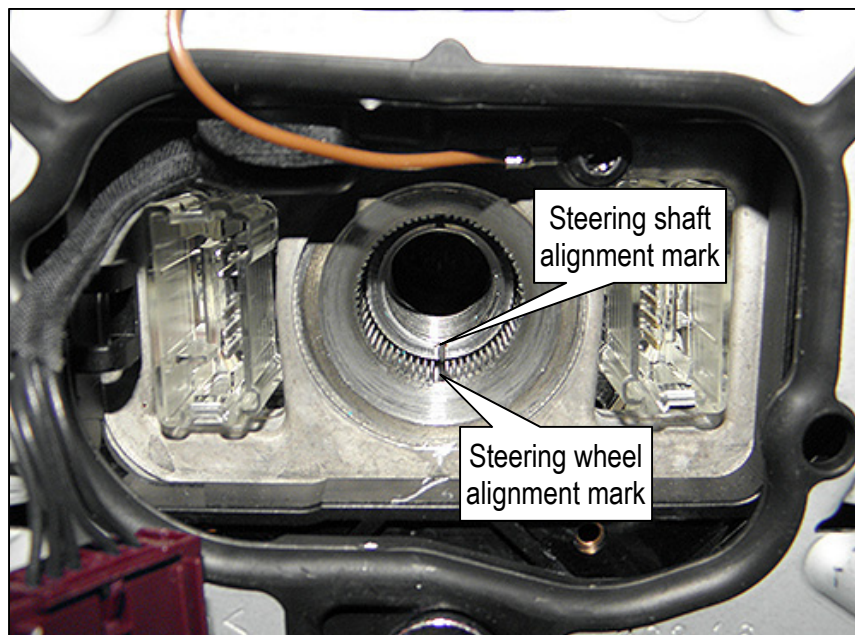


Figure 12

15. Remove the steering wheel.

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

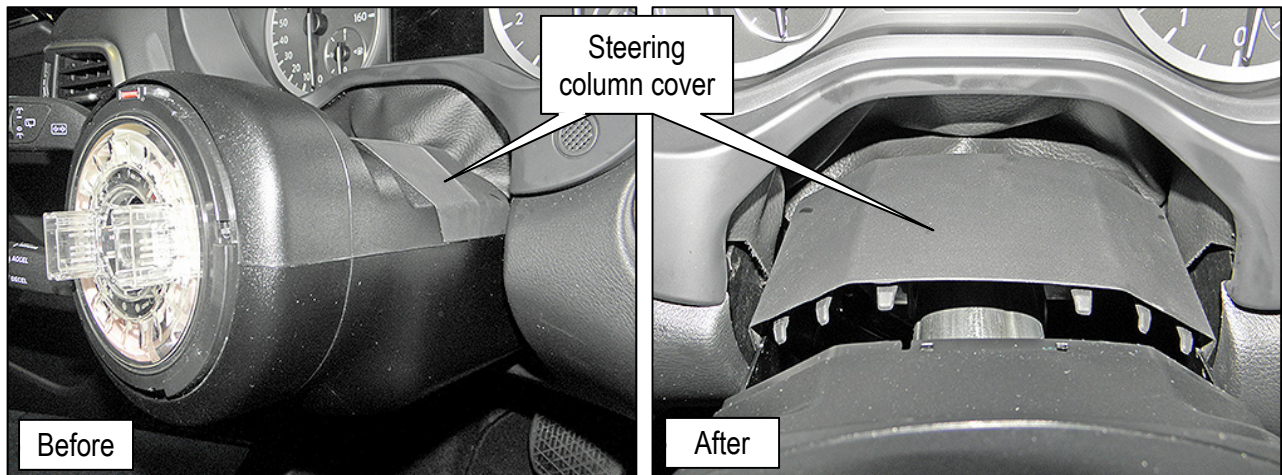


Figure 13

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.

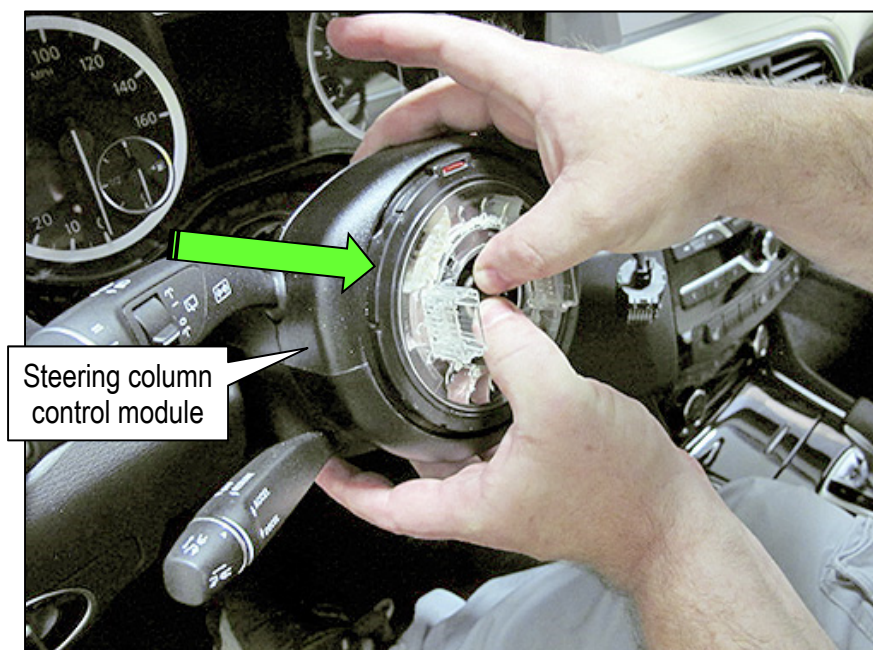


Figure 14



**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.

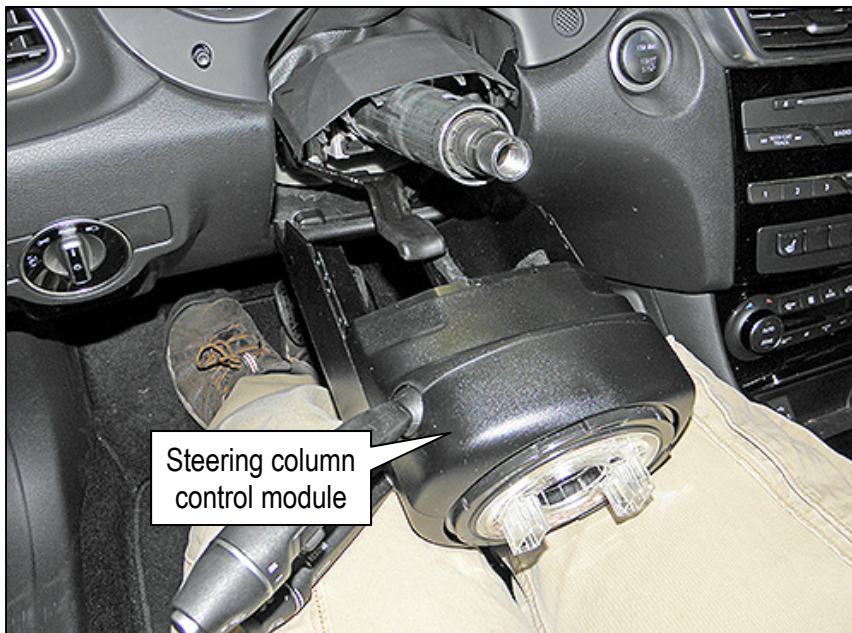


Figure 16

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.

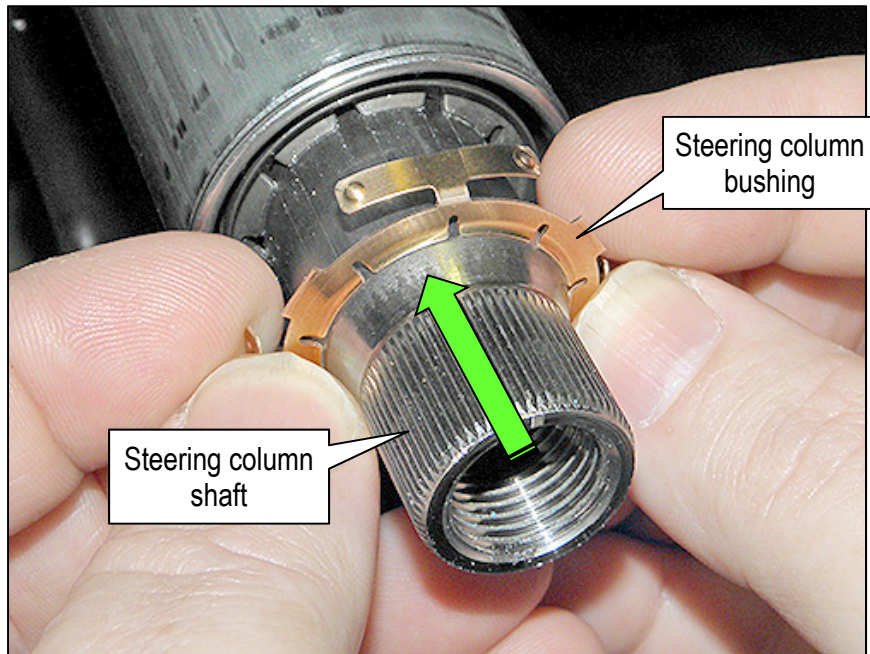


Figure 17

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.

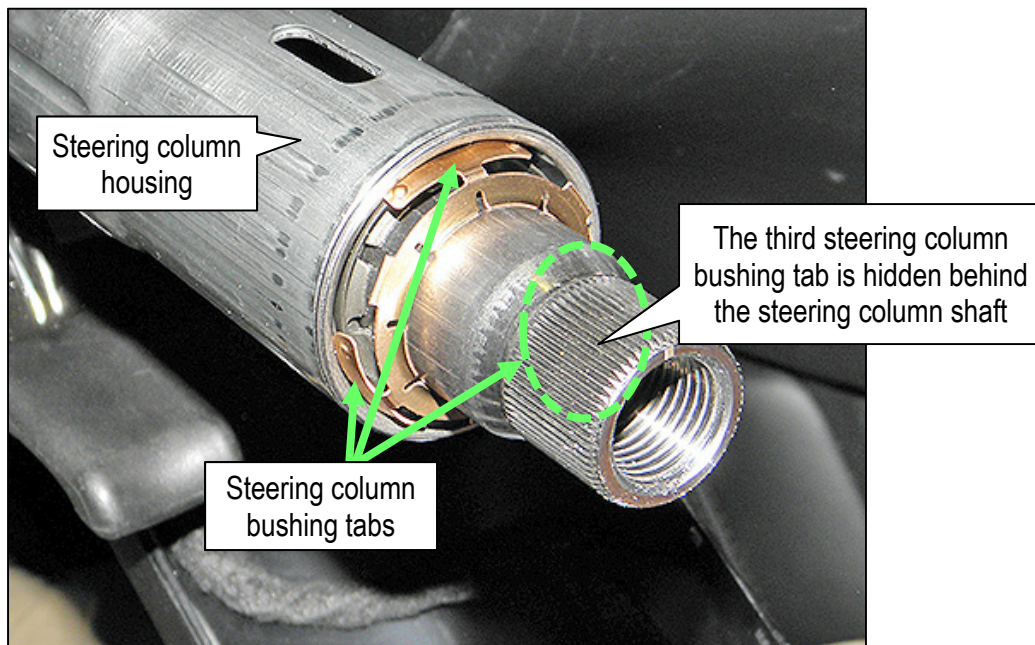


Figure 18



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.

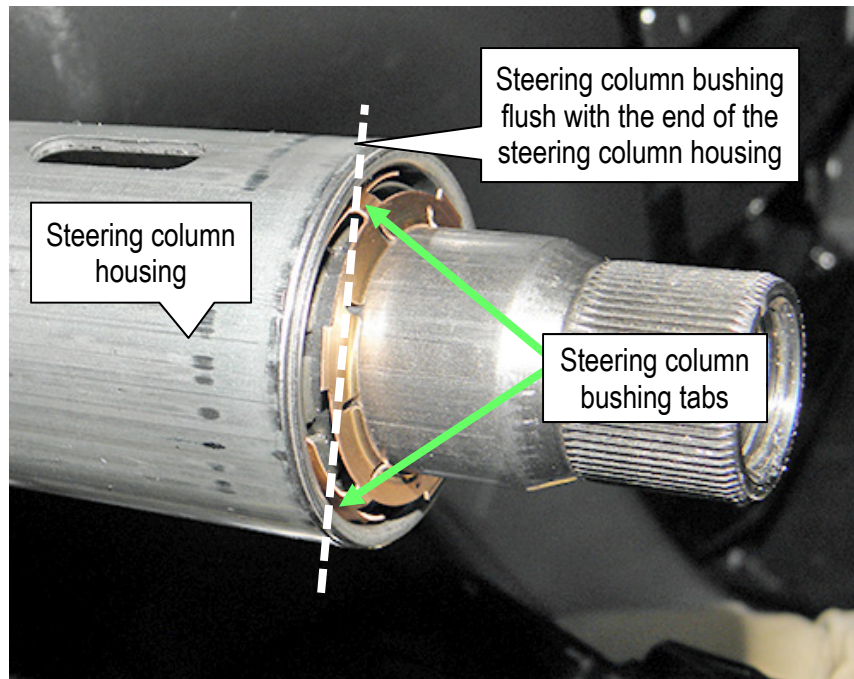


Figure 19



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.

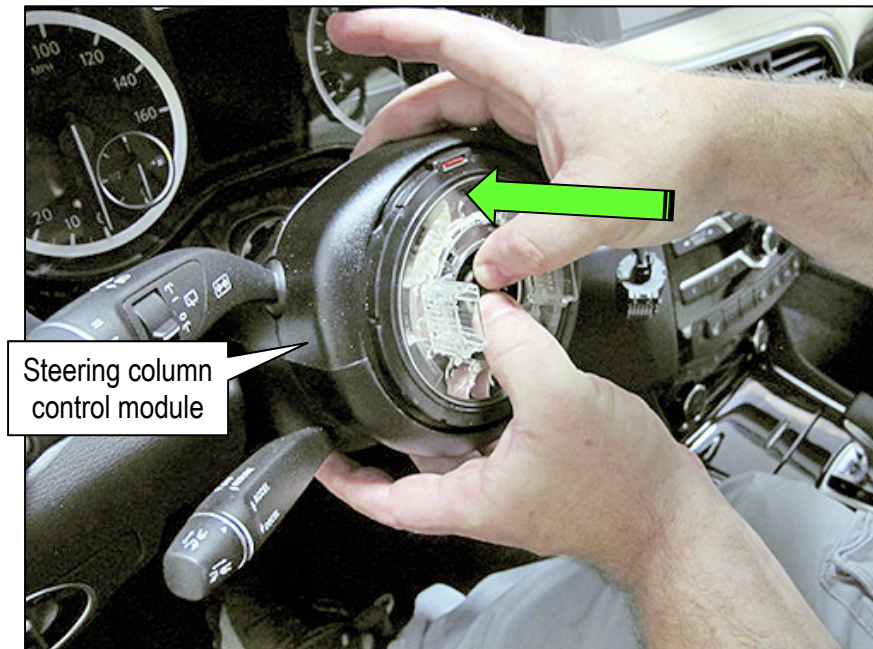


Figure 20

23. Reattach the steering column cover.

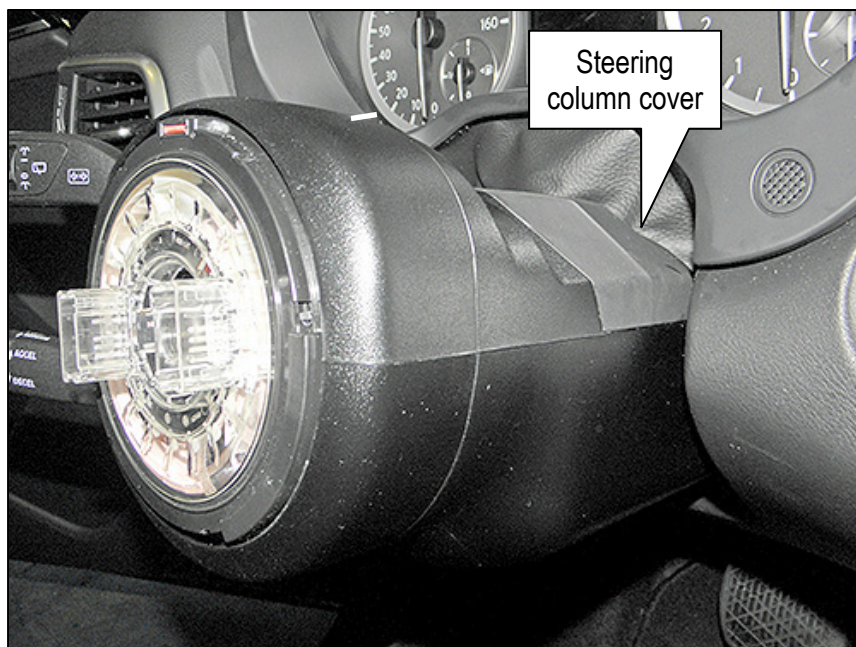


Figure 21

24. Reinstall the steering wheel.

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

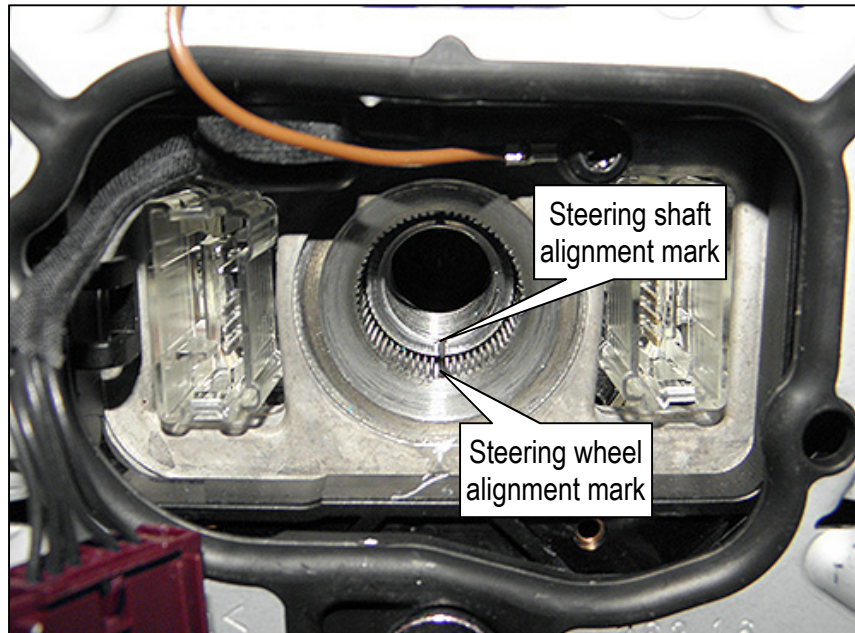


Figure 22

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.

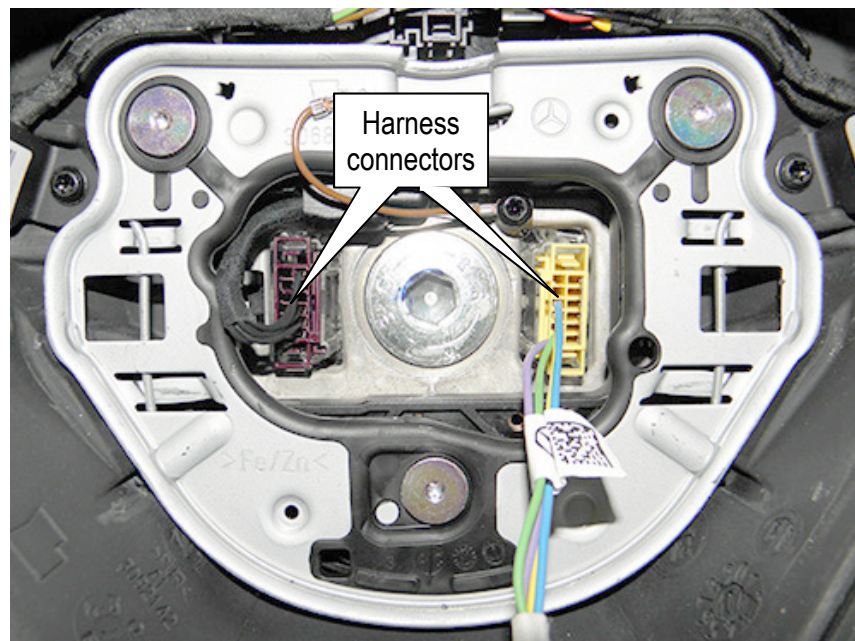


Figure 23

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.

