



VOLUNTARY RECALL CAMPAIGN

Classification: RS17-020C	Reference: ITB17-021C	Date: July 26, 2023
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VOLUNTARY SAFETY RECALL CAMPAIGN 2002-2003 QX4; FRONT PASSENGER AIR BAG INFLATOR

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard previous versions of this bulletin.

CAMPAIGN ID #: R1702, R1713, R1714
NHTSA #: 15V-287, 17V-068
APPLIED VEHICLES: 2002-2003 QX4 (JR50)

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

INTRODUCTION

Infiniti is conducting a Voluntary Safety Recall Campaign to replace the front passenger air bag inflator on certain specific 2002-2003 QX4 vehicles at no charge to clients for parts or labor.

TK Services and RXO Logistics have issued return packaging, shipping labels, documents, and directions that must be used and followed in order to properly carry out this campaign. Information on this documentation is provided in this bulletin.

IDENTIFICATION NUMBER

Infiniti has assigned identification numbers R1702, R1713, and R1714 to this campaign. Use the VIN and Service COMM to determine the correct campaign identification number for a given vehicle. The correct number must appear on all communication and documentation of any nature dealing with this campaign.

RETAILER RESPONSIBILITY

It is the retailer'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 retailer's inventory. **Federal law requires that new vehicles in retailer 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 retailers 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 (new part number is NI-51315)

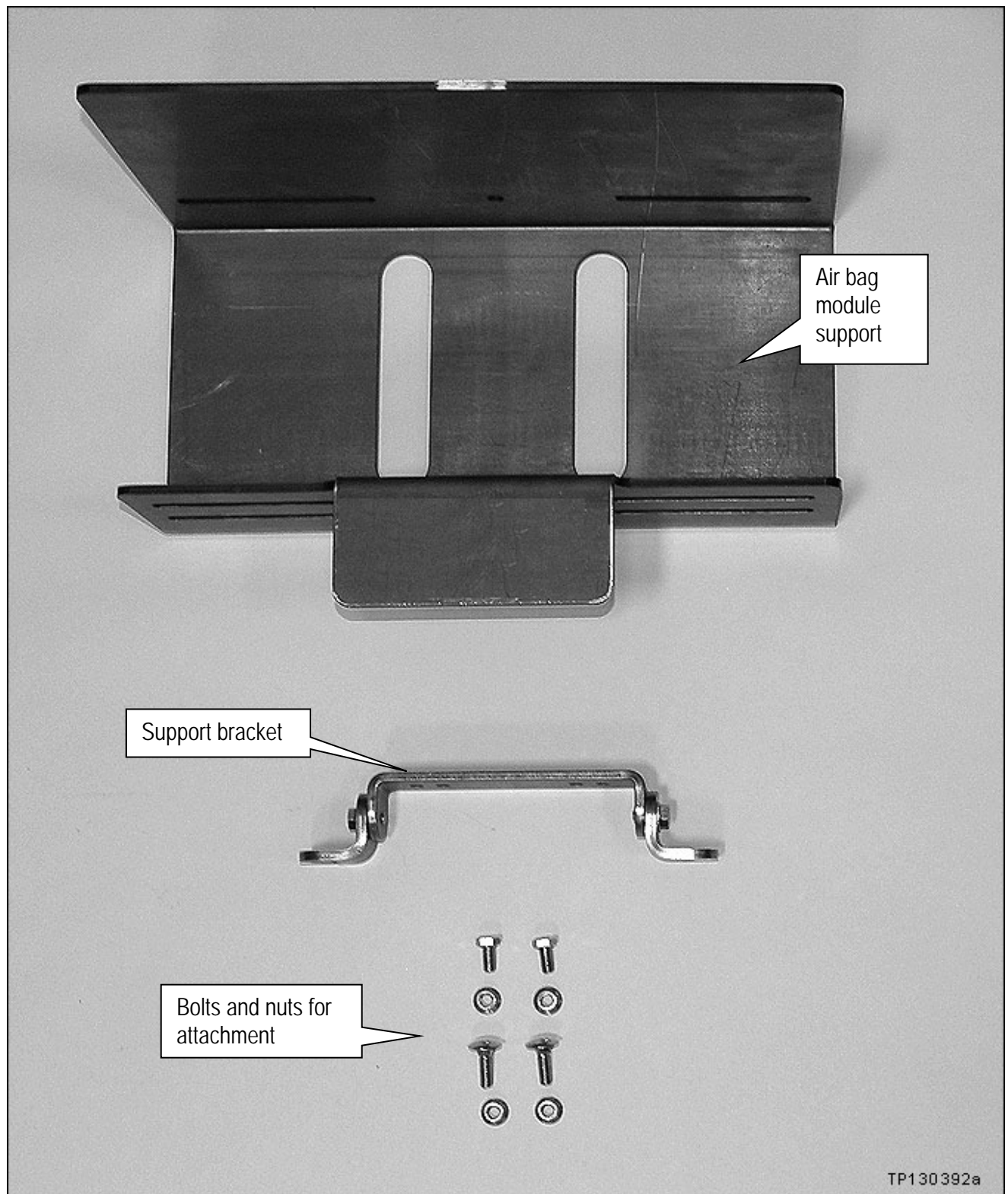


Figure A

REQUIRED SPECIAL TOOL J-52352 (new tool number is NI-52352)

Quick Scan Tool J-52352

- Each Infiniti retailer has been previously shipped one Quick Scan Tool (J-52352).
- Additional tools can be obtained from TechMate: TechMateTools.com or 1-833-397-3493.



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 to your CONSULT PC USB port.

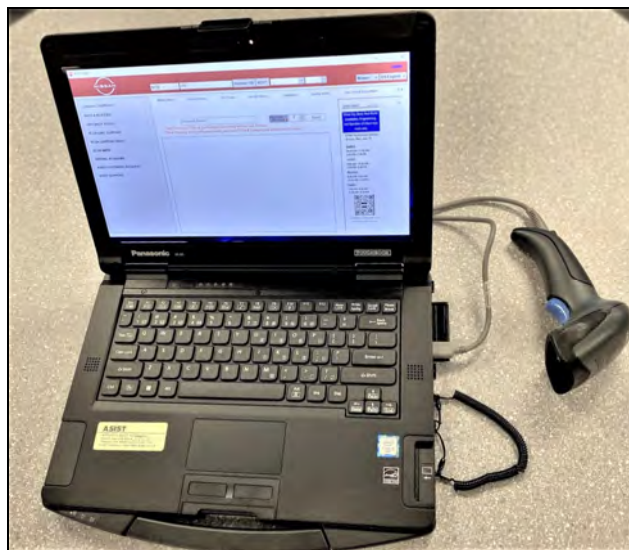


Figure 1

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).

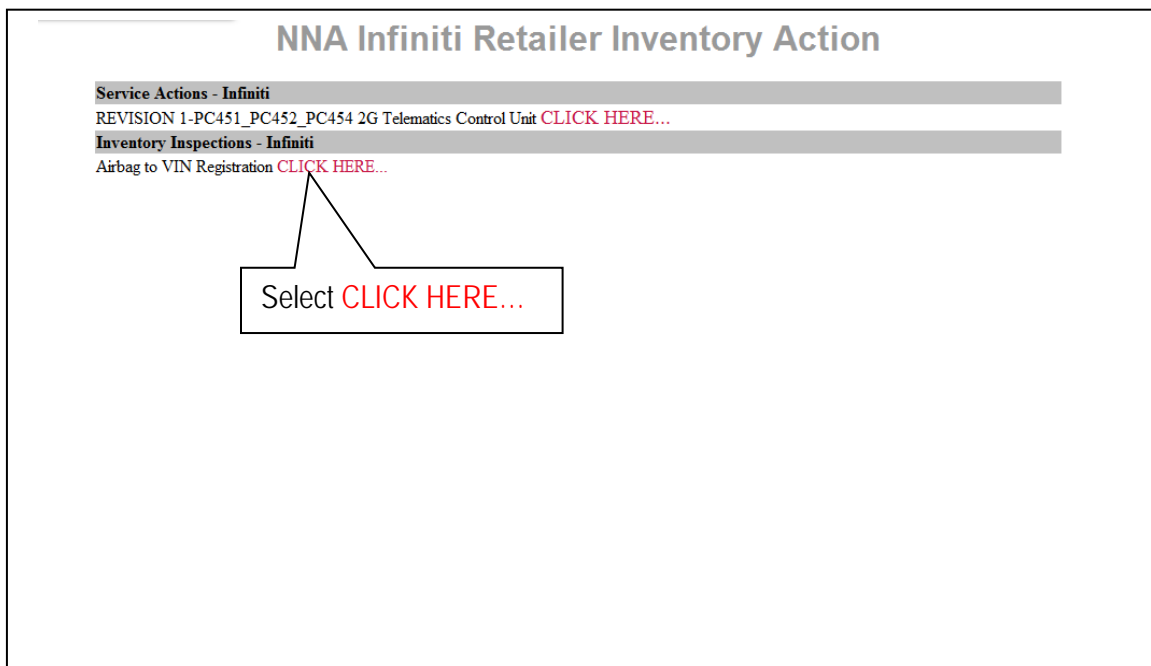


Figure 3

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

HINT:

- 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 (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 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 (Figures 6 and 7).

- The serial number will automatically populate (Figure 5 on the previous page).

HINT: DO NOT scan the part number label.

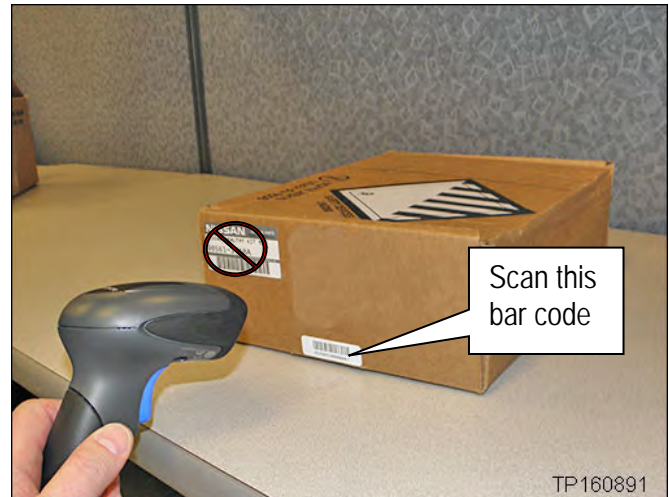


Figure 6

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

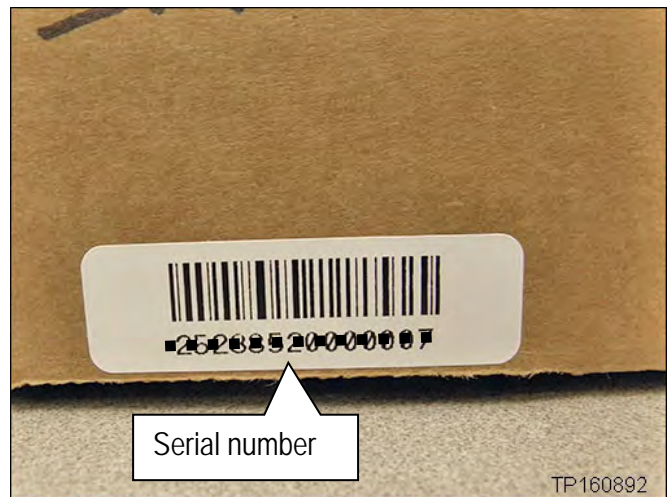


Figure 7

7. Select **Submit** on the ASIST screen (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.

NOTICE

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. Turn the ignition ON and 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.

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.

HINT: Do not set the module with cover facing down.

14. Securely mount the air bag module support (support) in a vise (Figure 8).

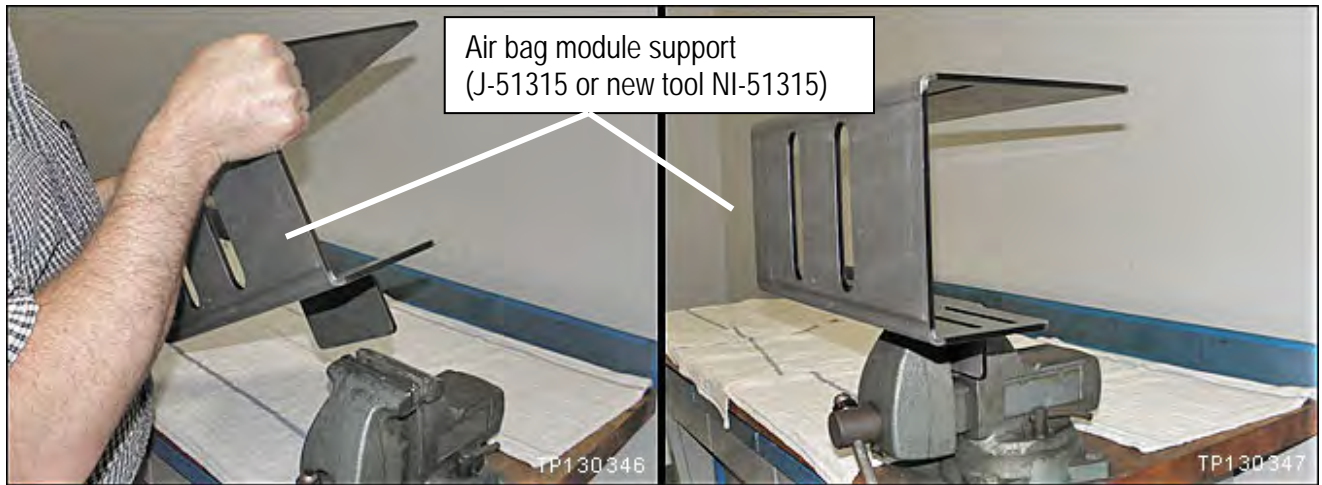


Figure 8

⚠ DANGER

To avoid death or serious personal injury, work from behind and to the sides of the support, and wear safety glasses while performing inflator replacement.

15. Disconnect the harness clip from the module frame.

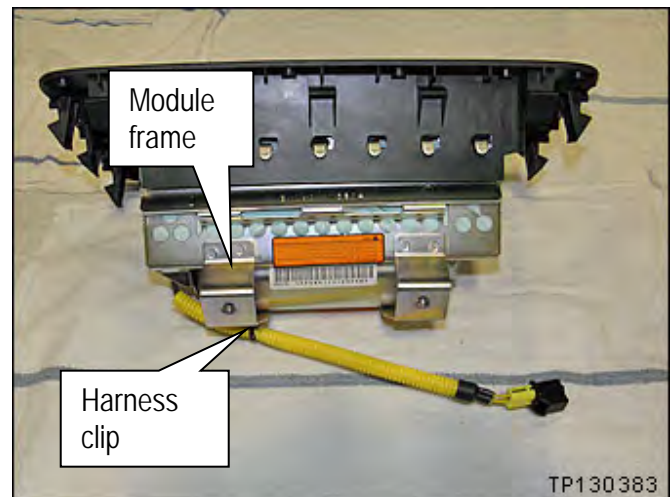


Figure 9

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.

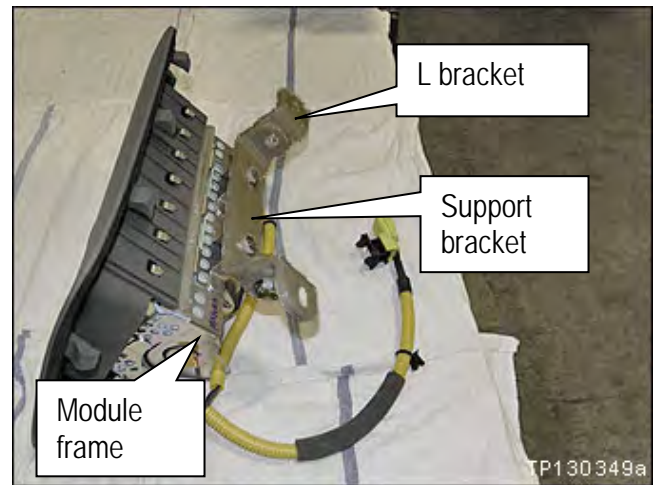


Figure 10

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.
- HINT:** 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.

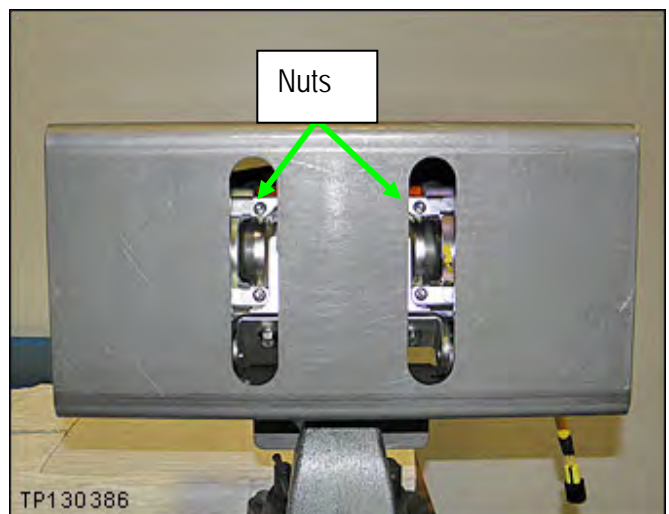


Figure 12

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

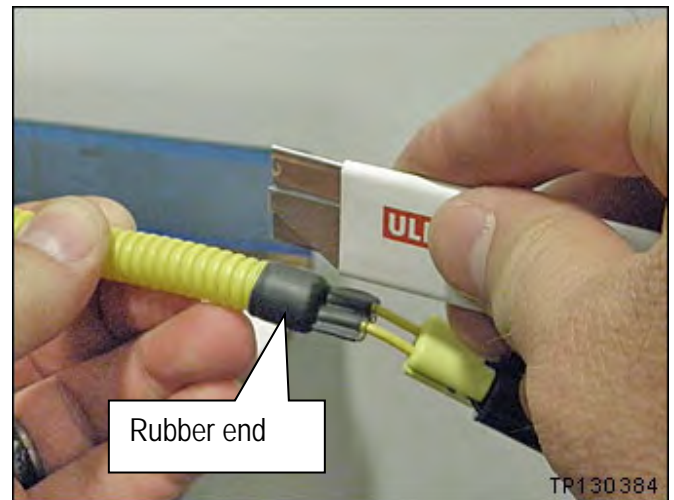


Figure 13

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.

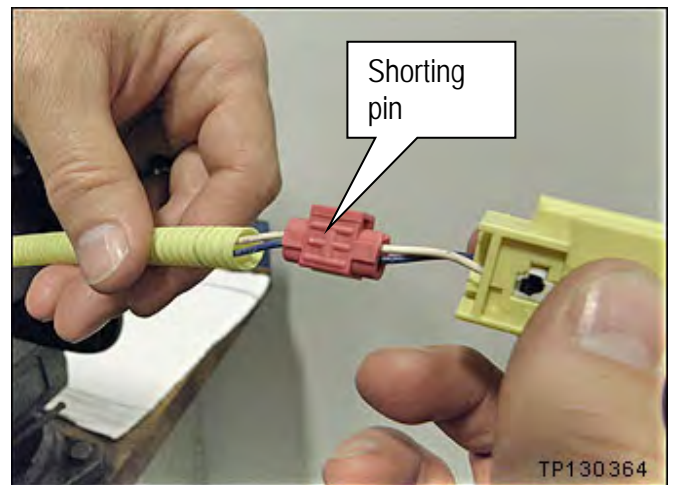


Figure 14

22. Cut off the connector end.



Figure 15

23. Remove the four (4) nuts from the module that hold the inflator in place (Figures 16 and 17).

- Use a ratchet and extension.



Figure 16

- Remove the four (4) nuts.

HINT: These nuts will not be reused.

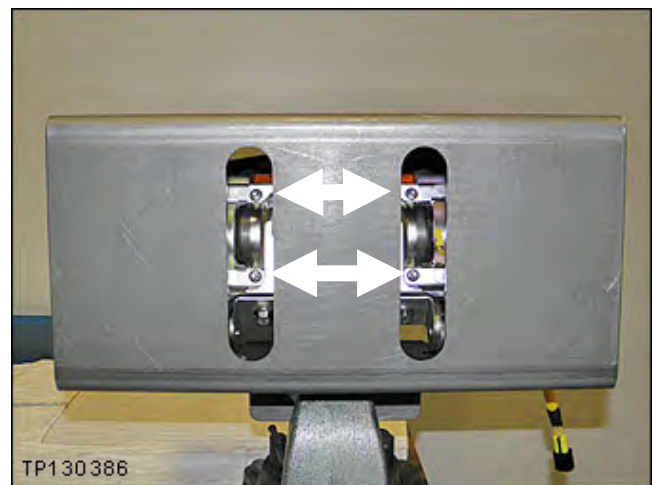


Figure 17

24. Remove the inflator stopper.

HINT: 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.

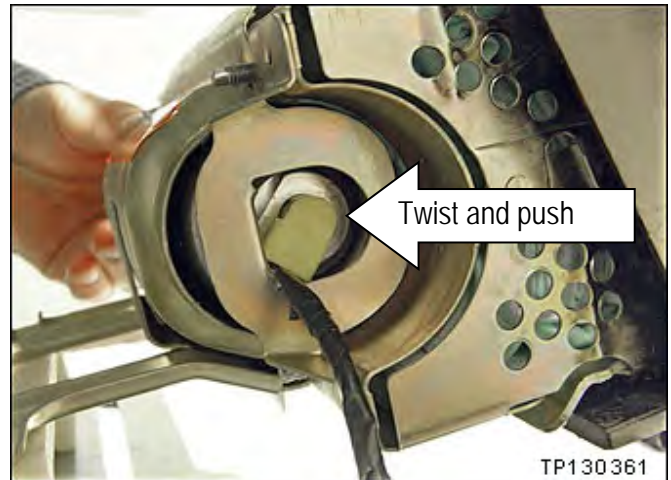


Figure 19

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.

HINT:

- Follow the supplied **Return Instructions** attached to this bulletin on page 20, step 45.

28. Remove the new inflator from the box.

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

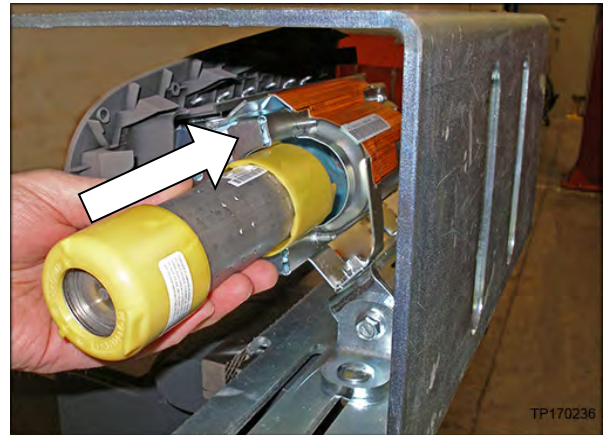


Figure 21

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.

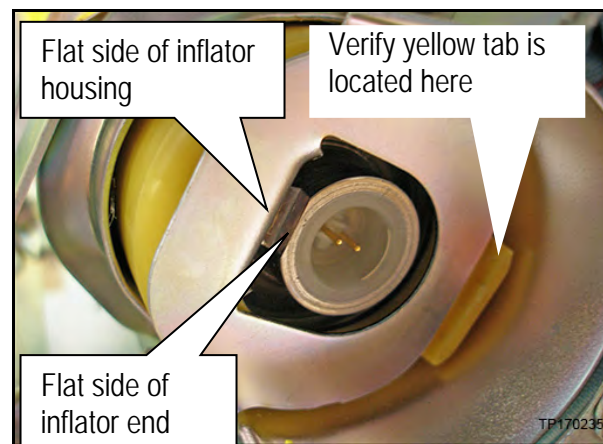


Figure 22

31. Install the new inflator stopper.

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

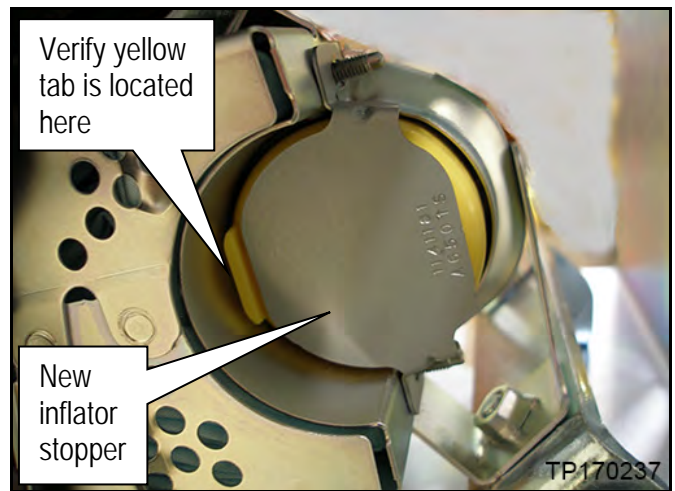


Figure 23

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



Figure 23a

32. Install the four (4) inflator securing nuts finger tight (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 (Figure 24).
34. Make sure there is no gap between the inflator stopper and the inflator (Figure 24).

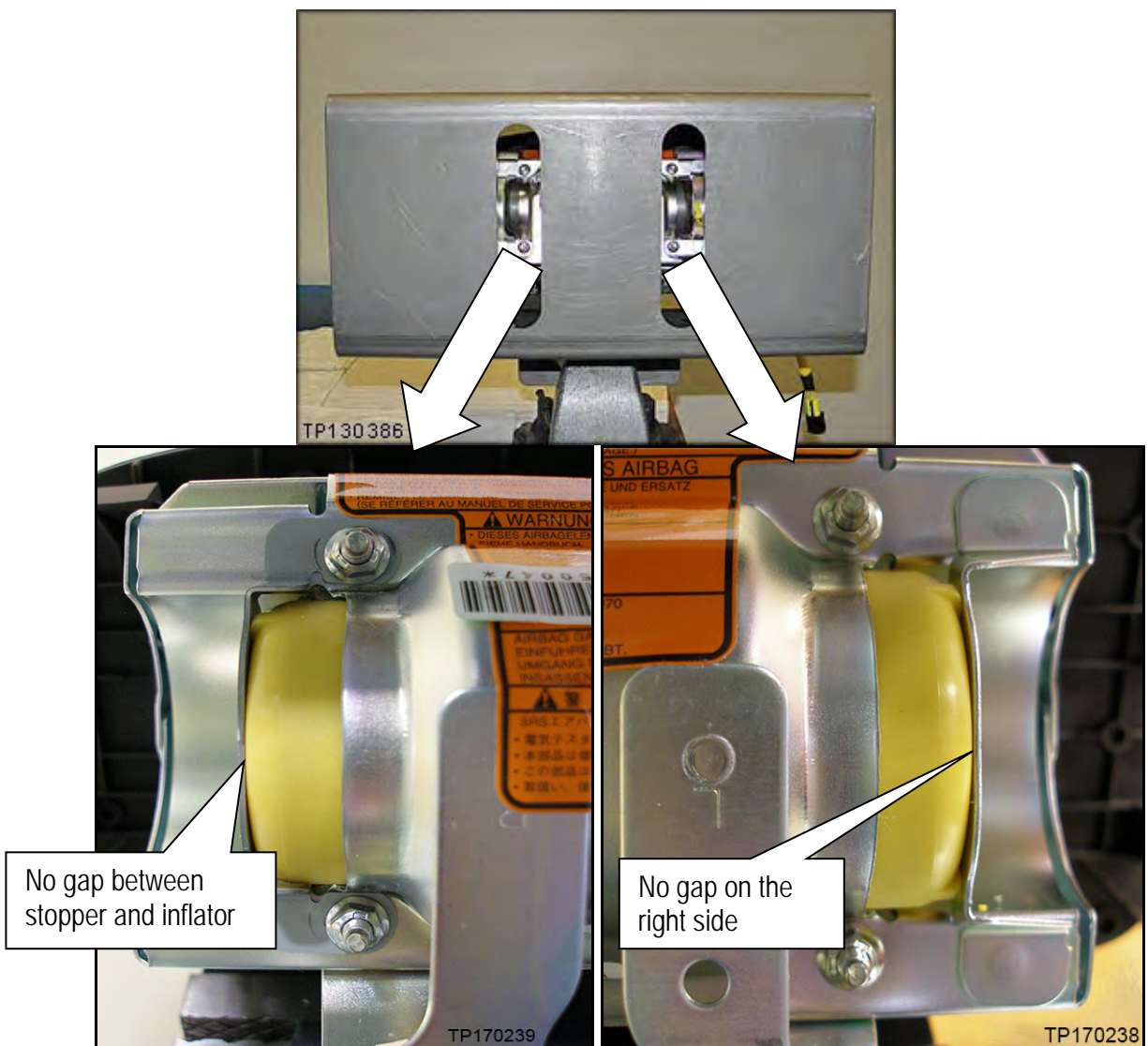


Figure 24

35. Tighten and torque the four (4) inflator securing nuts.

- Torque nuts to:
3.9 N•m (0.39 kg-m, 34 in-lb)
- Torque nuts in the order shown.

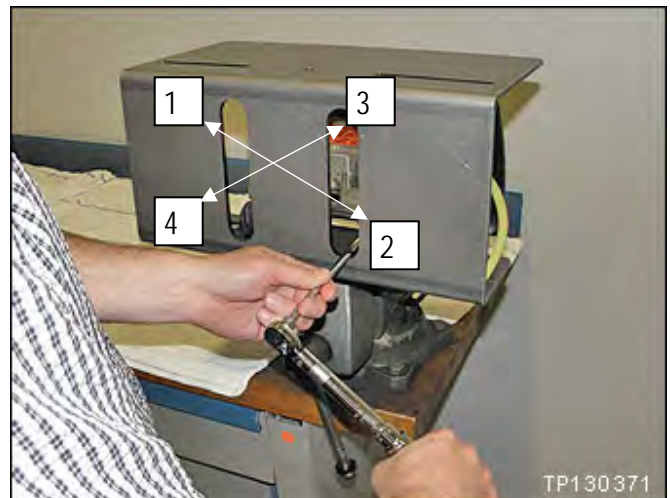


Figure 25

36. Attach the new harness to end of the inflator.

HINT: 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.

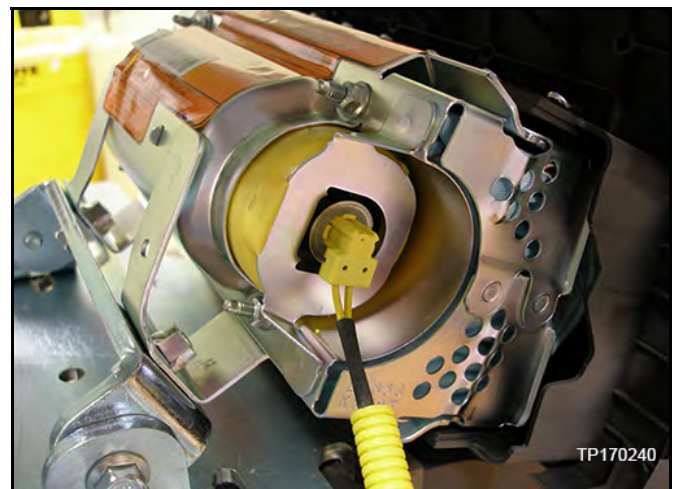


Figure 26

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

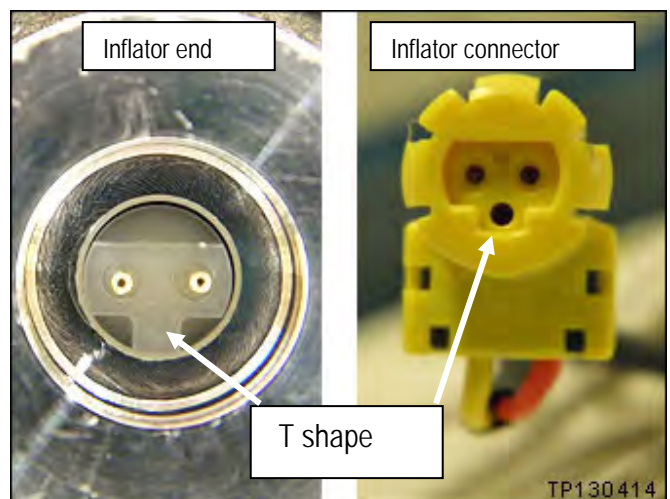


Figure 27

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

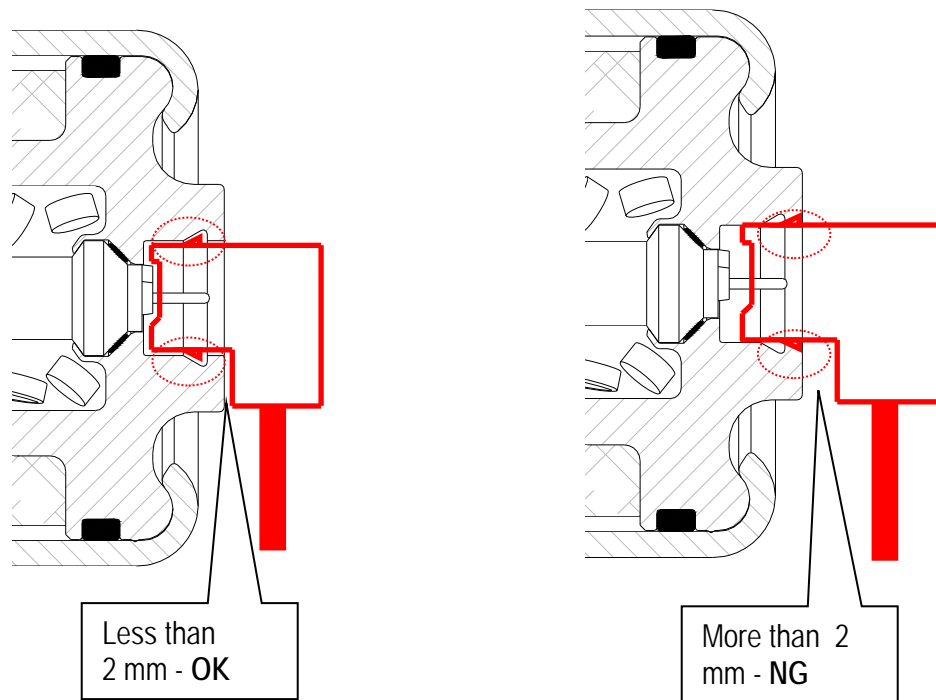


Figure 28

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

38. Remove the support bracket from the module.

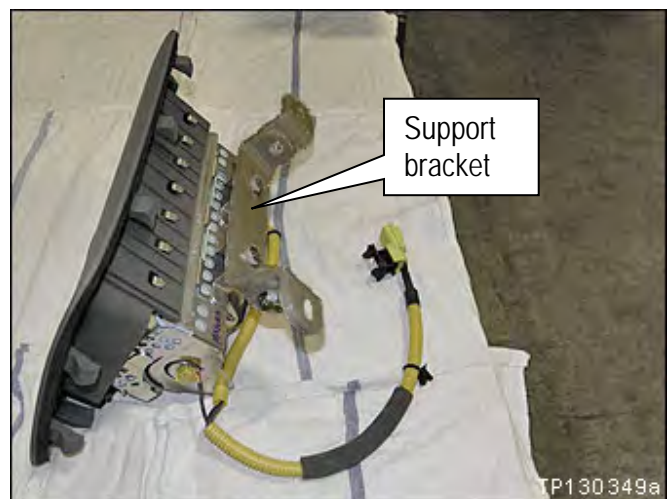


Figure 29

39. Attach the harness clip to the module frame.

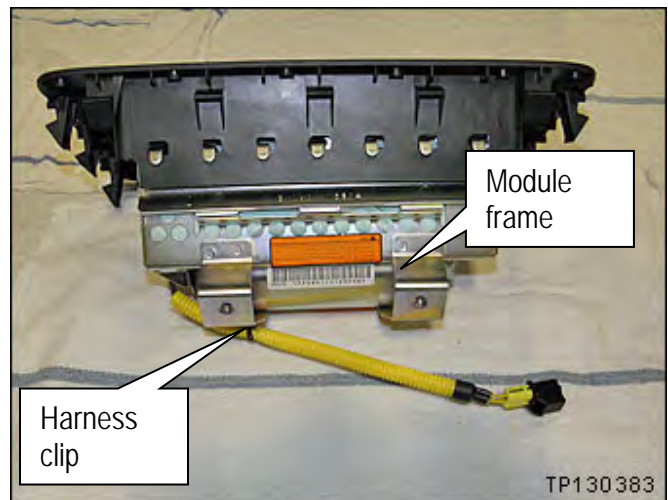


Figure 30

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 OFF and then ON and observe the air bag warning light:
- Light should illuminate for 7 seconds and then go out.
- HINT:** 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.
- TK Services and RXO Logistics have provided return instructions for the recalled Takata inflators and modules at pages 20-23 of this bulletin.
 - **Reminder:** Federal Hazardous Material Regulations (HMR) govern preparation of shipments of hazardous materials and prohibit handling and preparation for shipment by any person who is not trained and certified as required by the HMR. The HMR impose specific requirements for retailers, packaging, labeling and pre-transportation functions. Violations can result in civil penalties by the Pipeline and Hazardous Materials Safety Administration. (Title 49 Code of Federal Regulations Subchapter C)

Hazardous Materials Training/Certification Responsibility

In accordance with Title 49, Code of Federal Regulations (49 CFR), Sections 172 Subpart H and 173.1(b), it is the responsibility of the dealer to ensure that every employee handling and preparing hazardous materials for shipment is properly trained/certified. Initial and recurring training can be completed by contacting one of the training companies listed below, or any other company that offers hazardous material training/certification.

SHIPMATE, INC.

Hazardous Materials Training & Consulting 780 Buckaroo Trail, Suite D Sisters, OR 97759 Website: www.shipmate.com, Tel: 310.370.3600, Fax: 310.370.5700

DGI Training Center

West Seminar Registrations and On-Site Information 1060 El Camino Real, Suite B Redwood City, CA 94063-1645 Website: www.dgitraining.com, Tel: 650.306.8450 or 800.338.2291

Lion Technology

570 Lafayette Rd. Sparta, NJ 07871-3447 Email: info@lion.com, Tel: 888.546.6511, Fax: 973.579.6818

TAKATA AIRBAG RECALL RETURN INSTRUCTIONS

IMPORTANT: Must be performed by certified DOT HAZMAT personnel.

Takata
Airbag
Recall

Inflator and Module Returns Shipping Instructions

06/20/2023

Please contact scfieldaction.14305@rxo.com for documentation and to arrange pickup

If retailers do not receive a response from an RXO logistics specialists within 48 to 72 hours, then they can utilize the escalation number, (210) 317-6436 for further assistance.

1. Shipping Documents

a) Pallet Label

- To be emailed by RXO
- To be affixed to each Pallet

b) Over-pack Label

- To be emailed by RXO
- To be affixed to the outside of each pallet

c) Bill of Lading

- To be emailed by RXO.
- Print 2 copies: 1 for Dealer Records, 1 for Driver.

d) ERG Document

- To be emailed by RXO.
- To be provided by the Dealer to the Driver for each shipment



TK SERVICES
1199 AUSTIN COURT
HOWELL, MI 48843

2. Packing Instructions

****DO NOT DEPLOY THE INFLATOR****

- Confirm box is in acceptable condition. Box should be in good condition with no visible signs of damage and should be capable of withstanding additional transportation.
- If a new box is needed, follow the New Box instructions located in section #8 of this page.
- Place the un-deployed air bag inflator or module in the "cradle" of the box insert.

Inflator



Module



3. Closure Instructions

- Close the top box flap, per box closure instructions located on front panel of box using a 2" wide by 4" long piece of tape to securely Close the box.



4. Shipping Instructions - Label each Box

- OEM module/inflator kit contains this 2-part label
- Peel off 'Ship-To' label
- Affix label to box. Do not cover up Class 9 Marking



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 and Pallet Label on (1) side of Pallet (Not on Top)
- If 200 boxes are not accumulated every 2 weeks, please proceed to step 6.

Note: If you receive non-uniform sized kits (Older version), Please contact RXO via the instructions in Box 6 for additional Instructions.



TK SERVICES
1199 AUSTIN COURT
HOWELL, MI 48843

6. Shipping Instructions – Schedule Pickup

- Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum
 - Contact RXO at the e-mail noted above If 200 Kits have not been accumulated every 2 weeks, please contact RXO for direction.
 - Complete shipping template and attach to E-Mail.
- Have the following Information Available
 - Dealer #
 - Quantity of Over-packs/Pallets
 - Quantity of Driver Kits and Quantity of Passenger Kits on each Pallet
 - Email Address where shipping Documentation can be received
 - Lift gate Service Needed?

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 at least 2 Years

8. Requesting a New Box / Shipping Labels

If a new box or replacement box shipping labels are needed, please contact a representative by email to request replacement materials.

Primary Contact:

E-Mail: scfieldaction.14305@rxo.com

To help expedite your request, please be prepared to provide the following Information:

- Serial number on the original box (if replacement box is needed)
- 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



NOTE: International and ALL Locations outside of the Continental United States (APAC, EMEA, Mexico, Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers) CANNOT follow above shipping instructions. Instead, dealerships in these locations MUST contact TK services /RXO USA representative directly for shipping instructions: RXO Representative .Email: scfieldaction.14305@rxo.com Continental US 48 State Dealerships, please follow steps 1-8 above.

BOOKING TEMPLATE FOR TAKATA AIRBAG RECALL RETURNS

PALLET (S) MUST BE READY BEFORE SENDING IN THE TEMPLATE. ALL FIELDS PERTAINING TO YOUR LOAD MUST BE FILLED IN AND SENT TO SCFIELDACTION.14305@RXO.COM.
ESCALATION PHONE NUMBER : 210-317-6436
TEMPLATE MUST BE USED FOR ALL BOOKING REQUESTS .

Dealer Code					
Dealer Name					
Pickup Address					
City, State & Zip					
YOUR Name & Phone#(DO NOT GIVE YOUR CELL #)					
Hours available for pickup					
Email Address for BOL					
Do you need a truck with lift gate and pallet jack (YES or NO)					
SPECIAL EQPT NEEDS OR SPECIFIC CARRIER REQUEST					
	Pallet #1	Pallet #2	Pallet #3	Pallet #4	Pallet #5
Driver Side Count					
Passenger Side Count					
TOTAL	0	0	0	0	0

	Pallet #6	Pallet #7	Pallet #8	Pallet #9	Pallet #10
Driver Side Count					
Passenger Side Count					
TOTAL	0	0	0	0	0

	Pallet #11	Pallet #12	Pallet #13	total boxes
Driver Side Count				0
Passenger Side Count				0
TOTAL	0	0	0	0

TRUCK LOAD IS 14 + PALLETS	USE THIS SECTION FOR 14 PALLETS OR MORE
TOTAL PALLET COUNT	
TOTAL DRIVER COUNT	
TOTAL PASSENGER COUNT	
TOTAL WEIGHT	

PALLET (S) MUST BE READY BEFORE SENDING IN THE TEMPLATE. ALL FIELDS PERTAINING TO YOUR LOAD MUST BE FILLED IN AND SENT TO SCFIELDACTION.14305@RXO.COM ESCALATION PHONE NUMBER 210-317-6436 MIGUEL PRIGAADA

Dealer Code Dealer or Business Name

Pickup Address City, State & Zip

Physical Address (if different from pickup address) City, State & Zip

YOUR Name & Phone # Hours Available for Pickup

Days/hours pickup is not allowed
(lunch hour if shut down)


Email address for BOL Do you need a truck with lift gate and pallet jack? YES ☐ NO ☐

Where can the driver expect to find
pallet on property? Please give clear directions

Special instructions or notes that
will help driver locate pallet on site

	Pallet #1	Pallet #2	Pallet #3	Pallet #4	Pallet #5	Pallet #6	Pallet #7	Pallet #8	Pallet #9	Pallet #10	Pallet #11	Pallet #12	Pallet #13	Pallet #14	Total Boxes
Driver Side Count	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Passenger Side Count	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

PARTS INFORMATION

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

HINT:

- Return the removed (old / non-deployed) inflator in the box that the new inflator came in.
- Follow the supplied **Return Instructions** attached to this bulletin on pages 20-23.

CLAIMS INFORMATION

HINT: Use the VIN and Service COMM to determine the correct campaign identification number for a given vehicle. The correct number must appear on all communication and documentation of any nature dealing with this campaign.

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

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

OR

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
R1713	Remove and replace front passenger air bag inflator	R17132	1.0 Hrs.

OR

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
R1714	Remove and replace front passenger air bag inflator	R1714D	1.0 Hrs.

EXPENSE CODE

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

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 9, 2017	ITB17-021	Original bulletin published
June 15, 2017	ITB17-021a	CLAIMS INFORMATION and page 1 revised
January 15, 2020	ITB17-021b	CLAIMS INFORMATION revised and Campaign ID # added
July 26, 2023	ITB17-021C	Pages 19 and 21 updated and pages 20, 22 and 23 added. "NOTE" changes to "HINT". Other changes made throughout.