

Classification:

RS20002

Reference:

ITB20-015

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Date:

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VOLUNTARY SAFETY RECALL CAMPAIGN 2011-2012 QX56 DRIVER SIDE AIR BAG MODULE

CAMPAIGN ID #: R20A6
APPLIED VEHICLES: 2011-2012 QX56 (Z62)

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 2011-2012 QX56 vehicles to replace the driver side air bag module. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number R20A6 to this campaign. This 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

Quick Scan Tool (J-52352)

- Each retailer has been shipped one Quick Scan Tool (J-52352).
- Additional tools can be obtained from Tech•Mate by calling 1-800-662-2001 or visiting their website at infinitechmate.com.



Figure 1

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.

NOTICE Handle the 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 air bag module serial number as follows:
- The new module is listed in the **PARTS INFORMATION** on page 8.

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

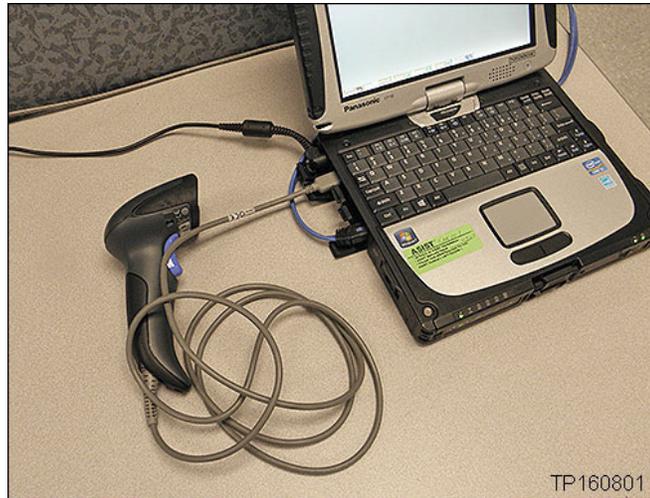


Figure 2

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

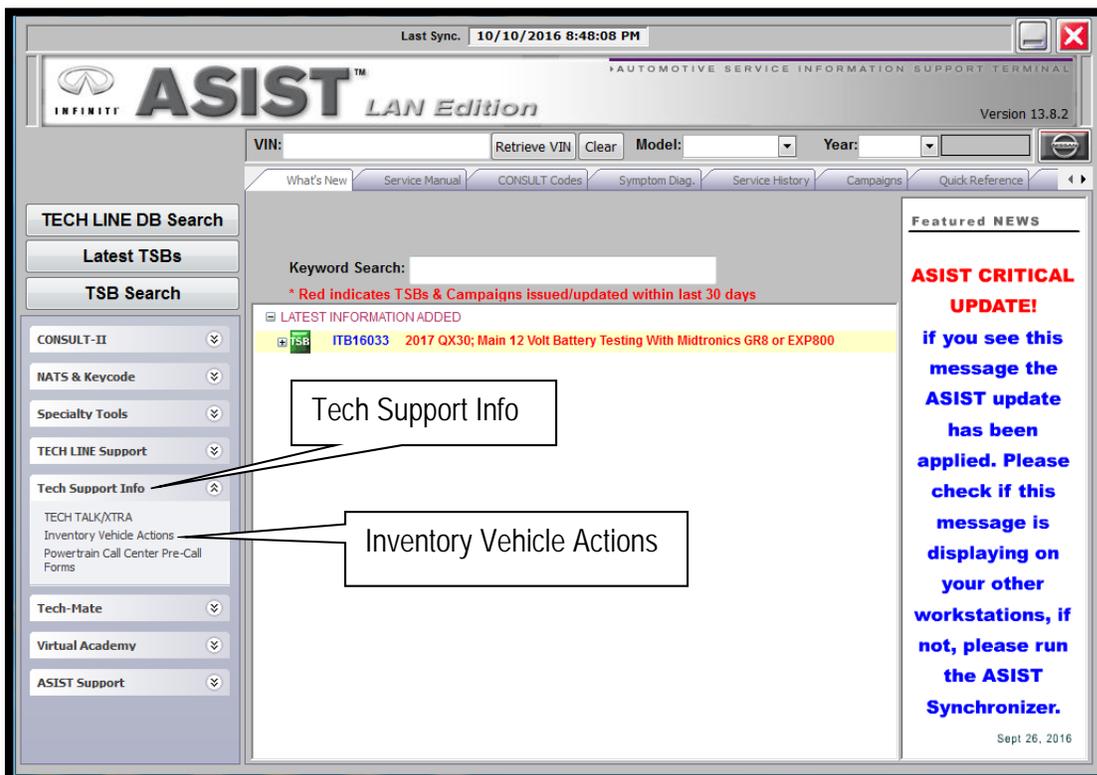


Figure 3

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



Figure 4

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

- Wipe any dirt/debris from the bar code before scanning.

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).



Figure 5

- The VIN will automatically populate (see Figure 6 on page 6).
- If needed, the 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**

Select **Submit** after both fields are populated.

Figure 6

- e. Use the quick scan tool to scan the bar code (serial number) on the new air bag module.
- The serial number will automatically populate (see Figure 6).

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

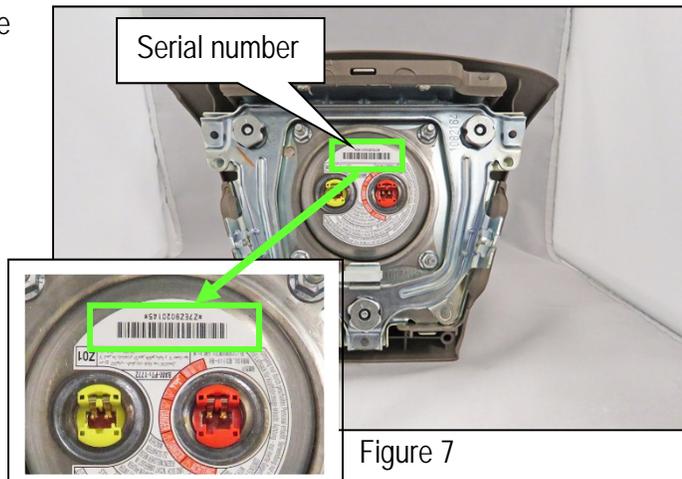


Figure 7

- f. Select **Submit** on the ASIST screen (see Figure 6).

6. Remove the driver's air bag module (module) from the vehicle.
 - Refer to the ESM, section **RESTRAINTS > SRS AIR BAG > REMOVAL AND INSTALLATION > DRIVER AIR BAG MODULE**, for module removal information.

Install New Module into Vehicle

7. Install the new module into the vehicle in reverse order of removal.
 - Refer to the ESM, section **RESTRAINTS > SRS AIR BAG > REMOVAL AND INSTALLATION > DRIVER AIR BAG MODULE**, for module installation information.
8. Reconnect both battery cables, positive cable first.
9. Perform the required procedures after battery disconnection.
 - Refer to the ESM, section **GENERAL INFORMATION > GENERAL INFORMATION > BASIC INSPECTION > INSPECTION AND ADJUSTMENT > ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL**.
10. Turn the ignition from OFF to ON and observe the air bag warning light:
 - The 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 service action. Refer to ASIST and the appropriate Service Manual for additional diagnostic and repair information.
11. Return the removed (old / non-deployed) module in the box that the new module arrived in.
 - Follow the return instructions attached to this bulletin on page 9.

PARTS INFORMATION

DESCRIPTION	COLOR	PART NUMBER	QUANTITY
MODULE ASSY - AIR BAG, DRIVER (Driver Side Air Bag Module)	Wheat	K8510-1LA9E	1
MODULE ASSY - AIR BAG, DRIVER (Driver Side Air Bag Module)	Graphite	K8510-1LA9D	1

NOTE:

- Make sure to return the removed (old / non-deployed) module in the box that the new module came in.
- Follow the return instructions provided.
- Supplied return instructions are attached to this bulletin on page 9.

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
R20A6	Replace Driver Side Air Bag Module	R20A60	0.5 hrs

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: Tel #: 210-250-5078 or Email: MLGTakataRestraints_International@XPO.com.

NOTE: For Continental US 48 State dealership, please follow step 1-7

1. Shipping Documents

A) Over-pack Label

- To be supplied by XPO.
- To be affixed to the outside of each pallet



B) Bill of Lading

- To be supplied by XPO.
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver



C) ERG Document

- To be supplied by XPO.
- To be provide by the Dealer to the LTL Driver for each shipment



4. Shipping Instructions – Prepare the Pallet

- Accumulate and palletize Kits
- Arrange Kits on Pallet as pictured
- Shrink-wrap Kits to Pallet
- Affix Over-pack Label on (1) side of Pallet (Not on Top)



5. Shipping Instructions – Schedule LTL Pickup

- Upon Accumulating kits (1 Over-pack/Pallet) Minimum
 - Call XPO at 1-210-250-5079
 - If a complete pallet has 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

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

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

c) Place 2nd insert on top of inflator to secure.



6. 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

3. Closure Instructions

- Close the top box flaps
- Tape to seal box



7. 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 #: 210-250-5079

E-Mail: 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



AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 30, 2020	ITB20-015	Original bulletin published

