

Classification:

ST21-002

Reference:

ITB21-015

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Date:

July 1, 2021

VOLUNTARY SAFETY RECALL CAMPAIGN 2017 QX30; LOWER STEERING SHAFT

CAMPAIGN ID #: PG1CF
APPLIED VEHICLES: 2017 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 QX30 vehicles, to replace the lower steering shaft. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number PG1CF 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.

SERVICE PROCEDURE

1. Remove the lower steering shaft.
 - For steering shaft removal, refer to the ESM section below.
 - **STEERING > STEERING SYSTEM > REMOVAL AND INSTALLATION > STEERING SHAFT > Removal and Installation**

IMPORTANT: Do not reuse the lower steering shaft mounting bolt (steering gear side) or the driver knee air bag module mounting bolts.

NOTICE To prevent damage to the steering column control module, secure the steering wheel with a suitable tool to prevent it from rotating while separating the steering shaft from the steering column.

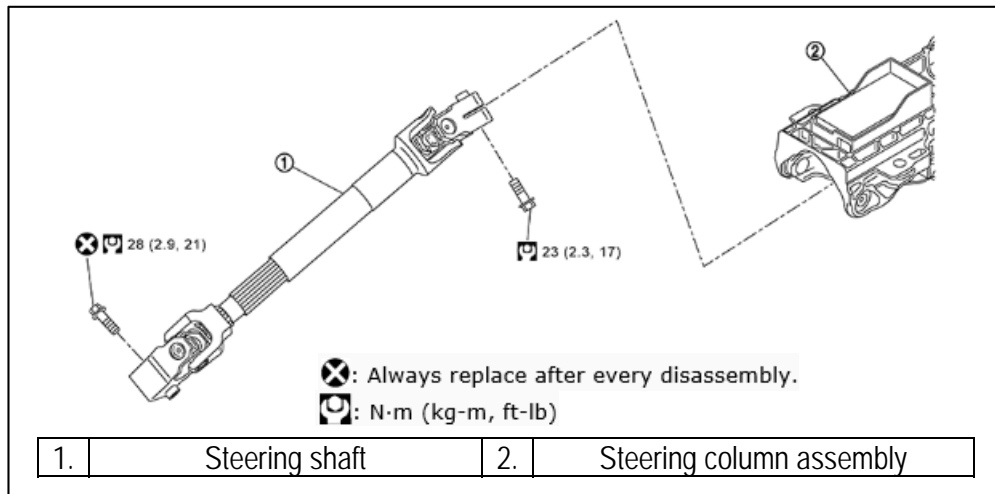


Figure 1

2. After the lower steering shaft has been replaced, rotate the steering wheel to check for decentered condition, binding, noise, or excessive steering effort.
 - If any of the above conditions are found, refer to the ESM for further diagnostic information before proceeding to step 3.
 - If any of the above conditions are not found, proceed to step 3.
3. Check the air bag warning lamp function to verify the air bag system is operating properly.
 - If an air bag fault is found, refer to the ESM for further diagnostic information.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Lower Steering Shaft	48080-HG00A	1
BOLT (1) (Lower Steering Shaft Mounting Bolt)	N5010-5DA0B	1
BOLT (1) (Driver Knee Air Bag Module Mounting Bolt)	01125-HG01L	2

(1) Single use part

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PG1CF	Replace Lower Steering Shaft	PG1CF0	0.7

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
July 1, 2021	ITB21-015	Original bulletin published