



INFINITI

VOLUNTARY RECALL CAMPAIGN

Classification: RS22-009	Reference: ITB22-031	Date: August 15, 2022
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VOLUNTARY SAFETY RECALL CAMPAIGN 2003 QX4; FRONT PASSENGER AIR BAG INFLATOR INSPECTION

CAMPAIGN ID #: PC907
APPLIED VEHICLES: 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 inspect and, if necessary, replace the front passenger air bag inflator on certain specific 2003 QX4 vehicles. This service will be performed at no charge to the client for parts or labor.

Return packaging, shipping labels, documents, and directions that must be used and followed in order to properly carry out this campaign. Documentation is attached and is part of this bulletin.

IDENTIFICATION NUMBER

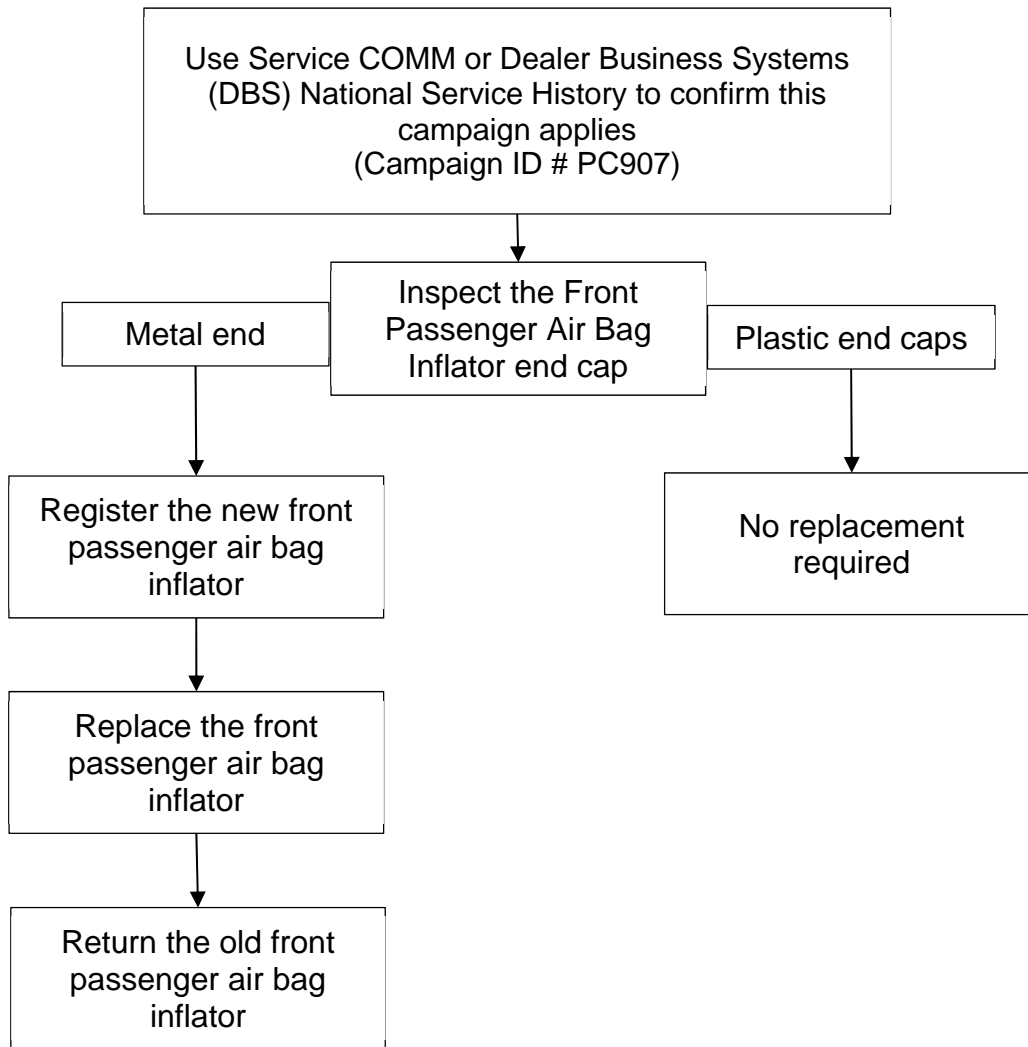
Infiniti has assigned identification number PC907 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER 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) clients 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.

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.

Repair Overview



REQUIRED SPECIAL TOOL J-51315 (new part number NI-51315)

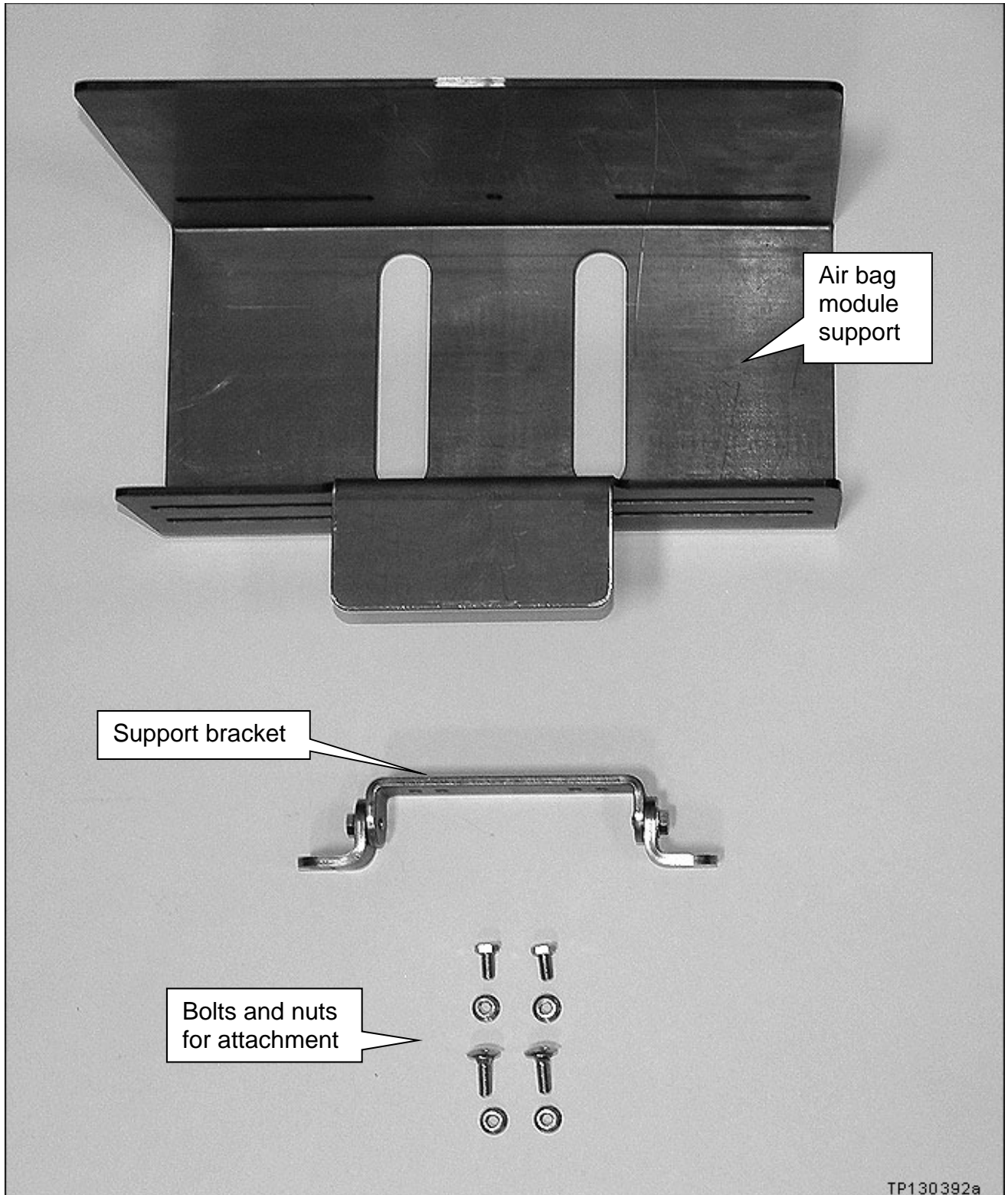


Figure 1

REQUIRED SPECIAL TOOL (J-52352 or NI-52352)

Quick Scan Tool

- One Quick Scan Tool J-52352 (new tool number NI-52352) has been previously shipped to each retailer (Figure 2).
- Additional Quick Scan Tools may be purchased from Tech•Mate: www.TechMateTools.com or 1-833-397-3493.



Figure 2

SERVICE PROCEDURE

Inspect Inflator

1. Remove the glove box assembly.
 - Refer to the ESM: **BT – Body & Trim > INSTRUMENT PANEL ASSEMBLY > Removal and Installation**
2. Using a light, inspect the area shown in Figure 3 to determine if the passenger air bag inflator has plastic end caps or is metal (Examples of plastic or metal are shown in Figure 4 - Figure 6 on page 6).

HINT: Inspection angle in Figure 3, below, is shown viewed from the Passenger (RH) Side of the installed passenger air bag inflator assembly.

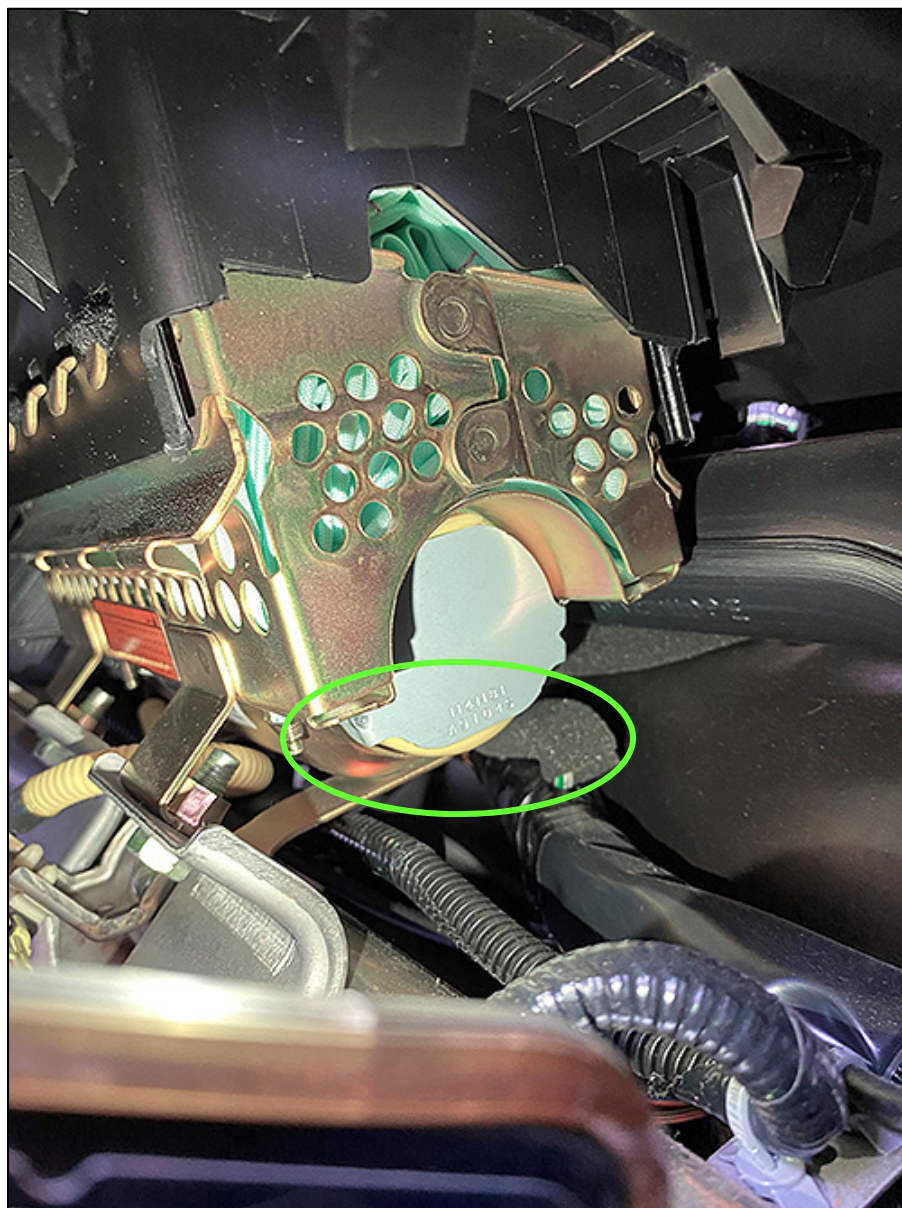


Figure 3

- If the front passenger air bag inflator has a plastic end cap (Figure 4 and Figure 6), no replacement is required. Reassemble the instrument panel in the reverse order of disassembly.

NOTE: The plastic end cap may be a different color than shown.

- If the front passenger air bag inflator is metal (no plastic end caps as shown in Figure 5 and Figure 6), continue to step 3 on page 7 to replace front passenger air bag inflator.

Plastic End Caps – OK Condition



Figure 4

Metal with NO End Caps - Replace



Figure 5



Figure 6

Register Inflator

3. Obtain a new inflator from your parts department.
 - New inflator is listed in the **PARTS INFORMATION**.

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



Figure 7

5. On the left side of the ASIST main menu (Figure 8), select **Tech Support Info**, then **Inventory Vehicle Actions**.
6. Select **CLICK HERE...** next to "Airbag to VIN Registration" (Figure 9).

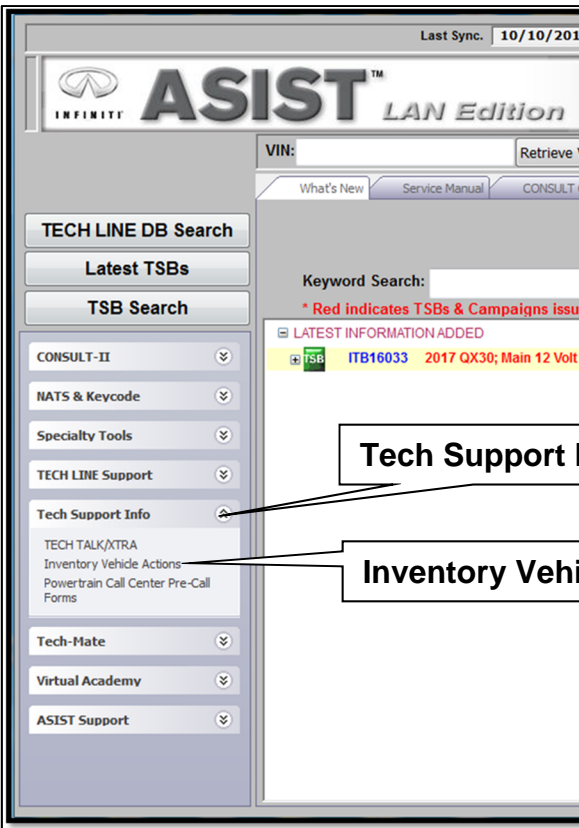


Figure 8

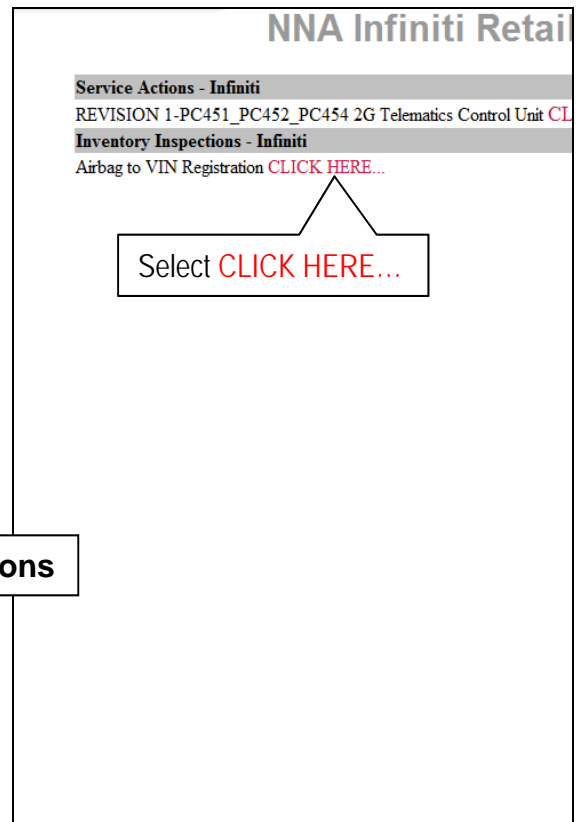


Figure 9

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

HINT: Complete step 8 before selecting **Submit**.

NOTE:

- Some labels may not scan quickly.
- Hold the scan tool approximately six (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 13 on page 9).
- If needed, VIN can be entered manually.



Figure 10

8. Use the quick scan tool to scan the bar code (serial number) on the side of the box of the new inflator.

- The serial number will automatically populate.

NOTE: DO NOT scan the part number label.



Figure 11

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

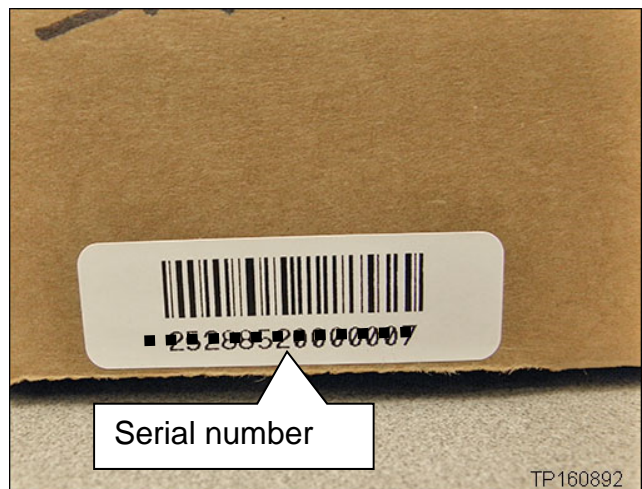


Figure 12

9. Select **Submit** on the ASIST screen.

[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

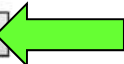


Figure 13

Inflator Replacement

⚠ WARNING

To avoid the risk of death or severe personal injury, follow all cautions, warnings and notes when working on or near a Supplemental Restraint System (SRS), such as an air bag.

NOTICE

To avoid damage, handle the interior trim carefully. Work with clean hands and clean tools to avoid dirt and stains. Use protective covers as needed.

10. Write down the client's 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.	

11. Turn the ignition OFF.

12. Disconnect both battery cables, negative cable first.

13. Wait at least 3 minutes.

14. Remove the passenger air bag module (module) from the vehicle.

- Refer to the ESM: **RS – Restraint System > SUPPLEMENTAL RESTRAINT SYSTEM (SRS) > Front Passenger Air Bag Module > REMOVAL**

15. Set the module in a clean working area.

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

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

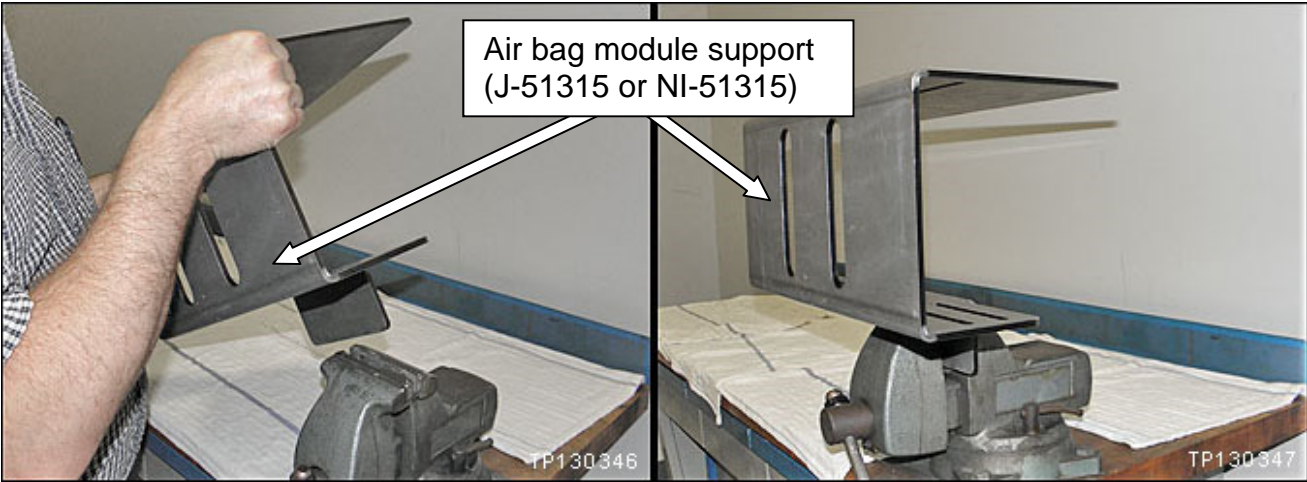


Figure 14

⚠ WARNING

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

17. Disconnect the harness clip from the module frame.

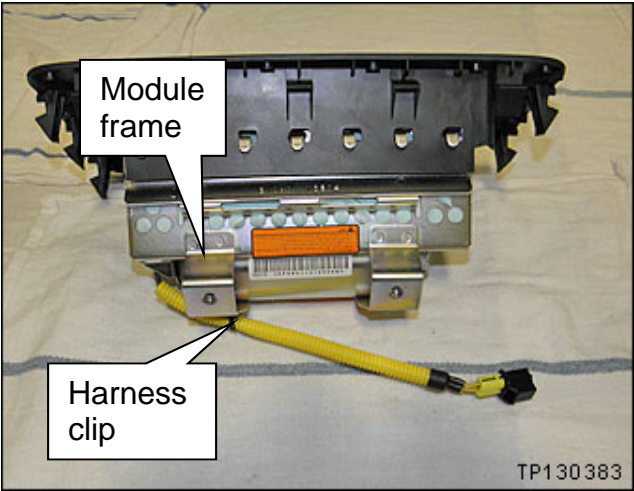


Figure 15

18. 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.

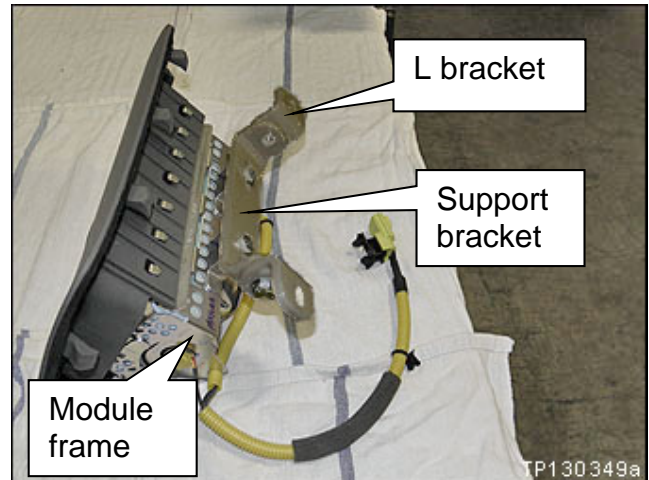


Figure 16

19. Mount the module in the support.
- Use bolts and nuts supplied with the support.



Figure 17

20. Make sure the module is centered in the support.
- NOTE:** Centering the module in the support will allow access to the inflator securing nuts through the slots in the support.

21. Tighten all of the mounting bolts and nuts that hold the module to the support.

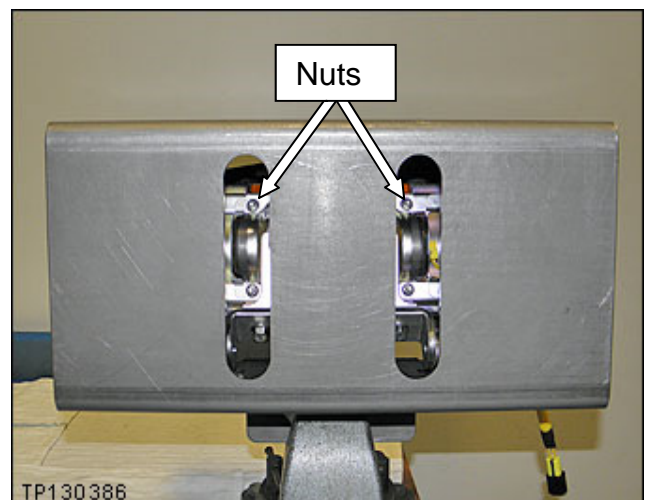


Figure 18

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

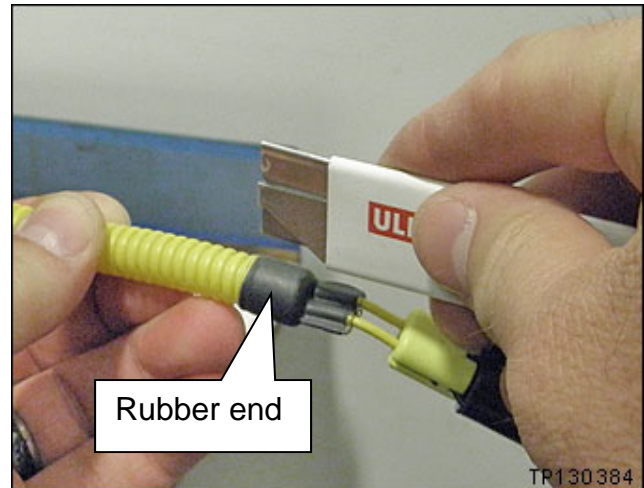


Figure 19

23. 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.

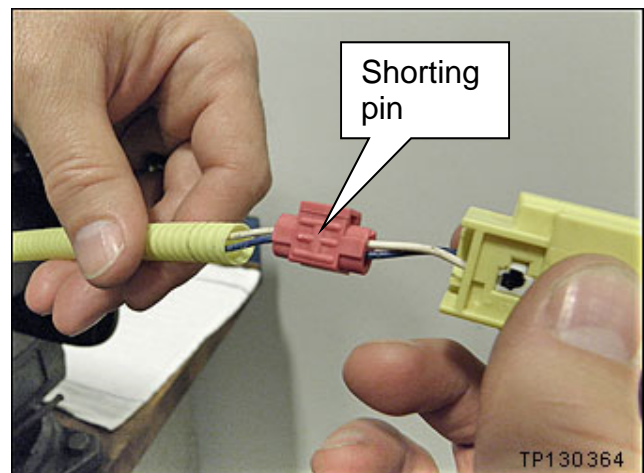


Figure 20

24. Cut off the connector end.



Figure 21

25. Remove the four (4) nuts from the module that hold the inflator in place (see Figure 22 and Figure 23).

- Use a ratchet and extension.

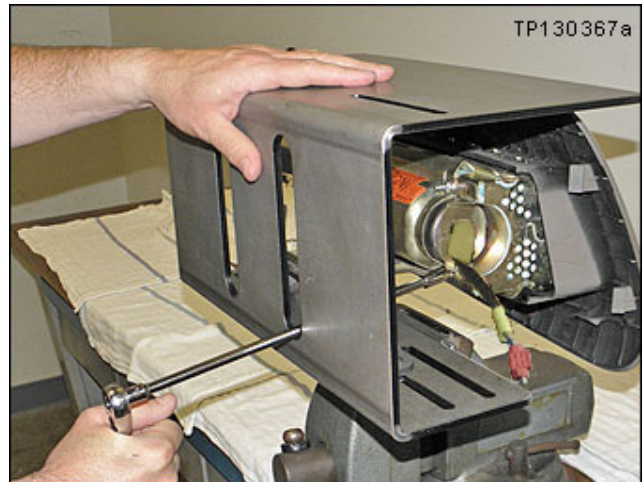


Figure 22

- Remove the four (4) nuts.

NOTE: These nuts will not be reused.

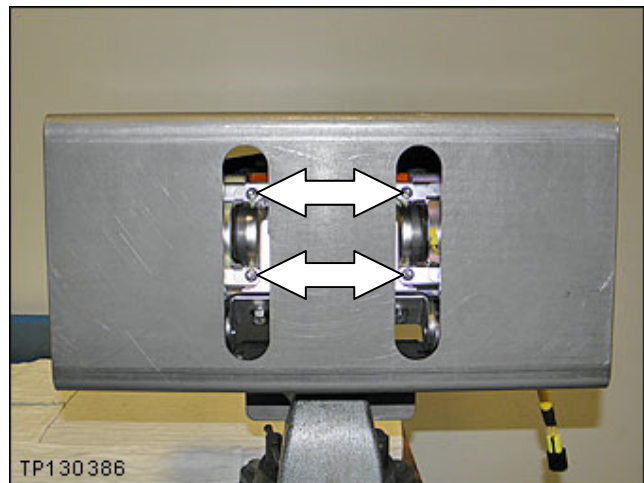


Figure 23

26. Remove the inflator stopper.

NOTE: This inflator stopper will not be reused.

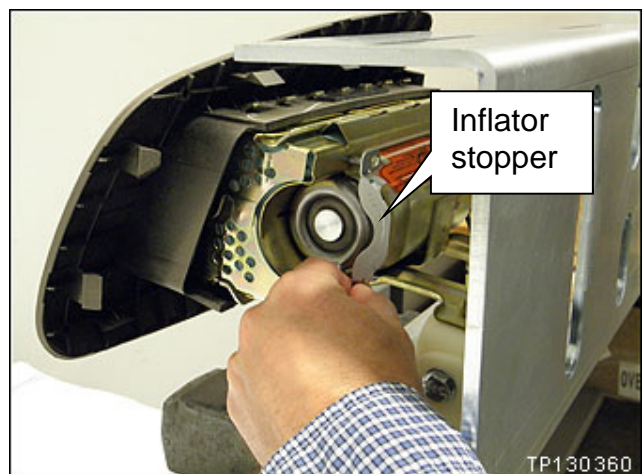


Figure 24

27. 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.

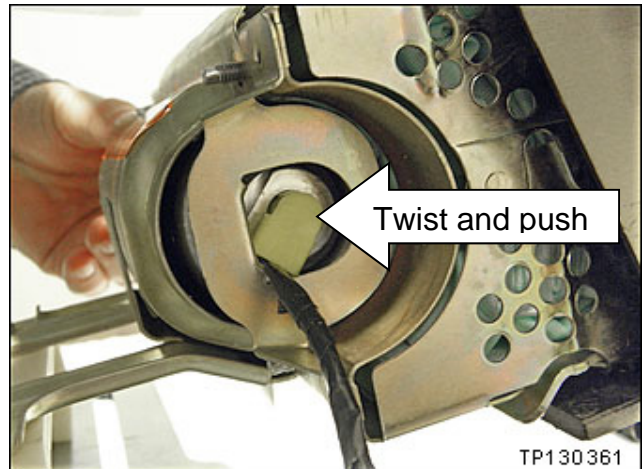


Figure 25

28. Pull the inflator completely out of the module from the left side.



Figure 26

29. Set the old inflator in the clean working area making sure it does not roll and fall to the floor.

NOTE:

- Follow the return instructions provided.
- Return instructions are attached to this bulletin on page 22.

30. Remove the new inflator from the box.

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

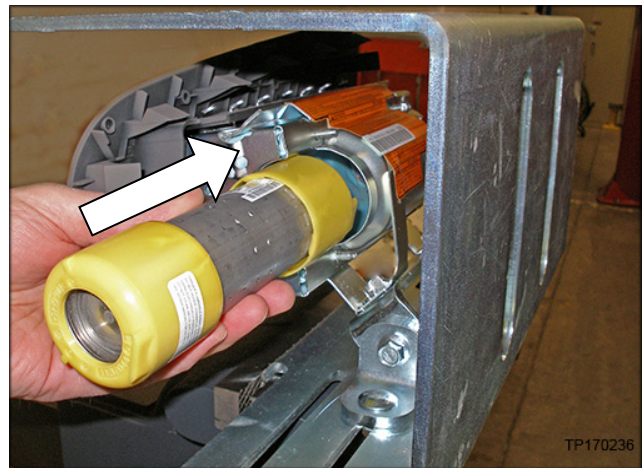


Figure 27

32. Make sure the inflator is positioned / oriented correctly, as shown in Figure 28.

- 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 28.

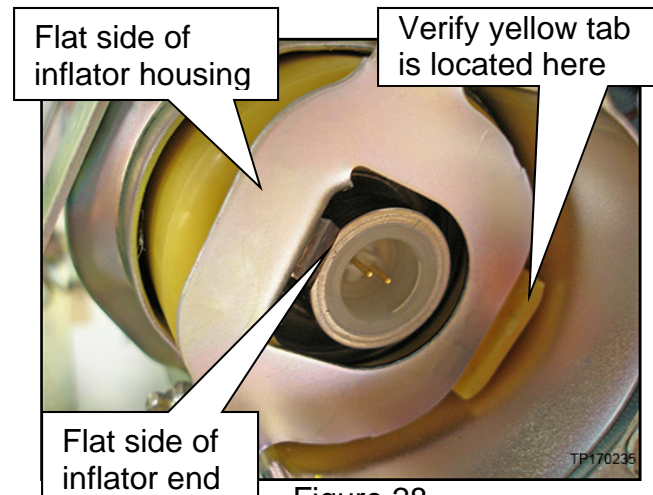


Figure 28

33. Install the **new** inflator stopper.

- New inflator stopper is included in the harness kit listed in the **PARTS INFORMATION**.

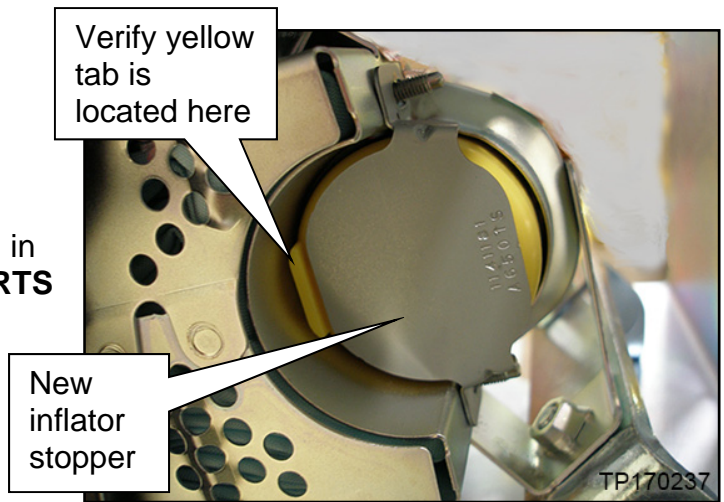


Figure 29

NOTE: Refer to Figure 30 to ensure the new inflator stopper is used.

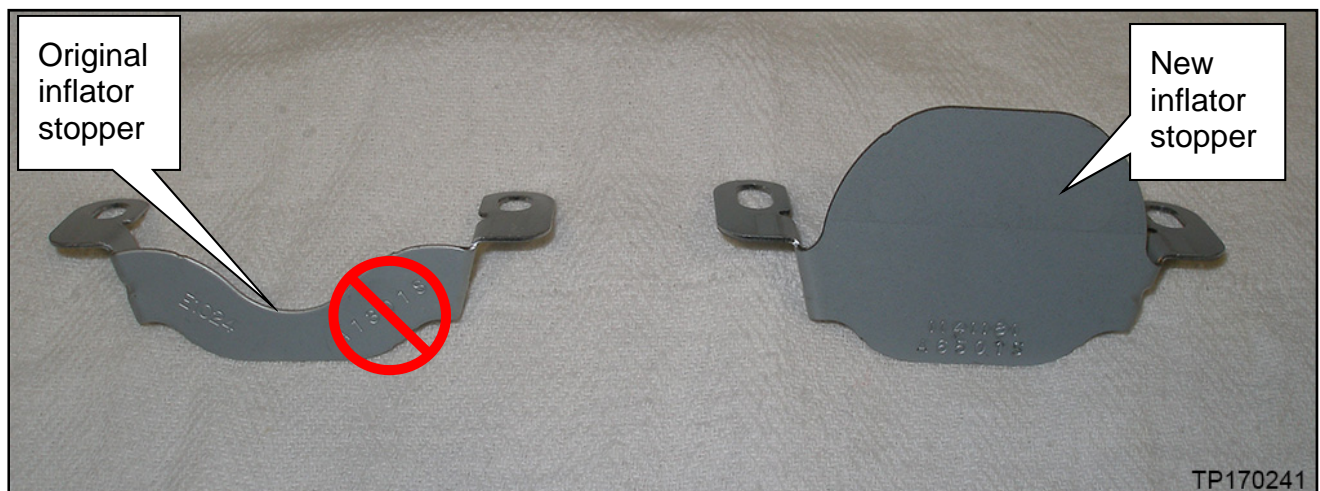


Figure 30

34. Install the four (4) inflator securing nuts finger tight (Figure 31).
- Make sure to use new nuts.
 - New nuts are included with the new harness kit, listed in the **PARTS INFORMATION**.
35. Make sure the inflator is pushed all the way into its housing – no gap on the right side (Figure 31).
36. Make sure there is no gap between the inflator stopper and the inflator (Figure 31).

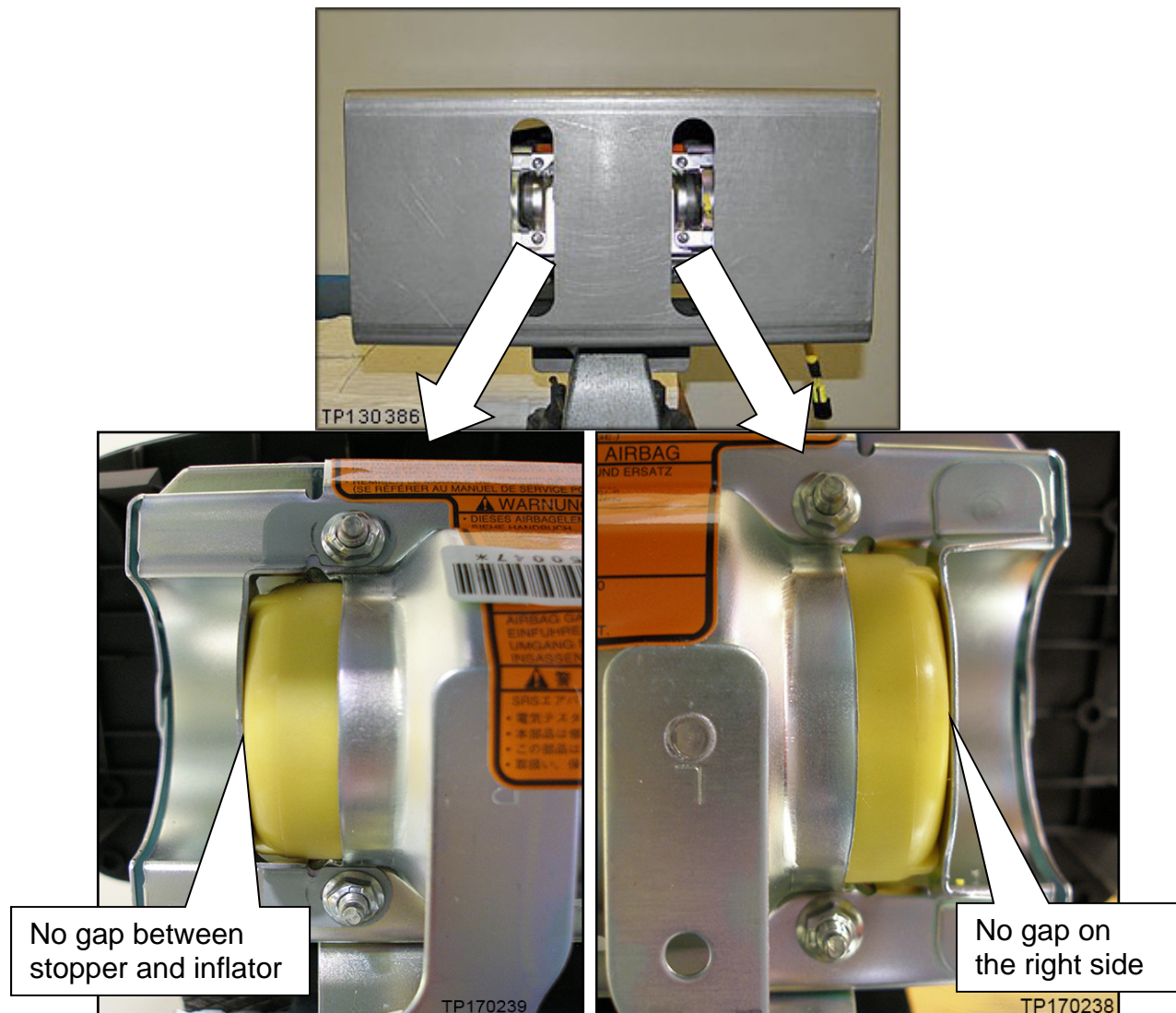


Figure 31

37. 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.

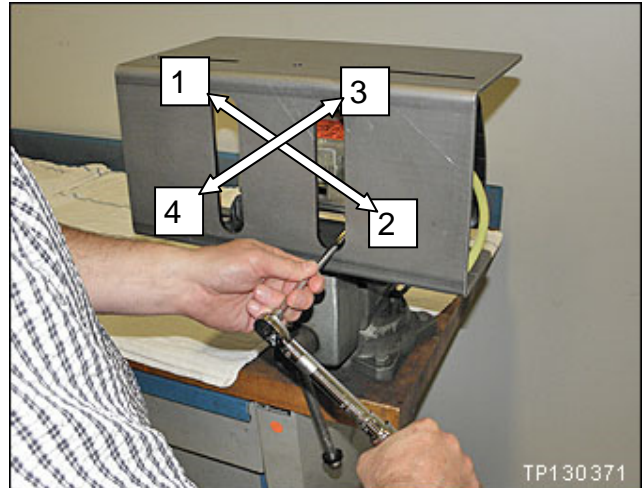


Figure 32

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

NOTE: Once the harness is connected it cannot be removed.

- Remove the dust proof sticker covering the end of the inflator.
- Refer to Figure 33, Figure 34, and Figure 35 on page 20.

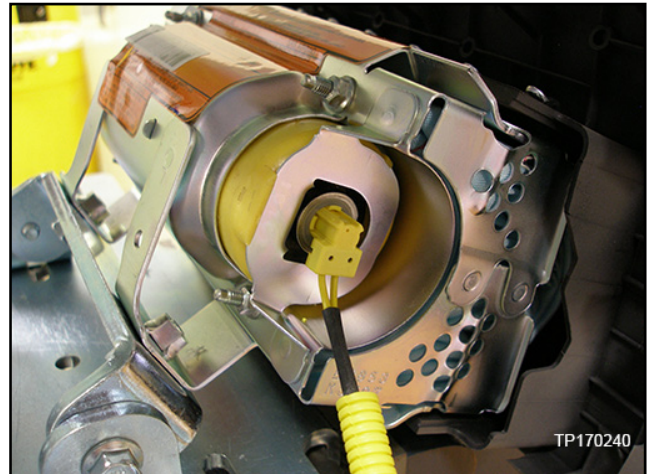


Figure 33

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

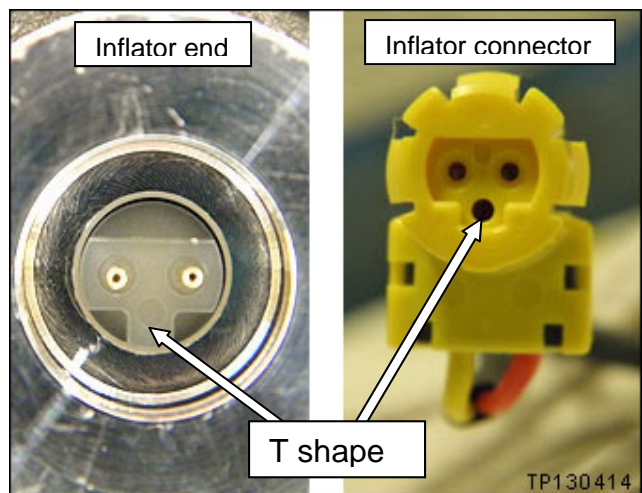


Figure 34

- Make sure harness connector is fully engaged / seated (Figure 35).

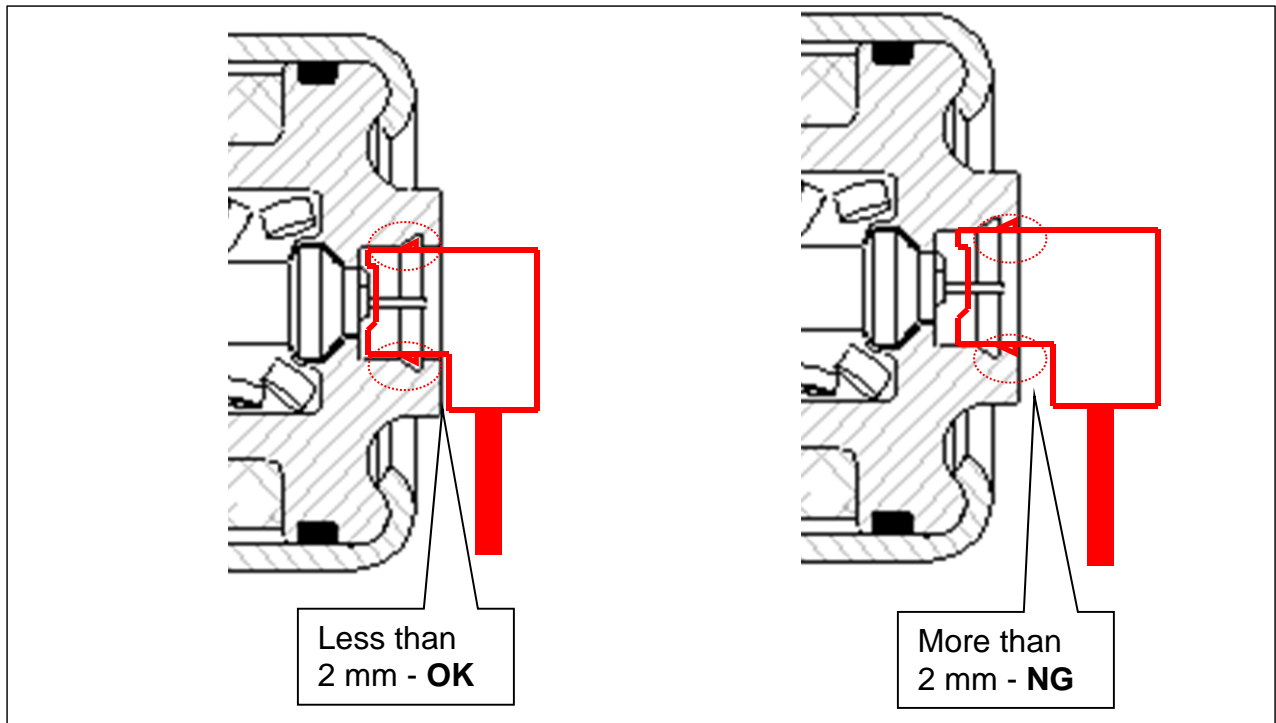


Figure 35

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

40. Remove the support bracket from the module.

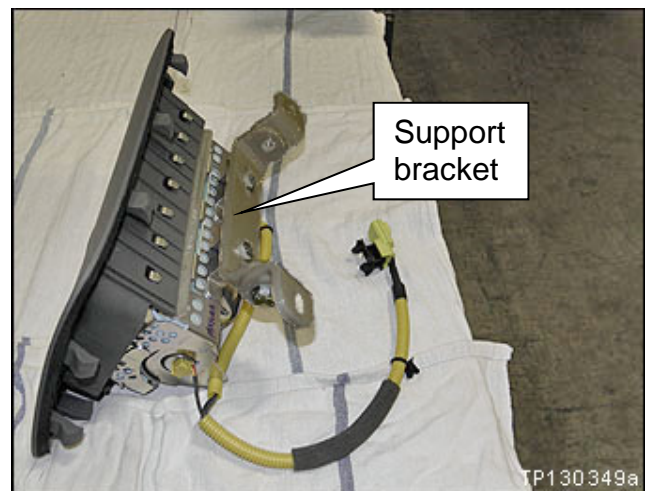


Figure 36

41. Attach the harness clip to the module frame.

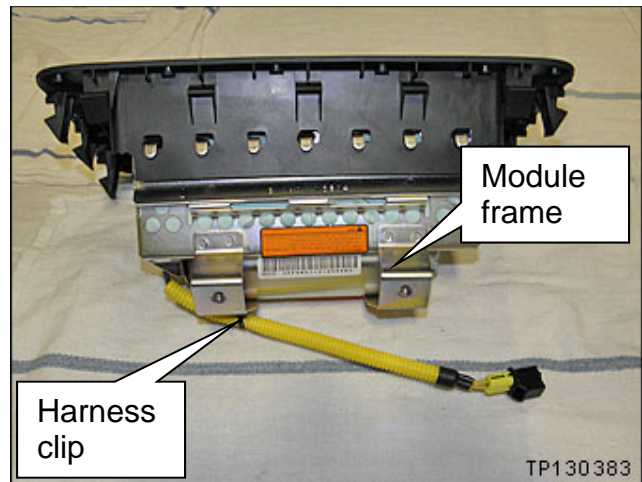


Figure 37

42. 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
43. Connect both battery cables – positive cable first.
44. Turn the ignition ON.
45. Reset the clock and the radio settings.
46. Turn the ignition from OFF to ON position 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.

47. **Return the removed (old / non-deployed) inflator in the box that the new inflator came in.**
 - **Follow the return instructions.**
 - **Return instructions are attached to this bulletin on page 22.**

Return Instructions

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: Miguel Prigadaa – Tel#: 210-250-5078 or Email: MLGTakataRestrains_International@XPO.com

NOTE: For Continental US 48 State dealerships, please follow steps 1-8 below.

- Specific to Step 4 below:
 - Follow step 4a if you receive the updated NON-FedEx label. Proceed to step 5.
 - Follow step 4b if you receive the FedEx label. Proceed to step 5.

1. Shipping Documents

a) Box Label

- Supplied with each Kit
- To be affixed to each box



b) Over-pack Label

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



c) Bill of Lading

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



d) ERG Document

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



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 on (1) side of Pallet (Not on Top)



6. Shipping Instructions – Schedule LTL Pickup

- Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum
 - Call XPO at 1-210-250-5079
 - If 200 Kits have 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.



3. Closure Instructions

a) Close the top box flap, per box closure instructions located on front panel of box.



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 2 Years

8. 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: Armando Gonzalez - Tel #: 210-250-5079
E-Mail: SCFieldaction.14305@xpo.com

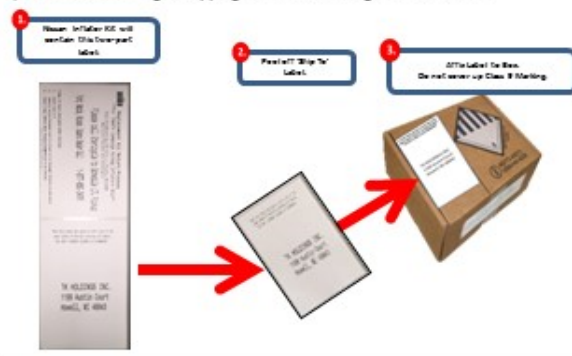
To help expedite your request, please be prepared to provide the following information:

- Serial number on the original box
 - Replacement Box
 - Two Part Return Label
 - Bill of Lading
 - ERG Form
- Dealer Shipping Information
 - Contact name
 - Dealer Address
 - Phone Number



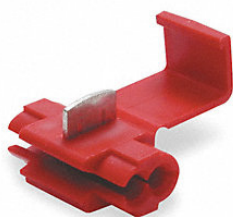
4a. Shipping Instructions – Label each Box

a) New Labels will begin shipping in each kit starting mid June, 2015



PARTS INFORMATION

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



NOTE:

- Return the removed (old / non-deployed) inflator in the box that the new inflator came in.
- Follow return instructions that are attached to this bulletin on page 22.

CLAIMS INFORMATION

NOTE: 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
PC907	Inspect Air Bag Inflator, OK. Do not replace	PC9070	0.4
	Inspect Air Bag Inflator, Remove, and Replace Front Passenger Air bag Inflator	PC9071	1.0

EXPENSE CODE

CODE	DESCRIPTION	MAXIMUM AMOUNT
041	Shorting Pin (Insulation Displacement Connector for 22-18 gauge wire)	\$1.00

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
August 15, 2022	ITB22-031	Original bulletin published

