



INFINITI

EMPOWER THE DRIVE

CAMPAIGN BULLETIN

Body Seal Retailer Inventory

Reference: PG7B3

Date: March 3, 2017

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2017 QX30 (H15)	NA	1,936	March 3, 2017	NO

***** Retailer Announcement *****

Infiniti is conducting a retailer inventory quality action to apply body sealer on **1,936** specific 2017 QX30 vehicles identified in Service Comm. Certain vehicles may have a gap between the airbox lid and the bulkhead as a result of incorrectly applied paint and body sealer and/or incorrect fastening of the airbox lid. Retailers will apply additional sealer and ensure the airbox lid is correctly fastened to prevent water intrusion into the passenger compartment.

Affected vehicles are not subject to stop sale and are either currently in retailer inventory or assigned and in transit to the retailer. Infiniti requests retailers complete this inspection prior to sale to ensure client satisfaction.

***** What Retailers Should Do *****

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

1. Verify if vehicles are affected by this client satisfaction initiative using Service Comm I.D. PG7B3
 - New vehicles in retailer inventory can also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to IPSB 15-286 for additional information
 - Please continue to check newly arriving inventory for campaign applicability.
2. Use the attached procedure to apply body sealer and ensure correct fastening of the Heating, Ventilation, and Air Conditioning (HVAC) airbox lid.
3. The service department should submit the applicable warranty claim for the action performed so it can be closed on Service Comm and release the vehicle.

***** Retailer Responsibility *****

It is the retailer's responsibility to check Service Comm using the appropriate campaign I.D for the inspection status on each affected vehicle currently in new vehicle inventory. Infiniti requests retailers to perform this repair on new vehicles in inventory prior to being retailed to ensure client satisfaction.

Thank you for your prompt attention to this matter.



PG7B3 - 2017 Q30/QX30 (H15) BODY SEAL REPAIR

SERVICE PROCEDURE:

1. Verify the VIN of the affected.
2. Open the hood and remove the three plastic caps covering the 16MM nuts holding on the windshield wiper arms. (Figure 1).
3. Locate the three 16MM nuts that are under the caps and remove them.
4. Using a grease pencil, mark the wiper arm in relation to the mounting point on the wiper arm stud. (Figure 2).

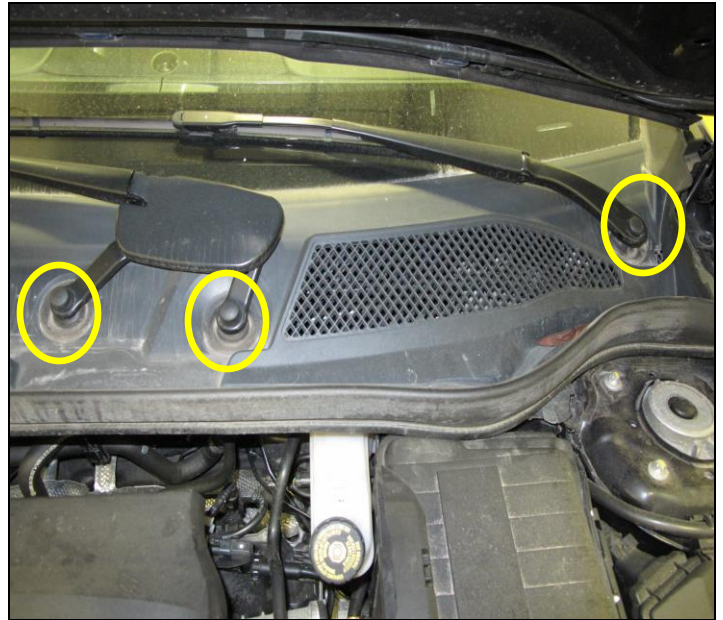


Figure 1



Figure 2

5. Remove both wiper arm assemblies.
(Figure 3).

IMPORTANT: Use great caution and do not damage the windshield when removing the wiper arm assemblies.



Figure 3

6. Remove the cowl top seal and set aside.
(Figure 4).



Figure 4

7. Remove the four 8MM bolts that hold the cowl top cover in place. (Figure 5).

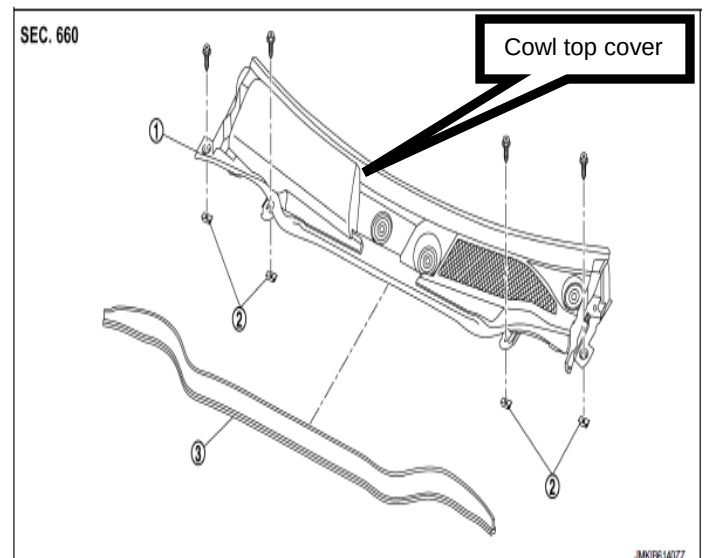


Figure 5

8. Remove the front washer tube-fixing pawls from the cowl top cover. (Figure 6).

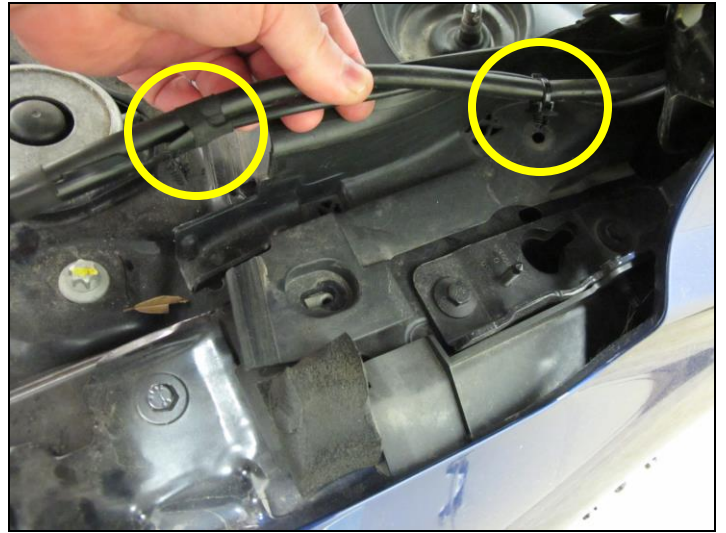


Figure 6

9. Pull forward and up to release the cowl top cover from the windshield glass, and lift the cover over the three windshield wiper posts. (Figure 7).

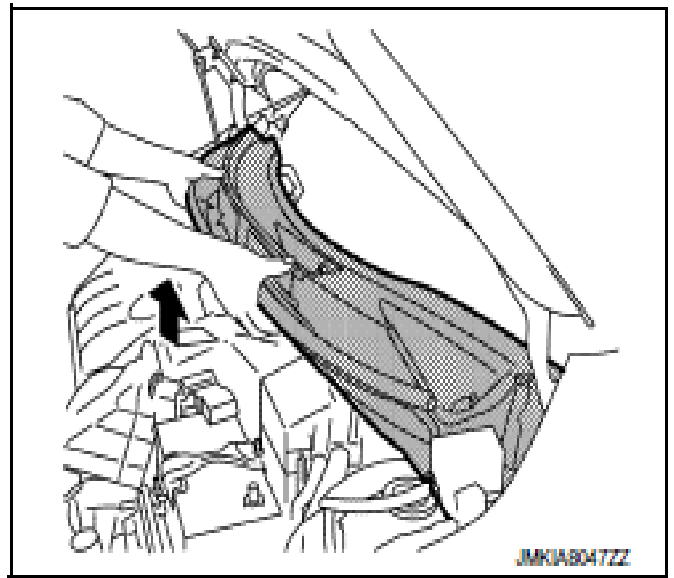


Figure 7

10. Remove the air box inlet assembly by pulling up on the release tabs. (Figure 8).



Figure 8

11. Figure 9 displays the passenger side showing areas of potential leaks.
- In this area is where you will apply sealer.

NOTE:

- The dashed arrow on the far right of the picture is under the corner of the windshield, this is the area of greatest concern.
- Apply sealer to all areas where the arrows are pointing, on both sides of the vehicle.
- **IMPORTANT:** Use 3M 540 Polyurethane Sealant for this repair and allow 60 minute for the sealer to harden before reassembling the car.

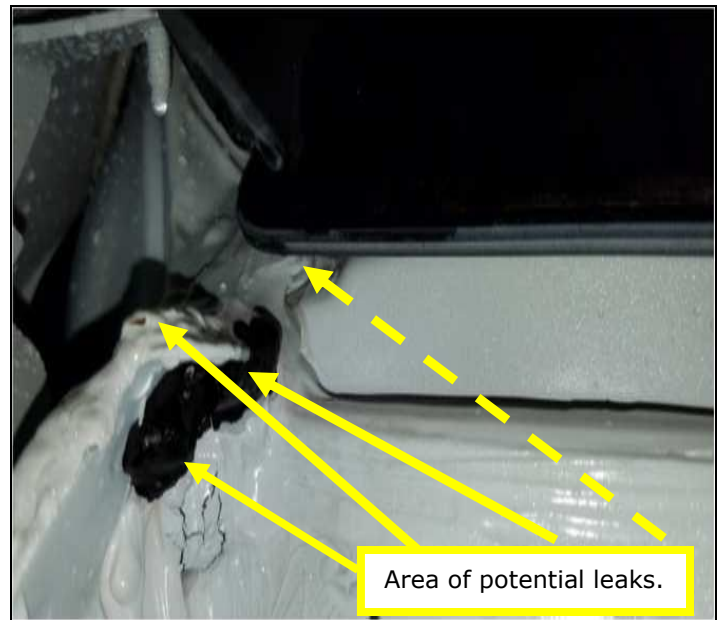


Figure 9



3M 540 SEALER

12. Figure 10 is a close up of a potential leak area under passenger side windshield.

- Apply sealer to this area on both sides of the car, driver and passenger.



Figure 10

13. When applying sealer to the vehicle use your finger or a plastic wedge to push sealant into the areas of concern.

- **IMPORTANT:** Use 3M 540 Polyurethane Sealant for this repair and allow 60 minute for the sealer to harden before reassembling the car.



Figure 11

14. Figure 12 shows sealer applied to areas of concern, passenger side.

- **NOTE:** In this picture, the lower corner windshield trim is removed for the picture.

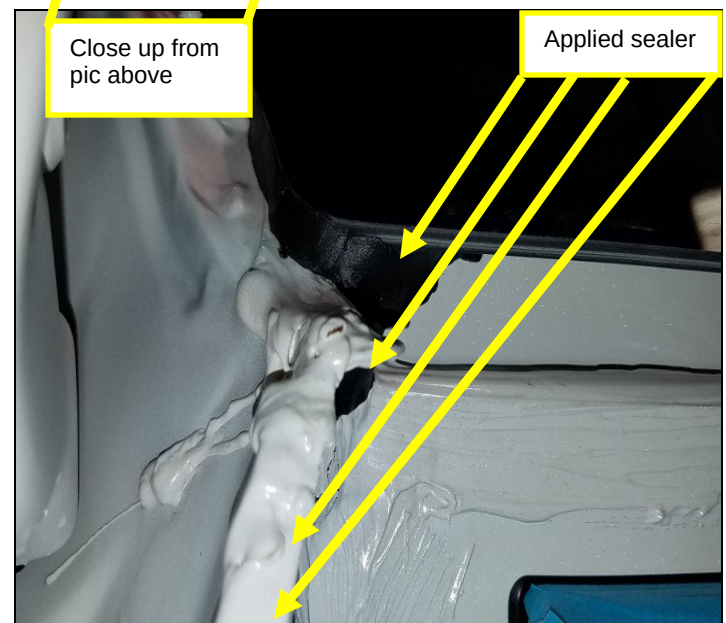


Figure 12

15. Figure 13 shows sealer applied to driver's side of the vehicle.

- **IMPORTANT:** Use 3M 540 Polyurethane Sealant for this repair and allow 60 minute for the sealer to harden before reassembling the car.
- **NOTE:** In this picture, the black lower corner windshield trim is removed for the picture.



Figure 13

16. At this point, you will reinstall the air box inlet cover.

- **Note:** The bottom side of the air box inlet cover hooks where the yellow arrows are pointing. (Figure 14).

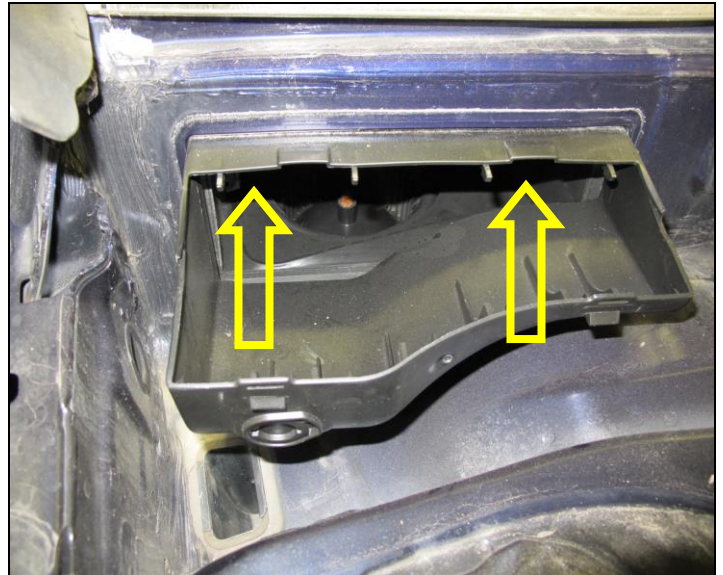


Figure 14

17. Looking at the bottom side of the air box inlet cover, make sure the three clips with the yellow arrows hook onto the back of the air box. (Figure 15).



Figure 15

18. Verify the air box inlet cover is attached in the front and rear by pulling up on it gently.



Figure 16

19. Reinstall the cowl top cover, making sure the cover is engaged to the windshield seal and the wiper motor arm posts are aligned through the three cowl cover holes for the windshield wiper posts.

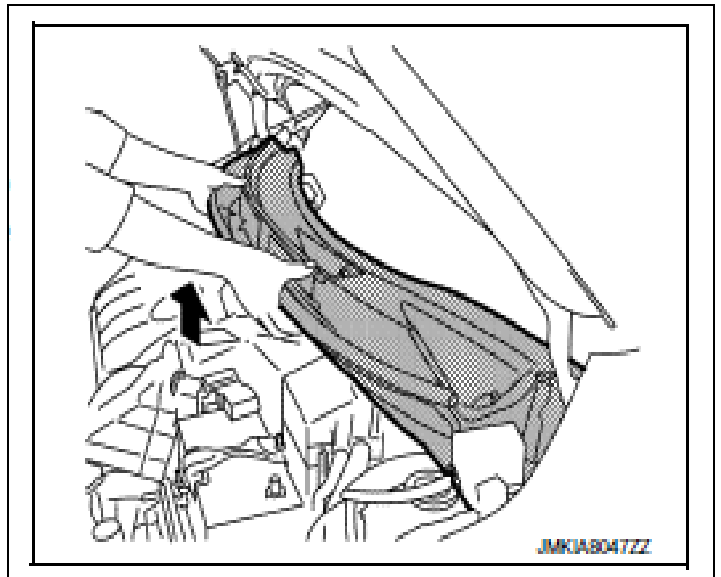


Figure 17

20. Reinstall the 4 8MM bolts for the cowl tip cover. (Figure 18).

21. Reinstall the cowl top cover seal on to the cowl top cover.

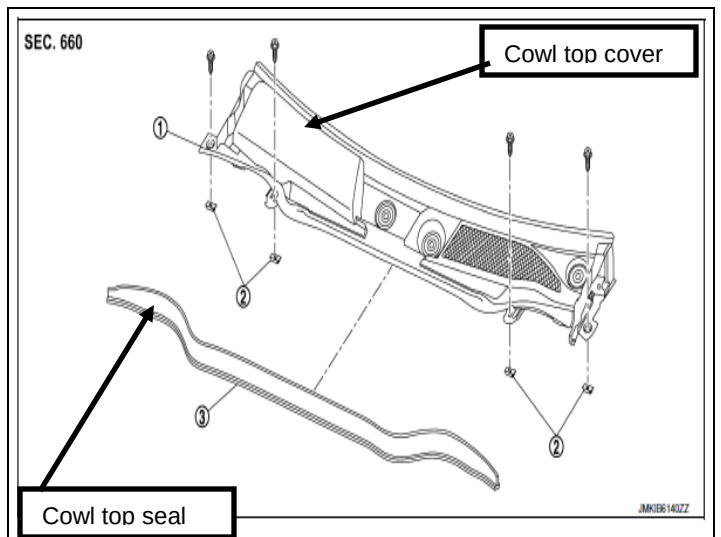


Figure 18

22. Reinstall the wiper arm assemblies, aligning the marks left from the grease pencil from step 2.



Figure 19

23. Reinstall the three 16MM nuts that hold on the wiper arms and torque to **15 (ft-LB) OR 30Nm**.



Figure 20

24. Reinstall the three plastic caps that cover the wiper arm 16MM nuts.



Figure 21

25. Reinstall the two-windshield washer tube fixing pawls to the cowl top cover, on the driver's side. (Figure 22).

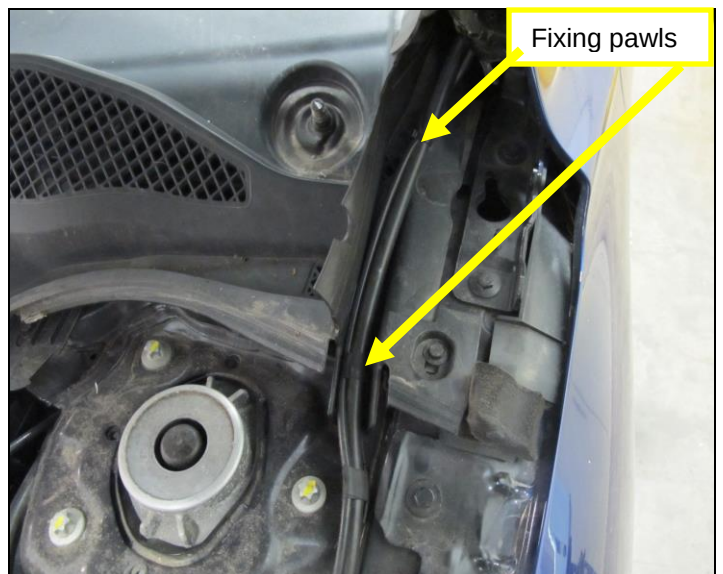


Figure 22

26. Close the hood and cycle the windshield wipers to make sure that they park properly at the bottom of the windshield.

• **NOTE:**

The hood must be closed for the windshield wiper to work.



Figure 23

Prepare for application of 3M 540 Polyurethane sealant (or equivalent* automotive sealant).

- Load the cartridge into a 1:1 dispensing gun.
- Puncture the end of the cartridge before installing the applicator tip.
- Screw on the applicator tip onto the cartridge.

***Equivalent automotive sealer MUST be a product that has been manufactured specifically for sealing vehicle body panel seams.**



3M 540 sealant

PARTS INFORMATION

Description	Qty	Part #
3M 540 Polyurethane Sealant	As needed	Locally sourced

***Equivalent automotive sealer MUST be a product that has been manufactured specifically for sealing vehicle body panel seams.**

NOTE:

- One 300ML /10.1 FL OZ cartridge can be used for more than one vehicle.
- This product is available in five colors, any color can be used.

CLAIMS INFORMATION:

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PG7B3

Claim Type:	CM			
PNC:	PG7B3			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Code	Flat Rate Time	Parts Required on claim	Expense Code Required
Body seal repair	PG7B30	0.7 Hrs.	No	YES

EXPENSE CODE	DESCRIPTION	MAX AMOUNT
009/Sealant	3M 540 Polyurethane Sealant	\$16.00 MAX

- Each expense code can be claimed only once per repair order.
- Corresponding op-code must be cleared with each expense code.