

Classification:

BT18-002

Reference:

ITB18-025

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Date:

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## VOLUNTARY RECALL CAMPAIGN 2017 – 2018 QX30; CERTIFICATION LABEL AND SUPPLEMENTAL LABEL

CAMPAIGN ID #: PG8B2

APPLIED VEHICLES: 2017 – 2018 QX30 (H15)

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

### INTRODUCTION

Infiniti is conducting this voluntary recall campaign on certain specific 2017 – 2018 model year QX30 vehicles to install an additional certification label and two supplemental labels. This service will be performed at no charge to the customer for parts or labor.

### IDENTIFICATION NUMBER

Infiniti has assigned identification number PG8B2 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

### DEALER RESPONSIBILITY

It is the dealer'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 dealer's inventory. **Federal law requires that new vehicles in dealer 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 dealers 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.

## REPAIR OVERVIEW

Using the Service Procedure in this bulletin, you will install the following labels:

### One Certification Label

- The new/additional certification label is vehicle specific (VIN specific).
- **DO NOT REMOVE THE EXISTING CERTIFICATION LABEL.** Affix the new label as an additional label.

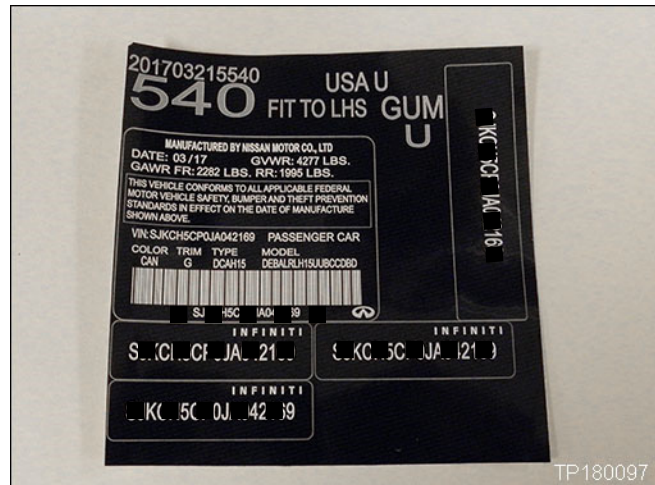


Figure A

### Two Supplemental Labels

- Supplemental labels are vehicle specific (VIN specific).
- Both labels are the same.
- One supplemental label will be installed on the driver's door.
- One supplemental label will be installed on the customer's warranty information booklet.

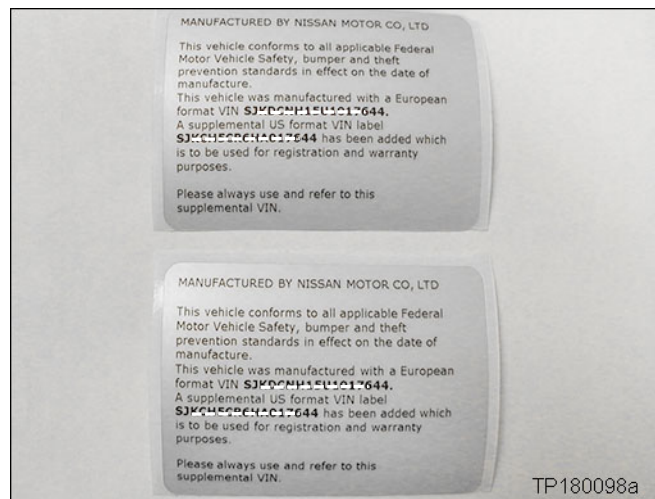


Figure B

## SERVICE PROCEDURE

1. Park the vehicle in a safe place with the automatic transmission in Park, the ignition OFF, and the parking brake ON/applied.

### Match Labels to the Vehicle

2. Locate the VIN plate on the dash.
  - The VIN plate is on the front of the dash on the driver side.
  - Look through the windshield (from outside in) on the driver side.
3. Make sure the first/top VIN on each supplemental label matches the VIN on the vehicle's VIN plate.

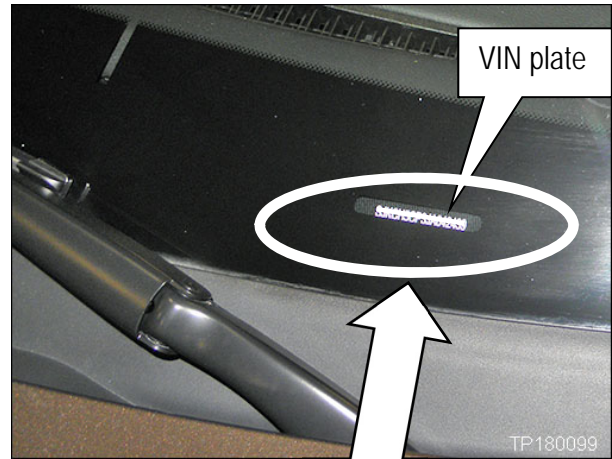


Figure 1

Supplemental label

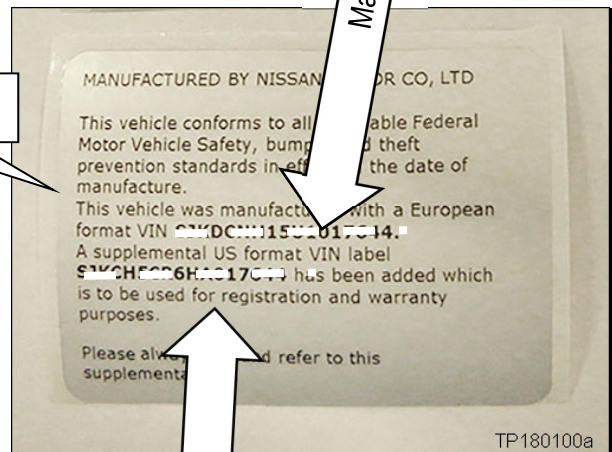


Figure 2

4. Make sure the VIN on the new/additional certification label matches the second/bottom VIN on the supplemental label.

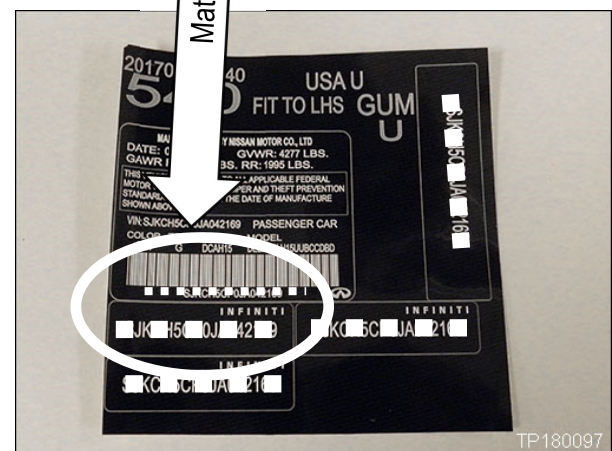


Figure 3

## Certification Label Installation

5. Open the driver door.

6. Clean the area on the driver side B-pillar, shown in Figure 4, with isopropyl alcohol.

**NOTE:** It is important the surface be free of dirt and oil to ensure proper adhesion of the new label.

7. Completely dry the area you just cleaned.



Figure 4

8. Peel the new label from the backing sheet and affix it below the body panel depression edge as shown in Figure 5.

**NOTE:** The adhesive on the label is permanent. Extra care should be taken when applying the new label since it cannot be moved once it is attached.

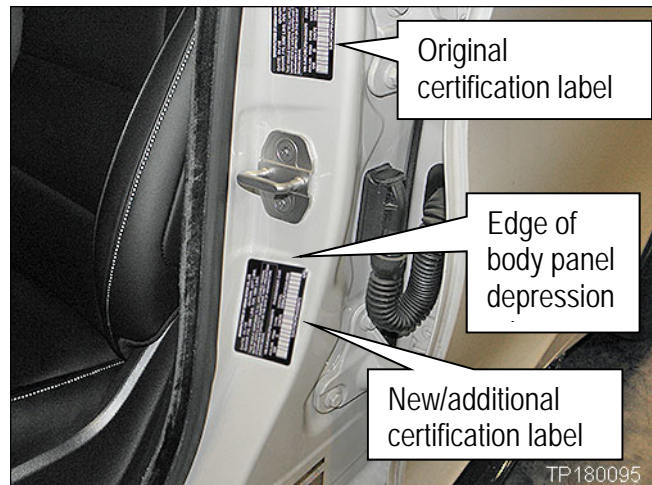


Figure 5

## First Supplemental Label Installation

9. Open the driver door.
10. Clean the area shown in Figure 6 with isopropyl alcohol.

**NOTE:** It is important the surface be free of dirt and oil to ensure proper adhesion of the label.

11. Completely dry the area you just cleaned.



Figure 6

12. Make a light pencil mark 8 mm above the latch bolt shown in Figure 7.

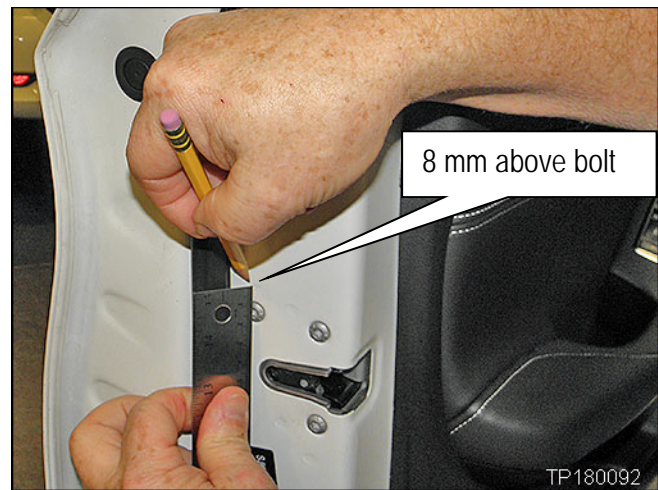


Figure 7

13. Peel the new label from the backing sheet and affix it to the door panel as shown in Figure 8.

- Make sure the label is aligned vertically with the door.
- Make sure the lower edge of the label is aligned with the pencil mark made in step 12.
- DO NOT allow the label to fold/affix to the rounded edge of the door.

**NOTE:** The adhesive on the label is permanent. Extra care should be taken when applying the new label since it cannot be moved once it is attached.

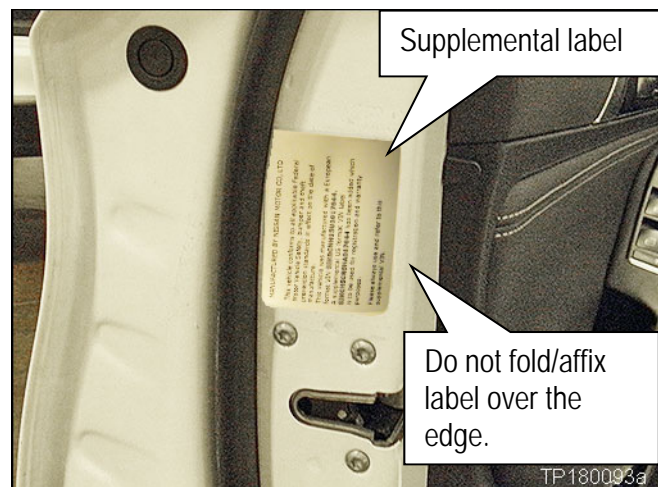


Figure 8

## Second Supplemental Label Installation

14. Obtain the customer's Warranty Information Booklet.
15. Make sure the cover is free of dirt, dust, or oil.
16. Peel the new label from the backing sheet and affix it to the front of the customer's booklet as shown in Figure 9.

**NOTE:** The adhesive on the label is permanent. Extra care should be taken when applying the new label since it cannot be moved once it is attached.



Figure 9

## PARTS INFORMATION

Replacement labels are available by emailing a request to [nnaqasupport@nissan-usa.com](mailto:nnaqasupport@nissan-usa.com) with your dealer code, dealer contact information, and VIN.

- The above contact information for a replacement certification label is only valid for a request regarding this campaign.
- Do not order multiple certification labels per VIN or request.

## CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PG8B2	Install labels	PG8B20	0.2 hrs.