



## SERVICE BULLETIN

Classification:

EL17-044

Reference:

NTB19-073

Date:

September 20, 2019

### 2011-2017 QUEST; STEERING WHEEL SWITCHES SERVICE INFORMATION

**APPLIED VEHICLES:** 2011-2017 Quest (E52)

#### SERVICE INFORMATION

Steering wheel switches are now serviceable on **APPLIED VEHICLES**. The steering wheel does not need to be replaced when replacing the steering wheel switches. The steering wheel switches are replaced as a set and cannot be replaced separately. Whenever replacing the steering wheel switches for any reason, do NOT replace the steering wheel.

When replacing the steering wheel switches, refer to **SERVICE PROCEDURE** on the next page.



Figure 1

Nissan 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 Nissan dealer to determine if this applies to your vehicle.

## SERVICE PROCEDURE

### Replacement: Steering Wheel Switches

**IMPORTANT:** Follow all cautions, warnings, and notes in the ESM when working on or near a Supplemental Restraint System (SRS), such as an air bag.

**NOTICE** Handle interior parts carefully to avoid damage. Work with clean hands and clean tools to avoid dirt and stains.

**CAUTION** There are parts in the steering wheel that have sharp edges. Be careful when handling these parts to avoid the risk of minor personal injury.

1. Remove the steering wheel.
  - Refer to the ESM, section ST-Steering System, for steering wheel removal procedure.

**NOTICE** Do NOT remove or loosen the bolts shown in Figure 2. If either bolt is removed, the steering wheel will need to be replaced.

2. Place the steering wheel on a clean soft surface and clean work area, such as a fender cover on a work bench.

3. Unhook the electrical harness (see Figure 2).

**CAUTION** Be careful when working around the bracket. It has sharp edges that can cause cuts.

4. Use a pair of “needle nose” pliers or other suitable tool to disconnect the electrical terminal from the bracket.

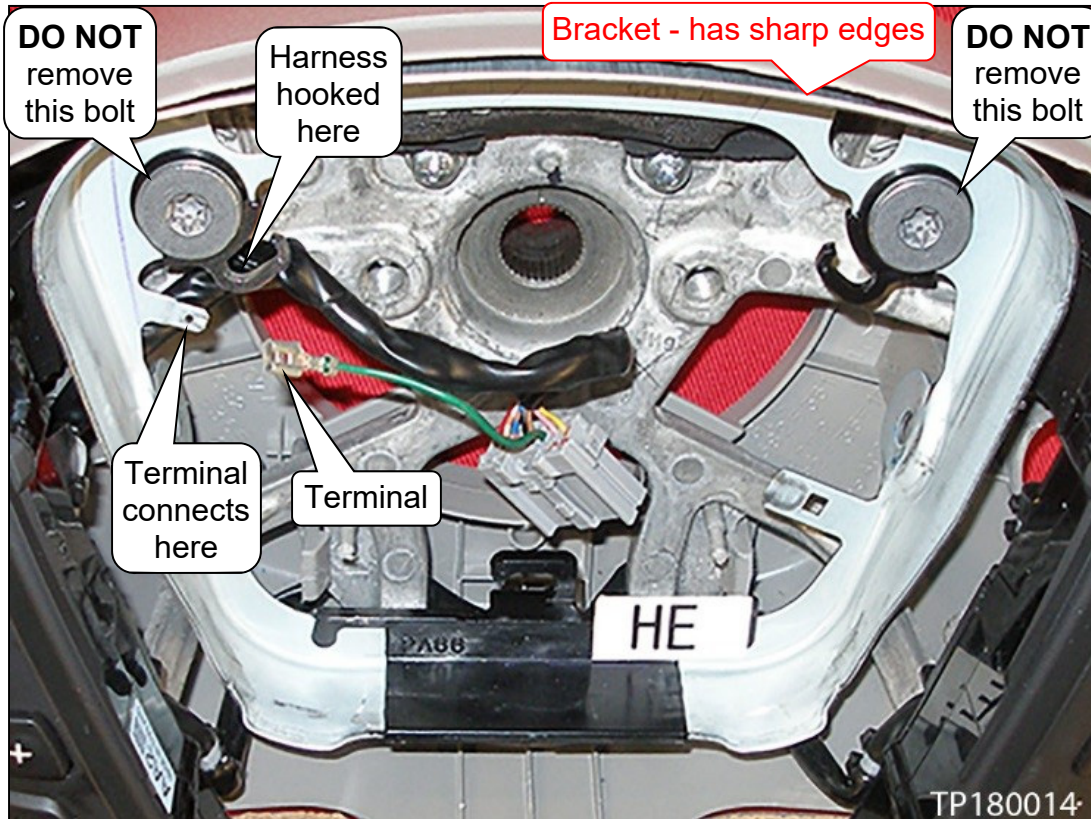


Figure 2

5. Unclip the two (2) lower pawls with a screwdriver or other suitable tool.

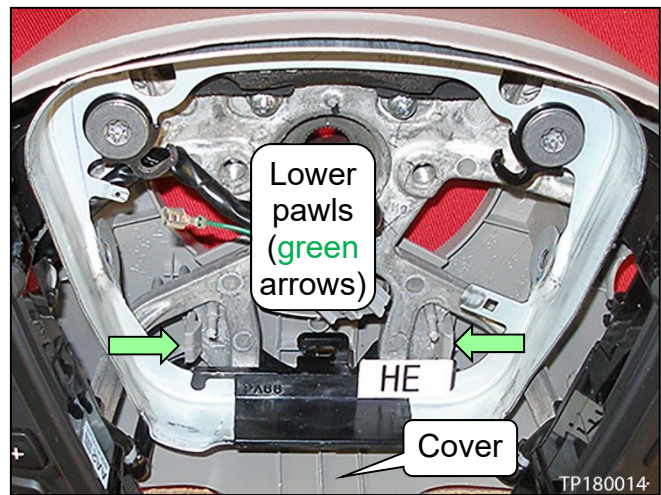


Figure 3

6. Unclip one of the upper pawls with a long thin screwdriver or other suitable tool (see Figure 3, Figure 4, and Figure 5).
- Apply pressure to the cover while unclipping the upper pawl. This will keep the first two pawls from refastening (see Figure 4).



Figure 4

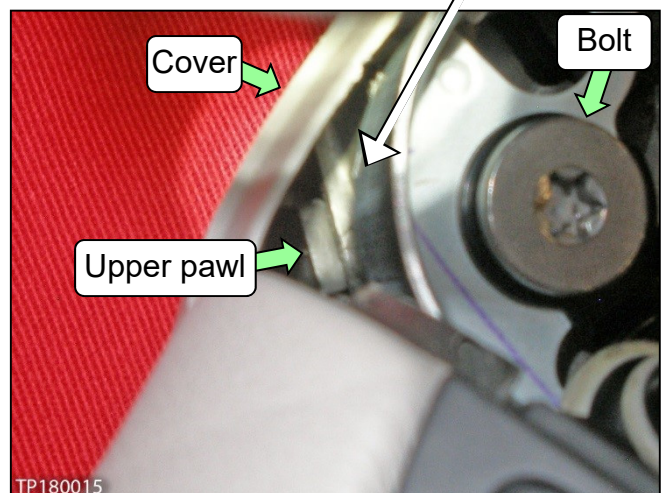


Figure 5



7. Remove the cover by grabbing and pulling it off from the backside of the steering wheel.

**HINT:** Do not reuse the cover. It is one-time use only. Replace it with one listed in **PARTS INFORMATION** on the next page.

8. Remove the four (4) screws holding the steering wheel switches (see Figure 6).

**HINT:** Vehicles equipped with ASCD switch only, the left side of the steering wheel is fitted with a blank finisher.

9. Detach the electrical harness from the steering wheel, and then remove the steering wheel switches (see Figure 6).

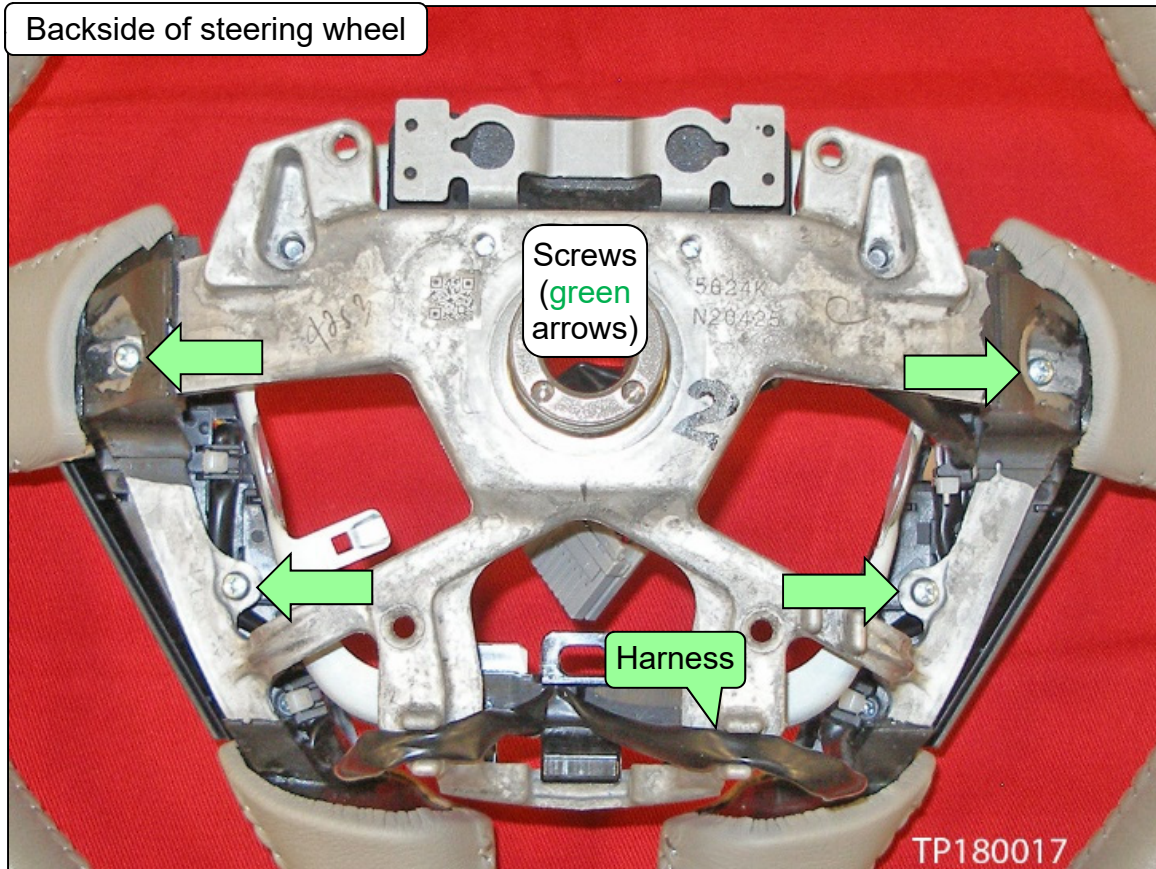


Figure 6

10. Install the new steering wheel switches in reverse order of removal.
  - Refer to **PARTS INFORMATION** on the next page for the steering wheel switch assembly part number.
11. Install the steering wheel.
  - For steering wheel installation, refer to the ESM; section **ST-Steering System**.

## PARTS INFORMATION

DESCRIPTION	COLOR CODE	PART NUMBER	QTY
SWITCH-ASCD, STEERING (Audio and telephone)	- -	25550-1AA2D	1
SWITCH-ASCD, STEERING (ASCD)	- -	25550-1AA3D	1
SWITCH-ASCD, STEERING (NAVI)	- -	25550-1AA4D	1
COVER-BACK,STRG WHEEL (1)	C	48434-3GP1B	1
COVER-BACK,STRG WHEEL (1)	K	48434-1JA0A	1
LID-STEERING, RH (blank finisher, mounts on left side)	- -	48463-JN20A	2
NUT-HEX, SLOCK (steering wheel nut) (1)	- -	01223-00241	1
BOLT ASSY (SRS bolt) (1)	- -	87850-8990A	2

(1) These are one-time use parts. Always replace the old parts with new ones.

## CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace Steering Wheel Switch Assembly - NAVI	(1)	RN40AA	ZE	32	(2)
Replace Steering Wheel Switch Assembly - Telephone		RL56AA			
Replace Steering Wheel Switch Assembly - ASCD		RM32AA			

- (1) Reference the Electronic Parts Catalog (EPC), and use the Steering Wheel Switch (25555-\*\*\*\*\*) as the Primary Failed Part (PFP).
- (2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated Flat Rate Time (FRT).

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
September 20, 2019	NTB19-073	Original bulletin published