

Classification:

Reference:

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Date:

BT20-012

ITB20-020

August 13, 2020

RATTLE FROM HEAT SHIELD

APPLIED VEHICLES: 2018-2020 QX80 (Z62)

IF YOU CONFIRM

There is a rattle noise coming from the right front of the vehicle when the engine is running, when turning the steering wheel, or when driving at parking lot speeds.

ACTION

Adjust the clearance between the heat shield above the exhaust front tube (RH) and the frame to 10 mm,

AND

Adjust the clearance between the rear cooler and heater pipe assembly and the heat shield above the exhaust front tube (RH) to 6 mm.

IMPORTANT: The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire SERVICE PROCEDURE as it contains information that is essential to successfully completing this repair.

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. Locate the heat shield above the exhaust front tube (RH).

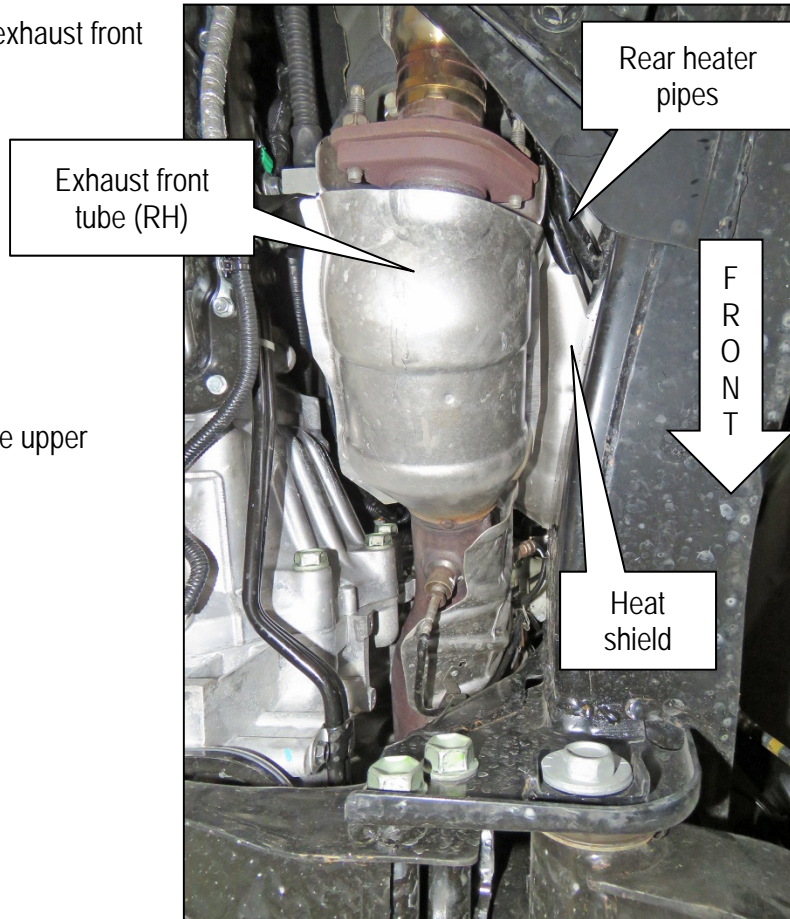


Figure 1

2. Locate the rear heater pipes on the upper **inboard** side of the frame.

3. Locate the rear cooler pipes on the upper **outboard** side of the frame.

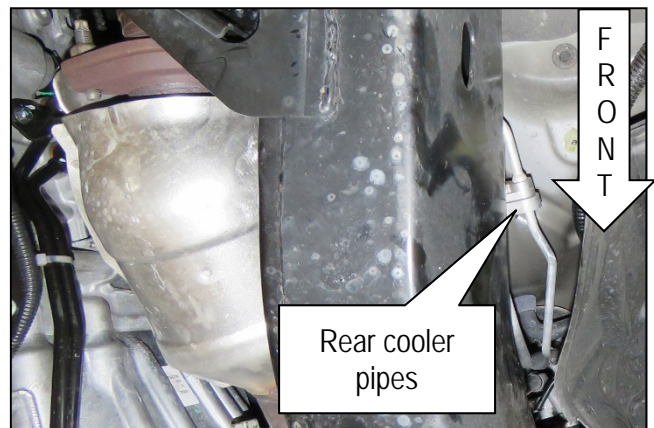


Figure 2

4. Use your hands to adjust the clearance between the heat shield and the top side of the frame to 10 mm.

CAUTION

To avoid burns and cuts to the skin, wait for the exhaust system to cool down and wear protective gloves before adjusting the heat shield.

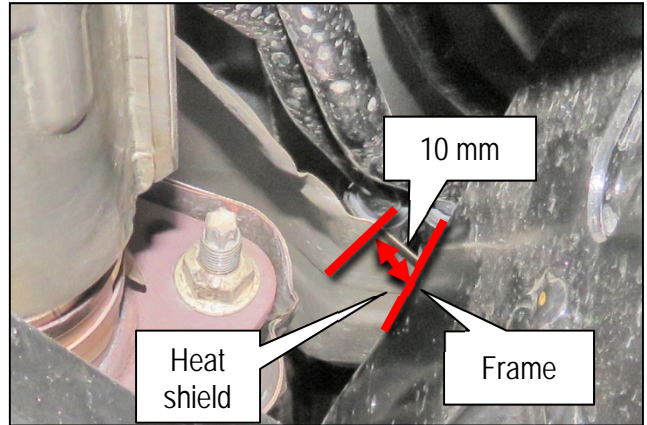


Figure 3

5. Use your hands to adjust the clearance between the rear cooler and heater pipe assembly and the heat shield to 6 mm.

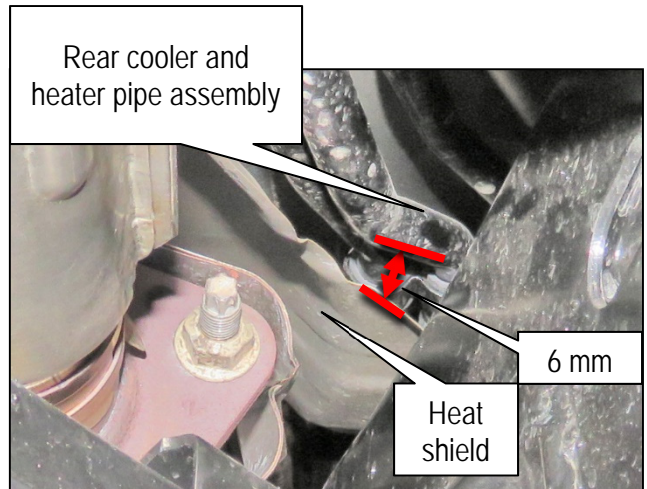


Figure 4

CLAIMS INFORMATION

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

DESCRIPTION	PPF	OP CODE	SYM	DIA	FRT
Adjust Heat Shield and Rear Cooler and Heater Pipe	(1)	FX64AA	ZL	32	0.3 hrs.

(1) Reference the electronic parts catalog and use the Lower Dash Insulator (67354-*****) as the Primary Failed Part (PPF).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
August 13, 2020	ITB20-020	Original bulletin published

