

Classification:

AN19-051a

Reference:

ITB19-031a

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Date:

February 8, 2021

VOLUNTARY SERVICE CAMPAIGN 2019 Q50 SIGNATURE EDITION SOS BUTTON DELETION

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard previous versions of this bulletin.

CAMPAIGN ID #: P9333
APPLIED VEHICLES: 2019 Q50 Signature Edition (V37)

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

INTRODUCTION

Infiniti is conducting this voluntary service campaign on certain specific model year 2019 Q50 to delete the SOS button. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number P9333 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

Retailers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a retailer's inventory.

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. Remove the map lamp assembly.
 - Refer to the Electronic Service Manual (ESM) for the procedure to remove the map lamp assembly:
DRIVER CONTROLS > INTERIOR LIGHTING SYSTEM > REMOVAL AND INSTALLATION > MAP LAMP > MAP LAMP > REMOVAL AND INSTALLATION.

2. Remove the finisher from the map lamp assembly as follows:
 - a. Remove the electrical connectors from the map lamp assembly shown in Figure 1.
 - b. Remove two (2) screws.
HINT: The screws will be reused.

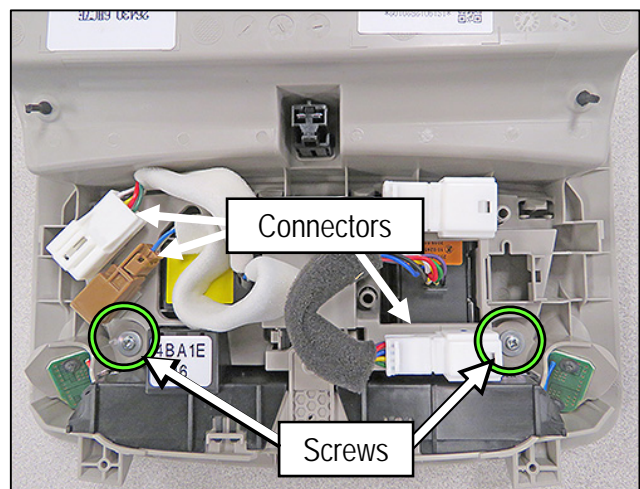


Figure 1

- c. Disengage the four (4) fixing pawls on the top side of the map lamp assembly (Figure 2).
 - d. Remove the finisher with the microphone and the SOS button from the map lamp assembly.

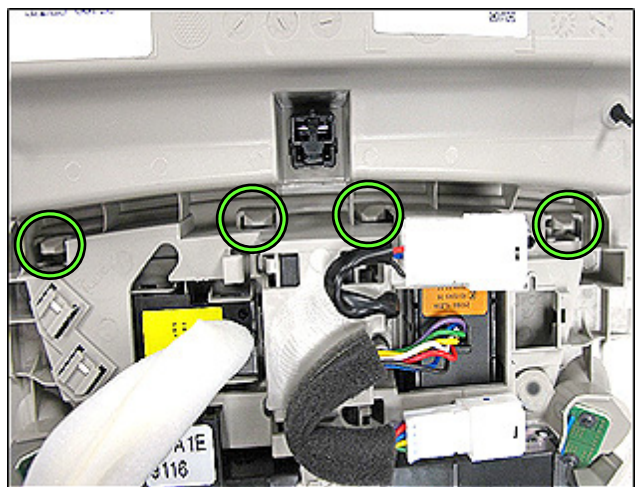


Figure 2

3. Remove the microphone assembly from the finisher assembly by disengaging the four (4) fixing pawls circled in green in Figure 3.

- Two (2) fixing pawls are hidden in Figure 3.

HINT: The SOS button will NOT be removed from the finisher assembly and will NOT be reinstalled.

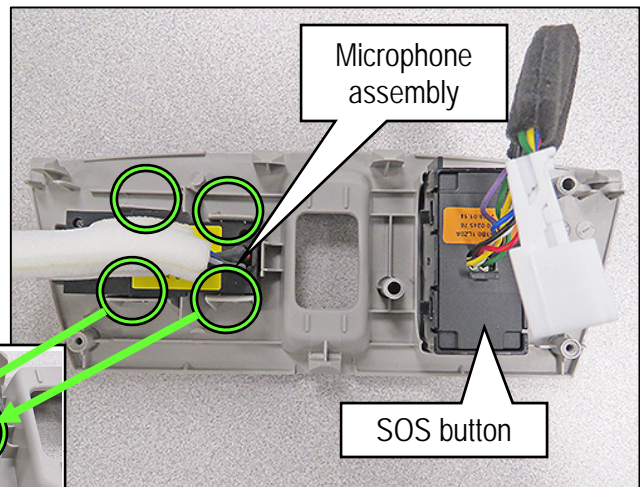
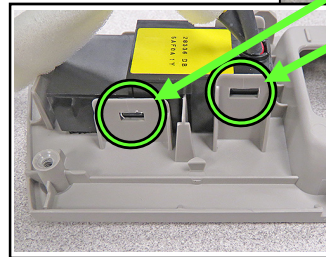


Figure 3

4. Insert the microphone into the new finisher assembly by firmly pressing downward to engage the fixing pawls (Figure 4).

- Verify the fixing pawls are properly engaged.

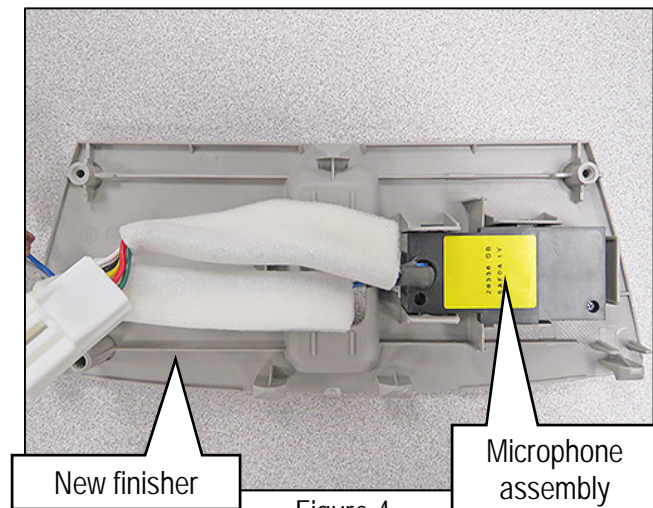


Figure 4

5. Install the finisher into the map lamp assembly.

- Insert the finisher into the map lamp assembly by pressing down firmly to engage the fixing pawls.
- Verify the fixing pawls are properly engaged.
- Install the two (2) screws.
- Reconnect the electrical connectors to the map lamp assembly.



Figure 5

6. Secure the SOS button harness connector to the roof harness using electrical tape. (Figure 6).

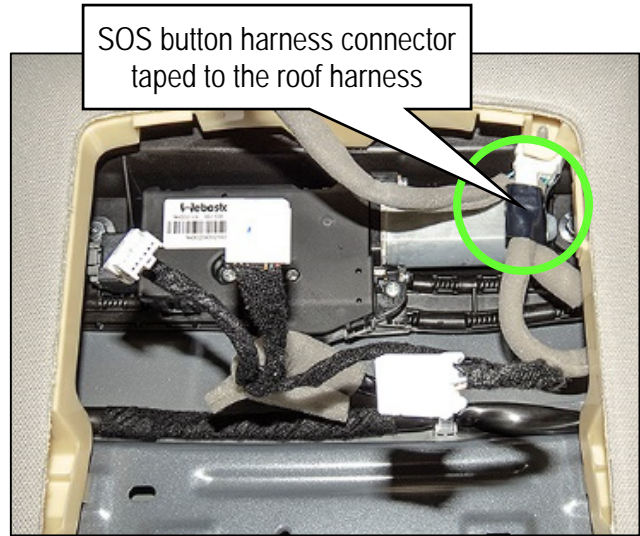


Figure 6

7. Reinstall the map lamp assembly.
 - Refer to the ESM for the procedure to reinstall the map lamp assembly:
DRIVER CONTROLS > INTERIOR LIGHTING SYSTEM > REMOVAL AND INSTALLATION > MAP LAMP > MAP LAMP > REMOVAL AND INSTALLATION.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
FINISHER-SWITCH	96988-8992A	1

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
P9333	Replacement of Console Switch Finisher	P93330	0.4 hrs.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 17, 2019	ITB19-031	Original bulletin published
February 8, 2021	ITB19-031a	Classification number updated