



# TECHNICAL SERVICE BULLETIN

Classification: BT23-017	Reference: ITB23-025	Date: October 9, 2023
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## GURGLING NOISE FROM MOONROOF AFTER IT RAINS

**APPLIED VEHICLES:** 2022-2023 QX60 (L51)  
**APPLIED DATES:** Built on or before August 11, 2023

### IF YOU CONFIRM

The client states they hear a gurgling / drip / drain noise from the moonroof while driving in the rain.

### ACTION

Follow the **SERVICE PROCEDURE** in this bulletin to replace the front driver (LH) and front passenger (RH) side moonroof drain tube grommets.

**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.

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

### Replace the Front Passenger Moonroof Drain Tube Grommet

1. Remove the Cowl Top Cover.
  - Refer to the **ESM: BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > EXTERIOR > REMOVAL AND INSTALLATION > COWL TOP > Removal and Installation > REMOVAL**
2. Remove the Glove Box Assembly.
  - Refer to the **ESM: BODY INTERIOR > INSTRUMENT PANEL > REMOVAL AND INSTALLATION > GLOVE BOX ASSEMBLY > Removal and Installation > REMOVAL**
3. Locate the front passenger side moonroof drain tube, and disconnect the drain tube from the moonroof drain grommet.

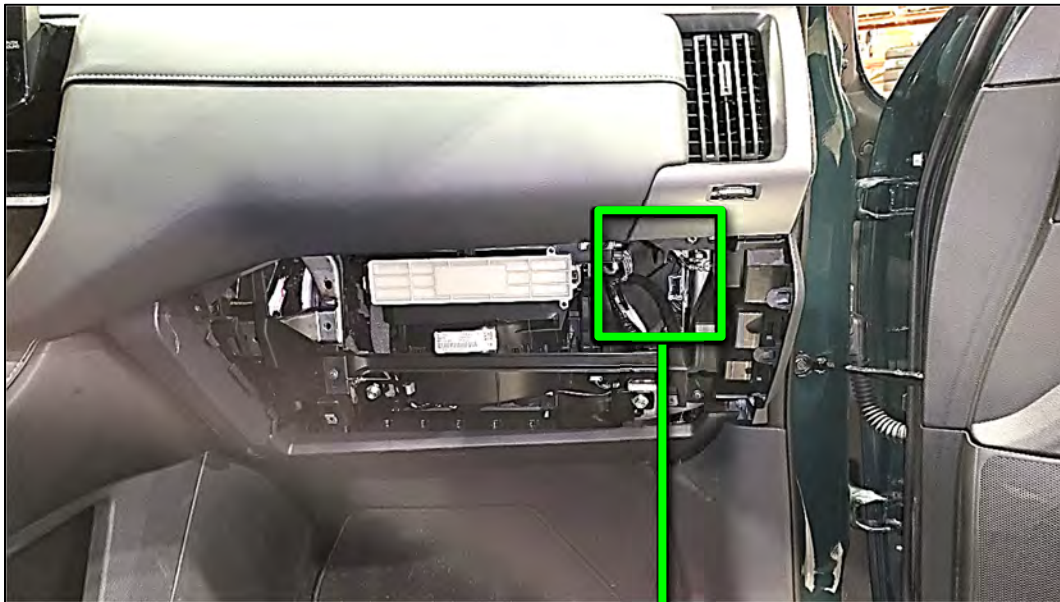


Figure 1

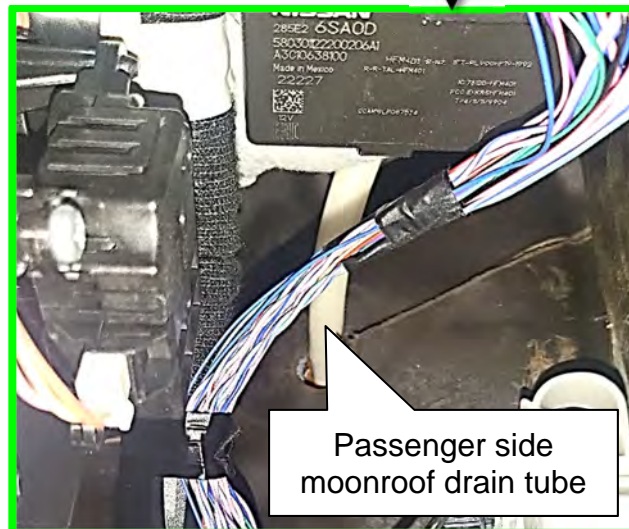


Figure 2

4. Locate the front passenger side moonroof drain grommet under the Cowl Top Cover.

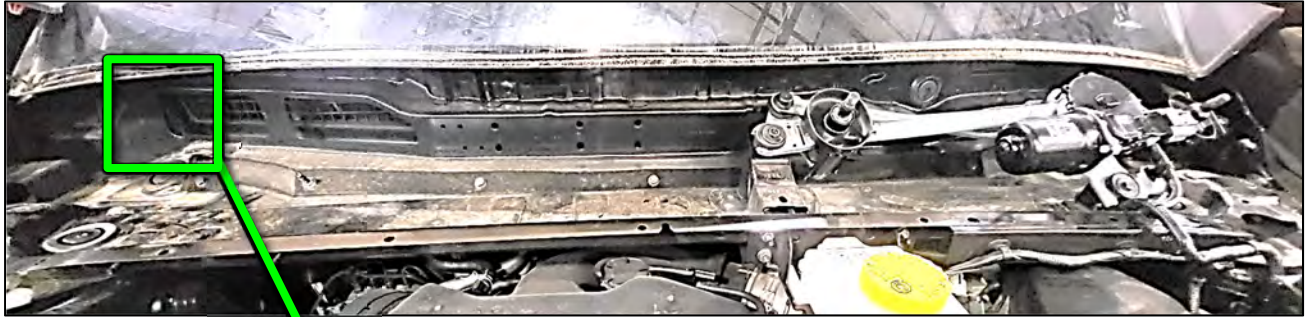


Figure 3



Figure 4

5. Release the four (4) locking tabs and push inward to remove the moonroof drain grommet from the inside.



Figure 5

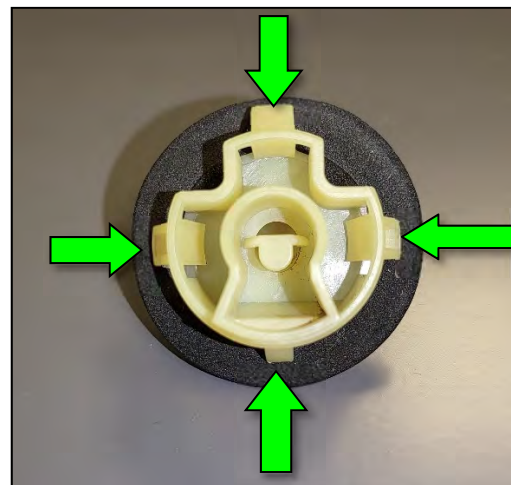


Figure 6

6. Install the new moonroof drain grommet from **PARTS INFORMATION** with the arrow pointing toward the dimple in the bulkhead, and then reinstall the moonroof drain tube.



Figure 7

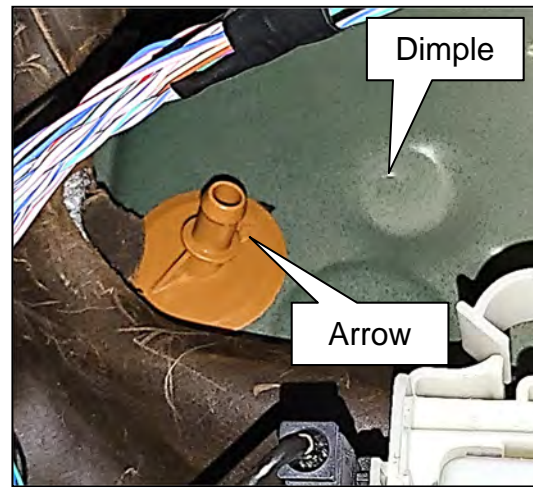


Figure 8

7. Reinstall the Glove Box Assembly.
  - Refer to the ESM: **BODY INTERIOR > INSTRUMENT PANEL > REMOVAL AND INSTALLATION > GLOVE BOX ASSEMBLY > Removal and Installation > INSTALLATION**

## Replace the Front Driver Moonroof Drain Tube Grommet

8. Remove the Body Control Module (BCM).

- Refer to the **ESM: ELECTRICAL & POWER CONTROL > BODY CONTROL SYSTEM > REMOVAL AND INSTALLATION > BCM (BODY CONTROL MODULE) > Removal and Installation > REMOVAL**

**IMPORTANT:** Do not unplug the BCM. Only unbolt the BCM from the dash frame so it can be moved out of the way, as shown in Figure 9.

9. Locate the front driver side moonroof drain tube, and disconnect the drain tube from the moonroof drain grommet.

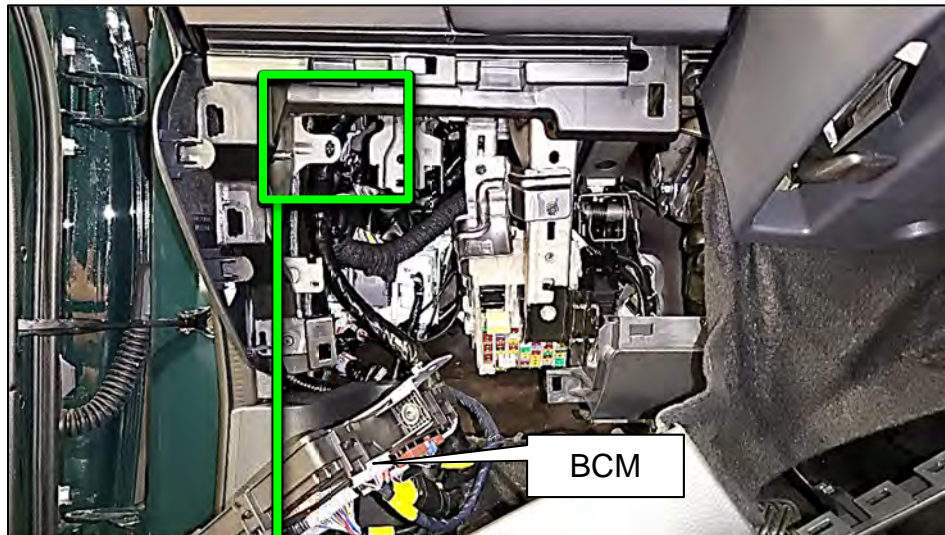


Figure 9

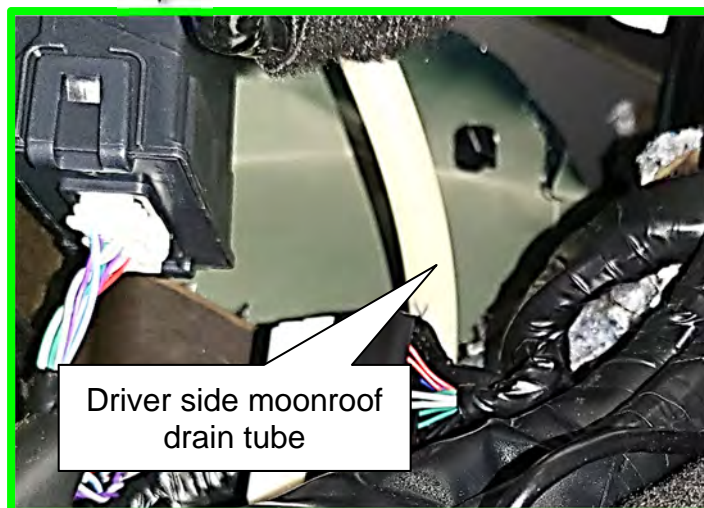


Figure 10

10. Locate and remove the front driver side moonroof drain grommet, behind the bulk head insulation, by inserting a pry stick behind the moonroof drain grommet and prying downward.

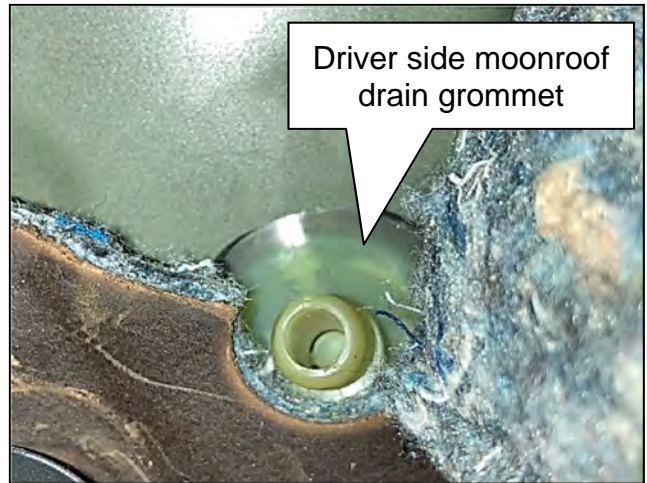


Figure 11

11. Install the new moonroof drain grommet from **PARTS INFORMATION** with the arrow pointing toward the dimple in the bulkhead, and then reinstall the moonroof drain tube.

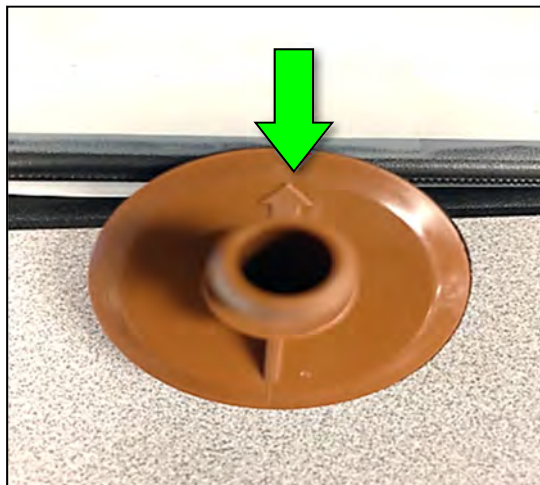


Figure 12

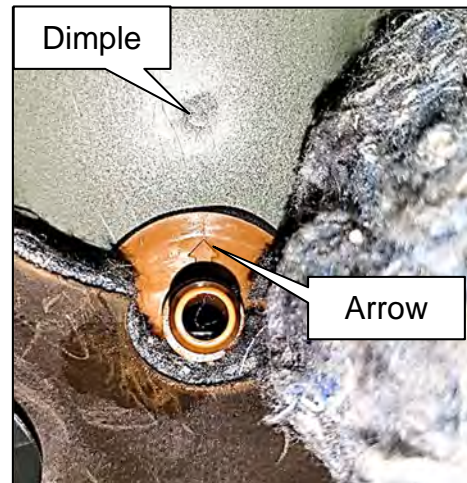


Figure 13

12. Reinstall the Body Control Module (BCM).
  - Refer to the **ESM: ELECTRICAL & POWER CONTROL > BODY CONTROL SYSTEM > REMOVAL AND INSTALLATION > BCM (BODY CONTROL MODULE) > Removal and Installation > INSTALLATION**
13. Reinstall the Cowl Top Cover.
  - Refer to the **ESM: BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > EXTERIOR > REMOVAL AND INSTALLATION > COWL TOP > Removal and Installation > INSTALLATION**

## PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
PLUG (Moonroof Drain Grommet)	74816-6SA0A	2

## CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace Both Moonroof Drain Grommets	(1)	BX8LAA	ZL	32	0.9

- (1) Reference the electronic parts catalog and use the Moonroof Drain Grommet (74816-\*\*\*\*\*) as the Primary Failed Part (PFP).

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 9, 2023	ITB23-025	Original bulletin published

