

Classification:

RS18-006

Reference:

ITB18-030

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Date:

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VOLUNTARY SAFETY RECALL CAMPAIGN 2019 QX50; RIGHT (PASSENGER) KNEE AIR BAG MODULE

CAMPAIGN ID #: PC644
APPLIED VEHICLES: 2019 QX50 (J50)

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

INTRODUCTION

Infiniti is conducting this voluntary safety recall campaign on certain specific 2019 QX50 vehicles to replace the right knee air bag module. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

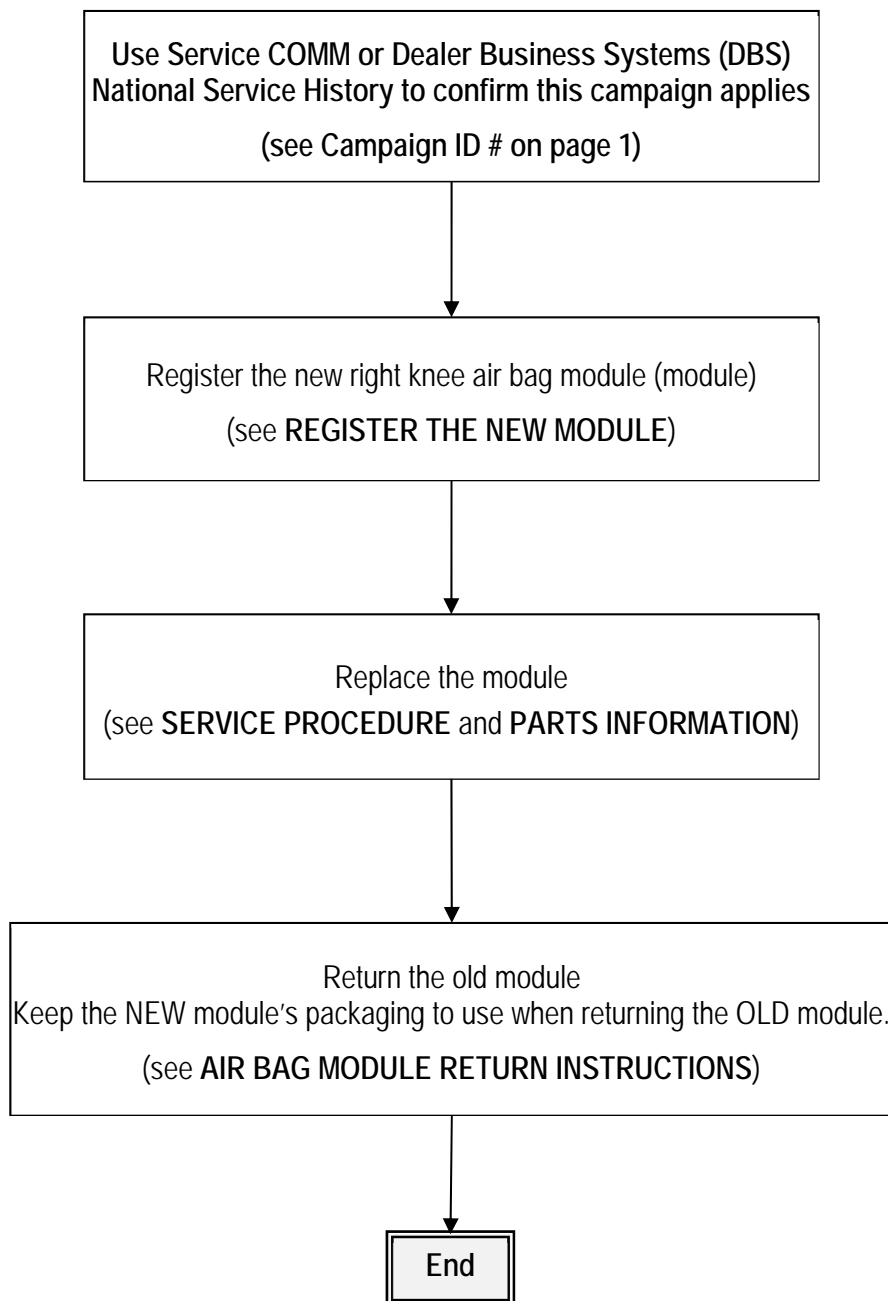
Infiniti has assigned identification number PC644 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

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



REQUIRED SPECIAL TOOL

Quick Scan Tool (J-52352)

- Each retailer has been shipped one Quick Scan Tool (J-52352).
- Additional tools can be obtained from Tech•Mate at 1-800-662-2001.



Figure A

SERVICE PROCEDURE

REGISTER THE NEW MODULE

1. Obtain a new right knee air bag module (module) from your parts department.
 - New module is listed in the **PARTS INFORMATION** section of this bulletin.
 - Keep the NEW module's packaging to use when returning the OLD module.
2. Attach the quick scan tool (J-52352) to your CONSULT PC USB port.



Figure 1

- On the left side of the ASIST main menu, select Tech Support Info, then Inventory Vehicle Actions.

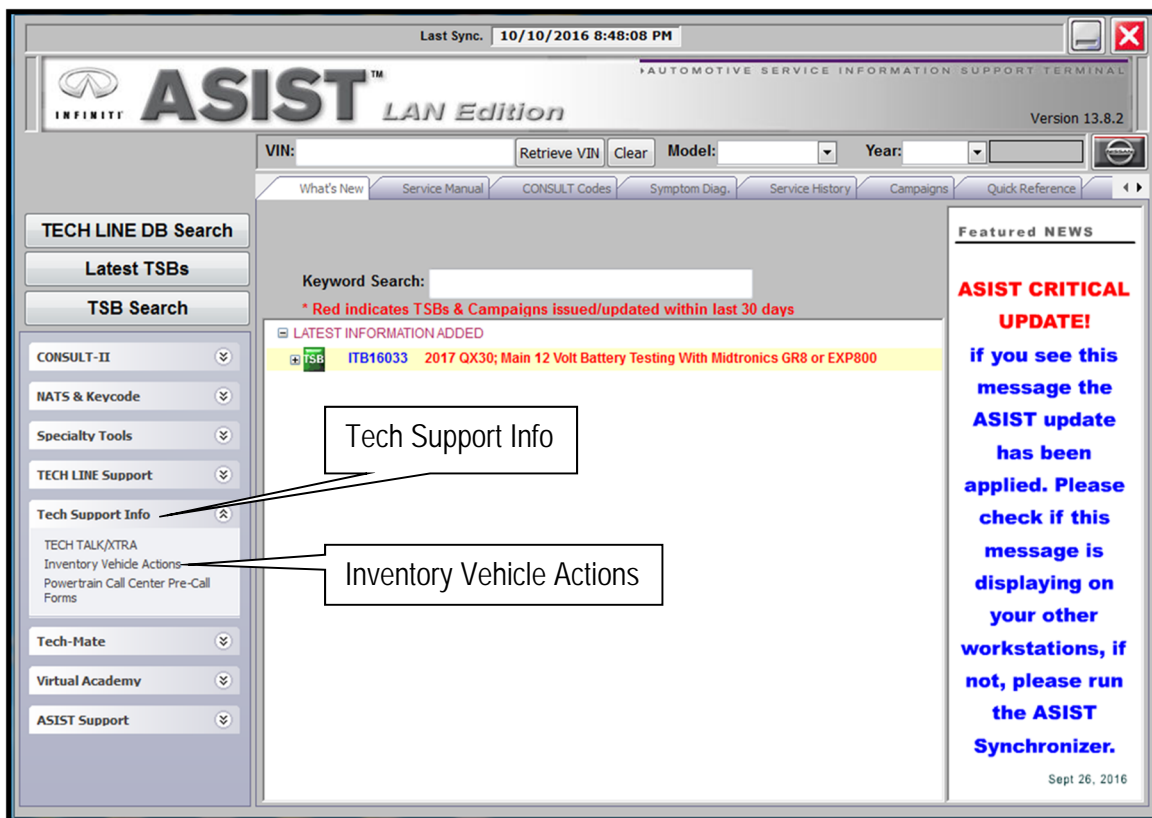


Figure 2

- Select **CLICK HERE** (Air Bag to VIN Registration).

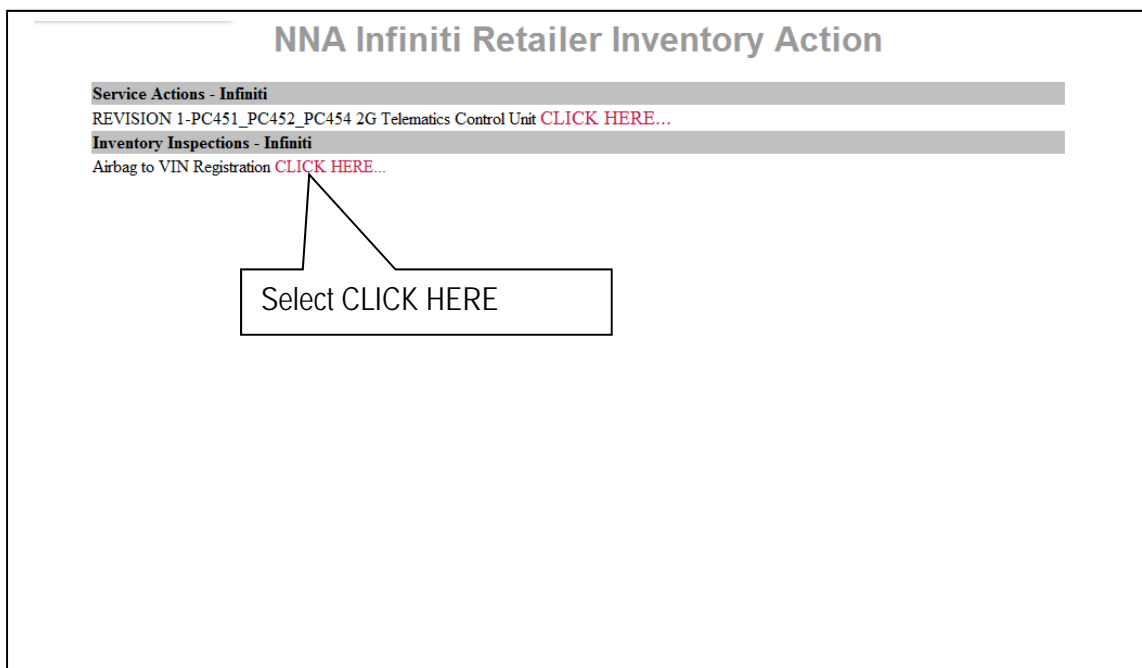


Figure 3

6. Use the quick scan tool to scan the serial number bar code of the new module.
 - Access the serial number bar code labels on the module (see Figure 6).
 - Hold the scan tool approximately 6 inches away from the serial number bar code label.
 - The serial number will automatically populate (see Figure 5 on the previous page).

NOTE: If needed, the serial number can be entered manually.

7. Remove (1) serial number label off of the module and attach it to the front page of the work order.

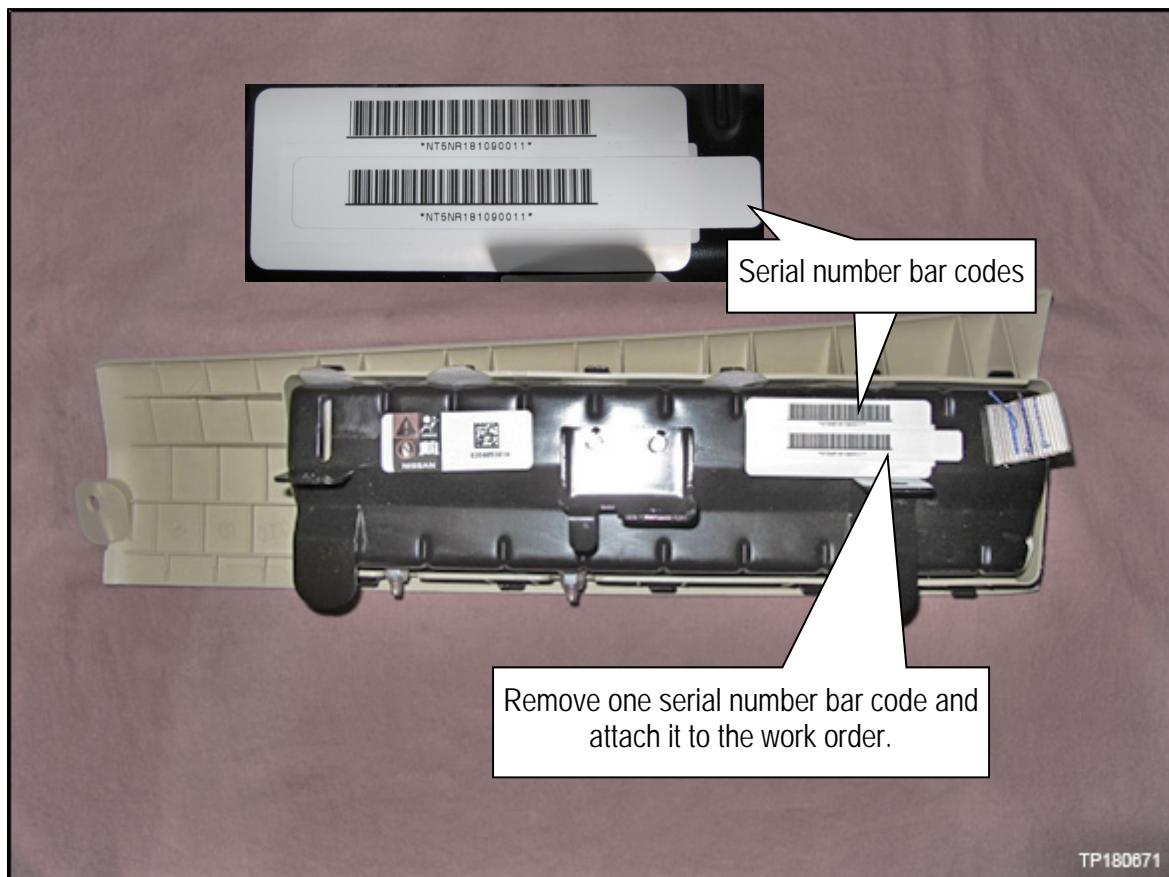


Figure 6

8. Select **Submit** on the ASIST screen (see Figure 5 on the previous page).

MODULE REPLACEMENT

9. Remove the module from the vehicle.

- Refer to ESM section RESTRAINTS > SRS AIRBAG > REMOVAL AND INSTALLATION > RIGHT KNEE AIR BAG MODULE

CAUTION: Handle interior trim carefully to avoid damage. Work with clean hands and clean tools to avoid dirt and stains. Position clean suitable covering in the vehicle where work is being performed.

10. Place old module into the ORIGINAL shipping box and return to your parts department when complete.

- Refer to page 10 for Air Bag Module Return Instructions.

11. Install the NEW module. (See Figure 7 for module torque specifications).

- Refer to ESM section RESTRAINTS > SRS AIRBAG > REMOVAL AND INSTALLATION > RIGHT KNEE AIR BAG MODULE

CAUTION: Do not damage the harness while installing the module.

12. Turn the ignition OFF and ON and observe the air bag warning light:

- Light should illuminate for 7 seconds and then go out.

NOTE: If the air bag Warning light does not operate as described above there may be an issue not covered by this campaign. Refer to ASIST and the appropriate Service Manual for additional diagnostic and repair information.

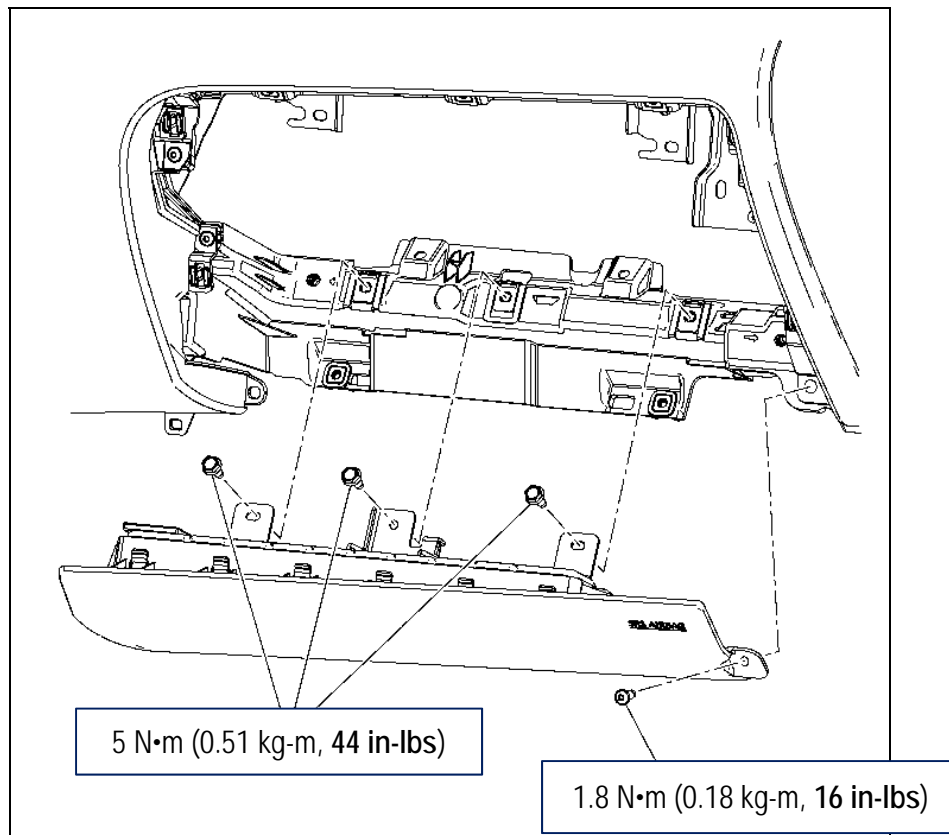


Figure 7

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Right Knee Air Bag Module	985R1-5NA8A (Black)	1
	985R1-5NR8A (Beige)	
	985R1-5NS8A (White)	

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC644	Replace Right Knee Air Bag Module	PC6441	0.6 hrs.



AIR BAG MODULE RETURN INSTRUCTIONS

NOTE: DO NOT DEPLOY THE USED/NON-DEPLOYED AIR BAG MODULE REMOVED FROM THE VEHICLE.

Returns via YRC Reverse Logistics (for non DDS dealers)

Packaging Instructions

1. Place the used/non-deployed air bag module from the vehicle in the carton that the new air bag module was received in. Be sure to include any packing material that was used to ship the new module in the carton with the used module.
2. Seal the carton with 2" clear tape across the entire top flap and along the top edges to securely close the carton.
3. Verify that the Class 9 hazardous material labels are still clearly visible on the carton and the proper shipping name: UN3268, air bag modules, 9, III.
4. Write on top of the carton: "2019 QX50; RIGHT KNEE AIR BAG CAMPAIGN".

SHIPPING INSTRUCTIONS

NOTE: Please accumulate a minimum of 10-15 air bag modules prior to contacting the YRC Reverse Logistics call center to arrange for the pick-up of the modules.

1. Call the YRC Reverse Logistics call center at 1-800-357-9199 and tell the operator that you need to return QX50 air bag modules to your servicing PDC.
2. Provide the call center with the name, address and telephone of your servicing PDC.
3. Provide your dealership name, address and telephone number.
4. Provide the number of air bag modules being returned and the total weight.
5. The YRC Reverse Logistics team will fax/email you a copy of the completed Bill of Lading and shipping labels for the shipment.
6. The YRC Reverse Logistics call center will notify the local YRC terminal to pick up the air bag modules at your dealership.
 - Please do NOT call the local YRC terminal to schedule the pick-up.
7. Place the packaged air bag modules and completed Bill of Lading aside for pick up by the carrier.

RETURNS VIA DDS

PACKING INSTRUCTIONS:

1. Place the used/non-deployed air bag module from the vehicle in the carton that the new air bag module was received in. Be sure to include any packing material that was used to ship the new module in the carton with the used module.
2. Seal the carton with 2" clear tape across the entire top flap and along the top edges to securely close the carton.
3. Verify that the Class 9 hazardous material labels are still clearly visible on the carton and the proper shipping name: UN3268, air bag modules, 9, III
4. Write on top of the carton "2019 QX50; RIGHT KNEE AIR BAG CAMPAIGN".

BILL OF LADING INSTRUCTIONS (REFER TO EXAMPLE ON THE NEXT PAGE):

Use the blank Bill of Lading on page 13 and enter the following:

1. Servicing PDC name, address & telephone number.
2. Date of the shipment.
3. Dealership name and address as indicated on the sample Bill of Lading.
4. Number of packages being shipped on line 1.
5. Total weight of the packages being shipped on line 1.
6. Total number of packages being shipped.
7. Total weight of the packages being shipped.
8. Print the name of the trained/certified employee (Parts Manager or designee) and sign as shown on sample Bill of Lading.
9. Print the name of the DDS carrier that will be transporting the air bag modules back to your servicing PDC.

SHIPPING INSTRUCTIONS:

Place the packaged air bag cartons and completed Bill of Lading in DDS delivery area for DDS driver pick up.

SHIPPER PLEASE NOTE		FREIGHT CHARGES ARE PREPAID ON THIS BILL OF LADING UNLESS MARKED COLLECT		CARRIER PLEASE NOTE		IF SINGLE SHIPMENT CHECK BOX BELOW		
PLACE PRO LABEL HERE				STRAIGHT BILL OF LADING				
				ORIGINAL - NOT NEGOTIABLE SINGLE SHIPMENT PICKUP <input checked="" type="checkbox"/>				
DATE 2				P.O. NO.		SHIPPER NO.		
CONSIGNEE (TO) Servicing PDC Name				SHIPPER (FROM) Dealer Name				
STREET Servicing PDC Street Address				STREET Dealer Street Address				
CITY, STATE, ZIP Servicing PDC City, State and Zip				CITY, STATE, ZIP Dealer City, State and Zip				
PHONE NO. Servicing PDC Tel. No.		ROUTE			VEHICLE NO.			
NUMBER SHIPPING UNITS	H M	KIND OF PACKAGING, DESCRIPTION OF ARTICLES, SPECIAL MARKS AND EXCEPTIONS			NMFC No.	CLASS	WEIGHT (LBS) (Subject to Correction)	
4		4G BOXES X 9.0 LBS						
		UN3268, AIR BAG MODULES, 9, III						
		2008 ERG 171						
6	◀ TOTAL					TOTAL ▶		7
EMERGENCY CONTACT:								
THIS IS TO CERTIFY THAT THE ABOVE NAMED MATERIALS ARE PROPERLY CLASSIFIED, DESCRIBED, PACKAGED, MARKED AND LABELED AND ARE IN PROPER CONDITION FOR TRANSPORT ACCORDING TO THE APPLICABLE REGULATIONS OF THE DEPARTMENT OF TRANSPORTATION.								
SHIPPER				CARRIER				
				DDS Carrier Name				
AUTHORIZED SIGNATURE				AUTHORIZED SIGNATURE		DATE		
8						09/06/18		

NUMBER OF PIECES RECEIVED ▲

