

Classification:

BT19-008

Reference:

ITB19-035

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Date:

November 5, 2019

2019 QX50; RATTLE NOISE FROM REAR OF FRONT MOONROOF PANEL

APPLIED VEHICLES: 2019 QX50 (J55)**APPLIED VIN AND DATE:** Built before 3PCAJ5M1(*)KF 137203 / April 5, 2019

IF YOU CONFIRM

While driving at approximately 10 MPH, a rattle is present from either the right or left rear corner of the front moonroof glass panel,

And

Occurs only while the moonroof is in the closed position,

And

The moonroof buffers have been confirmed as being the old style (see Figure 2 and Figure 3 on pages 2 and 3, respectively).

ACTION

Replace both moonroof glass panel buffers with those from the **Parts Information** section of this bulletin on page 5.

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.

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SERVICE PROCEDURE

1. Open the moonroof using the tilt mode and position it so that the leading edge (closest the front of the vehicle) has approximately 1/2" gap.

IMPORTANT: If the moonroof is moved further than 1/2", the buffers cannot be removed.

2. Locate the front moonroof glass panel buffers (moonroof buffers). See Figure 2 and Figure 3.
 - One (1) moonroof buffer is located at the right rear corner and one (1) moonroof buffer is located at the left rear corner of the front moonroof glass panel.

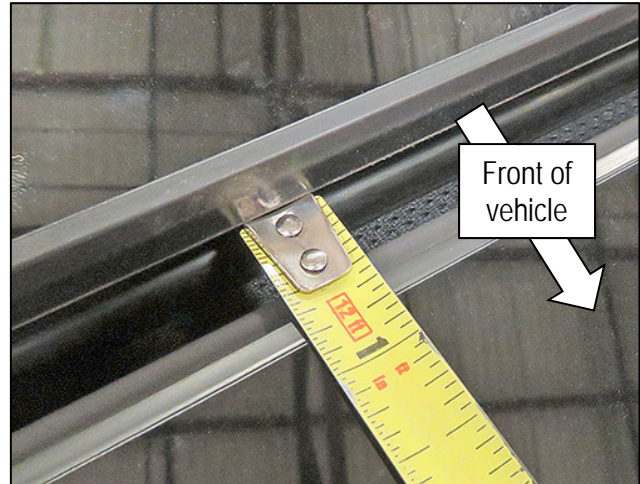


Figure 1

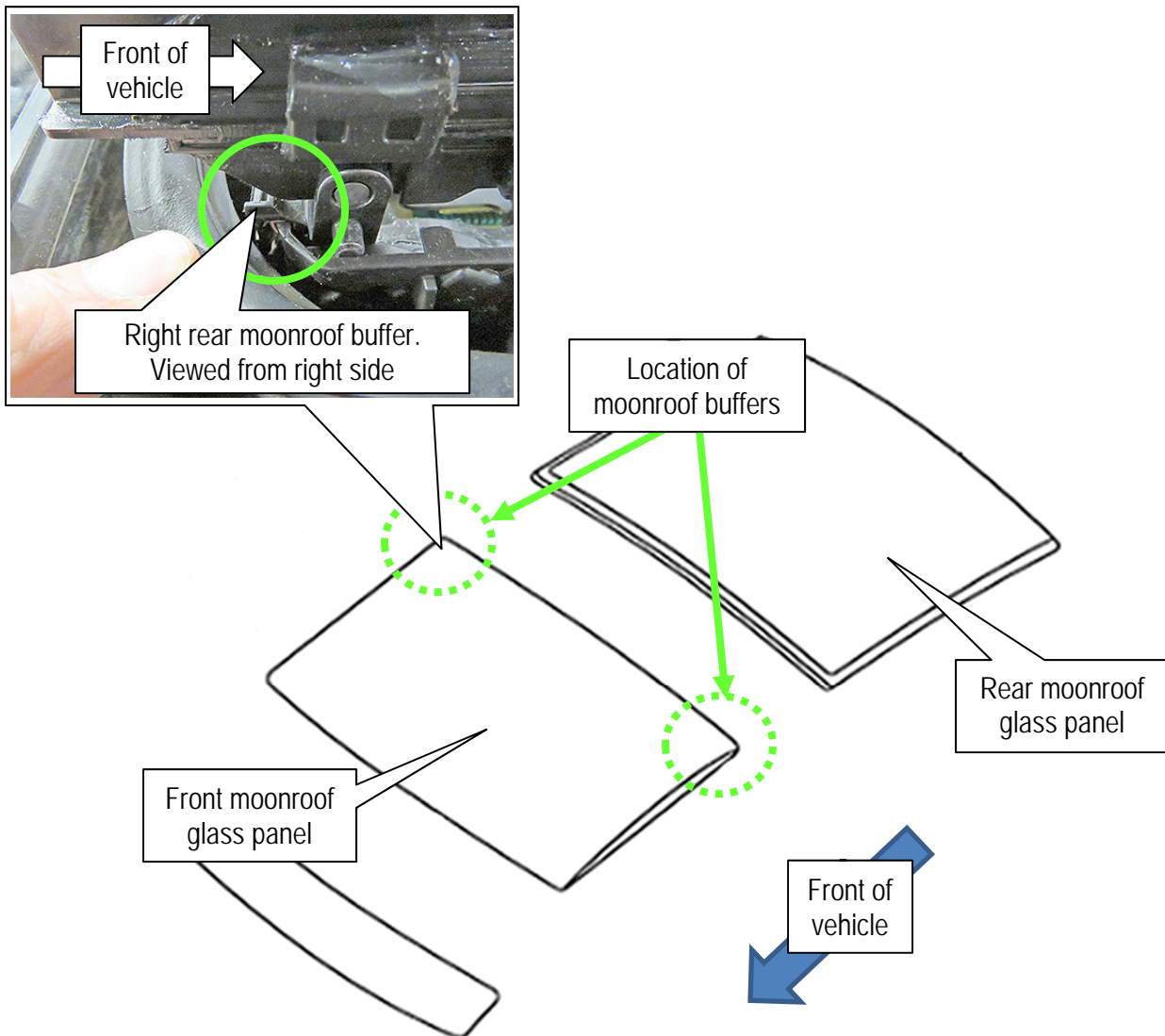


Figure 2

3. Inspect each moonroof buffer for a white shim (old style).
 - Do they have white shims (see Figure 3)?
 - YES: Proceed to step 4.
 - NO: This bulletin does not apply. Refer to the Electronic Service Manual for further diagnostic information.

HINT:

- The moonroof buffer shims (shim) can be seen from either side of the moonroof buffer.
- The old style moonroof buffer will also have a slot in the top and will appear asymmetric.

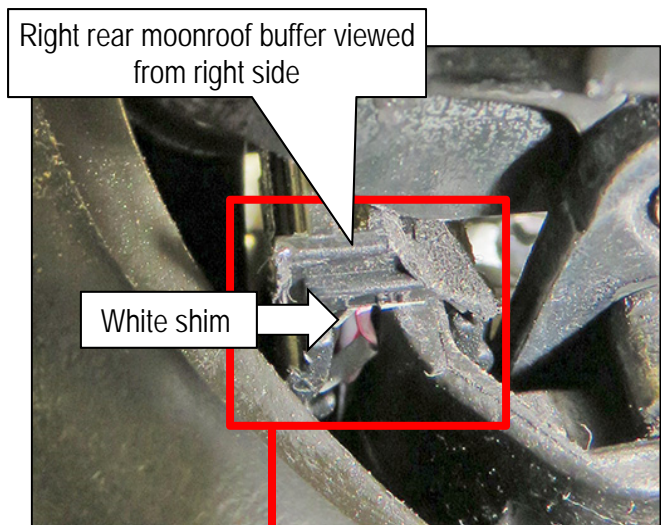
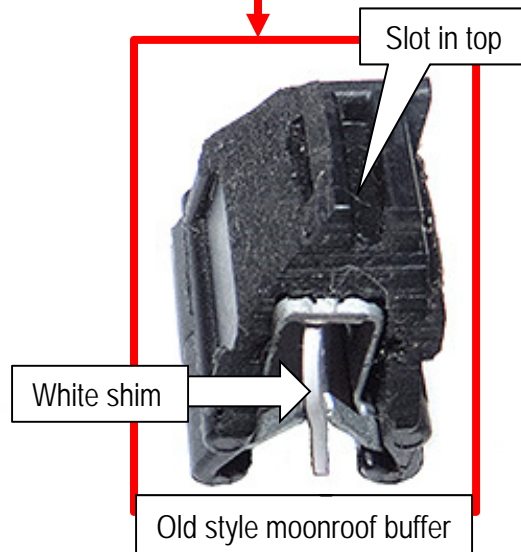


Figure 3



New style moonroof buffer

Figure 4



Old style moonroof buffer

Figure 5

4. With the moonroof still in the tilt (open) position, turn the ignition OFF.
5. Remove the front moonroof glass panel from the vehicle.

NOTICE To avoid damage to the vehicle, do NOT move the moonroof tracks with the glass panel removed. Movement of the moonroof tracks will cause the tracks to become misaligned.

- Refer to the Electronic Service Manual (ESM) for the procedure to remove the front moonroof glass panel: **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > ROOF > REMOVAL AND INSTALLATION > GLASS LID.**

HINT: The glass panel is held in place by six (6) T25 Torx attachment screws.

IMPORTANT: Before removing the old style moonroof buffers, note their orientation. The new moonroof buffers will be inserted in the same positions and locations. This will help you understand the following steps.

6. Slide the moonroof buffers sideways toward the center of the vehicle, one at a time (see Figure 6 and Figure 7) to remove them.
 - The right side is shown, the left side is similar.

NOTE: If additional leverage is needed, a plastic trim tool can be gently used.

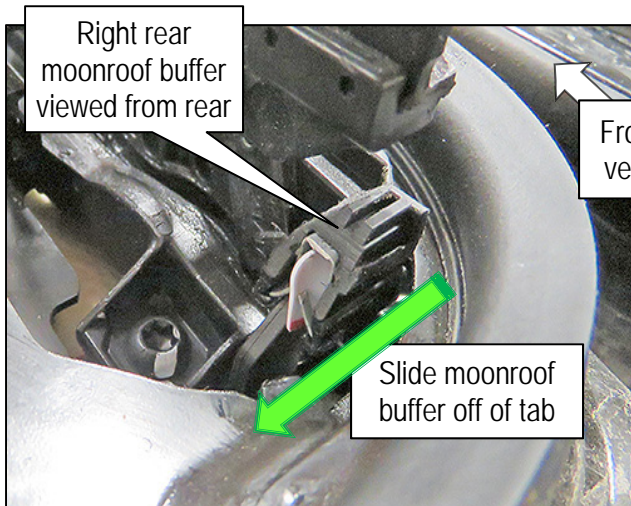


Figure 6

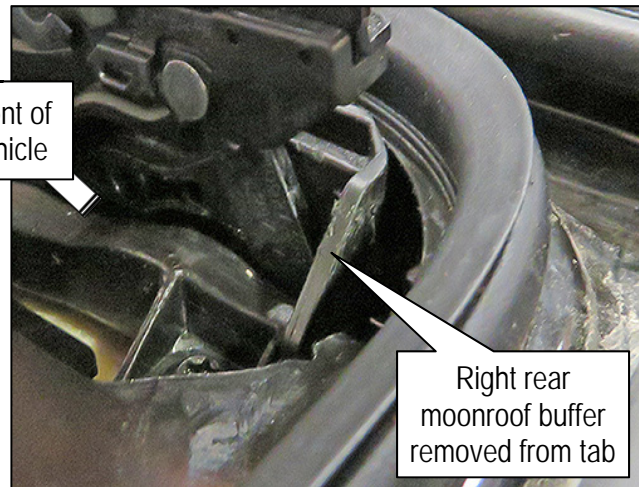


Figure 7

7. Install the new style moonroof buffers onto each tab, one at a time.
 - a. Face the flat side of each moonroof buffer toward the outside of the vehicle.

NOTE: The right side is shown. The left side will face the opposite direction.
 - b. Align so that the moonroof buffer is directly over the tab, and then press straight down until fully seated.
 - c. After seating the buffer, slide it towards the outside of the vehicle until it contacts the moonroof frame.
 - d. Confirm that the flat side of each moonroof buffer is fully seated against the moonroof frame.

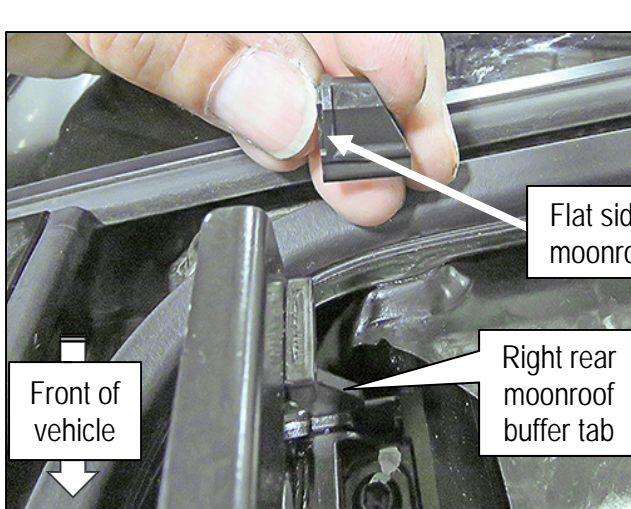


Figure 8

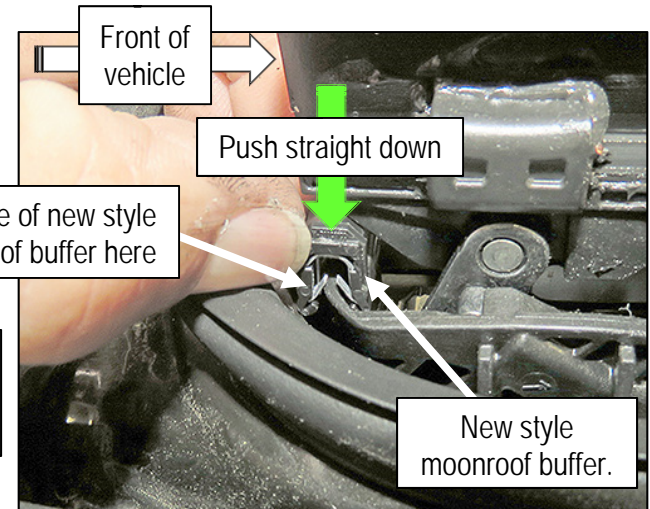


Figure 9

8. Reassemble the moonroof glass in the opposite order of disassembly.
 - Refer to the ESM for the procedure to reinstall the front moonroof glass panel: **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > ROOF > REMOVAL AND INSTALLATION > GLASS LID.**
 - Torque the six (6) Torx screws to 5 N•m (0.5 kg-m, **44.25 in-lb**).

9. Water test the vehicle and confirm that there are no leaks.

PARTS INFORMATION

| DESCRIPTION | PART NUMBER | QUANTITY |
|-----------------|---------------|----------|
| Moonroof Buffer | 91365 - 5NA1A | 2 |

CLAIMS INFORMATION

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

| DESCRIPTION | PFP | OP CODE | SYM | DIA | FRT |
|--------------------------|-----|---------|-----|-----|-----|
| Replace Moonroof Buffers | (1) | BX6WAA | ZL | 32 | 0.4 |

- (1) Reference the Parts Information table above and use the Moonroof Buffer as the Primary Failed Part (PFP).

AMENDMENT HISTORY

| PUBLISHED DATE | REFERENCE | DESCRIPTION |
|------------------|-----------|-----------------------------|
| November 5, 2019 | ITB19-035 | Original bulletin published |

