

Classification:

BT14-021b

Reference:

ITB14-039b

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Date:

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2014-2015 Q50 AND Q50 HYBRID; STRONG ODOR INSIDE VEHICLE

This bulletin has been amended in the Title, APPLIED VEHICLES, and IF YOU CONFIRM.
No other changes have been made. Discard all previous versions of this bulletin.

APPLIED VEHICLES: 2014-2015 Q50 (V37)
2014-2015 Q50 Hybrid (V37)

APPLIED VINs and

DATES: All vehicles built before JN1BV7AP(*)FM 332566 and October 14, 2014
JN1BV7AR(*)FM 393189 and October 14, 2014
JN1AV7AP(*)FM 790218 and October 14, 2014
JN1AV7AR(*)FM 850209 and October 14, 2014

IF YOU CONFIRM

A strong sulfur like odor is coming from the Moonroof drain hoses after a hot soak (after sitting with doors and windows closed).

- Odor is most noticeable if the Moonroof shade is left closed while the vehicle sits in the direct sunlight and then after a hot soak the Moonroof shade is opened.

NOTE: The Moonroof drain hoses **MUST** be the cause of the strong sulfur like odor for this bulletin to apply.

ACTION

- Replace the Moonroof drain hoses with the Service Procedure starting on the next page.

And

- Deodorize with an ozone generator as needed.

And then

- Replace in-cabin microfilter.

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 the 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 dealer to determine if this applies to your vehicle.

SERVICE PROCEDURE

Figure 1 shows the hoses that will be replaced in the following procedure.

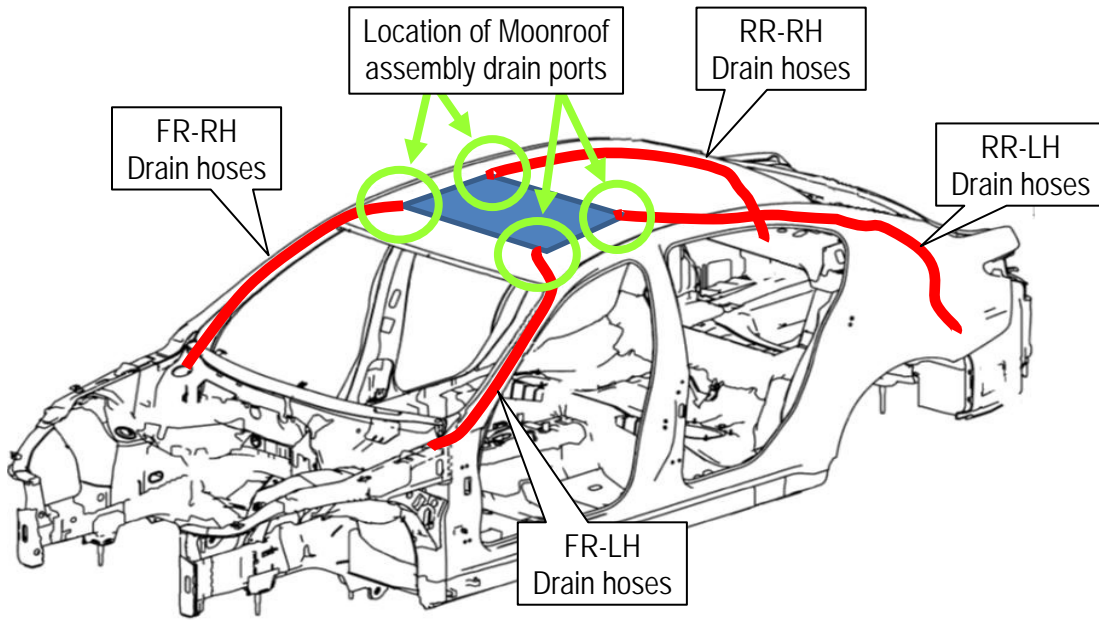


Figure 1

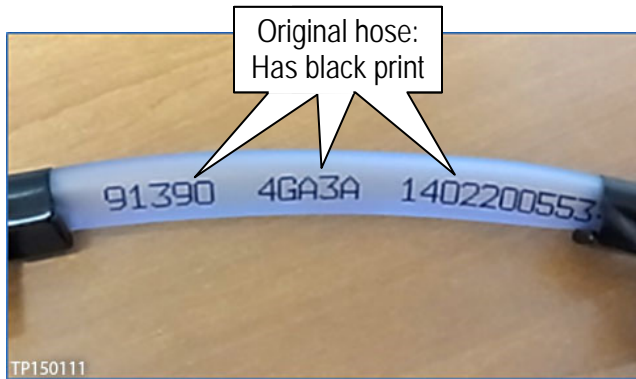


Figure 1a

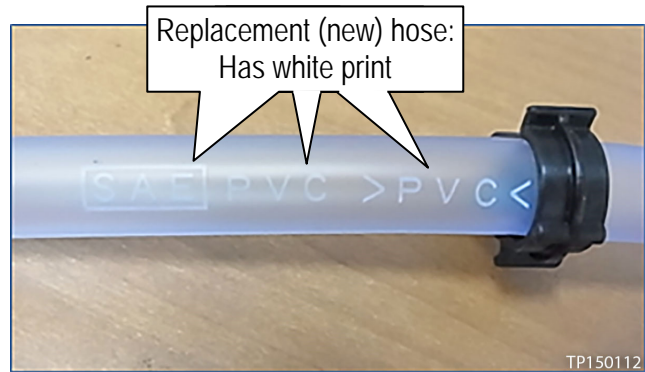


Figure 1b

1. Write down the radio settings.

PRESETS	1	2	3	4	5	6
AM						
FM 1						
FM 2						
SAT 1						
SAT 2						
SAT 3						
BASS	TREBLE		BALANCE	FADE	SPEED SEN. VOL.	

2. If equipped, Write down the customer preferred setting for the Automatic Air Conditioning System.

- If needed, refer to System Settings in the HAC section of the ESM.

IMPORTANT: Open the Moonroof and all of the windows to allow the vehicle to “air out” while this procedure is being performed.

- A fan can be used to help move air through the vehicle.

NOTE: The following Figures shown are of the driver’s side. Passenger side is similar.

3. Lower the headlining, but do not remove it from vehicle.

- Rest the headlining on top of the seats (Figure 2).

NOTE:

- Refer to the Electronic Service Manual (ESM) section **INT – Interior** for the procedure to lower the headlining and remove trunk room trim.
- Always use a remover tool that is made of plastic to prevent damage.

4. Disconnect all four Moonroof drain hoses (Figure 1) one at a time from the Moonroof assembly drain ports and blow compressed air into them to remove any residual water and/or debris.

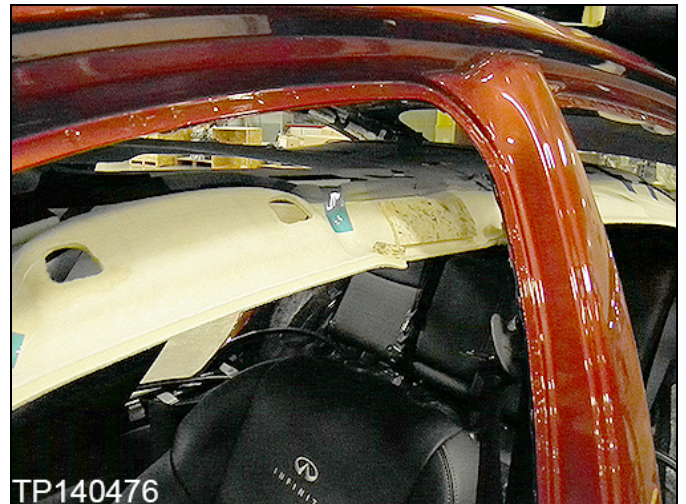


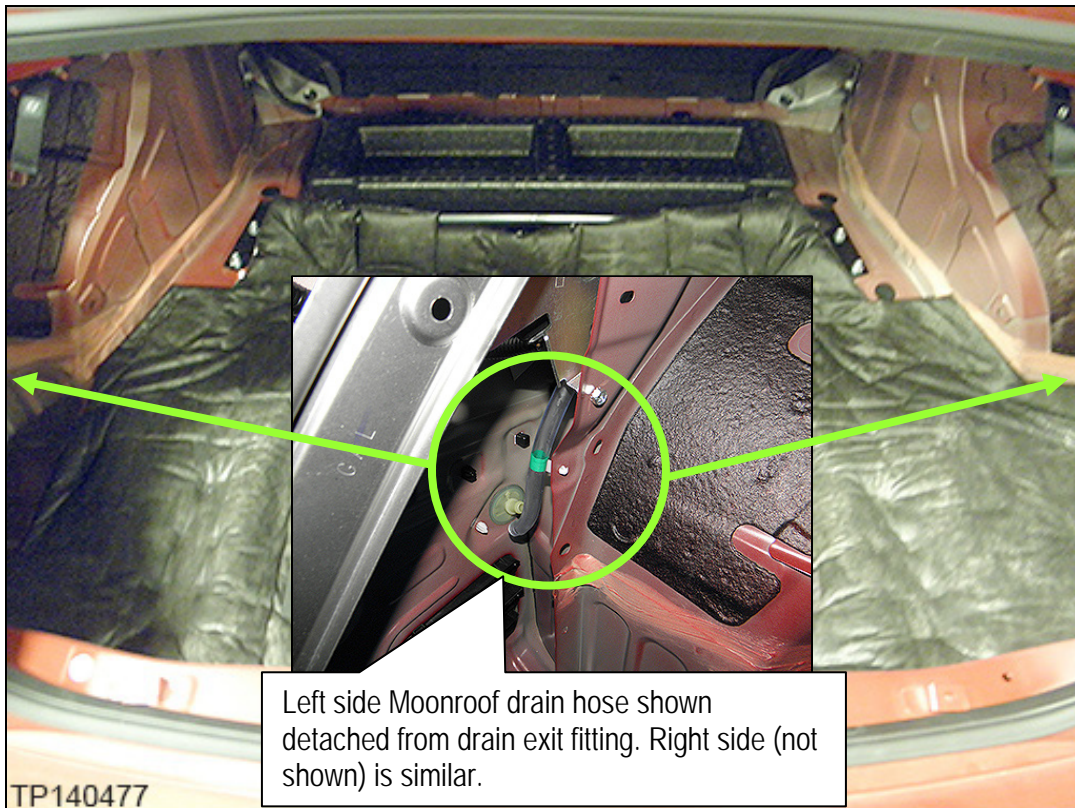
Figure 2

Replace Rear Drain Hoses

5. Remove the trunk room trim.

6. Disconnect the Moonroof drain hoses from the trunk side exit fittings (Figure 3) and then proceed to step 9.

- For **HEV vehicles** perform step 7 and step 8 on page 4.



Left side Moonroof drain hose shown detached from drain exit fitting. Right side (not shown) is similar.

Figure 3

7. For HEV vehicles only, remove the battery cooling fan duct attached on right side of trunk (Figure 4).

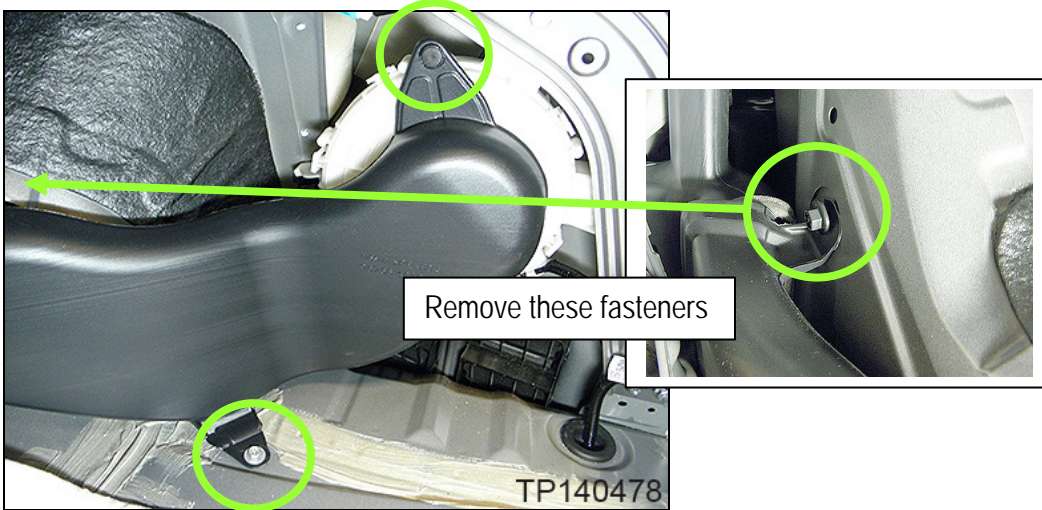


Figure 4

8. Remove the nuts and bolts shown in Figure 5 and then move the High Voltage battery cooling fan and bracket gently out of the way.

Reassembly Torque: 9.5 N·m (0.97 kg-m, 84 in-lb)

9. Tape a new rear Moonroof drain hose (Figure 6), from the Parts Information table, to the trunk end of the left and then right side Moonroof drain hoses as shown in Figure 7.

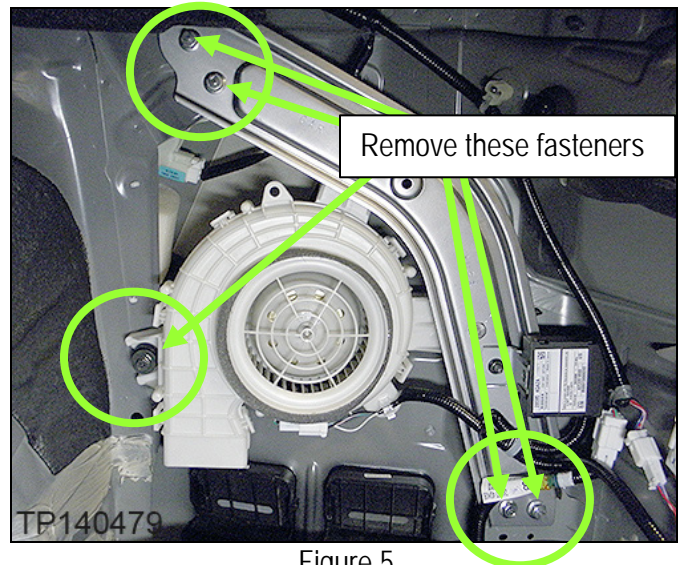


Figure 5

NOTE: This will allow the new hose to be drawn through the C-pillar/package shelf.

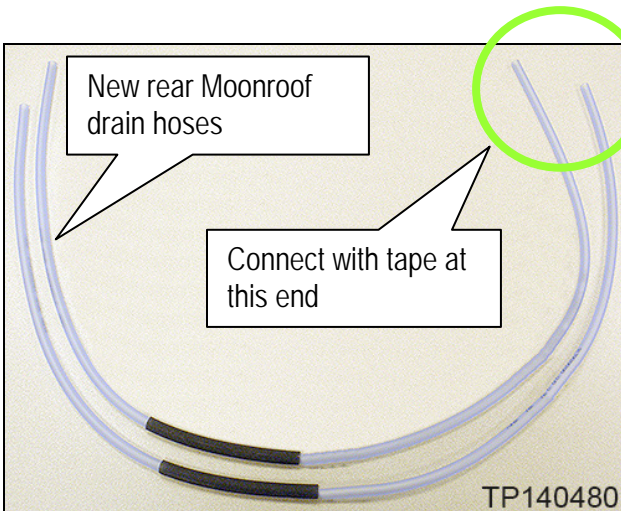


Figure 6

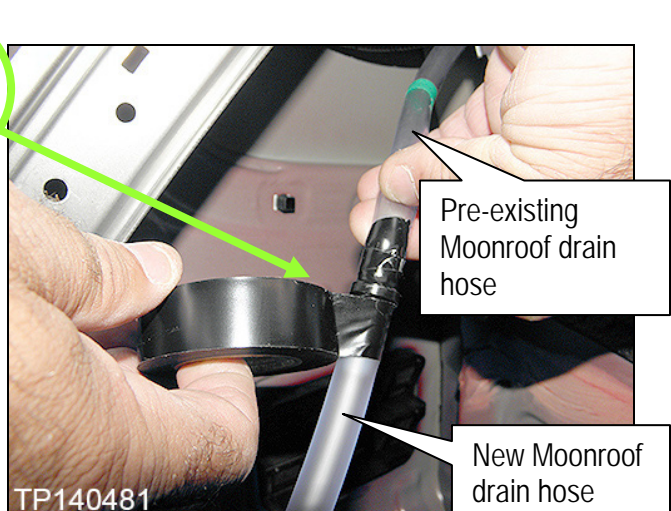


Figure 7

10. Cut the tape (left side is green, right side is black) of each clip that holds the rear drain hoses in place to the C-pillars and then remove the tape (Figure 8).

- There are two taped clips at each rear C-pillar.

NOTE: Do not remove the clips from body panel. If the clips are broken they may fall into the pillar panels, and cause noise.



Figure 8

11. Clean the inside surfaces of each C-pillar and the inside surfaces of each finisher with a clean damp towel.

IMPORTANT: Step 11 will remove any residue left by the Moonroof drain hoses.

12. Gently pull the pre-existing rear Moonroof drain hoses from the Moonroof side to draw the new drain hoses connected to them into the vehicle.

NOTE: Figure 9 shown from driver's side rear door.

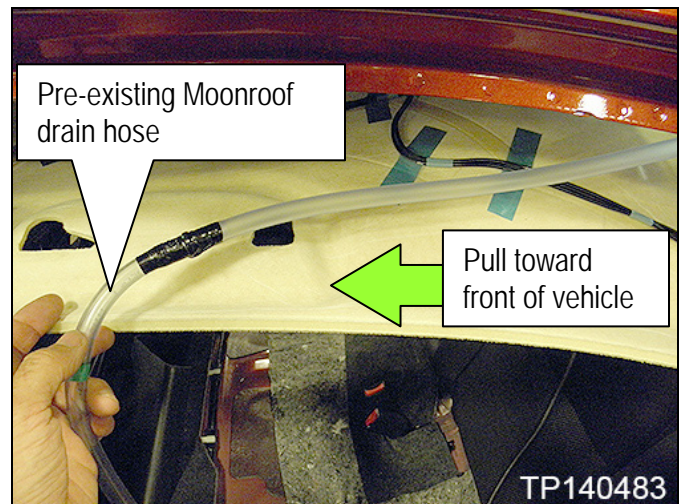


Figure 9

13. Remove the temporary tape and old hose from the new hose.

14. Attach the new drain hoses to the Moonroof assembly drain ports and drain exit fittings in the trunk area.

15. Tape the new hoses to the 2 body clips (4 total) on the left and right C-pillars that they were removed from in step 10 (example shown in Figure 18).

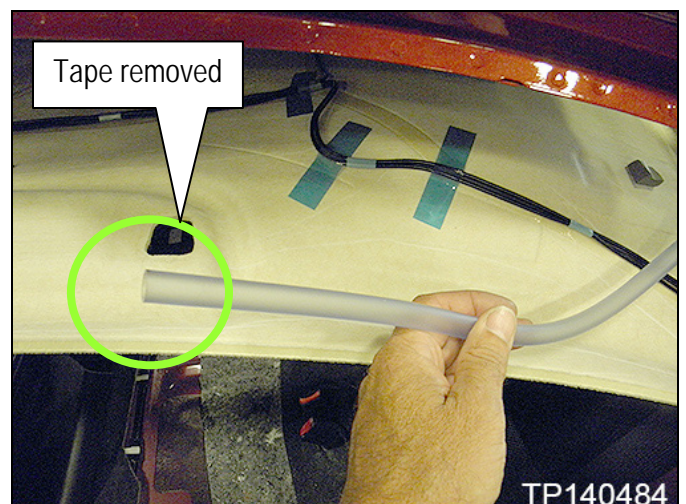


Figure 10

Replace Front Moonroof Drain Hoses.

1. Detach the front speaker grille.
 - Lift the left side of the front speaker grille and work from left to right to unsnap speaker grille.

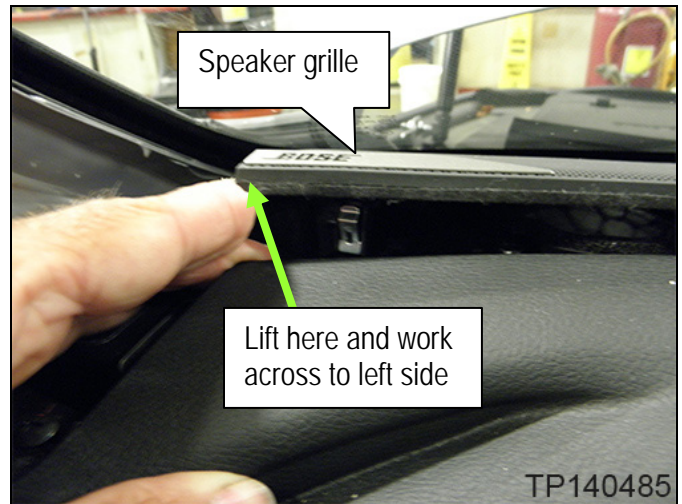


Figure 11

2. Disconnect both left and right sunload sensors and then remove the front speaker grille.

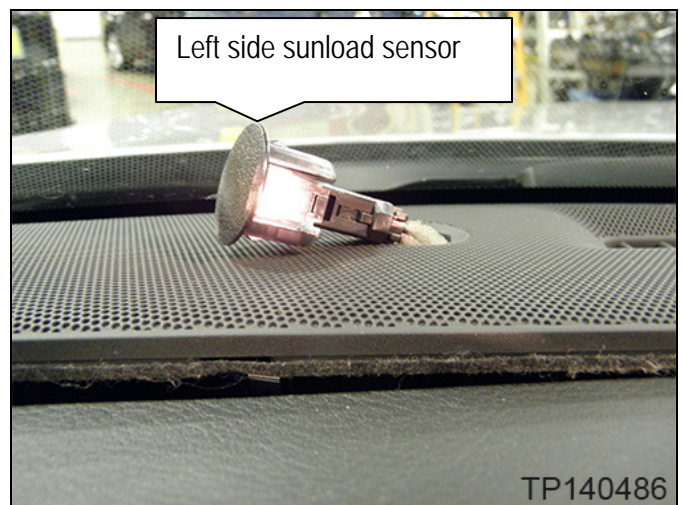


Figure 12

3. Cut the tape (left side is green, right side is black) of each clip that holds the front drain hoses in place.
 - There are 4 clips at each front A-pillar.

NOTE: Do not remove the clips from body panel. If the clips are broken they may fall into the pillar panels and cause noise.

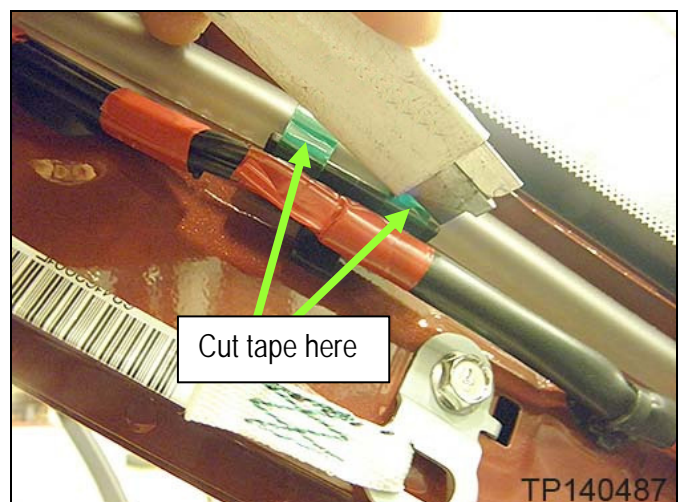


Figure 13

4. Disconnect the left side Moonroof drain hose from the drain hose exit port with long curved needle nose pliers, and then remove the front Moonroof drain hose from the vehicle.

IMPORTANT: When removing the Moonroof drain hose from the exit port, hold the drain hose exit port in place with a long screw driver to prevent it from being detached from the bulkhead.

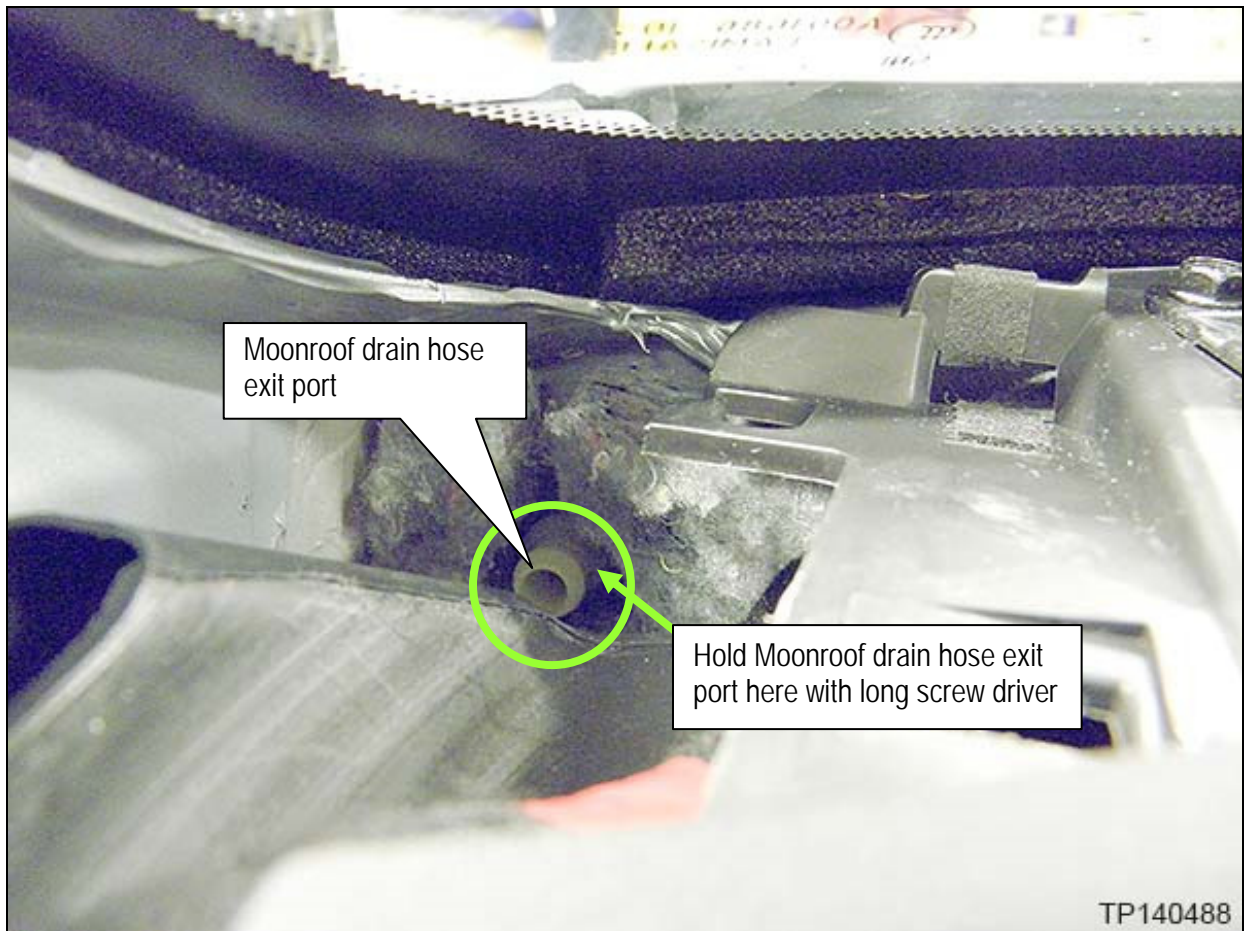


Figure 14

5. Clean the inside surfaces of each A-pillar and the inside surfaces of each finisher with a clean damp towel.

IMPORTANT: Step 5 will remove any residue left by the Moonroof drain hoses.

- Grab the end of the new Moonroof drain hose 1 inch from the end with long curved needle nose pliers.

NOTE: The end of the Moonroof drain hose with the **foam wrap** on it is the Moonroof Assembly side.

- Attach the new left front Moonroof drain hose, from the Parts Information table, to the left drain hose exit fitting and then to the left side Moonroof Assembly drain port.



Figure 15

- Unsnap the passenger side defroster nozzle and move to the side to gain access to the right side Moonroof drain hose exit port (Figure 16).

- Perform steps 4 through 7 on the right side Moonroof drain hose and then proceed to Step 10.

NOTE: When removing the Moonroof drain hose from the drain hose exit port, hold the drain hose exit port in place with a long screw driver to prevent it from being detached from the bulkhead.

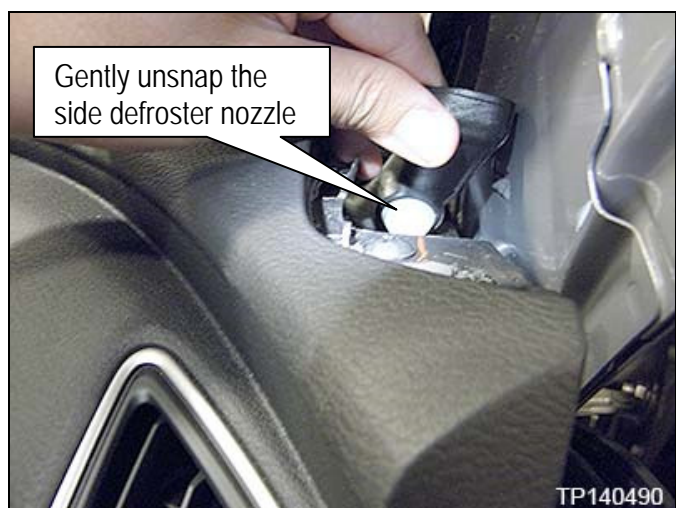


Figure 16

10. Before taping the Moonroof drain hoses in place, center the hose(s) over the clips so that the hose(s) do not kink and create a blockage (example of kink shown in Figure 17).

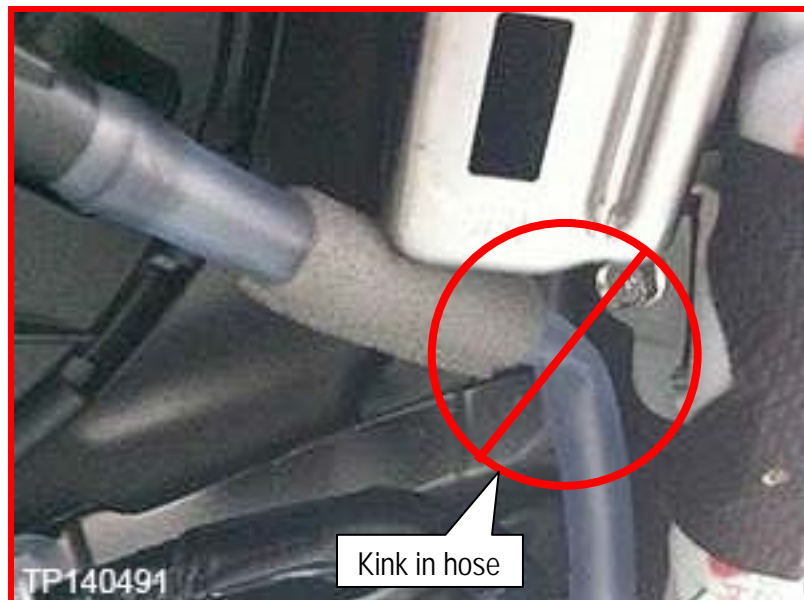


Figure 17

11. Tape the new hoses to the 4 body clips (8 total) on the left and right A-pillars that they were removed from in step 3 (Figure 18).

NOTE: Fourth clip(s) not shown.

12. Re-assemble the vehicle in the reverse order.

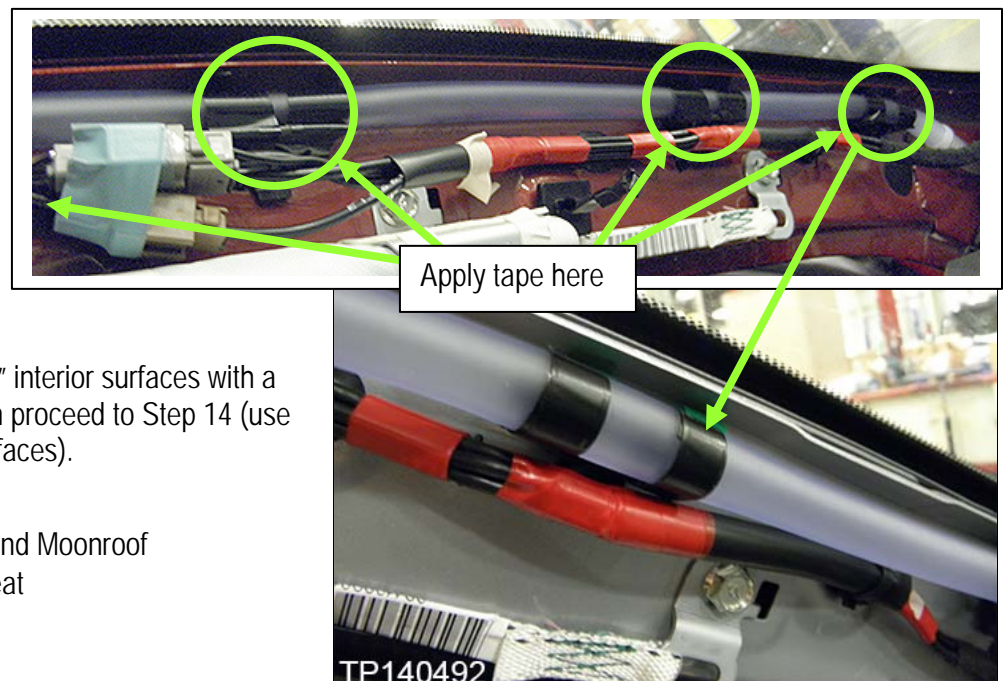


Figure 18

13. Clean all of the "non-fabric" interior surfaces with a clean damp towel and then proceed to Step 14 (use glass cleaner for glass surfaces).

EXAMPLE:

- Inside of all windows and Moonroof
- All surfaces of each seat
- Door panels
- Instrument panel.

IMPORTANT: Step 13 will remove any residue left by the Moonroof drain hoses.

14. Confirm that the odor is gone.

- If odor is not completely gone, proceed to "Odor Removal with Ozone Machine".
- If odor is gone, proceed to "Resetting Customers Settings" on page 13.

Odor Removal with Ozone Machine

1. Connect the GR8 (Multitasking Battery Diagnostic Station) to the vehicle's 12V battery.
 - Set the GR8 to ECM power supply mode.
2. Depress the vehicle's power ("ignition") switch twice without depressing the brake pedal.
 - The meter and gauges will illuminate.

CAUTION: For Q50 Hybrid, Do Not set the vehicle in "READY to drive" mode and make sure the ready to drive indicator light is OFF (not illuminated)..

Ready to drive indicator light
(Make sure it is OFF)



Figure 19

3. Turn the Climate Control "ON" and set the Mode to Recirculation.
4. Set the fan speed to the highest setting.

NOTE: This will allow the ozone to circulate through the Instrument Panel ducts and help distribute the ozone throughout the vehicle over the 4 hour treatment.

5. Remove the TechMate ozone machine (Rainbowair Activator 1000 - II Mobile Station, part number #188-5401-II MS), foam inserts (Figure 21) and ducting hose from its storage case.
6. Place the ozone machine on top of the storage case.
7. Fold down the rear seat arm rest, and then open the pass through access panel to the trunk that is located behind the arm rest.

NOTE: This will allow the ozone to reach the trunk area.

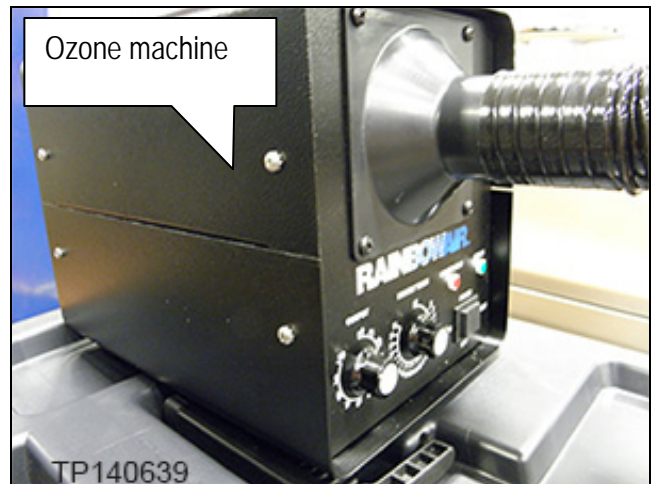


Figure 20

8. Close all windows, doors, and Moonroof.
9. Roll down either the passenger or driver's side window half way.
10. Insert the foam from kit (Shown in Figure 21) into chosen window, and then close window until snug fit is achieved.

NOTE: Confirm that any gaps in the foam are as small as possible. This will prevent ozone from escaping.

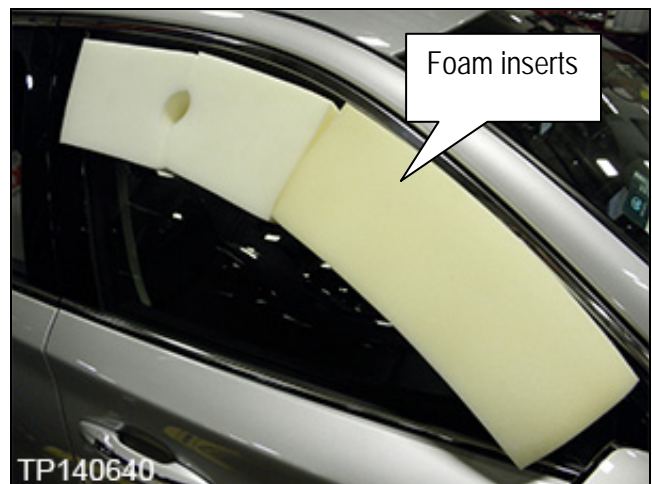


Figure 21

11. Connect the duct hose to the ozone machine and then the other end into the hole provided in the foam inserts.



Figure 22

12. Set the ozone machine's **OUTPUT** to 10 and the **HOURLY TIMER** to 2.

13. Toggle the **POWER** switch to **TIMER**. This will start the flow of ozone.

After 2 hours the machine will shut off.

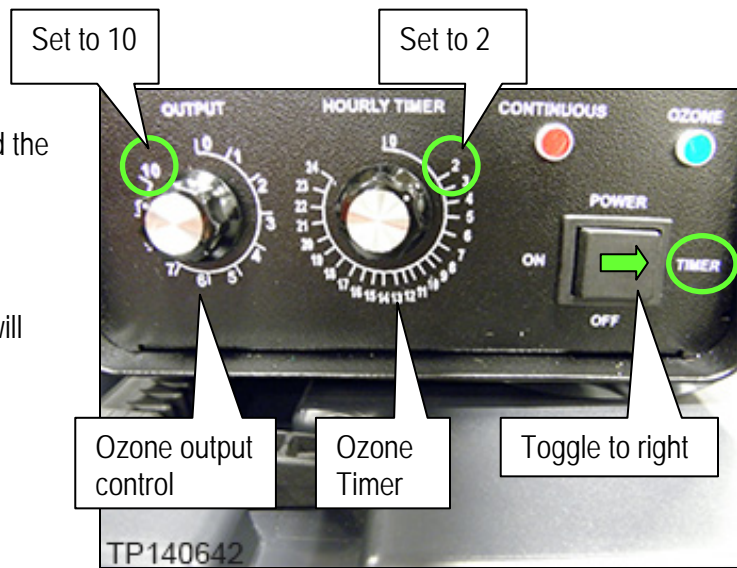


Figure 23

14. Once the machine has shut OFF, leave it attached and the vehicle sealed for an additional 2 hours.

IMPORTANT: The process of deodorization takes place after the machine has shut OFF. The vehicle **MUST** be left closed as this process takes place.

15. After the vehicle has sat with the ozone machine OFF for 2 hours, open the vehicle (all doors, trunk, Moonroof) and allow it to air out for an hour.

NOTE: This will allow the ozone that has captured these odors to leave the vehicle.

- If possible (season and weather permitting), park the vehicle outside in direct sunlight to raise interior cabin temperatures. This will allow more odor to be eliminated from the interior trim.

16. Turn OFF the Climate Control when the vehicle has aired out enough to allow entry.

17. Confirm that the odor is gone.

18. If some of the odor is still present, repeat Steps 8-17 as many times as needed until the odor is removed.

19. Replace the vehicle's in-cabin microfilter.

NOTE: Refer to the ESM, section **VTL – Ventilation System**, for procedure to replace the in-cabin microfilter.

Reset Customer Settings

1. Reset the clock in the combination meter.
2. Reset the radio settings.
3. **If equipped**, check/reset the clock in the navigation system.
4. **If equipped**, reset the customer preferred settings for the Automatic Air Conditioning System.
 - If needed, refer to System Settings in the HAC section of the ESM.
5. Inform the customer:
 - **If equipped**, some memory settings in the navigation system may need to be reset.
6. Reinitialize and check the Anti-Pinch Function for all Auto-UP power windows:

Reinitialize:

- a. Turn the ignition ON.
- b. Operate the power window switch to fully open the window (glass all the way down).
- c. Hold the window switch UP until the glass stops at the fully closed position, and then continue holding the switch UP for 2 seconds or more.
- d. Check that AUTO-UP function operates normally.

Check Anti-Pinch Function

- a. Fully open the door window (glass all the way down).
- b. Hold a piece of wood near the fully closed position.
- c. Close the door window glass using the AUTO-UP switch. Allow the window glass to hit the wood.
- d. Check the following conditions:
 - Check that the glass lowers for approximately 150 mm (5.9 in), without pinching the wood, and stops.
 - Check that the glass does not rise when operating the power window main switch, while the window is lowering after hitting the wood.

CAUTION: Do not check anti-pinch function with hands or other body parts because they may be pinched.

PARTS INFORMATION

Description	PART #	Quantity
Drain Hose RR-RH	91390-4GB1A	1
Drain Hose RR-LH	91390-4GB1B	1
Drain Hose FR-RH & LH	91390-4GB0A	2
Garnish-center pillar, upper RH (B-Pillar finisher)	76913-4GA0A	1
Garnish-center pillar, upper LH (B-Pillar finisher)	76914-4GA0A	1
Clip	76988-JM00A	2
In-Cabin Microfilter	B7277-1CA1A	1

CLAIMS INFORMATION

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

OPERATION	OP CODE	PFP	SYM	DIAG	FRT
Install Moon roof Drain Hoses	BX4GA1	(1)	ZV	32	3.4 hrs.

(1) Use one of the Drain Hose part numbers (91390-xxxxx) listed in the parts information table as the Primary Failed Part (PFP).

And if Needed

OPERATION	OP CODE	PFP	SYM	DIAG	FRT
Deodorize vehicle Interior *	BX4QA1	(1)	ZV	32	0.2

*Operation code to be claimed once, applies for multiple deodorize sessions as needed to remove odor.

