

Classification:

ST14-013a

Reference:

ITB15-001a

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Date:

July 8, 2015

2014-2015 Q50; INTERMITTENT SQUEAK FROM STEERING WHEEL WHEN TURNED

This bulletin has been amended. The APPLIED VEHICLES section has been revised.
Please discard previous versions of this bulletin.

APPLIED VEHICLES:

2014-2015 Q50 (V37)
2014-2015 Q50 Hybrid (V37)

IF YOU CONFIRM

The steering wheel makes a faint squeaking/ticking noise when turned left or right.

NOTE: Due to the faint nature of this noise, it may be necessary to lift the front wheels off of the ground so that it can be isolated.

ACTION

Remove driver's side airbag and apply felt tape with the SERVICE PROCEDURE starting on page 2.

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 retailer to determine if this applies to your vehicle.

SERVICE PROCEDURE

WARNING:

- Follow all cautions, warnings, and notes in the Electronic Service Manual (ESM) when working on or near a Supplemental Restraint System (SRS), such as an airbag.
- Before servicing the SRS, turn the ignition switch OFF, disconnect both battery terminals, and wait at least three minutes.
- Always work from the side of an air bag module. Never work in front of it.
- Never use air tools or electric tools for servicing.

NOTE:

- Felt strips for the following procedure can be found in Squeak and Rattle kit (P/N J-50397).
- Write down customer's audio presets in table provided on page 5.

1. Disconnect the vehicle's battery ground cable and wait for 3 minutes, and then proceed to step 2.

2. Remove the driver's side air bag (Figure 1).

Refer to Electronic Service Manual (ESM), section **SR – SRS Airbag** for information.

3. Cut two strips of felt tape (P/N J-50397-4) to 150 mm long.

4. Gently remove harness from steering wheel housing as shown in Figure 2.

5. Apply one piece of felt tape to the top and one piece to the bottom of the harness area shown shaded in red in Figure 2.

- Felt tape should be applied so that it is centered and harness is completely covered.

6. Replace harness into its original position.

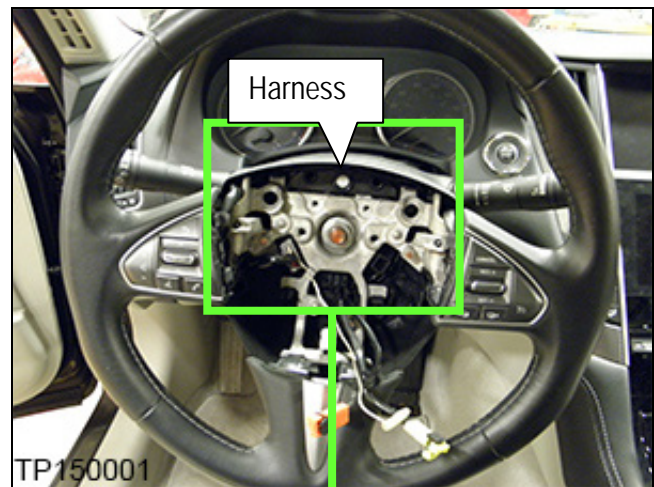


Figure 1

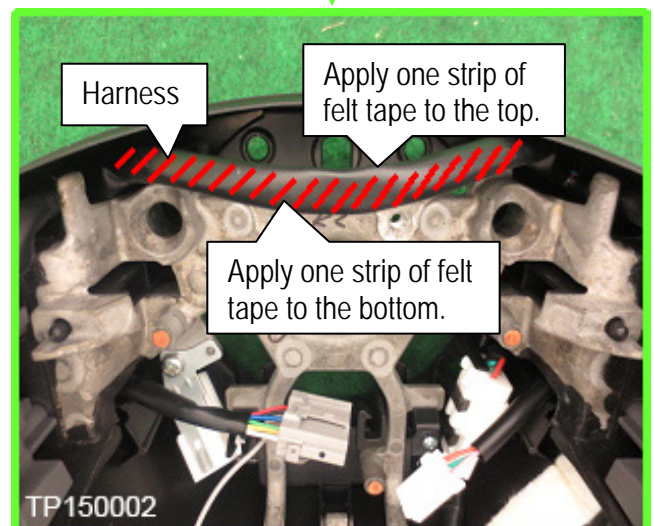


Figure 2

7. Cut two pieces of felt tape (P/N J-50397-4) to the dimensions shown in Figure 3 below.

NOTE: Templates shown below are both with adhesive shown faced away.

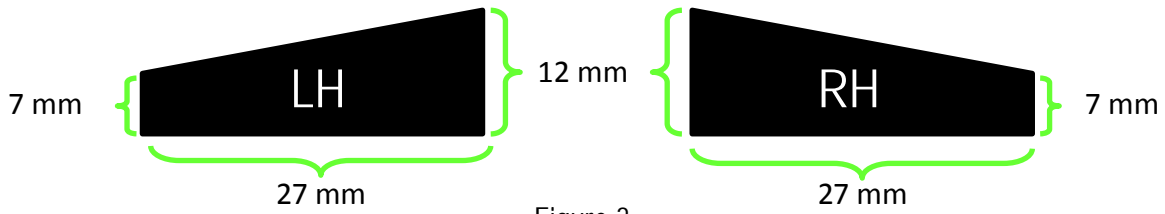


Figure 3

8. Apply the felt tape cut in step 7 to the right and left sides of the steering wheel as shown in Figure 4.

- Overlap felt tape edge 1.5 mm over the leather at top edges as shown in Figure 4.

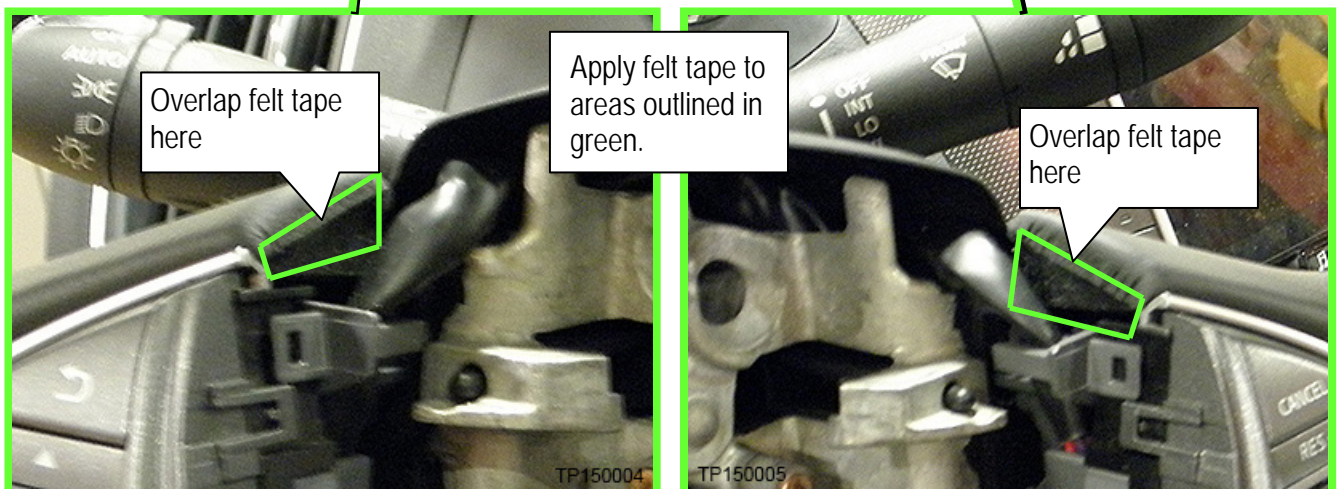
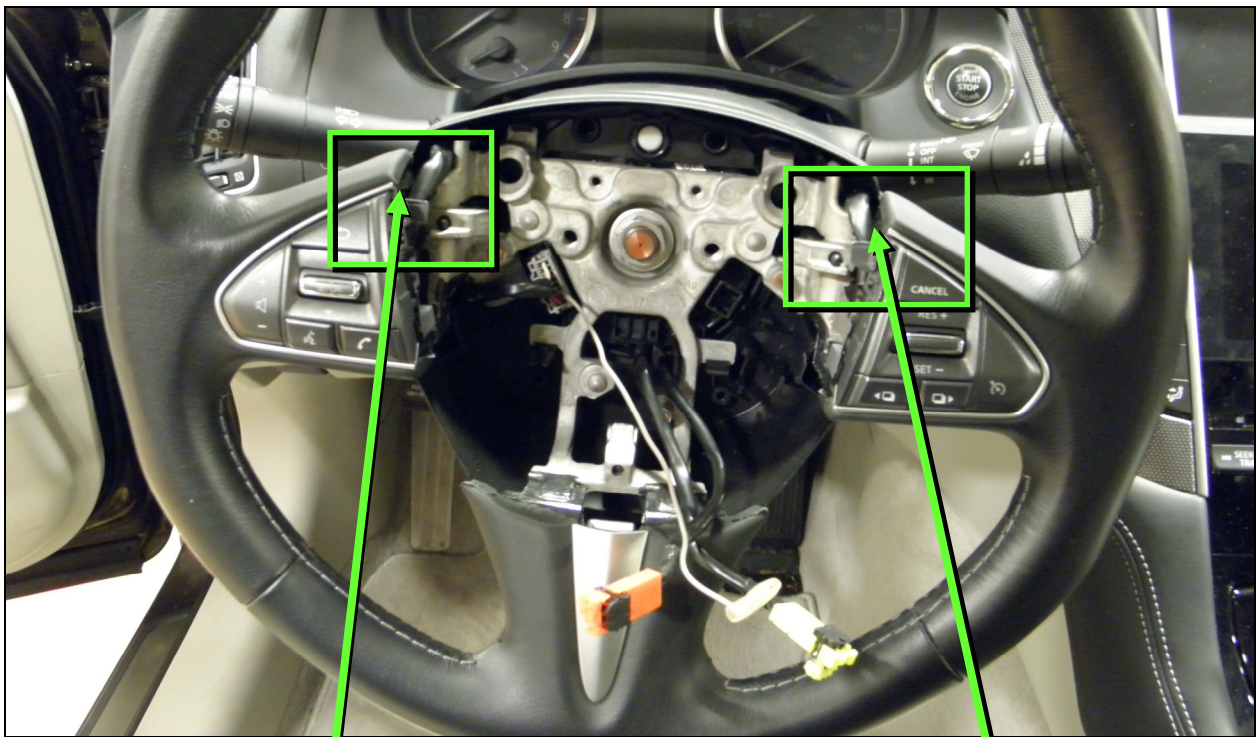
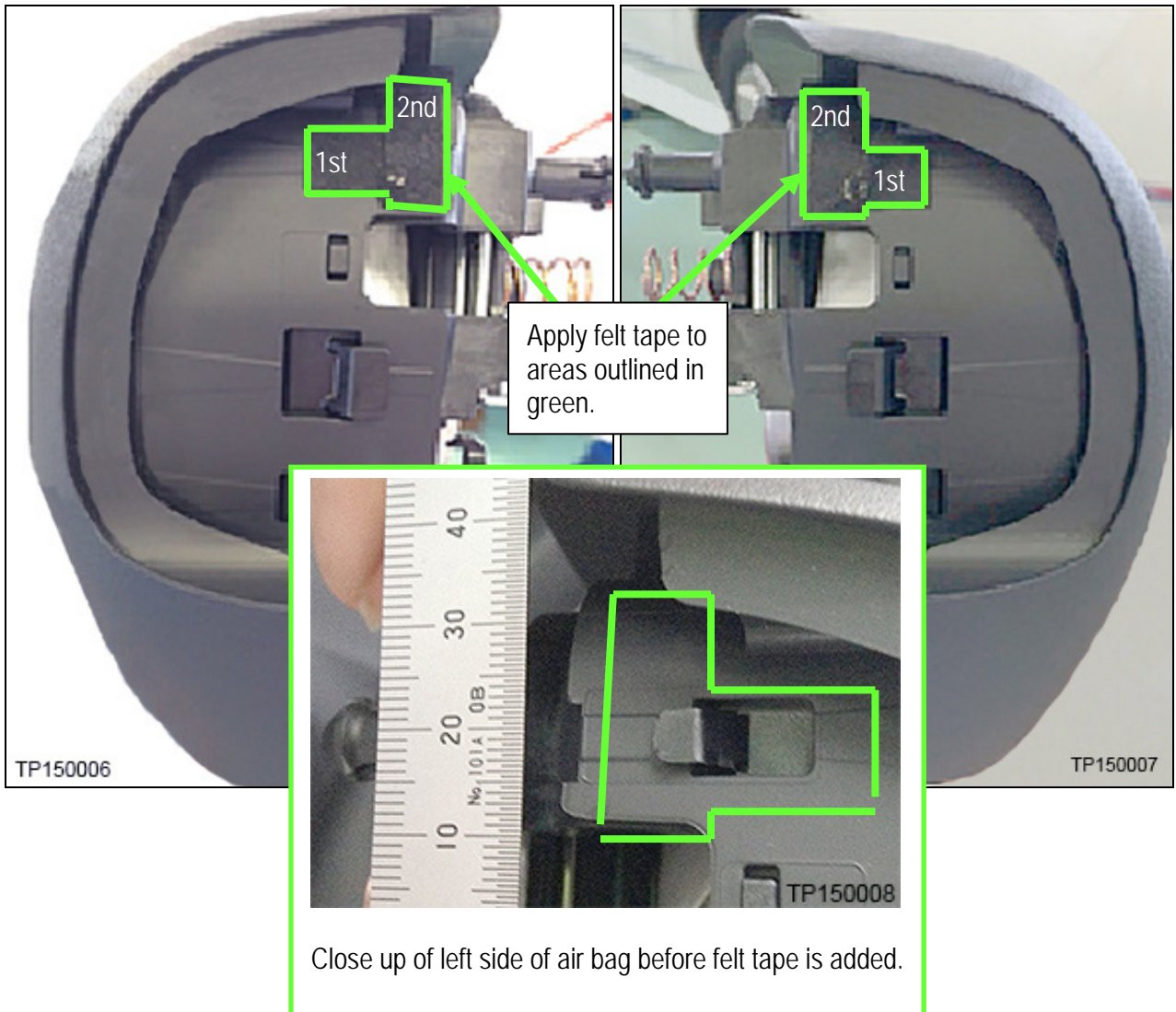


Figure 4

9. Cut 4 pieces felt tape (P/N J-50397-4) into 20 mm X 10 mm lengths.
10. Apply the felt tape in an overlapping "T" pattern to the areas on the driver's side air bag outlined in green as shown in Figure 5.
 - Apply the horizontal pieces first and then the vertical pieces.



11. Reassemble the driver's side air bag in the reverse order of disassembly and reprogram the customer's audio presets.

Table for audio presets

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.	

CLAIMS INFORMATION

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

OPERATION	OP CODE	PFP	SYM	DIAG	FRT
REPAIR STEERING WHEEL	QX33AA	(1)	ZL	32	0.7

(1) Refer to the electronic parts catalog (FAST) and use the Steering Wheel assy part number (48430-xxxxx) as the Primary Failed Part (PFP).

