

Classification:

Reference:

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Date:

ST15-009

ITB16-011

March 8, 2016

2013 JX AND 2014-2015 QX60; POWER STEERING NOISE HEARD INSIDE VEHICLE WITH WINDOWS CLOSED

APPLIED VEHICLES:	2013 JX (L50) 2014-2015 QX60 (L50) 2014-2015 QX60 hybrid (L50)
APPLIED VIN AND DATE:	2013 JX All 2014 QX60 All 2014 QX60 hybrid All 2015 QX60 built before 5N1AL0M(*)FC 552268 \ Oct 17, 2015 2015 QX60 hybrid built before 5N1CL0M(*)FC 552677 \ Oct 21, 2015

IF YOU CONFIRM

While turning the steering wheel or when driving at low speed (straight or turning), a high pitch power steering noise can be heard.

- Only while seated inside the vehicle

And

- With all of the windows up

NOTE: If the audio and/or HVAC systems are turned ON it may be difficult to hear this issue.

ACTION

Install Insulator onto power steering oil pump assembly with Service Procedure starting on next page.

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.

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

1. Remove the power steering pump cover to access the power steering pump motor housing.
 - Lift power steering pump cover vertically to detach two integral clips.



Figure 1

2. Clean the area where the adhesive will attach (Figure 2, highlighted in red).
 - Use 50% isopropyl alcohol and water, and a clean cloth.

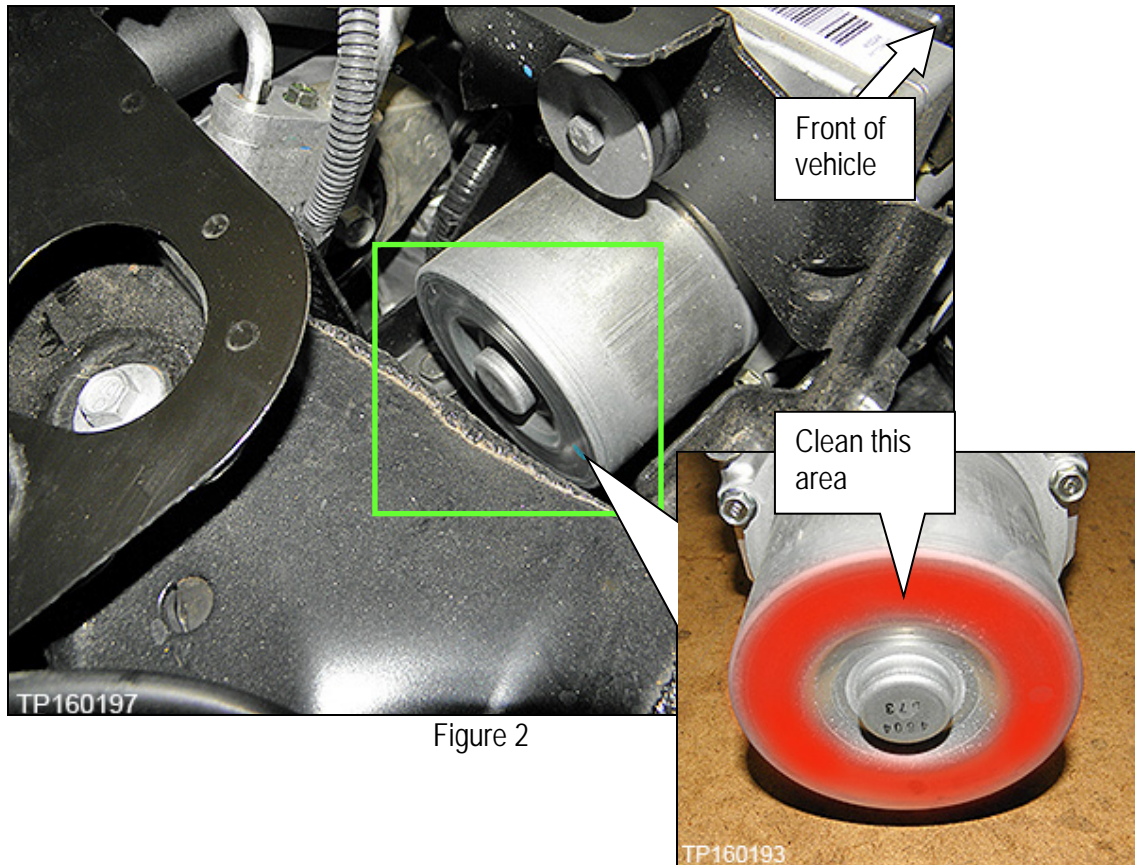


Figure 2

3. Remove the adhesive backing from the Insulator.



Figure 3

4. Attach the Insulator onto the end of the power steering pump motor housing (Figure 4).

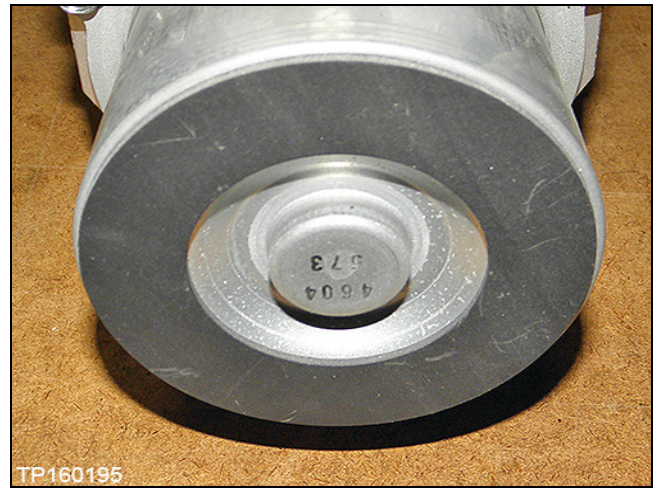


Figure 4

5. Reinstall power steering pump cover in the reverse order.

PARTS INFORMATION

Description	PART #	Quantity
Insulator	49128-5BC0A	1

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Install Insulator	(1)	QX37AA	ZL	32	0.2

(1) Refer to the electronic parts catalog (FAST) and use the Power Steering Pump 49110 – XXXXX assembly part number as the Primary Failed Part (PFP).