



CAMPAIGN BULLETIN

PG7BS Clock Spring Cable/Steering Column Bushing Campaign Quality Review

Reference: PC833
Date: August 27, 2021

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Re-Activation date:	Stop Sale In Effect
MY2017-18 QX30	43	NA	August 27, 2021	YES

***** Retailer Announcement *****

INFINITI is committed to the safety, security and satisfaction of our clients and is conducting a quality review of specific repairs for a previously completed campaign (PG7BS). If the VIN displays **QA campaign ID PC833**, retailers should perform the procedure attached to this communication even if the National Service History indicates the remedy action was previously performed for the vehicle. VINs identified with this QA campaign ID are being inspected to ensure the recall remedy was performed and documented in accordance with INFINITI's quality standards.

***** What Retailers Should Do *****

PLEASE FOLLOW THE ATTACHED PROCEDURE:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History - Open Campaigns I.D. **PC833**.
2. Retailers should complete this action on both retailed vehicles and previously owned vehicles within retailer inventory.
 - Retailers should follow all stop sale and do not drive, loan, sell, or trade instructions for campaigns.
3. Retailers will need to file the appropriate claim using applicable Op Code information in the repair procedure attached to this announcement to close the campaign.

NOTE: Parts replaced under this activity will be placed on parts return. Monitor the Warranty Parts Return Website located at NNA.net.com for notifications.

***** Retailer Responsibility *****

It is the retailer's responsibility to check Service Comm or DBS National Service History - Open Campaign using the appropriate campaign I.D. for the status of each vehicle currently in retailer inventory or entering the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners. If a VIN subject to this quality action was traded to another retailer, please notify the affected retailer to have this quality action and associated campaign(s) completed.

Thank you for your prompt attention to this matter.

Revision History:

Date	Announcement	Purpose
August 27, 2021	Original	Original Document

***** Scroll Down for Attached Repair Instructions *****



PC833 – 2017-2018 QX30 STEERING COLUMN BUSHING

REQUIRED TOOL

- Airbag Spring Release Tool #J-51863



Figure A

SERVICE PROCEDURE

IMPORTANT: 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 air bag.

CAUTION: Handle interior trim carefully to avoid damage. Work with clean hands and clean tools to avoid dirt and stains. Use protective covers as needed.

1. Turn the vehicle OFF.
2. Remove the battery cover shown in Figure 1.
 - a. Disconnect the hood lock control cable from the top of the battery cover.
 - b. Slide the battery cover forward to release, and then remove the battery cover.

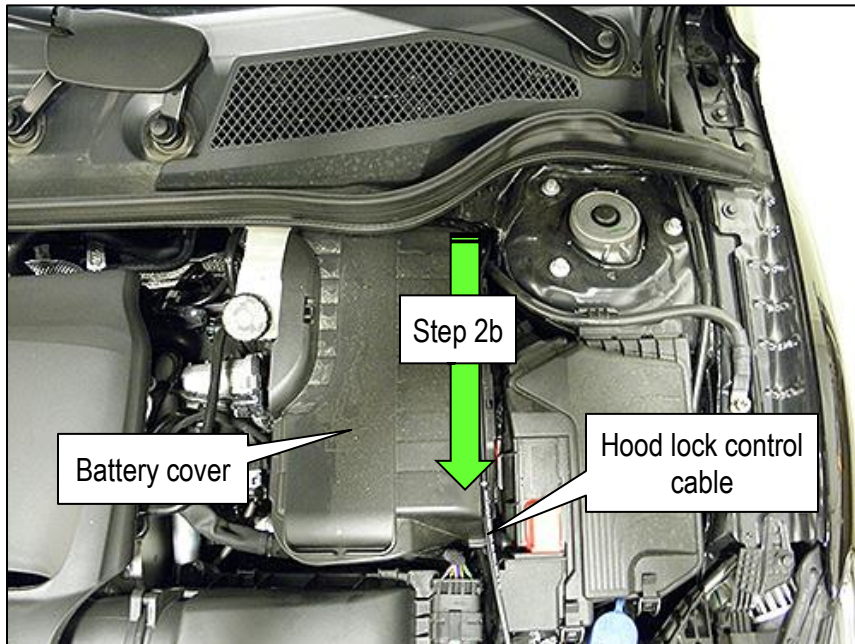
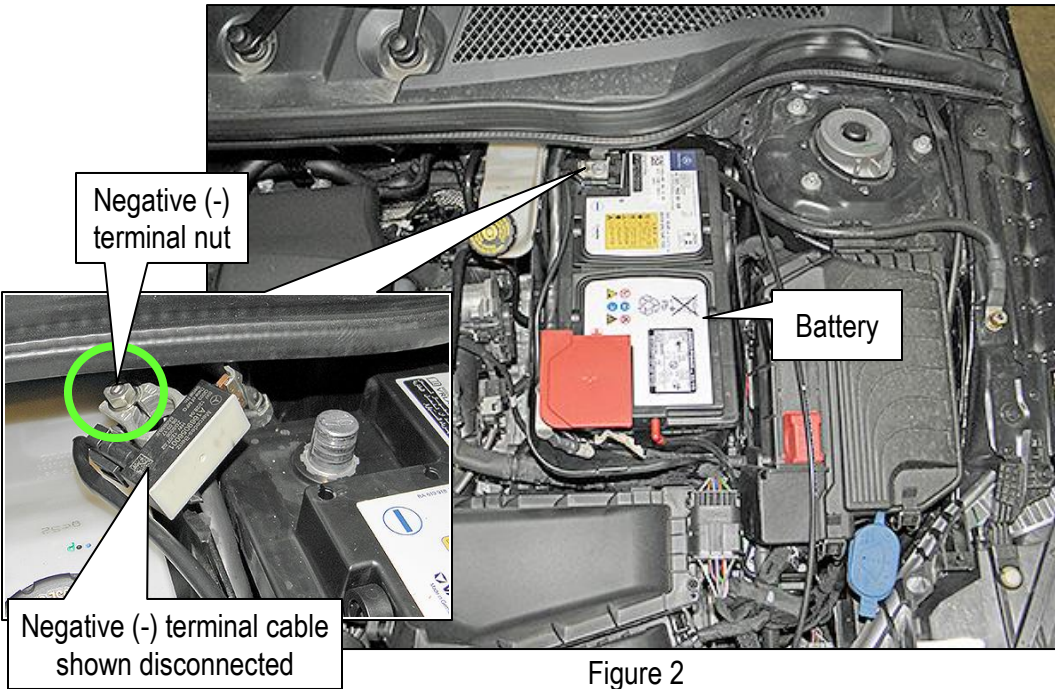


Figure 1

3. Loosen the nut for the negative (-) terminal cable of the battery (Figure 2) and then disconnect the negative (-) terminal cable from the battery.
 - Apply tape to the negative (-) terminal to ensure no contact.
 - Wait 3 minutes before proceeding to next step.



4. Locate the two (2) tool access holes on the backside of the steering wheel (see Figure 3).
NOTE: The areas are each marked by a recess.



5. Gently pierce the center of each recessed access hole using the Airbag Spring Release Tool (#J-51863).
6. Insert the Airbag Spring Release Tool (A) into hole on the left side or the right side of the steering wheel, and then place the end of the Airbag Spring Release Tool on the torsion spring (Figure 4).

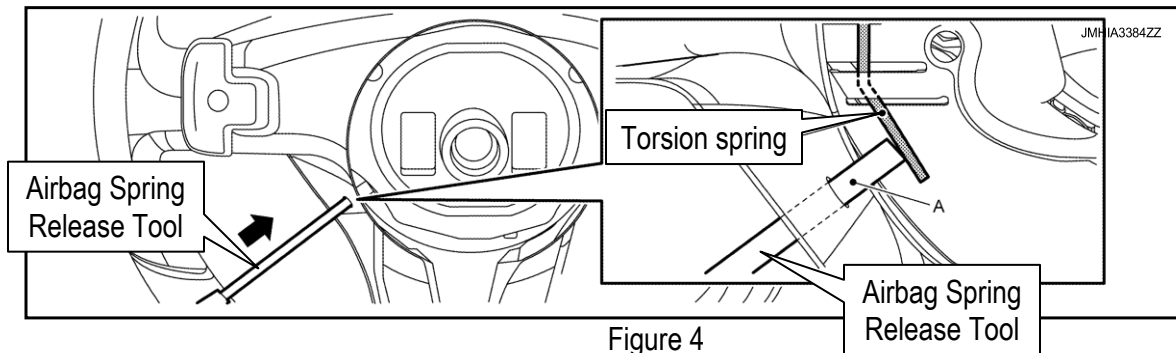


Figure 4

7. Press and hold the driver air bag module on the side where the Airbag Spring Release Tool is inserted.

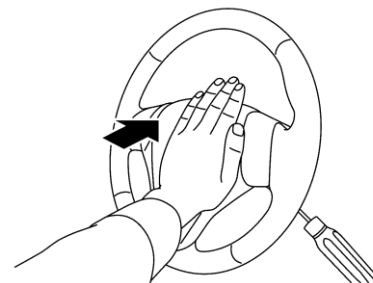


Figure 5

8. Press and disengage the torsion spring by using the inserted Airbag Spring Release Tool (A) (Figure 6).

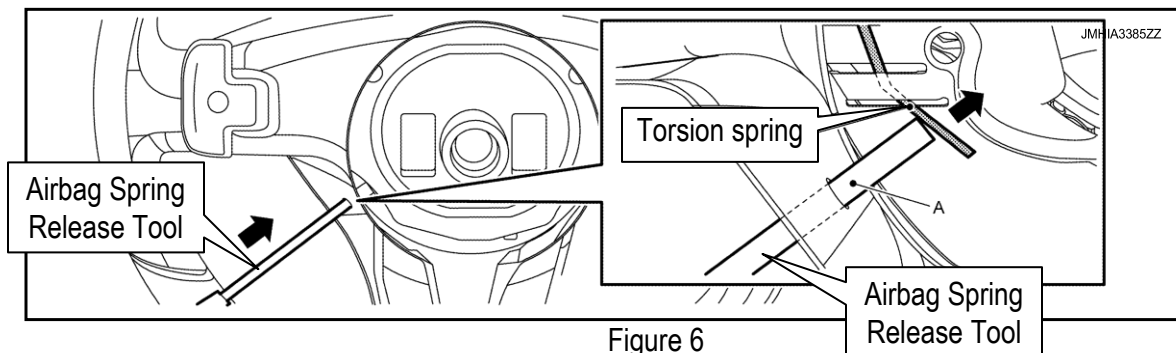


Figure 6

9. Pull the driver air bag module side, previously pressed and held, and then pull out the Airbag Spring Release Tool from the steering wheel.

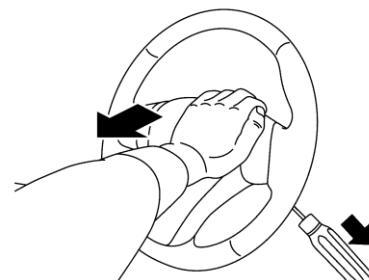


Figure 7

10. Release the remaining torsion spring by repeating steps 6 to 9.

11. Lift the driver air bag module bottom up and away while pulling the top, according to the numerical order 1→2 as shown in the Figure 8, and then remove the driver air bag module from steering wheel.

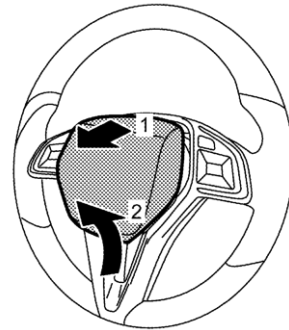


Figure 8

12. Disconnect the two (2) harness connectors from the steering wheel (Figure 9).

- Squeeze harness connector tabs inward to release (see green arrows in Figure 9).

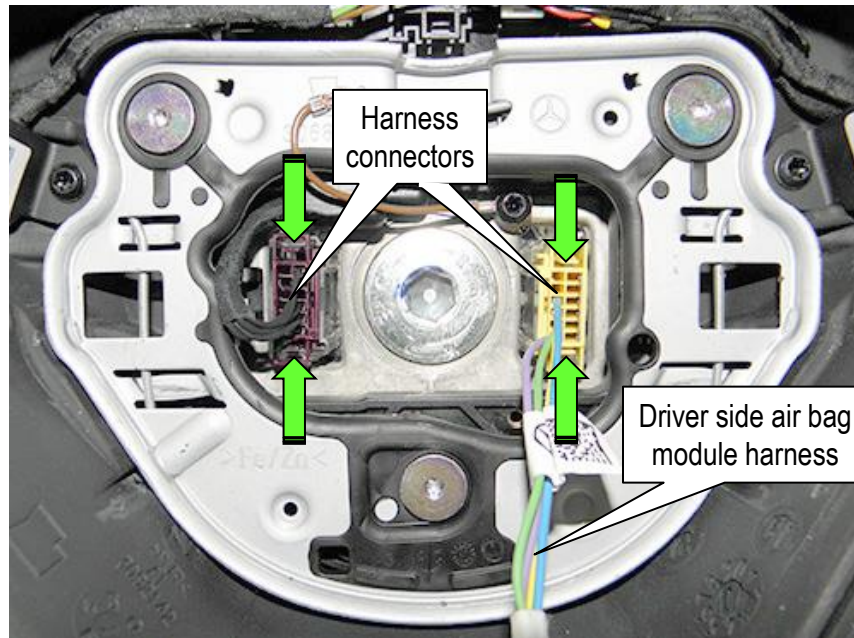


Figure 9

13. Gently set the driver air bag module a side in a safe place.

CAUTION:

- To prevent accidental deployment, always place the driver air bag module with pad side facing upward.
- To prevent damage to the parts, never impact the driver air bag module.
- Replace the driver air bag module if it has been dropped or sustained an impact.

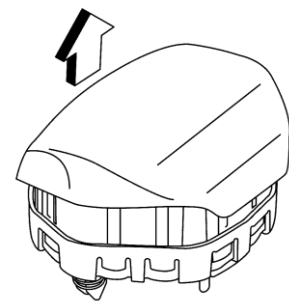


Figure 10

14. Remove the steering wheel lock bolt.
- The steering wheel lock bolt will be replaced during reassembly.

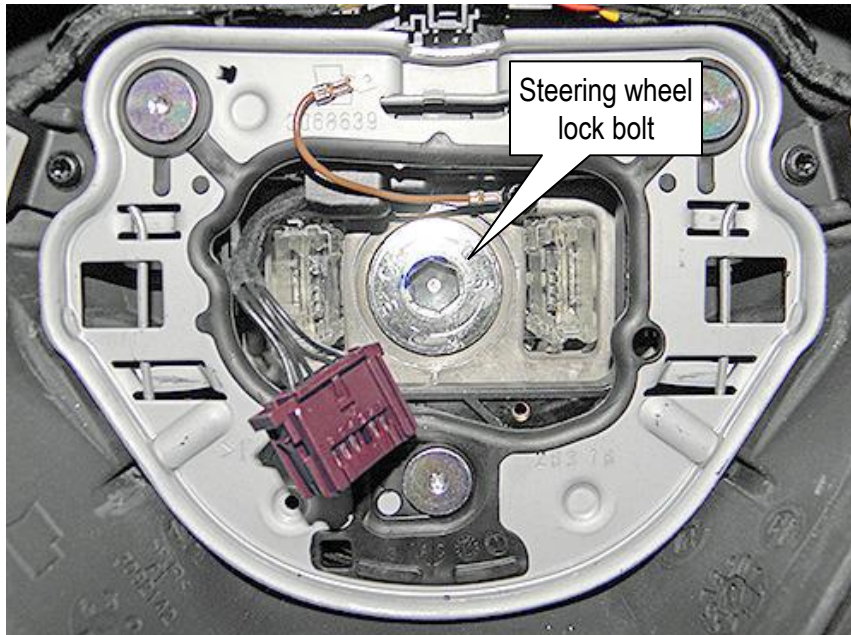


Figure 11

IMPORTANT: Before removing the steering wheel, note the location of the steering wheel and steering shaft alignment marks. The correct alignment is shown in Figure 12.

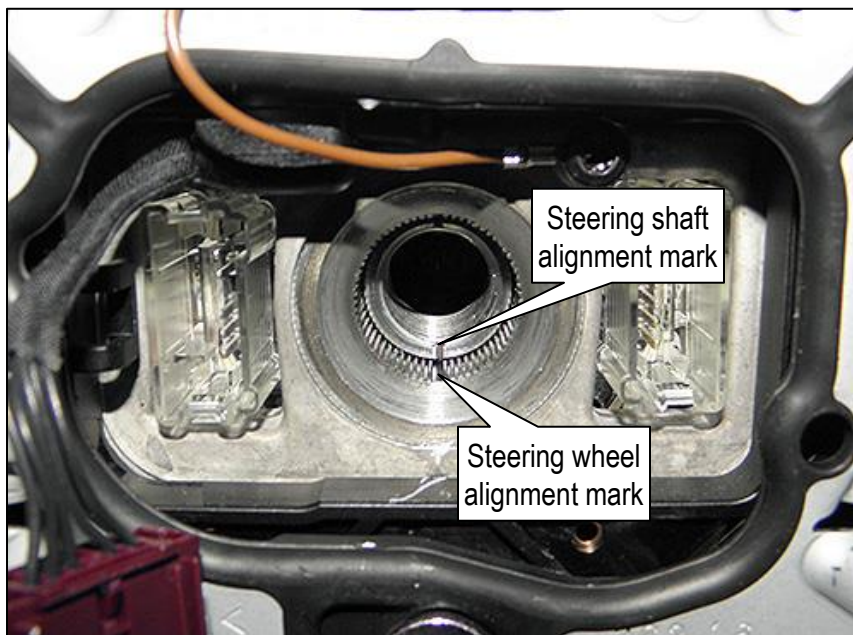


Figure 12

15. Remove the steering wheel.

16. Disconnect the steering column cover from the steering column control module and leave it in place.

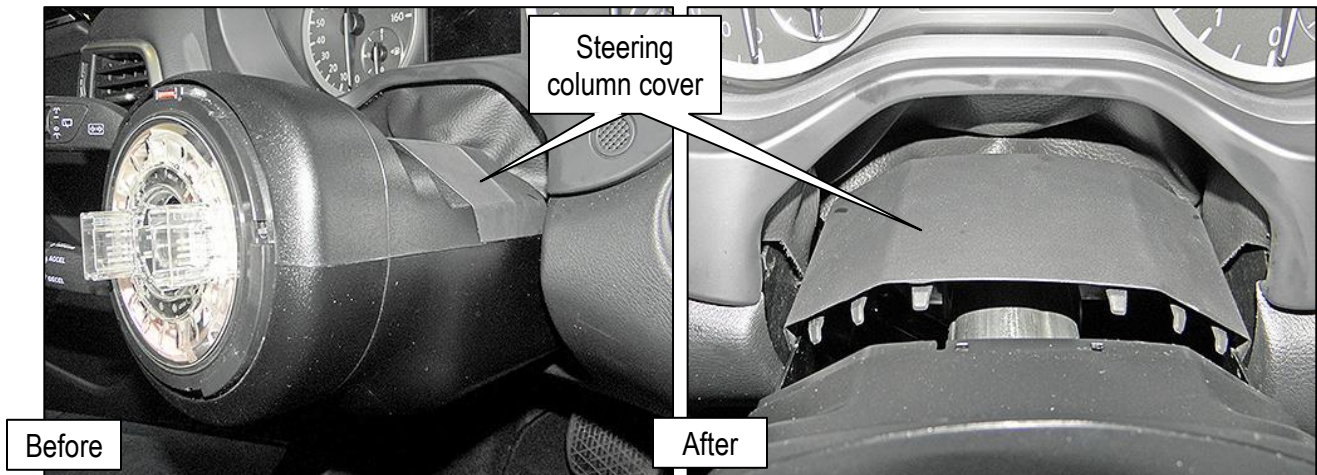


Figure 13

17. Remove the steering column control module from the steering column housing.

- Slide steering column control module straight back and off of the steering column.

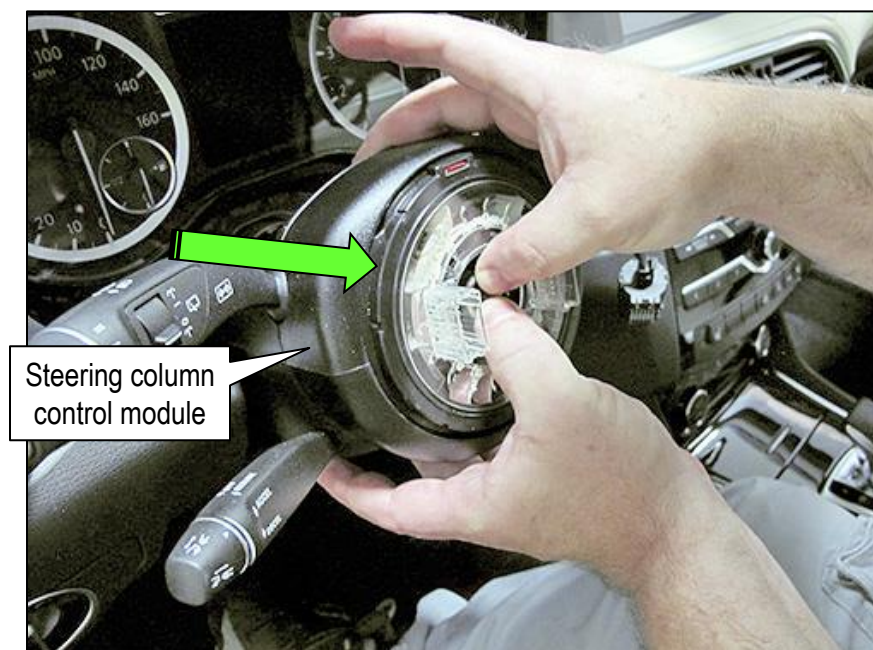


Figure 14

CAUTION: Do NOT push the red button on the bottom of the steering column control module at any time while it is being removed or installed. Damage to the steering column control module can occur.



Figure 15

18. Support the steering column control module as shown in Figure 16; allow it to rest on technician's lap while next steps are performed.

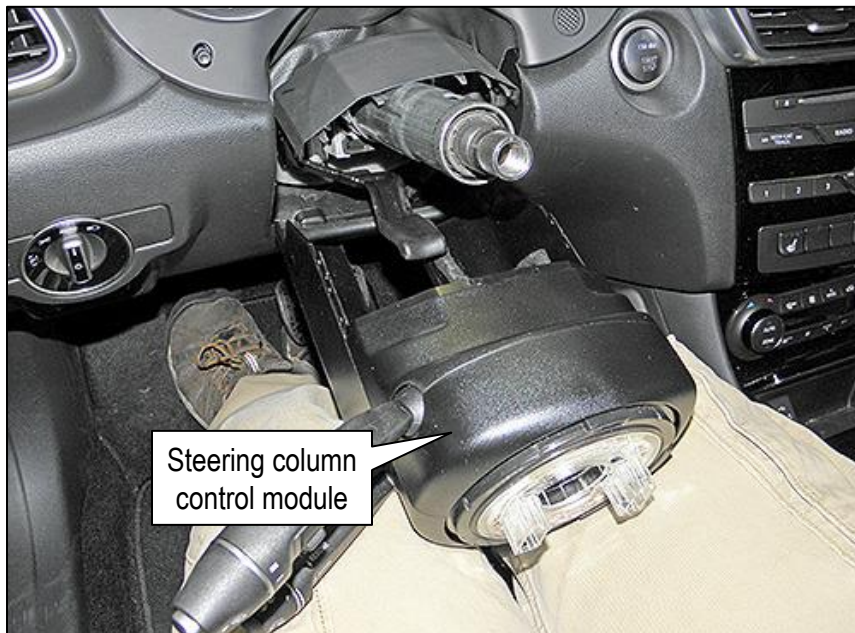


Figure 16

NOTE: The steering column may, or may not have an existing steering column bushing (refer to Figures 17 and 18). If a bushing is present, discard it and continue to Step 19 to replace it with a new one.



Figure 17

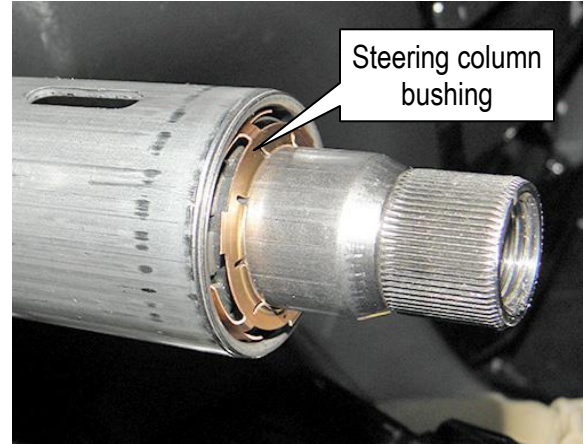


Figure 18

19. Slide the "BEARING ASSY-ST" (steering column bushing) onto the steering column shaft as shown in Figure 19.
 - BEARING ASSY-ST is listed in the Parts Information section of this bulletin.

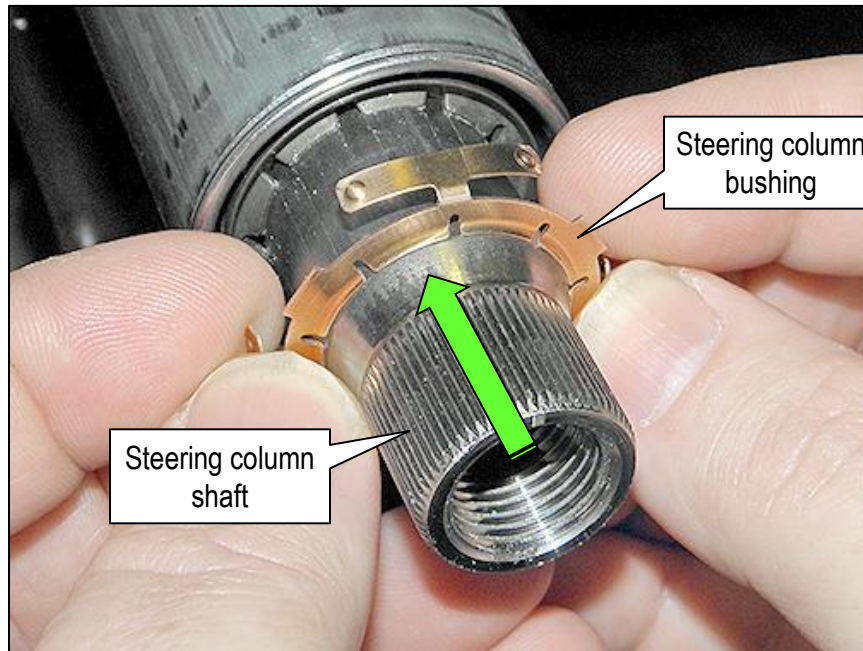


Figure 19

20. Continue to slide the steering column bushing down until the three (3) steering column bushing tabs are next to the steering column housing.

NOTE: Only two of the three (3) steering column bushing tabs are shown in Figure 20. The third steering column bushing tab is hidden behind the steering column shaft.

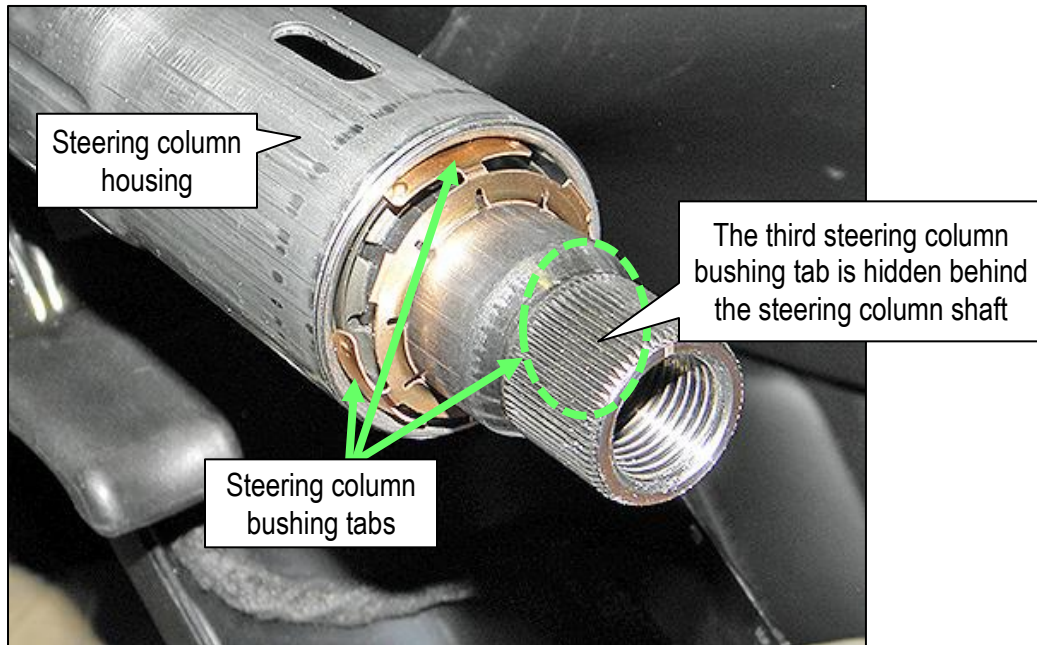


Figure 20

21. Tuck the three (3) steering column bushing tabs into the steering column housing, and then push the steering column bushing into the steering column housing until it is flush with the end, as shown in Figure 21.

NOTE: Only two of the three (3) steering column bushing tabs are shown in Figure 21. The third steering column bushing tab is hidden behind the steering column shaft.

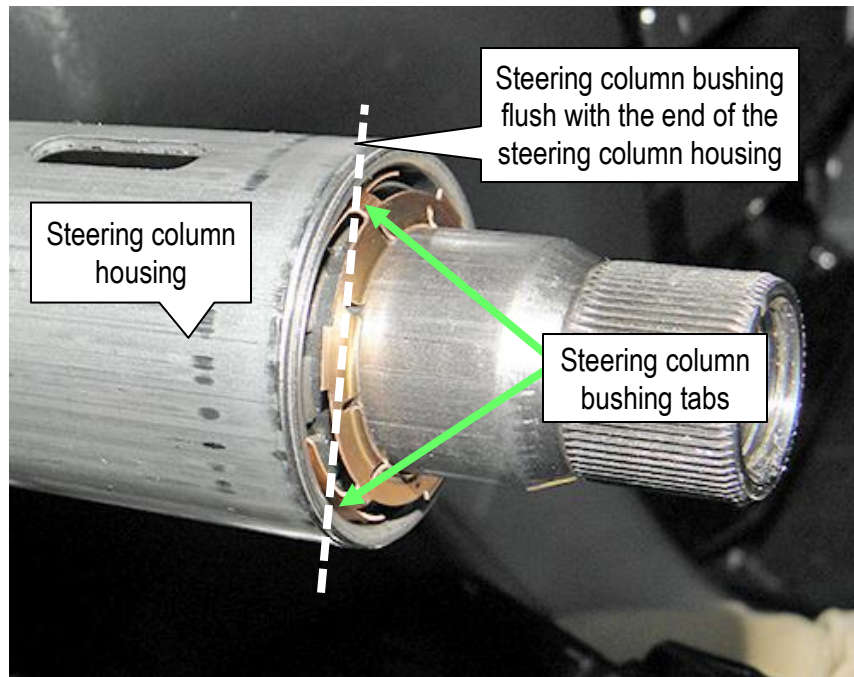


Figure 21

22. Reinstall the steering column control module onto the steering column housing.
- Gently push onto the steering column housing until the detent is engaged; click sound should be heard when fully seated.

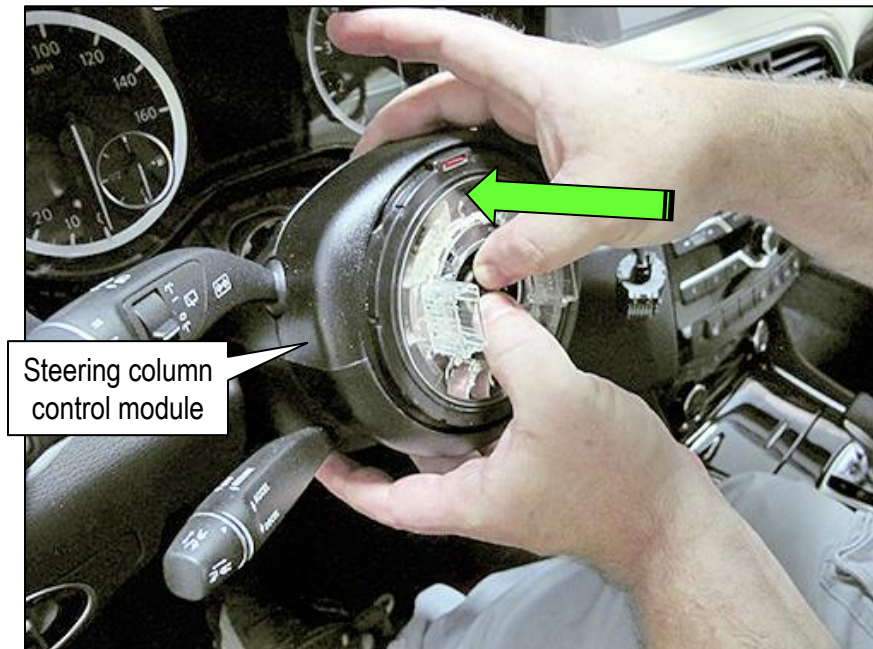


Figure 22

23. Reattach the steering column cover.

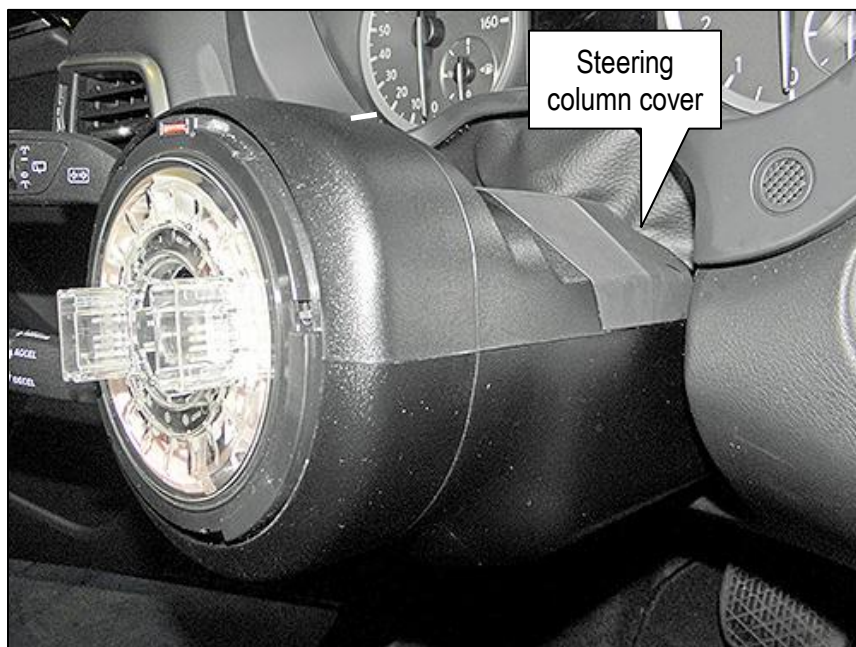


Figure 23

24. Reinstall the steering wheel.

IMPORTANT: Confirm that the steering wheel alignment marks are as shown in Figure 24.

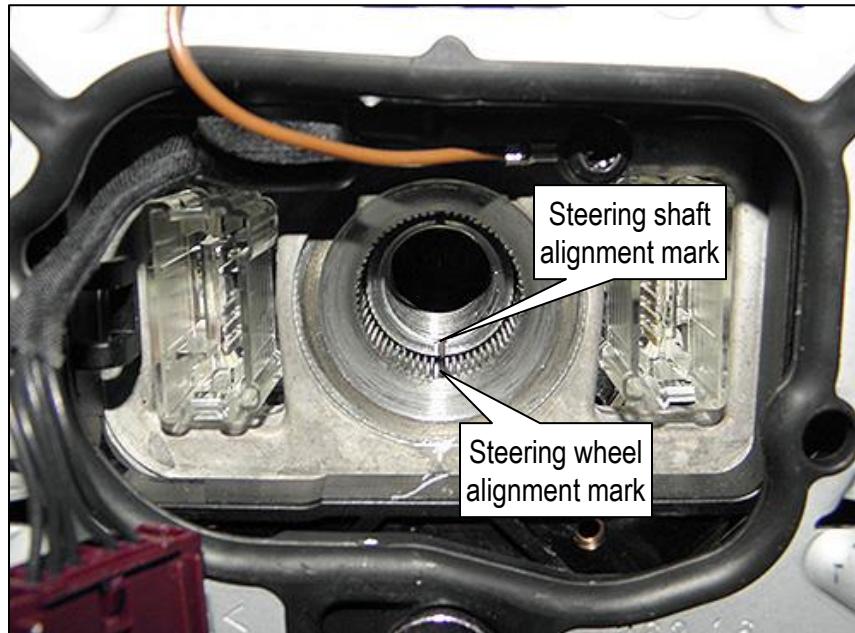


Figure 24

25. Install a new steering wheel bolt.

- Torque steering wheel bolt to: 80 N•m (8.16 kg-m, **59 ft-lbs**).
- Steering wheel bolt is listed in the Parts Information section of this bulletin.

26. Connect the steering wheel harness connectors that were disconnected in step 12.

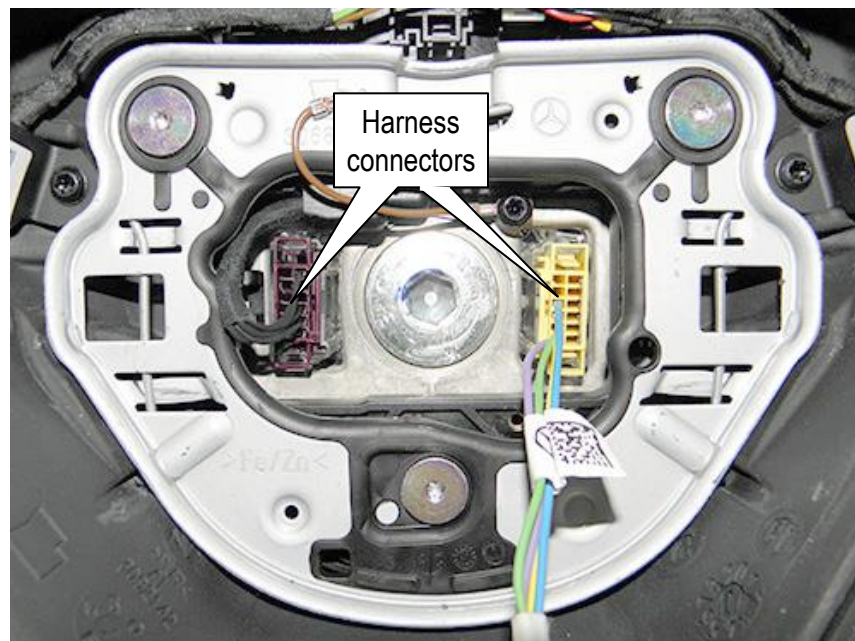


Figure 25

27. Reinstall the driver air bag module.
 - Click sound should be heard when fully seated.

28. Reconnect the 12V battery.

29. Reinstall the battery cover, and then the hood lock control cable to the battery cover.

30. Turn the ignition 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 quality action. Refer to ASIST and the appropriate Service Manual for additional diagnostic and repair information.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
BUSH-STRG COL,UPR (BEARING ASSY-ST / Steering Column Bushing)	48910-5DA0A	1
SCREW (Steering Wheel Bolt)	N5031-5DB0A	1

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC833	Install Steering Column Bushing	PC8330	0.4 hrs.

