



CAMPAIGN BULLETIN R1722 Driver Airbag Campaign Quality Review

Reference: PC837
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 Q50	10	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 (R1722). If the VIN displays **QA campaign ID PC837**, 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. **PC837**.
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 *****



PC837 – 2017 Q50 AND 2017 Q50 HYBRID DRIVER AIR BAG INFLATOR

REQUIRED SPECIAL TOOL(S)

Quick Scan Tool (J-52352)

- Each retailer has been shipped one Quick Scan Tool (J-52352).
- Additional tools can be obtained from Tech•Mate at 1-800-662-2001.



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. Write down the radio settings.

Presets	1	2	3	4	5	6
AM						
FM 1						
FM 2						
SAT 1						
SAT 2						
Bass	Treble		Balance	Fade	Speed Sen. Vol.	

2. Turn the ignition OFF.
3. Disconnect both battery cables, negative cable first.
4. Wait at least 3 minutes.
5. Register the new inflator serial number as follows.
 - The new inflator is listed in the Parts Information.

- a. Attach the quick scan tool (J-52352) to your CONSULT PC USB port.

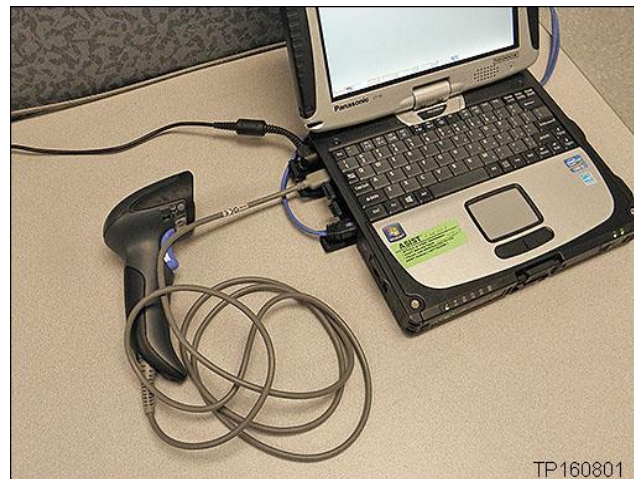


Figure 1

b. On the left side of the ASIST main menu, select **Tech Support Info**, then **Inventory Vehicle Actions**.

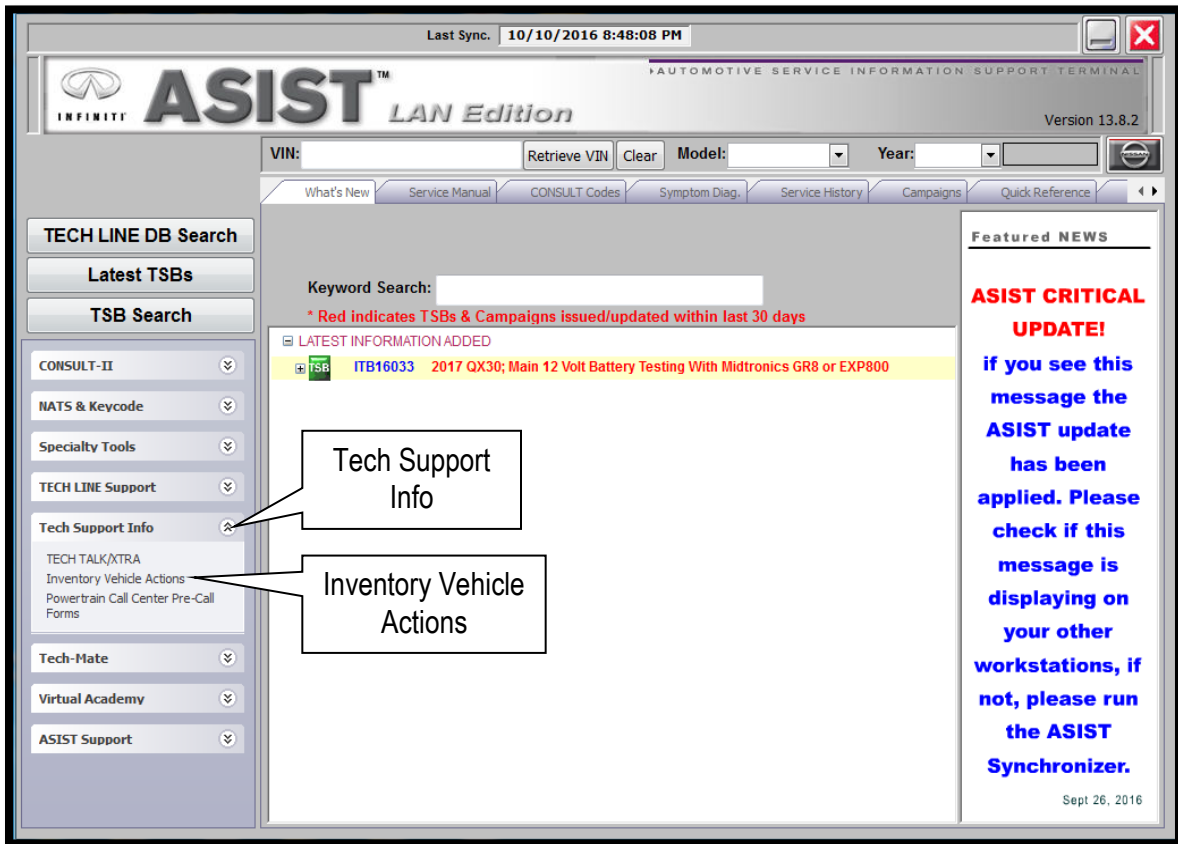


Figure 2

c. Select **CLICK HERE** (Air Bag to VIN Registration).



Figure 3

- e. Use the quick scan tool to scan the bar code (serial number) on the new air bag inflator.
- Remove the inflator from the shipping box and locate the bar code label (see Figure 6).
 - Hold the scan tool approximately 6 inches away from the label.
 - The serial number will automatically populate (see Figure 5 on the previous page).

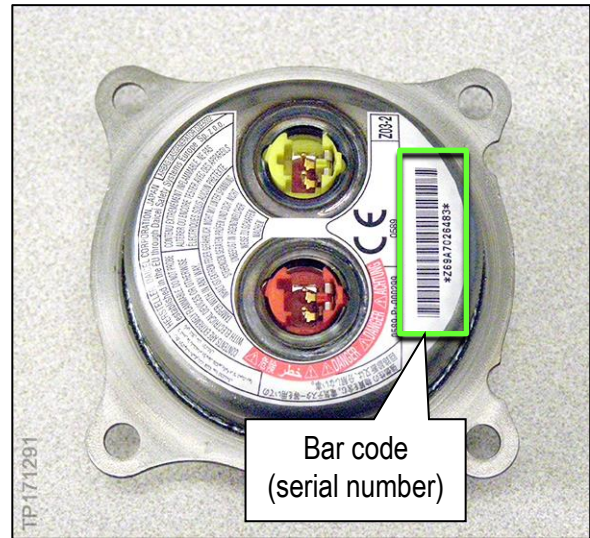


Figure 6

- f. Select **Submit** on the ASIST screen (see Figure 5 on the previous page).
6. Remove the driver air bag (module) from the steering wheel.
- Refer to the ESM, section **SR – SRS Airbag**, for removal information.
7. Set the module in a clean working area.

INSTALL NEW DRIVER AIR BAG INFLATOR INTO MODULE

8. Remove the four (4) driver air bag inflator (inflator) nuts shown in Figure 7.

NOTE: These nuts will be replaced later in this procedure.

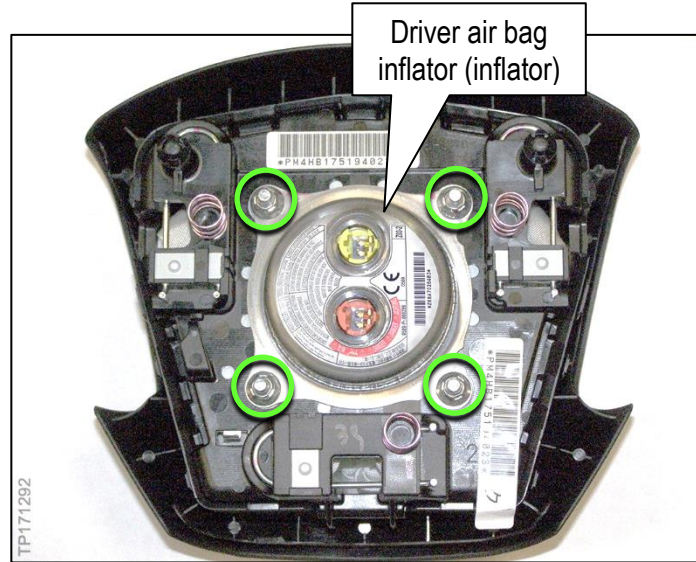


Figure 7

9. Remove the inflator from the module.

10. Confirm the module is in the appropriate orientation before inflator installation.

- Two (2) springs should be positioned as shown in Figure 8.

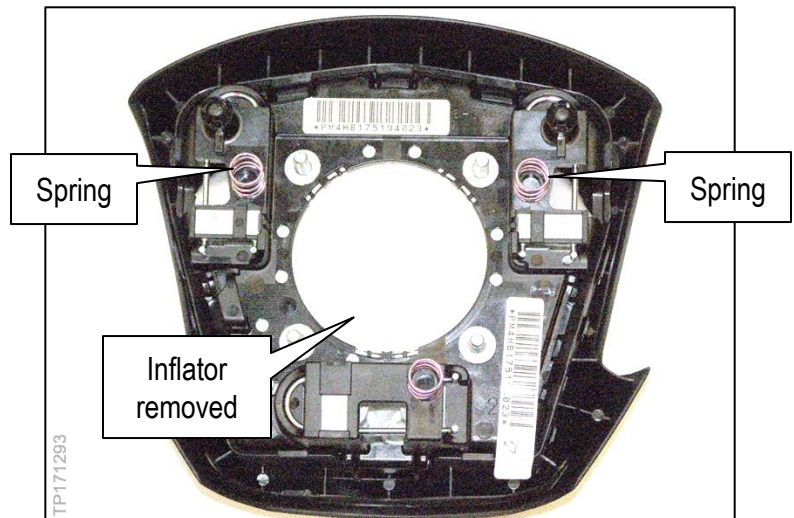


Figure 8

11. Install the new inflator from the Parts Information into the module as shown in Figure 9.

IMPORTANT: The bar code on the new inflator will be located on the RIGHT.

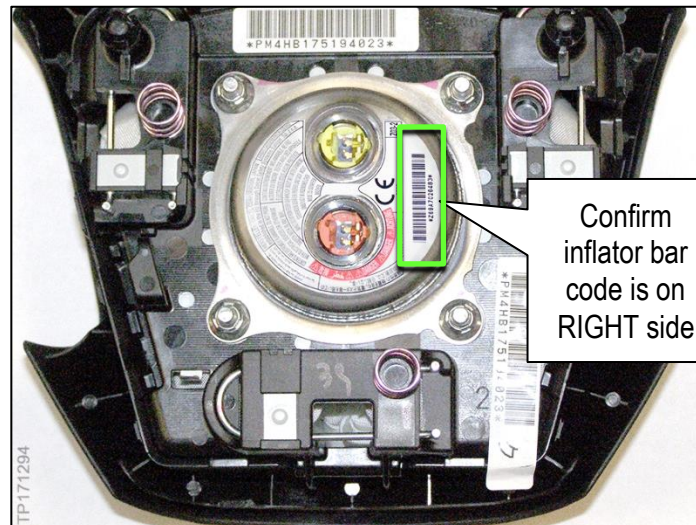


Figure 9

12. Install four (4) new nuts from the Parts Information and torque.
 - Torque the nuts to 5.0 N•m (0.51 kg-m, **44.25 in-lb**)



Figure 10

13. Reinstall the module in the vehicle.
 - Refer to the ESM, section **SR – SRS Airbag**, for module installation.
14. Connect both battery cables – positive cable first.
15. Reset/reinitialize systems as needed.
 - Refer to the ESM, section **PG – Power Supply, Ground & Circuit Elements**, for a listing of systems that require reset/initialization after reconnecting the 12 V battery.
 - Look in the **PG** section index for ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL.
 - This list often includes items such as audio, air conditioning control system, engine control system, etc.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
INFLATOR KIT-AIR BAG, DRIVER (Includes inflator, and inflator securing nuts)	K8560 – 7993D	1

CLAIMS INFORMATION

Submit a “CM” line claim using the following claims coding:

CAMPAIGN (“CM”) I.D.	DESCRIPTION	OP CODE	FRT
PC837	Replace driver’s airbag inflator	PC8370	0.6 hrs.

