



TECHNICAL SERVICE BULLETIN

Classification: BT22-019	Reference: ITB23-003	Date: January 20, 2023
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NOISE FROM MOONROOF

APPLIED VEHICLES: 2019-2022 QX50 (J55)
APPLIED DATES: Built before August 1, 2022

IF YOU CONFIRM

While driving with the moonroof closed, an abnormal noise (popping, cracking, squeaking) is present from the moonroof.

HINT: The noise may be intermittent and can be from one or both sides of the moonroof.

ACTION

Follow the **SERVICE PROCEDURE** outlined in this bulletin to add a shim to the driver (LH) side and passenger (RH) side moonroof guide mounting bolts.

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.

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. Open the sunshade.
2. Open the moonroof glass approximately 2 inches to allow access to the LH side and RH side moonroof inner finishers (Figure 1).

3. Remove the moonroof lower inner finisher.
 - Discard the moonroof lower inner finisher, it will not be reused.
 - RH side is shown, LH side is similar.

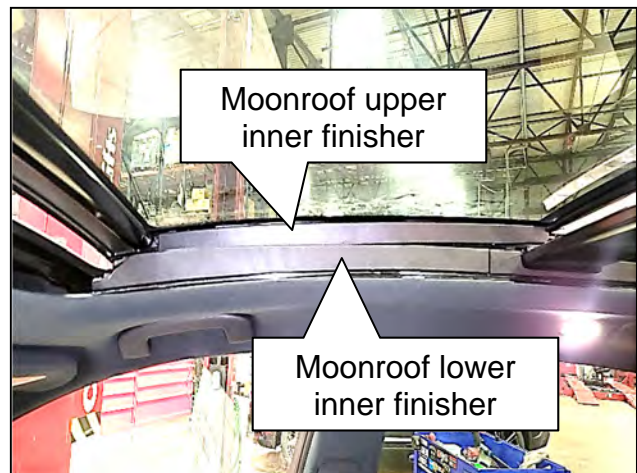


Figure 1

4. Remove the moonroof upper inner finisher.
 - Discard the moonroof upper inner finisher, it will not be reused.
 - RH side is shown, LH side is similar.



Figure 2

5. Remove the middle and the rear mounting screws on both LH and RH moonroof guides.

- RH side is shown, LH side is similar.

HINT: Do NOT remove the front mounting screw.

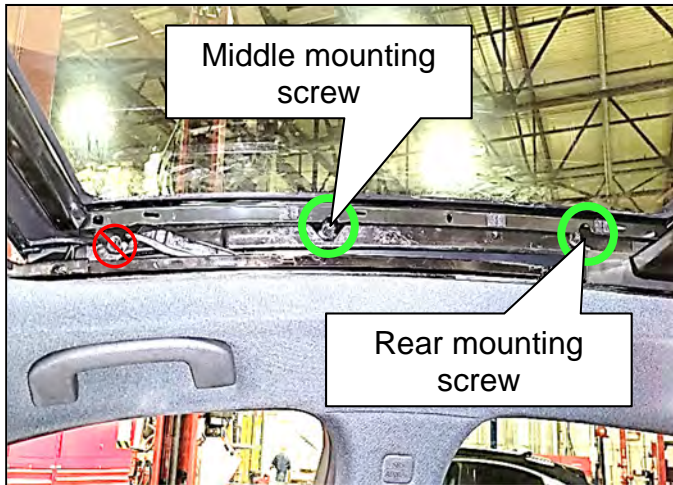


Figure 3

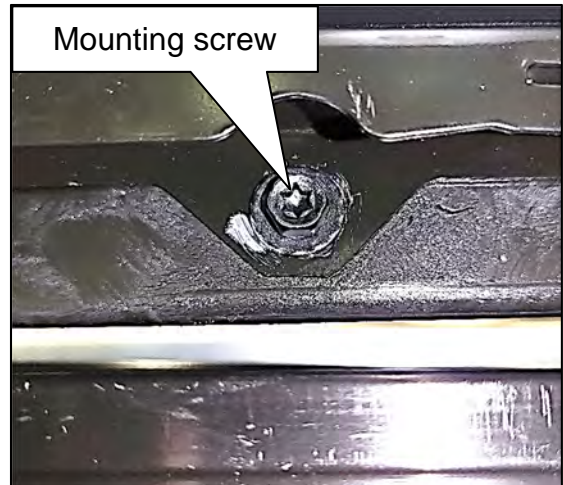


Figure 4

6. Add one (1) shim from **PARTS INFORMATION** under each middle and rear mounting screw on both LH and RH moonroof guides.

- Slide the shim in between the moonroof frame and the moonroof track, as shown in Figure 5 and Figure 6.
- Using a magnet will assist in installing the shim.

IMPORTANT:

- If the shim is dropped into the moonroof track, it must be retrieved before the moonroof can be operated.

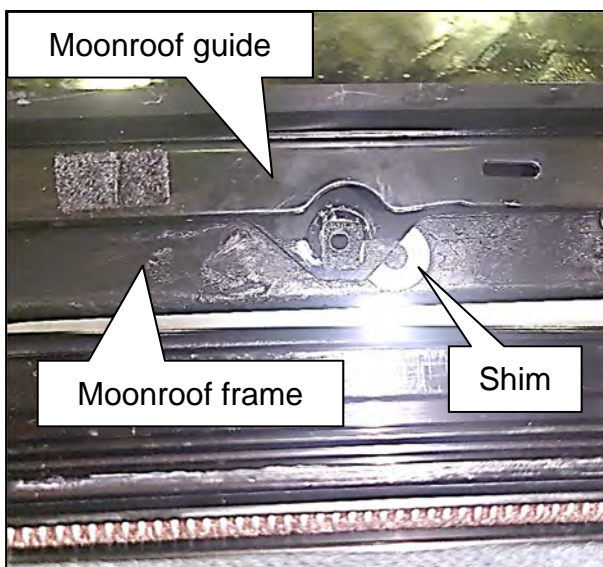


Figure 5

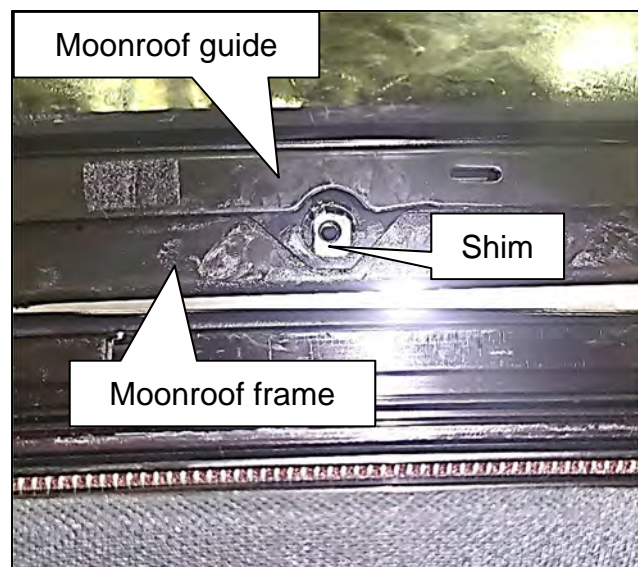


Figure 6

7. Install the middle and rear moonroof mounting screws.

- Moonroof mounting screw torque: 5 N•m (0.5 kg-m, **44 in.-lb**)



Figure 7

8. Install the moonroof upper inner finisher.

- RH side is shown, LH side is similar.



Figure 8

9. Install the moonroof lower inner finisher.

- RH side is shown, LH side is similar.



Figure 9

10. Close the moonroof and confirm the moonroof glass is flush with the roof.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
SHIM	16084-9CN0A	4
INNER ASSY – BLIND, RH (RH MOONROOF UPPER INNER FINISHER)	91382-5NA0A	1
INNER ASSY – BLIND, LH (LH MOONROOF UPPER INNER FINISHER)	91383-5NA0A	1
INNER ASSY – BLIND, RH (RH MOONROOF LOWER INNER FINISHER)	91382-5NA0C	1
INNER ASSY – BLIND, LH (LH MOONROOF LOWER INNER FINISHER)	91383-5NA0C	1

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Add Sun Roof Shims	(1)	BX7TAA	ZL	32	0.4

- (1) Reference the electronic parts catalog and use the Rail Guide (91382-*****) as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
January 20, 2023	ITB23-023	Original bulletin published

