



Reference:

ITB09-014a

Date:

July 3, 2012

## VOLUNTARY SERVICE CAMPAIGN 2008 INFINITI EX AND 2009 INFINITI FX STEERING COLUMN COMFORT ADJUSTMENT

This bulletin has been amended to change the statement under NOTE on this page only

**CAMPAIGN ID #:** P9201  
**APPLIED VEHICLES:** 2009 FX (S51)  
 2008 EX (J50)

Check Service Comm to confirm campaign eligibility

### INTRODUCTION

On some 2008 Model Year EX vehicles and 2009 Model Year FX vehicles, the steering column comfort adjustment features (tilt and telescopic) may stop working. This issue does not affect one's ability to steer the vehicle. Rather, it only affects the ability to adjust the steering wheel comfort settings.

To ensure a high level of customer satisfaction among potentially affected Infiniti owners, Infiniti is conducting a Voluntary Service Campaign to replace the tilt and telescope motors. This service will be performed at no charge for parts or labor.

**Eligible Vehicles** (check Service Comm to confirm campaign eligibility)

Dealer Inventory: Vehicles falling within the range of this campaign in all states.

Customer owned (registered vehicles): Because this issue only affects vehicles normally operated in warm climates, this service campaign is limited to the following states:

Hawaii	North Carolina	Utah	Florida	Nevada	Arkansas
Arizona	Texas	California	Georgia	Alabama	Mississippi
Tennessee	Louisiana	Missouri	South Carolina	Iowa	New Mexico

**NOTE:** Vehicles registered in States other than the ones listed above are not subject to this campaign. However, Infiniti has extended the New Vehicle Limited Warranty on the **Steering Column Electrical Tilt Motor and Telescopic Motor** (only) from 48 months/60,000 miles to 72 months/70,000 miles (whichever occurs first). Owners will be notified of the warranty extension by mail and receive a sticker to place in their warranty booklet explaining the extended warranty coverage.

Refer to Warranty Bulletin **IWB/09-011** for Claims Information and Service Procedure for those states not cover by this campaign.

### IDENTIFICATION NUMBER

Infiniti has assigned identification number P9201 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### DEALER RESPONSIBILITY

Dealers are to correct each vehicle falling within the range of this campaign that enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory.

Required Special Tool (J-49961)



Figure A

## SERVICE PROCEDURE

**CAUTION:** Refer to Electronic Service Manual (ESM) for precautions when working around the Supplemental Restraint System (SRS).

**NOTE:** Do not replace the entire steering column assembly and follow the procedures outlined below.

### Remove Telescope and Tilt Motors

1. Set the ignition to the ACC position.
2. Remove screws from the front of the steering column cover as follows:

(See next page for FX)

### EX

- a. Turn the steering wheel 90° to the right of center.
- b. Remove trim cover shown in Figure 1.
  - Pull it straight back, toward the driver seat.
  - If needed, use a plastic trim tool.
- c. Remove the screw shown in Figure 2.
- d. Turn the steering wheel 90° to the left of center.
- e. Remove the left side trim cover; just like the one shown in Figure 1.
- f. Remove the left side screw; just like the one shown in Figure 2.



Figure 1

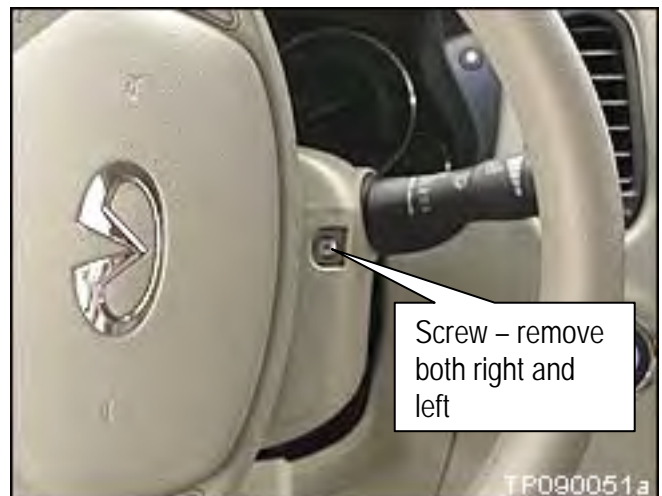


Figure 2

## FX

- a. Turn the steering wheel 90° to the right of center.
- b. Remove the trim cover that's covering the screw shown in Figure 3.
  - Pull the trim cover straight back, toward the driver seat.
  - If needed, use a plastic trim tool.
- c. Remove the screw shown in Figure 3.
- d. Turn the steering wheel 90° to the left of center.
- e. Remove the left side trim cover and screw just like the one shown in Figure 3.

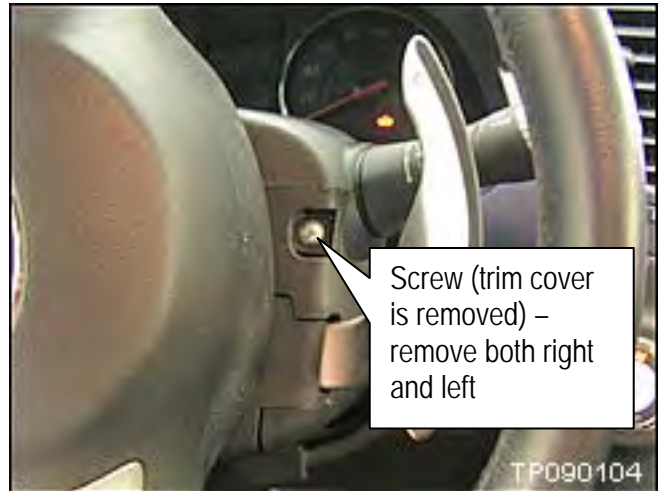


Figure 3

- f. Carefully remove the side steering column covers see Figure 4.



Figure 4

**NOTE:** The tilt & telescope switch can remain attached to the side cover.

- g. Turn the steering 180° from center and remove the 2 screws shown in Figure 4A.

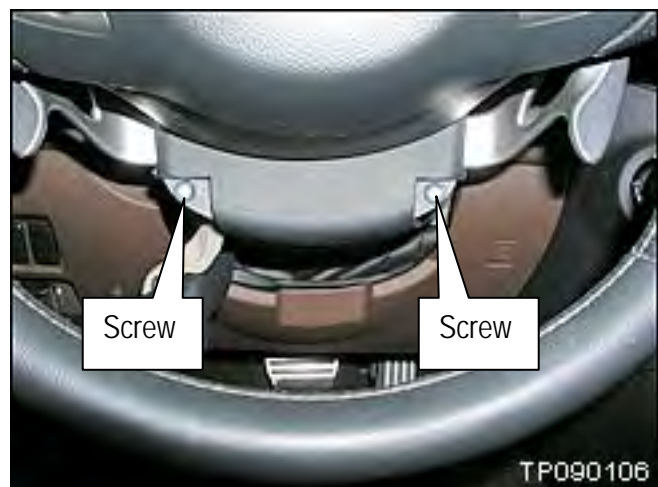


Figure 4A

3. Set the ignition to the OFF position.

**WARNING:** Make sure the ignition stays in the OFF position until step 40 of the Service Procedure.

4. Telescope the steering wheel to the full out position (towards the driver) and tilt to the lowest position.

**NOTE:**

- If one or both functions (tilt or telescope) are inoperative, try pushing or pulling the steering wheel while operating the tilt & telescope switch.
- If you are unable to adjust the steering wheel position, continue with the procedure. Instructions for steering wheel adjustment will be given later.

5. Remove instrument side finisher LH (EX only).

- Use plastic trim tool as shown.



Figure 5

6. Remove instrument lower panel LH as follows:

- a. Remove 2 screws securing the hood release (EX and FX).

Photo of EX lower panel LH

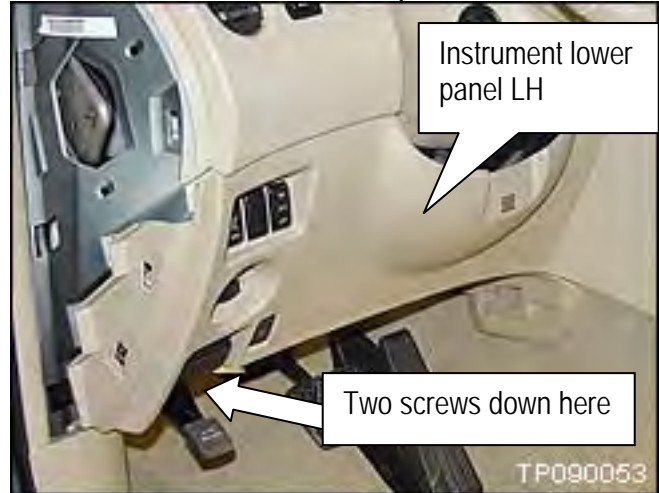


Figure 6

- b. Remove 2 plastic clips at the center lower edge (FX only).

Photo of FX lower panel LH

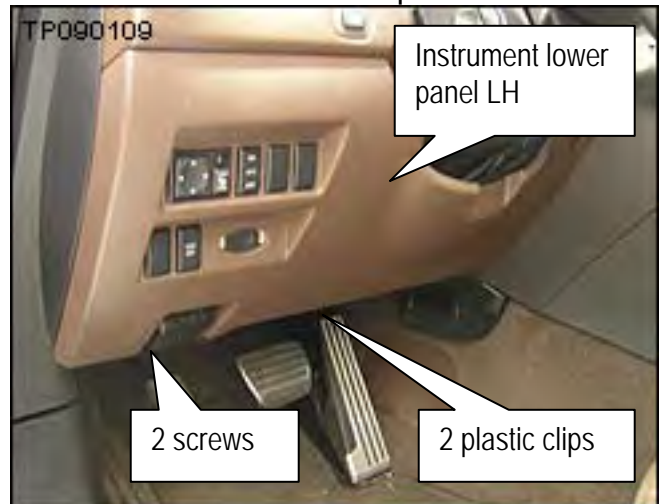


Figure 6A

- c. Carefully pull the panel away from the dash to disengage the clips.
- d. Disconnect (snap loose) the vinyl boot where it connects to the Instrument lower panel.

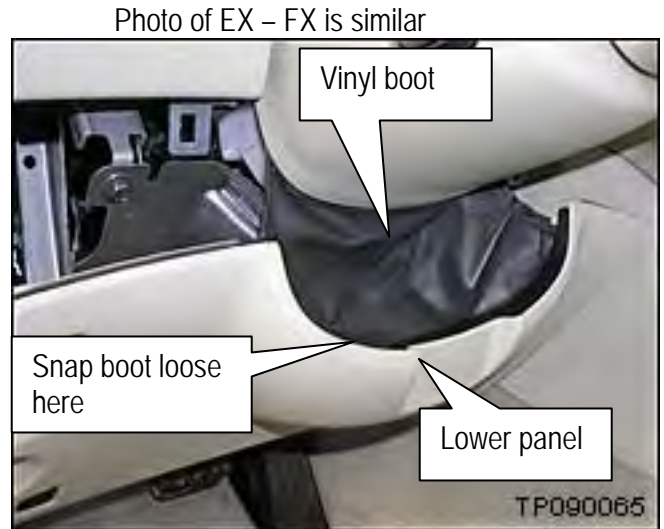


Figure 7

- e. Disconnect the climate control cabin temperature tube and electrical connector (see Figure 8).
- f. Disconnect electrical connectors for the items on the left side of the panel (see Figure 8).

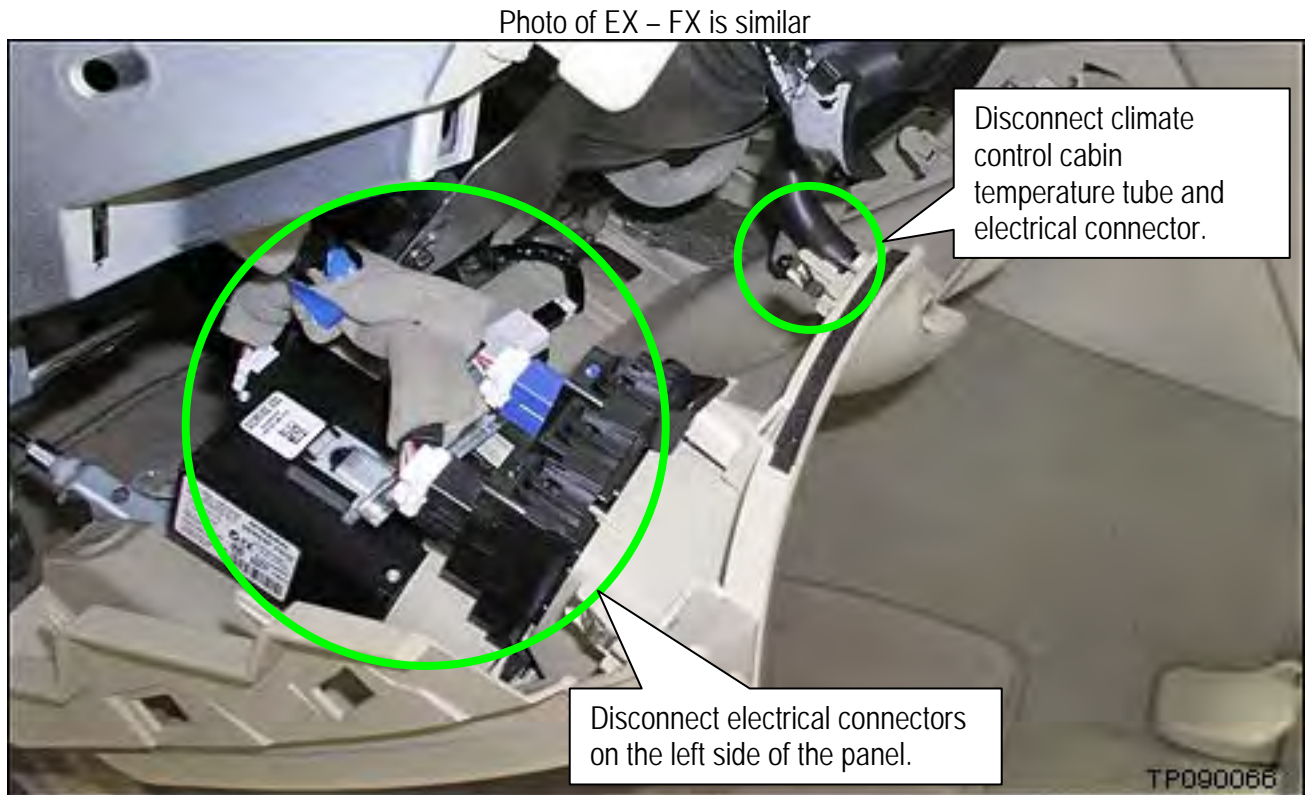


Figure 8

- g. Panel can hang to the floor.
  - No other connectors or wire harness tie clips need to be disconnected.
- h. Place a cloth over the left corner of the panel to prevent scratching.



Figure 9

- 7. Remove metal knee panel.
  - a. Remove 4 bolts.

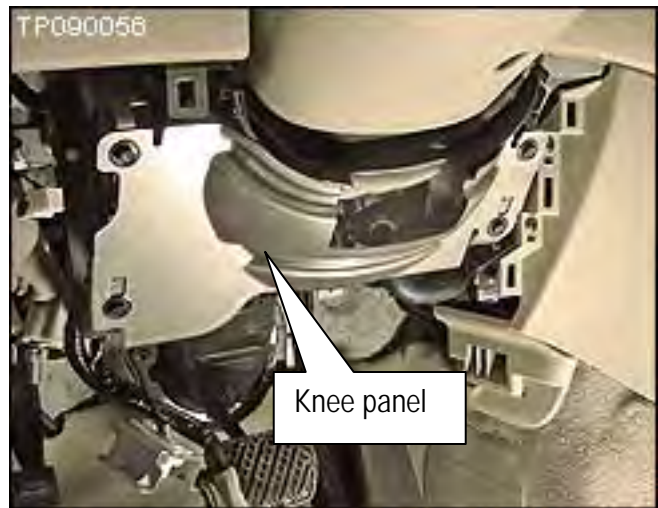


Figure 10

- b. Let knee panel hang and lay on top of instrument lower panel.



Figure 11



8. Remove steering column lower cover as follows:

EX

- a. Remove screw from lower cover.
- b. Pull lower cover down away from the upper cover.
  - Upper steering column cover does not need to be removed.
- c. Remove / snap loose the tilt & telescope switch from cover.
- d. Disconnect tilt & telescope switch electrical connector.
- e. Set lower cover out of the way.
- f. Reconnect the tilt & telescope switch for later operation.



Figure 12



Figure 13

FX

- a. Remove the screw from the lower cover.
- b. Pull the lower cover down, away from the upper cover.
  - Upper steering column cover does not need to be removed.

**NOTE:** The tilt & telescope switch can remain attached to the side cover.



Figure 13A

9. Remove the three bolts shown in Figure 14.

- Bolt "1" (pinch bolt) has a nut on the opposite side that must be held with a wrench.

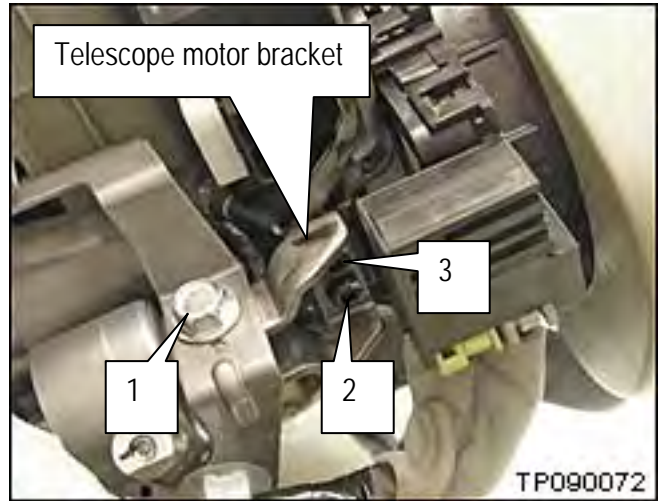


Figure 14

10. Remove the telescope motor bracket.

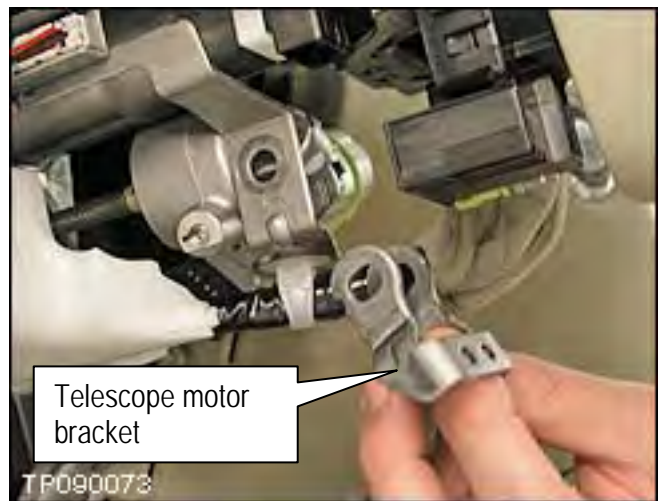


Figure 15

**NOTE:** This step is needed **ONLY** if the steering wheel could not be telescoped to the full out position in step 1.

- Manually **pull** the steering wheel to the full out position.
- Significant force may be required.



Figure 16

11. Remove the telescope motor.

- a. Using the tilt & telescope switch, run the telescope motor so the screw turns counterclockwise until it is completely out.

**NOTE:** If the motor will not turn the telescope motor screw, it may be necessary to manually turn the screw using pliers or other hand tool.



Figure 17

- b. Cut the tie-wrap.
- c. Disconnect the electrical connector.
- d. Use pliers to break the plastic electrical connector of the old motor so it will be unusable.



Figure 18

12. Remove the center support retaining nut (see Figure 19).

- Use special tool J-49961 and 1/4" drive ratchet.



Figure 19

**NOTE:** This is needed **ONLY** if the steering wheel could not be tilted to the full down position in step 1.

- Manually move the column down by inserting a stubby flat-blade screwdriver into the center support bearing and turn counter-clockwise until the full down position is achieved.

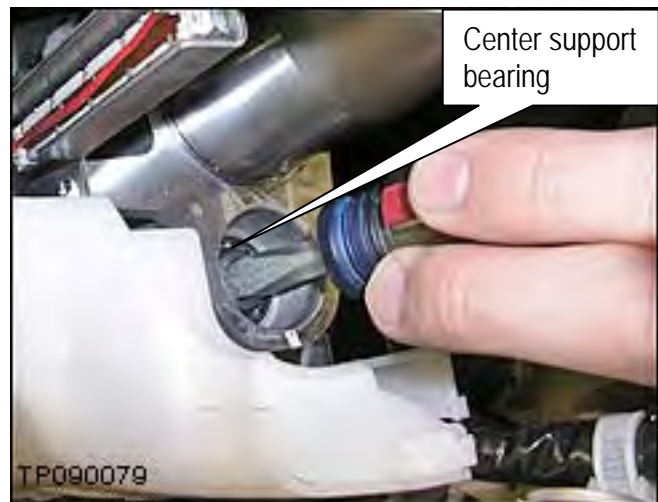


Figure 20

13. Remove Phillips head screw holding the tilt sensor (see Figure 21).

- The tilt sensor is on the right side of the steering column.

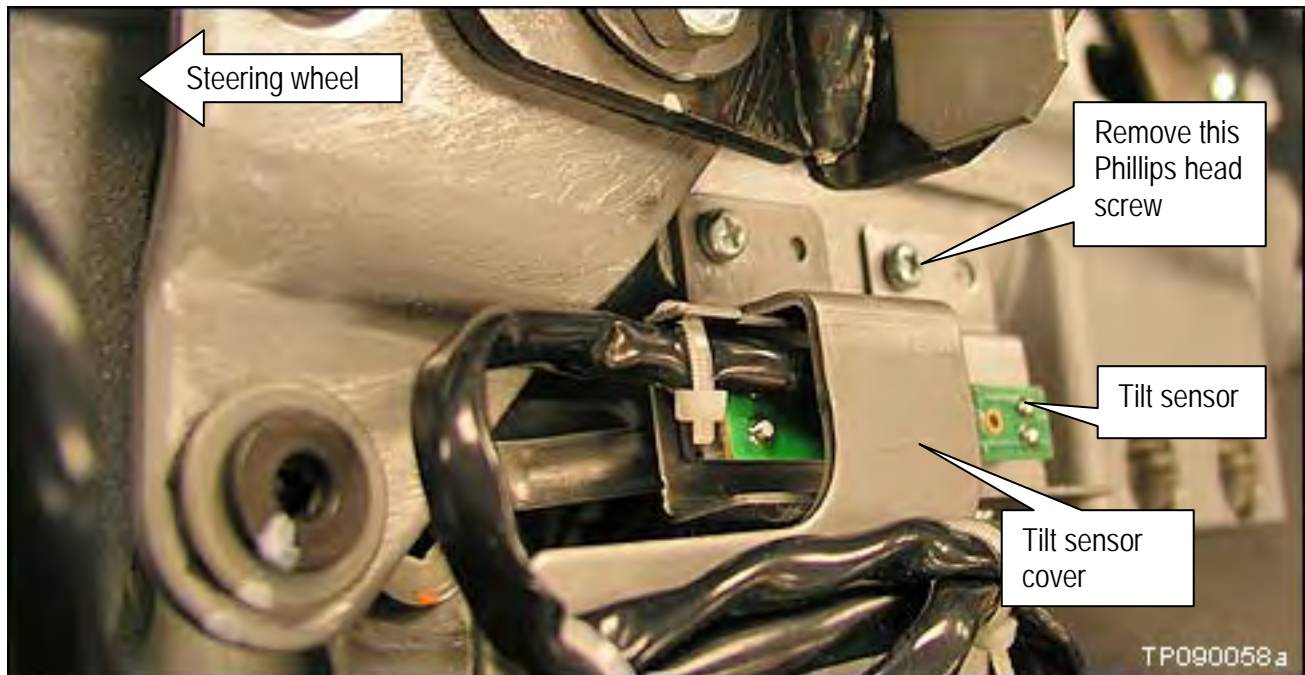


Figure 21

14. Remove the bolt shown in Figure 22.

- This is the pinch bolt that secures the tilt motor.

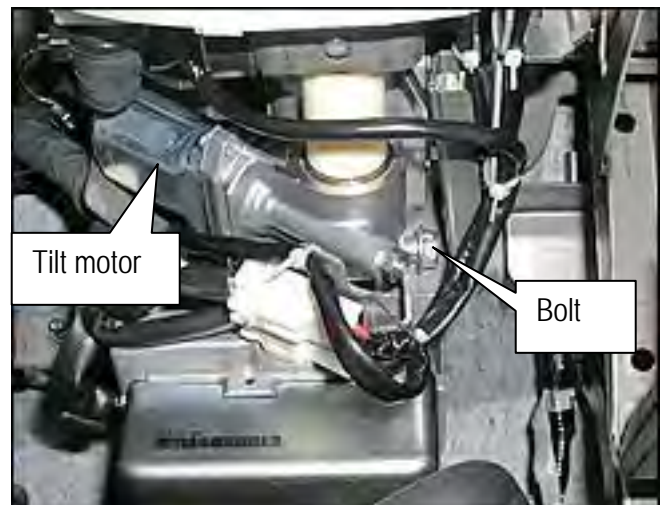


Figure 22

15. Move the center support bearing out of its bore as follows:

- a. Place a flat blade screw driver at the point shown in Figure 23.
- b. Push / pry the tilt motor towards the steering wheel.

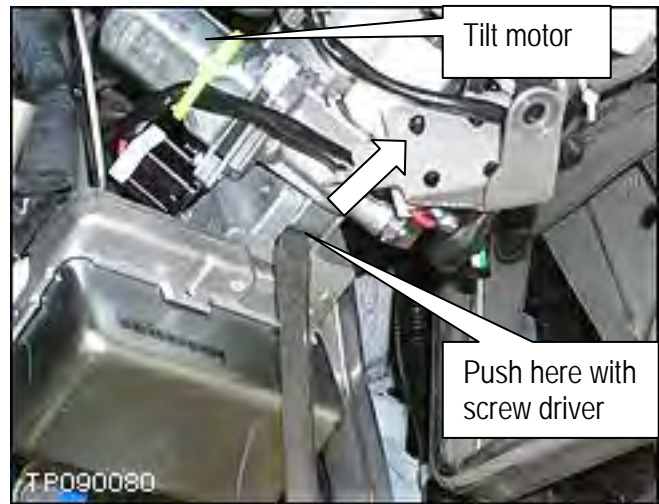


Figure 23

- c. Push the tilt motor enough to force the center support bearing about ½ inch towards the steering wheel.

**NOTE:** If the center support bearing moves up and down while moving the steering wheel up and down, it is out of its bore.

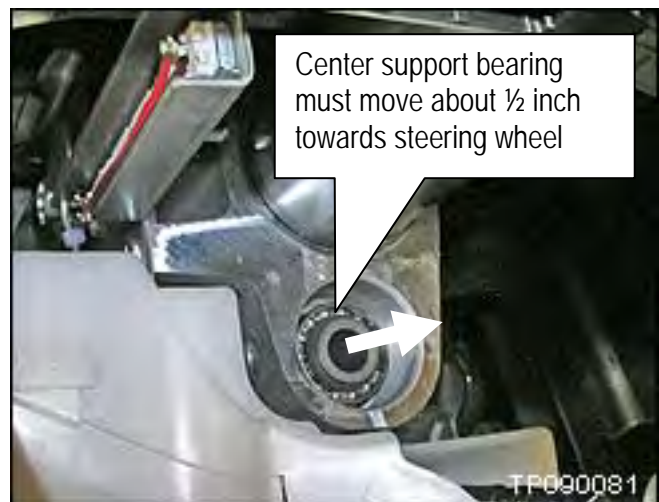


Figure 24

16. Remove the tilt motor as shown in Figure 25 and 26:

- a. Push up on the steering wheel.
- b. Remove the tilt motor.

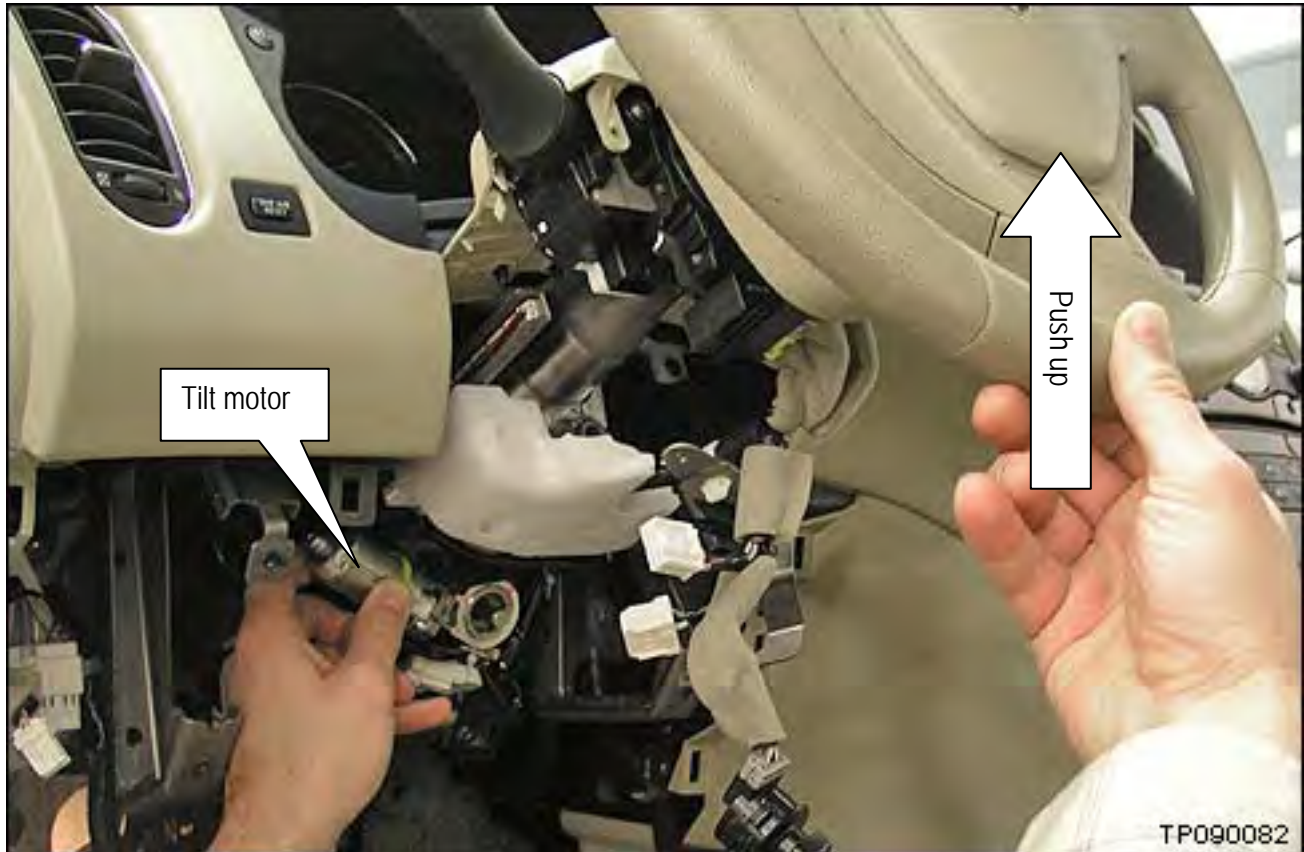


Figure 25

- c. Disconnect the electrical connector.
- d. Cut the tie-wrap.
- e. Use pliers to break the plastic electrical connector off of the old motor so it will be unusable.



Figure 26

## Install New Tilt and Telescope Motors

17. Apply a moderate amount of "TILT" grease to the spines on the tilt motor shaft as shown.

- Do not use the entire tube of grease. Use only the amount needed.
- The "TILT" grease is included in the Motor Assy – Tilt kit (see Parts Information).

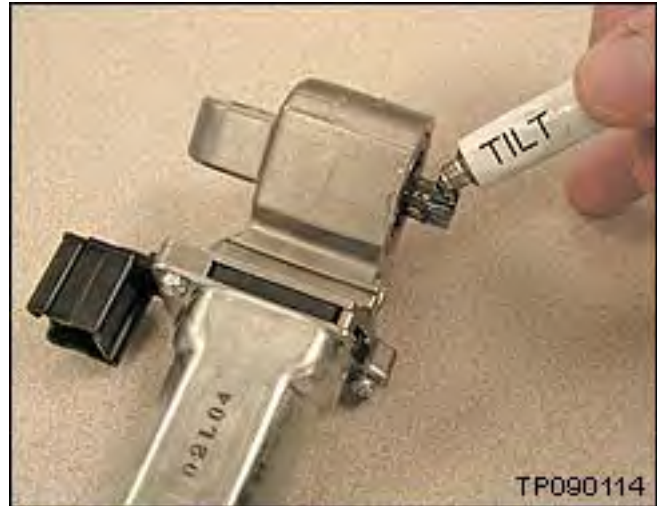


Figure 26a

18. Connect the electrical connector to the new tilt motor.

19. Install the new tilt motor as follows:

- a. Push up on the steering wheel.
- b. Put the motor in mounting position.
- c. Line up the tilt motor spines with the center shaft / sleeve as shown in Figure 27.

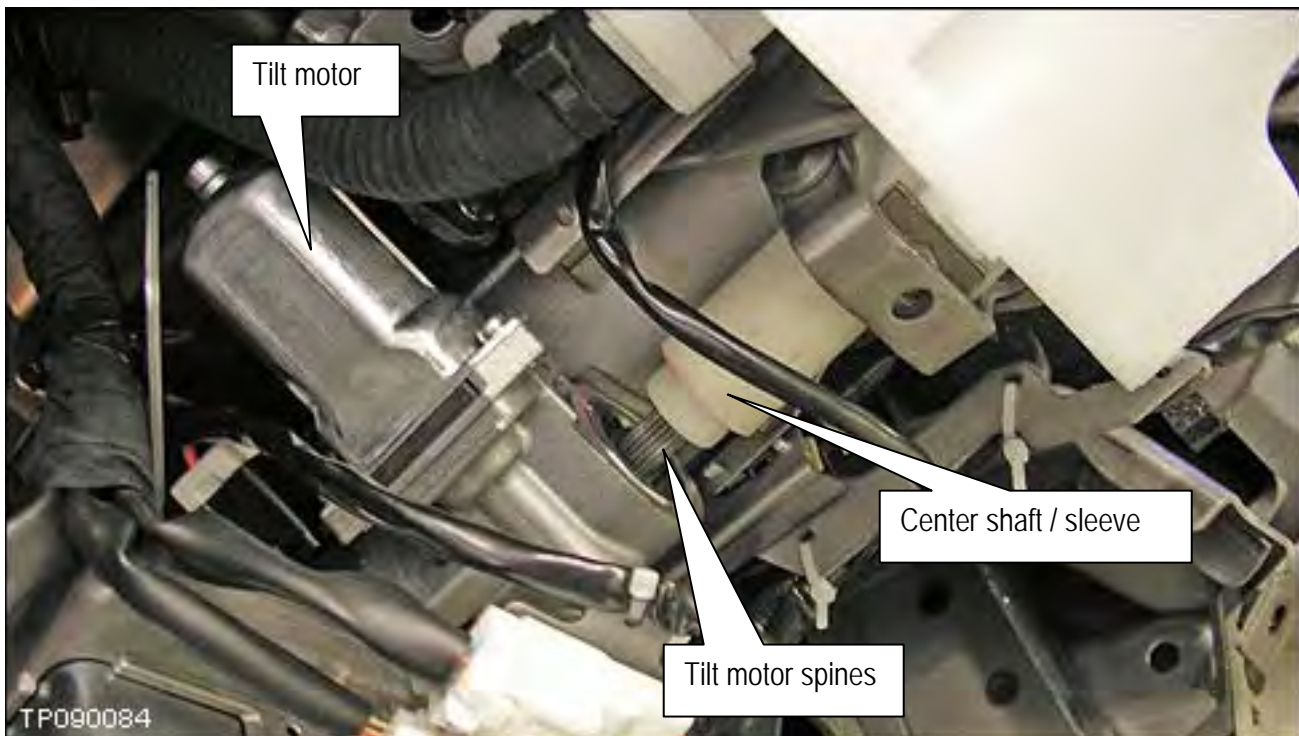


Figure 27



- d. Lower the steering wheel; the center shaft / sleeve must be flush with the tilt motor.



Figure 28

20. Install several threads but Don't Tighten the tilt motor pinch bolt.
- Make sure the bolt is through the hole in the harness bracket.
  - Pinch bolt final torque will be done later.

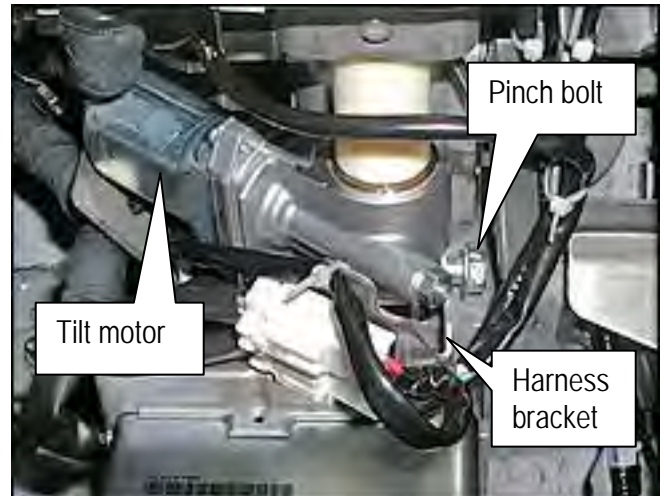


Figure 29

21. Hold the steering wheel and move it up or down (just a little) as needed to get the center support bearing centered (see Figure 30).

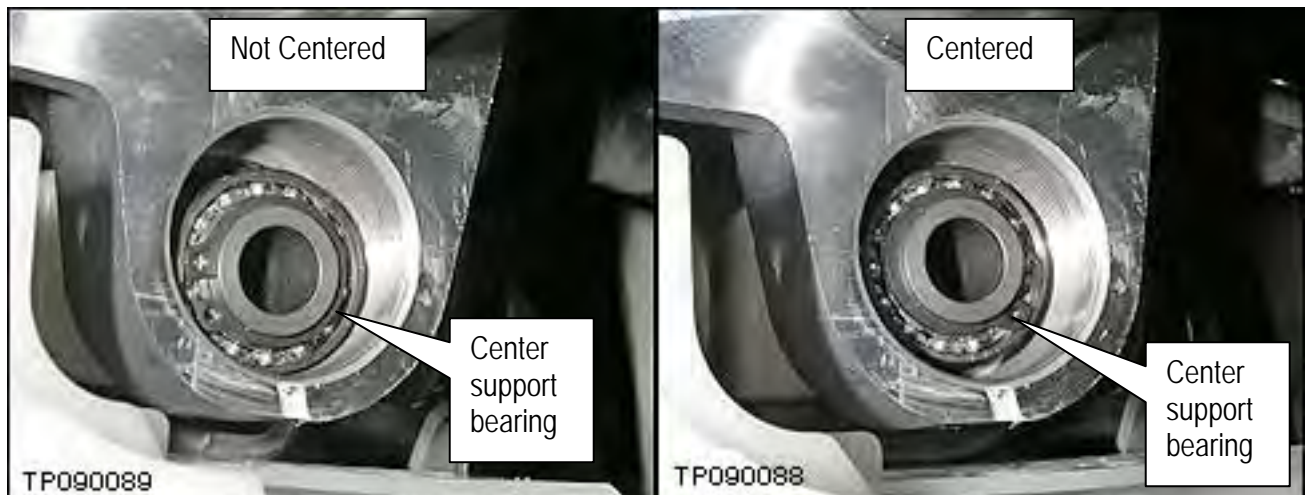


Figure 30

22. With the bearing centered, use the tilt motor switch to run the tilt motor so the bearing is pulled down towards the tilt motor.
- The shaft should turn clockwise to pull the bearing down.
  - The bearing needs to move down only about ½ inch.
  - When it's in the bore correctly, it will stay centered when the steering wheel is released.
  - You may need to operate the tilt motor up and down (back and forth) a couple of times as you slightly move the steering wheel up and down.

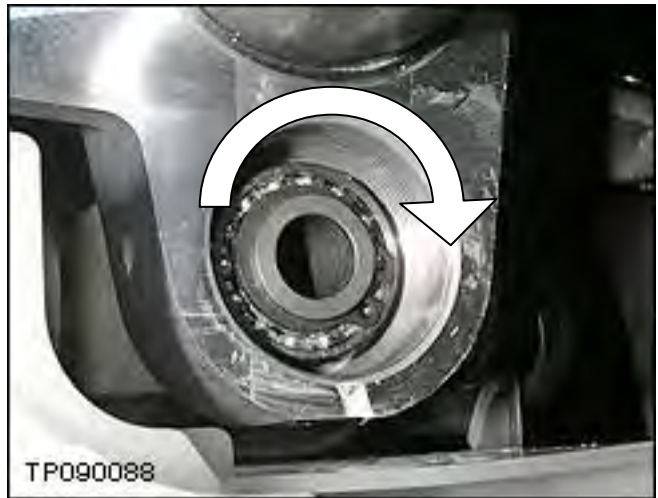


Figure 31

**NOTE:** The following may be needed only if the tilt motor is operated too far in the up direction.

- If the tilt motor makes a retching noise and the bearing does not turn, pull down hard on the steering wheel while operating the tilt motor in the down direction.
- This should engage the tilt motor spines with the shaft, the bearing should then turn.

23. Install the center support retaining nut (see Figure 31).

- The retaining nut will press the bearing all the way into its bore.
- The top of the nut should be flush with the machined surface of the steering column assembly.
- Torque specification: 15 N·m (1.52 kg·m, 11 ft·lb, 132 in·lb).



Figure 31

**NOTE:** If the center support retaining nut is not flush as shown above, remove the nut and perform step 21 again.

24. Apply final torque to the tilt motor pinch bolt.

- Make sure the bolt is through the hole in the harness bracket.
- Torque spec: 19 N·m (1.93 kg-m, **168 in-lb**)

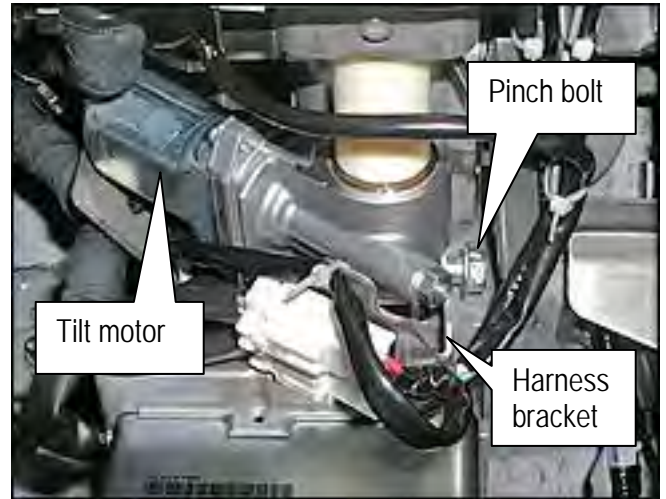


Figure 32

25. Attach tie-wrap to tilt motor and tilt motor harness as shown.

- Tie wrap is included with tilt motor kit.



Figure 33

26. Install the Phillips head screw for the tilt sensor (see Figures 34 and 34a).

- The tilt sensor is on the right side of the steering column.
- Make sure the alignment indent is in the alignment hole.

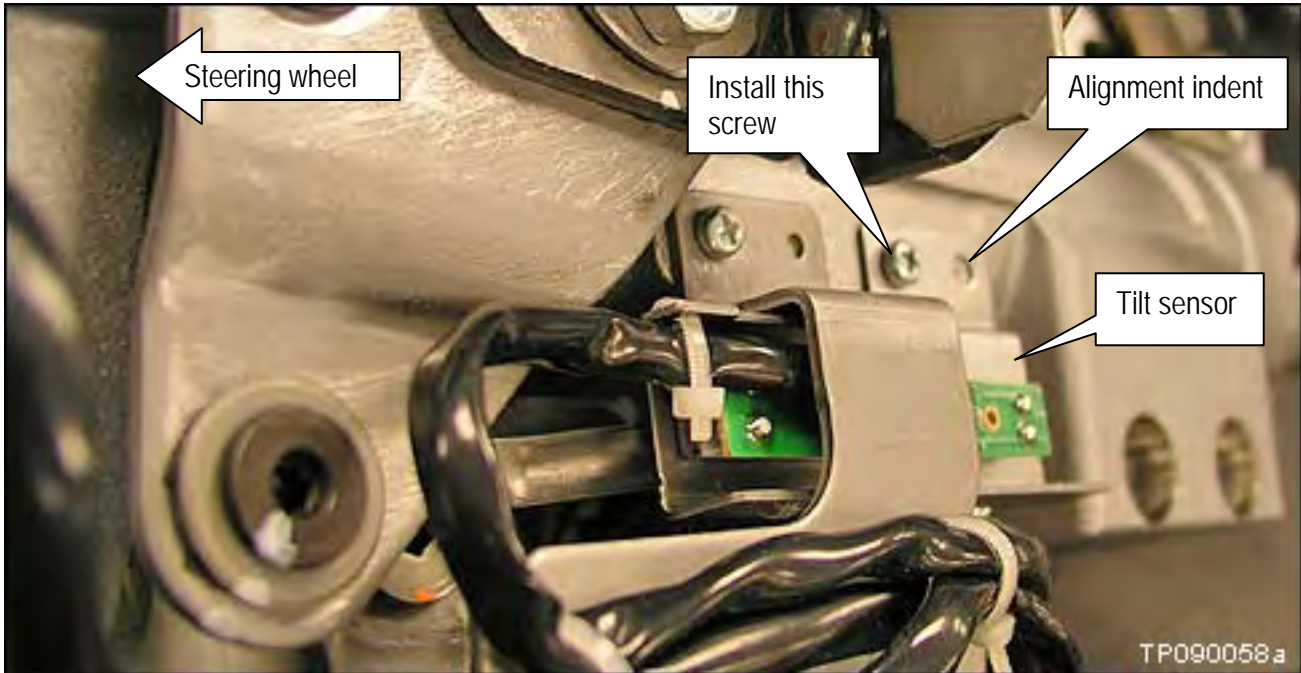


Figure 34

- Make sure the tilt sensor finger is in the bracket slot as shown in Figure 34a.

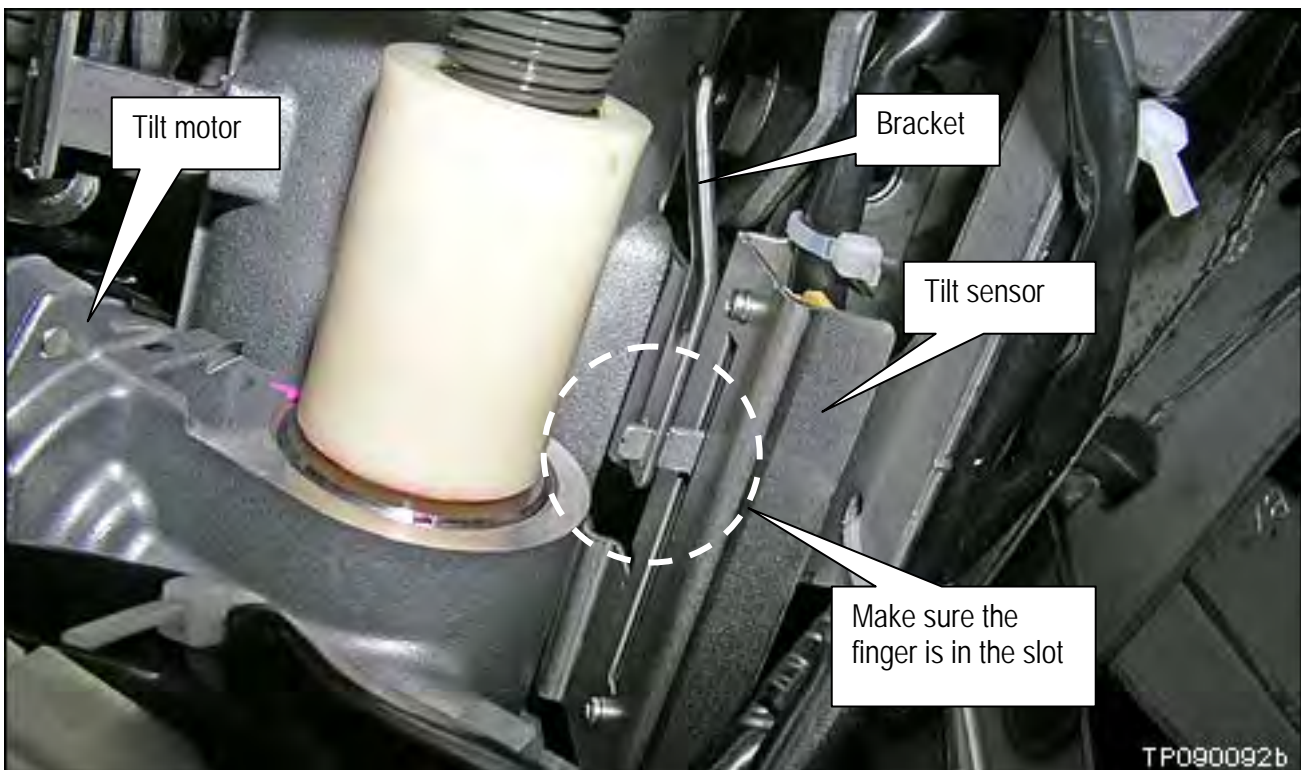


Figure 34a

27. Prepare the telescope motor for installation:

- a. Remove the bar-code sticker from the old motor and attach it to the new motor.

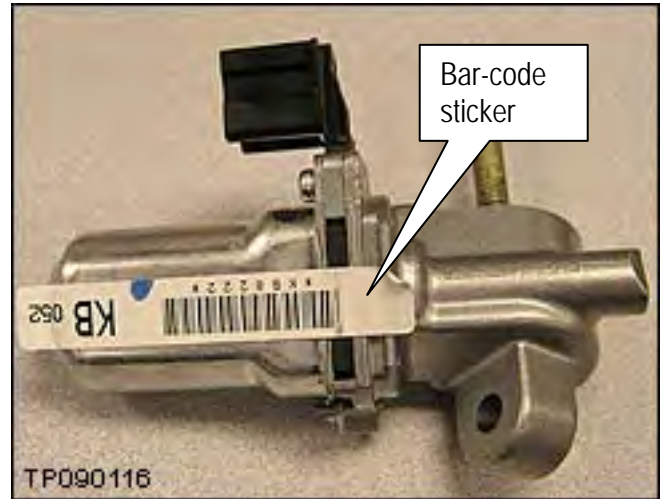


Figure 35

- b. Apply a moderate amount of "TELESCO" grease to the threads on the telescope motor shaft as shown.

- Do not use the entire tube of grease. Use only the amount needed.
- The "TELESCO" grease is included in the Motor Assy – Tilt Kit (see Parts Information).



Figure 35a

28. Connect the telescope motor electrical connector.

29. Hold the telescope motor in place as shown.

- The screw should be centered to the retaining nut.

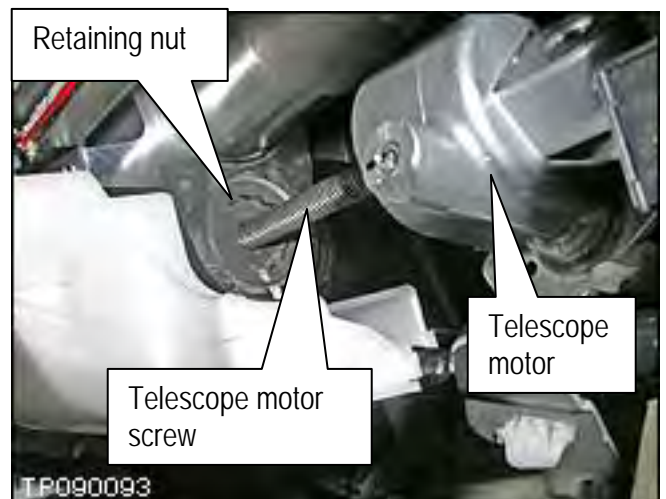


Figure 36

30. Run the telescope motor until the screw is threaded about  $\frac{3}{4}$  of the way in (down).

- Use the telescope motor switch.

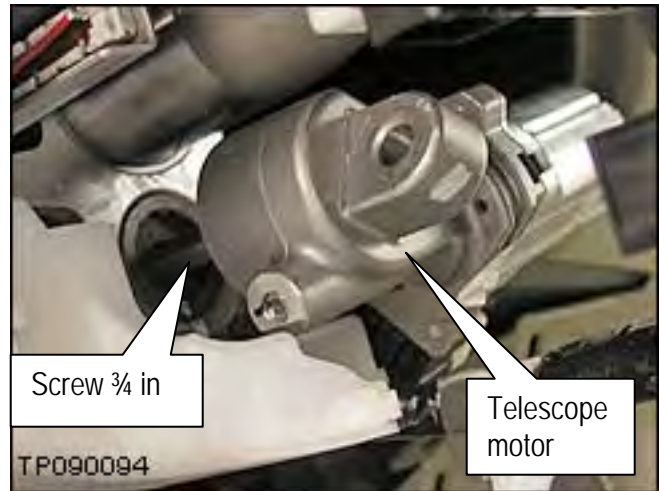


Figure 37

31. Install / mount the telescope motor bracket using the 2 small Allen head bolts.

- Torque spec: 7 N·m (0.71kg-m, 62 in-lb)

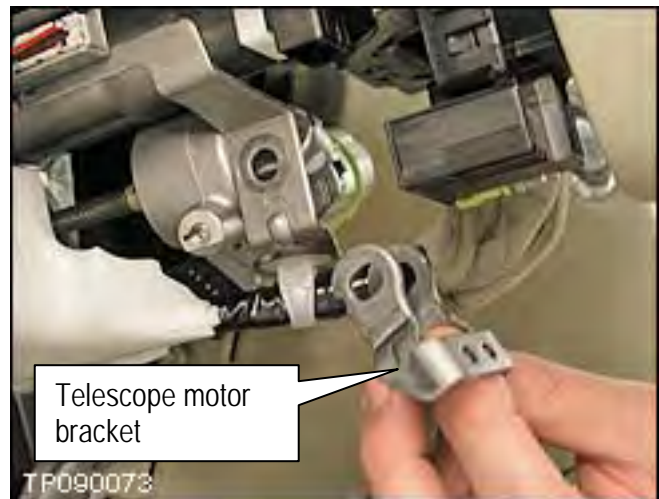


Figure 38

32. Use the telescope switch to run the motor out (up) toward the bracket until the bolt holes are aligned.

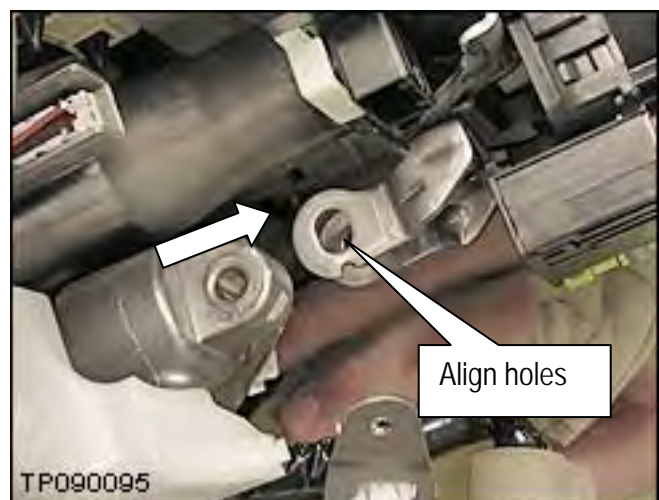


Figure 39

33. Install telescope motor pinch bolt and harness bracket (see Figures 40 and 41).

- Make sure the harness bracket is in place.
- Make sure the telescope sensor finger is in the harness bracket slot (see Figure 41 below).
- Use the new nut supplied in the Motor Assy – Tilt Kit (see Parts Information).
- Torque spec: 19 N·m (1.93 kg·m, 168 in·lb)

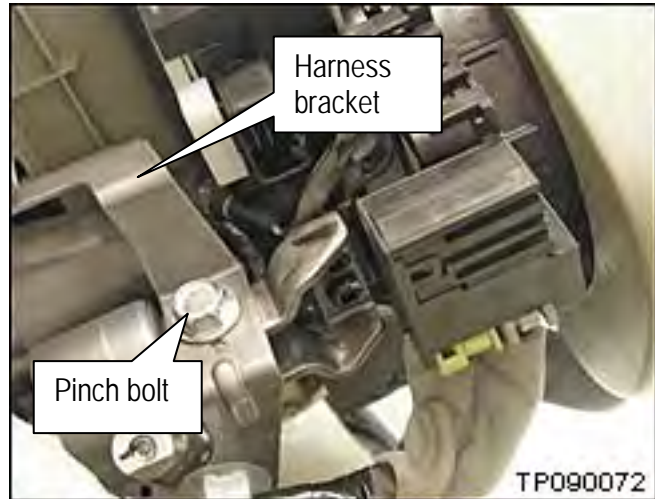


Figure 40

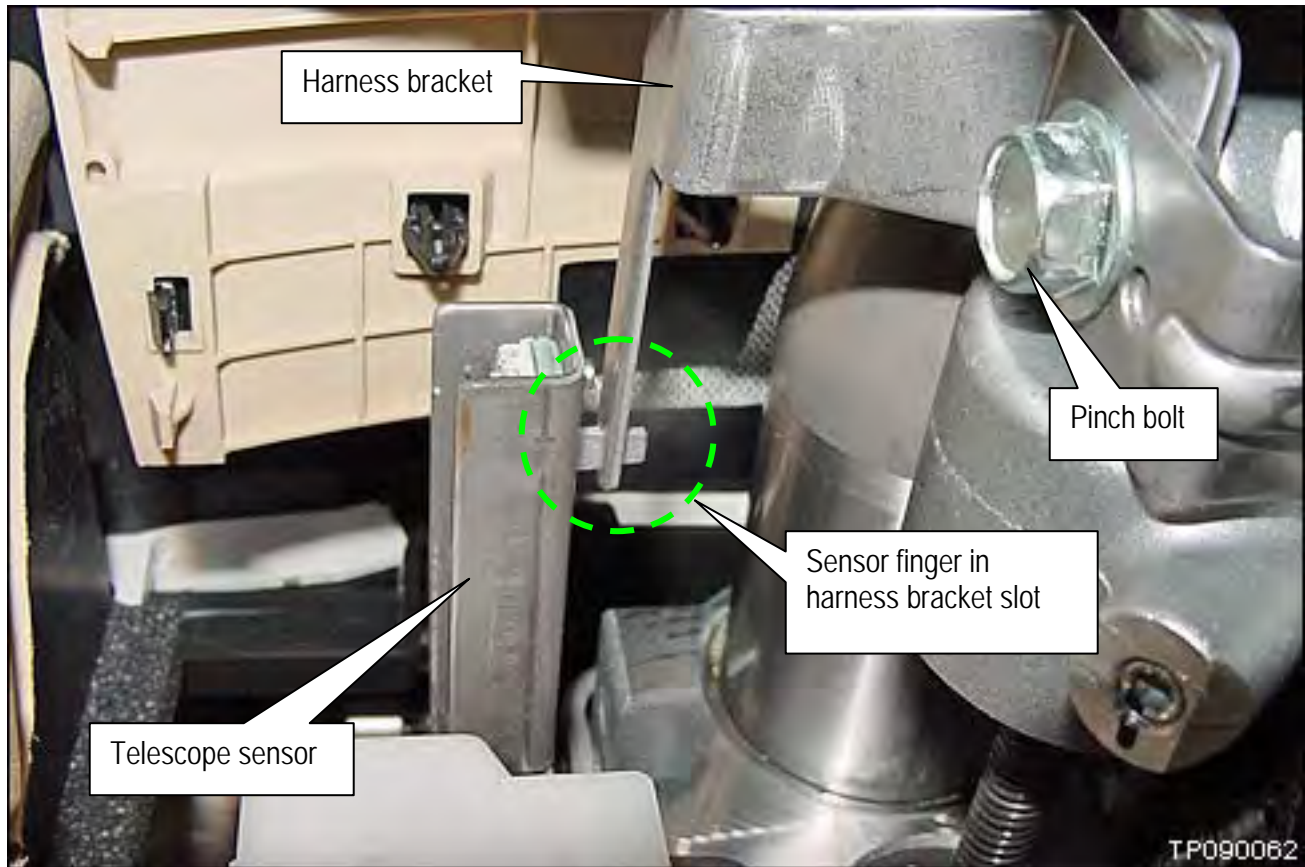


Figure 41

34. Attach tie-wrap around telescope motor and telescope motor harness as shown.

- Tie-wrap is included with motor kit.

35. Operate the steering wheel tilt & telescope to their full positions (in – out – up – down). Make sure they operate correctly.



Figure 42

36. Install the steering column lower cover in reverse of removal.

37. Install the metal knee panel in reverse of removal.

**EX**

- Make sure the climate control cabin temperature tube is located above the knee panel as shown.

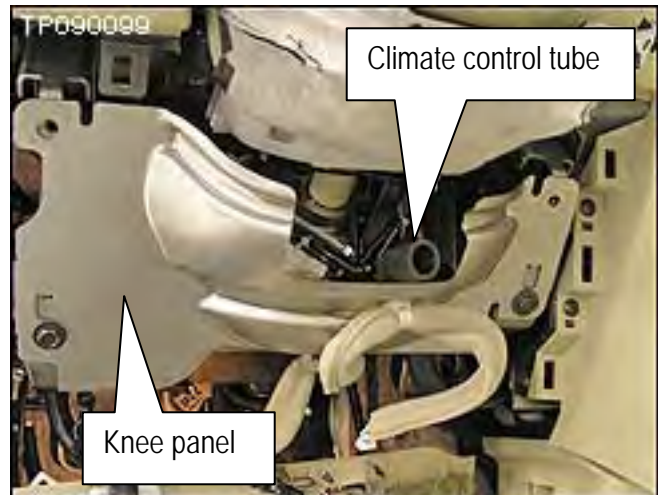


Figure 43

**FX**

- Make sure the climate control cabin temperature tube is located to the right of the knee panel as shown.

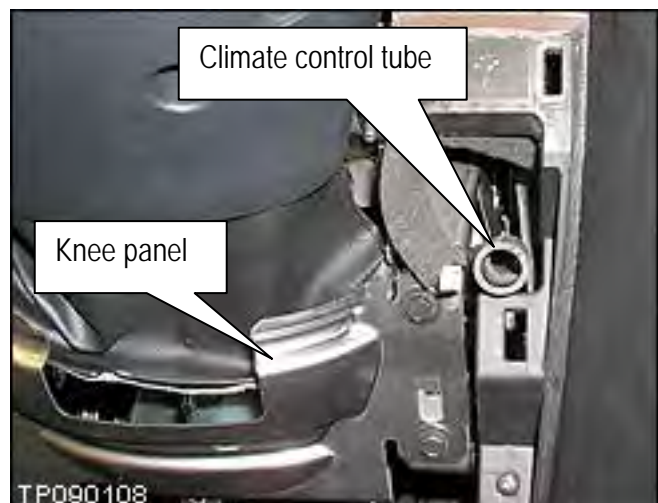


Figure 44



38. Install instrument lower panel LH as in reverse of removal.
39. Install instrument side finisher LH (EX only).
40. Set the ignition to the ACC position.
41. Install screws at front of steering column in reverse of removal.

#### PARTS INFORMATION

Description	PART #	Quantity
Motor Assy – Tilt (Kit)	D8990 – 1BA1D	1

#### Motor Assy – Tilt kit contents

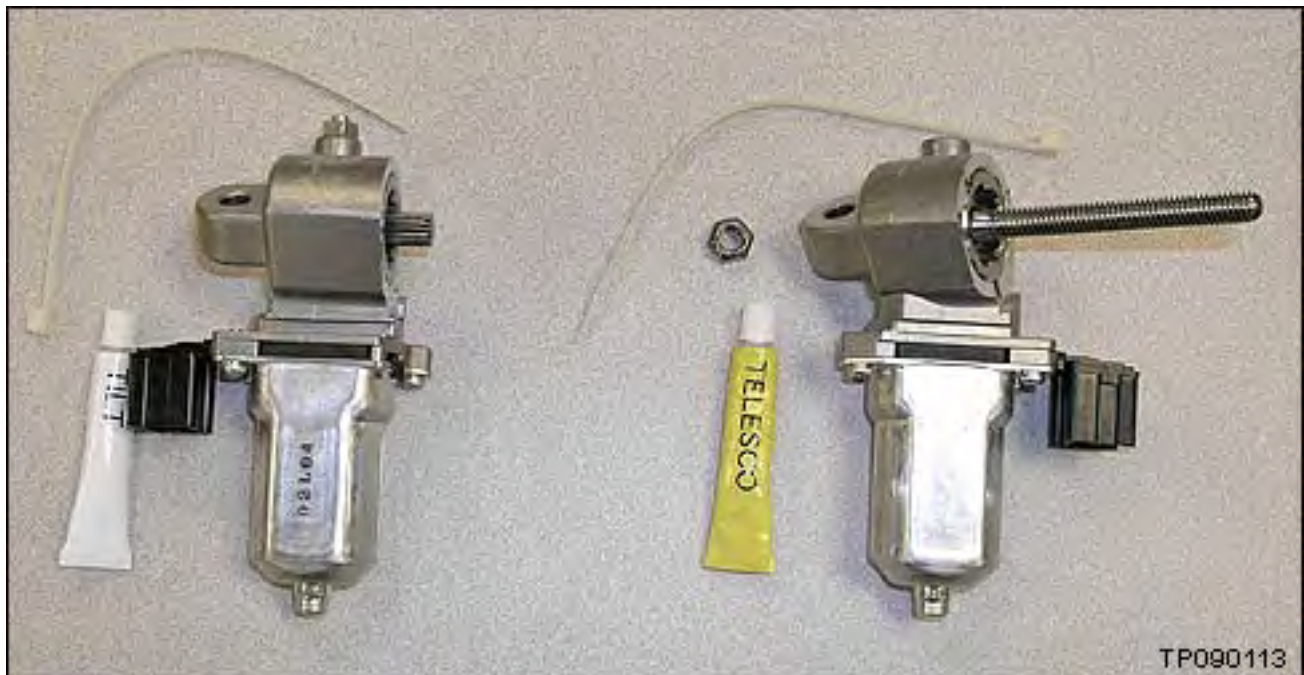


Figure 45

**CLAIMS INFORMATION**

Submit a Campaign (CM) line claim using the following claims coding:

"CM" I.D.: P9201

2009 FX (S51)

DESCRIPTION	OP CODE	FRT
Replace Tilt and Telescopic Motor	P92010	1.9 hrs.

2008 EX (J50)

DESCRIPTION	OP CODE	FRT
Replace Tilt and Telescopic Motor	P92011	1.7 hrs.

## OWNER'S LETTER (example of a typical owner's letter)

Dear Infiniti Owner:

Infiniti is committed to providing the highest levels of product quality and customer satisfaction. We believe that our current and future success depends on your continued satisfaction with Infiniti. With that in mind, we want to bring to your attention important information regarding your 2008 Infiniti EX or 2009 Infiniti FX.

### REASON FOR SERVICE CAMPAIGN

On some of these vehicles, the steering column comfort adjustment features (tilt and telescopic) may stop working. This issue does not affect your ability to steer the vehicle. Rather, it only affects your ability to adjust steering wheel comfort settings.

Because this issue only occurs in warm climates, this service campaign is limited to the following states:

Hawaii	North Carolina	Utah	Florida	Nevada	Arkansas
Arizona	Texas	California	Georgia	Alabama	Mississippi
Tennessee	Louisiana	Missouri	South Carolina	Iowa	New Mexico

According to our records, your vehicle is currently registered in one of these states.

### WHAT INFINITI WILL DO

To assure your continued satisfaction and confidence in your vehicle, your Infiniti retailer will replace the Steering Column Electrical Tilt Motor and Telescopic Motor with a new design reducing the potential for failure under high heat conditions **free of charge for parts and labor.**

### WHAT YOU SHOULD DO

Contact your Infiniti retailer at your earliest convenience in order to arrange an appointment. This free service will take approximately two hours to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon the workshop schedule. **To ensure the least inconvenience for you, it is important that you have an appointment before bringing your vehicle to the dealer for service.** Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Infiniti retailer.

If you have paid to have your steering column replaced prior to this campaign due to tilt and telescopic motor failure, you may be eligible for reimbursement of the related expense. If you have additional questions or if the Infiniti retailer fails, or is unable to complete the service free of charge, you may contact the National Consumer Affairs Department, Infiniti Division, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200.

Thank you for providing us an opportunity to ensure on-going satisfaction with your Infiniti vehicle.