

**Classification:**
**Reference:**
**Date:**

BT11-022a

ITB11-035a

July 7, 2011

## G37 CONVERTIBLE; RATTLE OR RUBBING NOISE FROM ROOF AREA

**This bulletin has been amended. CAUTIONs have been added to the SERVICE PROCEDURE. Please discard previous versions of this bulletin.**

**APPLIED VEHICLE:** 2009 - 2011 G37 Convertible (HV36)

**IF YOU CONFIRM:**

There is a rattle or rubbing / creaking noise coming from the roof area (where shown in Figure 1) while driving.

**ACTION:**

 If a rattling noise is coming from the area(s) shown in Figure 1 (●), perform **Procedure 'A'** starting on Page 3: Replace both center roof panel pin O-rings, and then realign both center panel retainers.

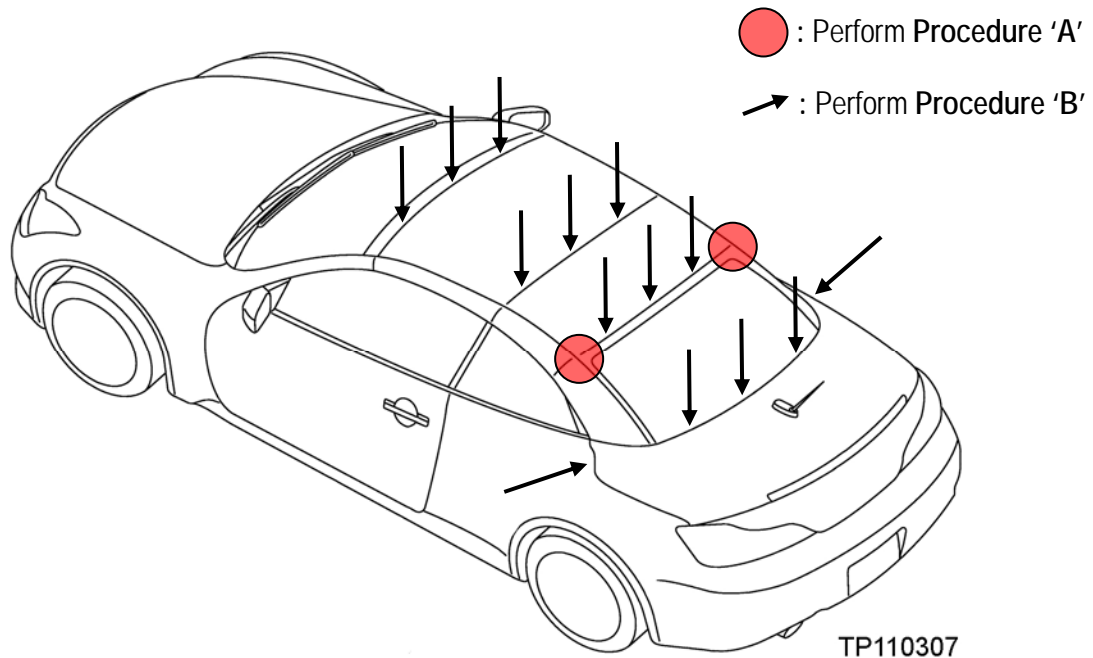
 If a rubbing / creaking noise is coming from the area(s) shown in Figure 1 (→), perform **Procedure 'B'** starting on Page 5: Clean and condition all roof seal contact surfaces.


Figure 1

**IMPORTANT:** The purpose of **ACTION** (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow entirely each **SERVICE PROCEDURE** (as it applies) 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 dealer to determine if this applies to your vehicle.

**PARTS INFORMATION**

| DESCRIPTION                            | PART #      | QUANTITY |
|--|-------------|----------|
| O-RING                                 | 970D3-JJ50A | 2        |
| DuPont Krytox® Lubricant – GPL-105 (1) | 82306-5Z000 | (2)      |

- (1) Order this product from your PDC.
- (2) One container per vehicle.

**CLAIMS INFORMATION**

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

| DESCRIPTION                                    | PFP         | OP-CODE | SYM | DIAG | FRT |
|--|-------------|---------|-----|------|-----|
| Perform Ball Joint and Socket Align Adjustment | 73159-JJ50B | SX06AA  | ZL  | 46   | 0.3 |

And if needed

| DESCRIPTION              | PFP         | OP-CODE | SYM | DIAG | FRT |
|--------------------------|-------------|---------|-----|------|-----|
| Clean All Weather Strips | 97170-JJ50A | SX07AA  | ZL  | 46   | 0.3 |



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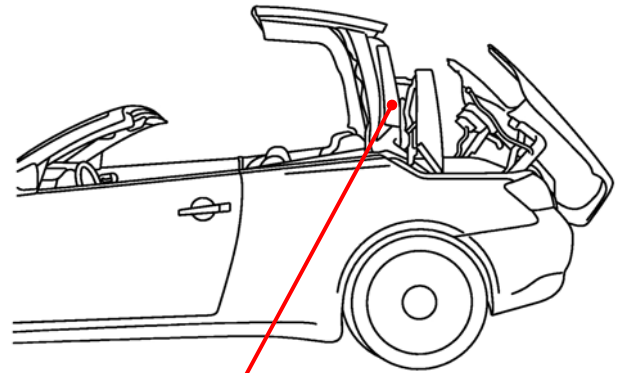
Lubricant

## SERVICE PROCEDURE

### Procedure A – Repair Rattle Noise

1. Partly open the retractable hard top as shown in Figure 2.

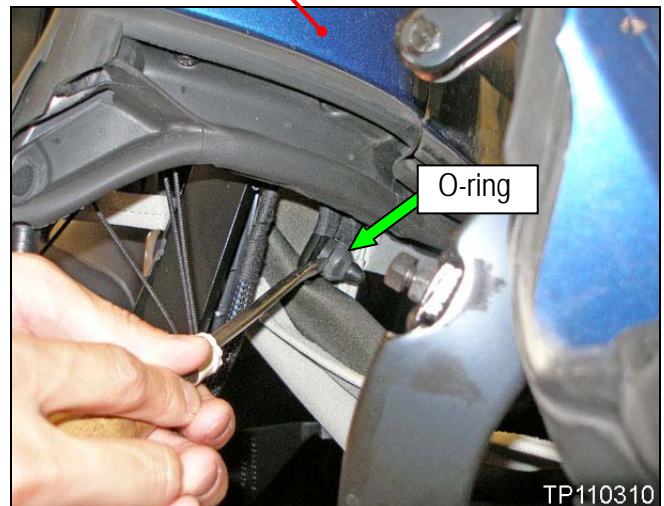
**CAUTION:** When left in a partially open position, the roof could slowly drop which may cause roof damage.



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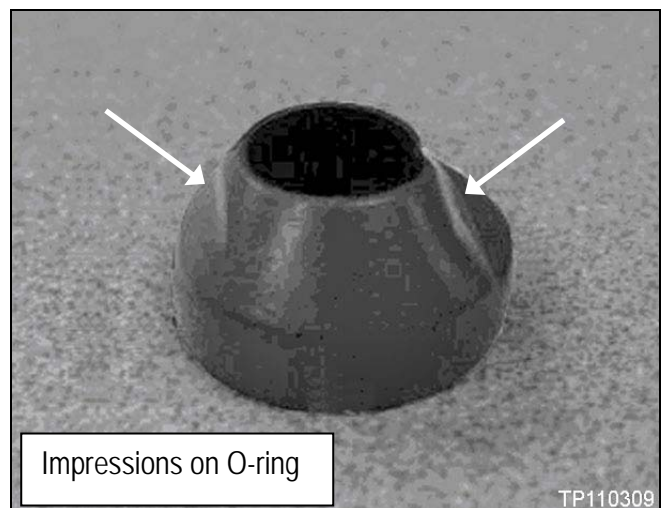
Center roof panel Figure 2

2. Check both O-rings for impressions.
  - If impressions are found on either O-ring, replace both O-rings with a suitable tool (see Figure 2 & 3).
  - There is one (1) O-ring at each rear corner of the center roof panel, mounted on center roof panel pins.



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Figure 3



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Figure 4

3. Next, loosen the Torx screws for both rear roof panel retainers (see Figure 5).
  - The retainers are located at both front corners of the rear roof panel.
  - Loosen the retainers enough so they move around easily by hand, but not on their own.
  - Torx screw size: T-30



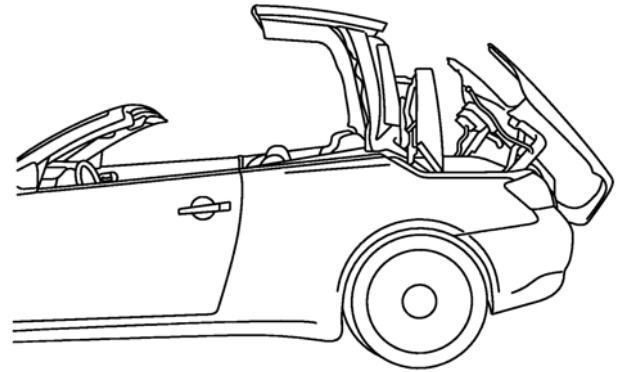
Figure 5

4. Fully close the retractable hard top.
  - This will allow the retainers to align with the pins.
5. Open the retractable hard top, and then tighten the retainer's Torx screws.
  - Torx screws torque: 9.5 N•m (0.97 kg-m, **84 in lb**)
6. Road test, verify repairs.

## Procedure B – Repair Rubbing / Creaking Noise

1. Partly open the retractable hard top as shown in Figure 6.

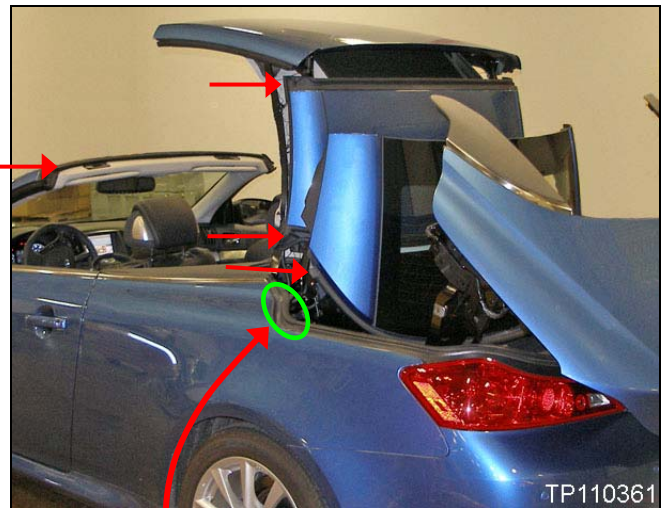
**CAUTION:** When left in a partially open position, the roof could slowly drop which may cause roof damage.



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Figure 6

2. Using a damp cloth, clean the contact surfaces of all retractable hard top related weather-strips (see Figure 7).



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Figure 7

- Also clean the area of the seal (where circled in Figure 7 and 8) on both sides of the vehicle.



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Figure 8

3. Using your finger, apply a thin coat of DuPont Krytox® Lubricant (see **PARTS INFORMATION**) on all cleaned weather-strip contact surfaces.
  - Make sure to apply lubricant on both surfaces of seals with two (2) contact surfaces. See Figure 9 for example.
  - For cleanliness, it is recommended to use latex or similar type gloves.



Figure 9

4. Road test, verify repairs.

