

Reference:

ITB11-058

Date:

November 10, 2011

VOLUNTARY SAFETY RECALL CAMPAIGN 2011 - 2012 G37 COUPE POWER WINDOW SWITCH

CAMPAIGN ID #: P1247

APPLIED VEHICLES: 2011 - 2012 G37 Coupe (CV36)

Check Service COMM to confirm campaign eligibility.

INTRODUCTION

Infiniti is conducting a Voluntary Safety Recall Campaign on certain Model Year 2011-2012 G37 Coupe vehicles to replace the power window switch for both front doors. This service will be performed at no charge for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number P1247 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Infiniti strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

SERVICE PROCEDURE

NOTE:

- The illustrations for this procedure are of the driver side, the passenger side is similar.
- Be careful not to scratch the door finishers or other trim parts.

Figure 1 is provided as a reference while performing this procedure.

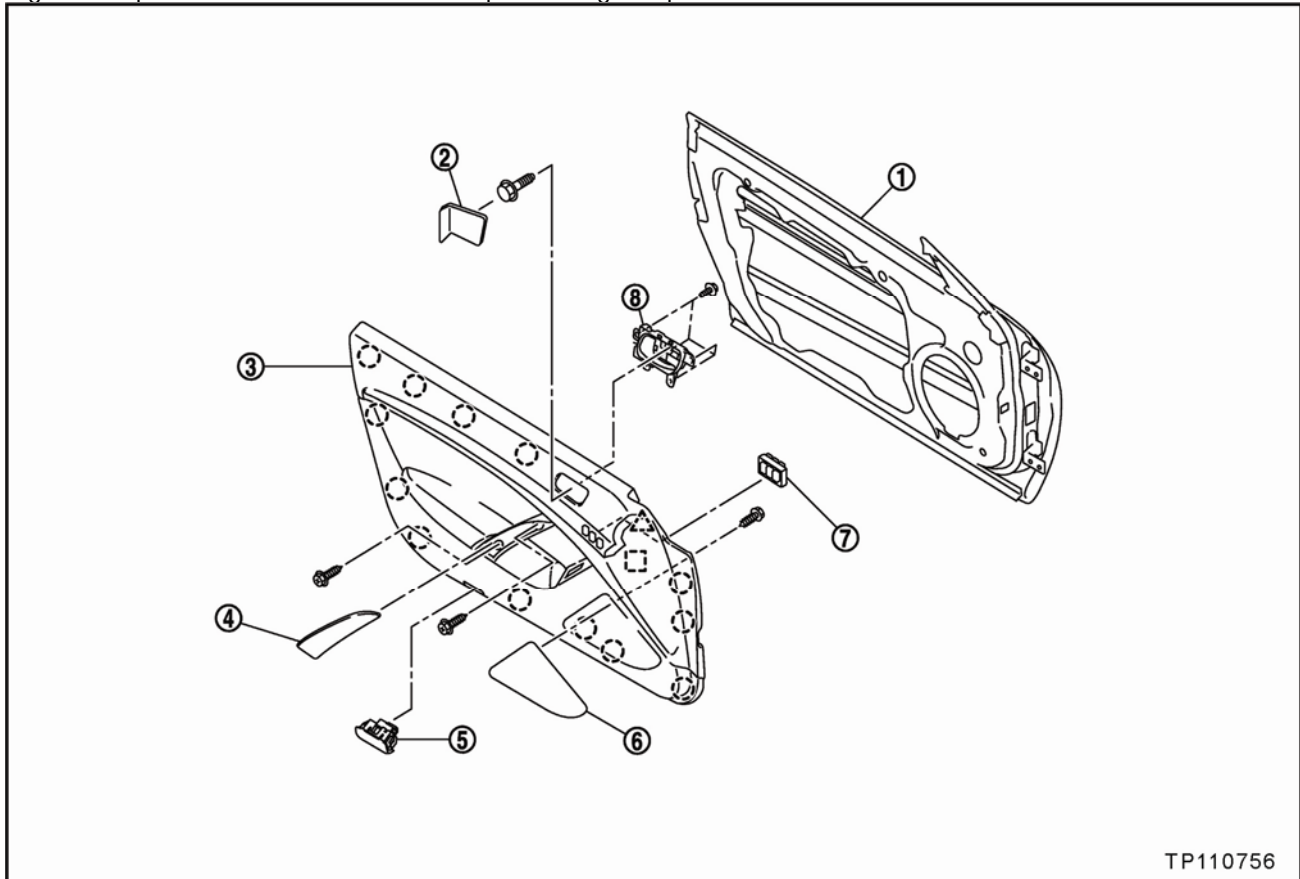


Figure 1

1. Door panel assembly

4. Armrest cap

7. Seat memory switch

2. Inside handle escutcheon

5. Step lamp

8. Inside handle

3. Door finisher assembly

6. Speaker grille

○ : Clip

△ : Pawl


□ : Metal clip

1. Operate the window to the fully DOWN position.

2. Turn the ignition OFF.

3. Remove (snap loose) the inside handle escutcheon (1).

- Use a plastic trim tool (A).

 : Pawl

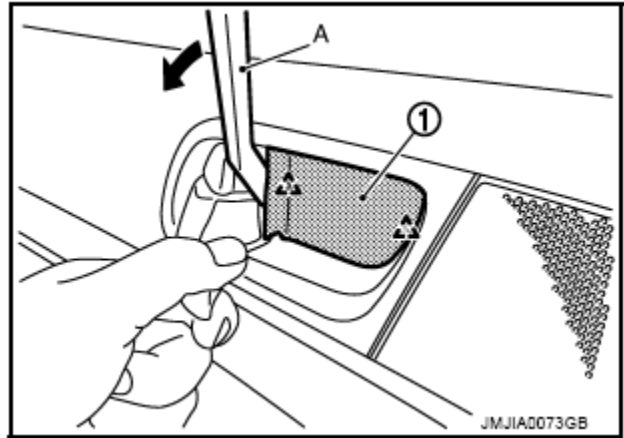


Figure 2

4. Remove bolt (A).

- Bolt (A) is located behind the inside handle escutcheon.

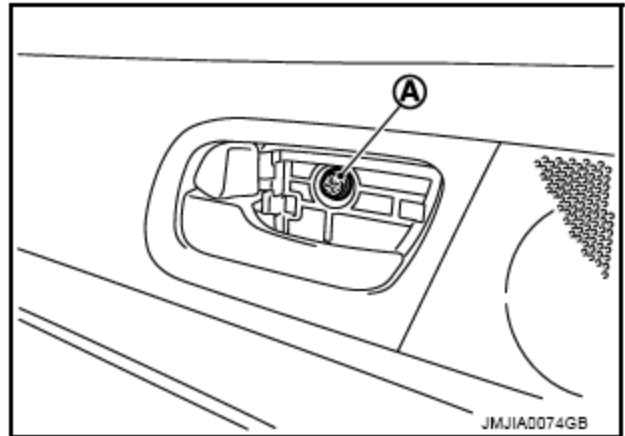



Figure 3

5. Remove the armrest cap (1).

- Use a plastic trim tool (A).

 : Pawl

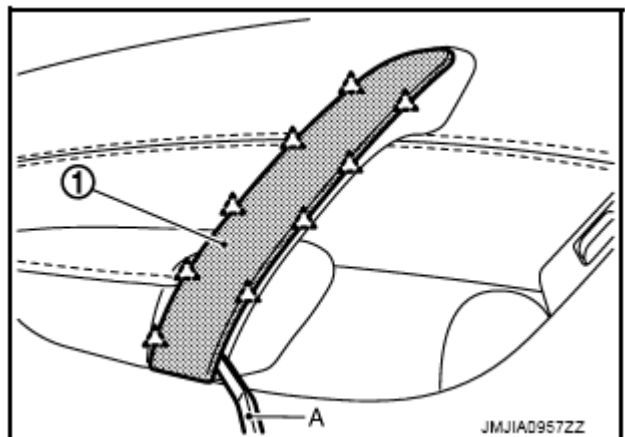


Figure 4

6. Remove two screws (A).
 - Screws (A) are located behind the armrest cap.

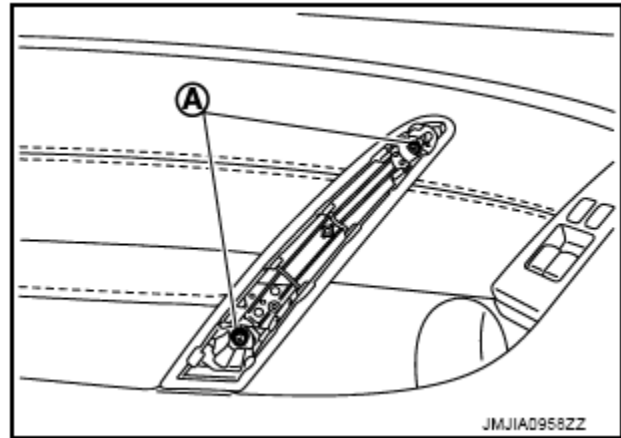


Figure 5

7. Remove step lamp (1) from the door finisher.
 - a. Use a plastic trim tool to snap loose the lamp.
 - b. Disconnect the electrical connector.

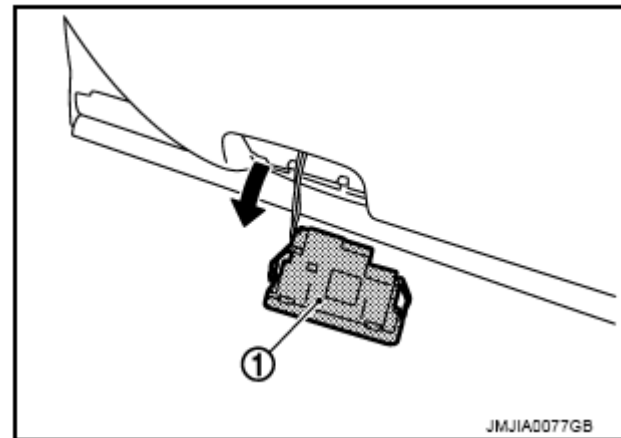


Figure 6

8. Snap loose the door finisher.
 - Insert a plastic trim tool (A) behind the door finisher (1) to disengage the clips.
 - Insert tool between the clip and the metal door frame.
 - Refer to Figure 1 on page 2 for location of 12 clips.

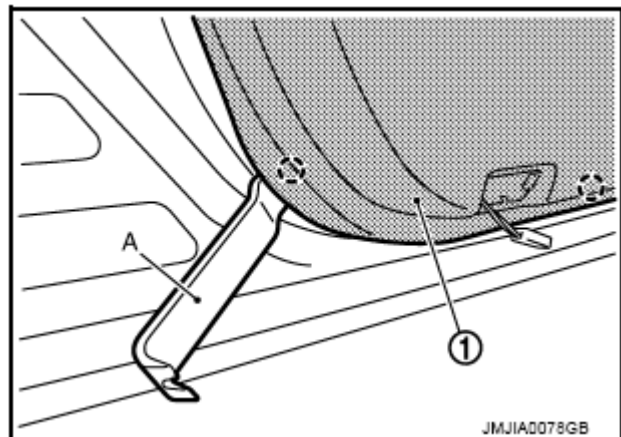



Figure 7

 : Clip

9. Pull the door finisher a few inches away from the metal door frame.

10. Disconnect seat memory switch connector (A)
- if equipped with ADP.

11. Disconnect tweeter/squawker connector (B).

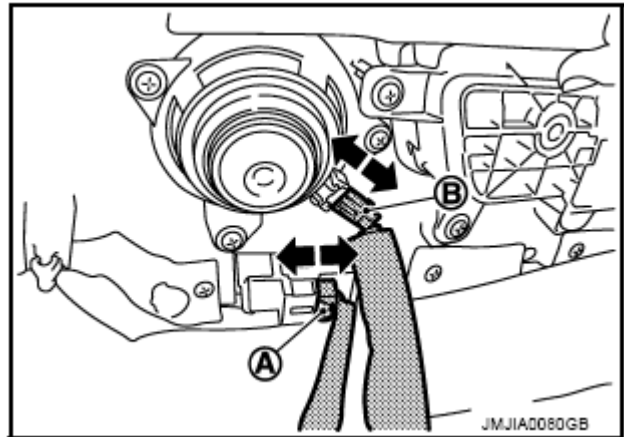


Figure 8

12. Disconnect cables from the door inside handle.

- 1st, disconnect (snap loose) the white cable mounts.
- 2nd, remove cable ends from the handle assembly.

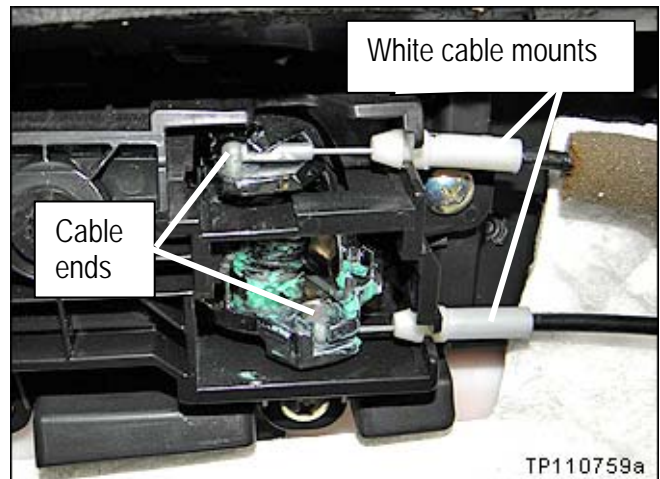


Figure 9

13. Disconnect the harness connectors from the power window switch assembly.

- Mirror control – driver side only.
- Power window control.

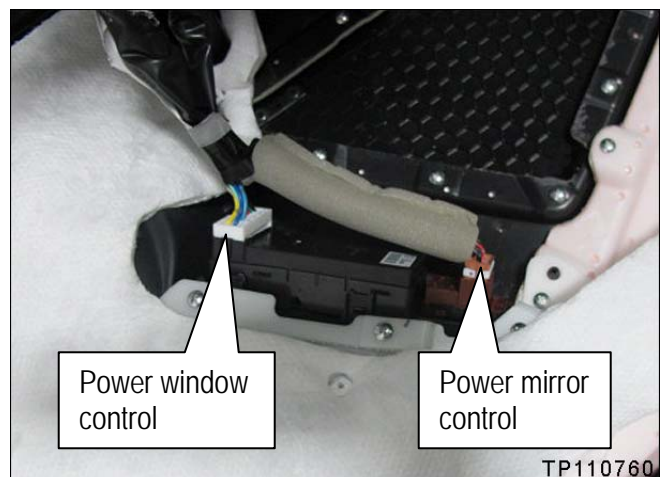


Figure 10

14. Set the door finisher on a protective clean working surface.

- Be careful; don't scratch the door finisher.

15. Remove the power window switch from the finisher.

- Use a small flat blade screwdriver.
- Release 4 pawls – 2 on each side.

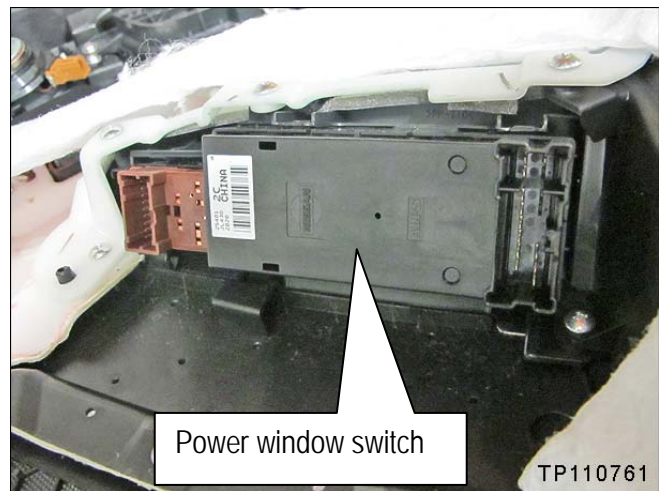


Figure 11

16. Install the new power window switch.

- Use the new switch listed in the Parts Information.
- Make sure the new switch is completely snapped in position.

17. Reinstall all other parts in reverse order.

During reassembly:

- Cable with "L" shaped end attaches to the top position.
- Cable with "ball end" attaches to the bottom position.

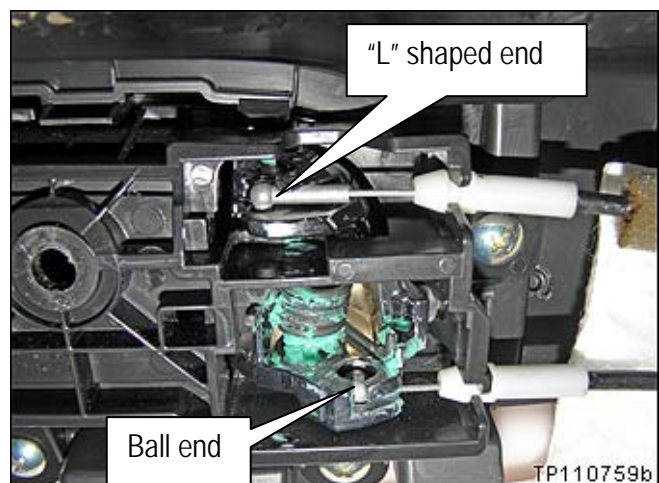


Figure 12

- Make sure door lock cables are routed through the cable guide (see Figure 14).

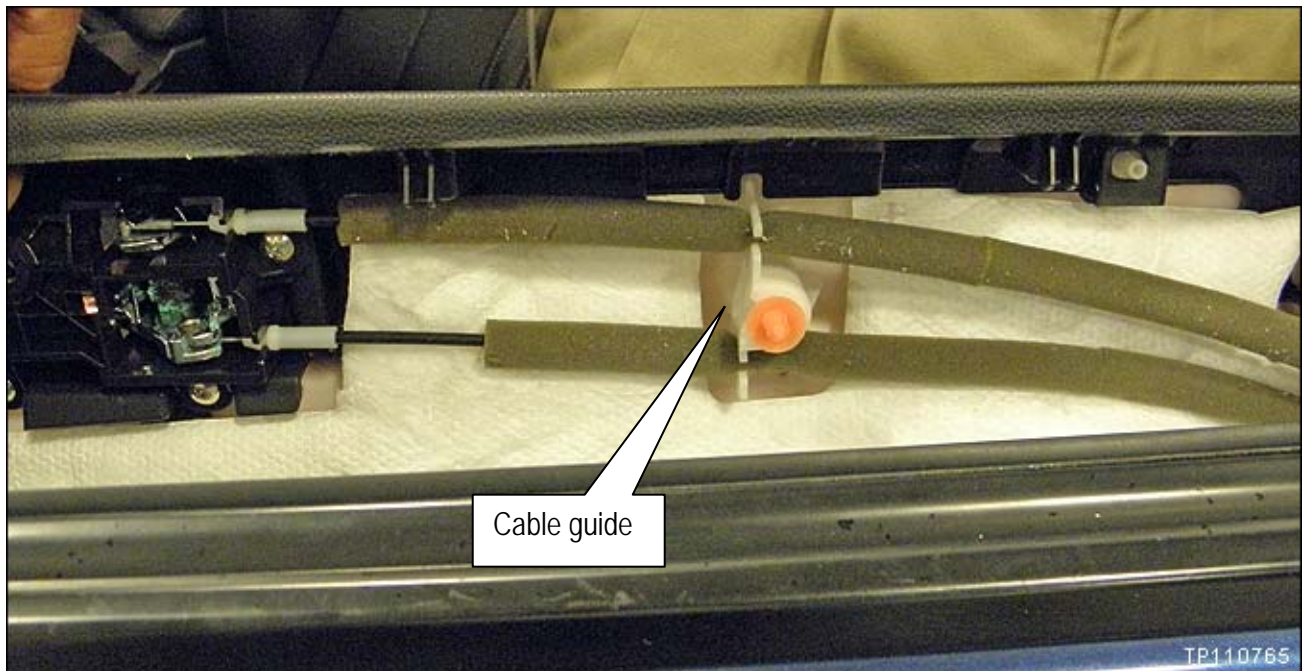


Figure 14

18. Repeat steps 1 through 17 for the opposite side.
19. Initialize each power window as follows:
 - a. Turn the ignition switch ON (keep the transmission in Park and the hand brake applied).
 - b. Close the door.
 - c. Operate the power window switch to fully open the window.
 - d. Pull UP and continue to pull UP on the power window switch to fully close the window.
 - e. Continue pulling the power window switch UP for 3 seconds or more after glass stops at fully closed position.
 - f. Check that auto-up function operates normally.
20. Check the Anti-Pinch function as follows:
 - a. Fully open the door window.
 - b. Hold a piece of wood in the window opening near the fully closed position.
 - c. Close the door window completely with the AUTO-UP function.
 - d. Check/confirm the glass lowers approximately 150 mm (5.9 in) after contacting the wood and then stops.

CAUTION: Do not check Anti Pinch function with hands or other body parts because they may be pinched.
21. Render the old power window switches unusable by breaking the electrical connectors.

PARTS INFORMATION

| DESCRIPTION | PART NUMBER | QTY |
|---|---------------|-----|
| Power Window Switch Kit (Driver side and passenger side) | B5401 – JL43C | 1 |

CLAIMS INFORMATION

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

| CAMPAIGN (CM) I.D # | DESCRIPTION | OP CODE | FRT |
|---------------------|--|---------|---------|
| P1247 | Replace Power Window Switch – Main and Sub | P12472 | 0.6 hrs |

