

Classification:

FA99-002a

Reference:

ITB99-001a

Date:

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## STRUT AND SHOCK ABSORBER REPLACEMENT GUIDELINES

This bulletin has been amended. The Applied Vehicles section has been updated and revisions have been made throughout. Please discard earlier versions.

**APPLIED VEHICLES:** All 1990-2013 Infiniti vehicles except those listed below

This bulletin **does not apply to:**

1990-1995 Q45 (G50)

QX56 (Z62) – vehicles equipped with rear-leveling air suspension

### SERVICE INFORMATION

This bulletin provides information to identify:

- A leaking strut or a shock absorber that qualifies for replacement under warranty.
- A strut or shock absorber that has slight oil seepage, a condition which is considered normal, does not affect strut/shock absorber operation or performance, and does not require replacement.
- A strut or shock absorber that should be replaced due to rod resistance/noise issues.

### IMPORTANT:

- If strut/shock absorber leakage is diagnosed in one strut/shock absorber, do **NOT** automatically replace struts/shock absorbers on both sides. Replace the leaking strut/shock absorber only.
- In cases where diagnosis of a strut indicates part replacement and the labor operation states that it includes toe or alignment check/set, the alignment check/set must be supported with a printout from your alignment machine (i.e., "alignment printout").

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.

## Inspect the Condition of Oil Leakage

If oil does **NOT** extend beyond the spring seat or upper 1/3 of shock:

- This is **slight oil seepage**. The strut/shock absorber should **NOT** be replaced.

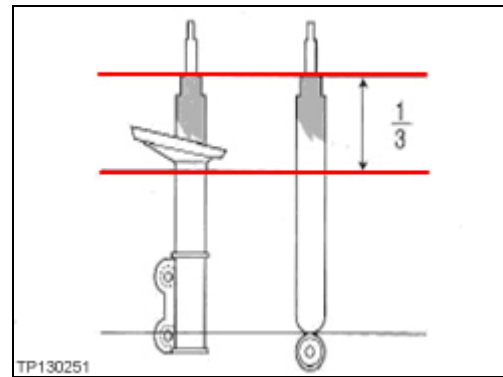


Figure 1

If oil does extend beyond the spring seat or upper 1/3 of shock:

- Use a finger to touch the oil that has extended beyond the spring seat or upper 1/3 of shock.

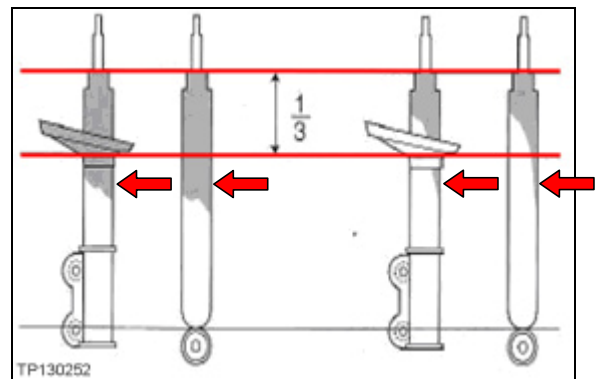


Figure 2

- If you confirm the oil layer is thick and contains large pieces of dust and debris, the strut/shock absorber **should be replaced**.



Thick oil layer,  
large pieces  
of dust and debris

Figure 3

- If you confirm the oil layer is thin and does **NOT** contain large pieces of dust and debris, the strut/shock absorber should **NOT** be replaced.



Thin oil layer,  
no large pieces of  
dust and debris

Figure 4

### Inspect the Strut/Shock Absorber Rod

1. Compress and extend the strut rod or shock absorber rod more than four (4) times by hand.
2. Confirm the resistance and sound is normal when operating.
  - If atypical resistance or sound is noted, the strut/shock absorber should be replaced.

