

Reference:

ITB00-066

Date:

December 14, 2000

## VOLUNTARY SAFETY RECALL CAMPAIGN - 2000-01 QX4 IGNITION KEY LOCK CYLINDER

**CAMPAIGN I.D. # / NHTSA #:** R0006 / 00V-410

**APPLIED VEHICLE:** 2000-01 QX4 (JR50)

**APPLIED VINS:** 2000 JR50: JNR\*R0\*\*\*YW081087 - 087218  
2001 JR50: JNR\*R0\*Y\*1W100021 – 103259 (4WD)  
JNR\*R0\*X\*1W100008 – 101488 (2WD)

### INTRODUCTION

Nissan Motor Ltd. has determined that some 2000 and 2001 model year Infiniti QX4 vehicles may have a defect which relates to motor vehicle safety. The ignition lock cylinder cap could come loose. Over time, vibration and/or removing the ignition key may cause the key cylinder cap to loosen or fall out. If this occurs, the steering wheel lock rod can move, which could lock the steering wheel. If the loose ignition lock assembly is not noticed or is ignored, the steering wheel lock could engage and the driver of the vehicle would be unable to turn the steering wheel. This could result in a crash.

### IDENTIFICATION NUMBER

Infiniti has assigned identification number R0006 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### NUMBER OF VEHICLES POTENTIALLY AFFECTED

The number of vehicles potentially affected is approximately 9,200.

### DEALER RESPONSIBILITY

It is the retailer's responsibility to check Infiniti Net 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

**IMPORTANT:** Use appropriate covers to protect seats, carpeting, interior panels, etc. when performing this procedure.

1. Remove five screws from the lower steering column trim cover (see Figure 1).

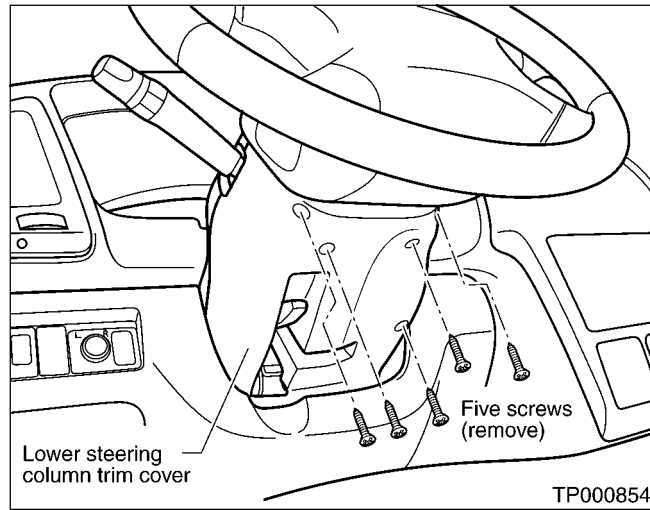


Figure 1

2. Remove the trim ring from the ignition key lock cylinder (see Figure 2).

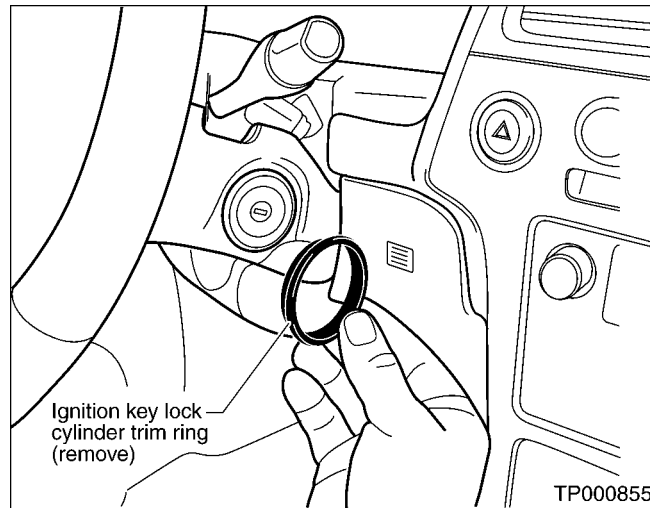


Figure 2

3. Remove the upper steering column trim cover (see Figure 3).

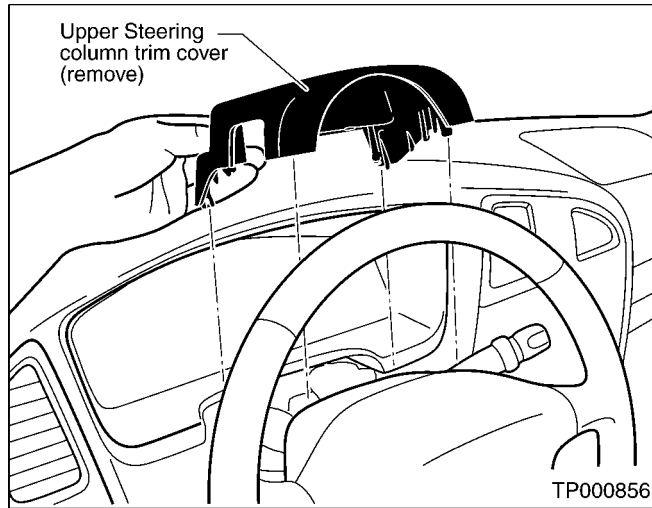


Figure 3

4. Reposition the lower steering column trim cover downward to access the ignition key lock cylinder (see Figure 4).

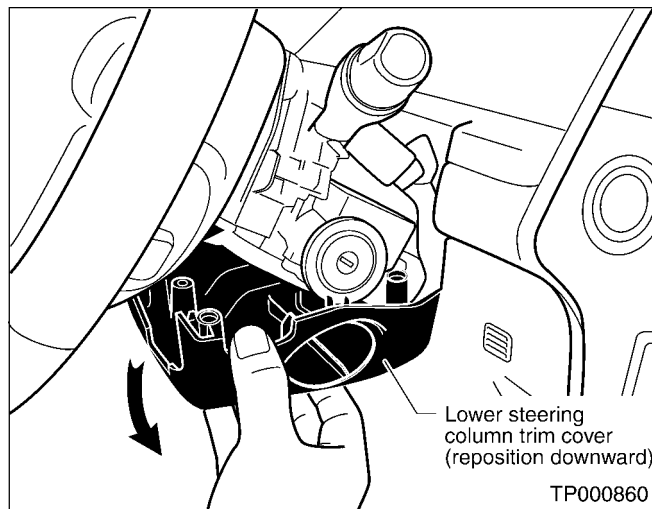


Figure 4

- Remove the mounting bolt from the Nissan Anti Theft System (NATS) Immobilizer Control Unit (IMMU). See Figure 5a.

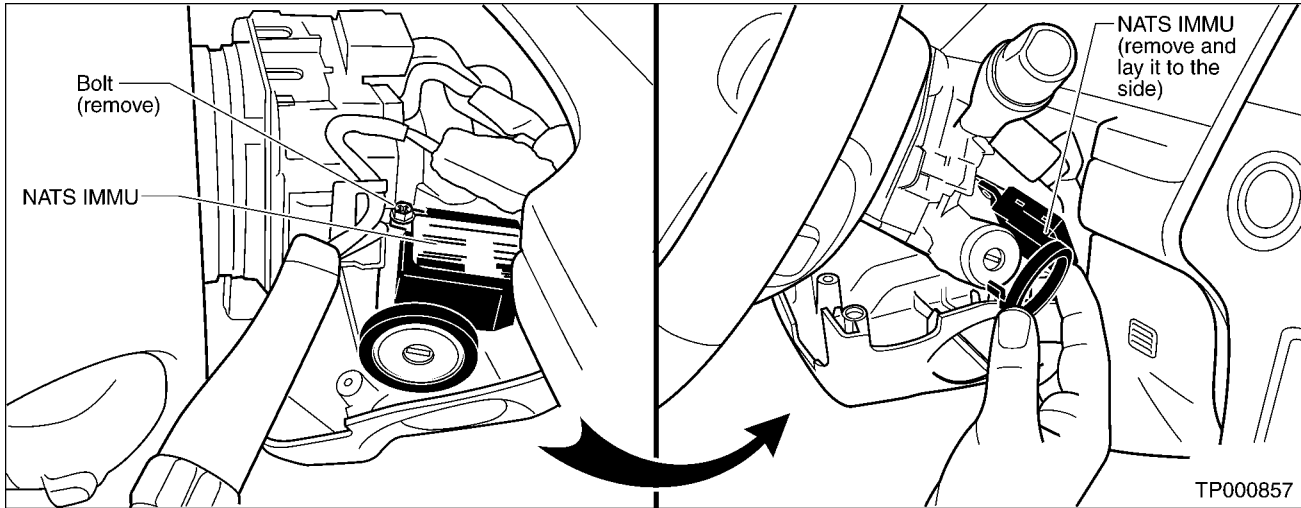


Figure 5a

Figure 5b

- Carefully remove the NATS IMMU from the ignition key lock cylinder (without disconnecting the vehicle wire harness from the NATS IMMU) and lay it to the side (see Figure 5b).
- Inspect the ignition key lock cylinder pins located on each side of the lock cylinder. See Figure 6.

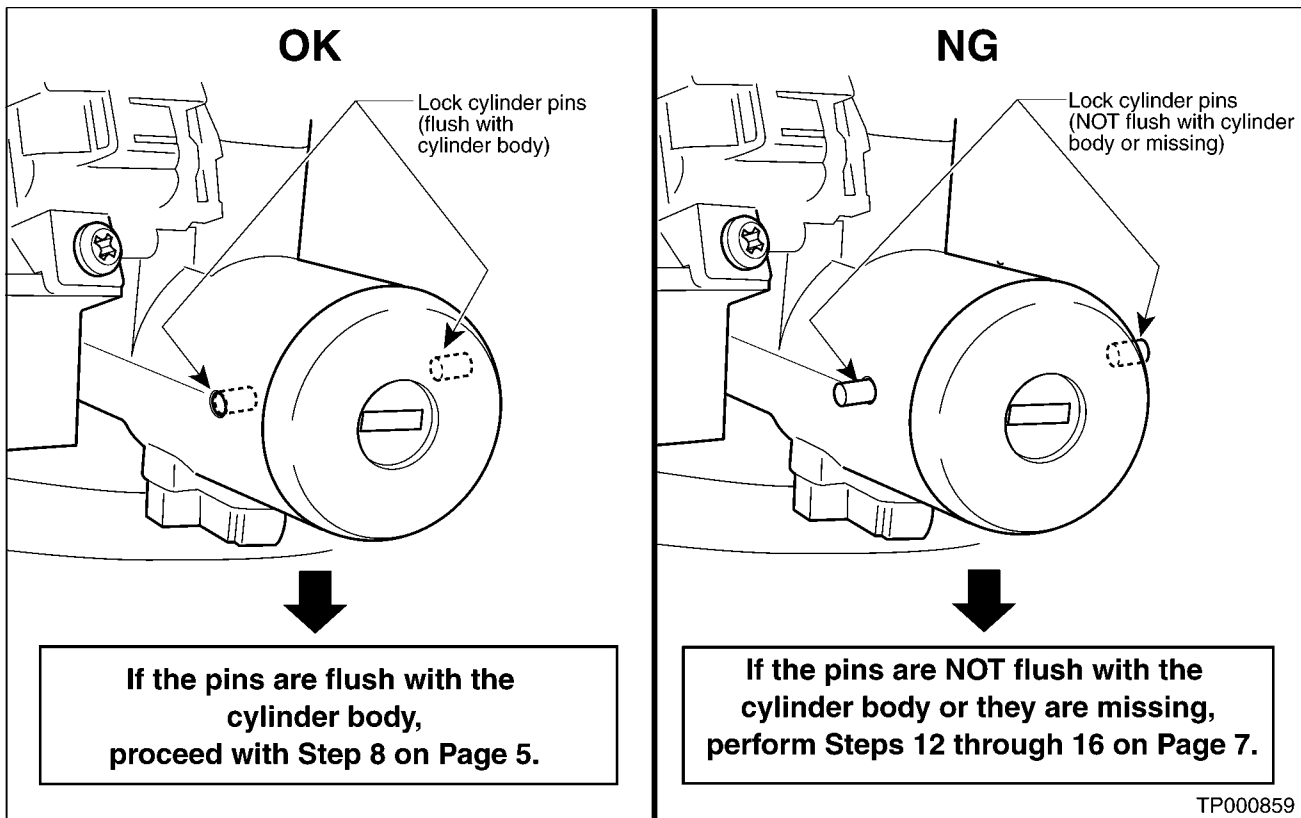


Figure 6

**WARNING:** Do NOT attempt to re-insert the pins in the ignition key lock cylinder.

8. Install the new plastic ring clip (P/N D8791-00002) on the ignition key lock cylinder body according to the steps illustrated in Figure 7.

**IMPORTANT:** Make sure the plastic ring clip tabs are fully seated onto the lock cylinder lug (see Figure 8).

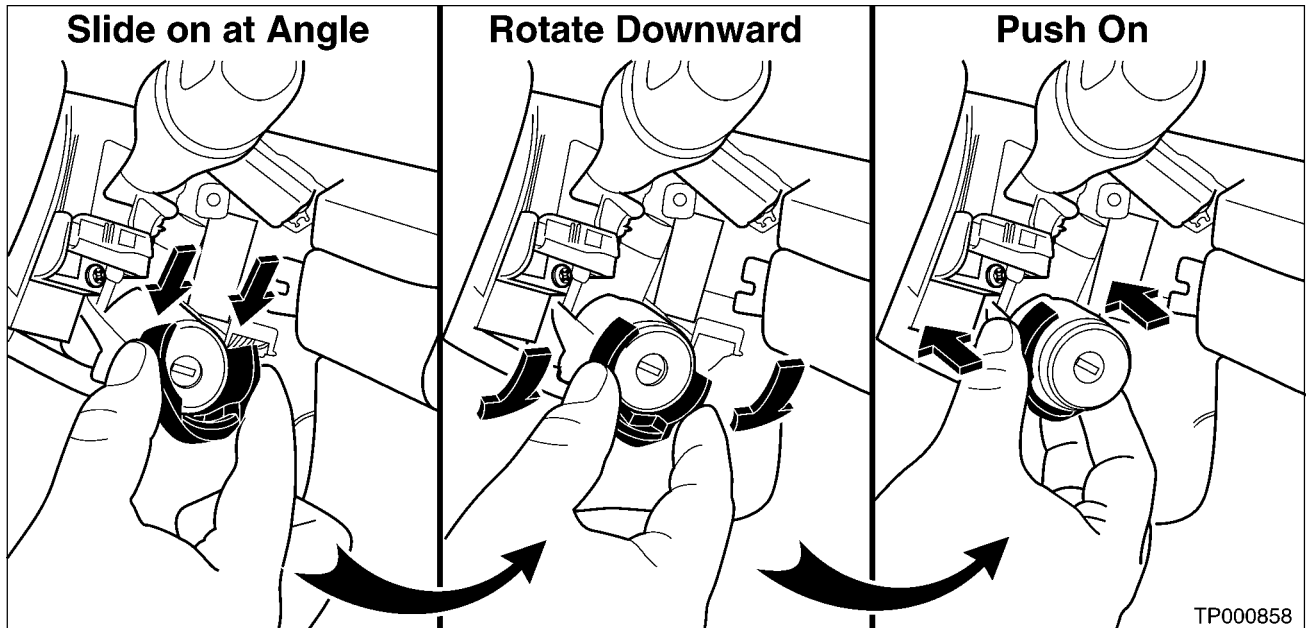


Figure 7

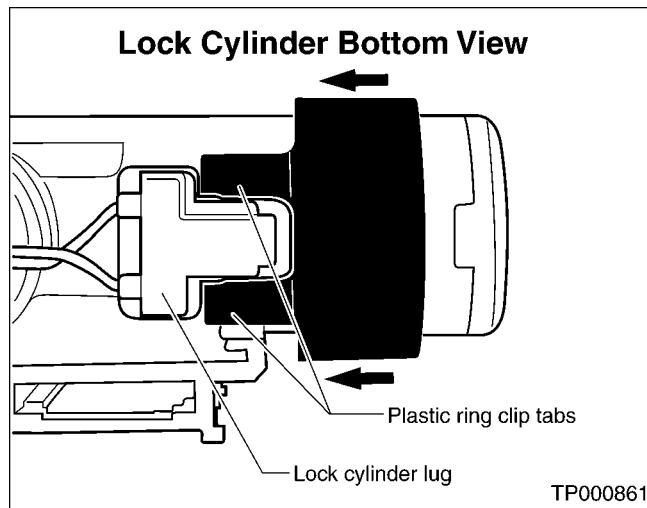


Figure 8

9. Re-install the NATS IMMU.

**CAUTION:** When re-installing the NATS IMMU, make sure the wire harness is routed so as to avoid sharp edges and pinching.

10. Re-secure the lower steering column trim cover (2 screws). Then, re-install the upper steering column trim cover (3 screws).

11. Install the ignition key lock cylinder trim ring.

2001 MY QX4

Simply press the trim ring back onto the ignition key lock cylinder (in reverse of removal).

2000 MY QX4

Modify and install the trim ring as follows:

A. Remove a section of the trim ring as shown in Figure 9.

**NOTE:** The purpose for removing a section of the trim ring is to allow clearance between the trim ring and the newly installed plastic ring clip (on the ignition key lock cylinder). The dimensions given in Figure 9 below are general guidelines and may need to be adjusted to achieve sufficient clearance with minimal material removal.

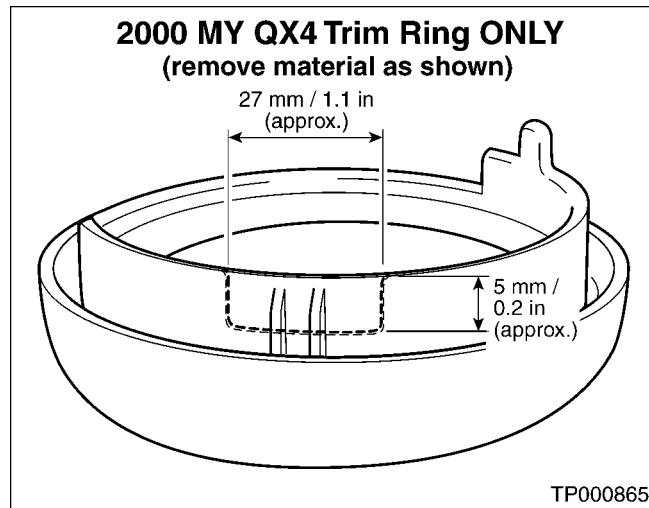


Figure 9

B. Press the trim ring back onto the ignition key lock cylinder making sure it is correctly oriented (see Figure 10).

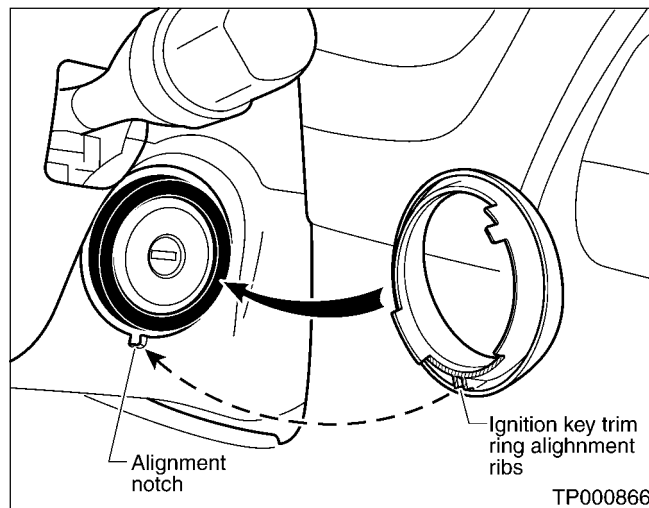


Figure 10

## Lock Cylinder Replacement / Plastic Clip Installation / Ignition Key Registering

**IMPORTANT:** Steps 12 through 16 below ONLY apply to those vehicles where the lock cylinder pins are NOT flush with the surface of the lock cylinder body (i.e., the pins are sticking out of the lock cylinder body) or they are missing.

12. Replace the ignition key lock cylinder\* and install plastic clip (P/N D8791-00002) on the new cylinder according to step 8 on page 5.

**NOTE:** On 2000 MY QX4, the ignition key lock cylinder trim ring must be modified. Refer to steps 11 A & B on page 6 for the modification procedure.

13. Replace the front door lock cylinder(s).\*
14. Replace the back door hatch lock cylinder.\*
15. Replace the glove box door lock cylinder.\*
16. Register all keys (including additional keys requested by the client) to the NATS IMMU system.\*\*

\*Refer to the BT section of the applicable Service Manual for lock cylinder replacement procedures.

\*\*Refer to the EL section of the applicable Service Manual for the key registration procedure.

**WARNING:** Lock cylinders must be replaced as a set **ONLY**. Do not attempt to re-key the replacement ignition key lock cylinder. Refer to the Parts Information section on page 8 for the "Key Set – Lock Assembly" part numbers.

**PARTS INFORMATION**

DESCRIPTION	PART NUMBER	QUANTITY
Plastic Ring Clip	D8791-00002	1
Key Set – Lock Assemblies (2000 MY JR50)	K9810-1W316	1
Key Set – Lock Assemblies (2001 MY JR50)	K9810-4W916	1
Ignition Key*	H0564-2W610	Up to 2

\* Additional key(s) to be cut and NATS-registered to replace the client's additional keys.

**CLAIMS INFORMATION**

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

Campaign I.D.: R0006

DESCRIPTION	OP CODE	FRT
Inspect Lock Cylinder Pins and Install Plastic Ring Clip	R00061	0.4 hrs
Inspect Lock Cylinder Pins, Install Plastic Ring Clip, Replace Complete Lock Set, and NATS-register Ignition Keys	R00062	2.0 hrs

**Additional Expenses:**

**Towing**

When ever possible, towing arrangements are to be made through the usual Road Side Assistance channels. Their toll-free number is 1-800-662-6200. However, in those cases where it would best serve the customer to use dealer-arranged towing, submit for those expenses using the following expense coding.

EXP. CODE	DESCRIPTION	MAXIMUM DOLLARS*
501	Towing	\$250.00

**\*Towing expenses in excess of this amount REQUIRES Claims Call Center pre-approval.**

**Vehicle Rental**

Use the following expense coding to claim reimbursement for vehicle rental expenses associated with this voluntary recall campaign.

EXP. CODE	DESCRIPTION	MAXIMUM DAYS*	MAXIMUM DOLLARS*
502	Rental	5 days @ \$40.00/day	\$200.00

**\* Rental expenses in excess of these amounts REQUIRE Claims Call Center pre-approval.**



## OWNER'S LETTER

Dear Infiniti owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Infiniti has determined that a defect which relates to motor vehicle safety exists in some 2000 and 2001 model year Infiniti QX4 vehicles.

### Reason for Recall

On some 2000 and 2001 model year Infiniti QX4 vehicles, there is a possibility that the ignition lock cylinder cap could come loose. Over time, vibration and/or removing the ignition key may cause the key cylinder cap to loosen or fall out. If this occurs, the steering wheel lock rod can move, which could lock the steering wheel. This could result in a crash.

### What Infiniti Will Do

In order to prevent this incident from occurring, your Infiniti dealer will inspect the ignition lock assembly. Ignition lock assemblies with loose or missing end cap connector pins will be replaced. A ring clip will be installed on all others to prevent loosening of the pins. This free service should take about one hour to complete, but your Infiniti dealer may require your vehicle for a longer period of time based upon their work schedule, or parts availability.

### What You Should Do

As a precaution until the vehicle is repaired, watch for any looseness in the ignition key lock. If the end cap is loose or you are able to slide the ignition lock mechanism in and out, do not drive the vehicle. Please contact your dealer to have your vehicle towed to the dealership if any of the above symptoms occur, or if you are unsure of their occurrence.

Please contact your Infiniti dealer as soon as possible in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Infiniti dealer. If the dealer fails, or is unable to make the necessary repairs free of charge, you may contact an Infiniti representative toll free at (877) 873-2255. If you reside in Hawaii, please call 1-808-836-0888.

You may also contact the Administrator of the National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590 or call the toll free Safety Hotline at (888) 327-4236.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.

