

Reference:

ITB12-020

Date:

April 19, 2012

VOLUNTARY SAFETY RECALL CAMPAIGN 2003 – 2004 INFINITI M45 FUEL GAUGE

CAMPAIGN ID#: R1208**NHTSA #:** 12V-088**APPLIED VEHICLES:** 2003 – 2004 M45 (Y34)**NOTE: Use Service Comm to confirm campaign eligibility.**

INTRODUCTION

Infiniti is conducting a Voluntary Safety Recall Campaign on Model Year 2003 – 2004 M45 vehicles to install a sub-amplifier in the combination meter fuel gauge circuit. This service will be performed at no charge for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number R1208 to this campaign. This number must appear on all communication 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

IMPORTANT: Follow all cautions, warnings, and notes in the Service Manual when working on or near a Supplemental Restraint System (SRS), such as an air bag.

1. Move the telescoping steering column to the rear most position (towards the driver).
2. Move the tilt steering column to the lower most position.
3. Write down all radio station presets.

Presets	1	2	3	4	5	6
AM						
FM-1						
FM-2						
SAT						

4. Turn the ignition OFF and disconnect both battery cables (negative cable first).
5. Wait at least 3 minutes after the battery cables are disconnected.

6. Remove the steering lock escutcheon.
 - Pull back to disconnect (snap loose) the clips.
 - Use a plastic trim tool as needed.

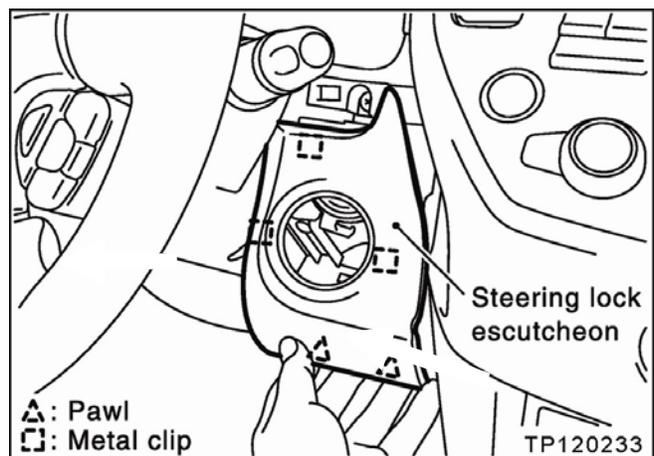


Figure 1

7. Remove the steering column covers.
 - a. Remove the 5 attaching screws.
 - b. Disconnect the electrical connector from the steering position switch (tilt / telescoping switch).
 - c. Remove the covers.

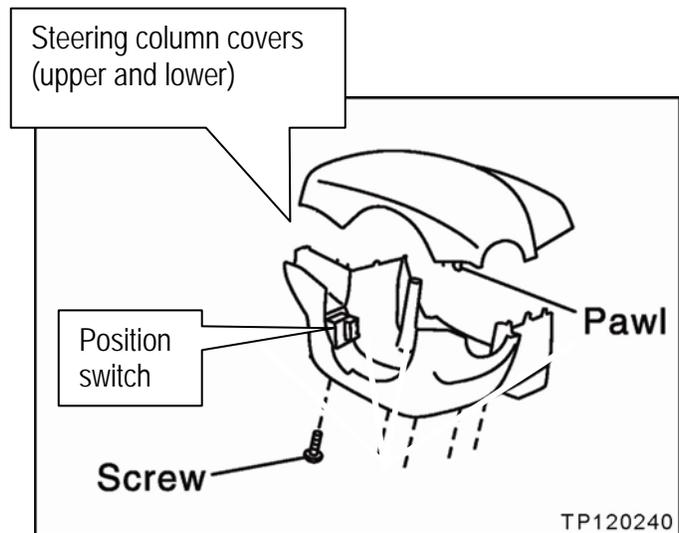


Figure 2

8. Remove the instrument lower cover.
 - a. Remove the bolts for the hood lock opener lever, and remove the lever from the cover.
 - b. Remove the attaching screws.
 - c. Pull back to disconnect (snap loose) the clips.
 - Use a plastic trim tool as needed.
 - d. Disconnect the electrical connectors.

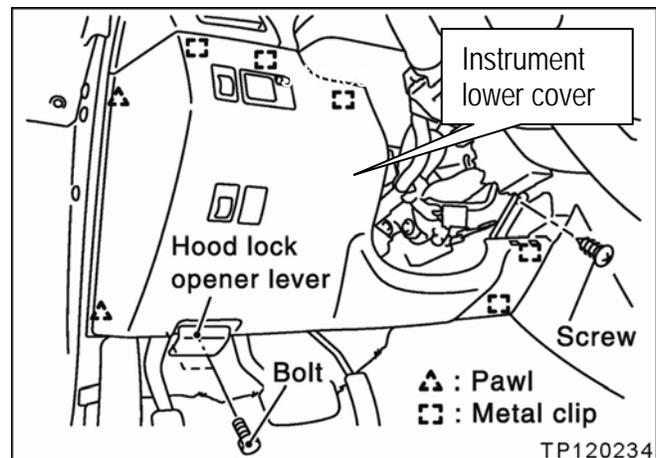


Figure 3

NOTE: If preferred, the electrical connectors can be left connected and the lower cover left hanging below the steering column. This condition will allow access to the cluster lid screws.

9. Remove cluster lid A (see Figures 4 and 5).

a. Remove 2 attaching screws.

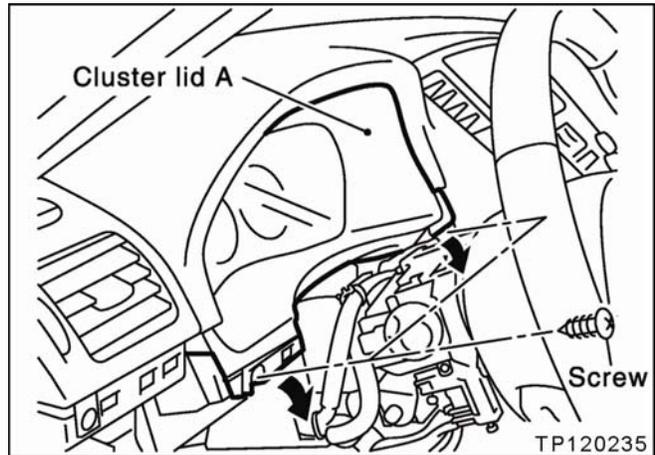


Figure 4

b. Pull down on the upper part of cluster lid A to unsnap the clips.

- Use a plastic trim tool as needed.

c. Pull back on cluster lid A to remove it.

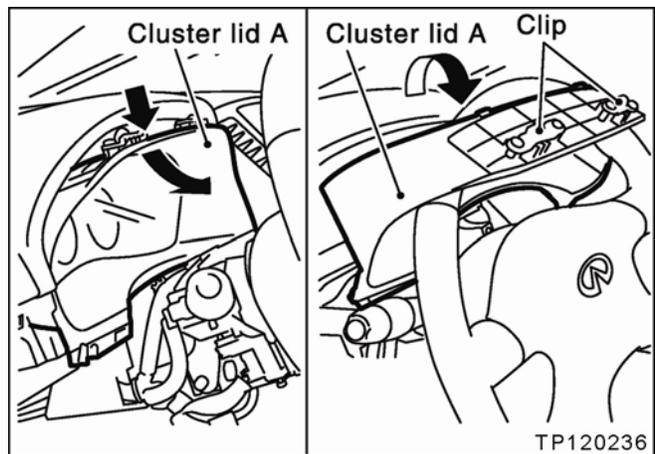


Figure 5

10. Remove the combination meter (see Figures 6 – 9).

a. Remove 3 attaching screws.

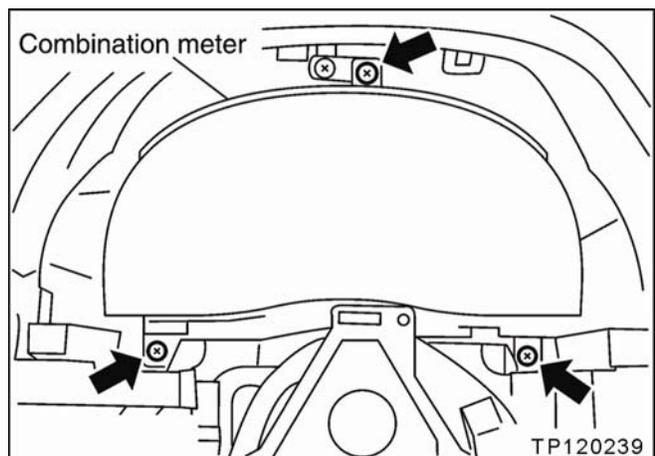


Figure 6

CAUTION: Use protective cloth as needed to protect meter lens from being scratched.



Figure 7

- b. Pull the combination meter rearward (toward the driver).
- c. Turn the combination meter so it is facing down.
- d. Disconnect the electrical connectors.

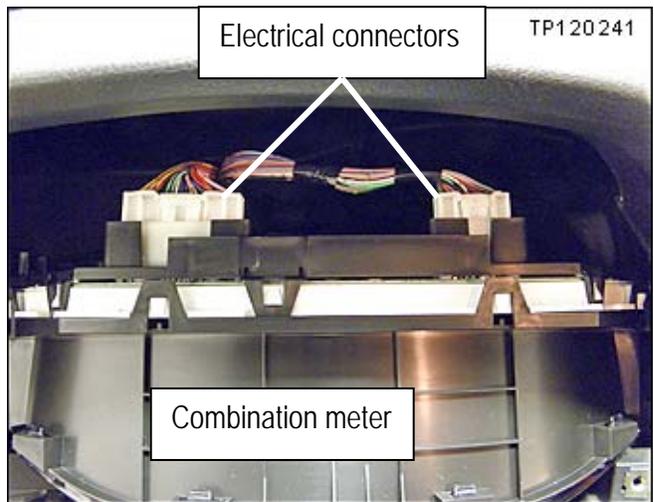


Figure 8

- e. Remove the combination meter to the left side of the steering wheel.
- f. Place the combination meter in a working area that is covered with protective cloth.

CAUTION: Use protective cloth as needed to protect meter lens from being scratched.

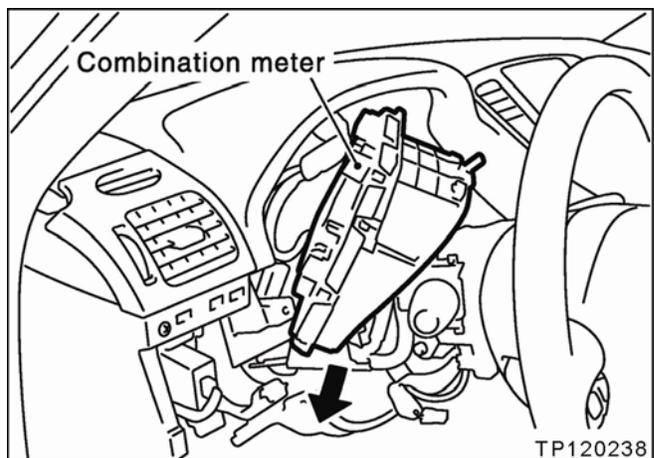


Figure 9

NOTE:

- In the next four steps you will be installing 3 foam protectors included in the sub-amplifier repair kit.
- Use Figure 10 as a location reference for these protectors.
- One of the 2" x 4" black foam protectors will be cut into 4 pieces.

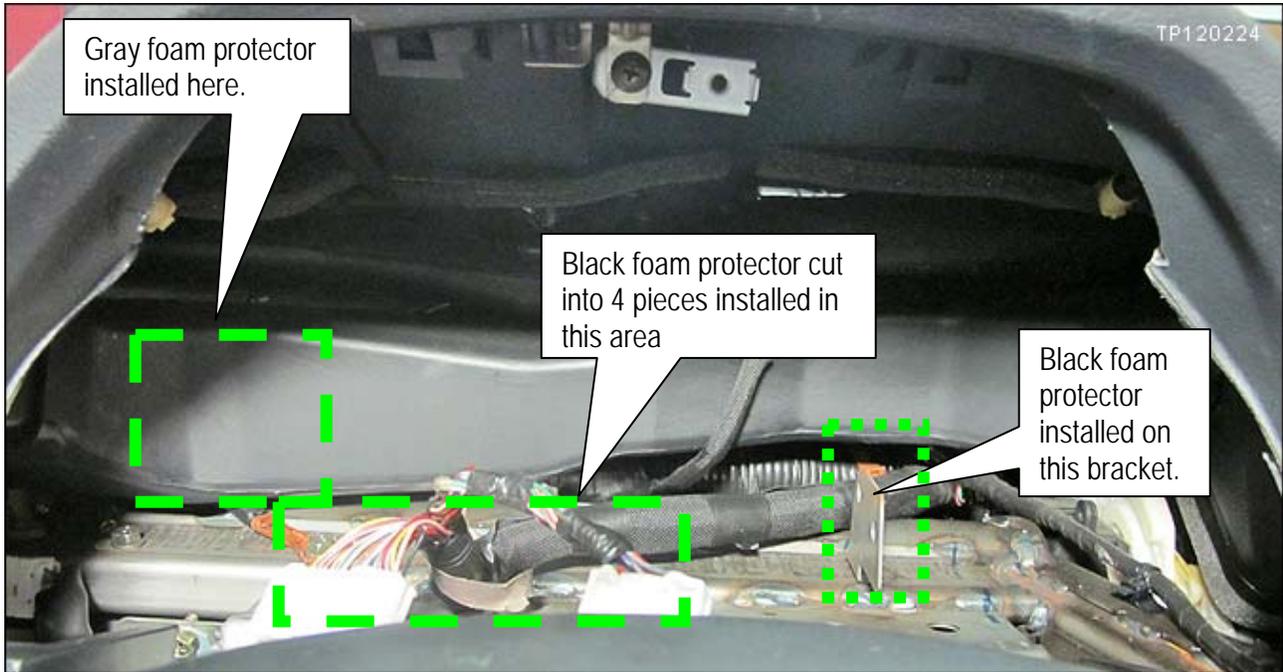


Figure 10

11. Install the gray foam protector as shown in Figures 11a and 11b):

- a. Clean the air duct in the area where the protector will be attached.
- b. Attach the protector so the center of the protector is aligned with the ground bolt (see Figure 11b).

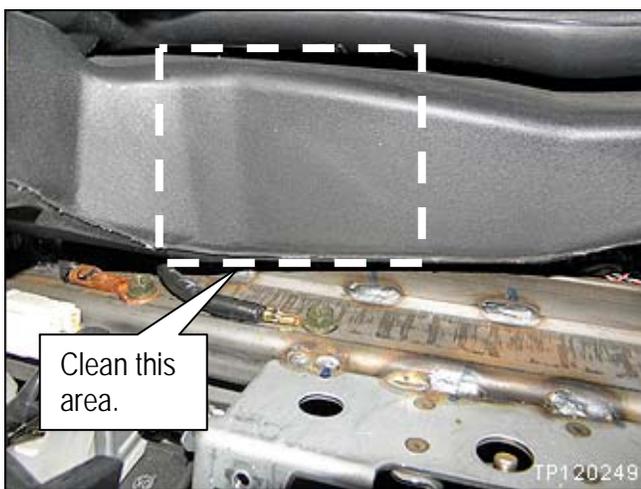


Figure 11a

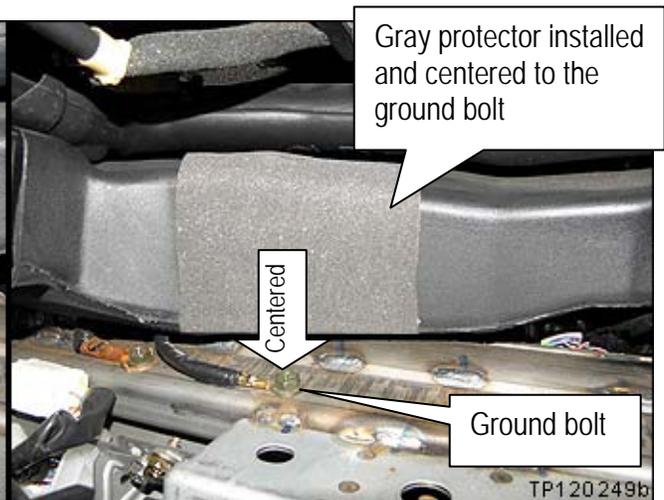


Figure 11b

12. Cut one of the 2" x 4" black foam protector into 4 pieces as shown in Figure 12.

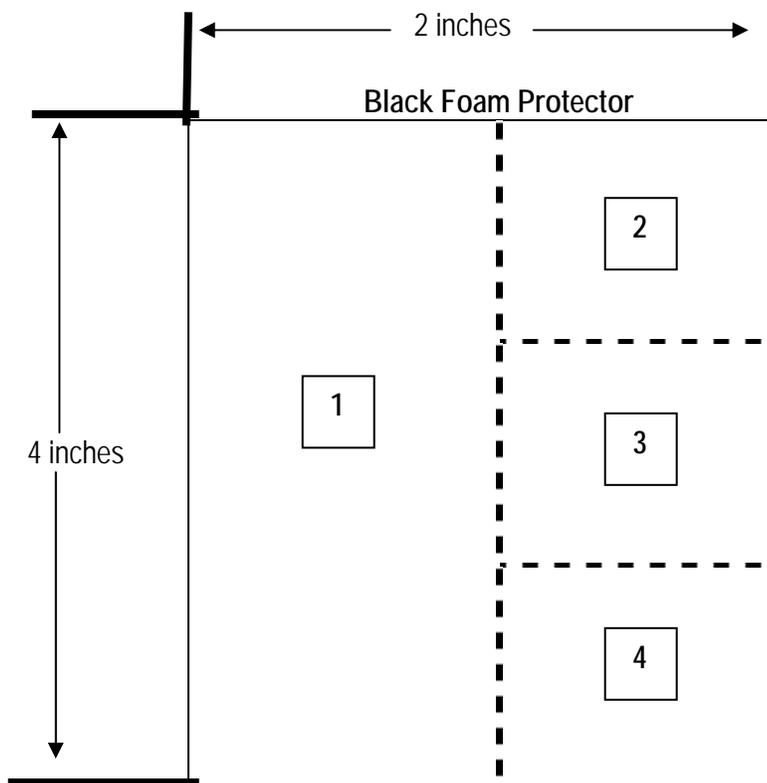


Figure 12

13. Install the 4 foam protector pieces in the locations shown in Figures 13a and 13b:

- a. Clean the areas where the protectors will be applied (see Figure 13a).
- b. Attach the protectors as shown in Figure 13b.

NOTE: Protectors should cover weld spots and bolt head.

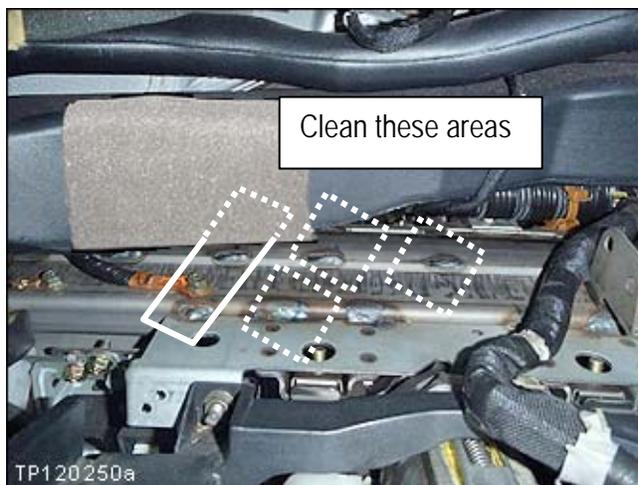


Figure 13a



Figure 13b

14. Install black foam protector as shown in Figures 14a and 14b):

- a. Clean both sides of the bracket shown in Figure 14a.
- b. Attach the protector (fold it over the bracket) so it completely covers both side of the bracket as shown in Figure 14b.

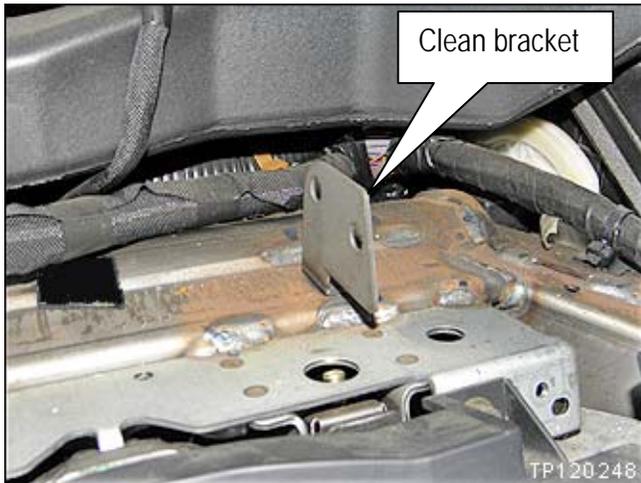


Figure 14a



Figure 14b

15. Install the sub-amplifier onto the back of the combination meter as follows:

- a. Remove the rear cover from the combination meter.
 - Use a small flat blade screw driver to disconnect 8 clips from around the edges of the cover.
 - Only 3 of the clips are shown in Figure 15. There are a total of 8 clips.

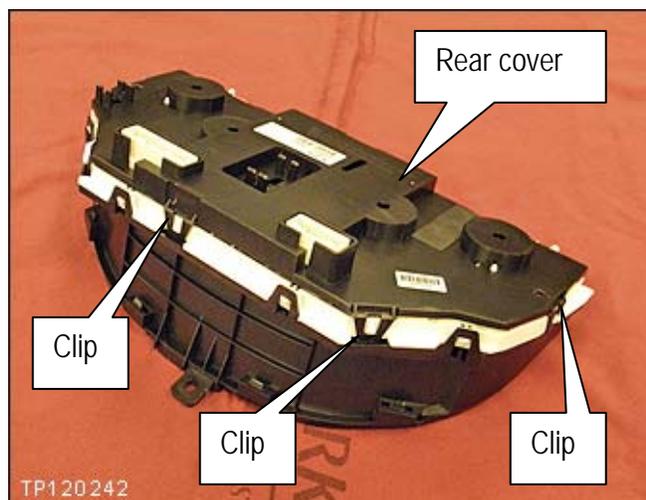


Figure 15

- b. With the clips disconnected, remove the rear cover.

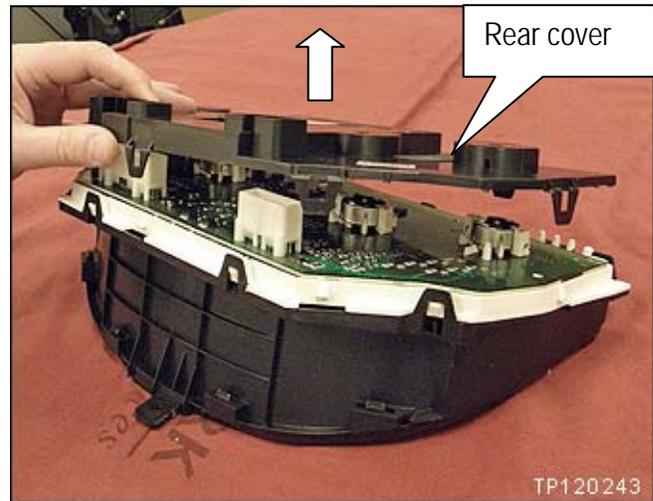


Figure 16

- c. Install the new rear cover (which includes the sub-amplifier).
- Make sure the 8 clips around the edge of the cover are snapped in place.

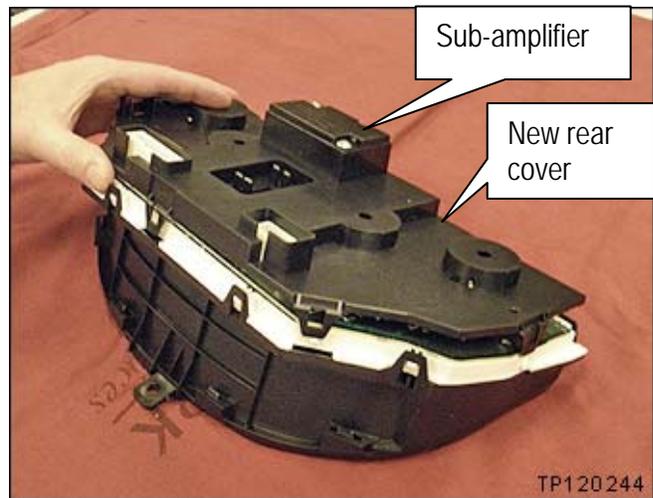


Figure 17

16. Attach the jumper harness to the sub-amplifier and the back of the combination meter as shown.

NOTE: The jumper harness is included in the sub-amplifier repair kit.

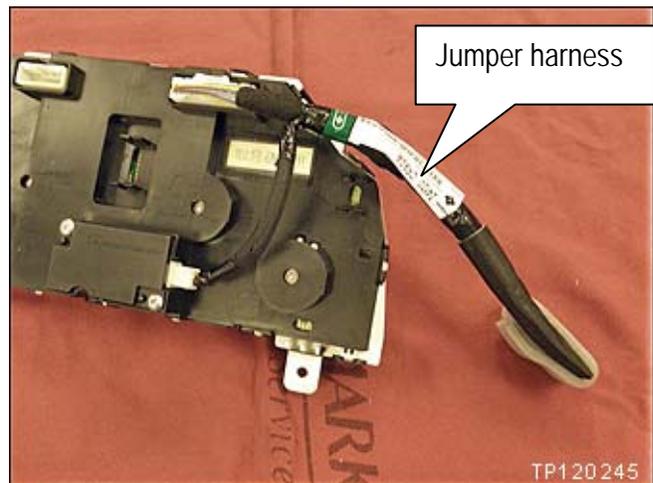


Figure 18

17. Reinstall the combination meter.

- Attach the vehicle harness to the jumper harness and the back of the combination meter as shown.

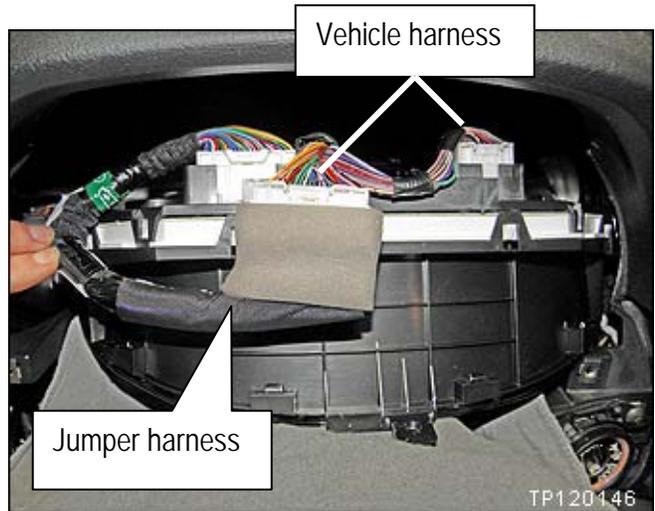


Figure 19

18. Finish installation of the combination meter in reverse order.

19. Reinstall all other parts in reverse order.

20. Reset the clock and the radio station presets.

21. Inform the customer they will need to reset their Auto Drive Position (ADP) settings.

PARTS INFORMATION

DESCRIPTION	PART #	QTY
Sub-Amp Kit (sub-amplifier repair kit)	B4823 – CR90A	1

CLAIMS INFORMATION

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

CAMPAIGN ID #	DESCRIPTION	OP CODE	FRT
R1208	Install Sup-amplifier Repair Kit	R12080	0.6 hrs.

OWNER'S LETTER

Dear Infiniti M45 Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Infiniti has decided that a defect which relates to motor vehicle safety exists in 2003-2004 Model Year Infiniti M45 vehicles. Our records indicate that you own or lease the Infiniti vehicle identified by the VIN on the inside of this notice.

REASON FOR RECALL

On some of the potentially affected vehicles, the fuel gauge may malfunction and display an inaccurate fuel level reading. For example, the fuel gauge may show higher than the actual amount of fuel remaining in the gas tank or may always show full. This can cause the vehicle to run out of gas and the engine to stop running, increasing a risk of a crash.

WHAT INFINITI WILL DO

Your Infiniti retailer will repair the fuel gauge circuit board to remedy this issue. This service, free for parts and labor, should take less than two hours to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule. Please contact your Infiniti retailer to perform this important service.

WHAT YOU SHOULD DO

In the meantime, please maintain the fuel level in your vehicle so that the fuel gauge reads above the one half position. If your fuel gauge always indicates full, please use your odometer trip meter to measure your mileage in between fill-ups. We recommend you fill up every 250 miles. Contact your Infiniti retailer at your earliest convenience 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 you have previously paid to have your fuel gauge replaced prior to this campaign, you may be eligible for reimbursement of the related expense. If the retailer fails to, or is unable to make the necessary repairs 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. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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

