

SERVICE CAMPAIGN



INFINITI

EMPOWER THE DRIVE

CAMPAIGN BULLETIN CVT Software Update/Warranty Extension Voluntary Service Campaign

Reference: PC501

Date: December 7, 2016

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2013 JX35 (L50)	45,579	21	December 7, 2016	NO
MY2014 QX60 (L50)				

***** Campaign Summary *****

Infiniti is conducting a Voluntary Service Campaign to reprogram the Transmission Control Module (TCM) to improve CVT service diagnostics. This diagnostic software update will enhance the retailer's ability to diagnose client concerns regarding Continuously Variable Transmission (CVT) operation; it does not repair any symptoms nor alter the drive characteristics of the vehicle. Specifically, the diagnostic logic will store two new Diagnostic Trouble Codes when "Judder" symptoms occur on vehicles.

- P17F0 – "Judder" caused by belt slip
- PF171 – "Judder" caused by control valve

In addition to the installation of diagnostic software, Infiniti will also extend the warranty coverage on the CVT assembly (including internal CVT components, gaskets, and seals), CVT control valve body, and torque converter from its original duration of 72 months/70,000 miles to 96 months/94,000 miles (whichever occurs first). Coverage of other vehicle components remains unchanged, and all other terms, conditions, limitations and exclusions of Infiniti's New Vehicle Limited Warranty continue to apply. This CVT warranty extension is being provided as a client satisfaction effort to address client concerns; including those concerns expressed by plaintiffs in class action litigation, and is subject to final approval of the settlement of that litigation. In the interim, Infiniti will make any necessary repairs that would be covered under the extended CVT warranty.

NOTE:

1. The warranty extension applies to all non-hybrid 2013 JX35 manufactured between March 15, 2013 and June 14, 2013 and 2014 non-hybrid QX60 manufactured between May 16, 2013 and September 20, 2014. Warranty coverage will be shown in Service Comm on the applicable warranty screen and is not driven by a specific campaign ID.
 - **NOTE:** Due to the number of VINs involved it may take a couple of days to fully update. Infiniti anticipates all VINs to be updated by December 12, 2016.
2. This campaign will supersede any vehicles previously subjected to the Diagnostic Enhancement Activity (PC358) announced on March 13, 2015.

******* What Retailers Should Do *******

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm I.D. [PC501](#)
2. Service Consultants will be required to interview the client to determine if current CVT concerns exist. Retailers should use campaign bulletin **ITB16-048** to determine next appropriate steps:
 - If **no** CVT concerns exist, retailers are asked to ensure that the most current TCM software is installed and release the vehicle.
 - If a current CVT concern does exist, retailers are asked to ensure that the most current TCM software is installed on the vehicle. Technicians should then test drive the vehicle as specified in **ITB16-048**. Upon completion of the test drive, techs should check for DTCs and perform any repairs (if necessary).
 - Retailers will need to follow the warranty process and obtain pre-approval from the Powertrain Call Center (800-973-9992 Option 2) for any vehicles requiring CVT assemblies to be replaced.
3. Once updated, and if necessary, repaired, retailers should submit the claim, using the appropriate claims coding provided, and release the vehicle.

******* Release Schedule *******

Parts	The software for this diagnostic software update is available on ASIST. No other parts are necessary.
Repair	<ul style="list-style-type: none"> • ITB16-048 NOTE: The campaign bulletin is available on ASIST and NNAnet
Owner Notification	Infiniti will begin notifying owners of all potentially affected vehicles in December, 2016 via U.S. Mail.

******* Retailer's Responsibility *******

It is the retailer's responsibility to check SERVICE COMM using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service campaign which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in retailer inventory. If a VIN subject to this voluntary service campaign was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

Frequently Asked Questions (FAQ):

- Q. Is this a Stop Sale?
- A. No.
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- Q. Is this a safety recall?
- A. No.

Q. What is the reason for this Voluntary Service Campaign?

A. This diagnostic software update will enhance the retailer's ability to better diagnose and service the CVT by including two new Diagnostic Trouble Codes (DTCs) and enhanced active test capabilities for CONSULT-III.

In addition to the installation of diagnostic software, Infiniti will also extend the warranty coverage on the CVT assembly (including internal CVT components, gaskets, and seals), CVT control valve body, and torque converter from its original duration of 72 months/70,000 miles to 96 months/94,000 miles (whichever occurs first). Coverage of other vehicle components remains unchanged, and all other terms, conditions, limitations and exclusions of Infiniti's New Vehicle Limited Warranty continue to apply. This CVT warranty extension is being provided as a client satisfaction effort to address client concerns; including those concerns expressed by the plaintiffs in class action litigation, and is subject to final approval of the settlement of that litigation. Prior to final approval, Infiniti will make any necessary repairs that would be covered under the extended CVT warranty.

Q. What will be the corrective action?

A. Retailers should install the updated CVT software in vehicles identified in Service Comm with I.D. PC501. No additional diagnosis or repair is required unless the client indicated they have concerns about CVT operation during the interview process.

Q. How long will the corrective action take?

A. It should take approximately 1 hour to reprogram the Continuously Variable Transmission ("CVT") software. Your retailer may require your vehicle for a longer period of time based on their work schedule.

Q. What can I expect after the software is installed?

A. The software update will enhance the retailer's ability to duplicate client concerns regarding CVT operation and determine any appropriate repairs. This update does not affect the drive characteristics of your vehicle or remedy any symptoms.

Q. When will vehicle owners be notified?

A. Infiniti will begin notifying owners in December 2016, asking them to bring their vehicles to an authorized Infiniti retailer to have their CVT software updated.

Q. Are there any parts required for the retailer to perform this action?

A. No.

Q. Is my vehicle safe to drive?

A. Yes.

Q. Do I need to make an appointment in advance?

A. Yes. An appointment made in advance might be helpful to ensure that your Infiniti retailer can complete the update at your convenience.

Q. Will a loaner vehicle be provided while the retailer is servicing the vehicle?

A. Infiniti may provide a courtesy vehicle for the client to use while their vehicle is being serviced. Courtesy vehicles are subject to availability and not guaranteed. Please check with your retailer for availability and further details.

If parts replacement is necessary, rental is available while parts are on order:

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$300 (Max)

Q. I have lost confidence in the vehicle. Will Infiniti replace or repurchase the vehicle?

A. This campaign action is being conducted for client satisfaction purposes. The software is not correcting any deficiency nor altering the drive characteristics of the vehicle, so there is no basis for replacing or repurchasing the vehicle.

Q. Is there any charge for this update?

A. No, your Infiniti retailer will reprogram the TCM at **no charge to you for parts or labor**.

Q. I did not receive a letter, how can I tell if my vehicle is eligible?

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this activity.

Q. Will I have to take my vehicle back to the selling retailer to have the service performed?

A. No, any authorized Infiniti retailer is able to perform this diagnostic software update.

For Consumer Affairs: Please inform us of the retailer where you would like to have the corrective action completed.

Q. If a client previously paid for CVT repairs or replacement are they eligible for reimbursement?

A. Clients may be eligible for reimbursement for any repairs that were previously performed for this issue using **client pay or partial goodwill**. Retailers with client reimbursement concerns may refer to the following:

- If you have additional questions regarding this program, you can visit www.infinitiassist.com or contact Infiniti Consumer Affairs @ 1-800-662-6200

- If you have previously paid for repairs to your CVT within **the time and mileage limits of this new extended warranty**, we ask you to visit www.InfinitiAssist.com, download the reimbursement claim form and follow the instructions on the website once they have gathered the following necessary documentation:

- Repair order(s)
- Proof of payment (may be on repair order(s))
- Proof of ownership if repair is over \$1,000

Q. How many vehicles are involved in the campaign?

A. A total of **50,083** vehicles are potentially affected.

Region	Total
USA	45,418
Canada	4,504
Guam	21
Puerto Rico	140
TOTAL	50,083

Make/Model	Dates of Manufacture
MY2013 JX35 (L50)	March 15, 2013 - June 14, 2013
MY2014 QX60 (L50)	May 16, 2013 - September 20, 2014

Q. Are you experiencing this condition on any other Infiniti (or Infiniti) models?

A. Yes. Certain MY2013-14 non-hybrid Nissan Pathfinder vehicles may also be eligible to receive this diagnostic software update.