

SERVICE CAMPAIGN



CAMPAIGN BULLETIN

CVT Software Update/Warranty Extension Voluntary Service Campaign

Reference: PC501
Date: April 6, 2018

Attention: Retailer Principal, Sales, Parts and Service Managers

UPDATE April 6, 2018
Please discard earlier versions of this bulletin

The announcement from December 7, 2016 has been revised to include:

- The campaign repair has been revised to be software update only
- Retailers must submit any open campaign claims for diagnosis or repair for CVT concerns no later than April 20, 2018 in order to have covered by this service campaign. After this date, all claims for diagnosis or repair related to CVT concerns on vehicles affected by PC501 will be administered under the Warranty Extension if still applicable

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 has extended 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.

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.
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. Retailers should use campaign bulletin ITB16-048 to ensure that the most current TCM software is installed and release the vehicle.
 - If a client has existing CVT concerns, retailers should verify the current applicability of the vehicle's warranty extension.
 - If warranty is applicable, technicians should then test drive the vehicle. Upon completion of the test drive, techs should check for DTCs and perform any repairs (if necessary).

NOTE: 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.

 - If warranty extension is no longer applicable, provide owners a repair estimate for test drive, diagnosis, and repair.
3. Once CVT software is updated, 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 <p>NOTE: The campaign bulletin is available on ASIST and NNAnet</p>
Owner Notification	INFINITI notified owners of all potentially affected vehicles in December, 2016 via U.S. Mail.

******* Claims Information *******

Retailers must submit any open campaign claims for diagnosis or repair for CVT concerns no later than April 20, 2018 in order to have covered by this service campaign. After this date, all claims for diagnosis or repair related to CVT concerns on vehicles affected by PC501 will be administered under the Warranty Extension if still applicable

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

It is the retailer's responsibility to check SERVICE COMM or DBS National Service History - Open Campaign 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.

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).

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.

Q. What will be the corrective action?

A. Retailers should install the updated CVT software in affected vehicles. No additional diagnosis or repair is required.

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 notified 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	\$180 (Max)
Contact the Warranty claims call center 1-800-933-3712 Option 7, if additional expense is required.		

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 @ 1-888-833-3216

- 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.

Revision History:

Date	Announcement	Purpose
December 7, 2016	Original	New campaign announcement
January 27, 2017	Parts Update	Parts restriction notification for remanufactured CVT assemblies 310CM3WXODRE & 310CM3WXOERE
March 15, 2017	Parts Update 2	Campaign Bulletin revision to address part change
April 6, 2018	Revision 1	Revision to repair (now software update only). Any diagnosis or repair related to CVT concerns will be administered under the Warranty Extension if still applicable.