



## CAMPAIGN BULLETIN

### Washer Fluid Retailer Inventory

Reference: PC621

Date: May 1, 2018

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2019 QX50 (J55)	NA	1,151	May 1, 2018	<b>NO</b>

#### \*\*\*\*\* Retailer Announcement \*\*\*\*\*

INFINITI is conducting a quality action to adjust the windshield washer fluid mixture on **1,151** specific MY 2019 INFINITI QX50 (J55) vehicles. The windshield washer mixture concentrate does not meet INFINITI specifications. Because the windshield washer fluid does not meet INFINITI specifications, retailers should complete 100% of these adjustments prior to sale to help maintain our commitment to the highest levels of quality and owner satisfaction.

#### \*\*\*\*\* What Retailers Should Do \*\*\*\*\*

##### PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

1. Verify if vehicles are affected by this client satisfaction initiative using Service Comm or DBS National Service History – Open Campaign I.D. PC621
  - New vehicles in retailer inventory can also be identified through the attached VIN list or by using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
    - Refer to IPSB 15-286 for additional information
  - Please continue to check newly arriving inventory for campaign applicability.
2. Use the attached procedure to adjust the washer fluid mixture.
3. The service department should submit the applicable warranty claim for the action performed so it can be closed on Service Comm and release the vehicle.

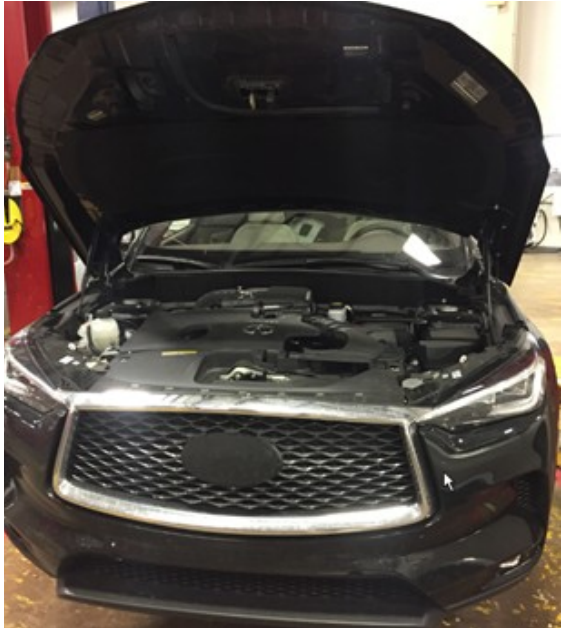
#### \*\*\*\*\* Retailer Responsibility \*\*\*\*\*

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 inspection status on each affected vehicle currently in new vehicle inventory.

Thank you for your prompt attention to this matter and we apologize for any inconvenience this may have caused.

## PC621 - 2019 – QX50 – REAR WASHER FLUID FLUSH

**SERVICE PROCEDURE:**

1.	Confirm VIN is affected by this dealer action.
2.	Pull vehicle into the shop and park in a safe working area.
3.	<p>Has the vehicle Pre-Delivery Inspection (PDI) been completed?</p> <ul style="list-style-type: none"> <li>• If <b>YES</b>, proceed to Step 4.</li> <li>• If <b>NO</b>, proceed to Step 7.</li> </ul> <p><b>NOTE:</b> The washer fluid has a high Methanol content and needs to be diluted.</p>
4.	<p>Open the hood.</p> <div style="text-align: right; margin-top: 20px;">  <p style="text-align: center;"><b>Figure 1</b></p> </div>

5. Place a suitable deflector (cardboard shown) on the rear windshield.

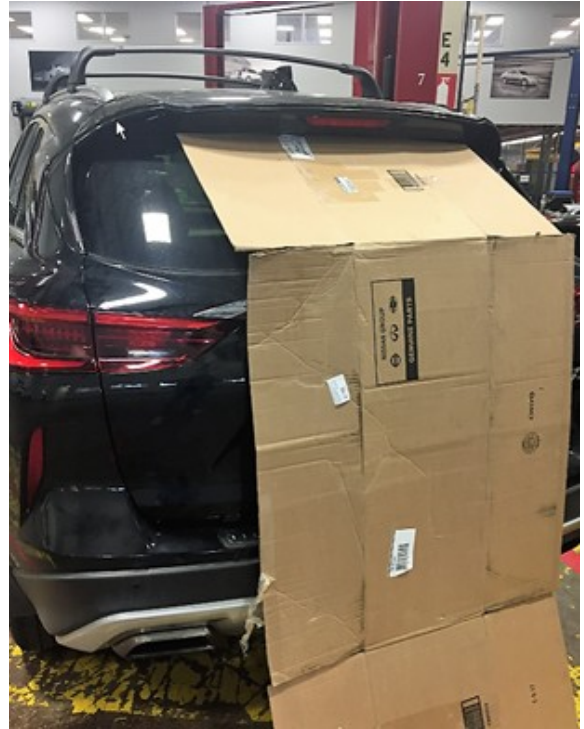



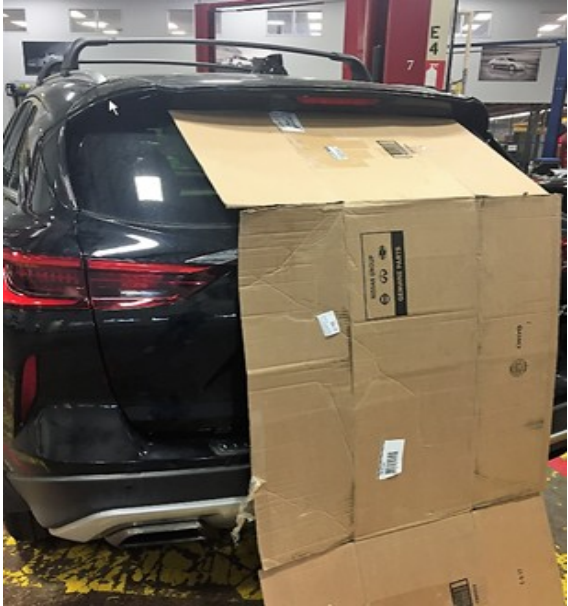

Figure 2




6. Start the engine.
- Run the rear windshield washer pump for **30 seconds** to drain approximately 500 mL (2.5 Cups) of windshield washer fluid.
  - Turn the engine OFF.

**NOTE:** This step will require the assistance of a helper to hold the deflector.



Figure 3

<p>7.</p>	<p>Open the hood.</p> <p>Install 500 mL (2.5 cups) of water to windshield washer tank.</p>	 <p>Figure 4</p>
<p>8.</p>	<p>Place a suitable deflector (cardboard shown) on the rear windshield.</p>	 <p>Figure 5</p>
<p>9.</p>	<p>Start the engine.</p> <ul style="list-style-type: none"><li>• Run the rear windshield washer pump for <b>10 seconds</b> to flush the windshield washer fluid system.</li><li>• Turn the engine <u>OFF</u>.</li></ul> <p><b>NOTE:</b> This step will require the assistance of a helper to hold the deflector.</p>	 <p>Figure 6</p>

10.	Remove and discard the deflector.	 <p>The image shows the rear of a dark grey SUV, specifically a Nissan QX50, in a workshop. The rear window area has a deflector that has been removed, leaving a rectangular opening. The car is positioned on a yellow and black checkered floor. A red lift post with the word 'Challenger' is visible on the left side.</p> <p><b>Figure 7</b></p>
11.	Top off the windshield washer tank with ONLY water as needed.	 <p>The image is a close-up of the engine compartment, focusing on the windshield washer tank. A red circle highlights the white plastic filler cap. A red callout box with a white background and a red border points to the cap, containing the text 'Fill washer tank'.</p> <p><b>Figure 10</b></p>
12.	Close the hood.	 <p>The image shows the front view of the dark grey SUV. The hood is closed, and the front grille, headlights, and bumper are clearly visible. The car is in a workshop setting.</p> <p><b>Figure 11</b></p>
13.	Repair is complete. Release the vehicle.	

14.	Submit a warranty claim using the Claims Information below.
-----	---

**CLAIMS INFORMATION:**

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC621

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PC621			
<b>Symptom:</b>	ZZ			
<b>Diagnosis:</b>	99			
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>	<b>Parts Required on claim</b>	<b>Expense Code Required</b>
<b>Flush rear windshield fluid</b>	PC6210	0.2 Hr	NO	NO