

# SERVICE CAMPAIGN



## CAMPAIGN BULLETIN

### Fuel Hose Voluntary Service Campaign

Reference: P8314

Date: July 12, 2018

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2016-18 Q50 (V37) equipped with M274 2.0L engine	12,990	46	July 12, 2018	<b>NO</b>
MY2017-18 Q60 (CV37) equipped with M274 2.0L engine	2,413	28		

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

INFINITI is conducting a Voluntary Service Campaign to replace the low-pressure fuel hose on **15,617** specific MY2016-18 INFINITI Q50 (V37) and MY2017-18 INFINITI Q60 (CV37) vehicles equipped with M274 2.0L engines. The low-pressure fuel hose connected to the fuel pump may not meet INFINITI design specifications. As a result, a small amount of fuel may seep out at the clamped portion under cold temperature and cold engine conditions leading to a detectable fuel smell.

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

1. Verify if vehicles are affected by this service action using Service Comm or DBS National Service History – Open Campaign I.D. **P8314**
  - New vehicles in retailer inventory can also be identified 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 service action applicability.
2. Retailers should use campaign bulletin **ITB18-024** to replace the low-pressure fuel hose on affected vehicles.
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.

#### \*\*\*\*\* Release Schedule \*\*\*\*\*

Parts	<ul style="list-style-type: none"><li>• INFINITI will automatically ship enough parts to repair 100% of new inventory and INFINITI Courtesy Vehicles (ICV) vehicles subject to stop sale, and enough parts to repair two additional retailed vehicles.<ul style="list-style-type: none"><li>◦ Shipments will begin to arrive at retailers by <b>July 13, 2018:</b></li></ul></li></ul>			
		Part Number	Description	Qty Req
		16446-91C1N	Fuel Hose	1
		01555-HGOOC	Clamp	2

	Additional parts are not restricted and may be ordered, as needed, via normal process.
Repair	<ul style="list-style-type: none"> <li>ITB18-024</li> </ul> <b>NOTE:</b> The campaign bulletin is available on NNAnet
Owner Notification	INFINITI will notify owners of all potentially affected vehicles in <b>July 2018</b> via U.S. Mail.

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

It is the retailer's responsibility to check SERVICE COMM or National Service History – Open Campaigns 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 safety recall?**

**A. No.**

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

**A.** The low-pressure fuel hose connected to the fuel pump may not meet INFINITI design specifications. As a result, a small amount of fuel may seep out at the clamped portion under cold temperature and cold engine conditions.

**Q. What is the possible effect of this condition?**

**A.** The vehicle may exhibit some potential, minor fuel seepage resulting in a detectable fuel smell.

**Q. What will be the corrective action?**

**A.** Retailers will replace the low-pressure fuel hose.

**Q. How long will the corrective action take?**

**A.** This service, which is conducted at no charge to you for parts and labor, should take approximately 1.5 hours to complete. However, your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule.

**Q. When will vehicle owners be notified?**

A. INFINITI will notify owners of all potentially affected vehicles in **July 2018** via U.S. Mail.

**Q. Are parts available for the retailer to perform this action?**

A. Yes.

**Q. Is my vehicle safe to drive?**

A. Yes. However, if you receive an email or other notification informing you that your vehicle is affected, you should make an appointment at your INFINITI retailer to have the vehicle's low-pressure fuel hose replaced.

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

A. Yes. An appointment made in advance is 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.

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

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

**Q. Is there any charge for this update?**

A. No, your INFINITI retailer will replace the low-pressure fuel hose at no charge to you for parts or labor.

**Q. Is there anything owners can do to mitigate the condition?**

A. No, however, this condition is typically more noticeable in cold ambient temperatures.

**Q. I did not receive a letter or email, 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. This campaign only affects Q50 or Q60 vehicles equipped with the 2.0L 4-cylinder engine.

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 service.

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

Q. What vehicles are involved in the campaign?

A.

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2016-18 INFINITI Q50 (V37) equipped with M274 2.0L engine	Produced from March 10, 2015 through September 26, 2017.
MY2017-18 INFINITI Q60 (CV37) equipped with M274 2.0L engine	Produced from June 9, 2015 through July 28, 2017.

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

A. No.