

SERVICE CAMPAIGN



CAMPAIGN BULLETIN Engine Coolant Voluntary Service Campaign

Reference: PC653

Date: September 28, 2018

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2017 QX60 (L50)	83	NA	September 28, 2018	NO
MY2017 QX60 Hybrid (L50H)	1			

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

INFINITI is conducting a Voluntary Service Campaign to drain and refill the radiator on specific 2017 INFINITI QX60 (L50) and QX60 Hybrid (L50H) vehicles.

Due to an issue at the plant that has since been corrected, the radiator glycol/water coolant concentration mix ratio may be out of specification. Clients may notice poor heating performance as a result.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaign I.D. PC653.
2. Retailers are requested to repair any affected vehicles in retailer new or pre-owned inventory to ensure client satisfaction.
3. Retailers should use **ITB18-033** to correct any vehicles subject to this campaign.
4. Once repaired, retailers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts	<ul style="list-style-type: none"> No parts are needed. R should use Nissan Blue Extended Life Antifreeze/Coolant (999MP-L25500P) <ul style="list-style-type: none"> Up to two (2) gallons of coolant may be claimed per vehicle if more than one (1) gallon is required. Retailers can order Nissan Blue Extended Life Antifreeze/Coolant through the INFINITI Maintenance Advantage program: Phone: 877-INF-IMA1 (877-463-4621). Website order via link on dealer portal www.NNAnet.com and click on the "Maintenance Advantage" link.
Repair	<ul style="list-style-type: none"> ITB18-033 <p>NOTE: The campaign bulletin is available on ASIST and NNAnet</p>
Owner Notification	INFINITI will begin notifying owners of all potentially affected vehicles in October 2018 via U.S. Mail.

******* 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 repair 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 action?

A. Due to an issue at the plant that has since been corrected, the radiator glycol/water coolant concentration mix ration may be out of specification.

Q. What is the possible effect of this condition?

A. Clients may notice poor heating performance as a result.

Q. What will be the corrective action?

A. INFINITI retailers will drain and refill the radiator with Nissan Blue Extended Life Antifreeze/Coolant.

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 one (1) hour 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 begin notifying owners of all potentially affected vehicles in **October 2018** via U.S. Mail.

Q. Are parts readily available?

A. No parts are needed. Retailers should use Nissan **Blue** Extended Life Antifreeze/Coolant (999MP-L25500P)

- Up to two (2) gallons of coolant may be claimed per vehicle if more than one (1) gallon is required.

Retailers can order Nissan **Blue** Extended Life Antifreeze/Coolant through the INFINITI Maintenance Advantage program: Phone: 877-INF-IMA1 (877-463-4621). Website order via link on dealer portal www.NNAnet.com and click on the "Maintenance Advantage" link.

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

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

Q. Is my vehicle safe to drive?

A. Yes.

Q. Will a courtesy 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 anything owners can do to mitigate the condition?

A. No.

Q. Is there any charge for the repair?

A. No, the remedy will be performed for the client free of charge for parts and labor.

Q. Will I have to take my vehicle back to the selling retailer or contact a retailer to obtain a new owner's manual?

A. No, any authorized INFINITI retailer can repair INFINITI vehicles.

Q. What model year vehicles are involved?

A. Certain 2017 INFINITI QX60 and QX60 Hybrid vehicles within a specific production range are affected.

Q. How many vehicles are involved in the campaign?

A. A total of **84** vehicles are potentially affected.

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2017 QX60 (L50)	• Manufactured between July 8, 2017 and July 10, 2017
MY2017 QX60 Hybrid (L50H)	

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

A. Yes. MY2017 Nissan Pathfinder and Rogue vehicles may also be affected.