



CAMPAIGN BULLETIN

OBD II EVAP Tube Warranty Enhancement

Reference: IEVAP
Date: August 17, 2018

Attention: Retailer Principal, Sales, Parts and Service Managers

UPDATE August 17, 2018
Please discard earlier versions of this bulletin

The announcement from March 21, 2017 has been revised to include:

- Clarification that the refueling concern is extremely hard to fill, not intermittent, and occurs at multiple fueling stations and fuel pumps
- Client expense may be applicable if the vehicle is out of warranty

***** Warranty Enhancement *****

INFINITI is committed to providing the highest levels of product quality and client satisfaction. With that in mind, INFINITI has discovered the OBD II software on certain 2004-2016, as well as some 2003 and 2017 model year vehicles may not accurately pinpoint a complete blockage in the evaporative emission vapor tube (located between the fuel tank and vapor canister).

Even though the potential for complete blockage is very rare, INFINITI has enhanced the emission warranty coverage for this evaporative emission vapor vent tube to 15 years or 150,000 miles, whichever occurs first, if the tube is found to be completely blocked.

All other warranty terms, limitations, and conditions remain unchanged.

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

1. Please note that the complete EVAP tube blockage is rare. Retailers should only conduct diagnostic procedure if the client reports **consistent** difficulty fueling their vehicle at different fuel stations. For example, a client may report that it is consistently extremely hard to refuel and the nozzle shuts off every few seconds.
 - Retailers are advised to perform ITB17-026 procedure **only** when clients are reporting the above symptoms.
2. Intermittent difficulty in refueling, or difficulty in refueling at only one gas station, is **not** a symptom of complete EVAP tube blockage and no action is necessary. Likewise, OBD lamp illumination is not a symptom of the subject condition.
 - Retailers are advised **NOT** to perform ITB17-026 procedure if clients are not reporting symptoms of complete EVAP tube blockage. **If clients require other service or diagnostics, please immediately advise the client that regular service charges will apply**

NOTE: SERVICE COMM will display information on the APPLICABLE WARRANTIES page:
 ▪ *Evap Emission Vent Tube Blockage - 15 year/150K miles*

3. If the problem is caused by a component other than what is covered under factory warranty of this applicable warranty, the client paid diagnostic fee can be applied towards the diagnosis and repair of the other condition.

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

Parts	<ul style="list-style-type: none"> • No parts are required to be stocked for this warranty enhancement • Pursuant to APRM policy 2.35.13, retailers are expected to comply with the parts return procedure. Retailers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines. If the vent tube is not completely blocked, further diagnostic may be required that is not covered under this bulletin or this enhanced emission warranty coverage. • NOTE: Parts requested are VIN and repair order specific. It is important for retailers to return parts applicable to the VIN and repair order identified.
Special Tools	<ul style="list-style-type: none"> • 697-95-0130-NIS Dual Pressure Diagnostic Leak Detector • Special tools arrived at retailers the week of December 19, 2016 • Additional tools may be ordered as necessary from TechMate @ 1-800-662-2001
Repair	<ul style="list-style-type: none"> • ITB17-026
Owner Notification	All owners of record are being notified in a phased mailing schedule via U.S. mail that began in March 2017

Frequently Asked Questions (FAQ):

Q. Is this a Stop Sale?

A. No.

Q. What is the reason for this announcement?

A. In very rare circumstances, a complete blockage could develop in the EVAP tube located between the dual tank and the evaporative emission canister. Your vehicle's On-Board Diagnostic (OBD) system may not always detect complete EVAP tube blockage.

Q. What will be the corrective action?

A. INFINITI will enhance the emission warranty coverage on this vapor vent tube to 15 years or 150,000 miles, whichever occurs first, to cover repairs if the tube is found to be completely blocked.

Q. How to tell if your vehicle has a completely blocked EVAP tube?

A. If you routinely experience difficulty fueling your vehicle at different fuel stations, such as the filling nozzle consistently shuts off every few seconds, you should follow instructions below:

- **What you should do if your vehicle is OK (common)**

Please affix the attached sticker on the front cover of the Warranty Information Booklet that came with your vehicle to help remind you of this enhancement.

No retailer visit is required – you do not need to visit your INFINITI retailer or take any additional action unless you routinely experience difficulty fueling your vehicle at different fuel stations.

- **What you should do if your vehicle has a completely blocked EVAP tube (uncommon)**

1. Please call to make an appointment and bring your vehicle in with $\frac{1}{4}$ tank of fuel or less (please do not bring your vehicle in for service with a full tank).
2. Your INFINITI retailer will inspect the EVAP tube and if the EVAP tube is confirmed completely blocked, remedy it under this warranty enhancement.

If your EVAP tube is not completely blocked, the warranty enhancement **does not** apply. If your vehicle requires other service from your INFINITI retailer, regular service charges may apply (to be confirmed by your INFINITI retailer).

Q. When will vehicle owners be notified?

A. All owners of record are being notified in a phased mailing schedule via U.S. mail that began in March 2017.

Q. Are parts readily available?

A. No parts are required for this warranty enhancement. If a completely blocked evaporative vapor vent tube does exist, you may go to any INFINITI retailer for assessment. Please note this condition **is not intermittent** and will occur at any refueling station at different pumps.

Q. Is my vehicle safe to drive?

A. Yes.

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

A. No rental is required for this warranty enhancement.

- Q. I have lost confidence in the vehicle. Will INFINITI replace or repurchase the vehicle?**
- A. No. The warranty policy enhancement is meant to increase your confidence in INFINITI as a company and in your vehicle.
- Q. Is there anything owners can do to mitigate the condition?**
- A. No.
- Q. Will I have to take my vehicle back to the selling retailer to have the service performed?**
- A. No.
- Q. What model year vehicles are involved?**
- A. Most MY04-MY16 vehicles are affected. Some late MY03 and early MY17 vehicles are also affected.