

QUALITY ACTION



INFINITI

EMPOWER THE DRIVE

CAMPAIGN BULLETIN VCR Engine Inspection

Reference: PC706

Date: August 2, 2019

Attention: Retailer Principal, Sales, Parts and Service Managers

UPDATE August 2, 2018
Please discard earlier versions of this bulletin.

The announcement from July 12, 2018 has been revised to include:

- 11 VINs have been added to the population

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2019 QX50 (J55)	NA	335	July 3, 2019*	YES

*11 Newly added VINs will be active in Service Comm on August 2, 2019

***** Retailer Announcement *****

INFINITI is conducting a quality action on **335** specific 2019 QX50 (J55) vehicles (which were previously placed on temporary Quality Assurance (QA) Hold under PC706), to remove and inspect the lower engine oil pan.

Affected vehicles are subject to stop sale and are either currently in retailer inventory or assigned and in transit to the retailer.

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

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History - Open Campaign I.D. **PC706**
 - New vehicles in retailer inventory can also be identified by using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to IPSB 15-286 for additional information
 - **Some vehicles may still be in transit. Please continue to check newly arriving inventory for QA Hold applicability.**
2. Please **do not drive, sell, or trade** the specific 2019 QX50 vehicles in Retailer Inventory subject to this Quality Action.
3. Use the attached procedure to inspect the vehicle.
 - If no gold colored debris is found in the lower engine oil pan, reseal the oil pan per the Electronic Service Manual (ESM).
 - File a claim for the inspection, and release the vehicle for sale

- If gold colored debris is found in the lower engine oil pan, provide the requested information in an email to nafqasupport@nissan-usa.com and **HOLD** the vehicle.
 - **Do not file a claim**

INFINITI Field Quality will review the E-mail submissions within two (2) business days of receipt and provide further instruction.

******* 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.

Revision History:

Date	Announcement	Purpose
July 12, 2019	Original	Launch Quality Action; supersedes Quality Hold under same campaign ID (PC706) launched July 3, 2019
August 2, 2019	REVISION 1	Population Updated (11 VINs added to original population)

******* Inspection procedure begins on next page *******

SERVICE PROCEDURE:

1. Place the vehicle on a lift.

2. Remove the front under cover.
(Figure 1)

- Remove the front under cover clips
- Remove the front under cover

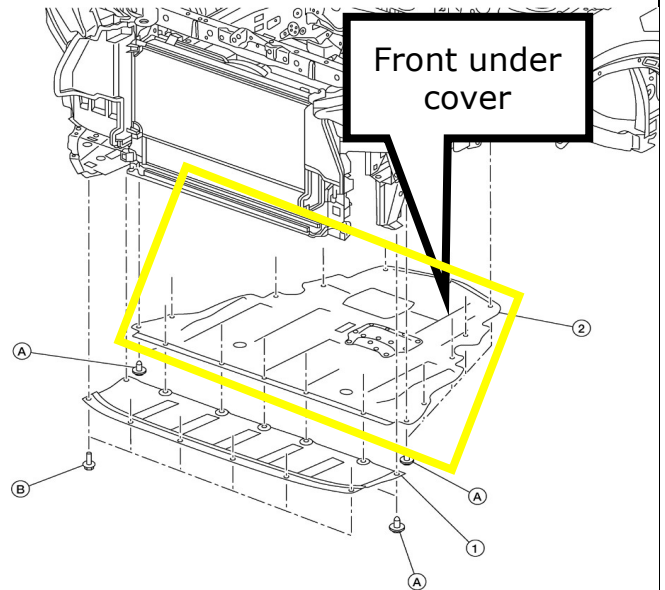


Figure 1

3. Drain the engine oil.

NOTE: Do **NOT** remove the engine oil filter.

4. Remove the engine oil pan.

- Remove the (13) bolts from the oil pan (Figure 2)
- Separate lower engine oil pan from the upper engine oil pan using (J-37228) (Figure 3)

CAUTION:

- Do not damage the mating surfaces.
- Do not insert screwdriver, this will damage the mating surfaces.

NOTE: Tap (1) Tool to insert it and then slide (2) it by tapping on the side of the Tool as shown.

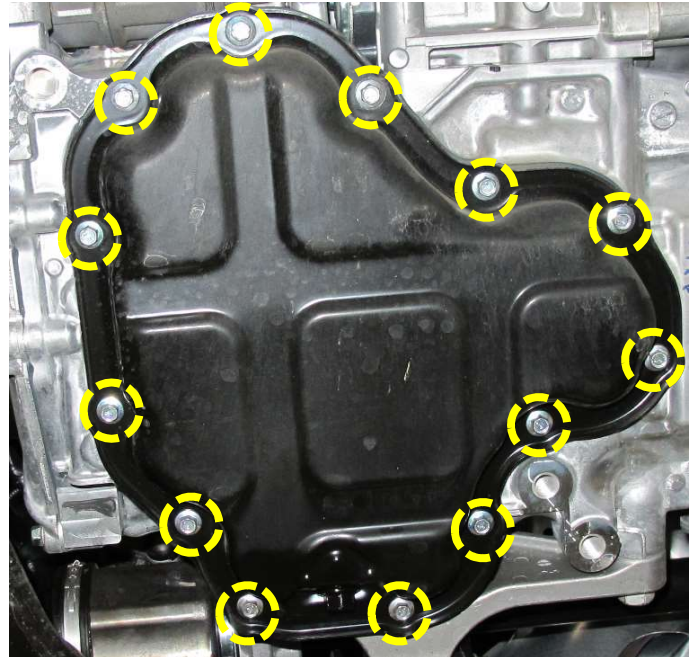


Figure 2

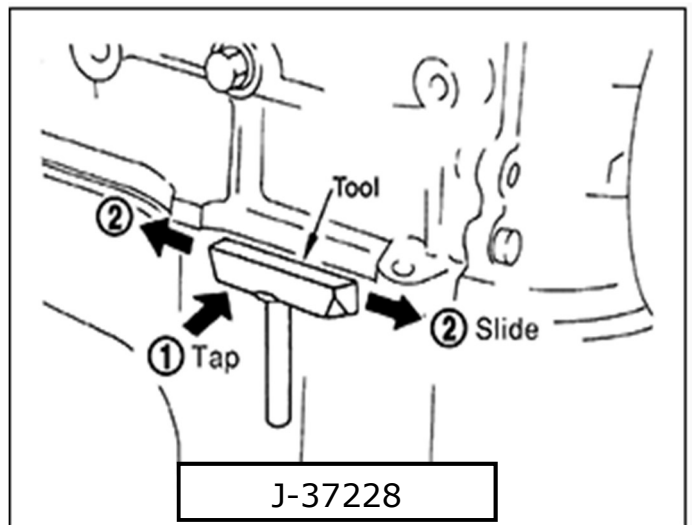


Figure 3

5. Inspect the lower engine oil pan for gold colored debris.

- **Any** amount of **gold** colored debris in engine oil pan is **NG (Figure 4)**
- **No debris or black and silver** debris in the engine oil pan for this inspection is considered **OK (Figure 5)**

-If found to be NG continue to Step 7-

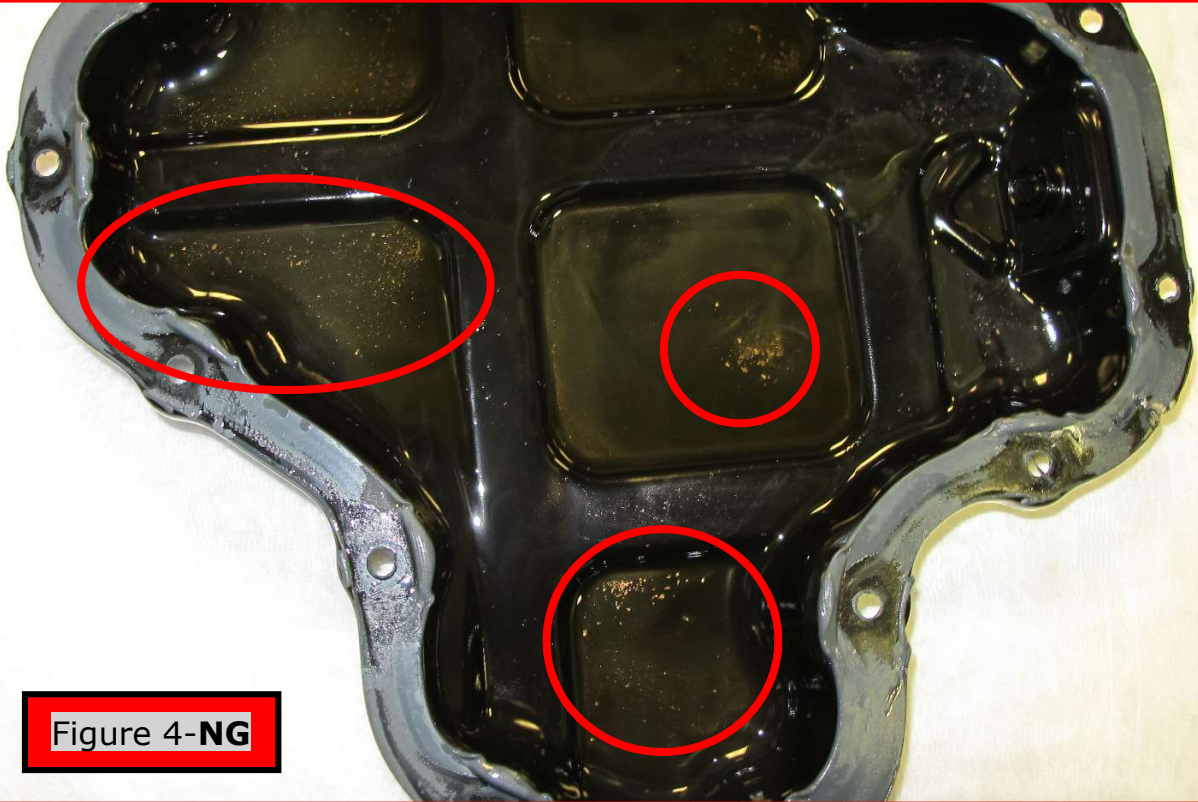


Figure 4-NG

-If found to be OK continue to Step 6-



Figure 5-OK

6. If **OK condition**, reinstall the engine oil pan per the ESM.
 ENGINE>ENGINE MECHANICAL>KR20DDET>REMOVAL AND INSTALLATION>OIL PAN (LOWER)>REMOVAL AND INSTALLATION

CAUTION:

- **Be careful not to damage the mating surface.**
- **Since factory default liquid gasket has better adhesion than conventional one, do not pick the area forcibly with a screw driver.**
- **Do not scratch or damage the mating surface when cleaning off old liquid gasket.**
- **The components must be installed within 5 minutes of the liquid gasket application.**
- **Do not re-tighten bolts after 5 minutes have elapsed.**
- **Then allow 30 minutes for the liquid gasket to set before adding oil to the engine.**
- **Do not reuse drain plug washer.**

7. If **NG condition**, provide a video to FQA using the information below and **HOLD** the vehicle until further notice.

- Take a short video starting at the lower engine oil pan to show debris and move to the VIN certification label
- Video needs to be less than 8mb in size
- Email video to nnafqasupport@nissan-usa.com
 - Make sure to include the below information:
 - E-Mail Subject Line: PC706 QX50 VCR Engine inspection
 - Dealer Name:
 - Dealer Code:
 - Dealer Address:
 - VIN:
 - Contact Person Name:
 - Contact Person Phone Number:

PARTS INFORMATION: (Inspection only)


Description	Part #	Quantity
WASHER - DRAIN	11026-JA00A	1
THREEBOND 1217H GASKET	999MP-1217HP	1
GENUINE NISSAN MOTOR OIL ESTER 5W-30 SN	999MP-5W30EP	5

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC706

Claim Type:	CM	 INFINITI EMPOWER THE DRIVE		
PNC:	PC706			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Inspect lower engine oil pan	PC7060	0.7 Hr	YES	NO