

Classification:

RA12-003f

Reference:

ITB12-072f

Date:

September 23, 2020

2013 JX35, 2014-2019 QX60, 2014-2019 QX60 HYBRID; VIBRATION AND/OR NOISE WHEN MAKING LOW SPEED TURNS

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2013 JX35 (L50)
 2014-2019 QX60 (L50)
 2014-2019 QX60 Hybrid (L50H) } **AWD only**

IF YOU CONFIRM

There is a vibration or judder feeling from the rear of the vehicle during the following conditions:

- When making turns
- On dry roads
- At low speeds (under 40 MPH)

And

- The above vibration does not occur if the electric controlled coupling is electrically disconnected.

NOTE: In some cases, electrically disconnecting the electric controlled coupling may not eliminate the vibration. In these cases, further confirm the incident by removing the rear propeller shaft and retest. If the vibration does not occur with the rear propeller shaft removed, the incident is confirmed.

NOTE: Tire size, brand or tread pattern mismatches can cause similar symptoms. To avoid tire related mismatch vibration, it is recommended that when tires need to be replaced, all tires are replaced at the same time with tires of the proper size, same brand and pattern.

Infiniti Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Infiniti retailer to determine if this applies to your vehicle.

ACTION

Replace the electric controlled coupling for the rear final drive.

- **DO NOT** replace the entire rear final drive assembly for this incident, if it should occur.
- **DO NOT** remove the rear final drive assembly for this procedure. The electric controlled coupling can be replaced with the rear final drive in the vehicle.
- Refer to the Electronic Service Manual (ESM) for removal and installation information.
 - **TRANSMISSION & DRIVELINE > DRIVELINE > REAR FINAL DRIVE: R145K1 > REMOVAL AND INSTALLATION > ELECTRIC CONTROLLED COUPLING > Removal and Installation.**

UNIT CHARACTERISTICS WRITING

Performing "Unit Characteristics Writing" of the electric controlled coupling with CONSULT-III plus **is required** when replacing the electric controlled coupling.

- Refer to the ESM: **TRANSMISSION & DRIVELINE > DRIVELINE > TRANSFER > BASIC INSPECTION > UNIT CHARACTERISTICS WRITING > Work procedure.**

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
BOLT (PROPELLER SHAFT)	37120-(*****) (1)	4
BREATHER	38322-(*****) (1)	1
CONNECTOR, BREATHER	17235-(*****) (1)	1
CPLG ASSY-ELEC (Electric Controlled Coupling)	38761-(*****) (1)	1
NUT PROPELLER SHAFT	37171-(*****) (1)	4
NUT (TORSIONAL DAMPER)	37171-(*****) (1)	4
3 BOND GSKT MKR-RTV (2) (3)	999MP-1217FPP	(4)

(1) Use the VIN and the Electronic Parts Catalog to look up the part number for the vehicle you are working on.

(2) This product is considered a shop supply; do not include it on your warranty claim.

(3) Order this item through the Infiniti Maintenance Advantage program: Phone 877-INF-IMA1 (877-463-4621).
Website order via link on the dealer portal: www.NNAnet.com and click on the "Maintenance Advantage-Tire/Battery/Chemical" link.

(4) As needed.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Rpl Electronic Controlled Coupling	38761 – 3KA0A	LB65AA	ZE	32	(1)

(1) Reference the current Infiniti Warranty Flat Rate Manual and use the indicated Flat Rate Time (FRT).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 29, 2012	ITB12-072	Original bulletin published.
November 1, 2012	ITB12-072a	PARTS INFORMATION section revised.
December 3, 2012	ITB12-072b	CLAIMS INFORMATION section revised.
September 24, 2015	ITB12-072c	APPLIED VEHICLES section revised, and SERVICE PROCEDURE section removed.
September 28, 2018	ITB12-072d	APPLIED VEHICLES section revised.
November 12, 2018	ITB12-072e	PARTS INFORMATION section revised.
September 23, 2020	ITB12-072f	Title, APPLIED VEHICLES and PARTS INFORMATION sections revised.
