

Classification:
EM19-008AReference:
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Date:
August 24, 2021

COOLANT RESIDUE AT WATER PUMP

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

APPLIED VEHICLES: 2016-2020 Q50 (V37)
2017-2020 Q60 (CV37)
APPLIED DATE: Built before February 5, 2020
APPLIED ENGINE: VR30DDTT (V6)

IF YOU CONFIRM

Coolant residue is on the surface of the water pump and on the water pump pulley,

AND

Coolant does not leak out when connected to a cooling system pressure tester.

HINT: The customer may state there is a coolant smell.

ACTION

Install an EPT sealer to the face of the water pump pulley.

- For EPT sealer installation, see **SERVICE PROCEDURE** on the next page.
- For EPT sealer information, see **PARTS INFORMATION** on the last page of this bulletin.

IMPORTANT: The purpose of **ACTION** (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire **SERVICE PROCEDURE** as it contains information that is essential to successfully completing this repair.

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.

SERVICE PROCEDURE

IMPORTANT: Follow all warnings, cautions, and notes in the Electronic Service Manual (ESM) when working on or around an engine.

1. Open the hood, remove the clips, and then remove the air duct.

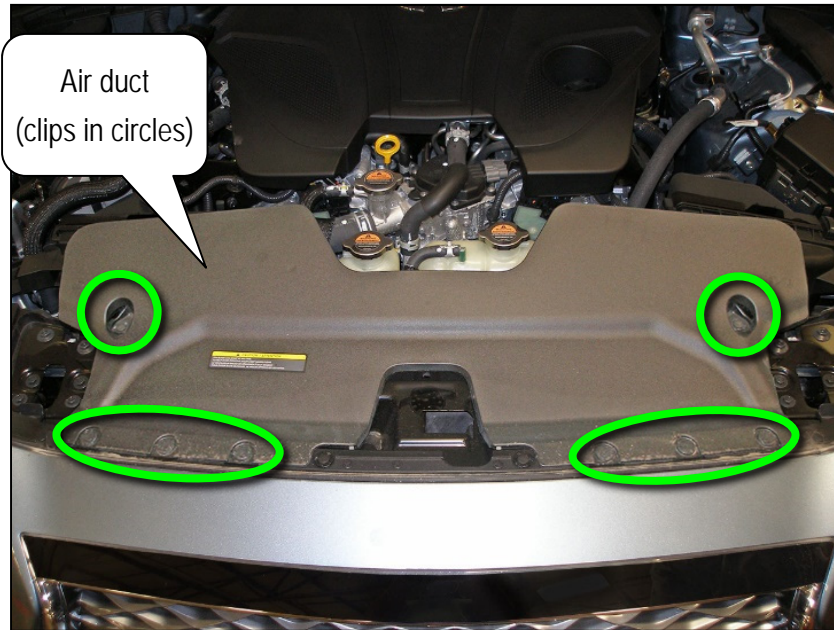


Figure 1

2. Remove the two (2) nuts, and then put the reservoir tank to the side.
 - There is no need to "open up" the cooling system, such as removing the pressure cap or a coolant hose.

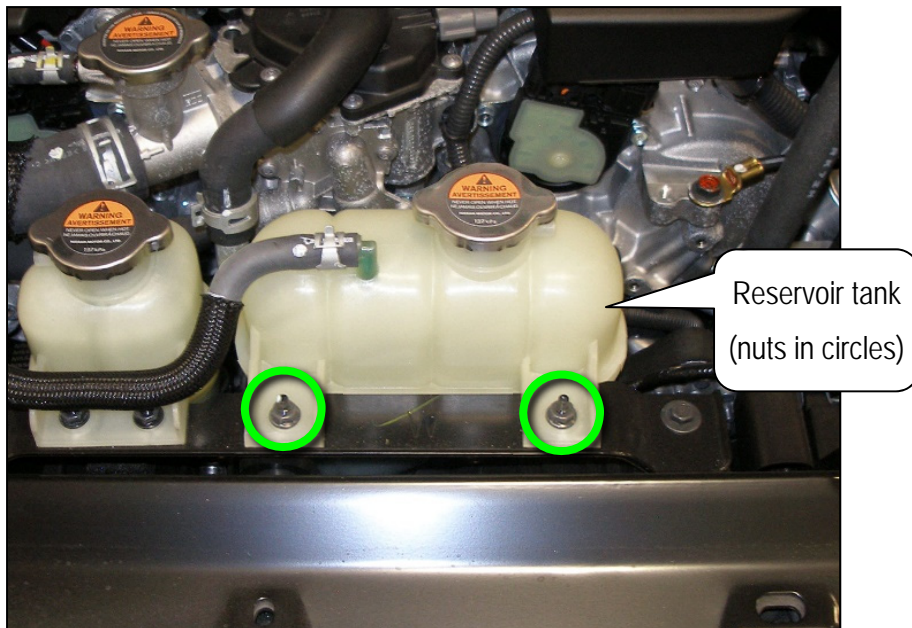


Figure 2

HINT: It will be easier to perform the repair with the reservoir tank held down.

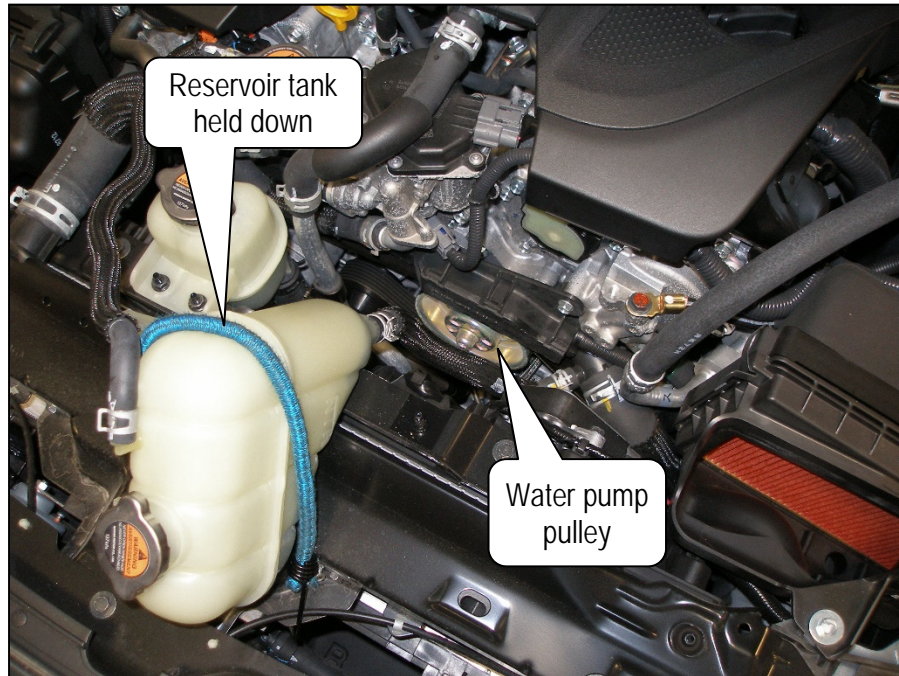


Figure 3

3. Clean the face of the water pump pulley ONLY (see Figure 4, below, and Figure 5 on page 4).

HINT: Clean the area with a clean cloth and suitable residue-free cleaner, such as brake cleaner. If using brake cleaner, use a type that complies with local regulations.

NOTICE

Apply the cleaner to the clean cloth, and then clean off the area where shown in Figure 4 and Figure 5. Do not spray anything directly on the water pump pulley, as damage may occur to the water pump seal.

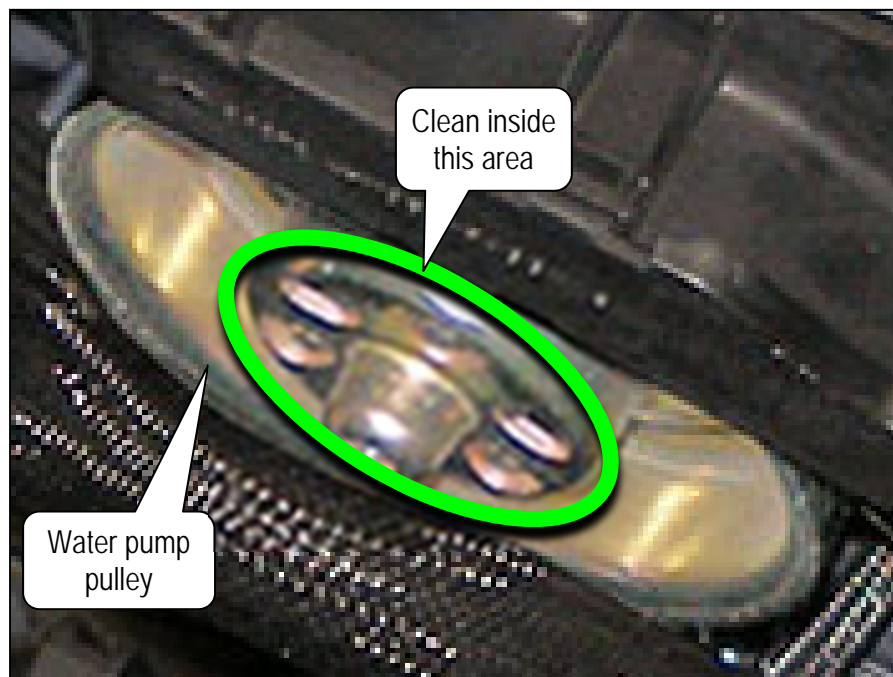


Figure 4

- The face of the water pump pulley (Figure 5)

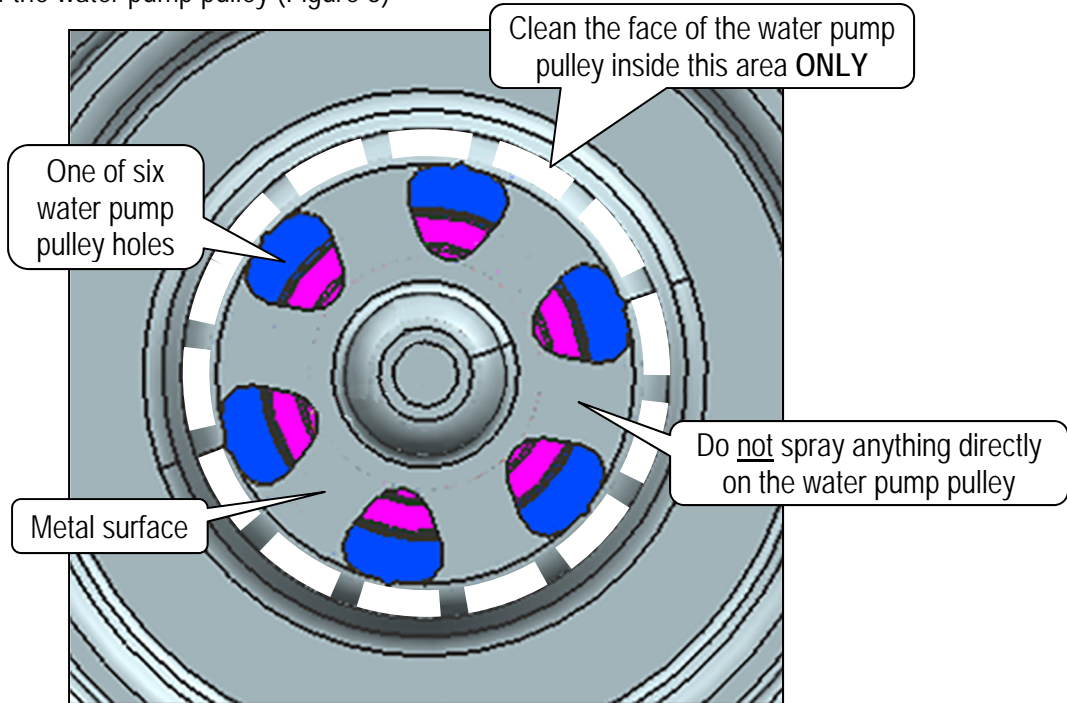


Figure 5

4. Remove the backing from the EPT sealer (see **PARTS INFORMATION** on the next page), and then firmly press on/apply the EPT sealer to the face of the water pump pulley.
 - Position the 3 mm hole in the EPT sealer over one of the holes of the water pump pulley.

NOTICE

To avoid damage to the vehicle, ensure the hole in the EPT sealer is fitted over one of the holes in the water pump pulley.

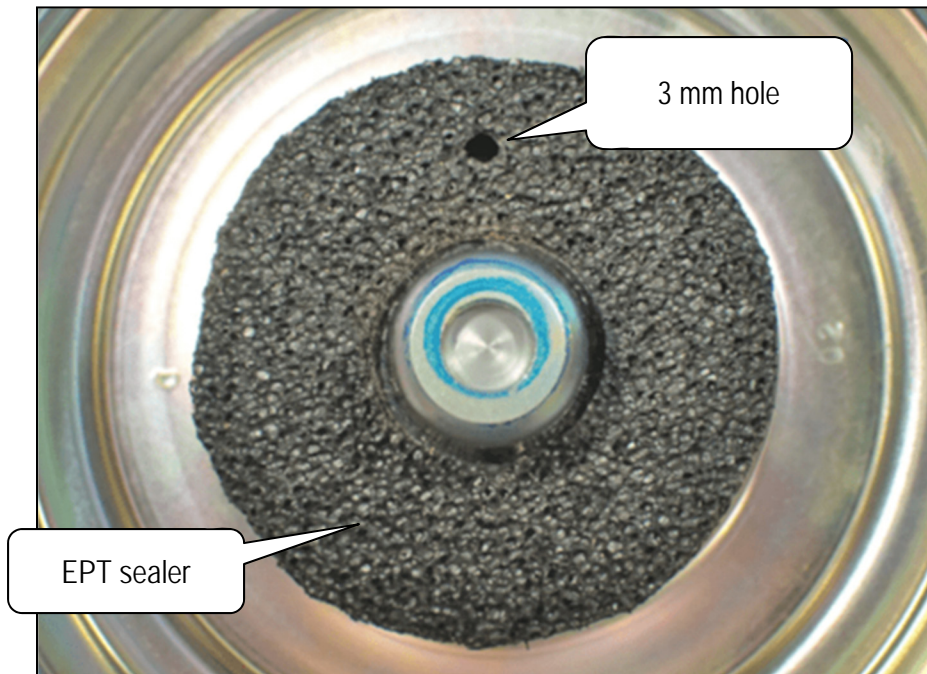


Figure 6

5. Reassemble the vehicle in reverse order of disassembly.
 - Reservoir tank nuts torque: 7.0 N•m (0.71kg-m, **62 in-lbs**)

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
COVER-WATER PUMP (EPT sealer)	21013-4HK0C	1

CLAIMS INFORMATION

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

DESCRIPTION	PPF	OP CODE	SYM	DIA	FRT
Apply Water Pump EPT Seal	(1)	CX33AA	ZE	32	0.2

- (1) Reference the electronic parts catalog and use the Water Pump Assembly (21010-*****) as the Primary Failed Part (PPF).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
May 19, 2020	ITB20-016	Original bulletin published
August 24, 2021	ITB20-016A	APPLIED VEHICLES revised and APPLIED DATE added

