

Classification:
Reference:
Date:

EL14-022

ITB14-036

July 31, 2014

SB-10056172-9397

JX35 AND QX60; DISTANCE TO EMPTY MILEAGE ERRATIC BEHAVIOR

APPLIED VEHICLES: 2013 JX35 (L50)
 2014 QX60 (L50)
 2014 QX60 Hybrid (L50)

APPLIED VINs and

DATES: All vehicles built before 5N1(*)L0M(**)EC 535821 and April 30, 2014

IF YOU CONFIRM:

If the customer states the mileage displayed for Distance To Empty (DTE) changes abruptly or unexpectedly, up or down.

- The customer may also describe the issue as DTE mileage does not match or "agree with" the fuel gauge reading for example, DTE shows 175 miles while the fuel gauge shows ¼ full.

NOTE: This issue does not affect the operation of the low fuel warning system indicators or primary fuel gauge.



ACTION:

Replace the combination meter assembly.

- Refer to the Electronic Service Manual (ESM), section MWI-Meter, Warning Lamp & Indicator, for replacement information.

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 dealer to determine if this applies to your vehicle.

PARTS INFORMATION

| VEHICLE MODEL | DESCRIPTION | PART NUMBER | QUANTITY |
|-------------------------|--|---------------|----------|
| 2013 JX35 and 2014 QX60 | INSTRUMENT COMB (combination meter) | 24810-9NA0D * | 1 |
| 2014 QX60 Hybrid | INSTRUMENT COMB (combination meter) | 28410-3JV0C * | 1 |

* To order a combination meter, go to the MODEL ELECTRONICS, INC. website (www.modelelectronics.com).

CLAIMS INFORMATION

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

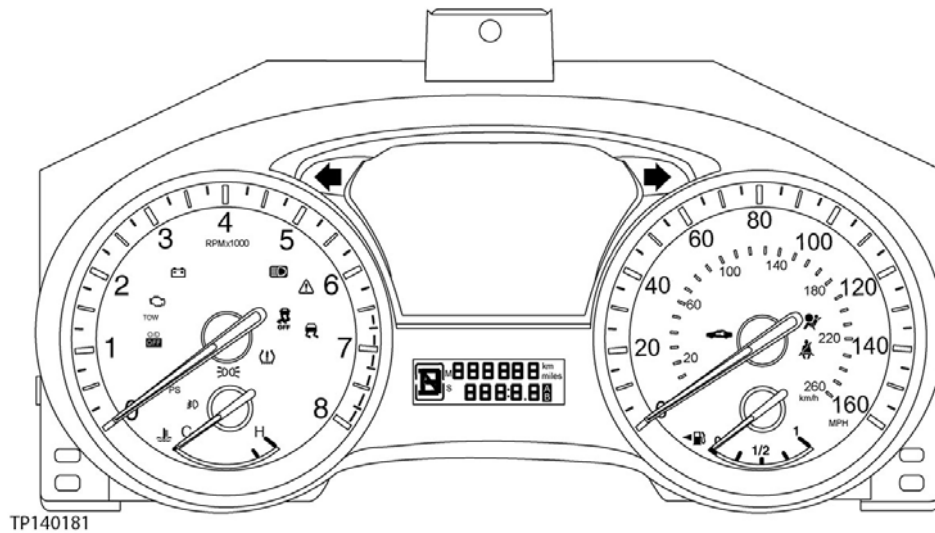
| DESCRIPTION | PFP | OP CODE | SYM | DIA | FRT |
|---------------------------|-----|---------|-----|-----|-----|
| Replace Combination Meter | (1) | RX4NAA | ZE | 32 | 0.4 |

(1) Reference the **PARTS INFORMATION** Table and use the applicable INSTRUMENT COMB part number as the Primary Failed Part (PFP).

IN COMBINATION WITH

Expense Code

| EXPENSE | EXPENSE CODE | MAXIMUM AMOUNT |
|--------------------|--------------|----------------|
| Calibrate Odometer | 510 | \$20.33 |



Combination meter assembly