

Reference:

ITB12-048a

Date:

September 11, 2012

VOLUNTARY SAFETY RECALL CAMPAIGN 2013 JX35 FUEL SENDER

This bulletin was amended to add the Owner's Letter and NHTSA #. Please discard previous versions of this bulletin.

CAMPAIGN ID#: PC179
NHTSA # 12V-398
APPLIED VEHICLES: 2013 JX35 (L50)

Check Service Comm to confirm campaign eligibility.

INTRODUCTION

Infiniti is conducting a Voluntary Safety Recall Campaign on certain Model Year 2013 JX35 to inspect and if necessary reroute the transfer hose inside the fuel tank. Improper routing of the transfer hose can cause the fuel gauge to display a greater amount of fuel than what is actually in the tank. The inspection and rerouting remedy will help prevent this from occurring.

IDENTIFICATION NUMBER

Infiniti has assigned identification number PC179 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Infiniti strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

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.

Required Special Tool – J-45747
(Lock Ring Wrench)

- Each dealer should have this special tool as part of their essential tool inventory.
- Additional tools can be ordered from TECH-MATE at 1-800-662-2001.



Figure A

SERVICE PROCEDURE

CAUTION:

- The fuel tank should have less than ½ tank of fuel before starting this procedure.
- Use protective covers as needed when working inside the vehicle.

WARNING:

- When working on the fuel system, put a “CAUTION: FLAMMABLE” sign in the work area.
- Make sure the work area is well ventilated, and a fire extinguisher is available in the work area.
- Do not smoke while working on the fuel system. Also, keep open flames and sparks away from the work area.
- Follow all warnings and cautions in the Service Manual when working on the fuel system.

1. Write down all radio station settings.

Presets	1	2	3	4	5	6
A						
B						
C						
SAT						
Fade:	Balance:		Bass:		Treble:	

2. Write down / record the customer settings for the Automatic Air Conditioning System or Advanced Climate Control System. Refer to the Service Manual as needed.
3. Release fuel system pressure as follows:
 - a. Turn the ignition ON.
 - b. Using CONSULT III plus; perform “FUEL PRESSURE RELEASE” in “WORK SUPPORT” mode of “ENGINE”.
 - c. Start the engine.
 - d. After engine stalls, crank it two or three times to release all fuel pressure.
 - e. Turn the ignition OFF.

4. Disconnect the negative battery cable.

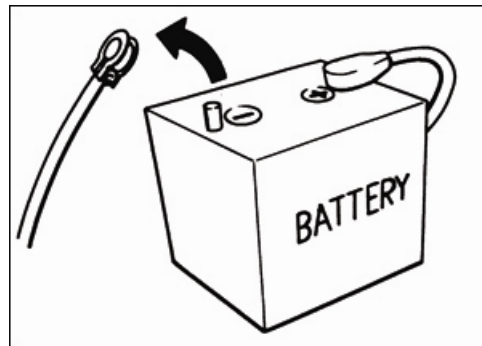


Figure 1

5. Remove the fuel fill cap to release pressure in the tank, and then reinstall the fuel fill cap.

6. Move the 2nd row seats as far forward as possible.



Figure 2

7. Remove 2 left rear floor duct trim.
- Pull to unsnap.
 - Use a plastic trim tool as needed.

8. Remove the floor mat.

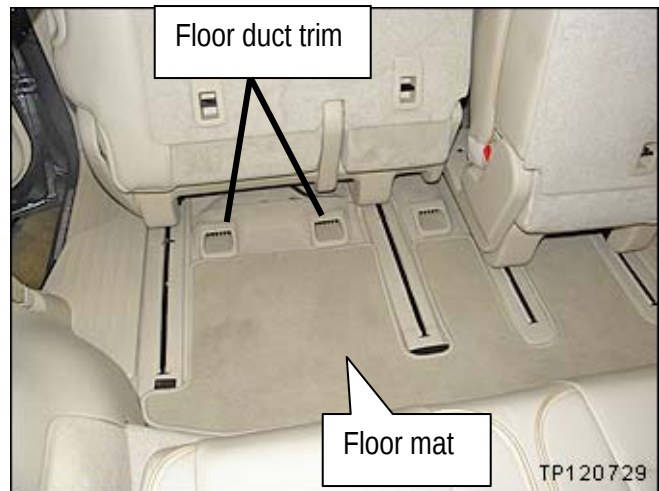


Figure 3

9. Snap loose and remove the rear seat track covers for the left side 2nd row seat.
- Use a plastic trim tool as needed.



Figure 4

10. Pull back the carpet to expose the left side rear vent duct.

11. Remove the left side rear vent duct.

- a. Remove screw.
- b. Pull duct to the left to remove.



Figure 5

12. Remove the fuel pump inspection cover.

- a. Turn the 4 retainers (A) 90 degrees to release.

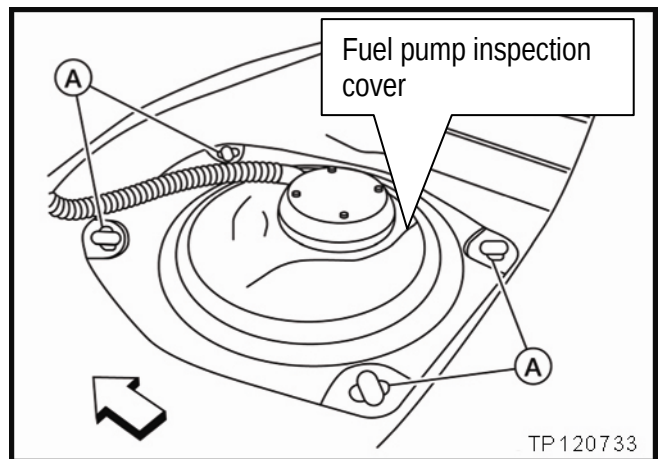


Figure 6

- b. Lift the cover.
- c. Disconnect the fuel pump electrical connector.
- d. Place the fuel pump cover to the side and out of the way.



Figure 7

13. Place protective cloth / rags around the fuel pump opening.

NOTE:

- When the fuel pump is removed, some fuel will spill from the pump.
- The rags around the pump opening will absorb the small fuel spill and protect the vehicle interior.



Figure 8

14. Disconnect the EVAP hose and the fuel feed hose.

- Be careful; some fuel may leak from the hoses when they are disconnected.

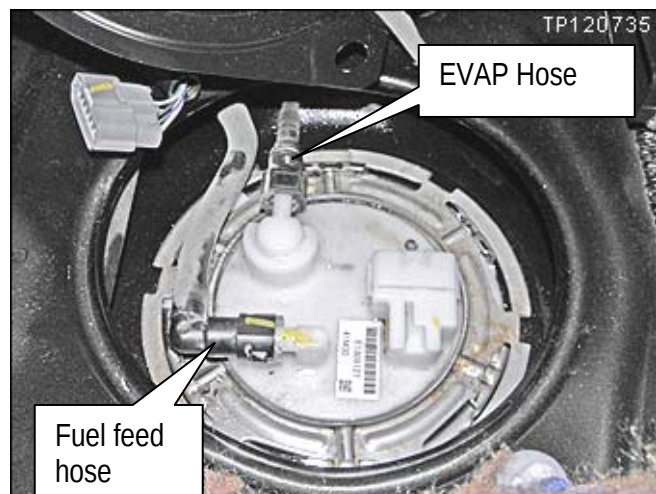


Figure 9

- Push in on the tabs and pull on the hose.
- If the hose is stuck, push and pull the hose to release it.

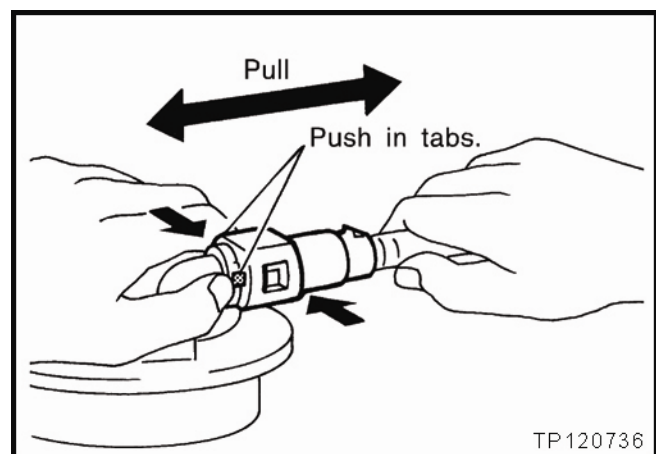


Figure 10

- Cover the hose ends to prevent debris entry.

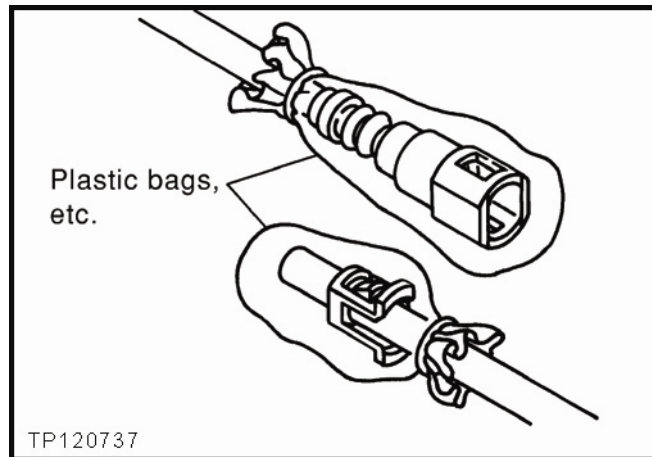


Figure 11

15. Remove the fuel pump lock ring.

- Use special tool J-45747.
- Turn counterclockwise.
- Remove lock ring from the top of the fuel pump.



Figure 12

NOTE:

- In the next steps you will be removing and then reinstalling the fuel pump assembly to make sure the transfer hose inside the fuel tank is routed correctly.
- Figure 13 is provided to help understand the correct routing of the transfer hose.

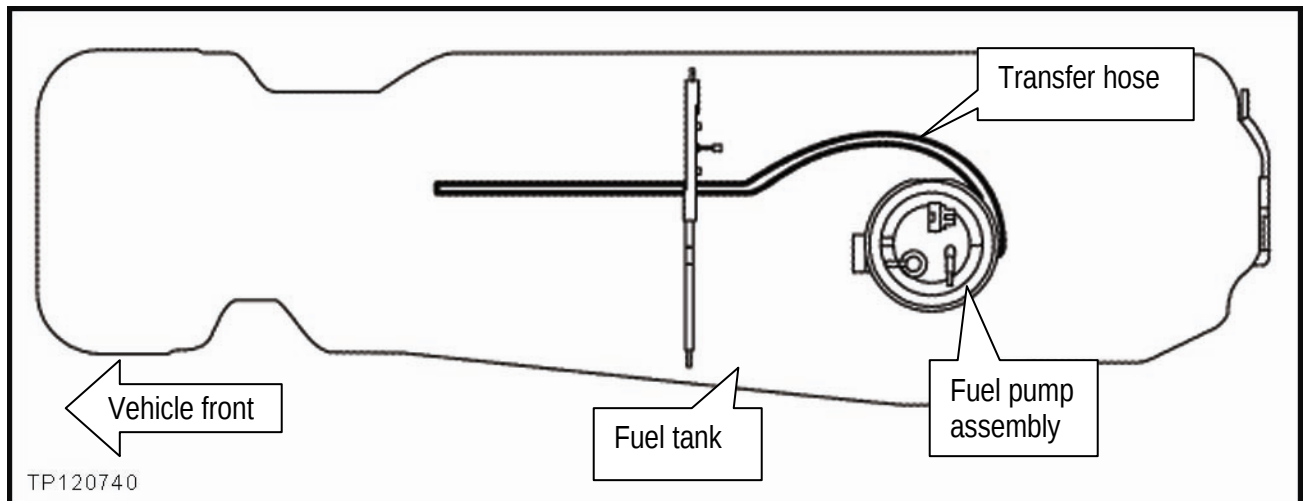


Figure 13

16. Turn the fuel pump assembly $\frac{1}{4}$ turn counterclockwise, so the fuel feed tube is pointing toward the rear of the vehicle.

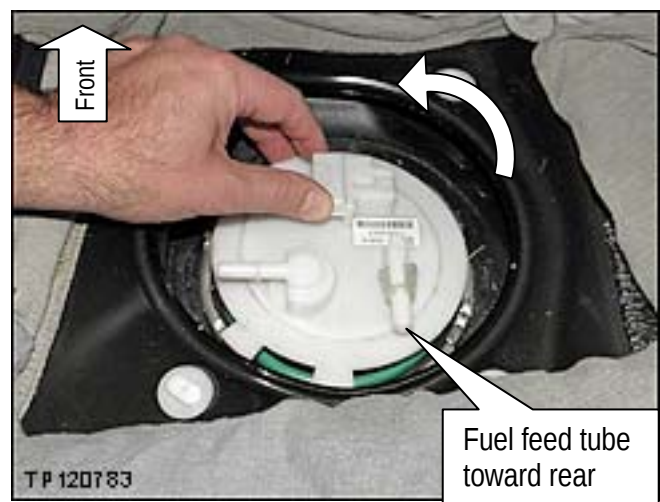


Figure 14

17. Remove the fuel pump from the tank.

- Tilt the top of the pump toward the driver side to clear the float arm through the tank opening.

CAUTION:

- When the fuel pump assembly is removed, some fuel will spill from the assembly.
- Rags around the fuel pump opening will absorb the small fuel spill and protect the vehicle interior.



Figure 15

18. Check the transfer hose position / routing as follows:

- a. Hold the fuel pump assembly so it is oriented the same as it would be inside the tank (float arm facing forward).
- b. Make sure the transfer hose bends toward the passenger side of the vehicle as shown in Figure 16a.
 - If the transfer hose is straight down or bends toward the driver side as shown in Figure 16b, twist the hose with your fingers so it is routed / positioned as shown in Figure 16a.

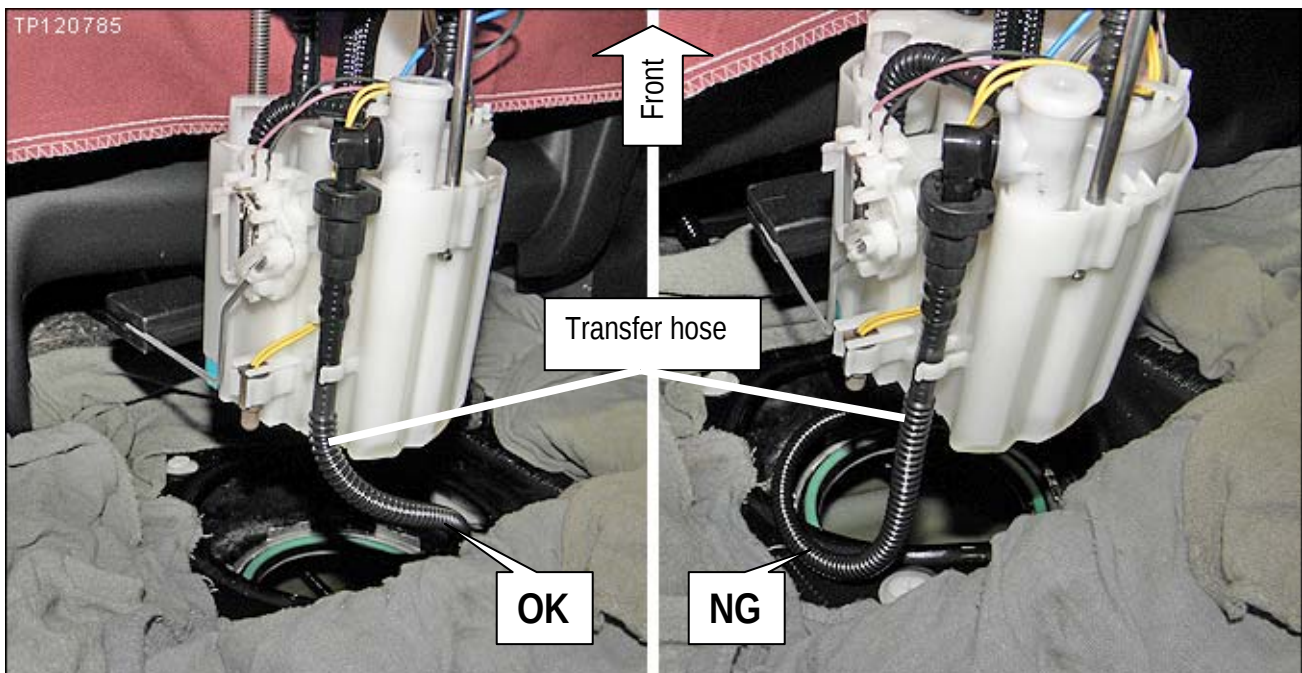


Figure 16a

Figure 16b

19. Reinstall the fuel pump as follows:

CAUTION: It is important that the fuel pump be installed carefully, according to the method in this step to prevent the transfer hose from being pinched under the fuel pump and to ensure it is routed correctly inside the tank.

NOTE: Figure 17 is provided (fuel tank cut open) to show the correct transfer hose routing inside the fuel tank.

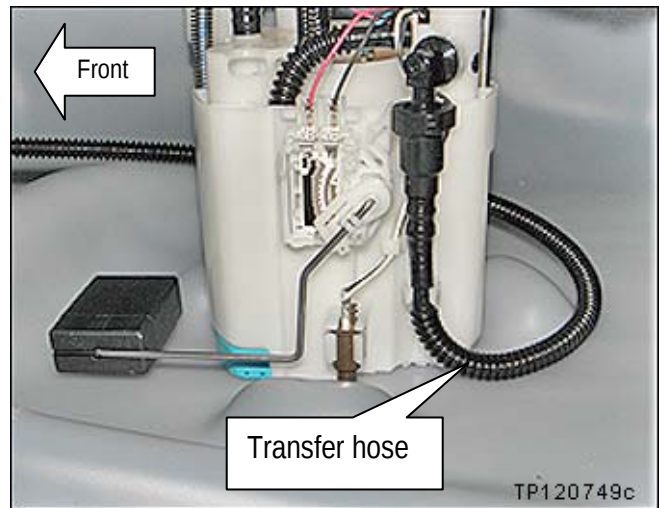


Figure 17

a. Install a new fuel pump O-ring seal.



Figure 18

- b. Obtain a piece of plastic or nylon packing strap about 3 feet (36 inches, 91 cm) long.
- Packing strap is commonly used to reinforce boxes for shipping.
- c. Loop the packing strap around the transfer hose as shown in Figure 19.
- Position the strap ends toward the passenger side.
 - Use your fingers to put a bend in the strap near the transfer hose. This will help keep the strap in place.

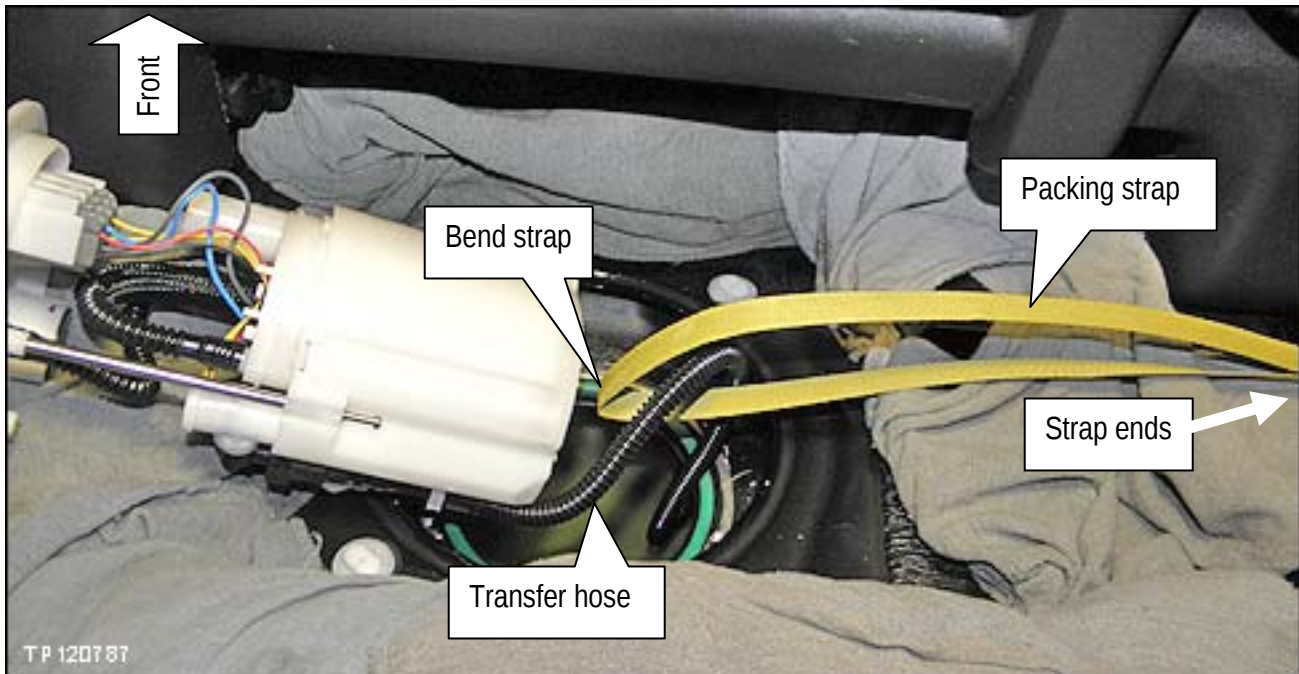


Figure 19

- d. Lower the transfer hose and the fuel pump into the tank keeping the strap looped around the transfer hose.

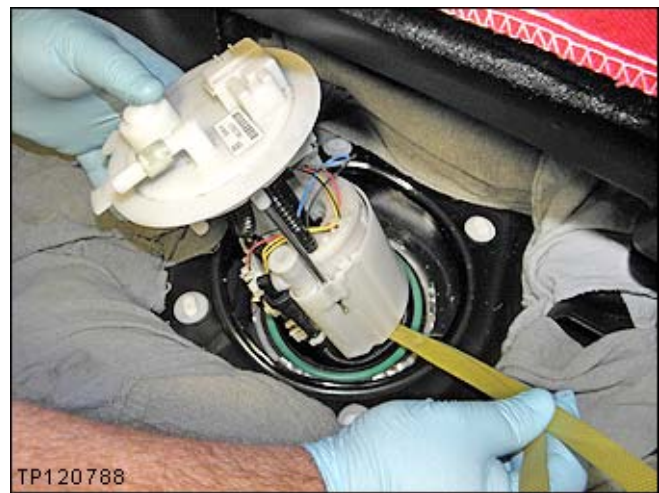


Figure 20

- e. With the pump in the tank, turn it ¼ turn clockwise so the fuel feed tube is pointing toward the driver side.
- The pump should now be oriented to the installed position.

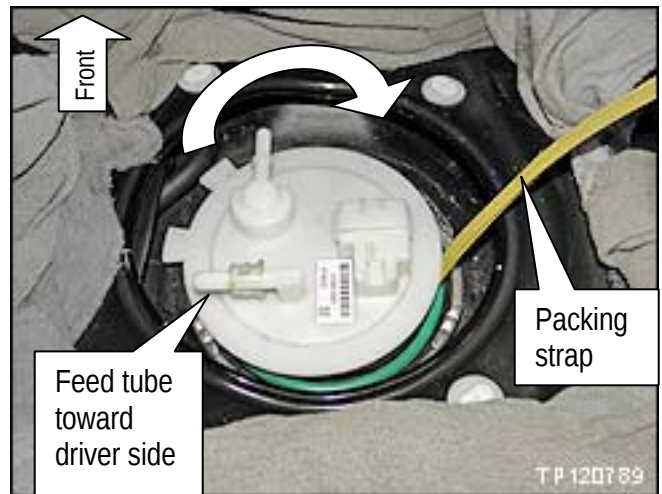


Figure 21

- f. Tilt the top of the fuel pump toward the driver side.
- g. Pull up on the packing strap (pull the transfer hose up) just enough to see the transfer hose (see Figure 22).

NOTE: If you are unable to pull the transfer hose so it can be seen as shown in Figure 22, remove the fuel pump from the tank and restart from the beginning of step 19.

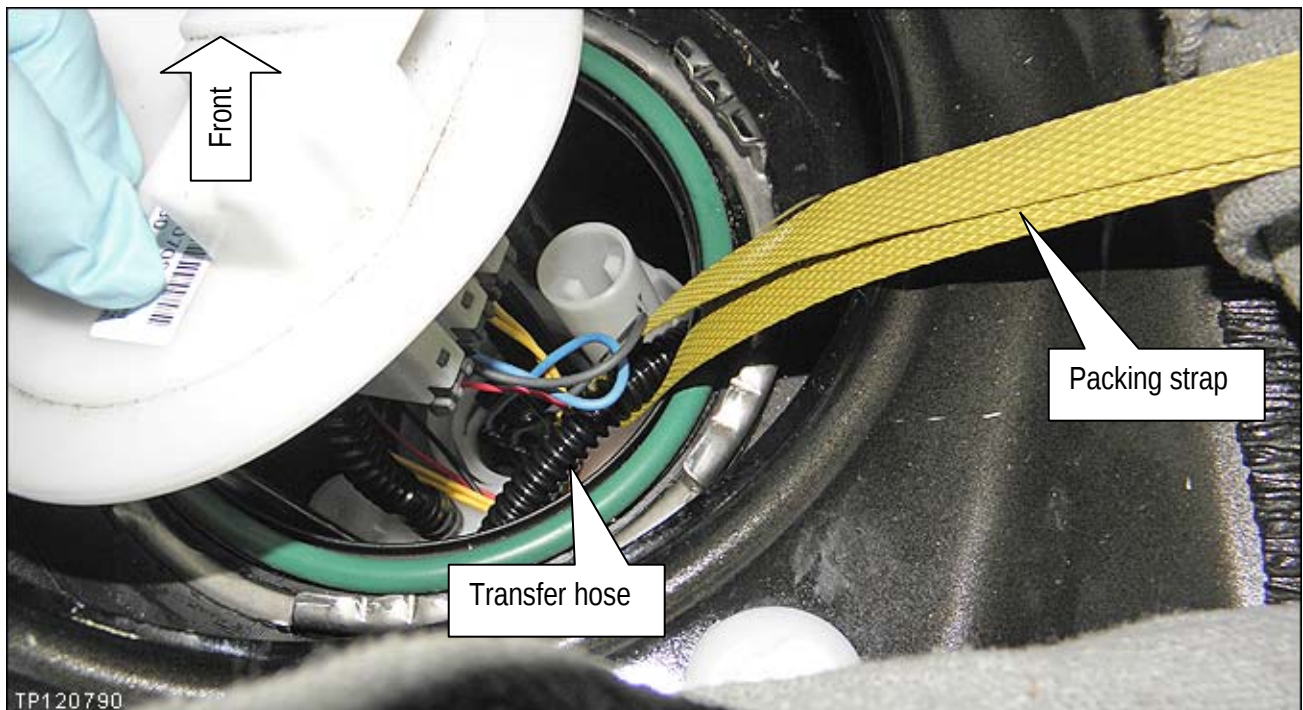


Figure 22

- h. Hold the fuel pump down so the bottom of the pump stays against the bottom of the tank.
- i. While holding the pump down, pull out the packing strap. Pull toward the passenger side.
 - Make sure the O-ring seal is still in place.



Figure 23

- j. Continue to hold down the fuel pump while installing the fuel pump lock ring.
 - Use special tool J-45747 to secure the lock ring.
 - Turn clockwise.

NOTE:

- If the fuel pump is allowed to lift off of the bottom of the fuel tank the transfer hose may slide under it.
- If the fuel pump lifts off the bottom of the tank before the lock ring is installed, remove the fuel pump and restart from the beginning of step 19.



Figure 24

20. Reconnect the EVAP hose and the fuel feed hose.

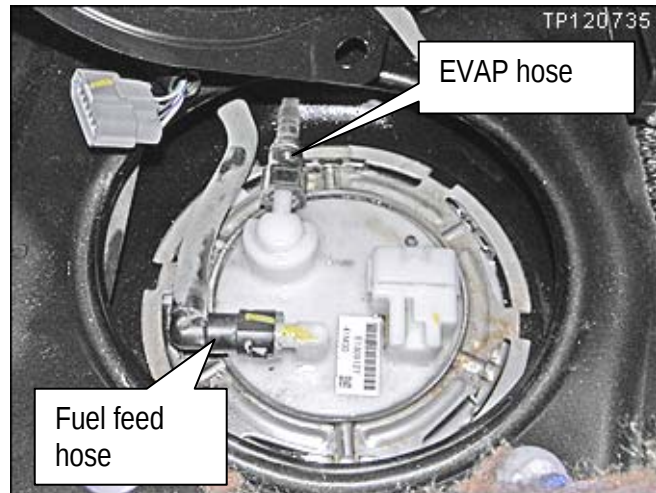


Figure 25

- Make sure the **hose retainer is in place** and then push the hose onto the fuel pump tube (port).

CAUTION:

- After connecting fuel tube quick connectors, make sure quick connectors are secure.
- Ensure that connector and resin tube do not contact any adjacent parts.

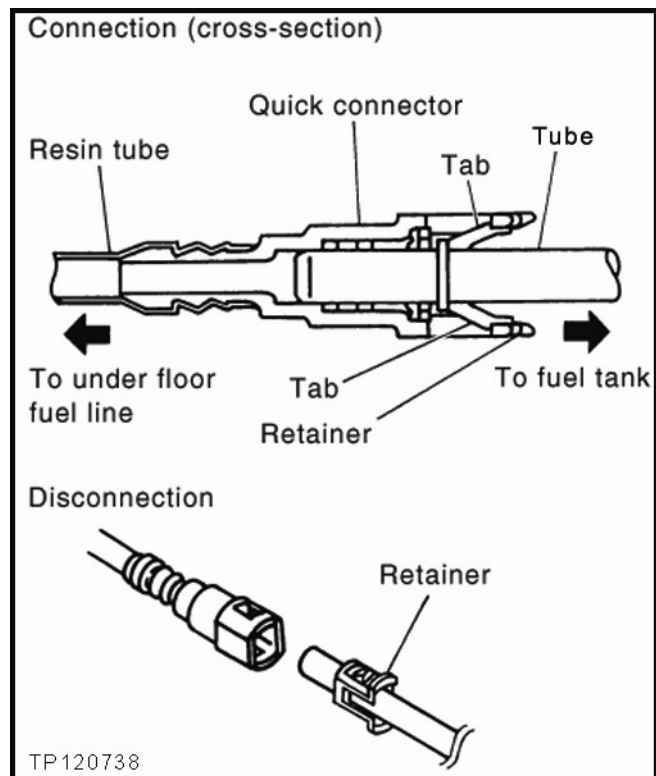


Figure 26

21. Reconnect the fuel pump electrical connector.



Figure 27

22. Check for fuel leaks.

- a. Connect the negative battery cable.
- b. Start the engine.
- c. Check for fuel leaks.
- d. Turn the ignition OFF.
- e. If needed, repair fuel leak.

23. Install / secure the fuel pump inspection cover.

- Turn the 4 retainers (A) 90 degrees to secure.

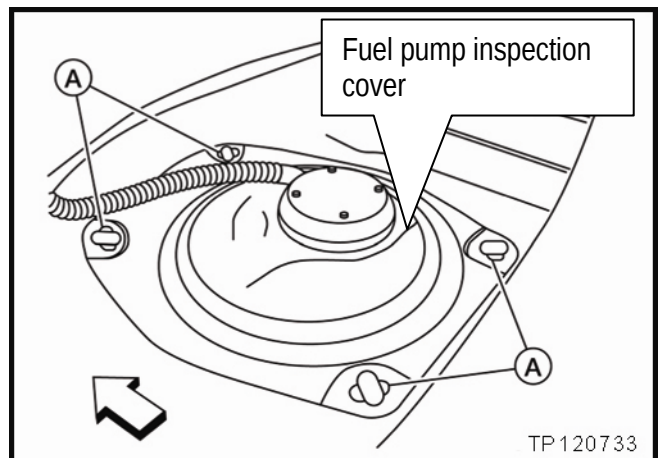


Figure 28

24. Reinstall other parts:

- Left rear floor duct
- Carpet
- Left rear seat track covers
- Left rear floor duct trim
- Floor mat

25. Reinitialize each auto-up power window as follows:

- a. Turn ignition ON.
- b. Open window all the way DOWN.
- c. Pull all the way UP on the switch and HOLD (close the window completely), continue to HOLD for 4 seconds after window is completely closed.
- d. Confirm auto up/down operates correctly.

26. Reset the clock and the radio station presets.

27. Reset the customer settings for the Automatic Air Conditioning System or Advanced Climate Control System. (Refer to the Service Manual as needed):

28. Inform the customer they will need to reset their Auto Drive Position (ADP) settings and navigation memory settings.

PARTS INFORMATION

DESCRIPTION	PART #	QTY
O-ring Seal (for fuel pump)	17342 – 1HJ0A	1

CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

CAMPAIGN ID #	DESCRIPTION	OP CODE	FRT
PC179	Inspect Transfer Hose Routing	PC1790	0.7 hrs.

OWNER'S LETTER

Dear Infiniti JX35 Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Infiniti has decided that a defect which relates to motor vehicle safety exists in 2013 Model Year Infiniti JX35 vehicles. Our records indicate that you own or lease the Infiniti vehicle identified by the VIN on the inside of this notice.

Reason for Recall

On certain 2013 Model Year Infiniti JX35 vehicles, the fuel transfer tube may be misrouted inside of the gas tank. This condition may affect fuel gauge accuracy. The fuel gauge might indicate that there is more fuel than is actually remaining in the tank, when the tank is near empty. This may cause the engine to stop without warning, increasing a risk of a crash.

What Infiniti Will Do

Your Infiniti retailer will inspect the fuel transfer tube for proper routing and re-route if necessary. A new O-ring will be installed after the inspection is completed, free of charge. This free service should take 1 ½ hours to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

What You Should Do

Please maintain the fuel level in your vehicle at ½ tank of fuel, or more, until you have your vehicle inspected by an authorized Infiniti retailer. Contact your Infiniti retailer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment.

If the retailer fails to, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Department, Infiniti Division, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.

