

**Reference:**

ITB14-050

**Date:**

September 24, 2014

## VOLUNTARY SAFETY RECALL CAMPAIGN 2014 Q50 HYBRID AND Q70 HYBRID; TRANSMISSION CASE INSPECTION

**CAMPAIGN ID #:** R1411**APPLIED VEHICLES:** 2014 Q50 Hybrid 2WD (V37)  
2014 Q50 Hybrid AWD (V37)  
2014 Q70 Hybrid (Y51)**Check Service COMM to confirm campaign eligibility.**

### INTRODUCTION

Infiniti is conducting a Voluntary Safety Recall Campaign on certain specific Model Year 2014 Infiniti Q50 Hybrid 2WD and AWD, and 2014 Q70 Hybrid vehicles. The transmission case will be inspected for a crack and if found, the transmission assembly will be replaced. This service will be performed at no charge for parts or labor.

### IDENTIFICATION NUMBER

Infiniti has assigned identification number R1411 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### RETAILER RESPONSIBILITY

It is the retailer'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 retailer's inventory. **Federal law requires that new vehicles in retailer 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 retailers 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 retailer to determine if this applies to your vehicle.

## SERVICE PROCEDURE

**NOTE:** Dynaflux Crack Detection Kit, # 425-MSC6246937, is used in the service procedure of this bulletin. Make sure to have a sufficient quantity of the the detection kits' contents before starting the service procedure. Detection kits can be ordered from TECH•MATE at 1-800-662-2001, or through their website: [nissantechmate.com](http://nissantechmate.com).

### WARNING:

- Perform the inspection in a well ventilated area.
- Wear protective clothing or suitable protective outer wear before using the chemicals stated in this bulletin.
- Read all directions, warnings, cautions, and important notices of all chemicals in the Dynaflux Crack Detection Kit before using.

1. Raise the vehicle on a shop hoist.
2. Locate, and then clean the area circled in Figure 1 with C-NF Cleaner from the detection kit.



Figure 1

3. After C-NF Cleaner dries, spray PHF Penetrant (from the detection kit), and then leave the area momentarily. See Figure 2.
  - Leave the area for at least one (1) minute.



Figure 2

4. Wipe off the penetrant as shown in Figure 3 with a clean cloth pre-moistened with C-NF Cleaner.



Figure 3

5. Apply D-NF Developer (from the detection kit) where shown in Figure 4.



Figure 4

6. After the application of D-NF Developer has dried, check for a crack.
  - a. If NO crack is found, clean off D-NF Developer with C-NF Cleaner.
    - Inspection is complete. No further work is needed.
  - b. If a crack is found, **DO NOT** release the vehicle. Hold the vehicle until further instructions.

Email the inspection results to [nafgasupport@nissan-usa.com](mailto:nafgasupport@nissan-usa.com).

Include in the email:

- Email subject line: R1411 Needs Repair
- Dealer name, address, and dealer code
- Contact person's name and phone number
- Vehicle Identification Number (VIN)
- Statement that a crack was found during inspection
- A legible picture of the crack

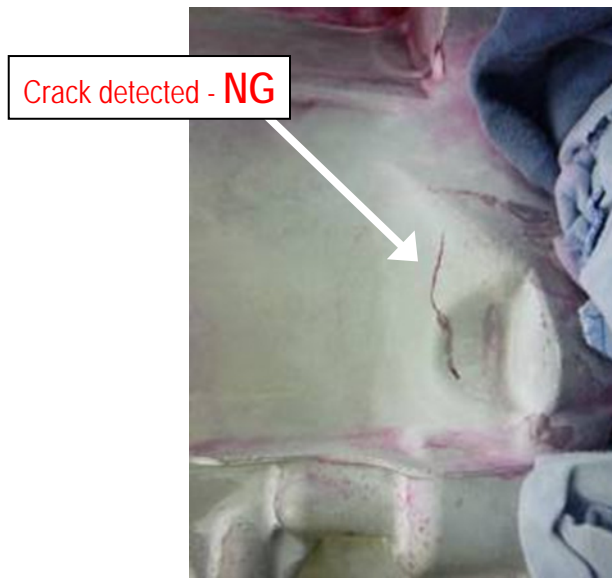


Figure 5



Figure 6

## PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Dynaflux Crack Detection Kit	425-MS6246937	*

\* The contents of one detection kit is good for approximately four (4) vehicles. Make sure to have a sufficient quantity of the the detection kits' contents before starting the service procedure. Detection kits can be ordered from TECH•MATE at 1-800-662-2001, or through their website: [nissantechmate.com](http://nissantechmate.com).

## CLAIMS INFORMATION

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

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
R1411	Inspect Transmission Case	R14110	0.3 hrs.

Expense Code	Description	Amount
050	Dynaflux Crack Detection Kit	\$45.00

If a crack is found, **DO NOT** release the vehicle. Hold the vehicle until further instructions.

Email the inspection results to [nafgasupport@nissan-usa.com](mailto:nafgasupport@nissan-usa.com).

Include in the email:

- Email subject line: R1411 Needs Repair
- Dealer name, address, and dealer code
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