



# After-sales Retailer Support

2013 JX35 & 2014 QX60

## Secondary Hood Latch Voluntary Recall Campaign Update and Diagnostic Software Update

Reference: PC344/PC358

Date: March 13, 2015

**Attention: Retailer Principal, Sales, Parts and Service Managers**

**\*\*\*\*\* Retailer Announcement \*\*\*\*\***

As previously announced, Infiniti is conducting a voluntary safety recall campaign on certain MY2013 Infiniti JX35 and 2014 QX60 vehicles manufactured in Smyrna, TN between November 29<sup>th</sup>, 2011 and November 18<sup>th</sup>, 2013 to adjust the secondary hood latch stop tab. Customer notification began this week. Client notification began this week.

**A STOP SALE condition for vehicles affected by the secondary hood latch recall (PC344) is in effect.**

In addition to the recall remedy, Infiniti is informing affected clients that their vehicles (non-Hybrid models) are eligible for Continuously Variable Transmission (CVT) Transmission Control Module ("TCM") software programming update to improve CVT service diagnostics (PC358). This diagnostic software update will enhance the retailer's ability to better diagnose and service the CVT by including two new Diagnostic Trouble Codes (DTCs) and enhanced active test capabilities for CONSULT-III. This upgrade is being offered together with the recall remedy in order to minimize inconvenience to clients.

Vehicles eligible for the CVT diagnostic software update that have already received the secondary hood latch remedy will still be identified in Service Comm and can receive this software update upon their next service visit.

Infiniti is committed to a high level of client safety, service, and satisfaction and is working with its retailers to provide an outstanding ownership experience to Infiniti JX35 and QX60 owners.

**IMPORTANT: Retailers are requested to repair any vehicles currently in inventory prior to retail delivery to ensure client satisfaction.**

**\*\*\*\*\* What Retailers Should Do \*\*\*\*\***

1. Verify the subject vehicle is subject to the recall campaign using Service Comm I.D. **PC344.**
2. Use **ITB15-005**, to remedy the vehicle
3. Verify the subject vehicle is eligible for this Diagnostic Software Update using Service Comm I.D. **PC358.**
4. Update the CVT TCM software using bulletin **ITB15-013.**

**\*\*\*\*\* Parts Information \*\*\*\*\***

The software for this CVT TCM update activity is available on ASIST. No other parts are necessary for the hood latch remedy or the TCM diagnostic update.

**\*\*\*\*\* Repair Instructions\*\*\*\*\***

- 1. ITB15-005 for Secondary Hood Latch recall remedy**
- 2. ITB15-013 for PC358 CVT TCM Diagnostic Software Update**
- 3. ITB15-012 will be issued to aid new CVT service diagnostics**

The information above will be available on ASIST and [www.NNAnet.com](http://www.NNAnet.com) on March 13<sup>th</sup>, 2015.

- ASIST:
  - **ITB15-005**
  - **ITB15-013**
  - **ITB15-012**
- NNAnet.com under My Documents in the following categories:
  - Parts>Campaigns>
  - Sales>Campaigns
  - Service>Campaigns>
    - Keyword Search:**PC358**

**\*\*\*\*\* Vehicle Identification \*\*\*\*\***

Vehicles subject to the recall and the Diagnostic Software Update can be identified through two methods:

- **SERVICE COMM** – Beginning March 13<sup>th</sup>, retailer service departments can complete an inquiry on SERVICE COMM – **I.D. PC344 and PC358-** to determine if a vehicle is subject to this Diagnostic Enhancement Action.
- **VIN List** – As a courtesy, posted with this announcement is a list of PC358 affected retailer inventory VINs by region, district, and Retailer Code.

**\*\*\*\*\* Retailer Responsibility \*\*\*\*\***

It is the retailer's responsibility to check SERVICE COMM using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this Diagnostic Enhancement Action which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in retailer inventory. If a VIN subject to this activity was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion. Infiniti requests retailers to perform this repair on vehicles in inventory prior to being retailed to ensure client satisfaction.

**\*\*\*\*\* Owner Notification \*\*\*\*\***

Infiniti will begin notifying potentially affected clients via U.S. Mail this week.

**FAQ:**

**Q. What is the reason for this Diagnostic Software Update?**

A. This diagnostic software update will enhance the retailer's ability to better diagnose and service the CVT by including two new Diagnostic Trouble Codes (DTCs) and enhanced active test capabilities for CONSULT-III.

**Q. Is there any charge for this repair?**

A. No, this update is free.

**Q. When will vehicle owners be notified?**

A. Infiniti is informing affected clients that their vehicles (non-Hybrid models) are eligible for this update as a part of the Secondary Hood Latch Recall notification (PC344). This upgrade is being offered together with the recall remedy in order to minimize inconvenience to clients.

**Q. I did not receive a letter, how can I tell if my vehicle is eligible?**

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this activity.

**Q. What model year vehicles are involved?**

A. This action affects certain non-hybrid Infiniti MY13 Infiniti JX35 and MY 2014 QX60 vehicles manufactured in Smyrna, TN.

**Q. Is this a safety recall?**

A. No, but this diagnostic enhancement being offered together with the recall remedy in order to minimize inconvenience to clients.

**Q. What will be the service department action?**

A. Retailers should install the updated CVT software in vehicles identified in Service Comm with **I.D. PC358**. No additional diagnosis or repair is required unless the client has brought the vehicle into the dealership for a concern related to CVT operation.

**Q. How long will the corrective action take?**

A. It should take approximately 1 hour to reprogram the Continually Variable Transmission ("CVT") software. Your retailer may require your vehicle for a longer period of time based on their work schedule.

**Q. Will a loaner vehicle be provided while the retailer is servicing the vehicle?**

A. Infiniti will provide a courtesy vehicle for the client to use while their vehicle is being serviced. Courtesy vehicles are subject to availability and not guaranteed. There are no provisions for rental reimbursement under this diagnostic enhancement activity.

**Q. Are there any parts required for the retailer to perform this action?**

A. No.

**Q. Do I need to make an appointment in advance?**

A. Yes. An appointment made in advance might be helpful to ensure that your Infiniti retailer can complete the repair at your convenience.

**Q. Will I have to take my vehicle back to the selling retailer to have the service performed?**

A. No, any authorized Infiniti retailer is able to perform the diagnostic enhancement .  
**For CA:** Please inform us of the retailer where you would like to have the corrective action completed.

**Q. Can this activity be performed on U.S. vehicles that are being operated in Foreign Countries (Overseas)?**

A. Yes.

**Q. I am presently operating my U.S. vehicle in a Foreign Country (Overseas). What do I need to do to get the activity on my vehicle performed?**

A. Let me get some information from you so I can verify that your vehicle is involved in this diagnostic enhancement . Please give me your name, address, telephone number, and vehicle identification number (VIN).

**(Note to CRR: Follow SOP 7.12 Overseas Recall Campaign Parts Request. Obtain an actual home address rather than a military base address to ensure proper delivery of packages due to the current international activities. If the client only has a military base address then document this information and proceed with the procedure.)**

**Q. Do I need a letter of clearance for my vehicle so I can export it to Canada if my vehicle is involved in this diagnostic enhancement?**

A. No, a letter of clearance is not needed for diagnostic enhancement.