

Classification:

FE21-004

Reference:

ITB21-014

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Date:

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VOLUNTARY SAFETY RECALL CAMPAIGN 2020-2021 QX80; FUEL PUMP ASSEMBLY

CAMPAIGN ID #: R21A3
APPLIED VEHICLES: 2020-2021 QX80 (Z62)

Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.

INTRODUCTION

Infiniti is conducting this voluntary safety recall campaign, on certain specific model year 2020-2021 QX80 vehicles, to replace the fuel pump assembly. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number R21A3 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

RETAILER RESPONSIBILITY

It is the retailer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History 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.

REQUIRED SPECIAL TOOL

Each dealer has been shipped one Fuel Pump Lock Ring Tool, special tool J-45722.

Additional tools are available from Tech•Mate online: www.infinititechmate.com, or by phone: 1-800-662-2001.



Figure 1

SERVICE PROCEDURE

⚠ WARNING To avoid the risk of death or severe personal injury when inspecting and replacing fuel line parts, be sure to observe the following:

- Put a “WARNING: FLAMMABLE” sign in the workshop.
- Be sure to work in a well-ventilated area and furnish workshop with a CO2 fire extinguisher.
- Never smoke while servicing the fuel system.
- Keep open flames, sparks and other ignition sources away from the work area.
- Never bend or twist tubes when they are being installed.
- After installing tubes, check that there is no fuel leakage at connections in the following steps.
 - 1) Apply fuel pressure to fuel lines by turning the ignition switch “ON” (with engine stopped). Then check for fuel leakage at connections.
 - 2) Start the engine, increase rpm and check for fuel leakage at connections.

⚠ CAUTION To avoid the risk of minor personal injury or property damage when inspecting and replacing fuel line parts, be sure to observe the following:

- Perform the operation with vehicle on level ground.
 - Disconnect the quick connector when the tabs are completely depressed.
1. Replace the fuel pump assembly.
 - For fuel pump assembly replacement, refer to the ESM section below.
 - **REPAIR > ENGINE > FUEL SYSTEM > REMOVAL AND INSTALLATION > FUEL LEVEL SENSOR UNIT, FUEL FILTER AND FUEL PUMP ASSEMBLY**

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
FUEL PUMP – IN TANK	A7040-3ZD0B	1
PACKING FUEL GAUGE	17342-EA000	1

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
R21A3	Replace Fuel Pump	R21A30	0.8

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
June 1, 2021	ITB21-014	Original bulletin published