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# After-sales Retailer Support

## MY2014 Infiniti QX60 CVT Rev Sensor Retailer Inspection

Reference: PC261

Date: January 15, 2014

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

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

Infiniti is conducting a Retailer Service Action to inspect the CVT output speed sensor on certain specific 2014 Infiniti QX60 vehicles currently in retailer inventory only. On a small percentage of vehicles, the CVT output speed sensor terminals may have accumulated moisture or corroded and the retailer will need to replace the sensor.

To ensure client satisfaction, retailers are asked to perform the following inspection procedure prior to sale. If no moisture or corrosion is present, the service action can be completed and the vehicle can be sold without further action. If moisture or corrosion is present on vehicles, the retailer will replace the output speed sensor with a new sensor assembly.

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

There is no part restriction on the new sensor assembly, and retailers can order as necessary.

Sensor Assembly (includes O-ring): 31935-1XF00

**\*\*\*\*\* Vehicle Identification – Retailer Inventory \*\*\*\*\***

**2014 QX60 vehicles** subject to this Retailer Service Action can be identified through two methods:

- **SERVICE COMM** – Beginning January 16th, retailer service departments can complete an inquiry on SERVICE COMM – **L.D. PC261** - to determine if a vehicle is subject to this Service Action.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected retailer inventory VINs by region, district, and Retailer Code.

**\*\*\*\*\* Retailer's Responsibility \*\*\*\*\***

It is the retailer's responsibility to check SERVICE COMM – **L.D. PC261** – for the status on each vehicle which is currently in its inventory. Infiniti requests retailers to perform this inspection on any vehicles in their inventory before they are retailed to ensure client satisfaction.

**\*\*\*\*\* Inspection Procedure \*\*\*\*\***

This service action procedure will be available on ASIST and NNAnet.com.

- ASIST – Go to “Tech Support Info” on the left column of the ASIST opening page. Under “Tech Support Info”, select “Inventory Vehicle Actions”. A new window will open where you may access the technical procedures.
- NNAnet.com – Beginning Thursday, January 16<sup>th</sup>, this procedure can be found on NNAnet.com under My Documents in the following categories:
  - Sales>Campaigns>
  - Parts>Campaigns>
  - Service>Campaigns>

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## SERVICE PROCEDURE

1. Turn steering wheel to full right turn position then turn engine and ignition **OFF**.

**CAUTION:**

**Do not hold steering wheel in a locked position for more than 10 seconds. Damage to power steering oil pump may occur.**

2. Raise the vehicle on the hoist.
3. Look into driver side (LF) wheel well to locate the output speed sensor, see Figure 1.

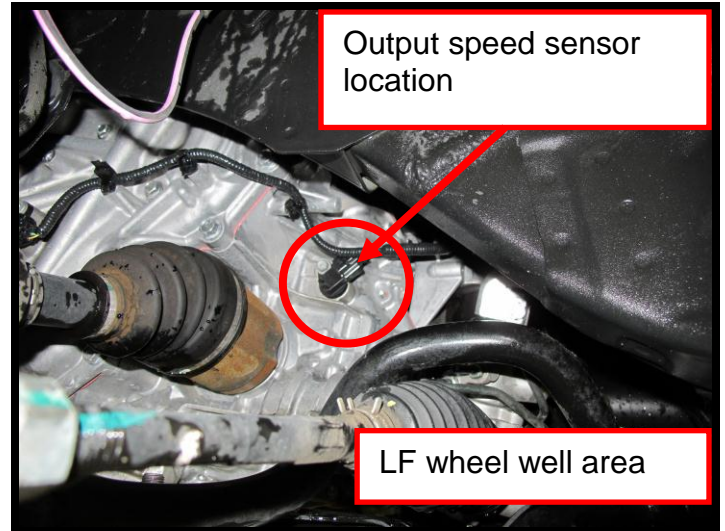


Figure 1

4. Disconnect harness from output speed sensor and remove sensor from transmission.
5. Inspect output speed sensor terminals and harness connector for corrosion or evidence of moisture intrusion.

- Is corrosion found on output speed sensor terminals? (see Figure 2)
- Is moisture intrusion found in output speed sensor harness connector?

6. If YES to any of the questions in Step 5:

- Replace output speed sensor with a new sensor assembly.
- Torque output speed sensor bolt to 5.9 N•m (52 in-lb).
- Dry harness connector with low pressure shop air and apply electric cleaner (CRC® QD® Electric Cleaner PN 05103 or equivalent).

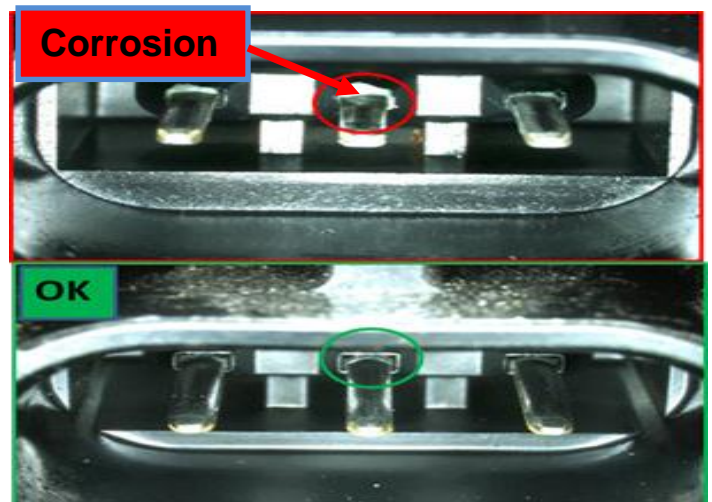


Figure 2

7. If NO corrosion or moisture is found in the output speed sensor or the harness connector:
  - Reinstall output speed sensor in the transmission.
  - Torque output speed sensor bolt to 5.9 N•m (52 in-lb).
8. Reconnect harness connector.
9. Submit warranty claim (see claims info).
10. Release the vehicle.

**PARTS INFORMATION**

DESCRIPTION	PART #	QUANTITY
Sensor Assembly	31935-1XF00	1

**CLAIMS INFORMATION**

**Submit claim using the following claims coding:**

**Work Order Line Type: "CM" Campaign**

**Campaign: PC261**

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PC261			
<b>Symptom:</b>	ZZ			
<b>Diagnosis:</b>	99			
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>	<b>Parts Required on claim</b>	<b>Expense Code Required</b>
Inspect output speed sensor.	PC2610	0.4H	No	No
Inspect and replace output speed sensor.	PC2611	0.4H	Yes	No