



Aftersales Retailer Support

2013-14 JX35 QX60 CVT

Retailer Service Action

Reference: PC284
Date: May 24, 2014

Attention: Retailer Principal, Sales, Parts and Service Managers

*******Retailer Announcement*******

Infiniti is conducting a Retailer Service Action to replace the CVT and reprogram/calibrate the TCM on a limited number of certain specific 2013-14 JX35/QX60 vehicles that are currently in retailer inventory (including Infiniti Courtesy Vehicles) prior to retail sale either as a new vehicle or certified pre-owned vehicle.

To ensure customer satisfaction, retailers are asked to perform the replacement and reprogramming/calibration procedure as outlined in the Electronic Service Manual (ESM) & ITB13-055 prior to the sale. After following the procedure, the service action is completed and the vehicle can be sold without further action.

*******Parts Information*******

Retailers with JX35 and/or QX60 vehicles affected by this service action will receive automated CVT part shipment(s) starting Saturday, May 24. After the initial automated shipment, Infiniti will complete shipments for the remainder of vehicles affected by mid-June.

Retailers should not order additional CVT's for this Retailer Service Action.

*******Repair and Claims Information*******

Retailers will use the Electronic Service Manual (ESM) for the procedure to replace the CVT and ITB13-055 to reprogram/calibrate the TCM.

Claims and parts information for this Service Action are included below. CVT pre-authorization is **not required** for vehicles subject to this Service Action.

*******Vehicle Identification*******

There are approximately **48** JX35/QX60 vehicles affected by this Service Action in retailer new vehicle inventory. Retailers should check Infiniti Courtesy Vehicle VINs against SERVICE COMM for applicability.

2013-14 Infiniti JX35/QX60 vehicles subject to this action can be identified through two methods:

- **SERVICE COMM** – On May 24, Retailer service departments can complete an inquiry on SERVICE COMM – **I.D. PC284** - to determine if a vehicle is subject to this action.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected retailer new vehicle inventory VINs by region, district, and Dealer Code **as of May 23, 2014.**

*******Retailers Responsibility*******

It is the retailer's responsibility to check SERVICE COMM – **I.D. PC284** – for the status on each vehicle which is currently in its inventory. Infiniti requests retailers to perform this CVT replacement and TCM reprogram/calibrate on any vehicles affected by this action in their inventory before they are retailed to ensure client satisfaction.

Service Procedure

Instructions:

1. Follow ASIST Electronic service manual to replace CVT Transmission.
2. Reprogram TCM to latest version using CIII plus (per electronic service manual).

Before starting, make sure:

- ASIST on the CONSULT PC has been freshly synchronized (updated).
 - All C-III plus software updates (if any) have been installed.
3. Perform TCM calibration data "Write" procedure per ITB13-055.

Warranty Coding

Work Order Line Type: "CM" Campaign

Campaign: PC284 – Infiniti JX35 & QX60 CVT Replacement and Rewrite TCM

Claim Type:	CM			
PNC:	PC284			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Replace CVT Transmission and Rewrite TCM (FWD)	PC2840	10.8 Hrs.	Yes	Yes
Replace CVT Transmission and Rewrite TCM (AWD)	PC2841	11.5 Hrs.	Yes	Yes

Parts needed:

Part Number / Name	Qty (MAX)	Req/Op
310CM-3WX0D-RE / Automatic Transaxle Assy. (FWD) Or 310CM-3WX0E-RE / Automatic Transaxle Assy. (AWD)	1	Required
999MP-NS300P / CVT FLUID	10	Required

Parts Returned: Return transmission core through normal core return process.