



INFINITI

EMPOWER THE DRIVE

CAMPAIGN BULLETIN

OBD II EVAP Tube

Warranty Policy Enhancement

Reference: IEVAP

Date: March 21, 2017

Attention: Retailer Principal, Sales, Parts and Service Managers

***** Warranty Policy Enhancement *****

Infiniti is committed to providing the highest levels of product quality and client satisfaction. With that in mind, Infiniti has discovered the OBD II software on 2004-2016, as well as some 2003 and 2017, model year vehicles may not be able to accurately pinpoint if a clog were to develop in the evaporative emission vapor vent tube (located between the fuel tank and vapor canister).

Even though the potential for a clog to develop is very rare, Infiniti is enhancing the emission warranty coverage for this evaporative emission vapor vent tube to 15 years or 150,000 miles, whichever occurs first, if the tube is found to be clogged. All other warranty terms, limitations, and conditions remain unchanged. Please note that a hard-to-fill (refueling) condition symptom may indicate a clog in this evaporative emission vapor vent tube.

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

1. Retailers are requested to use **ITB17-026** to identify a clog in the evaporative emission vapor vent tube on affected retailed vehicles that enter their service bay if an issue such as hard-to-fill with fuel condition exists. Otherwise, no action is necessary.

NOTE: SERVICE COMM will display information on the APPLICABLE WARRANTIES page:

- *Evaporative Emission Vent Tube Clog - 15 year/150K miles*

2. Retailers should use the appropriate claims coding from the TSB for diagnosis and/or repair to file warranty claims.

***** Release Schedule *****

Parts	• No parts are required to be stocked for this warranty enhancement • Pursuant to APRM policy 2.35.13, retailers are expected to comply with the parts return procedure. Retailers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines. If the vent tube is not clogged, further diagnostic may be required that is not covered under this bulletin or this enhanced emission warranty coverage. • NOTE: Parts requested are VIN and repair order specific. It is important for retailers to return parts applicable to the VIN and repair order identified.
Special Tools	• 697-95-0130-NIS Dual Pressure Diagnostic Leak Detector • Special tools arrived at retailers the week of December 19, 2016 • Additional tools may be ordered as necessary from TechMate @ 1-800-662-2001
Repair	• ITB17-026

Owner Notification	All owners of record will be notified in phased mailing schedule via U.S. mail beginning in March 2017.
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Frequently Asked Questions (FAQ):

Q. Is this a Stop Sale?

A. No.

Q. What is the reason for this announcement?

A. Infiniti has discovered that on many 2003-2017MY Infiniti models, in the very rare circumstance that a clog were to develop in the evaporative emission vapor vent tube (located between the fuel tank and vapor canister), the vehicles have software that may not be able to accurately pinpoint the issue.

Q. What will be the corrective action?

A. Infiniti will enhance the emission warranty coverage on this vapor vent tube to 15 years or 150,000 miles, whichever occurs first, if the tube is found to be clogged.

Q. How long will the corrective action take?

A. There is no need to bring your vehicle into your retailer. Please use the peel-off label from the letter you received and place the label on the front cover of the Warranty Information Booklet which came with your vehicle.

Q. When will vehicle owners be notified?

A. All owners of record will be notified in phased mailing schedule via U.S. mail beginning in March 2017.

Q. Are parts readily available?

A. No parts are required for this warranty enhancement. If an issue such as hard-to-fill with fuel does exist, you may go to any Infiniti retailer for assessment. Parts are available, if required.

Q. Is my vehicle safe to drive?

A. Yes.

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

A. No service is required for this warranty policy enhancement. If an issue such as hard-to-fill with fuel does exist, you may go to any Infiniti retailer for assessment.

Q. I have lost confidence in the vehicle. Will Infiniti replace or repurchase the vehicle?

A. No. The warranty policy enhancement is meant to increase your confidence in Infiniti as a company and in your vehicle.

Q. Is there anything owners can do to mitigate the condition?

A. No.

Q. Is there any charge for the repair?

A. No repair is required. If an issue such as hard-to-fill with fuel does exist, you may go to any Infiniti retailer for assessment. If the tube is found to be clogged, there would be no charge for the repair.

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

A. No repair is required. If an issue such as hard-to-fill with fuel does exist, you may go to any Infiniti retailer for assessment.

Q. What model year vehicles are involved?

A. Most MY04-MY16 vehicles are affected. Some late MY03 and early MY17 vehicles are also affected.

Q. How many vehicles are impacted?

A. The estimated US population affected is ~1.5M.

Q. Are you experiencing this condition on any other Infiniti (or Nissan) models?

A. Yes, most MY04-MY16 vehicles are affected. Some late MY03 and early MY17 vehicles are also affected.