

Classification:

HA17-008

Reference:

ITB17-057

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Date:

December 1, 2017

2011 – 2013 M AND M HYBRID, 2014-2015 Q70 AND Q70 HYBRID; POOR HEATER PERFORMANCE FROM THE PASSENGER SIDE

APPLIED VEHICLES:	2014-2015 Q70 (Y51) 2014-2015 Q70 Hybrid (Y51) 2011-2013 M (Y51) 2012-2013 M Hybrid (Y51)
APPLIED VIN AND DATE:	2015 Q70 built before JN1(*)Y(*)1R(*)FM 562462 / February 6, 2015 2015 Q70 Hybrid built before JN1(*)Y(*)AP(*)FM 510031 / February 5, 2015 2014 Q70; All VINs and Dates 2014 Q70 Hybrid; All VINs and Dates 2011-2013 M; All VINs and Dates 2012-2013 M Hybrid; All VINs and Dates
APPLIED ENGINES:	V6 (VQ35HR) , V6 (VQ37VHR), V8 (VK56VD)

IF YOU CONFIRM

With the engine running at full operating temperature and the HVAC set to VENT (face) and 90°F on both sides, the VENT air temperature on the passenger side is more than 10°F colder than the VENT air temperature on the driver side,

AND THEN

When the HVAC control is adjusted to 60°F on both sides, there is a noticeable change from warm air to cool (A/C) air discharged from VENT on both sides. This confirms proper MIX door operation,

NOTE: If the MIX door operation is abnormal, this bulletin does not apply. Refer to ASIST for further diagnostic information.

AND

No HVAC DTCs are stored.

ACTION

1. Drain the engine coolant.
2. Modify the thermostat.
3. Flush the cooling system 3 times with Long Life Coolant.
4. Replace the heater core.
5. Replace the thermostat with gasket.

IMPORTANT: The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire SERVICE PROCEDURE as it contains information that is essential to successfully completing this repair.

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.

SERVICE PROCEDURE

1. Drain the engine coolant.
 - Refer to the Electronic Service Manual (ESM), section CO-Engine Cooling System, for draining procedure.
2. Remove the thermostat / water inlet.
 - Refer to the Electronic Service Manual (ESM), section CO-Engine Cooling System, for thermostat / water inlet removal procedure.
 - Follow Steps 3 and 4 for V8, and then continue to Step 8.
 - Skip to Steps 5 - 7 for V6, and then continue to Step 8.

3. Cut / modify the thermostat housing at the locations shown in Figure 1.

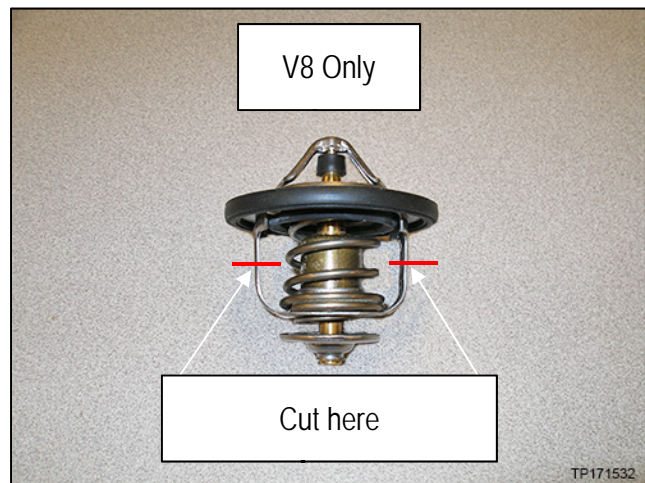


Figure 1

4. Install the modified thermostat.
 - Refer to the Electronic Service Manual (ESM), section CO-Engine Cooling System, for thermostat installation procedure.

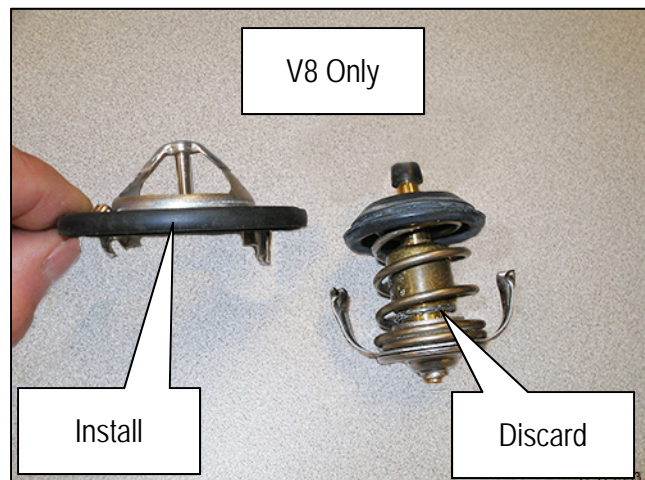


Figure 2

- Cut / modify the water inlet housing at the locations shown in Figure 3.

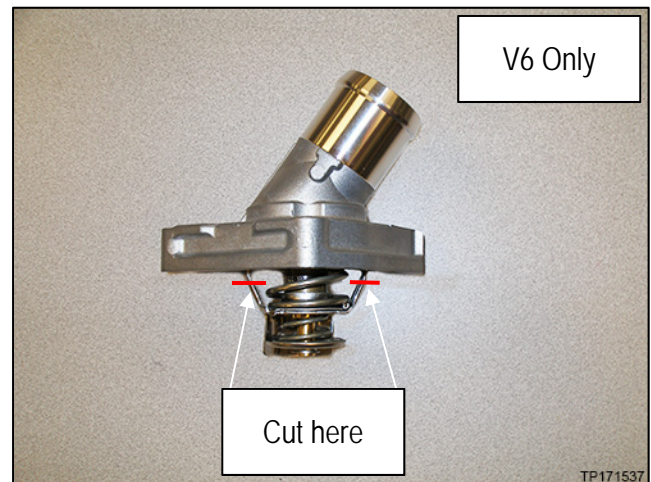


Figure 3

- Remove the thermostat from the water inlet.
- Install the water inlet WITHOUT the thermostat installed.

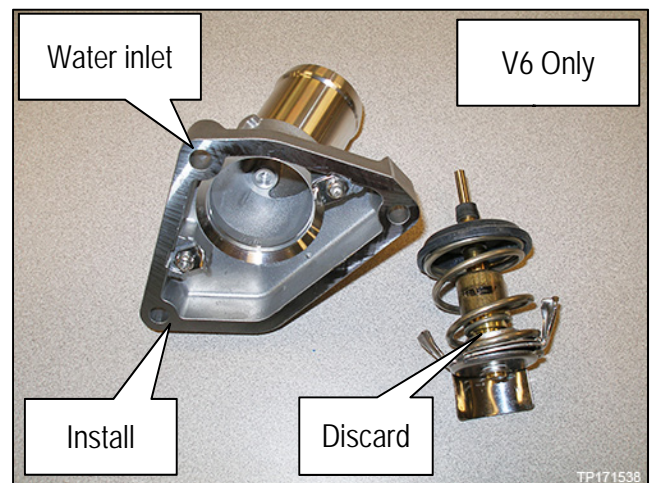


Figure 4

- Fill the engine with genuine Nissan Long Life Antifreeze/Coolant.
 - Refer to the Electronic Service Manual (ESM), section CO-Engine Cooling System, for filling procedure.
- Start the engine and maintain 3000 RPM for 30 seconds.

NOTE: This will suspend any debris in the cooling system which will be drained in the next step.
- Immediately drain the Long Life Antifreeze/Coolant.
 - Refer to the Electronic Service Manual (ESM), section CO-Engine Cooling System, for draining procedure.
- Perform Steps 8, 9, and 10 an additional 2 times, and then continue to the next step.

12. Replace the heater core.

- Refer to the Electronic Service Manual (ESM), section **HA**-Heater & Air Conditioning System, for heater core replacement procedure.

NOTE: Do not replace the A/C Unit assembly.

13. Replace the thermostat / water inlet with gasket.

- Refer to the Electronic Service Manual (ESM), section **CO**-Engine Cooling System, for thermostat removal and installation procedure.

14. Fill the engine with genuine Nissan Long Life Antifreeze/Coolant and purge air from cooling system.

- Refer to the Electronic Service Manual (ESM), section **CO**-Engine Cooling System, for filling procedure.

15. Bring the engine to normal operating temperature range and verify the incident is fixed.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Thermostat (V8)	21200 – AD21A	1
Thermostat (V6)	21200 – 31U03	1
Thermostat gasket (V8)	11062 – 1CA1A	1
Thermostat gasket (V6)	13050 – 31U00	1
Heater core	27140 – 1MA0A	1
Nissan Long Life Antifreeze/Coolant	999MP – L25500P (1)	V8 = 12 gallons V6 = 9 gallons

(1) Order this item through the Infiniti Maintenance Advantage program: Phone: 877-INF-IMA1 (877-463-4621).
Website order via link on dealer portal www.NNAnet.com and click on the "Maintenance Advantage" link.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace Heater Core and Coolant Flush VQ35HR/VQ37 VHR	(1)	CX31AA	ZE	32	7.8
VK56VD					8.0
QHV-Hybrid					7.6

(1) Reference the electronic parts catalog (FAST), and use the Heater Core (27140-*****) as the Primary Failed Part (PFP).

