

# SERVICE CAMPAIGN



## CAMPAIGN BULLETIN

### Electric Intake Valve Timing Control eVTC Reprogram

### Voluntary Service Campaign

Reference: PC662

Date: October 25, 2018

Attention: Retailer Principal, Sales, Parts and Service Managers

| Affected Models/Years: | Affected Population: | Retailer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|------------------------|----------------------|---------------------|-------------------------------|---------------------|
| MY2018 QX60 (L50)      | 13,943               | 69                  | October 25, 2018              | <b>NO</b>           |

#### \*\*\*\*\* Campaign Summary \*\*\*\*\*

INFINITI is conducting a Voluntary Service Campaign to reprogram the electric intake Valve Timing Control (eVTC) module in certain 2018 model year QX60 vehicles. The current software installed may allow the Malfunction Indicator Lamp (MIL) to illuminate improperly if certain cold start conditions are met. Clients experiencing this condition may indicate the MIL is illuminated with no driveability concerns. This service campaign supercedes Quality Action PC625 announced on May 1, 2018.

#### \*\*\*\*\* What Retailers Should Do \*\*\*\*\*

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **PC662**
  - New vehicles in retailer inventory can also be identified through the attached VIN list or by using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
    - Refer to IPSB 15-286 for additional information
  - Please continue to check newly arriving inventory for campaign applicability.
2. Retailers are requested to repair any affected vehicles in retailer new or pre-owned inventory to ensure client satisfaction.
3. Retailers should use **ITB18-036** to correct any vehicles subject to this campaign.
4. Once repaired, retailers should submit the claim, using the claims coding provided, and release the vehicle.

#### \*\*\*\*\* Release Schedule \*\*\*\*\*

|               |                                                                                                                                                                                                                                                            |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Parts         | No parts are needed. Dealers will reprogram the electric intake Valve Timing Control (eVTC) module with updated software. <ul style="list-style-type: none"><li>• Parts are only needed in the event of eVTC module failure during reprogramming</li></ul> |
| Special Tools | <ul style="list-style-type: none"><li>• J-52601 - eVTC Reprogramming Kit *</li><li>• CONSULT III</li></ul>                                                                                                                                                 |

|                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                    | <p>*Each dealer has been shipped one eVTC reprogramming kit (J-52601). Reprogramming kits should begin arriving at dealerships the week of <b>October 22, 2018</b>.</p> <ul style="list-style-type: none"> <li>○ Tool kit includes: <ul style="list-style-type: none"> <li>▪ eVTC reprogramming tool</li> <li>▪ Mini USB cable</li> <li>▪ Reprogramming harness</li> </ul> </li> </ul> <p>Additional tools are available via TechMate @ 1-800-662-2001</p> |
| Repair             | <ul style="list-style-type: none"> <li>• ITB18-036</li> </ul> <p><b>NOTE:</b> The campaign bulletin is available on ASIST and NNAnet</p>                                                                                                                                                                                                                                                                                                                   |
| Owner Notification | <p>INFINITI will begin notifying owners of all potentially affected vehicles in <b>November 2018</b> via U.S. Mail.</p>                                                                                                                                                                                                                                                                                                                                    |

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

It is the retailer's responsibility to check SERVICE COMM or DBS National Service History – Open Campaign using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service campaign which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in retailer inventory. If a VIN subject to this voluntary service campaign was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for repair completion.

**Frequently Asked Questions (FAQ):**

**Q. Is this a Stop Sale?**

A. No.

**Q. Is this a safety recall?**

A. No.

**Q. What is the reason for this action?**

A. The current software installed in the electric intake Valve Timing Control (eVTC) module may allow the Malfunction Indicator Lamp (MIL) to illuminate improperly if certain cold start conditions are met. Clients experiencing this condition may indicate the MIL is illuminated with no driveability concerns.

**Q. What will be the corrective action?**

A. INFINITI retailers will reprogram the electric intake Valve timing Control (eVTC) module.

**Q. How long will the corrective action take?**

A. This service, which is conducted at no charge to you for parts and labor, should take approximately one (1) hour to complete. However, your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule.

**Q. What changed from Quality Action PC625?**

A. The previously announced quality action only applied to new vehicle inventory in select cold weather states. This service campaign will apply to certain vehicles in all states and include vehicles that were retailed before the quality action was announced.

Additionally, the previous quality action required replacement of the electronic intake Valve Timing Control (eVTC) module. Hardware replacement is no longer required as updated software is now available to remedy this concern.

**Q. When will vehicle owners be notified?**

A. INFINITI will begin notifying owners of all potentially affected vehicles in **November 2018** via U.S. Mail.

**Q. Are parts readily available?**

A. Retailers will reprogram the electric intake Valve Timing Control (eVTC) module. Parts are not necessary for this remedy.

**Q. I did not receive a letter, how can I tell if my vehicle is affected?**

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

**Q. Is my vehicle safe to drive?**

A. Yes.

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

A. INFINITI may provide a courtesy vehicle for the client to use while their vehicle is being serviced. Courtesy vehicles are subject to availability and not guaranteed. Please check with your retailer for availability and further details.

**If the reprogramming cannot be performed successfully** and an eVTC module needs to be ordered, rental is available upon client request.

| EXPENSE CODE                                                                             | DESCRIPTION    | AMOUNT      |
|------------------------------------------------------------------------------------------|----------------|-------------|
| 502                                                                                      | Rental Expense | \$180 (Max) |
| Contact the Warranty Claims Call Center @ 800-933-3712 if additional expense is required |                |             |

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

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing 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, the remedy will be performed for the client free of charge for parts and labor.

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

A. No, any authorized INFINITI retailer is able to perform the voluntary service campaign.

**For Consumer Affairs:** Please inform us of the retailer where you would like to have the corrective action completed.

Q. What model year vehicles are involved?

A. Certain 2018 INFINITI QX60 vehicles within a specific production range are affected.

| <u>Make/Model</u> | <u>Dates of Manufacture</u>             |
|-------------------|-----------------------------------------|
| MY2018 QX60 (L50) | • May 3, 2017 through December 19, 2017 |

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

A. Yes. MY2018 Nissan Pathfinder vehicles within the same production range may also be affected.

Revision History:

| Date             | Announcement | Purpose                   |
|------------------|--------------|---------------------------|
| October 25, 2018 | Original     | New campaign announcement |