

SERVICE CAMPAIGN



CAMPAIGN BULLETIN

Air Conditioner Condenser Pipe Voluntary Emission Service Campaign

Reference: PC900
Date: July 22, 2022

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2022 QX60 (L51)	2,058	1	July 22, 2022	NO

***** Campaign Summary *****

INFINITI is conducting a Voluntary Emission Service Campaign to correct a potential refrigerant leak on specific model year 2022 INFINITI QX60 vehicles identified in Service Comm and DBS National Service History.

Affected vehicles may have reduced Air Conditioner (AC) cooling performance due to a refrigerant leak caused by a seal manufacturing issue that has since been corrected.

The retailer will evacuate the Air Conditioner (AC) System, replace the AC Pipe and ancillary parts, and refill with refrigerant.

Affected vehicles are not subject to stop sale.

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

1. Verify if vehicles are affected by this Voluntary Emission Service Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. PC900.
2. Retailers are requested to remedy any affected vehicles in dealer pre-owned inventory to ensure customer satisfaction.
3. Retailers should use ITB22-028 to correct any vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.

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

Parts	Parts are on restriction and may be ordered via DBS.		
	Part Number	Description	Quantity
	92446-6SAOK	Pipe Assembly	1
	92471-N823A	O-Ring	1
	92472-N823A	Seal O-Ring	1
	92477-6RR1A	O-Ring	1
	92477-6RR2A	Seal O-Ring	1
	01553-0195U	Clip	1
	999MPR1234YF	Refrigerant	Dealer Tire
	999MPVC100YF	Compressor Oil	Dealer Tire
	Parts replaced under this campaign activity may be collected. It is important for dealers to return parts applicable specifically to the VIN and repair order identified.		
Special Tools	<ul style="list-style-type: none"> ➤ CONSULT III+ ➤ AC Machine 		
Repair	<ul style="list-style-type: none"> • ITB22-028 		
Owner Notification	INFINITI will begin notifying owners of all potentially affected vehicles in August 2022 via U.S. Mail.		

******* 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. INFINITI has determined that affected vehicles may be equipped with an Air Conditioning (AC) condenser jump tube that may, in some situations, leak and lead to reduced AC performance in your vehicle

Q. What is the possible effect of the condition?

A. Affected vehicles may have reduced Air Conditioner (AC) cooling performance.

Q. What will be the corrective action?

A. Retailers will evacuate the Air Conditioner (AC) System, replace the AC Pipe and ancillary parts, and refill with refrigerant.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to one and a half (1.5) hours to complete. However, your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. INFINITI will begin notifying owners of all potentially affected vehicles in **August 2022** via U.S. Mail.

Q. Are parts readily available?

A. Yes, parts are on restriction and may be placed through DBS.

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. Rental is available if needed, while parts are on order, if a courtesy vehicle is not available.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$225 (Max)
Contact the Warranty Claims Call Center @ 800-933-3712 if additional expense is required.		

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. 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 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. Rental is available if needed, while parts are on order, if a courtesy vehicle is not available.

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. 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. Specific model year 2022 INFINITI QX60 vehicles manufactured between August 12, 2021 and November 20, 2021 at the Smyrna, TN plant are affected.

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

A. Yes, the 2022 Nissan Pathfinder.

Revision History:

Date	Announcement	Purpose
July 22, 2022	Original Document	New campaign announcement