



INFINITI®

## CAMPAIGN BULLETIN CVT Warranty Extension

Reference: CVT

Date: June 1, 2022

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Warranty Extension Activation Date:
2015-2018 QX60 (L50)	June 1, 2022

In an effort to assure client satisfaction, demonstrate our confidence in continuously variable transmissions (CVTs), and to address client concerns including those expressed by clients in the class actions, INFINITI will extend the warranty coverage on the CVT. The warranty extension includes the CVT assembly and internal CVT components, gaskets, and seals, CVT control valve body, torque converter, cooler kit (if applicable) and reprogramming of the Transmission Control Module (TCM), on the vehicle listed in this announcement. The warranty is being extended from its original duration of 72 months/70,000 miles to 96 months/94,000 miles (whichever occurs first).

Coverage of other vehicle components remains unchanged, and all other terms, conditions, limitations and exclusions of INFINITI's New Vehicle Limited Warranty continue to apply.

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

1. If an owner contacts a retailer with a CVT concern in an owned or leased vehicle, verify warranty coverage for the specific VIN and then inform the client of any diagnostic charges.

**NOTE:** Some owners may have opted out of the warranty extension by excluding themselves from the class action settlement, thus it is important to check the VIN for each vehicle to verify coverage.

2. Use the appropriate Technical Service Bulletin (TSB) and/or Electronic Service Manual (ESM) to diagnose the root cause of the client concern and identify the correct repair to resolve the client concerns.

**NOTE:** Retailers will need to follow the warranty process and obtain pre-approval from the Powertrain Call Center (800-973-9992, option 2) for any vehicles requiring CVT replacements when the replacement cost exceeds a Dealer's Claims Administration/Authorization Limits (DCAL).

3. CVT warranty coverage can be confirmed using the warranty extensions/customer service initiatives page in Service Comm or DBS National Service History.
4. If the vehicle is no longer covered by a powertrain or parts warranty, provide owners a repair estimate for a test drive, diagnosis, and repair. If an owner requests assistance, be sure to consult goodwill guidelines available in the Assurance Products Resources Manual (APRM) section 2.2 and obtain the necessary approvals before proceeding.

5. Once the CVT has been remedied, dealers should submit the claim using the appropriate claims coding using the Warranty Flat Rate Manual (WFRM) or applicable TSB coding and release the vehicle.

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>Refer to the electronic parts catalog for parts information</li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>Refer to the applicable TSBs available on ASIST for the model year and model being inspected or to diagnostic and repair procedures in the Electronic Service Manual (ESM) as needed.</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>Retailers can complete the CVT Warranty Extension and Client Care Training course available on INFINITI University Online. Access the training through NNAet and click on Training under my links to access course:             <ul style="list-style-type: none"> <li>Service Manager or Director</li> <li>Parts Manager or Director</li> <li>Parts &amp; Service Director</li> <li>Service Consultant</li> <li>Owner Loyalty Manager</li> <li>Warranty Admin</li> </ul> </li> </ul> <p><b>Note:</b> Course will be available mid-June</p>
<b>Owner Notification</b>	INFINITI will begin notifying eligible owners in <b>June 2022</b> via U.S. Mail.

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

It is the retailer's responsibility to check Service Comm or NSH for the warranty status on each vehicle entering the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in retailer inventory.

**Frequently Asked Questions (FAQ):**

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

A. No. This is a warranty extension.

**Q. What is the reason for this Warranty Extension?**

A. In an effort to assure client satisfaction and demonstrate our confidence in continuously variable transmissions (CVTs), INFINITI will extend the warranty coverage on the CVT. The warranty extension includes the CVT assembly and internal CVT components, gaskets, and seals, CVT control valve body, torque converter, cooler kit (if applicable) and reprogramming of the Transmission Control Module (TCM), on the vehicles listed in this announcement from its original duration of 72 months/70,000 miles to 96 months/94,000 miles (whichever occurs first).

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

A. Retailers should refer to the applicable TSB and/or Electronic Service Manual (ESM) to

diagnose the root cause of the client concern and identify the correct repair to resolve the client concerns. Retailers must refer to applicable warranty coverage when providing the client a repair estimate.

If the vehicle is no longer covered by a powertrain or parts warranty, provide owners a repair estimate for a test drive, diagnosis, and repair. If an owner requests assistance, be sure to consult goodwill guidelines available in the Assurance Products Resources Manual (APRM) section 2.2 and obtain the necessary approvals before proceeding.

**Q. If my CVT is repaired or replaced, what are the new terms of the warranty?**

A. The original warranty continues to apply with extended time and mileage limits for the CVT. The owner's Warranty Information Booklet contains warranty coverage details. There is also an additional parts warranty for 12 months/12,000 miles from the date of replacement should parts warranty extend beyond the remaining period of the extended CVT warranty.

If this part was purchased through non-INFINITI retailer or over the counter, INFINITI retailers can refer to the APRM for details on parts warranty information.

**Q. What specific CVT components are covered by this warranty extension? Does it include the internal components, gaskets, seals, transaxle assembly, valve body, and/or cooler kit?**

A. INFINITI has extended the warranty coverage on the CVT assembly including: internal CVT components, gaskets, and seals, CVT control valve body, torque converter, cooler kit (if applicable) and reprogramming of the Transmission Control Module (TCM), on the vehicles listed in this announcement from its original duration of 72 months/70,000 miles to 96 months/94,000 miles (whichever occurs first).

**Q. Is there any training available for this warranty extension?**

A. Yes, retailers can complete the CVT Warranty Extension and Client Care Training course available on INFINITI's University Online. Access the training through NNAnet and click on Training under my links to access course.

**Q. Does this warranty extension cover vehicles sold or registered in Canada or Mexico?**

A. No. Please refer to the warranty extensions/customer service initiatives page in Service Comm or DBS National Service History for warranty coverage on specific VINs.

**Q. Is this warranty extension related to a class action settlement or lawsuit I heard about?**

A. INFINITI has issued this extended warranty in an effort to assure client satisfaction and demonstrate our confidence in Continuously Variable Transmissions (CVTs) as well as to address client concerns, including those that were raised by clients through litigation.

**Q. Is there a quality issue with the CVT?**

A. INFINITI is confident in the quality of our CVT technology. INFINITI and its CVT supplier

continuously make changes aimed at enhancing performance and durability of the CVT. Our current models and service parts reflect the latest available product enhancements. The vast majority of CVT owners will not experience any issue with their transmission, but for the small percentage that may experience an issue, this warranty extension will cover the cost of the repair.

**Q. How has the design changed on current/future models/service parts to address any owner concerns about durability?**

A. INFINITI continuously monitors field quality and implements product enhancements based on actual use and client feedback. Our current models and service parts reflect the latest product enhancements to deliver the most reliable experience for our clients. Our retailer network is equipped with the latest diagnostic tools and training to address any client concerns.

**Q. I am in the process of purchasing a new INFINITI equipped with a Continuously Variable Transmission (CVT). What assurances can be offered to overcome any durability doubts I may have?**

A. Current models reflect the latest available product enhancements and are backed by a factory powertrain warranty.

**Q. If my CVT is not operating properly, will my CVT be replaced with a new assembly?**

A. Trained technicians will diagnose and determine the root cause of your concern and recommend the appropriate repair. This may include a variety of solutions or repairs up to the replacement of the CVT assembly with a new or remanufactured part if necessary.

**Note:** Remanufactured and new CVT assemblies both contain new internal components. Remanufactured CVT assemblies reuse the CVT case (subject to core availability) to increase the amount of service parts available. INFINITI reserves the right to use either remanufactured or new CVT assemblies to repair vehicles under warranty based on available supply.

**Q. What symptoms might I experience if my CVT has an issue?**

A. If you notice a change in vehicle operation or performance, you should take your vehicle to authorized INFINITI retailer for inspection.

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

A. CVT repair duration varies based on the repair required. Your retailer will be able to provide the necessary repair time based on the diagnosis for your vehicle.

**Q. When will vehicle owners be notified of this extended warranty coverage?**

A. INFINITI will begin notifying eligible owners in **June 2022** via U.S. Mail.

- Q. Will a courtesy vehicle be provided while the retailer is servicing the vehicle for a CVT concern?**
- 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 rental is requested, retailers are to refer to the Assurance Products Resource Manual (APRM) 2.9: Service Loan Supplies to determine rental coverage. In these cases, the FOM must approve the Goodwill rental regardless of the amount.
- Q. Do I need to make an appointment in advance?**
- A. Yes. INFINITI recommends making an appointment in advance to ensure that your INFINITI retailer can complete the inspection, diagnosis, and if necessary, repair at your convenience.
- Q. I have lost confidence in the vehicle. Will INFINITI replace or repurchase the vehicle?**
- A. INFINITI is extending the warranty to provide client's peace of mind and confidence in their vehicle. INFINITI will make the necessary repairs to transmissions under this warranty extension at no cost to the client, so vehicle replacement or repurchase will not be necessary.
- Q. Is this warranty extension transferable?**
- A. Yes. According to the terms of the original limited warranty, the warranty is applicable to the vehicle and transfers with ownership. No action is necessary to transfer this warranty extension to future owners.
- Q. I did not receive a letter, how can I tell if my vehicle is eligible?**
- A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this warranty extension.
- Q. Will I have to take my vehicle back to the selling retailer to have the service performed?**
- A. No, any authorized INFINITI retailer is able to perform diagnosis and necessary repairs under this warranty extension.
- For Consumer Affairs:** Please inform us of the retailer where you would like to have the corrective action completed.
- Q. If a client previously paid for CVT repairs or replacement are they eligible for reimbursement?**
- A. INFINITI will reimburse clients who paid to repair or replace their CVT, if the repairs would have been covered within the extended warranty period. The amount of the reimbursement may be subject to a cap depending on where the repair was made. The settlement administrator notified class members that a completed claim form along with proper documentation must be submitted to the settlement administrator for reimbursement. The claim submission deadline **was March 22, 2022, or within 30 days of the qualifying repair to**

your vehicle, whichever is later. Please refer to the settlement administrator's website for further details: <http://www.roguepathfinderqx60cvtsettlement.com>

**Q. I sold my INFINITI vehicle and it was worth less because of its CVT. Will INFINITI compensate me for the decrease in residual value?**

A. INFINITI does not believe that vehicle values were diminished because the vehicles were equipped with CVTs. The class settlement approved by the court does not include compensation for alleged diminution in value. Certain current and former owners who experienced two or more qualifying repairs while they owned the vehicle are entitled to a voucher toward the purchase or lease of a new INFINITI or Nissan vehicle. For more information, please refer to the settlement website or call the toll free number for the settlement administrator (see contact information in next question).

**Q. How can owners learn more about the settlement?**

A. The Settlement Administrator mailed class members a notice with details on the settlement. The notice provided the address of a website and toll-free number where class members can find information that is more detailed that may answer many of their questions. Additional information is available at **1-855-786-1043** or <http://www.roguepathfinderqx60cvtsettlement.com>.

**Q. Where can I find details about vouchers?**

A. This settlement includes a voucher component for a limited number of eligible participants. Current and former owners of a vehicle included in the class who had two or more repairs or replacements of the transmission assembly (including torque converter and/or valve body) and/or ATCU during their ownership period will be eligible to receive a voucher. Once distributed to eligible customers in August 2022, the voucher can be redeemed for \$1,000 off the purchase or lease of a single new INFINITI or Nissan vehicle prior to **February 23, 2023**.

Eligibility will be determined and the settlement administrator will mail notice to eligible clients no later than June 20, 2022. The settlement administrator will then mail a uniquely coded voucher to eligible clients by no later than **August 21, 2022**. When the voucher mailing date is confirmed, additional information regarding program rules will be provided to retailers.

- **Nissan program ID: 22N2299RRB**
- **INFINITI program ID: 22I2299BBA**

**Note:** No vouchers may be redeemed or claimed until the vouchers are mailed and program rules have been communicated.

**Q. A vehicle is listed as being excluded from the CVT warranty extension, but the current owner says they did not opt out of any class action settlements. How do I proceed?**

A. Please refer the client to <https://www.INFINITlassist.com> for directions on how to request reinstatement of the extended warranty. If the client is unable to access the website, the client may contact INFINITI Consumer Affairs at 1-800-662-6200. Consumer Affairs will have a list of owner names that have opted out of the class action settlement and can advise the client of what documentation is required to reinstate the warranty if their name is not on the list.

Q. Why are other models with CVTs not included in this warranty extension?

A. INFINITI is announcing warranty extension on certain model-year QX60 models. Many different factors are considered by INFINITI when it considers client satisfaction programs, such as warranty extensions.

Q. What is the production range for vehicles subject to this warranty extension?

A. The potentially affected vehicles in the United States are as follows:

<u>Make/Model</u>	<u>Dates of Manufacture</u>
2015-2018 QX60 (L50)	5/20/2014 to 4/23/2018

**Revision History:**

Date	Announcement	Purpose
June 1, 2022	Original Document	New warranty extension announcement