



CAMPAIGN BULLETIN

Turbocharger Emission Warranty Extension Retailer Notification

Reference: P4A05, P4A06

Date: February 4, 2025

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2016-2018 Q50 (V37)	76,618	NA	February 4, 2025	NO
2017-2018 Q60 (CV37)	19,978			

* Eligibility will appear on the warranty extension page of Service Comm

** MY18.5 not included in warranty extension

***** Retailer Announcement *****

INFINITI is committed to providing the highest levels of product quality and customer satisfaction. Therefore, INFINITI is conducting a warranty extension to Full Useful Life (FUL) of 10 years or 120,000 miles, whichever occurs first, if white smoke or oil leak occurs with MIL-On condition that requires replacement of the turbocharger assembly on model year 2016-2018 Q50 and model year 2017-2018 Q60. All other warranty terms, limitations, and conditions remain unchanged.

On some model year 2016-2018 INFINITI Q50 and 2017-2018 Q60 vehicles there is a possibility that the turbocharger bearing may leak engine oil internally due to premature wear. The internal turbocharger oil leak may cause one or more of the following: Excessive smoke from the exhaust, Service Engine Soon (MIL) light and in severe cases, lack of engine power or damage to the internal components of the turbocharger.

During the limited emission warranty extension period, owners are eligible for free replacement of the Turbocharger if it is determined to be required by an INFINITI trained technician. Owners of eligible vehicles will receive notification of this limited emission warranty extension during February 2025.

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

1. Verify if vehicles are eligible for this Warranty Extension using the warranty extension page of Service Comm. Then, proceed with the instructions in item (2) below.
2. If a client contacts the retailer with a Turbocharger concern in an owned or leased vehicle, retailers should use the Electronic Service Manual (ESM) and appropriate Technical Service Bulletins (TSB) to diagnose the root cause of the customer concern and identify the correct repair to resolve the customer concerns.

NOTE: Retailers will need to follow the warranty process and obtain pre-approval when the repair cost exceeds a Retailer's Claims Administration/Authorization Limits (DCAL).

CONFIRM: With the vehicle at operating temperature excessive smoke from exhaust, the Service Engine Soon (MIL) light on (with DTC P0106) due to excessive oil in the intake system from a turbocharger, or other damage to the turbocharger due to unusual bearing

wear and oil leakage. Proceed to replace the affected turbocharger(s) and update the vehicle to the latest engine software.

IMPORTANT:

- If the vehicle has some smoke at cold start confirm that it is not due to water vapor and that it remains present after vehicle warm up.
 - This warranty does not cover vehicles that have modifications of the ECM software and/or hardware modifications that may affect the turbo charger durability.
3. The service department should submit the applicable warranty claim for the action performed.

******* Retailer 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 inspection status on each affected vehicle currently in new vehicle inventory.

Frequently Asked Questions (FAQ):

Q. Is this a recall?

A. No. This is not a recall. This is a limited emission warranty extension.

Q. How long is the warranty extension?

A. INFINITI is conducting a warranty extension to Full Useful Life (FUL) of 10 years or 120,000 miles, whichever occurs first, if white smoke or oil leak occurs with MIL-On condition that requires replacement of the turbocharger assembly on model year 2016-2018 Q50 and model year 2017-2018 Q60. All other warranty terms, limitations, and conditions remain unchanged.

Q. What is the reason for this warranty extension?

A. On some model year 2016-2018 INFINITI Q50 and 2017-2018 Q60 vehicles there is a possibility that the turbocharger bearing may leak engine oil internally due to premature wear. The internal turbocharger oil leak may cause one or more of the following: Excessive smoke from the exhaust, Service Engine Soon (MIL) light and in severe cases, lack of engine power or damage to the internal components of the turbocharger.

Q. What is the possible effect of the condition?

A. These conditions have no effect on vehicle safety or drivability.

Q. What will the warranty extension cover?

A. During the warranty extension period, owners are eligible for replacement of the Turbocharger if it is determined to be required by an INFINITI trained technician.

Q. How long will the warranty repair take?

A. These replacements could take up to one (1) day to complete, but your INFINITI retailer may require your vehicle for a longer period of time based upon their work schedule or if additional diagnosis is required as described above.

Q. Are parts readily available?

A. Yes.

Q. How can a retailer identify vehicles eligible for the warranty extension?

A. Retailers can refer to the warranty extension page of Service Comm for eligibility.

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 warranty extension.

Q. Is my vehicle safe to drive?

A. These conditions have no effect on vehicle safety, drivability, or fuel economy. There could be a decrease in performance if either condition were to occur.

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 this service.

Q. How can owners seek reimbursement for repairs previously conducted?

A. If you previously paid to diagnose and repair a turbocharger for your 2016-2018 INFINITI Q50 or 2017-2018 Q60 within the warranty extension term of 10 years or 120,000 miles (whichever occurs first), you may be eligible for reimbursement of this expense, even if your vehicle is now beyond the limits of the warranty extension. Please go to www.INFINITIassist.com for complete information and instructions including the Reimbursement Claim Form.

Revision History:

Date	Announcement	Purpose
February 4, 2025	Original Document	Emission Warranty Extension Announcement