

Classification:
Reference:
Date:

EM10-006

ITB10-048

July 30, 2010

2008 – 2010 G37; ENGINE OIL LEVEL IS LOW

APPLIED VEHICLES: 2009 - 2010 G37 Sedan (V36)
 2008 - 2010 G37 Coupe (CV36)
 2009 - 2010 G37 Convertible (HV36)

APPLIED ENGINE: VQ37VHR **ONLY**

APPLIED VIN / DATE: 2008-2009 G37 Coupe\Sedan & 2009 Convertible: All

2010 G37 Coupe vehicles built from:
 JN1CV6EK(*)AM100001 to JN1CV6EK(*)AM102428 up to 05-Apr-2010
 JN1CV6EL(*)AM150001 to JN1CV6EL(*)AM152039 up to 05-Apr-2010

2010 G37 Sedan vehicles built from:

JN1CV6AP(*)AM200001 to JN1CV6AP(*)AM202365 up to 02-Apr-2010
 JN1CV6AR(*)AM250001 to JN1CV6AR(*)AM252477 up to 02-Apr-2010
 JN1CV6AP(*)AM400001 to JN1CV6AP(*)AM406683 up to 05-Apr-2010
 JN1CV6AR(*)AM450001 to JN1CV6AR(*)AM458374 up to 05-Apr-2010

2010 G37 Convertible vehicles built from:

Automatic Transmission equipped:

JN1CV6FE(*)AM351001 to JN1CV6FE(*)AM351532 up to 05-Apr-2010
 JN1CV6FE(*)AM350001 to JN1CV6FE(*)AM350542 up to 18-Dec-2009

Manual Transmission equipped:

JN1CV6FE(*)AM351001 to JN1CV6FE(*)AM351899 up to 06-Apr-2010
 JN1CV6FE(*)AM350001 to JN1CV6FE(*)AM350749 up to 12-Jan-2010

IF YOU CONFIRM

Engine oil level is low **OR** there is unusual engine noise.

ACTION

Use the "Repair Flow Chart" in the Service Procedure on page 2 to determine the complete repair procedures for a specific vehicle.

CAUTION: If the short engine is replaced as part of this bulletin, please advise the customer to follow the Owner's Manual Engine "Break-in Schedule" for the first 1,200 miles including:

- DO NOT RUN THE ENGINE OVER 4,000 RPM.
- DO NOT ACCELERATE AT FULL THROTTLE.

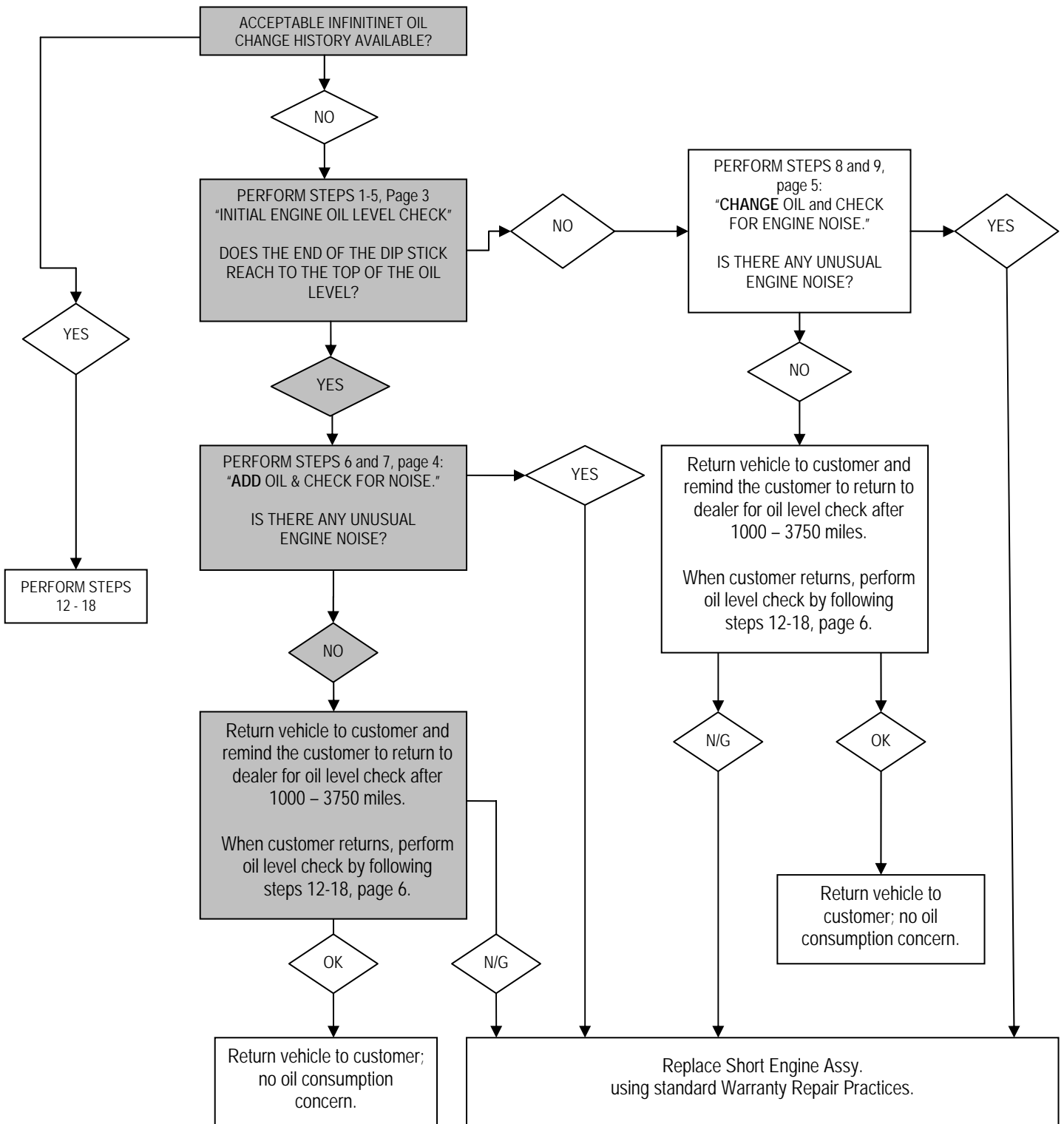
NOTE: Check OBD-II "Engine" Self Diagnosis for any stored DTC codes and use the appropriate Electronic Service Manual (ESM) to repair any DTC code found stored.

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 dealer to determine if this applies to your vehicle.

SERVICE PROCEDURE

Refer to the Repair Flow Chart below to determine the steps needed for this vehicle.

Repair Flow Chart



INITIAL ENGINE OIL LEVEL CHECK

- This step should be performed only if you **do not** have verified Infiniti service history information indicating the vehicle mileage at the last oil change.
 - Go to step 12 (oil level check after 1,000-3750 miles) if you **do** have verified vehicle mileage information at the last oil change.
1. Park the vehicle on a level surface and apply the parking brake.
 2. Make sure the engine has been OFF for more than 10 minutes.
 - This allows the engine oil to drain back into the engine pan.
 - Engine OFF for 30 minutes or more is ideal.
 3. Remove the oil dip stick and wipe it clean.
 4. Reinsert the dip stick all the way.
 5. Pull the dip stick out again and check the oil level:

If the oil level is in this range (Figure 1);

- Go to page 4.
- Perform steps 6 and 7 only.

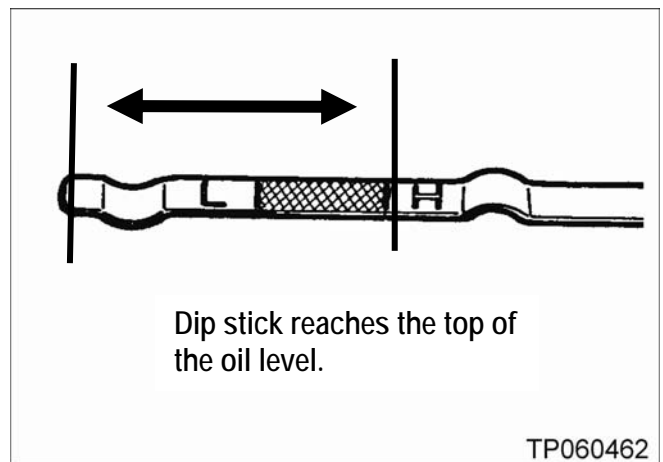


Figure 1

If the oil level is in this range (Figure 2; not registered on the dip stick at all):

- Go to page 5.
- Perform steps 8 through 11.

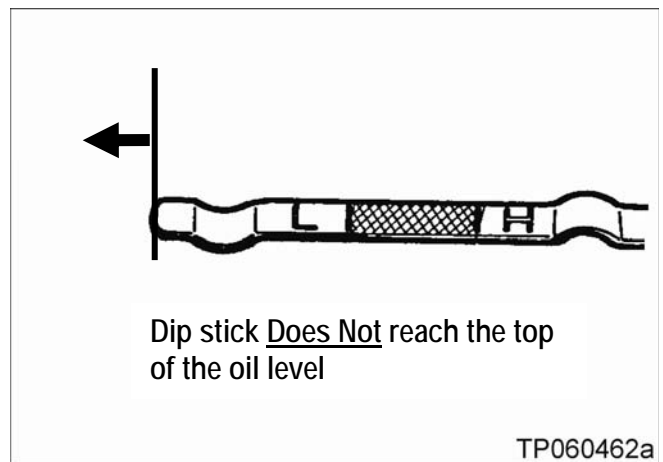


Figure 2

ADD OIL AND CHECK FOR NOISE

Oil level is found in the range shown in Figure 3; perform steps 6 and 7 only.

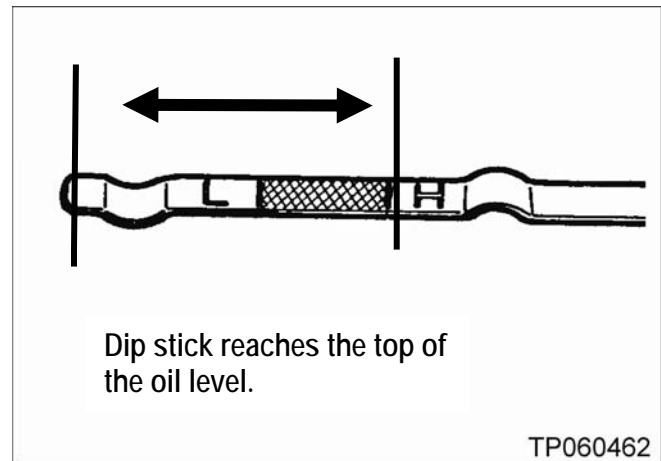


Figure 3

6. Add oil as needed to bring level to the **H** mark (completely full).
 - Recommended oil: API SERVICE SL / SAE 5W-30.

NOTE: Oil that is added to the engine will take a few minutes to drain down to the engine pan. Wait at least 10 minutes before rechecking the oil level.

7. Check for unusual engine noises:
 - If there are ***no*** unusual engine noises; **record the vehicle mileage; return the vehicle to the customer;** and ask the customer to return to the dealer after 1000 - 3750 miles to recheck oil level.

or

 - If there ***are*** any unusual engine noises, replace the short engine assy. using standard Warranty Repair Practices.

NOTE: For engine noise warranty claims, reference the current Infiniti Warranty Flat Rate Manual.

CHANGE OIL AND CHECK FOR NOISE

Oil level is found in the range shown in Figure 4, (not registered on the dip stick at all), perform steps 8 through 11.

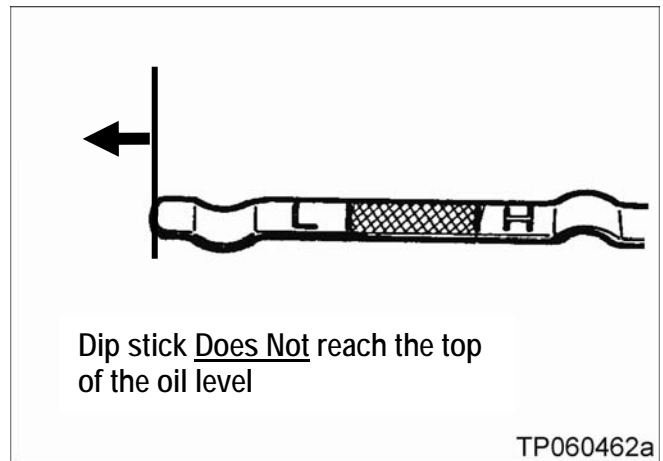


Figure 4

8. Change the oil and filter.

- Make sure the oil is filled exactly to the H mark (completely full).

NOTE: Oil that is added to the engine will take a few minutes to drain down to the engine pan. Wait at least 10 minutes before rechecking the oil level.

- Recommended oil: API SERVICE SL / SAE 5W-30.

9. Check for unusual engine noise.

- If there are **no** unusual engine noises; go to step 10;
or
- If there **are** any unusual engine noises, replace the short engine assy. using standard Warranty Repair Practices.

NOTE: For engine noise warranty claims, reference the current Infiniti Warranty Flat Rate Manual.

10. Record the vehicle mileage.

11. Ask the customer to return to the dealer after 1000 - 3750 miles to recheck the engine oil level.

OIL LEVEL CHECK AFTER 1000 - 3750 MILES

12. Park the vehicle on a level surface with the engine stopped for at least ten (10) minutes.

IMPORTANT: The 30 minute time period is ideal to allow all of the oil to drain back to the oil pan (crankcase).

13. Write down the exact oil level reading using the engine dipstick and ruler (see Figure 5).

- To measure; line up the 0 mm edge of the ruler with the H mark on the dipstick.
- The example in Figure 5 shows the oil level is 8 mm below the H mark.

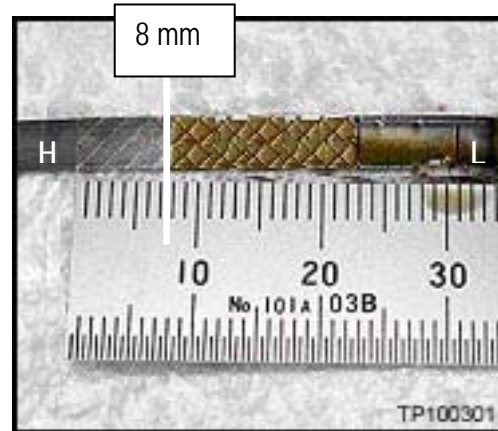


Figure 5

14. Check service records for the last time the engine oil was filled.

NOTE: For the purposes of this bulletin, the following documentation for oil level checked and filled will be accepted.

⇒ Repair / work order from any Infiniti dealer showing the vehicle mileage and indicating service for "check and refill oil level", or "oil and filter change".

15. Determine the number of miles driven since the last engine oil was filled.

16. Select the correct mileage range at the top of the Oil Consumption Chart on the next page.

17. Use your ruler reading from step 2 to select the correct "mm" ruler reading at the left side of the chart.

18. Write down your results (OK or NO GOOD) based on the intersecting points of the mileage and "mm" ruler reading.

OIL CONSUMPTION CHART (FOR VQ37VHR ONLY)

		Miles since last engine oil service					
		1001-1500	1501-2000	2001-2500	2501-3000	3001-3500	3501-3750
"mm" Ruler Reading	0						
	1						
	2						
	3						
	4						
	5						
	6						
	7						
	8						
	9						
	10						
	11						
	12						
	13						
	14						
	15						
	16						
	17						
	18						
	19						
	20						
	21						
	22						
	23						

OK

No Good

NOTE: If the engine oil level is more than 23 mm low, the consumption rate is considered No Good.

If the oil level is in the No Good range:

- a. Order a replacement Short Engine Assy. and Gasket Kit.
- b. Schedule an appointment for short engine replacement.
- c. Fill the engine oil to the "H" mark and release the vehicle to the customer.

NOTE: Advise the customer to check the oil level at least every 1000 miles and make sure the oil level is refilled to the "H" mark while waiting for the scheduled engine replacement date.

CAUTION: If the short engine is replaced as part of this bulletin, please advise the customer to follow the Owner's Manual Engine "Break-In Schedule" for the first 1,200 miles including:

- DO NOT RUN THE ENGINE OVER 4,000 RPM.
- DO NOT ACCELERATE AT FULL THROTTLE.

If the oil level is in the OK range:

- a. Fill the engine oil to the "H" mark on the dip stick.
- b. Record the amount of oil added.
- c. Record the vehicle mileage.
- d. Release the vehicle to the customer.
 - No further action is needed.
 - Remind the customer to continue to check the oil level every 1000 miles or every other fuel fill up.

NOTE: If the customer chooses, they may return up to 3 times for a 1000 - 3750 mile oil level check.

PARTS INFORMATION

Description	PART Number	Quantity
Oil Filter	15208-65F0C	1
Washer – Drain Plug	11026-01M02	1
Engine (V36 & CV36)	10103-JL3MA	1
Gasket Kit	A0101-EY03A	1

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Engine Oil Check & Fill	(1)	AX15AA	ZL	32	0.2 hrs

(1) Reference the Parts Information Table and use the applicable Engine P/N as the PFP.

OR:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
RPL Engine Oil & Filter	(2)	CX06AA	ZL	32	0.4 hrs

(2) Reference the Parts Information Table and use the applicable Engine P/N as the PFP.

For Step 12, to be performed *after 1000 – 3750 miles*, submit a separate claim using:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Engine Oil Check & Fill	(3)	AX16AA	ZL	32	0.2 hrs

(3) Reference the Parts Information Table and use the applicable Engine P/N as the PFP.

NOTE: If necessary, submit separate PP line claims using AX17AA, AX18AA and AX19AA for each subsequent *customer requested* Engine Oil Check & Fill operation at 1000 – 3750 mile intervals.