

Classification:

EM14-005

Reference:

ITB14-028

Date:

June 23, 2014

INFINITI; FLUID LEAK REPAIR SERVICE INFORMATION

APPLIED VEHICLES: All Infiniti vehicles

SERVICE INFORMATION

The following information is provided to help ensure correct diagnosis and repair of fluid leaks. All fluid leaks, when properly diagnosed, should be repaired (whether under warranty or customer pay) to ensure proper vehicle operation. However, certain normal operating conditions can be misdiagnosed as a leak requiring repair. Unnecessary repair or replacement of parts in connection with incorrectly diagnosed "leaks" can negatively impact customer satisfaction, be time consuming and costly, and if not performed correctly can lead to future repairs.

When diagnosing a vehicle with a reported concern of an engine, transmission, or differential related fluid leak, the guidelines below should be followed.

Conditions demonstrating a fluid leak that should be considered for repair:

- 1) Fluid is running and dripping onto the surface below the vehicle or to another area of the vehicle.
- 2) Fluid is found pooling in an area of the engine, transmission, or any other component such as the frame of the vehicle.
- 3) The fluid level can be measured and the technician can determine that fluid consumption/loss is occurring. The technician must be able to determine the cause of consumption/loss before determining the proper repair.
- 4) Heated fluid (other than coolant) can be smelled by the customer or technician and the source of the leak can be identified.

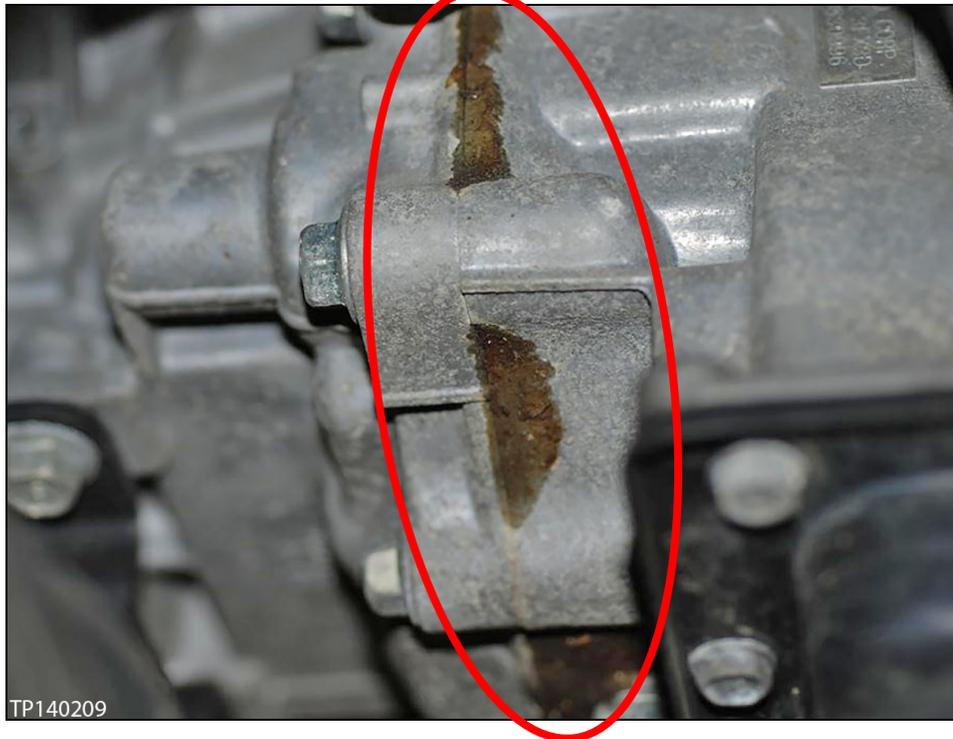
Conditions unique to coolant leaks:

- 1a) The smell of coolant alone does not, by itself, support a conclusion that there is a fluid leak that requires repair. Coolant smell is not uncommon and is normal under certain operating conditions.
- 2a) If a coolant smell is detected AND one or more of conditions 1, 2, and 3 listed above is also present, a repair is indicated.
- 3a) In some cases, some "crusting" of seeping coolant around head gaskets or coolant hoses is normal and does not, by itself, support a conclusion that there is a fluid leak that requires a repair. Technicians should first determine whether one or more of conditions 1, 2, and 3 above also exists.

See the following pages for examples of oil and coolant seepage NOT needing repair.

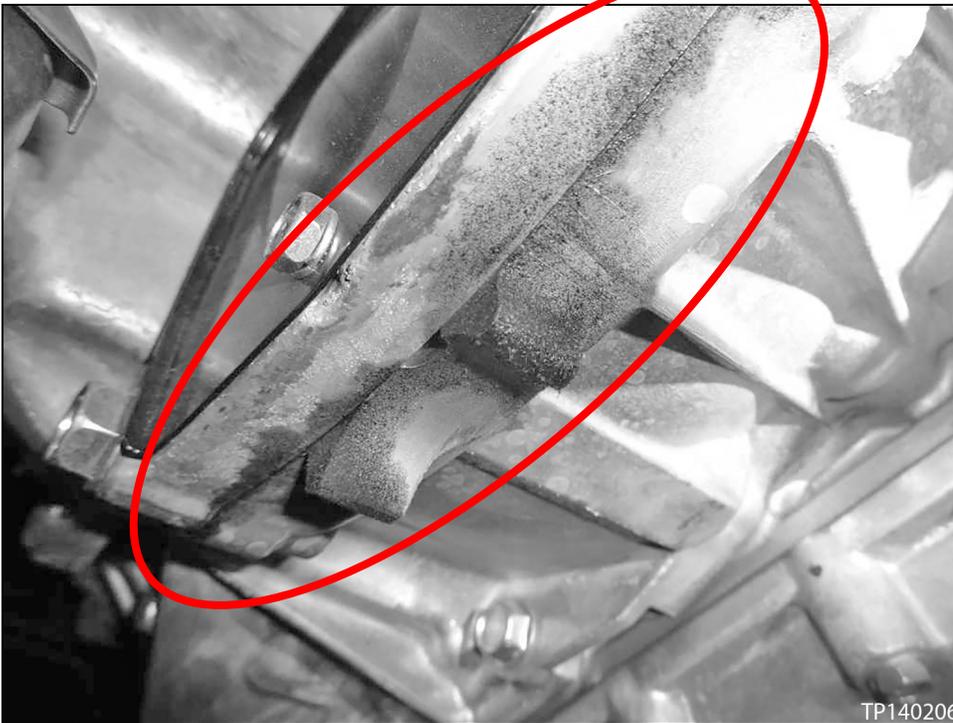
Infiniti Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely.
NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Infiniti dealer to determine if this applies to your vehicle.

Pictures of acceptable oil seepage



TP140209

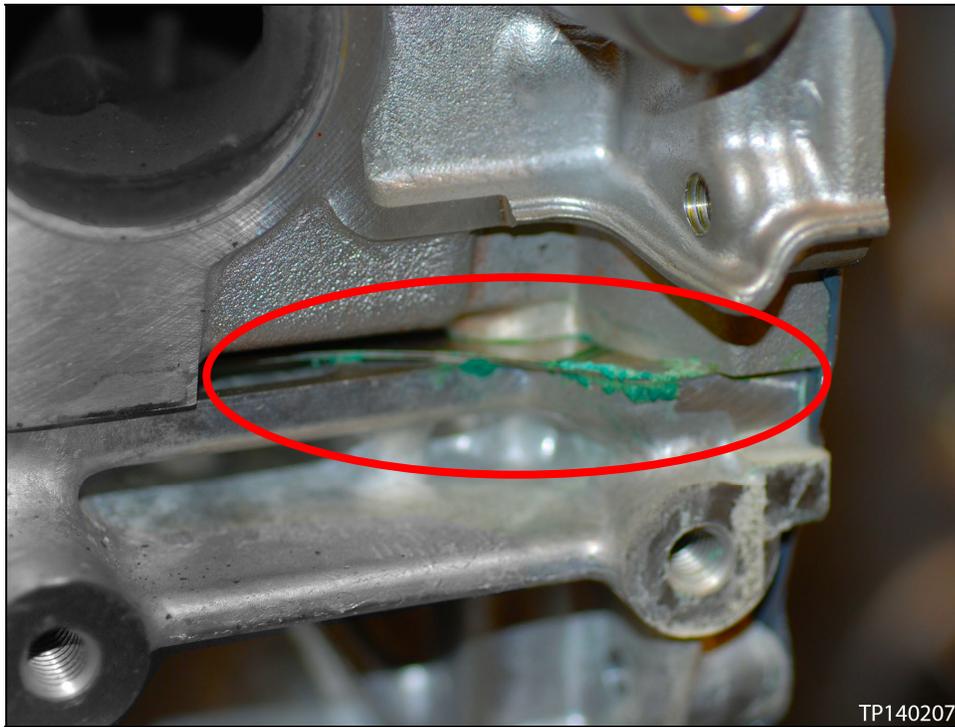
Transmission case halves area



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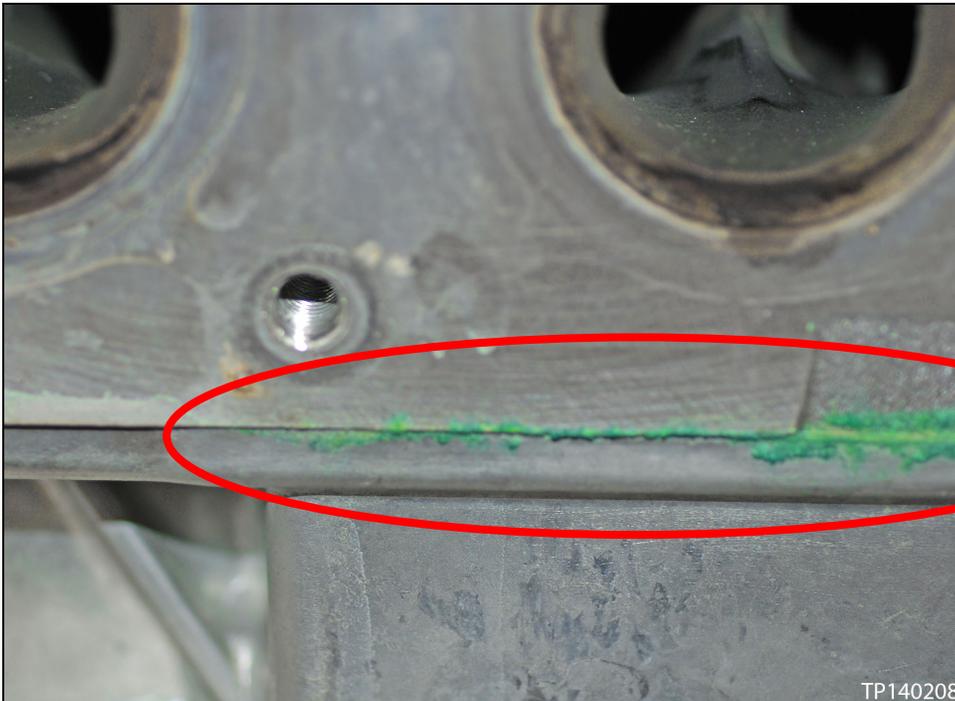
Rear cover plate area

Pictures of acceptable coolant seepage (crusting)



TP140207

Head gasket area



TP140208

Head gasket area

