

SAFETY RECALL



CAMPAIGN BULLETIN

Anti-lock Braking System (ABS) Actuator Voluntary Safety Recall Campaign

Reference: R1917 & R1921

Date: November 13, 2019

Attention: Retailer Principal, Sales, Parts and Service Managers

IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2017-19 QX60	69,554	14	November 13, 2019	YES

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

INFINITI is committed to safety, security, and satisfaction of our clients and their passengers. INFINITI is conducting a Voluntary Safety Recall Campaign on certain 2017-2019 INFINITI QX60 vehicles to replace the Anti-lock Braking System (ABS) actuator.

Due to manufacturing variation, the subject vehicles (equipped with ADVICS ABS actuators) may contain an oil seal with inadequate sealing performance. These conditions could cause the oil seal to wear prematurely and eventually lead to leakage of brake fluid onto the control electronic circuit board. If this occurs, an ABS warning lamp will illuminate to warn the driver. If the vehicle continues to be operated in this condition, the brake fluid leak may create an electrical short in the actuator circuit, which in rare instances, may lead to a fire.

If the ABS warning lamp is continually illuminated (10 seconds or longer), INFINITI recommends parking the vehicle outside and contacting INFINITI Roadside Assistance (1-800-662-6200 option 1) to have the vehicle towed to an authorized INFINITI service department as soon as possible.

***** IMPORTANT *****

R1917: In order to obtain parts, you will need to start the vehicle and take a short video showing the VIN for the subject vehicle and the ABS warning lamp illuminated for greater than ten (10) seconds.

If the ABS warning lamp is illuminated and there is a delay between when the vehicle arrives at the retailer and the actuator replacement, park the vehicle outside away from any structures and other vehicles and then **DISCONNECT** the 12-volt battery until the actuator can be replaced.

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

There are specific instructions based on the campaign ID identified in Service Comm or DBS National Service History – Open Campaign I.D. Please ensure all service personnel are aware of how to handle each campaign ID for this campaign.

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. R1917 or R1921. New vehicles in retailer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to IPSB 15-286 for additional information
2. Retailers **must not** sell, lease, trade, rent or loan any vehicles in retailer inventory affected by this safety recall campaign until after the vehicle has been remedied.
 - Retailers should not use any INFINITI Courtesy Vehicles (ICV) subject to this recall until they have been remedied.
3. Retailers should use the TSB listed below to apply the appropriate remedy.

Cmp I.D.	Models	TSB	Action Required
R1917	QX60	ITB19-037	Replace the ABS actuator
R1921	Fleet/ICV	ITB19-038	Replace the ABS actuator

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

Parts	<p>Parts are on restriction and will have limited availability until summer 2020. INFINITI has developed the following part ordering process to prioritize distribution of parts while supply is limited:</p> <p>ABS light ON:</p> <ol style="list-style-type: none"> 1. Place a SVC order on DBS. <ul style="list-style-type: none"> • Select Vehicle Priority = "vehicle down" and enter "ABS Light On" under SVC Retailer Comments • Take a short video: <ol style="list-style-type: none"> 1. Start vehicle and record VIN and ABS warning lamp illuminated for > 10 seconds or longer 2. Send to nnafqasupport@nissan-usa.com • SVC orders will be approved after receipt and confirmation of video submission • Retailers are eligible for additional 0.1 hr. FRT for video submission <p>Fleet/ ICV/New Vehicle Inventory:</p> <ol style="list-style-type: none"> 1. These vehicles will be identified under R1921. 2. Place a SVC order (no video required), which will be filled as supply allows. 3. Retailer receives part, repairs vehicle, and submits claims.
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	<p>Service Parts (outside of campaign):</p> <ol style="list-style-type: none"> 1. Place a SVC order in DBS. 2. Retailer documents reason in SVC Retailer Comments (service outside of campaign) 3. Retailer receives part, schedules appointment if needed, repairs vehicle, and submits warranty claim. <p>ABS light not illuminated:</p> <ol style="list-style-type: none"> 1. Inform client of parts delay and what to do if ABS light illuminates. 2. Place a SVC order on DBS and await parts availability. <ul style="list-style-type: none"> • Orders are anticipated to begin filling the week of December 16, 2019 3. Part will be sent on a first in/first out basis after fulfillment begins. 4. Retailer will receive part and notify client to 5. return to the retailer for repair. 6. Retailer will repair the vehicle and submit the claim. <p>Retailers may place SVC orders on DBS beginning November 13, 2019:</p> <ul style="list-style-type: none"> o 47660-9PP1B or 47660-9PP1D o 999MP-A410OP DOT 3 brake fluid <p>Please order parts for R1921 (no pre-order conditions), R1917 with ABS light on, or for service outside of campaign to allow fulfillment of parts for the most critical needs.</p>
Repair	<ul style="list-style-type: none"> • R1917: ITB19-037 • R1921: ITB19-038
Owner Notification	<ul style="list-style-type: none"> • INFINITI will send all owners of all potentially affected vehicles an interim notice in December 2019 via U.S. Mail. • Owners will be instructed to contact the retailer immediately if their ABS light remains continuously illuminated (10 seconds or longer). • INFINITI will send a second owner notification in summer 2020 inviting owners to bring their vehicle in for repair when parts are available.

***** Claims Information *****

Warranty admins should use claim coding below as noted:

Campaign ID	Model	Repair	OP Code	FRT
R1917	QX60	Replace (ABS light ON)	R19170	2.7 hrs.
R1917	QX60	Replace (ABS light off)	R19171	2.6 hrs.
R1921	QX60	Replace	R19201	2.6 hrs

Contact the Warranty claims call center 1-800-933-3712, if additional expense is required or additional repairs resulting from wiring harness thermal damage.

***** 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 campaign status on each vehicle falling within the range of this voluntary safety recall 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 recall campaign was part of a retailer

trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

A. Yes.

Q. What is the reason for this safety recall?

A. The ABS actuator pump seal may leak, causing the electronic circuit board to malfunction and the ABS warning lamp to illuminate. If the vehicle continues to be operated in this condition, the leak could cause an electrical short in the actuator circuit, which in rare cases, may lead to a fire.

Q. What will be the corrective action for this voluntary safety recall campaign?

A. Retailers will replace the ABS actuator with a countermeasure part.

Q. What should I tell inquiring clients?

A. Ask the client if the ABS warning lamp is continuously illuminated. It is normal for the ABS light to illuminate and then extinguish after a few seconds when a vehicle is first started.

If yes:

Tell the client to park the vehicle outside and away from structures and contact INFINITI Roadside Assistance (1-800-662-6200 option 1) to have the vehicle towed to the retailer as soon as possible.

If no:

Clients may continue to drive their vehicle, but, if the ABS warning lamp remains continuously illuminated (10 seconds or longer), INFINITI urges owners to park the vehicle outside and contact INFINITI Roadside Assistance to have the vehicle towed to the retailers as soon as possible.

Q. How long will the corrective action take?

A. The ABS actuator replacement repair time is ~ three (3) hours. However, your retailer may require your vehicle for a longer period of time based on their work schedule.

Q. When will vehicle owners be notified?

A. INFINITI will send owners of all potentially affected vehicles an interim notice in December 2019 via U.S. Mail. Owners will be informed of part availability beginning in summer 2020.

Owners will be instructed to contact the retailer immediately if their ABS light remains continuously illuminated.

INFINITI will send a second owner notification in summer 2020 inviting owners to bring their vehicle in for repair when parts are available.

Q. Are parts readily available?

A. No. Parts have limited availability until summer 2020. Parts will be prioritized as follows:

1. Vehicles with ABS warning lamps continuously illuminated (**10 seconds or longer**)
2. Vehicles identified by campaign ID R1921
3. Service parts outside of campaign

Q. My vehicle was recalled and inspected or repaired before (R1808). Why do I need to bring my vehicle in again?

A. This recall expands the scope of previously announced recall R1808. Previously recalled vehicles that did not receive the latest countermeasure part will be recalled and remedied again with a different replacement part.

Q. Is my vehicle safe to drive?

A. If the ABS Warning Light is ON (10 seconds or longer), do not drive your vehicle; park it outside away from structures and other vehicles. Have your vehicle towed to a INFINITI retailer by calling INFINITI Roadside Assistance (1-800-662-6200 option 1).

If the ABS Warning Light is NOT ON, clients may continue to drive their vehicle, but INFINITI urges owners to contact INFINITI Roadside Assistance if the ABS warning lamp remains illuminated continuously (**10 seconds or longer**).

Q. Is there anything owners can do to mitigate this condition?

A. No, but if the ABS warning lamp remains continuously illuminated after starting the vehicle, instruct the client to stop driving the vehicle immediately and arrange to have the client's vehicle towed to the retailer as soon as possible.

- INFINITI Roadside Assistance 1-800-662-6200 (option 1)
- Clients should park outdoors – away from vehicles and structures until the tow truck arrives.

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 rental vehicle be provided while the retailer is servicing the vehicle?

A. Rental is available while replacement parts are on order. Retailers should only offer rental when parts are ordered for an ABS warning lamp ON condition.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$300 (Max)
Contact the Warranty claims call center 1-800-933-3712, if additional expense is required.		

Q. Is towing covered for vehicles outside of warranty that are no longer eligible for INFINITI Roadside Assistance?

A. Yes, the campaign will cover the towing costs for affected vehicles that are no longer eligible for Roadside Assistance (out of warranty).

EXPENSE CODE	DESCRIPTION	AMOUNT
501	Towing	\$100 (Max)
Contact the Warranty claims call center 1-800-933-3712, if additional expense is required.		

Q. Will I have to take my vehicle back to the selling retailer to have the service?

A. No, any authorized INFINITI retailer is able to perform the recall campaign.

For Consumer Affairs: Please inform us of the retailer where you would like to have the corrective action completed. Please refer to question "What should I tell inquiring clients" above to determine if immediate action should be taken

Q. If a client previously paid for ABS actuator repairs or replacement are they eligible for reimbursement?

A. Clients may be eligible for reimbursement for any repairs that were previously performed for this issue using client pay or partial goodwill. Retailers with client reimbursement concerns may refer to the following:

- If you have additional questions you may visit www.infiniti.com or contact INFINITI Consumer Affairs @ 1-888-833-3216
- If you have previously paid for repairs to your ABS actuator please gather the following documentation prior to contacting INFINITI Consumer Affairs:
 - Repair order(s)
 - Proof of payment (may be on repair order(s))
 - Proof of ownership if the repair is over \$1,000

Q. How many vehicles are involved in the campaign?

A.

Model	Total	Production Range
QX60	69,554	May 18, 2016 through May 23, 2018

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

A. Yes, certain 2016-2018 Maxima, 2015-2018 Murano, and 2017-2019 Nissan Pathfinder vehicles are also affected by this recall.

Revision History:

Date	Announcement	Purpose
November 13, 2019	Original	New recall announcement