

# RECALL CAMPAIGN BULLETIN

Classification: BR19-007b Reference:

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ITB19-037b

December 17, 2019

# VOLUNTARY SAFETY RECALL CAMPAIGN 2017-2019 QX60; ABS ACTUATOR INSPECTION

This bulletin has been amended. See AMENDMENT HISTORY on the last page. Discard all previous versions of this bulletin.

CAMPAIGN ID #: APPLIED VEHICLES: R1917 2017-2019 QX60 (L50)

Check Service COMM or Dealer Business Systems (DBS) National Service History to confirm campaign eligibility.

#### INTRODUCTION

Infiniti is conducting this voluntary safety recall campaign on certain specific model year 2017-2019 QX60 vehicles to inspect and, if necessary, replace the ABS Actuator and Electric Unit (ABS control unit). This service will be performed at no charge to the client for parts or labor.

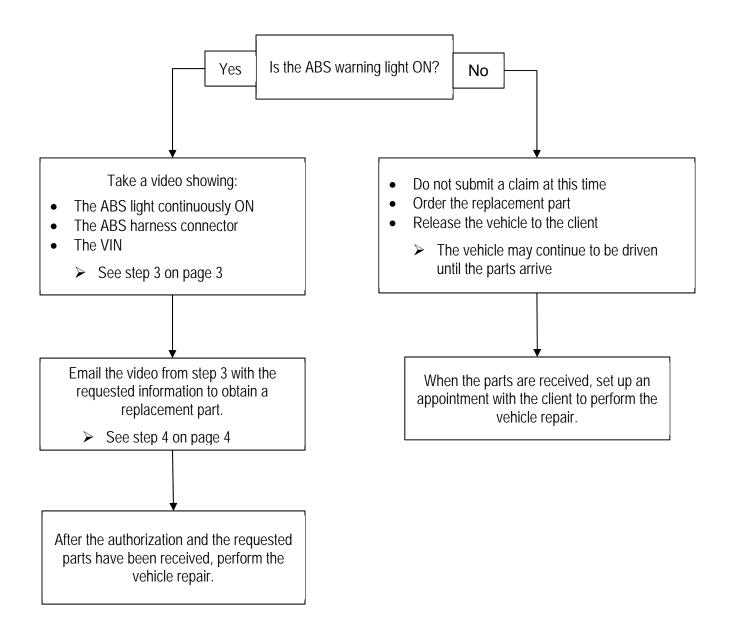
#### **IDENTIFICATION NUMBER**

Infiniti has assigned identification number R1917 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

#### **RETAILER RESPONSIBILITY**

It is the retailer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a retailer's inventory. Federal law requires that new vehicles in retailer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration. While federal law applies only to new vehicles, Infiniti strongly encourages retailers to correct any used vehicles in their inventory before they are retailed.

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 retailer to determine if this applies to your vehicle.



# SERVICE PROCEDURE

- 1. Start the engine and let it idle for ten (10) seconds.
- 2. Observe the ABS warning light:





#### ABS warning light is not illuminated:

- Do <u>NOT</u> submit a claim.
- Release the vehicle. The vehicle can continue to be driven until the parts are available.
- Order a replacement part (skip to step 6 when received).
- Inform the client to contact Infiniti Roadside Assistance if the ABS warning light should illuminate. Complimentary towing will be provided and the client will be eligible for a complimentary rental while awaiting parts.

#### ABS warning light is continuously illuminated:

- Provide the client with a rental.
- Inform the client that a limited number of parts are available.
- 3. Take a clear video while moving from one item to the next, in the following order:
  - ABS Actuator connector (must be connected)
  - VIN certification label
  - ABS warning light continuously illuminated

**WARNING** If the ABS light is on and there is a delay for receiving parts or completing the repair, to avoid the risk of a building fire and/or personal injury:

- Park the vehicle outside the building and away from other vehicles and structures,
- Disconnect the vehicle 12 volt battery and leave it disconnected while the vehicle is parked waiting for service.

4. Send an email with the attached video (from step 3) and the following information (below) by entering "nnafqasupport@nissan-usa.com" into an internet browser or by clicking on <u>nnafqasupport@nissan-usa.com</u>:

Email subject line: R1917 ABS Actuator

- Replacement ABS actuator part number
- Retailer name
- Retailer code
- Retailer address
- VIN
- Contact person name
- Contact person phone number
- 5. Continue to hold the vehicle as described in step 2.
  - Nissan North America (NNA) will reply back with further instructions once the video is reviewed.

**AWARNING** If the ABS light is on and there is a delay for receiving parts or completing the repair, to avoid the risk of a building fire and/or personal injury:

- Park the vehicle outside the building and away from other vehicles and structures,
- Disconnect the vehicle 12 volt battery and leave it disconnected while the vehicle is parked waiting for service.
- 6. Once the replacement part is received, replace the ABS Actuator and Electric Unit (ABS control unit).
  - Refer to the ESM: BRAKES > BRAKE CONTROL SYSTEM > WITH ICC (OR WITHOUT ICC) > REMOVAL AND INSTALLATION > ABS ACTUATOR AND ELECTRIC UNIT (CONTROL UNIT).
  - Follow all instructions in the ESM for ABS Control Unit replacement.

**IMPORTANT:** Make sure that **ADJUSTMENT OF STEERING ANGLE SENSOR NEUTRAL POSITION** and **CALIBRATION OF DECEL G SENSOR** are done as part of the ABS Control Unit replacement procedure (both are listed in the Installation section of the procedure in the ESM).

- 7. Find the correct Type ID, refer to ASIST > Bulletin Support Items > R1917/R1921 ABS Part Number Selection Tool as follows (This will be needed in step 22):
  - a. Select Bulletin Support Items.

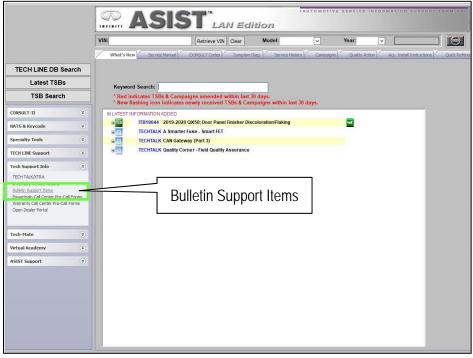


Figure 2

b. Select R1917/R1921 ABS Part Number Selection Tool.

	NNA - Infiniti Bulletin Support Items	
Bulletin Support Items (Infiniti) - Service Actions		
R1808 - ABS Actuator Inspection CLICK HERE R1917/R1921 ABS Part Number Selection Tool CLICK HERE		

Figure 3

R1917/R1921 ABS Part Number Selection Tool				
12/11/2019 7:34:58 AM				
Please enter a VIN and click "Search" button.				
VIN XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX				
VIN Search Result				
VIN : XXXXXXXXXXXXXX				
ABS Part #: 47660-XXXXX				
Type ID : 47660-XXXXX				

Figure 4

d. Write the Type ID on the repair order.

**NOTICE** Before starting, make sure of the following to prevent damage to the control unit:

- ASIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT-III plus software updates have been installed.

**HINT:** Although the ABS Control Unit Configuration Procedure is contained in the ESM, the instructions on pages 6 through 12 contain additional detail that may be helpful.

- 8. Connect CONSULT-III plus to the vehicle.
- 9. Turn the ignition ON.
- 10. Open / start C-III plus.
- 11. Wait for the plus VI to be recognized.
  - The serial number will display when the plus VI is recognized.

12. Select **Re/programming**, **Configuration**.

Back	Home Print S	screen Screen Mode	Recorded Data
Conne	ction Status -		Diagnosis Menu
	Serial No.	Status	Diagnosis (One System)
	2300727	∞ »)))	
		Normal Mode/Wireless connection	Diagnosis (All Systems)
м	-	$\otimes$	
		No connection	Re/programming, Configuration
800	Select VI/MI		Immobilizer
Applica	tion Setting		
SUB	Sub mode	Language Setting	Maintenance
	VDR		

Figure 5

- 13. Use arrows (if needed) to view and read all precautions.
- 14. Check the box confirming the precautions have been read.
- 15. Select Next.

e Back	Home Pr	rint Screen	een ture Mode	Recorded Data	12.2	v vi	MI	
<b>\$</b> 0	Re/programming, Configuration			Precaution	Vehi	cle Selectio	n 🕨 🕨	
Precautio	'n							
	eview the all of p			g and C/U configrations of the configration of		ts points. <i>F</i>	And	
Caution							(	<u> </u>
1. Follow	w the operation		d on screen. : be used on this f	low.				
1. Instal CONSU	LT-III plus PC.	on of the CONS	ULT-III plus sortw	rare, reprogramming/ mming procedure she		ata to this		
1. Need		figuration data	to new ECU, afte ita, ECU can not v	r replace it. work. Please write the	e right data.			
1. Confi	ration data, ECU	spec and its co can not work.			manual. If writ	ing the wro		
								Next

Figure 6

- 16. If the screen in Figure 7 displays, select Automatic Selection(VIN).
  - If the screen in Figure 7 does not display, skip to step 17.

	Back Home	Print Screen Captur	n Measurement F	Recorded Data	(12.2V VI MI	-
5	Re/programmin Configuration	ng,	Precaution	Vehicle Selection	Vehicle Confirmation	
	Automatic Se	election(VIN)	Manual Selec	tion(Vehicle Name)		
	Vehicle Name :				Model Year :	Sales Channel
	*MURANO Camp:P8201	JUKE	QUEST			NISSAN
	350Z	LEAF	ROGUE			INFINITI
	370Z	MAXIMA	SENTRA			
	370Z Convertible	MURANO	TITAN			
	ALTIMA	MURANO Cross Cabriolet	TITAN			
	ALTIMA Hybrid	NISSAN GT-R	VERSA Hatchback			
	ARMADA	NV	VERSA Sedan			
	CUBE	PATHFINDER	XTERRA			CLEAR
	FRONTIER	PATHFINDER ARMADA	X-TRAIL			Select
				1/1	0/0	
<u></u>			F	igure 7		

riguior

- 17. Make sure VIN or Chassis # matches the vehicle's VIN.
- 18. Select Confirm.

Back Rome Print Screen Capture	Measurement Mode Recorded Data	-
Configuration Vehic	cle Selection	
Please confirm selected information and to	ouch "Confirm". In case you want to select another vehicle,	
VIN or Chassis #		
Vehicle Name :	<b>1</b> 7 <b>0</b> 2	
Model Year	<b>N</b> 0 <b>19</b>	
	1/1	
		Change
		Confirm

Figure 8

# 19. Select Confirm.

Image: Back         Image: Back					
Configuration Vehicle Confirmation Input VIN System Selection	4/6				
Input VIN					
Enter the VIN number, and touch "Confirm". According to this operation, in case of specified operation that requires to save ECU information into CONSULT, VIN number you input is saved as file name. Therefore, confirm VIN number correctly.					
VIN (17 or 18 digits)					
	Confirm				

Figure 9

#### 20. Select ABS.

Image: Configuration       Image: Configuration <th< th=""></th<>						
ENGINE	AIR PRESSURE MONITOR	AIR BAG				
MULTI AV	METER/M&A	HVAC				
EPS/DAST 3	LASER/RADAR	AVM				
ABS	ABS BCM					
IPDM E/R	CAN GATEWAY	TRANSMISSION				
1/1						

Figure 10

- 21. Select Manual Configuration.
  - **<u>DO NOT</u>** select Reprogramming.

Back Borne Print Screen	en Maaszement Recorded Hate
S	ystem Selection Operation Selection 6/6
Operation Selection	
Touch "Operation". In case over write current ECU, touch " In case replacement of ECU, select an op	
REPROGRAMMUNC	In case you want to reprogramming ECU, touch "Reprogramming".
Replacement OF ECU Programming (Blank ECU)	
Programming	In case you want to replace ECU, you should operate followings. Before replace ECU, ECU data is saved to CONSULT. After replace ECU, CONSULT writes ECU data and programming data.
VEHICLE CONFIGURATION	
Read / Write Configuration	Manual Configuration

Figure 11

- 22. Select the Type ID (Figure 12) that was generated with the R1917/R1921 ABS Part Number Selection Tool in step 7.
  - If needed, use scroll arrows to find the correct number.

**NOTE:** When a vehicle has only one configuration available, a list will not be displayed. Select **Next** (step 23), and C-III plus will select the correct configuration.

23. Select Next.

Back Refprogramming, Ope		Help ERT		
Manual Configuration		nfiguration		7/9
-				
Select Type ID from following table which	is equal to FAS (Service p	parts catalogue), th	en touch "Next".	
ABS				
	Type ID			
	Example			_
				Cancel
		1	/2	Next

Figure 12

- 24. Confirm the correct Type ID number is selected.
- 25. Select OK.

Back       Image: None       <						
Write Configuration						
Following setting value for each item are saved to vehicle ECU. Confirm setting value for each items, if OK, touch "OK" to save them to vehicle ECU.						
ABS						
Type ID						
	<i>1 4</i> 77 076 0™3117 AND AR / 18 TIPA, 59A, 11					
Сапсе						

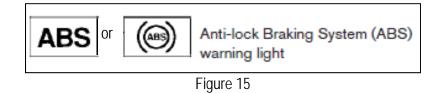
Figure 13

26. Configuration is complete, select **End**.

Back       Image: Print Screen       Image: Configuration       Image: Configura					
Write Configuration has been successful	y completed. ick to Home Screen. Confirm each function works correctly.				
ABS					
	Type ID				
	47/056(4337/455/4//8/1938)84# =				
		Print End			

Figure 14

27. After the procedure is complete (ABS control unit replaced and configured), check the ABS warning light for proper operation.



- When the ignition is turned ON, the ABS warning light illuminates for a few seconds and then turns OFF. This indicates the ABS is operational.
- If the ABS warning light stays illuminated, refer to ASIST and the ESM for further diagnosis.
- Repairs beyond ABS control unit replacement are not covered by this bulletin.

#### PARTS INFORMATION

DESCRIPTION	MODEL	PART #	RT # QUANTITY	
ABS Control Unit	Vehicles with ICC *	47660 - 9PP1B	1	
	Vehicles without ICC *	47660 - 9PP1D	I	
Brake Fluid (1)	N/A	999MP - A4100P	1	

\* ICC = Intelligent Cruise Control.

 Order this item through the Infiniti Maintenance Advantage program: Phone: 877-NIS-NMA1 (877-647-6621). Website order via link on dealer portal www.NNAnet.com and click on the "Maintenance Advantage" link.

#### CLAIMS INFORMATION

## Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") I.D.	MODEL	DESCRIPTION	OP CODE	FRT
R1917 QX60	Inspect ABS Light " <b>ON</b> " Condition and Replace ABS Control Unit	R19170	2.7 hrs	
	Inspect ABS Light "OFF" Condition and Replace ABS Control Unit	R19171	2.6 hrs	

#### AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 12, 2019	ITB19-037	Original bulletin published
November 13, 2019	ITB19-037a	Email address changed on page 3
December 17, 2019	ITB19-037b	Additional information added to the body of the bulletin