

Classification:

BR19-008c

Reference:

ITB19-038c

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Date:

September 10, 2020

VOLUNTARY SAFETY RECALL CAMPAIGN 2017-2019 QX60; ABS ACTUATOR

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

CAMPAIGN ID #: R1917 and R1921
APPLIED VEHICLES: 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 replace the ABS Actuator and Electric Unit (ABS control unit). This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification numbers R1917 and R1921 to this campaign. The correct 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.

⚠️ 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.

SERVICE PROCEDURE

1. 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).

ABS CONTROL UNIT CONFIGURATION PROCEDURE

2. Find the correct Type ID. Refer to **ASIST > Bulletin Support Items > R1917/R1921 ABS Type ID Selection Tool** as follows (this will be needed in step 17):
 - a. Select **Bulletin Support Items**.

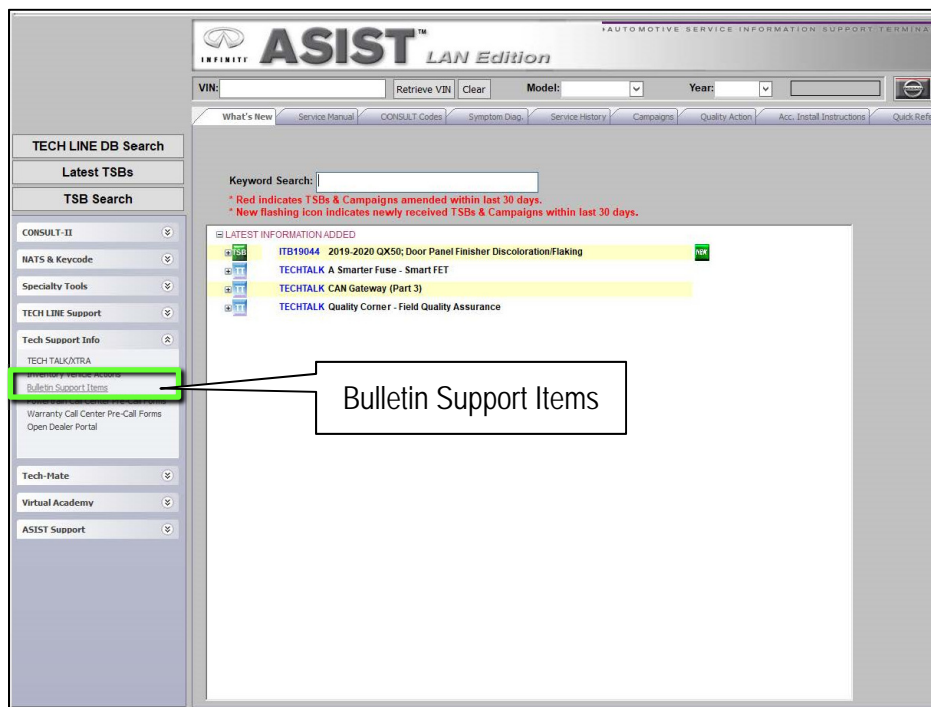


Figure 1

b. Select R1917/R1921 ABS Type ID Selection Tool.

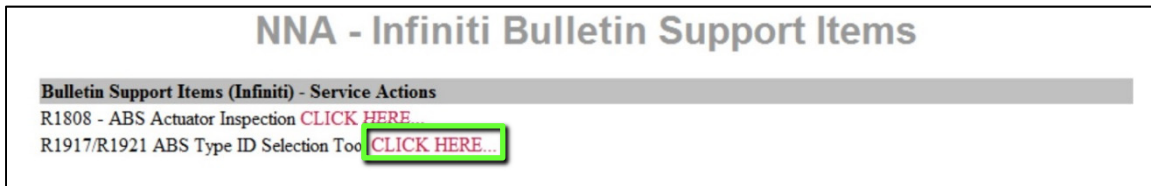


Figure 2

c. Enter the VIN of the vehicle, and then select Search.

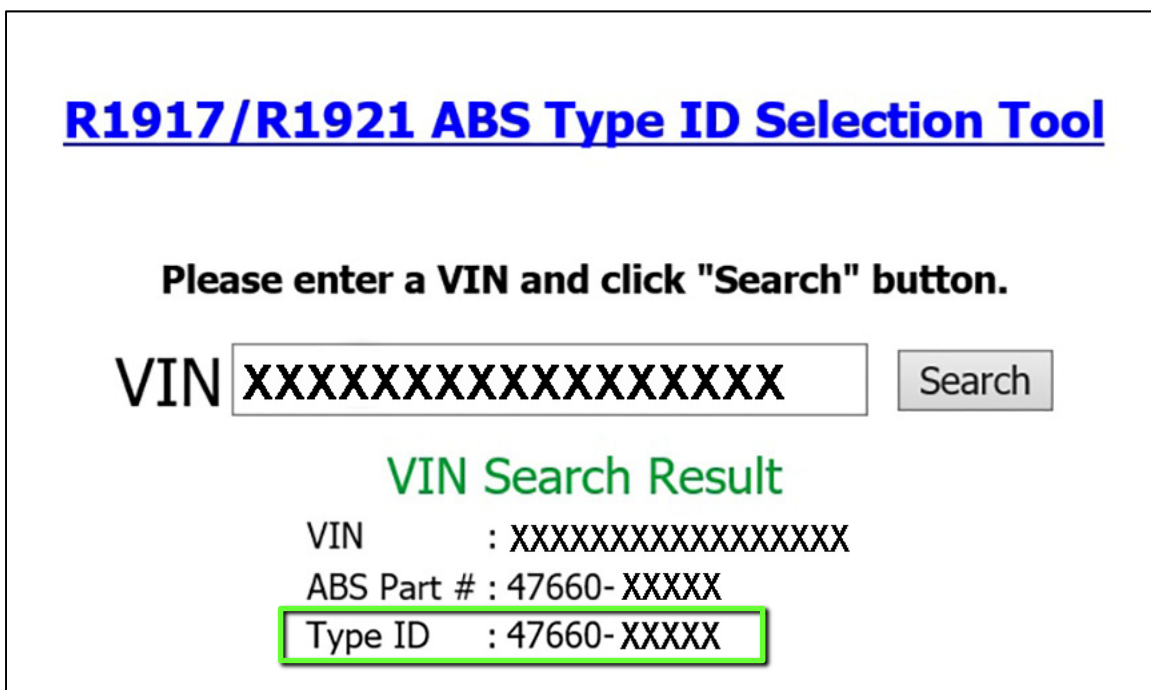


Figure 3

d. Write the Type ID on the repair order.

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

- ASSIST 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 provided in the ESM, the instructions on pages 4 through 9 contain additional details that may be helpful.

3. Connect CONSULT-III plus to the vehicle.
4. Turn the ignition ON.
5. Open / start C-III plus.
6. Wait for the plus VI to be recognized.
 - The serial number will display when the plus VI is recognized.
7. Select **Re/programming, Configuration**.

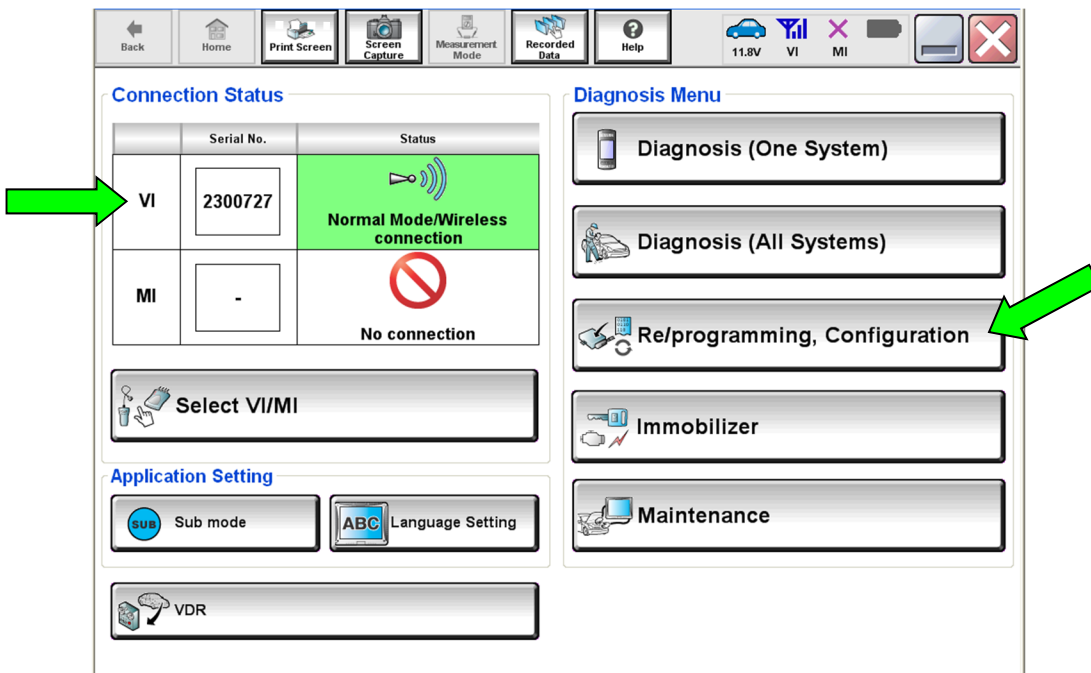


Figure 4

8. Use arrows (if needed) to view and read all precautions.
9. Check the box confirming the precautions have been read.
10. Select Next.

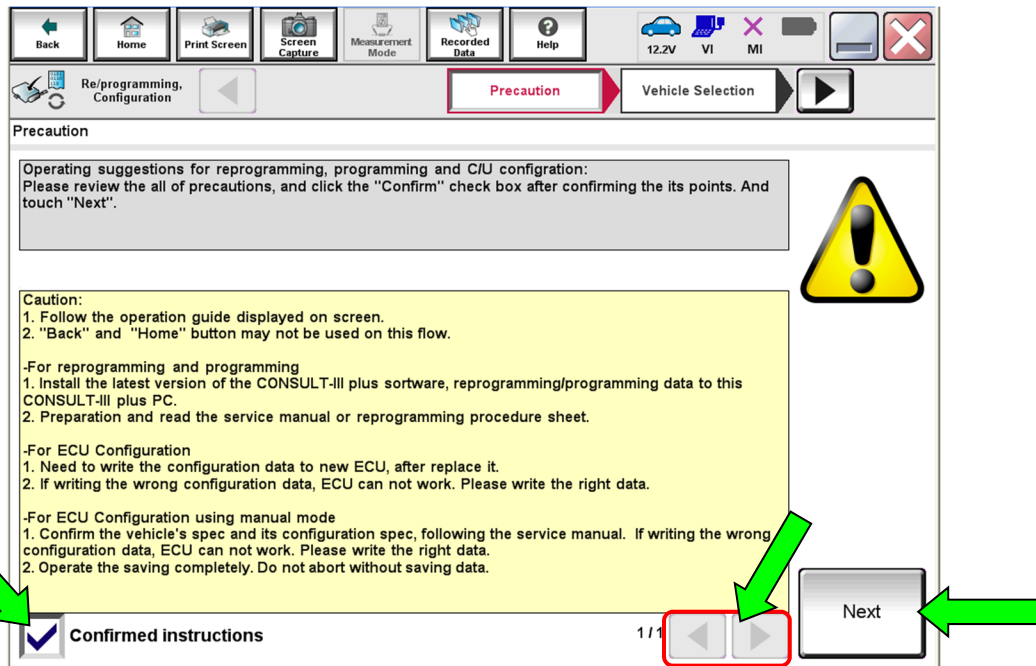


Figure 5

11. If the screen in Figure 6 displays, select **Automatic Selection(VIN)**.
 - If the screen in Figure 6 does not display, skip to step 12.

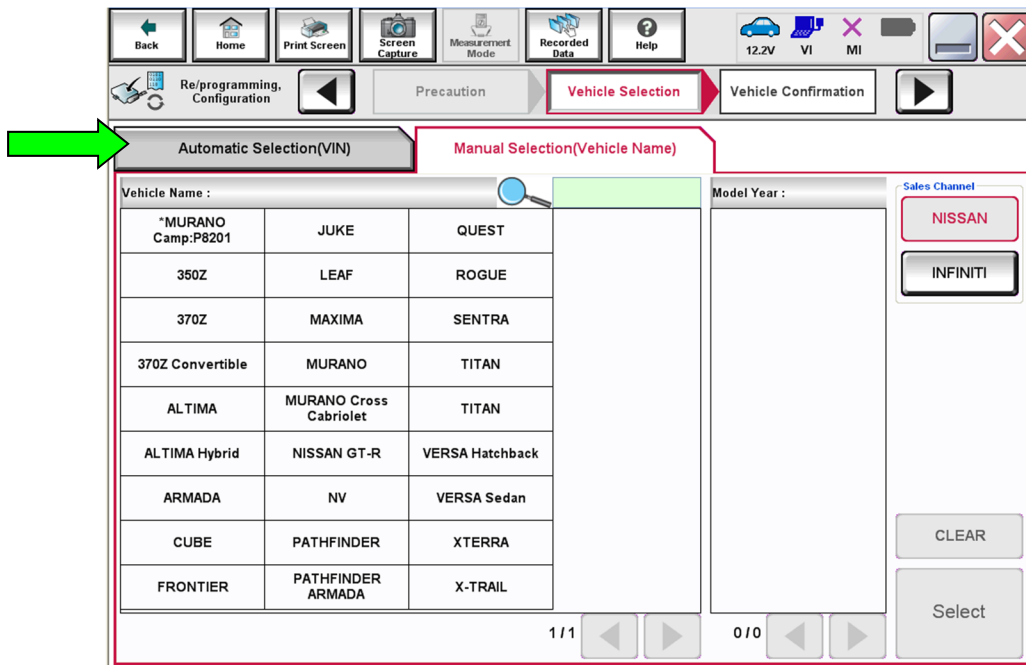


Figure 6

12. Make sure VIN or Chassis # matches the vehicle's VIN.
13. Select Confirm.

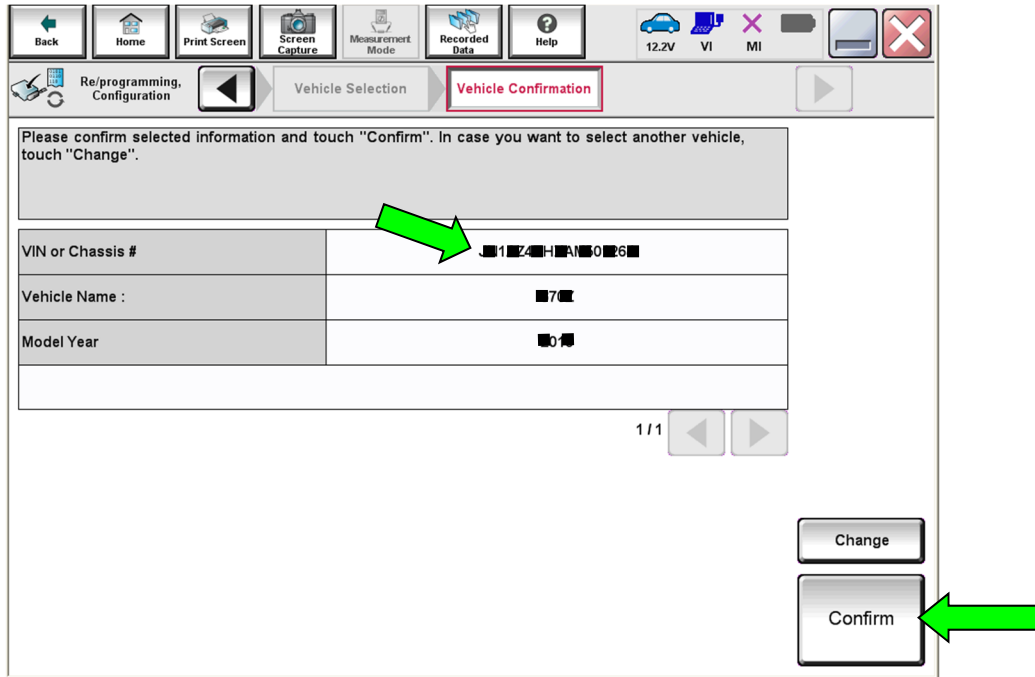


Figure 7

14. Select Confirm.

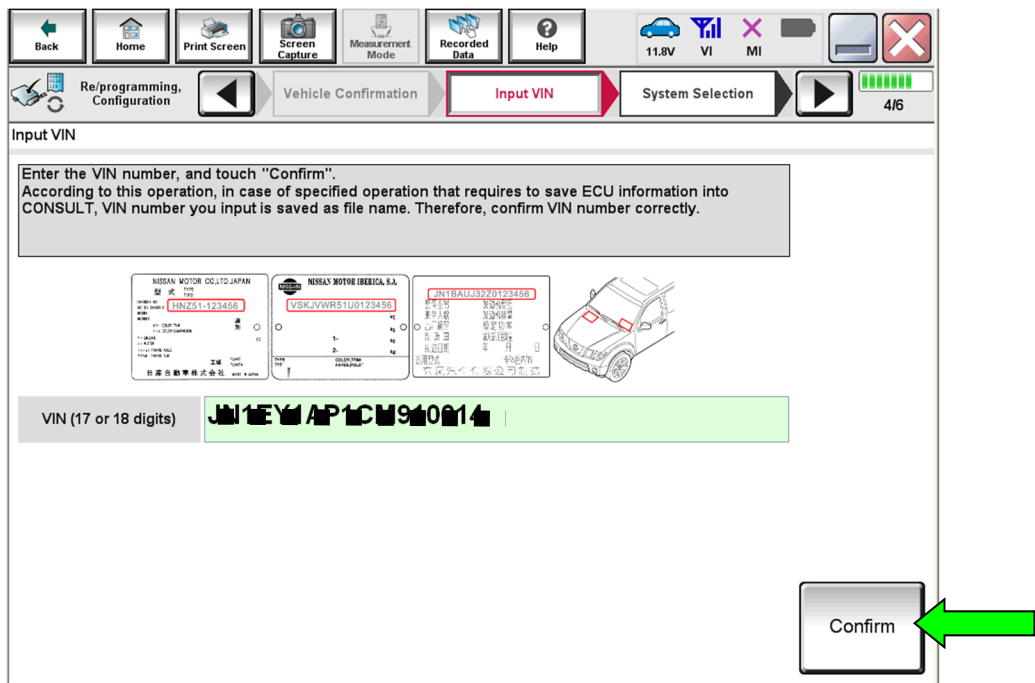


Figure 8

15. Select ABS.

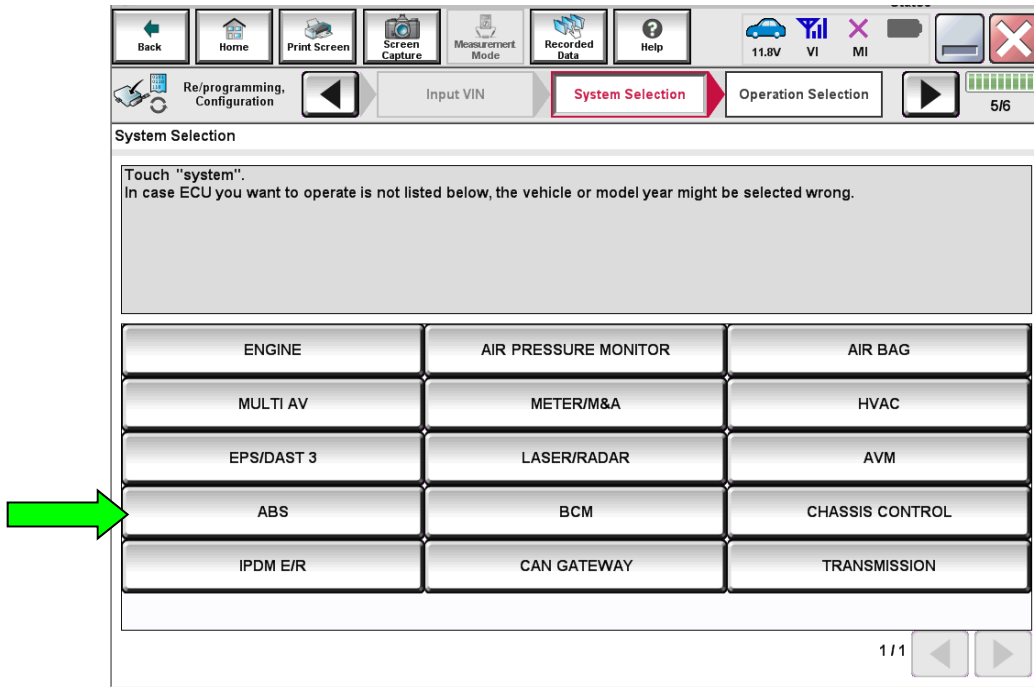


Figure 9

16. Select Manual Configuration.

- DO NOT select Reprogramming.

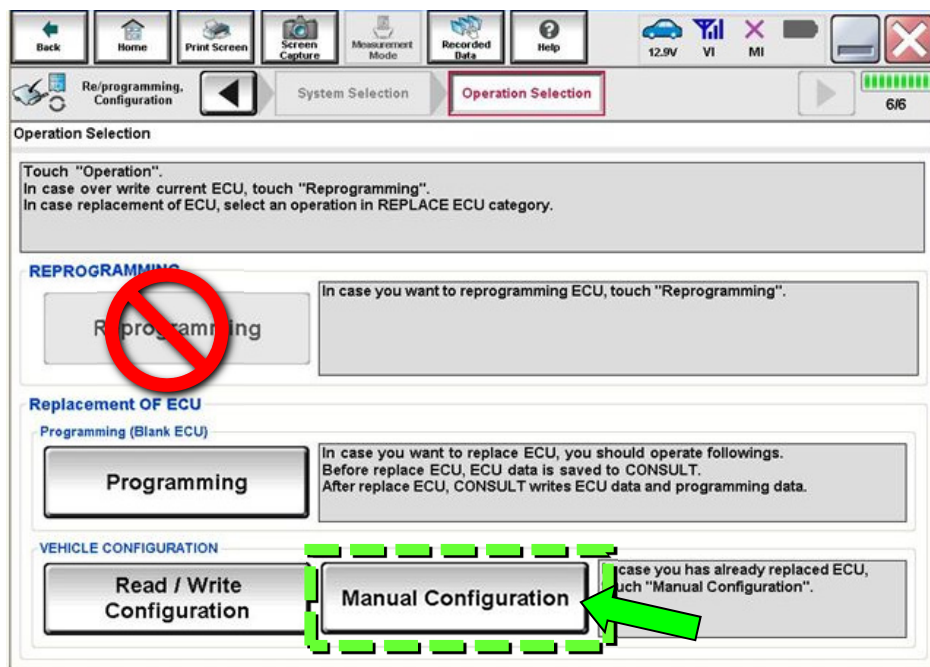


Figure 10

17. Select the Type ID (Figure 11) that was generated with the R1917/R1921 ABS Type ID Selection Tool in step 2.
 - 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 18), and C-III plus will select the correct configuration.

18. Select **Next**.

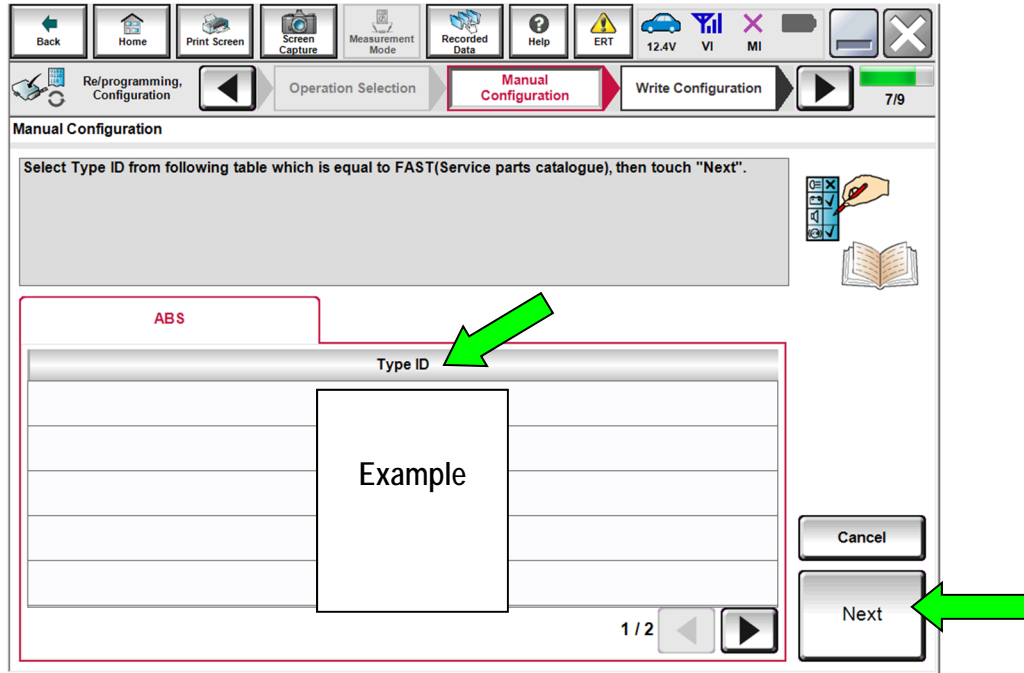


Figure 11

19. Confirm the correct Type ID number is selected.

20. Select **OK**.

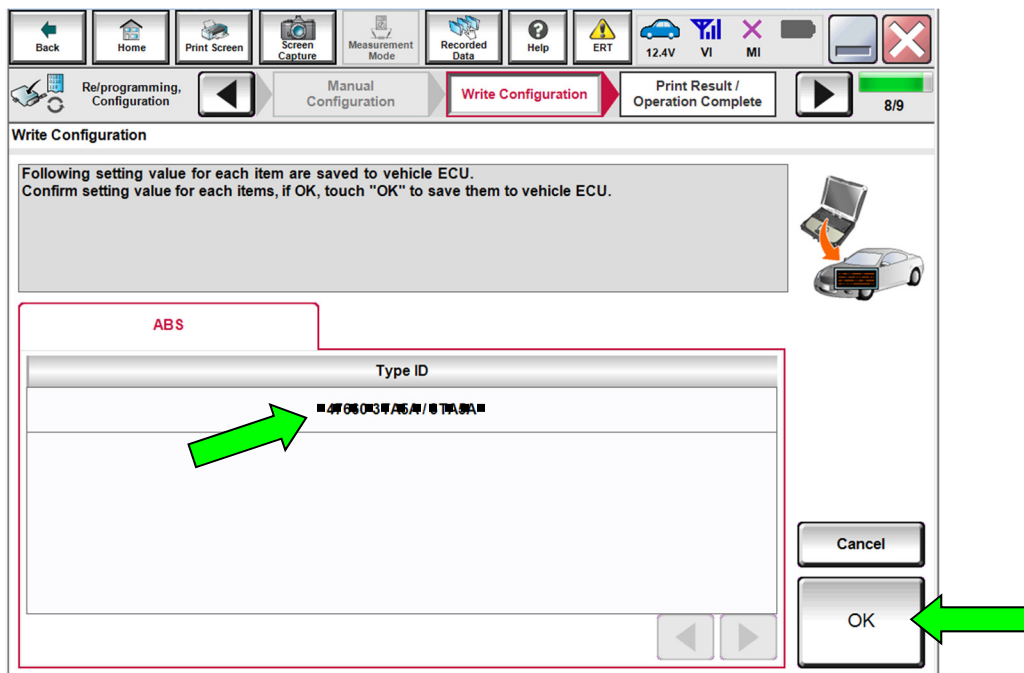


Figure 12

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

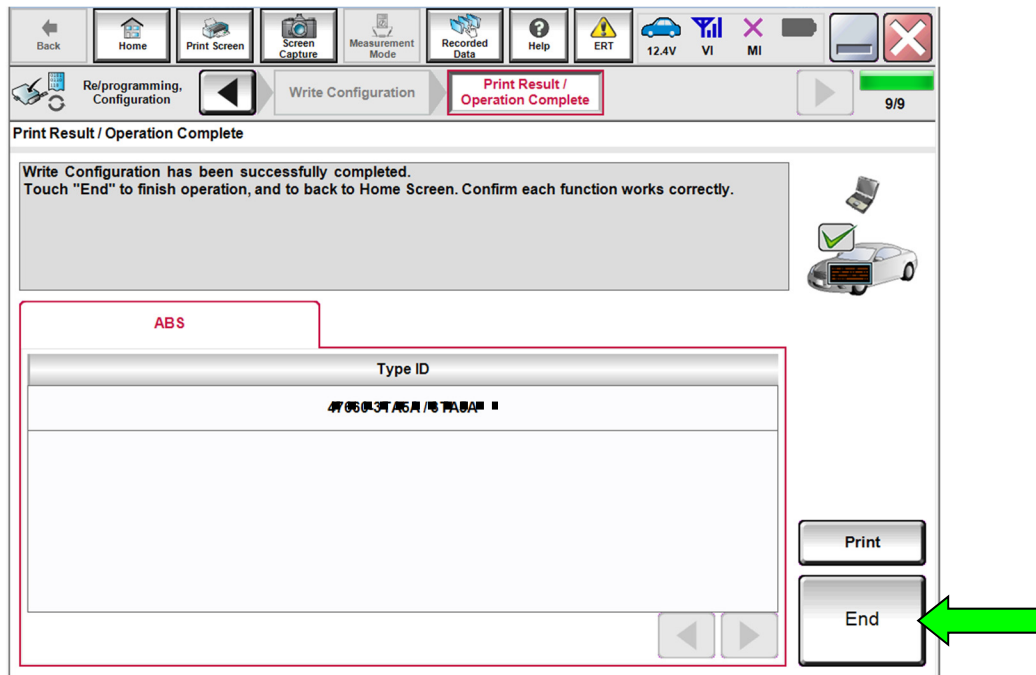


Figure 13

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

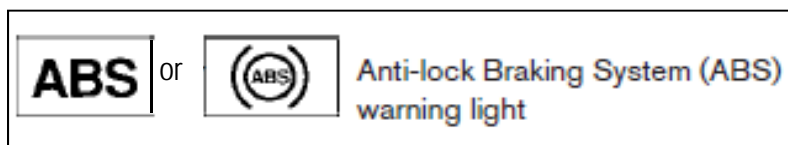


Figure 14

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

* ICC = Intelligent Cruise Control.

- (1) 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	Replace ABS Control Unit	R19171	2.6 hrs
R1921	QX60	Replace ABS Control Unit	R19210	2.6 hrs

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 12, 2019	ITB19-038	Original bulletin published
December 23, 2019	ITB19-038a	Amended to add step 2, for ASIST Type ID tool information
January 17, 2020	ITB19-038b	Changed the ASIST tool name on pages 2, 3, and 8
September 10, 2020	ITB19-038c	Title, Campaign ID #, and CLAIMS INFORMATION revised

