

RECALL CAMPAIGN BULLETIN

Classification: BR19-007d Reference:

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ITB19-037d

February 4, 2020

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.

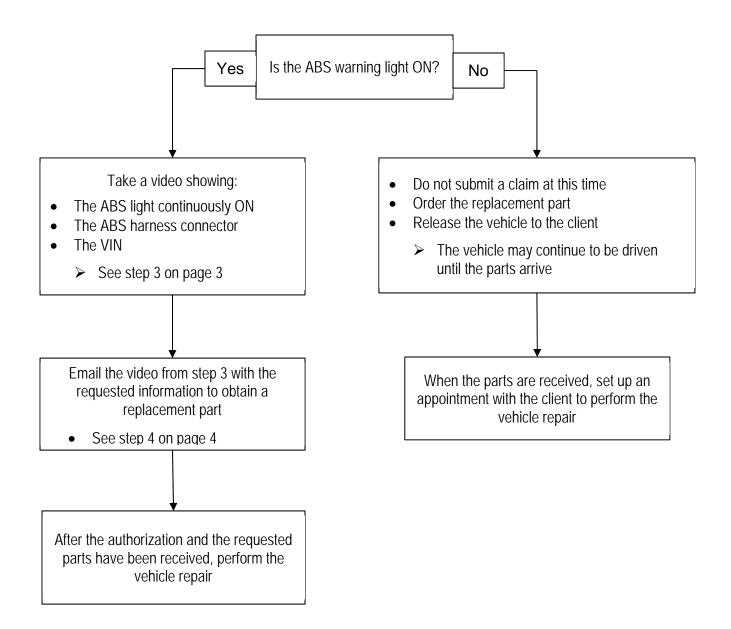
IDENTIFICATION NUMBER

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:

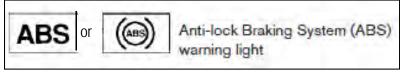


Figure 1

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

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:

- o 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 to nnafqasupport@nissan-usa.com:

NOTE:

- > The file size of the video cannot be larger than 8MB.
- > CONSULT-III plus does not have an email function.
 - Use a device that has an email function (for example, a PC, tablet, smart phone, etc.).
- Email subject line: R1917 ABS Actuator
- Replacement ABS actuator part number
- Dealer name
- Dealer code
- Dealer 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.

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.
- 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 Type ID Selection Tool as follows (this will be needed in step 22):
 - a. Select Bulletin Support Items.

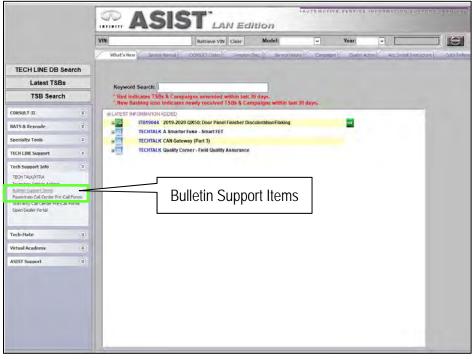


Figure 2

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

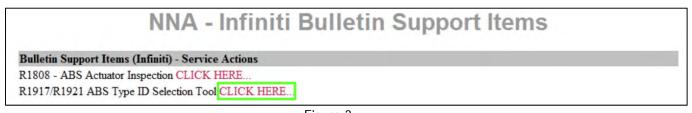


Figure 3





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**.

	Serial No.	Status	Diagnosis (One System)
VI	2300727	Normal Mode/Wireless connection	Diagnosis (All Systems)
Mi	·	No connection	Re/programming, Configuration
10	Select VI/MI	-	Immobilizer
-	tion Setting Sub mode	ABC Language Setting	Maintenance

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.

ecaution						_
	view the all o			ming and C/U configratio	n: onfirming the its points. An	d A
ouch ive	xt .					
Caution:						
. Follow	the operatio		layed on screen.			
			not be used on the	his flow.		
For repro	gramming he latest ver	and program sion of the C	ming	nis flow. ortware, reprogramming/p	rogramming data to this	
For repro	gramming he latest ver -III plus PC	and program sion of the C	ming ONSULT-III plus so		and a construction	
For repro 1. Install t CONSUL1 2. Prepara	gramming he latest ver -III plus PC tion and re	and program sion of the C ad the servic	ming ONSULT-III plus so	ortware, reprogramming/p	and a construction	
For repro	gramming he latest ver -III plus PC tion and re Configuration write the c	and program sion of the C ad the servic on onfiguration	ming ONSULT-III plus so e manual or repro data to new ECU,	ortware, reprogramming/p gramming procedure she after replace it.	et.	
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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.

Configuratio		Precaution	Vehicle Selection	Vehicle Confirmatio	n 🕨
Automatic S	election(VIN)	Manual Select	ion(Vehicle Name)		
Vehicle Name :				Model Year :	Sales Ch
"MURANO Camp:P8201	JUKE	QUEST			N
350Z	LEAF	ROGUE			IN
370Z	MAXIMA	SENTRA			
370Z Convertible	MURANO	TITAN			
ALTIMA	MURANO Cross Cabriolet	TITAN			
ALTIMA Hybrid	NISSAN GT-R	VERSA Hatchback			
ARMADA	NV	VERSA Sedan	1		_
CUBE	PATHFINDER	XTERRA			CI
FRONTIER	PATHFINDER	X-TRAIL	1		-

Figure 7

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

/ehicle Name : 77	ouch "Change".	h "Confirm". In case you want to select another vehicle,	
Model Year D1	VIN or Chassis #		Ē
	Vehicle Name :	0 742.	
aut and a	Model Year	1 0 1 0	
		1(1	

Figure 8

19. Select Confirm.

Re/programming, Configuration	Vehicle Confirmation	Data Input VIN	11.8V VI MI System Selection	4/6
4				4/6
	d touch "Confirm". on, in case of specified operation	that requires to save ECU	information into	
JLT, VIN number yo	ou input is saved as file name. Th	erefore, confirm VIN numb	er correctly.	
			-	
Attitu uotide	COLITE LAPAN MESAS BUTHE INLESS &A		100	
TELL PRIES	TIMM (VEROWIRS(UDALINE)			
All States	00	31 PM (&C)	20	
	24 55 27 ULANS		Ý	
	JAN NE YA AP 1C M 94			
(17 or 18 digits)				
			0	
				Confirm
				Contiem

Figure 9

20. Select ABS.

em Selection		5/
1		
uch "system". :ase ECU you want to operate is not	listed below, the vehicle or model year might be	selected wrong.
ENGINE	AIR PRESSURE MONITOR	AIR BAG
	METER/M&A	HVAC
MULTI AND		HVAC
MULTI AV		
MULTI AV EPS/DAST 3	LASER/RADAR	AVM
		AVM CHASSIS CONTROL

Figure 10

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

Back Home Drive Corners	Screen Screen Adulta Meter Recorded Bate Rep 12.9V VI MI	
Configuration	System Selection Operation Selection	6/6
Operation Selection		
Touch "Operation". In case over write current ECU, touch In case replacement of ECU, select an	h "Reprogramming". I operation in REPLACE ECU category.	
REPROGRAMMING R. programming	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 Type ID 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.

	Measurement Mode Recorded Data Manus	etp ERT 12.4V VI MI	
Re/programming, Configuration Operation	on Selection Configura	ation Write Configuration	7/9
Configuration			
Type ID from following table which is e	qual to FAST(Service parts of	catalogue), then touch "Next".	
			a v
ABS			
	Type ID		
	Type ID		
	Example		
			Cancel
			Cancel
		1/2	Cancel

Figure 12

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

Back Home Print Screen	Screen Capture Measurement Mode Record Data	ed Help ERT	12.4V VI MI	-
Re/programming, Configuration	Manual W Configuration	rite Configuration	Print Result / Operation Complete	8/9
ite Configuration				
ollowing setting value for each it onfirm setting value for each iten	em are saved to vehicle ECU. is, if OK, touch "OK" to save th	nem to vehicle ECU.		
ABS				-
	Type ID			
		•		Cancel
				ОК

Figure 13

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

	Measurement Mode Recorded Data Write Configuration Print Result / Demolate
	Operation Complete 9/9
esult / Operation Complete	
Configuration has been success ch "End" to finish operation, and to	ssfully completed. to back to Home Screen. Confirm each function works correctly.
ABS	
	Type ID
	497 (95 (94.3)7 (95)94 (96)94 (94)
	Print
	Print
	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 #	QUANTITY
ABS Control Unit	Vehicles with ICC (1)	47660 - 9PP1B	1
ABS CONTOF ONIC	Vehicles without ICC (1)	47660 - 9PP1D	
Brake Fluid (2)	All	999MP - A4100P	1

(1) ICC = Intelligent Cruise Control.

(2) 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 " ON " Condition and Replace ABS Control Unit	R19170	2.7 hrs
K1917	0,00	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
January 17, 2020	ITB19-037c	Changed the ASIST tool name on pages 5, 6, and 10
February 4, 2020	ITB19-037d	Information revised in step 4 on page 4