



After-sales Retailer Support

Direct Adaptive Steering

Voluntary Safety Recall Campaign

Reference: R1610, R1611, R1612, R1613

Date: June 29, 2016

Attention: Retailer Principal, Sales, Parts and Service Managers

UPDATE June 29, 2016

The announcement from June 10th, 2016 has been revised to include:

▪ **Campaign repair bulletins are now available.**

▪ **R1610** – ITB16-022

▪ **R1611** – ITB16-025

▪ **R1612** – ITB16-024

▪ **R1613** – ITB16-023

Please discard earlier versions of this bulletin.

A STOP SALE CONDITION IS IN EFFECT.

PNC	Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:
R1610 R1611 R1612 R1613	MY2014-16 Q50	28,182	102	June 10 th , 2016

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

Infiniti has notified the National Highway Traffic Safety Administration (NHTSA) of its intention to recall certain MY2014-16 Infiniti Q50 vehicles manufactured at the Tochigi, Japan plant and equipped with Direct Adaptive Steering (DAS).

The subject vehicles are equipped with an optional Direct Adaptive Steering (steer-by-wire) system. During normal operation, the amount of electrical current delivered to the steering actuator motors is designed to vary based on ambient temperatures. Under certain conditions, a combination of low battery voltage at engine start up (~7 volts), combined with an initial large steering angle when the vehicle is parked (client parks car with wheels turned) can cause an immediate error in the steering ratio calculation algorithm at vehicle startup; which may lead to a noticeable change in steering responsiveness and turning radius. If this issue occurs at vehicle start-up, the steering wheel is noticeably off-center and the "VDC warning lamp" telltale illuminates to warn the driver. If these warnings are ignored, and the vehicle is driven in this condition, it could increase the risk of a crash.

Infiniti is committed to the safety and security of our clients and their passengers.

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.

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

1. To ensure client satisfaction, retailers are asked to perform the following repair procedure prior to sale. Once repaired, vehicles can be sold without further action.
 - Verify the subject vehicle is affected by this recall campaign using SERVICE COMM - I.D. **R1610: Reprogram Direct Adaptive Steering**
 - **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

NOTE: If campaigns P5325, P4202, P4203, or P4204 are still open in SERVICE COMM they will be superseded by the following campaign IDs:

- P5325 - Reprogram only - **R1610**
- P4202 - Reprogram and calibration - **R1611**
- P4203 - Replace 3 control units, reprogram, and calibrate - **R1612**
- P4204 - Replace 3 control units, reprogram, calibrate, & reset AVM - **R1613**
- P5326 - 12-volt battery replacement only – remains unchanged
 - Refer to ITB15-034 as necessary

If previous campaigns were performed and the vehicle is identified in SERVICE COMM under R1610, the campaign should be performed to bring the vehicle up to the current production software.

- Retailers should perform **ONLY** the campaign listed in SERVICE COMM.
2. Use the appropriate campaign repair bulletins to repair any client vehicles or vehicles in retailer inventory affected by these campaigns:
 - **Campaign I.D.**
 - **R1610** – ITB16-022
 - **R1611** – ITB16-025
 - **R1612** – ITB16-024
 - **R1613** – ITB16-023
 3. File the warranty claim applicable to your situation and release the vehicle.

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

Parts	<ul style="list-style-type: none">• Software will be available on ASIST on June 10th (manual update may be required)
Special Tool	<ul style="list-style-type: none">• CONSULT-III
Repair	<ul style="list-style-type: none">• Campaign repair bulletins are now available.<ul style="list-style-type: none">▪ R1610 – ITB16-022▪ R1611 – ITB16-025▪ R1612 – ITB16-024▪ R1613 – ITB16-023
Owner Notification	<ul style="list-style-type: none">• Infiniti will begin sending owners of all potentially affected vehicles in August, 2016.

***** Retailer Responsibility *****

It is the retailer's responsibility to check SERVICE COMM 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 Recall Campaign?

A: Yes. A stop sale is in effect for new vehicles in retailer inventory.

Q: What is the issue?

A: Direct Adaptive Steering (DAS) system is an option, designed to maintain control on uneven roads by making subtle adjustments reduce vibrations from the road to the driver, and provide the driver with a quicker, more precise response time.

During normal operation, the amount of electrical current delivered to the steering actuator motors is designed to vary based on ambient temperatures. Under certain conditions, a combination of low battery voltage at engine start up (~7 volts), combined with an initial large steering angle when the vehicle is parked (client parks car with wheels turned) can cause an immediate error in the steering ratio calculation algorithm at vehicle startup; which may lead to a noticeable change in steering responsiveness and turning radius. If this issue occurs at vehicle start-up, the steering wheel is noticeably off-center and the "VDC warning lamp" telltale illuminates to warn the driver. If these warnings are ignored, and the vehicle is driven in this condition, it could increase the risk of a crash.

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

A. Retailers will reprogram the DAS Control Units software. In certain instances, your Infiniti retailer may need to replace the DAS control units.

Q. Why do some vehicles receive different repairs than others?

A. Some vehicles have been in service and/or received prior repairs. The affected vehicle populations are identified at a VIN level. The appropriate repair is specific to each vehicle based on its manufacturing and repair history. All vehicles will receive the same software, which is the current production level.

Q. Is there any charge for the repair?

A. No, the repair will be performed for the client free of charge for parts and labor.

Q: Are all the listed vehicles affected?

A: No. Affected vehicles can be identified in SERVICE COMM with I.D. R1610, R1611, R1612, or R1613.

Q: Have there been any injuries or fatalities related to this defect?

A: There have been no fatalities associated with this issue.

Q: Is there anything clients can do in the meantime?

A: The repair for this condition is currently available and customers should make immediate arrangements to schedule a visit to an authorized retailer.

Q. Is my vehicle safe to drive?

A: The repair for this condition is currently available and customers should make immediate arrangements to schedule a visit to an authorized dealer.

Q. Are parts readily available?

A. Yes.

Q. Are courtesy vehicles available for owners that do not wish to drive their vehicle?

A: Courtesy vehicles are subject to availability. Please check with your retailer for alternate transportation availability. Rental is available under the campaign if parts need to be ordered.

EXPENSE CODE	DESCRIPTION	AMOUNT
	Contact the Warranty claims call center 1-800-933-3712 Option 7, for parts replacement coverage and rental eligibility.	

Q. Are you experiencing this issue on any other Infiniti (or Nissan) models?

A. No

Q. I have lost confidence in the vehicle. Will Infiniti replace or repurchase the vehicle?

A. The repair will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. How long will the corrective action take?

A. This service, free for parts and labor, should take approximately one (1) hour to complete. Some repairs may require up to 3.5 hours for completion, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

Q. This vehicle has been in for previous repairs to the Direct Adaptive Steering System, why weren't these repairs identified then?

A. Infiniti is committed to providing the highest quality products and client experience. This Direct Adaptive Steering System is new technology with personalized customization capability. Infiniti continues to refine system performance based on client feedback and actual driving experiences to optimize our entire clientele's driving experiences.

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

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.