

Reference:

ITB10-072

Date:

December 2, 2010

VOLUNTARY SAFETY RECALL CAMPAIGN 2004 – 2006 QX56; ECM RELAY

CAMPAIGN ID #: PC069
NHTSA #: 10V-517
APPLIED VEHICLES: 2004 – 2006 QX56 (JA60)

Check Service COMM to confirm campaign eligibility.

INTRODUCTION

Infiniti is conducting a voluntary safety recall campaign on Applied Vehicles to replace an ECM relay with a new one at no charge for parts or labor. On some of the potentially affected vehicles, oxidation on the electrical contacts in the relay may lead to engine performance issues, including the possibility of stalling at low engine speeds.

IDENTIFICATION NUMBER

Infiniti has assigned identification number PC069 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service Comm 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 dealer's inventory. **Federal law requires that new vehicles in dealer 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 dealers to correct any used vehicles in their inventory before they are retailed.

REQUIRED SPECIAL TOOL (J-50389)



SERVICE PROCEDURE

NOTE: For this campaign only, the ECM relay in the IPDM will be replaced using special tool J-50389. This is an exception to the information contained in ITB09-022.

1. Record the radio station presets:

Presets	1	2	3	4	5	6
A						
B						
C						
SAT						

2. Turn the ignition OFF.
3. Disconnect both battery cables (negative cable first).
4. Open the engine hood and place covers on the fenders for protection against scratches or other damage.
5. Remove the cover from the IPDM.



Figure 1

NOTE: Make sure 3 minutes have passed after battery cables were disconnected before proceeding.

6. Release the tabs on the sides of the IPDM and lift it out of the box.

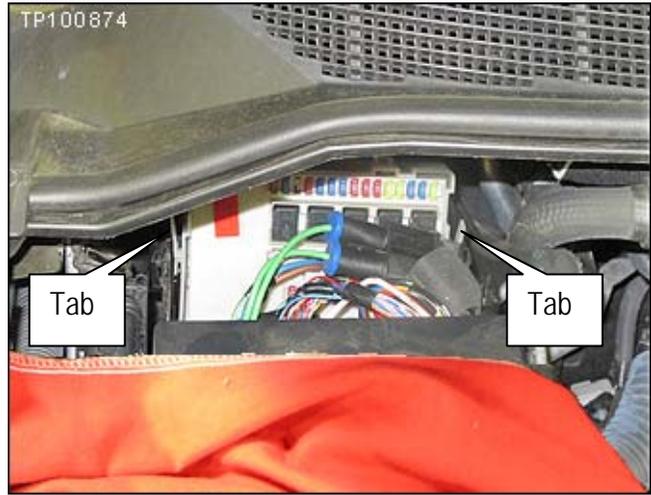


Figure 2

7. Position the IPDM as shown in Figure 3.

NOTE: There are 2 rows of relays, a row of 4 and a row of 5. Position the IPDM so the row of 4 relays is easily accessible.

8. Locate the ECM relay (see Figure 3).

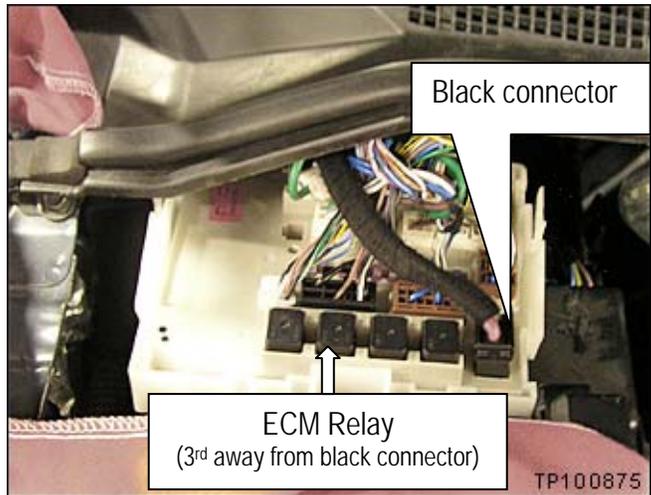


Figure 3

9. Place Special Tool J-50389 over the ECM relay (see Figure 4).
 - Use the guide plate to center the tool over the relay.

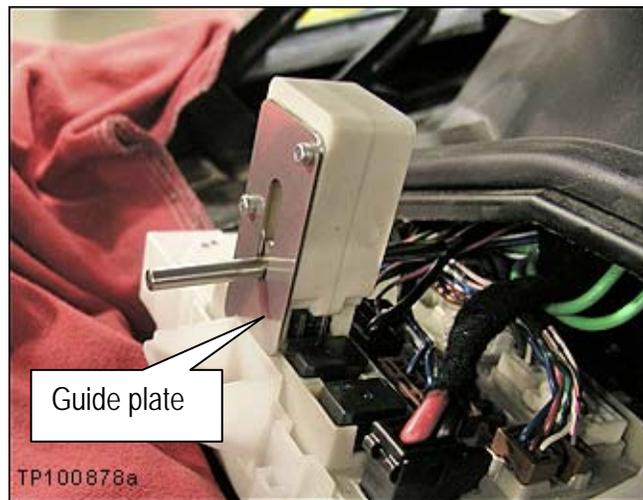


Figure 4

10. Press down on top of special tool J-50389 while lifting the extraction side bars (see Figure 5).

IMPORTANT:

- Make sure to use special tool J-50389 to extract the relay.
- Using special tool J-50389 will ensure the relay is extracted straight up from the IPDM without causing damage to the IPDM female relay terminals.

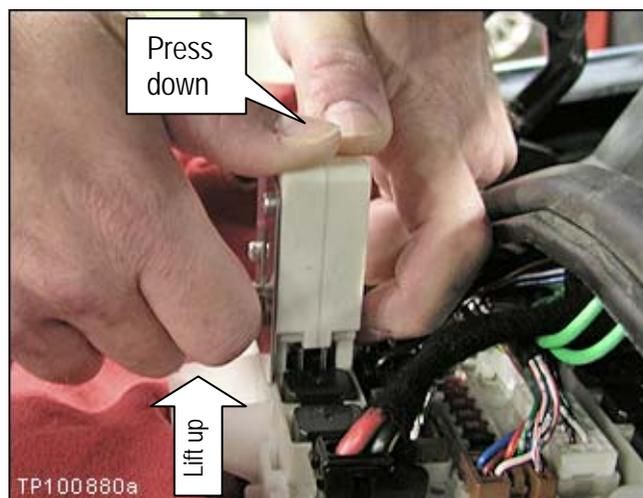


Figure 5

11. Lift special tool J-50389 away from the IPDM (see Figure 6).

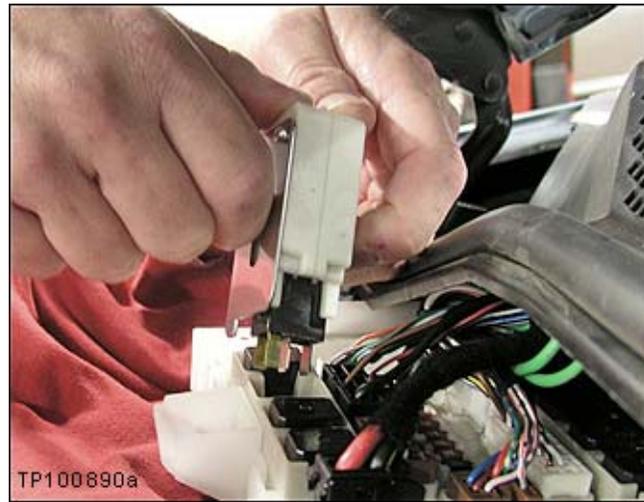


Figure 6

12. Make the old relay unusable by bending the connector prongs.

13. Place the new relay into the IPDM and press straight down to install.

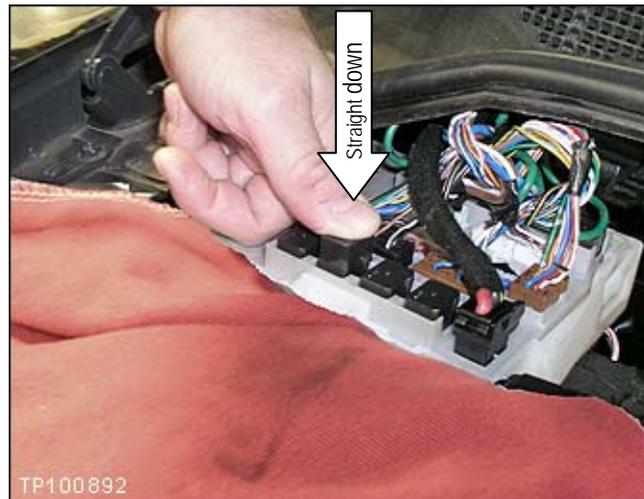


Figure 7

14. Reinstall the IPDM. Make sure it is latched into place on both sides.
15. Reinstall the IPDM cover.
16. Reinstall the battery cables – positive cable first.
17. Reset the clock and the radio station presets.
18. Inform the customer they will need to reset their Automatic Drive Position (ADP) settings (ADP memory).

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QTY
Relay, Engine Control (ECM Relay)	284B7 – CW29E	1

CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

“CM” I.D.: PC069

DESCRIPTION	OP CODE	FRT
Replace ECM Relay	PC0690	0.3 hrs

OWNER'S LETTER

Dear Infiniti QX56 Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Infiniti has decided that a defect which relates to motor vehicle safety exists in certain 2004-2006 Model Year Infiniti QX56 vehicles. Our records indicate that you own or lease one of the potentially affected vehicles.

Reason for Recall

On some of the affected vehicles, an issue with an Engine Control Module relay may, over time, cause engine performance issues, and in some instances, can cause the engine to stop running while the vehicle is in motion, increasing a risk of a crash.

What Infiniti Will Do

Your Infiniti dealer will replace the ECM relay with a new one. This service, free of charge for parts and labor, should take less than an hour to complete, but your Infiniti dealer may require your vehicle for a longer period of time based upon their work schedule.

What You Should Do

Contact your Infiniti dealer at your earliest convenience in order to arrange an appointment to have your vehicle repaired. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Infiniti dealer.

If the dealer fails, or is unable to make the necessary repairs free of charge, you may contact the National Consumer Affairs Department, Infiniti Division, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.

