



# After-sales Retailer Support Occupant Classification System (OCS) Service Parts Voluntary Safety Recall Campaign

Reference: PC407  
Date: November 9, 2015

Attention: Retailer Principal, Sales, Parts and Service Managers

## UPDATE November 9, 2015

- **The Non-Usable Service Parts List from the announcement on October 23, 2015 has been revised:**
  - **Part # 98856-3JR0A** – this part number is usable and should not be returned for credit.
- **Please discard earlier versions of this bulletin**

### **A STOP SALE CONDITION IS IN EFFECT.**

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:
MY13 JX35	324	0	October 23, 2015
MY14-15 QX60			
MY14 QX60 Hybrid			

### **\*\*\*\*\*Campaign Summary \*\*\*\*\***

Infiniti is conducting a Voluntary Safety Recall Campaign for specific vehicles that have been serviced with incorrect specification front passenger seat Occupant Classification Sensor (OCS) control unit service parts. As a result, the OCS system on these affected vehicles may not operate as designed in some cases.

**Note:** Only specific vehicles identified in Service Comm are subject to this campaign because they may have previously been serviced with an incorrect part. Other vehicles within the production date ranges listed in the Q&A portion of this announcement are not subject to this campaign.

Infiniti is committed to a high level of client safety, service, and satisfaction and are working with retailers to provide an outstanding ownership experience.

**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. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **PC407**.
2. Retailers should not sell, lease, trade, rent or loan any vehicles in retailer inventory affected by this recall campaign until after the vehicle has been repaired.
3. Retailers should use **ITB15-031** to repair any vehicles subject to this campaign.
4. Once repaired, retailer should submit the claim, using the claims coding provided, and release the vehicle.
5. If your retailer has any of the parts listed below in stock, please return them for credit as soon as possible. These parts do not contain the correct OCS algorithm and **should not be used as a service part**. Parts managers have been sent instructions for receiving parts return credit.

<b>NON-USABLE SERVICE PARTS – RETURN FOR CREDIT</b>			
98856-3JG0A	98856-3JG1A	98856-3JG1B	98856-9NA0A

**\*\*\*\*\* Release Schedule \*\*\*\*\***

<b>Parts</b>	<ul style="list-style-type: none"> <li>• <b>No parts are necessary for this reprogramming</b></li> <li>• Purge inventory of incorrect service parts as soon as possible as noted in #5 above</li> </ul>
<b>Tools</b>	<ul style="list-style-type: none"> <li>• Special tool, J-51594 OCS reprogramming cable is required</li> <li>• Retailers should have this available from previous R1404 campaign</li> <li>• Order additional tools as necessary from Tech-Mate @ 1-800-662-2001</li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>ITB15-031</b></li> </ul>
<b>Owner Notification</b>	Infiniti will begin notifying owners of all potentially affected vehicles in <b>November, 2015</b> via U.S. Mail.

**\*\*\*\*\* 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 safety recall?**
- A. Yes, a stop sale is in effect.

**Q. What is the reason for safety recall?**

A. The affected vehicles may have been serviced with incorrect specification front passenger seat Occupant Classification Sensor (OCS) control unit service parts.

**Q. What is the possible effect of the condition?**

A. If the incorrect service part was installed, the OCS algorithm in the subject vehicles may not properly classify an adult passenger seated in the front passenger seat.

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

A. Infiniti retailers will install the current production level software in the OCS control unit.

**Q. How long will the corrective action take?**

A. This service, free for parts and labor, should take less than 1 hour to complete. However, your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

**Q. When will vehicle owners be notified?**

A. Infiniti will begin notifying owners in November, asking them to bring their vehicle to an authorized Infiniti retailer to have the OCS control module reprogrammed with the latest OCS algorithm.

**Q. Are parts readily available?**

A. No parts are necessary to perform this reprogramming. The OCS software is available on ASIST.

**Q. Is my vehicle safe to drive?**

A. Yes. This issue only affects the front passenger seat. Front seat passengers are encouraged to be seated properly in accordance with the instructions in the owner's manuals. Please refer the client to the owner's manual section titled "Occupant Classification Sensor" for a more detailed explanation of your vehicles air bag system.

If the yellow passenger air bag status lamp is illuminated when the seat is occupied by an adult, clients are encouraged to take your vehicles into your nearest certified retailer for diagnostics and repairs. It is normal for the red air bag warning lamp to flash for about seven seconds when the vehicle is first started. It is also normal for the amber passenger air bag status light to light up on the dash if the passenger seat is unoccupied.

**NOTE: If the red air bag warning light in the client's vehicle remains illuminated after the vehicle is started, please instruct them to take their vehicle to a retailer as soon as possible.**

**Q. Will a courtesy vehicle be provided while the retailer is servicing the vehicle?**

A. Infiniti will provide a courtesy vehicle for the client to use while their vehicle is being serviced. Courtesy vehicles are subject to availability and not guaranteed.

**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. Is there anything owners can do to mitigate the condition?**

A. No. If you received an owner notification letter, please bring your vehicle to an authorized Infiniti retailer as soon as possible to have the OCS software updated.

**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. 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.

**Q. What model year vehicles are involved?**

A. MY2013 Infiniti JX35, 2014 Infiniti QX60 Hybrid, and 2014-15 Infiniti QX60 vehicles sold in North America.

**Q. How many Infiniti vehicles are involved in the campaign?**

A. The North American Market is affected as follows:

<b>Region</b>	<b>JX35/QX60</b>	<b>QX60 Hybrid</b>	<b>Total</b>
USA	320	1	<b>321</b>
CANADA	24	0	<b>24</b>
GUAM	1	0	<b>1</b>
PUERTO RICO	2	0	<b>2</b>
<b>Total</b>	<b>347</b>	<b>1</b>	<b>348</b>

<b><u>Make/Model</u></b>	<b><u>Dates of Manufacture</u></b>
MY2013 JX35	March 2, 2012 to June 7, 2013
MY2014-15 QX60	May 22, 2013 to November 18, 2014
MY2014 QX60 Hybrid	December 14, 2013

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

- A. Approximately **595** 2013-14 Nissan Sentra, 2013-15 Nissan Altima, and Pathfinder vehicles are also affected.

<b><u>Make/Model</u></b>	<b><u>Dates of Manufacture</u></b>
MY2013-14 Nissan Sentra	September 1, 2012 to July 8, 2014
MY2013-15 Nissan Altima	June 12, 2012 to August 26, 2014
MY2013-15 Nissan Pathfinder	July 17, 2012 to November 11, 2014