

Part 573 Safety Recall Report

17V-476

Manufacturer Name : Nissan North America, Inc.**Submission Date :** JUL 27, 2017**NHTSA Recall No. :** 17V-476**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Nissan North America, Inc.

Address : P. O. BOX 685001

Franklin TN 37068-5009

Company phone : 800-647-7261

Population :

Number of potentially involved : 14,192

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2017 Infiniti Q60

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Population determined from start of production until production countermeasure to improve vehicle performance was implemented.

Production Dates : JUL 30, 2015 - APR 05, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2016-2018 Infiniti Q50

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Population determined from start of production until production countermeasure to improve vehicle performance was implemented.

Production Dates : MAR 10, 2015 - APR 05, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : On the affected vehicles, an incorrect fuel pressure map was used in the Fuel Pump Control Module (FPCM) software. As a result, when the amount of fuel is low in the main tank, the pressure regulator may not open and send fuel from the sub tank to the main tank. Subsequently, under certain conditions, the fuel level in the main tank may be too low for the fuel pump to send fuel to the engine which can cause the engine to stop running while driving.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain conditions, the fuel level in the main tank may be too low for the fuel pump to send fuel to the engine which can cause the engine to stop running while driving.

Description of the Cause : An incorrect fuel pressure map was used in the Fuel Pump Control Module (FPCM) software.

Identification of Any Warning
that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

December 2016 – Nissan received a single report from the U.S. The report indicated that there could be an issue relating to the fuel pump. Nissan immediately began an investigation into the issue.

January 2017 to March 2017 – In late January, Nissan was able to duplicate the issue by conducting a scramble. Parts from the vehicle were collected to aid in the ongoing investigation.

Nissan initiated an active monitoring program and collected additional parts for analysis.

April 2017 – An initial result of the investigation indicated a potential issue with the fuel pressure mapping. Nissan improved the software logic in the fuel pump control module (FPCM) by incorporating a change to new vehicles in production to improve performance. Nissan met with NHTSA to explain its ongoing investigation and discuss a potentially relevant VOQ submitted to the agency. As the agency knew, Nissan did not have information at the time to suggest a safety related issue.

May 2017 – Nissan met with NHTSA to discuss its ongoing investigation and issued a TSB ITB17-036 to Infiniti dealers advising them to reprogram the FPCM if a subject vehicle exhibited specific symptoms similar to those described in the issue. Issuing this TSB enabled dealers to diagnose and isolate the subject issue and also enabled Nissan to more precisely monitor field data.

Late May 2017 to early July 2017 – Nissan continued the investigation and monitoring of field incidents via the TSB released in May.

July 12, 2017 – Nissan met with NHTSA and provided another update on its investigation.

July 19, 2017 – Nissan decided to conduct a safety recall campaign to remedy this issue.

Description of Remedy :

Description of Remedy Program : Infiniti retailers will reprogram the Fuel Pump Control Module (FPCM) with the correct software to prevent this issue from occurring. This service will be provided at no cost to the customer.

How Remedy Component Differs from Recalled Component : The Fuel Pump Control Module (FPCM) will be reprogrammed with the correct software.

Identify How/When Recall Condition was Corrected in Production : On April 5, 2017 Nissan implemented a FPCM software change to improve vehicle performance.

Recall Schedule :

Description of Recall Schedule : Infiniti plans to notify retailers on July 27, 2017 and will notify all affected owners in mid-August to bring their vehicle into an Infiniti dealer.

Planned Dealer Notification Date : JUL 27, 2017 - NR

Planned Owner Notification Date : AUG 21, 2017 - NR

* NR - Not Reported