

SAFETY RECALL



CAMPAIGN BULLETIN 2.0L Engine Fuel Pump Control Module Voluntary Safety Recall Campaign

Reference: R1717
Date: July 27, 2017

Attention: Retailer Principal, Sales, Parts and Service Managers

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.

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2016-2018 Q50	11,843	1,279	July 27, 2017	YES
MY2017-2018 Q60	2,349	877		

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

Infiniti is conducting a Voluntary Safety Recall Campaign on the affected vehicles referenced above to reprogram the fuel pump control module with updated software. On the affected vehicles, incorrect Fuel Pump Control Module (FPCM) software may result in the jet pump not transferring fuel from the sub tank to the main tank. As a result, 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.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. R1717
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 **ITB17-044** to remedy any vehicles subject to this campaign:
4. Once repaired, retailers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts	Retailers will reprogram the fuel pump control module with updated software. <ul style="list-style-type: none">• Parts are only needed in the event of fuel pump module failure during reprogramming
Special Tools	<ul style="list-style-type: none">• CONSULT III
Repair	<ul style="list-style-type: none">• ITB17-044
Owner Notification	Infiniti will begin notifying owners of all potentially affected vehicles in August, 2017 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 stop sale?

A. Yes.

Q: Is this a safety recall campaign?

A. Yes.

Q: What is the reason for this Voluntary Safety Recall Campaign?

A. On the affected vehicles, incorrect Fuel Pump Control Module (FPCM) software may result in the jet pump not transferring fuel from the sub tank to the main tank. As a result, 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

Q: What will be the corrective action?

A. Retailers will reprogram the fuel pump control module with updated software.

Q: How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, should take approximately one (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 of all potentially affected vehicles in August, 2017 via U.S. Mail.

Q. Are parts readily available?

A. Retailers will reprogram the Fuel Pump Control Module with updated software currently available on ASIST. Parts should not be necessary for this remedy.

Q. I did not receive a letter, how can I tell if my vehicle is affected?

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

Q. Is my vehicle safe to drive?

A. Yes.

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

A. Rental is available for this campaign, upon client request, if the reprogramming cannot be successfully performed.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$180 (Max)

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

A. The remedy 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. Yes. Maintaining ½ tank of fuel or higher, until the fuel pump control module can be reprogrammed, may help avoid this condition.

Q. Is there any charge for the repair?

A. No, the remedy 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 voluntary safety 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. Certain 2016-18 Infiniti Q50 & 2017-18 Infiniti Q60 equipped with 2.0L engine within a specific production range are affected.

Q. How many vehicles are involved in the service campaign?

A. Affected vehicle counts are:

Country	Q50 (V37)	Q60 (CV37)	TOTAL
NCI	813	145	958
USA	11,667	2,330	13,997
Puerto Rico	172	16	188
GUAM	4	3	7
Total	12,656	2,494	15,150

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

A. No.

Q. The media has contacted me with questions about Infiniti's recall campaigns. What should I do?

A. Please direct all media inquiries to Infiniti Corporate Communications.
Media Contacts:
Office: 615-725-1000