

# SAFETY RECALL



## CAMPAIGN BULLETIN

### Anti-lock Braking System (ABS) Actuator Voluntary Safety Recall Campaign

Reference: R1808

Date: September 25, 2018

**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
MY2017 QX60	16,269	7	September 25, 2018	<b>YES</b>

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

As previously announced on September 11, 2018, INFINITI has notified the National Highway Traffic Safety Administration (NHTSA) that it will conduct a Voluntary Safety Recall Campaign on specific MY2017 QX60 vehicles to inspect and, if necessary, replace the Anti-lock Braking System (ABS) actuator.

The ABS actuator pump seal may leak brake fluid onto the control electronic circuit board. If this occurs, an ABS warning lamp will illuminate to warn the driver. If the vehicle continues to be operated in this condition, the brake fluid leak may create an electrical short in the actuator circuit, which in rare cases could potentially lead to a thermal incident. If the ABS warning lamp is continually illuminated, INFINITI recommends parking the vehicle outside and contacting INFINITI Roadside Assistance (1-800-662-6200 option 1) to have the vehicle towed to an authorized INFINITI service department as soon as possible.

#### \*\*\*\*\* IMPORTANT \*\*\*\*\*

**If there is a delay between when the vehicle arrives at the retailer and the inspection, park the vehicle outside away from any structures and other vehicles, retrieve any ABS diagnostic trouble codes and attach the print out to the repair order for this vehicle, then DISCONNECT the 12 volt battery until the vehicle can be inspected.**

#### \*\*\*\*\* What Retailers Should Do \*\*\*\*\*

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. R1808
  - New vehicles in retailer inventory can also be identified using DBS (Sales -> Vehicle Inventory, and filter by Open Campaign)
    - Refer to IPSB 15-286 for additional information

2. Retailers **must not** sell, lease, trade, rent or loan any vehicles in retailer inventory affected by this recall campaign until after the vehicle has been repaired.
  - Retailers should not use INFINITI Courtesy Vehicles subject to this recall until they have been inspected, and if necessary, repaired.
3. Retailers should use **ITB18-032** to inspect and, if necessary, remedy affected vehicles in retailer inventory. Once repaired, retailers should submit the claim, using the claims coding provided for the applicable action taken, and release the vehicle.
4. As communicated in the September 11, 2018 preliminary announcement, retailers should return all of the following parts to their PDC by **no later than September 30, 2018** using an I-code. **These parts are obsolete and should not be used for any repairs (including warranty or client pay).**
  - 47660-9UC1B
  - 47660-9UC1D

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>• Parts are on restriction. INFINITI has developed an automatic parts shipment, which will arrive at retailers by <b>September 27, 2018</b>. Retailers can place SVC orders on DBS beginning September 26, 2018.               <ul style="list-style-type: none"> <li>▪ 47660-9PP1B (Qty 2.)</li> <li>▪ 47660-9PP1D - (Qty. 2)</li> <li>▪ 999MP-A4100P - DOT 3 Brake Fluid - Qty. <b>0 (order as needed)</b></li> </ul> </li> <li>• Parts replaced under this campaign activity may be collected. Pursuant to APRM policy 2.37.15, retailers are expected to comply with the parts return procedure. <b>Retailers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines.</b></li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>ITB18-032</b></li> </ul>
<b>Owner Notification</b>	INFINITI will begin notifying owners of all potentially affected vehicles in <b>October 2018</b> via U.S. Mail.

**\*\*\*\*\* Retailer Responsibility \*\*\*\*\***

It is the retailer's responsibility to check Service Comm or DBS National Service History - Open Campaign 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:** What is the reason for this Voluntary Safety Recall Campaign?

A. Some vehicles within the affected population described above were equipped with ABS actuators that may have been manufactured out of specification. More specifically, the ABS actuator pump seal may leak, causing the electronic circuit board to malfunction and the ABS warning lamp to illuminate. If the vehicle continues to be operated in this condition, the leak could cause an electrical short in the actuator circuit, which in rare cases could potentially lead to a thermal incident.

**Q:** What will be the corrective action?

A. Retailers will inspect the ABS actuator serial number. If the ABS actuator serial number is affected, a new ABS actuator will need to be installed. Retailers should provide clients a rental if replacement parts need to be ordered for retailed vehicles. This service will be provided at no cost for parts and labor.

- **If the serial number inspection reveals the actuator should be replaced:**
  1. The vehicle should not be driven
  2. Rental is covered by the campaign while parts are on order
  3. Vehicles should be parked outside away from other structures and vehicles and the 12-volt battery should be disconnected while waiting for parts to arrive
- a. **If no repair is needed**, retailers may submit the inspection claim, and release the vehicle for sale with no further action.

**Note:** If there is no serial number present on the ABS actuator control unit, the part is **OK** and **will not** require replacement..

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

A. This service, which is conducted at no charge to you for parts and labor, could take up to approximately three (3) hours to complete, if replacement is necessary. 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 **October 2018** via U.S. Mail.

**Q. Are parts readily available?**

A. Yes. However, parts are on restriction and can be ordered via an SVC order on DBS beginning September 26, 2018. INFINITI will also automatically ship parts to each retailer, which are expected to arrive by September 27, 2018.

**Q. What should I tell inquiring clients?**

A. Inform owners that INFINITI will notify them by mail in October 2018 if their vehicle is affected and instruct them to contact an authorized INFINITI retailer to inspect their vehicle.

Ask MY2017 QX60 owners if the ABS warning lamp is illuminated:

- If yes:
  1. Arrange with INFINITI Roadside Assistance (1-800-662-6200 option 1) to tow the vehicle to a retailer.
  2. Park the vehicle outside and away from structures.
  3. Retrieve any diagnostic trouble codes from the ABS control unit and keep the results with a repair order for this vehicle.
  4. **Disconnect the 12-volt battery** until the ABS actuator serial number can be inspected.
- If no:
  1. Clients may drive their vehicle at their discretion, but INFINITI urges owners to contact INFINITI Roadside Assistance if the ABS warning lamp illuminates and bring their vehicle to an INFINITI retailer as soon as possible to have their ABS actuator inspected if they receive a notification letter.

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

A. If the ABS Warning Light is ON, do not drive your vehicle; park it outside away from structures and other vehicles. Have your vehicle towed to an INFINITI retailer by calling INFINITI Roadside Assistance (1-800-662-6200 option 1).

If the ABS Warning Light is Not ON, Owners may drive their vehicle at their own discretion, but INFINITI urges owners to bring their vehicle to an INFINITI retailer as soon as possible to have their ABS actuator inspected once they receive an owner notification letter.

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

- A. Instruct the owner to bring the vehicle to the retailer for inspection as soon as possible if the vehicle is subject to this recall. If the ABS warning lamp remains continuously illuminated after starting the vehicle, instruct the owner to stop driving the vehicle immediately and arrange to have the vehicle towed to the dealership.
- INFINITI Roadside Assistance 1-800-662-6200 (option 1)
  - Owners should park outdoors – away from vehicles and structures until the tow truck arrives.

**Q. Is there any charge for the repair?**

- A. No, the inspection and remedy, if necessary, will be performed for the client free of charge for parts and labor.

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

- A. Rental is available while replacement parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$180 (Max)
Contact the Warranty Claims Call Center @ 800-933-3712 if additional expense is required		

**Q. Is towing covered for vehicles outside of warranty that are no longer eligible for INFINITI Roadside Assistance?**

- A. Yes, the campaign will cover the towing costs for affected vehicles that are no longer eligible for Roadside Assistance (out of warranty):

EXPENSE CODE	DESCRIPTION	AMOUNT
501	Towing	\$100 (Max)
Contact the Warranty Claims Call Center @ 800-933-3712 if additional expense is required		

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

A. 16,269 specific 2017 INFINITI QX60 vehicles manufactured between May 18, 2016 and January 9, 2017 are affected.

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

A. Yes. Certain MY2016-17 Maxima, MY2015-2017 Murano, and MY2017-2018 Pathfinder, may also be affected.