

# SAFETY RECALL



INFINITI

EMPOWER THE DRIVE

## CAMPAIGN BULLETIN

### Rear Visibility System Update

### Voluntary Recall Campaign

Reference: R1912

Date: October 30, 2019

**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
MY2018-19 Q50	23,371	1,301	October 30, 2019	<b>YES</b>
MY2018-19 Q60	4,784	571		
MY2018-19 QX30	4,407	325		
MY2018-19 QX80	18,745	1,790		
MY2019 Q70	1,799	205		
MY2019 Q70L	1,108	NA		
MY2019 QX50	22,974	689		
MY2019 QX60	49,882	588		

#### \*\*\*\*\*Campaign Announcement\*\*\*\*\*

Nissan Group has notified the National Highway Traffic Safety Administration (NHTSA) of its intention to recall certain MY2018-2019 Nissan and INFINITI vehicles to remedy a technical noncompliance issue involving the rear visibility system.

FMVSS No. 111, Rear Visibility, requires the rear visibility system of vehicles manufactured on or after May 1, 2018 to return to a default rearview image at the beginning of each backing event regardless of any modifications the driver previously selected.

On affected vehicles, a driver may potentially adjust the rearview camera and display settings to a degree that the image is no longer visible, and the system will retain those settings at the next backing event. This condition does not meet the requirements for default view required for FMVSS No. 111.

Retailers will reprogram the rear visibility system with countermeasure software. INFINITI is providing retailers with USB flash drive kits to standardize and expedite the repair process.

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

1. Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service History - Open Campaigns I.D. R1912

- 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
  - **Please continue to check new arriving inventory for campaign applicability.**
2. Retailers **must not sell, lease, trade, rent, or loan** any vehicles in retailer inventory affected by this recall campaign until the vehicle has been remedied.
  3. Retailers should use **ITB19-033** to remedy any vehicles subject to this campaign.
    - Certain models may require the technician to delete Bluetooth® connected devices prior to performing the remedy. Retailers should offer to re-pair any deleted Bluetooth® connected device for the client.

**NOTE:** For campaign R1912 only, INFINITI is not requiring time clocking or time stamps on this repair line.
  4. Upon completion, the service department should submit the applicable warranty claim for the action performed so it can be closed on SERVICE COMM.

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>• The remedy is a software update delivered via USB.</li> <li>• Parts are only needed in the event of failure during reprogramming.</li> </ul>
<b>Special Tools</b>	<ul style="list-style-type: none"> <li>• Two (2) of each tool (J-52812-3) with pre-loaded software are provided to each retailer according to the following schedule:               <ul style="list-style-type: none"> <li>○ Shipments should be received no later than <b>Wednesday, October 30, 2019.</b></li> </ul> </li> <li>• Additional tools are available via TechMate @ 1-800-662-2001 or via <a href="http://www.INFINITIttechmate.com">www.INFINITIttechmate.com</a> after initial shipments for each phase have arrived</li> </ul>
<b>Repair</b>	<b>ITB19-033</b>
<b>Owner Notification</b>	<ul style="list-style-type: none"> <li>• INFINITI will begin notifying owners of all potentially affected vehicles in November 2019 via U.S. Mail.</li> </ul>

\*\*\*\*\* Claims Information \*\*\*\*\*

EXPENSE CODE	DESCRIPTION	AMOUNT
038	Fuel	\$3
Retailers may claim this fuel expense allowance on subject vehicles in retailer inventory. <b>This expense code will expire on January 6, 2020.</b>		

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

It is the retailer's responsibility to check Service Comm or DBS National Service History using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary 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 new vehicle 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 recall?**

A. Yes, a Stop Sale is in effect. VINs subject to Stop Sale can be identified via Service Comm and DBS National Service History Open Campaigns. Refer to IPSB 15-286 for identifying new vehicle inventory with open campaigns.

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

A. On affected vehicles, a driver may potentially adjust the rearview camera and display settings to a degree that the image is no longer visible, and the system will retain those settings at the next backing event. This condition does not meet the requirements for default view required for FMVSS No. 111.

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

A. Retailers will reprogram the vehicle's Infotainment System with countermeasure software delivered via USB.

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

A. This free service varies by model, but could take up to one (1) hour. 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 November 2019 via U.S. Mail.

**Q. What if the client's vehicle was remedied before they received the owner notification letter?**

A. If the vehicle was reprogrammed prior to the owner notification and there is no campaign open in Service Comm or DBS National Service History, no further action is required.

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

A. Yes. If clients adjust the Rear Visibility System display or camera settings (brightness, contrast, black level, tint, color), clients are encouraged to confirm the resulting rear view image is visible when shifting to reverse. If the image is dimmed, clients should further adjust the settings to return to an adequate level.

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

A. Yes. If clients adjust the Rear Visibility System display or camera settings (brightness, contrast, black level, tint, color), clients are encouraged to confirm the resulting rear view image is visible when shifting to reverse. If the image is dimmed, clients should further adjust the settings to return to an adequate level.

**Q. Is software readily available?**

A. Yes. Two (2) of each tool (J-52812-3) with pre-loaded software are provided to each retailer according to the following schedule:

- Shipments should be received no later than **Wednesday, October 30, 2019**.

**Q. Are additional tool kits available for each phase?**

A. After initial shipments for each phase, additional tools (preloaded software) will be available via TechMate @ 1-800-662-2001 or via [www.INFINITItechmate.com](http://www.INFINITItechmate.com). Retailers may use the ASIST downloader tool to create additional USB drives.

**Q. Can the technician reprogram more than one vehicle at a time?**

A. For campaign R1912 only, INFINITI is not requiring time clocking or time stamps on this repair line.

**Q. How will this campaign affect the retailer's Client Service Index (CSI)?**

A. INFINITI has seen in many instances that CSI scores for campaigns are actually higher than average due to no out-of-pocket expense and higher Fixed Right First Time score.

**Q. I have an INFINITI Courtesy Vehicle (ICV) out on loan. Do I have to bring that vehicle back in to have the recall performed?**

A. Affected vehicles must be remedied before being rented or being loaned out to a client. If an ICV is out on loan, INFINITI recommends notifying the client of the recall and available remedy.

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

A. Complimentary alternate transportation is available if your vehicle requires parts replacement.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$180 (Max)
Contact the Warranty claims call center 1-800-933-3712, if additional expense is required.		

**Q. Is there any charge for this service?**

A. No. The remedy will be performed for the client free of charge for parts and labor.

**Q. Do campaign software updates affect the owner's personal settings or INFINITI InTouch™ Services?**

A. INFINITI InTouch™ Services settings may be affected by the system update. Retailers should notify owners that they may need to pair their mobile device again prior to driving their vehicle and using INFINITI InTouch Services.

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

A. Certain Model Year 2018-2019 Nissan and INFINITI vehicles manufactured on or after May 1, 2018 and before ~June 2019 (depending on model) shown in the table below.

MY2018-2019		MY2019 Only
Nissan Altima	Nissan Rogue Sport	Nissan GT-R
Nissan Armada	Nissan Sentra	Nissan Taxi
Nissan Frontier	Nissan Titan	INFINITI Q70
Nissan Kicks	Nissan Titan Diesel	INFINITI Q70L
Nissan LEAF	Nissan Versa Note	INFINITI QX50
Nissan Maxima	Nissan Versa Sedan	INFINITI QX60
Nissan Murano	INFINITI Q50	
Nissan NV	INFINITI Q60	
Nissan NV200	INFINITI QX30	
Nissan Pathfinder	INFINITI QX80	
Nissan Rogue		

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

A. No.

**Revision History:**

Date	Announcement	Purpose
September 20, 2019	Preliminary	Preliminary campaign announcement
October 30, 2019	Voluntary Recall Campaign	New campaign announcement