

Classification:

BR19-007a

Reference:

ITB19-037a

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Date:

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VOLUNTARY SAFETY RECALL CAMPAIGN 2017-2019 QX60; ABS ACTUATOR INSPECTION

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Discard all previous versions of this bulletin.

CAMPAIGN ID #: R1917
APPLIED VEHICLES: 2017-2019 QX60 (L50)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Infiniti is conducting this voluntary safety recall campaign on certain specific model year 2017-2019 QX60 vehicles to inspect the ABS Actuator and Electric Unit (ABS control unit). This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number R1917 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

RETAILER RESPONSIBILITY

It is the retailer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a retailer's inventory. **Federal law requires that new vehicles in retailer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Infiniti strongly encourages retailers to correct any used vehicles in their inventory before they are retailed.

Infiniti Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. **NOTE:** If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Infiniti retailer to determine if this applies to your vehicle.

SERVICE PROCEDURE

1. Start the engine and let it idle for ten (10) seconds.
2. Observe the ABS warning light:



Figure 1

ABS warning light is not illuminated:

- Take no action at this time.
- Release the vehicle. The vehicle can continue to be driven until the parts are available.
- Inform the customer to contact Infiniti Roadside Assistance if the ABS warning light should illuminate. Complimentary towing will be provided and the customer will be eligible for a complimentary rental while awaiting parts.

ABS warning light is continuously illuminated:

- Provide the customer with a rental.
- Inform the customer that a limited number of parts are available.

NOTICE If the ABS light is on and there is a delay for receiving parts or completing the repair, park the vehicle outside away from other vehicles and structures, disconnect the vehicle 12 volt battery and leave it disconnected while the vehicle is parked waiting for service.

3. Take a clear video while moving from one item to the next, in the following order:
 - ABS Actuator connector (must be connected)
 - VIN certification label
 - ABS warning light continuously illuminated

4. Send an email with the attached video (from step 3) and the following information (below) by entering "nnaqasupport@nissan-usa.com" into an internet browser or by clicking on nnaqasupport@nissan-usa.com:

Email subject line: **R1917 ABS Actuator**

- Replacement ABS actuator part number
 - Dealer name
 - Dealer code
 - Dealer address
 - VIN
 - Contact person name
 - Contact person phone number
5. Continue to hold the vehicle.
 - Nissan North America (NNA) will reply back with further instructions once the video is reviewed.

CLAIMS INFORMATION

Claims information will be provided upon video review.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 12, 2019	ITB19-037	Original bulletin published
November 13, 2019	ITB19-037a	Email address changed on page 3