

Classification:
BR19-007c

Reference:
ITB19-037c

Date:
January 17, 2020

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 and, if necessary, replace the ABS Actuator and Electric Unit (ABS control unit). This service will be performed at no charge to the client 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.

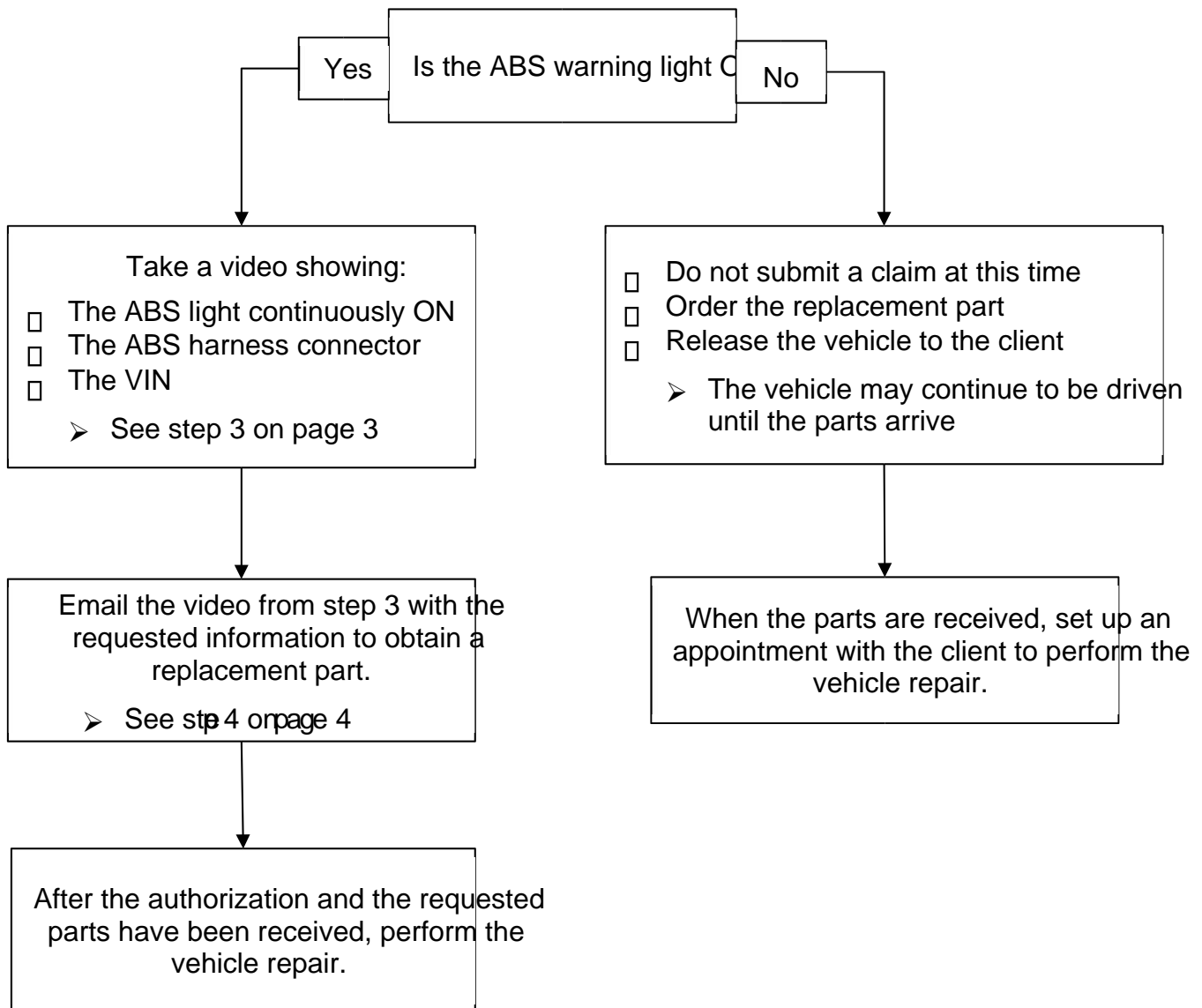
RETAILER RESPONSIBILITY

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.

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ABS Inspection Overview



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:

- Do NOT submit a claim.
- Release the vehicle. The vehicle can continue to be driven until the parts are available.
- Order a replacement part (skip to step 6 when received).
- Inform the client to contact Infiniti Roadside Assistance if the ABS warning light should illuminate. Complimentary towing will be provided and the client will be eligible for a complimentary rental while awaiting parts.

ABS warning light is continuously illuminated:

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

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

▲ WARNING If the ABS light is on and there is a delay for receiving parts or completing the repair, to avoid the risk of a building fire and/or personal injury:

- Park the vehicle outside the building and away from other vehicles and structures,
- Disconnect the vehicle 12 volt battery and leave it disconnected while the vehicle is parked waiting for service.

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

Email subject line: **R1917 ABS Actuator**

- Replacement ABS actuator part number
- Retailer name
- Retailer code
- Retailer address
- VIN
- Contact person name
- Contact person phone number

5. Continue to hold the vehicle as described in step 2.

- Nissan North America (NNA) will reply back with further instructions once the video is reviewed.

⚠ WARNING If the ABS light is on and there is a delay for receiving parts or completing the repair, to avoid the risk of a building fire and/or personal injury:

- Park the vehicle outside the building and away from other vehicles and structures,
- Disconnect the vehicle 12 volt battery and leave it disconnected while the vehicle is parked waiting for service.

6. Once the replacement part is received, replace the ABS Actuator and Electric Unit (ABS control unit).
 - Refer to the ESM: **BRAKES > BRAKE CONTROL SYSTEM > WITH ICC (OR WITHOUT ICC) > REMOVAL AND INSTALLATION > ABS ACTUATOR AND ELECTRIC UNIT (CONTROL UNIT)**.
 - Follow all instructions in the ESM for ABS Control Unit replacement.

IMPORTANT: Make sure that **ADJUSTMENT OF STEERING ANGLE SENSOR NEUTRAL**

POSITION and **CALIBRATION OF DECEL G SENSOR** are done as part of the ABS Control Unit replacement procedure (both are listed in the Installation section of the procedure in the ESM).

ABS CONTROL UNIT CONFIGURATION PROCEDURE

7. Find the correct Type ID, refer to **ASIST > Bulletin Support Items > R1917/R1921 ABS Type ID Selection Tool** as follows (this will be needed in step 22):
 - a. Select **Bulletin Support Items**.

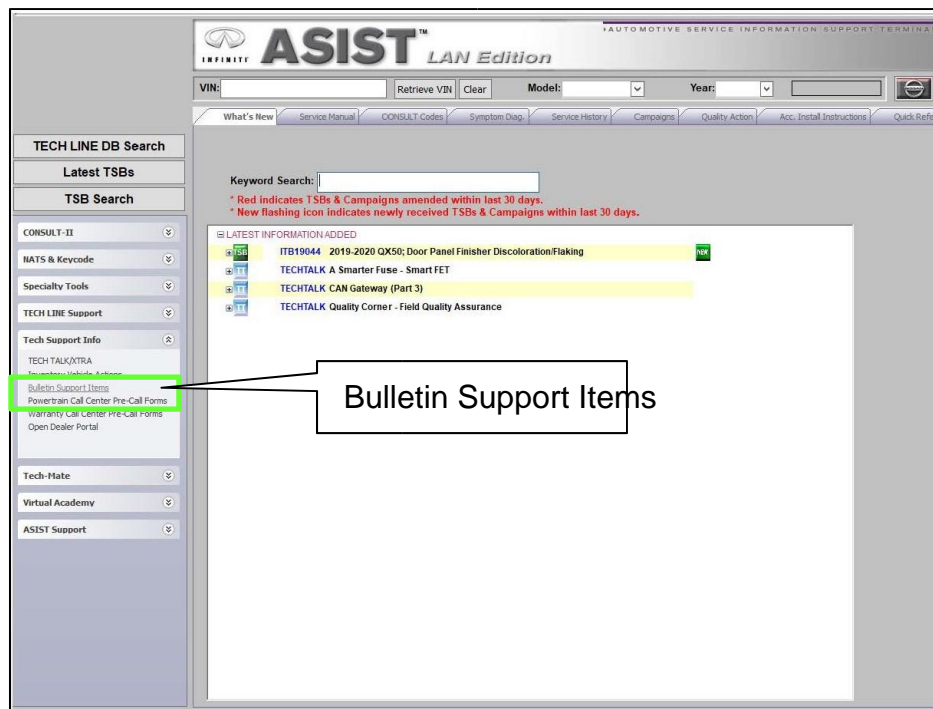


Figure 2

b. Select **R1917/R1921 ABS Type ID Selection Tool**

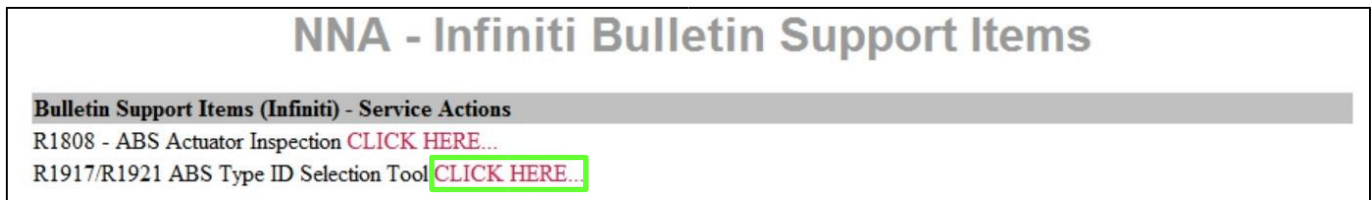


Figure 3

c. Enter the VIN of the vehicle, and then select **Search**.

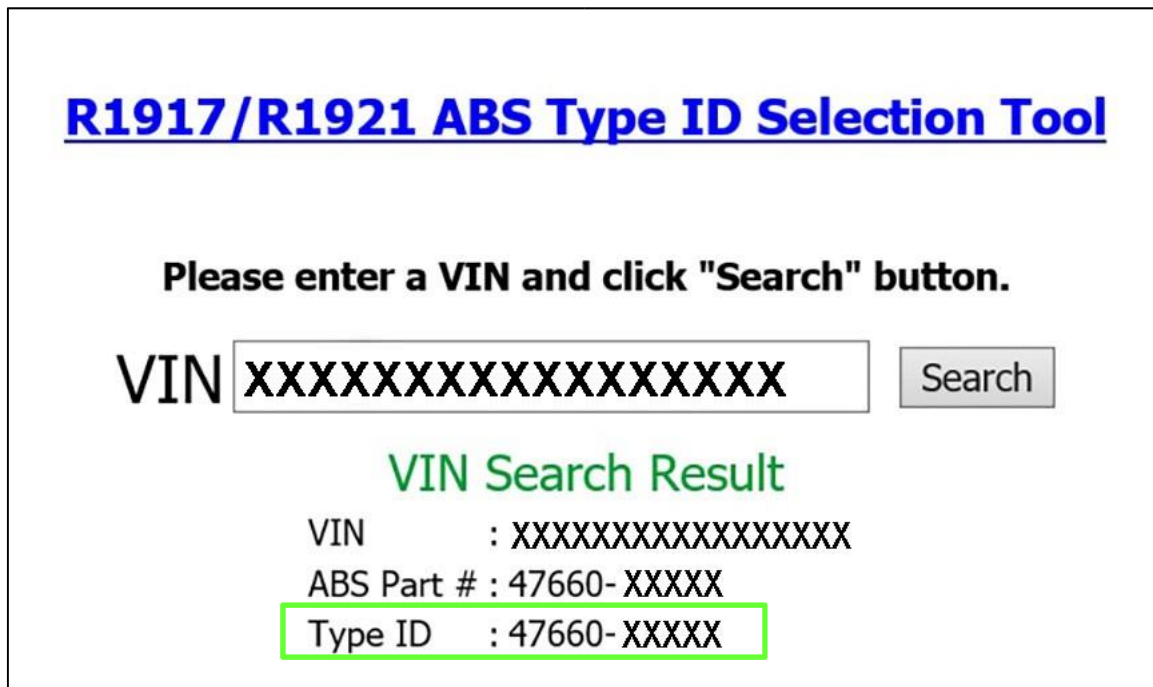


Figure 4

d. Write the Type ID on the repair order.

NOTICE Before starting, make sure of the following to prevent damage to the control unit:

- ASIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT-III plus software updates have been installed.

HINT: Although the ABS Control Unit Configuration Procedure is contained in the ESM, the instructions on pages 6 through 12 contain additional detail that may be helpful.

8. Connect CONSULT-III plus to the vehicle.

9. Turn the ignition ON.

10. Open / start C-III plus.

11. Wait for the plus VI to be recognized.

□ The serial number will display when the plus VI is recognized.

12. Select **Re/programming, Configuration**.

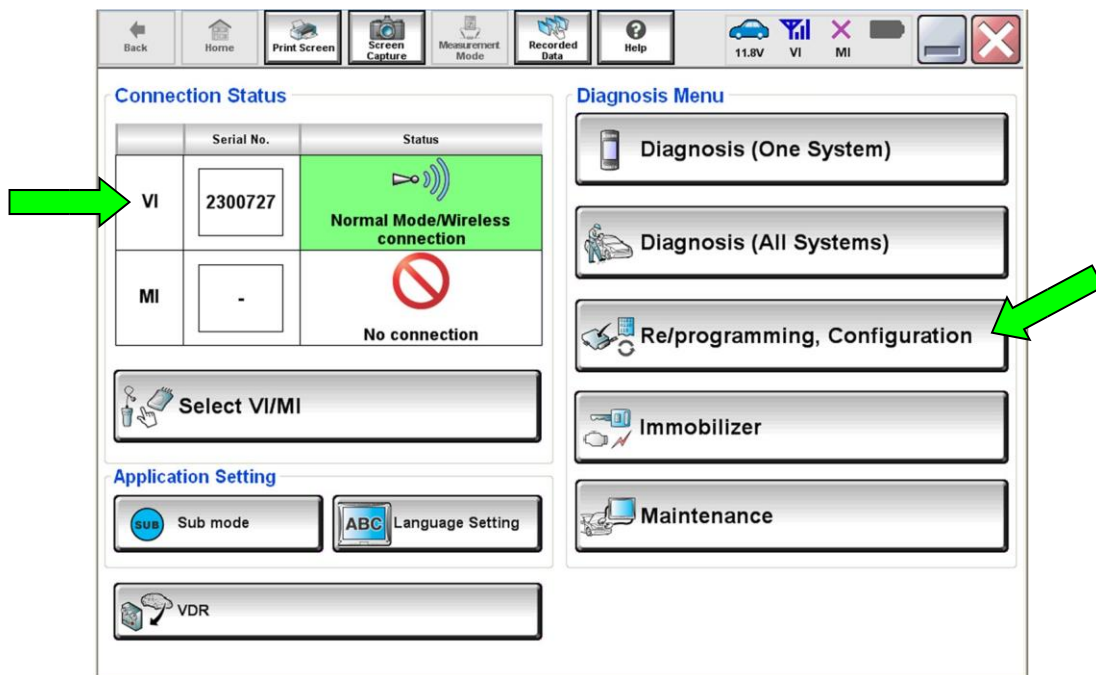


Figure 5

13. Use arrows (if needed) to view and read all precautions.

14. Check the box confirming the precautions have been read.

15. Select **Next**.

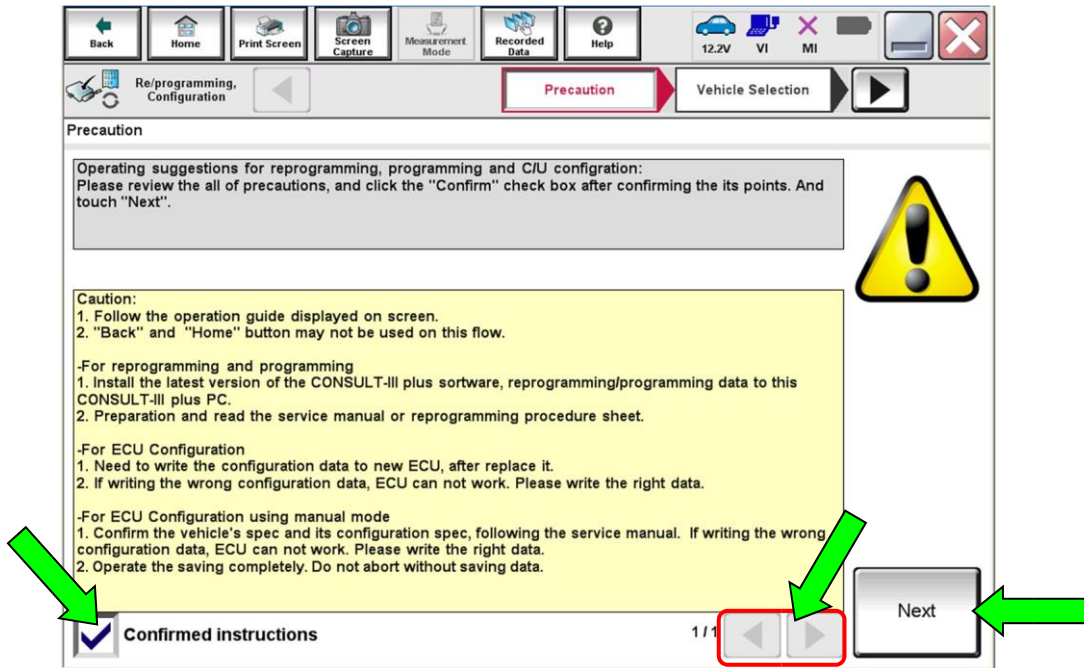


Figure 6

16. If the screen in Figure 7 displays, select **Automatic Selection(VIN)**.

□ If the screen in Figure 7 does not display, skip to step 17.

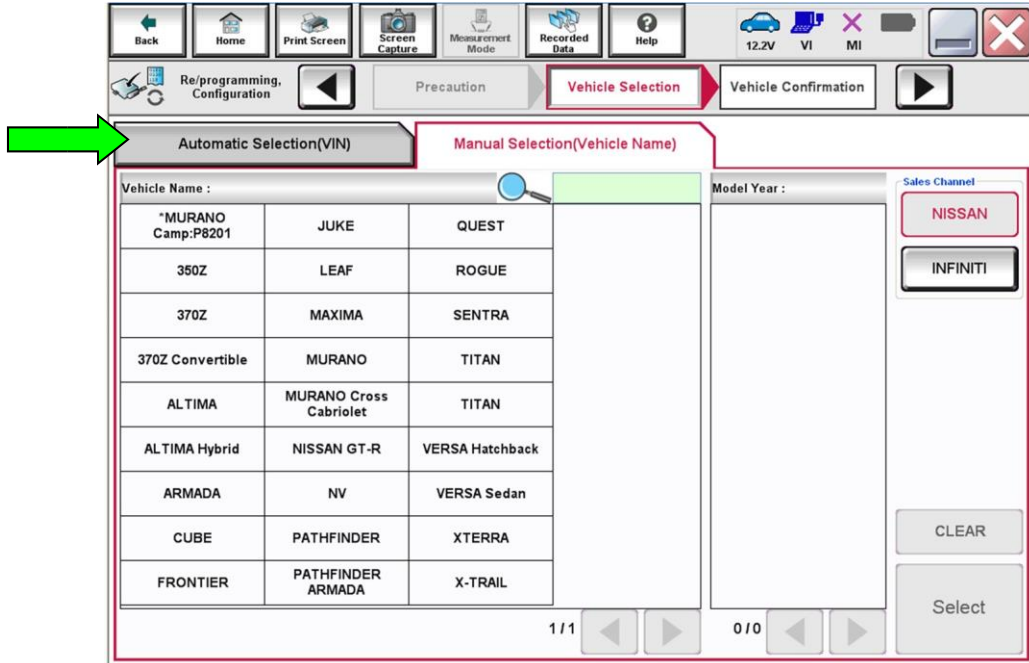


Figure 7

17. Make sure **VIN or Chassis #** matches the vehicle's VIN.

18. Select **Confirm**.

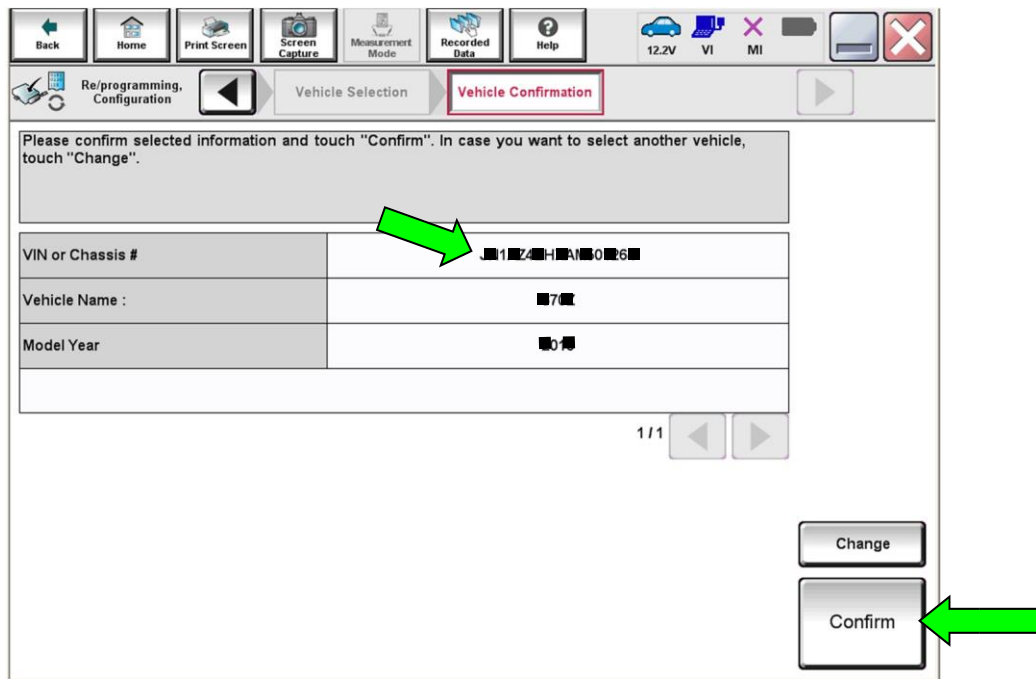


Figure 8

19. Select **Confirm**.

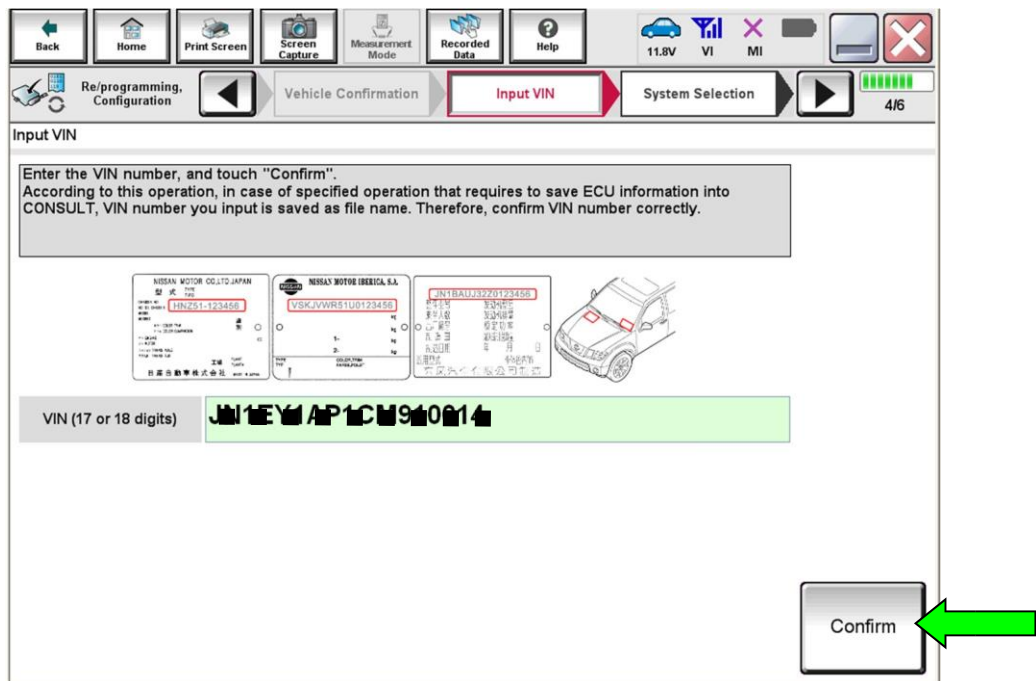


Figure 9

20 Select ABS

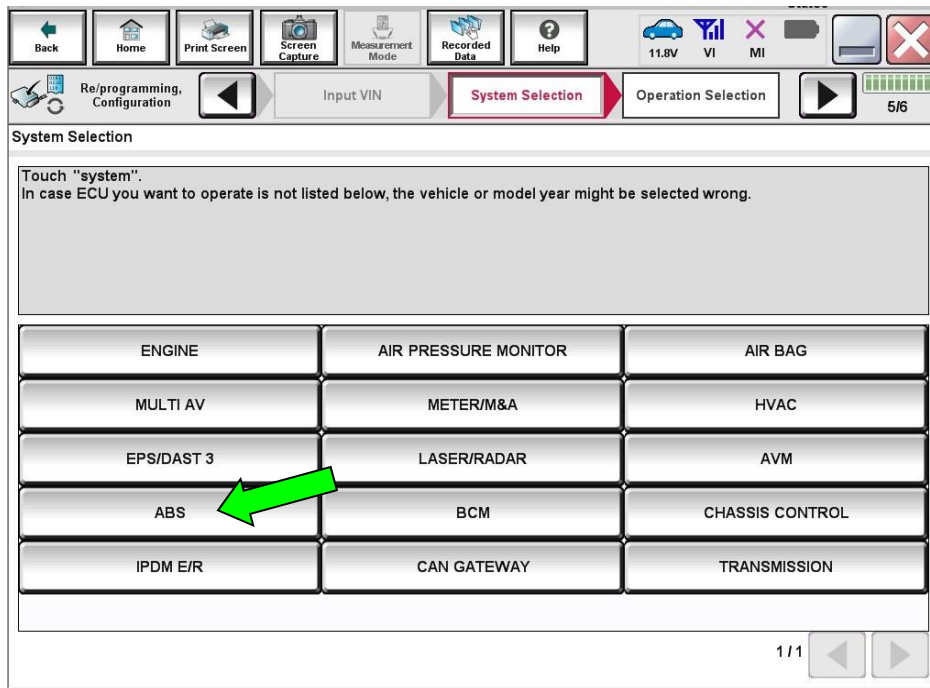


Figure 10

21. Select **Manual Configuration**.

- **DO NOT** select Reprogramming.

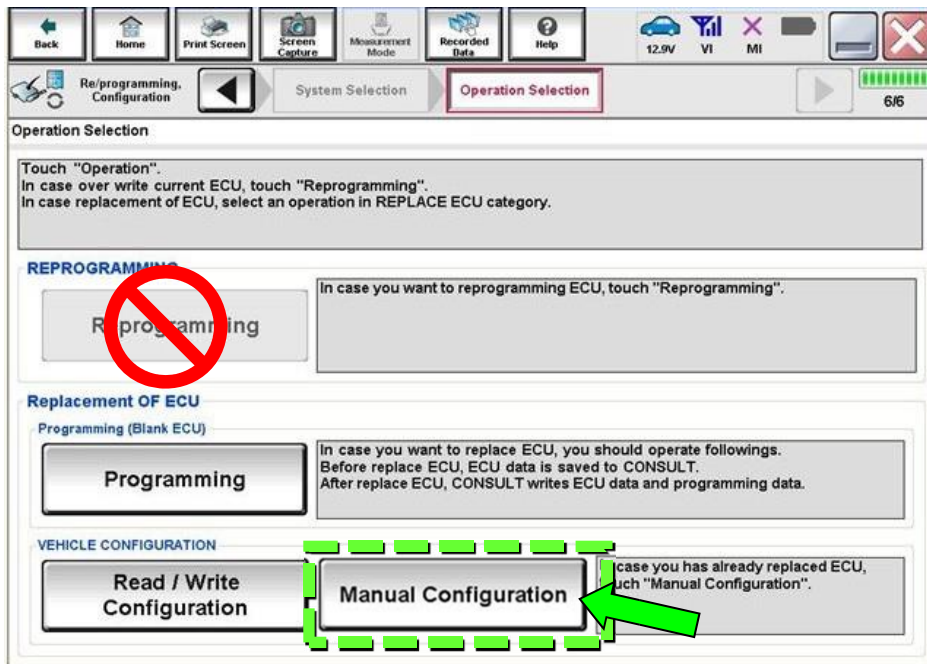


Figure 11

22. Select the Type ID (Figure 12) that was generated with the R1917/R1921 ABS Type ID Selection Tool in step 7.

□ If needed, use scroll arrows to find the correct number.

NOTE: When a vehicle has only one configuration available, a list will not be displayed.
Select **Next** (step 23), and C-III plus will select the correct configuration.

23. Select **Next**.

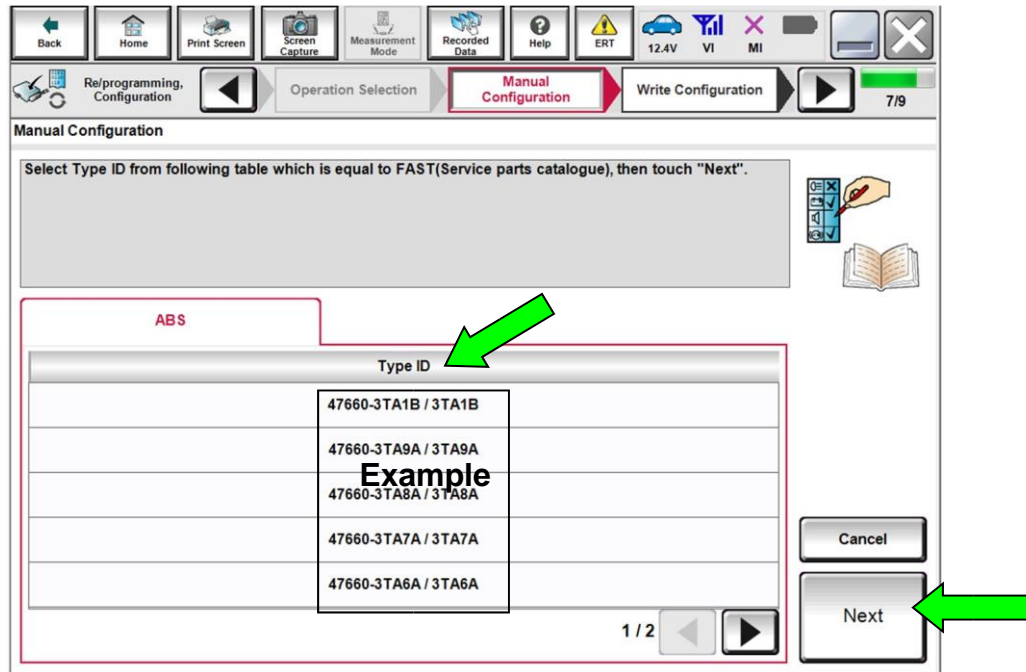


Figure 12

24. Confirm the correct Type ID number is selected.

25. Select **OK**.

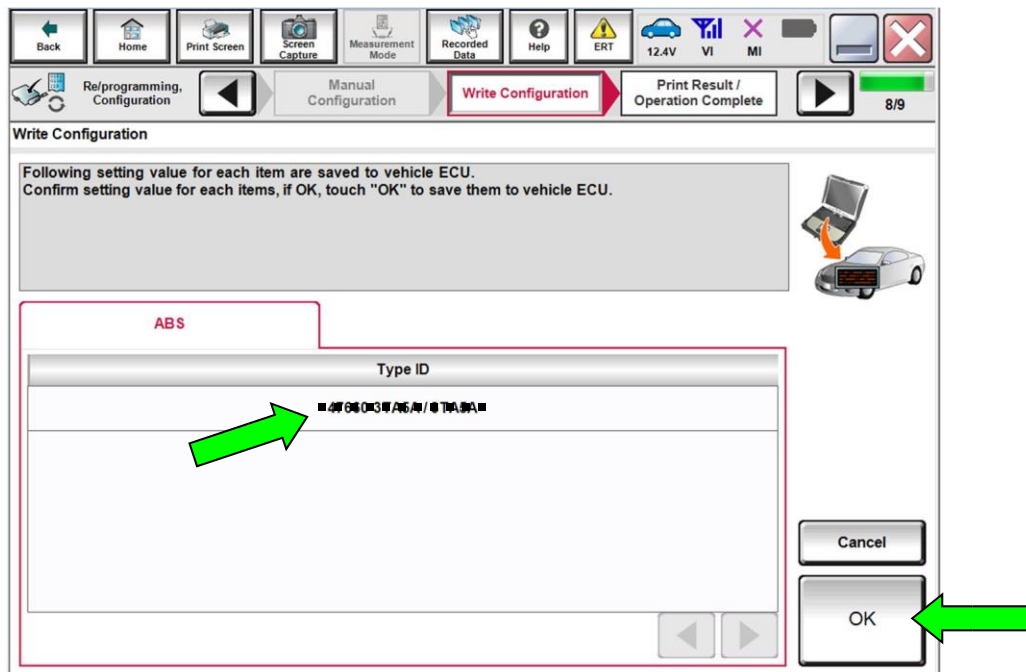


Figure 13

26 Configuration is complete, select

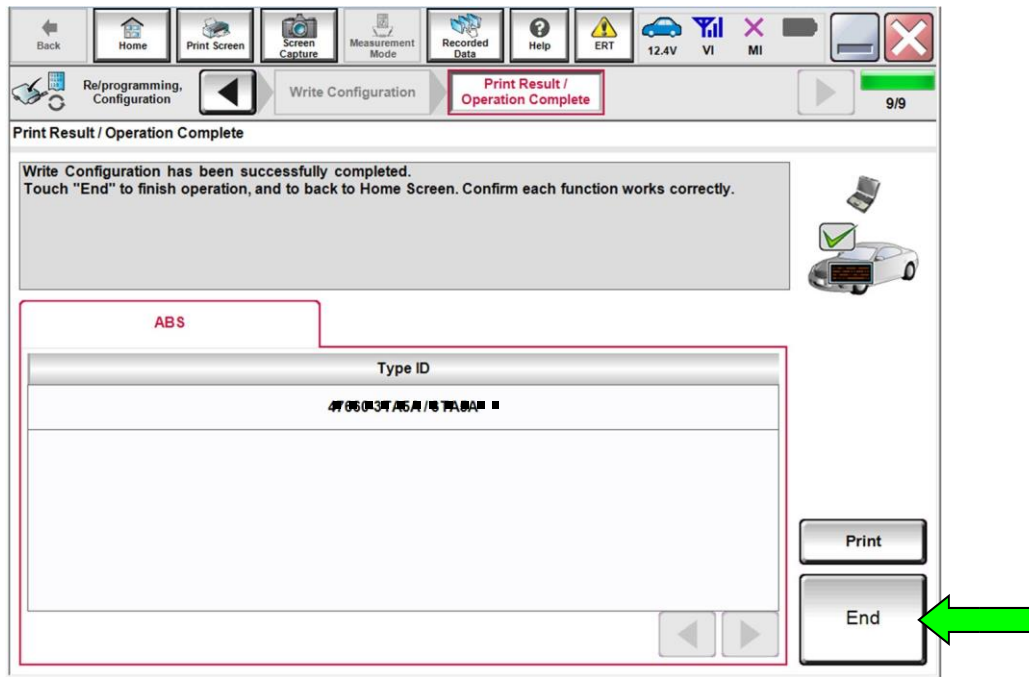


Figure 14

27. After the procedure is complete (ABS control unit replaced and configured), check the ABS warning light for proper operation.



Figure 15

- When the ignition is turned ON, the ABS warning light illuminates for a few seconds and then turns OFF. This indicates the ABS is operational.
- If the ABS warning light stays illuminated, refer to ASIST and the ESM for further diagnosis.
- Repairs beyond ABS control unit replacement are not covered by this bulletin.

PARTS INFORMATION

DESCRIPTION	MODEL	PART #	QUANTITY
ABS Control Unit	Vehicles with ICC *	47660 - 9PP1B	1
	Vehicles without ICC *	47660 - 9PP1D	
Brake Fluid (1)	N/A	999MP - A4100P	1

* ICC = Intelligent Cruise Control.

(1) Order this item through the Infiniti Maintenance Advantage program: Phone: 877-NIS-NMA1 (877-6476621). Website order via link on dealer portal www.NNAnet.com and click on the "Maintenance Advantage" link.

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") I.D.	MODEL	DESCRIPTION	OP CODE	FRT
R1917	QX60	Inspect ABS Light "ON" Condition and Replace ABS Control Unit	R19170	2.7 hrs
		Inspect ABS Light "OFF" Condition and Replace ABS Control Unit	R19171	2.6 hrs

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
December 17, 2019	ITB19-037b	Additional information added to the body of the bulletin

January 17, 2020	ITB19-037c	Changed the ASIST tool name on pages 5, 6, and 10
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