

SAFETY RECALL



CAMPAIGN BULLETIN

Engine Control Module (ECM) Reprogram Voluntary Recall Campaign

Reference: R20C5

Date: March 27, 2021

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
MY2021 Q50 (V37)	12,423	5,696	March 27, 2021	YES
MY2021 Q60 (CV37)	2,573	1,405		

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

INFINITI is committed to safety, security, and satisfaction of our clients and their passengers. INFINITI is conducting a Voluntary Recall Campaign on certain INFINITI Model Year 2021 Q50 and Q60 vehicles to update the Engine Control Module (ECM) software. The subject vehicles may have been manufactured with ECM software that could result in an engine stall while driving and increase the risk of a crash.

The current ECM software prevents the ECM from correctly reducing engine speed after an excessive torque detection. As a result, upon detection of an excessive torque input, a separate software function stops the fuel injector driver operation, which can result in an engine stall.

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

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **R20C5**
 - New Vehicles in retailer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to IPSB15-286 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 remedied.
3. Retailers should use **ITB21-006** to remedy any vehicles subject to this campaign.
4. Once repaired, the service department should submit the applicable warranty claim for the action performed so it can be closed on SERVICE COMM.

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

Parts	<ul style="list-style-type: none">• Updated Engine Control Module (ECM) Software is available on ASIST.• No other parts are required for this campaign<ul style="list-style-type: none">○ Additional coverage is available in the event the ECM unit fails during reprogramming.<ul style="list-style-type: none">▪ Retailers should contact the Warranty Claims Call Center (800-933-3712) for additional information.
Special Tools	<ul style="list-style-type: none">• CONSULT III+
Repair	<ul style="list-style-type: none">• ITB21-006
Owner Notification	INFINITI will begin notifying owners of all potentially affected vehicles in May 2021 , 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 safety recall?

A. Yes.

Q What is the reason for the recall?

A. The current ECM software prevents the ECM from correctly reducing engine speed after an excessive torque detection. As a result, upon detection of an excessive torque input, a separate software function stops the fuel injector driver operation, which can result in an engine stall..

Q What is the possible effect of the condition?

A Subject vehicles may have been manufactured with Engine Control Module (ECM) software that could result in an engine stall while driving and increase the risk of a crash.

Q. What will be the corrective action?

A. Retailers will reprogram the Electronic Control Module (ECM) 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, could take up to 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 **May 2021** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If you received a safety recall notice about this condition, contact your retailer as soon as possible to schedule an appointment. In the event you experience this condition, please contact your local INFINITI retailer as soon as possible to schedule an appointment. If needed, towing is available.

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

A. No.

Q. Are parts readily available?

A. The remedy is reprogramming, no other parts are required for this campaign.

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

A. INFINITI may provide a courtesy vehicle for the client to use while their vehicle is being serviced. Courtesy vehicles are subject to availability and not guaranteed. Please check with your retailer for availability and further details. Rental is available if needed, while parts are on order, if a courtesy vehicle is not available.

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 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 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. 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 INFINITI Model Year 2021 Q50 and Q60 vehicles manufactured at the Tochigi, Japan plant from January 22, 2020 to March 15, 2021 are affected.

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

A. No.

Revision History:

Date	Announcement	Purpose
March 27, 2021	Voluntary Safety Recall	New campaign announcement