

SAFETY RECALL



CAMPAIGN BULLETIN

Telematics Control Unit Reprogram Voluntary Recall Campaign

Reference: R21A9

Date: August 3, 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)	302	49	August 3, 2021	YES
MY2021 Q60 (CV37)	77	19		
MY2021 QX80 (Z62)	3,192	168		

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

INFINITI is committed to safety, security, and satisfaction of our clients and their passengers. INFINITI has notified the National Highway Traffic Safety Administration (NHTSA) and Transport Canada that it is recalling certain INFINITI Model Year 2021 Q50, Q60 and QX80 vehicles to reprogram the telematics control unit (TCU).

Due to a supplier error with the In Vehicle Connectivity (IVC) software within the TCU, when privacy mode is activated the Accessory (ACC) power may turn off, cutting power to the Audio/Video (AV) control unit. Privacy mode disables data transfer related to the vehicle's connected services. If the client enables privacy mode and if the vehicle is not started in the following 14 days, the rear view monitor/navigation screen/multi-function control touch screen cannot be operated upon engine start. In this condition, the rear view image cannot be displayed, which does not comply with S5.5.6 and S6.2.6 of FMVSS 111; Rear Visibility. If the rear view image is not available while backing up, it may impair their rearward vision and increase the risk of a crash.

Affected vehicles are subject to stop sale and are either currently in retailer inventory or assigned and in transit to the retailer.

***** 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. **R21A9**
 - 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 **ITB21-019** 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 Telematics Control Unit 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 Telematics Control 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"> • ITB21-019
Owner Notification	INFINITI will begin notifying owners of all potentially affected vehicles in September 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. Due to a supplier error with the In Vehicle Connectivity (IVC) software within the TCU, when privacy mode is activated the Accessory (ACC) power may turn off, cutting power to the Audio/Video (AV) control unit. Privacy mode disables data transfer related to the vehicle's connected services. If the client enables privacy mode and if the vehicle is not started in the following 14 days, the rear view monitor/navigation screen/multi-function control touch screen cannot be operated upon engine start.

Q. What is the possible effect of the condition?

A. In this condition, the rear view image cannot be displayed, which does not comply with S5.5.6 and S6.2.6 of FMVSS 111; Rear Visibility. If the rear view image is not available while backing up, it may impair their rearward vision and increase the risk of a crash.

Q. What will be the corrective action?

A. Retailers will reprogram the Telematics Control Unit 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, should take 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 **September 2021** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from INFINITI, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles remedied as soon as possible upon notification.

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. Is there any charge for the repair?

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

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. If parts replacement is needed, rental is available while 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. 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.

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 2021 INFINITI Q50 and Q60 vehicles manufactured from January 20, 2021 to February 4, 2021 at the Tochigi, Japan plant, and certain Model Year 2021 INFINITI QX80 vehicles manufactured from November 20, 2020 to February 11, 2021 at the Kyushu, Japan plant are affected.

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

A. No.

Revision History:

Date	Announcement	Purpose
August 3, 2021	Voluntary Safety Recall	New campaign announcement