

# SAFETY RECALL



## CAMPAIGN BULLETIN

### Hybrid Powertrain Control Module (HPCM) Reprogram

### Voluntary Recall Campaign

Reference: R21B4  
Date: December 9, 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.

**REVISED December 9, 2021**  
**Please discard earlier versions of this bulletin.**

**The announcement from October 5, 2021 has been revised to include the following:**

- The software and remedy are currently being developed and are anticipated to be available by **March 2022**.
- INFINITI sent owners of all potentially affected vehicles an interim notification letter in **December 2021**, via U.S. Mail.
- Owners will be sent a second notification inviting them to schedule their vehicle for repair once updated software is available.

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2014-17 QX60 Hybrid (L50H)	4,175	NA	October 5, 2021	<b>YES</b>

**\*\*\*\*\* Campaign Summary \*\*\*\*\***

INFINITI has notified the National Highway Traffic Safety Administration (NHTSA) and Transport Canada that it is recalling certain INFINITI Model Year 2014-17 QX60 Hybrid vehicles to reprogram the Hybrid Powertrain Control Module (HPCM) with updated software.

The Hybrid Powertrain Control Module (HPCM) on certain Nissan Murano, Pathfinder and INFINITI QX60 vehicles may contain software that can cause an engine stall under certain conditions. In the event of bearing damage, the HPCM detects the overheat condition and initiates failsafe mode, which cuts drive power to both the engine and electric motor. Without drivetrain power, the client may experience an engine stall while driving, increasing the risk of a crash.

The software and remedy are currently being developed and are anticipated to be available by **March 2022**.

Affected vehicles are subject to stop sale.

**\*\*\*\*\* 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. **R21B4**
  - 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. If a retailed vehicle affected by this campaign ID visits the retailer for service, the retailer should inform the client about the recall and communicate that the software update is not yet available.
  - Rental is included under the campaign, upon client request, until the remedy is available.

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

<b>Parts</b>	The remedy involves reprogramming. No parts are required. <ul style="list-style-type: none"><li>• The software and remedy are currently being developed and are anticipated to be available by <b>March 2022</b>.</li></ul>
<b>Repair</b>	<ul style="list-style-type: none"><li>• The software and remedy are currently being developed and are anticipated to be available by <b>March 2022</b>.</li></ul>
<b>Owner Notification</b>	<ul style="list-style-type: none"><li>• INFINITI sent owners of all potentially affected vehicles an interim notification letter in <b>December 2021</b>, via U.S. Mail.</li><li>• Owners will be sent a second notification inviting them to schedule their vehicle for repair once updated software is available.</li></ul>

**\*\*\*\*\* 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 recall?

**A.** Yes.

**Q:** Is this a Stop Sale?

**A.** Yes.

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

A. Hybrid Powertrain Control Module (HPCM) on certain INFINITI QX60 hybrid vehicles may contain software that could cause an engine stall under certain conditions.

**Q What is the possible effect of the condition?**

A In the event of bearing damage, the Hybrid Powertrain Control Module (HPCM) detects the overheat condition and initiates failsafe mode, which cuts drive power to both the engine and electric motor. Without drivetrain power, the client may experience an engine stall while driving, increasing the risk of a crash.

**Q What will be the corrective action?**

A. The software and remedy are currently being developed. However, once available, retailers will reprogram the Hybrid Powertrain Control Module (HPCM) with updated software.

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

A. The software and remedy are currently being developed and are anticipated to be available by **March 2022**.

**Q When will vehicle owners be notified?**

A. INFINITI sent owners of all potentially affected vehicles an interim notification letter in **December 2021**, via U.S. Mail.

Owners will be sent a second notification inviting them to schedule their vehicle for repair once updated software is available.

**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 involves reprogramming. No parts are required. The software and remedy are currently being developed and are anticipated to be available by **March 2022**.

**Q. Is there any charge for the repair?**

A. No. The remedy, once available, 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. Rental is available, upon client request, until remedy is available.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$2,250 (Max)
Contact the Warranty Claims Call Center @ 800-933-3712 if additional expense is required. Please refer to the Goodwill rental Guidelines in the APRM for detailed information regarding application of rental reimbursement.		

**Q. Will I have to take my vehicle back to the selling retailer to have the service performed?**

A. No, once the remedy is available, 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, once available, 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 2014-2017 INFINITI QX60 Hybrid vehicles manufactured from July 18, 2013 to August 4, 2017 at the Smyrna, TN plant are affected.

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

A. Yes. Certain Model Year 2014-2015 Nissan Pathfinder Hybrid vehicles manufactured from July 18, 2013 to June 21, 2014 at the Smyrna, TN plant and certain Model Year 2015-2016 Nissan Murano Hybrid vehicles manufactured from August 22, 2014 to July 19, 2016 at the Canton, MS plant are affected.

Revision History:

Date	Announcement	Purpose
October 5, 2021	Voluntary Safety Recall Campaign	New Campaign Announcement
December 9, 2021	REVISION 1	Update to provide software availability timing