

SAFETY RECALL



CAMPAIGN BULLETIN

Adaptive Front-Light System (AFS) Configuration Voluntary Recall Campaign

Reference: PC994
Date: December 19, 2023

Attention: Retailer Principal, Sales, Parts and Service Managers

IMPORTANT: It is a violation of Federal law for retailers to sell or deliver new vehicles in their inventory covered by this notification until the campaign's remedy action is performed.

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2022-2024 QX60 (L51)	19,986	1,479	December 19, 2023	YES

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

INFINITI is committed to the safety and security of our clients and their passengers. INFINITI has notified the National Highway Traffic Safety Administration (NHTSA) that it is recalling certain 2022-2024 INFINITI QX60 vehicles to reconfigure the Adaptive Front-Light System (AFS).

The AFS function was inadvertently configured using an incorrect tilt value. As a result, the AFS system adjusts the headlamp aim to the greatest downward angle when the vehicle speed is greater than 81 mph and the headlamps are in "AUTO" mode. The AFS configuration on affected vehicles will adjust the headlamps to their greatest downward angle once the target speed is hit and maintained until the speed is lowered below 81 mph. In this condition, the customer may experience reduced visibility, potentially increasing the risk of a collision.

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. PC994
 - 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 **ITB23-028** to remedy any vehicles subject to this campaign.
4. Once remedied, retailers should submit the claim using the claims coding provided and release the vehicle.

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

Parts	The remedy involves reconfiguring by CONSULT III+. No parts are required.
Special Tools	<ul style="list-style-type: none">• CONSULT III+
Repair	<ul style="list-style-type: none">• ITB23-028
Owner Notification	INFINITI will begin notifying owners of all potentially affected vehicles in January 2024 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 recall?

A. Yes.

Q: Is this a Stop Sale?

A. Yes.

Q What is the reason for the recall?

A. The Adaptive Front-Light System (AFS) function was inadvertently configured using an incorrect tilt value. As a result, the AFS system adjusts the headlamp aim to the greatest downward angle when the vehicle speed is greater than 81 mph and the headlamps are in "AUTO" mode.

Q What is the possible effect of the condition?

A As a result of this issue, at speeds over 81 mph when the headlights are in "AUTO" mode the headlamps will adjust to their greatest downward angle once the target speed is hit and maintained until the speed is lowered below 81 mph. In this condition, the customer may experience reduced visibility potentially increasing the risk of a collision.

Q. What will be the corrective action?

A. Retailers will reconfigure the IPDM settings, resulting in a corrected AFS parameter.

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 half (0.5) an 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 **January 2024** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. Until the recall repair is completed, customers should avoid using the headlight "AUTO" mode while driving at speeds over 81 mph. 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. Until the recall repair is completed, customers should avoid using the headlight "AUTO" mode while driving at speeds over 81 mph.

Q. Are parts readily available?

A. The remedy involves reconfiguring the IPDM settings. No parts are required.

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. Rental is available, upon client request, 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. 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, 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 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 specific Model Year 2022-2024 INFINITI QX60 vehicles equipped with AFS and manufactured from August 12, 2021 to September 20, 2023 may be affected.

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

A. No.

Revision History:

Date	Announcement	Purpose
December 19, 2023	Voluntary Safety Recall Campaign	New Campaign Announcement