

SERVICE CAMPAIGN



INFINITI®

CAMPAIGN BULLETIN

Audio Amplifier Reprogram Voluntary Service Campaign

Reference: PC883

Date: April 8, 2022

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2022 QX60 (L51)	774	4	April 8, 2022	NO

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

INFINITI has reclassified the previously announced quality action (PC870) for new vehicle inventory as a Voluntary Service Campaign to inspect the audio amplifier and, if necessary, reprogram or replace the audio amplifier on 774 specific 2022 QX60 vehicles identified in Service Comm and DBS National Service History.

Due to a software bug, the software may not block or turn off Controller Area Network (CAN) messages during the boot up sequence. This CAN message overload may cause the audio amplifier to go into a protective state. If this condition occurs, the audio amplifier will stop producing sound.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **PC883**
 - New vehicles in retailer inventory can also be identified through the attached VIN list or by using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to IPSB 15-286 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. Retailers are requested to repair any affected vehicles in retailer new or pre-owned inventory to ensure client satisfaction.
3. Retailers should use **ITB22-016** to correct any vehicles subject to this campaign.
4. Once repaired, retailers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts	Retailers will reprogram the audio amplifier with updated software. <ul style="list-style-type: none">➤ Parts are only needed if, during inspection, the audio amplifier is in-operative with no sound.
Special Tools	➤ CONSULT III

Repair	<ul style="list-style-type: none"> ITB22-016
Owner Notification	INFINITI will begin notifying owners of all potentially affected vehicles in May 2022 via U.S. Mail.

******* Retailer's 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 service 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 voluntary service campaign was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for repair completion.

Frequently Asked Questions (FAQ):

Q. Is this a Stop Sale?

A. No.

Q. Is this a safety recall?

A. No.

Q. What is the reason for this action?

A. Due to a software bug, a message overload may cause the amplifier to go into a protective state during the boot up sequence.

Q. What is the possible effect of the condition?

A. If this condition occurs, the audio amplifier will stop producing sound.

Q. What will be the corrective action?

A. Retailers will inspect the audio amplifier and, if necessary, reprogram or replace the audio amplifier.

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 **May 2022** via U.S. Mail.

Q. Are parts readily available?

A. Retailers will reprogram the audio amplifier. Parts are only needed if, during inspection, the audio amplifier is in-operative with no sound.

Q. I did not receive a letter, how can I tell if my vehicle is affected?

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

Q. Is my vehicle safe to drive?

A. Yes.

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

A. No.

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. No

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

A. No, any authorized INFINITI retailer is able to perform the voluntary service campaign.

For Consumer Affairs: Please inform us of the retailer where you would like to have the corrective action completed.

Q. What model year vehicles are involved?

A. Specific model year 2022 INFINITI QX60 vehicles manufactured between August 12, 2021 and February 7, 2022 at the Smyrna, TN plant are affected.

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

A. No.

Revision History:

Date	Announcement	Purpose
April 8, 2022	Original Document	New campaign announcement