



After-sales Retailer Support

Rear O2 Sensor

Voluntary Emissions Recall Campaign

Reference: R1621
Date: July 29, 2016

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:
2015-2016 QX60 – VQ35 only	48,232	17	July 29, 2016

Infiniti is conducting a Voluntary Emissions Recall Campaign to update the Electronic Control Module (ECM) software on certain Model Year 2015-16 Infiniti QX60 vehicles. Under certain conditions, the rear oxygen (O2) sensor signal could fail, resulting in the rear oxygen (O2) sensor OBD monitor being disabled without the client being alerted.

Infiniti plans to begin notifying owners of affected vehicles in August, asking them to bring their vehicles to an authorized Infiniti retailer.

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

1. Verify if vehicles are affected by this Voluntary Emission Recall Campaign using Service Comm I.D. **R1621**.
NOTE: New vehicles in retailer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to IPSB 15-286 for additional information
2. The subject vehicles are **not** on sales hold, but for client convenience, retailers are encouraged to perform this campaign on any affected vehicles in their inventory prior to sale, lease, or trade.
3. Retailers should use **ITB16-027** to correct any vehicles subject to this campaign.
4. Once repaired, retailer should submit a warranty claim and release the vehicle.

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

Parts	<ul style="list-style-type: none"> • Updated ECM software is now available on ASIST • No other parts are required for this campaign • Additional campaign coverage is available in the event the ECM fails during reprogramming. Retailers should contact the Warranty Claims Call Center (800-993-3712, option 7) for additional information.
Repair	<ul style="list-style-type: none"> • ITB16-027
Owner Notification	Infiniti will begin notifying owners of all potentially affected vehicles in August, 2016 via U.S. Mail.

******* Retailer Responsibility *******

It is the Retailer's responsibility to check Service Comm using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary emissions 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 there a stop sale in effect?

A. The subject vehicles are **not** on sales hold, but for client convenience, retailers are encouraged to perform this campaign on any affected vehicles in their inventory prior to sale, lease, or trade.

Q. What is the reason for this campaign?

A. Under certain conditions, the rear oxygen (O₂) sensor signal could fail, resulting in the rear oxygen (O₂) sensor OBD monitor being disabled without the client being alerted. In this case, the vehicle may not meet local OBD regulation standards.

Q. What will be the corrective action?

A. Infiniti retailers will update the Electronic Control Module (ECM) software in the vehicle.

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 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 in August, asking them to bring their vehicles to an authorized Infiniti retailer to have ECM software on the vehicle updated.

Q. Are parts readily available?

A. No parts are required. The updated software is available on ASIST.

Q. Is my vehicle safe to drive?

A. Yes. This is not a safety issue. However, if your vehicle is subject to the voluntary emissions recall campaign, you should make arrangements to have your vehicle remedied as soon as possible.

Q. Are courtesy vehicles available for owners while their vehicle is being serviced?

A: Courtesy vehicles are subject to availability. Please check with your retailer for alternate transportation availability.

Q. I have lost confidence in the vehicle. Will Infiniti replace or repurchase the vehicle?

A. The service will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

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

A. No.

Q. Is there any charge for the repair?

A. No, the repair 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 emissions recall 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. Certain Model Year 2015-16 Infiniti QX60 (L50) vehicles sold in North America, Canada, Mexico and other markets and produced within a particular time period.

Q. How many vehicles are involved in the campaign?

A. The potentially affected vehicles in the U.S. are as follows:

Country	QX60
AMERICAN SAMOA	0
GUAM	26
USA	48,050
PUERTO RICO	156
SAIPAN	0
Total	48,232

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

A. Yes. Certain Model Year 2016 Nissan Maxima (A36), and Model Year 2015-16 Altima (L33), Juke (F15), Pathfinder (R52), Murano (Z52) and Quest (E52) vehicles are also affected.

Country	Maxima	Quest	Juke	Altima	Pathfinder	Murano	Total
AMERICAN SAMOA	0	0	0	0	3	0	3
GUAM	9	76	34	3	58	23	203
USA	39,646	16,451	36,257	14,481	91,650	79,817	278,302
PUERTO RICO	35	0	96	0	135	647	913
SAIPAN	5	23	0	0	5	10	43
Total	39,695	16,550	36,387	14,484	91,851	80,497	279,464