

# QUALITY ACTION



## CAMPAIGN BULLETIN Electronic Power Steering (EPS)

Quality Assurance Hold

Reference: PC609

Date: January 11, 2018

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2018 RWD Q60 (CV37) Sport & Red Sport <i>with EPS</i>	NA	504	January 11, 2018	<b>YES</b>

#### \*\*\*\*\* Retailer Announcement \*\*\*\*\*

Effective immediately, INFINITI is placing a temporary retailer inventory quality hold on **504** specific 2018 Q60 RWD Sport and RWD Red Sport vehicles equipped with EPS and identified in Service Comm. INFINITI has learned the software for the electronic power steering system may not be at the current production level.

INFINITI is investigating this and anticipates having revised software available by the week of January 15, 2018. Further instructions will be sent when the software is available.

#### \*\*\*\*\* What Retailers Should Do \*\*\*\*\*

1. Verify if vehicles are affected by this quality hold using Service Comm I.D. **PC609**
  - New vehicles in retailer inventory can also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).
    - Refer to IPSB 15-286 for additional information
  - Please continue to check newly arriving inventory for quality hold applicability.
2. Please **do not drive, sell, or trade** the specific 2018 Q60 vehicles in retailer inventory subject to this quality hold.

#### \*\*\*\*\* Retailer Responsibility \*\*\*\*\*

It is the retailer's responsibility to check Service Comm or DBS National Service History - Open Campaigns using the appropriate campaign I.D for the hold status on each affected vehicle currently in new vehicle inventory.

**Thank you for your prompt attention to this matter.**