

SERVICE CAMPAIGN



INFINITI

EMPOWER THE DRIVE

CAMPAIGN BULLETIN

Engine Control Module (ECM) Reprogram Voluntary Service Campaign

Reference: POA06

Date: March 25, 2020

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2019 Q70 (Y51)	48	3	March 25, 2020	NO
MY2019 QX80 (Z62)	24,278	474		

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

INFINITI is conducting a Voluntary Service Campaign to reprogram the engine control module (ECM) with countermeasure software in certain INFINITI 2019 model year Q70 and QX80 vehicles. The current software installed may allow the Variable Valve Timing (VVT) solenoid valve diagnosis to continue to draw current when the engine is off. This condition may result in a reduction of the battery life.

***** 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. **POA06**
 - 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 **ITB20-013** 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	No parts are needed. Retailers will reprogram the engine control module (ECM) with updated software. <ul style="list-style-type: none">• Parts are only needed in the event of ECM failure during reprogramming
Special Tools	<ul style="list-style-type: none">• CONSULT III
Repair	<ul style="list-style-type: none">• ITB20-013 <p>NOTE: The campaign bulletin is available on ASIST and NNAnet</p>

Owner Notification	INFINITI will begin notifying owners of all potentially affected vehicles in April 2020 via U.S. Mail.
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******* 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. The current software installed may allow the Variable Valve Timing (VVT) solenoid valve diagnosis to continue to draw current when the engine is off.

Q. What is the possible effect of the condition?

A. This condition may result in a reduction of the battery life.

Q. What will be the corrective action?

A. Retailers will reprogram the engine control module (ECM) with countermeasure software.

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 **April 2020** via U.S. Mail.

Q. Are parts readily available?

A. Retailers will reprogram the engine control module (ECM). Parts are not necessary for this remedy.

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. 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.

If the reprogramming cannot be performed successfully and an engine control module needs to be ordered, rental is available upon client request.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$180 (Max)
Contact the Warranty Claims Call Center @ 800-933-3712 if additional expense is required		

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 2019 INFINITI Q70 and QX80 vehicles manufactured within a specific production range are affected.

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

A. Yes. Specific model year 2019 Nissan Armada, NV Passenger Van, Sentra, NV200 Taxi, Titan and specific model year 2019-2020 Nissan GT-R and NV200 vehicles manufactured within a specific production range are also affected.

Revision History:

Date	Announcement	Purpose
March 25, 2020	Original Document	New campaign announcement