

EMISSION RECALL



CAMPAIGN BULLETIN

ISS Reprogram

Voluntary Emission Recall Campaign

Reference: R22D1
Date: June 14, 2023

Attention: Retailer Principal, Sales, Parts and Service Managers

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

REVISED June 14, 2023

Please discard earlier versions of this bulletin.

The announcement from June 10, 2023 has been revised to include the following:

- INFINITI has expanded the investigation of a potential issue with the repair remedy to include model years 2018-2019 Q50 and Q60 vehicles.
- Repairs on all vehicles are temporarily suspended while INFINITI investigates the remedy.
- As a result, all vehicles affected by this campaign will be temporarily deactivated in Service Comm and National Service History.
- An update will be provided at a later date
- If there are claim processing concerns, email the FQA mailbox:
FQA_Inspection_Support@nissan-usa.com

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2016-19 Q50 (V37)	15,026	NA	May 5, 2023	YES
2017-19 Q60 (CV37)	3,103	NA		

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

INFINITI is conducting a Voluntary Emissions Recall Campaign on certain MY2016-2019 INFINITI Q50 and MY2017-2019 INFINITI Q60 vehicles to reprogram the Engine Control Module (ECM).

The ECM reprogram is intended to improve the Idle Stop/Start functionality after 250,000 starter operations.

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. R22D1

- 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 **ITB23-017** 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	<ul style="list-style-type: none"> • Updated Engine Control Module Software is available on ASIST. • No other parts are required for this campaign <ul style="list-style-type: none"> ○ Additional coverage is available in the event the Engine Control Module fails during reprogramming. <p>Retailers should contact the Warranty Claims Call Center (800-933-3712) for additional information.</p>
Repair	<ul style="list-style-type: none"> • ITB23-017
Owner Notification	<p>INFINITI will begin notifying owners of all potentially affected vehicles in May 2023 via U.S. Mail.</p>

******* 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 ECM reprogram is intended to improve the Idle Stop/Start functionality after 250,000 starter operations.

Q. What is the possible effect of the condition?

A. The Idle Stop Start (ISS) is deactivated with an ISS lamp illuminated after 250,000 starter operations.

Q. What will be the corrective action?

A. When the remedy hold is released, retailers will reprogram the ECM.

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 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 potentially affected vehicles when the remedy hold is released. An update on notification timing will be provided as soon as possible..

Q. Is my vehicle safe to drive?

A. 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. When the remedy hold is released, Nissan will notify owners. If your vehicle is subject to this campaign, INFINITI recommends you contact your local INFINITI retailer to have the Engine Control Module reprogrammed as soon as possible upon notification.

Q. Are parts readily available?

A. The remedy will be reprogramming, no other parts are required for this campaign.

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 parts replacement is needed, rental is available 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 will be able to perform the recall campaign when the remedy hold is released.

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, when released, 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. All MY2016 – 2019 Q50 and MY2017-2019 Q60 vehicles manufactured between August 18, 2015 to May 29, 2019 may be affected.

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

A. No.

Revision History:

Date	Announcement	Purpose
May 5, 2023	Voluntary Emissions Recall Campaign	New Campaign Announcement
June 9, 2023	REVISION 1	MY16-17 remedy on hold pending review
June 14, 2023	REVISION 2	Remedy on hold for all vehicles pending review