

SERVICE CAMPAIGN



CAMPAIGN BULLETIN

Engine Control Module (ECM) Reprogram California Voluntary Emission Service Campaign

Reference: P9329, P9344, P9346, P9348, P9350

Date: December 17, 2019

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2015-19 QX60 (L50)	24,349	2	December 17, 2019	NO
MY2016-19 Q50 (V37)	20,861	0		
MY2017-19 Q60 (CV37)	4,343	0		

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

INFINITI is conducting a Voluntary Emissions Service Campaign on approximately **49,497** specific INFINITI vehicles identified in Service Comm and currently registered to owners in the state of California to reprogram the Engine Control Module (ECM) in the event that a permanent diagnostic trouble code (P-DTC) for P0448, P0101, P2008, or P0087 is recorded in the ECM.

Due to calibration errors on the affected vehicles, the ECM may improperly store a permanent diagnostic trouble code (P-DTC) even though the emissions on-board diagnostic system is functioning properly. As of July 1, 2019 the State of California has implemented a revised Inspection Maintenance (I/M) or "Smog Check" test program. Without the software update, the subject vehicles may not pass this Smog Check test in those areas of California where such testing is required under state law.

This incident has no effect on the safety, performance, drivability, or fuel consumption of the applicable vehicles.

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

1. Verify if vehicles are affected by this Voluntary Emissions Service Campaign using Service Comm or DBS National Service History – Open Campaign I.D.
 - **P9329** – Affected Model Year 2015
 - **P9344** – Affected Model Year 2016
 - **P9346** – Affected Model Year 2017
 - **P9348** – Affected Model Year 2018
 - **P9350** – Affected Model Year 2019
2. Retailers are requested to repair any affected vehicles in retailer new or pre-owned inventory to ensure client satisfaction.
 - New vehicles in retailer inventory can also be identified DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to IPSB 15-286 for additional information
3. Retailers should use **ITB19-043** 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	- Updated Engine Control (ECM) Software is now available on ASIST - No other parts are required for this campaign - Additional coverage is available in the event the ECM fails during reprogramming. - Retailers should contact the Warranty Claims Call Center (800-933-3712) for additional information.
Special Tools	CONSULT III
Repair	ITB19-043 NOTE: No action is required for retailers servicing vehicles registered outside of California. However, ITB19-027 is available allowing owners moving to California after the launch of this service campaign to have the remedy applied.
Owner Notification	- INFINITI will begin notifying California owners of potentially affected vehicles in January 2020 via U.S. Mail. - INFINITI will begin notifying Non-California owners of potentially affected that an update is available through TSB ITB19-027 vehicles in January 2020 via email.

***** 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 emissions 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 Voluntary Emissions Service Campaign?

A. Due to calibration errors on the affected vehicles, the Engine Control Module (ECM) may improperly store a permanent diagnostic trouble code (P-DTC) even though the emissions on-board diagnostic system is functioning properly.

Q. What is the possible effect of the condition?

A. As of July 1, 2019 the State of California has implemented a revised Inspection Maintenance (I/M) or "Smog Check" test program. Without the software update, the subject vehicles may not pass this Smog Check test in those areas of California where such testing is required under state law.

Q. What will be the corrective action?

A. Retailer will reprogram the Electronic Control Module (ECM) 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 less than one (1) hour to complete.

Q. When will vehicle owners be notified?

A. INFINITI will begin notifying California owners of potentially affected vehicles in **January 2020** via U.S. Mail.

INFINITI will begin notifying Non-California owners of potentially affected vehicles **that an update is available through ITB19-027 in January 2020** via email or mail.

Q. Are parts readily available?

A. Revised Engine Control Module (ECM) software is available. No other parts are required for this campaign.

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. If I live outside the state of California, can I still receive the Engine Control Module (ECM) software update?

A. No action is required for vehicles registered outside of California.

However, if you wish to receive the Engine Control Module (ECM) software update, contact your INFINITI retailer at your convenience in order to arrange an appointment and reference Technical Service Bulletin **ITB19-027**.

Q. I have incurred expenses related to this software update because my vehicle was out of warranty when I moved to California, can I be reimbursed?

A. The update will be available free-of-charge under normal 8 years/80K mile Engine Control Module (ECM) warranty. If you move to California and require the software update after the warranty period expires, you will be eligible for reimbursement.

Please contact INFINITI Consumer Affairs @ 1-800-662-6200 and be prepared to provide the following:

- Repair order(s)
- Proof of payment [may be on repair order(s)]
- Proof of vehicle ownership
- Proof of registration in the state of California

Q. Will a courtesy vehicle be provided while the retailer is servicing the vehicle?

A. Please consult your retailer for alternate transportation availability while your vehicle is being serviced. **If the reprogramming cannot be performed successfully** and a replacement Engine Control Module (ECM) 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. Is there anything owners can do to mitigate the condition?

A. No.

Q. Is there any charge for the remedy?

A. No, the remedy 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 service campaign.

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

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

A. Yes. Specific Nissan vehicles registered in California may also be affected.

Q. What model year vehicles are involved?

A. Approximately **153,718** Nissan and INFINITI vehicles registered in California that were produced between December 12, 2013 and August 27, 2019.

Q. Can this campaign be performed on U.S. vehicles that are being operated in Foreign Countries (Overseas)?

A. Yes.

Q. I am presently operating my U.S. vehicle in a Foreign Country (Overseas). What do I need to do to get the campaign on my vehicle performed?

A. Let me get some information from you so I can verify that your vehicle is involved in this service campaign. Please give me your name, address, telephone number, and vehicle identification number (VIN).

(Note to CRR: Follow the procedure for Overseas Recall Program.)

Revision History:

Date	Announcement	Purpose
December 17, 2019	Original	New campaign announcement

State of California Owners

VIN: [VIN#]

CUSTOMER SERVICE INITIATIVE

Dear [Model Year] INFINITI [Model] Owner:

We have an important software update for your vehicle.

INFINITI is committed to providing the highest levels of product quality and client satisfaction. We are conducting an important Customer Service Initiative to increase application of an available software update for the Engine Control Module (ECM) in your vehicle. This update is available to you, free of charge.

Reason for Customer Service Initiative

On some vehicles, the ECM may improperly store a permanent diagnostic trouble code (P-DTC) even though the emissions on-board diagnostic system is functioning properly. As of July 1, 2019, the State of California has implemented a revised Inspection Maintenance (I/M) or "Smog Check" test program. Without the software update, your vehicle may not pass this Smog Check test in those areas of California where such testing is required under state law.

This incident has no effect on the safety, performance, drivability, emissions, or fuel consumption of your vehicle.

What You Should Do

Placeholder for
QR code

If you bring your vehicle in for any service, this important software update will be performed. However, if you wish, you can contact your INFINITI retailer at your convenience in order to arrange an appointment to receive this important software update and minimize any inconvenience. Please bring this notice with you when you arrive for your service appointment.

For more information about the customer service initiative, please visit XXXX. If you have further questions, you may contact the INFINITI Consumer Affairs Department. The toll free number is 1-800-662-6200.

Thank you for your understanding and we sincerely apologize for any inconvenience this may cause.

Non-California Owners

VIN: [VIN#]

CUSTOMER SERVICE INITIATIVE

Dear [Model Year] INFINITI [Model] Owner:

INFINITI is committed to providing the highest levels of product quality and client satisfaction. INFINITI is contacting you regarding an available software update for the Engine Control Module (ECM) in your vehicle. This update is available to you, free of charge.

Reason for Customer Service Initiative

On some vehicles, the ECM may improperly store a permanent diagnostic trouble code (P-DTC) even though the emissions on-board diagnostic system is functioning properly. As of July 1, 2019 the State of California has implemented a revised Inspection Maintenance (I/M) or "Smog Check" test program. Only vehicles registered in the State of California are currently required to complete this revised I/M testing. In the future, if you attempt to register your vehicle in the state of California without first receiving the software update, your vehicle may not pass this Smog Check test.

This incident has no effect on the safety, performance, drivability, emissions, or fuel consumption of your vehicle.

What You Should Do

No action is required for vehicles registered outside of California – you do not need to visit your INFINITI retailer to receive the software update.

However, if you wish to receive the ECM software update, contact your INFINITI retailer at your convenience in order to arrange an appointment and reference Technical Service Bulletin ITB19-027. The update will be available free-of-charge under normal 8Y/80K mile ECM warranty. If you move to California and require the software update after the warranty period expires, you will be eligible for reimbursement.

Please bring this notice with you when you arrive for your service appointment.

If you have further questions, you may contact the INFINITI Consumer Affairs Department. The toll free number 1-800-662-6200.

Thank you for providing us an opportunity to ensure on-going satisfaction with your INFINITI vehicle.