

Classification:

EL17-031

Reference:

ITB17-053

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Date:

October 13, 2017

2017 – 2018 QX30; DISCHARGED BATTERY

APPLIED VEHICLES: 2017 – 2018 QX30 (H15)

IF YOU CONFIRM

Vehicle will not start,

AND

Midtronics DSS 5000 battery test results show that the main battery is 12.0V or less.

ACTION

1. Disconnect the main battery negative cable.
2. Determine if the ignition was left ON.
3. Disconnect the main battery positive cable.
4. Perform a Manual charge with the GR8.
5. Perform a Diagnostic charge with the GR8.

IMPORTANT: The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire SERVICE PROCEDURE as it contains information that is essential to successfully completing this repair.

Infiniti Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Infiniti retailer to determine if this applies to your vehicle.

SERVICE PROCEDURE

1. Disconnect the negative cable from the main battery.
2. Check the ON or OFF condition of the headlamps and the combination meter and note the condition on the repair order:

Headlamps and combination meter are ON: (Inform the customer, and make a note on the repair order and warranty claim that the ignition was left ON).

Headlamps and combination meter are OFF: (Make a note on the repair order and warranty claim that ignition was NOT left ON).

NOTE: If the ignition was left ON causing battery drain, the auxiliary battery will supply power, and the headlamps and combination meter will turn ON when the negative terminal is disconnected.

3. Disconnect the positive cable from the main battery. Removal of the positive and negative cables will insure a good connection with the GR8 clamps.
4. Connect the positive clamp of the GR8 to the positive battery post.
5. Connect the negative clamp of the GR8 to the negative battery post.

Nissan GR8 Manual Charge Setup

6. Enter **Manual** charge mode.

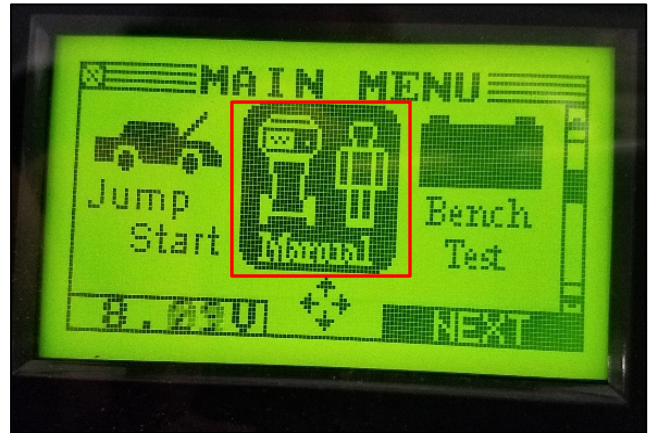


Figure 1

7. Select battery type.

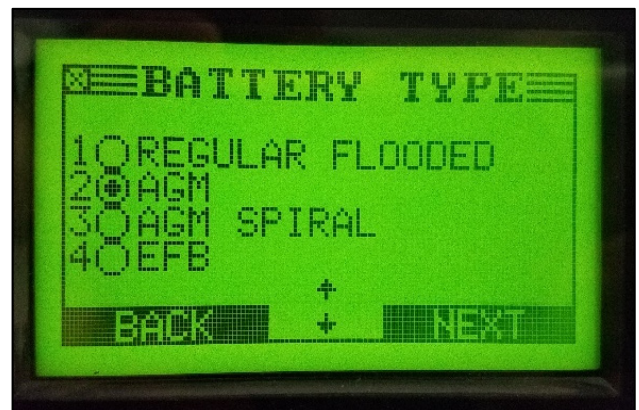


Figure 2

8. On the Limit Type screen, select **Limit Current**.

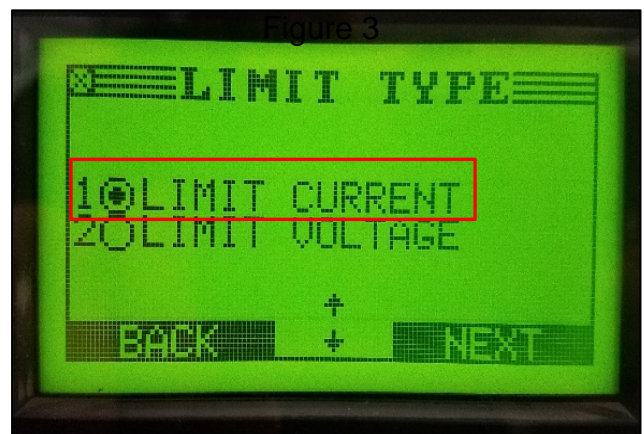


Figure 3

9. On the Max Current screen, select 30 Amps.



Figure 4

10. On the Charge Time screen, set charge time according to the information below.

- If battery voltage is over 7V, set timer to 60 minutes.
- If battery voltage is under 7V, set timer to 120 minutes.



Figure 5

11. At completion of manual charge, select **Diagnostic Charge Mode** and complete a diagnostic charge.

- Follow the GR8 diagnostic charge results and replace the battery if instructed to do so.

12. Reconnect the battery positive cable.

13. Reconnect the battery negative cable.

NOTE: If the results of Step 2 in the **SERVICE PROCEDURE** indicate the ignition was left ON, make sure to inform the customer that the ignition was left ON.

CLAIMS INFORMATION

Submit a Primary Operation (PO) type line claim using the following claims coding:

DESCRIPTION	OP CODE	SYM	DIA	FRT
Test/Charge Battery w/Disconnect Battery Terminal	RX5WAA	HA	32	0.3

Make a note on the warranty claim based on the results of Step 2 of the **SERVICE PROCEDURE**.

Headlamps and combination meter are ON: (Make a note on the warranty claim that the ignition was left ON).

Headlamps and combination meter are OFF: (Make a note on the warranty claim that ignition was NOT left ON).

If a battery is replaced:

- Reference the current Infiniti Assurance Products Resource Manual (APRM) and the latest claims bulletins for battery claims procedures.
- A battery claim submitted without the proper charging and testing procedures may be denied (refer to the Service Procedure in this bulletin).

