

Reference:

ITB17-058

Date:

December 5, 2017

VOLUNTARY EMISSION RECALL CAMPAIGN 2016-2018 Q50 AND 2017 Q60; ENGINE CONTROL MODULE REPROGRAM

CAMPAIGN ID #: R1726**APPLIED VEHICLES:** 2016-2018 Q50 (V37)
2017 Q60 (CV37)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility**

INTRODUCTION

Infiniti is conducting this voluntary emission recall campaign on certain specific model year 2016-2018 Q50 and 2017 Q60 vehicles. The Engine Control Module (ECM) will be reprogrammed so that in the event of an automatic transmission diagnostic issue, the diagnosis signals will be communicated properly and a Malfunction Indicator Light (MIL) will be properly illuminated to notify the driver. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number R1726 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service Comm or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary emissions recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory.

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.

IMPORTANT

Attention California Dealers:

California law prohibits owners from renewing their California registration if emissions related recall work has not been performed. California dealers are now required to issue a proof of correction certificate to vehicle owners upon completion of emission related recall work. Please fill out one of the campaign completion forms for each owner that has this campaign performed. Instruct owners to keep this certificate unless they are requested to mail it to the DMV. A sample of the form is shown below.

Vehicle Emission Recall - Proof of Correction				
License Number	Make	Year Model	Body Type	Vehicle Identification Number □□□□□□□□□□□□□□□□□□
Manufacturer _____		Recall Number _____		
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws				
Dealer's _____		Address, City, State _____		
Dealership's Authorized				
<input checked="" type="checkbox"/>				
Return this certificate to DMV <u>only</u> when required - otherwise retain for your records.				

CAEMRC 5-13

Figure A

In addition, an Emission Recall Campaign Completion Label must be filled out and attached to the underside of the vehicle hood. A sample of the label is shown below.

INFINITI MOTOR CORPORATION	
AUTHORIZED MODIFICATIONS	
THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:	
THESE MODIFICATIONS HAVE BEEN APPROVED AS APPROPRIATE BY EPA AND CARB	
DEALER CODE:	DATE:
CHANGE AUTHORITY:	NIS-UHL-16

Figure B

NOTE:

- These forms (item number CAEMRC-5-13) and labels (item number NIS-UHL-16) are available from Infiniti Publications (1-800-247-5321) at no charge.
- When either item (form or label) is ordered, you will automatically receive the other item as well.

SERVICE PROCEDURE

ECM Reprogram

IMPORTANT: Before starting, make sure:

- ASSIST on the CONSULT PC has been synchronized (updated) to the current date.
- All C-III plus software updates (if any) have been installed.

NOTE:

- Most instructions for reprogramming with CONSULT-III plus (C-III plus) are displayed on the CONSULT PC screen.
- If you are not familiar with the reprogramming procedure, [click here](#). This will link you to the "CONSULT- III plus (C-III plus) Reprogramming" general procedure.

Preparation for Reprogramming

- Take the vehicle for a 10 minute drive in order to meet the following Idle Air Volume Learn (IAVL) conditions:
 - Engine coolant temperature: 70 -100°C (158 - 212°F)
 - Battery voltage: More than 12.9V (At idle)
 - Transmission: Warmed up



Figure A

- After reprogramming is complete, you will be required to perform Throttle Valve Closed Position, Idle Air Volume Learn, Accelerator Closed Position, and DTC erase.

CAUTION:

- Connect a GR8 battery charger to the vehicle battery and set to power supply mode. If the vehicle battery voltage drops below 12.0V or above 15.5V during reprogramming, the ECM may be damaged.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, the ECM may be damaged.
- Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the ECM may be damaged.
- Turn off all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI. If Bluetooth® signal waves are within range of the CONSULT PC during reprogramming, reprogramming may be interrupted and the ECM may be damaged.

1. Connect the CONSULT PC to the vehicle to begin the reprogramming procedure.
2. Open ASIST on the CONSULT PC and start C-III plus.
3. Wait for the plus VI to be recognized / connected.
 - Serial number will display when the plus VI is recognized / connected.
4. Select **Re/programming, Configuration**.

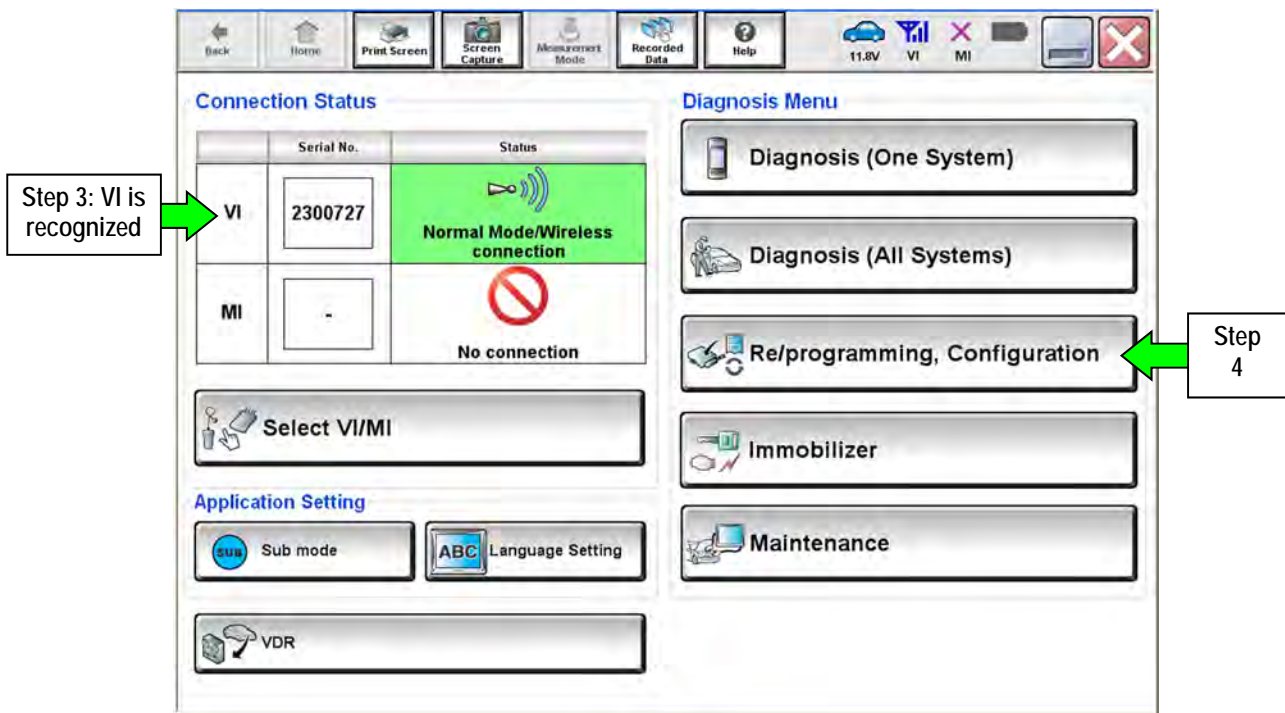


Figure 1

5. Follow the on-screen instructions and navigate the C-III plus to the screen shown in Figure 2 on the next page.

6. When you get to the screen shown in Figure 2, confirm that a reprogram is available as follows.
 - A. Find the ECM **Part Number** and write it on the repair order.
- NOTE:** This is the current ECM Part Number (P/N).

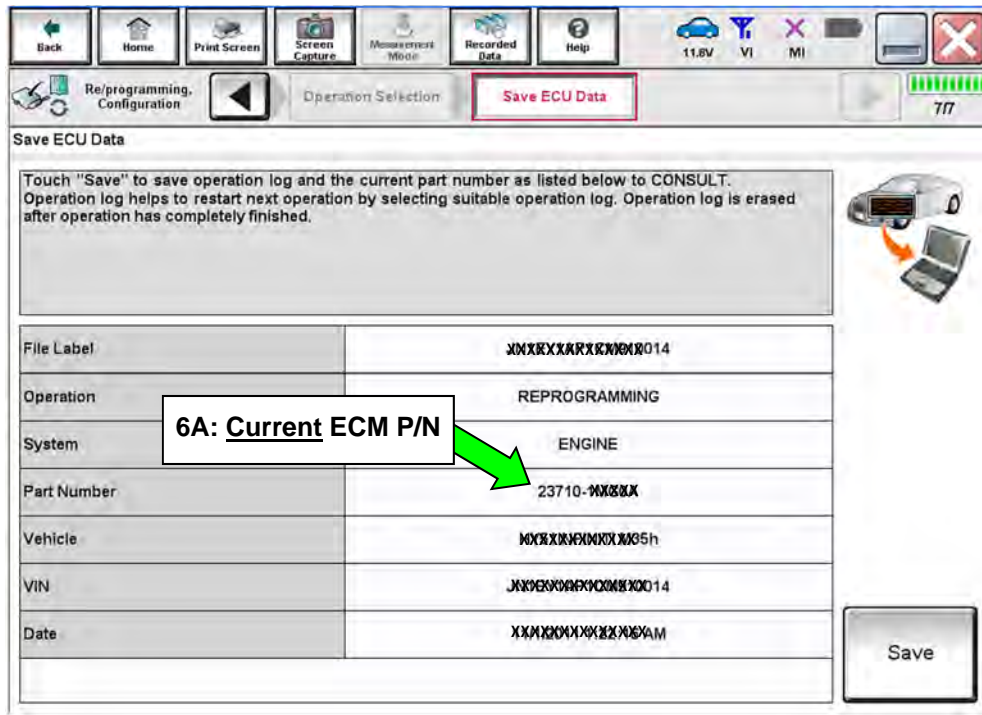


Figure 2

B. Compare the P/N you wrote down to the numbers in the **Current ECM Part Number** column in **Table A** below.

- If there is a match, continue with the reprogramming procedure.
- If there is not a match, this campaign does not apply or it has already been done. Confirm this campaign applies to this vehicle.

Table A

MODEL	Current ECM Part Number: 23710-
2016 Q50	5CF1A, 5CF1B, 5CF1C, 5CF2A, 5CF2B, 5CF2C, 5CF3A, 5CF3B, 5CF3C, 5CH3A, 5CH3B, 5CH3C, 5CH4A, 5CH4B, 5CH4C, 5CH7A, 5CH7B, 5CH7C, 5CH8A, 5CH8B, 5CH8C, 5CH9A, 5CH9B, 5CH9C, 5CJ2A, 5CJ2B, 5CJ2C, 5CJ3A, 5CJ3B, 5CJ3C, 5CJ4A, 5CJ4B, 5CJ4C, 5CJ5A, 5CJ5B, 5CJ5C, 5CD5A, 5CD5B, 5CD5C, 5CD6A, 5CD6B, 5CD6C, 5CF4A, 5CF4B, 5CF4C, 5CF5A, 5CF5B, 5CF5C, 5CF6A, 5CF6B, 5CF6C, 5CF7A, 5CF7B, 5CF7C, 5CF8A, 5CF8B, 5CF8C, 5CF9A, 5CF9B, 5CF9C, 5CJ6A, 5CJ6B, 5CJ6C, 5CJ7A, 5CJ7B, 5CJ7C, 5CJ8A, 5CJ8B, 5CJ8C, 5CJ9A, 5CJ9B, 5CJ9C
2017 Q50	6HF0A, 6HF0B, 6HF0C, 6HF1A, 6HF1B, 6HF1C, 6HF2A, 6HF2B, 6HF2C, 6HF3A, 6HF3B, 6HF3C, 6HG2A, 6HG2B, 6HG2C, 6HG3A, 6HG3B, 6HG3C, 6HG4A, 6HG4B, 6HG4C, 6HG5A, 6HG5B, 6HG5C, 6HG6A, 6HG6B, 6HG6C, 6HG7A, 6HG7B, 6HG7C, 6HG8A, 6HG8B, 6HG8C, 6HG9A, 6HG9B, 6HG9C, 6HA0A, 6HA0B, 6HA0C, 6HA1A, 6HA1B, 6HA1C, 6HA2A, 6HA2B, 6HA2C, 6HA3A, 6HA3B, 6HA3C, 6HA4A, 6HA4B, 6HA4C, 6HA5A, 6HA5B, 6HA5C, 6HA6A, 6HA6B, 6HA6C, 6HA7A, 6HA7B, 6HA7C, 6HF4A, 6HF4B, 6HF4C, 6HF5A, 6HF5B, 6HF5C, 6HF6A, 6HF6B, 6HF6C, 6HF7A, 6HF7B, 6HF7C
2018 Q50	6HB0A, 6HB1A, 6HB2A, 6HB3A, 6HB4A, 6HB5A, 6HB6A, 6HB7A, 6HD4A, 6HD5A, 6HD6A, 6HD7A, 6HD8A, 6HD9A, 6HJ0A, 6HJ1A, 6HJ2A, 6HJ3A, 6HJ4A, 6HJ5A, 6HJ6A, 6HJ7A, 6HJ8A, 6HJ9A
2017 Q60	5CC0C, 5CC0D, 5CC0E, 5CC1B, 5CC1C, 5CC1D, 5CC8B, 5CC8C, 5CC8D, 5CC9B, 5CC9C, 5CC9D, 5CG0C, 5CG0D, 5CG0E, 5CG1B, 5CG1C, 5CG1D, 5CG5B, 5CG5C, 5CG5D, 5CG6B, 5CG6C, 5CG6D, 5CG7B, 5CG7C, 5CG7D, 5CG8B, 5CG8C, 5CG8D, 5CH1B, 5CH1C, 5CH1D, 5CH2C, 5CH2D, 5CH2E, 5CH5C, 5CH5D, 5CH5E, 5CH6C, 5CH6D, 5CH6E, 5CJ0B, 5CJ0C, 5CJ0D, 5CJ1B, 5CJ1C, 5CJ1D, 5CK1B, 5CK1C, 5CK1D, 5CK2B, 5CK2C, 5CK2D, 5CK3B, 5CK3C, 5CK3D, 5CK4B, 5CK4C, 5CK4D, 5CL5B, 5CL5C, 5CL5D, 5CL6B, 5CL6C, 5CL6D, 5CL7B, 5CL7C, 5CL7D, 5CL8B, 5CL8C, 5CL8D

7. Follow the on-screen instructions to navigate C-III plus and reprogram the ECM.

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
 - In this case, the screen in Figure 3 displays.
 - Select and use the reprogramming option that **does not** have the message “Caution! Use ONLY with NTBXX-XXX”.
- If you get this screen and it is blank (no reprogramming listed), it means there is no reprogramming available for this vehicle. Close C-III plus and disconnect from the vehicle.

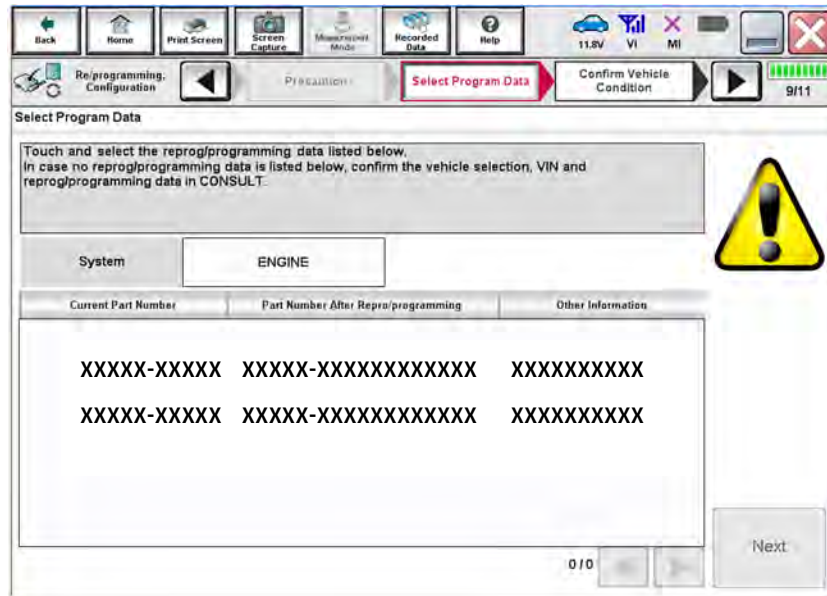


Figure 3

- Before reprogramming will start, you will be required to enter your User Name and Password.
 - The CONSULT PC must be connected to the Internet (Wi-Fi or cable).
 - If you do not know your User Name and Password, contact your Service Manager.

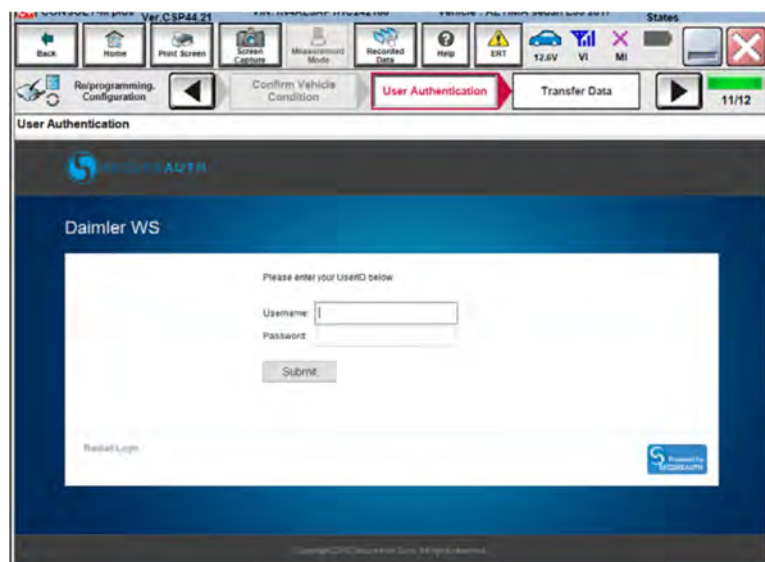


Figure 4

8. When the screen in Figure 5 displays, reprogramming is complete.

NOTE: If the screen in Figure 5 does not display (reprogramming does not complete), refer to the information on the next page.

9. Disconnect the battery charger from the vehicle.

10. Select **Next**.

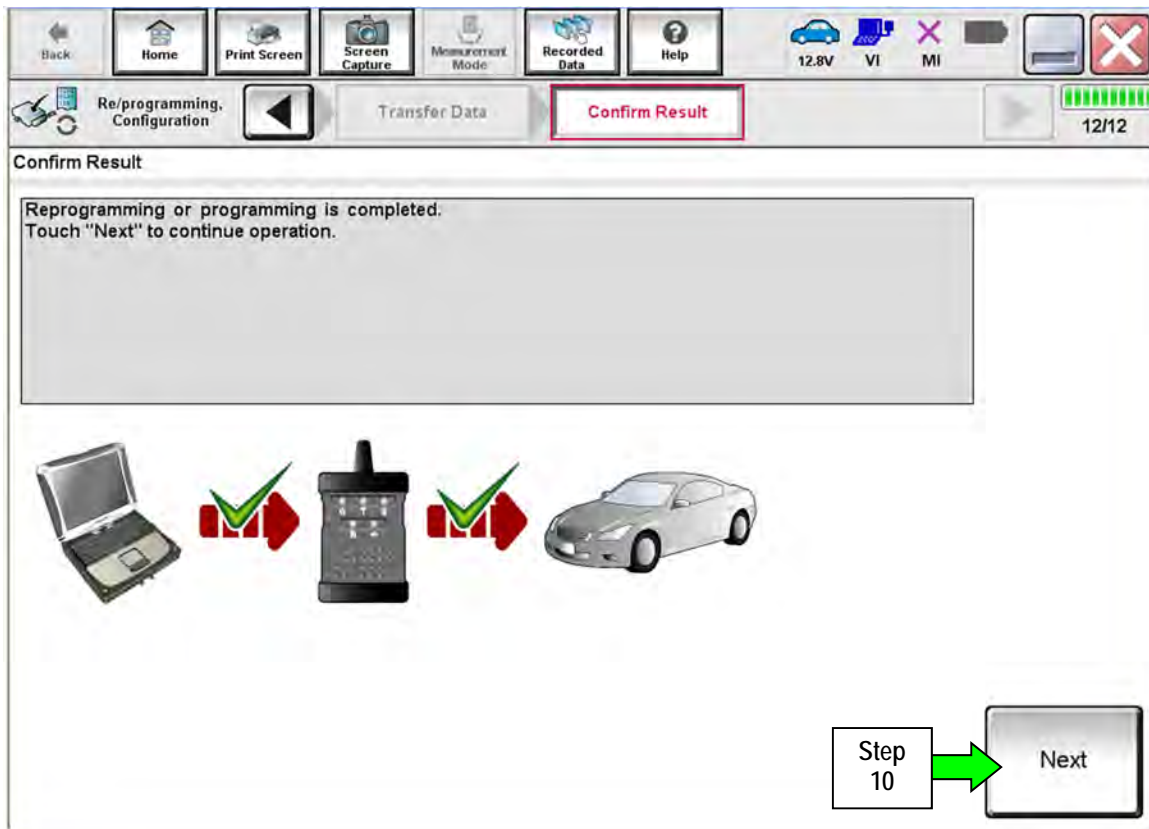


Figure 5

NOTE:

- In the next steps (page 9), you will perform Throttle Valve Closed Position, Idle Air Volume Learn, Accelerator Closed Position, and DTC erase.
- These operations are required before C-III plus will provide the final reprogramming confirmation report.

Reprogram Recovery

If reprogramming does not complete and the “!?” symbol displays as shown in Figure 6:

- Check battery voltage (12.0 – 15.5V).
- Ignition is ON, engine is OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- **Select Retry and follow the on screen instructions.**

NOTE: Retry may not go through on first attempt and can be selected more than once.

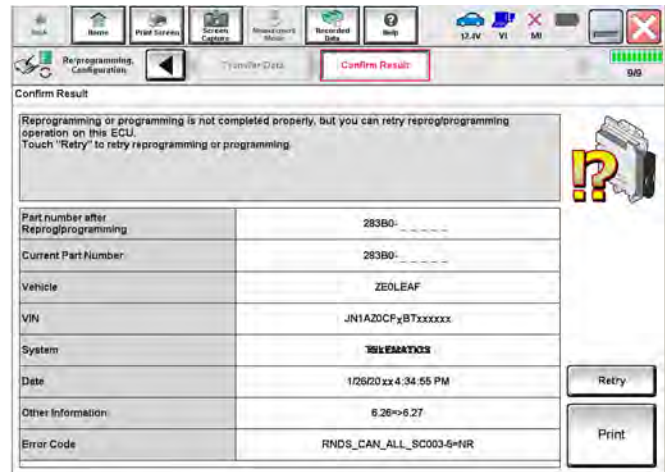


Figure 6

If reprogramming does not complete and the “X” symbol displays as shown in Figure 7:

- Check battery voltage (12.0 – 15.5V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, Engine is OFF.
- Transmission in Park.
- All C-III plus / plus VI cables are securely connected.
- All C-III plus updates are installed.
- **Select Home, and then restart the reprogram procedure from the beginning.**



Figure 7

11. Follow the on-screen instructions to perform the following:

- **Throttle Valve Closed Position**
- **Idle Air Volume Learn (IAVL)**

NOTE:

- **Listed below are the conditions required for IAVL to complete.**
- **If IAVL does not complete within a few minutes, a condition may be out of range.**
 - Engine coolant temperature: 70 -100° C (158 -212°F)
 - Battery voltage: More than 12.9V (At idle)
 - Selector lever: P or N
 - Electric load switch: OFF (Air conditioner, headlamp, rear window defogger)
 - Steering wheel: Neutral (Straight-ahead position)
 - Vehicle speed: Stopped
 - Transmission: Warmed up
- **Accelerator Pedal Close Position Learning**
- **Erase DTCs**

Continue to the next page.

12. When the entire reprogramming process is complete, the screen in Figure 8 will display.
13. Verify the before and after part numbers are different.
14. Print a copy of this screen (Figure 8) and attach it to the repair order for warranty documentation.
15. Select **Confirm**.

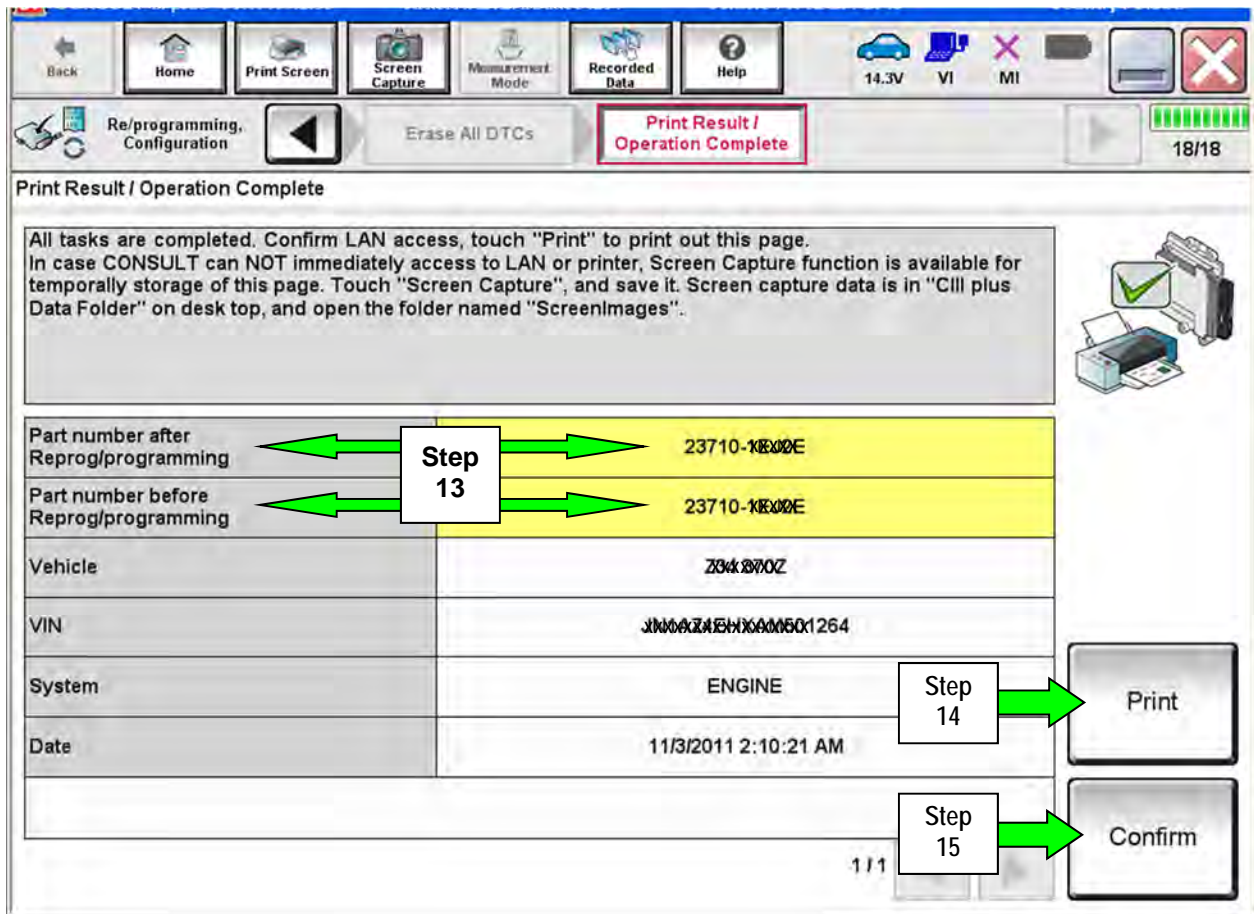


Figure 8

16. Close C-III plus.
17. Turn the ignition OFF.
18. Disconnect the plus VI from the vehicle.
19. Test drive the vehicle and make sure it operates correctly and the MIL is OFF.
 - This bulletin does not cover any repairs beyond ECM reprogramming.
 - If the MIL comes ON, go to ASIST for further diagnostic information.

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
R1726	Reprogram Engine Control Module	R17260	0.5 hrs.
	Reprogram not available	R17261	0.3 hrs.

