

SERVICE CAMPAIGN BULLETIN

Reference: ITB18-004 COPYRIGHT© NISSAN NORTH AMERICA, INC Date:

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VOLUNTARY SERVICE CAMPAIGN 2018 Q60 SPORT; POWER STEERING CONTROL MODULE REPROGRAMMING

CAMPAIGN ID #:P8301APPLIED VEHICLES:2018 Q60 Sport (V37) equipped with RWD
2018 Q60 Red Sport (V37) equipped with RWD

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

INTRODUCTION

Infiniti is conducting this voluntary service campaign on certain specific model year 2018 Q60 Sport and 2018 Q60 Red Sport vehicles equipped with Rear Wheel Drive (RWD) to reprogram the power steering control module. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number P8301 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

Retailers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a Retailer'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.

SERVICE PROCEDURE

IMPORTANT: Before starting, make sure:

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

NOTE: The CONSULT PC automatically gets applicable reprogramming data during ASIST synchronization.

- A screen print for Warranty documentation can be done from the CONSULT PC during this process while still connected to the vehicle.
- The CONSULT PC is connected to the internet via a cable or Wi-Fi.
 - > Later in the procedure you will be required to enter your User Name and Password.
 - > The CONSULT PC must be connected to the Internet.
 - ▶ If you do not know your User Name and Password, contact your Service Manager.

1. Open the driver door.



Figure 1

IMPORTANT: The "Shipping Mode" must be turned <u>OFF</u> (White Storage Switch <u>PUSHED-IN</u>) to complete the power steering control module reprogramming.

- 2. Verify the vehicle is out of "Shipping Mode".
 - a. Remove the fuse box cover on the driver side dash side finisher.
 - b. Push-in the Storage switch (white square button).



Figure 2

- 3. Connect the plus Vehicle Interface (plus VI) to the vehicle.
 - Make sure to use the correct VI for C-III plus (plus VI).

CAUTION: Make sure the plus VI is securly connected. If the plus VI connection is loose during reprogramming, the process will be interrupted and the **Power Steering Control Module may be damaged**.

4. Connect the AC Adaptor to the CONSULT PC.

CAUTION: Be sure to connect the AC Adaptor. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the **Power Steering Control Module may be damaged**.

- 5. Connect the GR8 (battery charger) to the vehicle 12V battery.
 - Set the GR8 to the ECM power supply mode.

CAUTION: Be sure the battery charger is connected securely to the battery. Make sure the battery voltage stays between <u>12.0V and 15.5V</u> during reprogramming. If the battery voltage goes out of this range during reprogramming, the **Power Steering Control Module may be damaged**.

6. Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI.

CAUTION: Make sure to turn OFF all external Bluetooth[®] devices. If Bluetooth[®] signal waves are within range of the CONSULT PC and the VI during reprogramming, reprogramming may be interrupted and the **Power Steering Control Module may be damaged**.

- 7. Turn the ignition ON with the engine OFF.
 - The engine must not start or run during the reprogramming procedure.
- 8. Turn OFF all vehicle electrical loads such as exterior lights, interior lights, HVAC, blower, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc.

IMPORTANT: Make sure to turn OFF all vehicle electrical loads. Make sure the battery voltage stays between <u>12.0V and 15.5V</u> during reprogramming. If the battery voltage goes out of this range during reprogramming, the **Power Steering Control Module may be damaged**.

- 9. Turn ON the CONSULT PC.
- 10. Select CONSULT-III plus (open C-III plus).
- 11. Wait for the plus VI to be recognized.
 - The Serial number will display when the plus VI is recognized.

				States		
	Back	Home Print	Screen Screen Capture Medaurement Mode	Recorded Data		
	Connec	ction Status -		Diagnosis Menu		
		Serial No.	Status	Diagnosis (One System)		
Plus VI is	VI	2316951				
roognizou			Normal Mode/USB connection	Diagnosis (All Systems)		
	мі	-	\bigotimes			
			No connection	Re/programming, Configuration		
	Select VI/MI			Immobilizer		
	Applicat	tion Setting				
	SUB S	Sub mode	Language Setting	Maintenance		
	(?)	VDR				
			Fig	gure 3		

12. Verify CONSULT-III plus is updated to version <u>73.50</u> or higher.

Sten	N	-						-
Jiep		Соизи	LT-III plus Ver.73.	50 VIN:-		Vehicle : -		Country : United States
12		Back	Home Print	Screen Capture Mode	Record Data	ed Per ERT 14.6	VI MI	
		Conne	ction Status			Diagnosis Menu		
			Serial No.	Status			One Syste	em)
		VI	2316951	Normal Mode/USB				,
		МІ	-	Connection			All Syster	ns)
				No connection		Re/programming, Configuration		
		Select VI/MI				Immobilizer		
		Applica	tion Setting Sub mode	ABC Language Settin	ıg	Maintenanc	e	
		P	VDR					

Figure 4

13. Select Diagnosis (All Systems).

Back		Home	Print Sci	reen Capture Mode	Recorded Data	
Con	nect	ion Sta	tus		Diagnosis Menu	
		Serial N	lo.	Status	Diagnosis (One System)	
v	1	23169	51	Normal Mode/USB connection	Diagnosis (All Systems)	tep 13
м	ı	-		\otimes		
				No connection	Re/programming, Configuration	
Select VI/MI			/I/MI		Immobilizer	
Application Setting Sub mode Image: Application Setting					g Maintenance	
VDR						

Figure 5

- 14. Check for DTCs.
 - If there are any DTCs other than EPS/DAST 3 DTCs; diagnose, perform repairs, and erase DTCs before continuing.
 - If only EPS/DAST 3 DTCs are stored, select ERASE.
 - If no DTCs are stored, continue to the next step.

Back	Print Screen	Screen Screen Mode Meesurement Mode Image: Screen Meesurement Image: Screen Mee
Diagnosis (All Systems)	Select	t Vehicle Diagnosis (All Systems)
All DTC	CAN Diag	CAN DIAG SUPPORT MNTR
Result		Detailed Information
EPS/DAST 3	PAST	EPS/DAST 3
ENGINE	NO DTC	C1608 CONTROL UNIT PAST FFD Expla
ABS	NO DTC	
METER/M&A	NO DTC	
ВСМ	NO DTC	Print for Customer
AIR BAG	NO DTC	France
ICC/ADAS	NO DTC	EldSe Save
1/4		1/1 erase

Figure 6

15. Return to the home screen; select Home and then Yes.

							 State 	êS
	Back Back	Print Screen	Screen Capture	Z ement de Data	Help	14.7V VI	MI	' 📃 🔀
	(All	Select	: Vehicle	confirm Vehicle	Diagnosis (All Systems)			
	гс	• Information			SMIT & FOTO			
	ENCINE		All system call Do you want te	results will be de o go back to the p	leted. previous screen	?		
Step 15	ABS	4						
	MET	Í						
	всм		l l					
	AIR BAG		Yes]	No		ſ	Print for Customer
	ICC/ADAS					_		Print
	TRANSMISSION	NO DTC						Save
	1/4					0/0		ERASE
				Figure	7			

16. Select Re/programming, Configuration.

			States			
Back	Home Print	Screen Capture Mode				
Connec	tion Status -		Diagnosis Menu			
	Serial No.	Status	Diagnosis (One System)			
VI	2316951					
•••	2010001	Normal Mode/USB connection	Diagnosis (All Systems)			
NAL		\bigcirc				
	-	No connection	Re/programming, Configuration Step			
			16			
Select VI/MI						
Applicat	ion Setting					
			Maintenance			
VDR						
		Figu	ure 8			

- 17. Use arrows (if needed) to view and read all precautions.
- 18. Check the box confirming the precautions have been read.
- 19. Select Next.



20. If the screen in Figure 10 displays, select Automatic Selection (VIN).

• If the screen in Figure 10 does NOT display, skip to Step 21.

			ver./3.00 v	IN:JNTEV/EROJNDOU	ou venicie : -		States
		Back Home	Print Screen Captu	Measurement Mode	corded Help	RT 14.6V VI M	
		Diagnosis (All Systems)	Select Vehi	cle			
Step		Automatic Se	election(VIN)	Manual Select	ion(Vehicle Name)		
20		Vehicle Name :				Model Year :	Sales Channel
		*INFINITI EX35 Camp:P8202	INFINITI G37 Convertible	INFINITI M45	INFINITI Q70 Hybrid	2018	NISSAN
		INFINITI EX35			NITI QX30	2017	INFINITI
		INFINITI FX35/FX45	- Fx	ample	INITI QX4		DATSUN
		INFINITI FX35/FX50		Example			
	INFINITI FX37/FX50				NITI QX56		
		INFINITI G20	INFINITI JX35	INFINITI Q60	INFINITI QX60		
		INFINITI G25/G37 Sedan	INFINITI M35/M45	INFINITI Q60 Convertible	INFINITI QX60 Hybrid		
		INFINITI G35 Coupe	INFINITI M35h	INFINITI Q60 Coupe	INFINITI QX70		CLEAR
		INFINITI G35 Sedan	INFINITI M37/M56	INFINITI Q70	INFINITI QX80		Select
				-		1/1	

Figure 10

- 21. Make sure VIN or Chassis # matches the vehicle's VIN.
- 22. If the correct VIN is displayed, select Confirm.

		Terrore .	States
	Back Home Print Screen Capture	Messurement Mode Recorded Data	× • • • • •
	Configuration	cle Selection	
	Please confirm selected information and to the total of total of the total of the total of to	uch "Confirm". In case you want to select another vehic	:le,
Step 21 Verify	VIN or Chassis #	■ 1 0 NF1 (201/ 195 / 196 / 40 017 311	
	Vehicle Name :	INFINITI Q60	
	Model Year	2018	
		1/1	
			Change
		Step 22	Confirm

Figure 11

23. Select Confirm.





24. Select EPS/DAST 3.

·····		States			
Back Home Print Screen	Measurement Mode	14.7V VI MI			
Re/programming, Configuration	Input VIN System Selection	Operation Selection 5/6			
System Selection					
Touch "system". In case ECU you want to operate is not listed below, the vehicle or model year might be selected wrong.					
ENGINE	EPS/DAST 3	Step METER/M&A			
MULTI AV	ABS	24 LASER/RADAR			
3ch CAN GATEWAY	IPDM E/R	AUTO DRIVE POS.			
6ch CAN GATEWAY	AIR PRESSURE MONITOR	ВСМ			
FSCM	HEAD LAMP LEVELIZER	SONAR			
		1/2			

Figure 13

25. Select Reprogramming.

	States					
	Image: Back Image: Back <thimage: back<="" th=""> <thimage: back<="" th=""></thimage:></thimage:>					
	Re/programming, Configuration System Selection Operation Selection 6/6					
	Operation Selection					
	Touch "Operation". In case over write current ECU, touch "Reprogramming". In case replacement of ECU, select an operation in REPLACE ECU category.					
	REPROGRAMMING					
Step 25	In case you want to reprogramming ECU, touch "Reprogramming".					
	Replacement OF ECU					
	Programming (Black ECII)					
	r rogramming (blank COO)					
	Before ECU Replacement After ECU Replacement Operation log with part number is saved to CONSULT.					
	VEHICLE CONFIGURATION					
	Before ECU Replacement After ECU Replacement					

Figure 14

- 26. When you get to the screen shown in Figure 15, confirm reprogramming is needed as follows:
 - A. Find the Power Steering Control Module **Part Number** and write it on the repair order.

		states	
Image: Back Image: Back	Mesurement Mode Late Heip ERT 14.7V VI MI		
Configuration	tion Selection Save ECU Data	7/7	
Save ECU Data			
Touch "Save" to save operation log and th Operation log helps to restart next operation after operation has completely finished.	e current part number as listed below to CONSULT. n by selecting suitable operation log. Operation log is erased		
File Label	5 N#1 EV# ENK 5, IM33,00 76 =		
Operation	REPROGRAMMING		
System	EPS/DAST 3		
Part Number 26 A	28909-5CR22		
Vehicle	CV37INFINITI Q60		
VIN	■JR 17E1#7E1#65JN/#84@0#3===		
Date	■ ¶/₩6/2019.8#1,98,09;144,1240/m	Save	Step 27

NOTE: This is the current Part Number (P/N).

Figure 15

- B. Compare the P/N you wrote down to the numbers in the Current Power Steering Control Module Part Number column in Table A below.
 - If there is a match, continue with the reprogramming procedure.
 - If there is <u>not a match</u>, reprogramming is not needed or it has already been done. Confirm this campaign applies to the vehicle you are working on.

Table A

MODEL	CURRENT POWER STEERING CONTROL MODULE PART NUMBER: 28500 -
2018 Q60 Sport	5CA2C

27. Select Save.

- 28. Use arrows (if needed) to view and read all precautions.
- 29. Check the box confirming the precautions have been read.
- 30. Select Next.



31. Read the Current Part Number and Part Number After Reprogramming. They should be different.

32. Select Next.

		Venicle . IN INT	1 200 0 101 2010	States	
Back Print Screen	icreen apture	Help	14.7V VI	× 🗭 📃	\times
Re/programming, Configuration	Precaution	Program Data	Confirm Vehicle Condition	•	10
Select Program Data					
Confirm the detail listed below, and t -In case the screen to select reprog/p vehicle. -In case the part number after reprogr selection, VIN and reprog/programmin	ouch "Next" if OK. rogramming data is NOT displa amming is wrong, touch "Re-se g data in CONSULT.	yed, only one data elect", and confirm	is available for t the vehicle	his	
		\sim		Step 3	1
Part Number After Repro/programming		28500-5CA2D		These num	ibers
Current Part Number		-28500-5CA2C		should be di	iterent
Vehicle	1	NFINITI Q60 CV37			
VIN	JN	1EV7EK5JM340073			
System		EPS/DAST 3			_
Other Information		CV37sports		Re-select	t j
Expected time to finish re/programmin	9	5min	Step	Next	
			32	Next	

Figure 17

IMPORTANT: If you get the screen shown in Figure 18 and it is blank (no reprogramming listed), it means there is no matching power steering control module reprogramming available for this vehicle (Power Steering Control Module Reprogram is not needed).

Back Home Pri	int Screen Capture M	assurement Recorded Data	Data Confir	VI MI	
Configuration			Co	ndition	9/11
Select Program Data					
Touch and select the rep In case no reprog/program reprog/programming data	prog/programming data mming data is listed bel i in CONSULT.	listed below. low, confirm the vehicle sele	ction, VIN and		
System	EPS/DAST3				
Current Part Number	Part Number	r After Repro/programming	Other Infor	mation	
xxxxx-xxxx	x xxxxx-xxxx	« xxxxxxxxxxxxxx	****		
XXXXX-XXXX	x xxxxx-xxxxx	******	xxxxxxx		
			0/0		Next
7					

Figure 18

33. Make sure OK is highlighted green (battery voltage must be between 12.0 and 15.5 Volts).

34. Select Next.

IMPORTANT: Battery voltage must stay between **12.0 and 15.5 Volts** during reprogramming or Power Steering Control Module reprogramming may be interrupted and Power Steering Control Module may be damaged.

Back Image: Description of the second se	MI 10/10
Operate according to the following procedures.	Monitor battery voltage here
1 Remove the terminal caps of battery, and connect battery charger to battery.	
Adjust the battery charger output so that the vehicle battery voltage is between 12.0V and 13.5V. The vehicle battery voltage is shown on the top-right of this screen	
Confirm the RESULT is OK, touch "Next". 33 Step 34	Next
Figure 19	

35. Make sure **OK** is highlighted green for all Judgements then select **Start**.

Back End Home Print Screen Re/programming, Configuration Confirm Vehicle Condition	Select Progra	wirrenent Mode um Data	d Pelp EF	14.7V V M	States
Confirm the vehicle condition as I Then, confirm that judgment for al out of range, reprogramming or pro	isted below, se items indicate gramming may	t the vehicle co OK, and touch ' stop.	ndition correctly. 'Start''. In case the vehi	icle condit	Monitor battery voltage here
Monitor item	Value	Unit	Judgment	Condition	
BATTERY VOLTAGE	14.6	V	ок		
Exam	ple				Step 35 Start
			1	/1	

Figure 20

36. Select USA/CANADA Dealers.

37. Select OK.



NOTE:

- The above screen may not display if the CONSULT PC has remained ON since the last reprogramming.
- If the CONSULT PC is not connected to the Internet, the screen in Figure 21A will display.

		O a contant of the late of
Offline operation screen	NAME OF TAXABLE PARTY OF	Taxa .
Offline menu		
Touch the required operation.		
Internet connection	Connect to the internet.	
Manual input	Enter manually.	
Home	Back to Home screen.	

Figure 21A

- 38. Enter Username and Password.
 - 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.
- 39. Select Submit.
 - > There will be a short pause while the username and password are authenticated.
 - Once authentication completes, power steering control module reprogramming will automatically begin and the screen in Figure 23 on the next page will be displayed.

		venicie . Ini ini ini	000 0 101 2010	States
Back Home Print Screen	Screen Capture	Help	14.7V VI MI	
Re/programming, Configuration	Confirm Vehicle Condition	uthentication	Transfer Data	11/12
User Authentication				
SECUREAUTH				
Daimler WS				
	Please enter your UserID below.			
	Username: Password:		Step 38	
	Submit Stee 30	∋p 9		
Restart Login				S Powered by SECUREAUTH
	Copyright 2015 SecureAuth Corp.	All rights reserved.		

Figure 22

40. Wait for both progress bars to complete.



Figure 23

41. When the screen in Figure 24 displays, the reprogramming is complete.

NOTE: If the screen in Figure 24 does <u>not</u> display (indicating that reprogramming did <u>not</u> complete), refer to the information on the next page.

- 42. Disconnect the battery charger from the vehicle.
- 43. Select Next.

Image: Configuration Image: Configuration <th>14.7V VI I</th> <th>States</th>	14.7V VI I	States
Confirm Result		
Reprogramming or programming is completed. Touch "Next" to continue operation.		
	Step 43	Next

Figure 24

NOTE: Additional steps, page 20, are required before C-III plus will provide the final reprogramming confirmation report.

If reprogramming does <u>not</u> complete and the "!?" symbol displays as shown in Figure 25:

- Check battery voltage (12.0 15.5V).
- Ignition is ON.
- External Bluetooth[®] devices are OFF.
- All electrical loads are OFF.
- Select <u>Retry</u> and follow the on screen instructions.

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

Messarement Mode Recorded Bata Help 12.4V VI MI	•			
ansfer Data Confirm Result	9/9			
mpleted properly, but you can retry reprog/programming ogramming.				
28380				
28380				
ZEOLEAF				
JN1AZOCP _x BTxxxxx				
FREEMATICS				
1/26/20 xx 4:34:55 PM	Retry			
6.26=>6.27				
RNDS_CAN_ALL_SC003-5=NR	Print			
	Image: New Processor of the second			

Figure 25

If reprogramming does <u>not</u> complete and the "X" symbol displays as shown in Figure 26:

- Do not disconnect the plus VI or shut down C-III plus if reprogramming does not complete.
- Check battery voltage (12.0 15.5V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON.
- Transmission in Park.
- All C-III plus / plus VI cables are securely connected.
- All C-III plus updates are installed.
- Select <u>Home</u>, and then restart the reprogram procedure from the beginning.

Back Borne Print Screen Capture	Measurerent Model				
Configuration	ansfer Data Confirm Result	2/2			
Confirm Result					
Reprogramming or programming is not con reuse anymore. Touch "Home" to back to Home Screen, rep	npleted properly. ECU has been broken, and impossible to lace ECU with Service Manual.				
Part number after Reprog/programming	er after 283B0				
Current Part Number					
Vehicle	ZEOLEAF				
VIN JN1AZOCPxBTxxxxx					
System	XECKERREPOCK				
Date	1/26/20XX 4:29:18 PM				
Other Information	6.26=>6.27				
Error Code		Print			

Figure 26

44. Erase all DTCs as follows:

- a. Turn the ignition OFF.
- b. Turn the Ignition ON.
- c. Wait for DTC erase to complete.

					States
H Back	Home Print Screen	Screen Capture	Recorded Data	ERT 14.7V VI I	K 🗭 📃 🔀
% 0	Re/programming, Configuration	Confirm Result	Erase All DTCs	Print Result / Operation Comple	te 14/15
Erase Al	IDTCs				
Accord	ing to the instruction below, e	erase All DTCs.			
1					
Tu	rn ignition switch / power switch	n to the OFF position.	_		OFF
	Current status of ignition	ON			
	Turn igni	tion ON > OFF	= > ON		

Figure 27

- 45. Verify the before and after part numbers are different.
- 46. Print a copy of this screen (Figure 28) and attach it to the repair order for warranty documentation.

NOTE: If you cannot print the below screen:

- a. Select Screen Capture.
- b. Name the file.
- c. Save the file in My Documents.
 - > A copy of the screen is now saved in the CONSULT PC. It can be retrieved and printed at a later time.

47. Select Confirm.

			States				
Back Home Print Screen Capture	Measurement Mode	14.7V VI MI	-				
Re/programming, Configuration	se All DTCs Print Result / Operation Complete		15/15				
Print Result / Operation Complete							
All tasks are completed. Confirm LAN access, touch "Print" to print out this page. In case CONSULT can NOT immediately access to LAN or printer, Screen Capture function is available for temporally storage of this page. Touch "Screen Capture", and save it. Screen capture data is in "CIII plus Data Folder" on desk top, and open the folder named "ScreenImages".							
Part number after Reprog/programming	ep						
Part number before	5 23600-50 ABO						
Vehicle	CV37 INFINITI Q60	1					
VIN	■J 101 1€ \17 10 K16 JM 10 40 0	73 •	Print	Step 46			
System	EPS/DAST 3						
Date	■ 1#1 9/2® 18 4:95 % 3P	M= =	Other Operation				
		1/1	Confirm	Step 47			

Figure 28

- 48. Close C-III plus.
- 49. Turn the ignition OFF.
- 50. Disconnect the plus VI from the vehicle.
- 51. If the vehicle is unsold (still in retailer inventory), turn ON "Shipping Mode".
 - **PULL-OUT** the Storage Switch (white square button, see Step 2).
- 52. Re-install the fuse box cover.

CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
P8301	Reprogram Power steering control module	P83010	0.5 hrs.

ITB18-004