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Reference:

ITB18-004

Date:

January 25, 2018

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

CAMPAIGN ID #:   P8301

APPLIED 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.

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).

Fuse Box Cover

Storage switch

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 12.0V and 15.5V 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 12.0V and 15.5V 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.
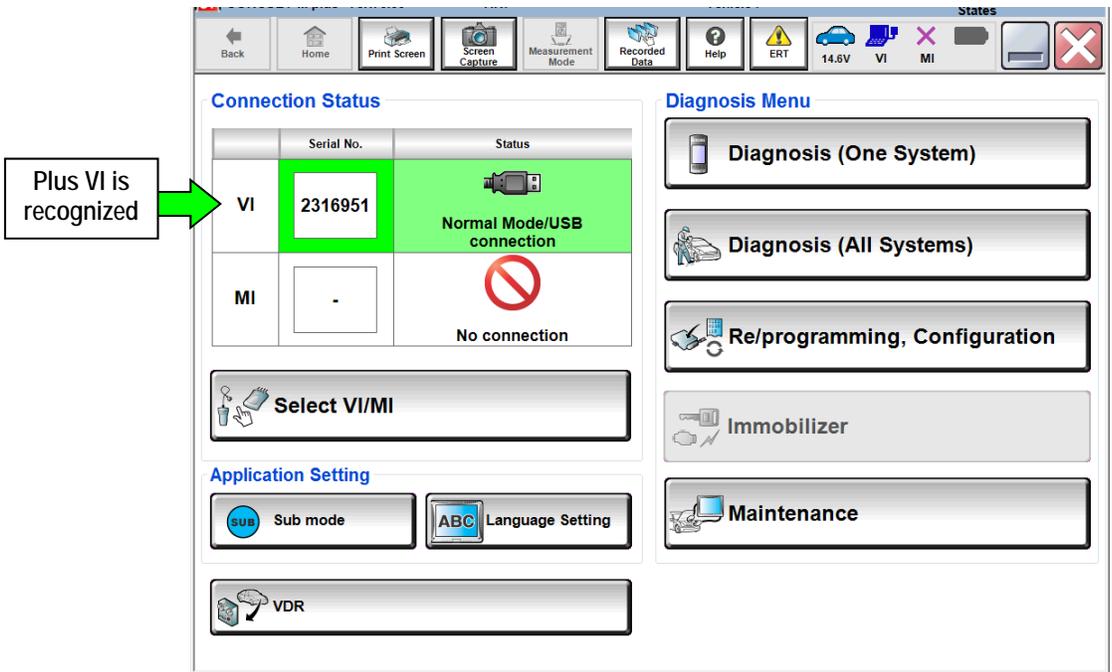

Figure 3

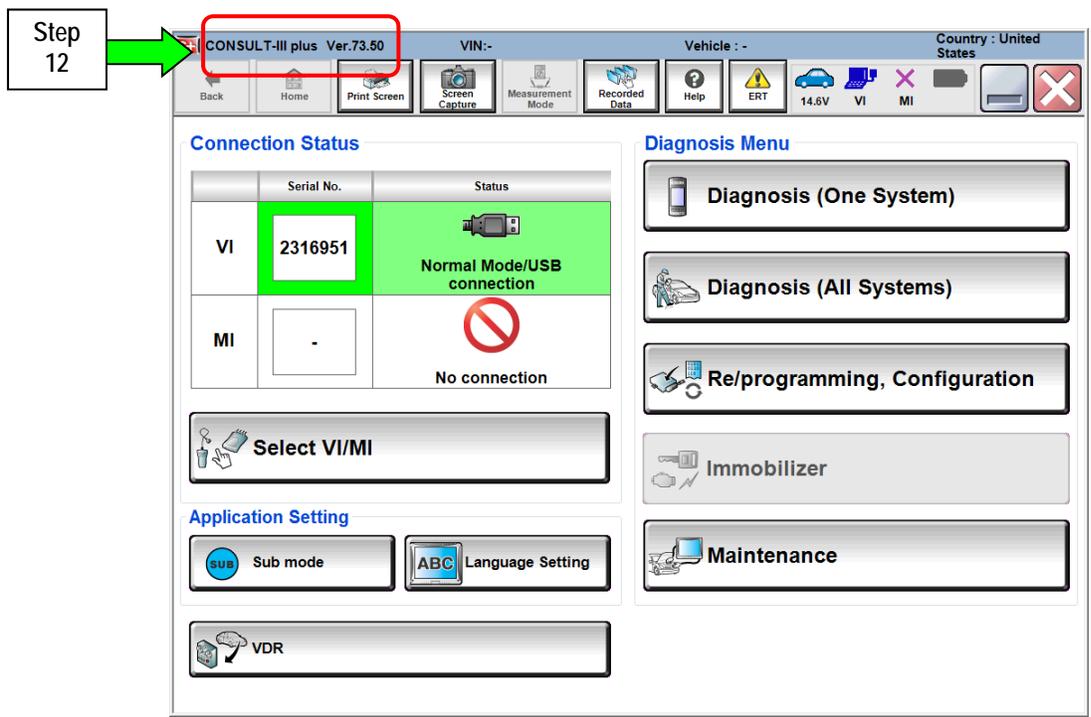12. Verify CONSULT-III plus is updated to version **73.50 or higher**.
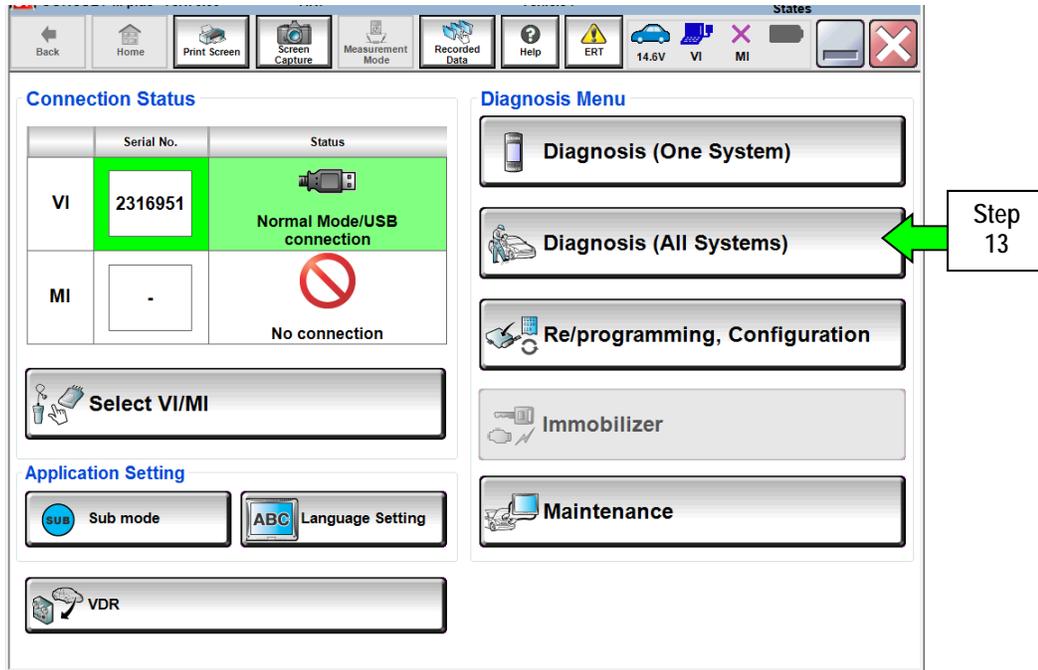

Figure 4

13. Select **Diagnosis (All Systems)**.

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.

Figure 6

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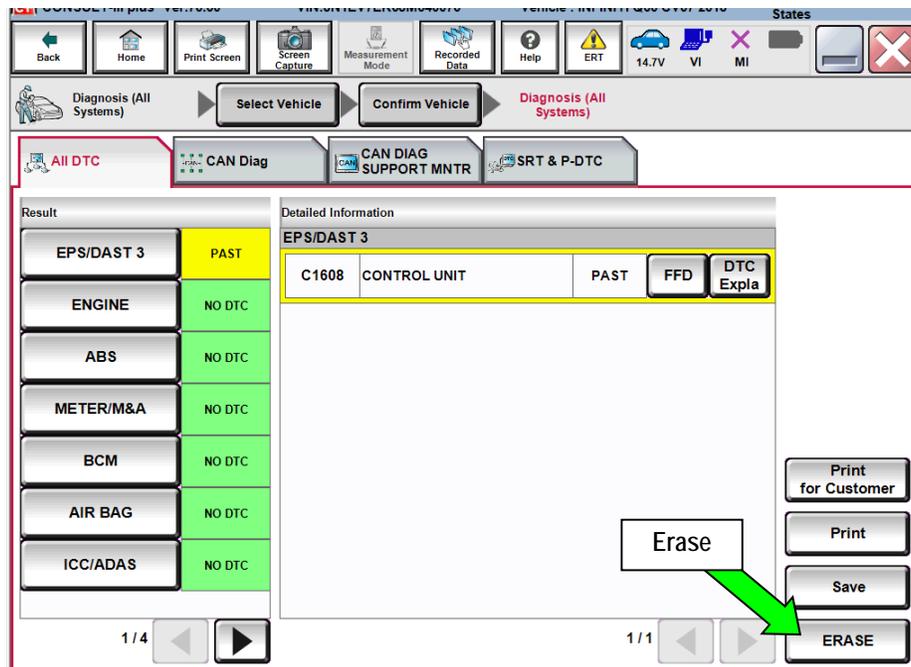
15. Return to the home screen; select **Home** and then **Yes**.
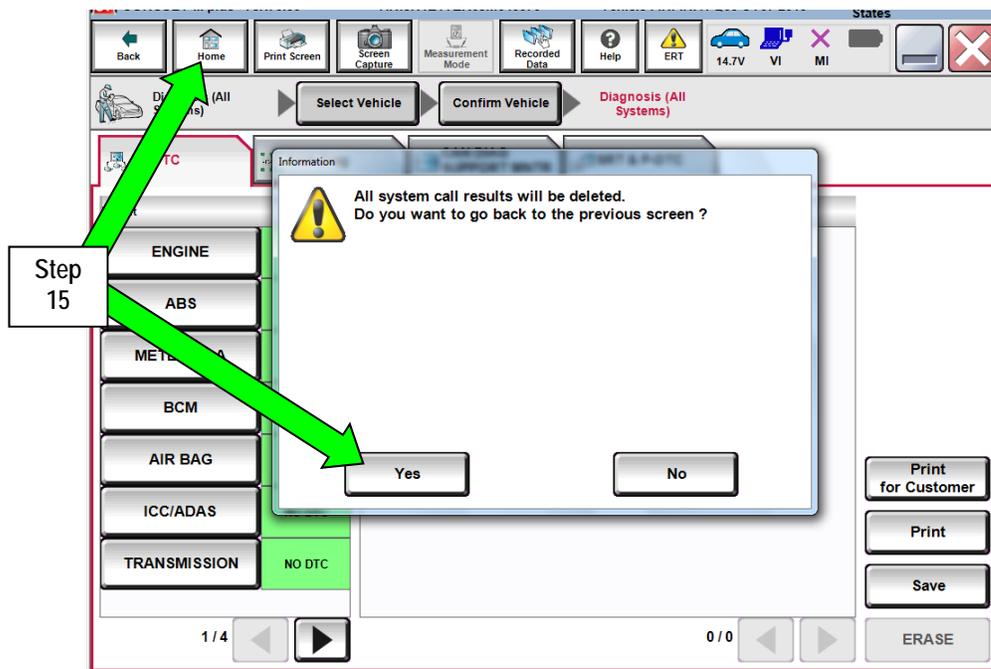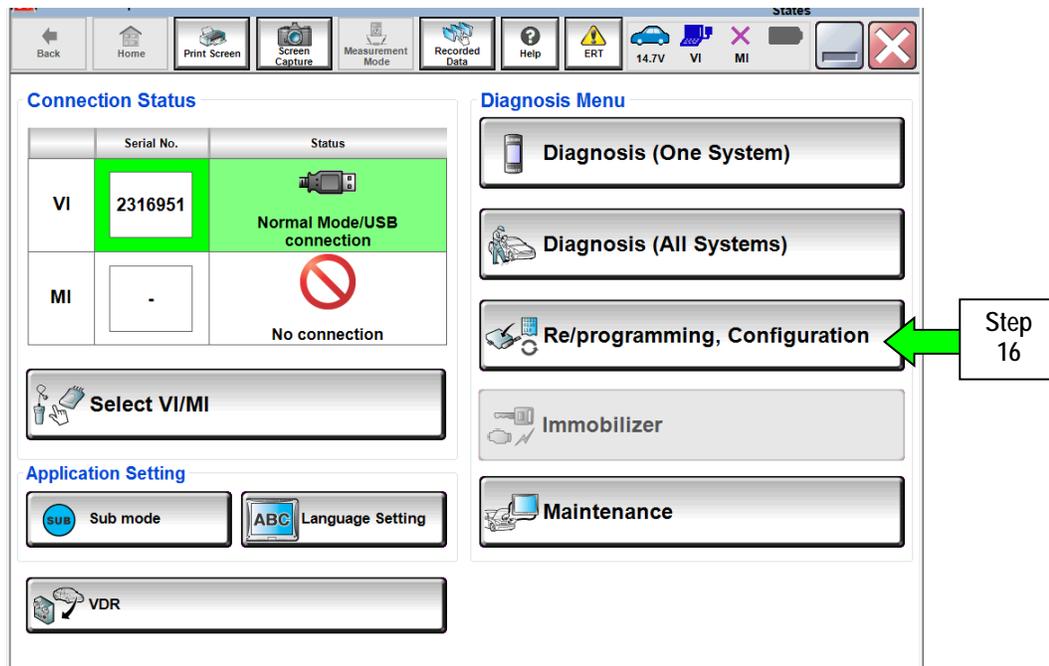

Figure 7

16. Select **Re/programming, Configuration**.

Figure 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**.
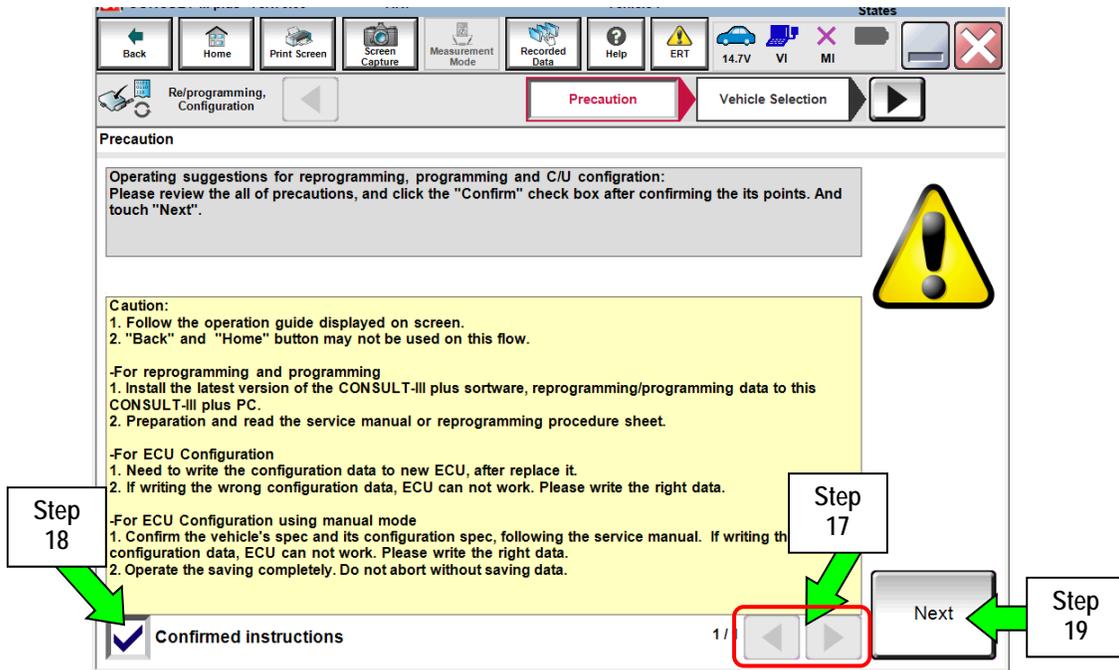
Figure 9

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

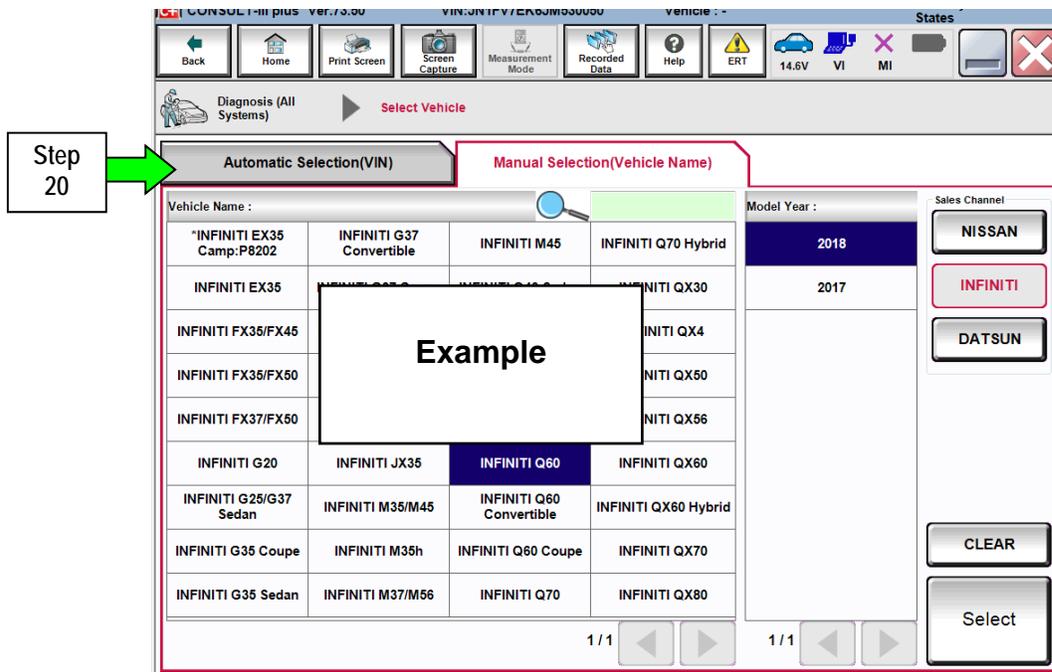- If the screen in Figure 10 does NOT display, skip to Step 21.

Figure 10

21. Make sure **VIN or Chassis #** matches the vehicle's VIN.

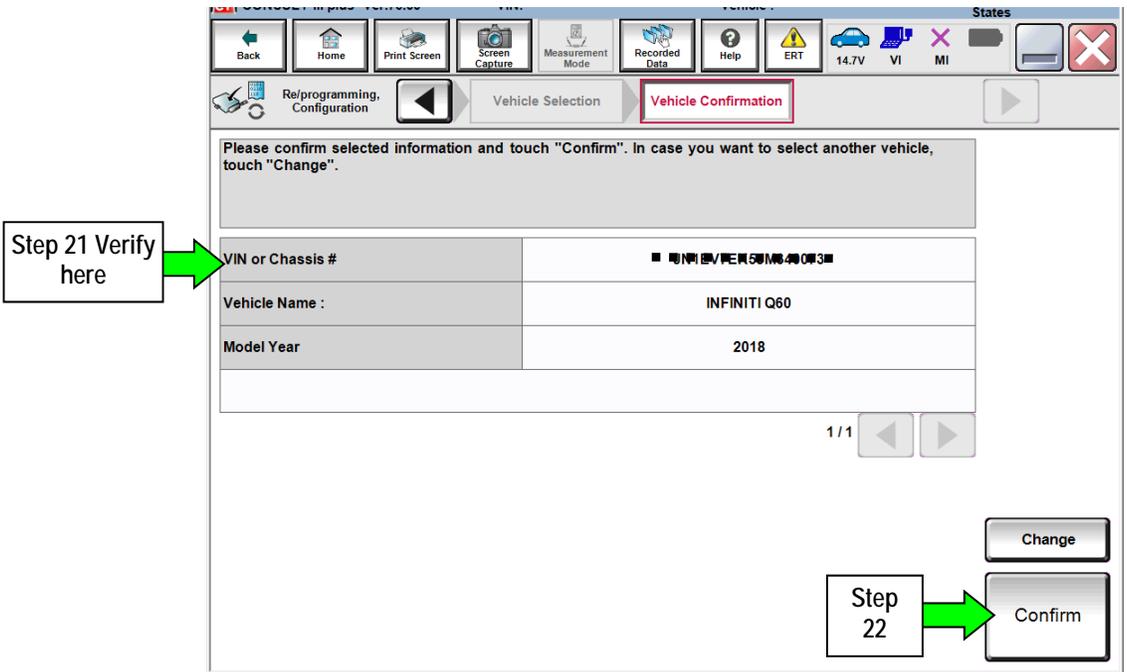22. If the correct VIN is displayed, select **Confirm**.

Step 21 Verify here

Step 22

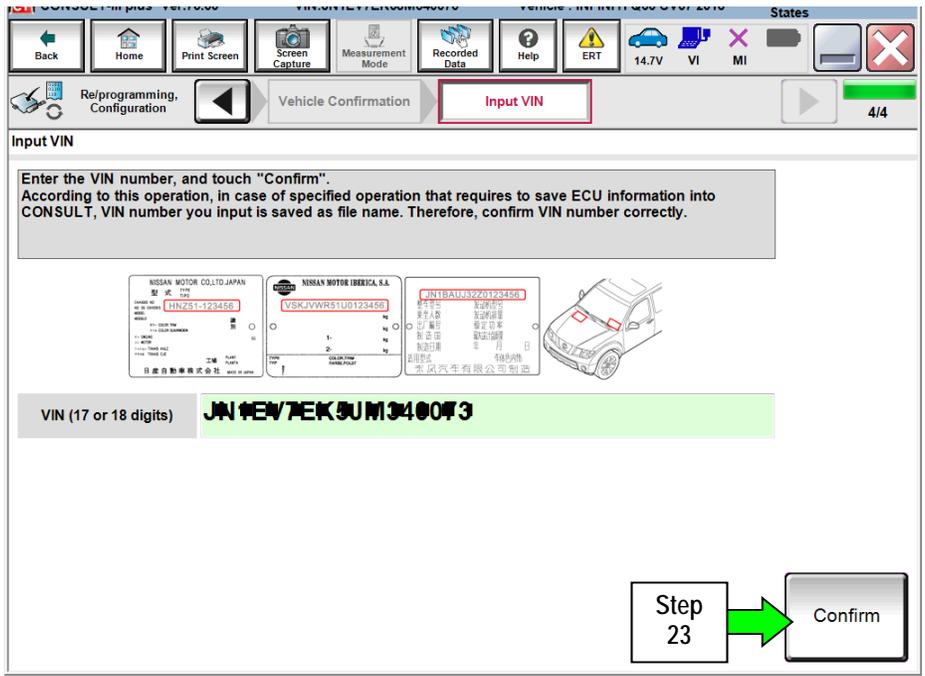Figure 11

23. Select **Confirm**.
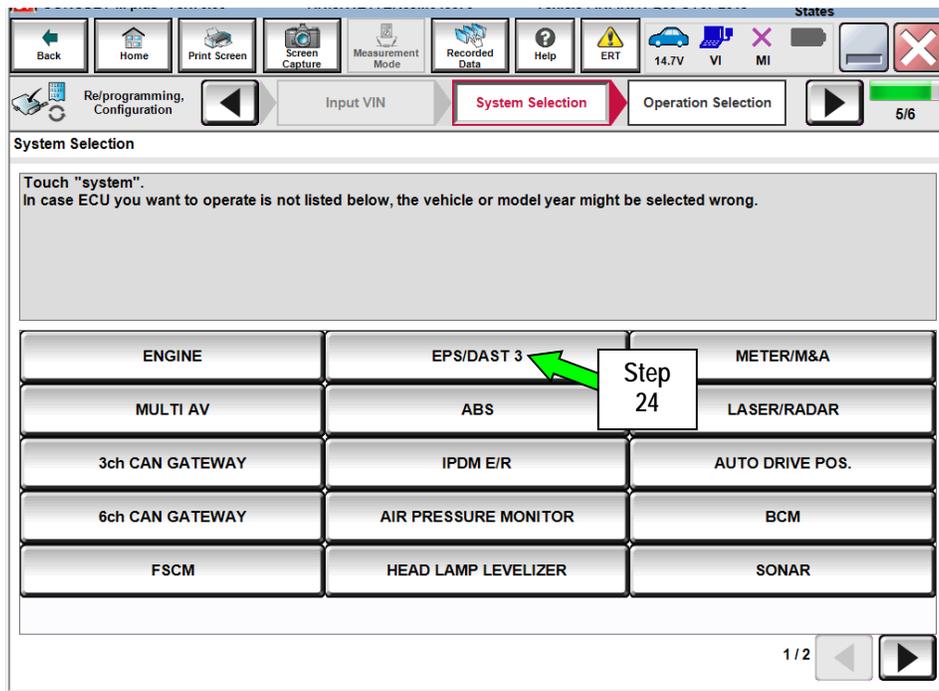
Step 23

Figure 12

24. Select **EPS/DAST 3**.
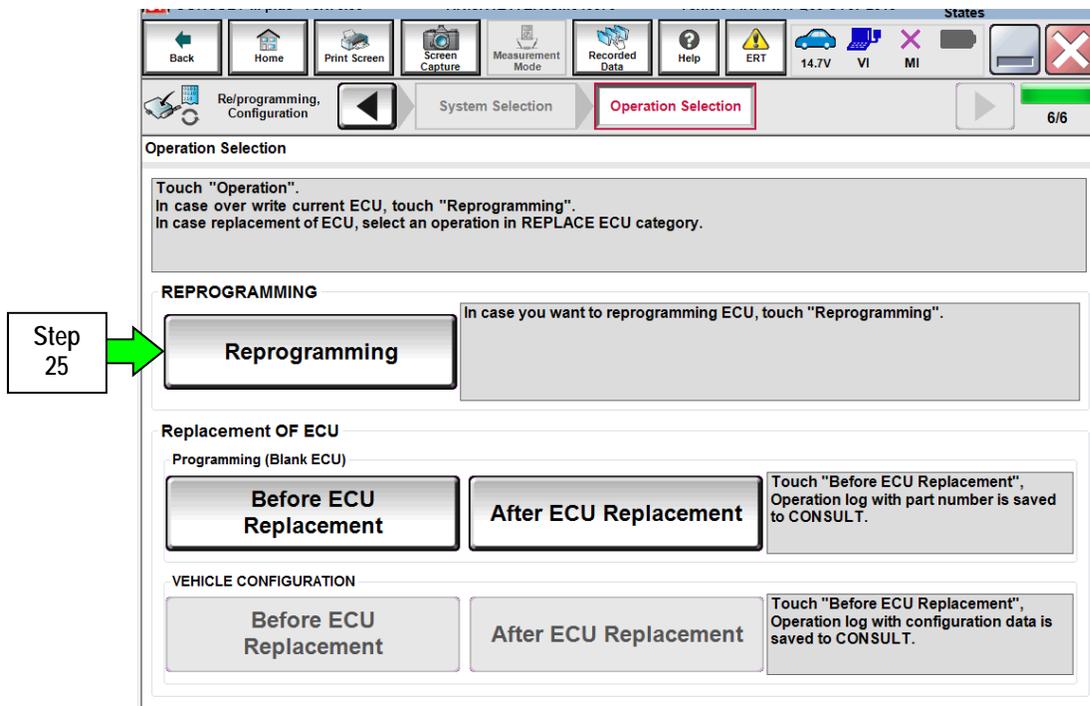

Figure 13

25. Select **Reprogramming**.

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.

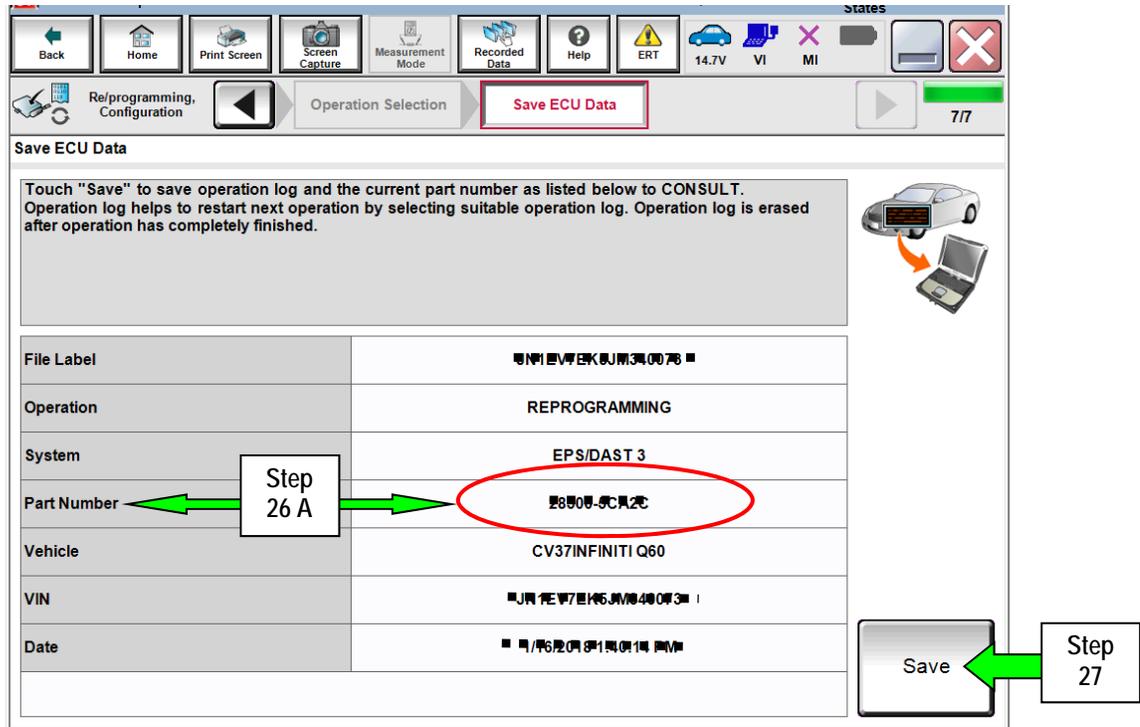> **NOTE:** This is the current Part Number (P/N).

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 not a match, 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.
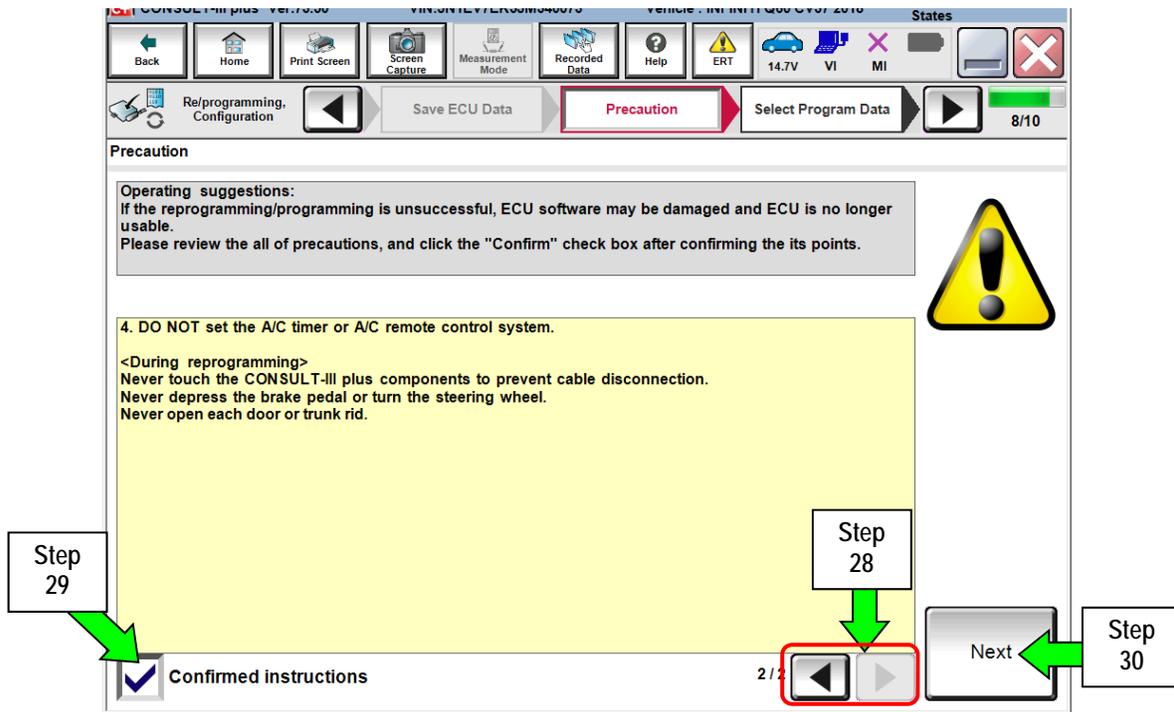
30. Select **Next**.

Figure 16

31. Read the **Current Part Number** and **Part Number After Reprogramming**. They should be different.
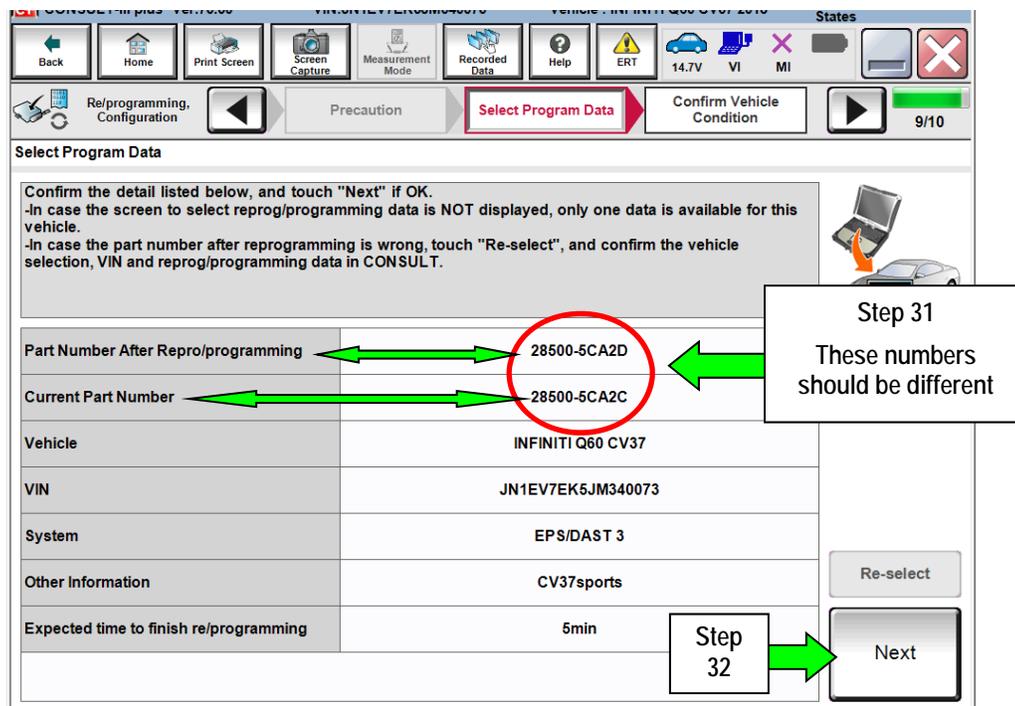
32. Select **Next**.

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).**
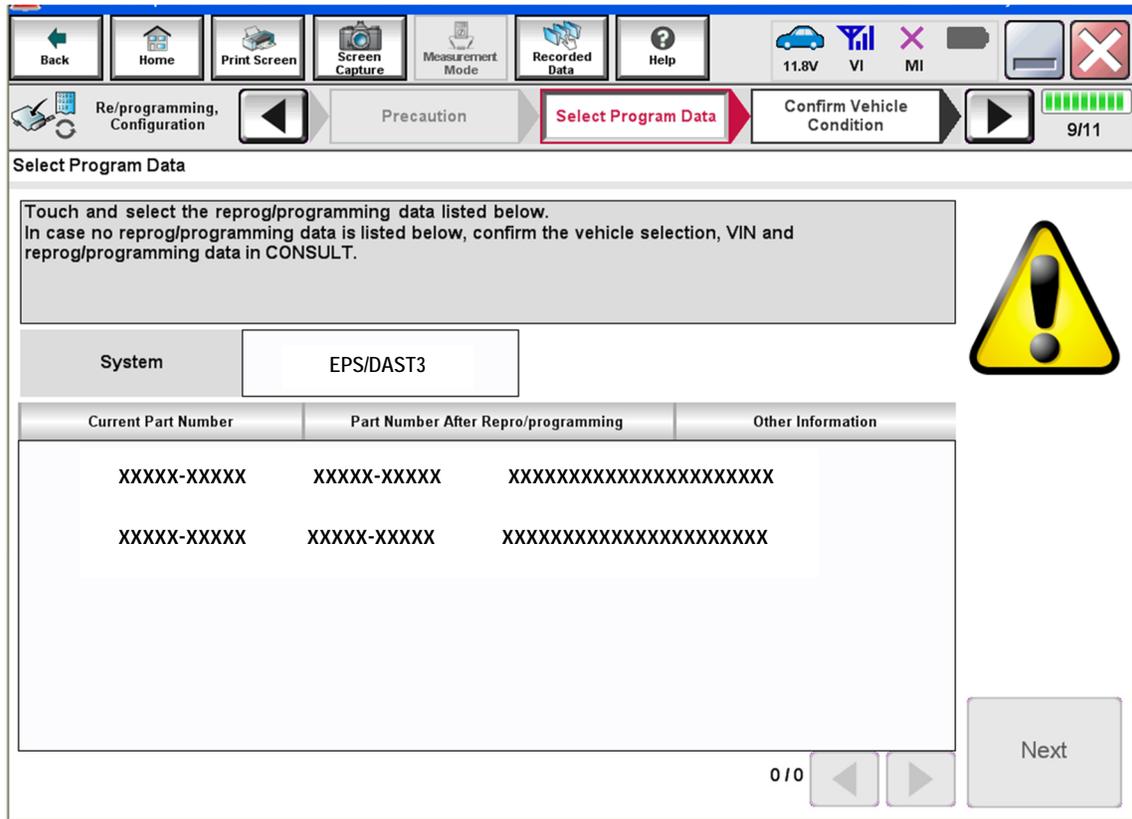

Figure 18

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.
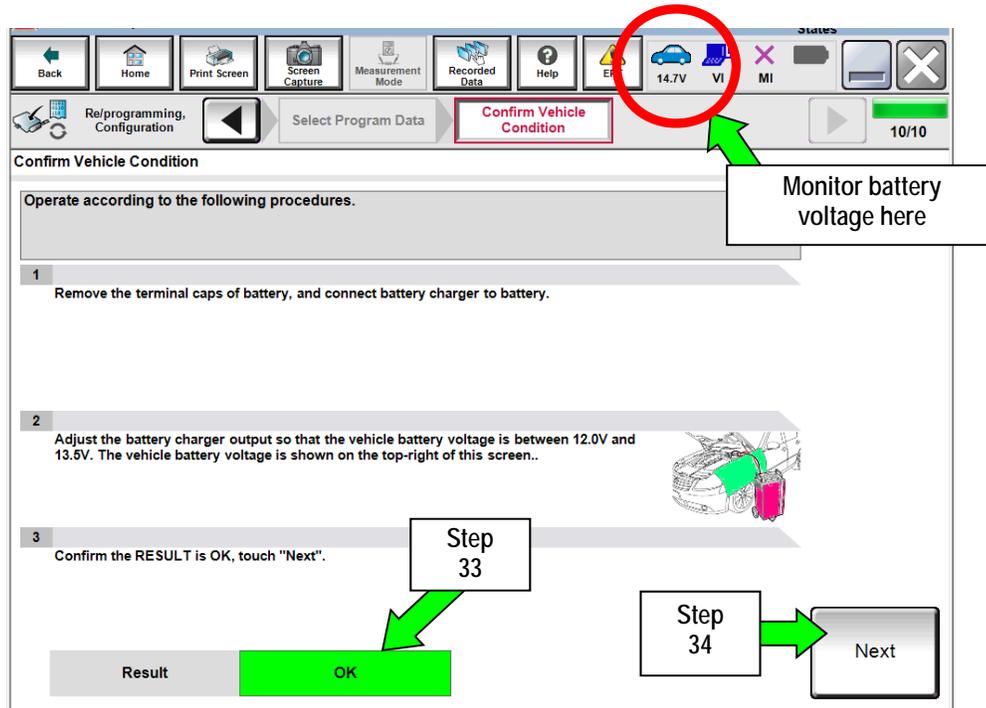

Figure 19

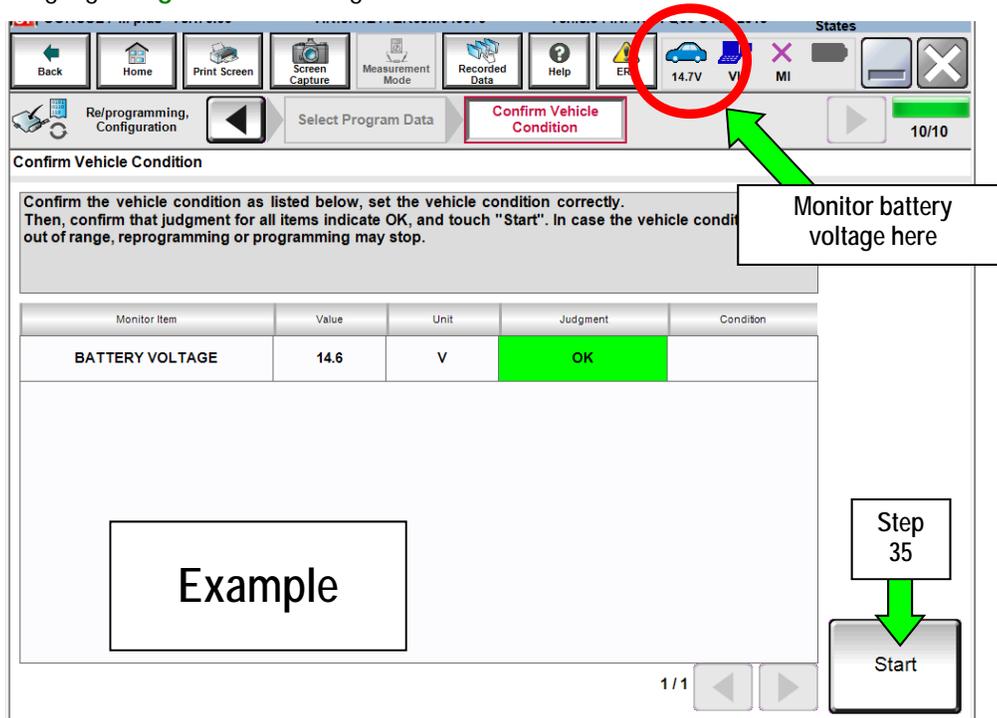35. Make sure **OK** is highlighted green for all Judgements then select **Start**.

Figure 20

36. Select **USA/CANADA Dealers**.
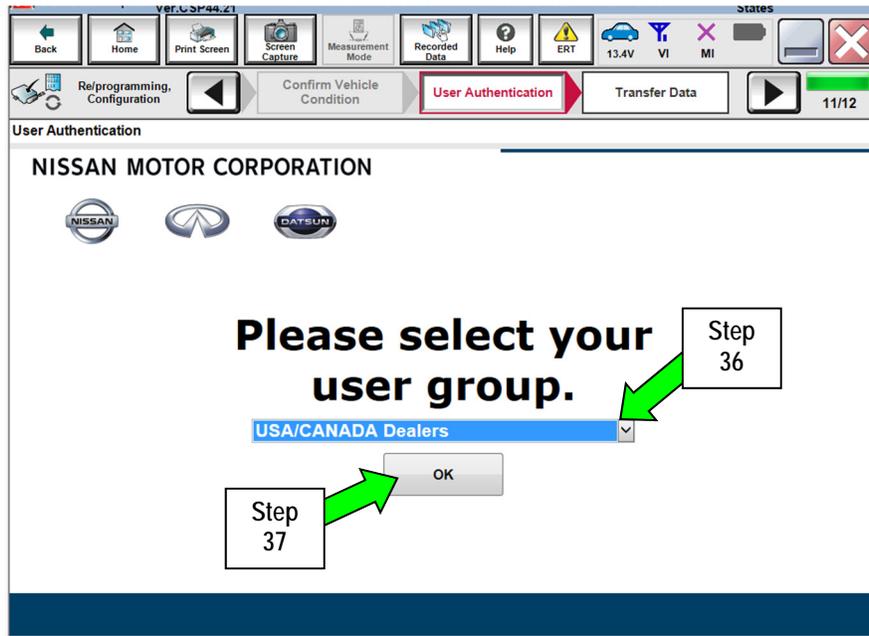
37. Select **OK**.

Figure 21

NOTE:

- The above screen may not display if the CONSULT PC has remained ON since the last reprogramming.

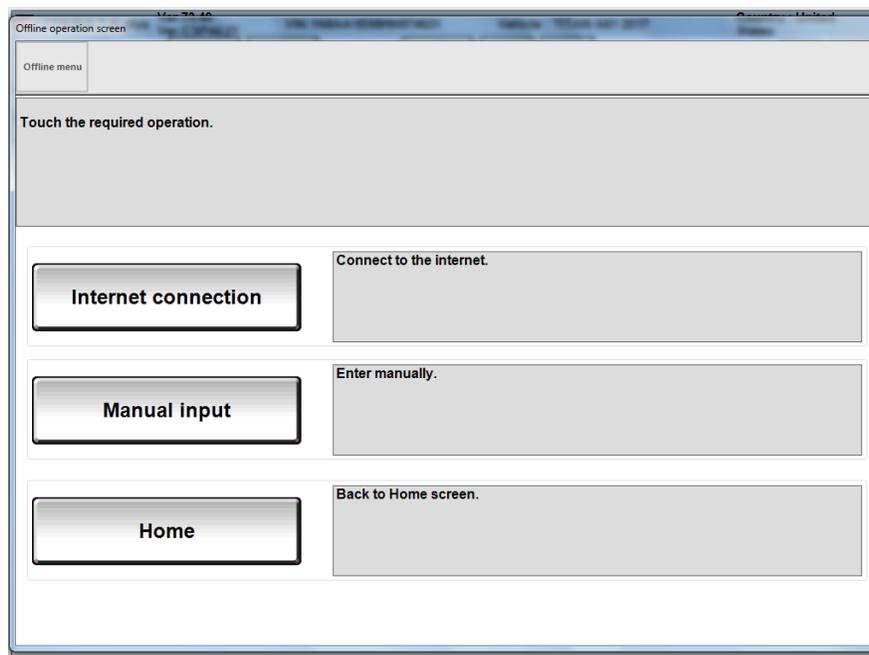- If the CONSULT PC is not connected to the Internet, the screen in Figure 21A will display.

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.
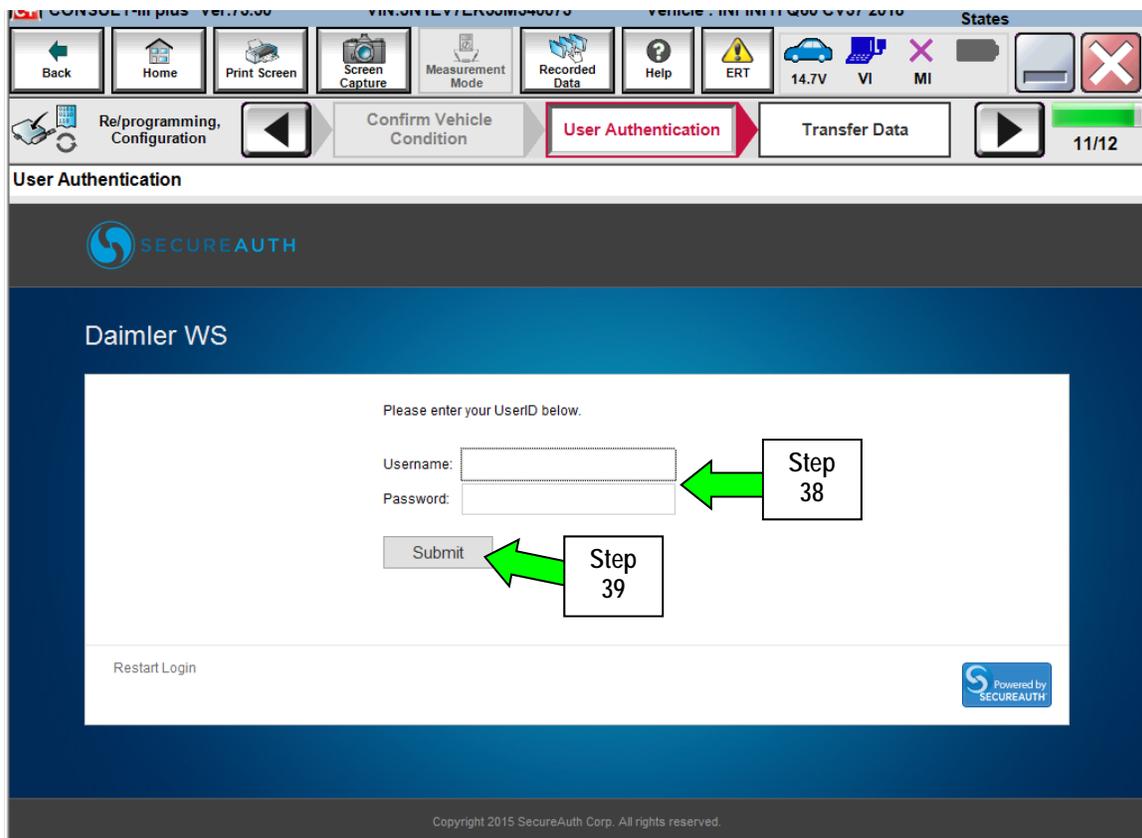

Figure 22

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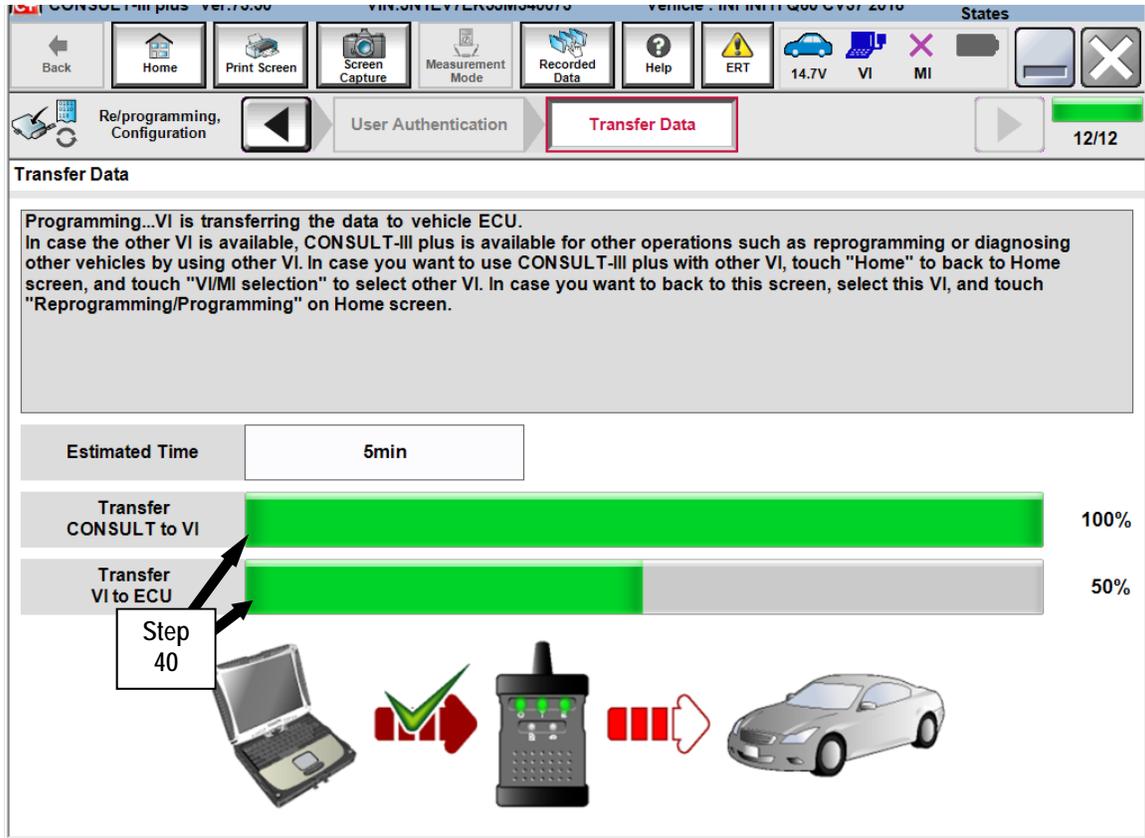40. Wait for both progress bars to complete.

Figure 23

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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.
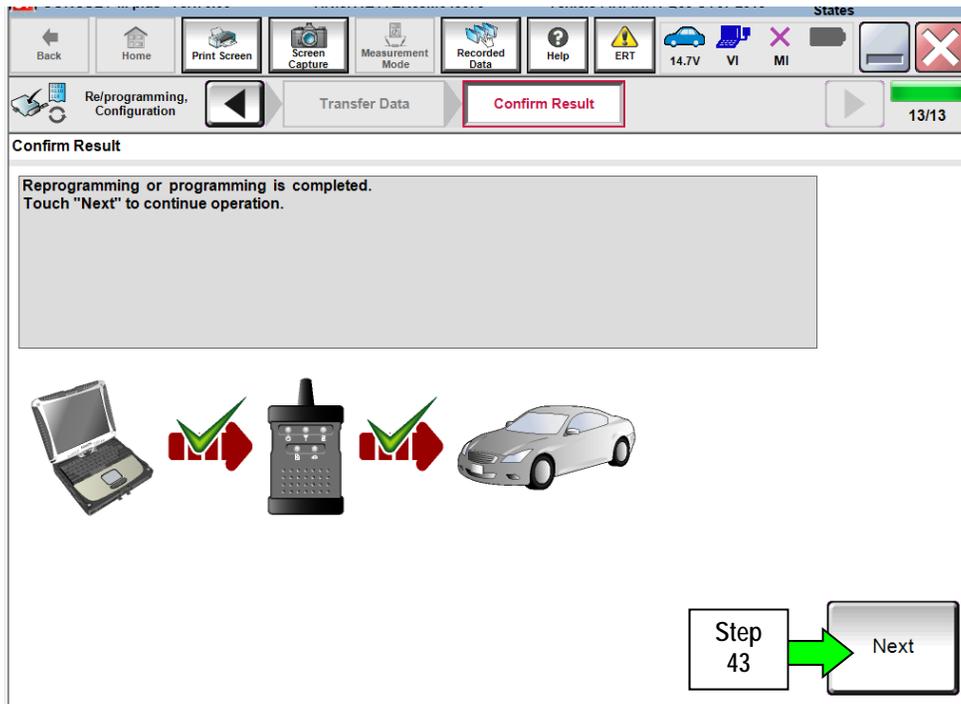
43. Select **Next**.

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.
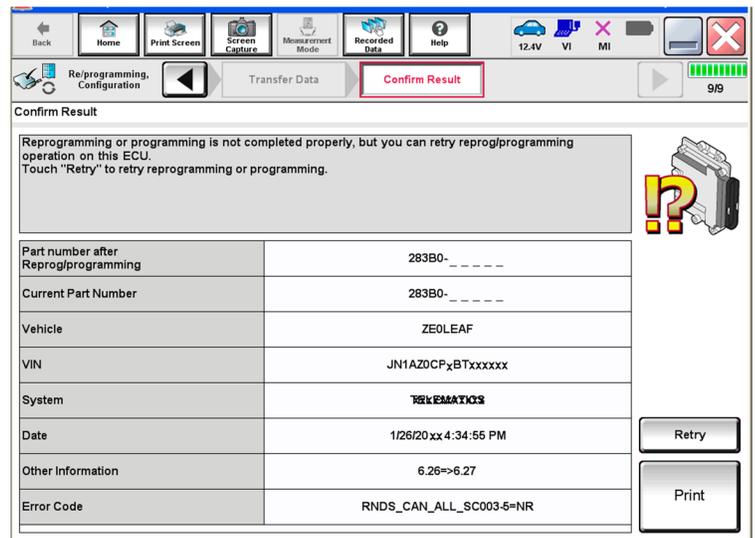

Figure 25

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.

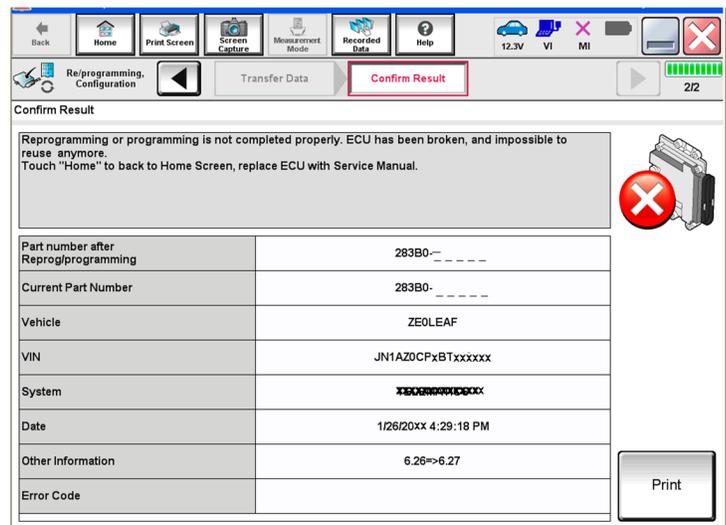- **Select <u>Home</u>, and then restart the reprogram procedure from the beginning.**

Figure 26

44. **Erase all DTCs** as follows:

    a.   Turn the ignition OFF.

    b.   Turn the Ignition ON.

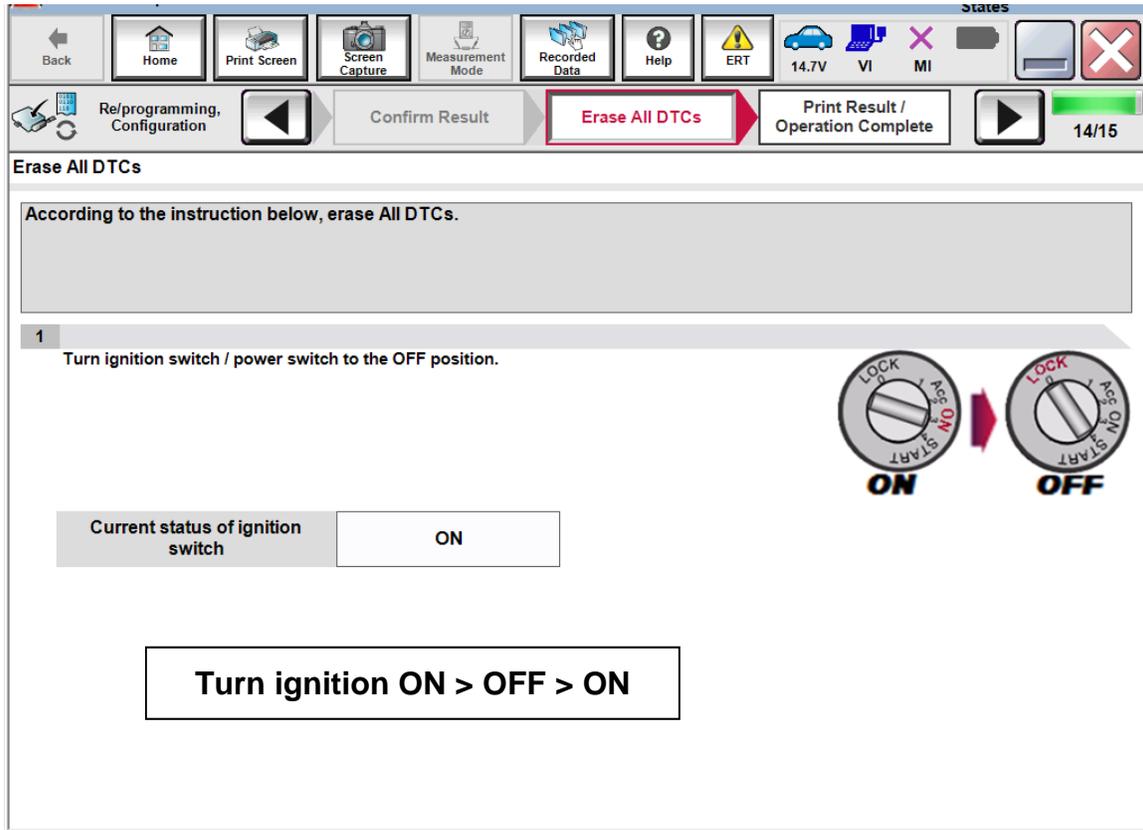   c.   Wait for DTC erase to complete.

Figure 27

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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.
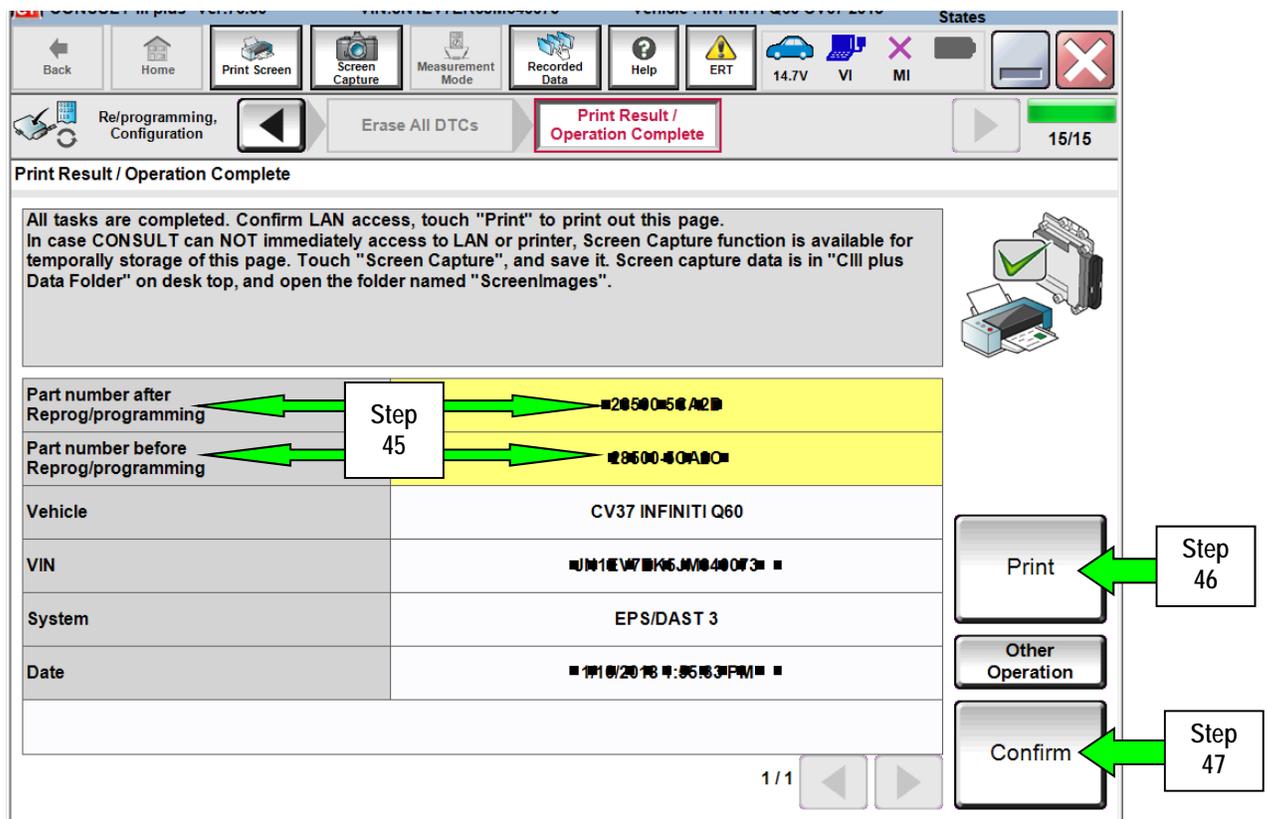
47. Select **Confirm**.

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.