QUALITY ACTION



CAMPAIGN BULLETIN Electronic Power Steering (EPS) Retailer Inventory

Reference: P8301 Date: January 20, 2018

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected	Retailer	SERVICE COMM	Stop Sale
	Population:	Inventory:	Activation date:	In Effect
MY2018 RWD Q60 (CV37) Sport & Red Sport <i>with EPS</i>	NA	514	January 20, 2018	YES

***** Retailer Announcement *****

INFINITI is <u>updating</u> the previously announced *quality hold (PC609)* from January 11, 2018 and is now instructing retailers to reprogram Electronic Power Steering (EPS) software to the most current production level on **514** specific 2018 Q60 RWD Sport and RWD Red Sport vehicles equipped with EPS. A new campaign ID (P8301) has been assigned to differentiate which vehicles have received updated software. This campaign ID will replace PC609 in Service Comm and DBS National Service History on January 20, 2018.

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

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

- Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaign I.D. <u>P8301</u>
 - <u>New vehicles in retailer inventory can also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).</u>
 - Refer to IPSB 15-286 for additional information
 - Please continue to check newly arriving inventory for quality action applicability.
- 2. Please do not drive, sell, or trade the specific 2018 Q60 vehicles in retailer inventory subject to this quality action until the updated software has been installed.
- 3. Use the attached procedure to install the updated software.
- **4.** The service department should submit the applicable warranty claim for the action performed so it can be closed on Service Comm and release the vehicle.

***** Retailer Responsibility *****

It is the retailer's responsibility to check Service Comm or DBS National Service History – Open Campaigns using the appropriate campaign I.D for the quality action status on each affected vehicle currently in new vehicle inventory. INFINITI requires retailers to perform this repair on applicable new vehicles in inventory prior to being retailed to ensure client satisfaction.

Thank you for your prompt attention to this matter.



P8301 2018 Q60 (CV37) ELECTRONIC POWER STEERING (EPS) REPROGRAMMING

IMPORTANT: This repair procedure will reprogram the Electronic Power Steering (EPS). Make sure to follow all the steps in the specific order listed to properly complete the repair.

SERVICE PROCEDURE

IMPORTANT:

• The "Shipping Mode" must be turned <u>OFF</u> (White Storage Switch <u>PUSHED-IN</u>) to complete the EPS Reprogramming.

NOTE:

- After reprogramming is complete, you will be required to perform DTC erase.
- 1. Open the Driver Door.



Figure 1

- 2. Verify the vehicle is out of "Shipping Mode".
 - Remove the fuse box cover on the Driver kick panel.
 - **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 **EPS 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 **EPS 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 **EPS 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 **EPS 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 **EPS 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 / connected.
 - Serial number will display when the plus VI is recognized / connected.

	C		ILT-III plus Ver.73.50	VIN:-	_		Vehicle	e:-	_			Country : United States
		Back	Home Print Scree	een Screen Measurement Mode	Recorde Data	d	P Help	ERT	14.6V	VI	× Mi	
	۲	Conne	ction Status			Diag	inosi	s Menu	ı			,
			Serial No.	Status		F	Di	agnos	sis (O	ne S	yste	em)
Plus VI is recognized												
		VI	2316951	Normal Mode/USB connection		Diagnosis (All Systems)				ns)		
		мі	-	\odot					_			
				No connection		Ś	Re C	e/prog	yramn	ning,	Co	nfiguration
		800	Select VI/MI				Im	nmobi	lizer			
		Applica	tion Setting									
		SUB	Sub mode	Language Setti	ng	Tes .	M	ainten	ance			
		37	VDR									

Figure 3

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

Step 12	CONSULT-III plus Ver.73.50 Back Home Print Scree	VIN:- Screen Capture Mossurement Mode	Vehicle : -	Country : United States			
	Connection Status		Diagnosis Menu				
	Serial No.	Status	Diagnosis (One Sy	/stem)			
	VI 2316951	Normal Mode/USB connection	Diagnosis (All Sys	stems)			
	MI -	No connection	Re/programming, Configuration				
	Select VI/MI		Immobilizer				
	Application Setting	Language Setting	Maintenance				
	VDR						
	<u>1</u>	E :					

Figure 4

13. Check for DTC's. Select **Diagnosis (All Systems)**.

Ct	CONSU	LT-III plus Ver.73.50	VIN:-	Vehicle : -	Country : United States	
	Back	Home Print Sc	reen Screen Capture Mode	Recorded Help ERT 14.6V	📲 📉 🖿 🥅 🔀	
	Connec	ction Status		Diagnosis Menu		
		Serial No.	Status	Diagnosis (O	ne System)	
					. ,	
	VI	2316951	Normal Mode/USB connection	Diagnosis (Al	I Systems)	Step 13
	МІ	-	\otimes			
			No connection	Re/programm	ing, Configuration	
	r of the second	Select VI/MI		Immobilizer		
	Applicat	tion Setting Sub mode	Language Setting	Maintenance		
	<u>ر ک</u> ی	VDR				

Figure 5

14. Erase any DTC's. Select **ERASE**.

CONSULT-III plus	Ver.73.50	VIN:JN1EV7EK5JM340073	Vehicle : INFINITI Q60 CV37 2018	Country : United States
Back Home	Print Screen	Screen Capture Measurement Mode Data	Image: Weight of the second	
Diagnosis (All Systems)	Selec	t Vehicle Confirm Vehicle	Diagnosis (All Systems)	
J. All DTC	CAN Diag	CAN DIAG SUPPORT MNTR	SRT & P-DTC	
Result		Detailed Information		
EPS/DAST 3	PAST	EPS/DAST 3	· · · · · · · · · · · · · · · · · · ·	3
ENGINE	NO DTC	C1608 CONTROL UNIT	PAST FFD DTC Expla	J
ABS	NO DTC			
METER/M&A	NO DTC			
BCM	NO DTC			Print for Customer
AIR BAG	NO DTC			Print
ICC/ADAS	NO DTC			Save
1/4			1/1	ERASE
		— :	<u>^</u>	

Figure 6

15. Select **Yes** to complete system call. Once the system call is complete the screen shown in Figure 8 will be displayed.

									Jules
Back Home	Print Screen	Screen Capture N	urement Node	P Help	ERT	14.7V	VI	× Mi	-
Diagnosis (All Systems)	Sele	ct Vehicle	Confirm Vehicle	Diagn	osis (All stems)				
All DTC	Information			(the second	LP-DTC				
Result		All system ca Do you want	Il results will be o to go back to the	deleted. previou	s screen	?			
ENGINE		•						Ł	
ABS								L	
METER/M&A								L	
ВСМ								L	
	p 📄	Yes			No			L	Print for Customer
ICC/A				-	_		_		
TRANSMISSION	NO DTC								Print
		-							Save
1/4]				0/0	•]		ERASE

Figure 7

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

💽 CONSL	JLT-III plus Ver.73.50	VIN:-	Vehicle : -	Country : United States	
Back	Home Print Scre	en Screen Mode	Recorded Data	" 💥 💻 🧫 🔀	
Conne	ction Status		Diagnosis Menu		
	Serial No.	Status	Diagnosis (One	System)	
				- , ,	
	2316951	Normal Mode/USB connection	Diagnosis (All S	Systems)	
мі	-	\otimes			
		No connection	Re/programmin	g, Configuration	Step 16
R C	Select VI/MI		Immobilizer		
Applica	tion Setting Sub mode	Language Setting	Maintenance		
37	VDR]		
		Fig	gure 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.

	CONSULT-III plus Ver.73.50	VIN:-	Vehicle : -	Country : Unite States	
	Re/programming, Configuration		Precaution Vehic	le Selection	
	Operating suggestions for reprogr Please review the all of precautions touch "Next".	amming, programming and C s, and click the "Confirm" chec	/U configration: .k box after confirming the its	points. And	
	Caution: 1. Follow the operation guide disp 2. "Back" and "Home" button may -For reprogramming and program 1. Install the latest version of the C CONSULT-III plus PC. 2. Preparation and read the service	layed on screen. r not be used on this flow. ning ONSULT-III plus sortware, repr e manual or reprogramming p	rogramming/programming da rocedure sheet.	ta to this	
Step 18	-For ECU Configuration 1. Need to write the configuration 2. If writing the wrong configuratio -For ECU Configuration using mar 1. Confirm the vehicle's spec and it configuration data, ECU can not w 2. Operate the saving completely. D	data to new ECU, after replace n data, ECU can not work. Ple ual mode is configuration spec, following ork. Please write the right dat o not abort without saving data	it. ase write the right data. g the service manual. If writin a. a.	ng the wrong	
2	Confirmed instructions		1/	Next	19

Figure 9

20. Use Automatic Selection (VIN) tab to select the vehicle (the screen in Figure 11 will display when complete).

NOTE: If the vehicle is not automatically identified, then use Manual Selection(Vehicle Name) tab. Select Infiniti, Vehicle Name (INFINITI Q60), and then the correct Model Year (2018). Click Select.

CONSULT-III plus Ver.73.50	VIN:JN1FV7EK6JM5300	50 Vehicle : -		Country : United States
Back Fine Print Screen	creen apture Mode	ecorded Help	T 14.6V VI MI	-
Diagnosis (All Systems) Select V	ehicle			
Automatic Selection(VIN)	Manual Select	ion(Vehicle Name)	1	
Vehicle Name :			Model Year :	Sales Channel
*INFINITI EX35 Camp:P8202 Convertible	INFINITI M45	INFINITI Q70 Hybrid	2018	NISSAN
INFINITI EX35 INFINITI G37 Cou	De INFINITI Q40 Sedan	INFINITI QX30		
INFINITI FX35/FX45 INFINITI G37 Sed	INFINITI Q45	INFINITI QX4	Step	DATSUN
INFINITI FX35/FX50 INFINITI I30	INFINITI Q50	INFINITI QX50	20	
INFINITI FX37/FX50 INFINITI I35	INFINITI Q50 Hybrid	INFINITI QX56		
INFINITI G20 20		INFINITI QX60		
INFINITI G25/G3 Sedan INFINITI M35/M4	5 INFINITI Q60 Convertible	INFINITI QX60 Hybrid		
INFINITI G35 Coupe	oupe	INFINITI QX70		CLEAR
INFINITI G35 Sedan INFINIT		INFINITI QX80		Salaat
		1/1	1/1	

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

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



Figure 11

23. Select Confirm.

CONSULT-III plus Ver.73.50	VIN:JN1EV7EK5JM340073	Vehicle : INFINITI Q60 CV37 2018	Country : United States
Back Home Print Sc	reen Screen Measurement Mode	Help ERT 14.7V VI	× 🖿 📃 🔀
Re/programming, Configuration	Vehicle Confirmation	Input VIN	4/4
Input VIN			
Enter the VIN number, and t According to this operation, CONSULT, VIN number you	ouch "Confirm". in case of specified operation that req input is saved as file name. Therefore,	uires to save ECU information into confirm VIN number correctly.	
NISAN MUDDIO COLT SI AL AVIA IN A TANANA IN A TANANA	10.JAFAN 10.J		
VIN (17 or 18 digits) J	N1EV7EK5JM340073		
		Step 23	Confirm

Figure 12

24. Select EPS/DAST 3.

CONSULT-III plus Ver.73.50	/IN:JN1EV7EK5JM340073	Vehicle : INFIN	ITI Q60 CV37 2	018 Country : United States			
Back Rome Print Screen	en Measurement Mode		14.7V VI	' 💥 🖿 📃 🔀			
Re/programming, Configuration	Input VIN System	n Selection	Operation Se	ection 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		A	UTO DRIVE POS.			
6ch CAN GATEWAY	AIR PRESSURE M	ONITOR		всм			
FSCM	HEAD LAMP LEV	ELIZER		SONAR			
				1/2			

Figure 13

25. Select Reprogramming.

	CONSULT-III plus Ver.73.50	VIN:JN1EV7EK5JM340073	Vehicle : INFINITI Q60 CV37 2018	Country : United States
	Back Rome Print Screen	Screen Capture Measurement Mode Recorded Data	Image: Weight of the second	
	Re/programming, Configuration	System Selection Operation	on Selection	6/6
	Operation Selection			
	Touch "Operation". In case over write current ECU, touc In case replacement of ECU, select ar	h "Reprogramming". n operation in REPLACE ECU cate	agory.	
Step		In case you want to reprogra	amming ECU, touch "Reprogramming] ".
25	Reprogramming			
	Replacement OF ECU			
	Programming (Blank ECU)			
	Before ECU Replacement	After ECU Repla	Cement	eplacement'', t number is saved
	VEHICLE CONFIGURATION			
	Before ECU Replacement	After ECU Repla	Touch "Before ECU R Operation log with col saved to CONSULT.	eplacement", nfiguration data is
			La construction de la constructi	

Figure 14

26. When you get to the screen shown in Figure 15, confirm this bulletin applies as follows:

A. Find the EPS **Part Number** and write it on the repair order.

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

CONSULT-III plus Ver.73.50 VII	1:JN1EV7EK5JM340073	Vehicle : INFINIT	TI Q60 CV37 201	8 S	Country : United	
Back Rome Print Screen Capture	Measurement Mode	Help	14.7V VI	MI		
Re/programming, Configuration	ration Selection	/e ECU Data			7/7	
3ave ECU Data						
Touch "Save" to save operation log and to Operation log helps to restart next operation after operation has completely finished.	he current part number as on by selecting suitable o	s listed below to CC peration log. Opera	ONSULT. tion log is eras	sed		
File Label	JN	1EV7EK5JM340073	3			
Operation	R	REPROGRAMMING				
System		EPS/DAST 3				
Part Number Step 26		28500-5CA2C	>			
Vehicle		CV37INFINITI Q60				
VIN	JN	1EV7EK5JM340073	3			
Date	1/	16/2018 1:40:14 PM			Save	
						L

Figure 15

- B. Compare the P/N you wrote down to the numbers in the **Current EPS Part Number** column in **Table A** below.
 - If there is a match, this bulletin <u>applies</u>. Continue with the reprogramming procedure.
 - If there is <u>not a match</u>, this bulletin <u>does not apply</u>. Close C-III plus and refer to Asist for further diagnostic information.

Table A

Model	Current <u>ECM</u> 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.

CONSULT-III plus Ver.73.50	/IN:JN1EV7EK5JM340073	Vehicle : INFINITI Q60 CV37 2018	Country : United States
Back Home Print Screen	Measurement Mode	Help ERT 14.7V VI	× •• •• ••
Re/programming, Configuration	Precaution Select P	rogram Data Confirm Vehic Condition	cle 9/10
Select Program Data			
Confirm the detail listed below, and tour -In case the screen to select reprog/prog vehicle. -In case the part number after reprogram selection, VIN and reprog/programming d	ch "Next" if OK. ramming data is NOT display ming is wrong, touch "Re-sel lata in CONSULT.	ed, only one data is available for ect", and confirm the vehicle	this
		\frown	Step 31
Part Number After Repro/programming		28500-5CA2D	These numbers
Current Part Number		28500-5CA2C	should be different
Vehicle	INI	FINITI Q60 CV37	
VIN	JN1	EV7EK5JM340073	
System		EPS/DAST 3	
Other Information		CV37sports	Re-select
Expected time to finish re/programming		5min Step	Next
		32	

IMPORTANT:

If you get this screen and it is blank (no reprogramming listed), it means there is no matching EPS reprogramming available for this vehicle (**EPS Reprogram is Not Needed**).

Back Re/programming, Configuration	tt Screen Capture Measurement Mode	Recorded Data	Confirm Vehicle Condition	9/11
Select Program Data	rog/programming data listed bal	0.4/		1
In case no reprog/program reprog/programming data	EPS/DAST3	m the vehicle selection, VII	N and	
Current Part Number	Part Number After Penre	/programming	Other Information	
Current Part Number	Part Number Alter Repr	, programming		
xxxxx-xxxxx	xxxxx-xxxxx	XXXXXXXXXXXX	xxxxxxxxxx	
xxxxx-xxxxx	XXXXX-XXXXX	*****	XXXXXXXXXXXX	
			0/0	Next
	=			

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 EPS reprogramming may be interrupted and EPS may be damaged.

CONSULT-III plus Ver.73.50	VIN:JN1EV7EK5JM340073	Vehicle : INFINITI COLDU3	2018 Co St	ountry : United ates
Back Home Print Screen	Creen ppture Mode Recorded	Help	VI MI	
Re/programming, Configuration	Select Program Data	irm Vehicle ondition		10/10
Confirm Vehicle Condition			Monit	or battery
Operate according to the following pro-	cedures.		volta	age here
1 Remove the terminal caps of battery	and connect battery charger to ba	attery		
remove the terminal support battery,	and connect sattery charger to se	allery.		
2				
Adjust the battery charger output so t ↓ 13.5V. The vehicle battery voltage is s	that the vehicle battery voltage is shown on the top-right of this scre	between 12.0V and	Set :	
		ÇÇ		
			16	
3		-	St St	
Confirm the RESULT is OK, touch "N	ext"			
	Step			
	33			
			Step	Neut
Result	ок		34 -	Next

Figure 19

NOTE: In the next step, the reprogramming process will begin when Start is selected.

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

GI CONSULT-III plus Ver.73.50	VIN:JN1EV	7EK5JM340073	Vehicle : INFINIT.	Q60 C . 7 2018	Country : United States
Back Image: Constraint of the second se	Screen Capture	urement Aode		(14.7V VI MI	
Re/programming, Configuration	Select Progra	m Data	Confirm Vehicle Condition		10/10
Confirm Vehicle Condition					Monitor battery
Confirm the vehicle condition as I	listed below, se	t the vehicle co	ndition correctly.		voltage here
out of range, reprogramming or pro	ogramming may	stop.	Start". In case the ven	icle condition is	
Monitor Item	Value	Unit	Judament	Condition	
	14.6	v	OK		
BATTERT VOLTAGE	14.0	•	UK		_
					Step
					35
					Start
			1		
1					

Figure 20

36. Select the user group **USA/CANADA Dealers** using drop down menu.



37. Select OK.

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.

CONSULT-III plus Ver.73.50	VIN:JN1EV7EK5JM340073	Vehicle : INFINITI	Q60 CV37 2018	Country : United States
Back Home Print Screen	Screen Measurement Mode Recorded Data		14.7V VI MI	
Re/programming, Configuration	Confirm Vehicle Condition	Authentication	Transfer Data	11/12
User Authentication				
SECUREAUTH				
Daimler WS				
	Please enter your UserID below.			
	Username:		Step	
	Password:		38	
	Submit	Step 39		
Restart Login				
	Copyright 2015 SecureAuth Co	rp. All rights reserved.		

Figure 22

39. Select Submit.

- > There will be a short pause while the username and password are authenticated.
- Once authentication completes, EPS reprogramming will automatically begin and the screen in Figure 23 will be displayed.

40. Wait for both progress bars to complete.



Figure 23

NOTE: If the message shown in Figure 24 appears, there is data stored in the plus VI. Select "**Yes**" to proceed with reprogramming.



41. When the screen in Figure 25 displays, the reprogramming is complete.

NOTE: If the screen in Figure 25 does <u>not</u> display (reprogramming does <u>not</u> complete), refer to the information on the next page.

42. Disconnect the battery charger from the vehicle.

43. Select Next.

CONSULT-III plus Ver.73.50	VIN:JN1EV7EK5JM340073	Vehicle : INFINITI Q60 CV37 2018	Country : United States
Back Home Print Screen	Screen Capture Mode	Help ALL CALL CALL CALL CALL CALL CALL CALL	× 🗭 📃 🔀
Re/programming, Configuration	Transfer Data	irm Result	13/13
Confirm Result			
Reprogramming or programming is Touch "Next" to continue operation.	completed.	000	
		Step 43	Next

Figure 25

NOTE: Additional steps/operations are required before C-III plus will provide the final reprogramming confirmation report (Proceed to Step 44).

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

- 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.

CONSULT-III plus Ver.V14.21.00 VIN:	Vehicle : LEAF ZE0 2011	Country : U.S.A.
Back Binne Print Screen	Messarement Mode Data	
Re/programming, Configuration	nsfer Data	9/9
Confirm Result		
Reprogramming or programming is not con operation on this ECU. Touch "Retry" to retry reprogramming or pro	pleted properly, but you can retry reprog/programming ogramming.	
Part number after Reprog/programming	283B0	
Current Part Number	283B0	
Vehicle	ZEOLEAF	
VIN	JN1AZ0CP _X BTxxxxx	
System	TEX FMATKIS	
Date	1/26/20 xx 4:34:55 PM	Retry
Other Information	6.26=>6.27	
Error Code	RNDS_CAN_ALL_SC003-5=NR	Print

Figure 26

If reprogramming does <u>not</u> complete and the "X" symbol displays as shown in Figure 27:

- 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.

CE CONSULT-III plus Ver.V14.21.00 VIN:	- Vehicle : -	Country : U.S.A.
Back Rome Print Screen	Moserreret Recorded Help 12.3V VI M	
Re/programming, Configuration	ansfer Data	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	283B0	
Current Part Number	283B0	
Vehicle	ZEOLEAF	
VIN	JN1AZ0CPxBTxxxxxx	
System	XECHNOQUEDCX	
Date	1/26/20×× 4:29:18 PM	
Other Information	6.26=>6.27	
Error Code		Print

Figure 27

44. Erase all DTCs as follows:

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

GI CONSULT-III plus Ver.73.50	VIN:JN1EV7EK5JM340073	Vehicle : INFINITI Q60 CV37 2018	Country : United States
Back Home Print Screen	Screen Capture Mode Recorded	Help ERT 4.7V VI MI	
Re/programming, Configuration	Confirm Result	rase All DTCs Print Result / Operation Complete	14/15
Erase All DTCs			
According to the instruction below, e	rase All DTCs.	OCK	OCK
			OFF
Current status of ignition switch	ON		
Turn ignit	tion ON > OFF > 0	DN	

Figure 28

45. Verify the before and after part numbers are different.

46. Print a copy of this screen (Figure 29) 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.

CONSULT-III plus Ver.73.50	VIN:JN1EV7EK5JM340073	Vehicle : INFINITI Q60 C	/37 2018	Country : United States	
Back Home Print Screen	creen upture Mode Recorded Data	Heip LERT 14.7V	VI MI		
Re/programming, Configuration	Erase All DTCs Opera	nt Result / tion Complete		15/15	
Print Result / Operation Complete					
All tasks are completed. Confirm LAN In case CONSULT can NOT immediate temporally storage of this page. Touch Data Folder" on desk top, and open the	access, touch "Print" to print ly access to LAN or printer, So I "Screen Capture", and save i e folder named "ScreenImages	t out this page. creen Capture function is a it. Screen capture data is ir ".	vailable for I "CIII plus		
Part number after Reprog/programming	Step	- 28500-5CA2D			
Reprog/programming		- 28500-5CA2C			
Vehicle	c	V37 INFINITI Q60			<u> </u>
VIN	JN	1EV7EK5JM340073		Print	Step 46
System		EPS/DAST 3			
Date	1/*	16/2018 1:55:33 PM		Other Operation	
		1/1		Confirm	Step 47

Figure 29

- 48. Close C-III plus.
- 49. Turn the ignition OFF.
- 50. Disconnect the plus VI from the vehicle.

51. If an unsold vehicle, put the vehicle back in "Shipping Mode".

- **PULL-OUT** the Storage Switch (White Square Button).
- Install the fuse box cover on the Driver kick panel.

52. The repair is complete.

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
P8301	Reprogram Electronic Power Steering (EPS)	P83010	0.5hrs.