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 Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2018 RWD Q60 (CV37) Sport & Red Sport *with EPS*	NA	**514**	January 20, 2018	**YES**

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

INFINITI is _updating_ 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:

1. 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
    - <u>Please continue to check newly arriving inventory for quality action applicability.</u>

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).
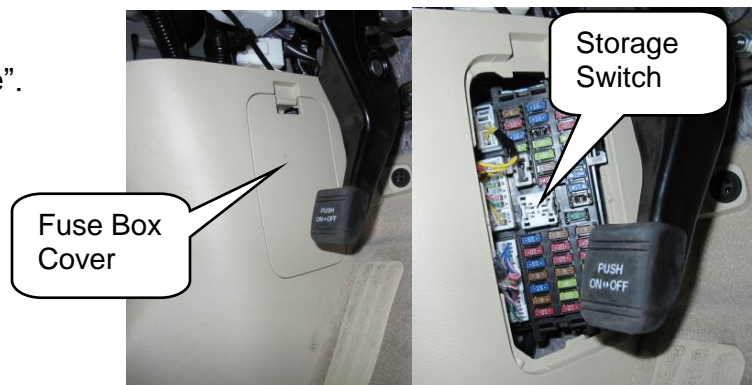
Figure 2

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 12.0V and 15.5V 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 12.0V and 15.5V 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.

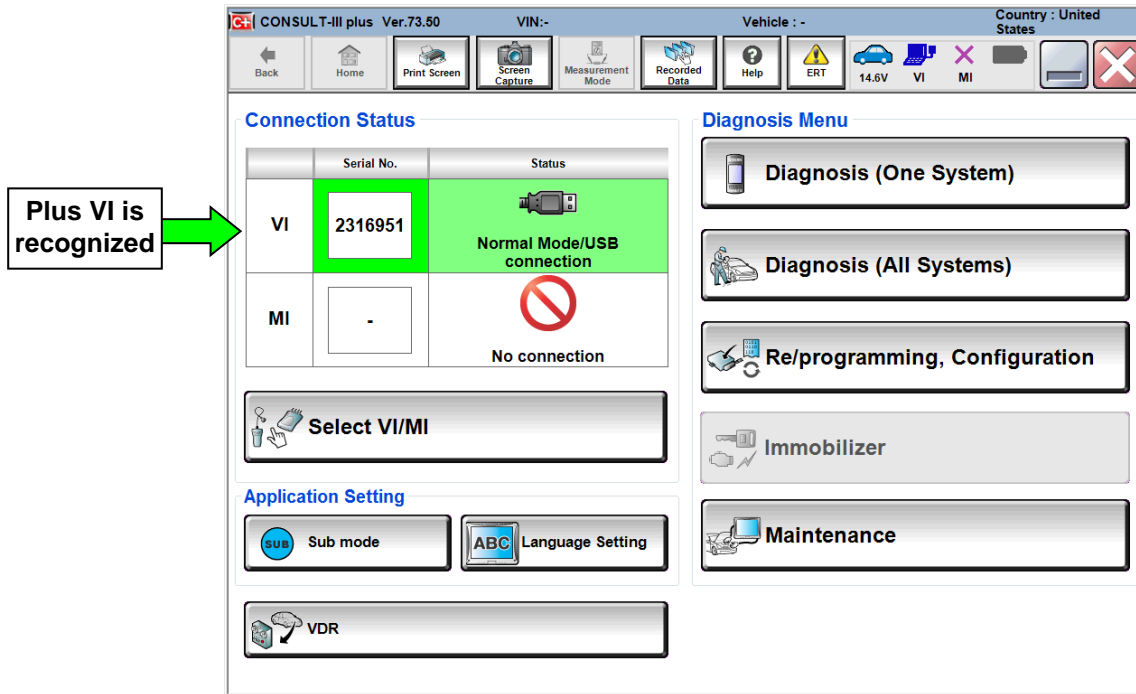- Serial number will display when the plus VI is recognized / connected.

Figure 3

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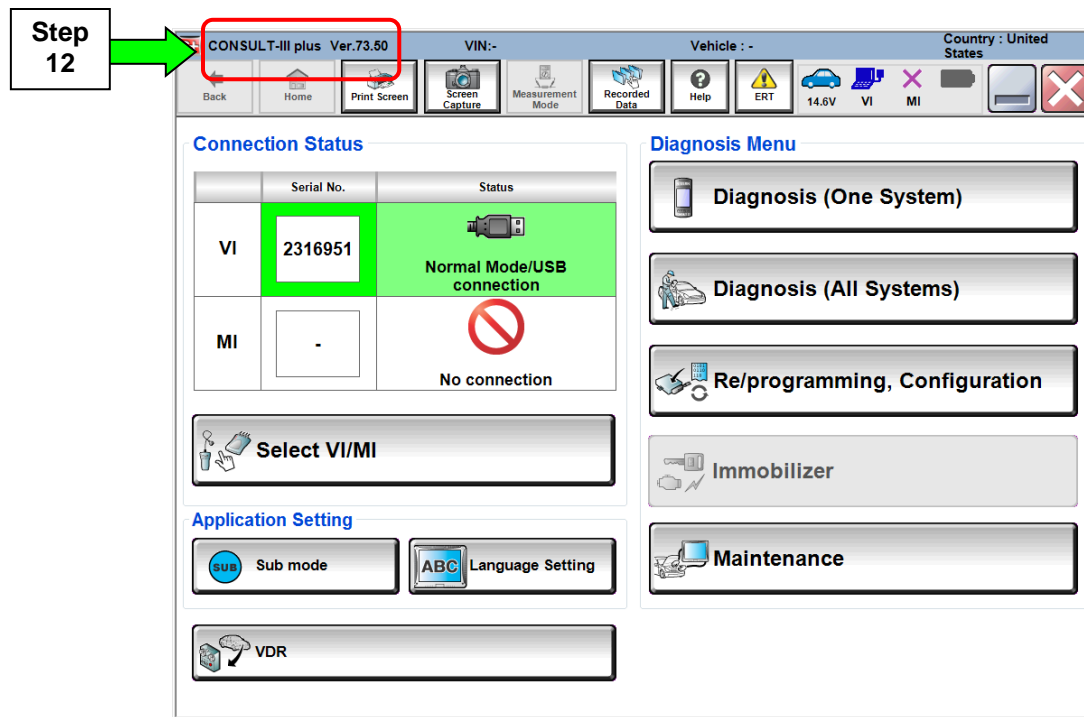

Figure 4

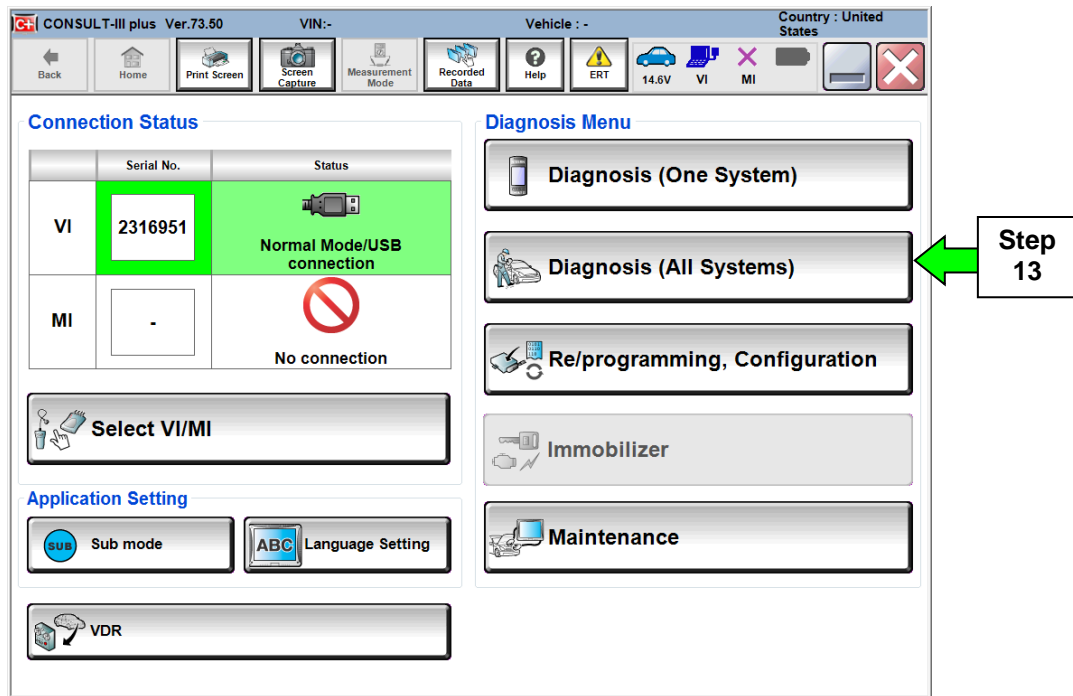13. Check for DTC's. Select **Diagnosis (All Systems)**.
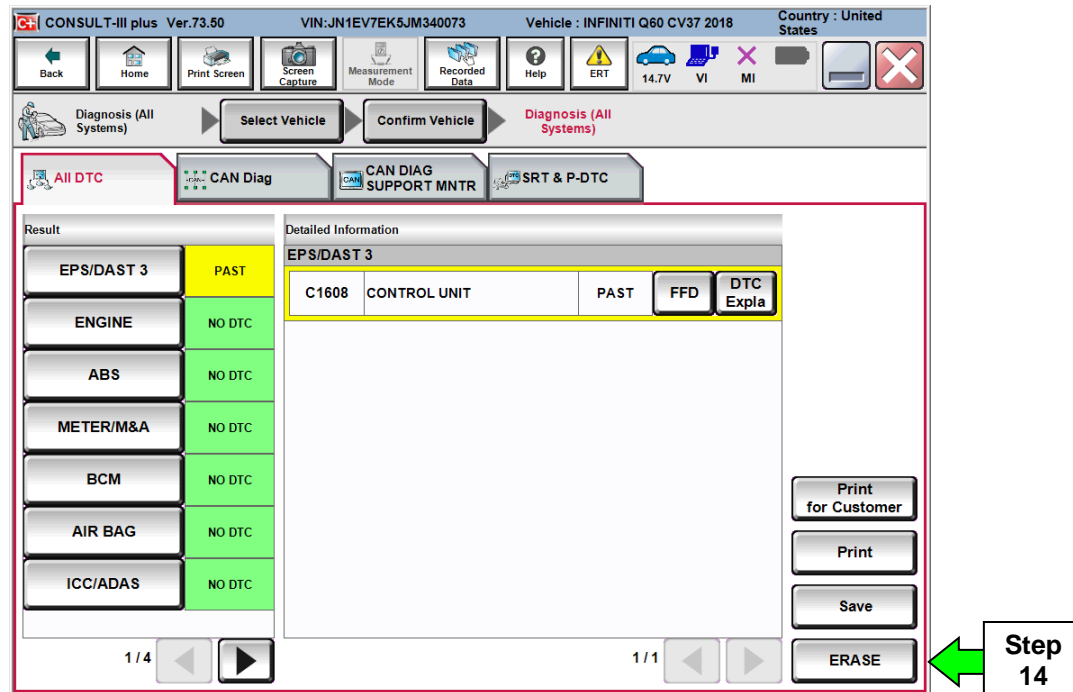

Figure 5

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

Figure 6

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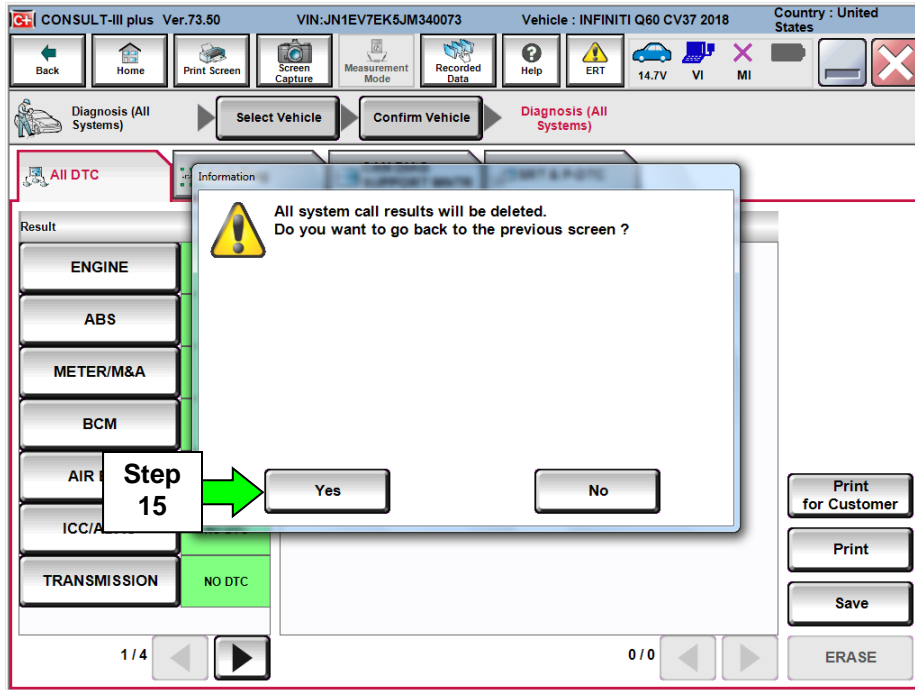

Figure 7

16. Select **Re/programming, Configuration**.
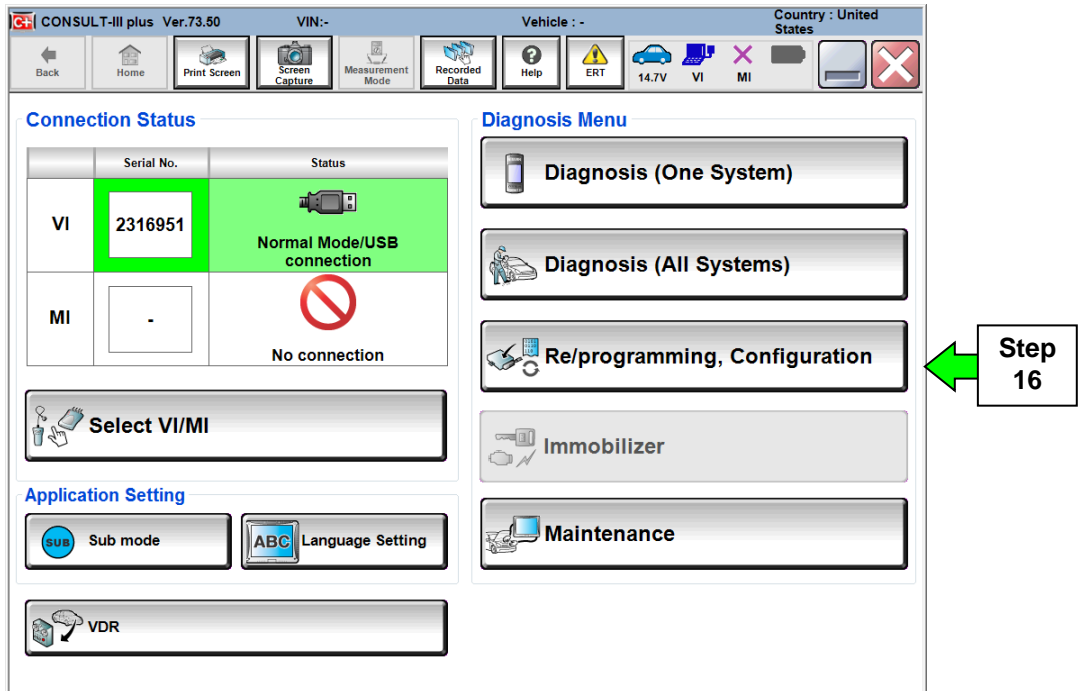
Figure 8

17. Use arrows (if needed) to view and read all precautions.

18. Check the box confirming the precautions have been read.

19. Select **Next**.
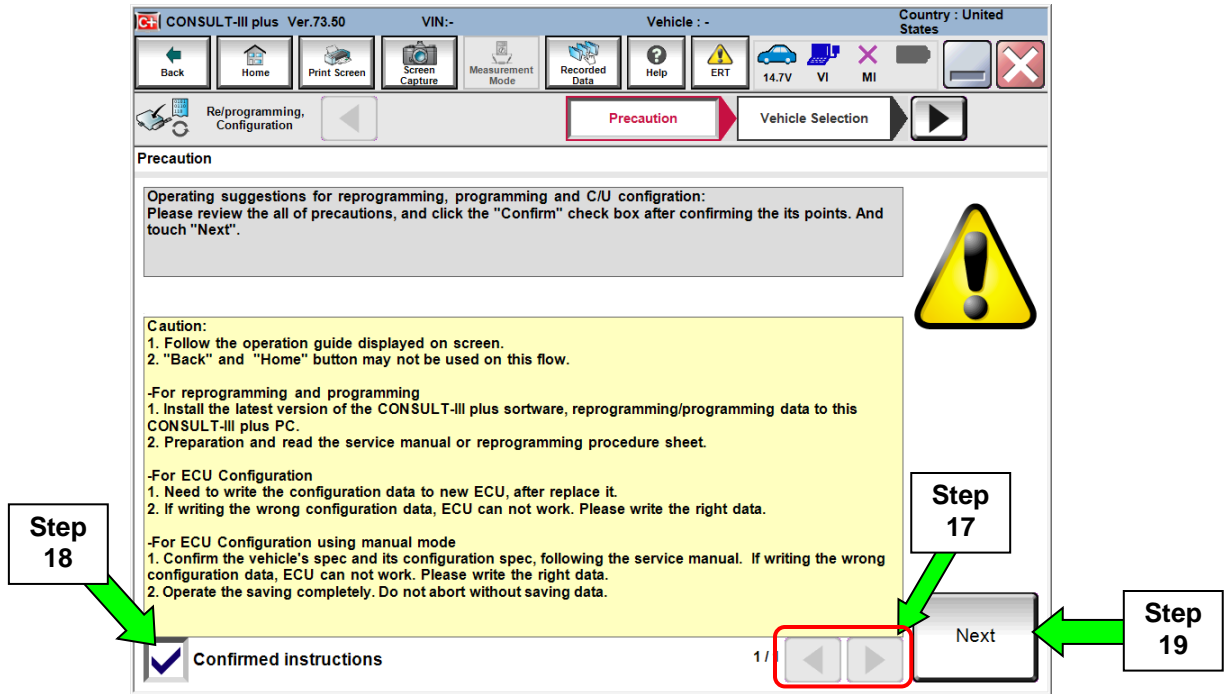
Figure 9

20. 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**.
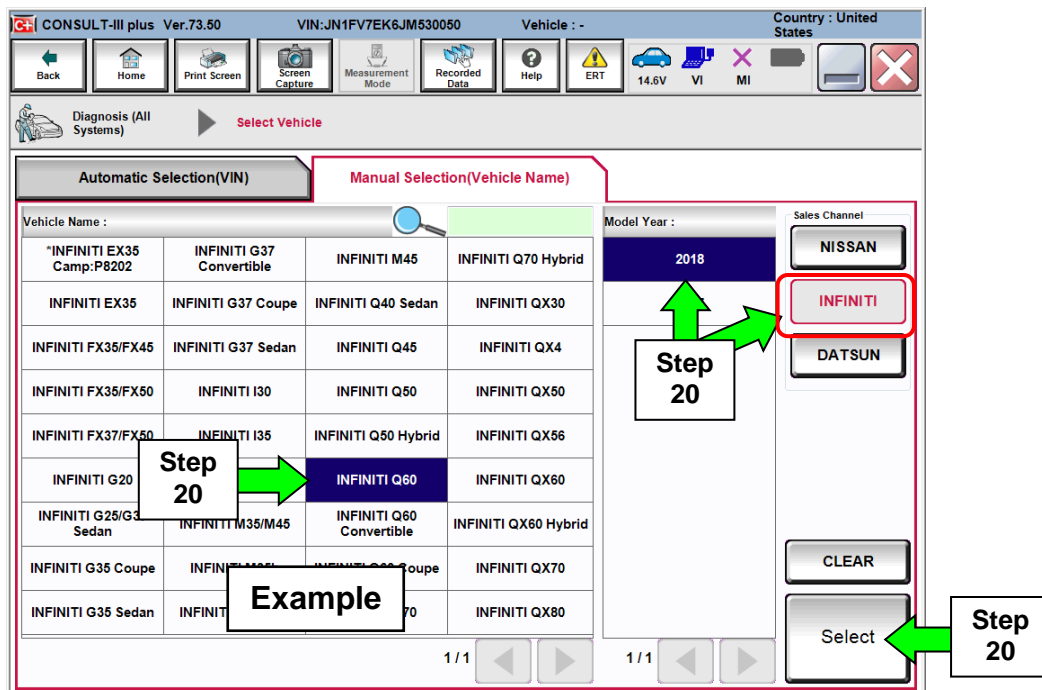
Figure 10

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

22. If the correct VIN is displayed, select **Confirm**.
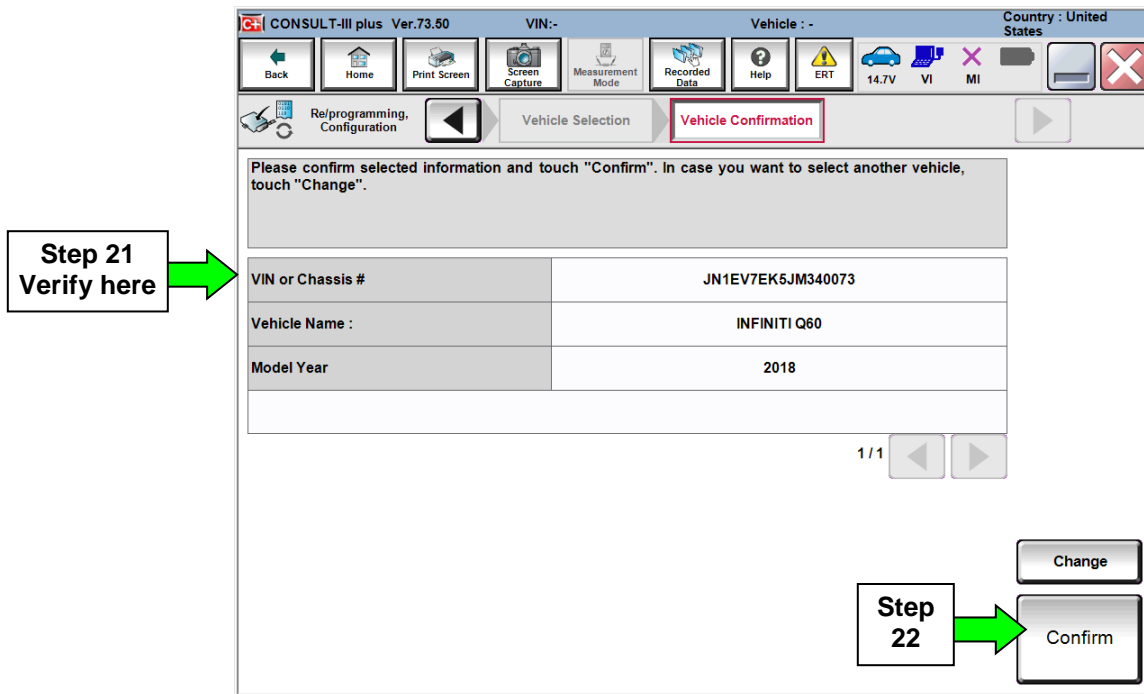
Figure 11

23. Select **Confirm**.
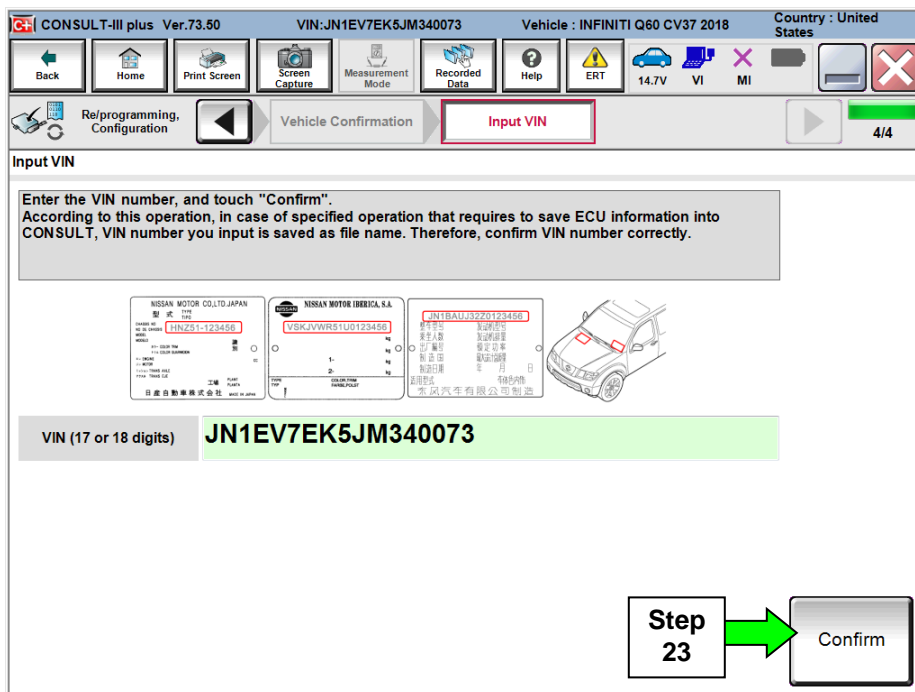
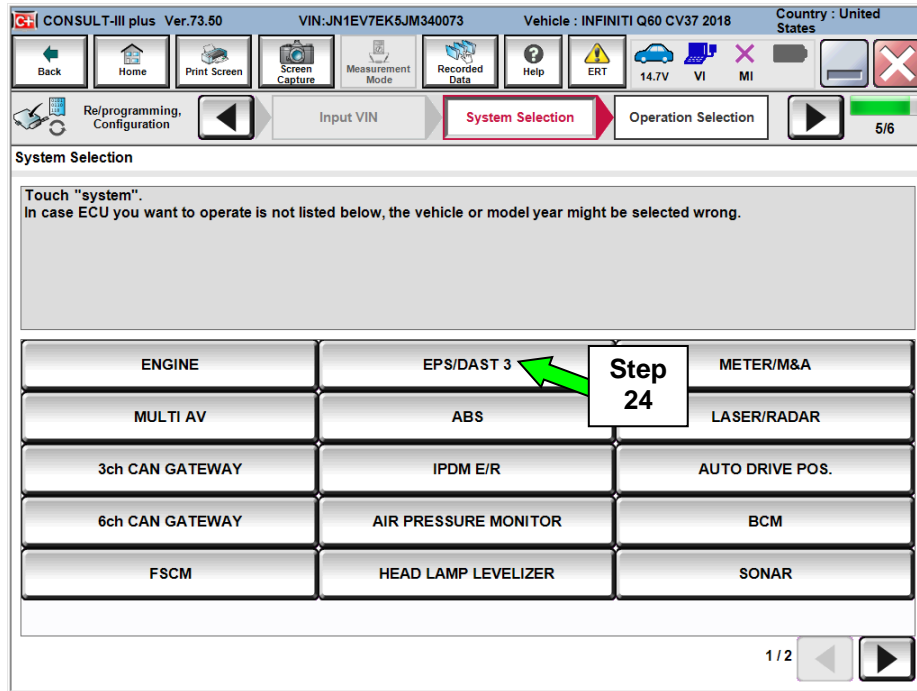Figure 12

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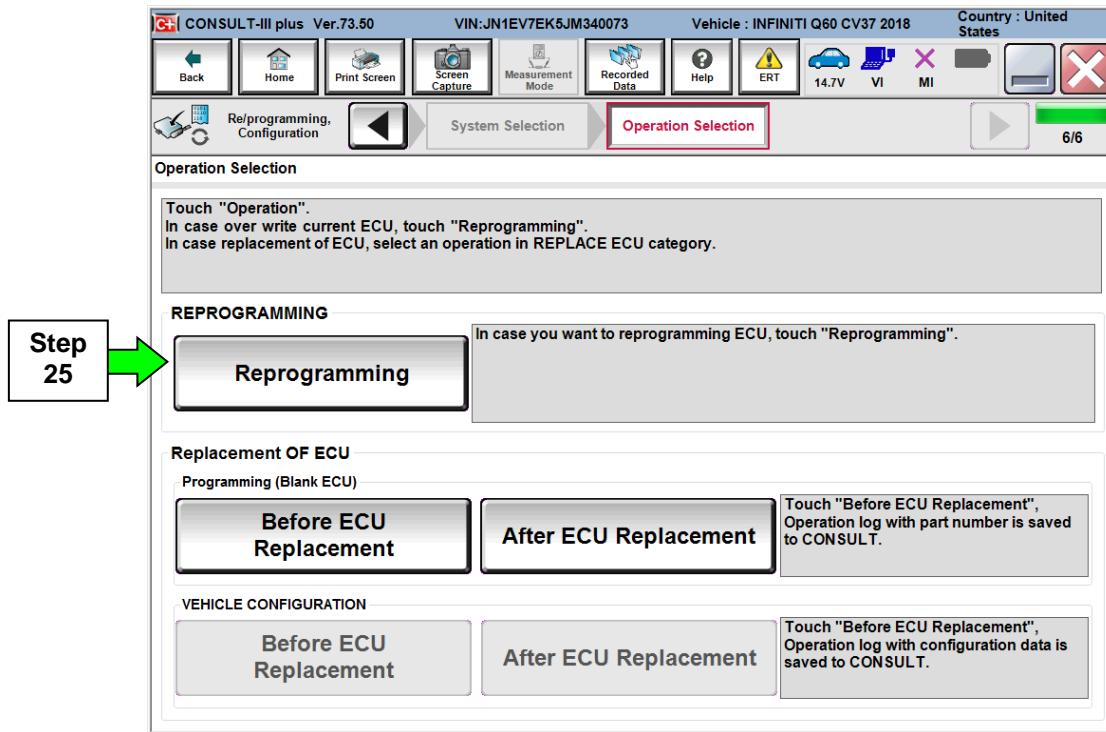

Figure 13

25. Select **Reprogramming**.

Figure 14

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

    A. Find the EPS **Part Number** and write it on the repair order.
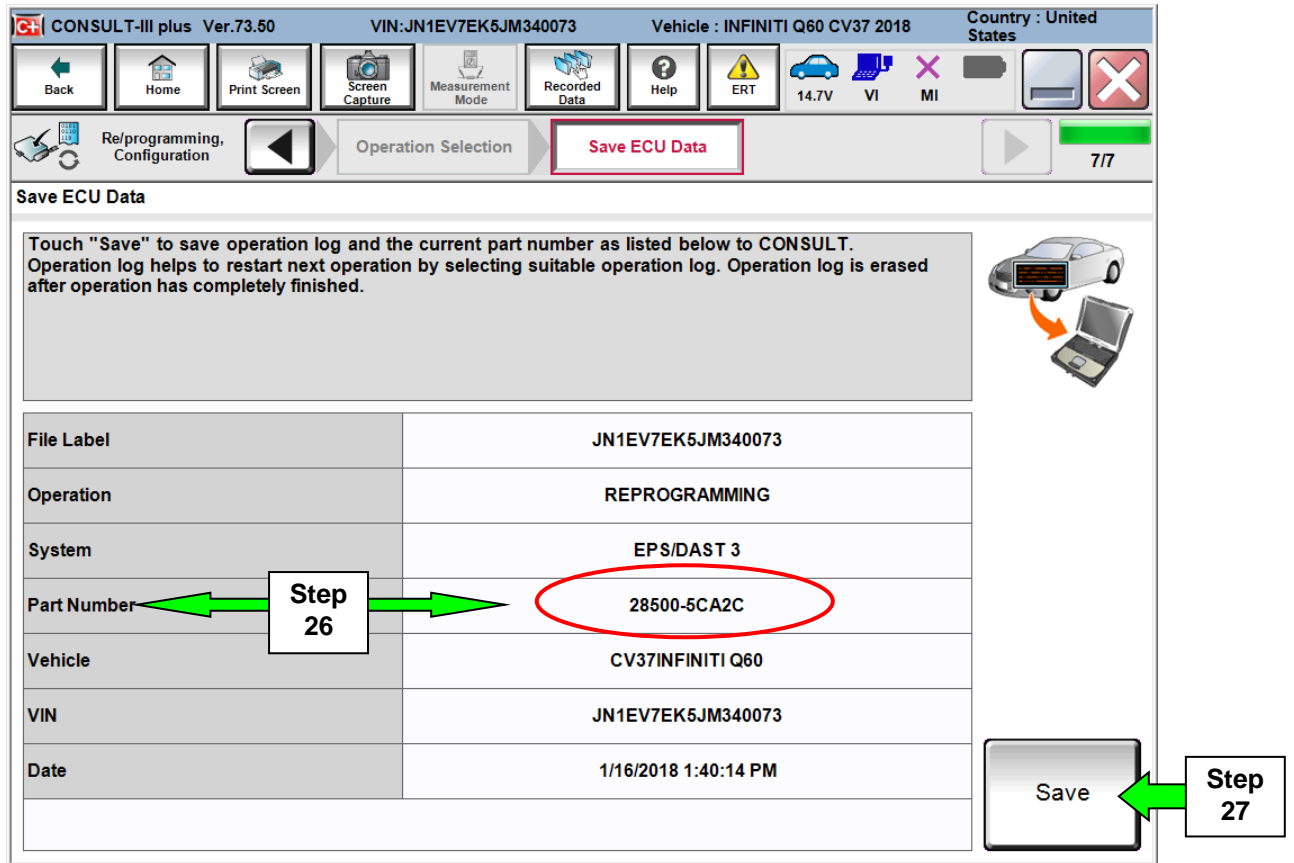
  NOTE: This is the current Part Number (P/N).

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 applies. Continue with the reprogramming procedure.

- If there is not a match, this bulletin does not apply. Close C-III plus and refer to Asist for further diagnostic information.

Table A

Model	Current ECM 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.
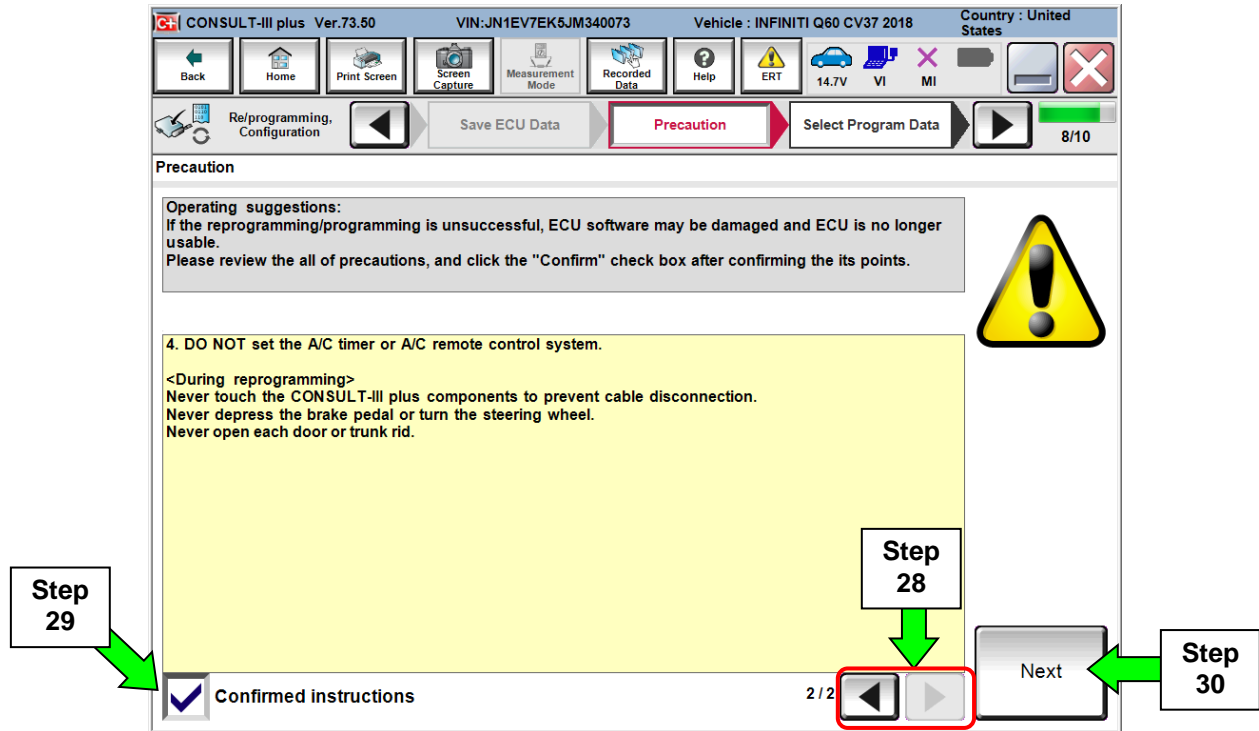
30. Select **Next**.

Figure 16

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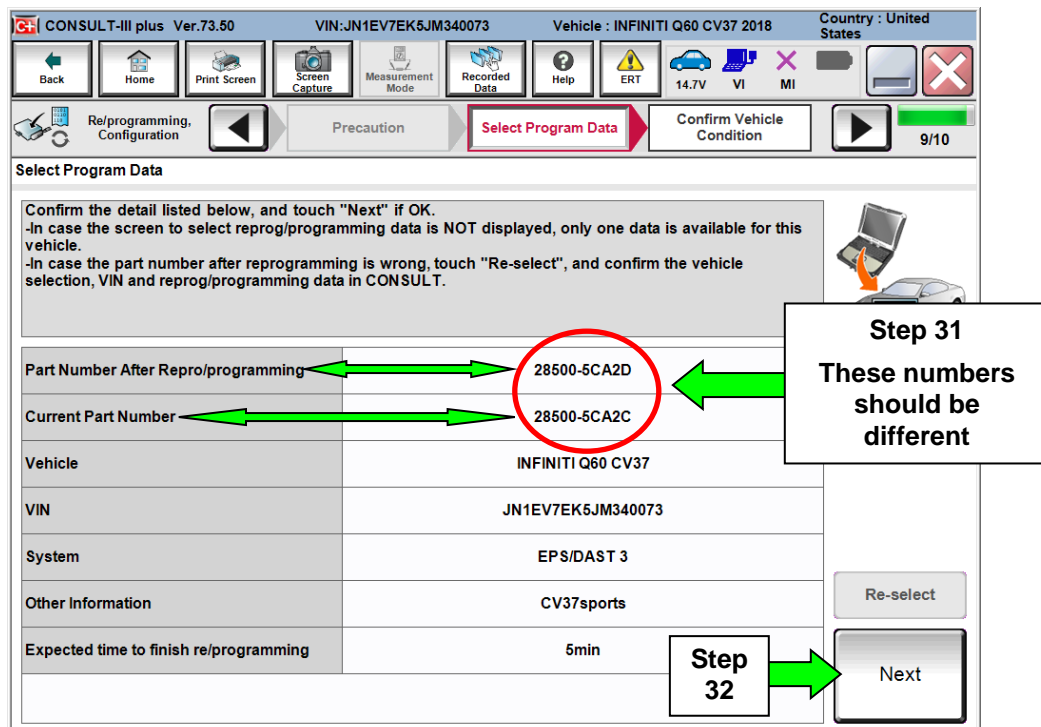
32. Select **Next**.

Figure 17

IMPORTANT:
If you get 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**).
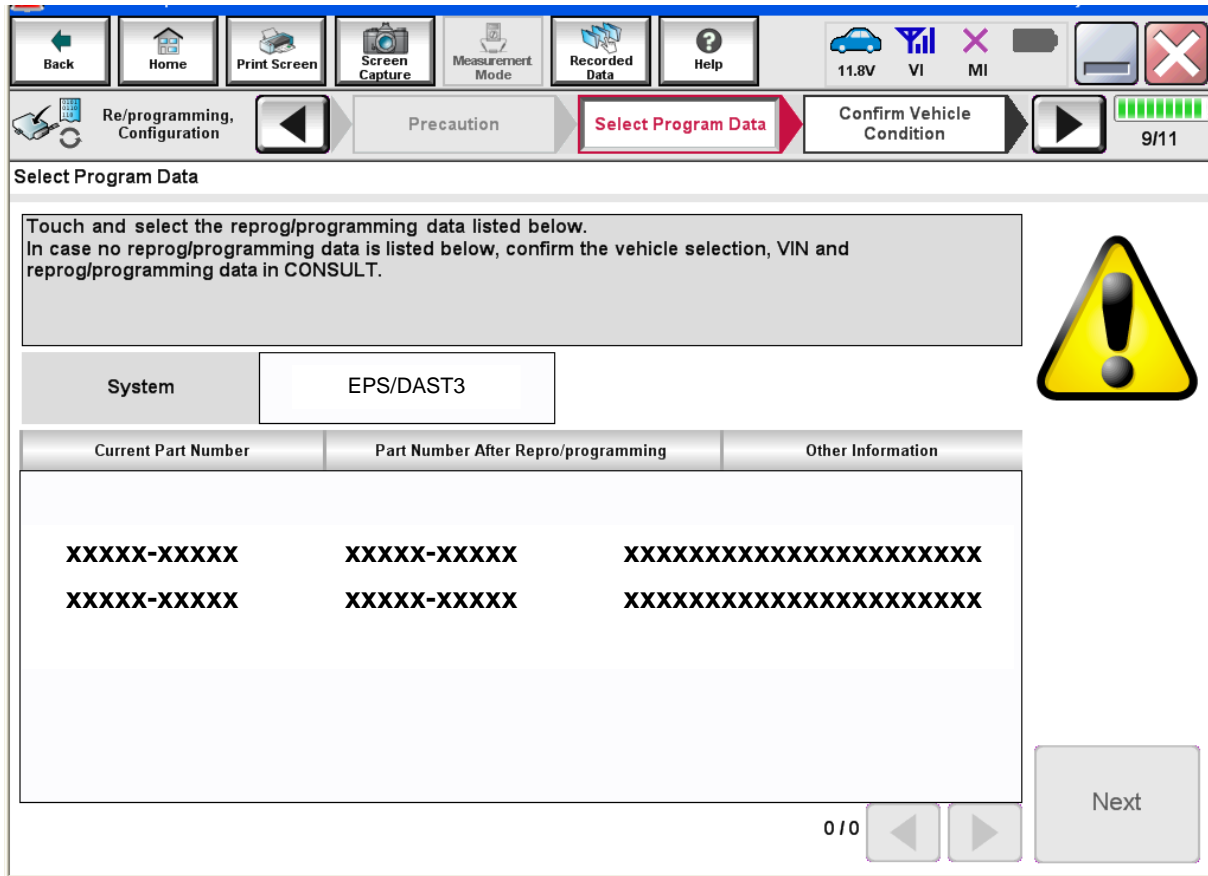

Figure 18

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.
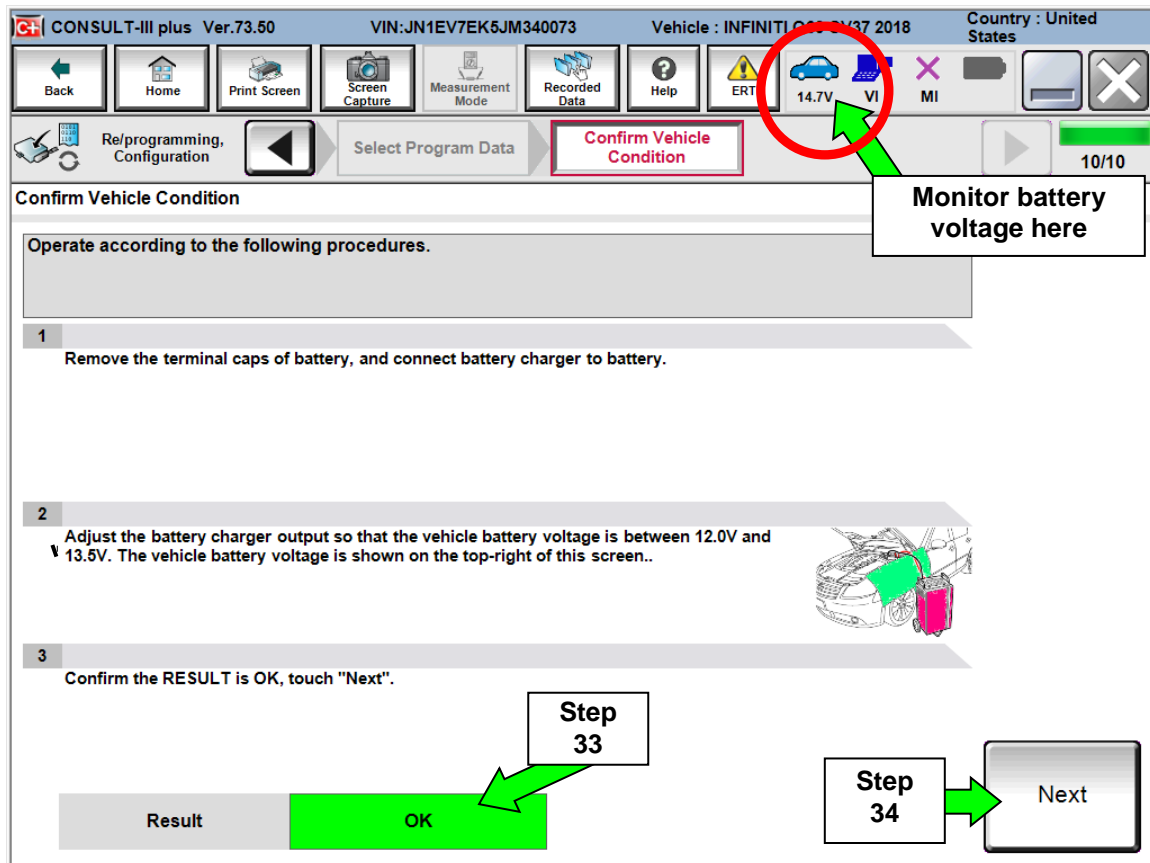

Figure 19

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**.
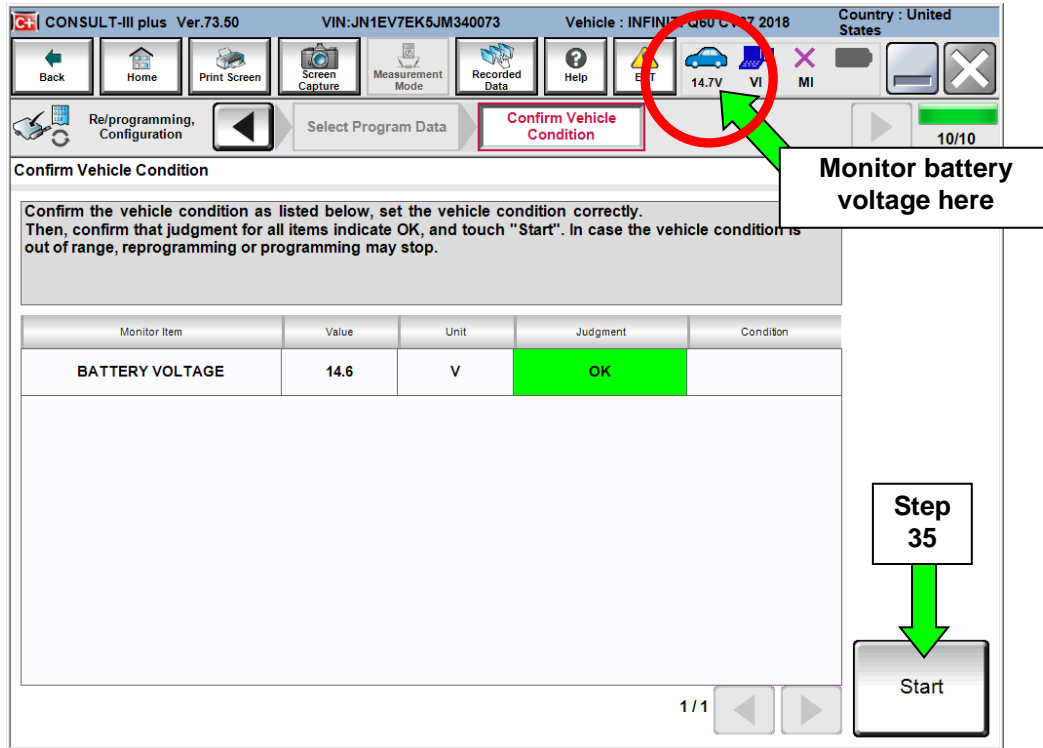

Figure 20

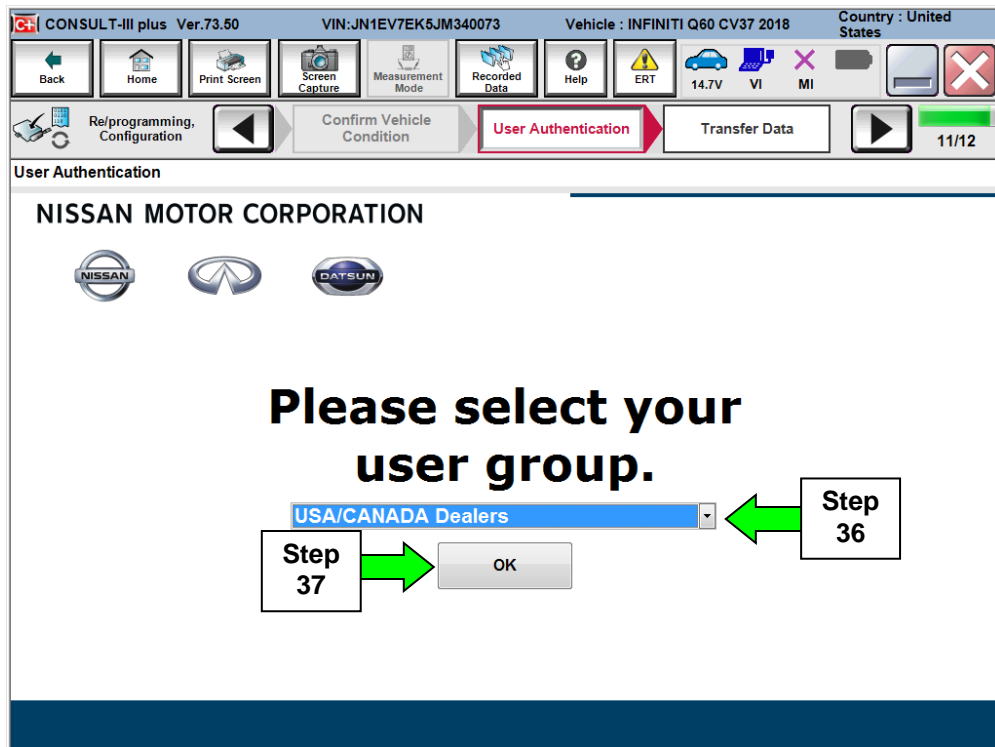36. Select the user group **USA/CANADA Dealers** using drop down menu.

Figure 21

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).
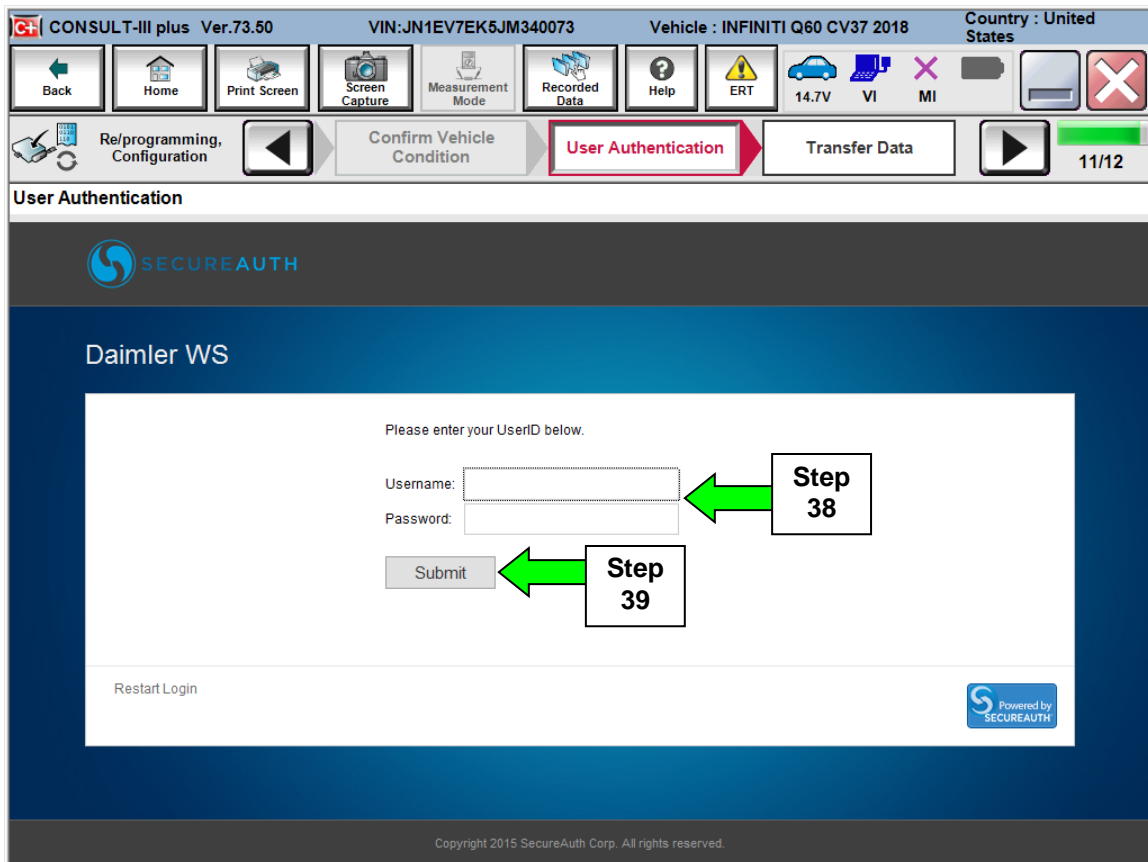   - ➢ If you do not know your User Name and Password, contact your Service Manager.

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.

CAUTION!!

There are still data in VI. Reprogramming function cannot be executed until the data are erased. Do you want to erase data in VI?

If you do not want to erase the data, please retry Reprogramming function after uploading VI data with [DataControl] function in [SubMode].
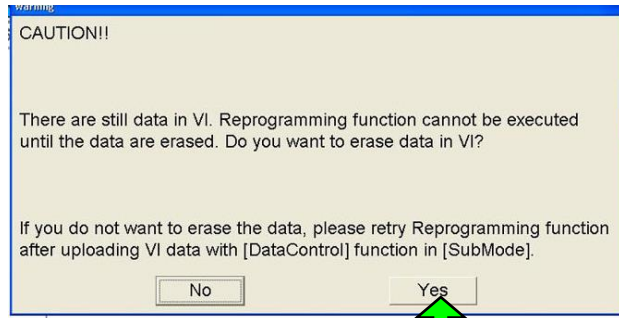
No   Yes

Figure 24

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.
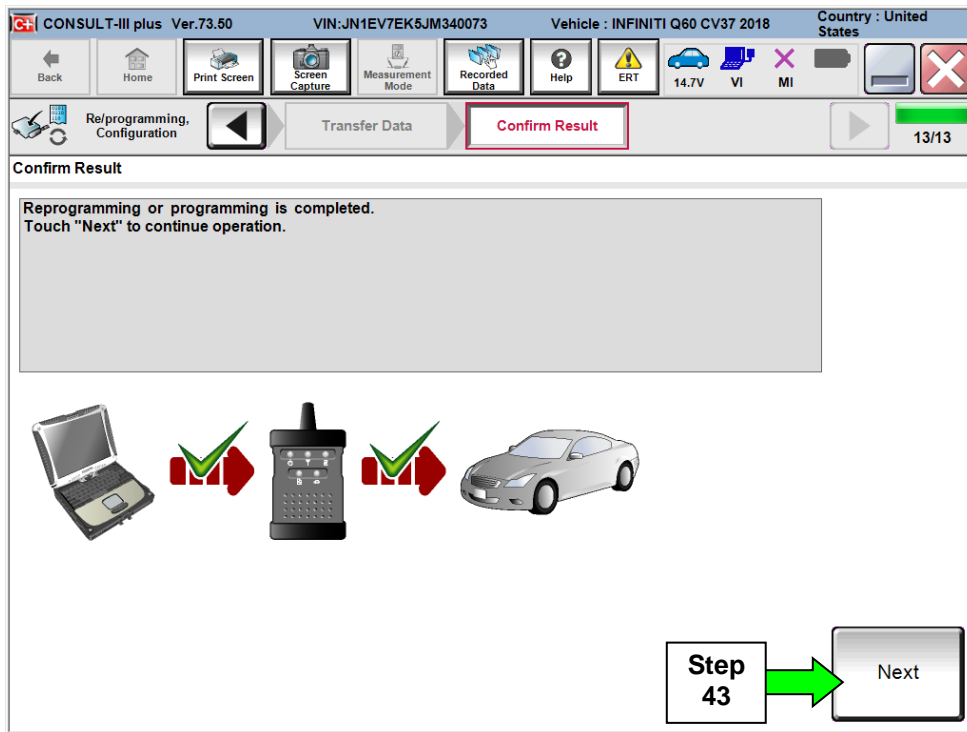
43. Select **Next**.

| CONSULT-III plus Ver.73.50 | VIN:JN1EV7EK5JM340073 | Vehicle : INFINITI Q60 CV37 2018 | Country : United States |

Back   Home   Print Screen   Screen Capture   Measurement Mode   Recorded Data   Help   ERT   14.7V   VI   MI

Re/programming, Configuration   Transfer Data   Confirm Result   13/13

Confirm Result

Reprogramming or programming is completed.
Touch "Next" to continue operation.

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.**

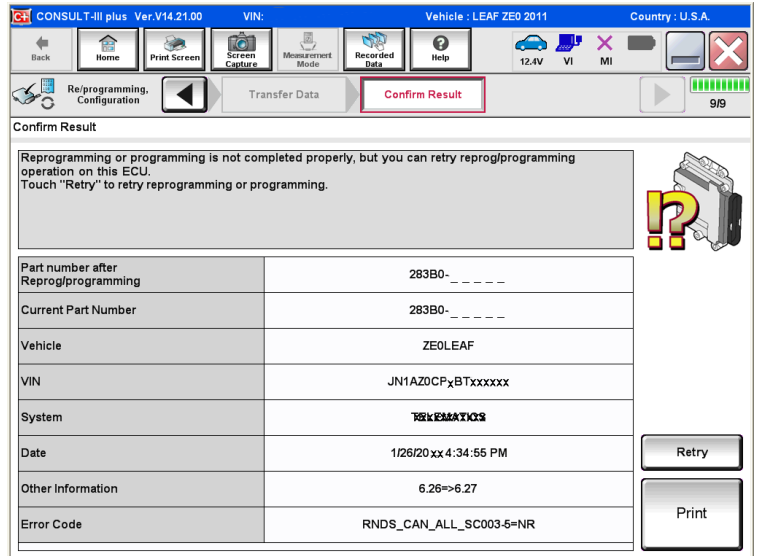   **NOTE**: Retry may not go through on first attempt and can be selected more than once.

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.

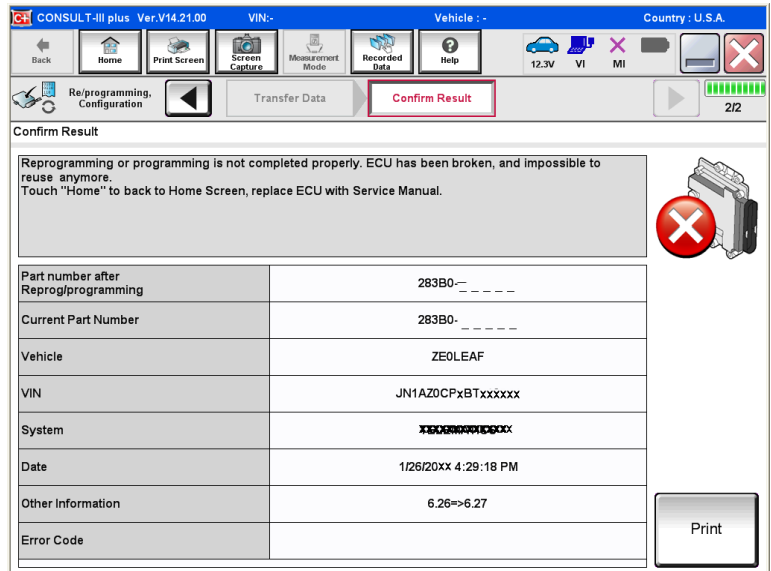- **Select <u>Home</u>, and then restart the reprogram procedure from the beginning.**

Figure 27

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

a. Turn the ignition OFF

b. Turn the Ignition ON.

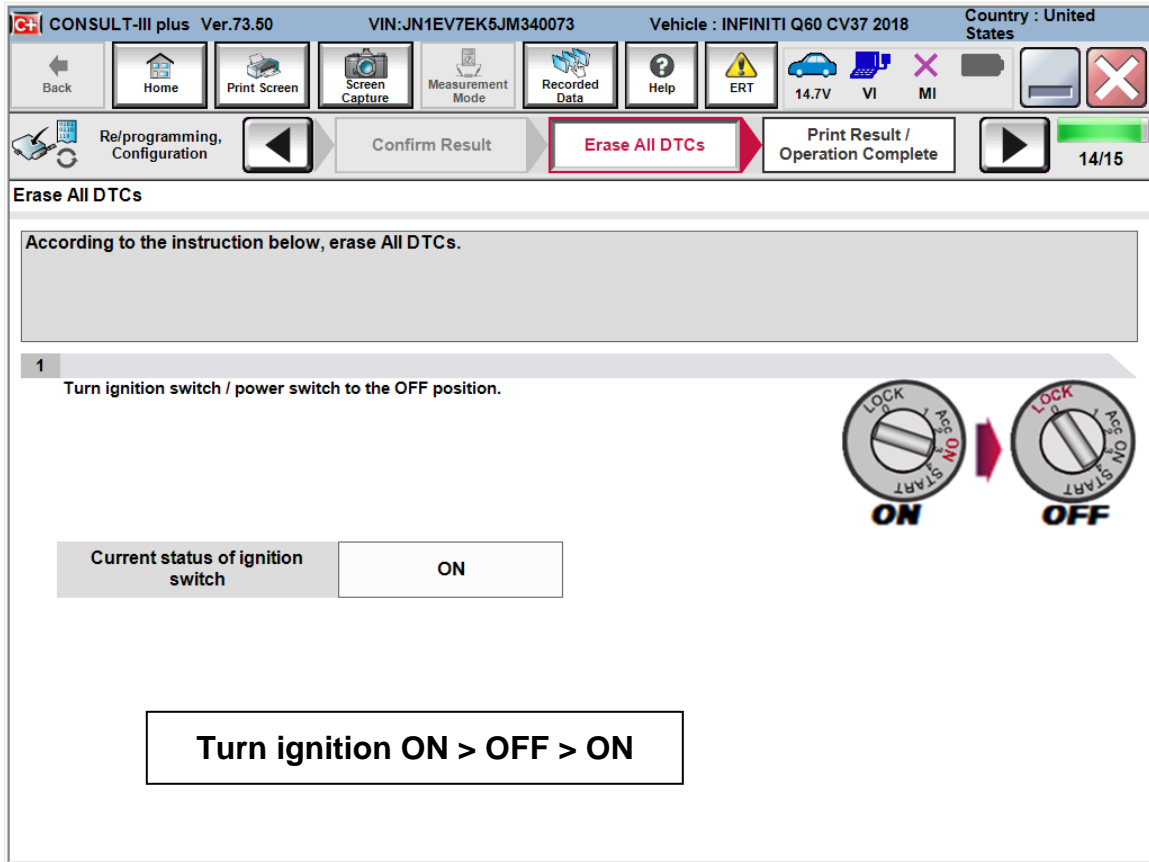c. Wait for DTC erase to complete.

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**.

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.