

Classification:

EC18-016

Reference:

ITB18-022

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Date:

June 28, 2018

2014 – 2017 Q50 HYBRID; ENGINE STOPS RUNNING IN EXTREMELY HOT AMBIENT TEMPERATURES AND DTC P3182 STORED

APPLIED VEHICLES: 2014 – 2017 Q50 Hybrid (V37)
APPLIED ENGINE: VQ35HR

IF YOU CONFIRM

Engine stops running in extremely hot ambient temperatures (greater than 110 degrees Fahrenheit)

and

DTC P3182 HV BATTERY SYSTEM is stored.

ACTION

1. Refer to step 14 in the **SERVICE PROCEDURE** to see if this bulletin applies to the vehicle you are working on.
2. If this bulletin applies, reprogram the Hybrid Powertrain Control Module (HPCM).

IMPORTANT: The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire **SERVICE PROCEDURE** as it contains information that is essential to successfully completing this repair.

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

1. Before continuing, it is IMPORTANT to make sure:

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

NOTE: The CONSULT PC automatically gets all reprogramming software during ASIST synchronization.

CAUTION:

- Connect the GR8 to the vehicle 12 volt battery and set to ECM power supply mode. If the vehicle battery voltage drops below 12.0V or rises above 15.5V during reprogramming, control unit may be damaged.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, control unit 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 control unit may be damaged.
- Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the plus VI. If Bluetooth® signal waves are within range of the CONSULT PC during reprogramming, reprogramming may be interrupted and control unit may be damaged.

2. Once all ASIST and CONSULT related updates have been performed, attach the CONSULT PC to the vehicle.

- Connect the plus VI to the vehicle.
- Connect the AC adapter to the CONSULT PC.

3. Turn ON the CONSULT PC, and then open CONSULT III plus (C-III plus).

NOTE: Make sure all applications other than C-III plus are closed.

4. Press the ignition switch twice without depressing the brake pedal.
 - The meter and gauges will illuminate.
 - Make sure the Ready light is OFF.

5. Check for stored DTCs in all systems as follows:
 - a. Wait for the plus VI to be recognized.
 - b. Select **Diagnosis (All Systems)**.
 - c. Wait for **System Call** to complete.
 - d. Check for stored DTCs.
 - If no DTCs found, go to step 6.
 - If any DTCs are found stored:
 - Perform diagnosis and repairs related to the stored DTC(s), and then erase the DTC(s).
 - When completed, go to step 6.

6. Go to **Re/programming, Configuration**.
 - a. Select the **Home** button, and then **YES** to return to the screen shown in Figure 1.
 - b. Select **Re/programming, Configuration**.

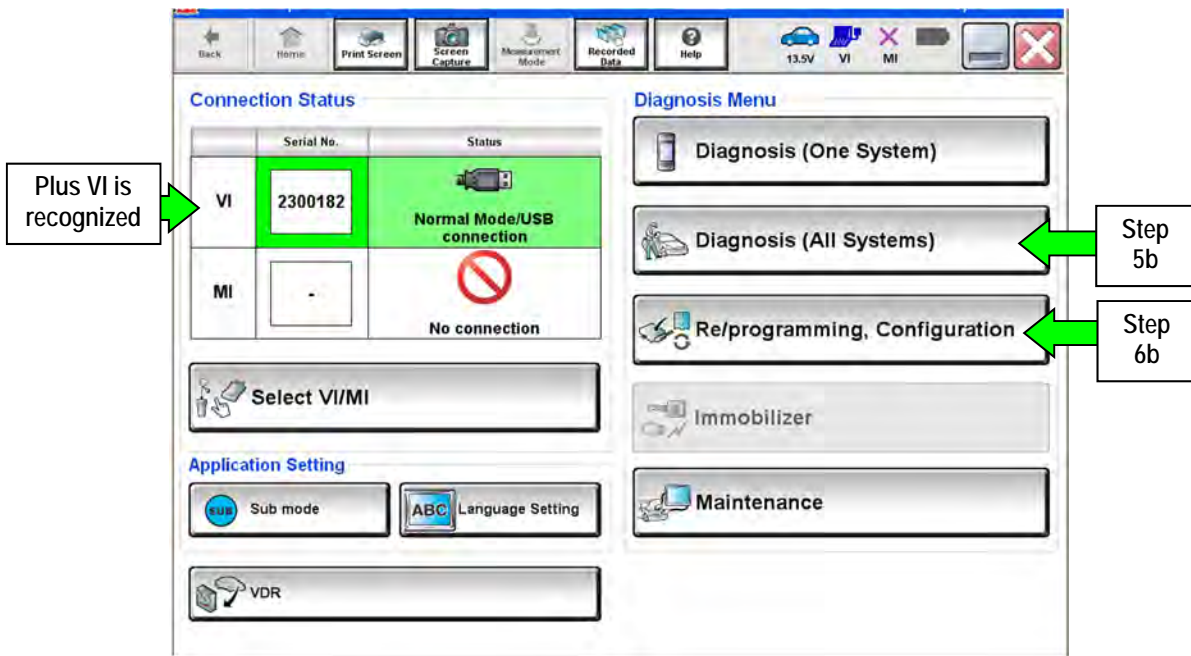


Figure 1

7. Check the box for **Confirmed Instructions**, and then select **Next**.

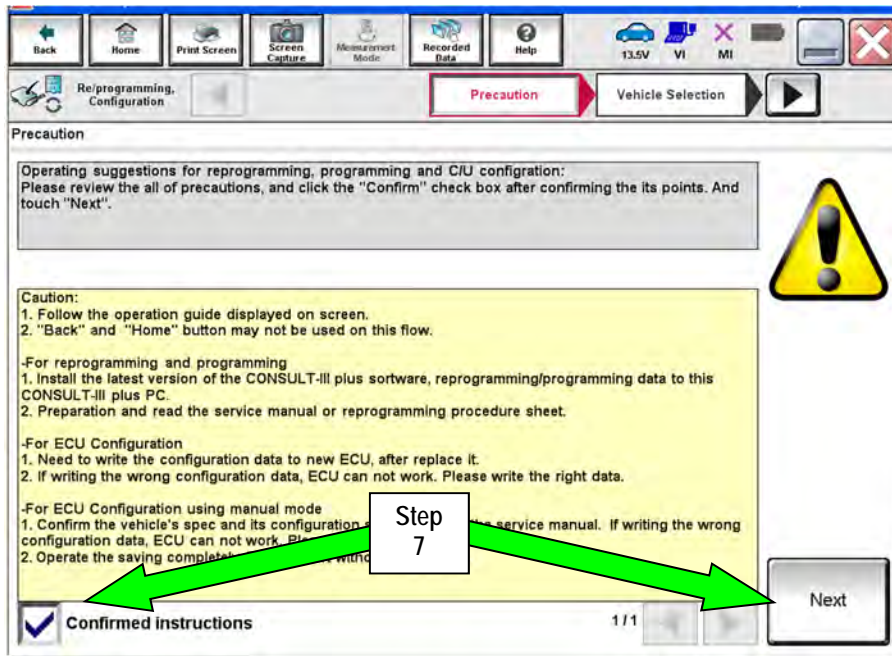


Figure 2

8. If the screen in Figure 3 does not display, skip to step 10.

9. If the screen in Figure 3 displays, select **Automatic Selection(VIN)**.

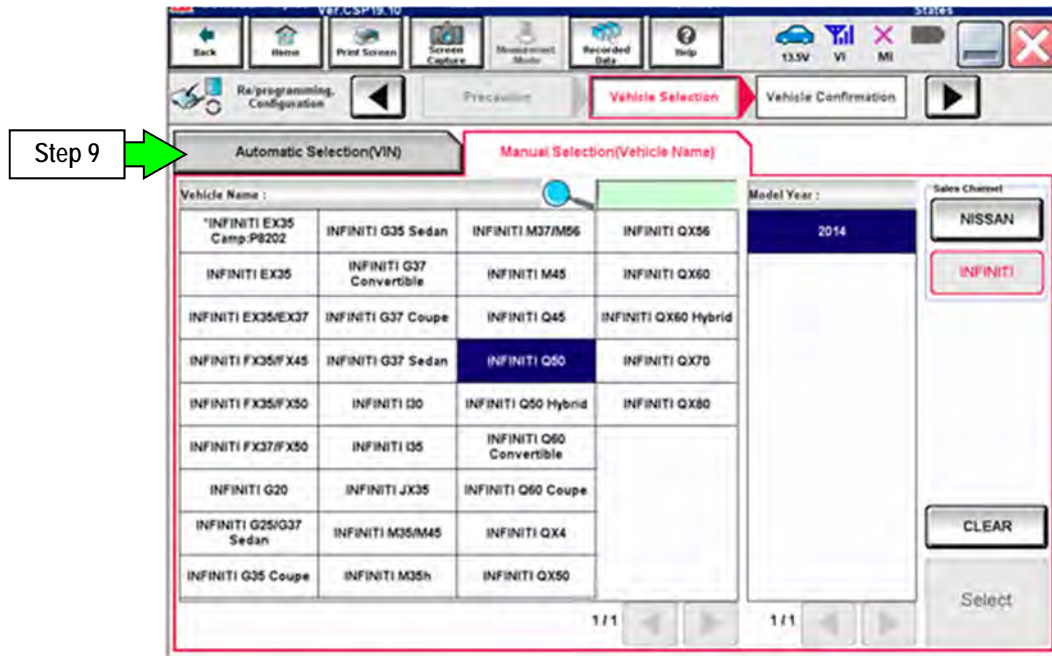


Figure 3

10. Verify the VIN or Chassis # matches that of the vehicle.

- If the correct VIN is displayed, select Confirm.

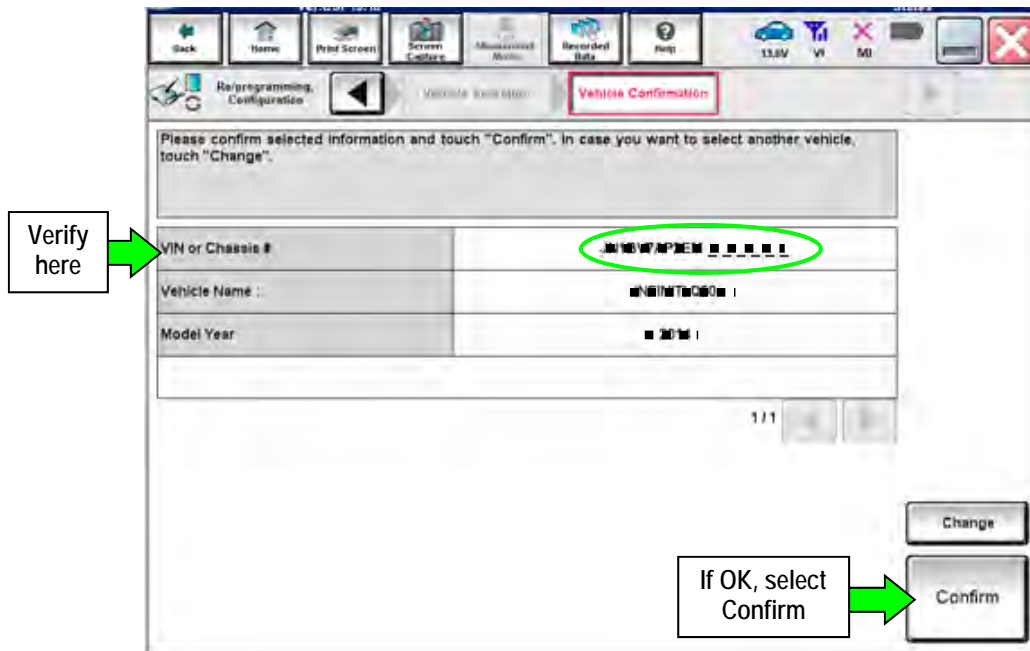


Figure 4

11. Select Confirm again.

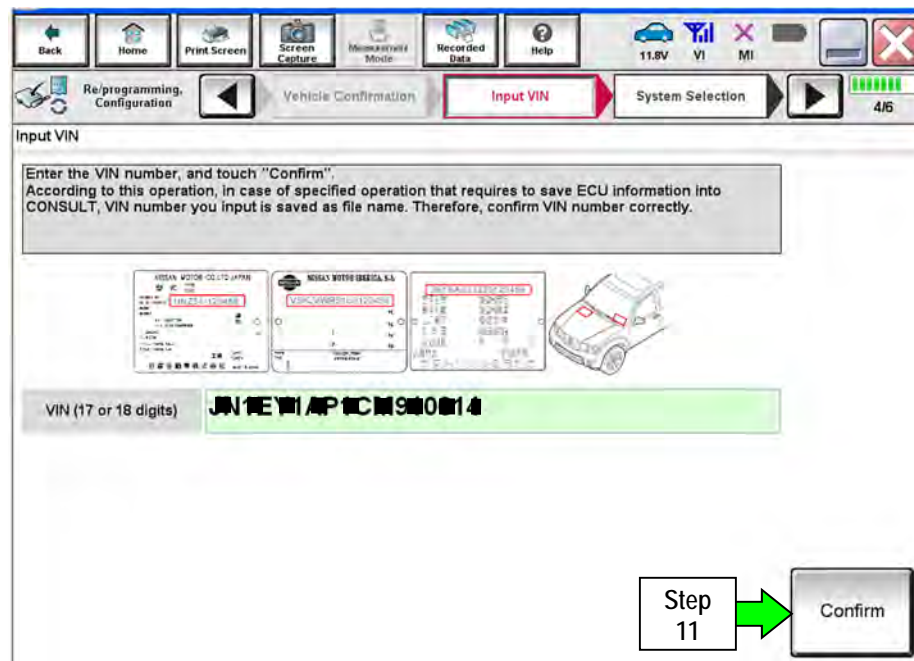


Figure 5

12. Use the page arrows to scroll to EV/HEV.

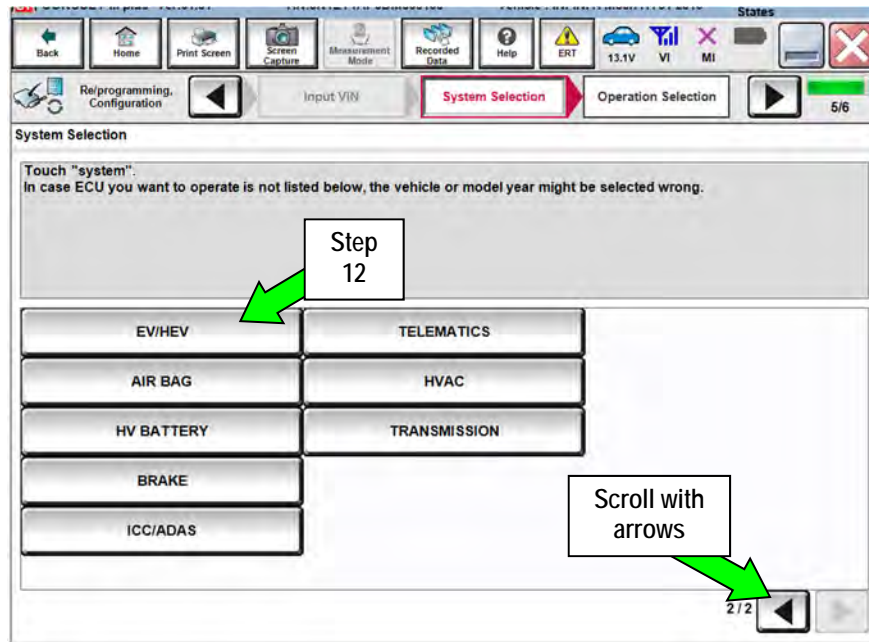


Figure 6

13. Wait for System Call to complete, and then select **Reprogramming**.

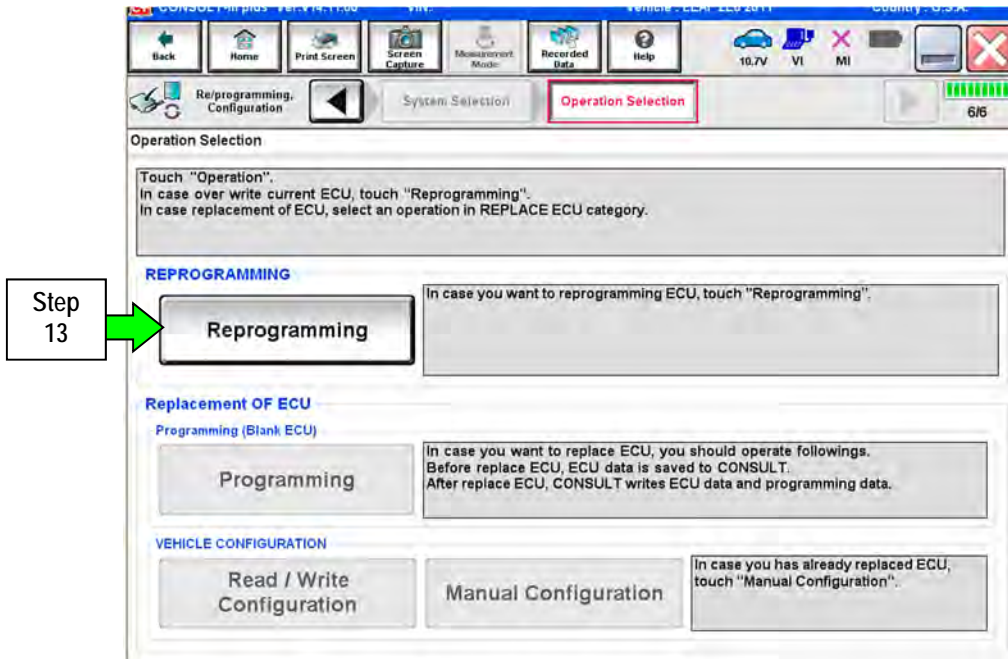


Figure 7

14. When you get to the screen shown in Figure 8, confirm reprogramming applies as follows:

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

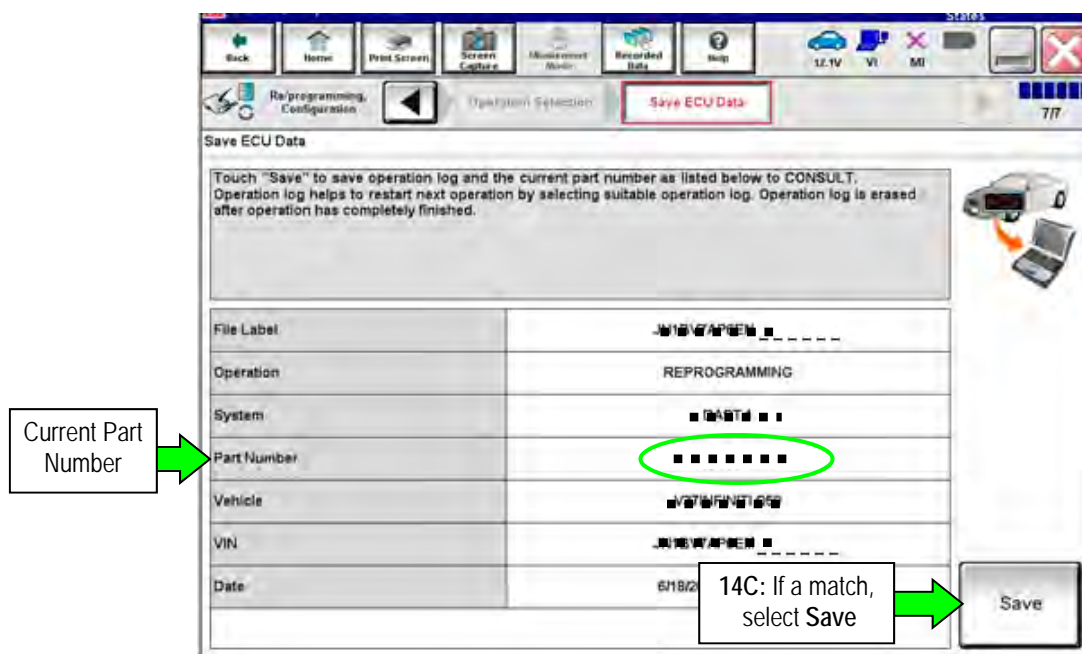


Figure 8

B. Compare the P/N written down to the P/Ns in the **Current Part Number** column of **Table A** below:

- If there is a match, reprogramming applies. Continue with the reprogramming procedure.
- If there is not a match, this bulletin does not apply. Refer to ASIST for further diagnostic and repair information.

C. If there is a P/N match as specified above, select **Save**, and then continue with the reprogramming procedure.

Table A

MODEL	CONTROL MODULE	CURRENT PART NUMBER (237A0):
2014 – 2017 Q50 Hybrid	EV/HEV	4HC0A, 4HC0B, 4HC0C, 4HC0D 4HC1A, 4HC1B, 4HC1C, 4HC1D 4HC2A, 4HC2B, 4HC2C, 4HC2D 4HC3A, 4HC3B, 4HC3C, 4HC3D 4HC4A, 4HC4B, 4HC4C, 4HC4D 4HC5A, 4HC5B, 4HC5C, 4HC5D

15. Read the precautions on the C-III plus screen (use page arrow as needed). After reading, select **Confirmed instructions**, and then select **Next**.

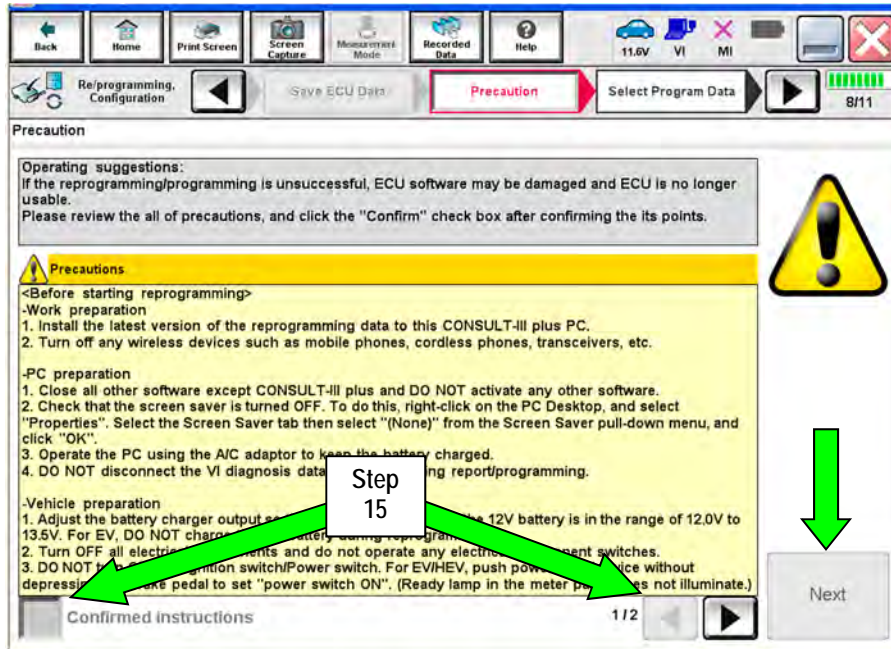


Figure 9

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

17. Select **Next**.

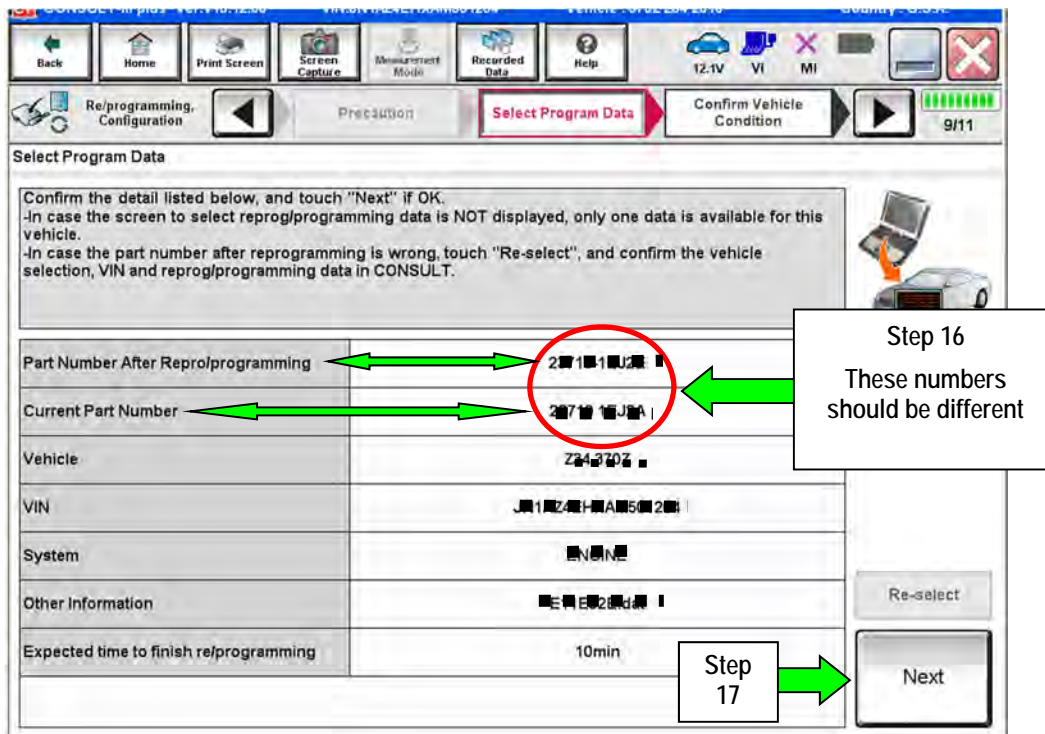


Figure 10

NOTE: In some cases, more than one new P/N for reprogramming is available.

- If more than one new P/N is available, the screen in Figure 11 will display.
- Select and use the reprogramming option that **does not** have the message “Caution! Use ONLY with ITBXX-XXX”.
- If you get this screen and it is blank (no reprogramming listed), it means there is no reprogramming available for that control unit.

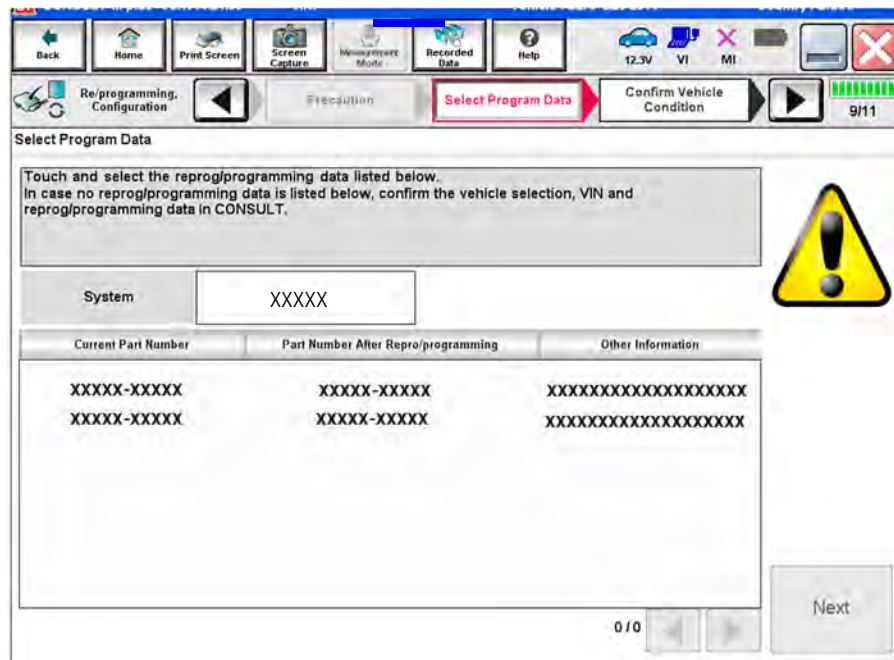


Figure 11

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

19. Select Next.

IMPORTANT: Battery voltage must stay between 12.0 and 15.5 Volts during reprogramming or ECM reprogramming may be interrupted and ECM/TCM may be damaged.

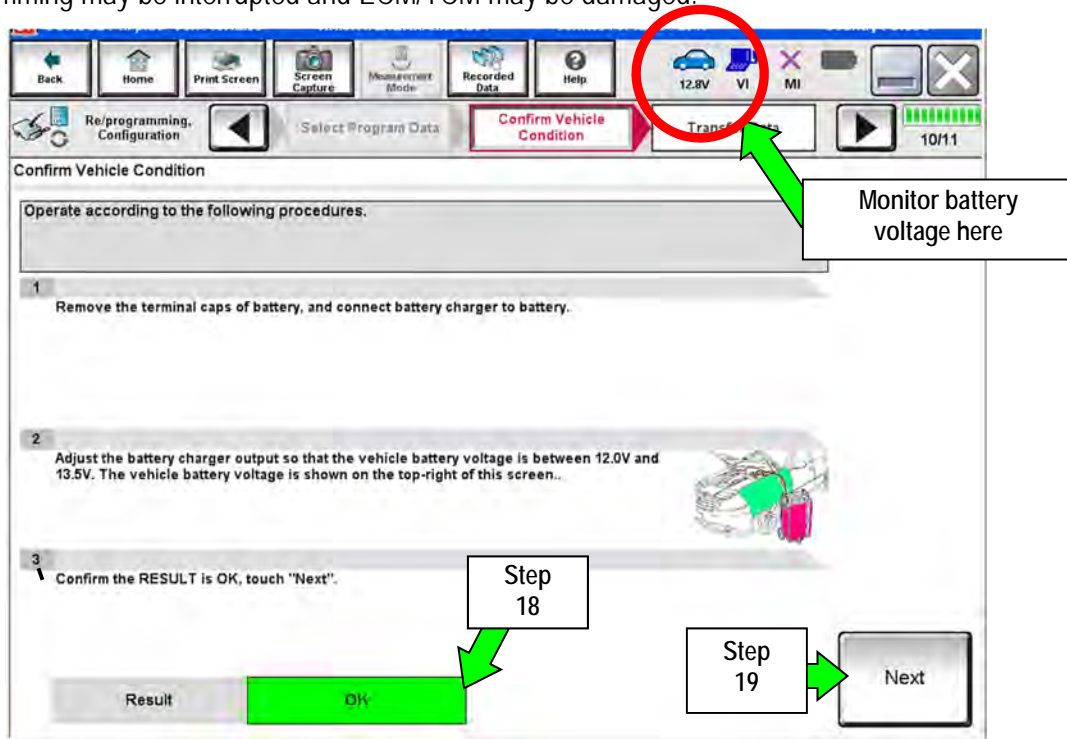


Figure 12

20. Confirm all Judgment items are OK, then select Start.

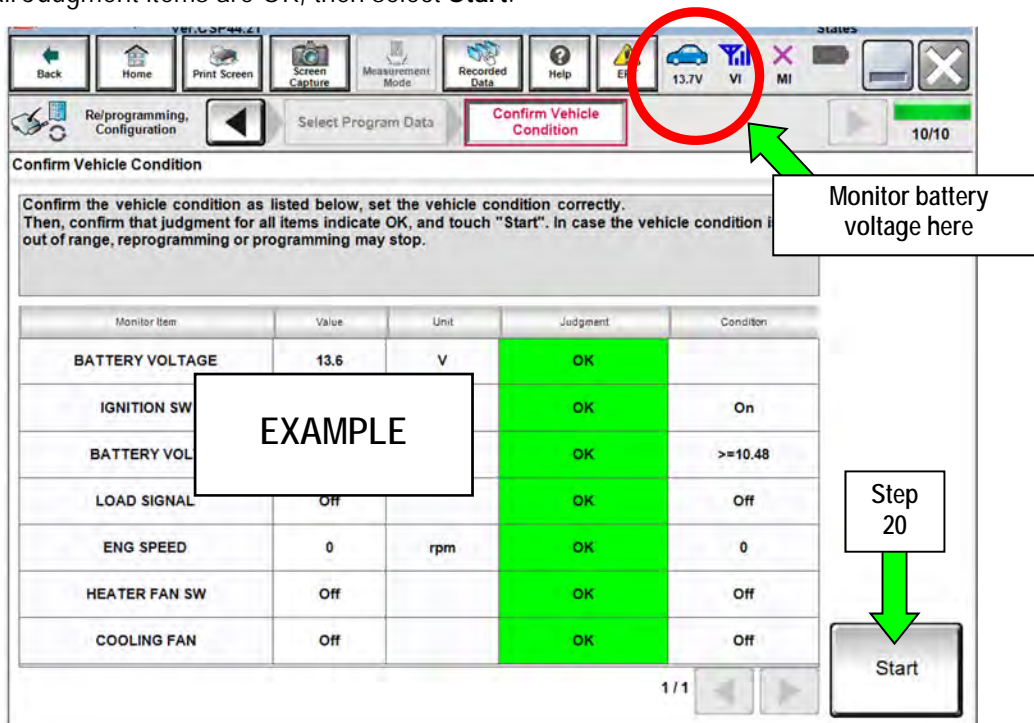


Figure 13

21. Select USA/CANADA Dealers.

22. Select OK.

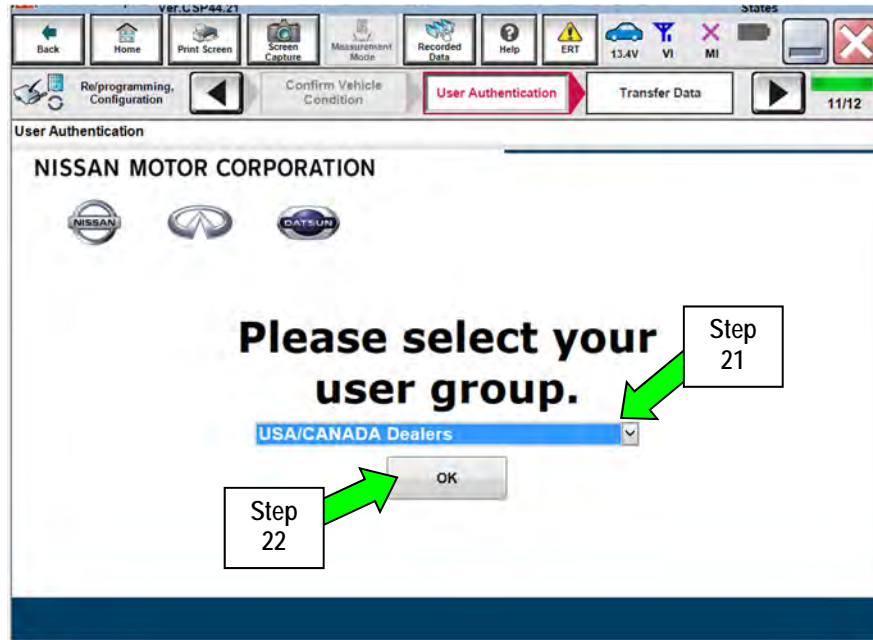


Figure 14

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 15 will display.

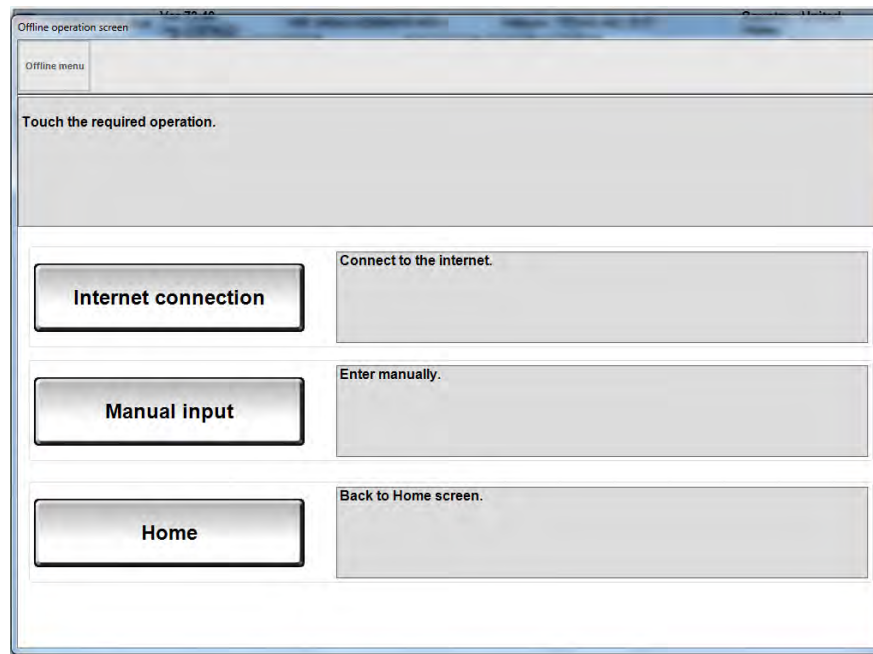


Figure 15

NOTE: In the next steps, the reprogramming process will begin when **Submit** is selected.

23. Enter your **Username** and **Password**.

- The CONSULT PC must be connected to the Internet via cable or Wi-Fi.
- If you do not know your User Name and Password, contact your Service Manager.

24. Select **Submit**.

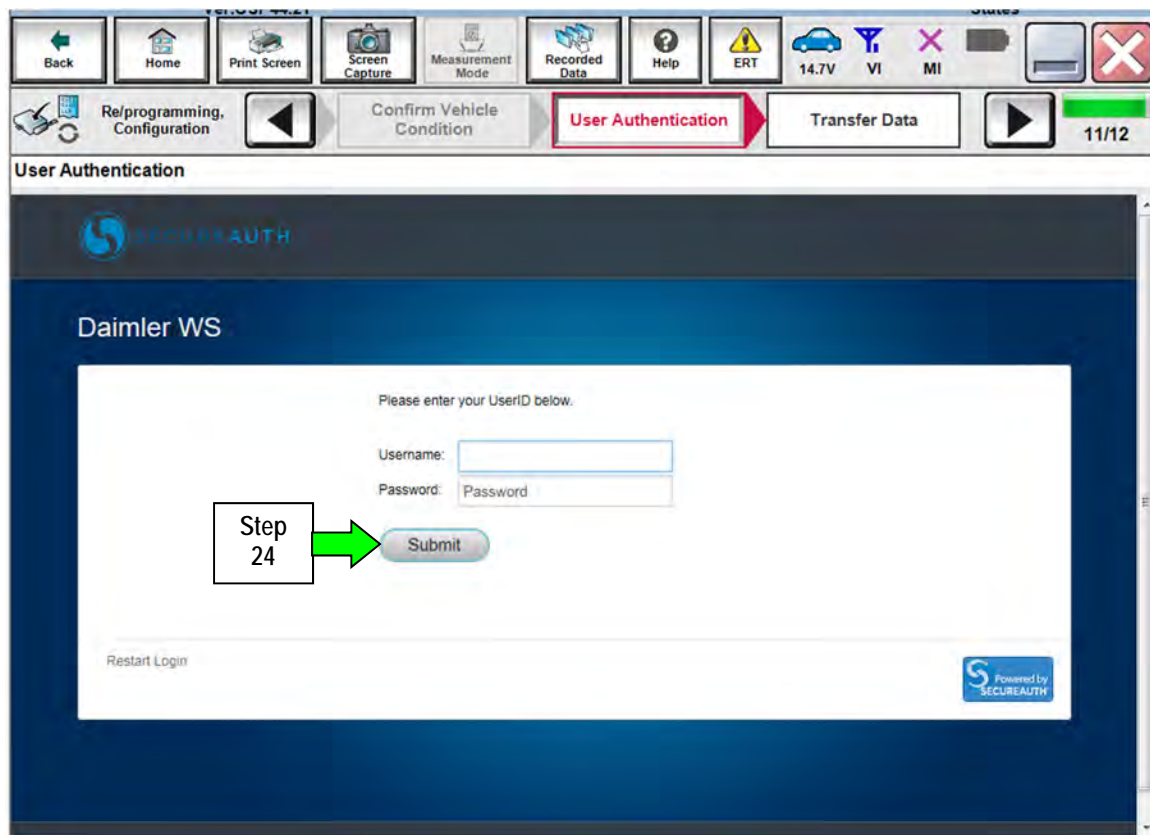


Figure 16

25. Wait for both bar graphs to complete.

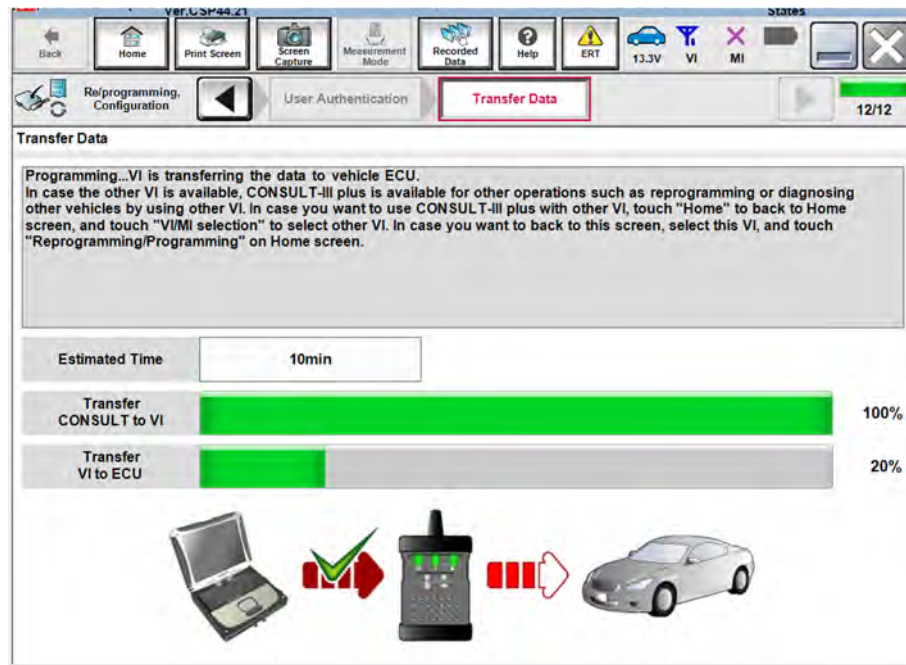


Figure 17

26. When the screen in Figure 18 displays, reprogramming is complete.

NOTE: If the screen in Figure 18 does not display (indicating that reprogramming did not complete), refer to the information on page 14.

27. Select Next.

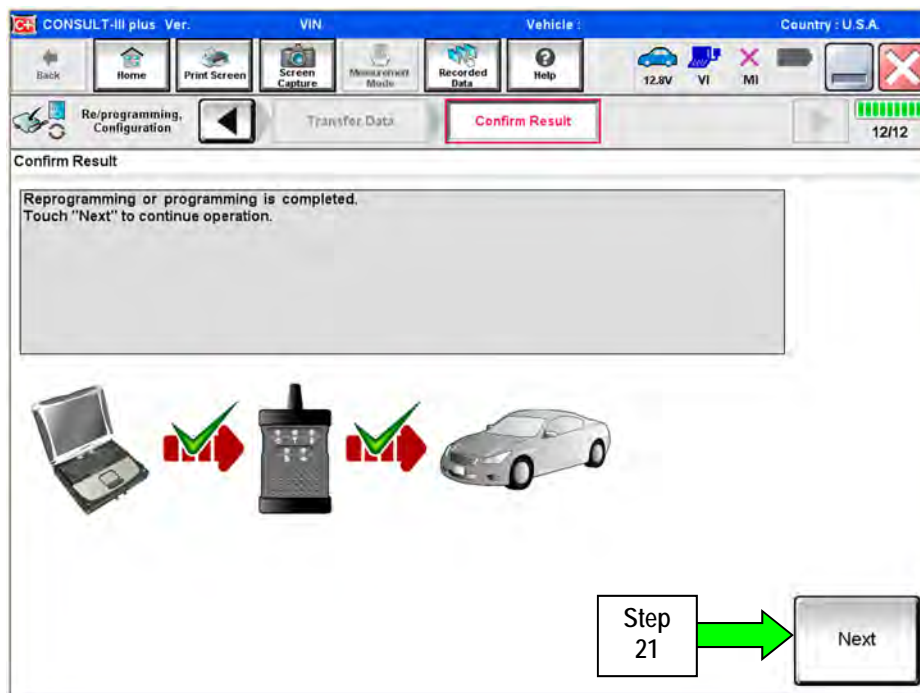


Figure 18

NOTE:

- In the next step, on page 15, you will perform DTC erase.
- DTC erase is required before C-III plus will provide the final reprogramming confirmation report.

28. Erase all DTCs as follows:

a. Turn the ignition OFF.

- The screen in Figure 21 will read OFF after pressing the power switch once.

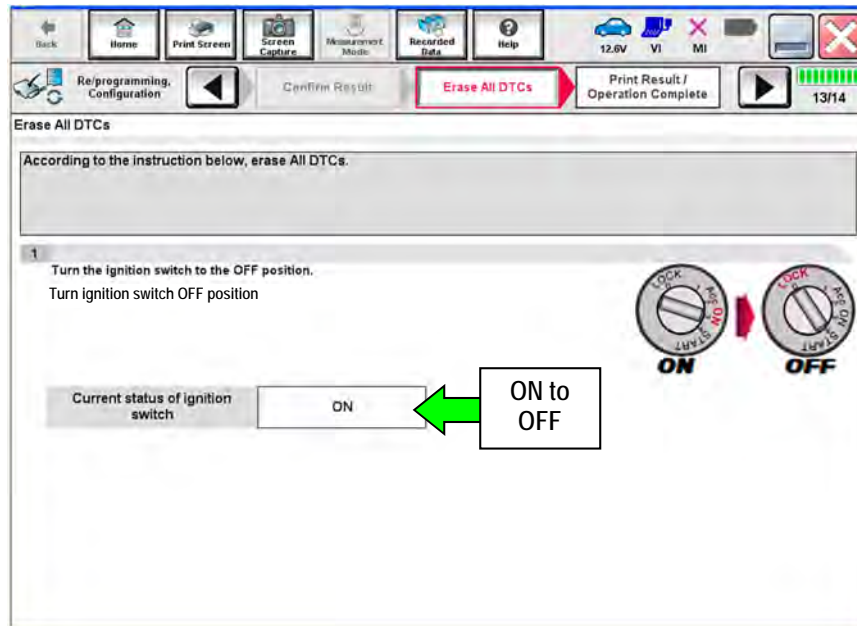


Figure 21

b. Turn the ignition ON, not Ready (press switch twice, no foot on brake).

- The screen in Figure 22 will read ON after pressing the power switch twice.

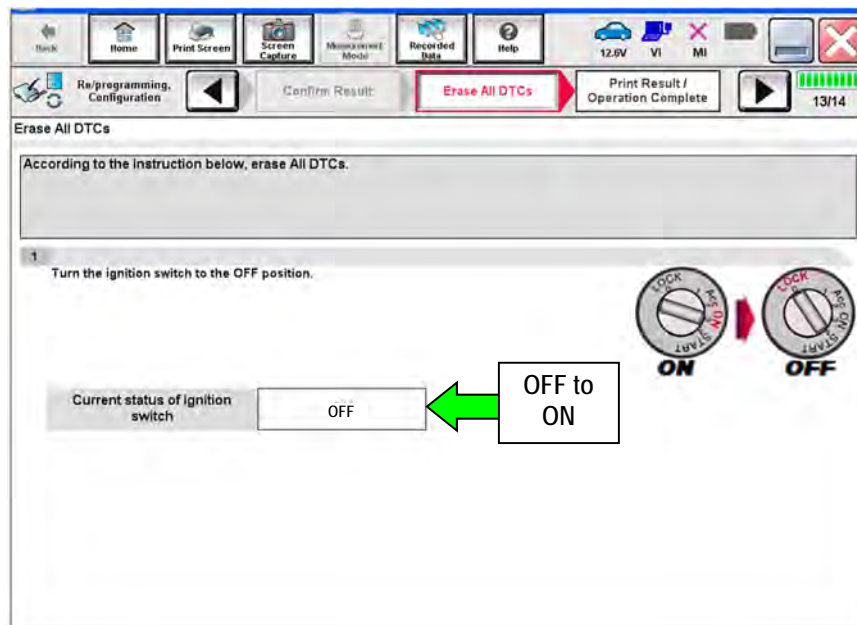


Figure 22

- c. Wait for the bar graph in the ERASE window to complete 100%.
- d. Select Next.

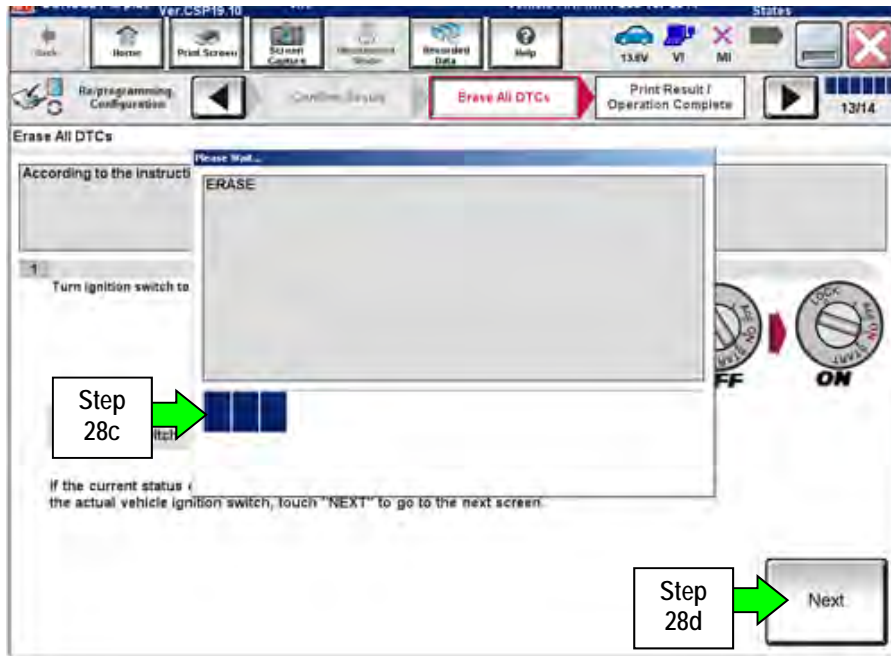


Figure 23

- 29. Verify the P/N has changed (before and after reprogramming P/Ns should be different).
 - a. Print a copy of the screen in Figure 24 by selecting Print.
 - b. Attach the copy to the repair order.
 - c. Once a copy has been printed, select Confirm.

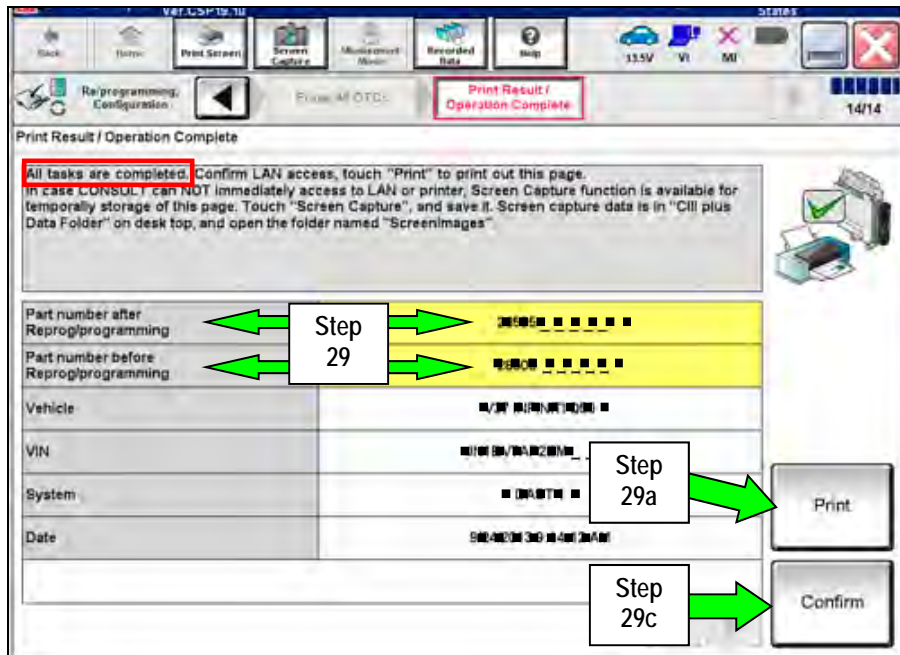


Figure 24

30. After confirmation has completed, select Home

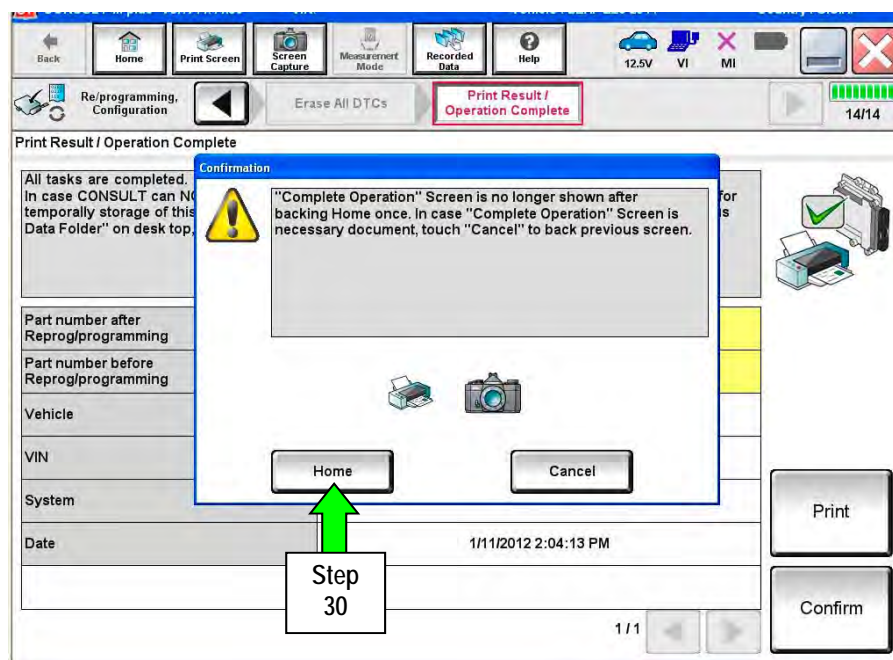


Figure 25

31. Use C-III plus to check and erase any stored DTCs in all systems as follows:

- a. Select **Diagnosis (All Systems)**.
- b. Wait for **System Call** to complete.
- c. Check and erase any stored DTCs.

32. Disconnect C-III plus from the vehicle.

33. Turn the ignition OFF.

34. Disconnect the GR8 from the 12V battery.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram Hybrid Powertrain Control Module	(1)	JX55AA	ZE	32	0.6 hrs.

(1) Reference the electronic parts catalog (FAST or equivalent), and use the HPCM (237A0-*****) as the Primary Failed Part (PFP).