

SERVICE BULLETIN

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ITB18-034

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TRANSMISSION & ENGINE AUTOMATED DATA COLLECTION AND DIAGNOSTIC REPORTING

APPLIED VEHICLES: All Infiniti

SERVICE INFORMATION

To support proper diagnosis and to promote Fixed-Right-First-Time – Infiniti may review CONSULT-III plus (C-III plus) data relating to vehicle operation and function to help with vehicle diagnosis and diagnostic validation.

IMPORTANT: For transmission/engine repair or replacement, retailers are required to connect C-III plus and perform "Diagnosis (All Systems)". Performing C-III plus "Diagnosis (All Systems)" is also required prior to contacting any Infiniti call center (i.e. TECH-LINE, PCC, or WCC) for diagnostic support or claim pre-authorization.

NOTE: For additional information regarding Automated Vehicle Data Collection, refer to IWBI/18-019.

To support Automated Vehicle Data Collection, your C-III plus must have the <u>Diagnosis result reporting</u> <u>function-Setting</u> turned ON.

If Diagnosis result reporting function-Setting is OFF:

- It may cause dealer consideration for Audit or the Anomalous Repair Control (ARC) program, where applicable.
- It may result in a repair being non-warrantable.

Refer to the Service Procedure on the next page to confirm your C-III plus "Diagnosis result reporting function-Setting" is turned ON.

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

Perform the following procedure to confirm your C-III plus "Diagnosis result reporting function-Setting" is turned ON.

- 1. Open C-III plus.
- 2. Select Sub mode.



Figure 1

- 3. Select Setting.
- 4. Select Country Selection.

Sub mode				
Version Display System administration				
Unit Setting				
Channel Setting				
Country Selection				
VI/MI Registration				
Diagnosis result reporting function - Setting				

Figure 2

- 5. Confirm **Area CURRENT SETTING** is North America.
- 6. Confirm Country CURRENT SETTING is United States.

Back Print Screen Screen Mode	ent Recorded Help ERT C VI MI			
Setting : Country Selection				
Area				
CURRENT SETTING North America	CURRENT SETTING United States			
Japan	American Samoa			
North America	Canada			
Europe	Guam			
Far East	Hawaii			
Middle and Near East	Saipan			
Latin America	Tinian Island			
Oceania	United States			
Africa	North America Common	Set		
1/1	1/1	Back		

Figure 3

7. Select Back.

Ver.03F40.20	°	lates
Back Brit Screen Capture	ment Recorded Date	•
Setting : C		
Area	Country	
CURRENT SETTING North America	CURRENT SETTING United States	
Japan	American Samoa	
North America	Canada	
Europe	Guam	
Far East	Hawaii	
Middle and Near East	Saipan	
Latin America	Tinian Island	
Oceania	United States	
Africa	North America Common	Set
1/1	1/1	Back

Figure 4

8. Select Diagnosis result reporting function-Setting.

Image: Back				
SUB Sub mode Sub mode				
Version Display Setting System				
Unit Setting				
Channel Setting				
Country Selection				
VI/MI Registration				
Diagnosis result reporting function - Setting				

Figure 5

9. Confirm Diagnosis result reporting function - CURRENT SETTING is ON.

Back Home Print Screen Screen Mode	ent Recorded Data				
Setting : Diagnosis result reporting function - Setting					
Settings for the reporting function and the use of confirmation function regarding customer information / objection					
You may turn on or turn off the diagnostic data reporting function. If you turn on the reporting function, diagnostic data can be transferred to NISSAN. You may choose to require individual confirmation every time data is transferred to NISSAN by choosing "Confirmation every time". Alternatively, you may turn off the confirmation screen by choosing "No confirmation screen". Be sure to inform the customer that about the transfer of data to NISSAN prior to any data transfer					
Diagnosis data reporting function	firmation screen setting of customer information / objection				
CURRENT SETTING ON	CURRENT SETTING No confirmation screen				
ON	No confirmation screen				
OFF	Confirmation every time	Set			
Confirmed above settings are correct.		Back			

Figure 6

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 12, 2018	ITB18-034	Original bulletin published