

Classification:

GI18-005

Reference:

ITB18-034

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Date:

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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 Diagnosis result reporting function-Setting 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**.

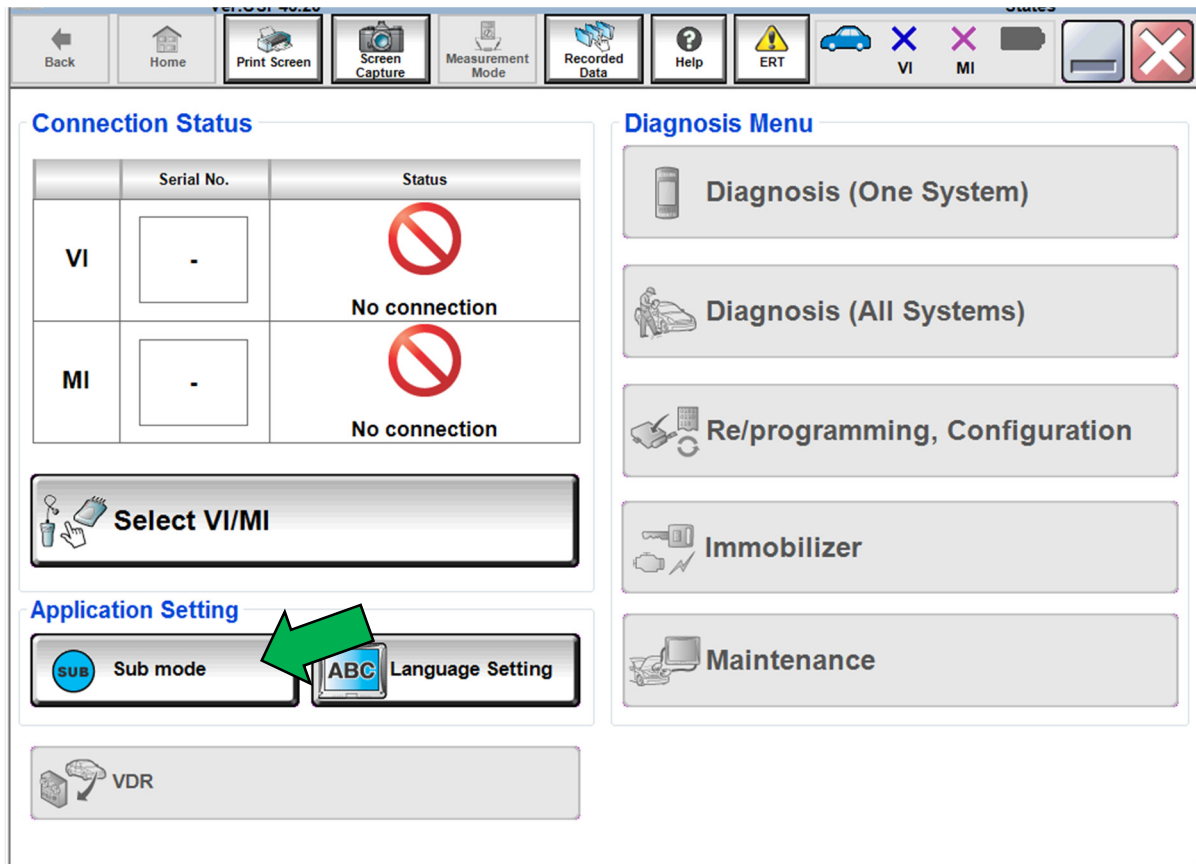


Figure 1

3. Select Setting.
4. Select Country Selection.

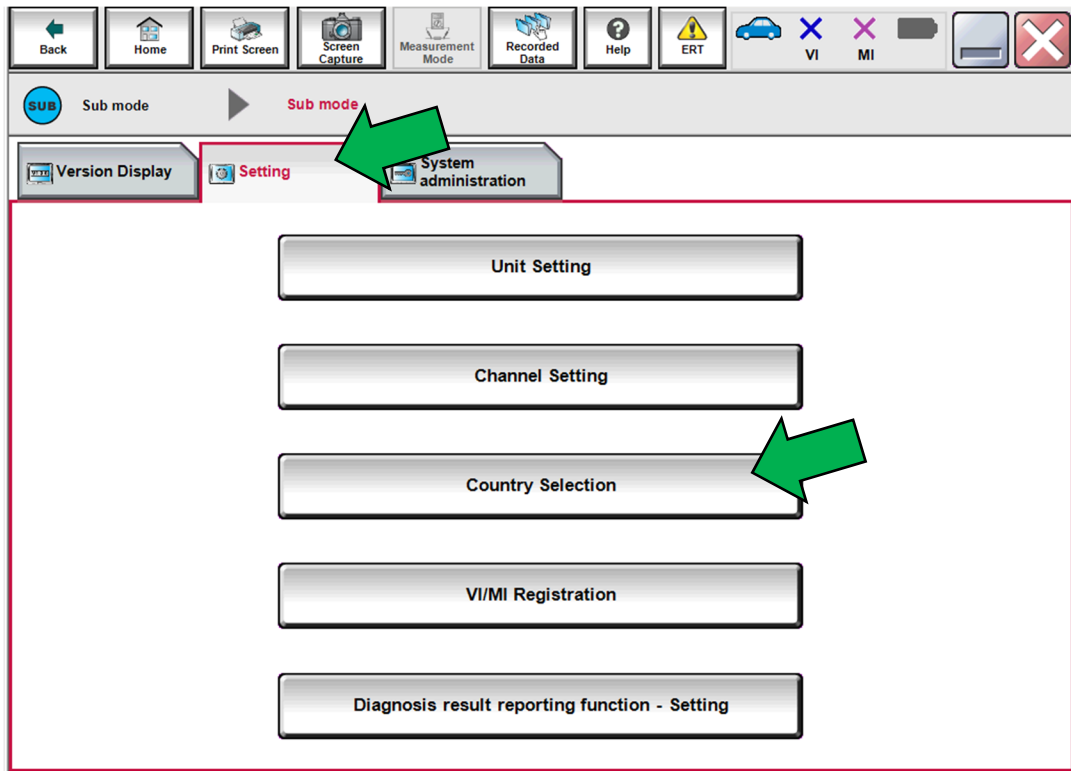


Figure 2

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

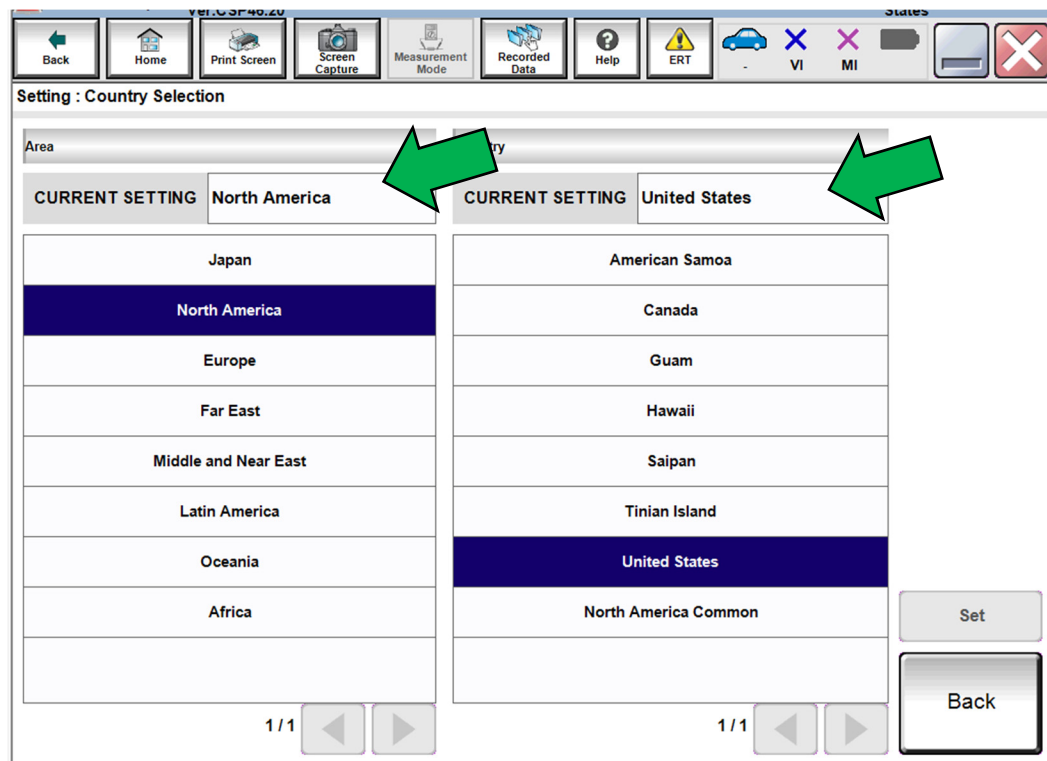


Figure 3

7. Select **Back**.

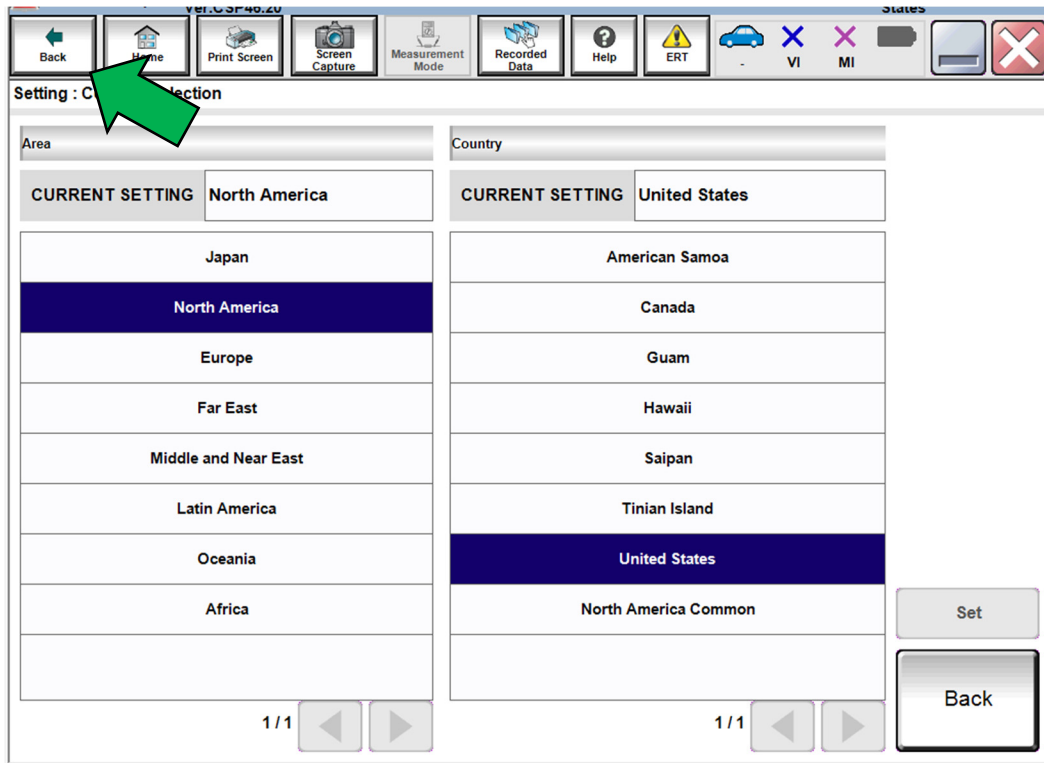


Figure 4

8. Select **Diagnosis result reporting function-Setting**.

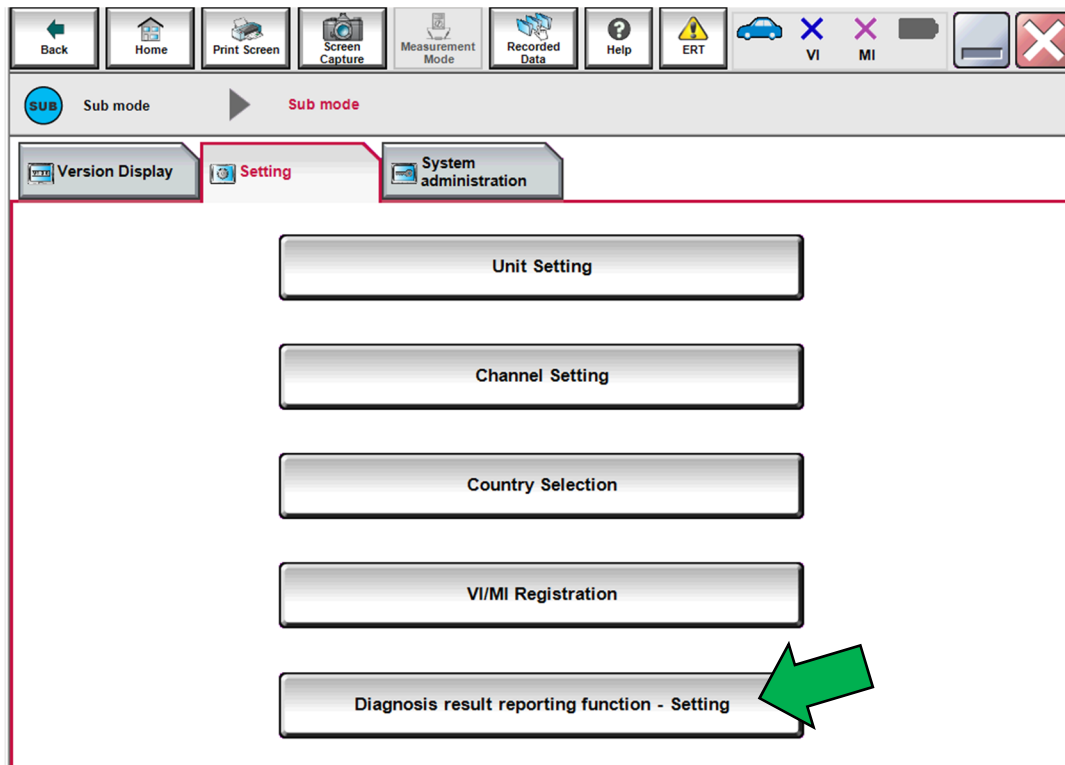


Figure 5

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

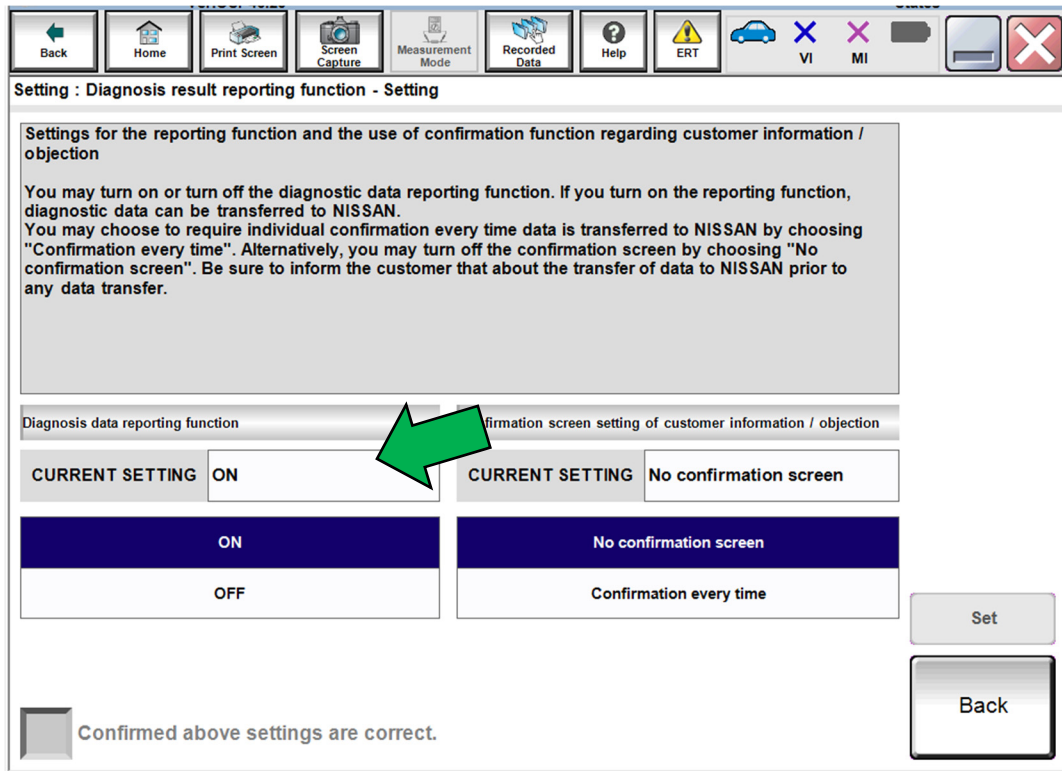


Figure 6

AMENDMENT HISTORY

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

