

SERVICE BULLETIN

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Classification: ST20-003 Reference: ITB20-029

December 22, 2020

Date:

2017-2020 Q50; STEERING FEELS LIGHT OR SENSITIVE

APPLIED VEHICLES: 2017-2020 Q50 (V37)

APPLIED SYSTEM: Steering - Vehicles without Direct Adaptive Steering (DAS)

IF YOU CONFIRM

The client states the steering feels light or sensitive,

AND

There are no EPS DTCs stored.

ACTION

1. Confirm the current power steering control module part number.

2. Reprogram the power steering control module, if applicable.

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

IMPORTANT: Before starting, make sure:

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

NOTE: The CONSULT PC automatically gets applicable reprogramming data during ASIST synchronization.

- A screen print for warranty documentation can be done from the CONSULT PC during this process while still connected to the vehicle.
- The CONSULT PC is connected to the internet via a cable or Wi-Fi.
 - > Later in the procedure you will be required to enter your username and password.
 - > The CONSULT PC must be connected to the Internet.
 - > If you do not know your username and password, contact your service manager.

1. Connect the Vehicle Interface (VI) to the vehicle.

NOTICE

Make sure the VI is securely connected. If the VI connection is loose during reprogramming, the process will be interrupted and the **control module may be damaged**.

2. Connect the AC Adapter to the CONSULT PC.

NOTICE

Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the **control module may be damaged**.

3. Connect a battery maintainer or smart charger set to reflash mode or a similar setting.

NOTICE

To avoid damage to the control module, ensure the vehicle's battery voltage remains between <u>12.0V</u> and <u>15.5V</u> during reprogramming.

4. Turn OFF all external Bluetooth[®] devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI.

NOTICE

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 **control module may be damaged**.

- 5. Turn the ignition ON with the engine OFF.
 - The engine must not start or run during the reprogramming procedure.

- 6. Turn OFF all vehicle electrical loads such as exterior lights, interior lights, HVAC, blower, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc.
- 7. Turn the hazard warning lamps ON.
- 8. Turn ON the CONSULT PC.
- 9. Start C-III plus.
- 10. Wait for the VI to be recognized.
 - The serial number will display when the VI is recognized.

	CONSULT-III plus Ver.	VIN:-	Vehicle : -	Country : United States
	Back Home Print Scree	n Screen Mode	Recorded Help ERT 14.6V VI	× • • • •
	Connection Status		Diagnosis Menu	
	Serial No.	Status	Diagnosis (One S	System)
VI is	VI 2316951			
recognized	2310331	Normal Mode/USB connection	Diagnosis (All Sy	stems)
		\bigcirc		,
		No connection	Re/programming	Configuration
				, comgaration
	Select VI/MI			
	Analisation Ostiina			
	Application Setting		Maintenance	
	Sub mode	Language Setting		
]	
			J	

Figure 1

11. Select Diagnosis (All Systems).

CONSULT-III plus Ver. VIN:-	Vehicle : -	Country : United States
Back Home Print Screen Capture	Assurement Recorded Data	
Connection Status	Diagnosis Menu	
Serial No. Status	Diagnosis (One System)
VI 2316951 Normal Mode connecti	o/USB	All Systems)
MI - No connec		ming Configuration
Select VI/MI		,
Application Setting Sub mode Image: Constraint of the set o	ge Setting Maintenanc	e
VDR		

Figure 2

- 12. Check for DTCs.
 - If there are any DTCs other than EPS/DAST 3 DTCs; diagnose, perform repairs, and erase DTCs **before** continuing.
 - If no DTCs are stored, continue to step 13 on page 6.

CONSULT-III plus	Ver.	VIN:		Vehicle : INFINI	п	0	Country : United States
Back Home	Print Screen	Screen Capture	nt Recorded Data	Help	14.7V VI	X I	
Diagnosis (All Systems)	Select	Vehicle	firm Vehicle	Diagnosis (All Systems)			
Jaii DTC	CAN Diag	CAN I SUPP		SRT & P-DTC			
Result		Detailed Information					
EPS/DAST 3	NO DTC						
ENGINE	NO DTC						
ABS	NO DTC						
METER/M&A	NO DTC						
всм	NO DTC						Print
AIR BAG	NO DTC						Print
ICC/ADAS	NO DTC						Save
1/4					1/1		ERASE

Figure 3

13. Return to the home screen, select **Home** and then **Yes**.

	us Ver. VIN:	Vehicle : INFINITI	Country : United States
	e Print Screen Screen Measur	Recorded Data	🛃 🗙 🖿 🔜 🔀
Diagnosis (A Systems)	All Select Vehicle	Confirm Vehicle Diagnosis (All Systems)	
All DTC	Information	PROPERTY OF LAND	
Result	All system call Do you want t	I results will be deleted. o go back to the previous screen ?	
ABS			
METER/M&A	A		
BCM			
AIR BAG	Yes	No	Print
ICC/ADAS			Print
TRANSMISSIO	ON NO DTC		Save
11-	4	0/0	ERASE

Figure 4

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

强 CONSU	LT-III plus Ver.	VIN:-	Vehicle : -	Country : United States
Back	Home Print Scr	een Screen Mode	Recorded Help	
Connec	tion Status		Diagnosis Menu	
	Serial No.	Status	Diagnosis (On	e System)
VI	2316951			
		Normal Mode/USB connection	Diagnosis (All	Systems)
м		\bigcirc	These sectors and the sectors	
		No connection	Re/programmi	ng, Configuration
	Select VI/MI		Immobilizer	
Applicat	ion Setting		Maintenance	
(197) 1971	/DR			

Figure 5

- 15. Use the arrows (if needed) to view and read all precautions.
- 16. Check the box confirming the precautions have been read.
- 17. Select Next.



Figure 6

- 18. If the screen in Figure 7 displays, select Automatic Selection(VIN).
 - If the screen in Figure 7 does not display, skip to step 19 on page 8.

[CONSULT-III plus	Ver.	VIN:	Vehicle : -		Country : United States
	Back Home	Print Screen Scre Capt	en ure Mode	scorded Data	14.6V VI	× = _ X
	Diagnosis (All Systems)	Select Veh	icle			
	Automatic Se	election(VIN)	Manual Select	ion(Vehicle Name))	
	Vehicle Name :				Model Year :	Sales Channel
	*INFINITI EX35 Camp:P8202	INFINITI C27				NISSAN
	INFINITI EX35	IN				INFINITI
	INFINITI FX35/FX45	IN	Exa	ample		DATSUN
	INFINITI FX35/FX50			•		
	INFINITI FX37/FX50					
	INFINITI G20					
	INFINITI G25/G37 Sedan	INFINITI M35/M45	INFINITI Q60 Convertible	INFINITI QX60 Hybrid		
	INFINITI G35 Coupe	INFINITI M35h	INFINITI Q60 Coupe	INFINITI QX70		CLEAR
	INFINITI G35 Sedan	INFINITI M37/M56	INFINITI Q70	INFINITI QX80		Select
				1/1	1/1	

Figure 7

- 19. Make sure VIN or Chassis # matches the VIN.
- 20. If the correct VIN is displayed, select Confirm.

	CONSULT-III plus Ver.	VIN:-	Vehicle : -	0	Country : United
	Back Eight Home Print Screen	Screen Capture	Recorded Data		-
\triangleleft	Re/programming, Configuration	Vehicle Selection	Vehicle Confirmation		
f	Please confirm selected informatio touch "Change".	n and touch "Confirm	". In case you want to select another	vehicle,	
	VIN or Chassis #				
1	Vehicle Name :				
1	Model Year		2018		
			1/1	\bullet	
					Change
			[Confirm

Figure 8

21. Select Confirm.

CONSULT-III plus Ver.	VIN:	Vehicle :		Country : United States
Back Rome Print Screen	Screen Capture	Recorded Data	14.7V VI	× = _ ×
Configuration	Vehicle Confirmation	Input VIN		4/4
Input VIN				
Enter the VIN number, and touch	"Confirm".	n that requires to save ECU is	oformation into	
CONSULT, VIN number you input	is saved as file name. T	Therefore, confirm VIN numbe	r correctly.	
NISSAN MOTOR COLITOLARAN	NISSAN NOTOR IBEEICA, S.A.	[JN18AUJ3220123458])/	
HNZ51-123456	VSKJVWR51U0123456	第1世話 数課報告告 来社人家 友証報道書 出了解約 毎日20年	P	
n (CA) n Alfe Nor Teal Ant Nor Teal Ant Teal Ant	1- 14 2- 14 70% 00101.70%			
日度自動車務式会社 passana		<u>※风云年有限公司制造</u>	<i>y</i>	
VIN (17 or 18 digits)	EVI7 EKi6jme4	0073		
				Confirm
			-	

Figure 9

22. Select EPS/DAST 3.

CONSULT-III plus Ver. V	/IN:, Vehicle : INFIN	IITI Country : United States
Back Rome Print Screen	Measurement Mode Recorded Data	14.7V VI MI
Configuration	Input VIN System Selection	Operation Selection 5/6
System Selection		
Touch "system". In case ECU you want to operate is not li	isted below, the vehicle or model year might i	be selected wrong.
ENGINE	EPS/DAST 3	METER/M&A
MULTI AV	ABS	LASER/RADAR
3ch CAN GATEWAY	IPDM E/R	AUTO DRIVE POS.
6ch CAN GATEWAY	AIR PRESSURE MONITOR	ВСМ
FSCM	HEAD LAMP LEVELIZER	SONAR
		1/2

Figure 10

23. Select **Reprogramming**.



Figure 11

- 24. When you get to the screen shown in Figure 12, confirm reprogramming is needed as follows:
 - a. Find the power steering control module **Part Number** and write it on the repair order.

HINT: This is the current part number (P/N).

CONSULT-III plus Ver.	VIN:	Vehicle : INFINITI	Country : United States
Back Eight Back Print Screen	Screen Capture	Recorded Help ERT 14.7V VI	' 🗙 🖿 📃 🕻
Re/programming, Configuration	Operation Selection	Save ECU Data	7/
Save ECU Data			
Operation log helps to restart next after operation has completely finish	operation by selecting red.	suitable operation log. Operation log is er	rased
File Label		III III JAN 14E VAY EAK 300 MIG 400 OFF 3 III	
Operation		REPROGRAMMING	
System		EPS/DAST 3	
Part Number			
Vehicle		= = 01/3710F1N101 0(60 =	
VIN		= _N+EV7BK0JN3400973=	
Date		= 101 002 01 3=1 =0 0=1 4=P 101 = =	
			Save

Figure 12

- b. Compare the P/N you wrote down to the numbers in the Current Power Steering Control Module Part Number column in Table A below.
 - If there is a match, continue to step 25.
 - If there is not a match, this bulletin does not apply. Return to ASIST for further diagnostic and repair information.

Table A

MODEL	DRIVETRAIN	Current Power Steering Control Module Part Number: 28504 -
2017-2020	2WD	6HL5A, 6HL6A
Q50 (V37)	AWD	6HL7A

25. Select **Save** (Figure 12).

- 26. Use arrows (if needed) to view and real all precautions.
- 27. Check the box confirming the precautions have been read.
- 28. Select Next.



Figure 13

- 29. Read the Current Part Number and the Part Number After Repro/programming. They should be different.
- 30. Select Next.

CONSULT-III plus Ver.	VIN:	Vehicle : I	NFINITI		Country : United States
Back Home Print Screen	icreen apture	Recorded Help	A 14.7V	MI MI	
Configuration	Precaution	Select Program Data	Confirm	/ehicle tion	9/10
Select Program Data					
Confirm the detail listed below, and t -In case the screen to select reprog/pr vehicle. -In case the part number after reprogr selection, VIN and reprog/programmin	ouch "Next" if OK. ogramming data is N amming is wrong, to g data in CONSULT.	NOT displayed, only on uch "Re-select", and co	e data is availabl	e for this	
Part Number After Repro/programming Current Part Number		18 80 005 0 Al		Th sho	ese numbers uld be different
Vehicle		INFINITI ORGONO			
VIN		JN 1EVI7EKSUR	340073		
System		EPS/DAST	3		
Other Information		E E VS7spert			Re-select
Expected time to finish re/programmin	g	6min			
					Next

Figure 14

IMPORTANT: If you get the screen shown in Figure 15 and it is blank (no reprogramming listed), it means there is no matching power steering control module reprogramming available for this vehicle (power steering control module reprogram is not needed). Return to ASIST for further diagnostic and repair information.

Back Biome Prin	t Screen	Screen Capture Precaution	Recorded Data	m Data	Confirm Ver Condition	MI MI		9/11
Select Program Data Touch and select the rep In case no reprog/program reprog/programming data	rog/program nming data in CONSUL	nming data listed l is listed below, cor .T.	below. nfirm the vehicle sel	ection, VIN a	and			
System	E	PS/DAST3						
Current Part Number		Part Number After Re	pro/programming	ro/programming Other Information				
xxxxx-xxxxx	Х	xxxx-xxxxx	ххххх	хххххх	хххххх	х		
xxxxx-xxxxx	X	хххх-ххххх	хххххх	хххххх	(XXXXXX)	x		
								_
					010		Ne	xt

Figure 15

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

32. Select Next.

NOTICE

To avoid damage to the control module, ensure the vehicle's battery voltage remains between <u>12.0V and</u> <u>15.5V</u> during reprogramming.



Figure 16

33. Make sure **OK** is highlighted green for all items under **Judgement**, then select **Start**.

CONSULT-III plus Ver.	VIN:,		Vehicle : INFINI	ті	Country : United States
Back Binne Print Screen	Screen Capture	Recorded Data	Help	14.7V VI	× = _ ×
Configuration	Select Program	Data Conf	irm Vehicle ondition		10/10
Confirm Vehicle Condition					
Confirm the vehicle condition as li Then, confirm that judgment for all out of range, reprogramming or pro	sted below, set t items indicate Of gramming may st Value	he vehicle condi K, and touch "Sta op.	tion correctly. Irt". In case the ve Judgment	hicle condition	n is
BATTERY VOLTAGE	14.6	v	ок		
Exar	nple			1/1	Start
				1/1	

Figure 17

- 34. Select USA/CANADA Dealers.
- 35. Select OK.
 - Figure 18 may not display if the CONSULT PC has remained ON since the last reprogramming.
 - Figure 19 may display if the CONSULT PC is not connected to the internet.



Figure 18

1/ 70.40		A annual I haland
Offline operation screen	State Street and Street and Street	Report of Concession, Name
Offline menu		
Touch the required operation.		
• • • • • • • • • • • • • • • • • • •		
	Connect to the internet.	
Internet connection		
internet connection		
	Enter manually.	
Manual input		
Manual Input		
1	Back to Home screen	
	Dack to frome screen.	
Home		

Figure 19

36. Enter Username and Password.

- Before reprogramming will start, you will be required to enter your username and password.
- The CONSULT PC must be connected to the Internet (Wi-Fi or cable).
- > If you do not know your username and password, contact your service manager.

CONSULT-III plus Ver.	VIN:	Vehicle : INFINITI	Country : United States
Back Home Print S	creen Screen Mode	Recorded Data	🚚 🗙 🖿 🔜 🔀
Re/programming, Configuration	Confirm Vehicle Condition	User Authentication Trans	ifer Data
User Authentication			
SECUREAU	тн		
Daimler WS			
	Please enter your User Username: Password:	nD below.	
	Submit		
Restart Login			S Primerind by SECUREAUTH
	Copyright 2015 S	SecureAuth Corp. All rights reserved.	

Figure 20

- 37. Select Submit.
 - There will be a short pause while the username and password are authenticated.
 - Once authentication completes, power steering control module reprogramming will automatically begin and the screen in Figure 21 on page 16 will be displayed.

- 38. Wait for both progress bars to complete.
 - When the screen in Figure 22 displays, the reprogramming is complete. Continue to step 39.
 - If the screen in Figure 22 does not display (indicating that reprogramming did not complete), refer to the information on the next page.

CONSULT-III plus Ver.	VIN	Vehicle : INFINITI	Country : United States
Back Home Prin	it Screen Screen Mode	Recorded Data	* × = _ X
Re/programming, Configuration	User Authentication	Transfer Data	12/12
Transfer Data			
In case the other VI is ava other vehicles by using of screen, and touch "VI/III "Reprogramming/Program	Ilable, CONSULT-III plus is avail her VI. In case you want to use (selection" to select other VI. In c ming" on Home screen.	able for other operations such as reprogr CONSULT-III plus with other VI, touch "Ho ase you want to back to this screen, selec	amming or diagnosing me" to back to Home tt this VI, and touch
Estimated Time	5min		
Transfer CONSULT to VI			100%
Transfer VI to ECU			50%
Į			0

Figure 21



Figure 22

- 39. Disconnect the battery maintainer or smart charger from the vehicle.
- 40. Select **Next** and continue to step 41 on page 18.

HINT: Additional steps on page 18 are required before C-III plus will provide the final reprogramming confirmation report.

If reprogramming does not complete and the "!?" symbol displays as shown in Figure 23:

- Check battery voltage (12.0-15.5V).
- Ignition is ON.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- Select **Retry** and follow the on-screen instructions.
 - Retry may not go through on the first attempt and can be selected more than once.

Back Back Print Screen	Mossurement Mode Recorded Data	🔀				
Configuration	Insfer Data	9/9				
Confirm Result						
Reprogramming or programming is not cor operation on this ECU. Touch "Retry" to retry reprogramming or pr	Reprogramming or programming is not completed properly, but you can retry reprog/programming operation on this ECU. Touch "Retry" to retry reprogramming or programming.					
Part number after Reprog/programming	 28380					
Current Part Number	2 2 3 2 3 2 - 4 - 4					
Vehicle						
VIN	■J■1/■2008P205119x281x2					
System	FilkEndATICS					
Date	122200x40345502N	Retry				
Other Information	6.26=>6.27					
Error Code	RNDS_CAN_ALL_SC003-5=NR	Print				

Figure 23

- Do not disconnect the 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 is in Park.
- All C-III plus/VI cables are securely connected.
- All C-III plus updates are installed.
- Select Home, and then restart the reprogram procedure from the beginning.

Back Back Print Screen	Measurement Recorded Data	-
Configuration	ansfer Data Confirm Result	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	■ #3360= <u>=</u> <u>■</u> <u>■</u> ■ ■	
Current Part Number	. .	
Vehicle	n n eolenfn n n	
VIN		
System	XECHINACEDEXX	
Date	■1/3\$\$/2\$\$×\$\$4:3\$9:\$\$8 M	
Other Information	6.26=>6.27	
Error Code		Print

Figure 24

- 41. Erase All DTCs as follows:
 - a. Turn the ignition OFF.
 - b. Turn the ignition ON.
 - c. Wait for DTC erase to complete.

-				Country : United
CONSULT-III plus Ver.	VIN:	Vehicle : INFIN	IT	States
Back Home Print Screen	Screen Capture	Recorded Data	14.7V VI MI	
Configuration	Confirm Result	Erase All DTCs	Print Result / Operation Complete	14/15
Erase All DTCs				
According to the instruction below, of a second sec	h to the OFF position.		ON	OFF
		FF > UN		

Figure 25

- 42. Verify the before and after part numbers are different.
- 43. Print a copy of this screen (Figure 26) and attach it to the repair order for warranty documentation.

NOTE: If you cannot print the screen below:

- 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.

44. Select Confirm.

CONSULT-III plus Ver.	VIN:	Vehicle : INFI	ITI	Country States	: United
Back Home Print Screen	Screen Capture	Recorded Data	14.7V VI	х — [
Re/programming, Configuration	Erase All DTCs	Print Result / Operation Complete			15/15
rint Result / Operation Complete					
All tasks are completed. Confirm L In case CONSULT can NOT immed temporally storage of this page. To Data Folder" on desk top, and oper	AN access, touch "Prin liately access to LAN or bouch "Screen Capture", n the folder named "Screen	nt" to print out this page. printer, Screen Capture fu and save it. Screen capture eenImages".	nction is availab a data is in "CIII j	le for plus	
Part number after Reprog/programming			•		
Part number before Reprog/programming			-		
Vehicle		Contrast Infinition			
VIN			7		Print
System		EPS/DAST 3			
Date		■,/₩6/2018-1855833F	m 1	0	Other peration
					onfirm
			1/1		

Figure 26

- 45. Close C-III plus.
- 46. Turn the ignition OFF.
- 47. Disconnect the VI from the vehicle.

CLAIMS INFORMATION

Submit a Primary Operation (PO) type line claim using the following claims coding:

DESCRIPTION	OP CODE	SYM	DIA	FRT
Reprogram power steering control module	RX9MAA	ZE	32	0.5

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 22, 2020	ITB20-029	Original bulletin published