

Classification:

ST20-003

Reference:

ITB20-029

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Date:

December 22, 2020

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 12.0V and 15.5V 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.

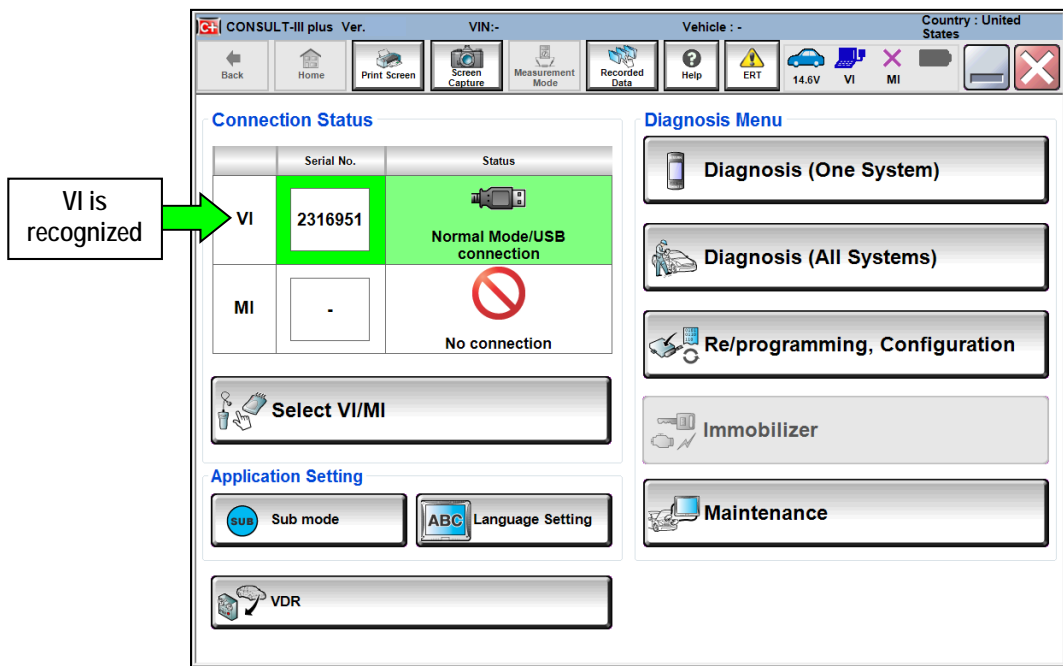


Figure 1

11. Select Diagnosis (All Systems).

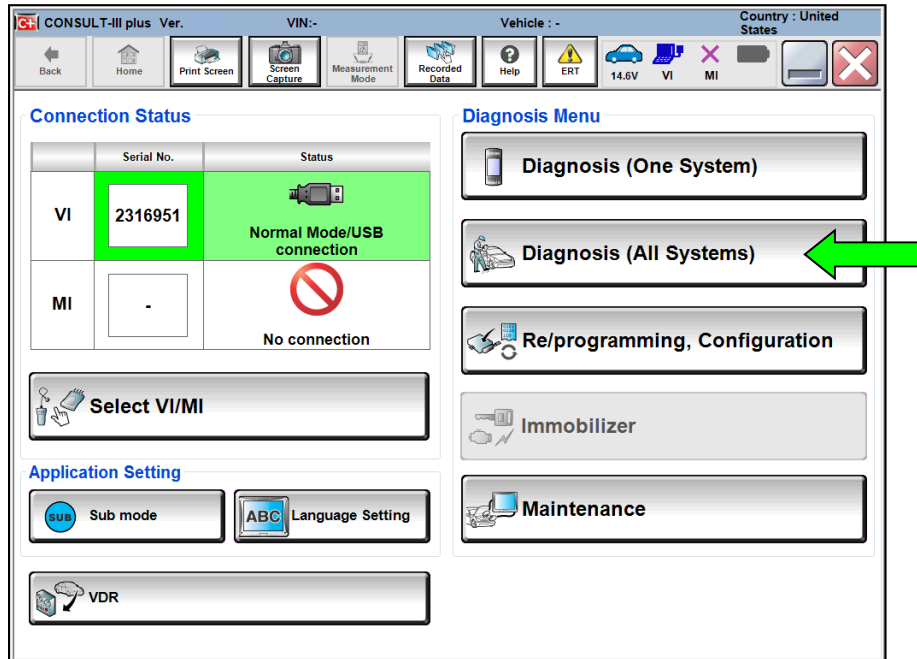


Figure 2

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.

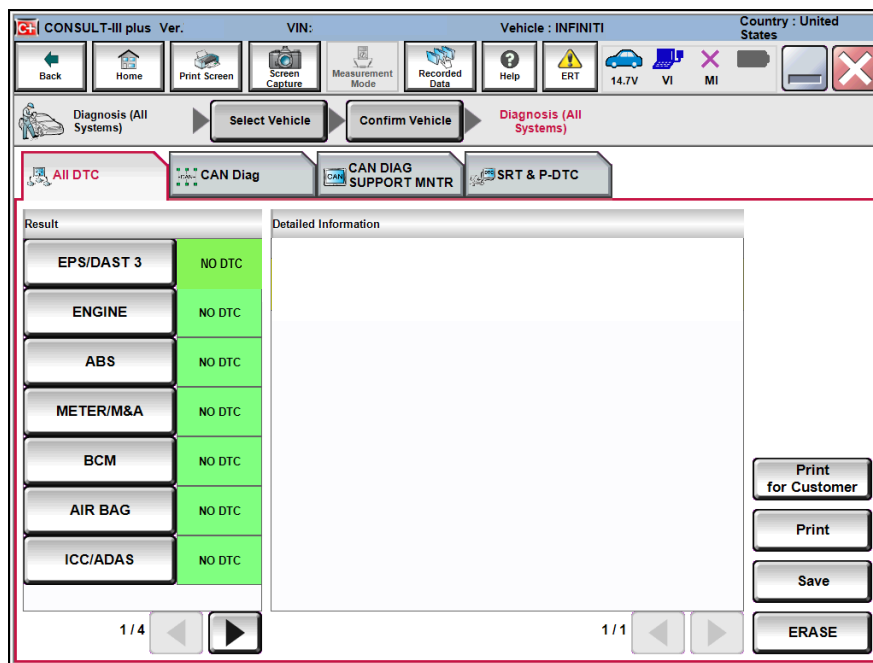


Figure 3

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

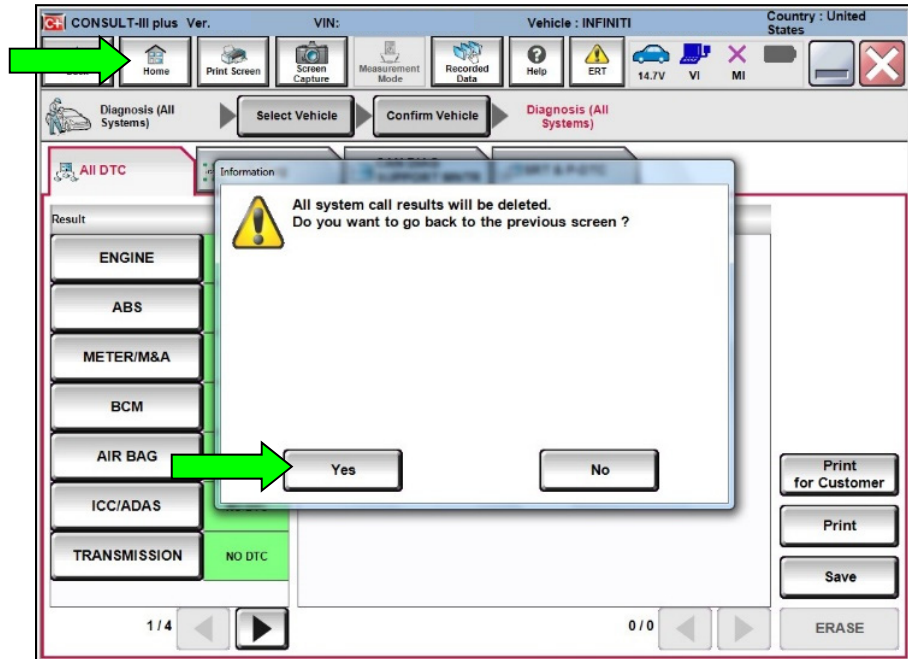


Figure 4

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

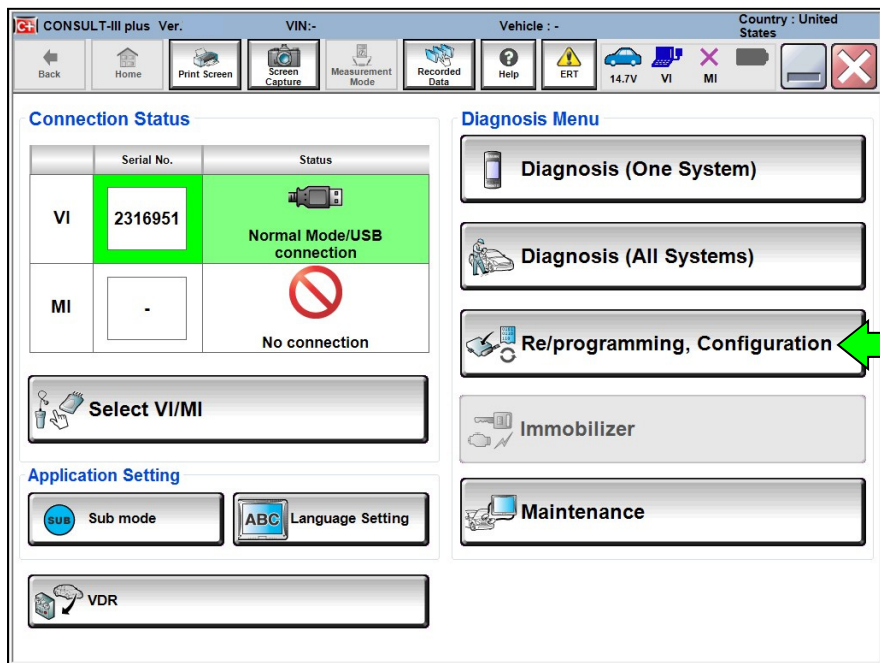


Figure 5

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.

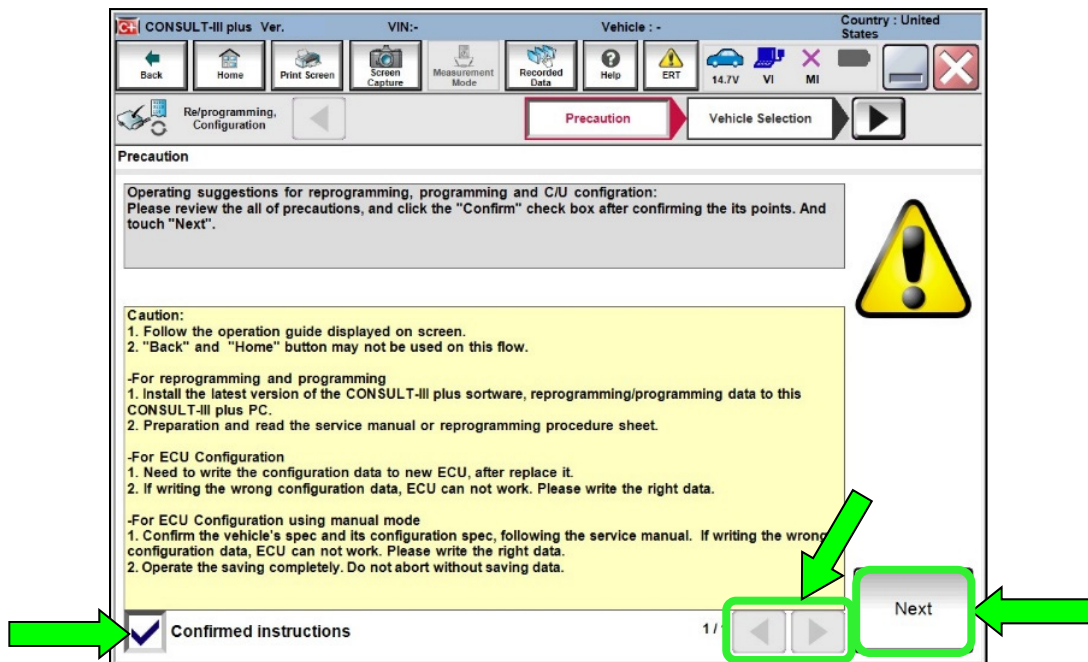


Figure 6

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.

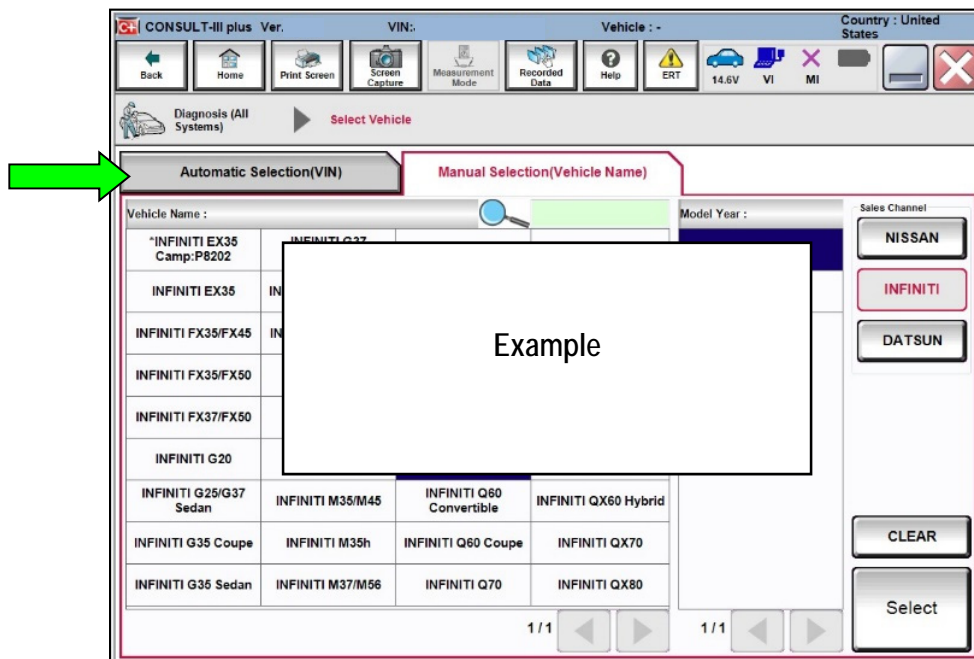


Figure 7

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

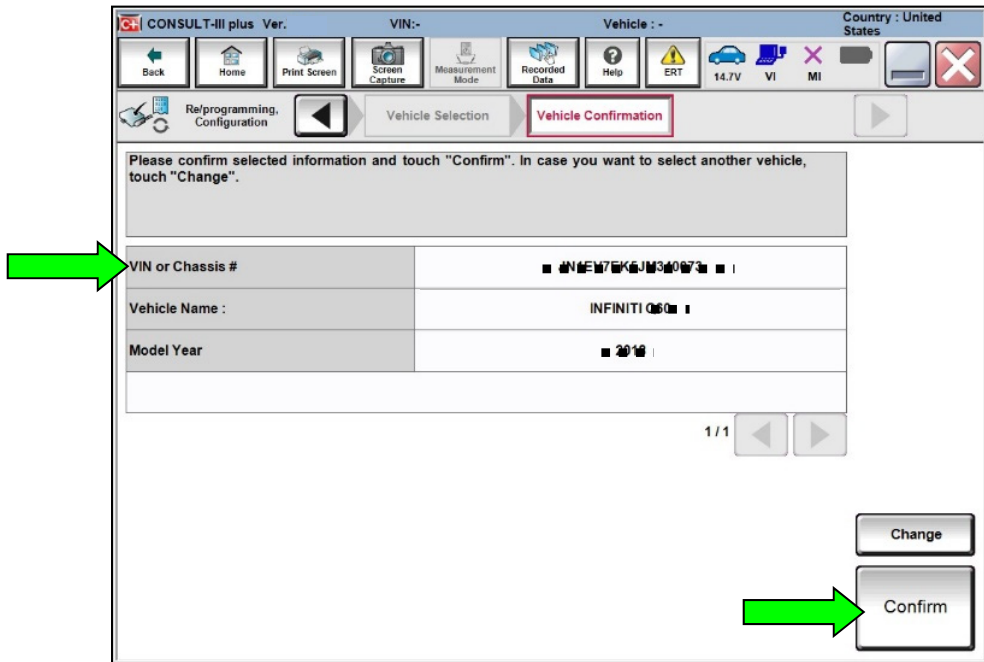


Figure 8

21. Select **Confirm**.

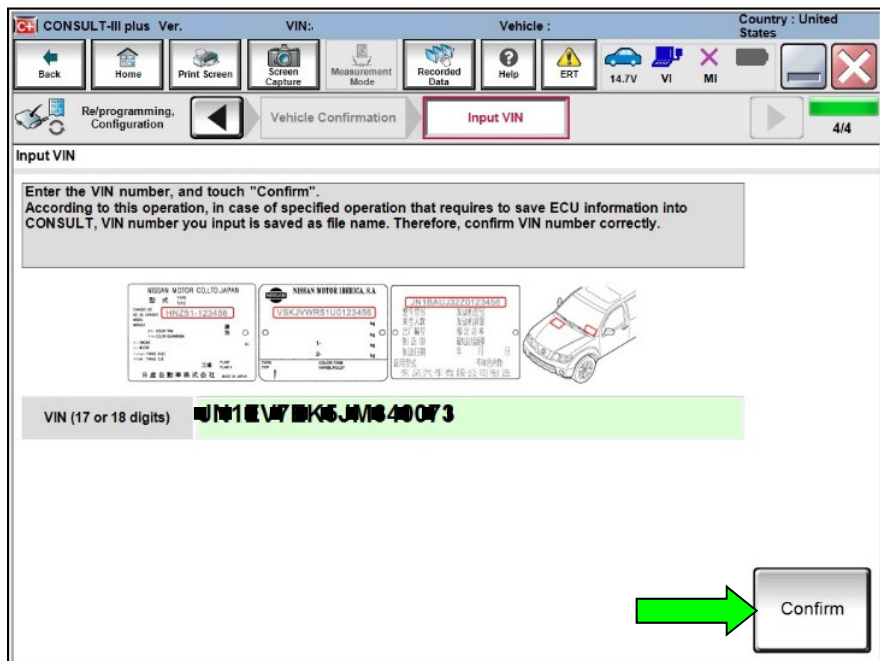


Figure 9

22. Select EPS/DAST 3.

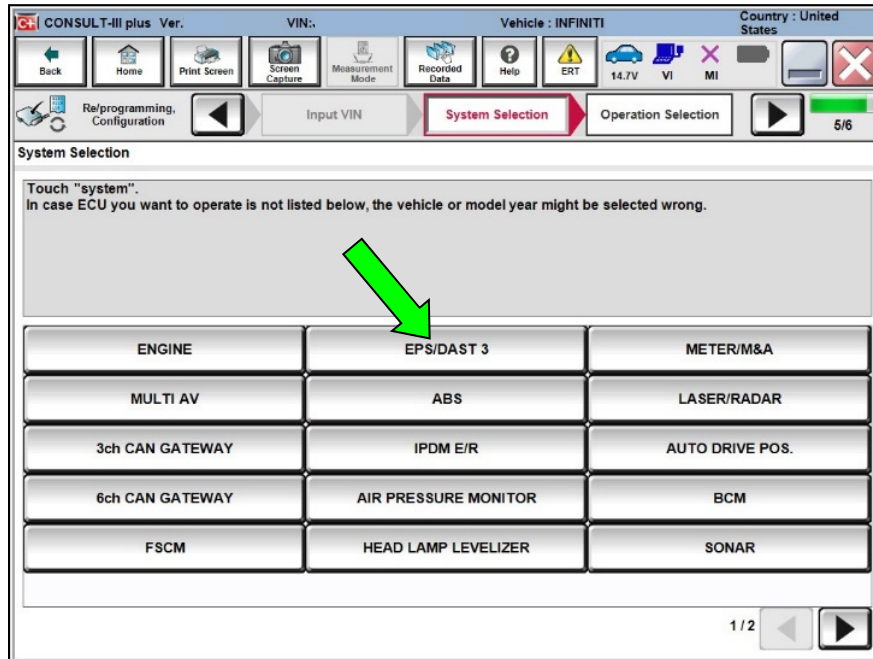


Figure 10

23. Select Reprogramming.

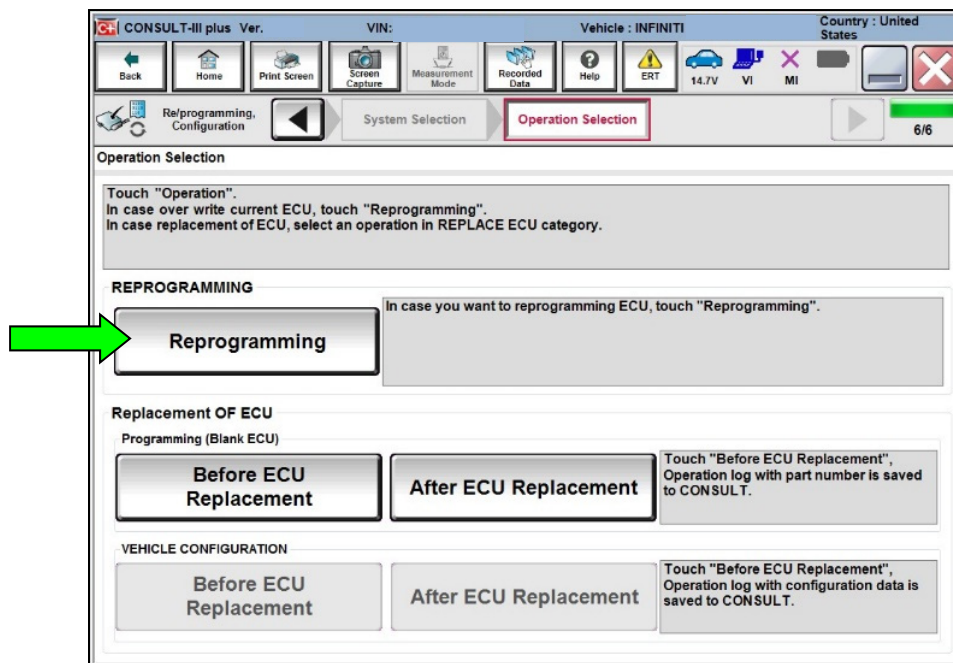


Figure 11

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.

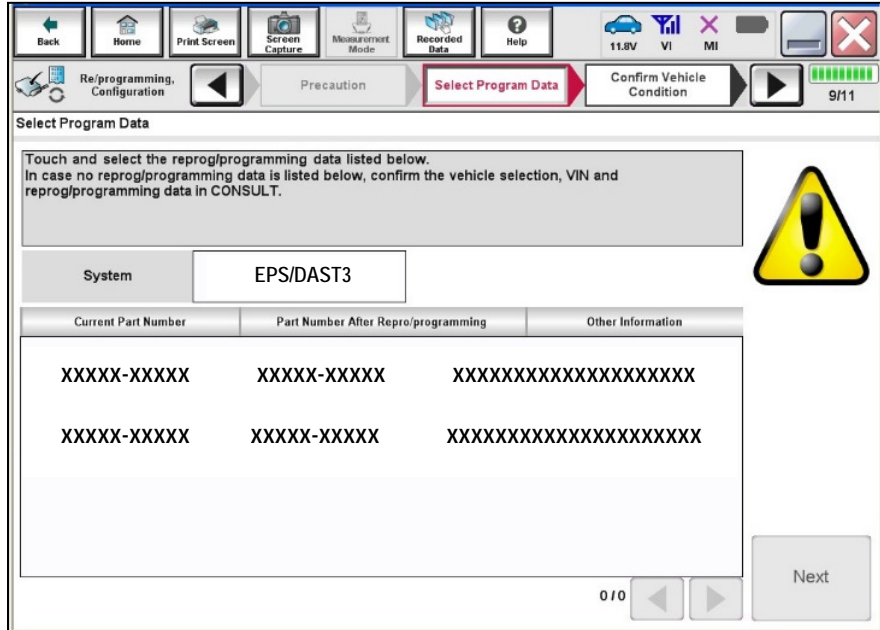


Figure 15

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 12.0V and 15.5V during reprogramming.

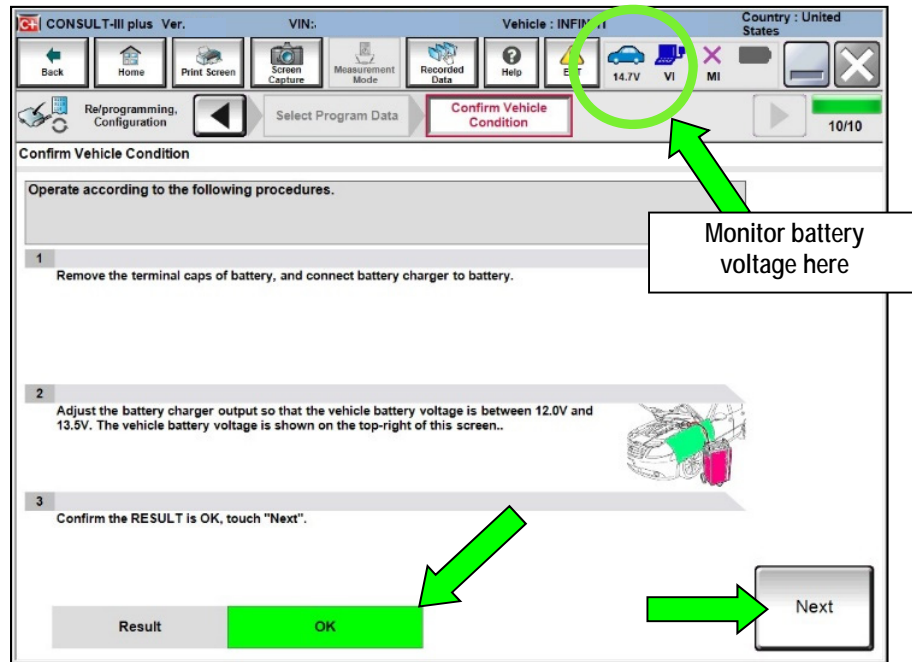


Figure 16

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

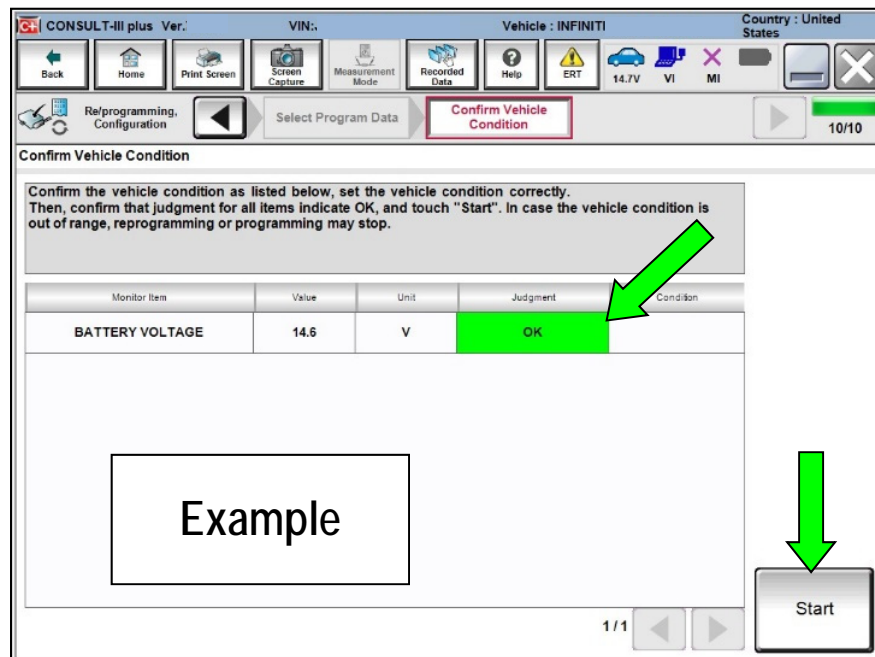


Figure 17

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.

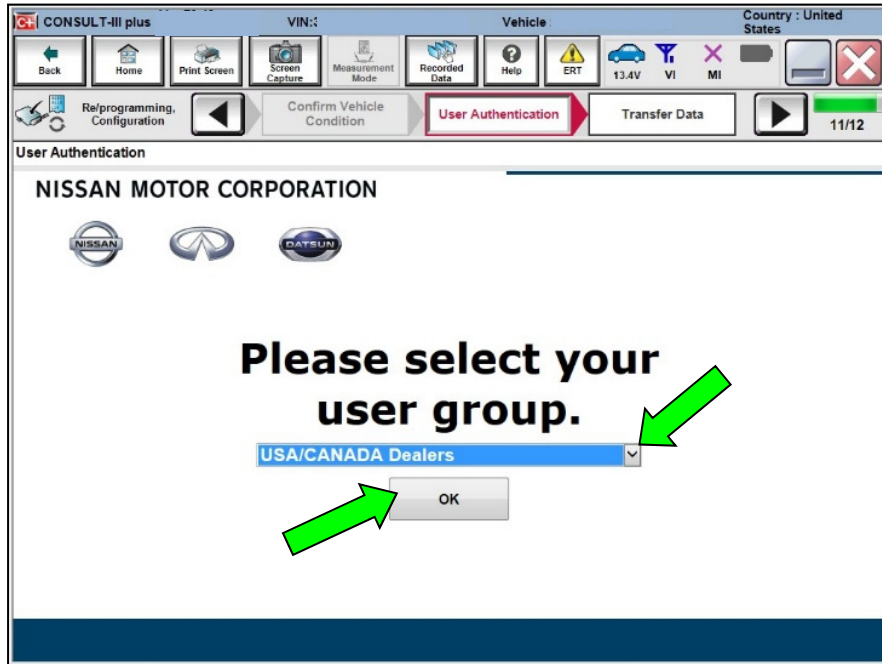


Figure 18

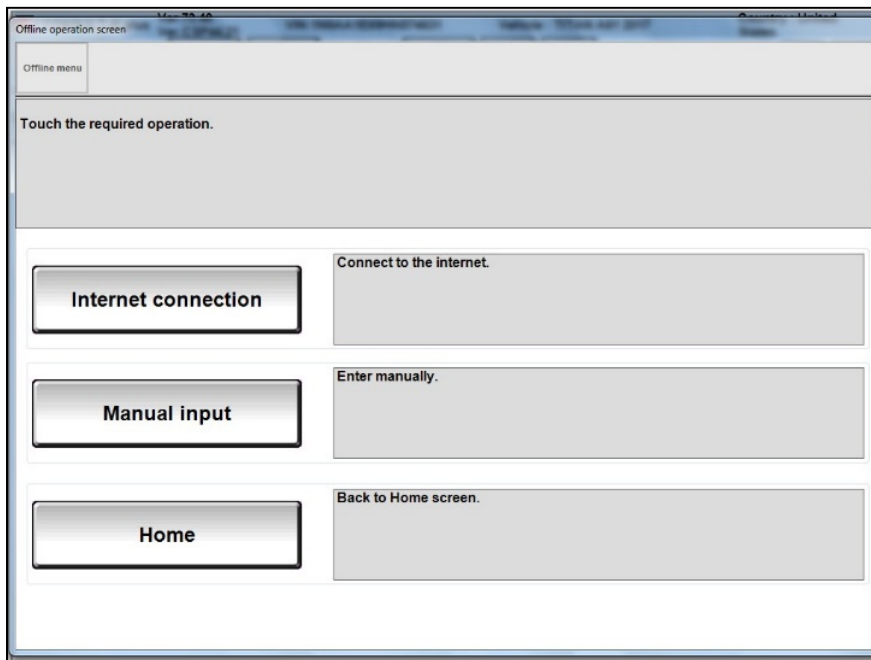


Figure 19

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.

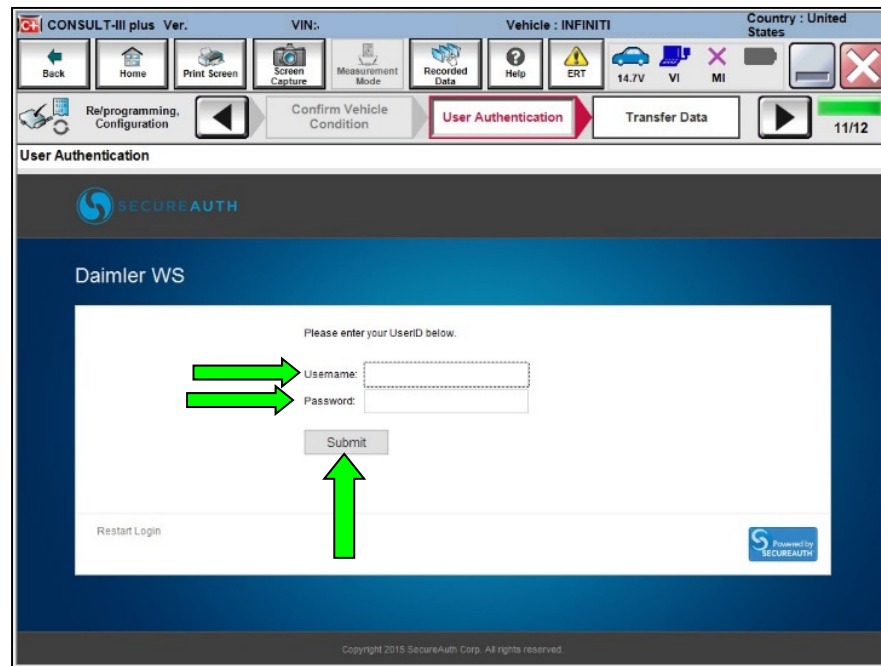


Figure 20

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.

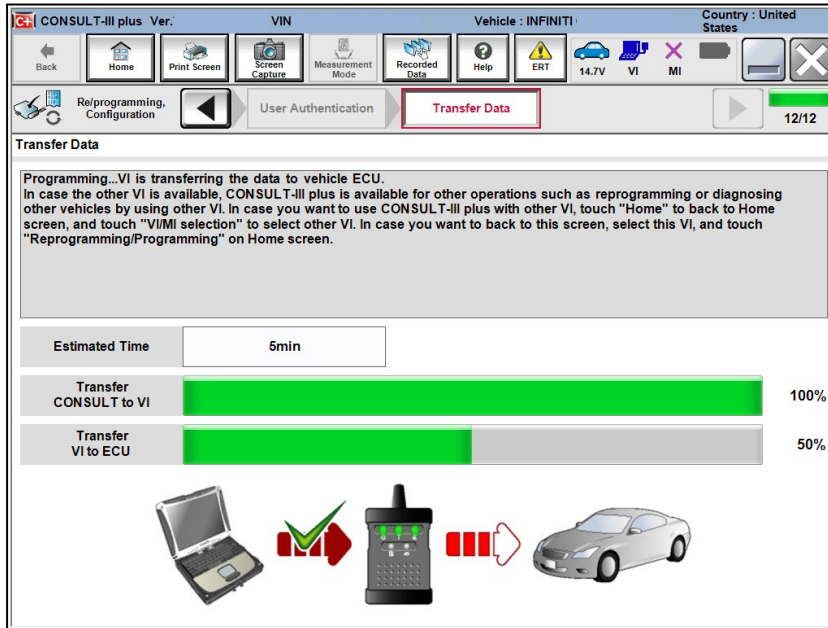


Figure 21

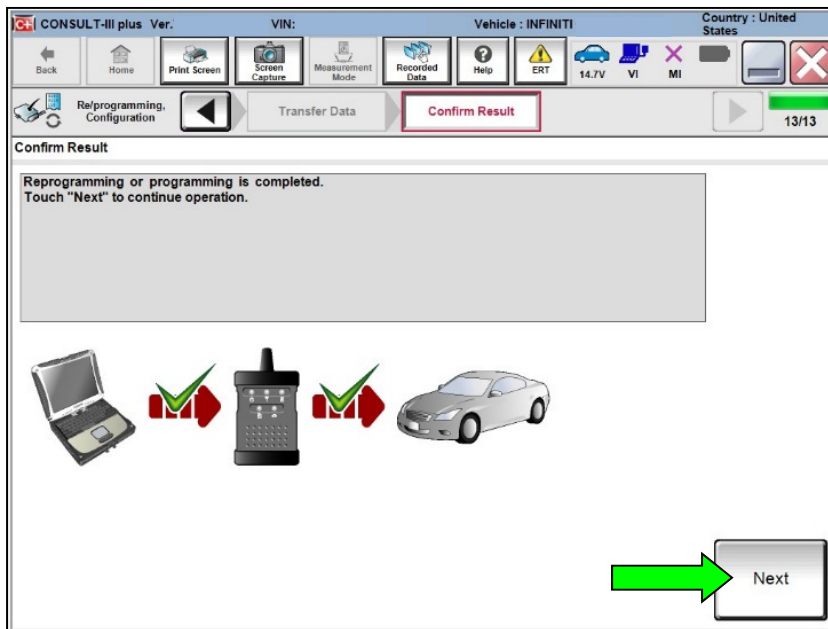


Figure 22

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.

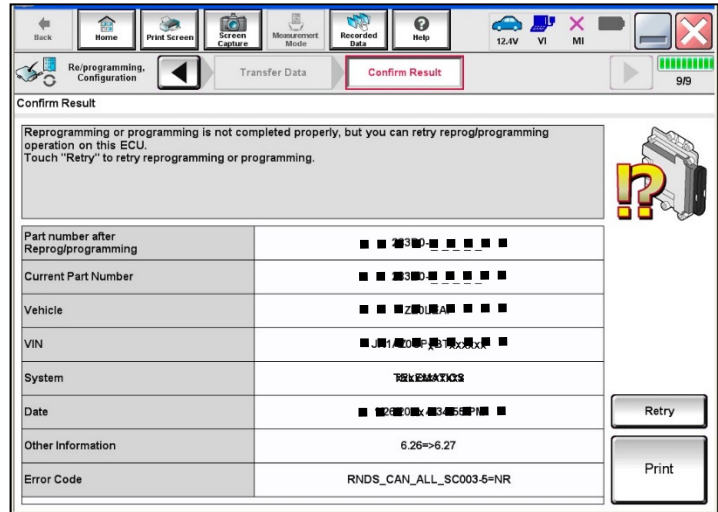


Figure 23

- 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.

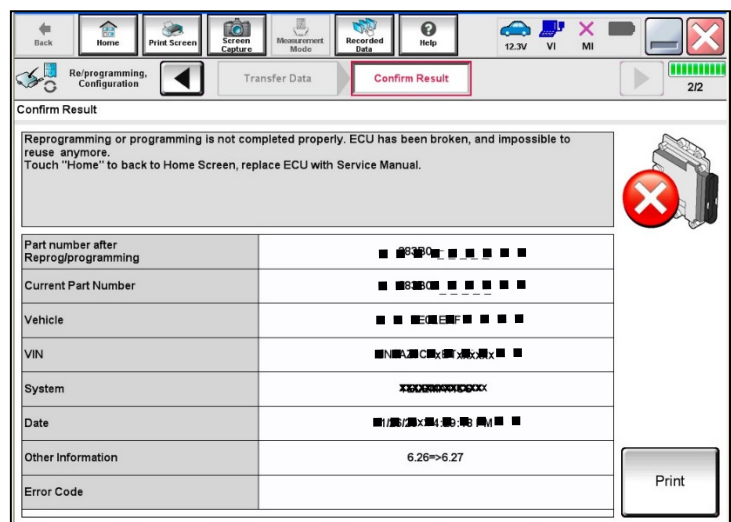


Figure 24

41. Erase All DTCs as follows:

- a. Turn the ignition OFF.
- b. Turn the ignition ON.
- c. Wait for DTC erase to complete.

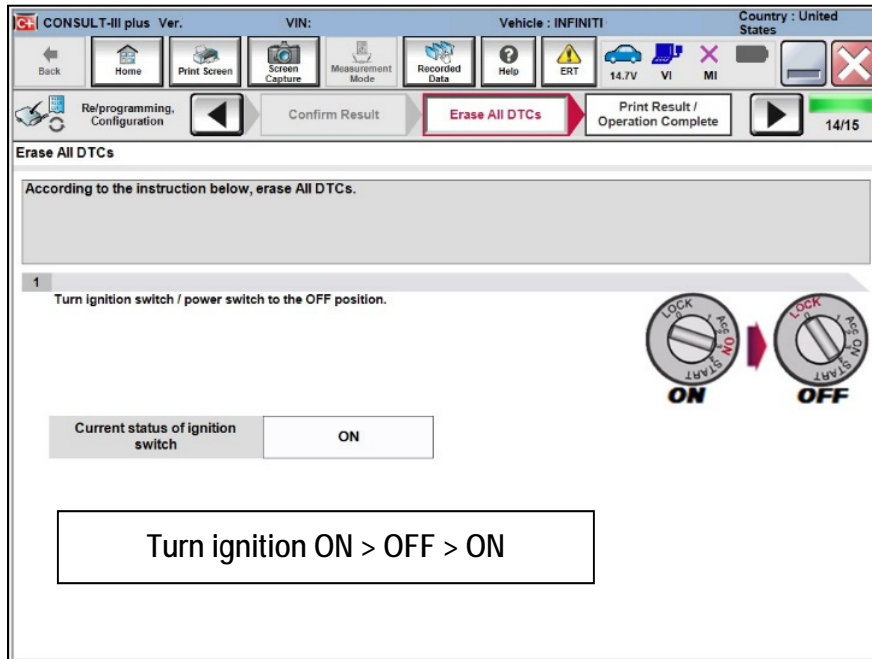


Figure 25

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**.

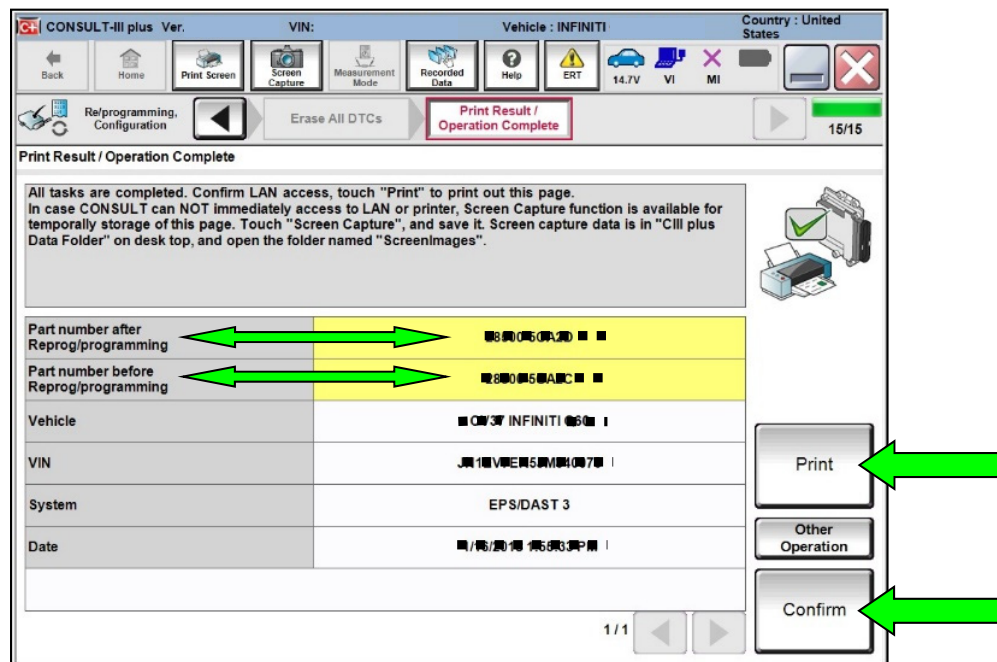


Figure 26

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

