

# QUALITY ACTION



## CAMPAIGN BULLETIN R1606 Occupant Classification System (OCS) Campaign Quality Review

Reference: PC835  
Date: August 27, 2021

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Re-Activation date:	Stop Sale In Effect
MY2014-17 Q50, MY2014-16 Q50 Hybrid, MY2013-16 JX35/QX60	1,004	NA	August 27, 2021	<b>YES</b>

#### \*\*\*\*\* Retailer Announcement \*\*\*\*\*

INFINITI is committed to the safety, security and satisfaction of our clients and is conducting a quality review of specific repairs for a previously completed campaign (R1606). If the VIN displays **QA campaign ID PC835**, retailers should perform the procedure attached to this communication even if the National Service History indicates the remedy action was previously performed for the vehicle. VINs identified with this QA campaign ID are being inspected to ensure the recall remedy was performed and documented in accordance with INFINITI's quality standards.

#### \*\*\*\*\* What Retailers Should Do \*\*\*\*\*

PLEASE FOLLOW THE ATTACHED PROCEDURE:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC835**.
2. Retailers should complete this action on both retailed vehicles and previously owned vehicles within retailer inventory.
  - Retailers should follow all stop sale and do not drive, loan, sell, or trade instructions for campaigns.
3. Retailers will need to file the appropriate claim using applicable Op Code information in the repair procedure attached to this announcement to close the campaign.

**NOTE:** Parts replaced under this activity will be placed on parts return. Monitor the Warranty Parts Return Website located at NNA.net for notifications.

#### \*\*\*\*\* Retailer Responsibility \*\*\*\*\*

It is the retailer's responsibility to check Service Comm or DBS National Service History - Open Campaign using the appropriate campaign I.D. for the status of each vehicle currently in retailer inventory or entering the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners. If a VIN subject to this quality action was traded to another

retailer, please notify the affected retailer to have this quality action and associated campaign(s) completed.

**Thank you for your prompt attention to this matter.**

Revision History:

Date	Announcement	Purpose
August 27, 2021	Original	Original Document

\*\*\*\*\* Scroll Down for Attached Repair Instructions \*\*\*\*\*



# PC835 – 2013 JX / 2014-2016 QX60 2014-2016 QX60 HYBRID 2014-2016 Q50 / 2014-2016 Q50 HYBRID

## OCCUPANT CLASSIFICATION SYSTEM CONTROL UNIT REPLACEMENT

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### REPAIR INFORMATION

#### Front Passenger Air Bag Status Light

Performing the procedures in Quality Action PC835 changes the operation of the passenger air bag status light.

- After performing this Quality Action, the passenger air bag status light will be ON (illuminated) when the front passenger seat is empty.

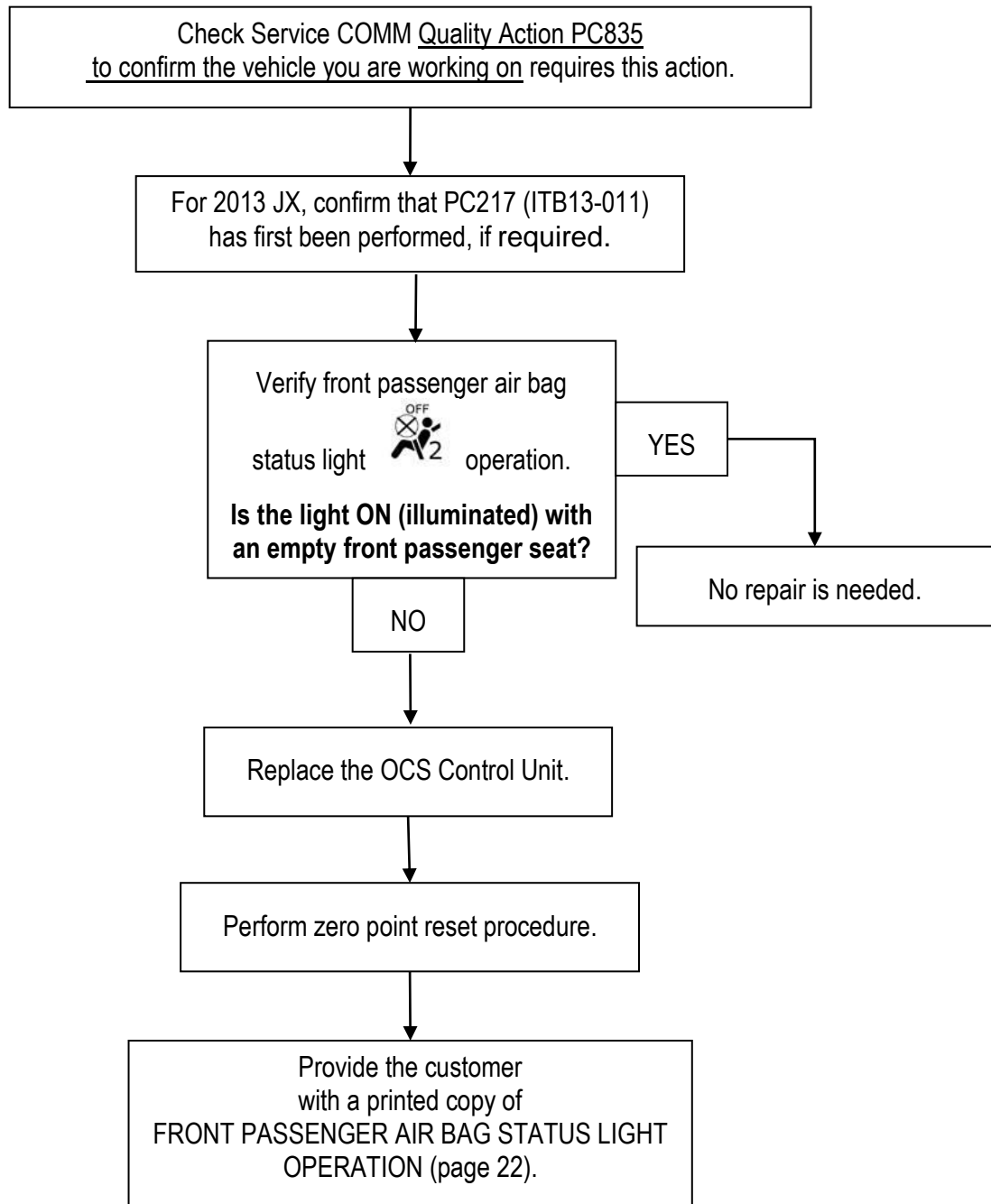


#### Air Bag Warning Light

This action does not change the operation of the air bag warning light




## Repair Overview




## SERVICE PROCEDURE

### JX, QX60 and QX60 Hybrid

1. Make sure there are no objects on front passenger seat.
2. Turn the ignition ON, engine OFF.
3. Observe the air bag warning light and front passenger airbag status light:


➤ Air bag warning light  should illuminate for 7 seconds and then go out.

➤ The front passenger airbag status light  should illuminate and remain illuminated.

• Is the front passenger air bag status light  operating as described above?

➤ **NO** > Continue to Step 4.

➤ **YES** > No repair is needed. Proceed to CLAIMS INFORMATION.

**NOTE:** If the air bag warning light  does not operate as described above there may be an issue not covered by this quality action. Refer to ASIST and the appropriate Service Manual for additional diagnostic and repair information.

4. Write down the radio settings.

Presets	1	2	3	4	5	6
AM						
FM 1						
FM 2						
SAT 1						
SAT 2						
SAT 3						
Bass	Treble		Balance	Fade	Speed Sen. Vol.	

5. **If equipped**, write down the customer preferred setting for the Automatic Air Conditioning System.

- If needed, refer to System Settings in the HAC section of the Electronic Service Manual (ESM).

6. Turn the ignition OFF.

7. Raise the front passenger seat cushion all the way up.

- Raising the seat cushion will give additional working space to access the OCS control unit.

8. Disconnect the Negative terminal of the vehicle 12V battery.

- Refer to the ESM section, **PG – Power, Supply & Ground Elements** for the procedure to disconnect the 12V battery.

9. Wait three minutes before continuing.

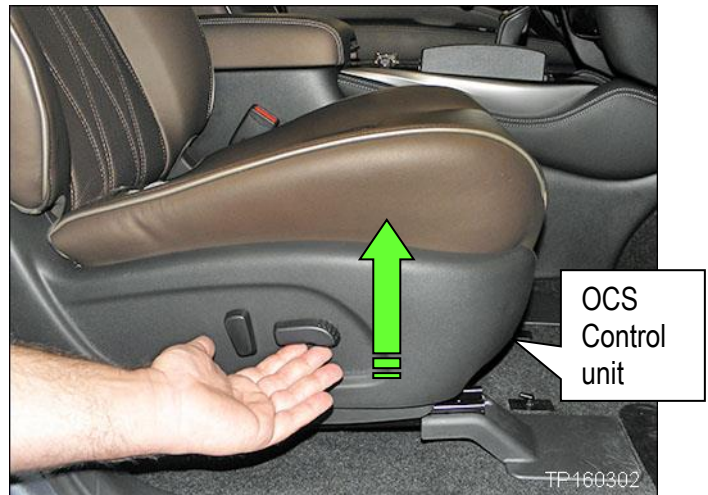


Figure 1

10. Locate the OCS control unit under the front edge of the seat cushion.

11. Disconnect the harness connector.

12. Remove the two screws and then remove the OCS control unit.

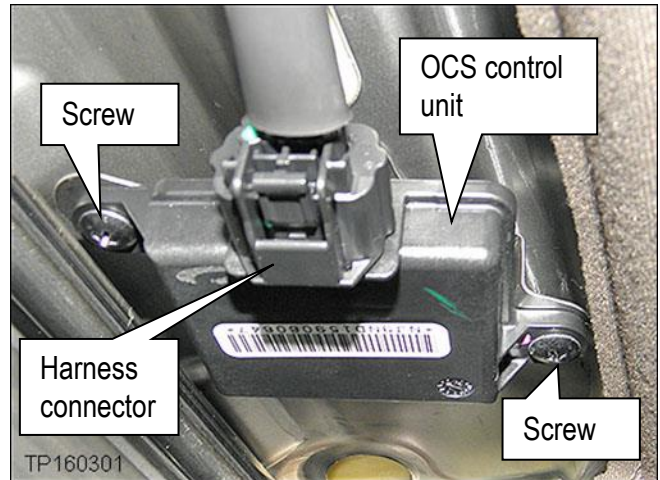


Figure 2

13. Select the correct OCS control unit (ODS ECU) from Parts Information and confirm that the pin count is the same as the OCS control unit being replaced.

14. Install the new OCS control unit in reverse order.

15. Connect the Negative battery terminal cable.


16. Reset/reinitialize systems as needed.

- Refer to the ESM section, **PG – Power, Supply & Ground Elements** for a listing of systems that require reset/initialization after reconnecting the 12V battery.
- Look in the PG section index for **ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL**.
- This list often includes items such as radio, power windows, clock, sunroof, etc.


17. Proceed to **Zero Point Reset (using CONSULT-III plus)** on page 9.

## Q50 and Q50 Hybrid

1. Make sure there are no objects on front passenger seat.
2. Turn the ignition ON, engine OFF.
3. Observe the air bag warning light and front passenger airbag status light:


➤ Air bag warning light  should illuminate for 7 seconds and then go out.

➤ The front passenger airbag status light  should illuminate and remain illuminated.

• Is the front passenger air bag status light  operating as described above?

➤ **NO** > Continue to Step 4.

➤ **YES** > No repair is needed. Proceed to CLAIMS INFORMATION.

**NOTE:** If the air bag warning light  does not operate as described above there may be an issue not covered by this quality action. Refer to ASIST and the appropriate Service Manual for additional diagnostic and repair information.



4. Write down the radio settings.

Presets	1	2	3	4	5	6
AM						
FM 1						
FM 2						
SAT 1						
SAT 2						
SAT 3						
Bass	Treble		Balance		Fade	Speed Sen. Vol.

5. **If equipped**, write down the customer preferred setting for the Automatic Air Conditioning System.

- If needed, refer to System Settings in the HAC section of the Electronic Service Manual (ESM).

6. Turn the ignition OFF.

7. Move the passenger seat forward to gain access to the OCS control unit.



Figure 3

8. Disconnect the Negative terminal of the vehicle 12V battery.

- Refer to the ESM section, **PG – Power, Supply & Ground Elements** for the procedure to disconnect the 12V battery.

9. Wait three minutes before continuing.

10. Locate the OCS control unit under the center left side of the seat cushion (see Figures 3, 4, and 5).

11. Disconnect the OCS harness connector (Figures 4 and 5).

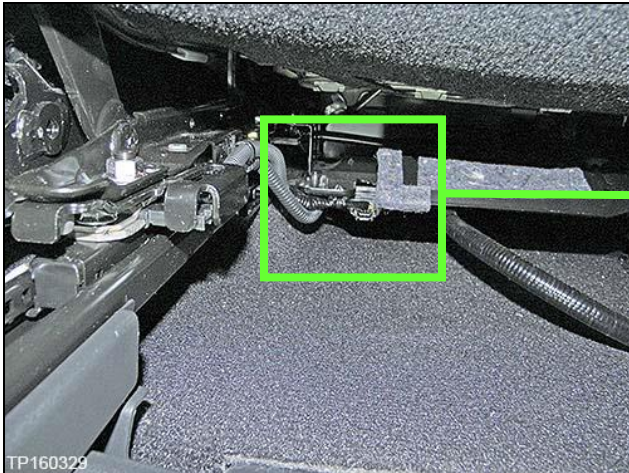


Figure 4

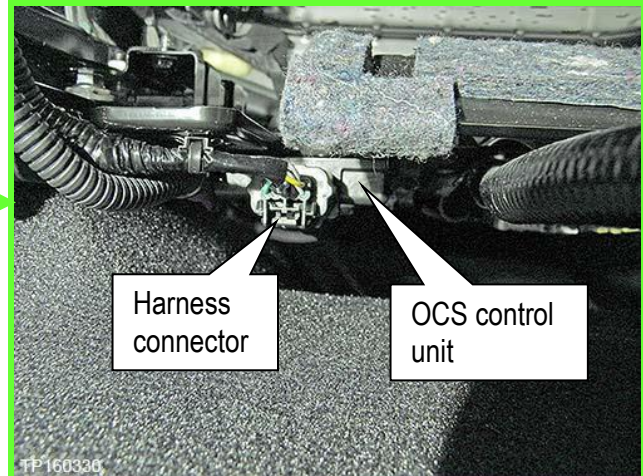


Figure 5

12. Remove the two bolts and then remove the OCS control unit.

- The second bolt is located on the opposite side of the OCS control unit where indicated in Figure 6.

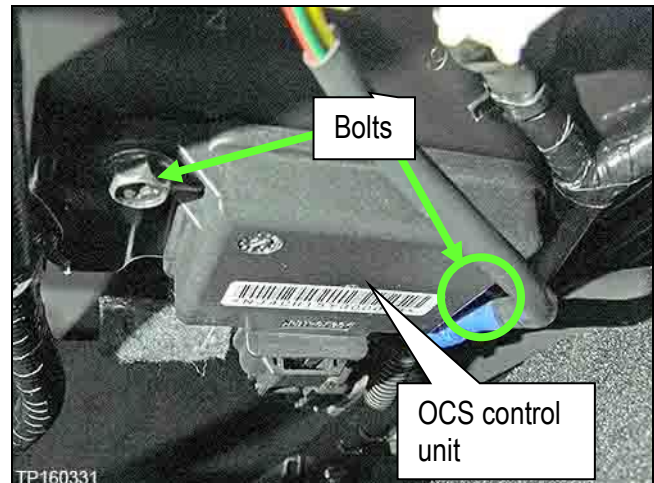


Figure 6

13. Select the correct OCS control unit (ODS ECU) from Parts Information and confirm that the pin count is the same as the OCS control unit being replaced.

14. Install the new OCS control unit in reverse order.

15. Connect the Negative battery terminal cable.

16. Reset/reinitialize systems as needed.

- Refer to the ESM section, **PG – Power, Supply & Ground Elements** for a listing of systems that require reset/initialization after reconnecting the 12V battery.
- Look in the PG section index for **ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL**.
- This list often includes items such as radio, power windows, clock, sunroof, etc.

17. Proceed to **Zero Point Reset (using CONSULT-III plus)** on page 9.

## Zero Point Reset (using CONSULT-III plus)

**NOTE:** Zero point reset can also be done using BOSCH MTS 6513 (see page 14).

1. Prepare the vehicle for OCS zero point reset as follows:
  - **Level the vehicle**
  - **No objects on the passenger seat.**
  - **No occupants in the vehicle – including the servicing technician.**
  - PC is outside of the vehicle on a suitable support.
    - Do not set the PC on the vehicle.
  - Do not touch the vehicle during the OCS zero point reset.
  - Minimize vibrations of the vehicle.
2. Connect the CONSULT PC to the vehicle with plus VI.
3. Open / start CONSULT-III PLUS (C-III plus).
4. Turn the ignition ON, with engine OFF (engine not running/not in ready mode).
5. Wait for the plus VI to be recognized.
  - The Serial No. will display when the plus VI is recognized.
6. Select **Diagnosis (One System)**.
7. Scroll C-III plus (All systems) and select **OCCUPANT DETECTION**.

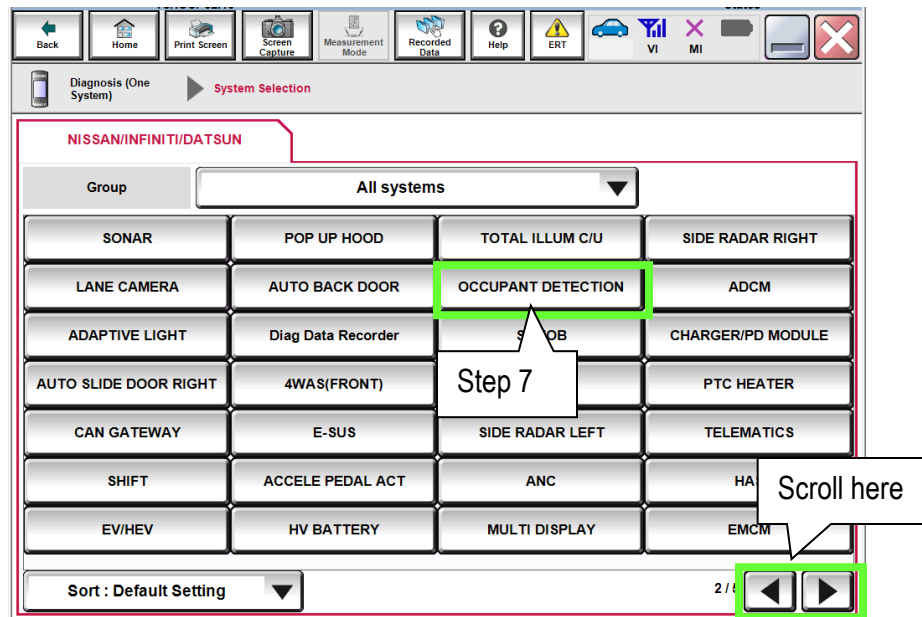


Figure 7

8. Select **Zero point reset function**.

9. Select **Start**.

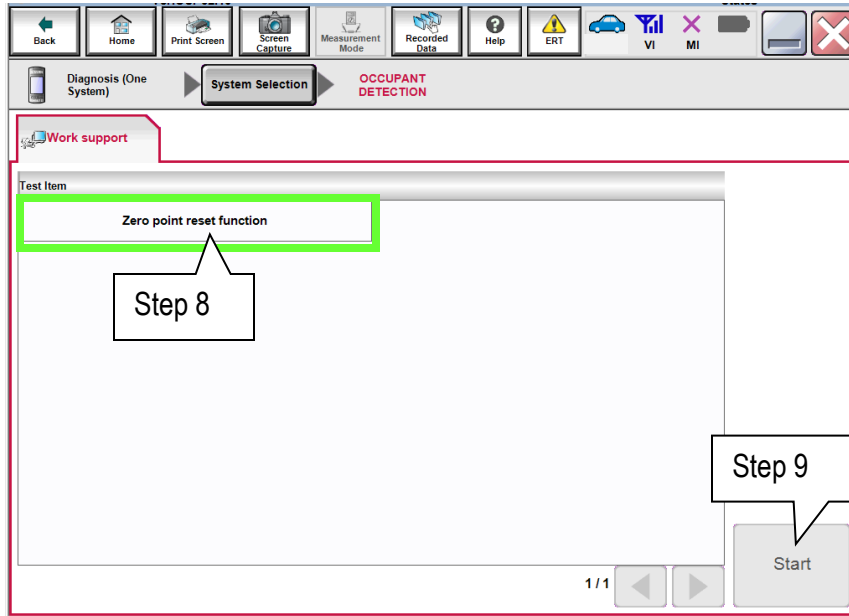


Figure 8

10. Select **Next**.

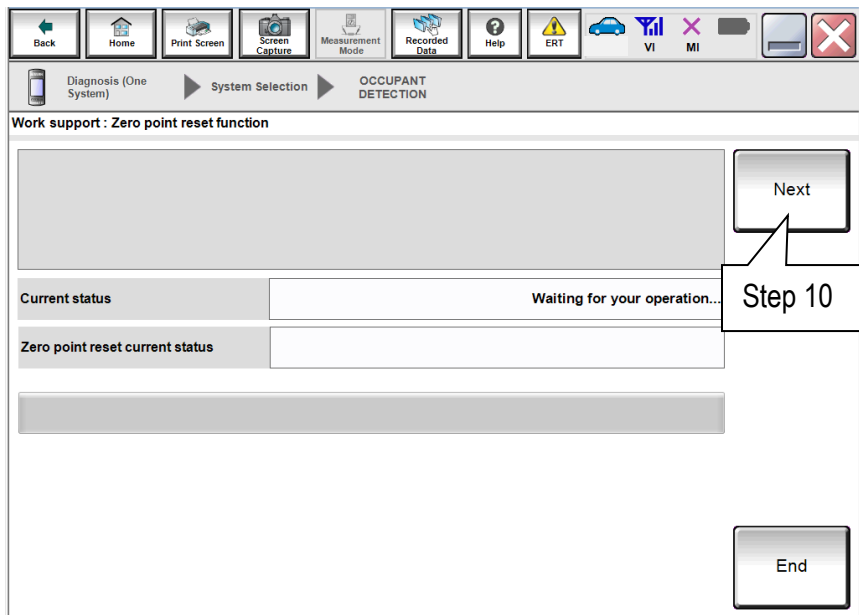


Figure 9

11. Select **Start** and then proceed to step 12.

- After selecting **Start** if Figure 11 is displayed:
  - a. Check the OCS control unit and confirm that harness connector is completely seated.
  - b. Turn the ignition OFF and then restart procedure from step 4 on page 9.

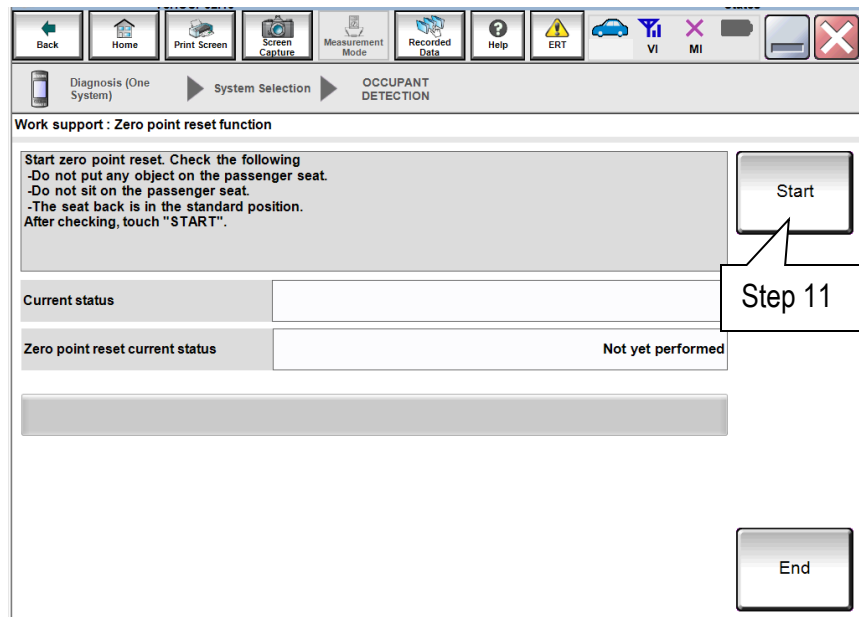


Figure 10

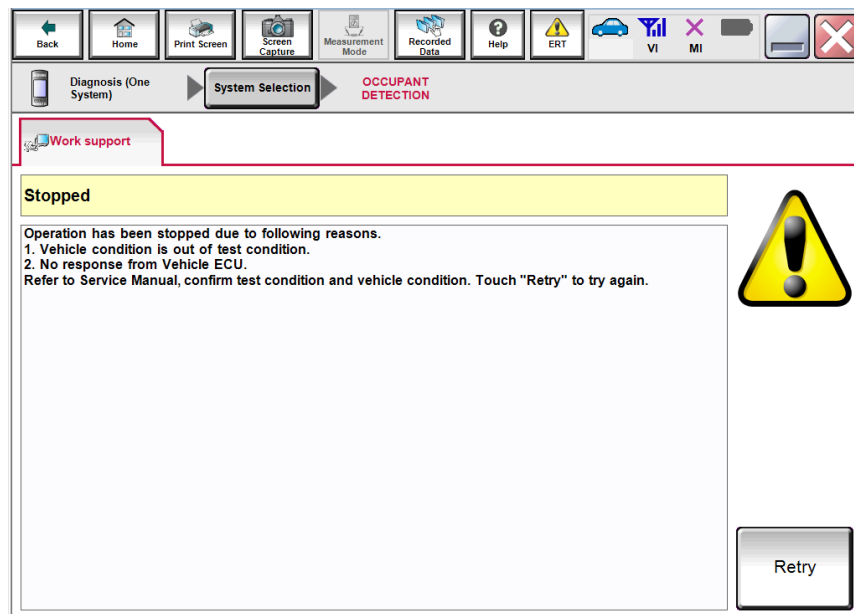


Figure 11

12. Zero point reset will display "EXECUTING".

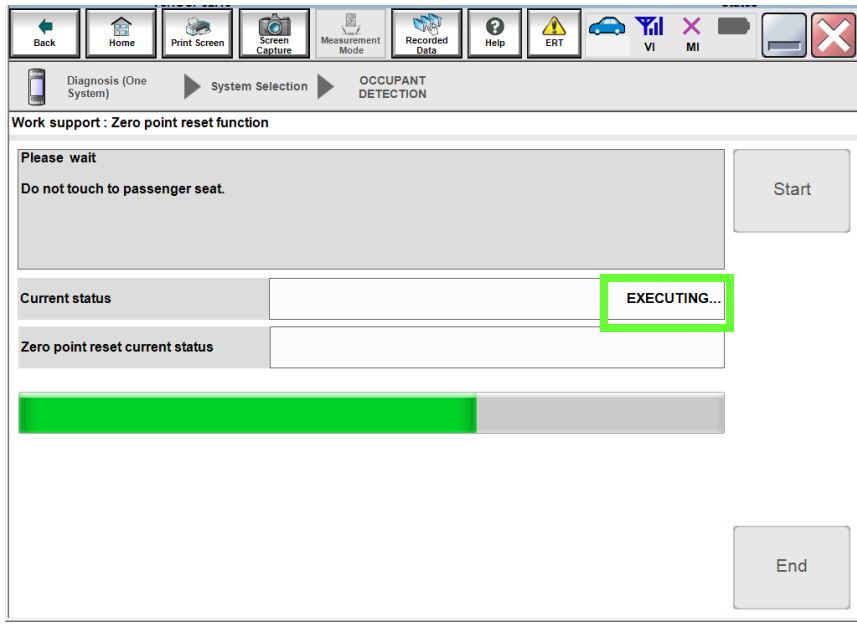


Figure 12

13. When finished, "Completed" will display next to "Current status".

- Select **End** and then proceed to step 14.

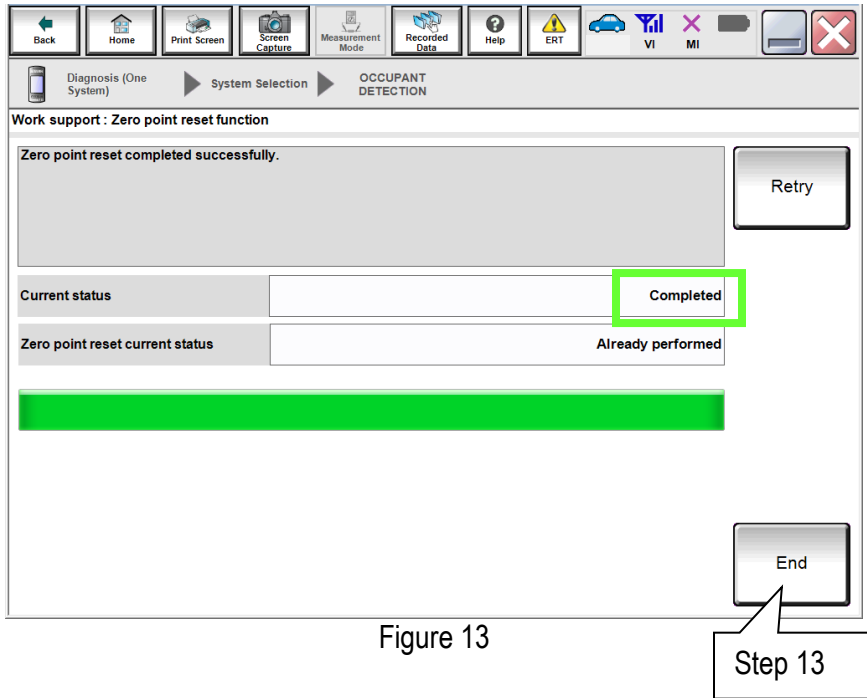




Figure 13

Step 13

14. Turn the ignition OFF and then back ON and observe the air bag warning light and front passenger airbag status light:

- Air bag warning light  should illuminate for 7 seconds and then go out.
- The front passenger airbag status light  should illuminate for 7 seconds and then either stay illuminated or go out depending on the occupation of the front passenger seat.

**NOTE:** If the air bag warning light or the front passenger airbag status light does not operate as described above there may be an issue not covered by this quality action. Refer to ASIST and the appropriate Service Manual for additional diagnostic and repair information.



## Alternative Method to Perform Zero Point Reset For Quality Action PC835

### NOTE:

- This procedure is an alternative method to perform zero point reset for Quality Action PC835.
- The primary zero point reset method is using CONSULT-III plus.
- DO NOT perform the steps in the following pages if the procedure using CONSULT-III plus has already been performed.
- This method uses BOSCH MTS 6513.

### SPECIAL TOOL – BOSCH MTS 6513



Figure A1

- The BOSCH 6513 is available from Tech-Mate at 1-800-662-2001.



## BOSCH MTS 6513

### Zero Point Reset

**NOTE:** Screens on the BOSCH MTS 6513 indicate ACU. This stands for Airbag Control Unit, which is the same as Airbag Diagnostic Sensor Unit.

1. Connect the BOSCH MTS 6513 to the vehicle Data Link Connector (DLC).
2. Wait for the BOSCH MTS 6513 to boot.
  - A beep will be heard.
  - A green light on the BOSCH MTS 6513 will indicate it is powered ON.
  - When boot-up is complete and the Start Screen (see Figure A2) is displayed, the BOSCH MTS 6513 is ready to perform zero point reset.

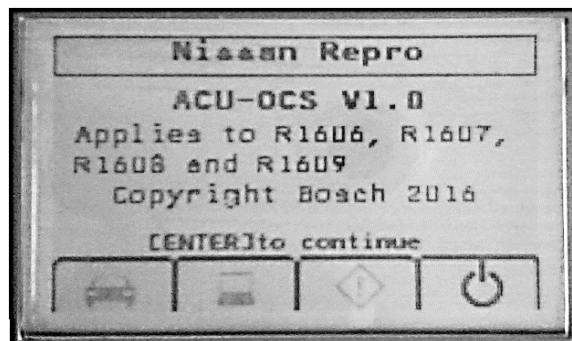


Figure A2

### NOTE:

- On screen instructions will help guide you through the process.
- If the screen in Figure A2 does not display, the correct software has not been loaded into the BOSCH MTS 6513.

3. Select enter on the key pad.

**NOTE:** During this procedure you will be asked several times to “select enter on the key pad”. Each time, use the key pad enter button shown in Figure A3.

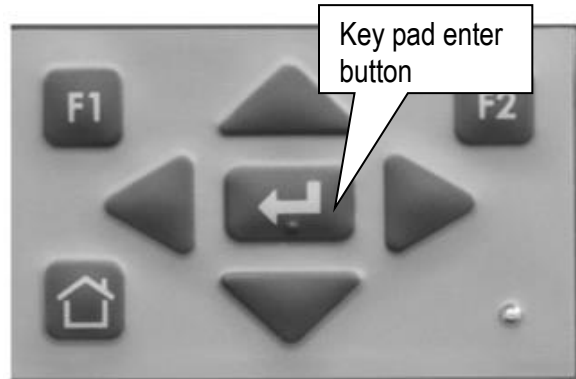


Figure A3

4. Turn the ignition ON (engine OFF / not Ready).
5. Select enter on the key pad.

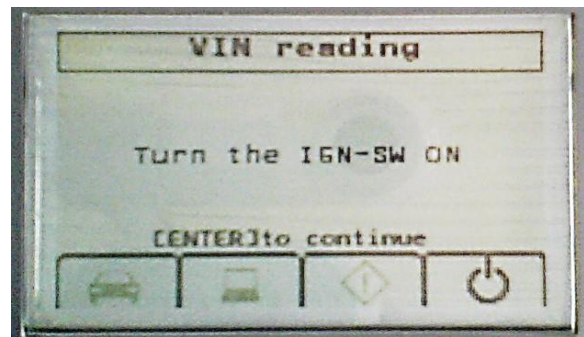


Figure A4

**NOTE:** The VIN is read automatically.

6. Select enter on the key pad.

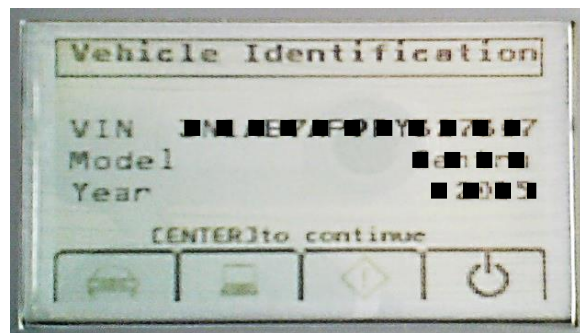


Figure A5

**NOTE:**

- System call will be performed.
- Progress bar will be displayed during system call (this will occur within just a few seconds).
- The screen in Figure A6 (next page) will display when system call is complete.
- If system call does not complete and the screen in Figure A6 does not display, the vehicle may not apply to this quality action, or the incorrect action is being performed.

7. When this screen displays (Figure A6), go to the next step for zero point reset preparation.

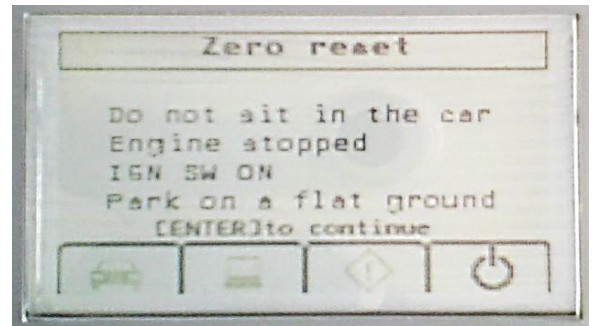


Figure A6

8. Prepare the vehicle for zero point reset as follows:
  - **Level the vehicle.**
  - **No objects on the passenger seat.**
  - **No occupants in the vehicle – including the servicing technician.**
  - Do not touch the vehicle during the zero point reset.
  - Minimize vibrations of the vehicle.
9. Select enter on the key pad.

10. Turn the ignition OFF.

11. Select enter on the key pad.

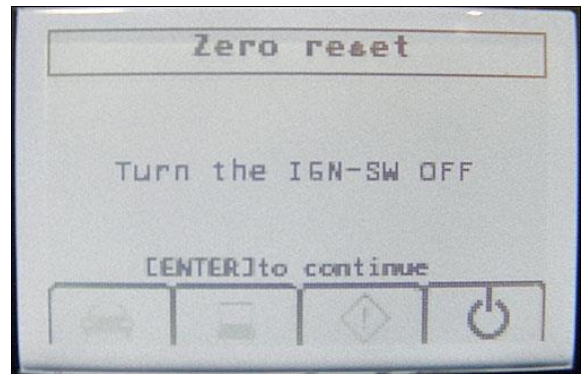


Figure A7

12. Turn the ignition ON (engine OFF / not Ready).

13. Select enter on the key pad.

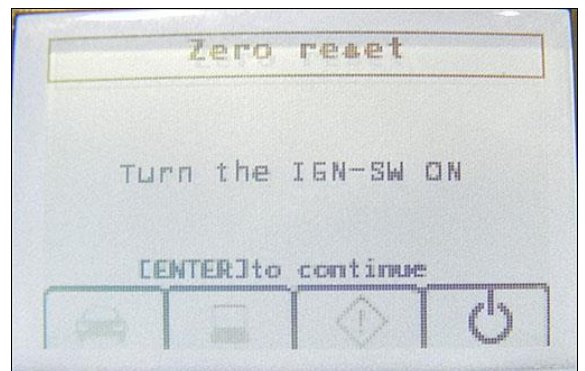


Figure A8

- The screen in Figure A9 will display while zero point reset is being performed.

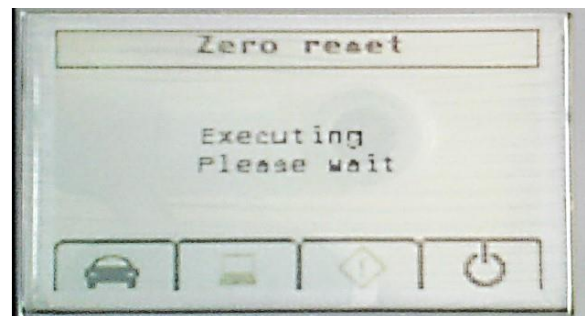


Figure A9

- The screen in Figure A10 will display when zero point reset is complete.

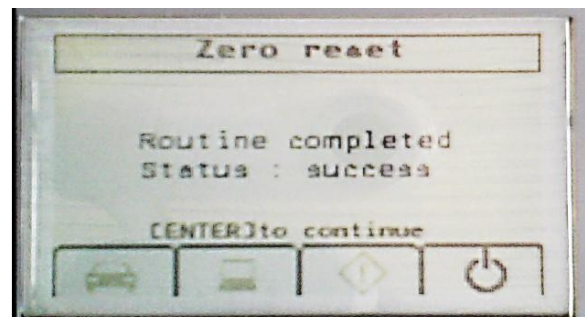


Figure A10



14. The reprogramming process is complete. Select the enter button on the key pad to display the result screens.

15. Turn the ignition OFF.

16. Disconnect the BOSCH MTS 6513 from the vehicle DLC.

**IMPORTANT:** Make sure the BOSCH MTS 6513 powers down (wait about 30 seconds) before connecting to another vehicle. This will confirm any saved vehicle information is erased.

17. Turn the ignition ON and observe the air bag warning light and the front passenger air bag status light:

- The air bag warning light  should illuminate for 7 seconds and then go out.
- The front passenger airbag status light  should illuminate for 7 seconds and then either stay illuminated or go out, depending on the occupation of the front passenger seat.

**NOTE:** If the air bag warning light or the front passenger airbag status light does not operate as described above, there may be an issue not covered by this quality action. Refer to ASIST and the appropriate ESM for additional diagnostic and repair information.

**PART INFORMATION**

Model year and date (Mo/Yr)		Description	PART #	Quantity
JX	2013; All	ODS ECU (16 pin connector)	98856-9NA5A	1
QX60	2014; All	ODS ECU (16 pin connector)	98856-9NF8A	1
	2015; manufacture date (MO/YR) 11/14 and before	ODS ECU (16 pin connector)	98856-9NF8A (1)	1
	<b>All vehicles with manufacture date (MO/YR) 12/14</b>	ODS ECU (10 pin connector)	98856-9ND5A (1)	
	2015; manufacture date (MO/YR) 01/15 and after	ODS ECU (10 pin connector)	98856-9ND5A	1
	2016			
Q50	2014; manufacture date (MO/YR) 11/13 and before	ODS ECU (16 pin connector)	98856-6HC0A	1
	<b>All vehicles with manufacture date (MO/YR) 12/13</b>	ODS ECU (16 pin connector)	98856-6HC0A (1)	1
		ODS ECU (10 pin connector)	98856-6HB0K (1)	
	2014; manufacture date (MO/YR) 1/14 and after	ODS ECU (10 pin connector)	98856-6HB0K	1
2015-2016				

(1) Confirm that the number of pins of the new part are the same as the original (see Figures B1 and B2 below).

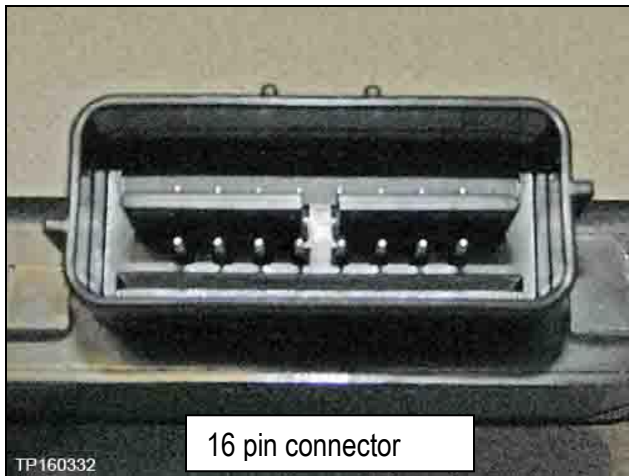


Figure B1

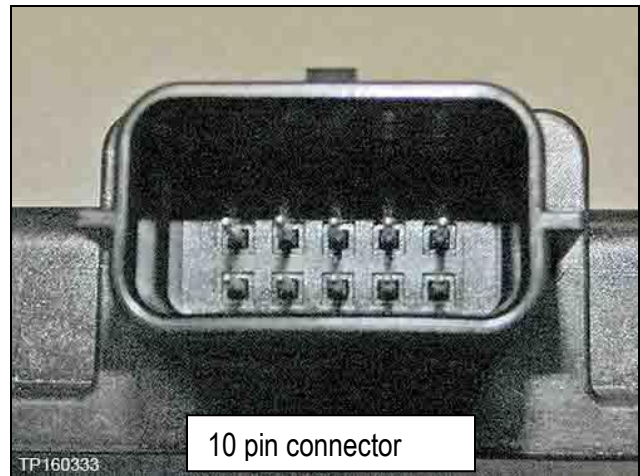


Figure B2

## CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

### QX60, Q50

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
PC835	Replace ODS ECU (OCS control unit)	PC8350	0.7 hrs.
	Check Front Passenger Air Bag Status Light Operation (OK Condition)	PC8352	0.2 hrs.

OR

### QX60 Hybrid, Q50 Hybrid

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
PC835	Replace ODS ECU (OCS control unit)	PC8351	0.8 hrs.
	Check Front Passenger Air Bag Status Light Operation (OK Condition)	PC8352	0.2 hrs.


## FRONT PASSENGER AIR BAG STATUS LIGHT OPERATION

**NOTE:** Please print this page and place a copy in the vehicle.

Quality Action PC835 changes the operation of the passenger air bag status light.

- The passenger air bag status light will now be ON (illuminated) when the front passenger seat is empty.

Below is additional information regarding the operation of the passenger air bag status light.

The front passenger seat is equipped with an occupant classification sensor (weight sensor) that turns the front passenger air bag on or off depending on the weight applied to the front passenger seat. The status of the front passenger air bag (ON or OFF) is indicated by the front passenger air bag status light  which is located on the instrument panel. After the ignition switch is placed in the "ON" position, the front passenger air bag status light on the instrument panel illuminates for about 7 seconds and then turns off or remains illuminated depending on the front passenger seat occupied status. The light operates as follows:



CONDITION	DESCRIPTION	PASSENGER AIR BAG INDICATOR LIGHT	FRONT PASSENGER AIR BAG STATUS
Empty	Empty front passenger seat	ON (illuminated)	INHIBITED
Nobody/Somebody	Bag or Child or Child Restraint or Small Adult in the front passenger seat	ON (illuminated)	INHIBITED
Adult	Adult in front passenger seat	OFF (dark)	ACTIVATED