



CAMPAIGN BULLETIN R1717 Fuel Pump Campaign Quality Review

Reference: PC836
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
MY2016-2018 Q50 MY2017-2018 Q60	41	NA	August 27, 2021	YES

***** 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 (R1717). If the VIN displays **QA campaign ID PC836**, 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. **PC836**.
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.com 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 *****



PC836 – 2016-2017 Q50 AND 2017 Q60 WITH 2.0L TURBO ENGINE; FUEL PUMP CONTROL MODULE

SERVICE PROCEDURE

1. Connect the CONSULT-III plus (C-III plus) plus VI to the vehicle.
2. Turn the ignition ON (engine OFF).
3. Turn ON the CONSULT PC.
4. Open C-III plus and wait for the plus VI to be recognized.
5. Select **Re/programming, Configuration**.

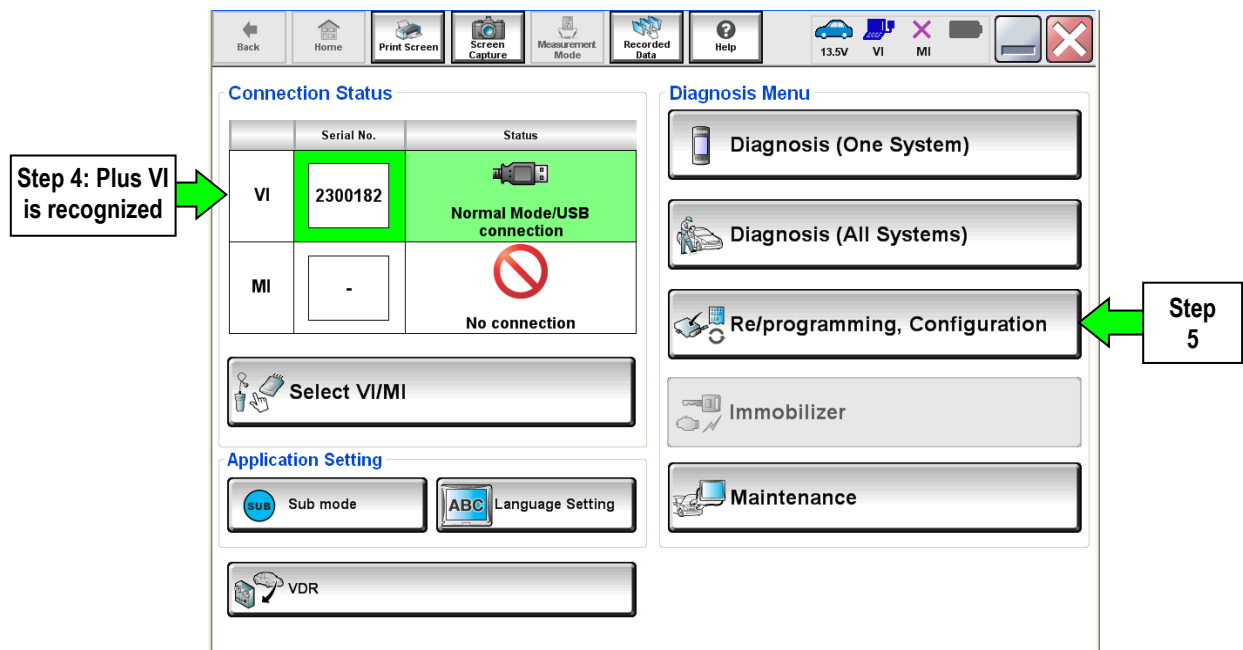


Figure 1

6. Check the box for **Confirmed instructions**, and then select **Next**.

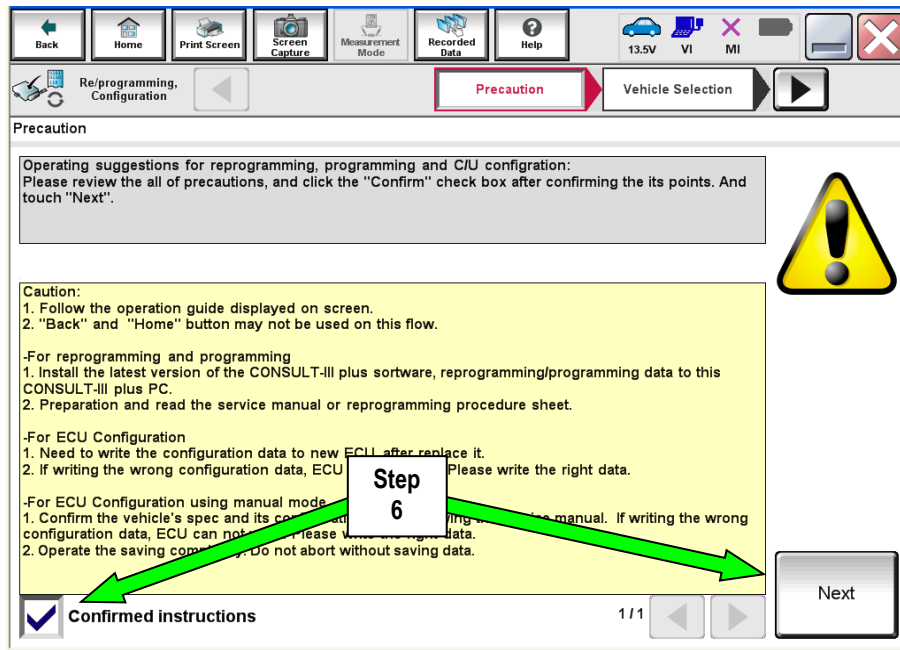


Figure 2

7. If the screen in Figure 3 displays, select **Automatic Selection(VIN)**.

8. If the screen in Figure 3 does not display, skip to step 9.

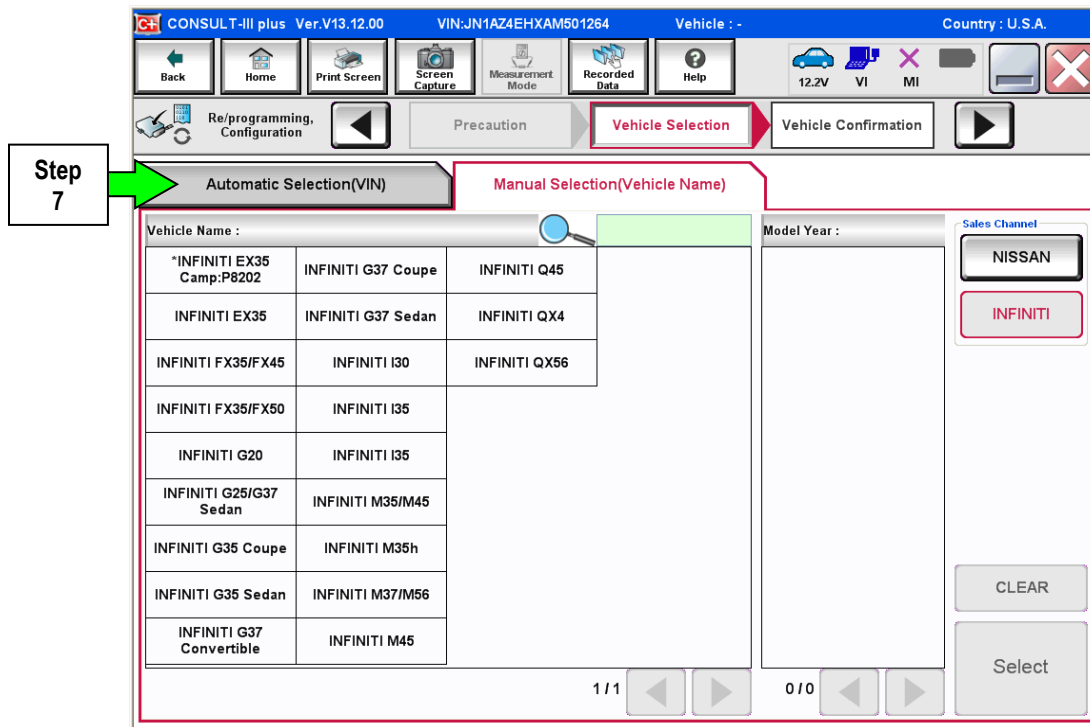


Figure 3

11. Select FSCM.

- If needed, use the page arrows to scroll and find the correct section.

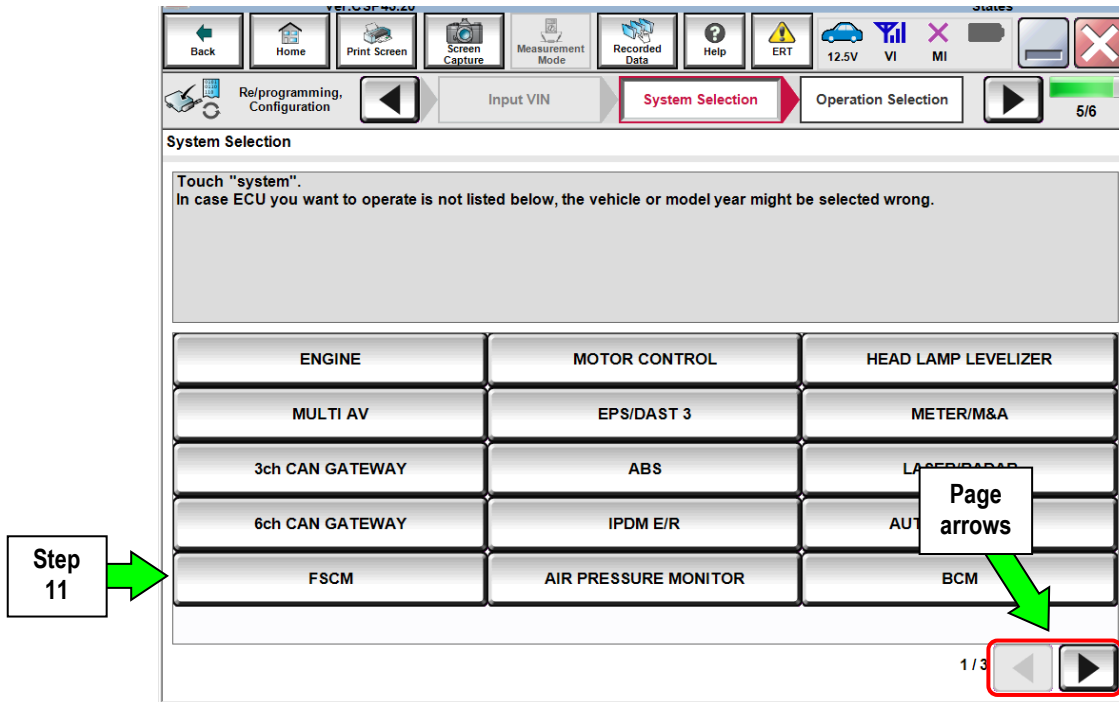


Figure 6

12. Select After ECU Replacement.

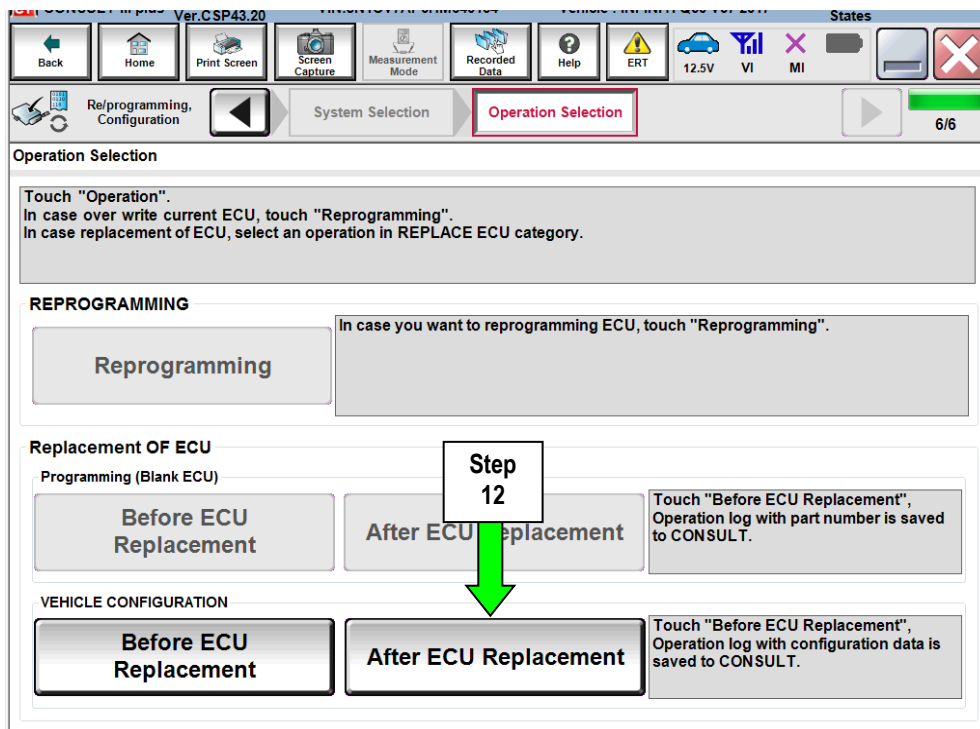


Figure 7

13. Select Manual Selection.

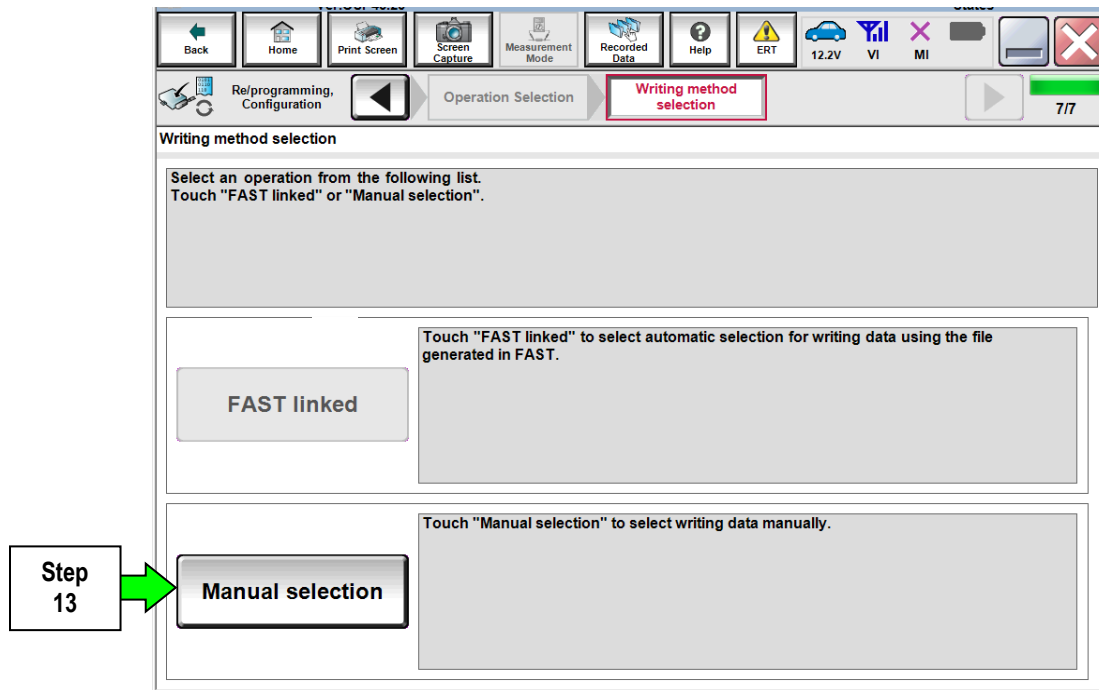


Figure 8

14. Select ENGINE TYPE – GASOLINE.

- Use the drop down arrow to view selections.

15. Select Next.

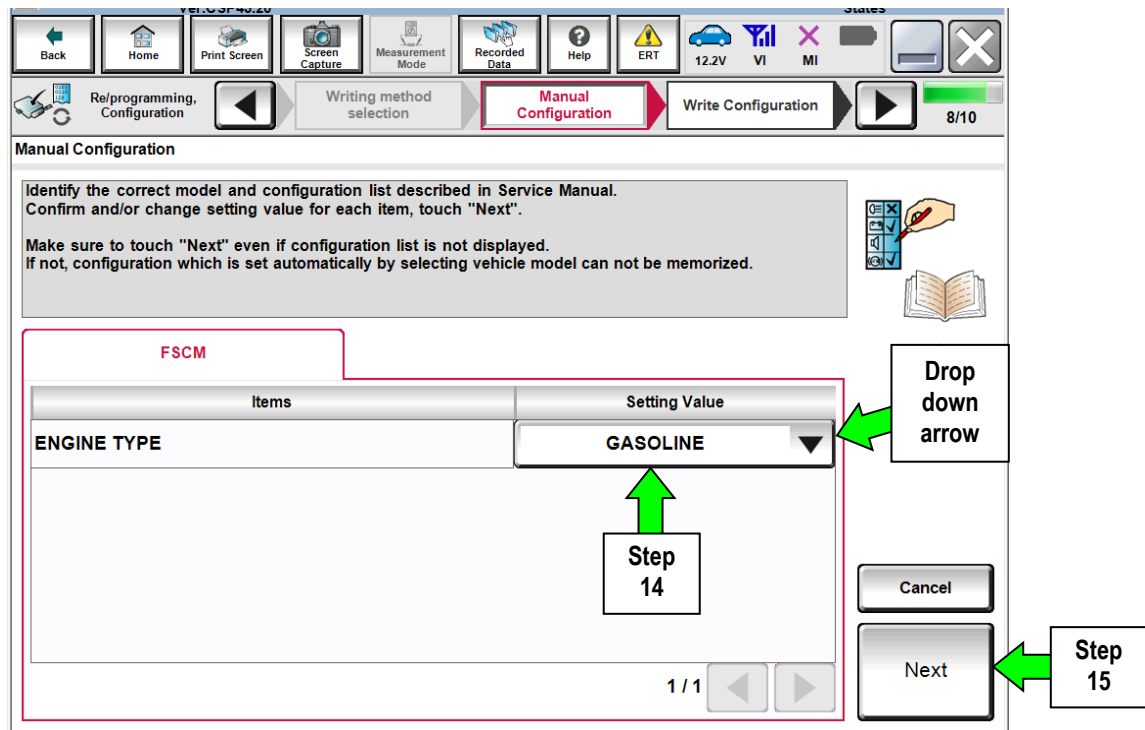


Figure 9

16. Select **OK**.

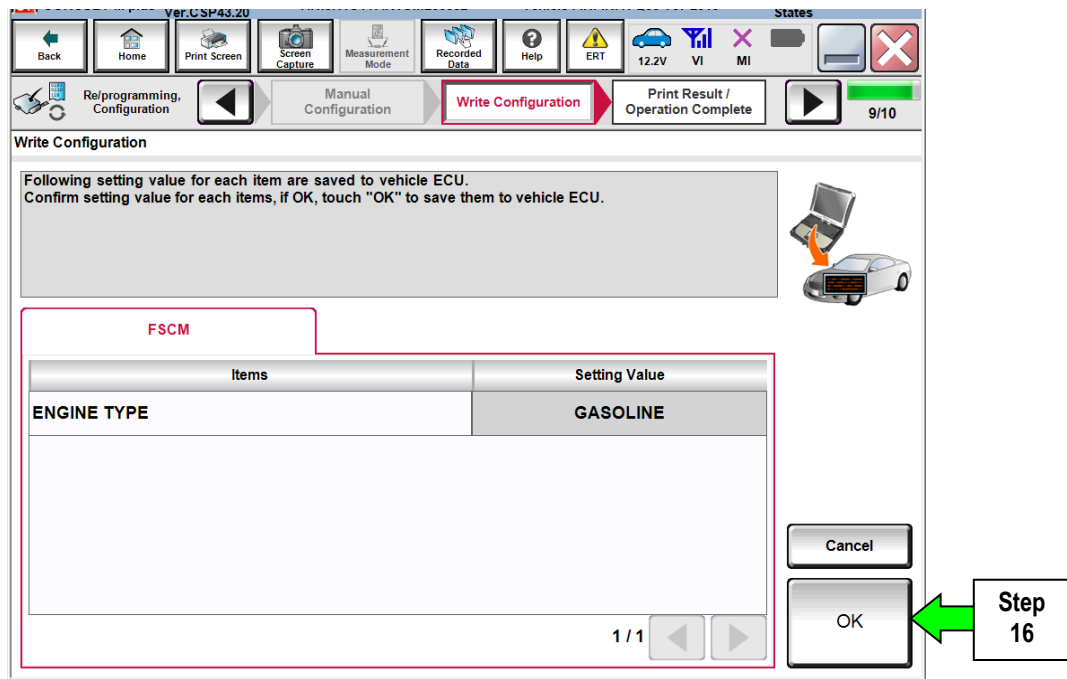


Figure 10

17. Wait for Transfer Data (Configuration) to complete.

- Configuration will take only a few seconds – a progress bar will display while data is transferring.

18. Select **END**.

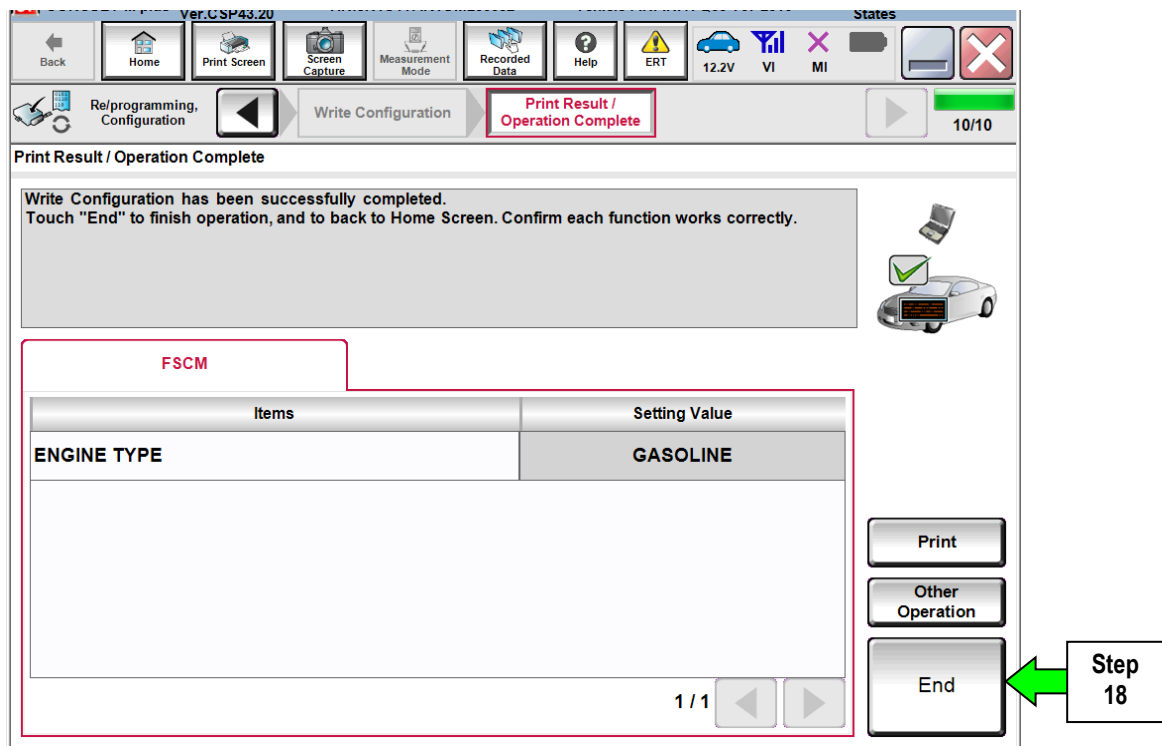


Figure 11

19. Start the engine and let it idle until its temperature is above 86°F (30°C).

20. Navigate C-III plus; **Diagnosis (All Systems) > ENGINE > Data Monitor.**

21. Under System, select **FSCM.**

- Use the lower left page arrows to find **FSCM.**

22. Select **STATUS OF FUEL PUMP** and **FUEL PRESSURE.**

23. Select **START.**

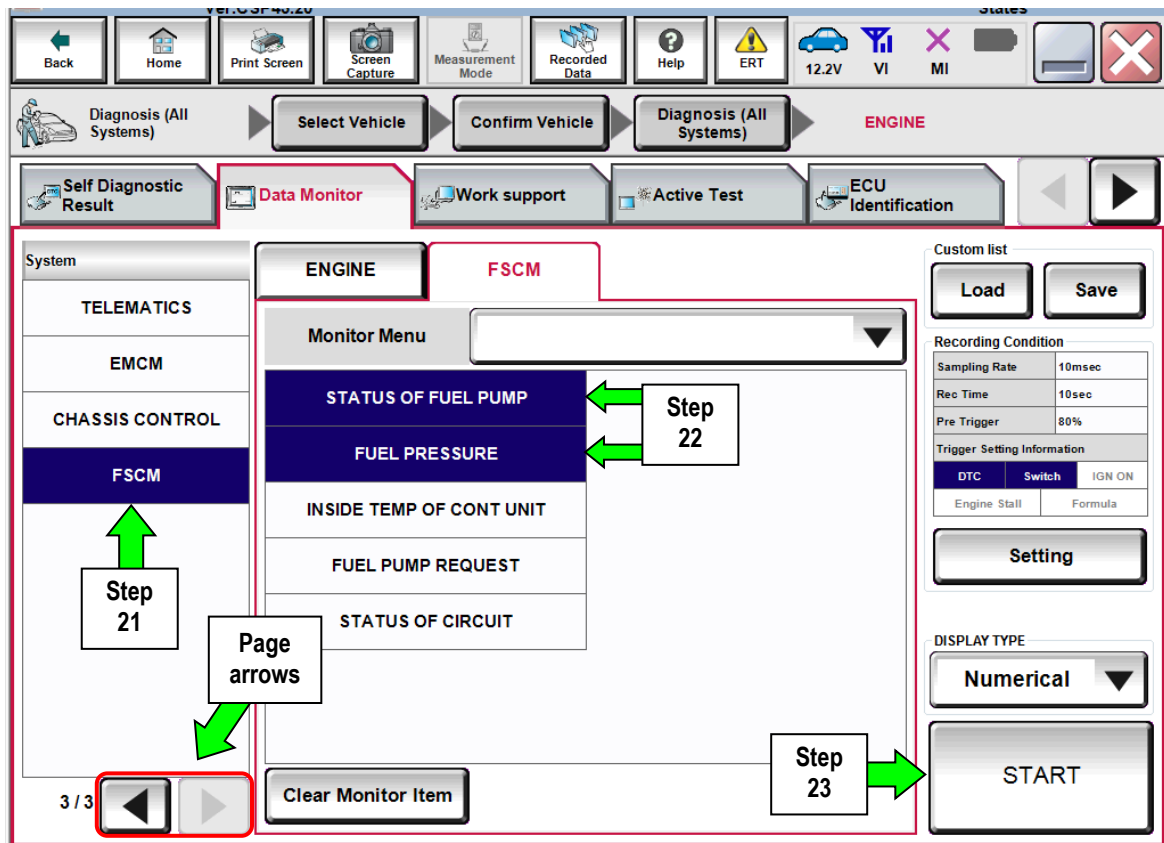


Figure 12

24. Confirm the following:

- **STATUS OF FUEL PUMP** is above 7.0 volts.
- **FUEL PRESSURE** is above 73 psi. (5.0 bar).

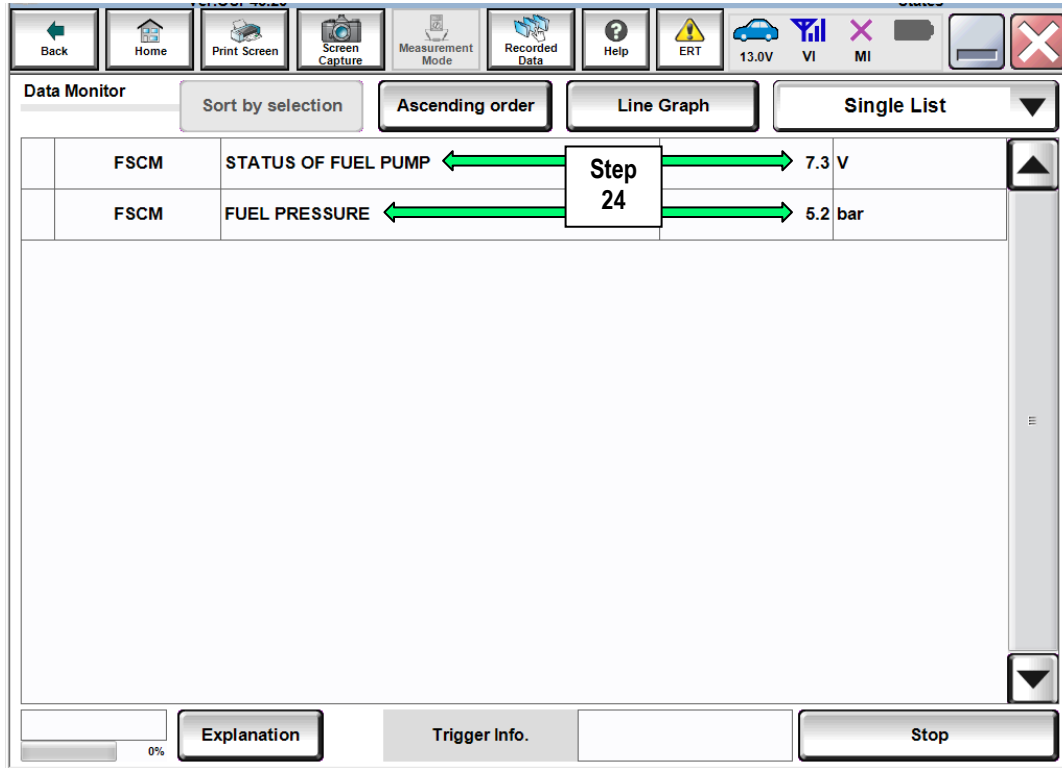


Figure 13

25. Erase any stored DTCs.

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC836	Reconfigure Fuel Pump Control Module	PC8360	0.3 hrs.

