QUALITY ACTION



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	Retailer	SERVICE COMM	Stop Sale
	Population:	Inventory:	Re-Activation date:	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:

- Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. <u>PC836.</u>
- 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 NNAnet.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**.

	H Back	Home Prin	t Screen Capture Mode	corded Data
	Conne	ction Status		Diagnosis Menu
		Serial No.	Status	Diagnosis (One System)
Step 4: Plus VI	VI	2300182	Normal Mode/USB connection	Diagnosis (All Systems)
	м	_	\otimes	
			No connection	Re/programming, Configuration
	Select VI/MI		I	Immobilizer
	Applica	tion Setting –	Language Setting	Maintenance
	\$P	VDR		
<u> </u>			Γ:	uuro 1

Figure 1

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

Back Home	Print Screen	Screen M Capture	leasurement Mode	Recorded Data	P Help		13.5V	VI	X I		\mathbf{X}
Re/program Configura	ming, tion			Pr	ecaution		Vehicle	Select	ion		
Precaution											
Operating sugges Please review the touch "Next".	tions for reprogr all of precautions	ramming, prog s, and click th	gramming ne ''Confirn	and C/U c n'' check b	onfigration: ox after conf	firming	the its	points.	. And		
Caution: 1. Follow the ope 2. "Back" and "H- For reprogrammi 1. Install the lates CONSULT-III plus 2. Preparation an For ECU Configu- 1. Configuration dat 2. Operate the saw	ration guide disp ome" button may ng and program version of the C PC. d read the servic aration ne configuration ong configuratio ricel's spec and it n, ECU can not ing comments of the constru- ing comments of the constru- ing comments of the constru- ting comments of the constru- tion of the construction	layed on scre v not be used ming ONSULT-III pi e manual or r data to new E n data, ECU nual mode ts correst von tabort w	een. on this flo reprogram = <u>CLL after</u> Step 6	ow. re, reprogr ming proce rentace it. Please ing data.	amming/prog edure sheet. write the rig	grammi ght data unual. II	ng data a. f writing	a to thi g the w	s vrong		
Confirme	d instructions					1	1/1			Next	
2			F	igure	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.

	CONSULT-III plus	Ver.V13.12.00 V	IN:JN1AZ4EHXAM5012	64 Vehicle : -		Country : U.S.A.
	Back Home	Print Screen Scree Captur	Measurement Mode	ecorded Data	12.2V VI MI	
	Re/programmi Configuratio	ng, 🚺	Precaution	Vehicle Selection	Vehicle Confirmation	
Step	Automatic S	election(VIN)	Manual Select	ion(Vehicle Name)		
	Vehicle Name :				Model Year :	Sales Channel
	*INFINITI EX35 Camp:P8202	INFINITI G37 Coupe	INFINITI Q45			NISSAN
	INFINITI EX35	INFINITI G37 Sedan	INFINITI QX4			INFINITI
	INFINITI FX35/FX45	INFINITI 130	INFINITI QX56			
	INFINITI FX35/FX50	INFINITI 135		-		
	INFINITI G20	INFINITI 135				
	INFINITI G25/G37 Sedan	INFINITI M35/M45				
	INFINITI G35 Coupe	INFINITI M35h				
	INFINITI G35 Sedan	INFINITI M37/M56				CLEAR
	INFINITI G37 Convertible	INFINITI M45				Select
				1/1	010	

Figure 3

- 9. Verify the VIN or Chassis # matches that of the vehicle.
 - If the correct VIN is displayed, select **Confirm**.

	Reiprogramming. Configuration Vehi Please confirm selected information and to touch "Change". Vehi	Intersection Vehicle Confirmation	
Step 9	VIN or Chassis #	JN1BV7AP2EM	
	Vehicle Name :	INFINITI Q50	
	Model Year	2016	
		1/1]
		If OK, select Confirm	Change

Figure 4

10. Select Confirm again.

Image: Second control of the second control	
Configuration Vehicle Confirmation Input VIN System Selection	4/6
Input VIN	
Enter the VIN number, and touch "Confirm". According to this operation, in case of specified operation that requires to save ECU information into CONSULT, VIN number you input is saved as file name. Therefore, confirm VIN number correctly.	
Step 10	Confirm

Figure 5

11. Select FSCM.

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

	<	Back Re/programming, Configuration System Selection Touch "system". In case ECU you want to operate is not list	Measurement Mode Input VIN System Selection ed below, the vehicle or model year might b	Operation Selection
		ENGINE MULTI AV	MOTOR CONTROL EPS/DAST 3	HEAD LAMP LEVELIZER
		3ch CAN GATEWAY 6ch CAN GATEWAY	ABS	Page
Step 11	\triangleright	FSCM	AIR PRESSURE MONITOR	всм
			Figure 0	1/3

Figure 6

12. Select After ECU Replacement.

Ver.CSP43.20			States
Back Home Print Screen Screen	e Measurement Mode Recorded Data	12.5V VI MI	
Re/programming, Configuration	stem Selection Operation Selection]	6/6
Operation Selection			
Touch "Operation". In case over write current ECU, touch "F In case replacement of ECU, select an ope	leprogramming". ration in REPLACE ECU category.		
REPROGRAMMING			
Reprogramming	In case you want to reprogramming ECI	J, touch "Reprogrammir	ng".
Replacement OF ECU			
Programming (Blank ECU)	Step		
Before ECU Replacement	After ECU eplacement	Touch "Before ECU Operation log with pa to CONSULT.	Replacement", art number is saved
VEHICLE CONFIGURATION			
Before ECU Replacement	After ECU Replacement	Touch "Before ECU Operation log with co saved to CONSULT.	Replacement", onfiguration data is

Figure 7

13. Select Manual Selection.

	Image: Second
	Writing method selection
	Select an operation from the following list. Touch "FAST linked" or "Manual selection".
	FAST linked FAST linked FAST linked FAST.
Step 13	Manual selection to select writing data manually.

Figure 8

- 14. Select ENGINE TYPE **GASOLINE**.
 - Use the drop down arrow to view selections.
- 15. Select Next.

Ver.03F45.20			JIALES	
Back Home Print Screen	Measurement Mode	Help LERT 12.2V VI		\times
Re/programming, Configuration	ting method selection	Manual nfiguration Write Configu		/10
Manual Configuration				
Identify the correct model and configuratio Confirm and/or change setting value for ea Make sure to touch "Next" even if configu If not, configuration which is set automatic	n list described in Servio ich item, touch "Next". ration list is not displayed ally by selecting vehicle n	ce Manual. d. nodel can not be memorized.		
FSCM			Dro	qc
ltems		Setting Value	dov	wn
ENGINE TYPE		GASOLINE	arro	w
		Step 14	Cancel	3
		1/1	Next	Step 15

Figure 9

16. Select OK.

Ver.CSP43.20		States
Back Home Print Screen Screen Mode Rect	rided ta	
Re/programming, Configuration	Write Configuration Print Result / Operation Complete	9/10
Write Configuration		
Following setting value for each item are saved to vehicle EC Confirm setting value for each items, if OK, touch "OK" to save	J. them to vehicle ECU.	
FSCM		,
Items	Setting Value	
ENGINE TYPE	GASOLINE	
		Cancel
		Step
	1/1	
Figu	ire 10	
1 190		

- 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.

1	-	<u> </u>	er.CSP43.20									States															
	Hack	Home	Print Screen	Screen Capture	Measurement Mode	Record Data	ed Help	ERT	12.2V	Yil Vi	× MI	-															
	¥0	Re/programmin Configuration	g,	Writ	e Configuration	Ор	Print Resul eration Com	t / iplete				10/10															
P	rint Res	sult / Operation	Complete																								
	Write C Touch	Configuration h	as been s operation	uccessful , and to ba	ly completed. ack to Home Sc	reen. Co	onfirm each	function v	vorks co	rrectly.																	
					 ו																						
		FSC	СМ									-															
			lte	ems				Setting	y Value																		
	ENG	INE TYPE						GASC	DLINE																		
												Print															
												Other															
												Operation		_													
													1		<mark>ب ا</mark>	<mark>∟ </mark> St	∟ Ste	∟ Ste	∟ Ste	∟ Ste	L Ste	<mark>∟ </mark> Ste	<mark>∟ </mark> Ste	L Ste	<mark>∟_</mark> Ster	1 Ster	<mark>∟ </mark> Step
								1	/1			End	1		-	<mark>- 1</mark>	18	18	18	18	18	18	18	18	18	18	18
1 -																											

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).

Back Home	Print Screen Capture	Measurement Mode	Help A		\mathbf{X}
Data Monitor	Sort by selection	Ascending order	Line Graph	Single List	
FSCM	STATUS OF FUEL	PUMP	Step	➡ 7.3 V	
FSCM	FUEL PRESSURE	~	24	➡ 5.2 bar	
					=
0%	Explanation	Trigger Info.		Stop	

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.			