

SERVICE CAMPAIGN BULLETIN

Date:

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Reference: ITB14-006

January 24, 2014

VOLUNTARY SERVICE CAMPAIGN 2014 Q50; DIRECT ADAPTIVE STEERING REPROGRAM

CAMPAIGN ID #: P4201 APPLIED VEHICLES: 2014 Q50 (V37) 2014 Q50 Hybrid (V37)

Check Service COMM to confirm campaign eligibility.

- There are four bulletins with different campaign ID numbers for this campaign.
- Each bulletin is applicable to specific vehicles depending on vehicle options.
- Make sure the correct bulletin (Campaign ID #) is being used.

INTRODUCTION

Infiniti is conducting a Voluntary Service Campaign on certain specific Model Year 2014 Q50 and Q50 Hybrid vehicles to reprogram the Direct Adaptive Steering (DAST). This service will be performed at no cost to the customer for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number P4201 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

Dealers are to correct each vehicle falling within the range of this campaign that enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory.

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 dealer to determine if this applies to your vehicle.

SERVICE PROCEDURE

IMPORTANT: Make sure this campaign (P4201) applies to the vehicle you are working on by using the VIN and checking Service COMM.

- 1. Before continuing, it is IMPORTANT to make sure:
 - ASIST on the CONSULT PC has been synchronized (updated) to the current date.
 - All CONSULT related software updates (if any) have been installed.

NOTE: The CONSULT PC automatically gets all reprogramming software during ASIST synchronization.

CAUTION:

- Connect the GR8 to the vehicle 12 volt battery and set to ECM power supply mode. If the vehicle battery voltage drops below <u>12.0V or rises above 13.5V</u> during reprogramming, <u>the DAST may be damaged</u>.
- Be sure to turn OFF all vehicle electrical loads.
 If a vehicle electrical load remains ON, <u>the DAST may be damaged</u>.
- Be sure to connect the AC Adapter.
 If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the DAST may be damaged.
- Turn off all external Bluetooth[®] devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI. If Bluetooth[®] signal waves are within range of the CONSULT PC during reprogramming, reprogramming may be interrupted and <u>the DAST may be damaged</u>.
- 2. Once all ASIST and CONSULT related updates have been performed, attach the CONSULT PC to the vehicle.
 - Connect the plus VI to the CONSULT PC with the USB cable.
 - Connect the AC adapter to the CONSULT PC.

IMPORTANT: Reprogramming Procedure must be performed 3 separate times to reprogram the control modules for DAST 1, DAST 2, and EPS/DAST 3.

3. Turn ON the CONSULT PC, and then open CONSULT III plus (C-III plus).

NOTE: Make sure all applications other than C-III plus are closed.

- 4. Press the ignition switch twice <u>without</u> depressing the brake pedal.
 - The meter and gauges will illuminate.

CAUTION: <u>Do Not</u> start the engine, the DAST may be damaged. (For Hybrid vehicles, make sure the Ready light is OFF.)

NOTE: Make sure <u>ALL</u> accessories are turned OFF.

- 5. Erase all stored DTCs as follows:
 - a. Wait for the plus VI to be recognized.
 - b. Select Diagnosis (All Systems) and Confirm.
 - c. Wait for system call to complete.
 - d. Erase all DTCs.

INFORMATION: If you have DTCs related to the Brake or Steering systems that will not erase, do the following:

- a. Turn the ignition OFF.
- b. Disconnect the 12V battery negative cable.
- c. Wait 5 minutes.
- d. Reconnect the negative battery cable.
- e. Restart the Service Procedure from the beginning.
- 6. Go to Re/programming, Configuration.
 - a. Select the Home button and then YES to return to the screen shown in Figure 1.
 - b. Select **Re/programming**, **Configuration**.

	CONSULT-III plus Ver.V14.11.00	VIN:-	Vehicle : -	Country : U.S.A.
	Back Rome Print Screen	Screen Capture	led Help to Bit Mi	× • • • • • • • • • • • • • • • • • • •
	Connection Status		Diagnosis Menu	
Plus VI is	Serial No.	Step	Diagnosis (One Sy	stem)
recognized	VI 2300182	5b Normal Mode/USB		
		connection Z	Diagnosis (All Syst	tems)
	MI -			
		Step	Re/programming, (Configuration
	Select VI/MI	6b	Immobilizer	
	Application Setting			
	Sub mode	ABC Language Setting	Maintenance	
			-	
	VDR			

Figure 1

7. Check the box for **Confirmed Instructions**, and then select **Next**.

CONSULT-III plus Ver.V14.11.00 VIN:-	Vehicle : -	Country : U.S.A.
Back Home Print Screen Capture Measure		🚓 🚚 🗙 🖿 📃 🔀
Re/programming, Configuration	Precaution	Vehicle Selection
Precaution		
Operating suggestions for reprogramming, program Please review the all of precautions, and click the "C touch "Next".		ig the its points. And
Caution: 1. Follow the operation guide displayed on screen. 2. "Back" and "Home" button may not be used on the -For reprogramming and programming 1. Install the latest version of the CONSULT-III plus so CONSULT-III plus PC. 2. Preparation and read the service manual or repro- -For ECU Configuration	ortware, reprogramming/program	ming data to this
Need to write the configuration data to new ECU, If writing the wrong configuration data, ECU can -For ECU Configuration using manual mode		ata.
1. Confirm the vehicle's spec and its configuration configuration data, ECU can not work Br 2. Operate the saving complete with	7	If writing the wrong
Confirmed instructions		
	Figure 2	

- 8. Select Q50 or Q50 Hybrid and 2014, or Automatic Selection(VIN).
 - If Automatic Selection (VIN) is selected, or the screen in Figure 3 does not display, skip to step 10.
- 9. Select Select.

	CONSULT-III plus	Ver.31.11 Ver.CSP19.10 V	IN:-	Vehicle : -		Country : United States
	Back Borne	Print Screen	Monarconert Ba	ecorded Data	13.5V VI MI	
This works,	Configuratio		Precaution	Vehicle Selection	Vehicle Confirmation	•
too	Automatic S	election(VIN)	Manual Select	tion(Vehicle Name)		
	Vehicle Name :		- O_		Model Year :	Sales Channel
	"INFINITI EX35 Camp:P8202	INFINITI G35 Sedan	INFINITI M37/M56	INFINITI QX56	2014	NISSAN
	INFINITI EX35	INFINITI G37 Convertible	INFINI'TI M45	INFINITI QX60	5	INFINITI
	INFINITI E X35/EX37	INFINITI G37 Coupe	INFINITI Q45	INFINITI QX60 Hybrid		
	INFINITI F.X35/FX45	INFINITI G37 Sedan	INFINITI Q50		tep	
	INFINITI F X35/FX50	INFINITI 130	INFINITI Q50 Hybrid	INFINITI QX	8	
	INFINITI F.X37/FX50	INFINITI 135	INFINITI Q60 Convertible			
	INFINITI G20	INFINITI JX35	INFINITI Q60 Coupe			
	INFINITI G25/G37 Sedian	INFINITI M35/M45	INFINITI QX4]		CLEAR
	INFINITI G35 Coupe	INFINITI M35h	INFINITI QX50		Step	Calud
				1/1	9	Select

Figure 3

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

	VELCOP IS. IU		States
	Back Borne Peint Screen Capture	Meansreinert Mode Bets Berg	-
	Configuration Vehi	Icle Selection	
	Please confirm selected information and to to the total of total of the total of the total of	ouch "Confirm". In case you want to select another vehicle,	
Verify here	VIN or Chassis #	JN1BV7AP2EM	
	Vehicle Name :	INFINITI Q50	
	Model Year	2014	
		1/1	
			Change
		If OK, select Confirm	Confirm

Figure 4

11. Select **Confirm** again.

Image: Back Image: Back	-
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.	
VIN (17 or 18 digits) JN 1E 1 AP 1C 10 90 021 4	
Step 11	Confirm



12. Use the page arrows to scroll and **select the correct control module** to be reprogrammed. Make sure to reprogram the control modules in this order:

DAST 1, then DAST 2, and then EPS/DAST 3

NOTE: DAST 1 and DAST 2 are shown in Figure 6; EPS/DAST 3 is not shown.

			1000 FOI 10 IN	States
Back Home Print Screen Capture	Mode Recorded	() Relp	12.1V VI MI	
Configuration	input VIN System	Selection	Operation Selection	5/6
ystem Selection				
Touch "system". In case ECU you want to operate is not liste	ed below, the vehicle or mo	del year might be	selected wrong.	
AVM	TRANSMISSIO	N		
CHASSIS CONTROL	Step			
DAST 1	12			
DAST 2		Scr	oll with	
HIGH BEAM ASSIST		a	rrows	
	Ś.,			<u> </u>
			2	2/2
	Figure	6		

13. Wait for System Call to complete and then select Reprogramming.

	CONSOLT-III plus Ver.V14.11.00 VIIV.		Venicle . LEAF 220 2011	Country . O.S.A.
	Back Home Print Screen Capture	Measurement Mode	Image: Provide state Image: Pr	× • • • •
	Re/programming, Configuration	n Selection Operatio	n Selection	6/6
	Operation Selection			
	Touch "Operation". In case over write current ECU, touch "Rep In case replacement of ECU, select an operati		gory.	
	REPROGRAMMING			
Step 13	Reprogramming	case you want to reprogra	mming ECU, touch "Reprograr	nming".
	Replacement OF ECU			
	Programming (Blank ECU)]
	Be	fore replace ECU, ECU d	ECU, you should operate follo ata is saved to CONSULT. T writes ECU data and program	-
	Read / Write Configuration	Manual Configur	touch "Manual Con	eady replaced ECU, figuration''.

Figure 7

- 14. When you get to the screen shown in Figure 8, confirm reprogramming applies as follows:
 - A. Find the DAST Part Number and write it on the repair order.

NOTE: This is the <u>current</u> DAST Part Number. DAST 1 is shown; DAST 2 and DAST 3 are similar.

	CONSULT-III plus Ver.31.21	VIN:	Vehicle : INFINITI Q50 V37 2014	Country : United States
	Eack Barne Print Screen	Screen Capture Mode Recorded Data	Bindp S2.TV VI MI	
	Configuration	Operation Selection	ave ECU Data	7/7
	Save ECU Data			
	Touch "Save" to save operation lo Operation log helps to restart next after operation has completely finis	operation by selecting suitable	as listed below to CONSULT. operation log. Operation log is erased	
	File Label	J	N1BV7AP6EM	7
	Operation		REPROGRAMMING	
Current Part	System		DAST 1	
Number	Part Number		26506409418	
	Vehicle		V37INFINITI Q50	
	VIN	J	N1BV7AP6EM	-
	Date		If a match,	Save
			select Save	
		Figur	e 8	

- B. Compare the P/N you wrote down to the numbers in the **Current Part Number** column of Table A below:
 - If there is a match, reprogramming applies. Continue with the reprogramming procedure.
 - If there is not a match, reprogramming does not apply.

NOTE: If there is no match for DAST 1, there will be no match for DAST 2 or DAST 3. You can stop. This reprogramming does not apply or it has already been done.

MODEL	CONTROL MODULE	CURRENT PART NUMBER:
	DAST 1	28505 – 4GA1B, 4GA1C, 4GA1D
2014 Q50/Q50 Hybrid	DAST 2	28505 – 4GA6B, 4GA6C, 4GA6D
	EPS/DAST 3	285H0 – 4GA5B, 4GA5C, 4GA5D

Table A

C. If there is a part number match as specified above, Select **Save** and then continue with the reprogramming procedure on the next page.

15. Read the precautions on the C-III plus screen (use page arrow as needed). After reading, select **Confirmed instructions**, and then select **Next**.

CONSUL I -III plus Ver.V14.11.00	VIN:	Vehicle : LEAF ZE0 2011	Country : U.S.A.
Back Home Print Screen	Screen Capture	Image: Weight of the second	/1 MI 🗭 🔜 🔀
Re/programming, Configuration	Save ECU Data	Precaution Select Prog	gram Data
Precaution			
Operating suggestions: If the reprogramming/programming is usable. Please review the all of precautions, a	,	, ,	
Precautions			
<before reprogramming="" starting=""> -Work preparation</before>			
1. Install the latest version of the rep 2. Turn off any wireless devices such			
-PC preparation			
1. Close all other software except CC 2. Check that the screen saver is turn "Properties". Select the Screen Saver click "OK".	ed OFF. To do this, right-click	on the PC Desktop, and selec	
3. Operate the PC using the A/C adapted at the A/C adapted at the PC using the A/C adapted at the A/C adapte			
4. DO NOT disconnect the VI diagno	Step	ort/programming.	
-Vehicle preparation 1. Adjust the battery charger output s 13.5V. For EV, DO NOT charge the	15 the	e 12V battery is in the range o	
	and do not operate any elec ch/Power switch. For EV/HEV, p		out
depressing redal to set "p	ower switch ON". (Ready lam	o in the meter not	illuminate.) Next
Confirmed instructions		2	

Figure 9

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
 - ▶ If more then one P/N is available, the screen in Figure 10 will display.
 - Select and use the reprogramming option that <u>does not</u> have the message "Caution! Use ONLY with ITBXX-XXX".
- If you get this screen and it is <u>blank</u> (no reprogramming listed), it means there is no reprogramming available for that control module.

CONSULT-III plus Ver.V	14.21.00 VIN:	Vehic	le : LEAF ZE0 2011	Country : U.S.A.
Back Home Prin	nt Screen Capture	t Recorded Data	12.3V VI	× • (
Re/programming, Configuration	Precaution	Select Program	Data Confirm Veh Condition	
Select Program Data				
	prog/programming data listed mming data is listed below, co in CONSULT.		tion, VIN and	
System	DAST 1			
Current Part Number	Part Number After R	epro/programming	Other Information	
XXXXX-XXXXX XXXXX-XXXXX	XXXXX-XX XXXXX-XX		*****	
*****	*****			
				Next
			0/0	

Figure 10

16. Verify the Current Part Number matches the Part Number written down in step 14, and then select Next.

CONSULT-III plus Ver.31.11 VIN:		Country : United States
Eack Print Screen Capture	Measurement Recorded Data	>
Configuration	scaution Select Program Data Confirm Vehicle Condition	9/11
elect Program Data		
vehicle.	ming data is NOT displayed, only one data is available for this g is wrong, touch "Re-select", and confirm the vehicle	
Part Number After Repro/programming	28505]
Current Part Number	28505	1
/ehicle	V37 INFINITI Q50]
лN	JN1BV7AP2EM]
System	DAST 1	
Other Information	L53H_ST1	Re-select
		1 Contract

Figure 11

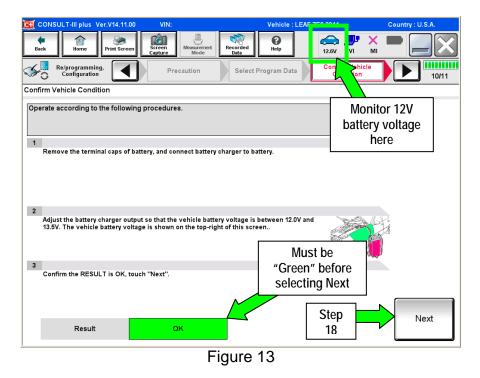
- 17. If the screen in Figure 12 appears, first select **Delete** then **Confirm**, and then **Other Operation**.
 - This will erase the **Saved Data List** and restart the reprogram from step 12. You must go back to step 12.
 - If no **Saved Data List** is stored, Figure 13 on the next page will be displayed.

CONSULT-III plus Ver.31.11 Ver.CSP19.10	VIN:	Vehicle : INFINI	TI Q50 V37 2014	Country : United States
Eack Berne Print Screen	Screen Capture	Recorded Data	12.3V VI MI	-
Configuration	Vehicle Confirmation	Operation Log Selection		
peration Log Selection				
In case you want to write the save o data list (left side), and confirm the want to do other operation, touch "O	detail (right side). If the Other Operation".			
iaved Data List	Saved Data Detail			_
JN1BV7AP2EM	Operation	REPRO	GRAMMING	
	System	1	DAST 1	
	Part Number	285H	°	
	Vehicle		tep	Delete
	VIN	JN	17	Other
	Saved Date	1/26/2012	2 8:37:38 AM	Operation
				Confirm
1/1			1/1	

Figure 12

18. Confirm battery voltage is correct, and then select **Next**.

NOTE: Battery voltage must stay within the specified range to make the indicator turn green.



- 19. With battery voltage OK (green), select Start.
 - The reprogramming process begins when Start is selected.

NOTE: For reprogramming to continue, the vehicle 12V battery voltage must stay within 12 volts and 13.5 volts.

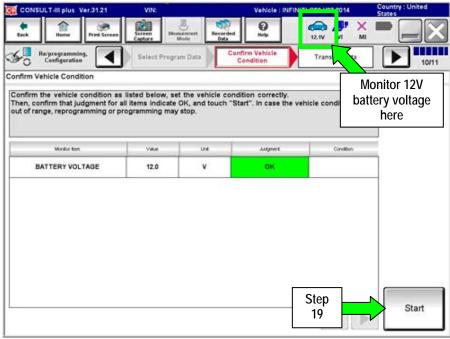


Figure 14

IMPORTANT: Until the reprogramming has completed:

• Do not disconnect the USB cable, although the following message appears:

"Disconnecting CONSULT and VI is Available"

- <u>Do not touch the **Home** button until instructed to.</u>
- When the VI is transferring the reprogram to the DAST control module, do not disconnect the VI from the vehicle even if the PC freezes.
- If you need to disconnect the VI, first check the LED on the VI body to confirm that the communication from the VI to the vehicle has completed and the LED for the vehicle icon is OFF.
- If you accidentally disconnect the VI during program writing to the vehicle, the DAST control module that is being reprogrammed may need to be replaced. Refer to <u>Control Unit Recovery</u> on the next page.
- 20. Wait for both bar graphs to complete.

CONSULT-III plus Ver.31. Ver.CS	11 VIN:	Velhicle : Il	FINITI Q50 V37 2014	Country : United States
+ 1	Screen Screen Mode	Recorded Data	13.5V VI	× 🗖 📃 🗙
Configuration	Confirm Vehicle Condition	Transfer Data]	11/11
Transfer Data				
	ter VI. In case you want to use election" to select other VI. In ming" on Home screen.			
Estimated Time	5min			
Transfer CIONSULT to VI				100%
Transfer VI to ECU				40%
			.0	0

Figure 15

Possible errors that may rarely occur:

- If the progress bar freezes at 90% of a complete transfer to the VI and error code "12-1-1NR" is displayed (see Figure 16 on the next page), <u>turn the ignition OFF, then ON</u>, and then refer to Control Module Recovery on the next page.
- If the progress bar freezes at 90% more than 3 times "on the same DAST control module" but <u>without</u> Error Code "12-1-1NR", the DAST control module that is currently being reprogrammed will need to be replaced.
- If the reprogramming does not complete, refer to <u>Control Unit Recovery</u> on the next page.

NOTE: If a DAST control module replacement is required:

- Refer to the appropriate section of the ESM for the procedure to replace and configure a DAST control module.
- Make sure to perform Read/Write Configuration: Save the Control module's configuration before replacement, and then write the configuration to the new control module.

Do not disconnect plus VI or shut down Consult III plus if reprogramming does not complete.

If reprogramming does <u>not</u> complete and the "!?" icon displays as shown in Figure 16:

- Check battery voltage (12.0–13.5 V).
- Ignition is ON, engine OFF (not READY).
- External Bluetooth[®] devices are OFF.
- All electrical loads are OFF.
- Select <u>retry</u> and follow the on screen instructions.
- <u>"Retry" may not go through on the first attempt and can be selected more than once.</u>

CONSULT-III plus Ver.32.21 VIN:	Vehicle : INFINITI Q50 V37 2014	Country : North America Common		
Eack Home Print Screen Capture	Momeranet Recorded Data	🔀		
Configuration	nsfer Data Confirm Result	3/3		
Confirm Result				
Reprogramming or programming is not con operation on this ECU. Touch "Retry" to retry reprogramming or pro	ipleted properly, but you can retry reproglprogramming ogramming.			
Part number after Reprog/programming	28505-4GA6C			
Current Part Number	28505-4GA6B			
Vehicle	V37INFINITI Q50			
VIN	Select Retry if Error			
System	Code 12-1-1-NR is			
Date	present.	Retry		
Other Information	L53H_ST2			
Error Code	12:1-1-NR	Print		

Figure 16

If reprogramming does <u>not</u> complete and the "X" icon displays as shown in Figure 17:

- Check battery voltage (12.0 13.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF (not READY).
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- Select <u>Home</u>, and restart the reprogram procedure from the beginning.

CONSULT-IL Blus Ver	VIN	Vehicle : QASHQAI	County : Japan	
Back Print Screen	Ecreen Capture	Recorded Help	🐙 💥 🖿 💻 🔀	
Relprograming.	Transfer Data	Confirm Result	9/9	
onfirm Result				
Reprogramming is not completed po Print this screen as needed. Confir with precedure. Restart CONSULT with disconnects	m CONSULT version, K	3N/Power switch position, shift position te reprogramming again.	nard etc	
Part number after Reprog/programming		28482-300000		
		28482-XXXXX		
Current part number		284B2-XXXXX		
		284B2-XXXXX QASHQAI		
Vehicle				
Current part number Webscle VIN System		QASHQAI		
Vehicle		QASHQAI SJNFDNJ190160000		
Vahicle VIN System		QASHQAI SUNFDNJ10U160000 BCM		

Figure 17

- 21. When the screen in Figure 18 appears, reprogramming is complete.
- 22. Select Next.
- 23. Wait for System Call to complete.

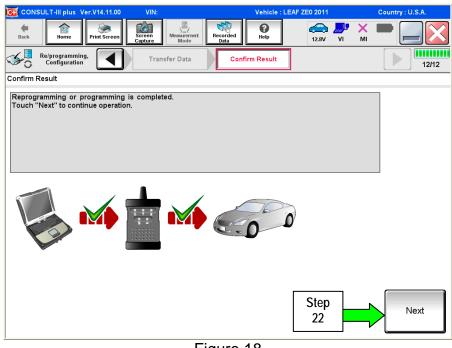


Figure 18

- 24. Erase all DTCs as follows:
 - a. Turn the ignition OFF.
 - The screen in Figure 19 will read OFF after pressing the power/ignition switch once.

CONSULT-III plus Ver.V14.11.0	0 VIN:	Vehicle :	LEAF ZE0 2011	Country : U.S.A.
Back Home Print Seree	Sereen Mode	Recorded Help		x 🗭 📃 🔀
Configuration	Confirm Result	Erase All DTCs	Print Result / Operation Comple	ete 13/14
rase All DTCs				
According to the instruction be	ow, erase All DTCs.			
1 Turn ignition switch OFF po	sition			
.agindon switch off po				
			N to	OFF
Current status of ignitio switch	n OFF		DFF	
	F	igure 19		

- b. Turn the ignition ON with engine OFF (press switch twice, foot off brake).
 - The screen in Figure 19 will read **ON** after pressing the power/ignition switch <u>twice</u>.

NOTE: Do not be confused by any screen messages. At this point, simply turn the ignition ON.

G CONSULT-III plus Ver.V14.11.00	VIN:	Vehicle : LEAF	ZE0 2011	Country : U.S.A.
Back Borne Print Screen	Sereen Capture	tecorded Help	🚓 🍠 🗙 12.6V VI MI	
Re/programming, Configuration	Confirm Result	Erase All DTCs	Print Result / Operation Complete	13/14
Erase All DTCs				
According to the instruction below,			GCK	
		OFF t		OFF
Current status of ignition switch	ON	ON ON		
	Fig	ure 20		

- c. Wait for the bar graph in the **ERASE** window to complete 100%.
- d. Select Next.

CONSULT-III plus Ver.31.11 Ver.CSP19.10	VIN:	Vehicle : INFINITI	Q50 V37 2014	Country : United States
te fame Print Screen		condect Data	13.6V VI MI	
Configuration	Confirm Result	Erase All DTCs	Print Result / Operation Complete	13/14
Erase All DTCs				
According to the instructi Turn ignition switch to Step 24c If the current status < the actual vehicle ignition swit		the next screen.		
			Step 24d	Next

Figure 21

- 25. Verify the part number has changed (before and after reprogramming part numbers should be different).
 - a. Print a copy of the screen in Figure 22 by selecting **Print**.
 - b. Attach a copy to the repair order.
 - c. Once a copy has been printed, select **Confirm**.

CONSULT-III plus Ver.31.11 Ver.CSP19.10	VIN:	Vehicle : IN	FINITI Q50 V37 2014	Country : United States
Buck Heree Print Screen	Screen Capture	Recorded Data		x 🖿 📃 🔀
So Re/programming.	Erase All DTCs	Print Result / Operation Complete		14/14
Print Result / Operation Complete				
temporally storage of this page. To Data Folder" on desk top, and oper Part number after Reproglarogramming				
Part number before Reprog/programming	25	28505		
Vehicle		V37 INFINITI Q	50	
VIN		JN1BV7AP2EM	Step	
System		DAST 1	25a 🔍	Print
Date		9/24/2013 9:14:12	2 AM	
			Step 25c	Confirm

Figure 22

26. After Confirmation has completed, select Home.

CONSULT-III plus Ver.V1	4.11.00 VIN:	Vehicle : L	EAF ZE0 2011	Country : U.S.A.
Back Home Print	t Screen Capture	t Recorded Help	승 🍠 🗡 12.5V VI M	
Re/programming, Configuration	Erase All DTCs	Print Result / Operation Complete]	14/14
Print Result / Operation Con	nplete			
All tasks are completed. In case CONSULT can N(temporally storage of this Data Folder" on desk top,	backing Home on	ion" Screen is no longer sh ce. In case "Complete Opera ent, touch "Cancel" to back	ation" Screen is	
Part number after Reprog/programming Part number before				
Reprog/programming	Č	<u>ک</u>	_	
VIN System	Home	Can	cel	Print
Date		1/11/2012 2:04:1	3 PM	
	Step 26		1/1	Confirm
		Figure 23		

- 27. Repeat the entire reprogramming procedure for DAST 2.
- 28. Repeat the entire reprogramming procedure for EPS/DAST 3.

After all three reprograms (DAST 1, DAST 2, and EPS/DAST 3) are complete, the procedure is finished.

CLAIMS INFORMATION

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

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
P4201	Reprogram DAST	P42010	1.0

OWNER LETTER (typical owner letter)

Dear Infiniti Q50 Owner:

Infiniti is committed to providing the highest levels of product safety, quality and customer satisfaction. With that in mind, we want to bring to your attention important information regarding a voluntary service campaign to update the Direct Adaptive Steering[™] (DAS) system on your vehicle.

REASON FOR SERVICE CAMPAIGN

In certain conditions such as freezing outside temperatures or a drop in battery charge at startup, the current DAS system software calibration may switch the system to a manual steering mode that requires a noticeable increase in steering effort and illuminates one or more error messages on the vehicle information display. To help prevent this from occurring, Infiniti will update the DAS software and recalibrate the system.

WHAT INFINITI WILL DO

To ensure your continued satisfaction and confidence in your Q50, your authorized Infiniti retailer will perform a DAS system diagnostic check, software update, and recalibration. In certain instances, your Infiniti retailer may need to replace the DAS control units. All services will be performed **at no cost to you for parts or labor**. This service should take approximately 2 hours to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon their work schedule.

WHAT YOU SHOULD DO

Please contact your Infiniti retailer at your earliest convenience in order to set an appointment to have your vehicle upgraded at no expense to you. Please bring this notice with you to your service appointment. We understand your time is valuable so your retailer will work with you to make the update as convenient as possible.

Thank you for your cooperation and we are indeed sorry for any inconvenience this may cause you.

Should you have any questions, our representatives would be pleased to assist you.

- Call 1-800-662-6200 or
- Visit http://www.infinitiusa.com