INFINITI®　　　　SERVICE CAMPAIGN BULLETIN

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Reference:

ITB14-006

Date:

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 <u>four</u> 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 <u>the DAST may be damaged</u>.

- 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>.

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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 <u>with the USB cable</u>.**

   - 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.**
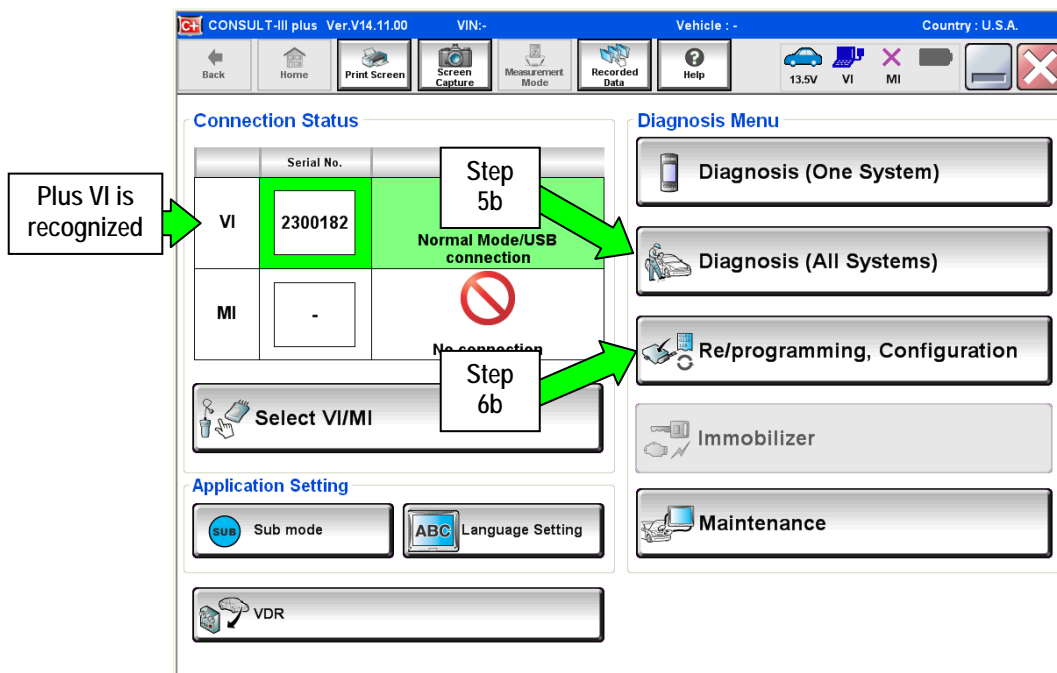
Figure 1

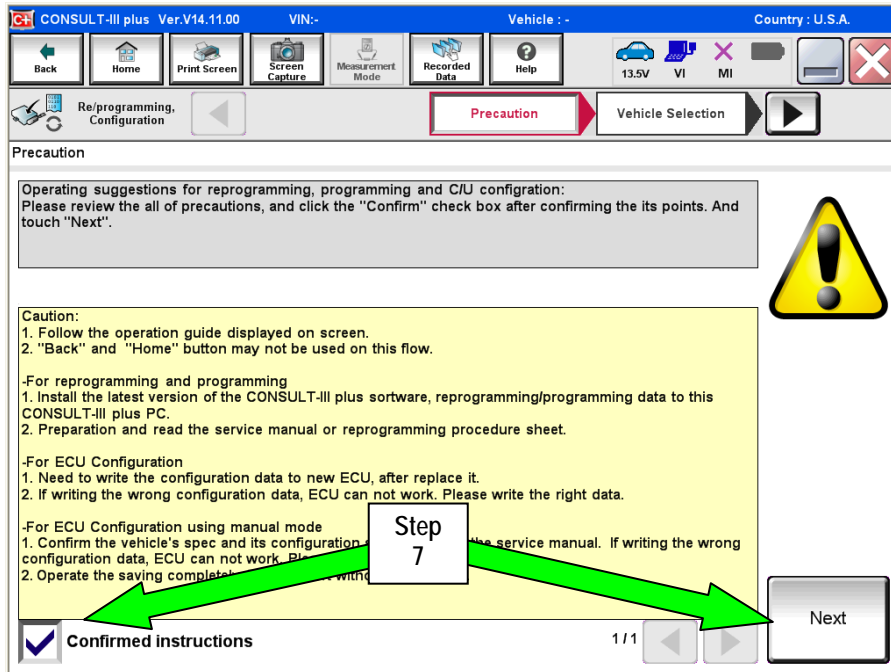7. Check the box for **Confirmed Instructions**, and then select **Next**.

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.
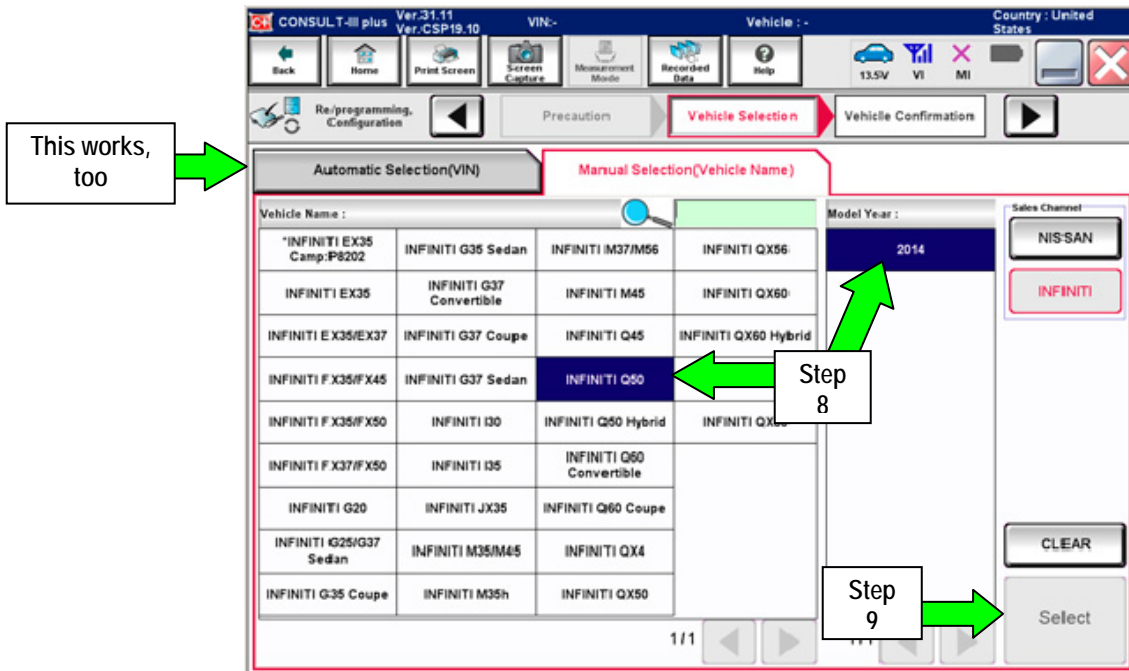
9. Select **Select**.

Figure 3

10. Verify the **VIN or Chassis #** matches that of the vehicle.

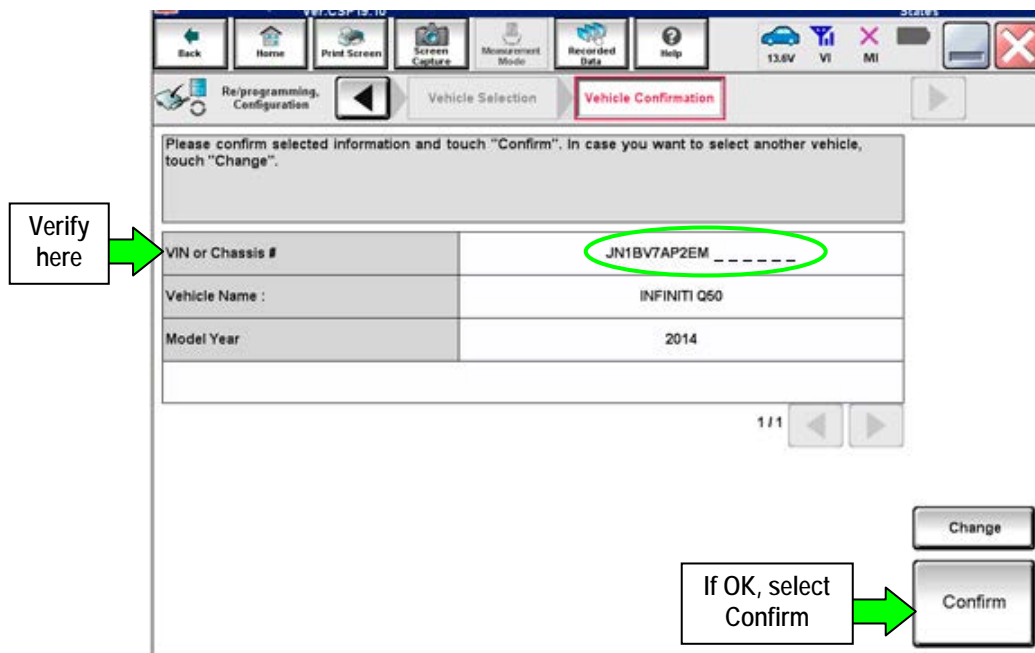- If the correct VIN is displayed, select **Confirm**.
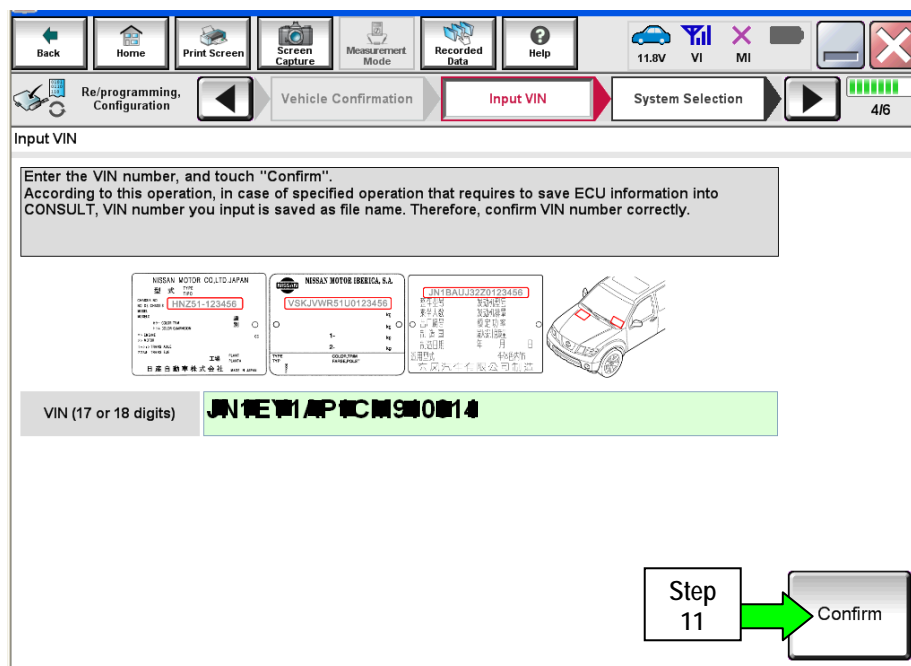
Verify here

If OK, select Confirm

Figure 4

11. Select **Confirm** again.

Step 11

Figure 5

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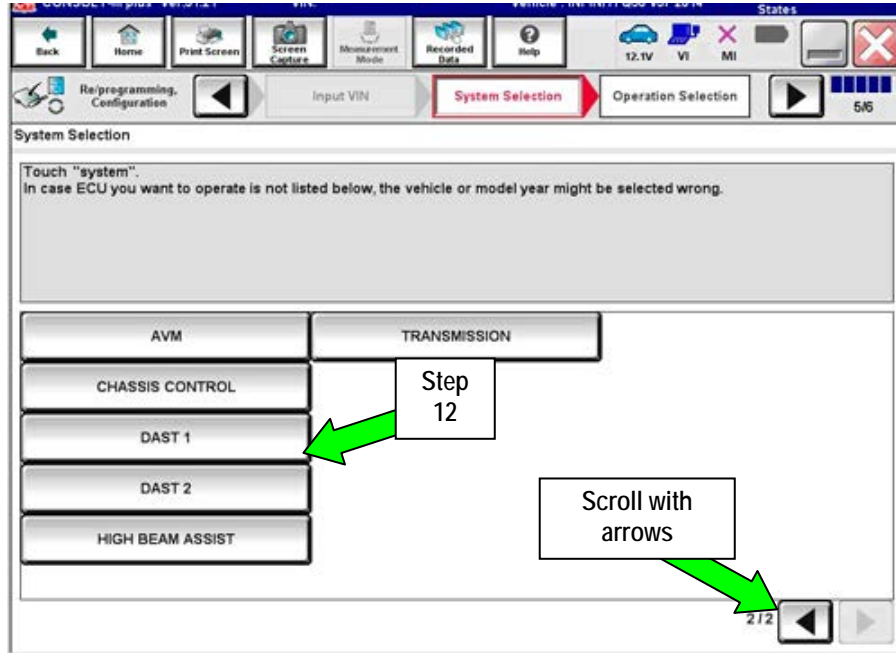
NOTE: DAST 1 and DAST 2 are shown in Figure 6; EPS/DAST 3 is not shown.

Figure 6

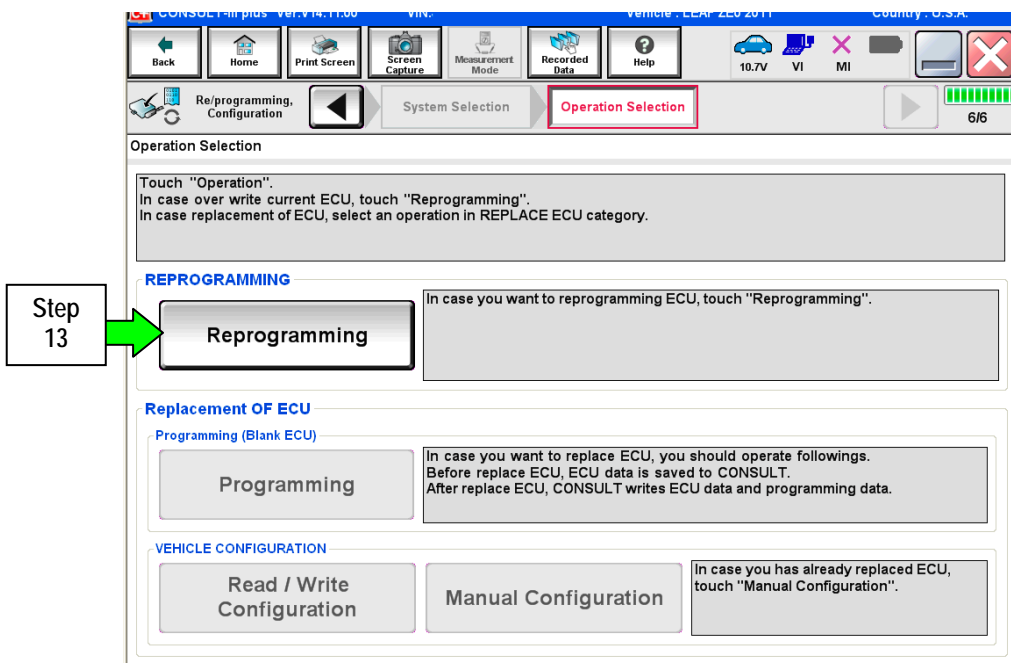13. Wait for System Call to complete and then select **Reprogramming**.

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.
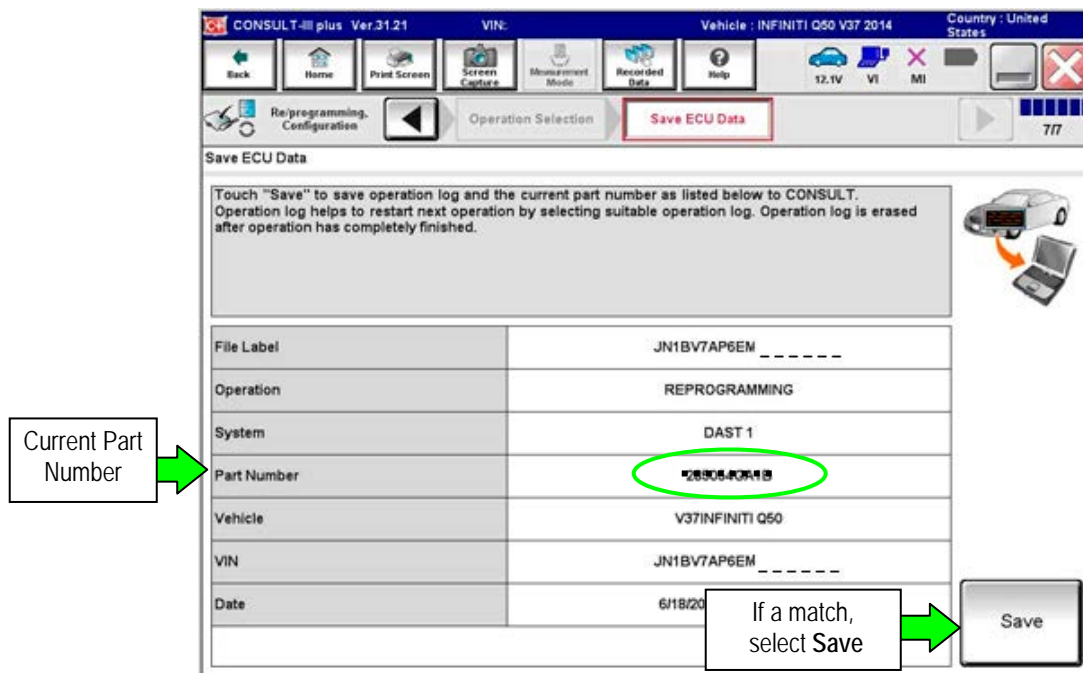

Figure 8

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 <u>match</u>, reprogramming <u>applies</u>. Continue with the reprogramming procedure.

- If there is <u>not a match</u>, reprogramming <u>does not apply</u>.

    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.

Table A

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

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**.
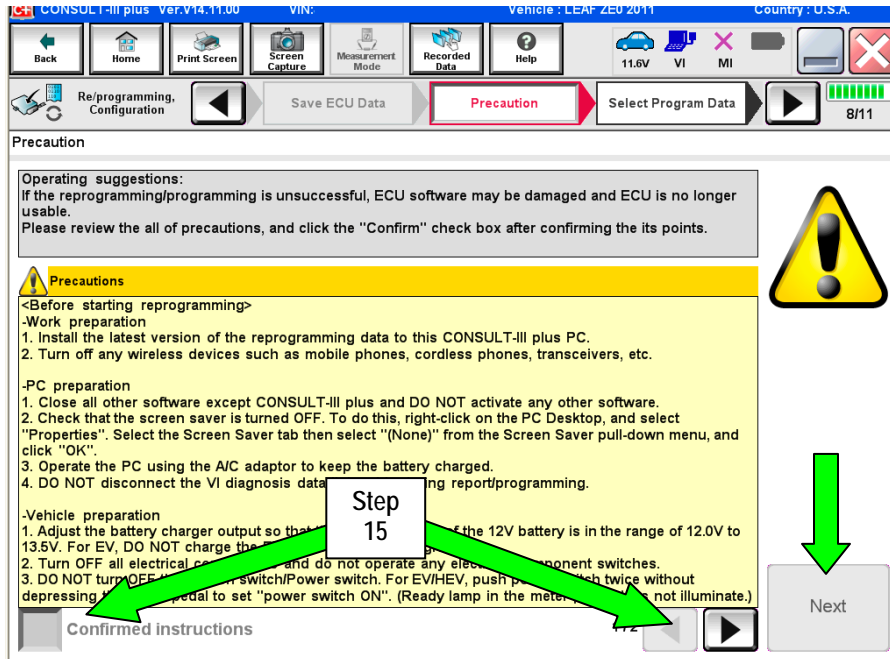

Figure 9

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 **does not** 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.
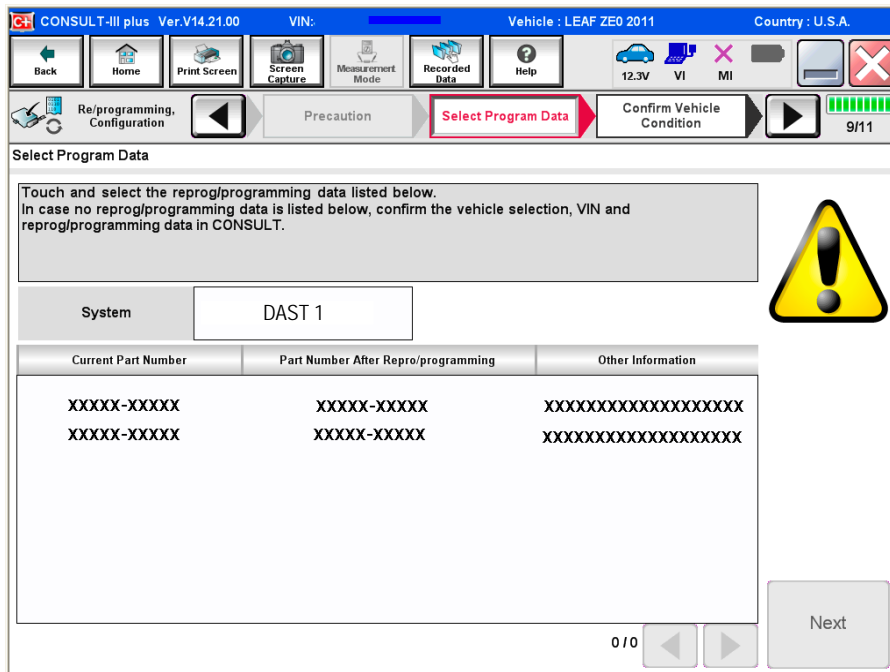

Figure 10

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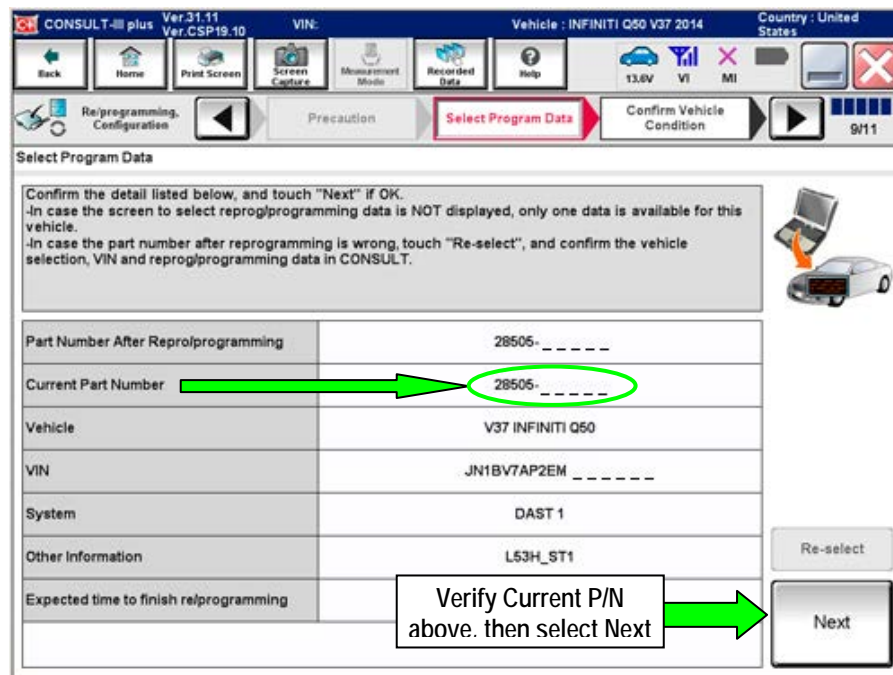

Figure 11

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.
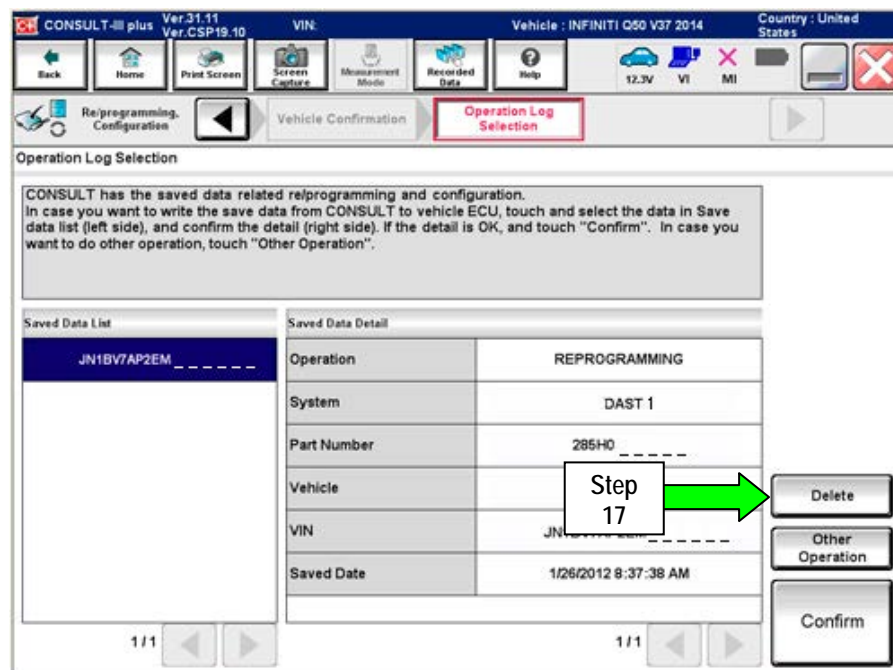

Figure 12

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

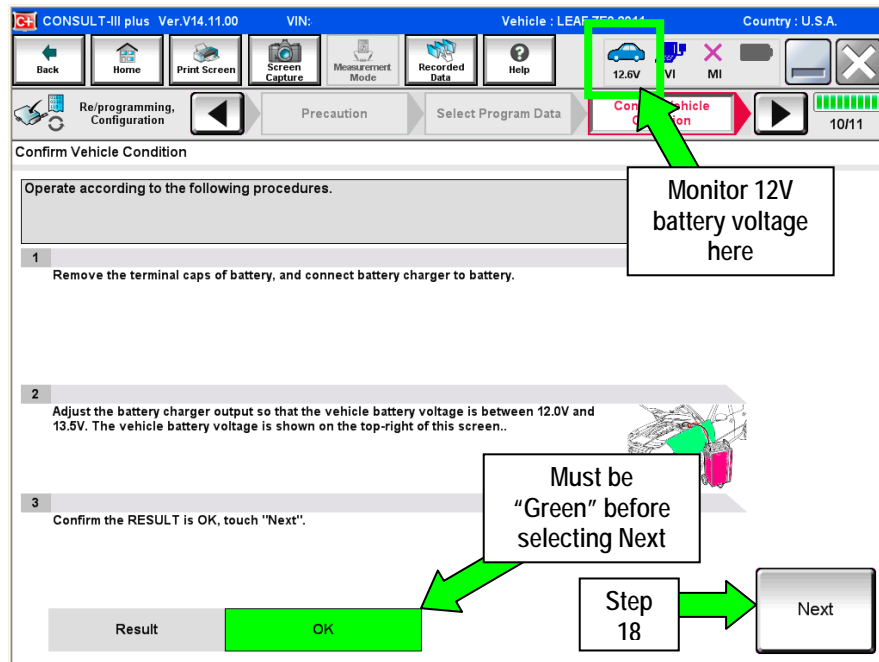> **NOTE:** Battery voltage must stay within the specified range to make the indicator turn green.

Figure 13

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. .
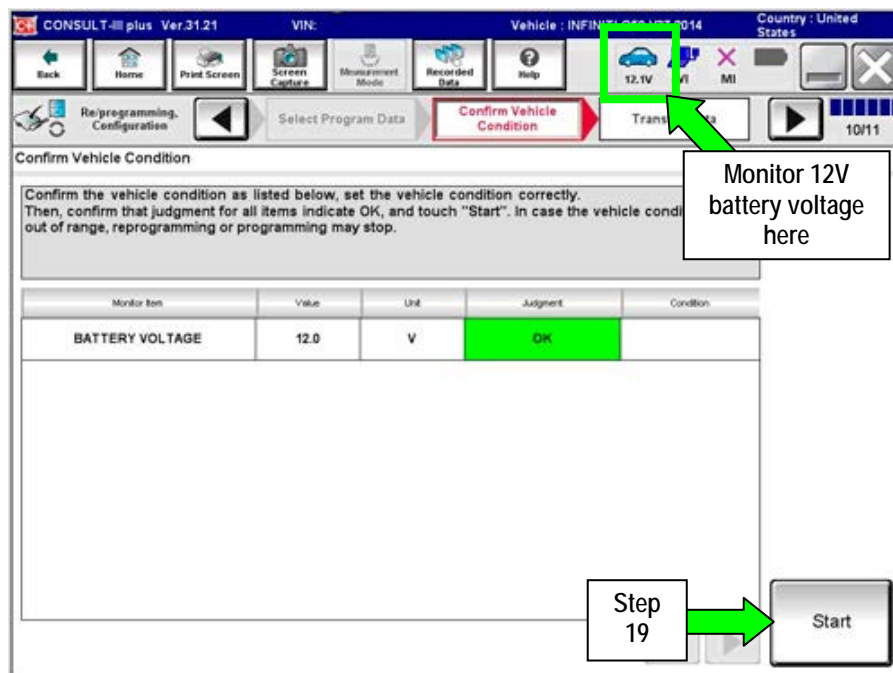

Figure 14

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IMPORTANT: Until the reprogramming has completed:

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

    "Disconnecting CONSULT and VI is Available"

- Do not touch the **Home** button until instructed to.
- 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 Control Unit Recovery on the next page.

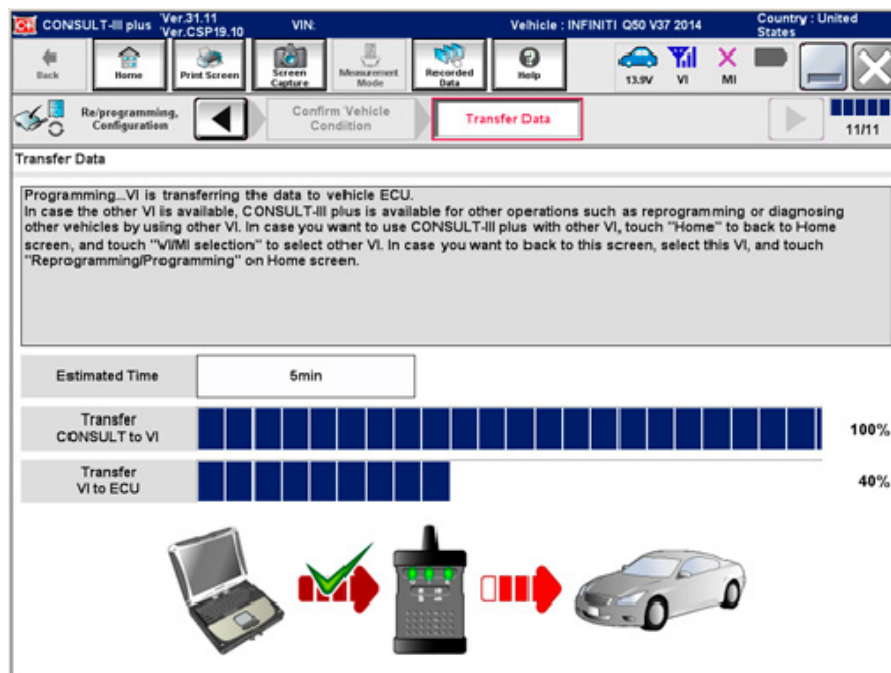20. Wait for both bar graphs to complete.

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), **turn the ignition OFF, then ON**, 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 without 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 Control Unit Recovery 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.

Control Unit Recovery:

<u>Do not disconnect plus VI or shut down Consult III plus if reprogramming does not complete.</u>

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>.
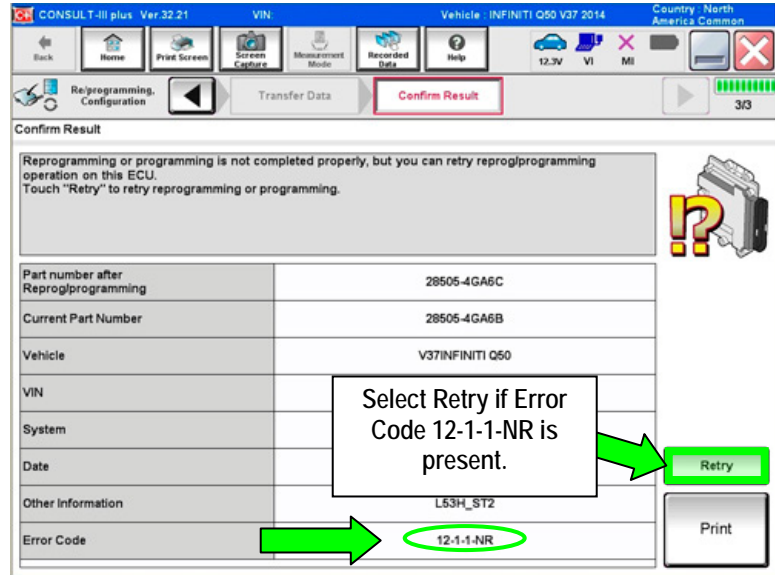

Figure 16

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.**
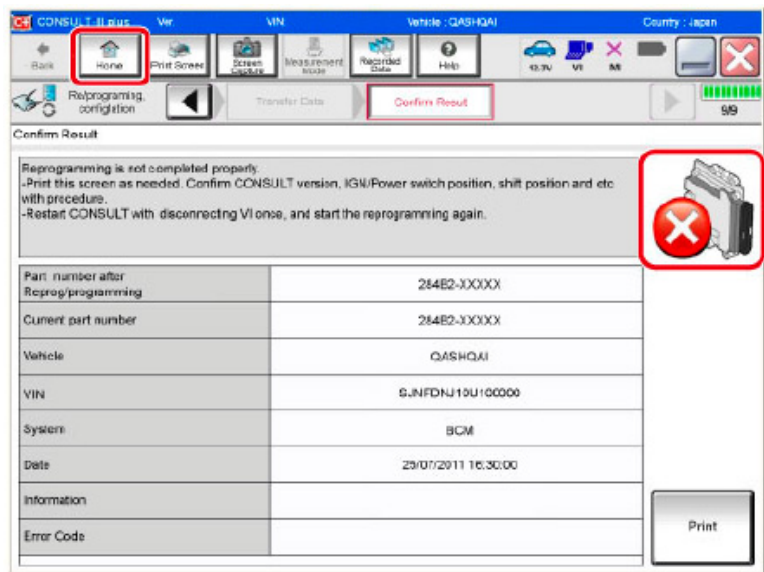

Figure 17

21. When the screen in Figure 18 appears, reprogramming is complete.

22. Select **Next**.

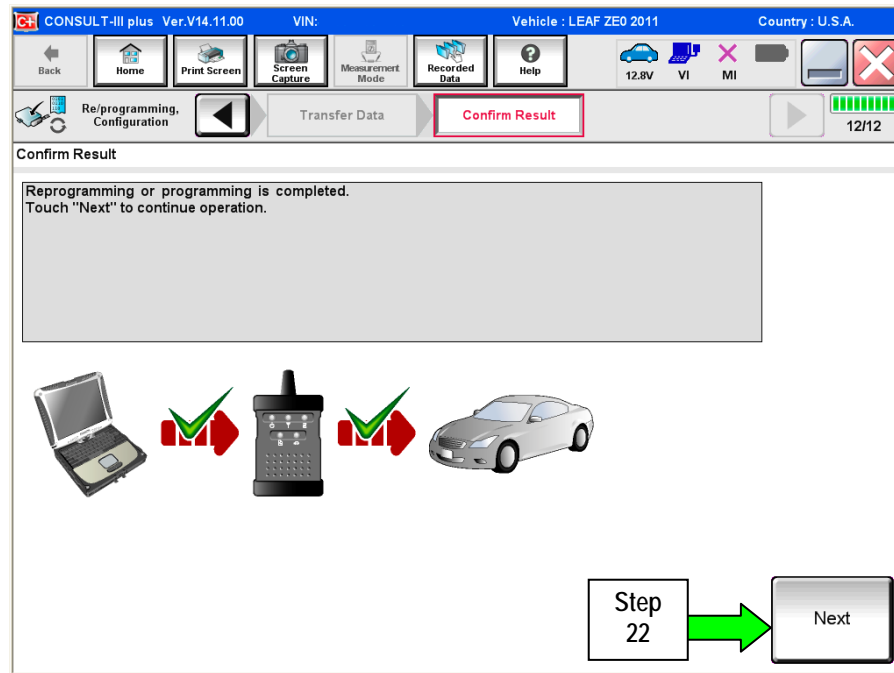23. Wait for System Call to complete.

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.
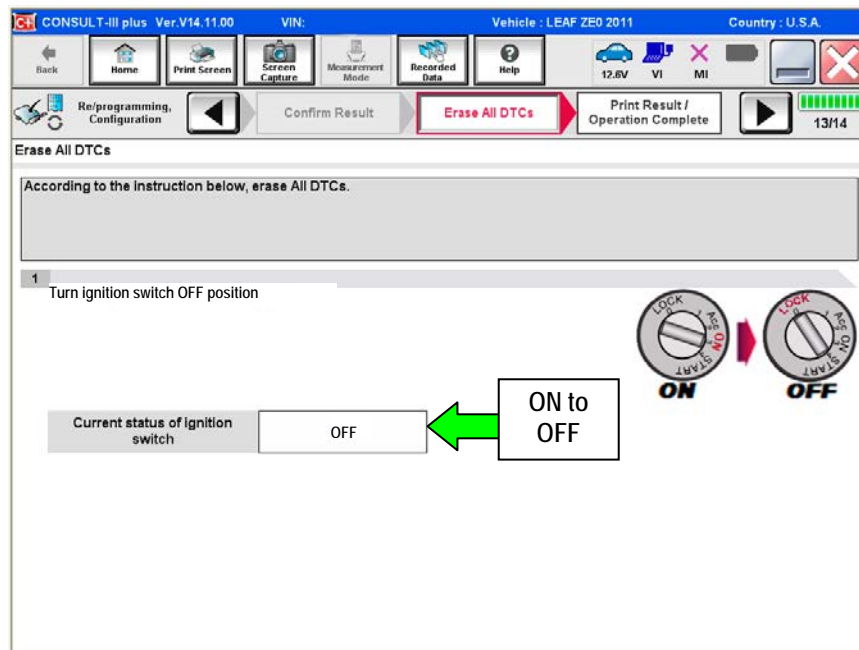

Figure 19

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.
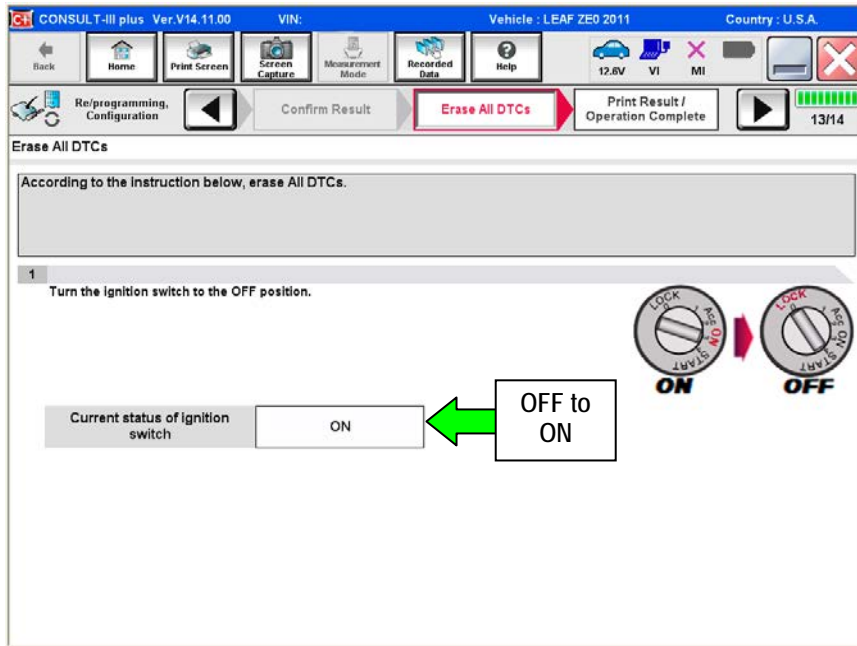

Figure 20

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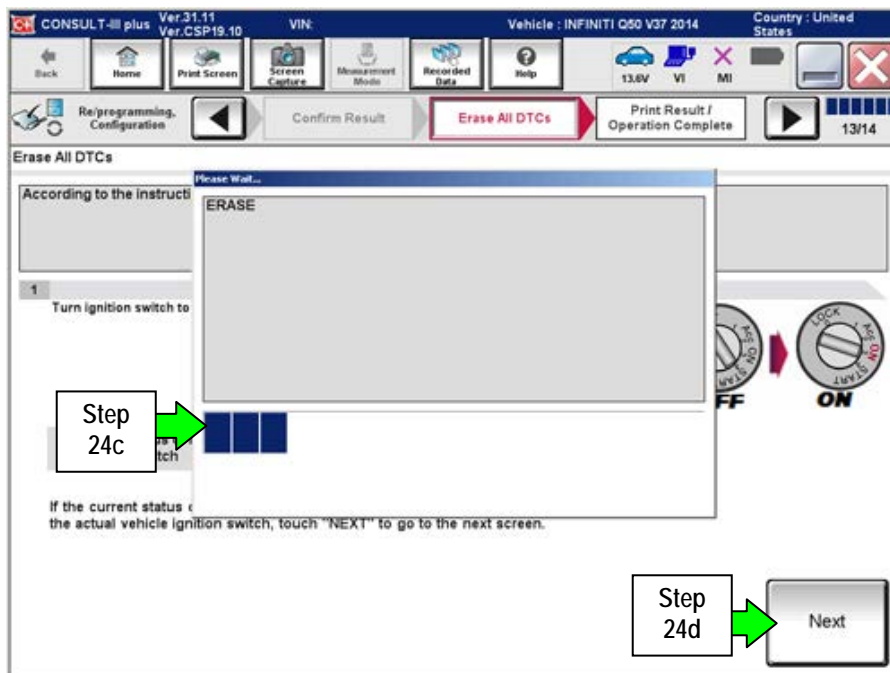
d. Select **Next**.

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.
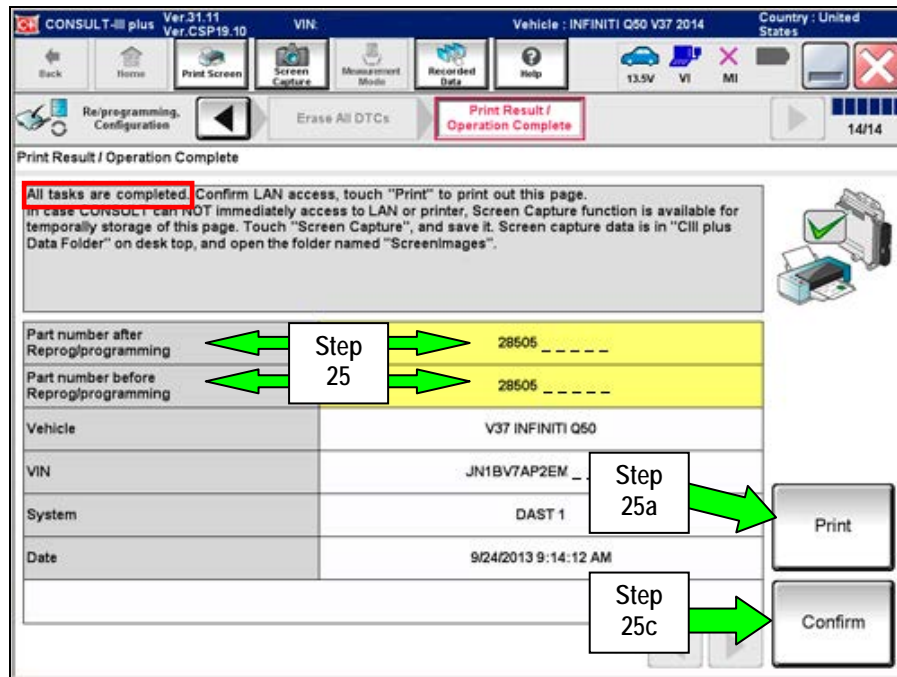
c. Once a copy has been printed, select **Confirm**.

Figure 22

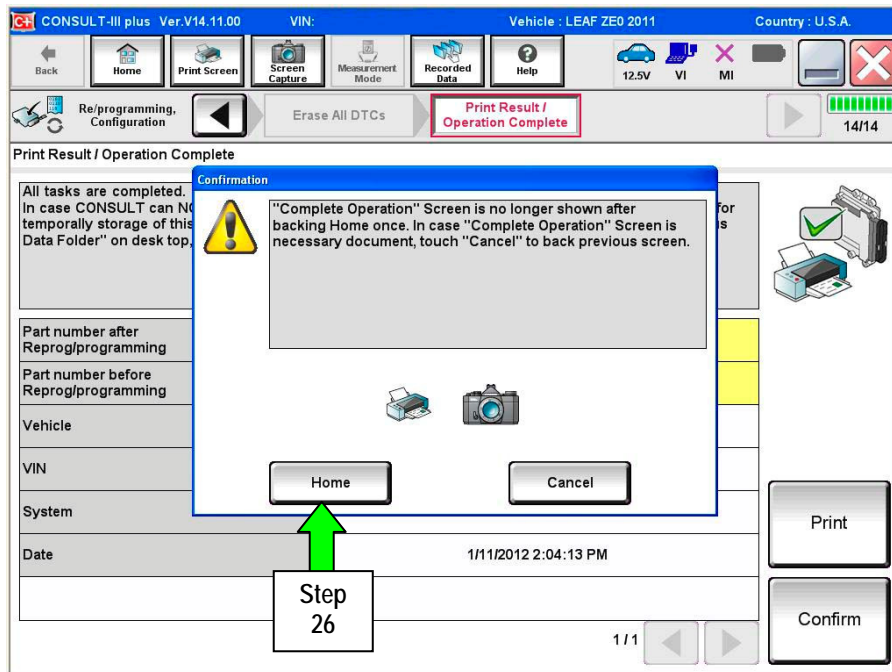26. After Confirmation has completed, select **Home**.

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