∞ INFINITI®

SERVICE CAMPAIGN BULLETIN

Reference:

ITB14-008a

Date:

January 27, 2014

VOLUNTARY SERVICE CAMPAIGN
2014 Q50; DIRECT ADAPTIVE STEERING SYSTEM
CONTROL MODULE REPLACE, REPROGRAM, AND RECALIBRATE

> The Claims Information and Figure R1 in this bulletin have been amended. No other changes have been made.
> Please discard previous versions of this bulletin.

CAMPAIGN ID #: P4203

APPLIED VEHICLES: 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 Hybrid vehicles to replace and reprogram the Direct Adaptive Steering (DAST) control modules, and recalibrate the DAST system. This Service will be performed at no cost to the customer for parts or labor.
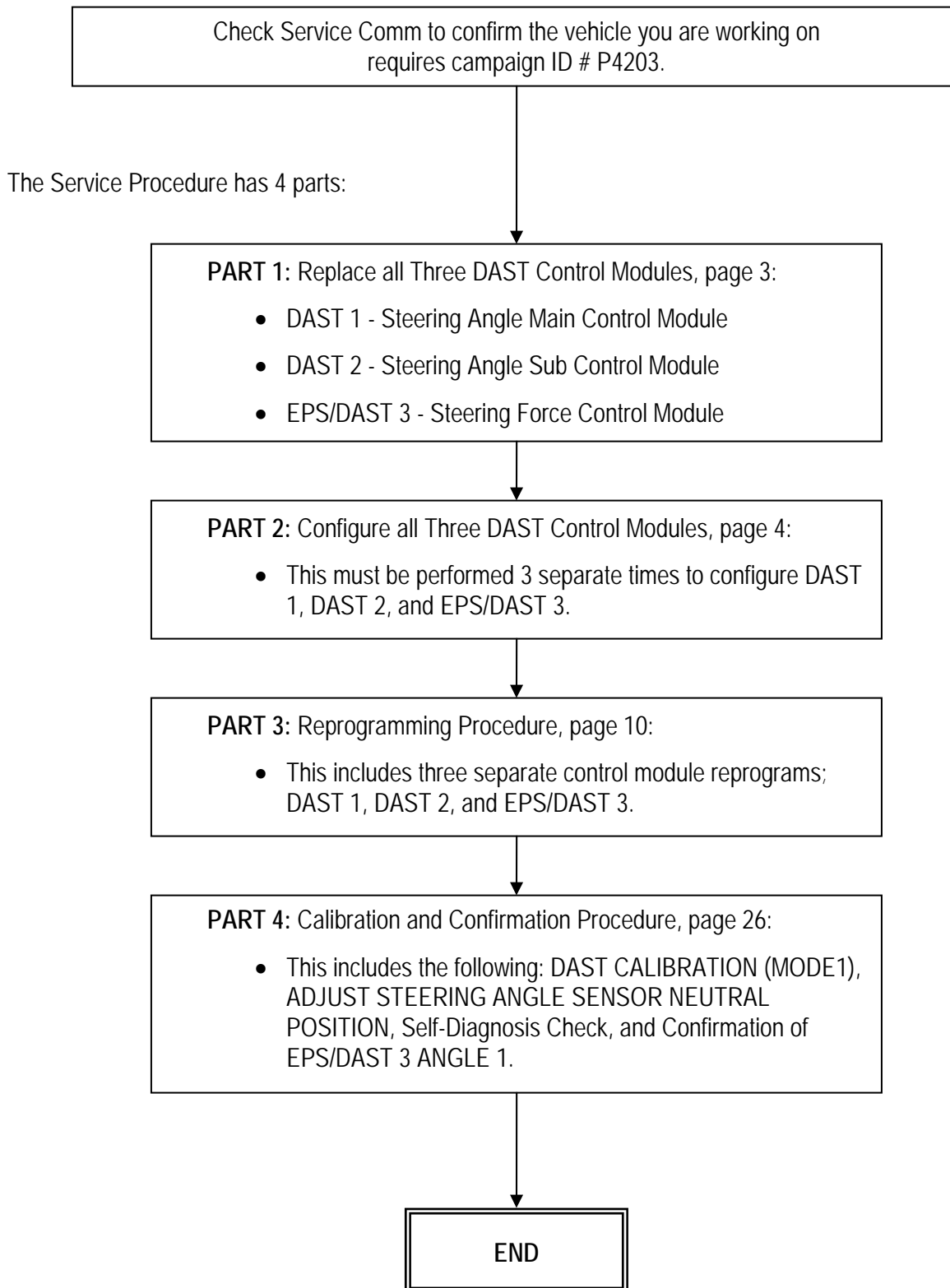
IDENTIFICATION NUMBER

Infiniti has assigned identification number P4203 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.

Repair Overview

Check Service Comm to confirm the vehicle you are working on requires campaign ID # P4203.

The Service Procedure has 4 parts:

PART 1: Replace all Three DAST Control Modules, page 3:

- DAST 1 - Steering Angle Main Control Module
- DAST 2 - Steering Angle Sub Control Module
- EPS/DAST 3 - Steering Force Control Module

PART 2: Configure all Three DAST Control Modules, page 4:

- This must be performed 3 separate times to configure DAST 1, DAST 2, and EPS/DAST 3.

PART 3: Reprogramming Procedure, page 10:

- This includes three separate control module reprograms; DAST 1, DAST 2, and EPS/DAST 3.

PART 4: Calibration and Confirmation Procedure, page 26:

- This includes the following: DAST CALIBRATION (MODE1), ADJUST STEERING ANGLE SENSOR NEUTRAL POSITION, Self-Diagnosis Check, and Confirmation of EPS/DAST 3 ANGLE 1.

END

SERVICE PROCEDURE

PART 1: Replace all Three DAST Control Modules.

1. Replace all three DAST Control Modules (see Figure R1):

    DAST 1 - Steering Angle Main Control Module.

    - For R&R information, refer to the Service Manual > Section STC > Direct Adaptive Steering > Steering Angle Main Control Module.

    DAST 2 - Steering Angle Sub Control Module.

    - For R&R information, refer to the Service Manual > Section STC > Direct Adaptive Steering > Steering Angle Sub Control Module.

      NOTE: The washer bottle does not need to be removed. Suspend it with string while replacing DAST 2 control module.

    EPS/DAST 3 - Steering Force Control Module.

    - For R&R information, refer to the Service Manual > Section STC > Direct Adaptive Steering > Steering Force Control Module.

A = EPS/DAST 3 - Steering Force Control Module
B = DAST 2 - Steering Angle Sub Control Module
C = DAST 1 - Steering Angle Main Control Module

TP140001
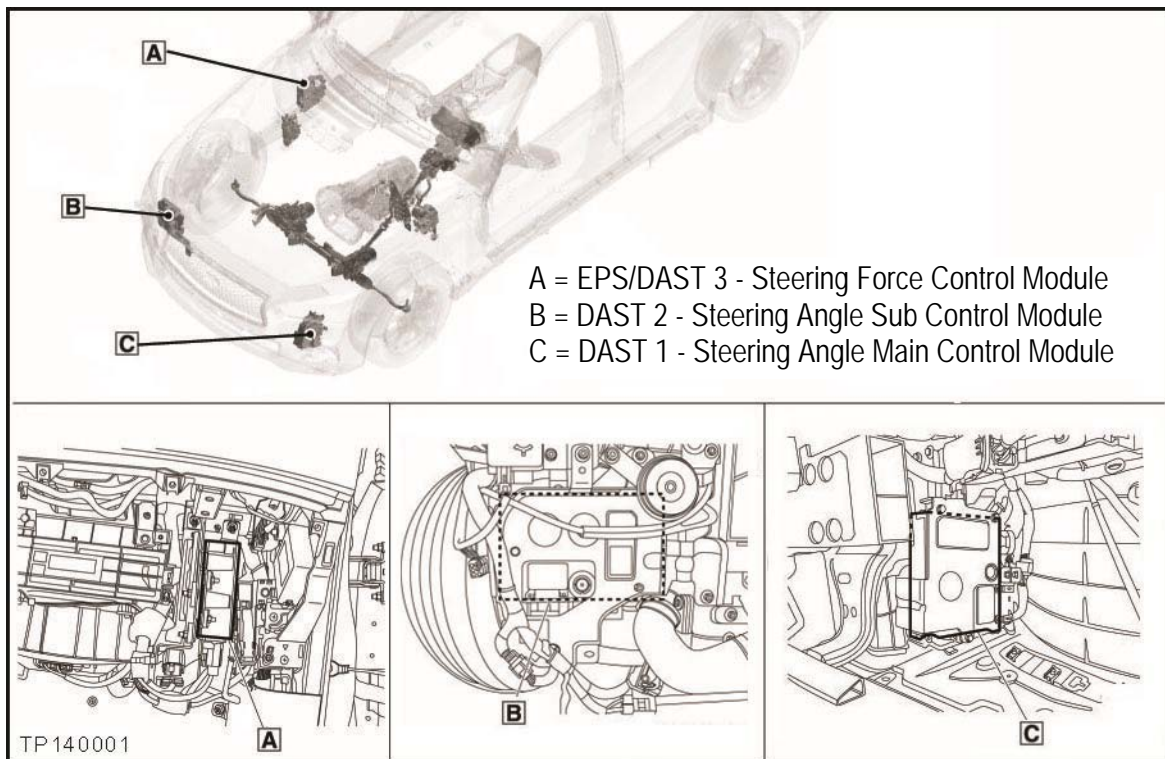
Figure R1

2. After all three DAST Control Modules are replaced; go to PART 2: Configure all Three DAST Control Modules on the next page.

PART 2: Configure all Three DAST Control Modules

NOTE: PART 2 must be performed 3 separate times to configure the control modules for DAST 1, DAST 2, and EPS/DAST 3.

1. Connect CONSULT III plus (C-III plus) VI to the vehicle.

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

3. Turn ON the CONSULT PC.

4. Open C-III plus and wait for the VI to be recognized.
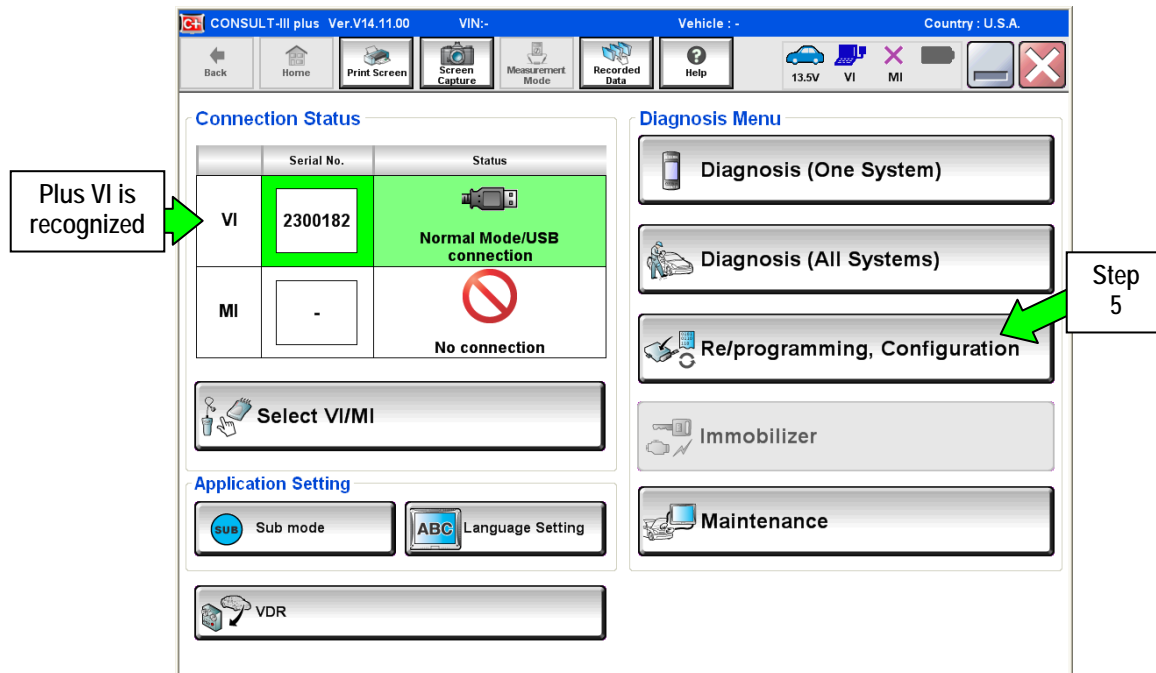
5. Select **Re/programming, Configuration**.

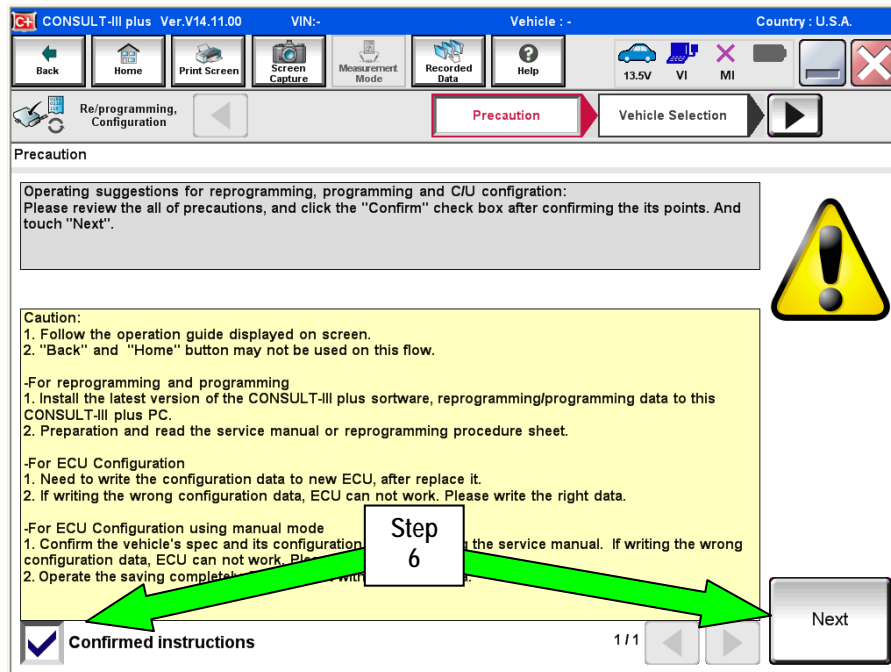Figure A1

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

Figure A2

7. Select **Q50 or Q50 Hybrid** and **2014,** or **Automatic Selection(VIN)**.

- If **Automatic Selection (VIN)** is selected, or the screen in Figure 3 does no display, skip to step 9.
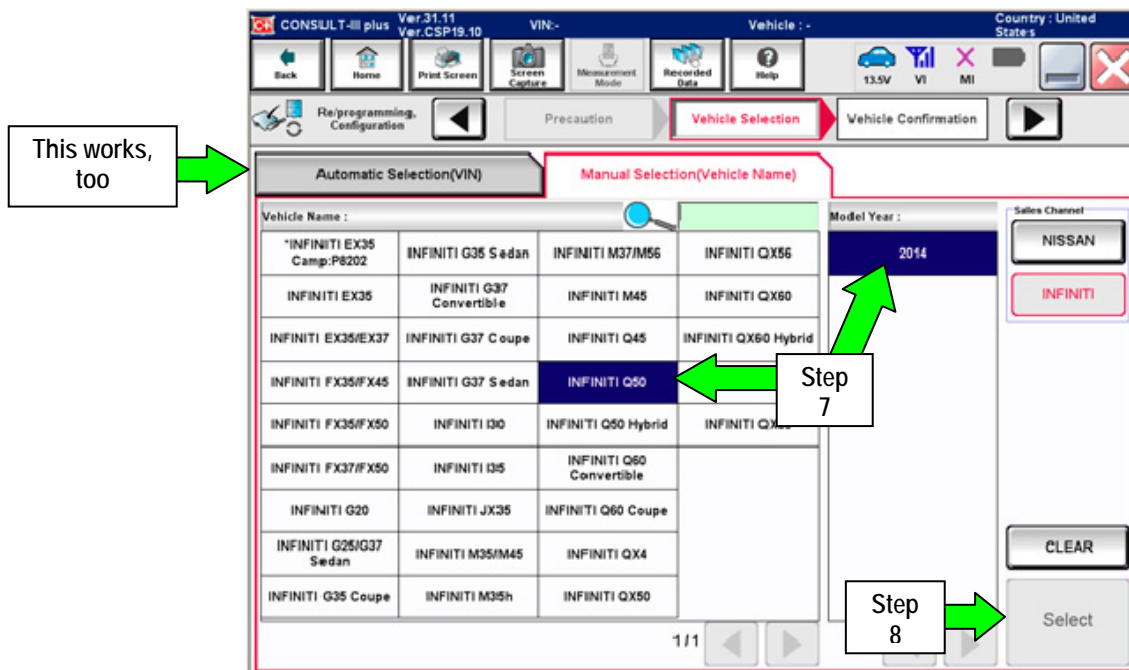
8. Select **Select**.

Figure A3

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

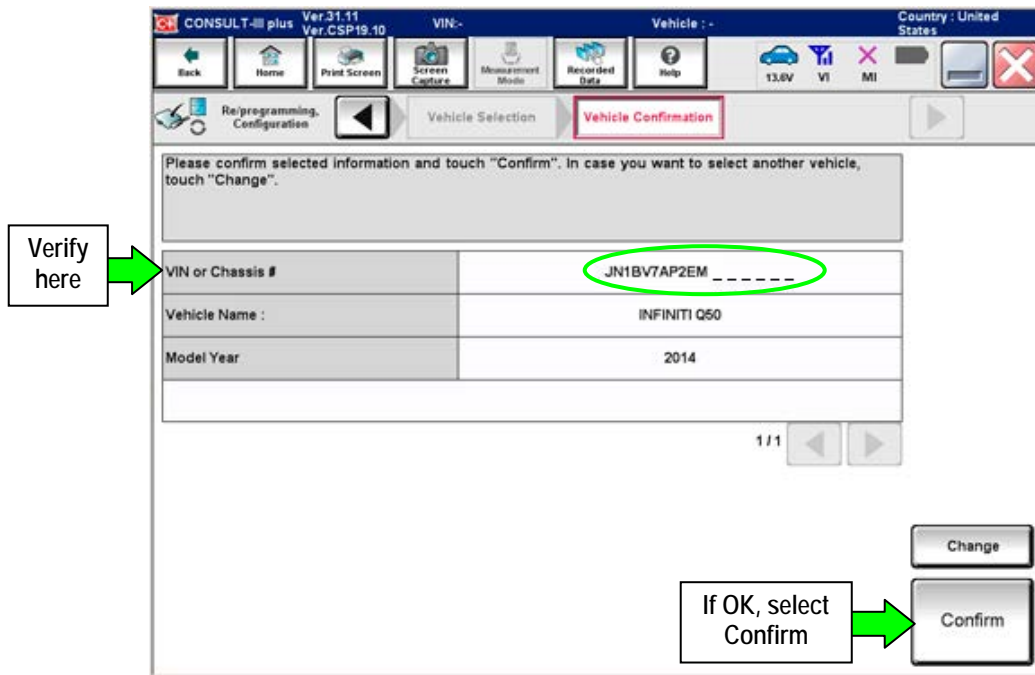- If the correct VIN is displayed, select **Confirm**.
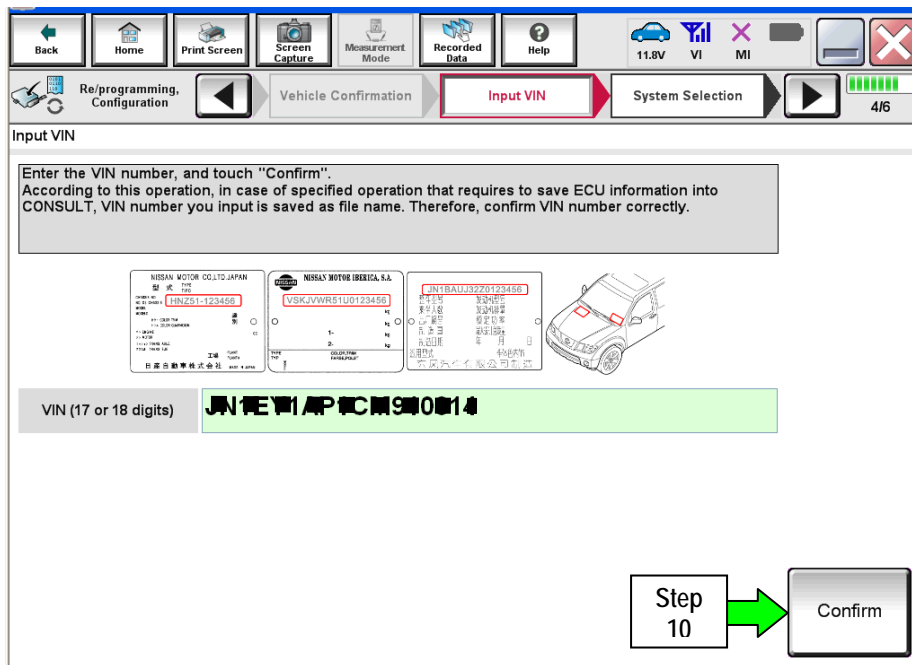

Figure A4

10. Select **Confirm** again.

Figure A5

11. Use the page arrows to scroll and **select the correct control module** for configuration.

Make sure to configure the control modules in this order:

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

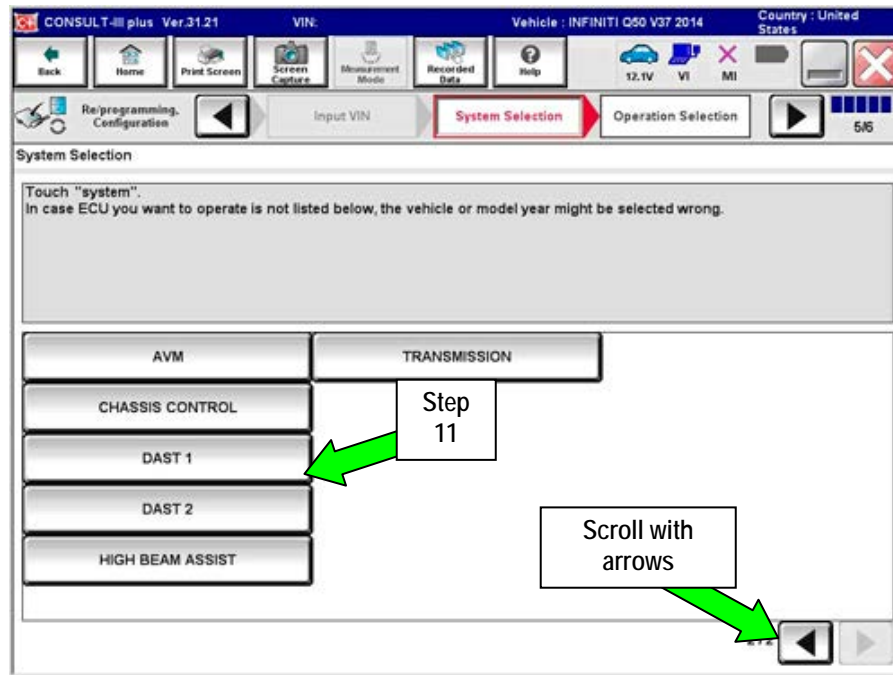**NOTE:** DAST 1 and DAST 2 are shown in Figure A6; EPS/DAST 3 is not shown.

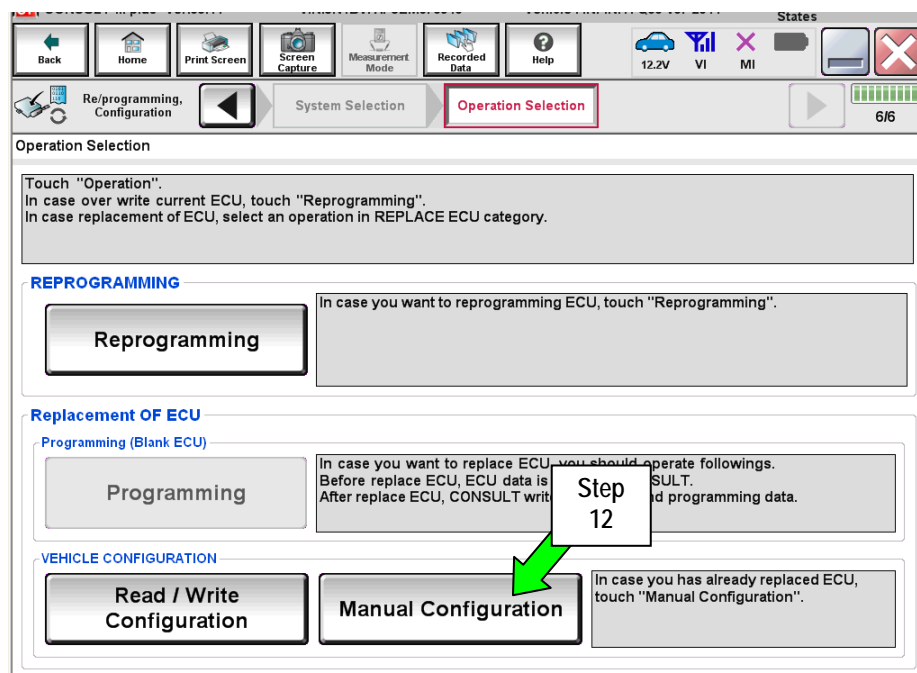Figure A6

12. Select **Manual Configuration**.

Figure A7

13. Select (highlight) the correct **DATA PART NO**. (Use the scroll arrows as needed.)

- Use the table below to determine the correct DATA PART NO.
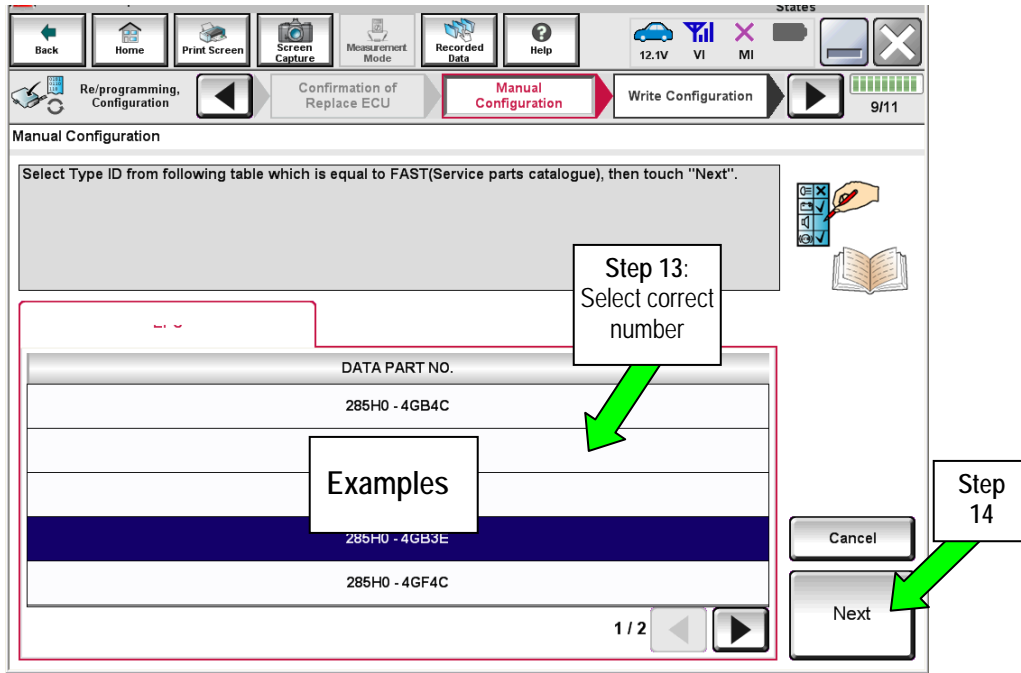
14. Select **Next**.

Figure A8

DATA PART NO.

Q50 Hybrid	2WD **With** Active Lane Control	AWD **With** Active Lane Control	2WD **Without** Active Lane Control	AWD **Without** Active Lane Control
DAST1	28505 4GF3E	28505 4GF4A	28505 4GF4B	28505 4GF4C
DAST2	28505 4GF8E	28505 4GF9A	28505 4GF9B	28505 4GF9C
EPS/DAST3	285H0 4GF3E	285H0 4GF4A	285H0 4GF4B	285H0 4GF4C

NOTE: Vehicles with Active Lane Control will have a Lane Camera Unit mounted above the inside rearview mirror.

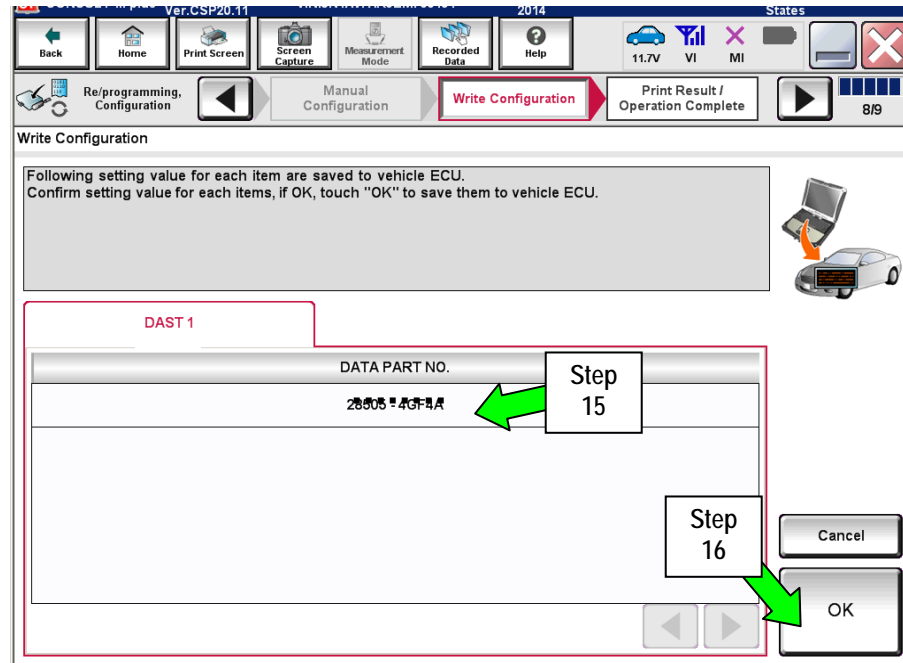15. Confirm the DATA PART NO. is correct.

16. Select **OK**.

Figure A9

17. Wait for Transfer Data (Write Configuration) to complete.
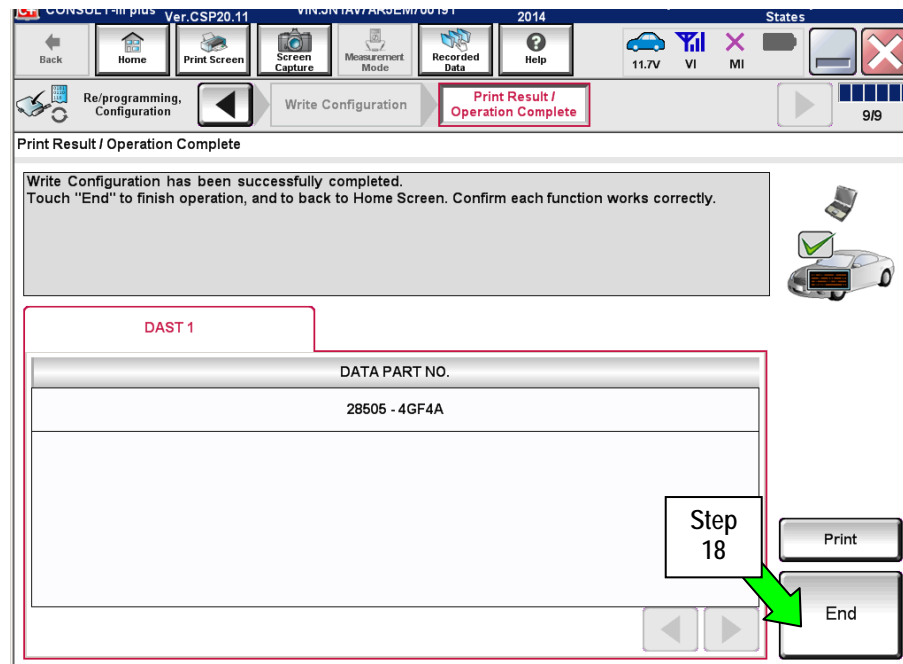
18. Select **END**.

Figure A10

19. Repeat the configuration procedure in the correct order; DAST 2 (2nd) and then EPS/DAST 3 (3rd).

20. After all 3 DAST control modules have been configured, go to **PART 3: Reprogramming Procedure** on the next page.

PART 3: Reprogramming Procedure

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

1. **Before continuing, it is IMPORTANT to make sure:**

   - **ASIST on the CONSULT PC has been synchronized (updated) with 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 12.0V or rises above 13.5V during reprogramming, the DAST may be damaged.

- Be sure to turn OFF all vehicle electrical loads.
  If a vehicle electrical load remains ON, the DAST may be damaged.

- 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 the DAST may be damaged.

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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 with the USB cable.**

   - Connect the AC adapter to the CONSULT PC.

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

    - Press the ignition switch twice without depressing the brake pedal.

    - The meter and gauges will illuminate.

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

      NOTE: Make sure ALL 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.

6. Go to **Re/programming, Configuration.**

    a. Select the **Home** button, and then select **YES** to return to the screen shown in Figure 1.
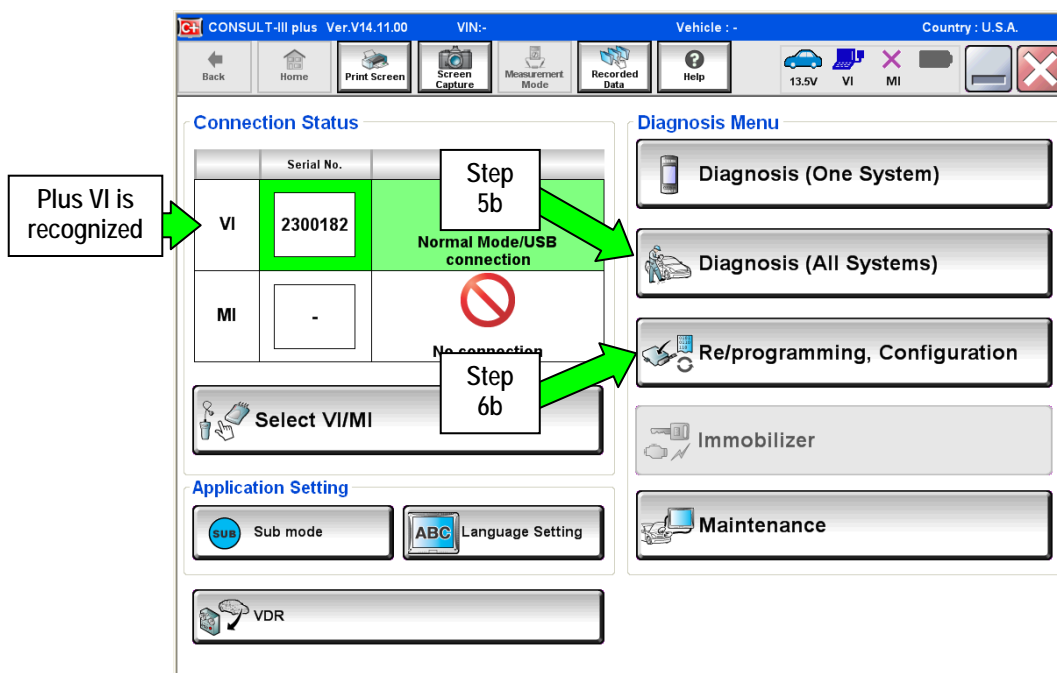   b. select **Re/programming, Configuration.**

Figure 1

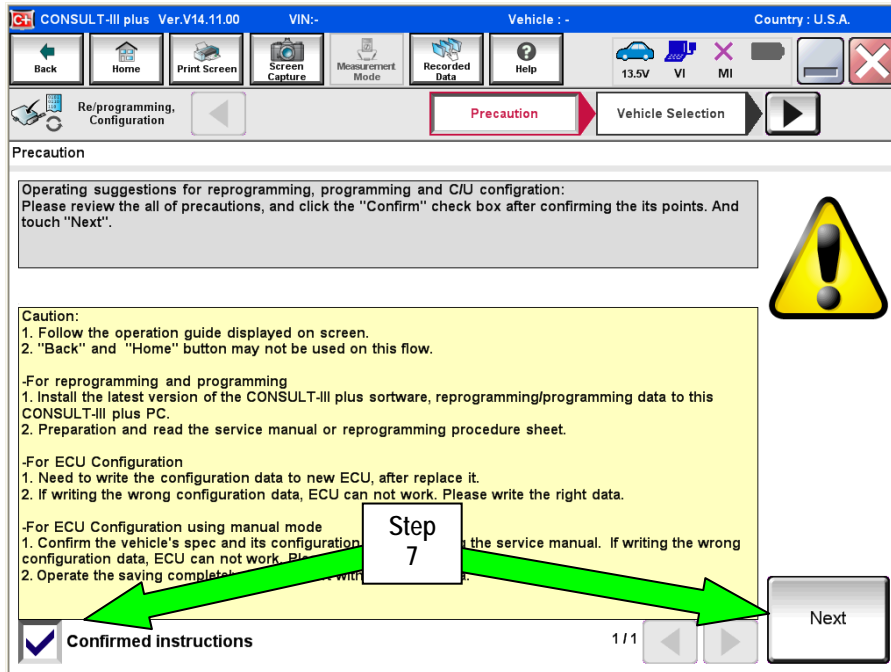7. Check the box for **Confirmed Instructions**, and then select **Next**.

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 no display, skip to step 10.
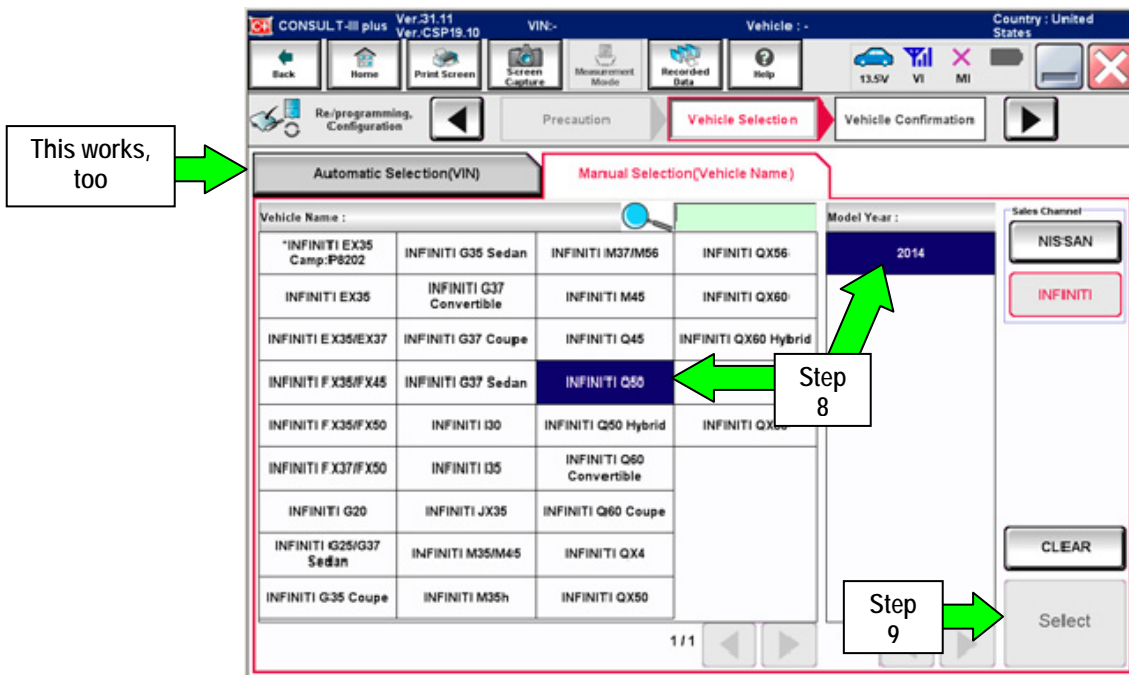
9. Select **Select**.

Figure 3

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

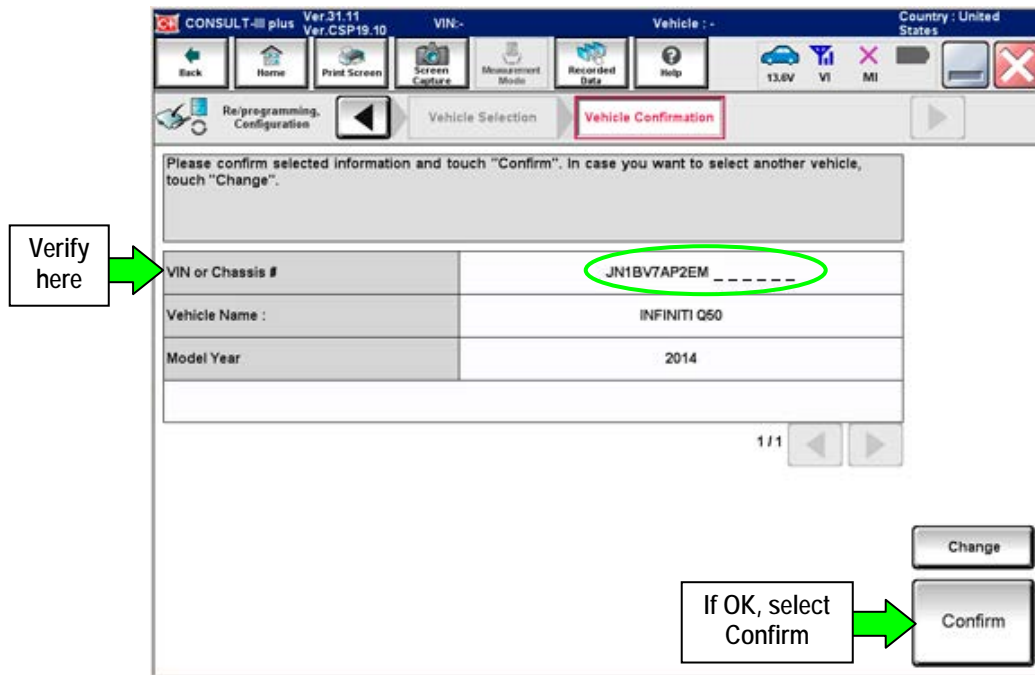- If the correct VIN is displayed, select **Confirm**.

Figure 4

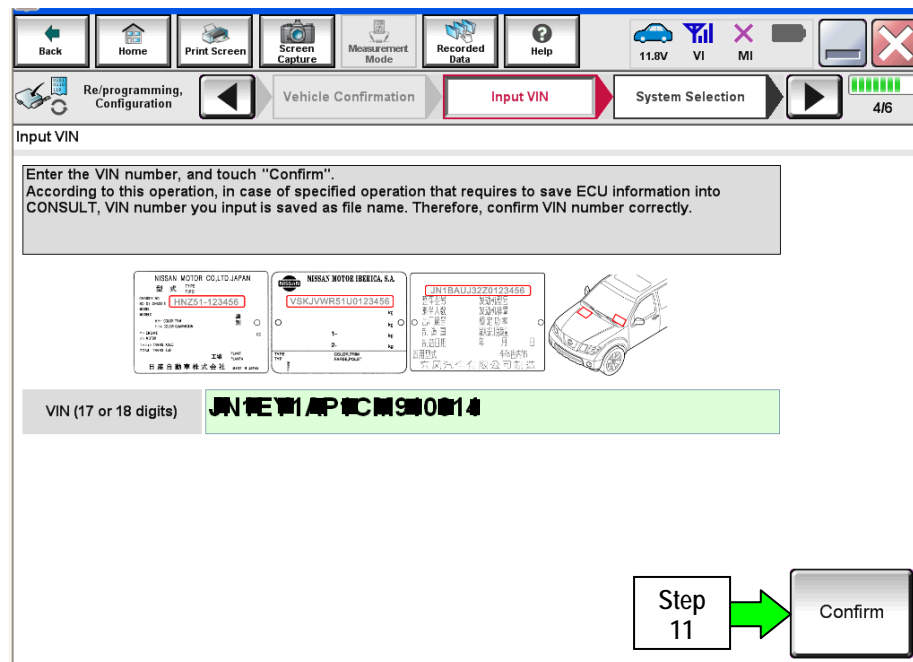11. Select **Confirm** again.

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.
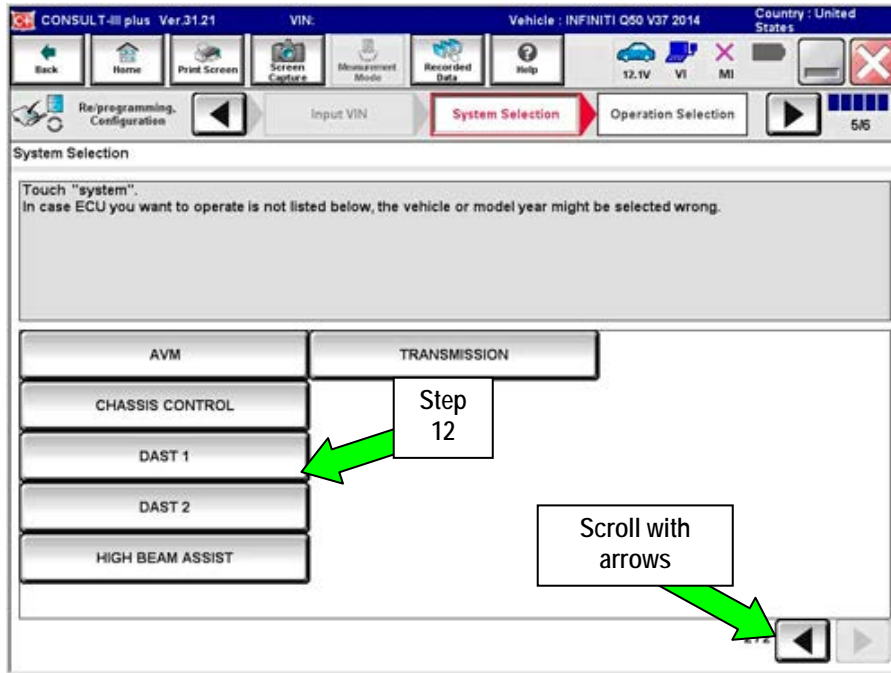

Figure 6

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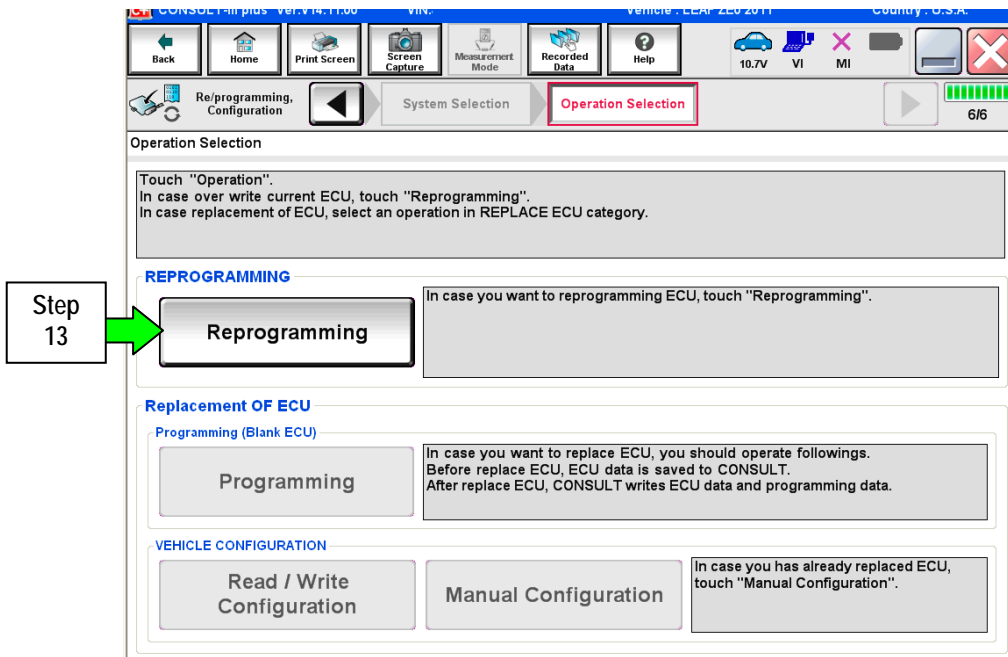

Figure 7

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.
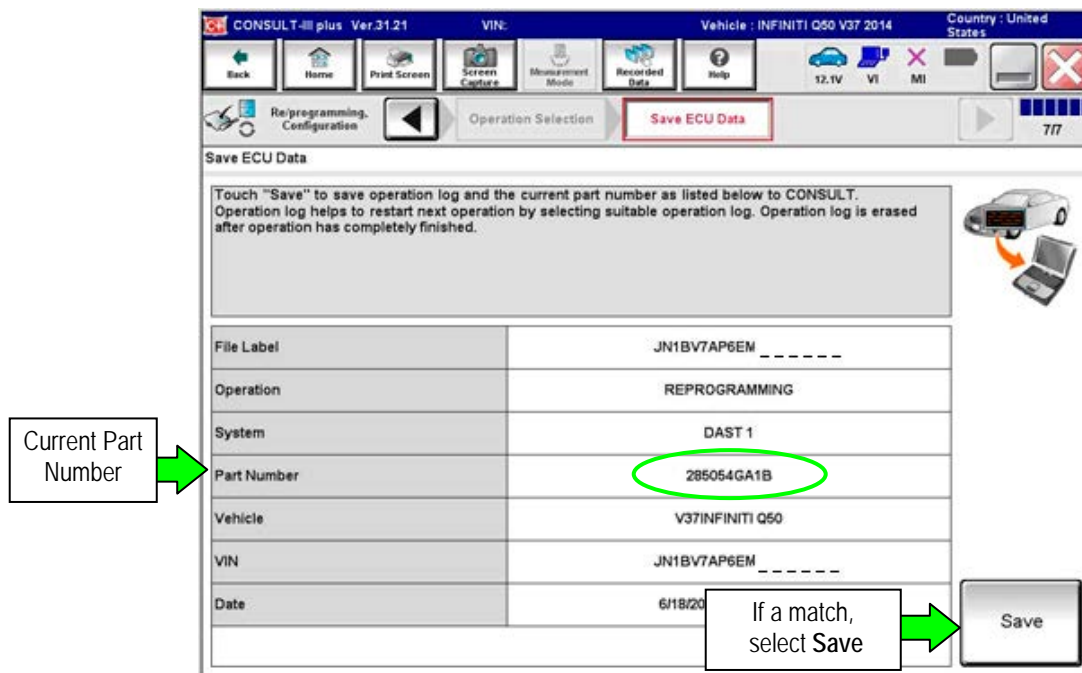

Figure 8

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**.
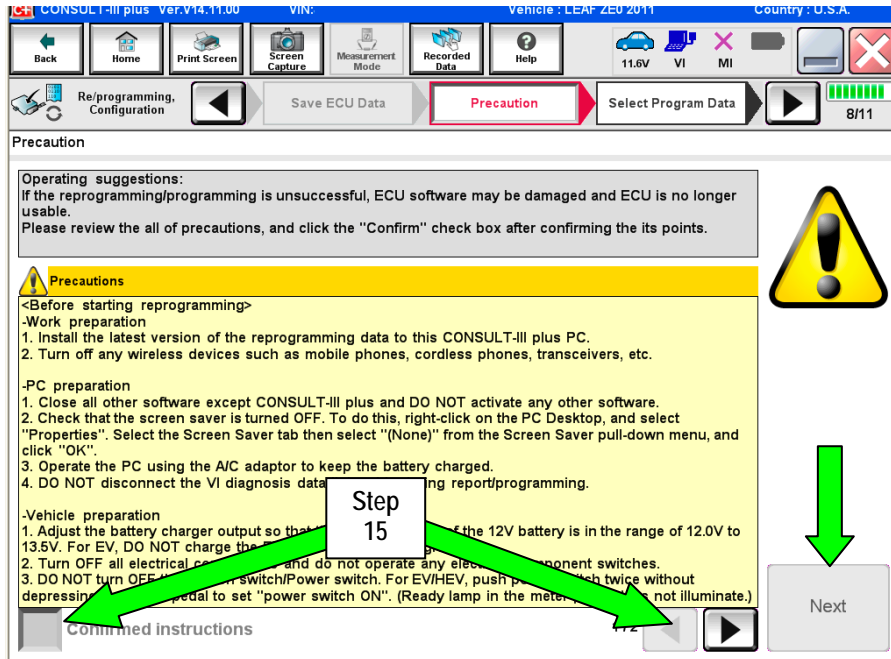

Figure 9

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.
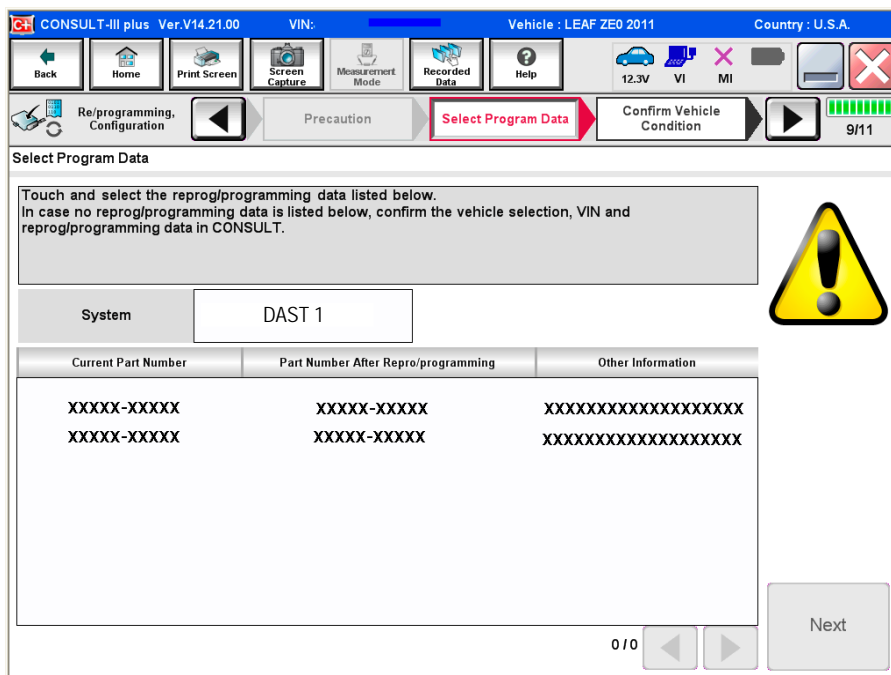

Figure 10

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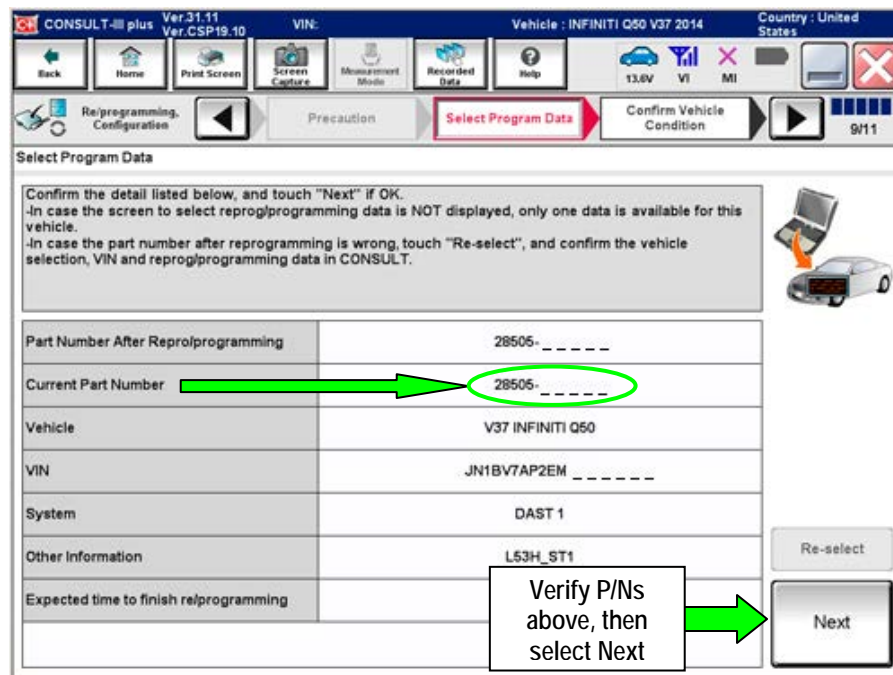

Figure 11

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

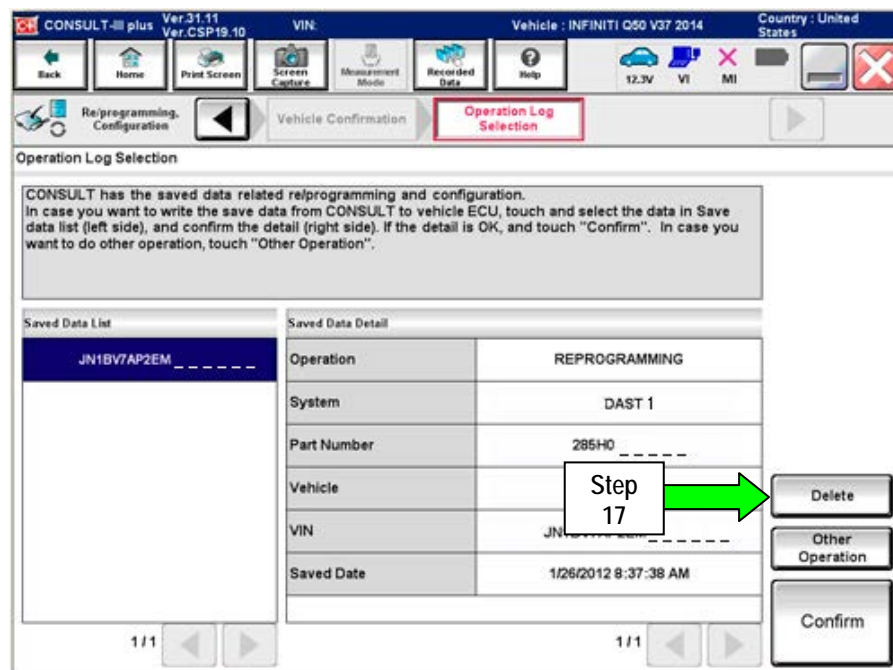18. Confirm battery voltage is correct, and then select **Next**.

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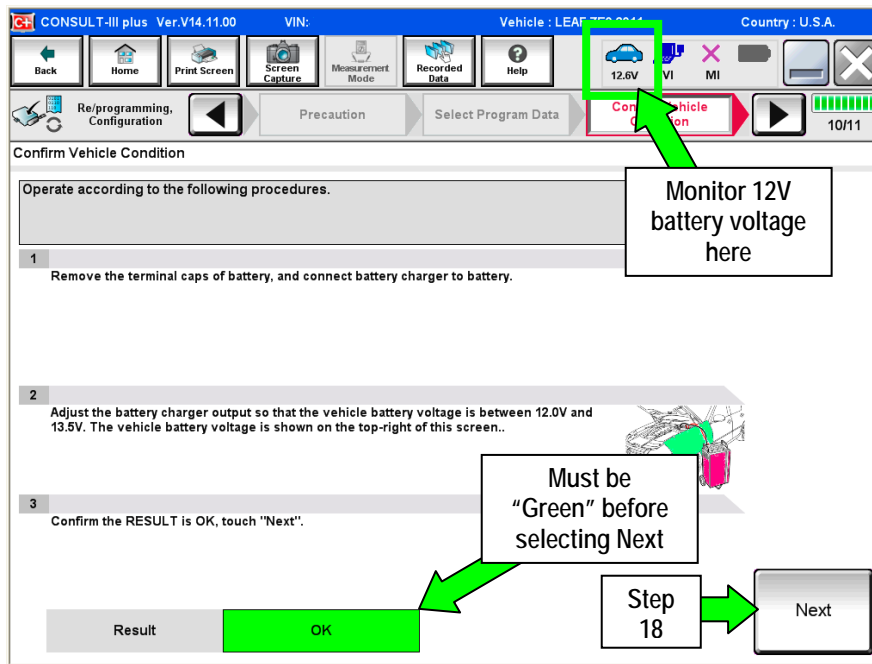

Figure 13

19. With battery voltage OK (green), select **Start**.

- The reprogramming process begins when **Start** is selected.

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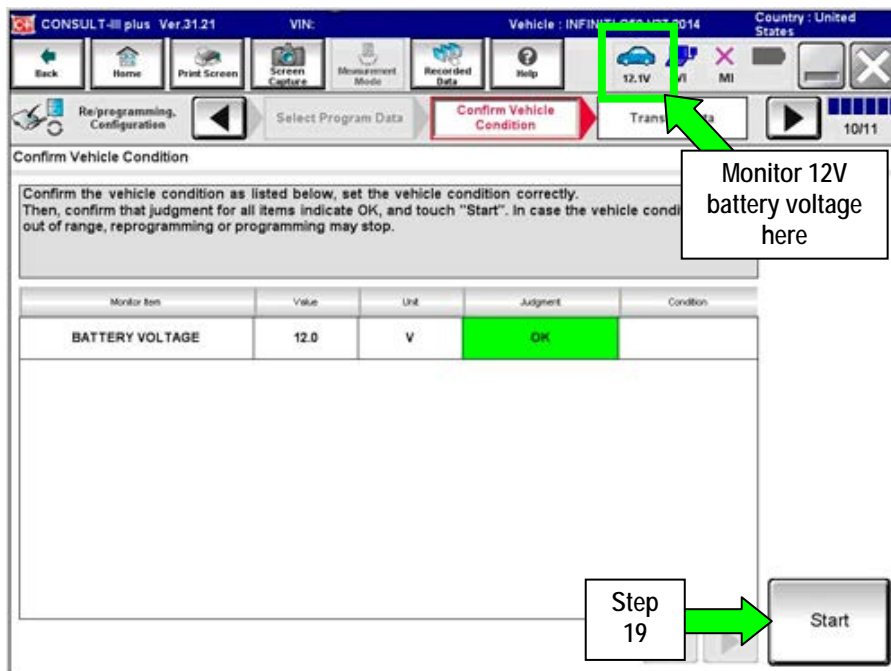

Figure 14

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 plus VI is transferring the reprogram to the DAST control module, do not disconnect the plus VI from the vehicle even if the PC freezes.
- If you need to disconnect the plus VI, first check the LED on the plus VI body to confirm that the communication from the plus 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.
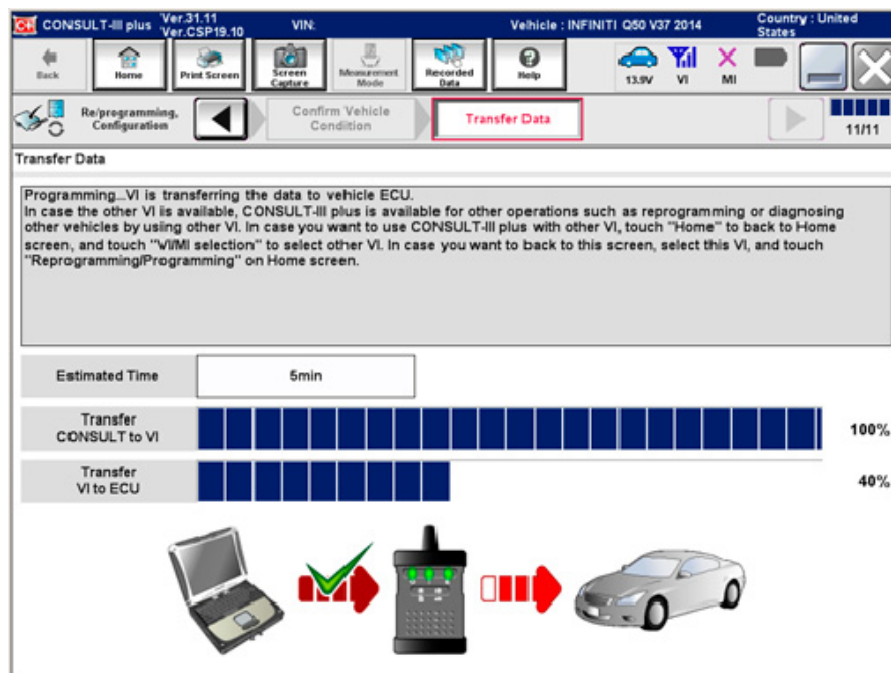
20. Wait for both bar graphs to complete.

Figure 15

<u>Possible errors that may rarely occur:</u>

- If the progress bar freezes at 90% of a complete transfer to the plus VI and error code "12-1-1NR" is displayed as shown in 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% <u>more than</u> 3 times "on the same DAST control module" but <u>without</u> Error Code "12-1-1NR", replace only the DAST control module that is currently being reprogrammed, and then reprogram to the most current software.
- 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 write the correct configuration** to the new control module.

Control Unit Recovery:

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>.
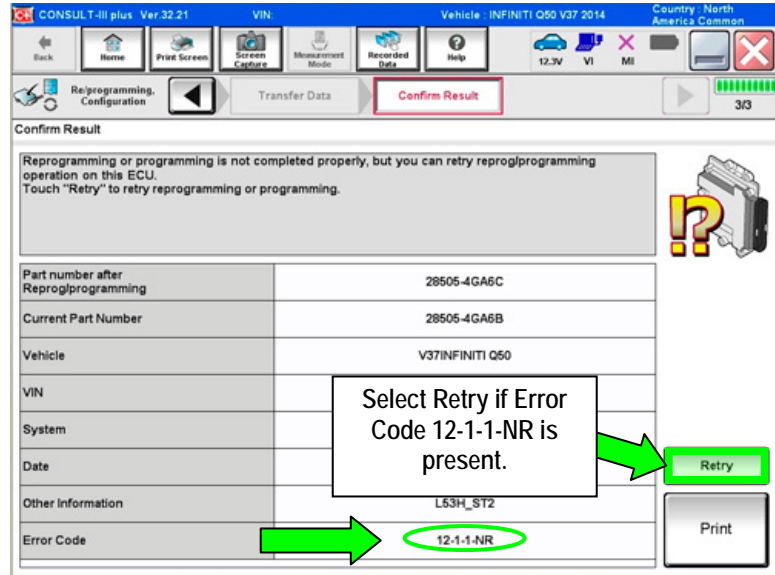
Figure 16

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 / plus VI cables are securely connected.

- All C-III plus updates are installed.

- **Select <u>Home</u>, and then restart the reprogram procedure from the beginning.**
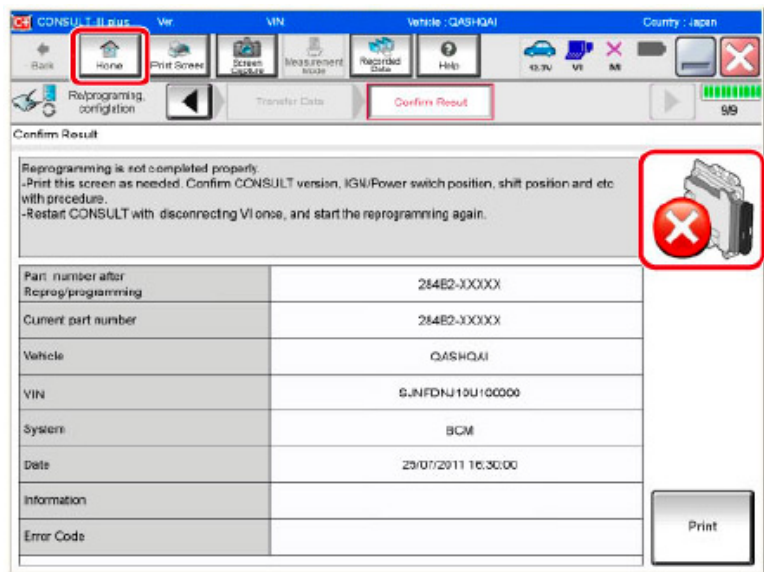

Figure 17

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

22. Select **Next**.

23. Wait for System Call to complete.
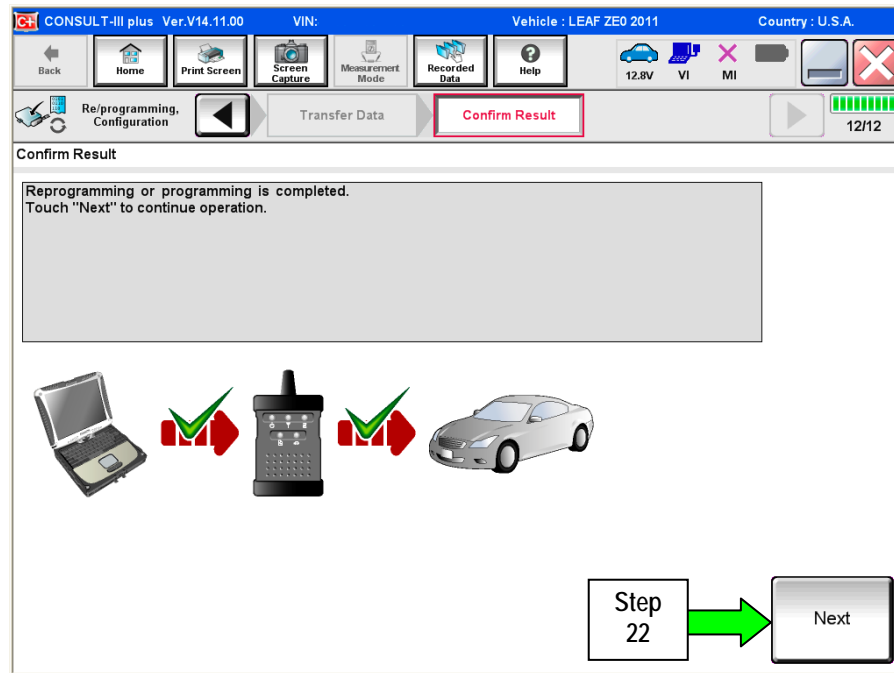
Figure 18

24. Erase all DTCs as follows:

   a. Turn "ignition" OFF.

      • The screen in Figure 19 will read OFF after pressing the power switch once.

Figure 19

ITB14-008a
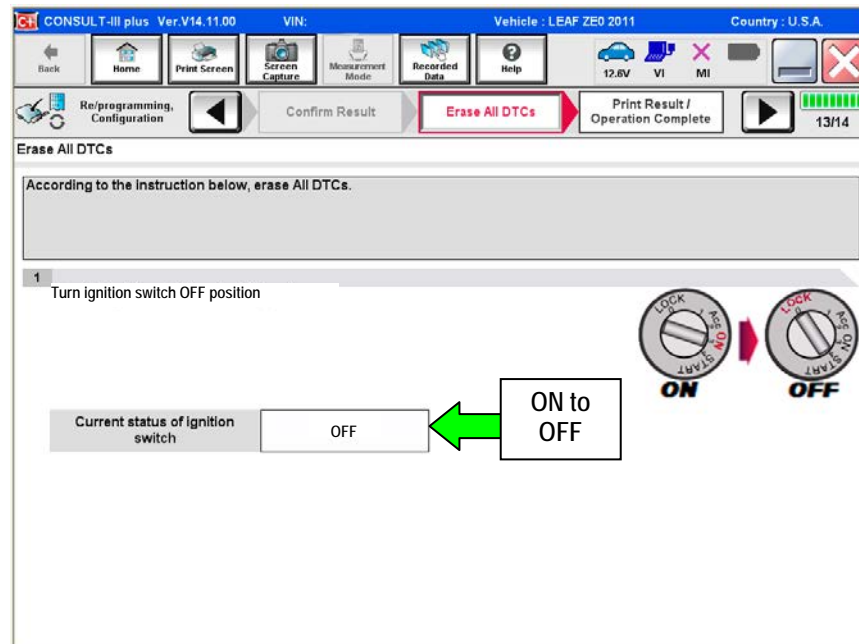
b. Turn the ignition ON (engine OFF / Not Ready).

- The screen in Figure 19 will read **ON** after pressing the power switch <u>twice</u>.

  NOTE: Do not be confused by any screen messages. At this point, simply turn the ignition ON.
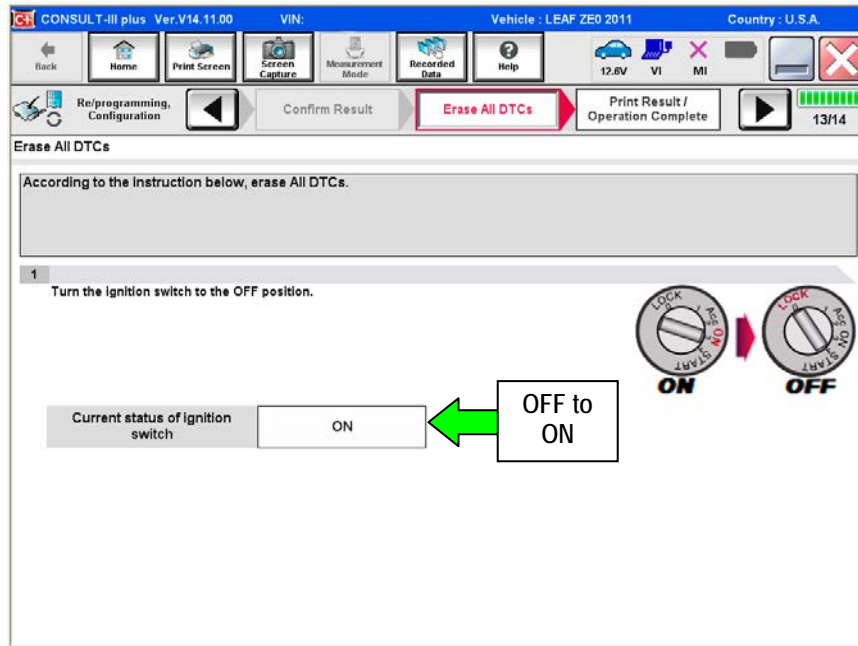
Figure 20

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

d. Select **Next**.
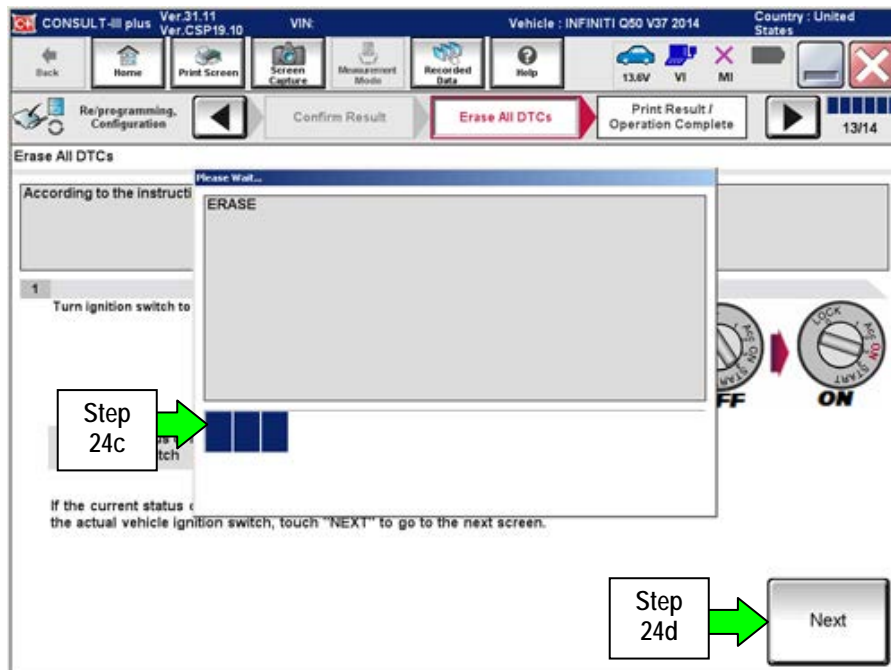
Figure 21

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 the copy to the repair order.

    c. Once a copy has been printed, select **Confirm**.
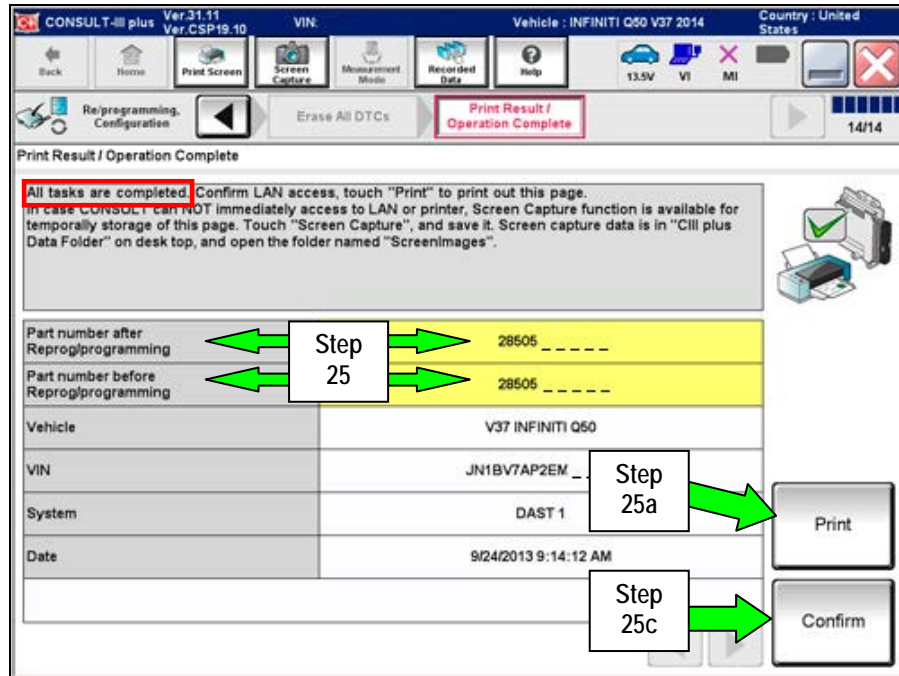
Figure 22

26. After Confirmation has completed, select **Home**.
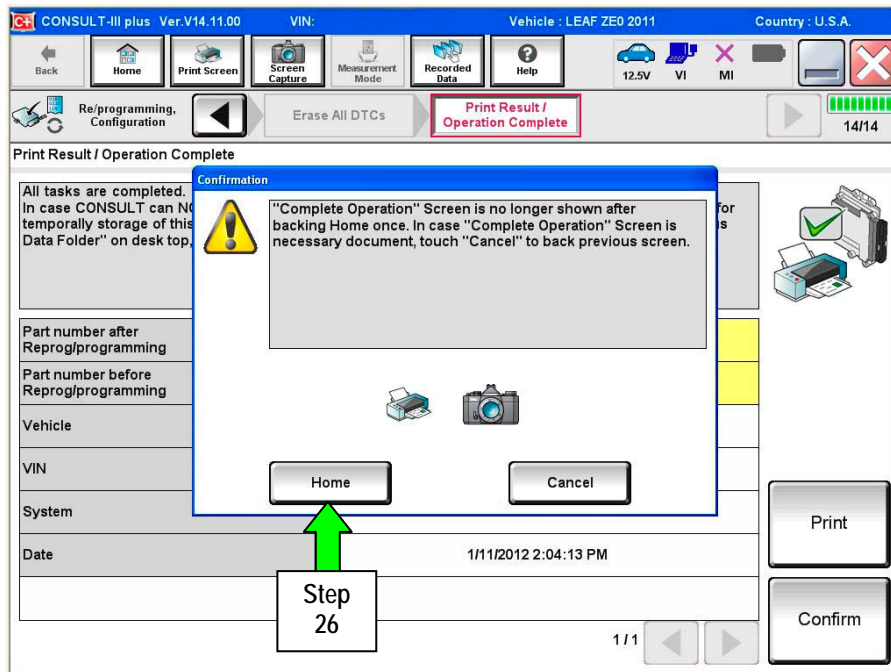
Figure 23

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, go to step 29 on the next page.

29. Check for DTCs in DAST 1, DAST 2, and EPS/DAST 3.

    a. Open C-III plus, and then select **Diagnosis (All Systems)** and **Confirm**.

    b. Wait for system call to complete.

    c. Check for stored DTCs.

- If no DTCs are stored, go to **PART 4** on the next page.

- If C13C0 or C13C2 are stored in DAST 1 or DAST 2, go to **DAST DTCs** on page 33.

- If DTC C13F2 is stored in DAST 1, DAST 2, or DAST 3 as current:
  - Then, at least one of the DAST control modules did not complete the reprogramming correctly.
 - Perform reprogramming again for the DAST control module that <u>Does Not</u> have this code.

- If only DTCs other then the ones listed above are stored, erase DTCs and go to **PART 4** 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 write the correct configuration** to the new control module.

PART 4: Calibration and Confirmation Procedures

NOTE: PART 4 includes the following:
- DAST CALIBRATION (MODE1)
- ADJUSTMENT OF STEERING ANGLE SENSOR NEUTRAL POSITION
- Self-Diagnosis Check
- Confirmation of EPS/DAST 3 ANGLE 1

DAST CALIBRATION (MODE1)

CAUTION:

- Never move the vehicle during **DAST CALIBRATION (MODE1)** because the steering gear is held in a neutral position until the ignition switch is turned OFF.

- Never rotate the steering wheel more than 120 degrees just after **DAST CALIBRATION (MODE1)** has been completed because the spiral cable will be damaged.

WARNING: Be careful of moving parts. The steering wheel and front wheels will move automatically by themselves after starting DAST CALIBRATION (MODE1).

Before starting Calibration Mode1:

- Place the vehicle on an alignment rack and then remove the pins from the turn tables so they are allowed to move freely, or place the vehicle on a lift so that the tires do not touch the ground.

- Place the steering wheel tilt to the highest level.

- Connect a battery charger to the vehicle battery set to a low charge rate.

NOTE: This calibration procedure will be performed twice completely through.

IMPORTANT: Do Not turn the ignition OFF at the end of the second time through.

1. Make sure the plus VI is still connected to the vehicle and to the CONSULT PC with the USB cable.

2. Make sure the AC adapter is still connected to the CONSULT PC.

3. Turn the ignition ON (engine OFF / Not Ready).

   - **IMPORTANT**: Do Not start the engine (for Hybrid models the READY light must be OFF).

4. Turn ON the CONSULT PC, and then open C-III plus (if not already open).

5. On the C-III plus screen, select **Diagnosis (All Systems)**. After system call has completed, select **EPS/DAST 3** >> **Work support** >> **DAST CALIBRATION (MODE1)**. See Figure 24.

Figure 24

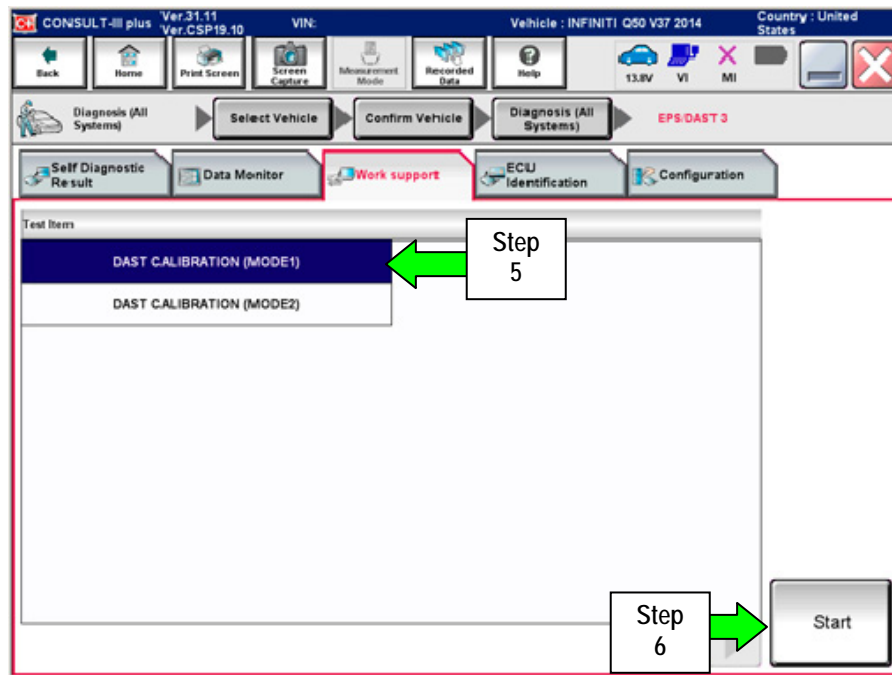6. Select **START,** and then **START** a second time to begin **DAST CALIBRATION (MODE1)**.

   - Do not rotate the road wheels during the DAST calibration.

   WARNING: <u>Be careful of moving parts</u>. The steering wheel and front wheels will move automatically by themselves after starting DAST CALIBRATION (MODE1).

   NOTE: If DAST CALIBRATION (MODE1) will not start, refer to DAST DTCs on page 33.

7. When Auto steering has completed, center the steering wheel to the neutral (straight ahead) position, and then select **Start** again (see Figure 25).

> **IMPORTANT:** The steering wheel must be positioned in the neutral (straight ahead) position, for step 7 above, to ensure that the steering wheel will be centered when driving straight.

CAUTION: When DAST CALIBRATION (MODE1) has completed, the steering wheel is disconnected from the steering gear and the force feedback of the steering is reduced. **Never turn the steering wheel beyond 120 degrees otherwise the spiral cable will be damaged.**
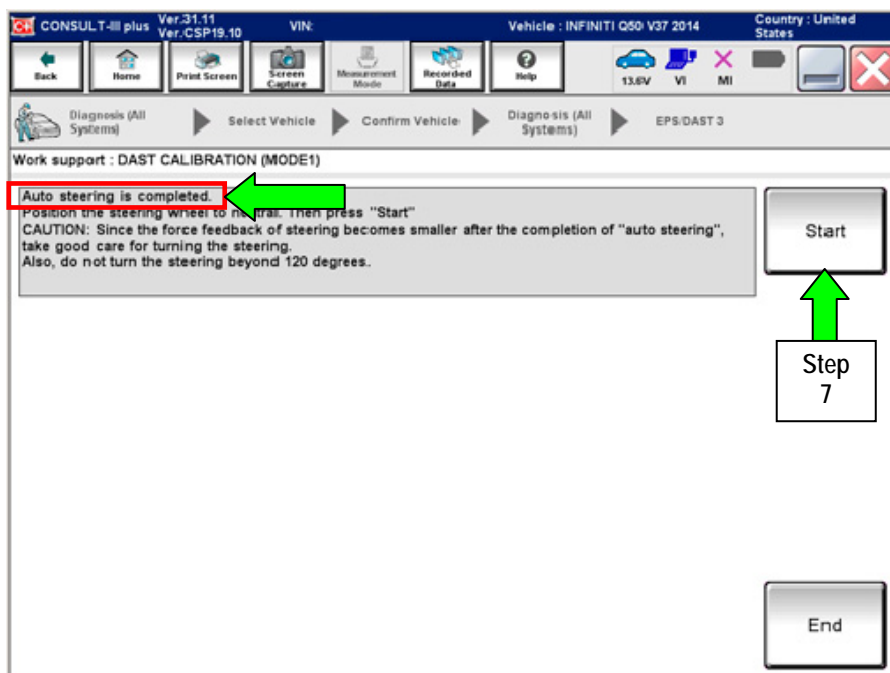
Figure 25

8. Select **End**.
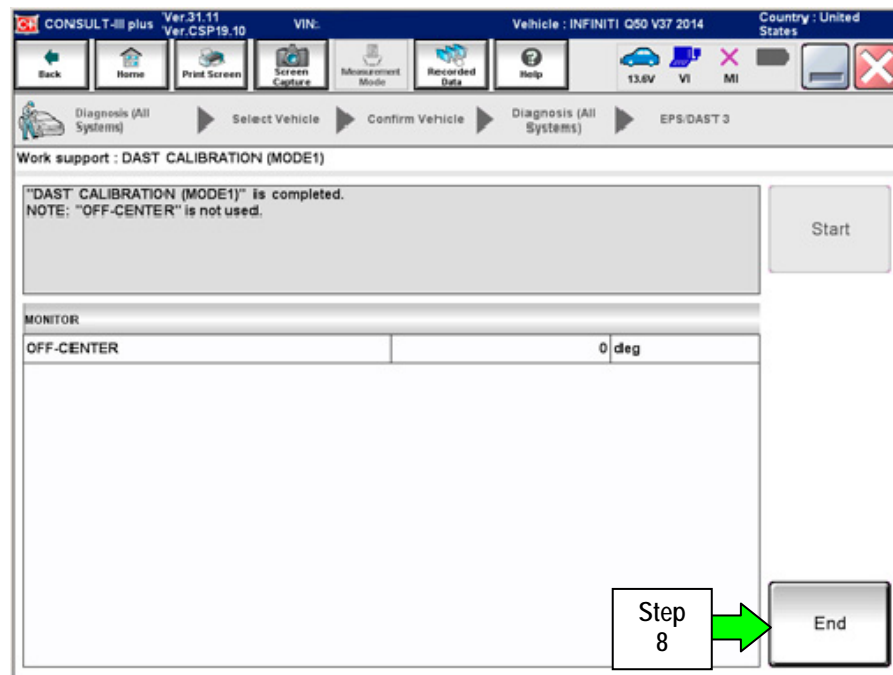
Figure 26

9. Turn the ignition switch OFF.

10. With the C-III plus still connected, repeat steps 1-8 a second time, **but <u>Do Not</u> turn the ignition OFF** after step 8, and then proceed to step 11.

11. Select the **BACK** button twice, and then select **Yes** to "Delete results".

   - After system call completes, proceed to **ADJUSTMENT OF STEERING ANGLE SENSOR NEUTRAL POSITION** on the next page.

   IMPORTANT: <u>Do Not</u> turn the ignition OFF.

   - If the ignition is turned OFF between the DAST CALIBRATION (MODE1) and ADJUSTMENT OF STEERING ANGLE SENSOR NEUTRAL POSITION, the procedure for DAST CALIBRATION (MODE1) <u>must</u> be started over from step 1.

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ADJUSTMENT OF STEERING ANGLE SENSOR NEUTRAL POSITION

1. With C-III plus in **Diagnosis (All Systems)**, select **ABS** >> **Work support** >> **ST ANGLE SENSOR ADJUSTMENT**, and then select **START**.

2. When the message "Waiting for your operation…" is displayed, select **Start**.

   IMPORTANT: <u>Do Not</u> touch the steering wheel while adjusting steering angle sensor.
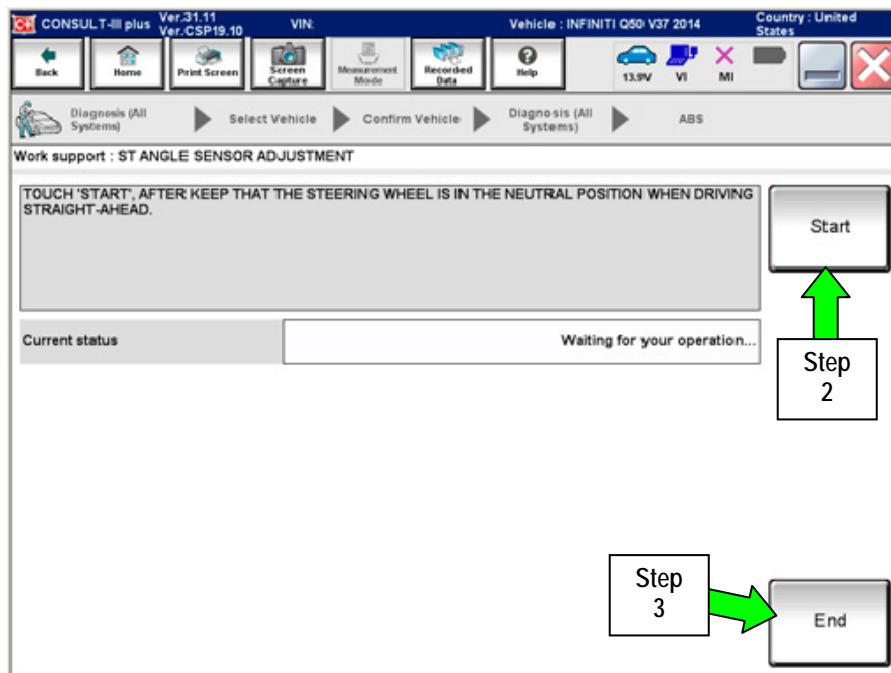

Figure 27

3. When the message **COMPLETE** is shown (after approx. 5 seconds), select **End**.

4. Turn the ignition switch OFF and wait at least 10 seconds.

5. Disconnect the battery charger from the vehicle 12V battery.

6. Go to **Self-Diagnosis Check** on the next page.

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SELF-DIAGNOSIS Check

1. Start the engine or place in READY mode (turn ignition ON <u>with</u> brake pressed).

2. Check for DTCs in DAST 1, DAST 2, and EPS/DAST 3 as follows:

   A. On C-III plus, return to the Home screen.

   B. Select **Diagnosis (All Systems)**, and then select **Confirm**.

   C. Wait for system call to complete.

   D. Check for stored DTCs.

   - If no DTCs are stored, go to CONFIRMATION of EPS/DAST 3 ANGLE 1 on the next page.

   - If DTCs C13E9-00, C13EB-00, and/or C13F0-00 are stored:

     a. Erase all DTCs.

     b. Change the steering wheel tilt to a slightly lower position.

     c. Perform DAST CALIBRATION (MODE1) again.

     d. Perform SELF-DIAGNOSIS Check again.

     e. Repeat a – d above until no DTCs are stored.

     f. Go to CONFIRMATION of EPS/DAST 3 ANGLE 1 on the next page.

IMPORTANT: <u>Do Not</u> drive the vehicle.

CONFIRMATION of EPS/DAST 3 ANGLE 1

NOTE: At this point the ignition should still be ON with the engine running or the READY light ON.

1. With C-III plus in **Diagnosis (All Systems)**, select **EPS/DAST 3** >> **DATA MONITOR** >> **ANGLE 1**,and then check the value of **ANGLE 1** (see Figure 28).

   - ANGLE 1 should be within the standard value shown below.

   - If ANGLE 1 **is not** within the standard value:

     a. Change the steering wheel tilt to a slightly lower position.

     b. Perform DAST CALIBRATION (MODE1) again.

     c. Perform CONFIRMATION of EPS/DAST 3 ANGLE 1 again.

     d. Repeat a – c above until ANGLE 1 is within the standard value.

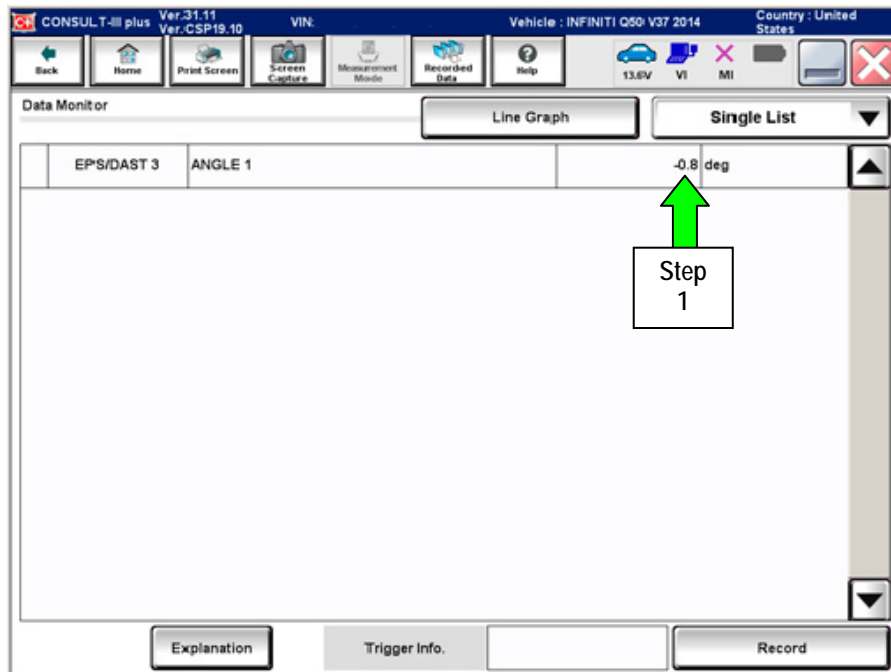| Monitor item	Standard value
ANGLE 1	between -4.4 and 4.4

Figure 28

2. Disconnect C-III plus from the vehicle.

3. Procedure is complete.

DAST DTCs

NOTE: Perform the following steps only if:
- DTCs are stored for DAST 1 and/or DAST 2.
- DAST CALIBRATION (MODE1) will not start.

1. Check DTCs for **DAST 1**.

   - If C13C0 and C13C2 are detected as <u>current</u> on **DAST 1**, replace the control module for **DAST 2**.

   - If DTCs can not be read (DAST 1 is not listed), go to step 2 and check DTCs for **DAST 2**.

2. Check DTCs for **DAST 2**.

   - If C13C0 and C13C2 are detected as current on **DAST 2**, replace the control module for **DAST 1**.

   - If DTCs can not be read (DAST 2 is not listed), turn the ignition switch OFF and then back ON. Then go back to Check DTCs for DAST 1 (step 1) again.
     - If step 1 and step 2 are repeated <u>more than 5 times</u> and there is still no DTCs stored/listed, replace the control module for **DAST 3**.

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 write the correct configuration** to the new control module.

INFORMATION: If DTCs, other than the ones listed above, are stored and 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. Return to where you were in the Service Procedure.

PARTS INFORMATION

DESCRIPTION	PART #	QUANTITY
DAST 1 Control Module (Steering Angle Main Control Module)	28505 - 4GA1J	1
DAST 2 Control Module (Steering Angle Sub Control Module)	28505 - 4GA6J	1
EPS/DAST 3 Control Module (Steering Force Control Module)	285H0 - 4GA5J	1

CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
P4203	DAST Replace Modules, Reprogram, & Recalibrate	P42033	3.0 hrs

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 modules. 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

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