

# RECALL CAMPAIGN BULLETIN

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Date:

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# August 2, 2021

# VOLUNTARY RECALL CAMPAIGN 2021 Q50, Q60, AND QX80; TELEMATICS CONTROL UNIT (TCU) REPROGRAM

CAMPAIGN ID #: APPLIED VEHICLES: R21A9 2021 Q50 (V37) 2021 Q60 (CV37) 2021 QX80 (Z62)

Check Service COMM or Dealer Business Systems (DBS) National Service History to confirm campaign eligibility.

#### INTRODUCTION

Infiniti is conducting this voluntary recall campaign, on certain specific model year 2021 Q50, Q60, and QX80 vehicles, to reprogram the Telematics Control Unit (TCU). This service will be performed at no charge to the client for parts or labor.

#### **IDENTIFICATION NUMBER**

Infiniti has assigned identification number R21A9 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

#### **RETAILER RESPONSIBILITY**

It is the retailer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a retailer's inventory. Federal law requires that new vehicles in retailer inventory which are the subject of a recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration. While federal law applies only to new vehicles, Infiniti strongly encourages retailers to correct any used vehicles in their inventory before they are retailed.

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 retailer to determine if this applies to your vehicle.

### SERVICE PROCEDURE

### Reprogram the TCU

**IMPORTANT:** Before starting, make sure:

- ASIST on the CONSULT PC has been synchronized (updated) to the current date.
- All C-III plus software updates (if any) have been installed.

### NOTICE

- Connect a battery maintainer/smart charger set to reflash mode or a similar setting. If the vehicle battery voltage drops <u>below 12.0V or rises above 15.5V</u> during reprogramming, <u>the</u> <u>TCU may be damaged</u>.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, <u>the</u> <u>TCU 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 TCU may be damaged</u>.
- Turn OFF all external Bluetooth<sup>®</sup> devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI. If Bluetooth<sup>®</sup> signal waves are within range of the CONSULT PC or VI during reprogramming, reprogramming may be interrupted and <u>the TCU may be damaged</u>.
- 1. Turn ON the ignition and the hazard warning lights.
- 2. Connect the VI to the vehicle.
- 3. Start C-III plus.
- 4. Wait for the VI to be recognized.
  - The serial number will display when the VI is recognized, as shown in Figure 1 on page 3.

5. Select **Re/programming**, **Configuration**.

	Back	Home Prints	Screen Capture Measureme nt Mode	Scoridd Help ERT 14.7V VI MI	
	Connec	ction Status	6	Diagnosis Menu	
		Serial No.	Status	Diagnosis (One System)	
The VI is recognized	VI	232665 2	Normal Mode/Wireless	Diagnosis (All Systems)	
	мі	-	No connection	Re/programming,	
	S S	Select VI/N	ИІ	Immobilizer	
	Applicat	tion Setting ub mode	Language Setting	Maintenance	
	<b>N</b>	DR			
	1				

Figure 1

Check the box to confirm the precaution instructions have been read, and then select Next.
 NOTE: Use the arrows (if needed) to view and read all of the precautions.

0				Precau	ition	Vehicle	Selection		
Precaution	L								_
									-
Operating sug Please review	gestions for the all of pre	reprogrammir ecautions, and	ig, programming click the "Confir	and C/U confi m" check box a	igration: fter confirmin	ig the its p	oints. Ar	d	
touch "Next".	•								
Caution:								_ (	
1. Follow the c	peration gu	ide displayed	on screen.						-
	"Home" hu	tton may not h	a used on this f	low					
Z. Dack and	"Home" bu	tton may not b	e used on this f	low.					
-For reprogram	"Home" bu nming and p test version	tton may not b programming of the CONSU	e used on this fi	low. are, reprogramm	ning/program	ming data	to this		
-For reprogram 1. Install the la CONSULT-III p	"Home" bu ming and p test version lus PC. and read th	tton may not b programming of the CONSU	e used on this fl LT-III plus sortwa	low. are, reprogramm	ning/program	ming data	to this		
-For reprogram 1. Install the la CONSULT-III p 2. Preparation	"Home" bu ming and p test version lus PC. and read th	tton may not b programming of the CONSU e service man	e used on this fl LT-III plus sortwa ual or reprogran	low. are, reprogramm nming procedur	ning/programi e sheet.	ming data	to this		
-For reprogram 1. Install the lat CONSULT-III p 2. Preparation -For ECU Cont 1. Need to writh	"Home" bu ming and p test version lus PC. and read th figuration e the config	tton may not b programming of the CONSU ie service man juration data to	e used on this f LT-III plus sortwa ual or reprogram new ECU, after	low. are, reprogramm nming procedur replace it.	ning/programı e sheet.	ming data	to this		
-For reprogram 1. Install the lat CONSULT-III p 2. Preparation -For ECU Con 1. Need to writ 2. If writing the	"Home" but the st version lus PC. and read th figuration e the config	tton may not b programming of the CONSU e service man uuration data to figuration data	e used on this f LT-III plus sortwa ual or reprogran new ECU, after , ECU can not w	low. are, reprogramm nming procedur replace it. vork. Please wri	ning/program e sheet. te the right d	ming data ata.	to this		
For reprogram 1. Install the la CONSULT-III p 2. Preparation For ECU Con 1. Need to writ 2. If writing the For ECU Con	"Home" bu ming and p test version lus PC. and read th figuration e the config e wrong con figuration us	tton may not b programming of the CONSU e service man uuration data to figuration data sing manual m	e used on this fl LT-III plus sortwa ual or reprogran new ECU, after , ECU can not w ode	low. are, reprogramm nming procedur replace it. vork. Please wri	ning/programi re sheet. te the right d	ming data ata.	to this		
For reprogram 1. Install the la CONSULT-III p 2. Preparation For ECU Con 1. Need to writ 2. If writing the For ECU Con 1. Confirm the configuration of	"Home" bu ming and p test version lus PC. and read th figuration e the config e wrong con figuration us vehicle's sp lata. ECU cc	tton may not b programming of the CONSU e service man uuration data to figuration data sing manual m ec and its com an not work. P	e used on this fi LT-III plus sortwa ual or reprogram new ECU, after , ECU can not w ode iguration spec, 1 lease write the r	low. are, reprogramm ming procedur r replace it. vork. Please wri following the se ioht data.	ning/program e sheet. te the right d rvice manual.	ming data ata. . If writing	to this the wron	ng	
For reprogram 1. Install the la CONSULT-III p 2. Preparation For ECU Con 1. Need to writ 2. If writing the For ECU Con 1. Confirm the configuration o 2. Operate the	"Home" bu ming and p test version lus PC. and read th figuration wrong con figuration us vehicle's sp lata, ECU ca saving comp	tton may not b programming of the CONSU e service man uuration data to figuration data sing manual m ec and its comi an not work. P oletely. Do not a	e used on this fi LT-III plus sortwa ual or reprogram new ECU, after , ECU can not w ode iguration spec, 1 lease write the r whort without saw	low. are, reprogramm ming procedur r replace it. vork. Please wri following the se ight data. ving data.	ning/programi e sheet. te the right d rvice manual.	ming data ata. . If writing	to this the wrow	ng	

Figure 2

### 7. Select Automatic Selection(VIN).

Back Home	Print Screen Scree Captu	n re Measurement Mode	corded Data	RT 14.6V VI MI	
Re/programmin Configuration	ng,	Precaution	Vehicle Selection	Vehicle Confirmation	
Automatic Se	election(VIN)		ion(Vehicle Name)		
Vehicle Name :				Model Year :	Sales Channel
*INFINITI EX35 Camp:P8202	INFINITI G37 Convertible	INFINITI M45	INFINITI Q70 Hybrid	2019MY	NISSAN
INFINITI EX35	INFINITI G37 Coupe	INFINITI Q40 Sedan	INFINITI QX30	2017MY	INFINITI
INFINITI FX35/FX45	INFINITI G37 Sedan	INFINITI Q45	INFINITI QX4	2016MY	DATSUN
INFINITI FX35/FX50	INFINITI 130	INFINITI Q50	INFINITI QX50	2015MY	
INFINITI FX37/FX50	INFINITI 135	INFINITI Q50 Hybrid	INFINITI QX56	2014MY	
INFINITI G20	INFINITI JX35	INFINITI Q60	INFINITI QX60		
INFINITI G25/G37 Sedan	INFINITI M35/M45	INFINITI Q60 Convertible	INFINITI QX60 Hybrid		
INFINITI G35 Coupe	INFINITI M35h	INFINITI Q60 Coupe	INFINITI QX70		CLEAR
INFINITI G35 Sedan	INFINITI M37/M56	INFINITI Q70	INFINITI QX80		Select
				1/1	

Figure 3

8. Confirm the **VIN or Chassis #** is correct, and then select **Confirm**.

Back     Image     Image       Home     Print Screen     Screet       Print Screen     Configuration     Vertice	Measurement Mode whicle Selection	
Please confirm selected information and touch "Change".	touch "Confirm". In case you want to select another vehicle,	
VIN or Chassis #	жкают	
Model Year	Q50 2021MY	
	1/1	
		Change Confirm

Figure 4

9. Confirm the VIN is correct for the vehicle, and then select **Confirm**.

Image: Screen Back         Image: Screen Canter         Image: Scre	
Configuration Vehicle Input VIN	4/4
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.	
NSAAN WOOR CO.UTD.JAPAN 整 史 Inf Weight Ang Weight	
VIN (17 or 18 digits)	
	Confirm

Figure 5

10. Select IVC.

Back Hor	me Print Screen Capture	he Mesurement Recorded Data	13.7V VI MI
Re/progra	amming, uration	Input VIN System Selection	Operation Selection
System Selection			
Touch "system" In case ECU you	'. u want to operate is not lis	sted below, the vehicle or model year might t	be selected wrong.
		<b>v</b>	~
	ENGINE	EHS/PKB	METER/M&A
	MULTI AV	EPS/DAST 3	LASER/RADAR
3ch C	MULTI AV CAN GATEWAY	EPS/DAST 3 ABS	LASER/RADAR
3ch C	MULTI AV CAN GATEWAY CAN GATEWAY	EPS/DAST 3 ABS IPDM E/R	LASER/RADAR ALL MODE AWD/4WD BCM
3ch C 6ch C	MULTI AV CAN GATEWAY CAN GATEWAY	EPS/DAST 3 ABS IPDM E/R AIR PRESSURE MONITOR	LASER/RADAR ALL MODE AWD/4WD BCM SONAR
3ch C 6ch C	MULTI AV CAN GATEWAY CAN GATEWAY IVC	EPS/DAST 3 ABS IPDM E/R AIR PRESSURE MONITOR	LASER/RADAR ALL MODE AWD/4WD BCM SONAR
3ch C 6ch C	MULTI AV CAN GATEWAY CAN GATEWAY	EPS/DAST 3 ABS IPDM E/R AIR PRESSURE MONITOR	LASER/RADAR ALL MODE AWD/4WD BCM SONAR

Figure 6

#### 11. Select **Reprogramming**.

Back	Home Print Screen	Screen Capture	Recorded Data	ERT	14.5V VI	× MI	
50	Re/programming, Configuration	System Selection	Operation Selec	tion			
Operatio	n Selection						
Touch In case In case	"Operation". over write current ECU, touc replacement of ECU, select an	h "Reprogramming". operation in REPLA	CE ECU category.				
REPR	OGRAMMING		at to reprogramming		h "Penrogra	mming	
╇	Reprogramming						
Repla	cement OF ECU						
Progr	amming (Blank ECU)						
	Before ECU Replacement	After EC	U Replaceme	ent to	uch "Before eration log w CONSULT.	ECU Re vith part	eplacement", number is sa
VEHIC							
	Before ECU Replacement	After EC	CU Replacem	ent Op	uch "Before eration log w ved to CONS	ECU Re vith con ULT.	eplacement", figuration data

Figure 7

12. Find the TCU Part Number and write it on the repair order, and then select Save.

NOTE: This is the current Part Number (P/N).

- If the current TCU part number is 28275-5SN9B, proceed to step 13 on page 7.
- If the current TCU part number is <u>not</u> 28275-5SN9B, reprogramming is not required. Skip to Claims Information on page 14.

Back Rome Print Screen Capture	Messurement Mode Recorded Data Rep Recorded Help ERT Construction VI MI	-						
Configuration	tion Selection Save ECU Data	7/7						
Save ECU Data								
Touch "Save" to save operation log and the current part number as listed below to CONSULT. Operation log helps to restart next operation by selecting suitable operation log. Operation log is erased after operation has completely finished.								
File Label	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX							
Operation	REPROGRAMMING							
System	IVC							
Part Number	XRX SORMAR							
Vehicle								
VIN								
Date	XXXXXXXXXXXXXX	Save						
	/							

Figure 8

Check the box to confirm the precaution instructions have been read, and then select Next.
 NOTE: Use the arrows (if needed) to view and read all the precautions.

	Home	Print Screen	Screen Capture	Measuremen Mode	t Recorde Data	d Help	ERT	13.7V	VI	м		
Ke C	/programming, Configuration		Save	e ECU Data		Precautio	n	Select P	rogram	Data		8/10
ecaution												
Operating	suggestions	5:									1 -	
f the repro usable.	gramming/p	rogramming	g is unsuc	cessful, EC	U software	e may be c	lamaged a	and ECU	is no lo	nger		
Please rev	ew the all of	f precaution	ns, and clic	k the "Con	firm" chec	k box afte	r confirmi	ng the its	points.			
. DO NOT	set the A/C	timer or A/	C remote	control sys	tem.							
During re	programmir	ng>										
Vever touc	h the CONS	ULT-III plus	s compone	ents to prev	ent cable	disconne	ction.					
Vever den	ess the pra				and the second se							
Never dep Never opei	ess the bra	or trunk rid.										
Never dep Never oper	ess the bra reach door	or trunk rid.										
Never dep Never oper	ess the bra reach door	or trunk rid.										
Never dep Never oper	ess the bra n each door	or trunk rid.										
Never dep Never oper	ess the bra n each door	or ṫrunk rid.										
Never dep Never oper	ess the bra n each door	or trunk rid.										
Never dep Never opei	ess the bra	or trunk rid.										
Never dep Never oper	ess the bra	or trunk rid.										
Never dep Never oper	ess the bra	or trunk rid.									Ne	xt
	Recaution Operating if the repro- usable. Please revi 4. DO NOT <during re<br="">Never touc</during>	Re/programming, Configuration     Configuration     Configuration     Configuration     Constant     Constant	Re/programming, configuration     Configuration     Configuration     Configuration     Configuration     Configuration     Configuration     Suggestions:     If the reprogramming/programmin     usable.     Please review the all of precaution     A. DO NOT set the A/C timer or A     Couring reprogramming>     Never depress the brake pedal or     Never depress the brake pedal or	Relprogramming, Configuration Save recaution Operating suggestions: If the reprogramming/programming is unsuc usable. Please review the all of precautions, and clic 4. DO NOT set the A/C timer or A/C remote <during reprogramming=""> Never touch the CONSULT-III plus component Never depress the brake pedal or turn thes</during>	Re/programming, Configuration       Save ECU Data         recaution       Save ECU Data         Operating suggestions:       If the reprogramming/programming is unsuccessful, EC usable.         Please review the all of precautions, and click the "Con         4. DO NOT set the A/C timer or A/C remote control sys <td>Relprogramming, Configuration       Save ECU Data         recaution       Save ECU Data         Operating suggestions:       If the reprogramming/programming is unsuccessful, ECU software usable.         Please review the all of precautions, and click the "Confirm" chec         4. DO NOT set the A/C timer or A/C remote control system.         <during reprogramming="">         Never touch the CONSULT-III plus components to prevent cable Never touch the steering wheel.</during></td> <td>Re/programming, Configuration       Save ECU Data       Precaution         Operating suggestions:       If the reprogramming/programming is unsuccessful, ECU software may be or usable.       Please review the all of precautions, and click the "Confirm" check box after         4. DO NOT set the A/C timer or A/C remote control system.       Components to prevent cable disconner.         Voring reprogramming&gt; Never touch the CONSULT-III plus components to prevent cable disconner.</td> <td>Re/programming, Configuration       Save ECU Data       Precaution         Operating suggestions:       If the reprogramming/programming is unsuccessful, ECU software may be damaged a usable.       Please review the all of precautions, and click the "Confirm" check box after confirmi         4. DO NOT set the A/C timer or A/C remote control system.          <during reprogramming="">       Never touch the CONSULT-III plus components to prevent cable disconnection.         Never touch the Ake pedal or turn the steering wheel.       Nevel.</during></td> <td>Relprogramming, Configuration       Save ECU Data       Precaution         Select F       Select F         recaution       Select F         Operating suggestions:       If the reprogramming/programming is unsuccessful, ECU software may be damaged and ECU usable.         Please review the all of precautions, and click the "Confirm" check box after confirming the its         4. DO NOT set the A/C timer or A/C remote control system.         <during reprogramming="">         Never touch the CONSULT-III plus components to prevent cable disconnection.         Never depenses the brake pedal or turn the steering wheel.</during></td> <td>Relprogramming, Configuration       Save ECU Data       Precaution       Select Program         recaution       Operating suggestions:       If the reprogramming/programming is unsuccessful, ECU software may be damaged and ECU is no lou usable.       Please review the all of precautions, and click the "Confirm" check box after confirming the its points.         4. DO NOT set the A/C timer or A/C remote control system.          <during reprogramming="">       Never touch the CONSULT-III plus components to prevent cable disconnection.         Never depends the pake pedal or turn the steering wheel.       Never</during></td> <td>Relprogramming, Configuration       Save ECU Data       Precaution       Select Program Data         recaution       Operating suggestions:       If the reprogramming/programming is unsuccessful, ECU software may be damaged and ECU is no longer usable.       Please review the all of precautions, and click the "Confirm" check box after confirming the its points.         4. DO NOT set the A/C timer or A/C remote control system.          <during reprogramming="">       Never touch the CONSULT-III plus components to prevent cable disconnection.         Never depends the pade potent or turn the steering wheel.       Never</during></td> <td>Relprogramming, Configuration       Save ECU Data       Precaution       Select Program Data         recaution       Operating suggestions:       If the reprogramming/programming is unsuccessful, ECU software may be damaged and ECU is no longer usable.       If the reprogramming/programming is unsuccessful, ECU software may be damaged and ECU is no longer usable.         Please review the all of precautions, and click the "Confirm" check box after confirming the its points.       If the reprogramming is unsuccessful, ECU software may be damaged and ECU is no longer usable.         4. DO NOT set the A/C timer or A/C remote control system.       Image: Configuration of the consumption of the steering wheel.         Couring reprogramming&gt;       Never douch the CONSULT-III plus components to prevent cable disconnection.         Never depress the brake pedal or turn the steering wheel.       Never depress the brake pedal or turn the steering wheel.</td>	Relprogramming, Configuration       Save ECU Data         recaution       Save ECU Data         Operating suggestions:       If the reprogramming/programming is unsuccessful, ECU software usable.         Please review the all of precautions, and click the "Confirm" chec         4. DO NOT set the A/C timer or A/C remote control system. <during reprogramming="">         Never touch the CONSULT-III plus components to prevent cable Never touch the steering wheel.</during>	Re/programming, Configuration       Save ECU Data       Precaution         Operating suggestions:       If the reprogramming/programming is unsuccessful, ECU software may be or usable.       Please review the all of precautions, and click the "Confirm" check box after         4. DO NOT set the A/C timer or A/C remote control system.       Components to prevent cable disconner.         Voring reprogramming> Never touch the CONSULT-III plus components to prevent cable disconner.	Re/programming, Configuration       Save ECU Data       Precaution         Operating suggestions:       If the reprogramming/programming is unsuccessful, ECU software may be damaged a usable.       Please review the all of precautions, and click the "Confirm" check box after confirmi         4. DO NOT set the A/C timer or A/C remote control system. <during reprogramming="">       Never touch the CONSULT-III plus components to prevent cable disconnection.         Never touch the Ake pedal or turn the steering wheel.       Nevel.</during>	Relprogramming, Configuration       Save ECU Data       Precaution         Select F       Select F         recaution       Select F         Operating suggestions:       If the reprogramming/programming is unsuccessful, ECU software may be damaged and ECU usable.         Please review the all of precautions, and click the "Confirm" check box after confirming the its         4. DO NOT set the A/C timer or A/C remote control system. <during reprogramming="">         Never touch the CONSULT-III plus components to prevent cable disconnection.         Never depenses the brake pedal or turn the steering wheel.</during>	Relprogramming, Configuration       Save ECU Data       Precaution       Select Program         recaution       Operating suggestions:       If the reprogramming/programming is unsuccessful, ECU software may be damaged and ECU is no lou usable.       Please review the all of precautions, and click the "Confirm" check box after confirming the its points.         4. DO NOT set the A/C timer or A/C remote control system. <during reprogramming="">       Never touch the CONSULT-III plus components to prevent cable disconnection.         Never depends the pake pedal or turn the steering wheel.       Never</during>	Relprogramming, Configuration       Save ECU Data       Precaution       Select Program Data         recaution       Operating suggestions:       If the reprogramming/programming is unsuccessful, ECU software may be damaged and ECU is no longer usable.       Please review the all of precautions, and click the "Confirm" check box after confirming the its points.         4. DO NOT set the A/C timer or A/C remote control system. <during reprogramming="">       Never touch the CONSULT-III plus components to prevent cable disconnection.         Never depends the pade potent or turn the steering wheel.       Never</during>	Relprogramming, Configuration       Save ECU Data       Precaution       Select Program Data         recaution       Operating suggestions:       If the reprogramming/programming is unsuccessful, ECU software may be damaged and ECU is no longer usable.       If the reprogramming/programming is unsuccessful, ECU software may be damaged and ECU is no longer usable.         Please review the all of precautions, and click the "Confirm" check box after confirming the its points.       If the reprogramming is unsuccessful, ECU software may be damaged and ECU is no longer usable.         4. DO NOT set the A/C timer or A/C remote control system.       Image: Configuration of the consumption of the steering wheel.         Couring reprogramming>       Never douch the CONSULT-III plus components to prevent cable disconnection.         Never depress the brake pedal or turn the steering wheel.       Never depress the brake pedal or turn the steering wheel.

Figure 9

14. Read the **Current Part Number** and **Part Number After Repro/programming**. They should be different, and then select **Next**.

Back Rome Print Screen Capture	Measurement Recorded Data	-						
Configuration	recaution Select Program Data Confirm Vehicle Condition	9/10						
Select Program Data								
Confirm the detail listed below, and touch "Next" if OK. -In case the screen to select reprog/programming data is NOT displayed, only one data is available for this vehicle. -In case the part number after reprogramming is wrong, touch "Re-select", and confirm the vehicle selection, VIN and reprog/programming data in CONSULT.								
Part Number After Repro/programming	28275- <b>x3%2</b> x							
Current Part Number	28275 XXXXIX							
Vehicle	Q50							
VIN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX							
System	System IVC							
Other Information	Other Information							
Expected time to finish re/programming	REREVE	Next						

Figure 10

- 15. Confirm the battery charger is ON and the battery voltage is between 12V-15.5V.
- 16. Select Next.

Image: Back         Image: Back	
Re/programming, Configuration Select Program Data Condition	10/10
Confirm Vehicle Condition	
Operate according to the following procedures.	
Kennove the terminial caps of battery, and connect battery charger to battery.	
Adjust the battery charger output so that the vehicle battery voltage is between 12.0V and 13.5V. The vehicle battery voltage is shown on the top-right of this screen.	-
3 Confirm the RESULT is OK touch "Next"	
	Next
Result OK	

Figure 11

# NOTICE

- To avoid damage to the TCU, ensure the ignition is ON and the hazard warning lights are also ON, as <u>the update will take approximately 45 minutes to complete</u>.
- To avoid damage to the TCU, ensure a battery maintainer or smart charger, set to reflash mode or a similar setting, is connected.
- To avoid damage to the TCU, ensure the AC Adapter is connected to the CONSULT PC.
- 17. Confirm the **BATTERY VOLTAGE** judgment is "OK", and then select **Start**.

Back Home Print Screen Ke/programming, Configuration	Screen Capture Select Progra	Im Data	e RT Help ERT onfirm Vehicle Condition	13.6V VI MI	10/10
Confirm Vehicle Condition Confirm the vehicle condition as Then, confirm that judgment for al out of range, reprogramming or pro	isted below, se i items indicate ogramming may	t the vehicle co OK, and touch " stop.	ndition correctly. Start". In case the veh	icle condition is	
Monitor Item BATTERY VOLTAGE	Value 13.8	Unit V	Judgment OK	Condition	
					Start

Figure 12

18. Select **USA/CANADA Dealers** from the drop down menu, and then select **OK**.



19. Login using your NNAnet credentials.

User Authentication		
Back		
NNA Federation		
	Please enter your User(D'below, Username Password Password Submit	
RestartLogen		Simil

Figure 14

- 20. Allow Transfer Data to complete.
  - The update will take approximately 45 minutes to complete.

Back Home Pri	At Screen Capture Mode Westurement Recorded Data	
Re/programming, Configuration	User Authentication Transfer Data	12/12
Transfer Data		
Transfer data to VI DO NOT disconnect VI. P	lease wait for complete to transfer to VI.	
Estimated Time	XXXmin	
Transfer CONSULT to VI		0%
Transfer VI to ECU		0%

Figure 15

21. Once the update completes, select Next.



Figure 16

### Erase DTCs

- 22. Erase All DTCs.
  - Follow the on-screen instructions as shown in Figure 17 and Figure 18.

Back	Re/programming, Configuration	Capture Messurement Confirm Result	Erase All DTCs	ERT 14.2V Print R Operation	VI MI Result / Complete	
Accord	ing to the instruction below, (	erase All DTCs.				
1 Tur	rn ignition switch / power switch	n to the OFF position.		(	CON LOCK	OFF
	Current status of ignition switch	ON				

Figure 17

• Select Next.

Back Home	Print Screen	Screen Capture	Recorded Data		6V VI MI	
Configurat	ion			Ope	ration Complete	14/15
Erase All DTCs						
According to the ir	struction below,	erase All DTCs.				
1 Turn ignition st	vitch to the ON po	sition, then All DTCs are	automatically erased	1.	OFF	
Current sta	tus of ignition witch	OFF				
If the current s the actual veh	status of ignition icle ignition swite	switch displayed on tl h, touch "NEXT" to go	he screen differs f to the next scree	rom the status n.	of	
						Next

Figure 18

# 23. Allow Erase All DTCs to complete.

Back Home Prin	it Screen Capture	nent Recorded Data	ERT 12.6V VI	× 🖿 🥅 🔀
Re/programming, Configuration	Confirm Resu	t Erase All DTC:	s Print Result / Operation Comp	blete 14/15
Erase All DTCs				
According to the instruction	Please Wait			
1 Turn ignition switch to	ERASE			
Current status of i switch				
If the current status <b>c</b> the actual vehicle igni	tion switch, touch "NEXT"	to go to the next screen.		
				Next
1				

Figure 19

24. Follow the on-screen instructions, and then select **Confirm**.

Back         Back         Fint Screen         Screen           Weight Screen         Screen         Screen         Screen         Screen           Screen         Configuration         Eras         Screen         Screen	Measurement Mode Measurement Mode Measurement Mode Measurement Mode Print Result / Operation Complete Mode	15/15
Print Result / Operation Complete All tasks are completed. Confirm LAN acces	ss, touch "Print" to print out this page.	
In case CONSULT can NOT immediately acc temporally storage of this page. Touch "Scr Data Folder" on desk top, and open the folde	ess to LAN or printer, Screen Capture function is available for een Capture", and save it. Screen capture data is in "CIII plus er named "ScreenImages".	
Part number after Reprog/programming	28275 <b>50175K</b>	
Part number before Reprog/programming	28275 <b>550000</b>	
Vehicle	Q50	
VIN	XIXD&KDEK7KM30K7X8X	Print
System	IVC	
Date	xxxxxxxxxxxxxx	Other Operation
	1/1	Confirm

Figure 20

#### 25. Select Home.

Back Rome Print Screen	Screen Capture Mode Recorded Data	
Re/programming, Configuration	Erase All DTCs Print Result / Operation Complete	15/15
Print Result / Operation Complete		
All tasks are completed. ( In case CONSULT can NG temporally storage of this Data Folder" on desk top,	"Complete Operation" Screen is no longer shown after backing Home once. In case "Complete Operation" Screen is necessary document, touch "Cancel" to back previous screen. Erasing process is not performed to "No support for All DTC" system. Erase it in Self-Diag Results screen of each system.	
Part number after Reprog/programming		
Part number before Reprog/programming Vehicle		
VIN	Home	Print
Date	1/13/2021 1:19:55 PM	Other Operation
	1/1	Confirm

Figure 21

- 26. Remove the battery maintainer/smart charger.
- 27. Close the C-III plus application.
- 28. Remove the VI from the vehicle.

#### CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
R21A9	Reprogram The Telematics Control Unit (TCU)	R21A90	0.4
	Reprogram Not Needed	R21A94	0.3

### AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
August 2, 2021	ITB21-019	Original bulletin published