

RECALL CAMPAIGN BULLETIN

Classification: EC22-002 Reference:

ITB22-007

Date:

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VOLUNTARY SAFETY RECALL CAMPAIGN 2014-2017 QX60 HYBRID; HYBRID POWERTRAIN CONTROL MODULE REPROGRAM

CAMPAIGN ID #: APPLIED VEHICLES: R21B4 2014-2017 QX60 Hybrid (L50H)

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

INTRODUCTION

Infiniti is conducting this voluntary safety recall campaign, on certain specific model year 2014-2017 QX60 Hybrid vehicles, to reprogram the Hybrid Powertrain Control Module (HPCM). This service will be performed at no charge to the client for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number R21B4 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 safety 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 safety 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

Confirm the Current HPCM Part Number

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 or smart charger set to reflash mode or a similar setting. If the vehicle battery voltage drops below <u>12.0V or rises above 15.5V</u> during reprogramming, <u>the HPCM may be</u> <u>damaged</u>.
- Be sure to turn OFF all vehicle electrical loads.
 If a vehicle electrical load remains ON, <u>the HPCM 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 HPCM 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 or VI during reprogramming, reprogramming may be interrupted and the HPCM may be damaged.
- 1. Connect the Vehicle Interface (VI) to the vehicle.
- 2. Turn the ignition ON with the engine OFF.
- 3. Start CONSULT-III plus (C-III plus) on the CONSULT PC.
 - The serial number will display when the VI is recognized.

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

	Back Home Print Screen Capture Mode	Recorded Help
	Connection Status	Diagnosis Menu
	Serial No. Status	Diagnosis (One System)
VI is recognized	VI 2300727 Normal Mode/Wireless connection	Diagnosis (All Systems)
	MI - Onection	Re/programming, Configuration
	Select VI/MI	
	Application Setting Sub mode	Maintenance
	VDR	

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 precautions.

e Back	Print Screen Canture	Measureme nt Mode	Help	14.6V VI	Х 🖿			
Re/programm	ing, 📕	F	Precaution	Vehicle Sele	ction			
recaution								
Operating sugge Please review the points. And touch	stions for reprogram all of precautions, a "Next".	ming, programming and click the "Confi	and C/U configrati rm" check box aft	on: er confirming	the its			
Caution: 1. Follow the operation guide displayed on screen. 2. "Back" and "Home" button may not be used on this flowFor reprogramming and programming 1. Install the latest version of the CONSULT-III plus sortware, reprogramming/programming data to this CONSULT-III plus PC. 2. Preparation and read the service manual or reprogramming procedure sheet.								
-For ECU Configu 1. Need to write th		a to new ECU, after	replace it.		ŝ			
1. Confirm the vel writing the wrong	ration using manual nicle's spec and its c configuration data,	onfiguration spec, ECU can not work. I	Please write the ric		f	Next		
Confirmed i	nstructions			1/:		INGAL		

Figure 2

6. Select Automatic Selection(VIN).

Automatic S	election(VIN)	Manual Select	ion(Vehicle Name)]	
Vehicle Name :				Model Year :	Sales Chan
*INFINITI EX35 Camp:P8202	INFINITI G37 Convertible	INFINITI M45	INFINITI Q70 Hybrid	2017MY	NIS
INFINITI EX35	INFINITI G37 Coupe	INFINITI Q40 Sedan	INFINITI QX30	2016MY	INFI
INFINITI FX35/FX45	INFINITI G37 Sedan	INFINITI Q45	INFINITI QX4	2015MY	DAT
INFINITI FX35/FX50	INFINITI 130	INFINITI Q50	INFINITI QX50	2014MY	
INFINITI FX37/FX50	INFINITI 135	INFINITI Q50 Hybrid	INFINITI QX55		
INFINITI G20	INFINITI JX35	INFINITI Q60	INFINITI QX56		
INFINITI G25/G37 Sedan	INFINITI M35/M45	INFINITI Q60 Convertible	INFINITI QX60		
INFINITI G35 Coupe	INFINITI M35h	INFINITI Q60 Coupe	INFINITI QX60 Hybrid		CLE
INFINITI G35 Sedan	INFINITI M37/M56	INFINITI Q70	INFINITI QX70		

Figure 3

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

Back Home Print Screen Canture	Measurene Recorded Help ERT 4.7V VI MI	
Configuration	cle Selection Vehicle Confirmation	
vehicle, touch "Change".	and touch "Confirm". In case you want to select another	
VIN or Chassis #	*****	
Vehicle Name :	QX60	
Model Year	2016MY	
	1/1	
		Change
	·)	



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

Image: Back Image: Back	
Re/programming, 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) XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	
	Confirm

Figure 5

9. Select EV/HEV.

Back Rome Print Screen Capture	Measurement Recorded Data									
Configuration	Input VIN System Selection	Operation Selection 5/6								
System Selection										
Touch "system". In case ECU you want to operate is not list	Touch "system". In case ECU you want to operate is not listed below, the vehicle or model year might be selected wrong.									
EV/HEV	VSP	AVM								
AIR BAG	ICC/ADAS	TRANSMISSION								
AUTO BACK DOOR	Side radar (Rear right)									
HV BATTERY	TELEMATICS									
Side radar (Rear left)	HVAC]								
		2/2								

Figure 6

10. Select Reprogramming.

Back Image: Constraint of the second se	Measurement Recorded Help F	Image: Non-State Image: Non-State
Re/programming, Configuration	stem Selection Operation Selection	
Operation Selection		
Touch "Operation". In case over write current ECU, touch "F In case replacement of ECU, select an ope		
REPROGRAMMING	In case you want to reprogramming ECU	Accel IID and an annual and
Reprogramming	,	, wavn reprogramming .
Replacement OF ECU Programming (Blank ECU)		
Before ECU Replacement	After ECU Replacement	Touch "Before ECU Replacement", Operation log with part number is saved to CONSULT.
Before ECU Replacement	After ECU Replacement	Touch "Before ECU Replacement", Operation log with configuration data is saved to CONSULT.
	< x	

Figure 7

Find the HPCM Part Number and write it on the repair order, and then select Save.
 NOTE: This is the current Part Number (P/N).

Back Home Print Screen Capture	Measurement Recorded Data	-						
Configuration Opera	tion Selection Save ECU Data	8/8						
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	****							
Operation	REPROGRAMMING							
System	EV/HEV							
Part Number	ххххххххх							
Vehicle	QX60							
VIN	*****							
Date	*****	Save						
L								

Figure 8

- 12. Compare the Part Number you wrote down in step 11 on page 6 to the numbers in the **Current HPCM Part Number** column in **Table A** below.
 - If there is a <u>match</u>, continue to step 13 to continue the reprogramming procedure.
 - If there is not a match, reprogramming is not needed.

Table A

MODEL	CURRENT HPCM PART NUMBER BEFORE REPROGRAMMING: 237A0 -
2014 QX60	3JA1A, 3JA1B, 3JA1C, 3JA1D 3JA2A, 3JA2B, 3JA2C, 3JA2D 3JA3A, 3JA3B, 3JA3C, 3JA3D 3JA4A, 3JA4B, 3JA4C, 3JA4D
2015 QX60	3JA1E, 3JA2E, 3JA3E, 3JA4E
2016 QX60	3JA0A, 3JA5A, 3JA6A, 3JA7A, 3JA8A, 3JA9A
2017 QX60	3JA0B, 3JA5B, 3JA6B, 3JA7B, 3JA8B, 3JA9B

Reprogram the HPCM

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 precautions.

e Back	Home	Print Screen	Screen Mea	sureme Mode		ERT	14.6V	Yi vi	X MI	
S C R	e/programmi Configuration	ng,			Precautio	n	Vehicl	e Sele	ction	
Precauti	on									
Please	ing sugges review the And touch	tions for rep all of precau "Next".	rogramming tions, and c	, programmir lick the "Co	ng and C/U nfirm" cheo	configra k box at	tion: fter conf	irming	the its	
	autions									
Caution 1. Follo 2. "Bac	w the open	ation guide d me" button n	isplayed on s nay not be u	screen. sed on this fl	ow.					
1. Insta data to	ll the latest this CONS	ng and progra eversion of th ULT-III plus F I read the se	e CONSUL PC.					gramn	ning	
-ForEC	U Configur	ation e configurati	on data to n	ew ECU, aft	er replace i	<u>.</u>				
		ng configura			work. Plea	se write	the right	t data.		
1.Conf writing	irm the veh the wrong o	icle's spec a configuration	nd its config data, ECU	juration spe can not wor	k. Please w	rite the r			lf	
	onfirmed ir	istructions	aly Danata	hortwithout	<u>covina dot</u>	•	1/:	◀]		

Figure 9

14. Confirm the battery charger is ON and the battery voltage is between 12V-15.5V, and then select Next.

Image: Back Image: Back	
Re/programming, Configuration Select Program Data Condition	10/10
Confirm Vehicle Condition	
Operate according to the following procedures.	
1 Remove the terminal caps of battery, and connect battery charger to battery.	
2 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	Ĭ
3	
Confirm the RESULT is OK, touch "Next".	
Result	Next
Figure 10	

Figure 10

15. Confirm the **Judgement** for all the **Monitor Items** are "OK", and then select **Start**.

Back Rome Print Screen	Screen Capture	surement Mode	d Help	14.4V VI MI	
Configuration	Select Progra	im Data	Confirm Vehicle Condition		10/10
Confirm Vehicle Condition					
Confirm the vehicle condition as Then, confirm that judgment for all out of range, reprogramming or pro	l items indicate	OK, and touch '		cle condition is	
Monitor Item	Value	Unit	Judgment	Condition	
BATTERY VOLTAGE	14.4	v	ок		
READY LAMP SIGNAL	Off		ок		
ESTIMAT VEHICLE SPEED	0	km/h	ок		
IGN SW SIGNAL	On		ок		
			1	/1	Start

Figure 11

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

Back Home Print Screen Sc	creen apture Mode Recorded Data		13.6V VI MI	
Re/programming, Configuration	Transfer Data	uthentication	Transfer Data	3/4
User Authentication				
NISSAN MOTOR CORP	ORATION			
	PATSUN			
PI PI	lease sele	ect yo	ur	
	user gr	oup.		
Us	SA/CANADA Dealers		\sim	
	ок			
	_ ' 4	0		

Figure 12

17. Login using your NNAnet credentials, and then select **Submit**.

Back	Home	Print Screen	Screen Meas	surement Mode	corded Data		14.7V VI	×		
\$ 0	Re/programming, Configuration		Confirm Ve Conditio		User Authen	tication	Transfer Da	ata		11/12
User Au	thentication									
(SECURE									Î
[Daimler WS									
			Please enter	your UserID belo	w.					
			Username:]				
			Password:	Password						E
			Submit	t						
	Restart Login								Secure Auth	

Figure 13

18. Allow **Transfer Data** to complete.

Referogramming. Configuration User Authentication Transfer Data Transfer Data Interfer Data Interfer Data Do NOT disconnect VI. Please wait for complete to transfer to VI. Do NOT disconnect VI. Please wait for complete to transfer to VI. Estimated Time 10min Transfer CONSULT to VI 90% Transfer Vi to ECU 0%	Back Home Prin	nt Screen Capture Mode	Recorded Help	ERT 13.0V VI	× = _ ×
Transfer data to VI DO NOT disconnect VI. Please wait for complete to transfer to VI. Estimated Time 10min Transfer CON SULT to VI YI to ECU 0%	Re/programming, Configuration	User Authenticatio	n Transfer Data		12/12
DO NOT disconnect VI. Please wait for complete to transfer to VI. Estimated Time 10min Transfer CONSULT to VI 90% Transfer VI to ECU 0%	Transfer Data				
Transfer CONSULT to VI 90% Transfer VI to ECU 0%		lease wait for complete to tran	sfer to VI.		
CONSULT to VI Transfer VI to ECU 0%	Estimated Time	10min			
VI to ECU					90%
					0%
				0	0

Figure 14

19. Once the reprogramming completes, select **Next**.

NOTE:

- If the screen in Figure 15 does not display (indicating that reprogramming did <u>not</u> complete), refer to the information on the next page.
- Additional steps/operations are required before CONSULT will provide the final reprogramming confirmation report. Continue with the reprogramming procedure on page 12.

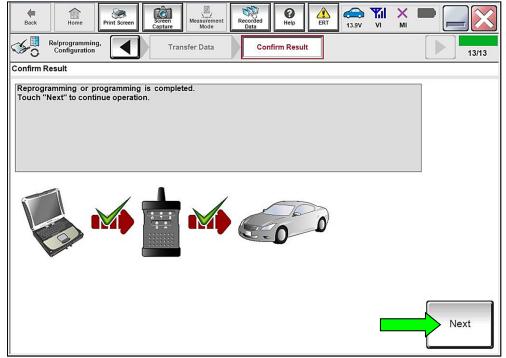


Figure 15

HPCM Recovery:

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

- Check battery voltage (12.0 15.5V).
- Ignition is ON, Engine is OFF.
- External Bluetooth[®] devices are OFF.
- All electrical loads are OFF.
- Select **Retry** and follow the on screen instructions.

NOTE: Retry may not go through on first attempt and can be selected more than once.

Hall Rome Profilement	Menterenter		× = _ X
Cooliguration	Confirm R	esult	14/14
Confirm Result			
Reprogramming or programming is not com operation on this ECU. Touch "Retry" to retry reprogramming or pro		stry reprogiprogramming	
Part number after Reprog/programming	2009		
Current Part Number	X280	NNN	
Vehicle	B18	SENTRA	
VIN	X90X963	CALING MORE AND	
System	1	всм	Error details
Date	XXXXXXX	0X00X062	Retry
Other Information	Bt	8 BCM	
Error Code			Print
-			

Figure 16

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

- Do not disconnect the VI or shut down C-III plus if reprogramming does not complete.
- Check battery voltage (12.0 15.5V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, Engine is OFF.
- Transmission in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- Select **Home**, and then restart the reprogram procedure from the beginning.

Autorganning.	Transfer Data	
Confirm Result	1	
Reprogramming or programming is not c operation on this ECU. Touch "Retry" to retry reprogramming or	completed properly, but you can retry reprogiprogramming programming.	8
Part number after Reprogiprogramming	XXXXXXXX	
Current Part Number	хижжж	
Vehicle	B18SENTRA	
		_
VIN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	
	BCM	Error details
System		Error details Retry
VIN System Date Other Information	BCM	Error details Retry

Figure 17

20. Perform Erase All DTCs.

a. Follow the on-screen instructions as shown in Figure 18 and Figure 19.

Back Home Print Screen	Screen Capture Confirm Result	Erase All DTCs	ERT 14.2V Print F	VI MI Result / Complete	14/15
Erase All DTCs					
According to the instruction below, e	rase All DTCs.				
1 Turn ignition switch / power switch	to the OFF position.		(OFF
Current status of ignition switch	ON				

Figure 18

b. Select Next.

Back Home Print Screen	Screen Sereen Confirm Result	Erase All DTCs		VI MI	
	Confirm Result	Erase All DTCs	Operatio	on Complete	14/15
Erase All DTCs					
According to the instruction below, er	ase All DTCs.				
1 Turn ignition switch to the ON posit	ion, then All DTCs are auto	omatically erased.		OFF	
Current status of ignition switch	OFF				
If the current status of ignition s the actual vehicle ignition switch			n the status of		Next

Figure 19

21. Allow Erase All DTCs to complete.

	t Screen Screen Mode Bata	
Re/programming, Configuration	Confirm Result Erase All DT	Cs Print Result / Operation Complete 14/15
Erase All DTCs		
According to the instruction	Please Wait	
Current status of i switch		
If the current status c the actual vehicle ign	tion switch, touch "NEXT" to go to the next screer	ıl
		Next

Figure 20

22. Select **Print** and attach the reprogramming results to the repair order, and then select **Confirm**.

Back Home Print Screen	Measurement Mode Recorded Data Rep ERT Company VI MI			
Re/programming, Configuration	e All DTCs Print Result / Operation Complete	15/15		
Print Result / Operation Complete				
	ess to LAN or printer, Screen Capture function is available for een Capture", and save it. Screen capture data is in "CIII plus			
Part number after Reprog/programming	237A0- XXXXX			
Part number before Reprog/programming	237A0- XXXXX			
Vehicle	QX60			
VIN	xxxxxxxxxx	Print		
System	EV/HEV			
Date	****	Other Operation		
1/1 Confirm				

Figure 21

23. Select Home.

Back Home Print Screen	Screen Capture Mode Recorded Data Performance Provided Recorded Data Provided Parts Provided	-
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, Part number after	"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.	
Reprog/programming		
Part number before Reprog/programming Vehicle		
VIN	Home	Print
System		
Date	1/13/2021 1:19:55 PM	Other Operation
	1/1	Confirm

Figure 22

- 24. Remove the battery maintainer/smart charger.
- 25. Close the C-III plus application.
- 26. 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
D21D4	Reprogram Hybrid Powertrain Control Module	R21B40	0.5
R21B4	Reprogram Not Needed	R21B42	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
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