



I N F I N I T I

# VOLUNTARY RECALL CAMPAIGN

Classification: EL23-022	Reference: ITB23-028	Date: December 18, 2023
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## VOLUNTARY SAFETY RECALL CAMPAIGN 2022-2024 QX60; ADAPTIVE FRONT LIGHT SYSTEM CONFIGURATION

**CAMPAIGN ID #:** PC994  
**APPLIED VEHICLES:** 2022-2024 QX60 (L51)

**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 2022-2024 QX60 vehicles to reconfigure the IPDM settings. This service will be performed at no charge to the client for parts or labor.

### IDENTIFICATION NUMBER

Infiniti has assigned identification number PC994 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

### DEALER 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) clients 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.

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

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

- ASSIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT-III plus software updates (if any) have been installed.
  - Updated configuration may not install correctly if the latest C-III plus software is not installed.

### IPDM Configuration

1. Connect a battery maintainer or smart charger, set to reflash mode or a similar setting, to the vehicle battery.
2. Confirm that the CONSULT PC is connected to Wi-Fi.
3. Connect the Vehicle Interface (VI) to the vehicle.
4. Turn the ignition ON with the engine OFF.
5. Turn OFF all vehicle electrical loads such as exterior lights, interior lights, HVAC, blower, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc.
6. Turn the hazard warning lamps ON and leave them ON for the duration of the procedure.
7. Start CONSULT-III plus on the CONSULT PC.
8. If prompted, select **USA/CANADA Dealers** from the drop-down menu, and then select **OK**.
9. Login using your NNAnet credentials.

**IMPORTANT:** If not prompted to enter your username and password, the CONSULT PC may not be connected to Wi-Fi. Close C-III plus, confirm the CONSULT PC is connected to Wi-Fi, and then reopen C-III plus.

- 10. Wait for the VI to be recognized.
  - The serial number will be displayed when the VI is recognized.
- 11. Select **Re/programming, Configuration**.

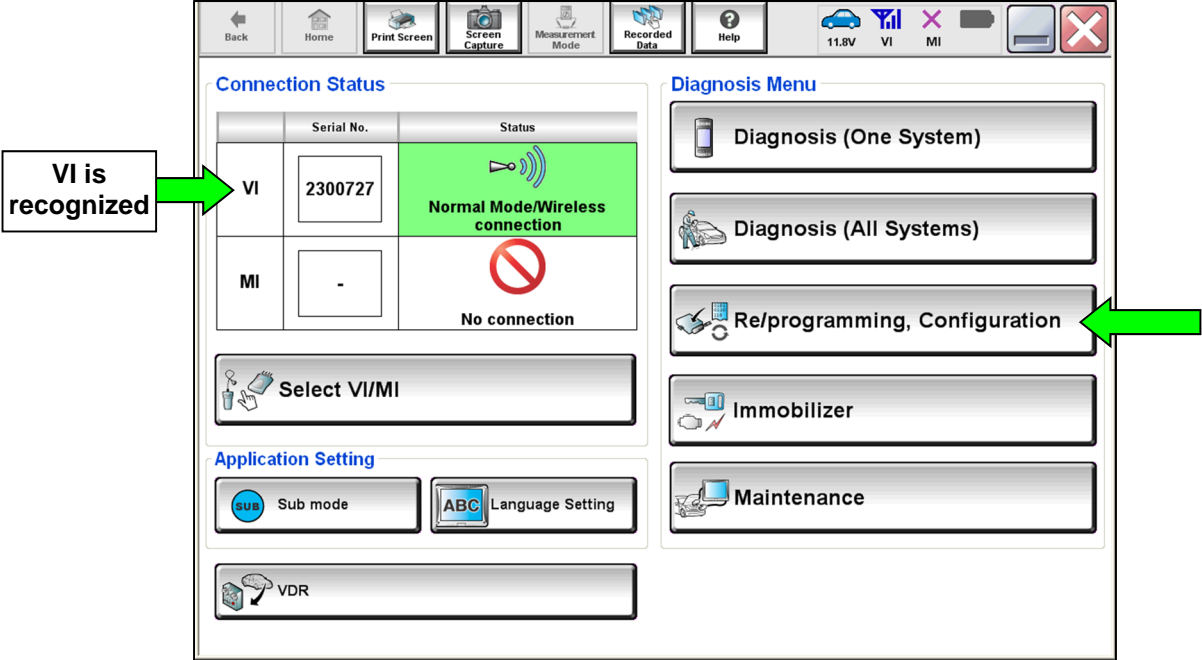


Figure 1

12. Use the arrows (if needed) to view and read all precautions.
13. Check the box confirming the precautions have been read.
14. Select **Next**.

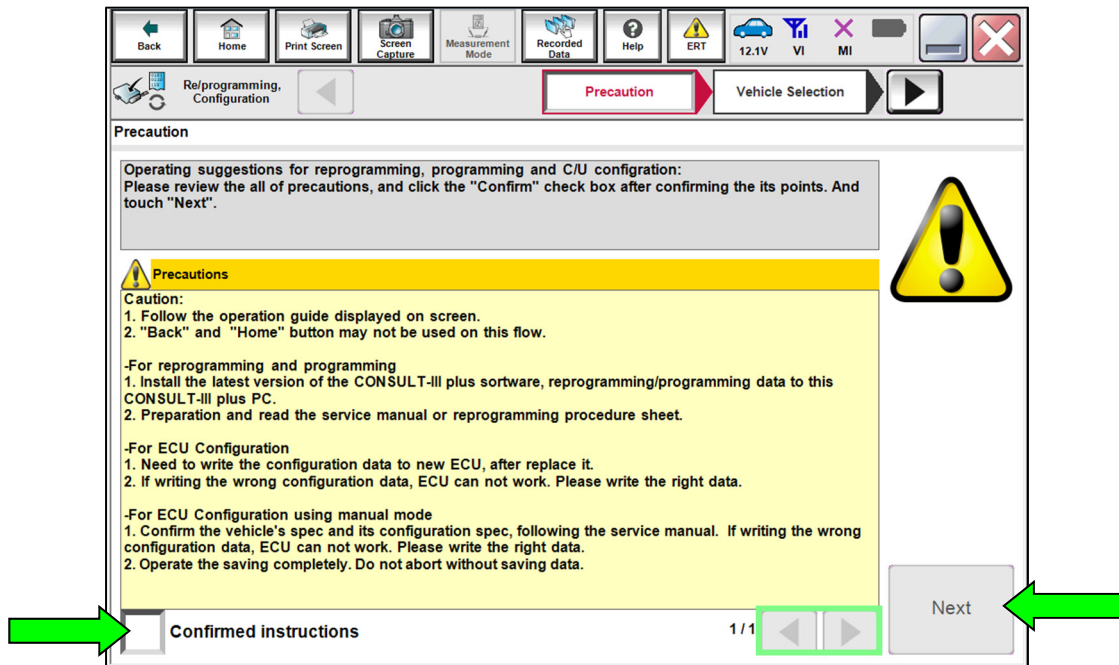


Figure 2

15. Select **Automatic Selection(VIN)**, and then select **Detect Vehicle**.

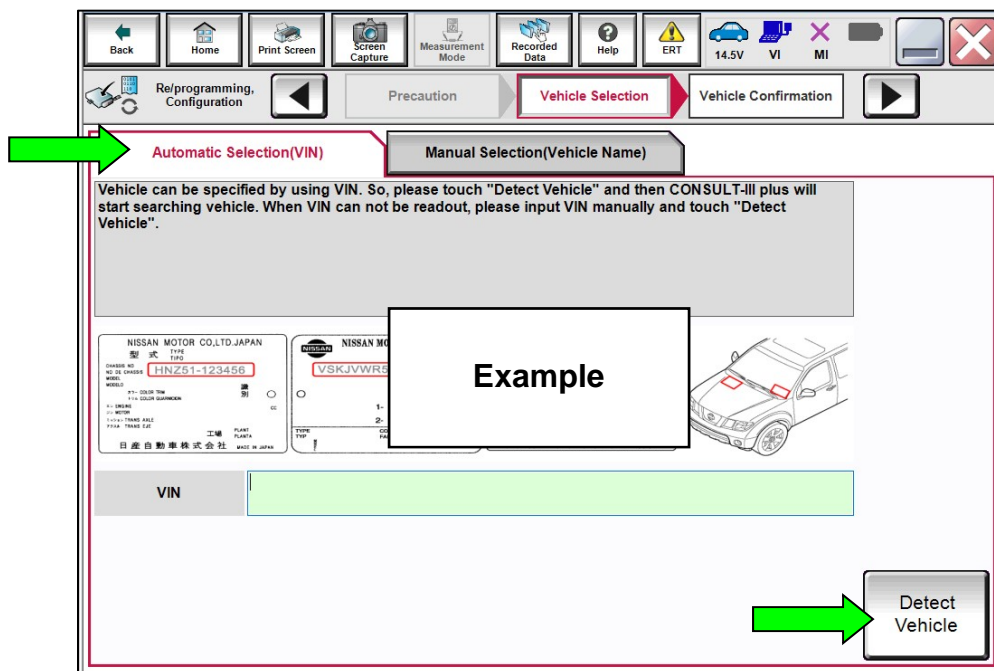


Figure 3

16. Make sure **VIN or Chassis #**, **Vehicle Name**, and **Model Year** are correct for the vehicle you are working on.
  - Select **Confirm**.

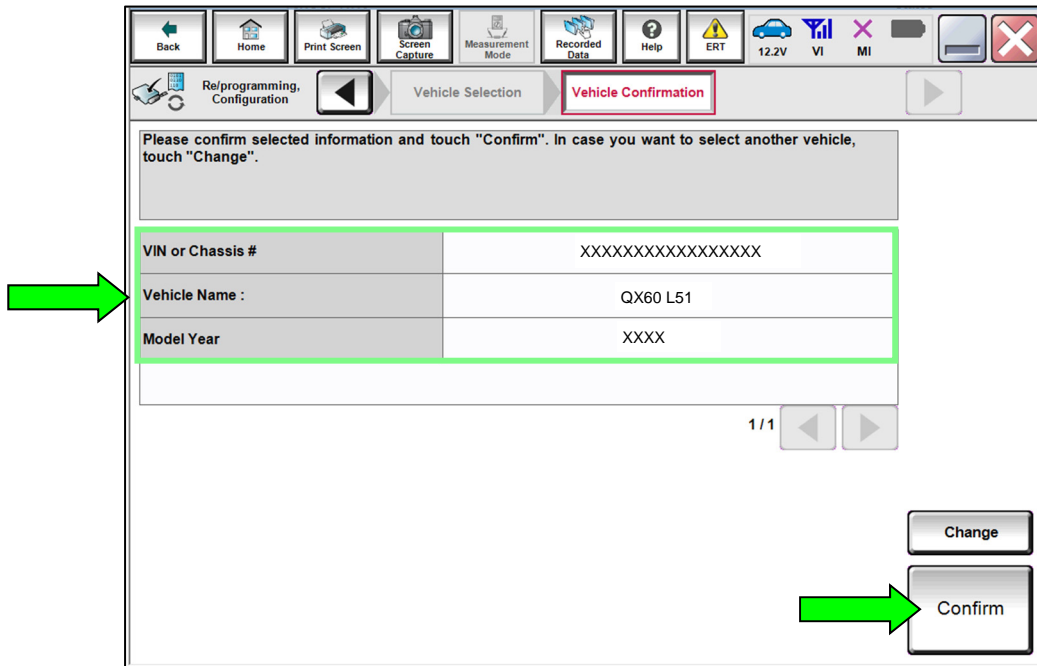


Figure 4

17. Verify the **VIN** is correct for the vehicle you are working on.
  - Select **Confirm**.

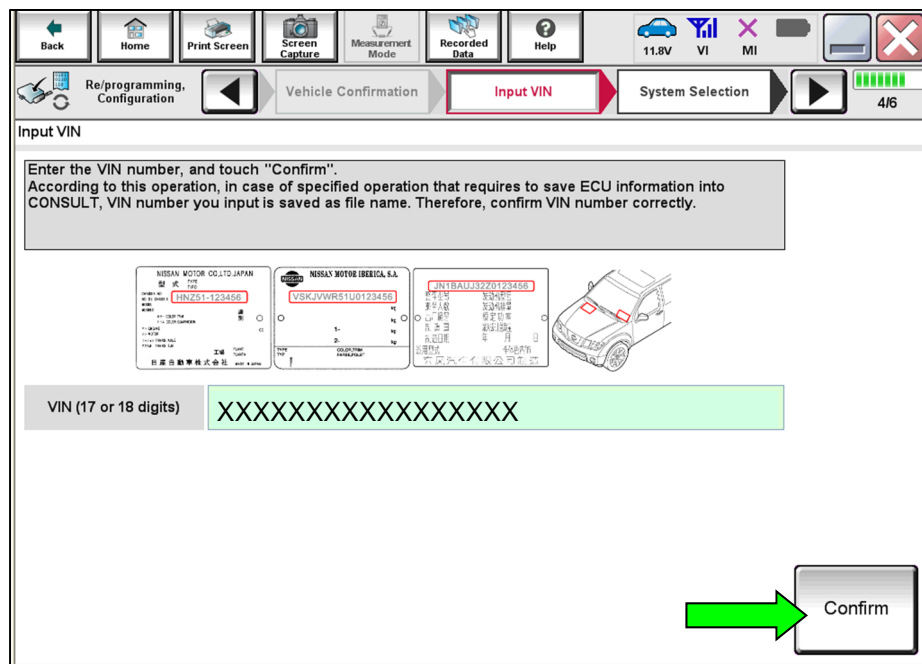


Figure 5

18. Select **IPDM E/R**.

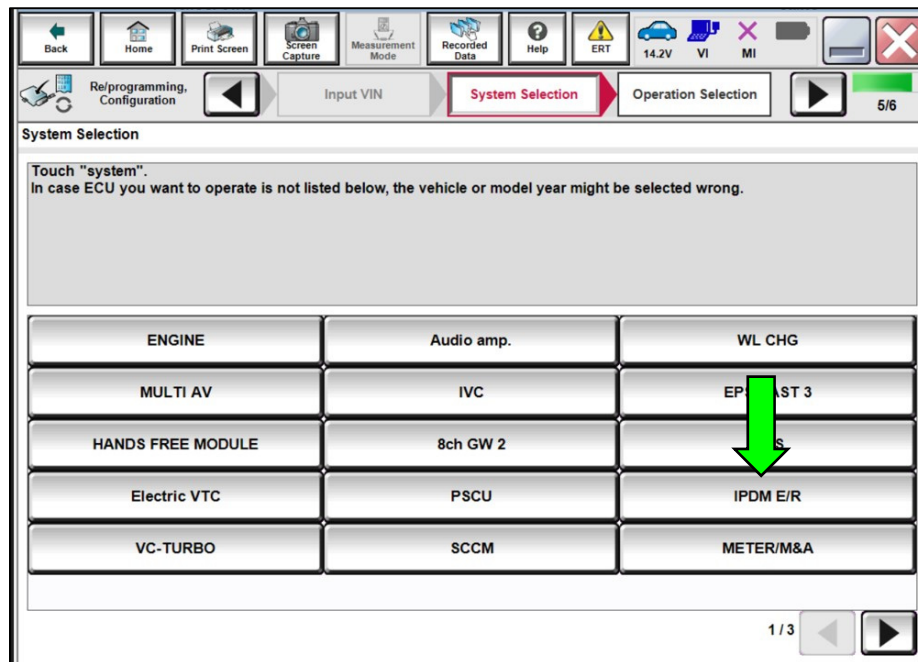


Figure 6

19. Select **Configuration**.

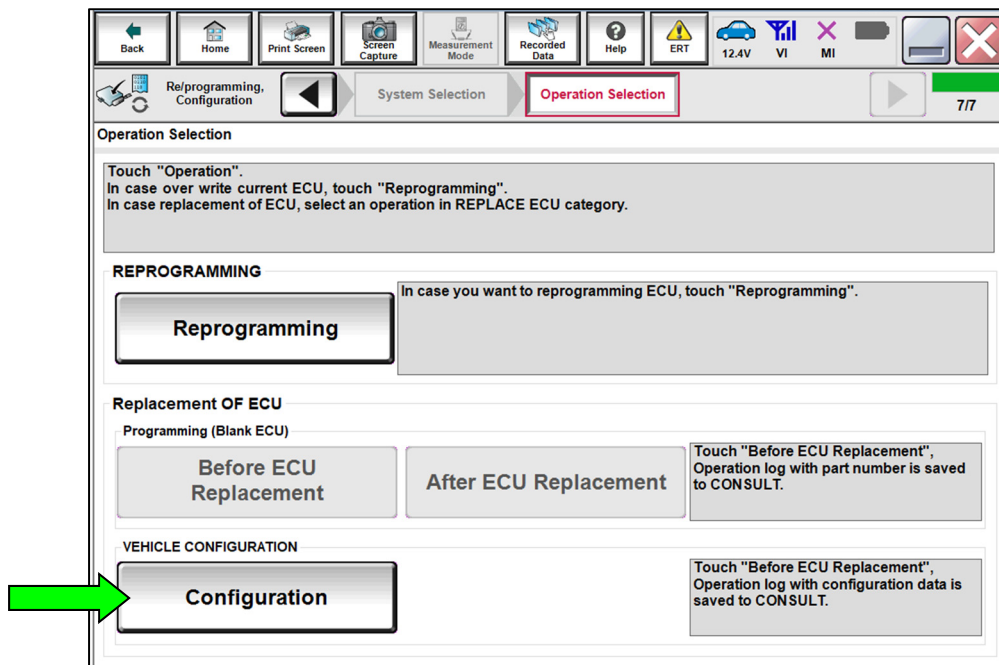


Figure 7

20. Select **START**.

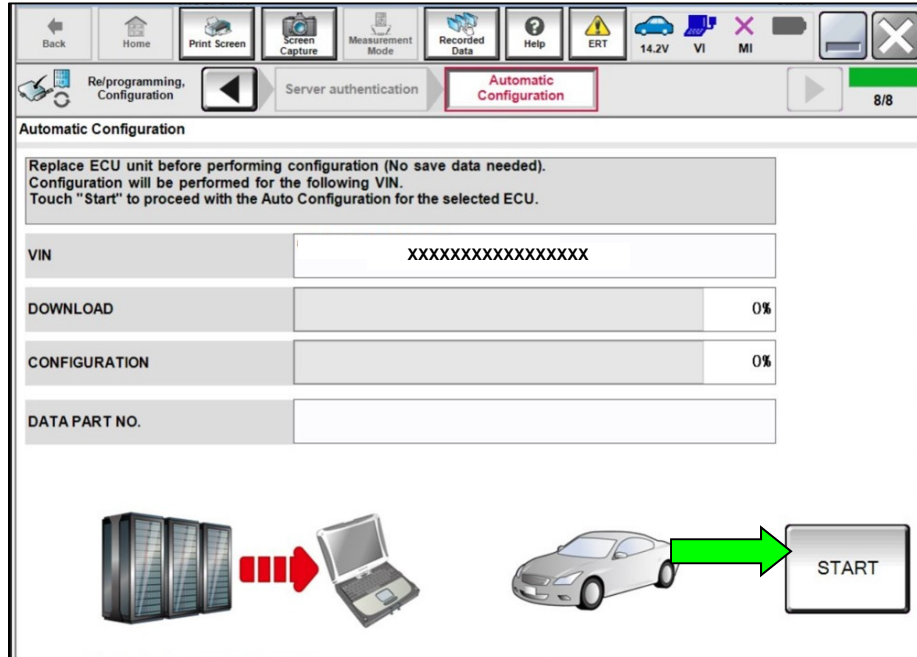


Figure 8

21. Allow the configuration to download to the IPDM.

- The configuration will take approximately 3 minutes to complete.

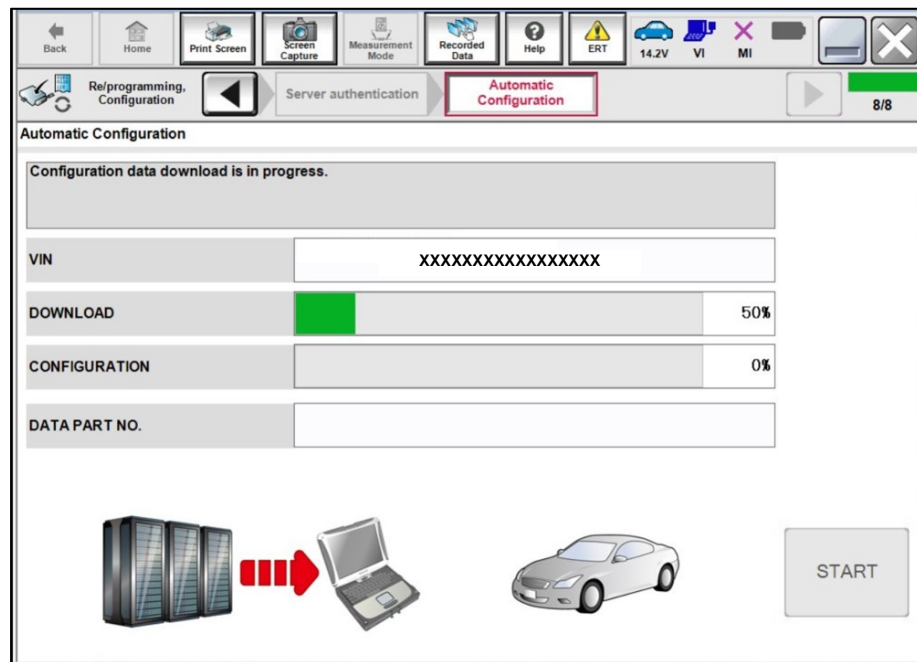


Figure 9

22. When the screen in Figure 10 displays, configuration is complete.

- After the configuration is complete, the configuration part number will display in the **DATA PART NO.** field.
- Select **Print Screen** at the top of the screen and attach the results to the repair order.
- If **DATA PART NO.** displays “0000000000” after configuration, make sure C-III plus has been updated to the latest level and reconfigure the IPDM/ER.

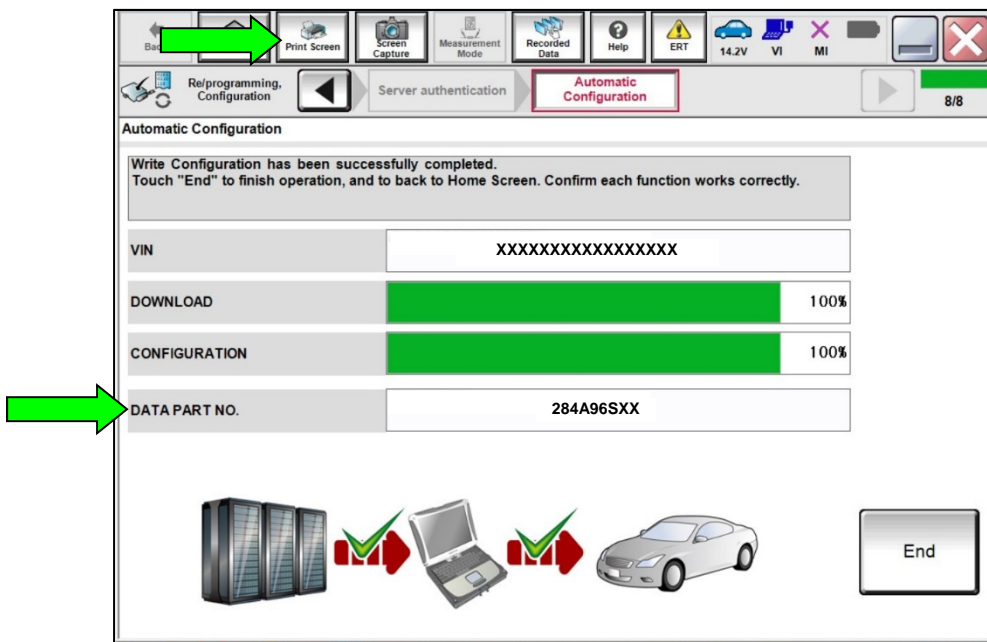


Figure 10

23. Select **End** to return to the home screen.

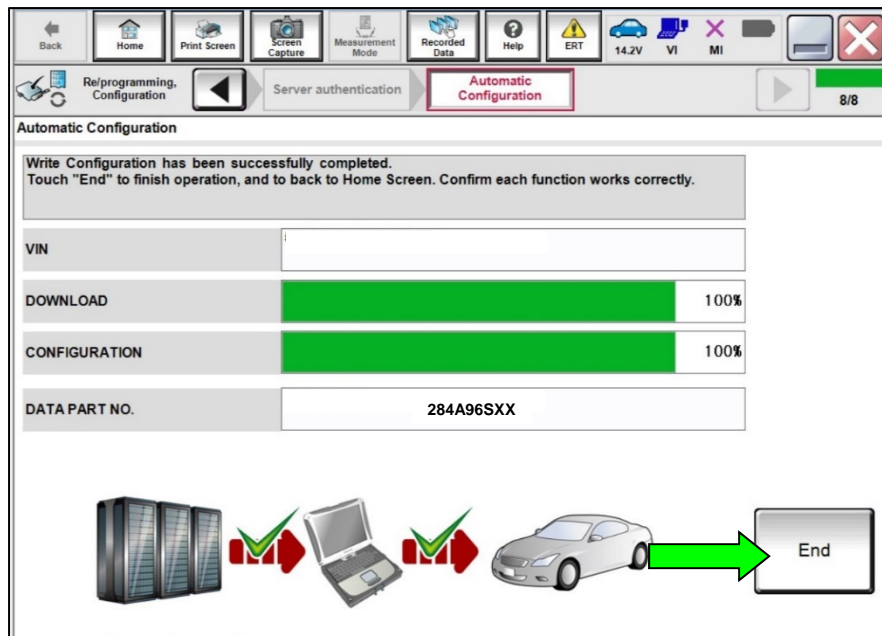


Figure 11



24. Close C-III plus and disconnect the VI.
25. Turn the vehicle OFF.
26. Turn the hazard warning lamps OFF.
27. Turn OFF the battery maintainer or smart charger and disconnect it from the vehicle.
28. Close the hood.

### CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC994	Reconfigure IPDM	PC9940	0.4

### AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 18, 2023	ITB23-028	Original bulletin published

