

EL23-022

VOLUNTARY RECALL CAMPAIGN

Classification:

Reference: ITB23-028

December 18, 2023

Date:

VOLUNTARY SAFETY RECALL CAMPAIGN 2022-2024 QX60; ADAPTIVE FRONT LIGHT SYSTEM CONFIGURATION

CAMPAIGN ID #: APPLIED VEHICLES: PC994 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:

- ASIST 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**.

	Back Home Prin	t Screen Capture Measurement Mode	sorded Heip 11.8V VI MI	
	Connection Status		Diagnosis Menu	
	Serial No.	Status	Diagnosis (One System)	
VI is recognized	VI 2300727	►>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	Diagnosis (All Systems)	
	MI _	No connection		
	Select VI/MI			
	Application Setting	Language Setting	Maintenance	
	VDR			
		Fig	ure 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.

Back	Home Prin	t Screen Capture	Measurement Mode	Recorded Data	P Help	ERT	() 12.1V				$\boldsymbol{<}$
\$ 0	Re/programming, Configuration			Prec	caution		Vehicle	Selection			
Precautio	n										
Operatin Please r touch "N	g suggestions fo eview the all of pro lext".	r reprogramming, ecautions, and clic	programming k the "Confirm	and C/U co " check bo:	nfigration: x after con	firming	the its p	ooints. An	d		
Prec	autions									Ŏ	
1. Follov 2. "Back -For rep 1. Install CONSU	, " and "Home" bu rogramming and the latest version _T-III plus PC.	uide displayed on utton may not be u programming of the CONSULT-	screen. sed on this flo III plus sortwar	w. re, reprogra	mming/pro	grammi	ing data	to this			
2. Prepa	ration and read th	ne service manual	or reprogram	ning proced	lure sheet.						
-For EC 1. Need 2. If writ	U Configuration to write the config ing the wrong cor	guration data to ne nfiguration data, E	ew ECU, after r CU can not wo	replace it. ork. Please v	write the ri	ght data	a.				
-For EC 1. Config configur 2. Opera	J Configuration used the vehicle's sp ation data, ECU c te the saving com	sing manual mode bec and its configu an not work. Pleas pletely. Do not abo	ration spec, fo se write the rig rt without savi	llowing the ht data. ng data.	service ma	anual. If	f writing	the wror	g		
										Next	6
۰ ا	onfirmed instru	uctions				1	1/1			NOAL	
-			F	iaure	2						

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

Back Home Re/programmin	Print Screen Captu	Measurement R	Vahicle Selection	ERT 14.5V VI	
Automatic Se	election(VIN)	Manual Select	ion(Vehicle Name)	Venicie Contrin	
venicle can be speci start searching vehic Vehicle".	tied by using VIN. So the When VIN can no	o, please touch "Det ot be readout, please	ect venicle" and the input VIN manually	n CONSULT-III plus and touch "Detect	wiii
NISSAN MOTOR CO,LTD.J.	APAN	nd			
型式 Trite Deviates are exercised (HNZ51-12345) webba *** Count and Are *** Microsoft ************************************		Exa	ample		0-
工場 元 日産自動車株式会社 VIN		~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~			
					Detec

Figure 3

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

	Back Image: Print Screen Screen Home Print Screen Capture Re/programming, Configuration Vehic Vehic Please confirm selected information and to touch "Change". Vehic	Image: Mode Image: Content of the part of th	
	VIN or Chassis #	XXXXXXXXXXXXXXXXXXX	
	Vehicle Name :	QX60 L51	
ŗ	Model Year	XXXX	
		1/1	Change 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.

Back Print Screen Screen Print Screen<				
ENGINE	Audio amp.	WL CHG		
MULTI AV	IVC	EP ST 3		
HANDS FREE MODULE	8ch GW 2			
Electric VTC	PSCU	IPDM E/R		
VC-TURBO	SCCM	METER/M&A		
		1/3		

Figure 6

19. Select Configuration.

Back Refprogramming, Configuration Syst	Measurement Recorded Data Help E	
Operation Selection		
Touch "Operation". In case over write current ECU, touch "Re In case replacement of ECU, select an opera	programming". ation in REPLACE ECU category.	
REPROGRAMMING		
Reprogramming	in case you want to reprogramming ECU	touch "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.
VEHICLE CONFIGURATION		N
Configuration		Touch "Before ECU Replacement", Operation log with configuration data is saved to CONSULT.
		V

Figure 7

20. Select START.

Back Home Print Screen	Creen Mode Recorded pyture Mode VI MI				
Re/programming, Configuration	Server authentication Automatic Configuration	8/8			
Automatic Configuration					
Replace ECU unit before performing Configuration will be performed for the Touch "Start" to proceed with the Auto	configuration (No save data needed). le following VIN. o Configuration for the selected ECU.				
VIN	*****				
DOWNLOAD		0%			
CONFIGURATION		0%			
DATA PART NO.					
DATA PART NO.					
	Figure 8				

- 21. Allow the configuration to download to the IPDM.
 - The configuration will take approximately 3 minutes to complete.

Back Refprogramming, Configuration	Creen Messatement Mode Kecorded Deta Kecorded Help Help Kecorded Help Kecorded Help Help Kecorded Help Help Kecorded Help Help Kecorded Help H	MI	8/8
Configuration data download is in pro	jress.		
VIN	*****	50%	
CONFIGURATION		0%	
DATA PART NO.			
			START

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