

Reference:

ITB10-045b

Date:

March 5, 2013

VOLUNTARY SERVICE CAMPAIGN 2007 – 2008 FX SPEEDOMETER AND ODOMETER PROGRAMMING ERROR

This bulletin has been amended in the SERVICE PROCEDURE. C-III information is replaced with C-III plus.
Notes are added on page 11 and 21. Please discard all previous versions of this bulletin.

CAMPAIGN ID#: P0303

APPLIED VEHICLES: 2007 – 2008 FX (S50)

Check Service COMM to confirm campaign eligibility.

INTRODUCTION

On certain model year 2007 and 2008 Infiniti FX vehicles, the speedometer and odometer are reading out of specification. To remedy this condition, Infiniti is conducting this voluntary service campaign to recalibrate the speedometer and odometer at no charge for parts or labor.

IDENTIFICATION NUMBER

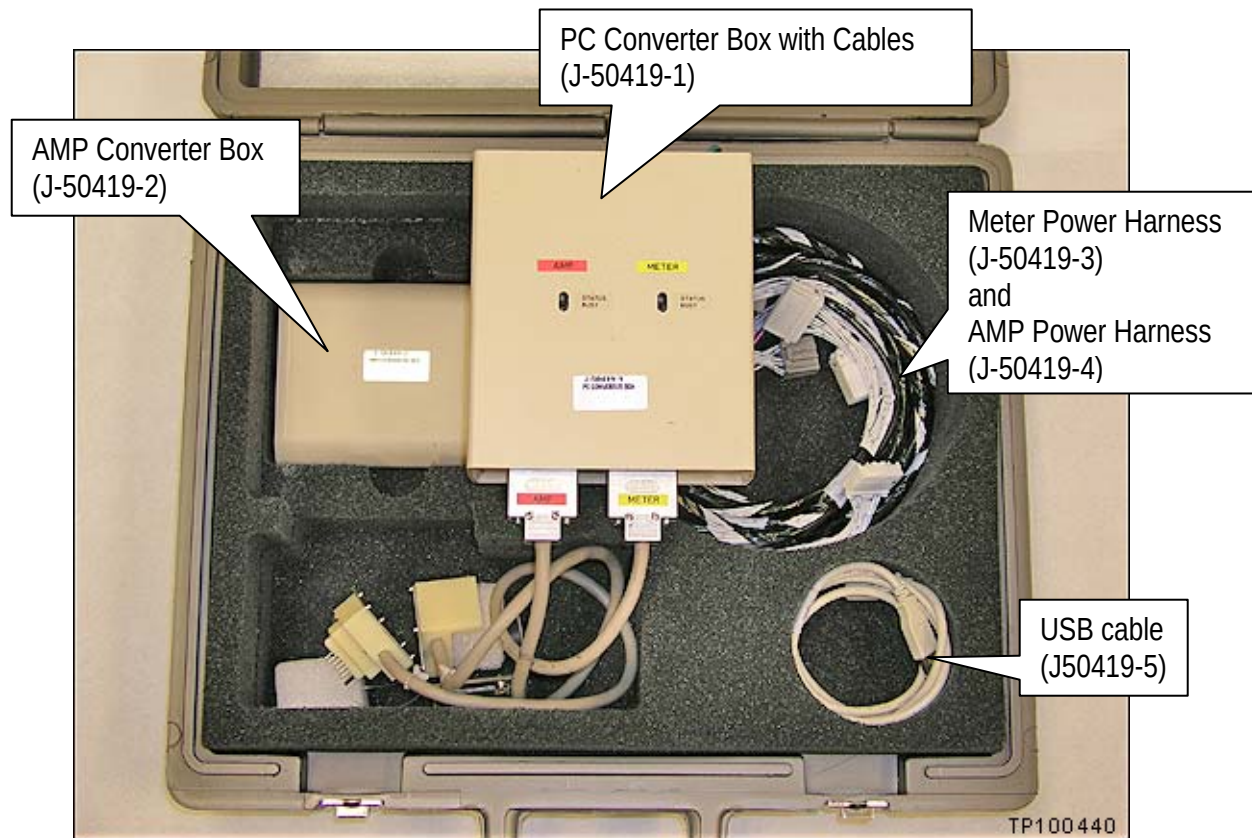
Infiniti has assigned identification number P0303 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

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.

The mileage on this claim should reflect the correct and updated mileage after the odometer recalibration is complete. Refer to Claims Information on page 22 for additional details.

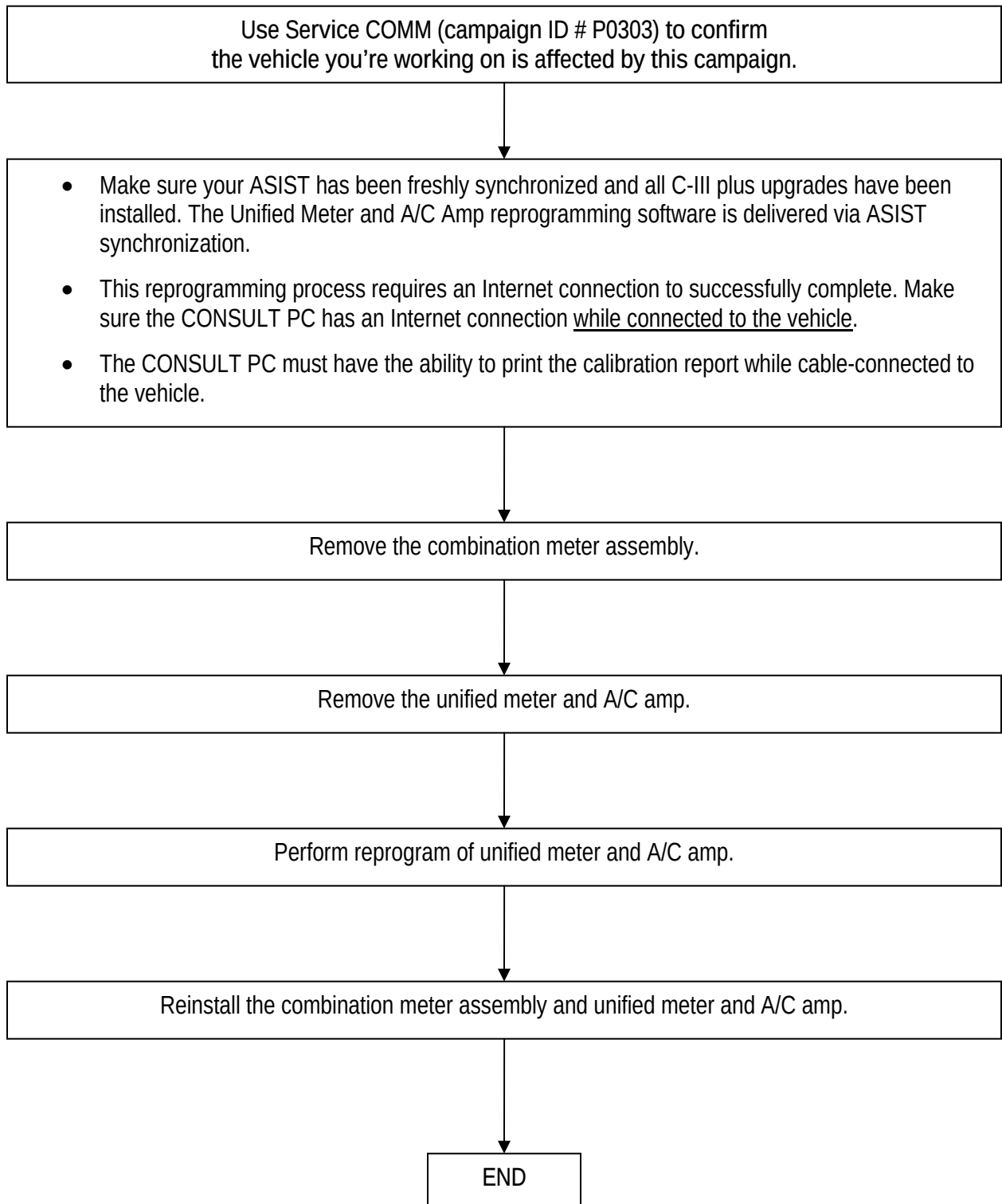
REQUIRED SPECIAL TOOL – Meter Reprogramming Kit (J-50419)



NOTE:

- The above reprogramming kit and the reprogramming software (delivered via ASIST synchronization) can only be applied to vehicles affected by this campaign (campaign ID# P0303).
- The software will not allow reprogramming of vehicles that are not affected by this campaign. Also, the software will not allow reprogramming of vehicles that have already been reprogrammed.
- The reprogramming can only be applied one time to each affected vehicle. Vehicle identification is validated against data located on NNA's servers before reprogramming is allowed.

REPAIR OVERVIEW



SERVICE PROCEDURE

Combination Meter Assembly Removal

CAUTION: Make sure to use suitable covers to protect the instrument panel and other interior surfaces.

1. Remove the steering column front lower cover.
 - a. Remove screw shown in Figure 1.
 - b. Carefully pull down to snap loose and remove the cover.

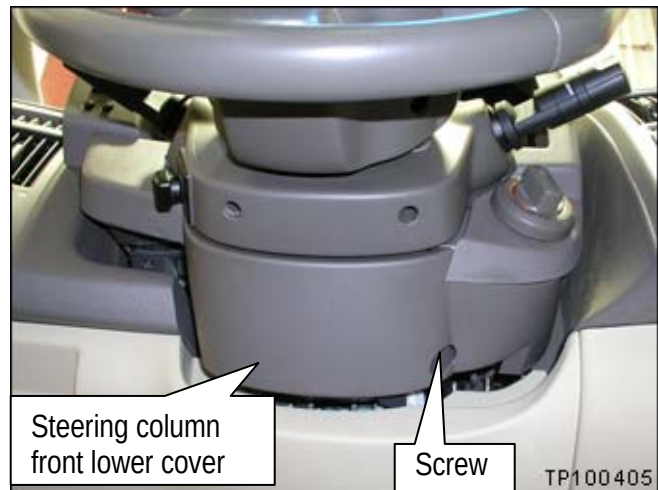


Figure 1

2. Remove the steering column lower cover.
 - a. Remove 2 screws shown in Figure 2.
 - b. Carefully pull down to snap loose and remove the cover.

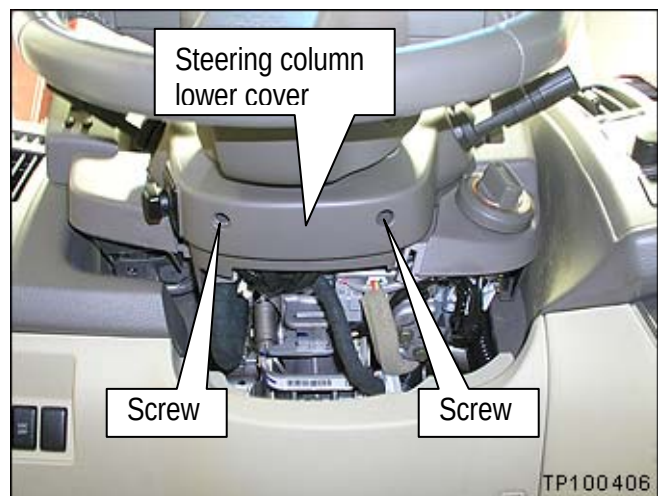


Figure 2

3. Remove the steering column upper cover.



Figure 3

4. Remove the steering lock escutcheon.
 - Use a plastic trim tool if needed.
 - Pull the escutcheon to remove it.

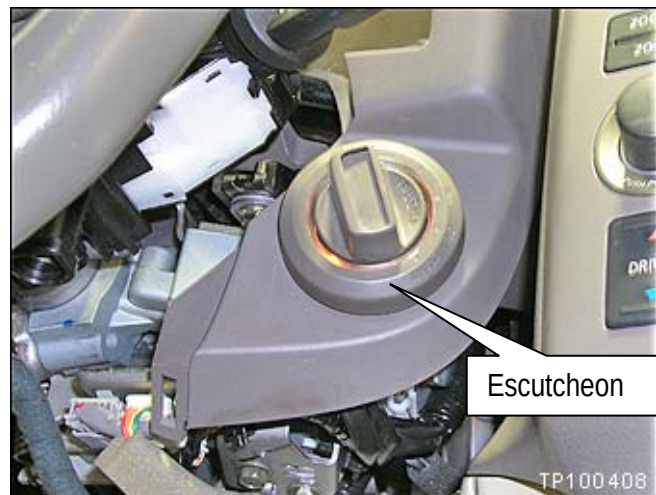


Figure 4

5. Remove / unclip the wiper and washer switch, and then disconnect the electrical connector.

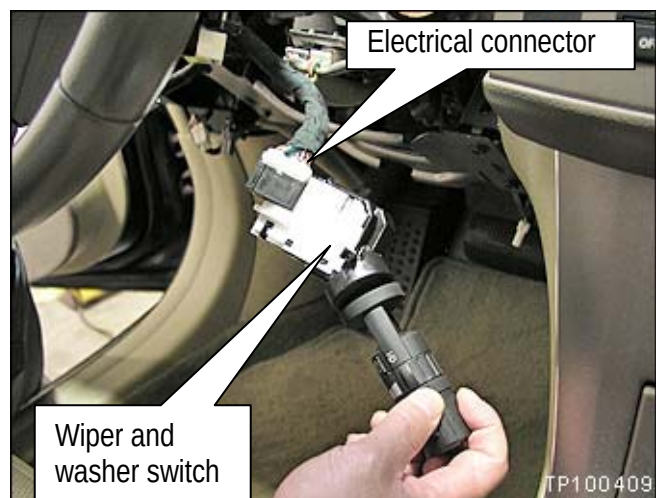


Figure 5

6. Remove / unclip the lighting and turn signal switch.



Figure 6

7. Remove the switch and meter housing as follows:

- a. Remove the 2 screws shown in Figure 7.



Figure 7

- b. Carefully unsnap the housing, and then move it to the left side of the steering column.

CAUTION:

- Do not scratch the clear plastic meter lens.
- Use a cover if needed.



Figure 8

8. Separate the odometer reset switch from the switch and meter housing as follows:

- a. Remove the 2 screws shown in Figure 9.

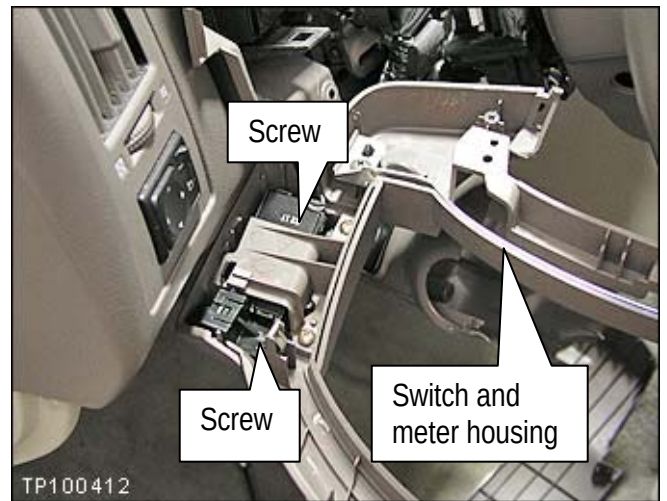


Figure 9

- b. Carefully separate the switch from the housing.



Figure 10

9. Remove the instrument driver lower panel as follows:

- a. Remove the bolt under the hood release handle.

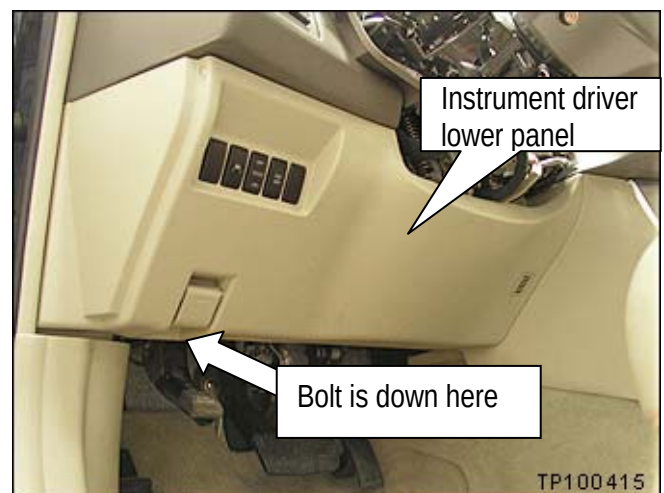


Figure 11

- b. Carefully pull the panel to unsnap the clips.

NOTE: The instrument drive side lower panel can stay in the position shown in Figure 12 while the rest of the procedure is completed.



Figure 12

10. Remove the combination meter assembly as follows:

- a. On the lower right side of the meter assembly, remove the 2 bolts shown in Figure 13.

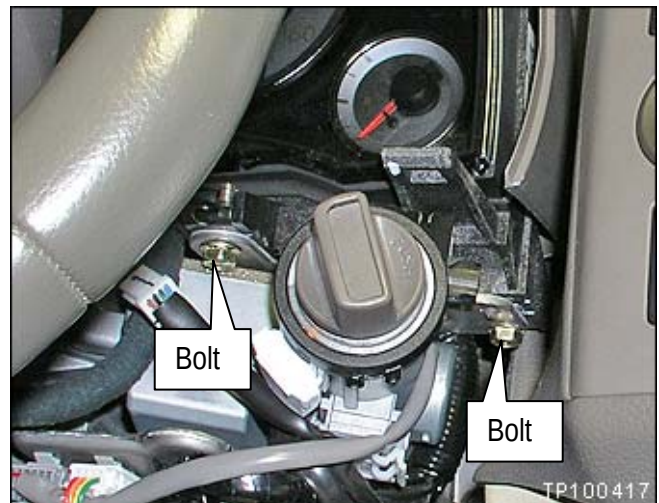


Figure 13

- b. On the lower left side of the meter assembly, remove the 2 bolts shown in Figure 14.

NOTE:

- You will need to access bolt 1 from under the instrument panel.
- There is a hole (covered by tape) in the soft portion of the panel that allows access to bolt 1.

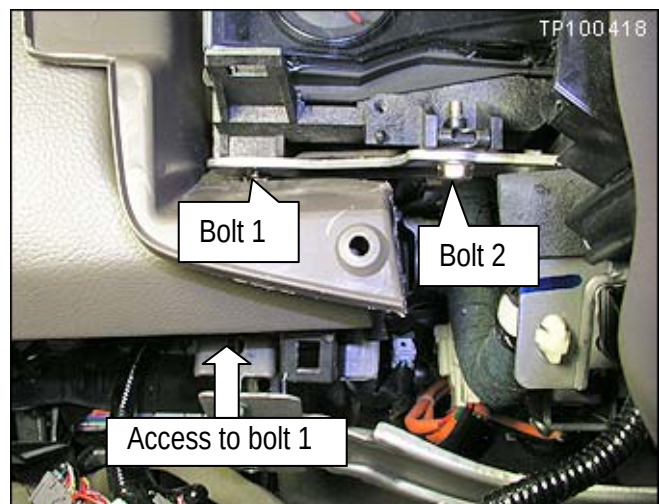


Figure 14

- c. Carefully pull the combination meter out far enough to access the harness connector.

CAUTION:

- Do not scratch the clear plastic meter lens.
- Use a cover if needed.



Figure 15

- d. Disconnect the harness connector shown in Figure 16.

NOTE: The odometer reset switch can remain connected.

- e. Carefully remove the combination meter assembly and place it in a safe area.

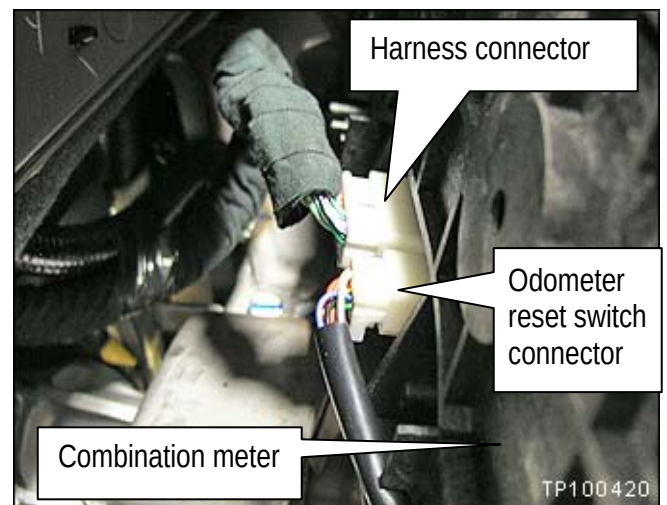


Figure 16

Unified Meter and A/C Amp Removal

11. Snap loose and remove cluster lid C as follows:

- a. Use a plastic trim tool as needed.



Figure 17

- b. Disconnect 2 electrical connectors from the right side of cluster lid C.

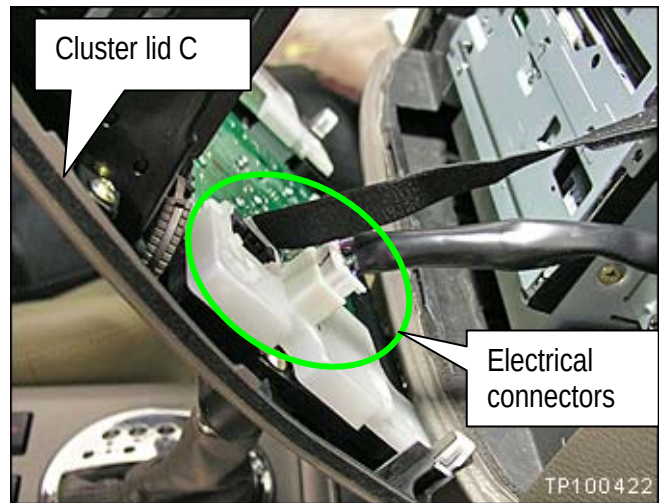


Figure 18

- 12. Remove the display unit and audio unit as follows:

- a. Remove the 4 screws shown in Figure 19.

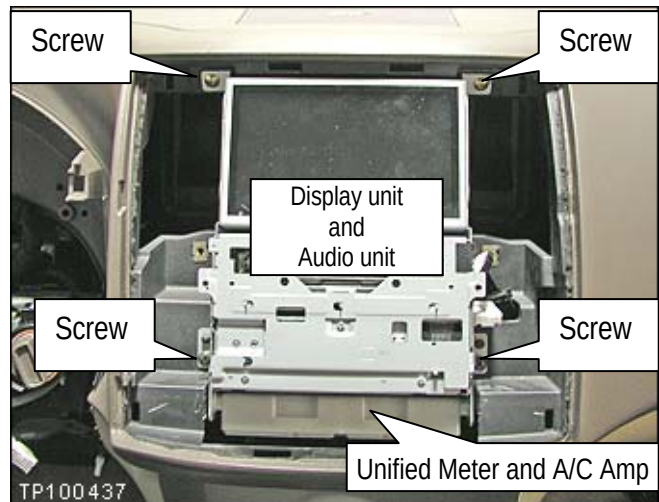


Figure 19

- b. Pull out the display and audio unit and disconnect all of their electrical connectors on the back side of the unit.
- c. Remove the display and audio unit, and then set it in a clean working area.

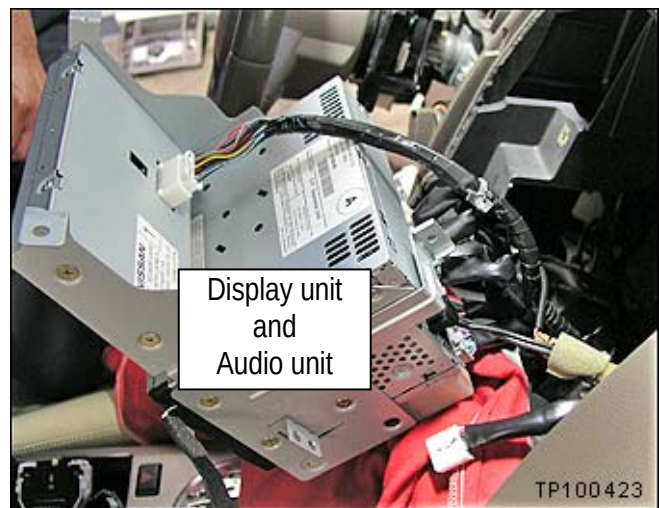


Figure 20

13. Separate the unified meter and A/C amp from the display and audio unit brackets.

- a. Remove 2 black screws.
 - One on each side of the unified meter and A/C amp.
- b. Loosen 4 gold colored screws on one side.
 - Loosen about 2 to 3 turns.

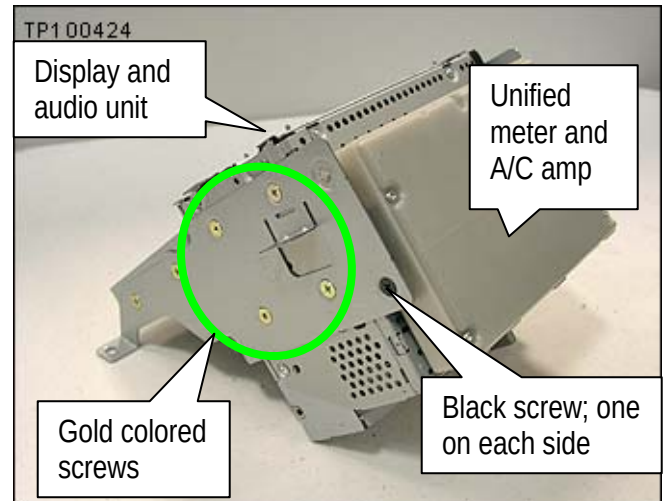


Figure 21

14. IMPORTANT: Make sure the ignition is OFF.

NOTE: Do not connect C-III plus to the vehicle at this time.

15. Attach the Meter Reprogramming Kit (J-50419) as shown in Figure 22.

- Detail (close up) of each attachment is found on the following pages with corresponding letter.
- Make sure all connections are securely connected.

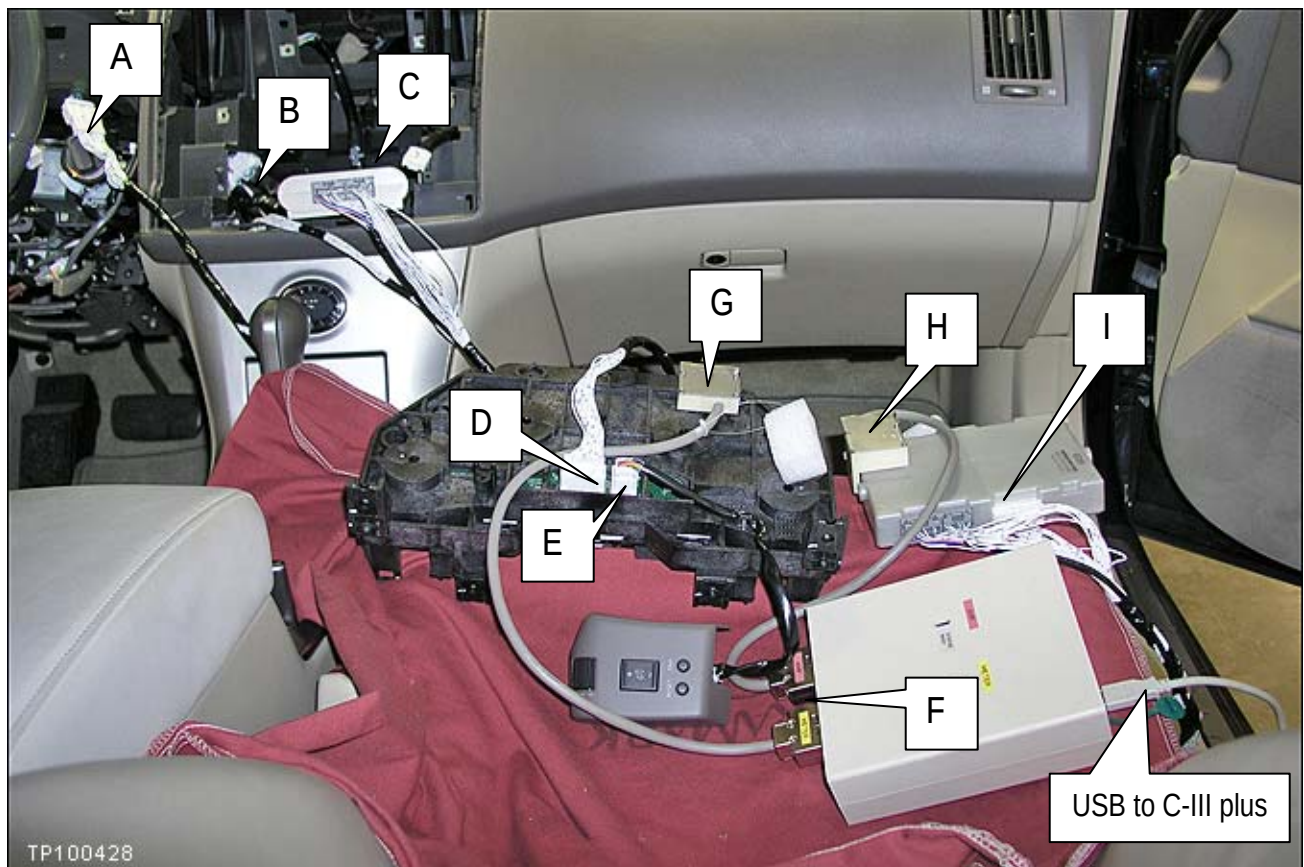


Figure 22

A

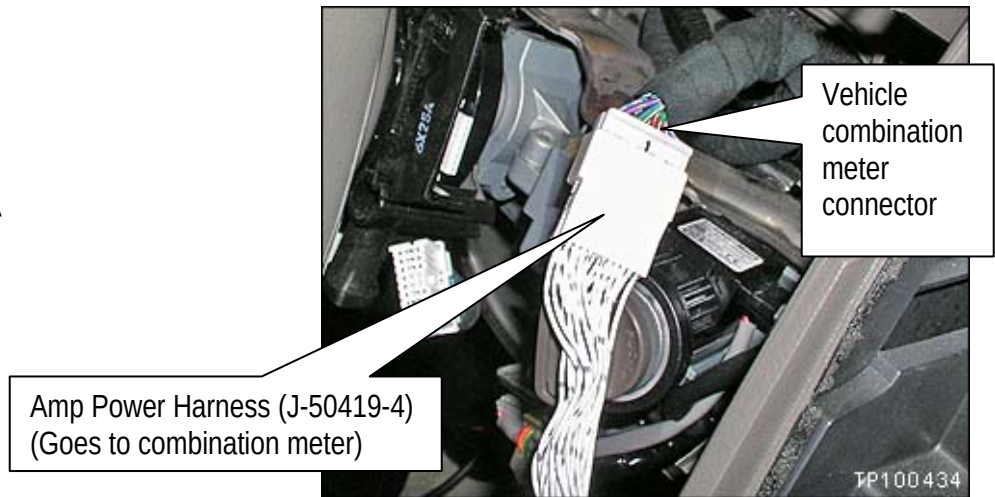


Figure 23

B

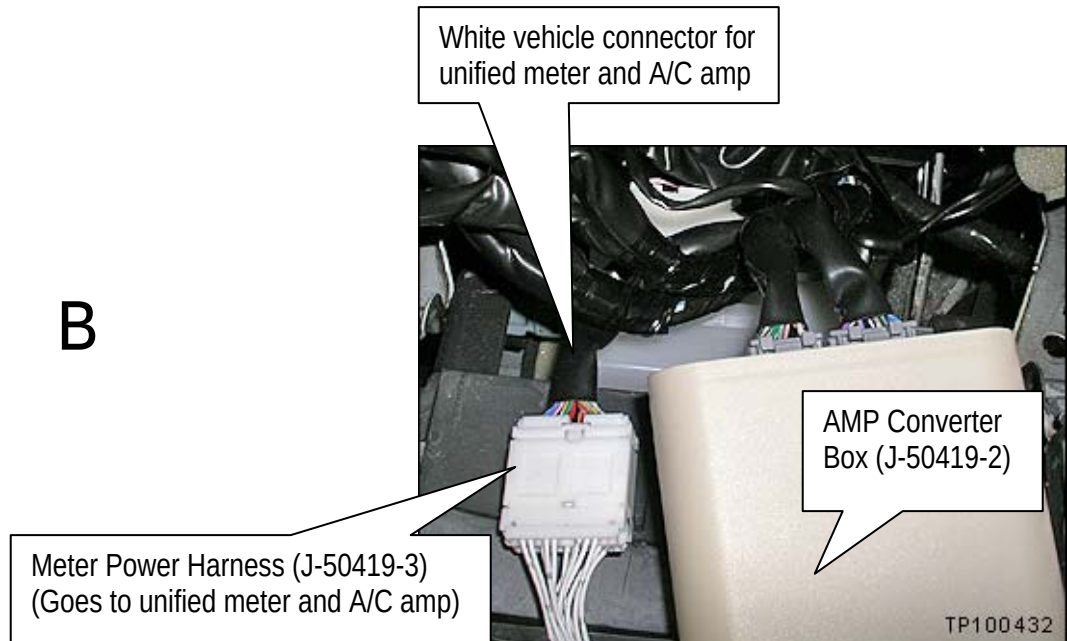


Figure 24

C

NOTE: The connectors on the front and rear of the Amp Converter Box (J-50419-2) are interchangeable (reversible). They can be plugged in on either side.

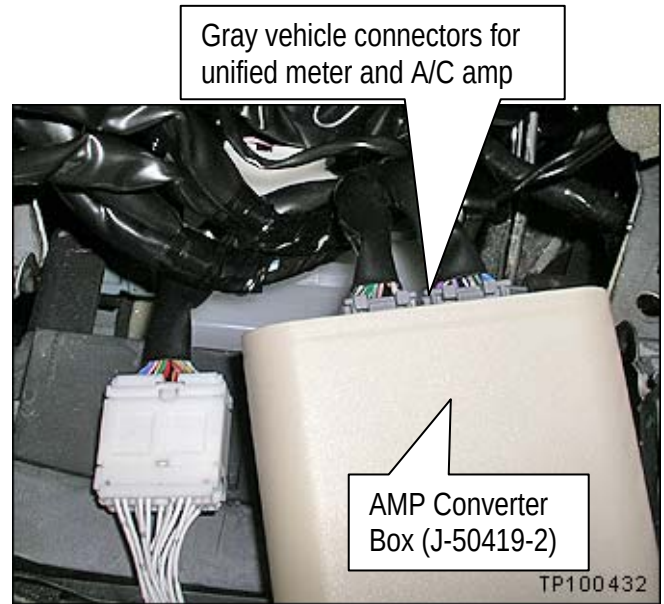


Figure 25

C

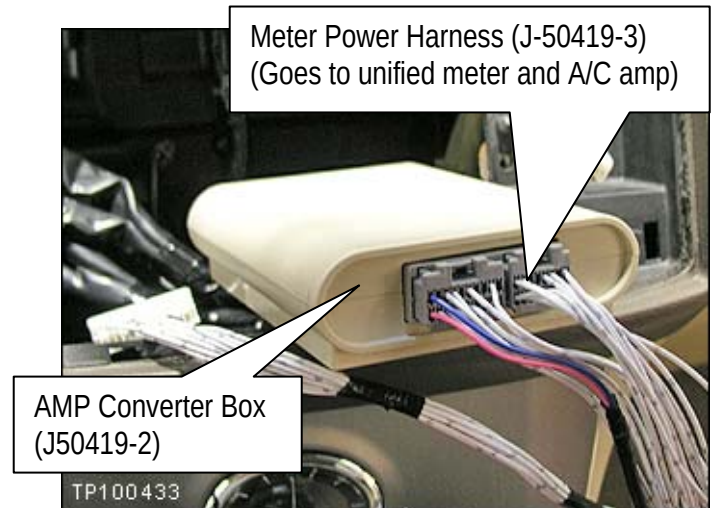


Figure 26

D and E

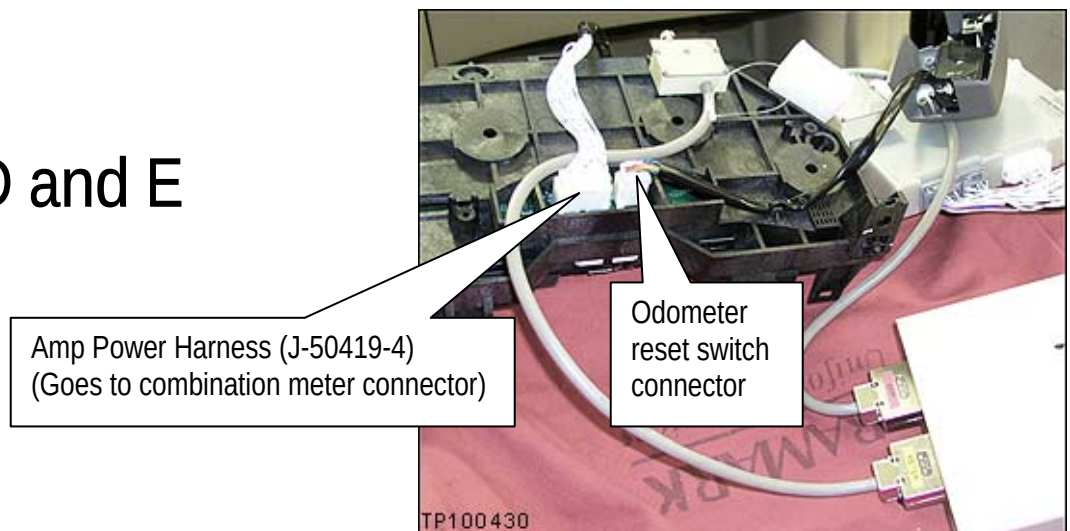


Figure 27

F

- Make sure the Amp Probe is connected to Amp side and the Meter Probe is connected to the Meter side of the PC Power Converter Box (J-50419-1).

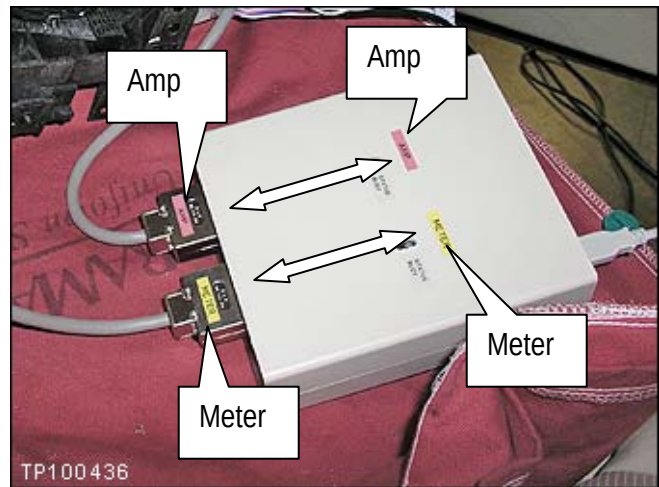


Figure 28

G

- Push and hold the Meter Probe into the back of the combination meter, and then tighten the lock screw.



Figure 29

H

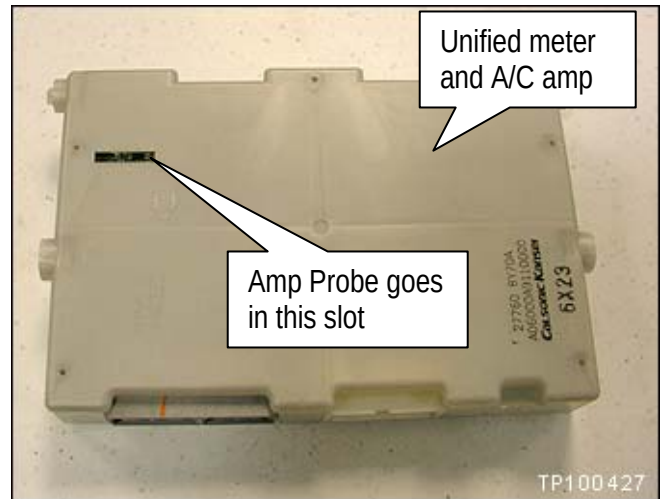


Figure 30

H

- Push and hold the Amp Probe in the amp probe slot, and then tighten the lock screw.



Figure 31

I

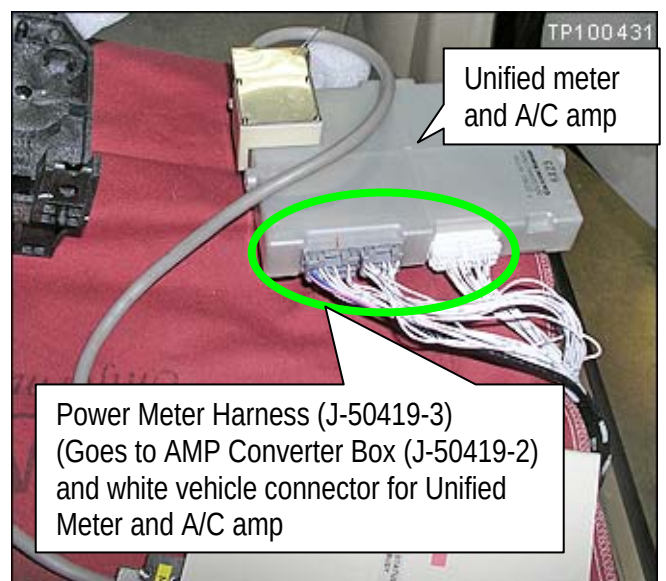


Figure 32

Reprogramming the Unified Meter and A/C Amp

IMPORTANT:

- Before starting, make sure your ASIST has been freshly synchronized and all C-III plus upgrades have been installed. The Unified Meter and A/C Amp reprogramming software is delivered via ASIST synchronization.
 - This reprogramming process requires an Internet connection. Make sure the CONSULT PC has an Internet connection before starting.
 - The CONSULT PC must have the ability to print the calibration report while cable-connected to the vehicle.
 - The software will not allow reprogramming of vehicles that are not affected by this campaign.
 - The reprogramming can only be applied one time to each affected vehicle. Vehicle identification is validated against data located on NNA's servers before reprogramming is allowed.
1. Use the USB cable to connect the plus Vehicle Interface (plus VI) to the CONSULT PC, and then connect the plus VI to the vehicle.
 2. Connect the AC Adapter to the CONSULT PC.
 3. Make sure the CONSULT PC is connected to the PC Converter Box (J-50419-1) with the USB cable.
 4. Turn the Ignition ON.

NOTE:

With the ignition ON, the odometer screen should be blank.

If the odometer screen is not blank:

- a. Turn the ignition OFF.
- b. Turn the CONSULT PC OFF.
- c. Disconnect and reconnect all of the reprogramming cables (see Figure 22 on page 11). Make sure all connectors are securely connected.
- d. Make sure the USB cables and A/C power supply are securely connected to the CONSULT PC.
- e. Make sure the plus VI is securely connected to the vehicle.
- f. Go back and restart with Step 1 above.



Figure 1a

5. Turn ON the CONSULT PC (do not start C-III plus at this time).
 - The first time the reprogramming kit (PC converter box) is attached to either of the C-III plus USB ports, the following screens (Figures 1b – 1d) will display.
 - If this is not the first time, these screens will not display – go to step 6.

NOTE: This sequence of 3 screens will display twice. Perform a through d twice.

a. Select Install the software automatically (Recommended).

b. Select Next.



Figure 1b

c. Select Continue Anyway.



Figure 1c

d. Select Finish.



Figure 1d

6. Open / start ASIST.
7. Select Specialty Tools, and then select FX-Odometer Calibration Tool.

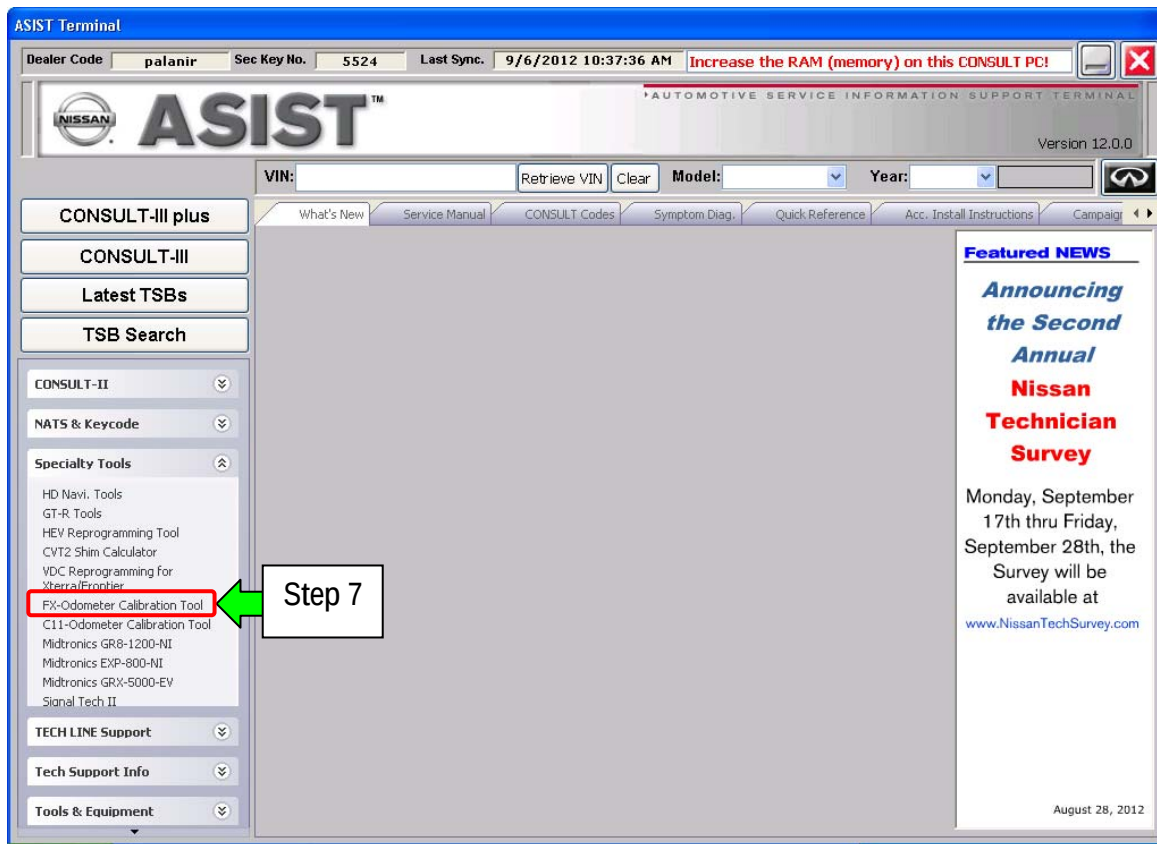


Figure 1e

8. After selecting FX-Odometer Calibration Tool, C-III plus will launch automatically.

9. After C-III plus has launched, wait for the plus VI to be recognized.
 - Serial number will display when the plus VI is recognized.
10. Select Diagnosis (All Systems).

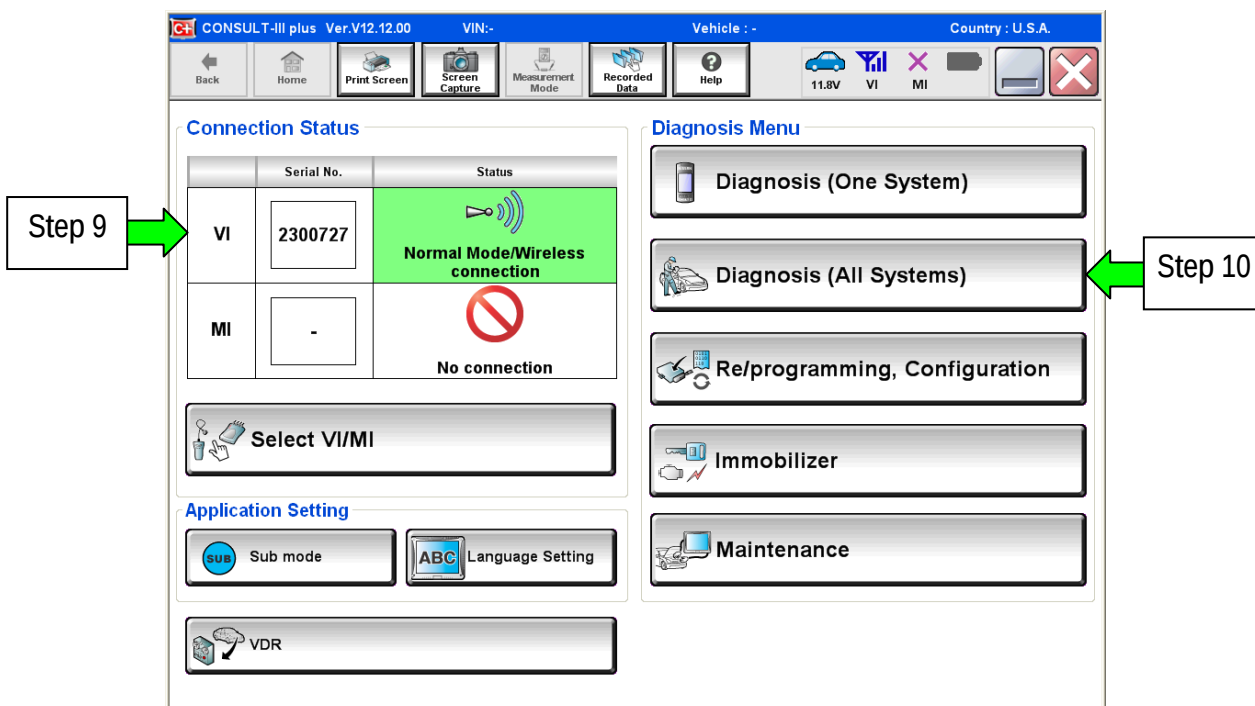


Figure 1f

11. Make sure VIN or Chassis # matches the vehicle's VIN.
12. Select Confirm.

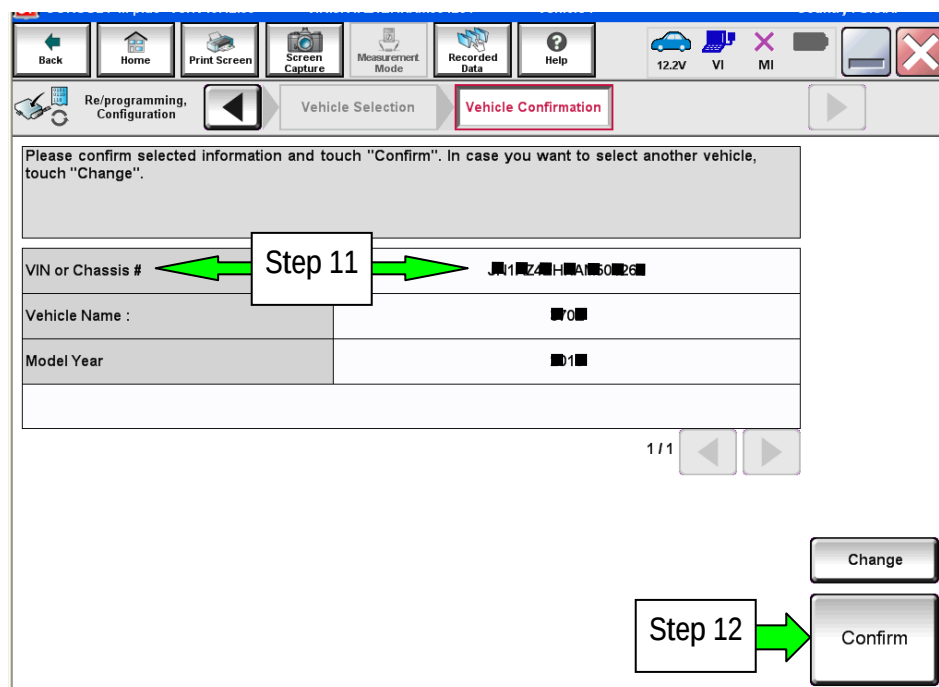


Figure 1g

13. Wait for a few seconds while the progress bar completes.
14. The FX Odometer Calibration Tool will launch automatically (see Figure 1h).
15. The VIN will automatically display.
 - Make sure the displayed VIN matches the vehicle's VIN.
16. Enter the Technician Name.
17. Select Start.

The screenshot shows the 'FX-Odometer Calibration Tool' window. At the top, there are three input fields: 'Dealer Code:' with 'xxxxxx', 'Key Number:' with 'xxxx', and 'Serial Number:' with 'xxxxxxxxxx'. Below these is a horizontal line. Under the line, there is a 'VIN:' label followed by a text box containing 'xxxxxxxxxxxxxxxxxx'. To the right of this text box is a green arrow pointing left, with a box labeled 'Step 15' next to it. Below the VIN field is a 'Technician Name:' label followed by an empty text box. To the right of this text box is a green arrow pointing left, with a box labeled 'Step 16' next to it. In the bottom right area, there is a box labeled 'Step 17' with a green arrow pointing down to a 'Start' button. In the bottom left area, there is a 'Cancel' button. The version 'V 0.0.1.0' is displayed in the bottom left corner.

Figure 1h

18. Select I Agree.

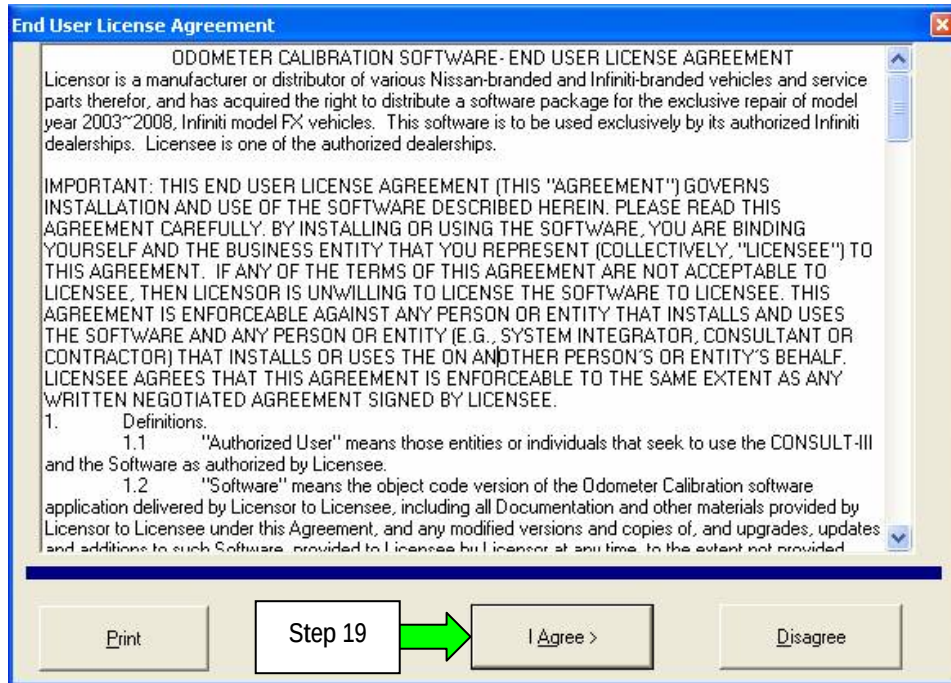


Figure 1i

- After selecting I Agree, the reprogramming / calibration process will begin automatically and take only a few seconds to complete.

If the calibration process does not complete within 1 minute, or an error message is displayed:

- a. Turn the ignition OFF.
- b. Turn the CONSULT PC OFF.
- c. Disconnect and reconnect all of the reprogramming cables (see Figure 22 on page 11). Make sure all connectors are securely connected.
- d. Make sure USB cable and A/C power supply are securely connected to the CONSULT PC.
- e. Make sure the Internet connection is working.
- f. Go back to page 16 and restart with Step 1.

NOTE: After performing a through f above, if the calibration process still does not complete or an error message is displayed, call TECH LINE for assistance.

19. When the calibration process has completed successfully, the message in Figure 1j will display.

20. Turn the ignition OFF, and then select Continue.

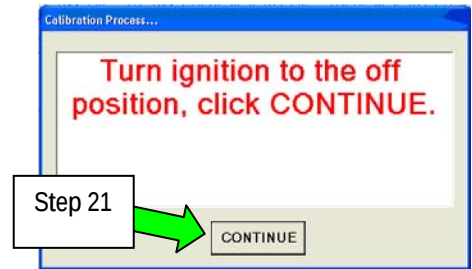


Figure 1j

21. With the ignition OFF, wait for 2 minutes.

- The screen in Figure 1k will display with a 2 minute countdown.

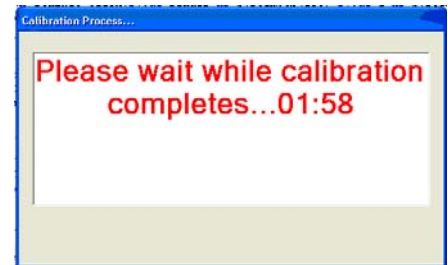


Figure 1k

22. After waiting 2 minutes, the Calibration Completion Report will display (see Figure 1L).

23. Print the Calibration Completion Report, and then attach it to the repair order for warranty documentation.

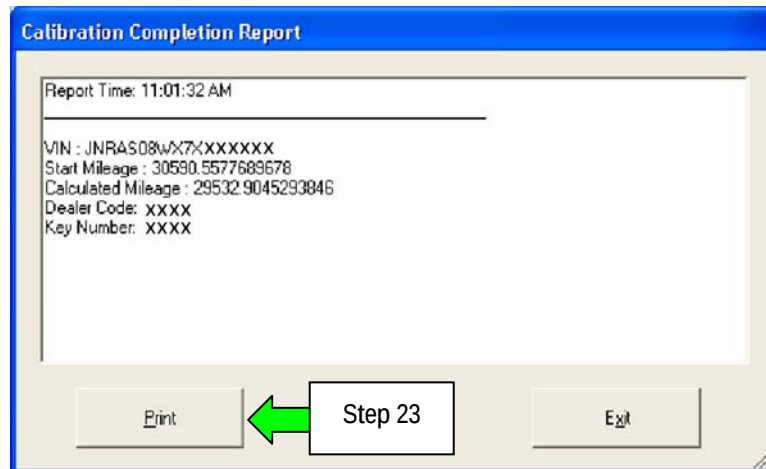


Figure 1L

NOTE: The Calculated Mileage on the above Calibration Report must be used to update the mileage in Infiniti Net.

24. Disconnect C-III plus and the reprogramming equipment.

25. Reassemble all parts removed in reverse order.

CLAIMS INFORMATION

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

“CM” I.D.: P0303*

DESCRIPTION	OP CODE	FRT
Reprogram Unified Meter and A/C Amp	P03030	1.0

- * Be sure that you input the updated mileage in Infiniti Net on the claim prior to the claim being placed into “Invoice” status. Failure to do so may cause subsequent claims to suspend.

NOTE: Refer to Warranty Bulletin IWBI/10-023 for instructions on how to update the mileage in Infiniti Net.

The mileage on this claim should reflect the correct and updated mileage after reprogramming is complete. This is being done to ensure the NEW CORRECT mileage is on the campaign claim to reduce further suspensions.

If additional repairs are to be submitted as Factory Warranty (FW) or Service Contract (SC), they must be claimed on a separate repair order with calibrated mileage. Although, additional campaign claims may be submitted on the same repair order.

OWNER'S LETTER (example of typical owner's letter)

Dear Infiniti FX Owner:

Infiniti is committed to providing the highest levels of product safety, quality and customer satisfaction. We believe our success depends on providing you with an exceptional ownership experience. With that in mind, we want to bring to your attention important information about the speedometer and odometer in your 2007 Infiniti FX.

REASON FOR CAMPAIGN

Infiniti has identified a programming error in an electronic module that is part of the speedometer and odometer in your Infiniti FX. The programming error will cause the speedometer display to indicate a speed that is 3.58% higher than it would if the module had been properly programmed. The programming error also causes the odometer to accrue miles 3.58% faster than it would if the module had been properly programmed.

WHAT INFINITI IS DOING

To assure your continued satisfaction and confidence in your FX, Infiniti will reprogram the electronic module on all affected vehicles and reset the odometer to adjust the mileage to the mileage it would have displayed had it not been for the programming error.

In addition to correcting the programming error, Infiniti will stand behind its customers to ensure they are not disadvantaged by this error. Infiniti will provide reimbursement of documented costs incurred for any repairs that should have been covered under warranty or for excess mileage charges on lease vehicle returns. If you have already sold your vehicle, Infiniti will reimburse you for any documented loss of resale value due to the higher odometer reading.

WHAT YOU SHOULD DO

Contact your Infiniti retailer at your earliest convenience in order to arrange an appointment. This service, free for parts and labor, should take about two hours to complete, but your Infiniti retailer may require your vehicle for a longer period of time based upon the workshop schedule. To ensure the least inconvenience for you, it is important that you have an appointment before bringing your vehicle to the Infiniti retailer for service. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Infiniti retailer.

In the meantime, because the speedometer displays a speed that is higher (3.58%) than it should, you should continue to rely upon the displayed speed as correct and do not attempt to compensate in any manner for the programming error referenced above.

In addition, please contact Infiniti Consumer Affairs at 1-800-662-6200 for instructions on possible reimbursement for related charges if you fall into one of the below categories:

1. You paid for repairs that would otherwise have been covered by the New Vehicle Limited Warranty, but your vehicle's mileage exceeded the mileage limit under the warranty by less than 3.58%.
2. You have returned a lease vehicle and paid an amount for excess mileage charges.
3. You sold your Infiniti FX and believe the resale value may have been impacted by the higher odometer reading.

If you have additional questions you may contact the National Consumer Affairs Department, Infiniti Division, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.