INFINITI® SERVICE BULLETIN

COPYRIGHT© NISSAN NORTH AMERICA, INC.

Classification:	Reference:	Date:
ST13-003a	ITB13-033a	August 28, 2013

2014 Q50 POWER STEERING LIGHT "ON" WITH DTC C13EB, C13E9 DUE TO LOW BATTERY VOLTAGE CONDITION

This bulletin has been amended to correct a typographical error in the title.

APPLIED VEHICLE: 2014 Q50 (V37) equipped with Direct Adaptive Steering (DAST)
2014 Q50 Hybrid (HV37)

SERVICE INFORMATION:

At engine start up, if a low 12 volt battery condition (approximately 8 volts) occurs with an Applied Vehicle, the following conditions may happen:

- The Power Steering Warning Light is, or may have been ON.
- DTC codes C13EB (DAST1, DAST2) and C13E9 (DAST1) may be stored as current or past.
- Power steering will go to EPS mode (reduced power assist).

Additionally,

- The steering wheel may be off-center when starting to drive.

If the battery voltage drops too low the Direct Adaptive Steering (DAST) may need to be trained (recalibrated) to correct the reduced power assist and to recenter the steering.

NOTE: Please refer to ITB09-015 for "12 Volt Battery and Maintenance for New Vehicles in Dealer Inventory" for dealer responsibilities and procedures for battery maintenance.

- See page 2 for the procedure for reduced power assist recovery.

IMPORTANT: Do not perform a wheel alignment for a steering wheel off-center or pull condition.

If DTCs other than C13EB or C13E9 are present, refer to the appropriate section of the Electronic Service Manual (ESM) for further diagnosis.

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 dealer to determine if this applies to your vehicle.

REDUCED POWER ASSIST RECOVERY

Once the low 12V battery condition has been addressed*, drive the vehicle as follows:

*Apply standard Infiniti warranty practices to address such a condition, if it should occur.

NOTE: Driving the vehicle in this manner will train (Recalibrate) the DAST.

1. Safely drive the vehicle onto the road and then drive as follows:
   - In a straight line (hold the steering wheel so the vehicle stays in a straight line)
   - On a smooth, straight, flat road
   - Speed of 20 mph or more (recommend staying below 40 mph)
   - For at least 5 seconds

   NOTE:

   - Make sure to operate the vehicle safely.
   - Use a smooth, straight, flat road with very light or no traffic is recommended.
   - Bumps, pot holes, or other steering input may affect the calibration, which will require a repeat of step 1-3.
   - Traffic conditions that require steering input may affect the calibration, which will require a repeat of step 1-3.
2. Stop the vehicle.
3. Turn the ignition OFF and then ON (start the engine / ready to drive mode).
   - ➢ The DAST will automatically correct the mode.
4. If the steering power assist is still low and the warning light is ON, repeat steps 1-3.

As part of the steering off-center, drive the vehicle as follows:

NOTE: Driving the vehicle in this manner will train (Recalibrate) the DAST.

5. If not already stopped, safely drive to the side of the road and stop the vehicle.
6. Turn the ignition OFF and then ON (start the engine / ready to drive mode).
7. While stopped:
   a. Place the steering wheel in the straight ahead position (center position).
   b. Turn the steering wheel left about 90 degrees from center.
   c. Turn the steering wheel right about 90 degrees from center.
   d. Repeat b and c one time.

8. Safely drive the vehicle onto the road and then drive as follows:
    - In a straight line (hold the steering wheel so the vehicle stays in a straight line)
    - On a smooth, straight, flat road
    - Speed of 20 mph or more (recommend staying below 40 mph)
    - For at least 5 seconds
        - ➢ The DAST will automatically correct the off-center condition.
        - ➢ During the above drive, the steering will gently and very slowly move to a center position while driving straight.

    NOTE:
    - Make sure to operate the vehicle safely.
    - Use a smooth, straight, flat road with very light or no traffic is recommended.
    - Bumps, pot holes, or other steering input may affect the calibration, which will require a repeat of steps 5-8.
    - Traffic conditions that require steering input may affect the calibration, which will require a repeat of steps 5-8.
9. Recheck: If the steering wheel is still off-center while driving straight, repeat steps 5-8.