



After-sales Retailer Support

2014-15 Infiniti QX60 OCS ECU Module Retailer Inventory Inspection

Reference: PC328

Date: November 8, 2014

Attention: Retailer Principal, Sales, Parts and Service Managers

Infiniti is conducting an inventory inspection on 5,809 specific 2014-15 Infiniti QX60 vehicles and requesting retailers perform a software check on the OCS ECU on vehicles identified in SERVICE COMM and currently in retailer inventory or assigned and in transit to the retailer.

Retailers are encouraged to perform this inspection prior to retailing any vehicles subject to the inspection.

PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:

- If inspection result is **OK**, submit the warranty claim and release the vehicle without further action.
- If inspection result is **NG**, the vehicle needs to be placed on Quality Hold. Retailers should hold the vehicle and send the requested information to nafqasupport@nissan-usa.com. Further instruction will be provided within 1-2 business days.

******* Special Service Tool *******

One **J-51594** OCS reprogramming cable is required for reprogramming the OCS, and was previously supplied to each retailer. Additional cables can be obtained from Tech-Mate at 1-800-662-2001.

******* Vehicle Identification – Retailer Inventory *******

5,809 2014-15 Infiniti QX60 vehicles are subject to this Retailer inventory inspection and can be identified through two methods:

- **SERVICE COMM – Beginning November 8th**, retailer service departments can complete an inquiry on SERVICE COMM – I.D. **PC328** - to determine if a vehicle is subject to this Retailer Inventory Inspection.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected retailer inventory VINs by region, district, and Retailer Code.

******* Retailer Responsibility *******

It is the retailer's responsibility to check SERVICE COMM **-I.D. PC328** for the status on each **2014-15 Infiniti QX60** vehicle which is currently in inventory. Infiniti requests retailers to perform this inspection on vehicles in inventory prior to being retailed to ensure client satisfaction.

******* Inspection Procedure *******

This inspection procedure will be available on ASIST and NNAnet.com.

- ASIST – Go to “Tech Support Info” on the left column of the ASIST opening page. Under “Tech Support Info”, select “Inventory Vehicle Actions”. A new window will open where you may access the technical procedures.
- NNAnet.com –This procedure can be found on NNAnet.com under My Documents in the following categories:
 - Parts>Campaigns>
 - Sales>Campaigns>
 - Service>Campaigns>



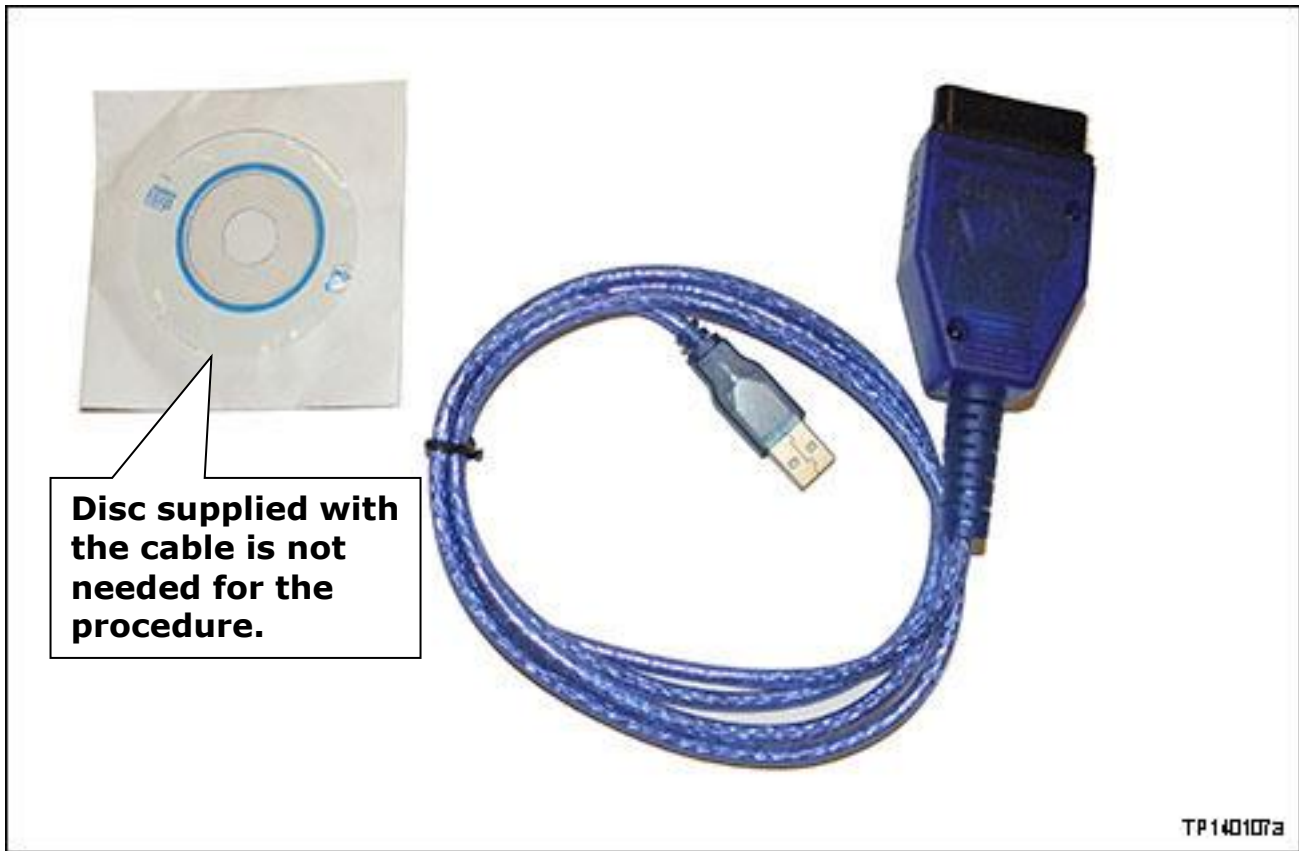
RETAILER INVENTORY INSPECTION INSTRUCTIONS

PROCESS NAME:	OCS ECU Module Check	PNC:	PC328	DATE:	11/7/14
VEHICLE AFFECTED:	2014-2015	INFINITI	QX60	REV:	01

CAUTION:

Ensure parking brake is engaged and engine is off

REQUIRED SPECIAL TOOL J-51594 (OCS Reprogramming Cable)



One J-51594 OCS reprogramming cable was previously supplied to each dealer. Additional cables can be obtained from Tech-Mate at 1-800-662-2001.

Note:

- In this Service Procedure, OCS is sometimes referred to as ODS.
- Your CONSULT PC is not required to perform this procedure; any computer (PC) with ASIST installed can be used.



INVENTORY INSPECTION

(continued)

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STEP	INSTRUCTION	ILLUSTRATION / REFERENCE
1.	<p>Make sure ASIST has been synchronized to the current date and all updates have been installed.</p> <p>Note:</p> <ul style="list-style-type: none">The PC automatically gets applicable OCS software during ASIST synchronization.	
2.	<p>Install the driver for the J-51594 OCS reprogramming cable as follows:</p> <ol style="list-style-type: none">Keep the PC connected to the internet.Connect the J-51594 OCS reprogramming cable to the PC USB port.Wait 1 minute, the drivers will install automatically. <p>Note:</p> <ul style="list-style-type: none">Steps 1 and 2 above are only required the first time this procedure is performed. It is recommended that they be performed at the beginning of each day to confirm you have the latest software installed in your PC.This step may have already been completed as a result of previous reprogramming activities	
3.	<p>Park the vehicle in a level area (transmission in Park and parking brake set).</p>	
4.	<p>Connect the J-51594 OCS reprogramming cable:</p> <ul style="list-style-type: none">Connect to the vehicle's DLC connector and the PC USB port.Make sure the cable is securely connected at both ends	
5.	<p>Prepare the vehicle for OCS Check as follows:</p> <ul style="list-style-type: none">No objects on the passenger seat.No occupants in the vehicle – including the servicing technician.PC is outside of the vehicle on a suitable support.<ul style="list-style-type: none">Do not set the PC on the vehicle.Do not touch the vehicle during the OCS Check.Minimize vibrations near the vehicle.	
6.	<p>Open ASIST</p>	



STEP	INSTRUCTION	ILLUSTRATION / REFERENCE
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7. Select **Specialty Tools**, then **Check OCS ECU Module** (Figure 1).

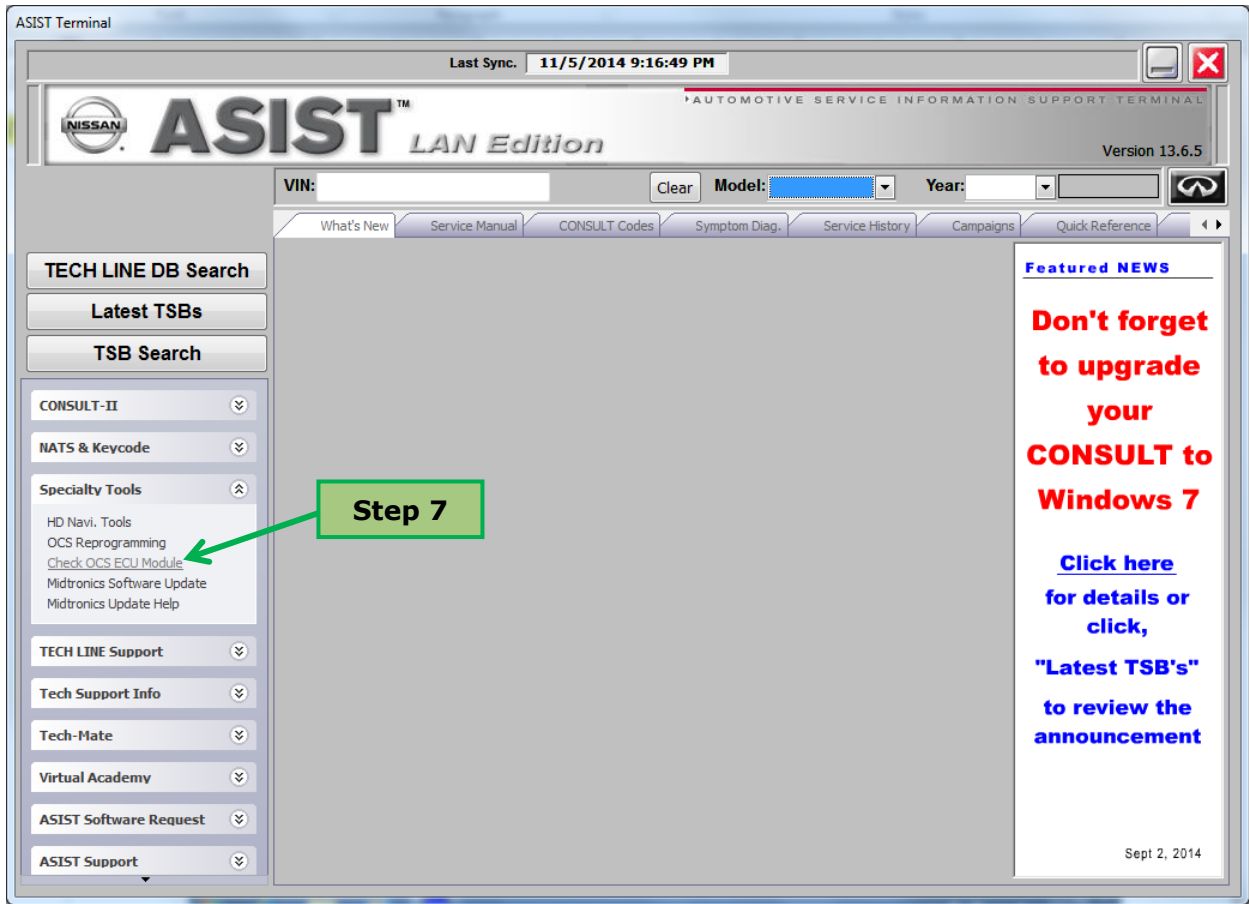


Figure 1

Note:

- If you get a black message screen as shown in Figure 2, this indicates that the reprogramming cable is not connected, or the cable driver did not install correctly.

- Close ODS Check.
- Close ASIST.
- Start over from step 1.

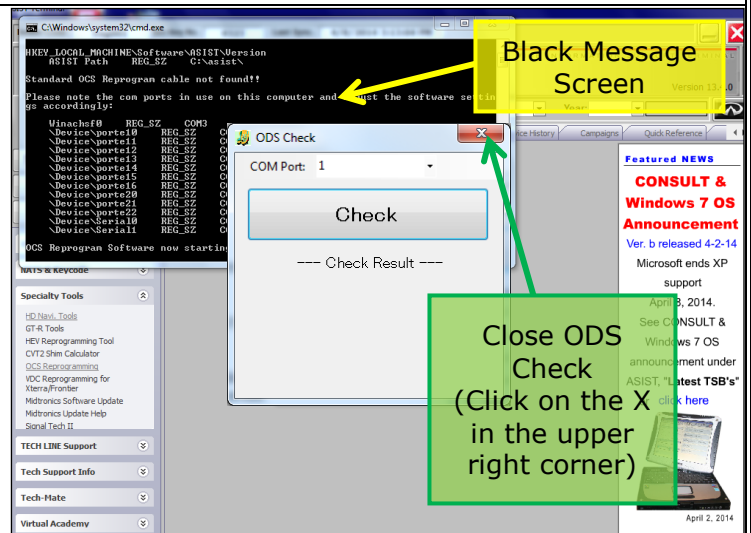


Figure 2



8. Turn the ignition ON (engine OFF / not Ready).

9. Select **Check**

Note:

- If the error message “an error occurred on connection” displays:
 - a) Disconnect the J-51594 OCS reprogramming cable, both ends.
 - b) Reconnect the cable; make sure it is securely connected at both ends.

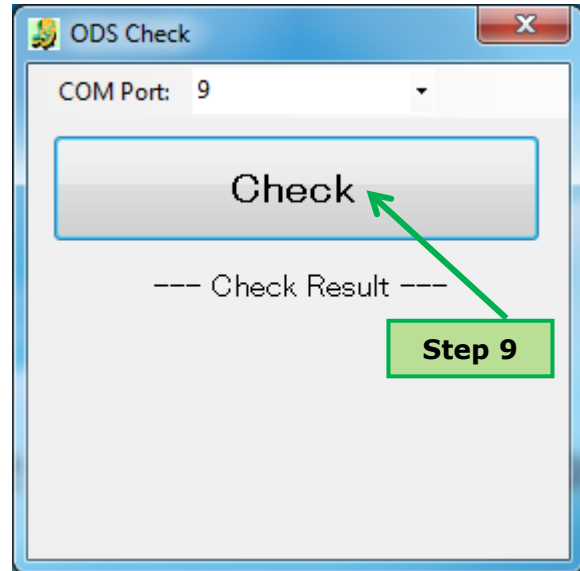


Figure 3

10. ODS Check program takes approximately 10 seconds to complete.

- Results will indicate **OK** or **NG** as shown in *Figure 4*.

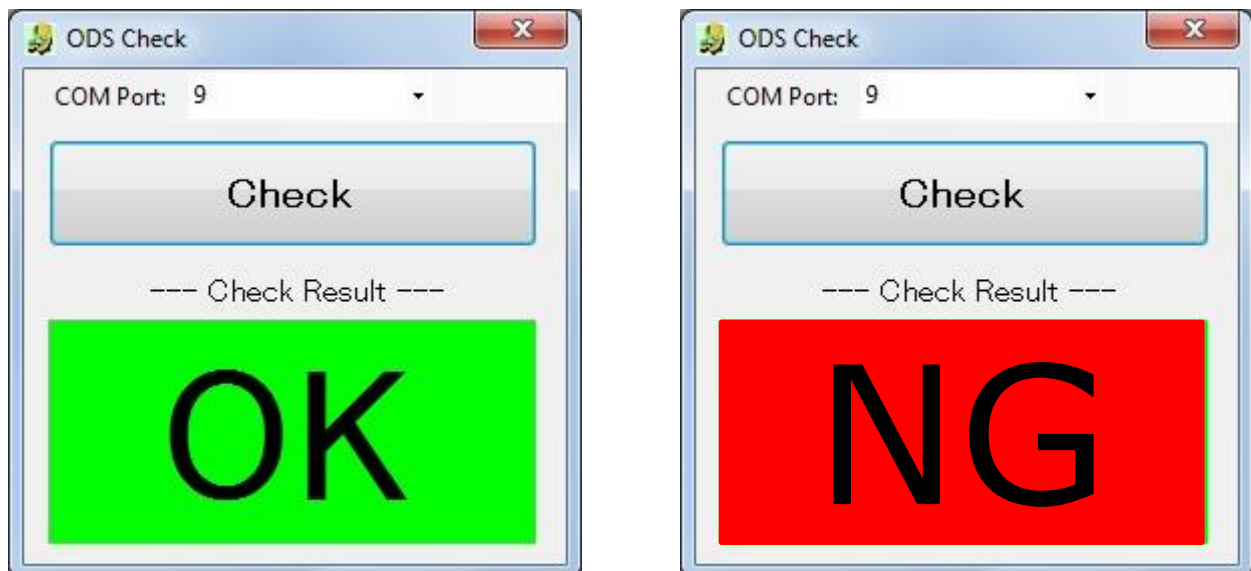


Figure 4



INVENTORY INSPECTION

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11. According to the **---Check Result---** section (*Figure 4*) do one of the following:

• **OK**

- No further action necessary.

• **NG**

- Continue to **HOLD VEHICLE**
- Email FQA Support (NNAFQASupport@Nissan-USA.com) with the following information and await instruction:
 - VIN
 - Dealer ID
 - Contact Information

12. Close the program (click on the red X in the upper right corner).

13. Turn the ignition OFF.

14. Disconnect the J-51594 OCS reprogramming cable.

CLAIMS:

**Work Order Line Type: "CM" Campaign
Submit claim using the following claims coding:**

PC328

CLAIM DATA		OP Code	FRT	Parts Required	Expense Code	Rel Code	Description
CLAIM TYPE:	CM						
PNC:	PC328	PC3280	0.2	No	No	n/a	Check OCS ECU Module
SYMPTOM:	ZZ						
DIAGNOSIS:	99						