# **QUALITY ACTION**



## CAMPAIGN BULLETIN Halogen Headlamp Retailer Inventory

Reference: PG7B2 Date: March 15, 2017

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected	Retailer	SERVICE COMM	Stop Sale
	Population:	Inventory:	Activation date:	In Effect
MY2017 QX30 (H15)	NA	319	March 15, 2017	NO

### \*\*\*\*\* Retailer Announcement \*\*\*\*\*

Infiniti is conducting a retailer inventory quality action to update the Central Body Controller (CBC) software on **319** specific 2017 QX30 vehicles identified in Service Comm. On the affected vehicles, the CBC software is being updated to address a specification change.

Affected vehicles are <u>not</u> subject to stop sale and are either currently in retailer inventory or assigned and in transit to the retailer. Infiniti requests retailers complete this software update prior to sale to ensure client satisfaction.

#### \*\*\*\*\* What Retailers Should Do \*\*\*\*\*

### PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

- 1. Verify if vehicles are affected by this client satisfaction initiative using Service Comm I.D. PG7B2
  - <u>New vehicles in retailer inventory can also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).</u>
    - Refer to IPSB 15-286 for additional information
  - Please continue to check newly arriving inventory for campaign applicability.
- **2.** Use the attached procedure to install the updated software.
- **3.** The service department should submit the applicable warranty claim for the action performed so it can be closed on Service Comm and release the vehicle.

### \*\*\*\*\* Retailer Responsibility \*\*\*\*\*

It is the retailer's responsibility to check Service Comm using the appropriate campaign I.D for the inspection status on each affected vehicle currently in new vehicle inventory. Infiniti requests retailers to perform this repair on new vehicles in inventory prior to being retailed to ensure client satisfaction.

### Thank you for your prompt attention to this matter.



## PG7B2 - QX30 (H15) HALOGEN HEADLAMP BCM CONFIGURATION

IMPORTANT: This repair procedure will configure the BCM (Body Control Module). Make sure to follow all the steps in the specific order listed to properly complete the repair.

## **SERVICE PROCEDURE:**

IMPORTANT: Before starting, make sure:

- ASIST on CONSULT PC has been freshly synchronized (updated).
- CONSULT III+ software version 64.50 or higher must be used for this reprogramming activity.
- 1. Connect the plus Vehicle Interface (plus VI) to the vehicle.
  - Make sure to use the correct VI for C-III plus (plus VI).

**CAUTION: Make** sure the plus VI is securly connected. If the plus VI connection is loose during reprogramming, the process will be interrupted and the **BCM may be damaged**.

- 2. Connect the CONSULT PC to the VI using a USB cord.
- 3. Connect the AC Adapter to the CONSULT PC.

**CAUTION:** Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the **BCM may be damaged**.

4. Turn off all external Bluetooth<sup>®</sup> devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI.

**CAUTION:** Make sure to turn off all external Bluetooth<sup>®</sup> devices. If Bluetooth<sup>®</sup> signal waves are within range of the CONSULT PC and the VI during reprogramming, the reprogramming may be interrupted, and the **BCM may be damaged**.

- 5. Connect CONSULT PC to an Internet connection.
- 6. Start the engine.
  - Verify the parking brake is set.

## **IMPORTANT:** The engine must running during the configuration procedure.

7. Turn OFF all vehicle electrical loads such as exterior lights, interior lights, HVAC, blower, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc.

- 8. Turn ON the CONSULT PC.
- 9. Select CONSULT-III plus (open C-III plus).
- 10. Wait for the plus VI to be recognized / connected.
  - Serial number will display when the plus VI is recognized / connected.

	CONSULT-III plus Ver.64.11	VIN:-	Vehicle : -	Country : United States
	Back Home Print Screen	Screen Capture	rded ta	× • • • • •
	Connection Status		Diagnosis Menu	
	Serial No.	Status	Diagnosis (One Sy	/stem)
Plus VI is	VI 2316951			
Teeognized		Normal Mode/USB connection	Diagnosis (All Sys	tems)
	MI -	$\bigcirc$		
		No connection	Re/programming,	Configuration
	Select VI/MI		Immobilizer	
	Application Setting	ABC Language Setting	Maintenance	
	VDR			

Figure 1

11. Select **Re/programming, Configuration**.

k	🛐 CONSU	LT-III plus Ver.64.1	1 VIN:-	Vehicle : -	Country : United States
	Back	Home Print S	screen Capture Mode	Recorded Help ERT 4.44	VI MI
	Connec	ction Status		Diagnosis Menu	
		Serial No.	Status	Diagnosis (On	e System)
				, j	
	VI	2316951	Normal Mode/USB connection	Diagnosis (All	Systems)
	м		$\bigcirc$		]
	1411		No connection	Se/programmi	ng, Configuration
	S.C.	Select VI/MI		Immobilizer	
	Applicat	tion Setting			
	SUB :	Sub mode	Language Settin	g Maintenance	
	(19 19 19	VDR			

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



Figure 3

15. Select Nissan or Infiniti, Vehicle Name, and then the correct Model Year.

• If the screen in Figure 4 does not display, skip to step 16.

	Back Home	Print Screen	Measurement Mode	vehicle Selection	12.2V VI MI Vehicle Confirmation	
Ston N	Automatic S	election(VIN)	Manual Select	ion(Vehicle Name)		
	Vehicle Name :				Model Year :	Sales Channel
	*MURANO Camp:P8201	JUKE	QUEST			NISSAN
	350Z	LEAF	ROGUE		Step	INFINITI
	370Z	MAXIMA	SENTRA		15	
	370Z Convertible	Evenale	TITAN			
	ALTIMA	Example	TITAN			
	ALTIMA Hybrid	NISSAN GT-R	VERSA Hatchback			
	ARMADA	NV	VERSA Sedan			
	CUBE	PATHFINDER	XTERRA			CLEAR
	FRONTIER	PATHFINDER ARMADA	X-TRAIL			Calaat
				1/1	0/0	Select

Figure 4

16. Make sure VIN or Chassis # matches the vehicle's VIN.

17. If the correct VIN is displayed, select Confirm.

	CONSULT-III plus Ver.64.50 VIN:	Vehicle : -	Country : United States
	Back Print Screen Capture	Measurement Mode Recorded Data Pierre Help ERT 15.2V VI M	K 💻 🥅 🔀
	Configuration Vehic	Vehicle Confirmation	
	Please confirm selected information and to to touch "Change".	uch "Confirm". In case you want to select another vehicle,	
Step 16			
Verify here	VIN or Chassis #	SJKCH5CP3HA990592	
	Vehicle Name :	INFINITI QX30	
	Model Year	2017	
		1/1	
		Step 17	Change

Figure 5

- 18. Select USA/CANADA Dealers from the menu.
- 19. Select OK.
- Note: This screen will only appear during the first login on a CONSULT PC. Future logins with the same CONSULT PC will proceed to Step 20.



Figure 6

- 20. Enter NNAnet.com Username & Password.
- Note: Each Technician should currently have a NNAnet.com Username and Password distributed by your Service Manager.
- 21. Select Submit.

CONSULT-III plus Ver.64.50	VIN: SJKCH5CP3HA990592	Vehicle : INFINITI G	X30 H15 2017	Country : United States
Back Home Print Screen	Screen Capture	Help	🕋 🗾 X 14.5V VI MI	
Re/programming, Configuration	Vehicle Confirmation	Authentication	Input VIN	4/5
User Authentication				
SECURE/	<b>UTH</b> °			
Daimler WS				
	Please enter your UserID below.		Sten	
	Username: Password:		20	
	Submit	Step 21		
Restart Login				
	Copyright 2015 SecureAuth Corp	. All rights reserved.		
	<b>_</b> :	7		

Figure 7

22. Select Confirm.

CONSULT-III plus Ver.65.12	VIN: SJKCH5CP3HA990592	Vehicle : INFINITI QX30 H15 2017	Country : United States
Back Home Print Screen	Screen Capture	Help ERT 14.5V VI MI	
Re/programming, Configuration	User Authentication	put VIN	5/5
Input VIN			
Enter the VIN number, and touch "	Confirm".		
According to this operation, in case CONSULT, VIN number you input is	of specified operation that require saved as file name. Therefore, co	es to save ECU information into onfirm VIN number correctly.	
,		••••••••	
NISSAN MOTOR COLITDUAPAN 熨 로 THE Crease UNATED 4004550	NISSAN MOTOR IBERICA, S.A.	23456	
N III (1999) NEI NEI N= 028 59 59 59 59 59 59 59 59 59 59 59 59 59			
19548 CC 29709 CC 	1- kg り直出 和知知後 2- kg 制造日果 年 近田里式	H H H H H H H H H H H H H H H H H H H	
日虚白動車株式会社 woll H alve	木 风 汽 年 有 根 公		
VIN (17 or 18 digits)	H5CP3HA990592		
		01.00	
		Step	Confirm
		22	

Figure 8

### 23. Select BCM.



## 24. Select Write.

	GI CONSULT-III plus Ver.65.12	VIN:SJKCH5CP3HA990592	Vehicle : INFINITI QX30 H15 2017	Country : United States
	Back Home Print Screen	Screen Capture Mode Recorded Data	Help ALL CALL AND ALL	
	Re/programming, Configuration	System Selection Operat	ion Selection	7/7
	Operation Selection			
	Touch "Operation". In case over write current ECU, tou In case replacement of ECU, select a	ch "Reprogramming". n operation in REPLACE ECU ca	tegory.	
	REPROGRAMMING	In case you want to reprov	ramming ECI1 touch "Reprogrammin	a"
	Reprogramming	in case you want to reprog		9.
	Replacement OF ECU			
	Programming (Blank ECU)			
	Before ECU Replacement	After ECU Repl	acement	Replacement", rt number is saved
	VEHICLE CONFIGURATION			
Step	Write		In case you has alrea touch "Write".	dy replaced ECU,
		<b></b>	40	
		Figure	10	

25. Verify VIN displayed on the screen matches the vehicle VIN.

26. Select START.

•

CONSULT-III plus Ver.65.12	VIN: SJKCH5CP3HA990592	Vehicle : INFINITI QX30 H15 2	017	Country : United States
Back Fine Print Screen	Screen Capture Mode	Image: Weight Help Image:	MI	
Re/programming, Configuration	Operation Selection Au Conf	tomatic iguration		8/8
Automatic Configuration				
Replace ECU unit before performing Configuration will be performed for t Touch "Start" to proceed with the Aut	configuration (No save data nee the following VIN. to Configuration for the selected i SJKCH5CP3HA990592	eded). ECU.		
VIN		25		
DOWNLOAD			0%	
CONFIGURATION			0%	
		00		
				START
		1 1		

⊢igure 11

27. Configuration download from the server starts.

Note: The **DOWNLOAD** progress bar should start.

CONSULT-III plus Ver.64.50	VIN:SJKDCNH15U1027401	Vehicle : INFINITI Q30 H15 2015	Country : Unit Kingdom	ed
Back Home Print Screen	Screen Capture Measurement Mode Recorded Data	Image: Weight Help Image:	х <b>—</b>	$\mathbf{X}$
Re/programming, Configuration	Operation Selection	itomatic figuration		8/8
Automatic Configuration				
Configuration data download is in p	rogress.			
VIN	SJKDCNH15U1027401			
DOWNLOAD			40%	DOWNLOAD progress bar
CONFIGURATION			0%	
			STAR	т
1				

28. When the configuration download is complete the configuration write to the BCM starts automatically.



29. When the configuration write is complete, select **End**.

强 CONSULT-III plus Ver.65.12	VIN: SJKCH5CP3HA990592	Vehicle : INFINITI QX30 H15	2017	Country : United States
Back Home Print Screen	Screen Capture Mode	Image: Berney	<mark>и х</mark> I	-
Re/programming, Configuration	Operation Selection Aut	tomatic iguration		8/8
Automatic Configuration				
Write Configuration has been succe Touch "End" to finish operation, and	ssfully completed. to back to Home Screen. Confirm	n each function works corre	ctly.	
VIN	SJKCH5CP3HA990592			
DOWNLOAD			100%	]
CONFIGURATION			100%	
		00		End

Figure 14

- 30. Turn the engine OFF, close the doors and lock the vehicle with key fob.
- 31. Wait for DTRL (Day Time Running Lights) to turn off (this indicates the vehicle has shutdown). The shutdown is required to complete the configuration update.
- 32. Unlock the vehicle, close the driver door and Start the engine. If the DTRL were flashing, this incident will no longer occur. Check for any warning lights.
- 33. Check for DTC's and erase any that are past or present. Turn the ignition OFF close and disconnect the CONSULT III+ and VI from the vehicle.

## **CLAIMS INFORMATION**

ī

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PG7B2	Configure BCM	PG7B20	0.3 hrs.