



I N F I N I T I

EMPOWER THE DRIVE

CAMPAIGN BULLETIN

Halogen Headlamp Retailer Inventory

Reference: PG7B2

Date: March 15, 2017

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale 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 not 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:

- Verify if vehicles are affected by this client satisfaction initiative using Service Comm I.D. PG7B2
 - New vehicles in retailer inventory can also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to IPSB 15-286 for additional information
 - Please continue to check newly arriving inventory for campaign applicability.
- Use the attached procedure to install the updated software.
- 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 securely 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® 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® devices. If Bluetooth® 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.

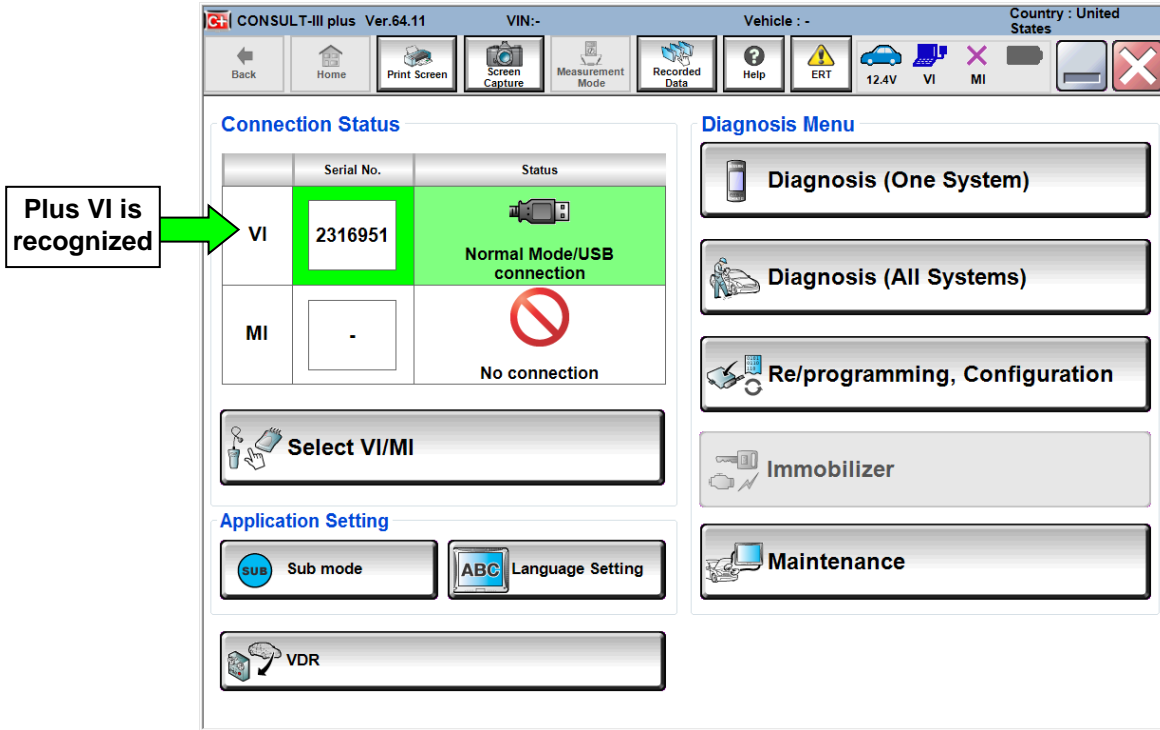


Figure 1

11. Select Re/programming, Configuration.

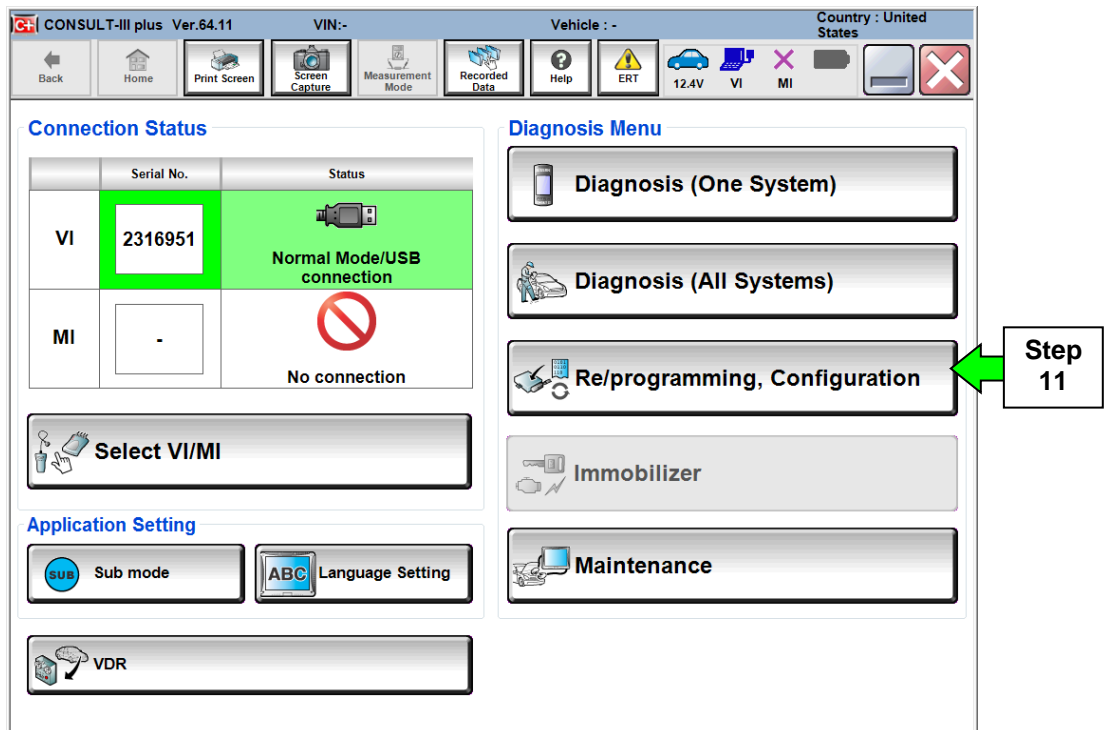


Figure 2

12. Use arrows (if needed) to view and read all precautions.

13. Check the box confirming the precautions have been read.

14. Select **Next**.

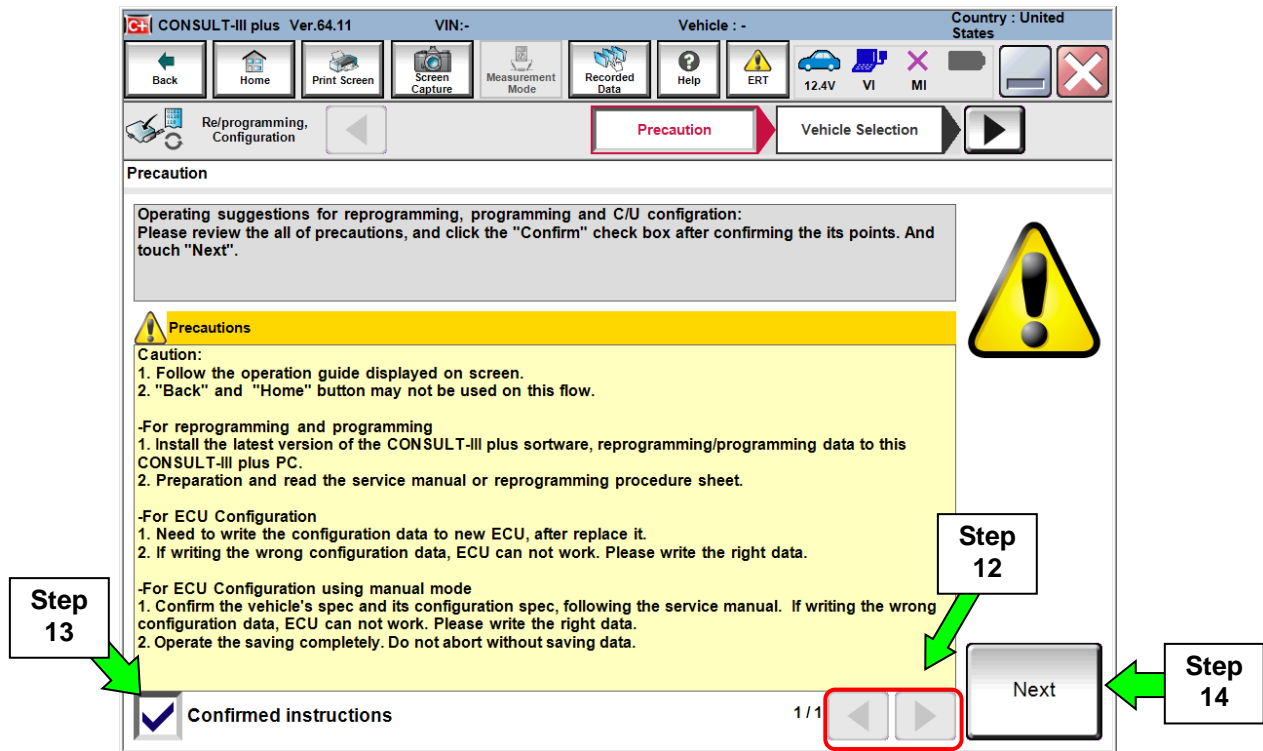


Figure 3

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.

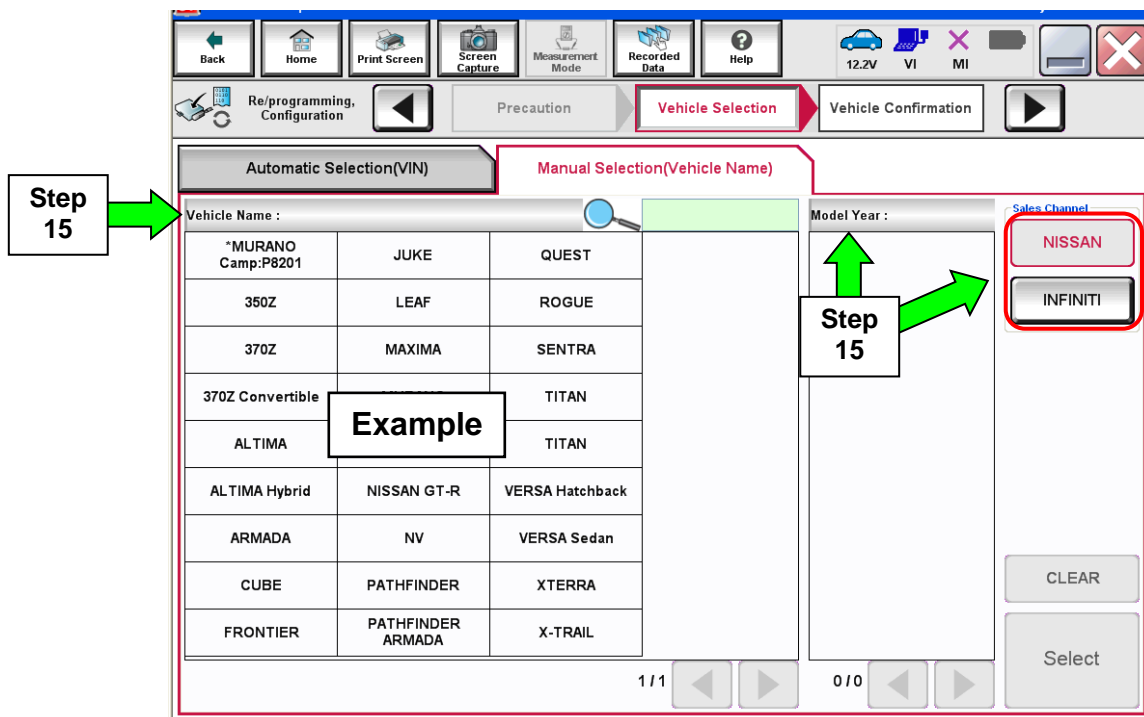


Figure 4

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

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

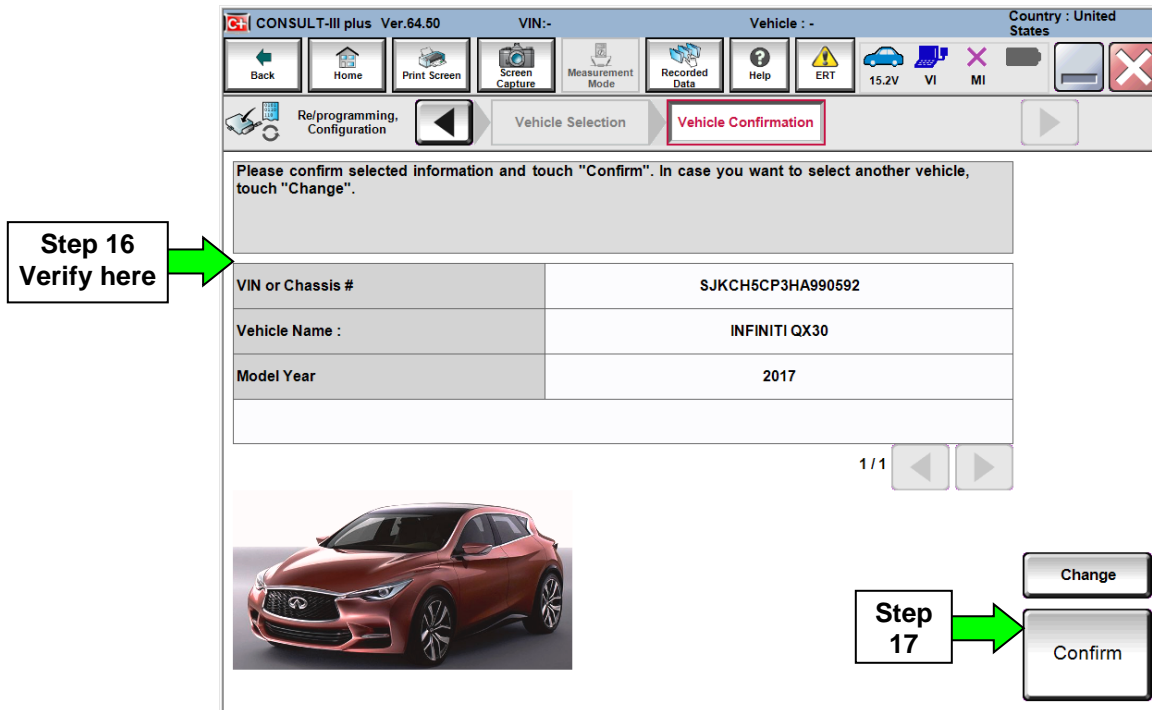


Figure 5

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.

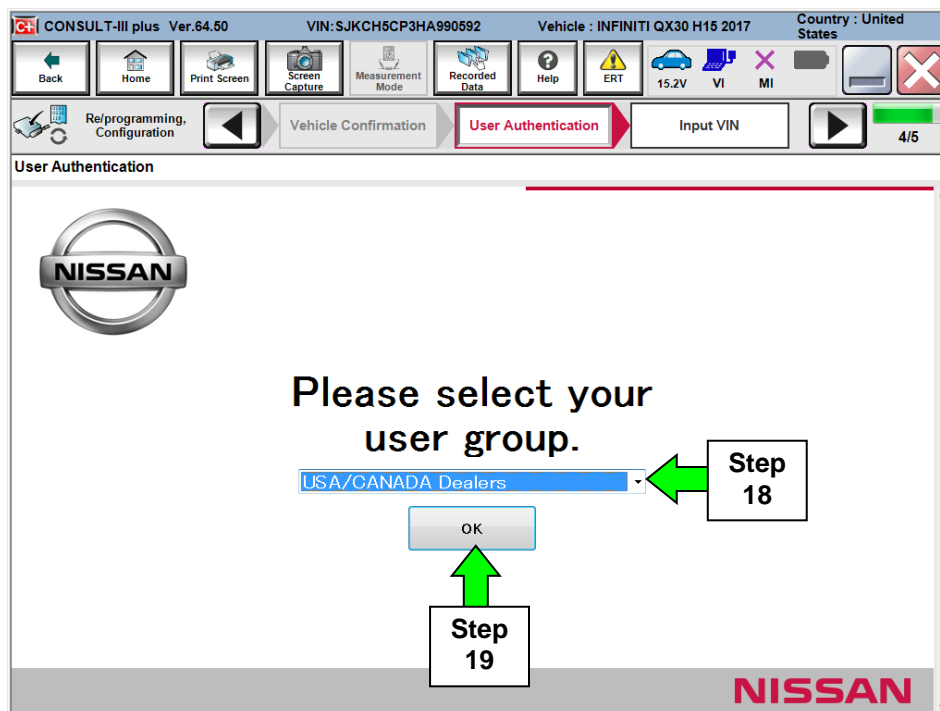


Figure 6

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**.

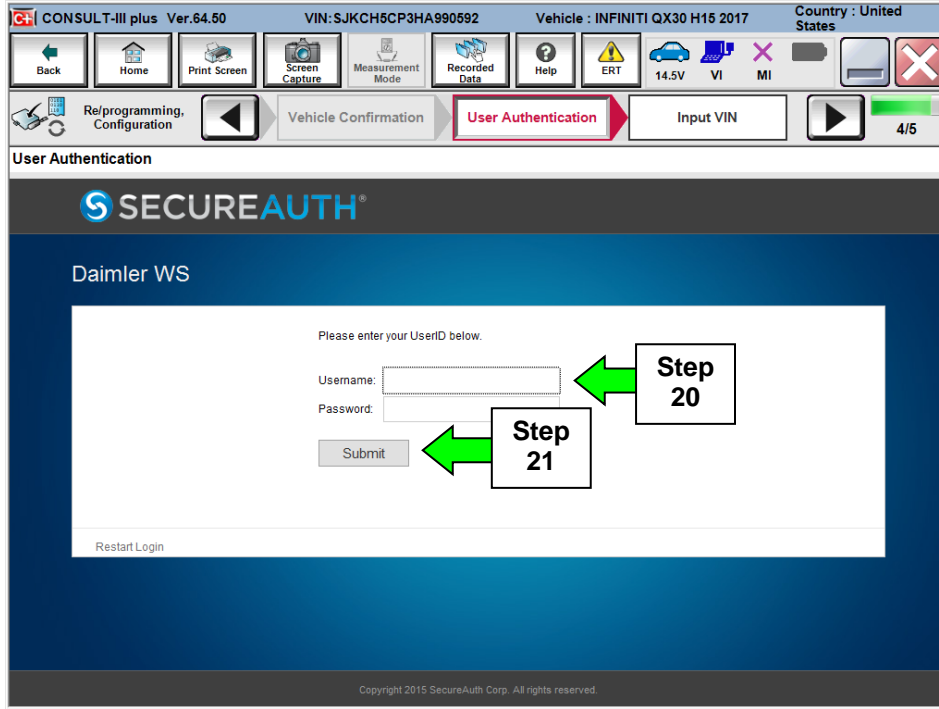


Figure 7

22. Select **Confirm**.

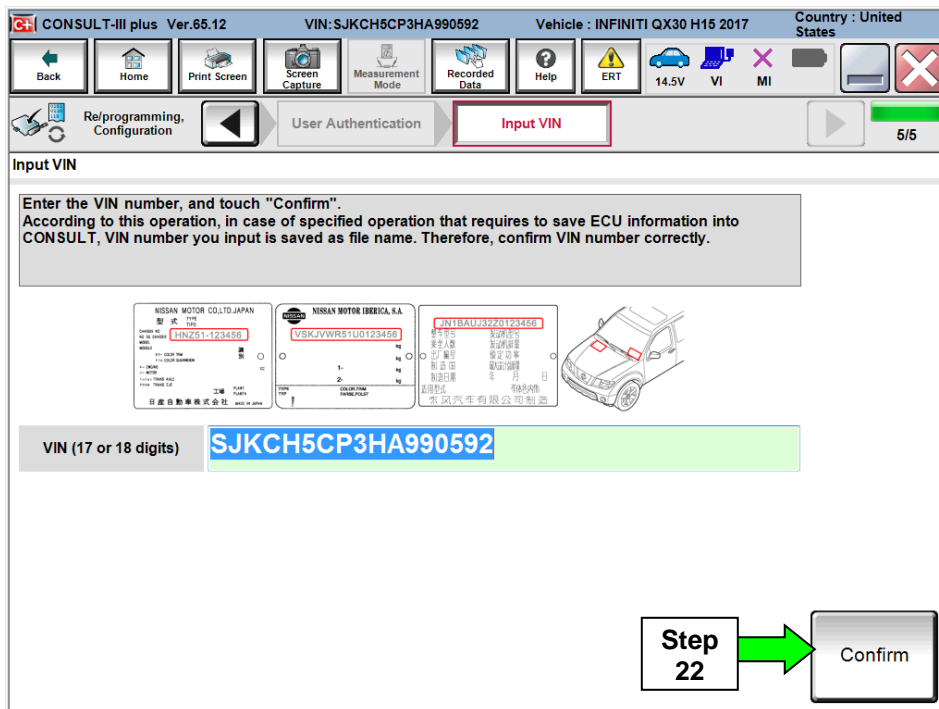


Figure 8

23. Select BCM.

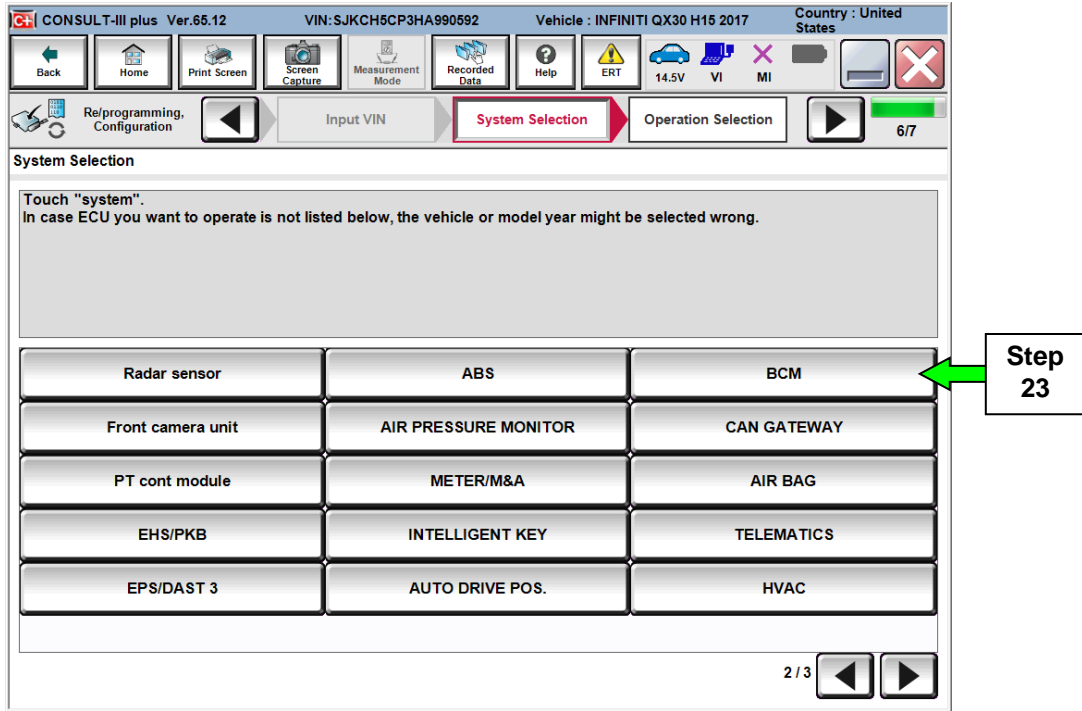


Figure 9

24. Select Write.

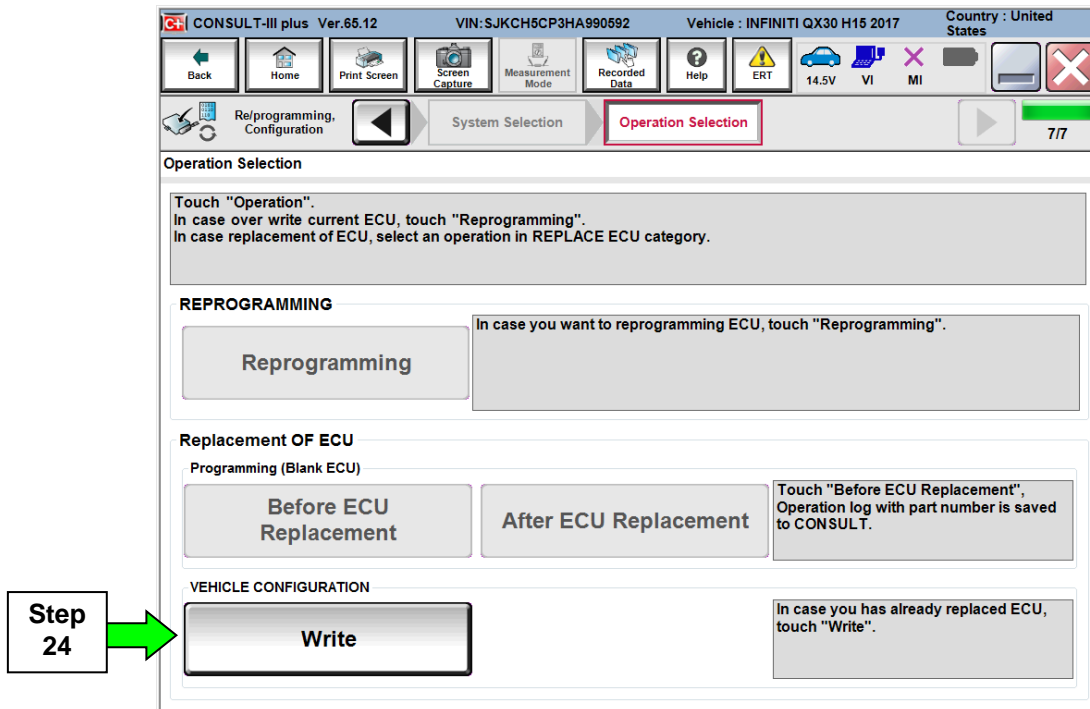


Figure 10

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

26. Select **START**.

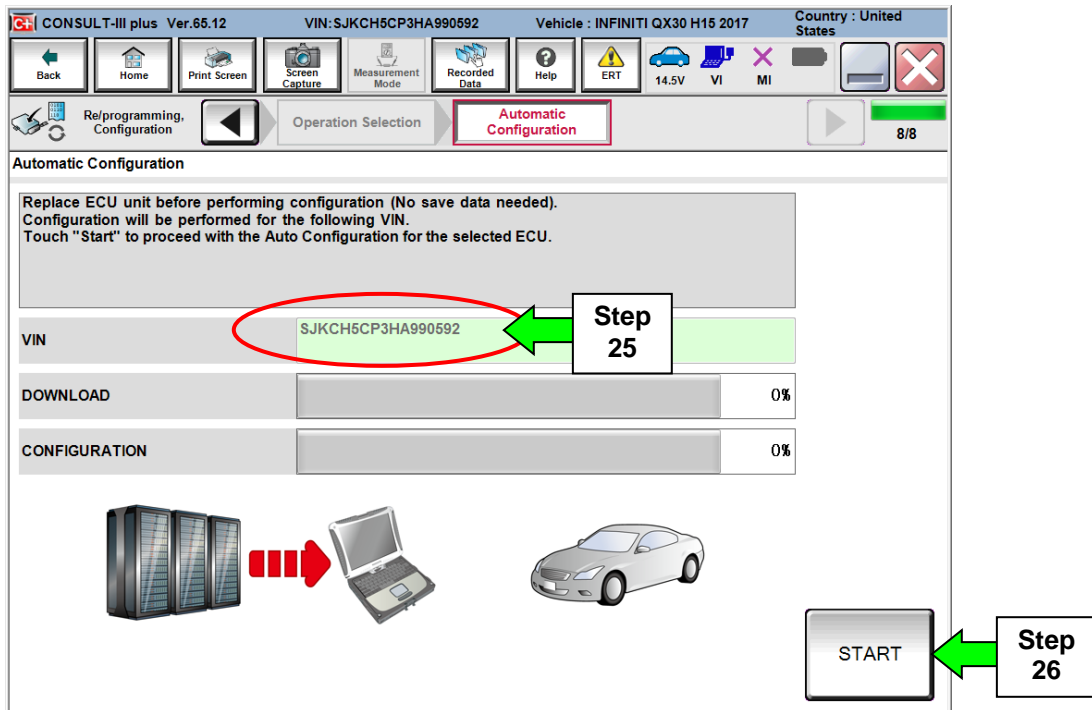


Figure 11

27. Configuration download from the server starts.

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

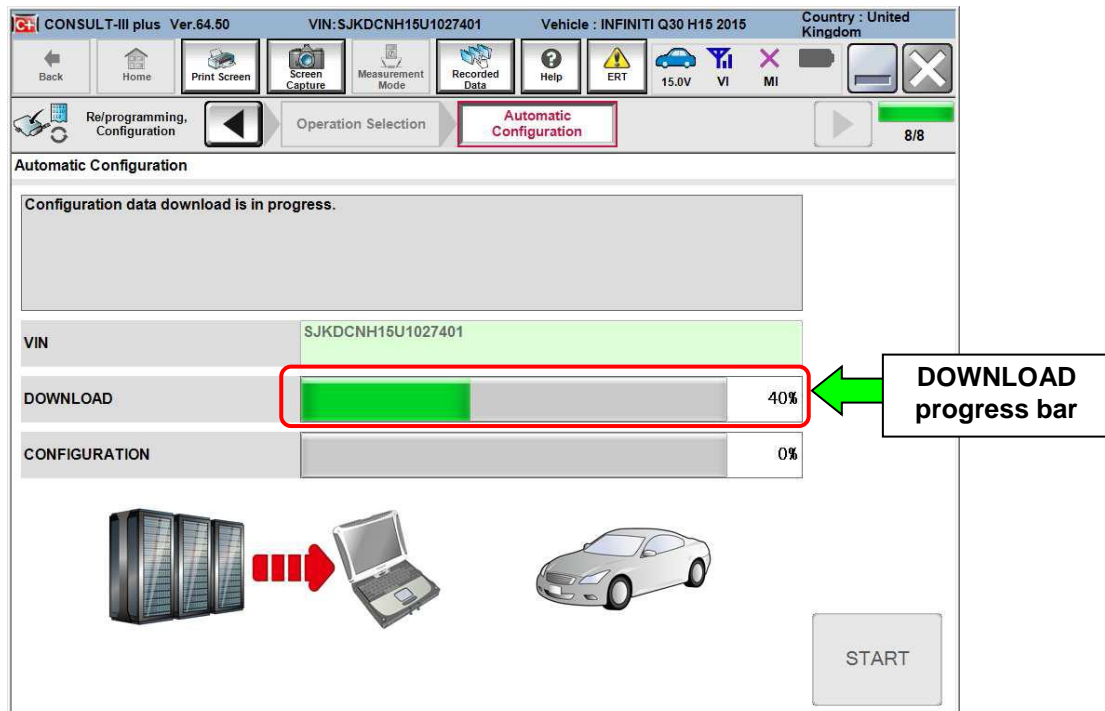


Figure 12

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

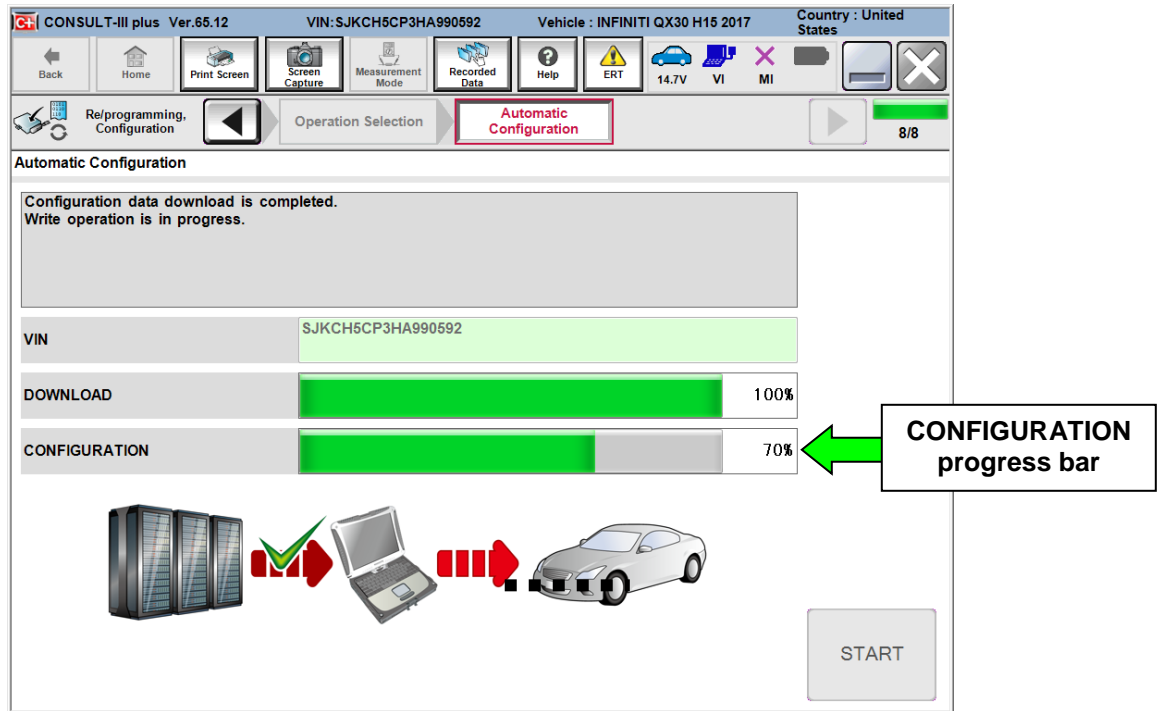


Figure 13

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

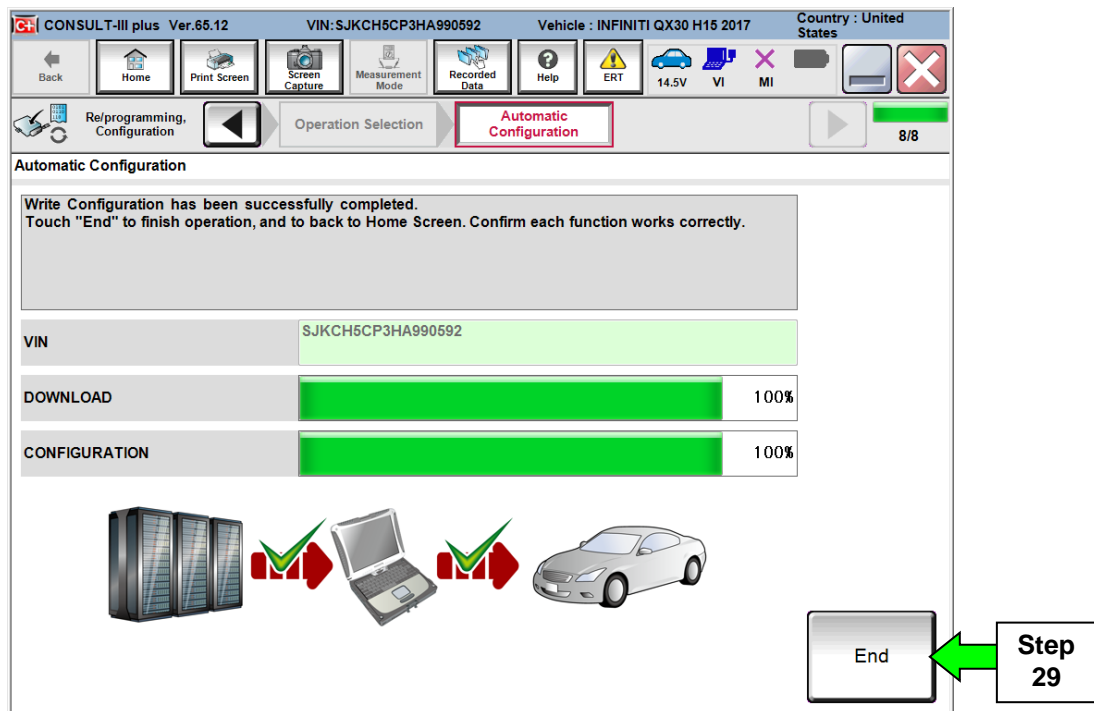


Figure 14

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

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.