



INFINITI

VOLUNTARY SERVICE CAMPAIGN

Classification:

AN22-010

Reference:

ITB22-016

Date:

April 7, 2022

VOLUNTARY SERVICE CAMPAIGN 2022 QX60; AUDIO AMPLIFIER REPROGRAM

CAMPAIGN ID #: PC883
APPLIED VEHICLES: 2022 QX60 (L51)

Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.

INTRODUCTION

Infiniti is conducting this voluntary service campaign, on certain specific model year 2022 QX60 vehicles, to reprogram the audio amplifier. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number PC883 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

RETAILER RESPONSIBILITY

Retailers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a retailer's inventory.

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 retailer to determine if this applies to your vehicle.

SERVICE PROCEDURE

Confirm the Current Audio Amplifier Part Number

IMPORTANT: Before starting, make sure:

- ASSIST on the CONSULT PC has been synchronized (updated) to the current date.
- All C-III plus software updates (if any) have been installed.

NOTICE

- Connect a battery maintainer or smart charger set to reflash mode or a similar setting. If the vehicle battery voltage drops below 12.0V or rises above 15.5V during reprogramming, the audio amplifier may be damaged.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, the audio amplifier may be damaged.
- Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the audio amplifier may be damaged.
- Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI. If Bluetooth® signal waves are within range of the CONSULT PC or VI during reprogramming, reprogramming may be interrupted and the audio amplifier may be damaged.

1. Turn the ignition ON, engine OFF.
2. Turn the radio ON and set to AM/FM.
3. Operate the audio volume knob to verify if audio is present.
 - If the audio operates normally, proceed to step 4 to reprogram the audio amplifier.
 - If there is no audio present, replace the audio amplifier. This is the end of the **SERVICE PROCEDURE**.
 - Refer to the ESM: **DRIVER INFORMATION & MULTIMEDIA > AUDIO, VISUAL & NAVIGATION SYSTEM > INFINITI INTOUCH > REMOVAL AND INSTALLATION > AUDIO SPEAKER AMP > Removal and Installation**

NOTICE

To avoid damage to the replacement audio amplifier, do not configure or reprogram the new audio amplifier.

4. Connect the Vehicle Interface (VI) to the vehicle.
5. Start CONSULT-III plus (C-III plus) on the CONSULT PC.
 - The serial number will display when the VI is recognized (Figure 1 on page 3).

6. Select Re/programming, Configuration.

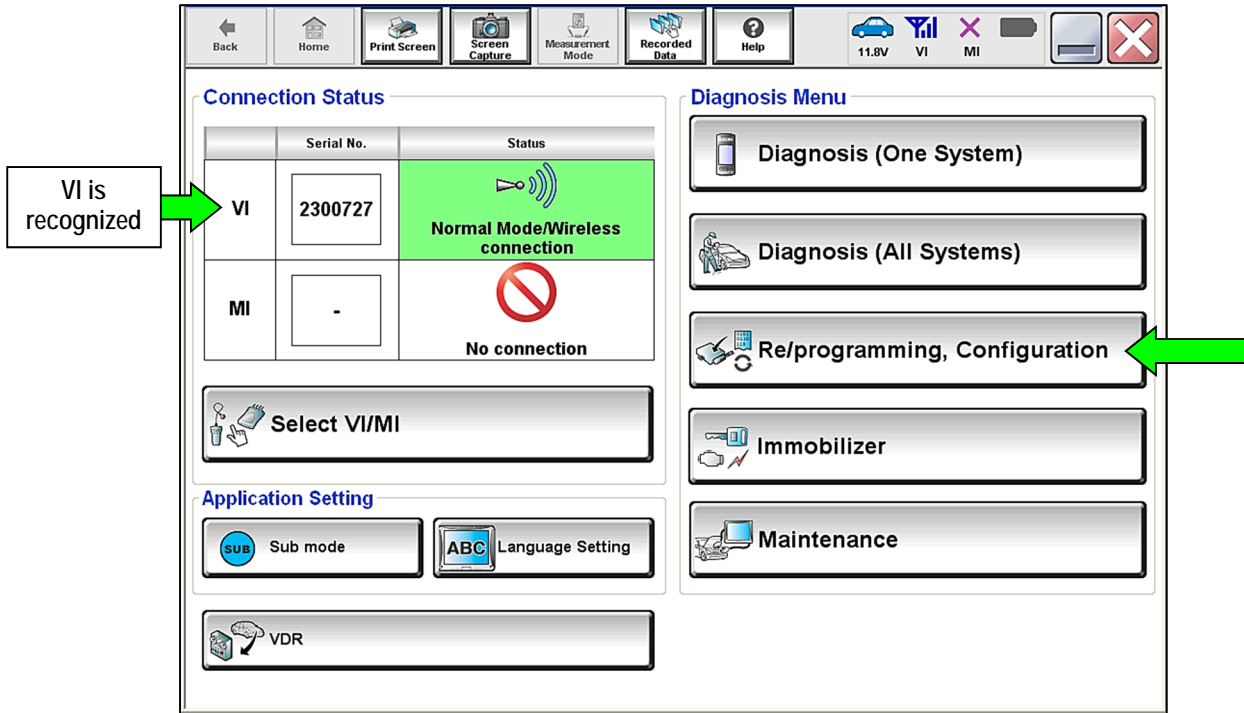


Figure 1

7. Check the box to confirm the precaution instructions have been read, and then select Next.

NOTE: Use the arrows (if needed) to view and read all precautions.

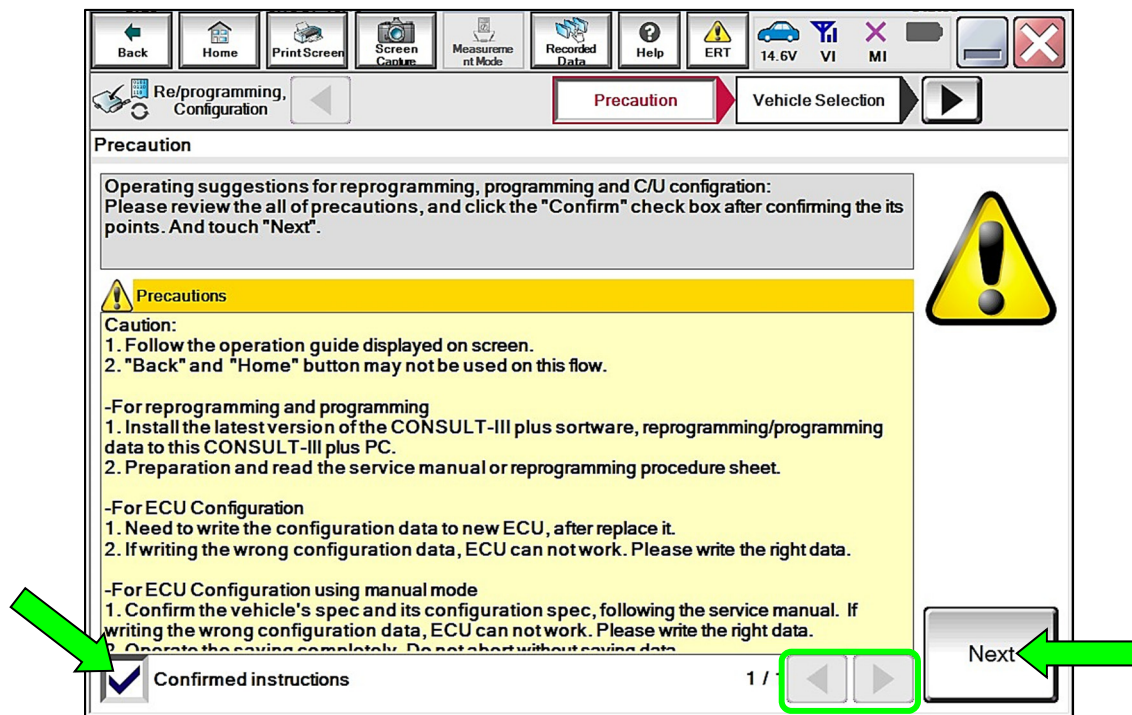


Figure 2

8. Select Automatic Selection(VIN).

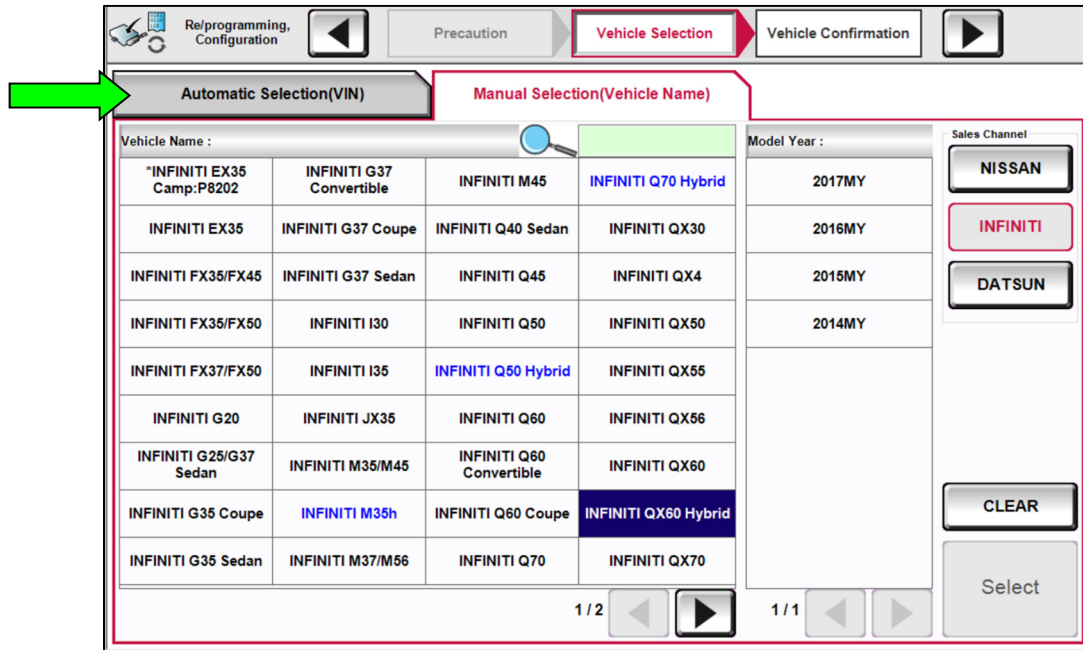


Figure 3

9. Confirm the VIN or Chassis # is correct, and then select Confirm.

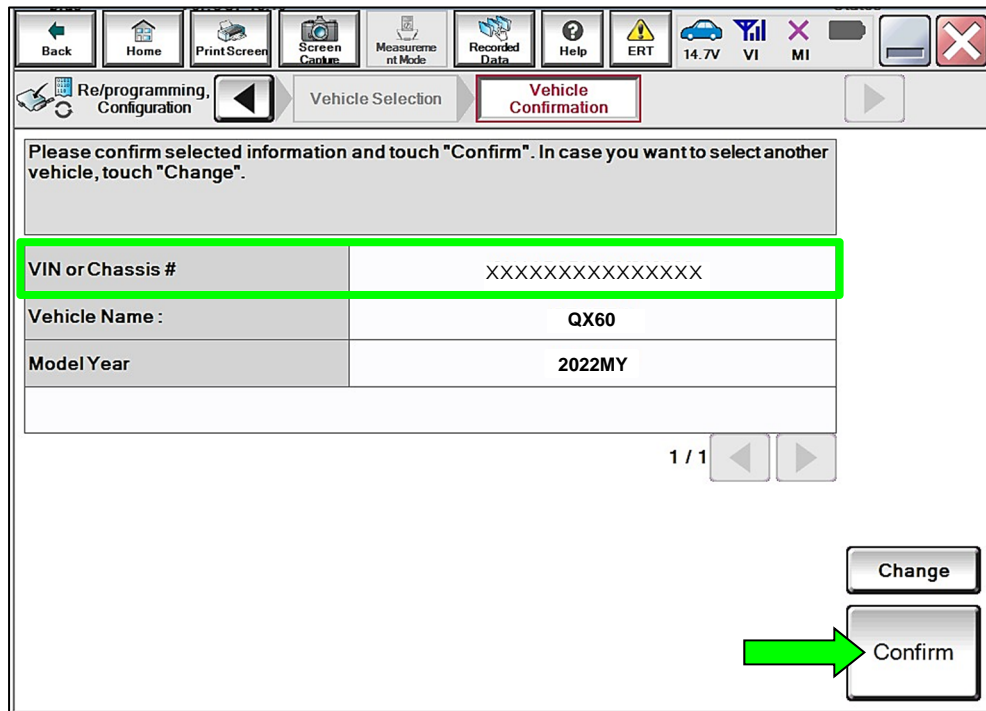


Figure 4

- Confirm the VIN is correct for the vehicle, and then select **Confirm**.

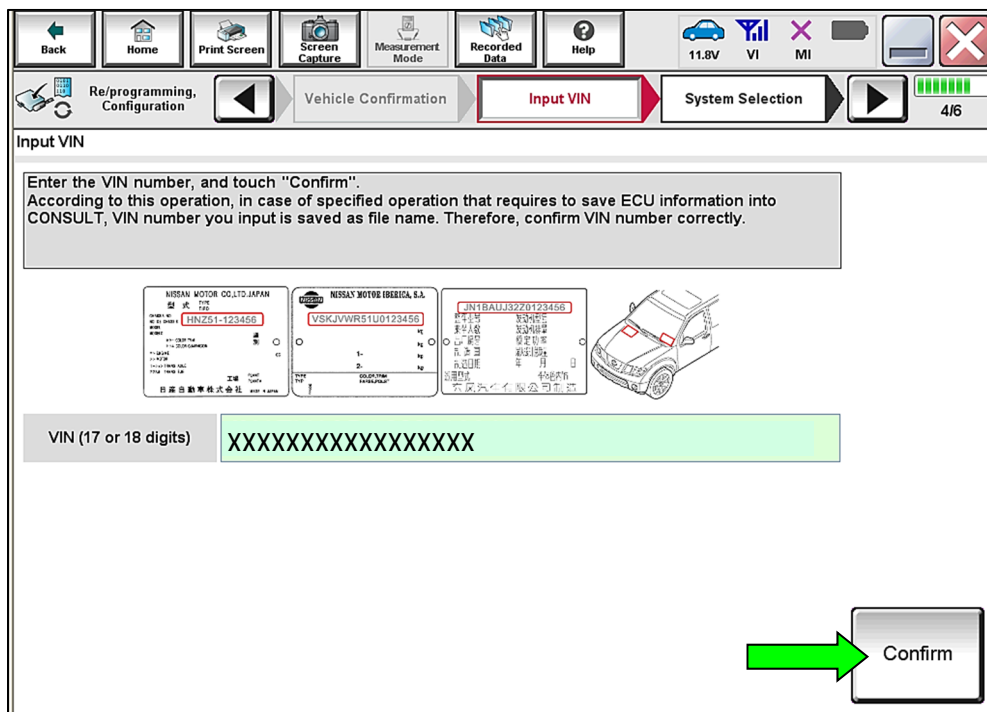


Figure 5

- Select **Audio amp**.

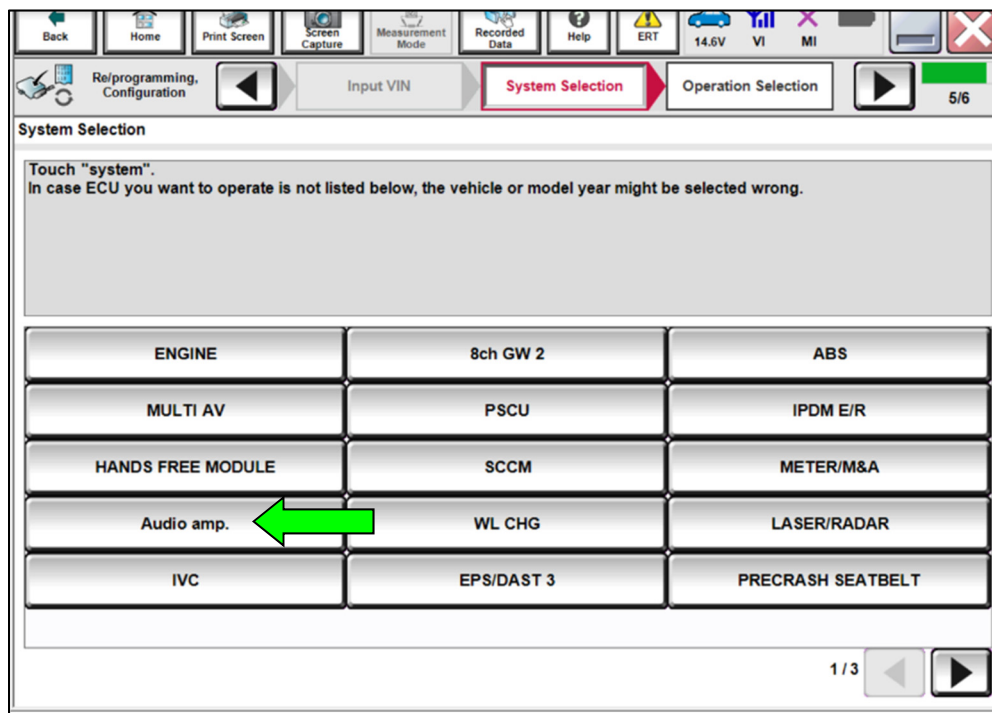


Figure 6

12. Select Reprogramming.

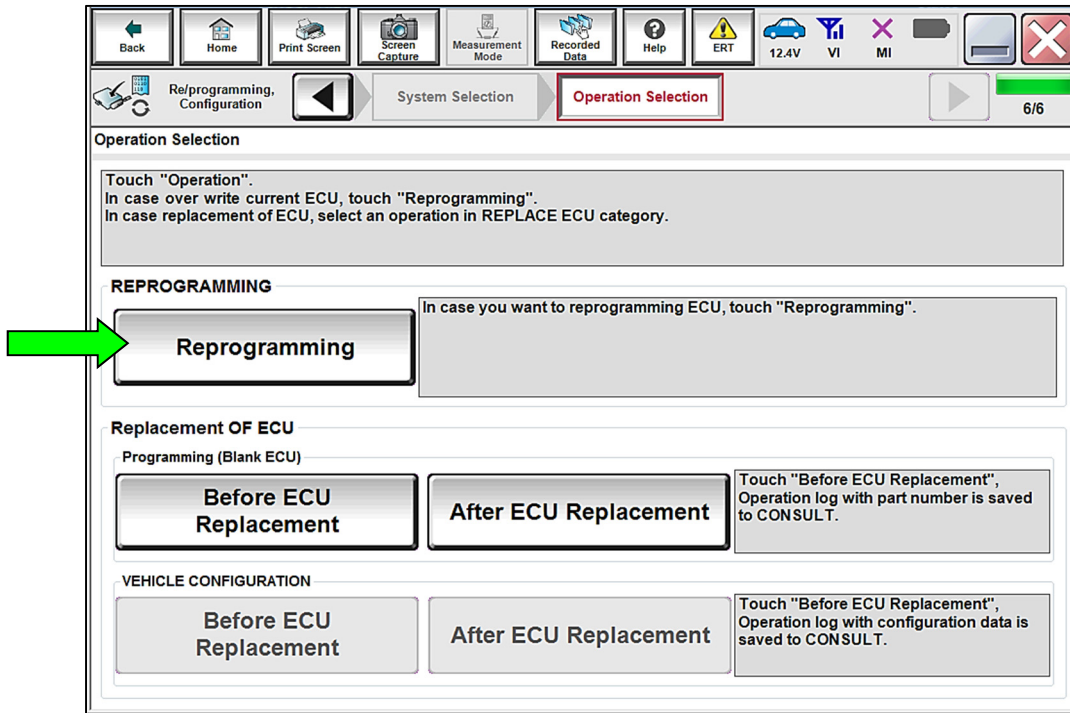


Figure 7

13. Select Save.

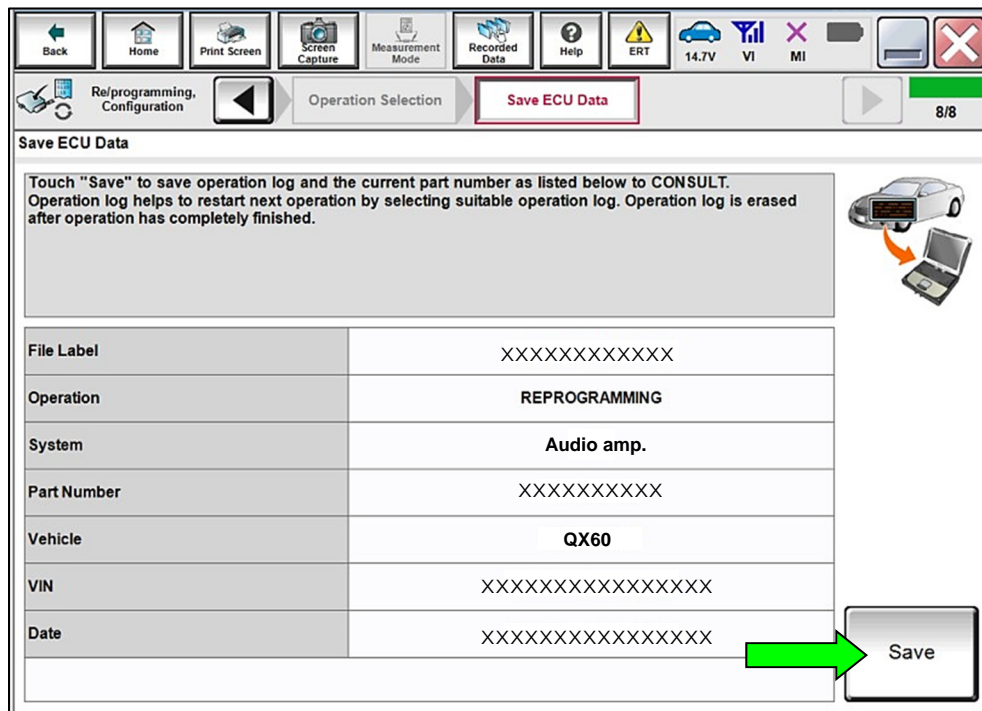


Figure 8

14. Verify the Current Part Number.

- If the **Current Part Number** is "28061 6SA0A", select **Next** and continue to step 15 on page 8 to continue the reprogramming procedure.
- If the **Current Part Number** is not "28061 6SA0A", reprogramming is not needed.
 - Select the back button in the top left corner of the screen, and then skip to step 27 on page 14 to remove the battery maintainer/smart charger.

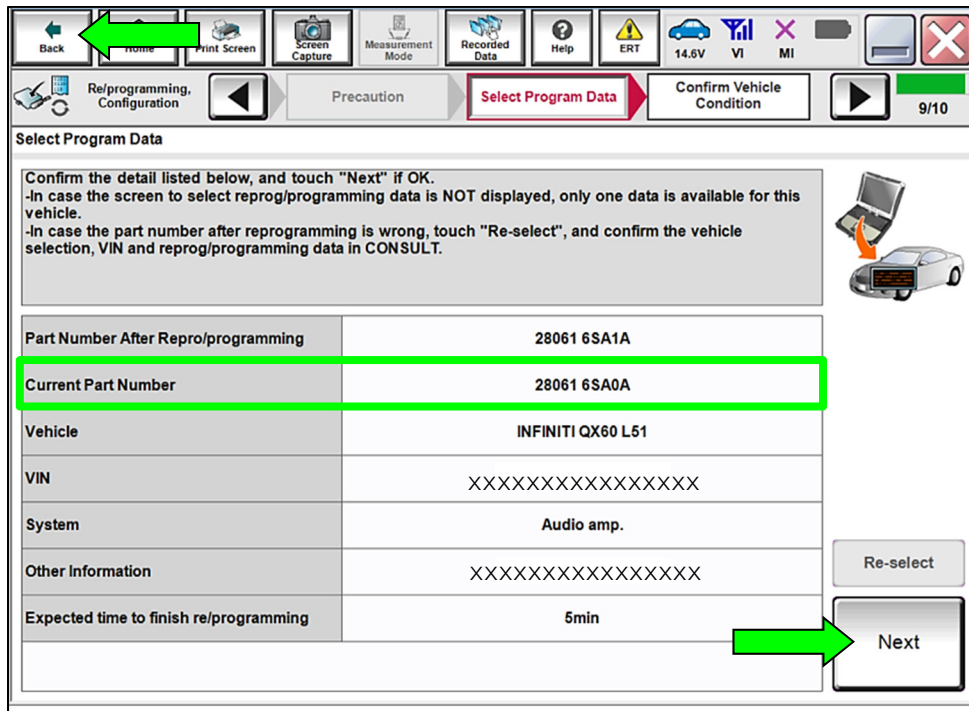


Figure 9

Reprogram the Audio Amplifier

15. Check the box to confirm the precaution instructions have been read, and then select **Next**.

NOTE: Use the arrows (if needed) to view and read all precautions.

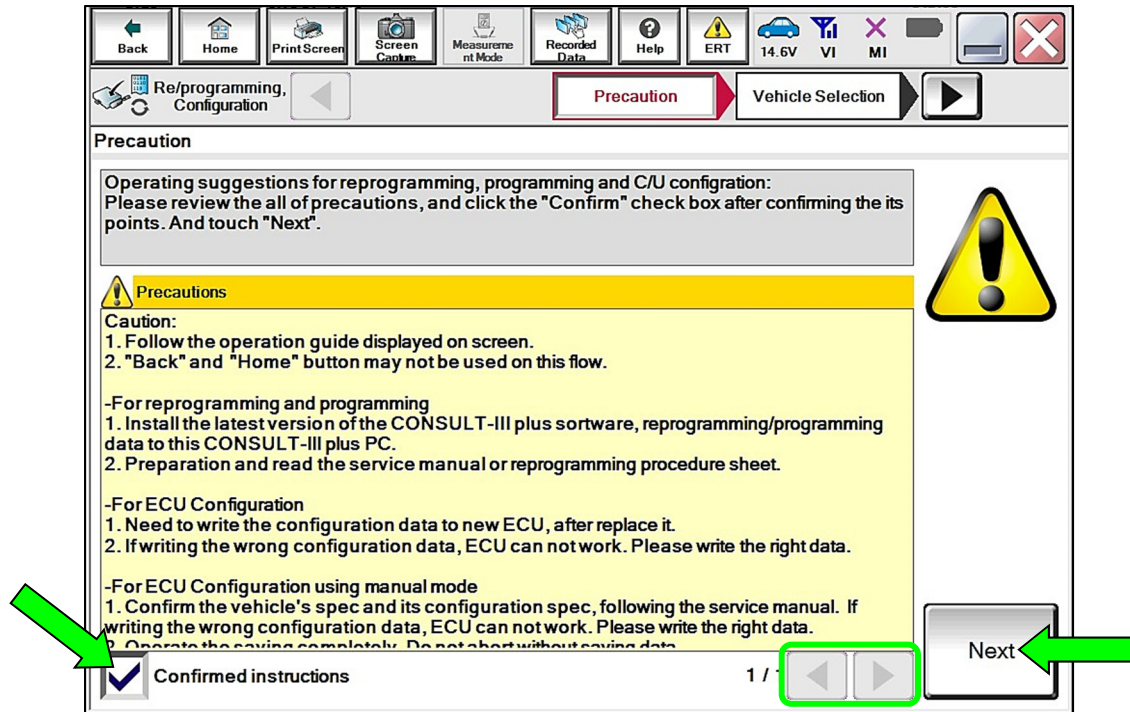


Figure 10

16. Confirm the battery charger is ON and the battery voltage is between 12V-15.5V, and then select **Next**.

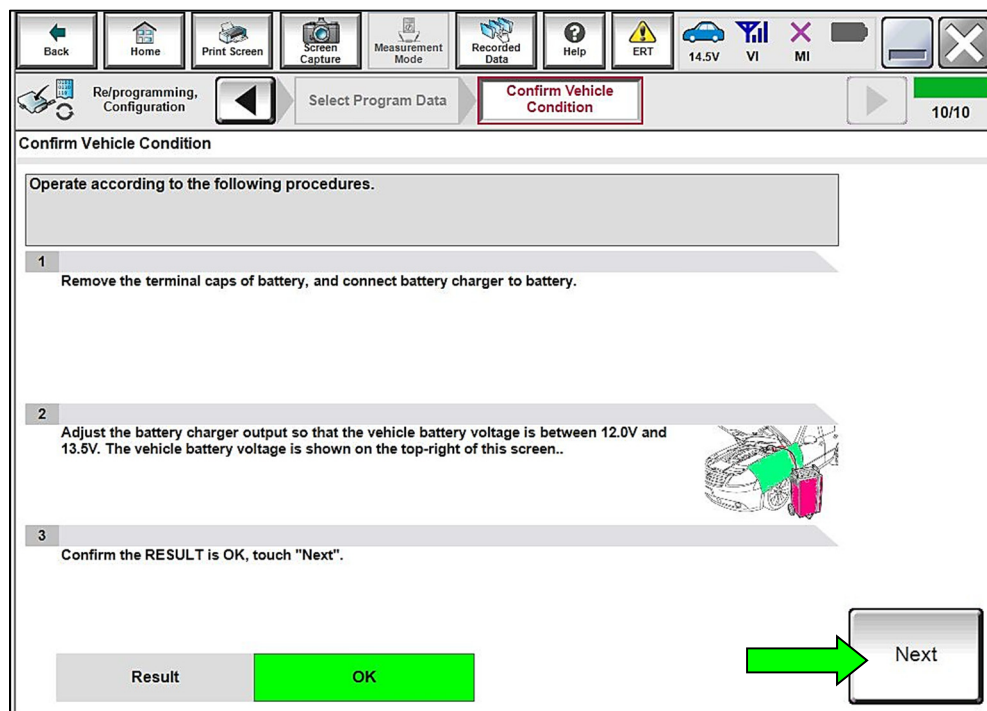


Figure 11

17. Confirm the **Judgement** for all the **Monitor Items** are "OK", and then select **Start**.

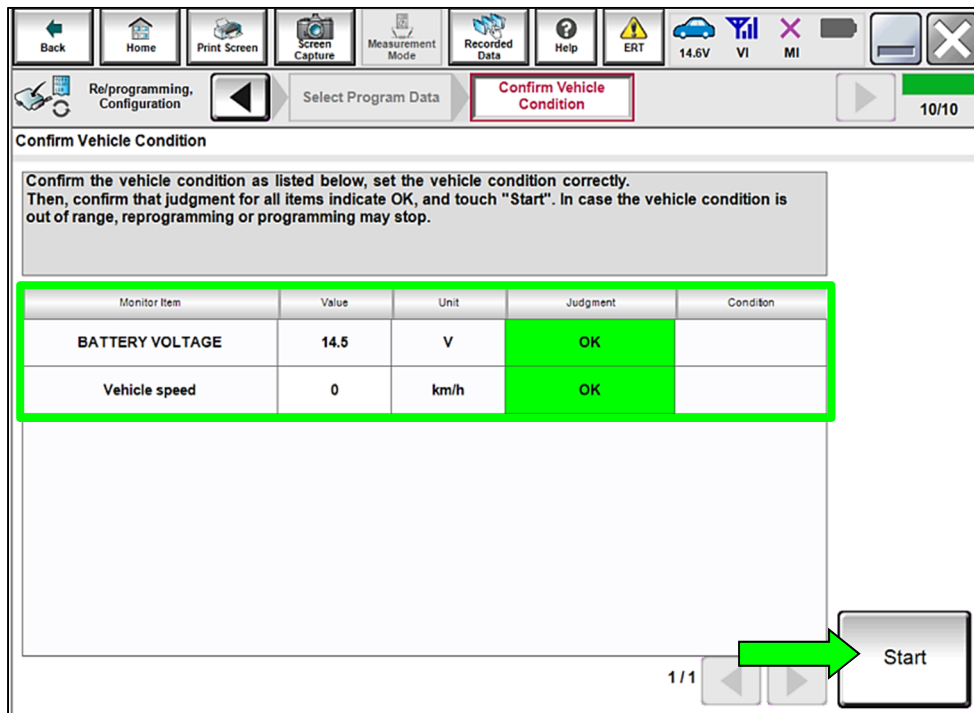


Figure 12

18. Select **USA/CANADA Dealers** from the drop down menu, and then select **OK**.

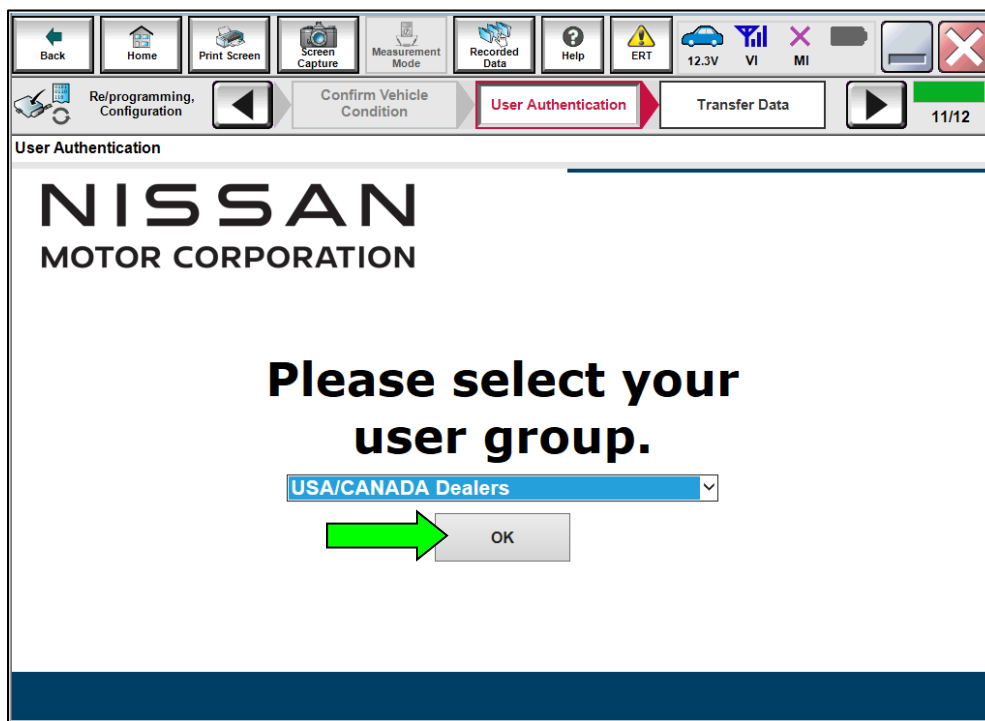


Figure 13

19. Login using your NNAnet credentials, and then select **Submit**.

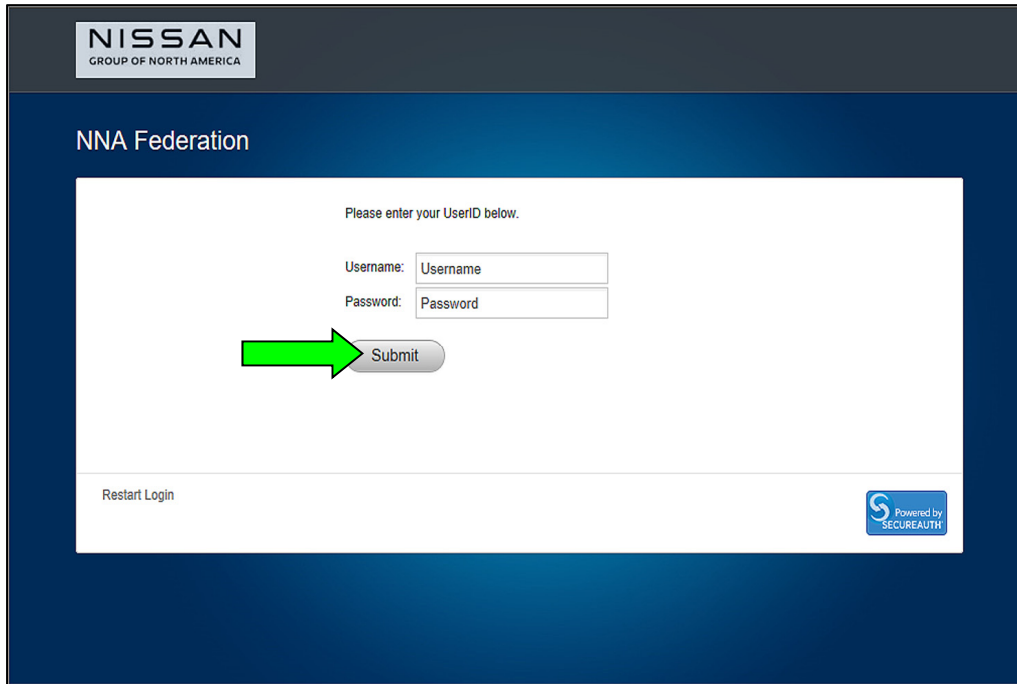


Figure 14

20. Allow **Transfer Data** to complete.

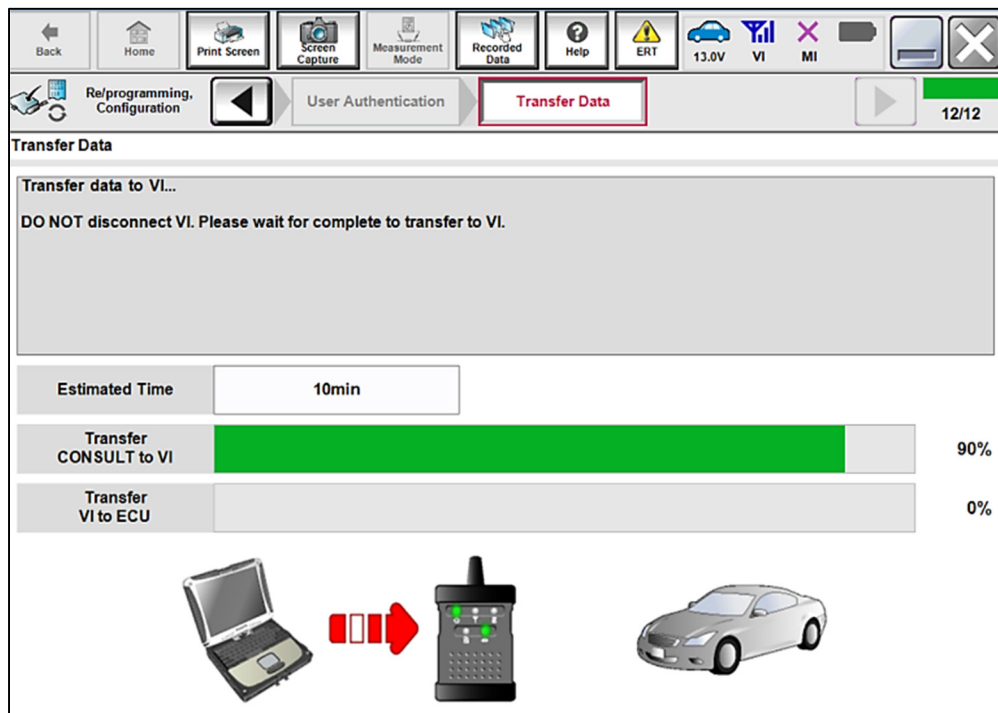


Figure 15

21. Once the reprogramming completes, select **Next**.
- Additional steps/operations are required before CONSULT will provide the final reprogramming confirmation report. Continue with the reprogramming procedure on page 12.

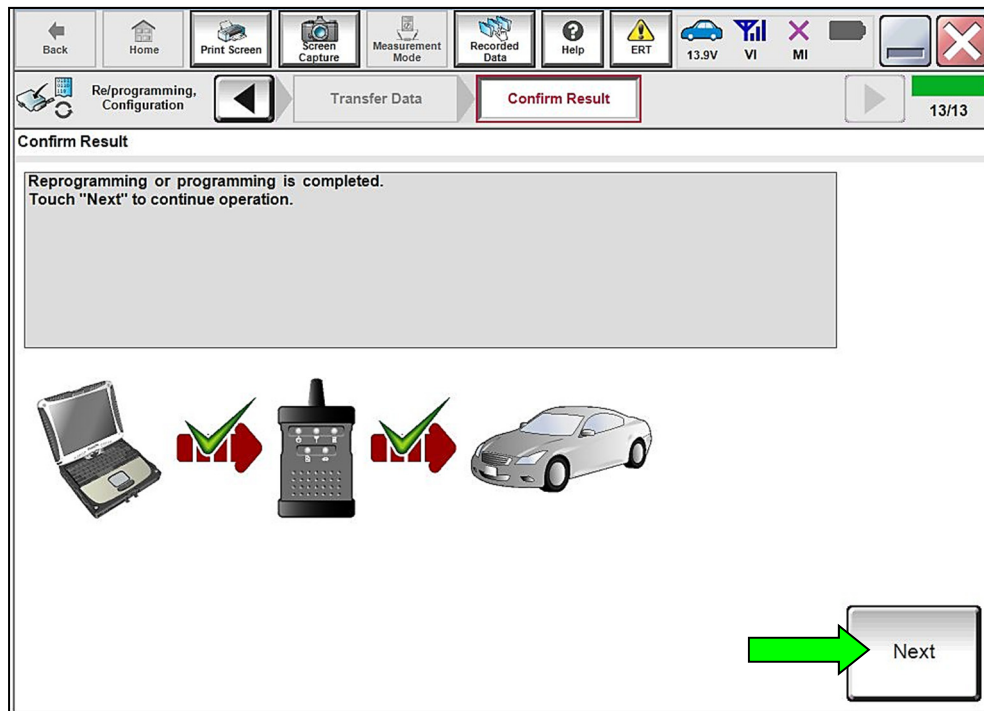


Figure 16

22. Perform Erase All DTCs.

- Follow the on-screen instructions as shown in Figure 17 and Figure 18.

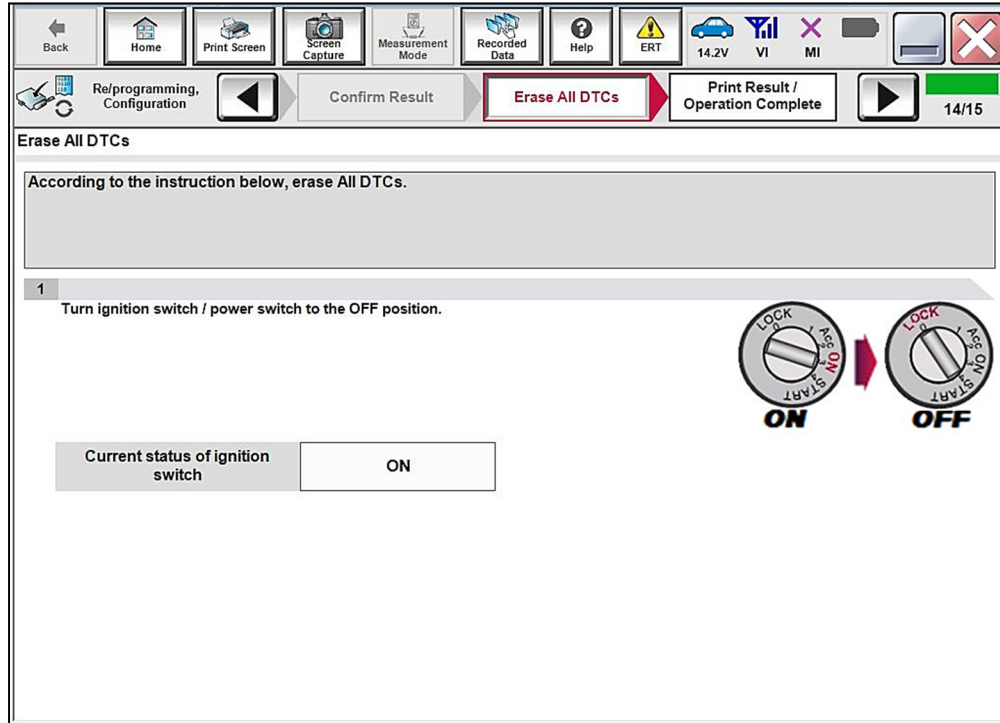


Figure 17

- Select Next.

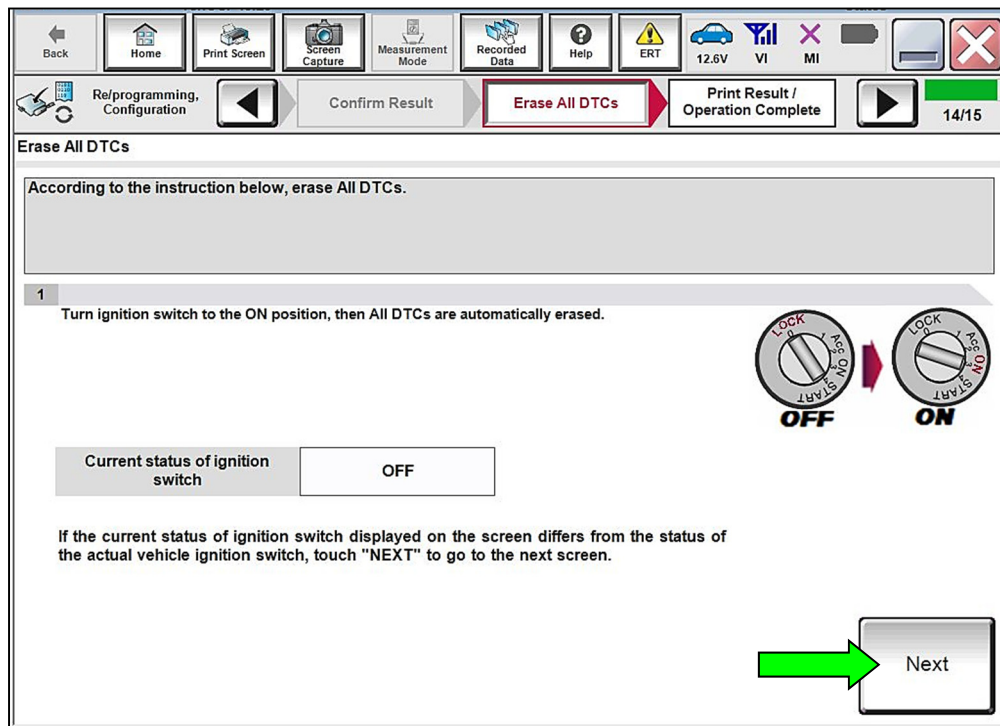


Figure 18

23. Allow Erase All DTCs to complete.

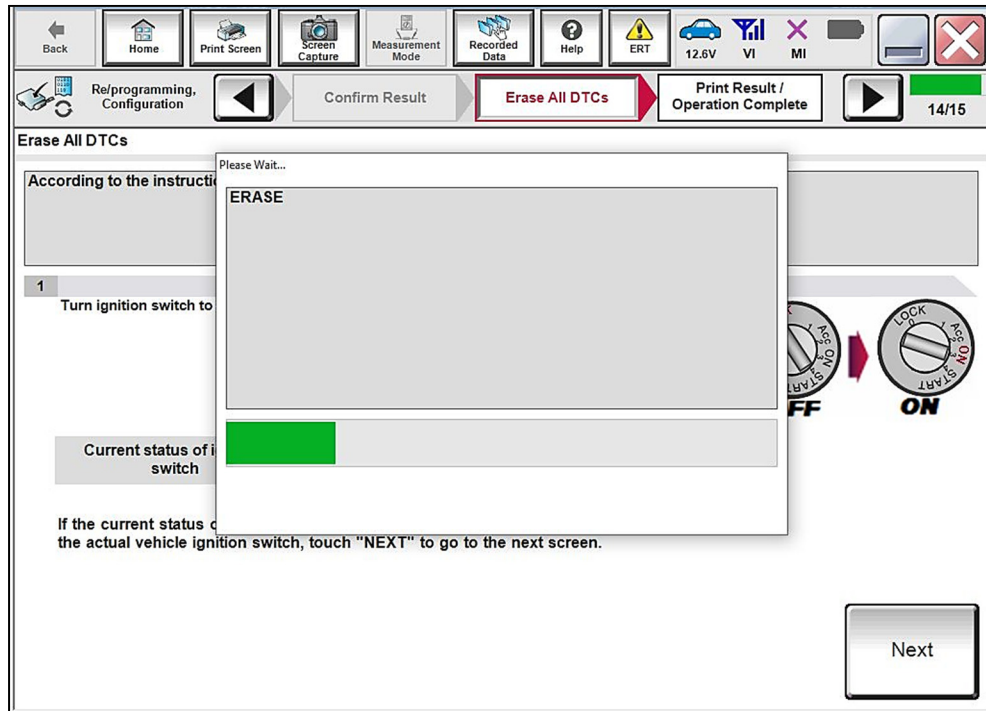


Figure 19

24. Select **Print** and attach the reprogramming results to the repair order, and then select **Confirm**.

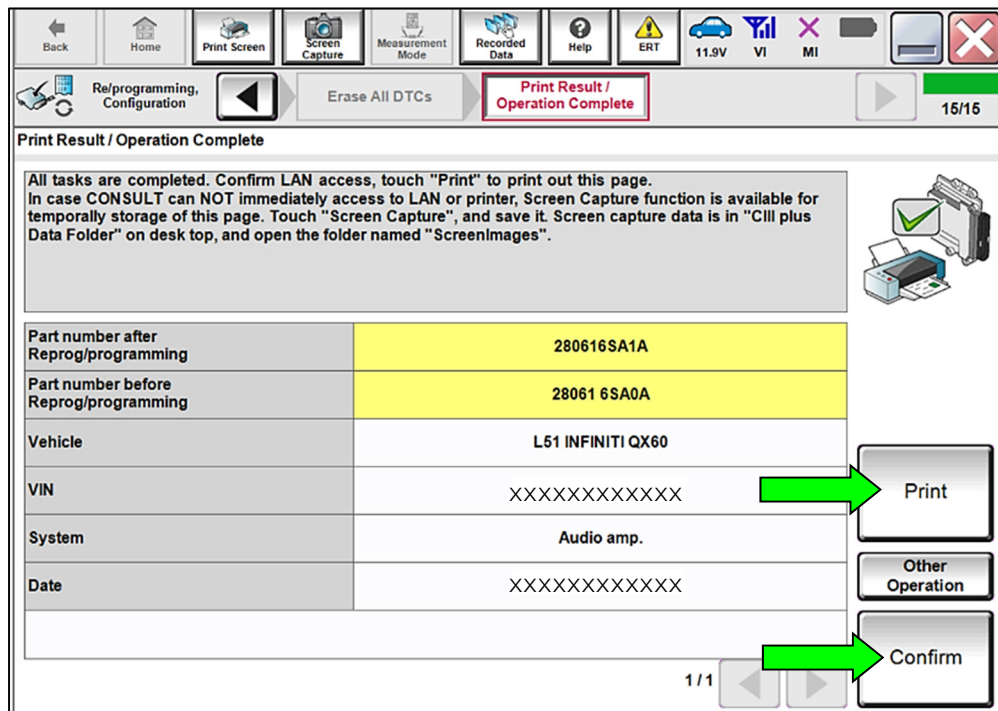


Figure 20

25. Select Home.

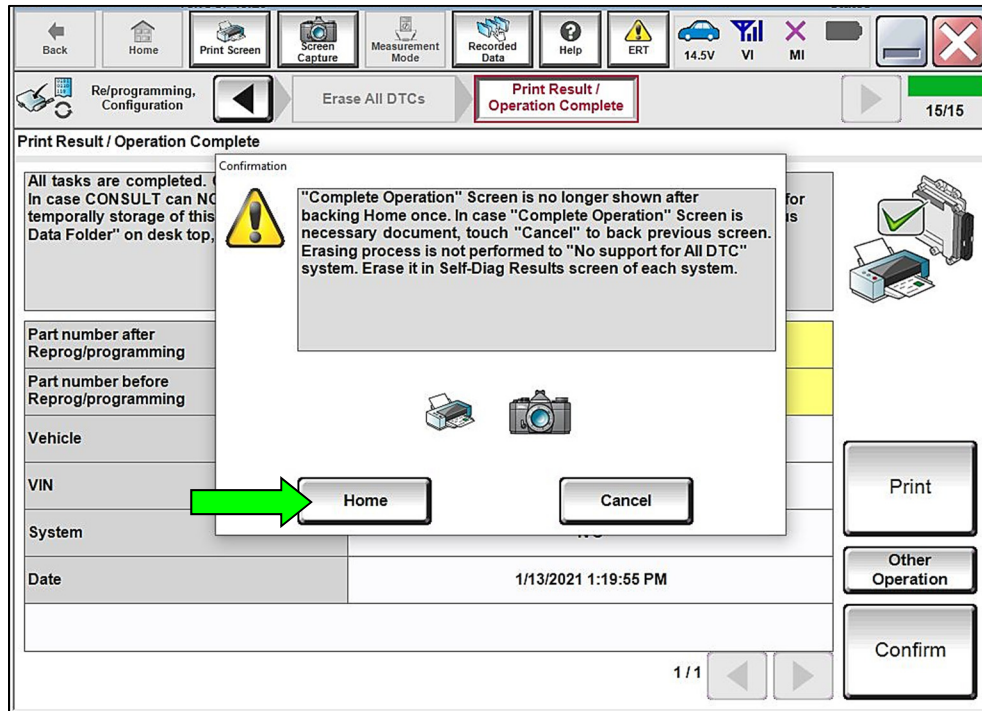


Figure 21

26. Turn the radio ON and operate the audio volume knob to verify if audio is present.

- If the audio operates normally, proceed to step 27.
- If there is no audio present, replace the audio amplifier.
 - Refer to the ESM: DRIVER INFORMATION & MULTIMEDIA > AUDIO, VISUAL & NAVIGATION SYSTEM > INFINITI INTOUCH > REMOVAL AND INSTALLATION > AUDIO SPEAKER AMP > Removal and Installation

NOTICE

To avoid damage to the replacement audio amplifier, do not configure or reprogram the new audio amplifier.

27. Remove the battery maintainer/smart charger.

28. Close the C-III plus application.

29. Remove the VI from the vehicle.

PARTS INFORMATION

PART NUMBER	DESCRIPTION	QTY
28061-6SA1A	AMP - PRE MAIN	1 (As Needed)

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC883	Reprogram Audio Amplifier	PC8830	0.4
	Reprogram Not Required	PC8831	0.2
	Replace Audio Amplifier	PC8832	0.6

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 7, 2022	ITB22-016	Original bulletin published

