



TECHNICAL SERVICE BULLETIN

Classification: EL23-001	Reference: ITB23-007	Date: February 17, 2023
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WIRELESS CHARGER DOES NOT CHARGE IPHONE 12 OR NEWER

APPLIED VEHICLES:	2022-2023 QX60 (L51) 2022-2023 QX80 (Z62)
APPLIED GRADES:	2022 QX60 – Except Pure and Luxe 2023 QX60 – All QX80 – All

IF YOU CONFIRM

The client states that their Wireless Charger does not charge an iPhone 12 or newer.

HINT: The client may describe that when an iPhone is placed on the Wireless Charger, the indicator light illuminates orange, but after approximately 15 seconds it flashes and turns off, and does not charge the phone.

ACTION

1. Confirm the current Wireless Charger part number is in **Table 1** on page 4.
2. Reprogram the Wireless Charger, if applicable.

IMPORTANT: The purpose of **ACTION** (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire **SERVICE PROCEDURE** as it contains information that is essential to successfully completing this repair.

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

IMPORTANT: Before starting, make sure:

- ASIST 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 Wireless Charger may be damaged.
- Be sure to turn OFF all vehicle electrical loads.
If a vehicle electrical load remains ON, the Wireless Charger 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 Wireless Charger 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 Wireless Charger may be damaged.

1. Confirm that the CONSULT PC is connected to Wi-Fi.
2. Connect the VI to the vehicle.
3. Start CONSULT-III plus (C-III plus).

IMPORTANT: While the VI is being recognized by C-III plus, C-III plus will require a user credential sign in (Figure 1 and Figure 2 on page 3).

- If a sign in is not displayed, the CONSULT PC is not connected to Wi-Fi.
 - a. Close C-III plus,
 - b. Connect the CONSULT PC to Wi-Fi,
 - c. And then reopen C-III plus.

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

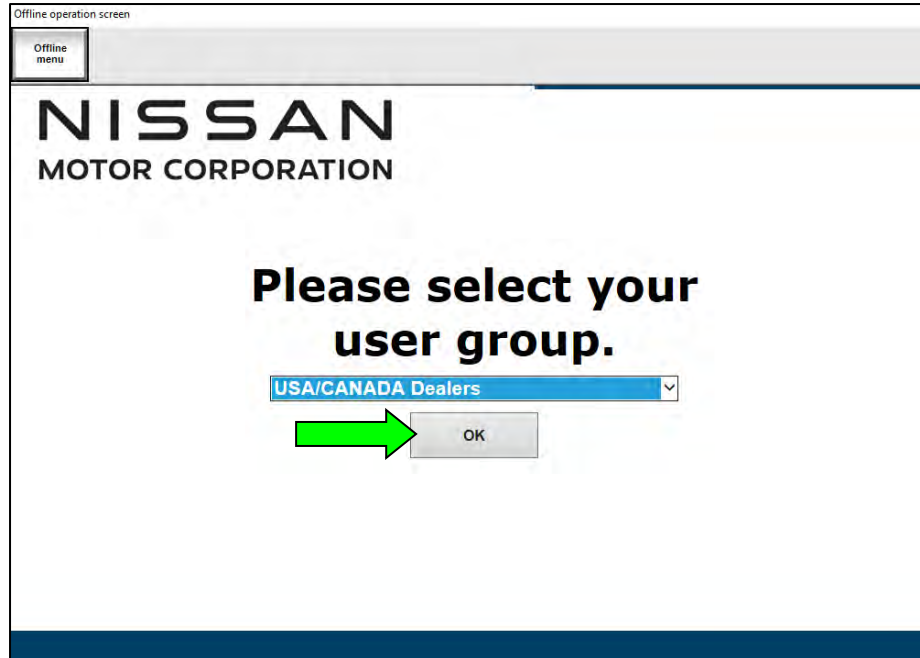


Figure 1

5. Login using your NNAnet credentials.
 - Enter a Username, Password, and then select **Submit**.

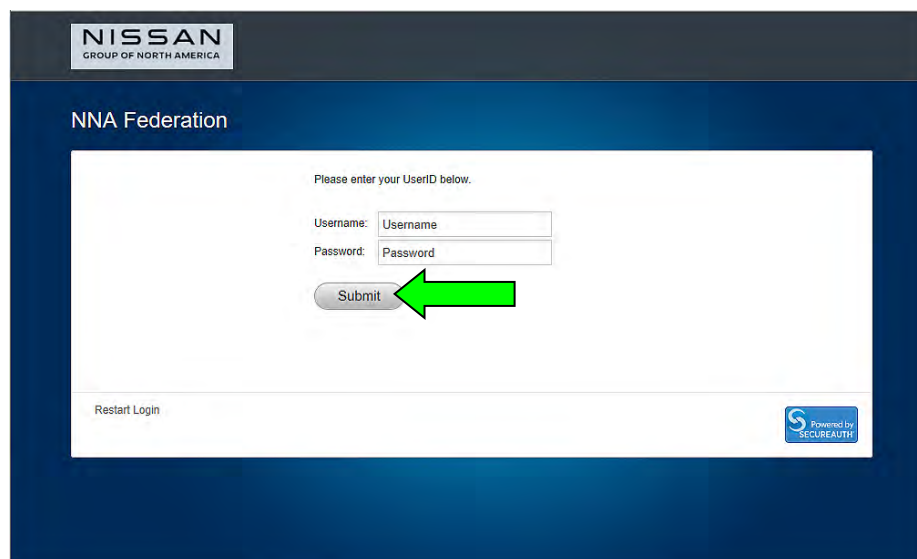


Figure 2

6. Wait for the VI to be recognized.
 - The serial number will display when the VI is recognized.

- Using C-III plus, navigate to **Diagnosis (All Systems) > WL CHG**, and then confirm the current Wireless Charger (WL CHG) part number and write it on the repair order.

HINT: Figure not shown for step 7.

- If it matches one of the part numbers in **Table 1**, continue to step 8 below.
- If it does not match one of the part numbers in **Table 1**, this bulletin does not apply. Go back to ASIST for further diagnostic and repair information.

Table 1

MODEL	CURRENT WL CHG PART NUMBER: 28342-
QX60	6RA1A
QX80	9BU1B

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

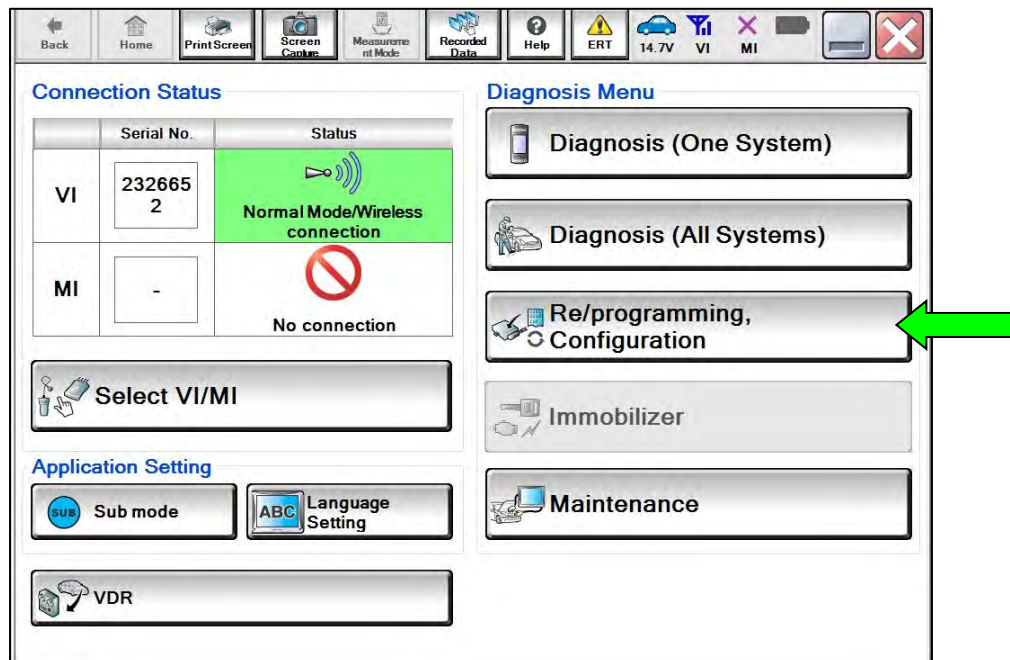


Figure 3

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

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

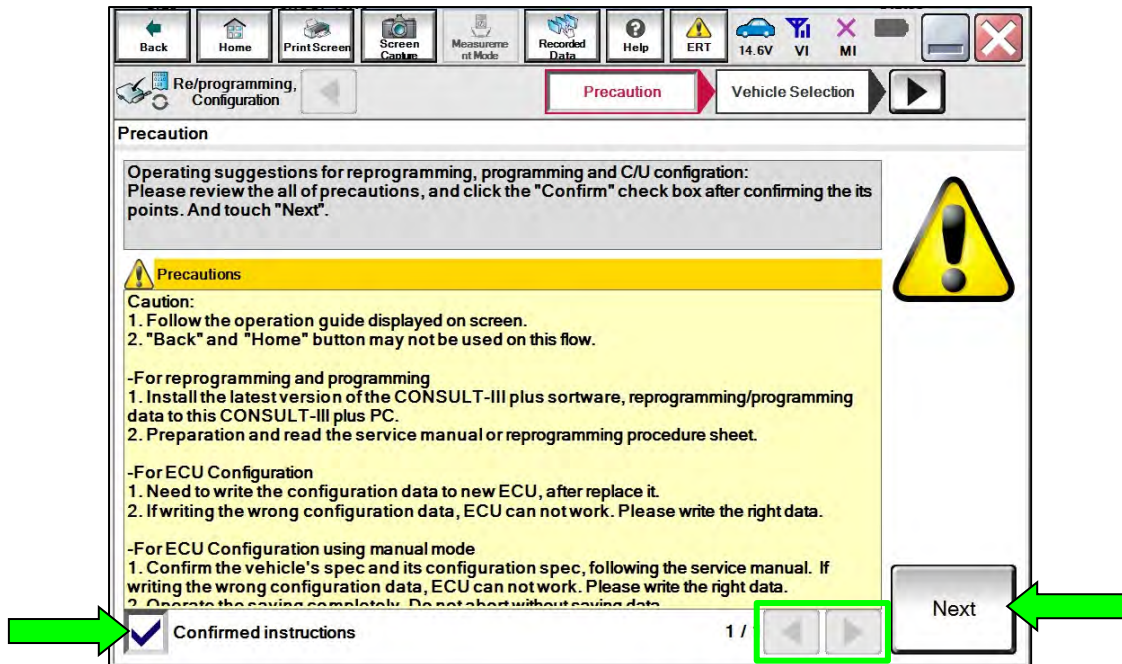


Figure 4

- Select **Automatic Selection(VIN)**.

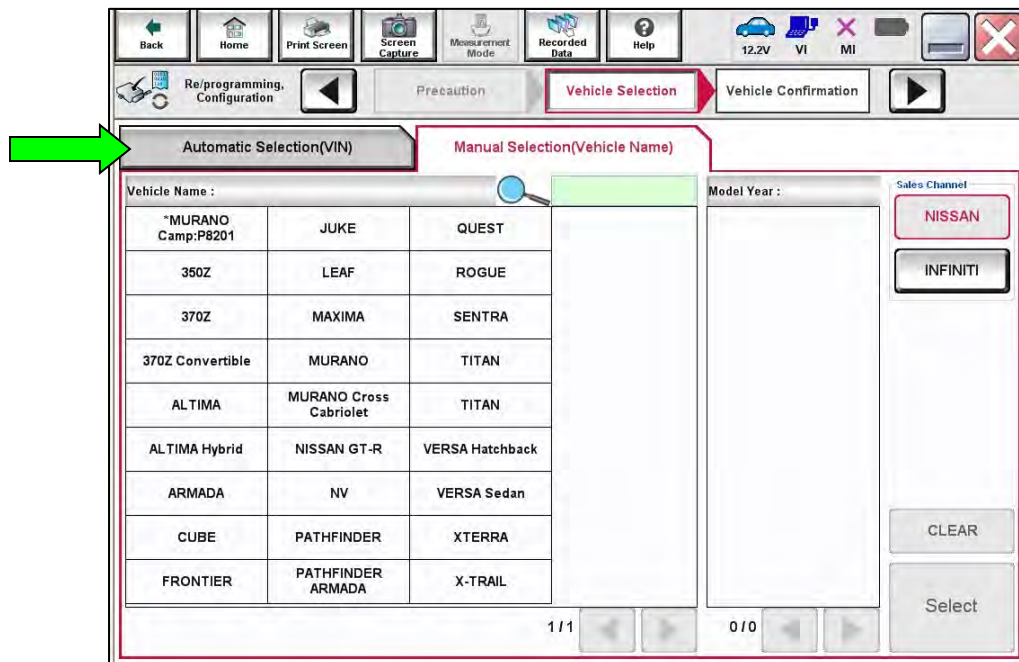


Figure 5

11. Allow C-III plus to perform the automatic VIN selection.

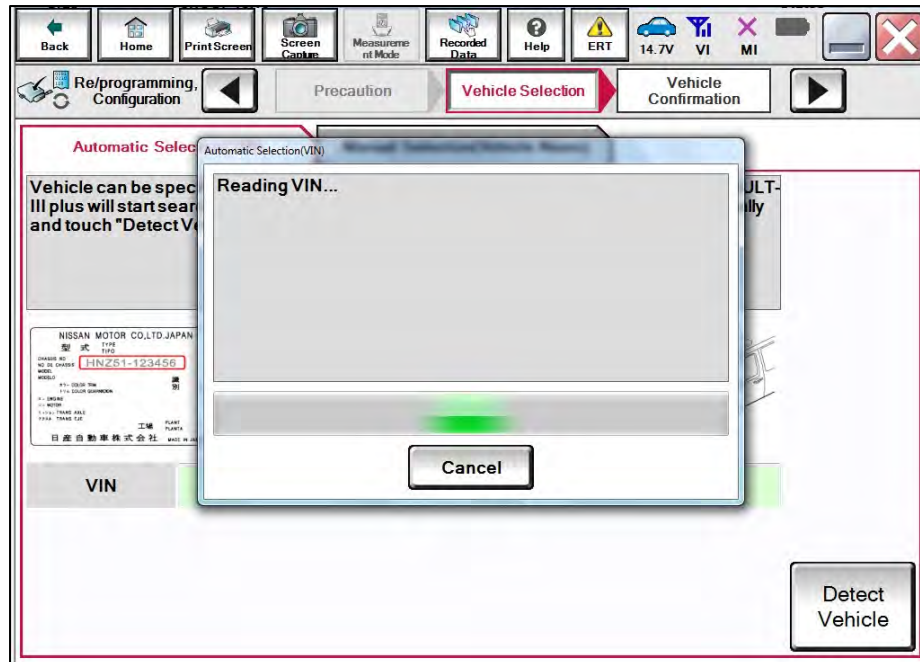


Figure 6

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

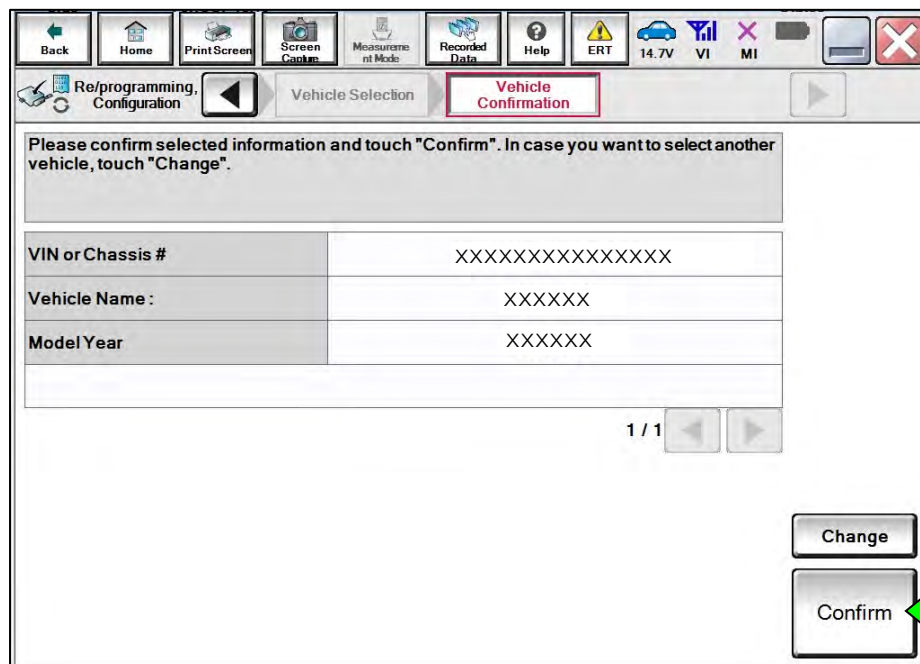


Figure 7

13. Allow the System call to be performed.

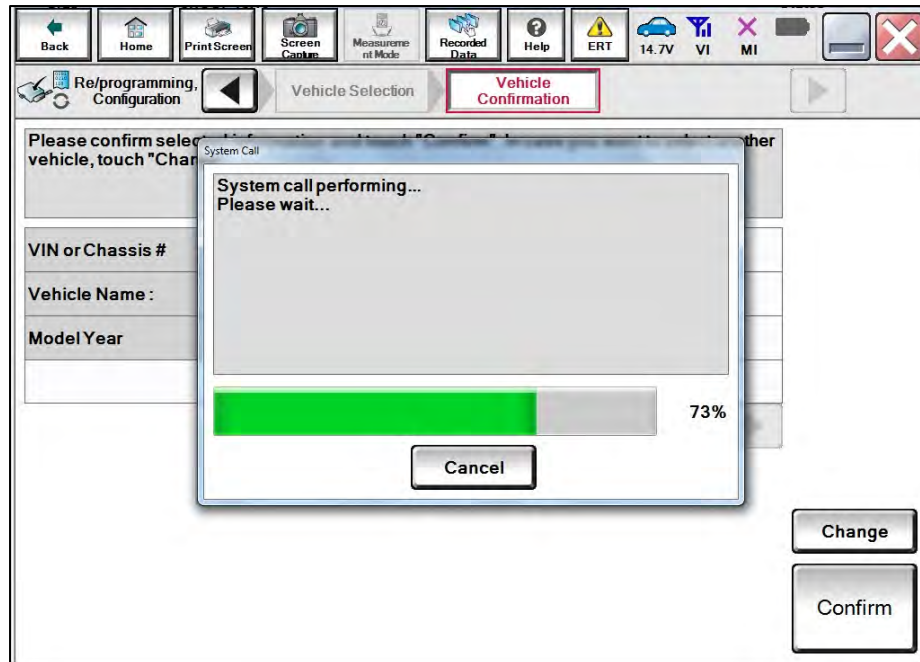


Figure 8

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

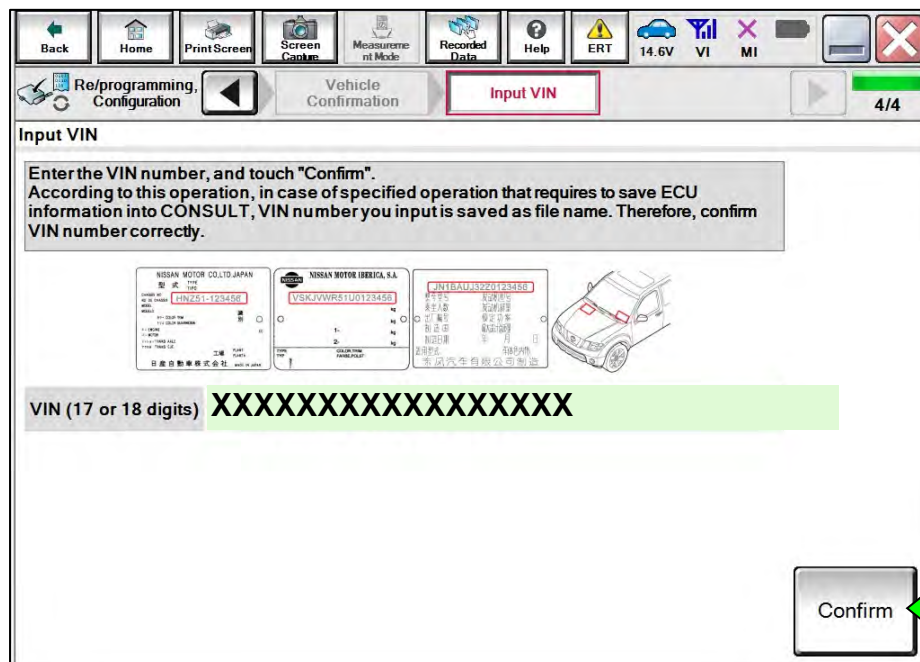


Figure 9

15. Select **WL CHG**.

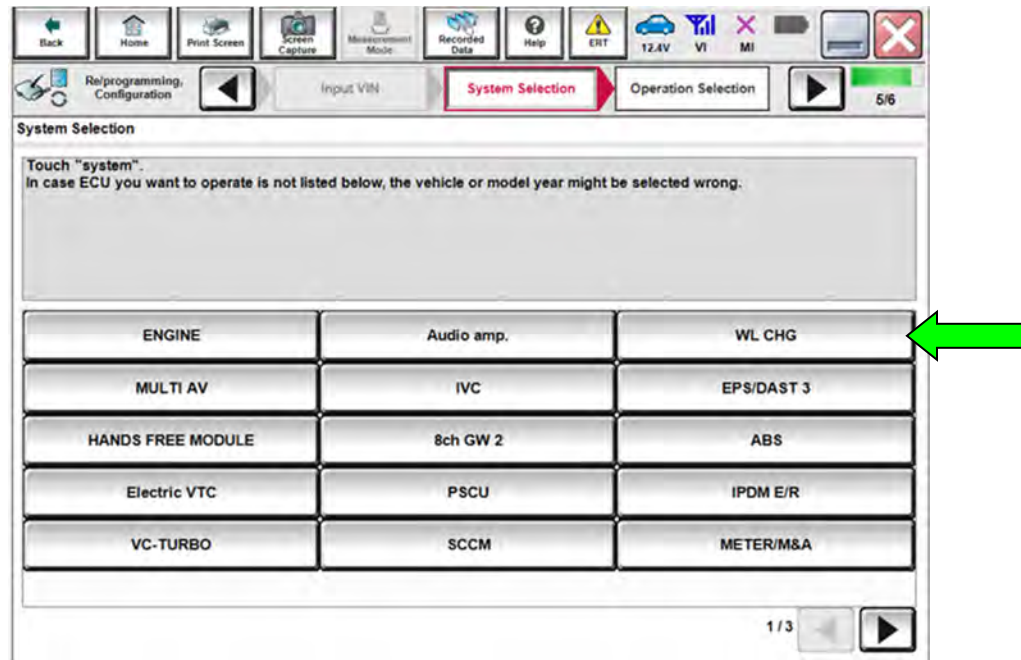


Figure 10

16. Select **Reprogramming**.

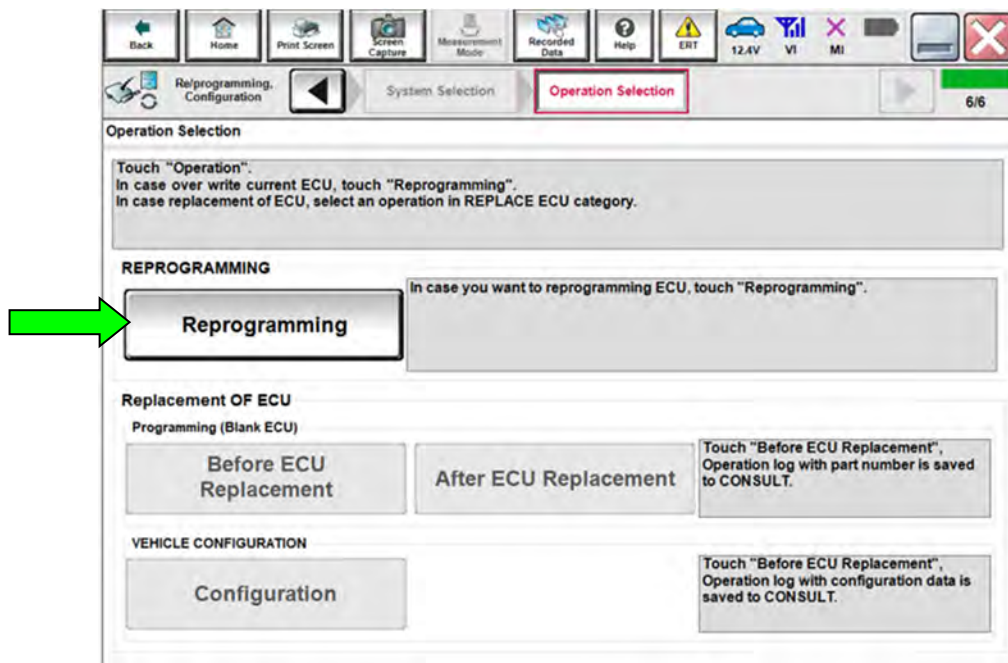


Figure 11

17. Select **Save**.

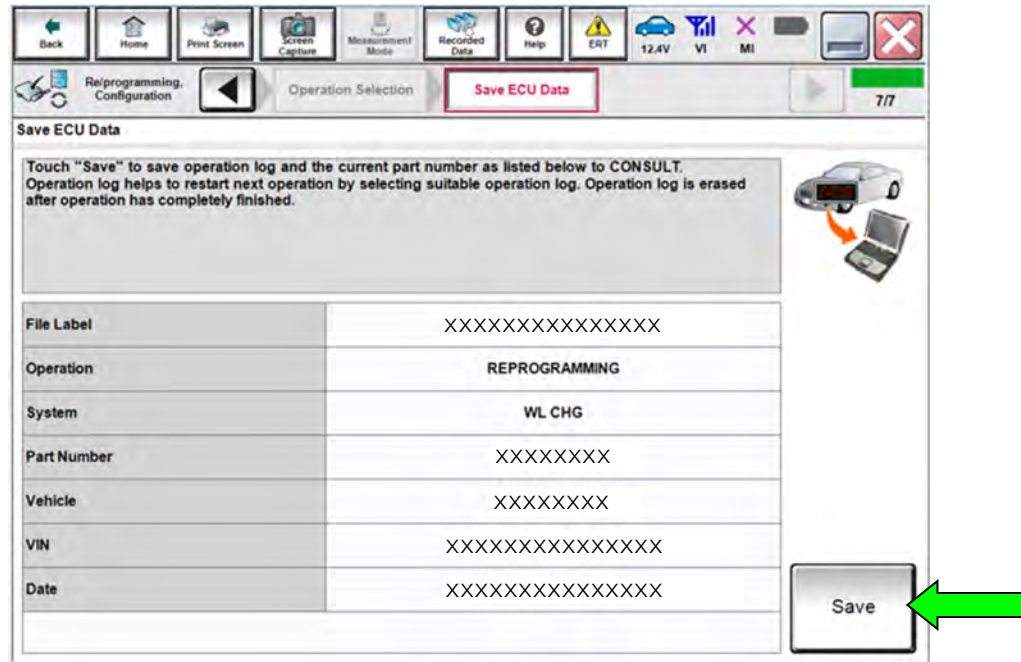


Figure 12

18. Select **Next**.

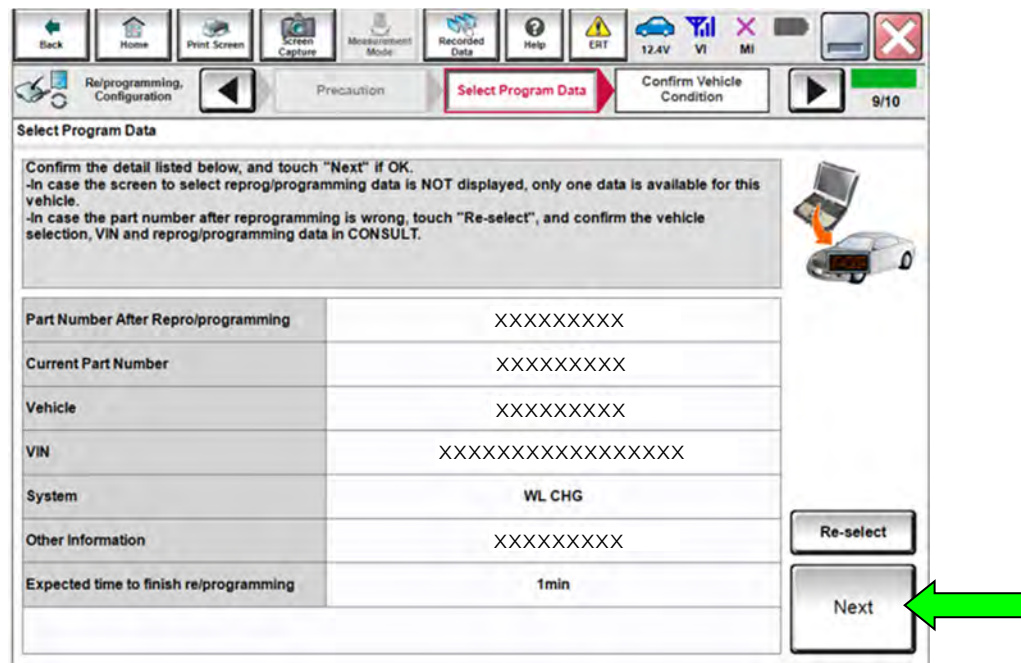


Figure 13

- 19. Confirm the battery charger is ON and the battery voltage is between 12.0V-15.5V, and then select **Next**.

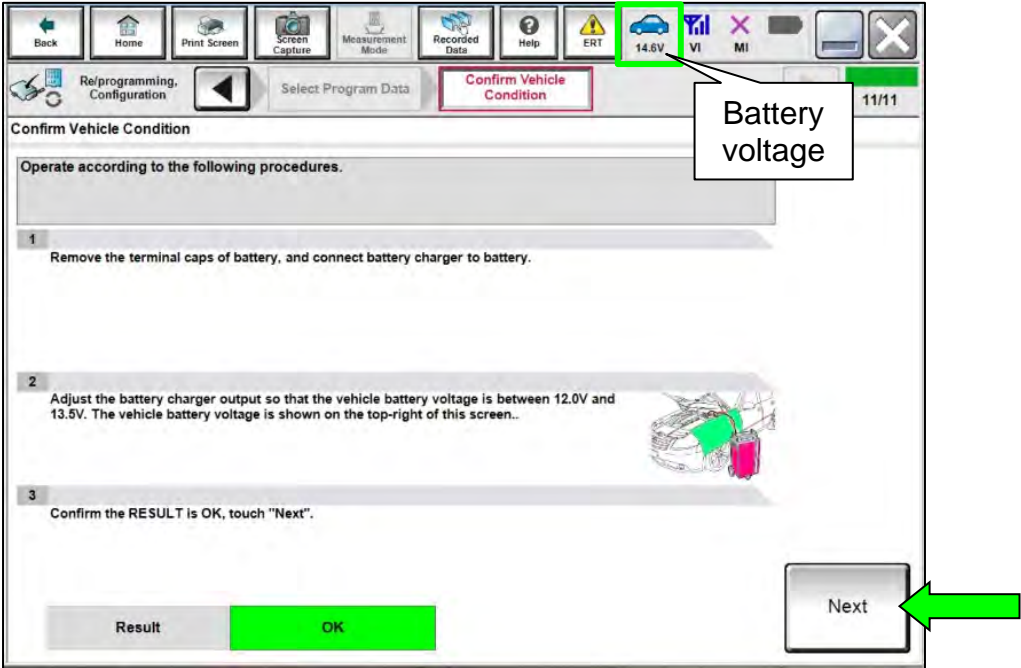


Figure 14

- 20. Confirm the **BATTERY VOLTAGE** Judgment is "OK", and then select **Start**.

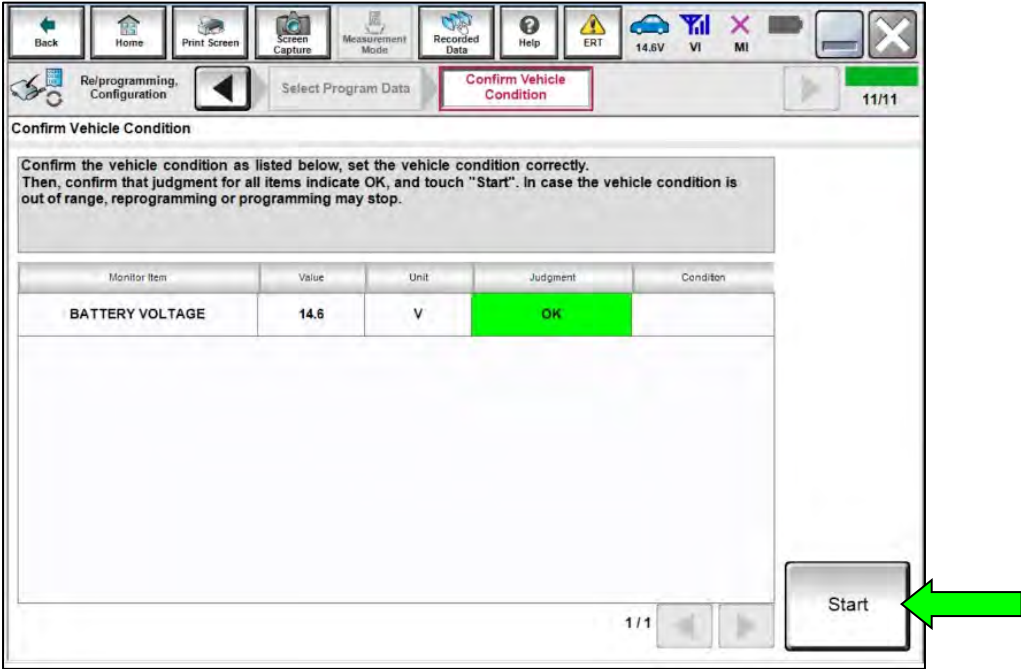


Figure 15

21. Allow C-III plus to reprogram the Wireless Charger.

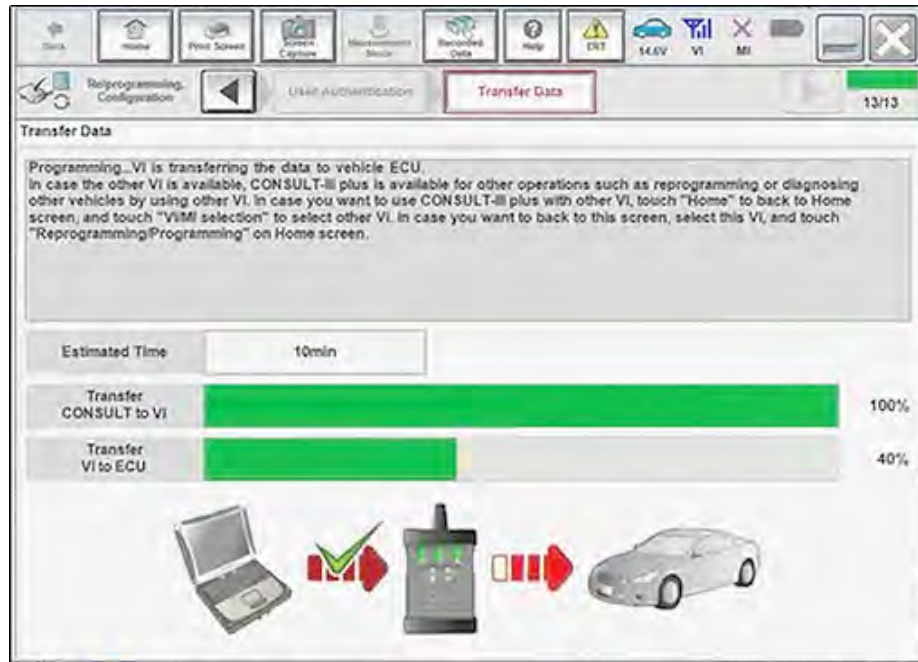


Figure 16

22. Select **Next**, and then proceed to step 23 on page 13.

HINT: When the screen in Figure 17 displays, Wireless Charger reprogramming is complete. If the screen in Figure 17 does not display (indicating that reprogramming did not complete), refer to the information on the next page.

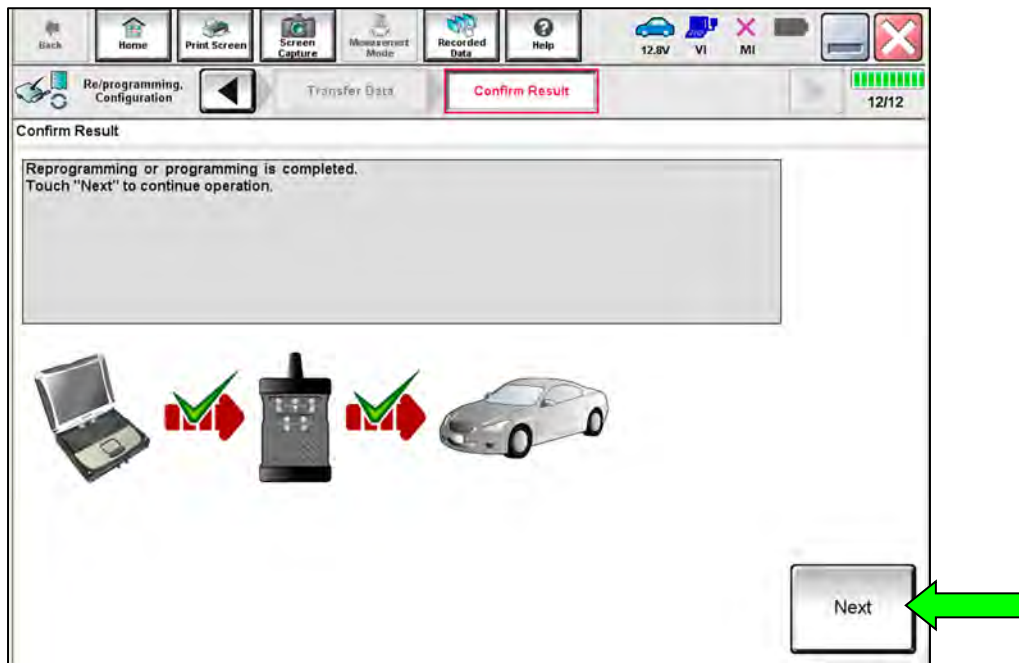


Figure 17

Wireless Charger Recovery

Do not disconnect the VI or shut down CONSULT if reprogramming does not complete.

If reprogramming does not complete and the “!” icon displays, as shown in Figure 18:

- Check battery voltage (12.0 - 15.5 V).
- Ignition is ON, engine OFF. Or if EV in Ready Mode.
- External Bluetooth® devices are OFF.
- **All** electrical loads are OFF.
- Select **Retry** and follow the on screen instructions.
- Retry may not go through on first attempt and can be selected more than once.

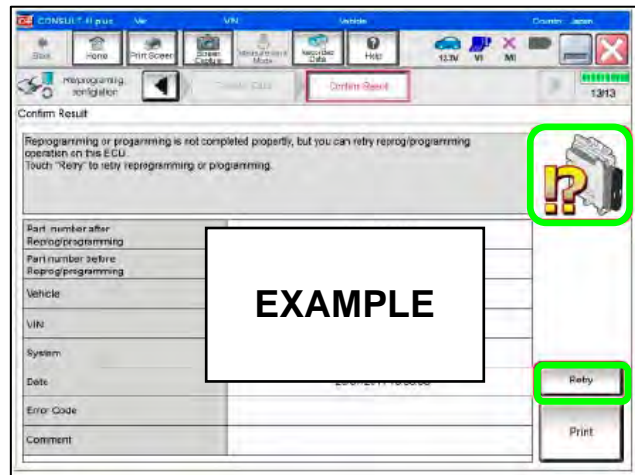


Figure 18

If reprogramming does not complete and the “X” icon displays, as shown in Figure 19:

- Check battery voltage (12.0 - 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF. Or if EV in Ready Mode.
- Transmission is in Park.
- All CONSULT VI cables are securely connected.
- All C-III plus updates are installed.
- Select **Home**, and restart the reprogram procedure from the beginning.

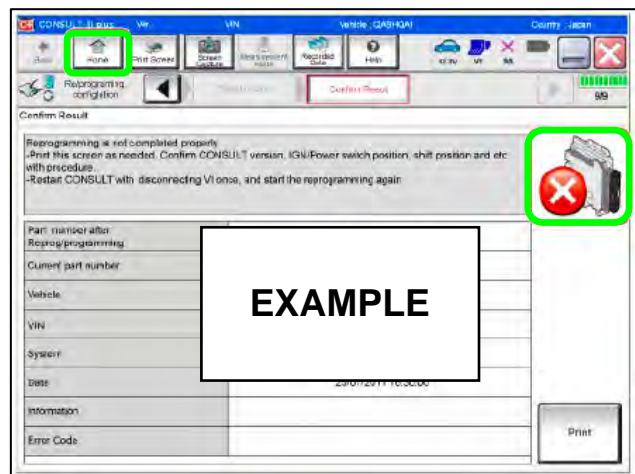


Figure 19

23. Perform **Erase All DTCs** as follows:
 - a. Turn the ignition OFF.
 - b. Turn the ignition ON.
 - c. Wait for **Erase All DTCs** to complete.

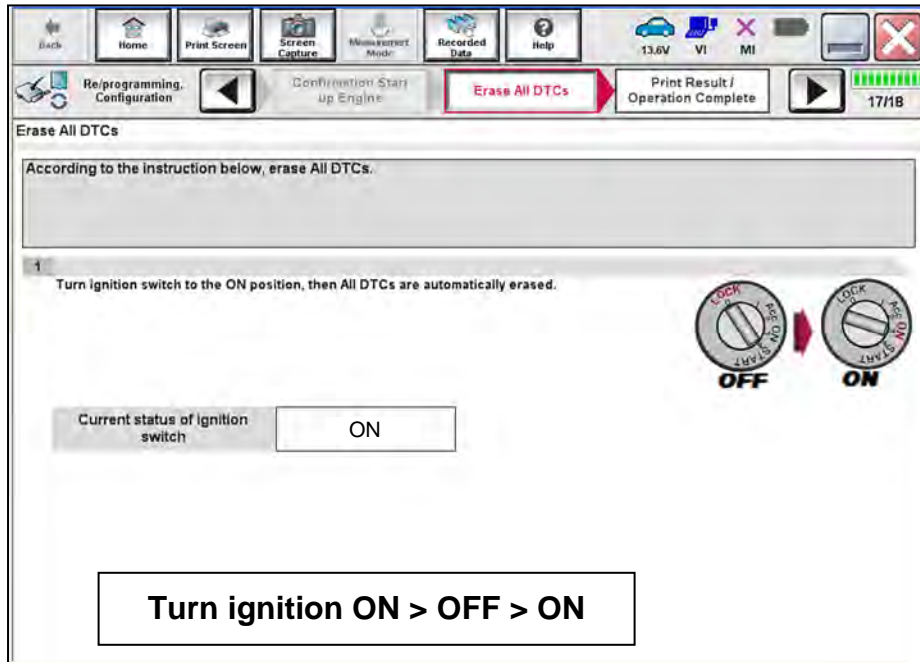


Figure 20

24. Verify the before and after part numbers are different.
25. Print a copy of this screen (Figure 21) and attach it to the repair order for warranty documentation.
26. Select **Confirm**.

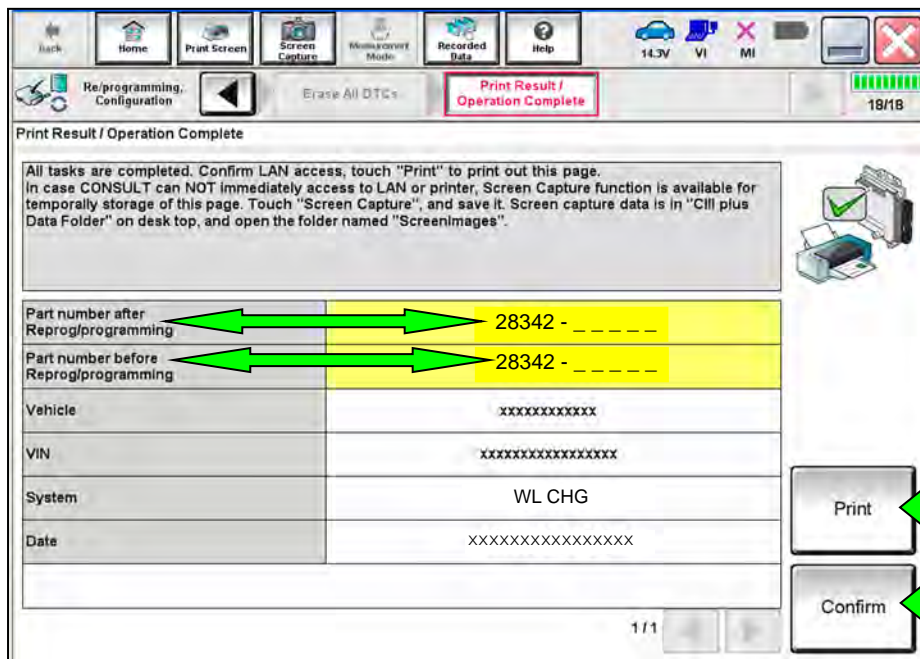


Figure 21

27. Close the C-III plus application.
28. Remove the VI from the vehicle.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram Wireless Charger	(1)	RXD1AA	ZE	32	0.5

- (1) Reference the electronic parts catalog and use the Wireless Charger Assy (28342-*****) as the Primary Failed Part (**PFP**).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 17, 2023	ITB23-007	Original bulletin published