



Aftersales Retailer Support

MY2014 Infiniti Q50 Directive Adaptive Steering

Voluntary Safety Recall

Reference: R1310

Date: November 22, 2013

Attention: Retailer Principal, Sales, Parts and Service Managers

******* Retailer Announcement *******

Infiniti has notified NHTSA that it is conducting a Voluntary Safety Recall Campaign on approximately 23 MY2014 Infiniti Q50 vehicles in U.S. to remedy a Direct Adaptive Steering software update error.

Repair instructions and software are now available on ASIST and are included with this announcement. Retailers with affected vehicles should direct questions to their FOM or tech line.

******* Parts Information *******

The Direct Adaptive Steering software data required for this recall campaign is available on ASIST. CONSULT III must be synced with ASIST and connected to an eligible vehicle in order to access the reprogramming data.

******* Repair Instructions *******

Infiniti has developed Recall Campaign repair procedure containing instructions to perform this campaign repair. Software and claims information is included in the procedure. These instructions are available on ASIST under "**Tech Support Info**" and through your FOM.

******* Vehicle Identification *******

MY 2014 Q50 vehicles subject to this recall campaign can be identified as follows:

- **Service Comm** – Retailer sales and service departments can complete an inquiry on Service Comm – Campaign I.D. **R1310** – to determine if a vehicle is subject to this recall campaign.

******* Retailer's Responsibility *******

It is the retailer's responsibility to check Service Comm using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary safety recall campaign which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in retailer inventory. If a VIN subject to this recall campaign was part of a retailer trade, the

letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

******* Owner Notification *******

Infiniti has already notified clients and the vehicles have been delivered to your facility. There will be no charge to clients for parts or labor.

Infiniti Aftersales Retailer Support
11/22/13

FAQ

Q. How long will the corrective action take?

A. The repair should take about 1 hour to install the Direct Adaptive Steering software update. Your retailer may require your vehicle for a longer period of time based on his work schedule.

Q. What is the campaign parts supply plan?

A. The Direct Adaptive Steering software data required for this recall campaign is available on ASIST. CONSULT III must be synced with ASIST and connected to an eligible vehicle in order to access the reprogramming data.

Q. What model year Infiniti vehicles are involved?

A. Approximately **23** certain specific MY2014 Infiniti Q50 (V37) vehicles sold in the U.S. may be affected.

Q. What is the reason for this recall campaign repair?

A. The subject vehicles received a Direct Adaptive Steering software update that contained an error. It was subsequently discovered that, if the interior of the engine compartment reaches sub-freezing temperatures, this update error may negatively affect steering performance and vehicle controllability.

Infiniti has identified and isolated the specifically affected vehicles. All other Q50 vehicles retailed in the U.S. and Canada did not receive the Direct Adaptive Steering software update and are therefore not affected.

Q. Have there been any injuries or fatalities related to this?

A. Infiniti USA is not aware of any incidents or fatalities associated with this issue.

Q. Is this a safety recall?

A. Yes.

Q. What will be the service department action?

A. An Infiniti retailer will update the Direct Adaptive Steering software at no cost to customers for parts or labor.

Q. How do I identify an affected vehicle in SERVICE COMM?

A. This recall campaign is identified as **R1310**.

Q. Are you experiencing this issue on any other Infiniti (or Nissan) models?

A. No, we are not experiencing this condition on any other Infiniti or Nissan models in the U.S. market.

Q. Will a rental vehicle be provided while the retailer is servicing the vehicle?

A. Alternate transportation has been provided to affected clients.

SERVICE PROCEDURE

IMPORTANT: Make sure this campaign applies to the vehicle you are working on by using the VIN and checking Service COMM.

1. **Before continuing, it is IMPORTANT to make sure:**

- **ASIST on the CONSULT PC has been freshly synchronized (updated).**
- **All CONSULT related software updates (if any) have been installed.**

NOTE: The CONSULT PC automatically gets all reprogramming software during ASIST synchronization.

CAUTION:

- Connect the GR8 to the vehicle 12 volt battery and set to ECM power supply mode. If the vehicle battery voltage drops below 12.0V or rises above 13.5V during reprogramming, the DAST may be damaged.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, the DAST 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 DAST 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 during reprogramming, reprogramming may be interrupted and the DAST may be damaged.

2. Once all ASIST and CONSULT related updates have been performed, attach the CONSULT PC to the vehicle.

- **Connect the plus VI to the CONSULT PC with the USB cable.**
- Connect the AC adapter to the CONSULT PC.

IMPORTANT: Reprogramming Procedure must be performed 3 separate times to reprogram the control units for DAST 1, DAST 2, and EPS/DAST 3.

3. Turn ON the CONSULT PC, and then open CONSULT III plus (C-III plus).

NOTE: Make sure all applications other than C-III plus are closed.

4. Press the ignition switch twice without depressing the brake pedal.

- The meter and gauges will illuminate.

CAUTION: Do Not start the engine, the DAST may be damaged. (For Hybrid vehicles, make sure the Ready light is OFF.)

NOTE: Make sure ALL accessories are turned off.

5. Erase all stored DTCs as follows:

- Wait for the plus VI to be recognized.
- Select **Diagnosis (All Systems)** and **Confirm**.
- Wait for system call to complete.
- Erase all DTCs.

6. Go to **Re/programming, Configuration**.

- Select the **Home** button and then **YES** to return to the screen shown in Figure 1.
- select **Re/programming, Configuration**.

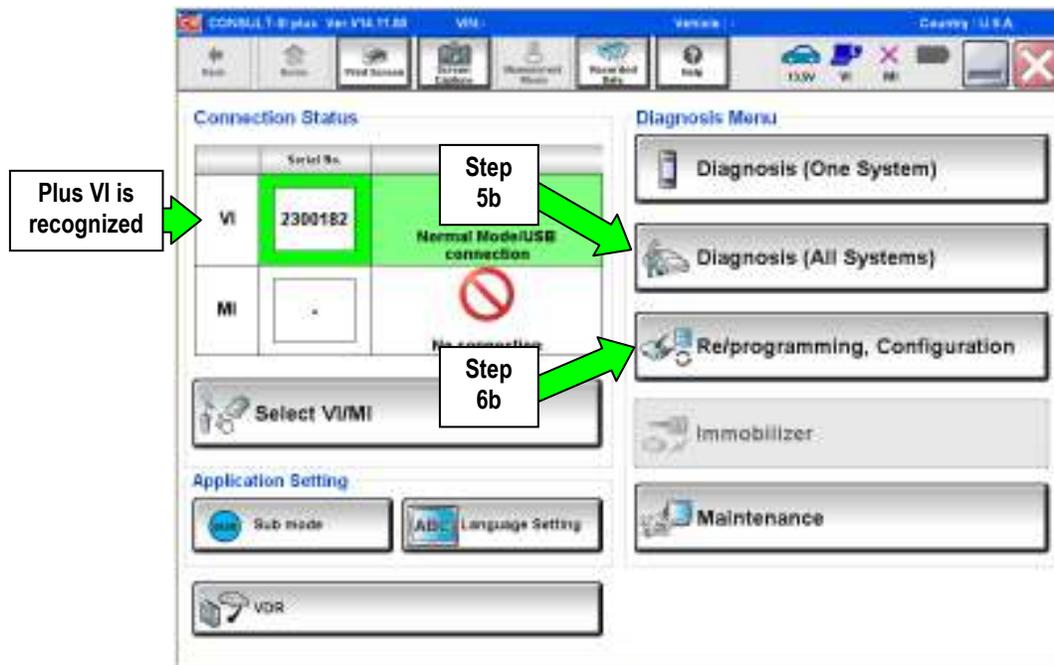


Figure 1

7. Check the box for **Confirmed Instructions**, and then select **Next**.

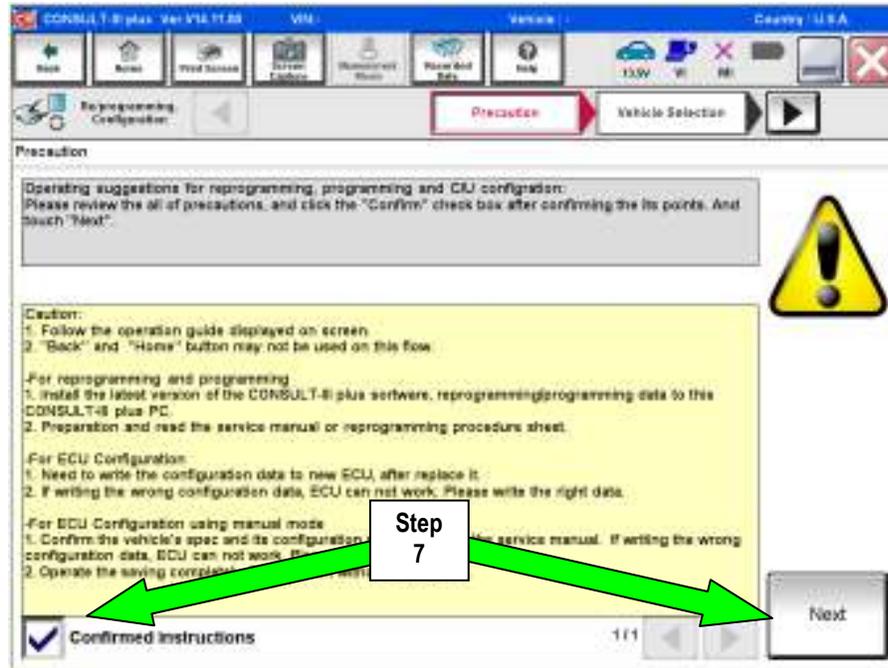


Figure 2

8. Select **Q50** and **2014**, or **Automatic Selection(VIN)**.

- Under **Manual Selection(Vehicle Name)** select Infiniti, Q50, 2014 and then click **Select**.
- For Hybrid vehicles, select Infinity Q50 Hybrid and 2014.
- If **Automatic Selection (VIN)** is selected, wait for the **Reading VIN** screen (not shown) to complete.

9. Select **Select**.

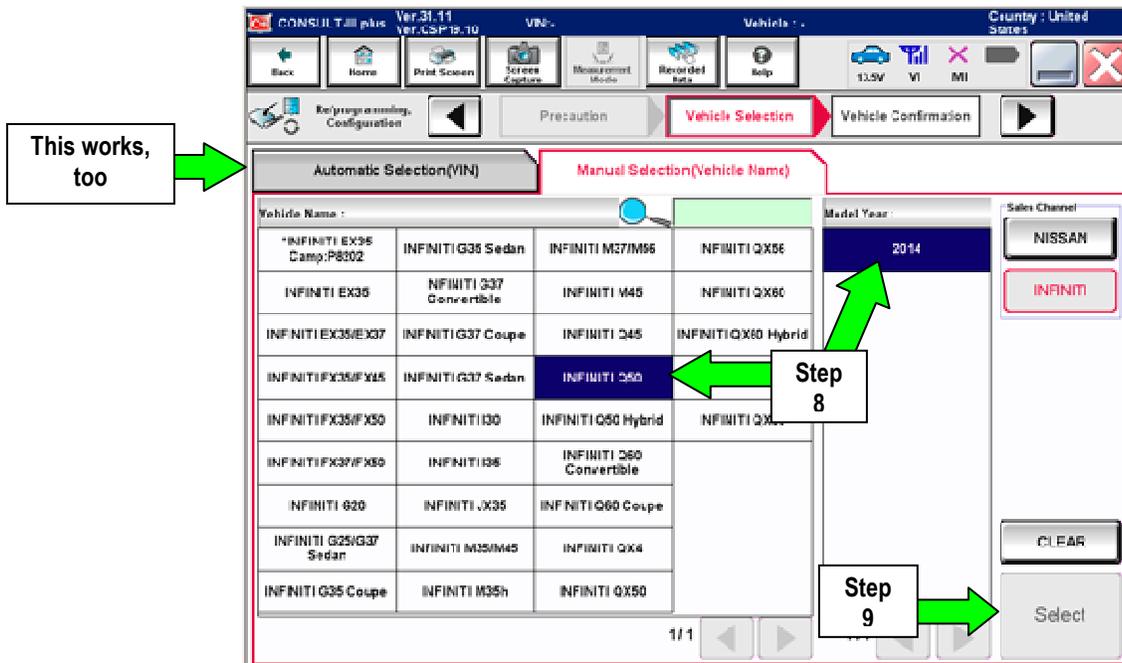


Figure 3

10. Verify the **VIN or Chassis #** matches that of the vehicle.

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

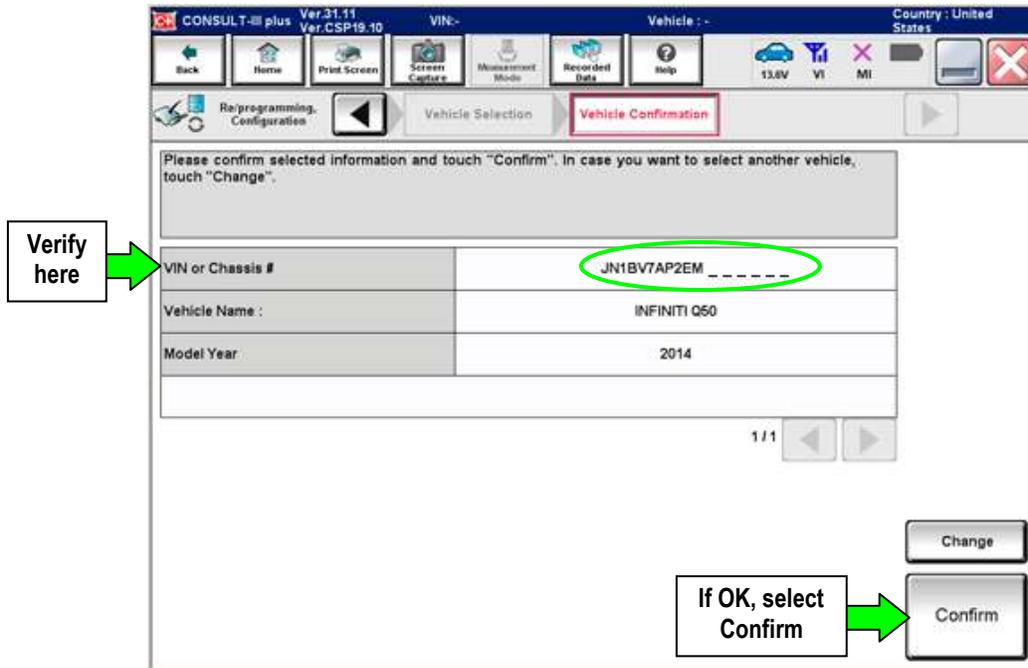


Figure 4

NOTE: Write the last 6 digits of the VIN on the repair order. You will need it later in the procedure.

11. Select **Confirm** again.

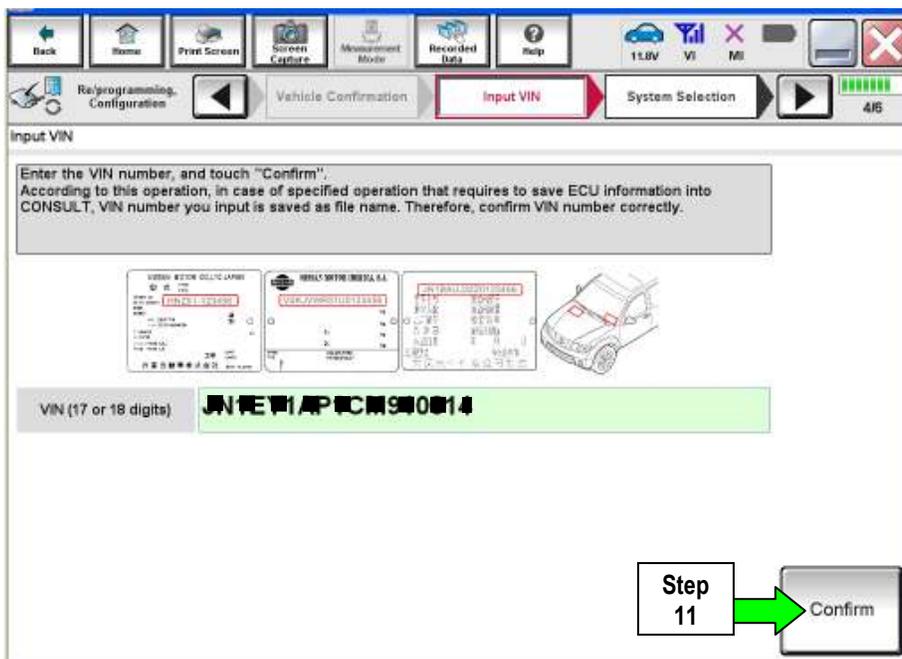


Figure 5

12. Use the page arrows to scroll and **select the correct control unit** to be reprogrammed.

Make sure to reprogram the control units in this order:

DAST 1, then **DAST 2**, and then **EPS/DAST 3**

NOTE: DAST 1 and DAST 2 are shown in Figure 6; EPS/DAST 3 is not shown.

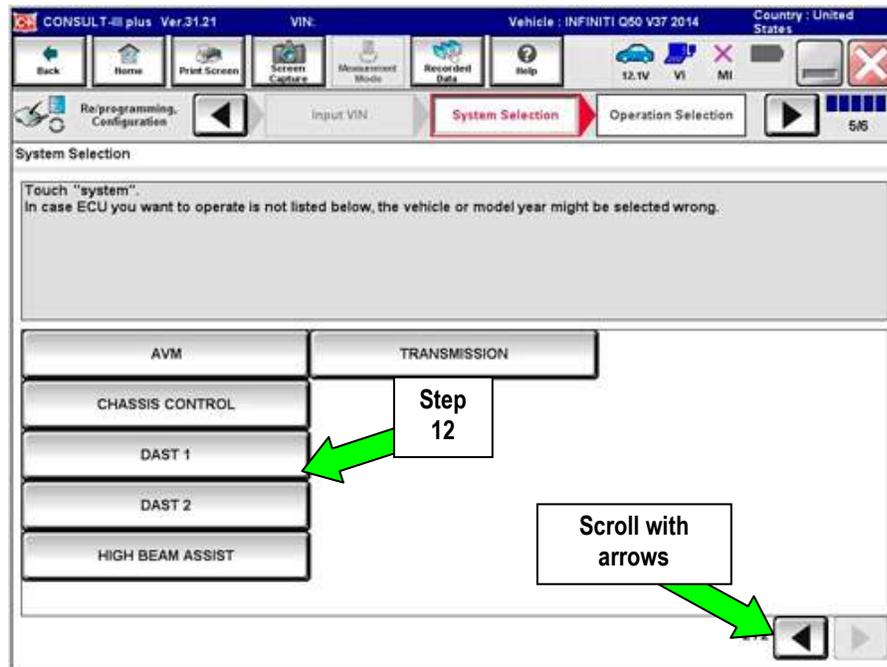


Figure 6

13. Wait for System Call to complete and then select **Reprogramming**.

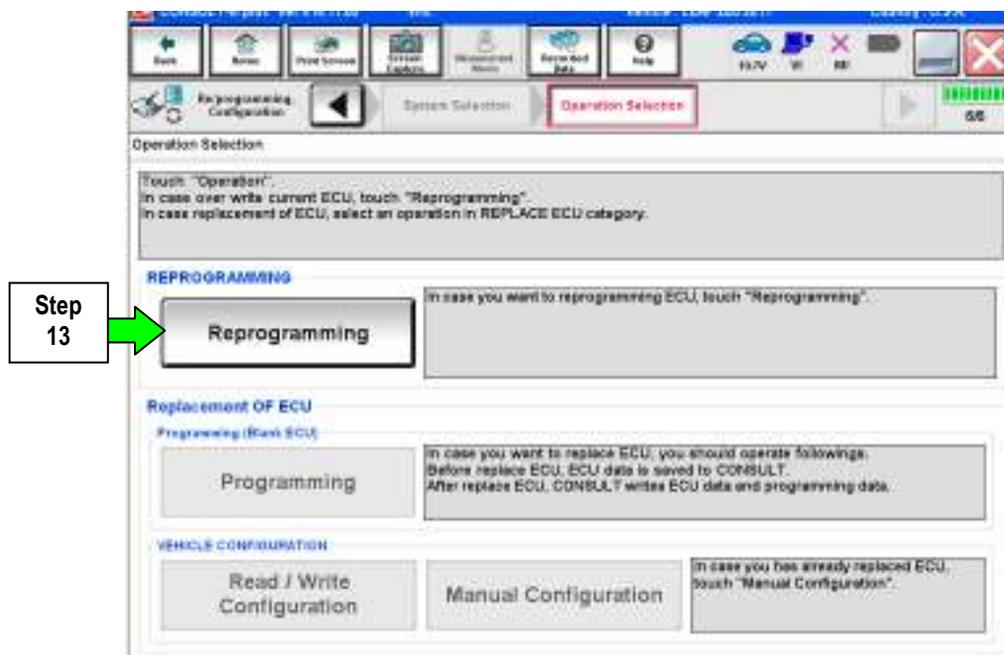


Figure 7

14. When you get to the screen shown in Figure 8, confirm reprogramming applies as follows:

A. Find the DAST **Part Number** and write it on the repair order.

NOTE: This is the current DAST Part Number. DAST 1 is shown; DAST 2 and DAST 3 are similar.

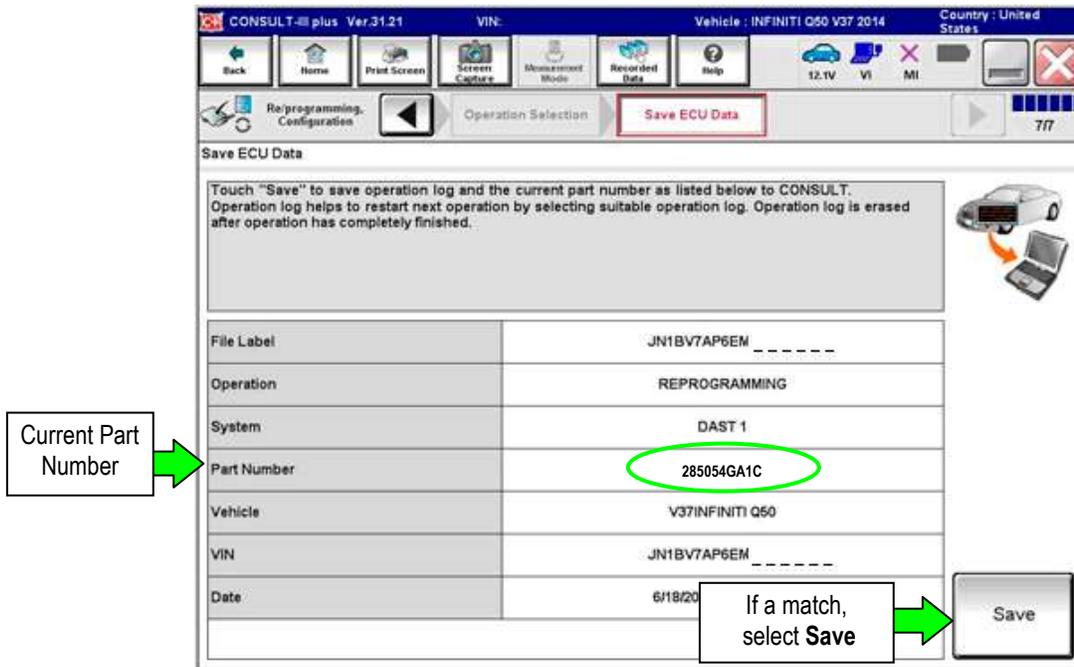


Figure 8

B. Compare the P/N you wrote down to the numbers in the **Current Part Number** column of Table A below:

- If there is a match, that reprogramming applies. Continue with the reprogramming procedure.
- If there is not a match, that reprogramming does not apply.

NOTE: If there is no match for DAST 1, there will be no match for DAST 2 or DAST 3. You can stop. This bulletin does not apply.

Table A

MODEL	CONTROL UNIT	CURRENT PART NUMBER:
2014 Q50 (V37/HV37)	DAST 1	28505 – 4GA1B or 28505 – 4GA1C
	DAST 2	28505 – 4GA6B or 28505 – 4GA6C
	EPS/DAST 3	285H0 – 4GA5B or 285H0 – 4GA5C

C. If there is a part number match as specified above, Select **Save** and then continue with the reprogramming procedure on the next page.

15. Read the precautions on the C-III plus screen (use page arrow as needed). After reading, select **Confirmed instructions**, and then select **Next**.

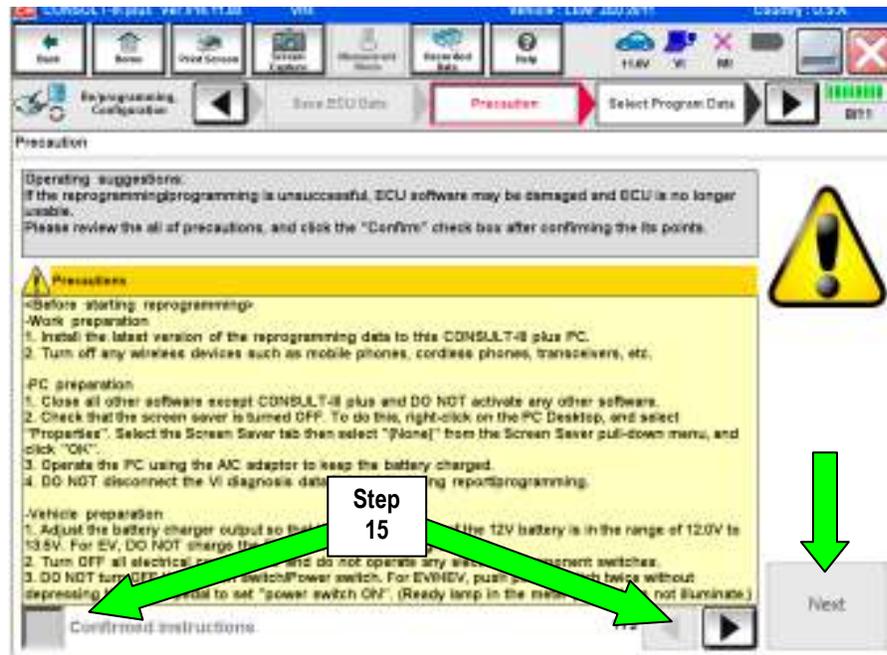


Figure 9

NOTE: In some cases, more than one new P/N for reprogramming is available.

- In this case, the screen in Figure 10 will display.
- Select and use the reprogramming option that **does not** have the message "Caution! Use ONLY with ITBXX-XXX".
- If you get this screen and it is blank (no reprogramming listed), it means there is no reprogramming available for that control unit.

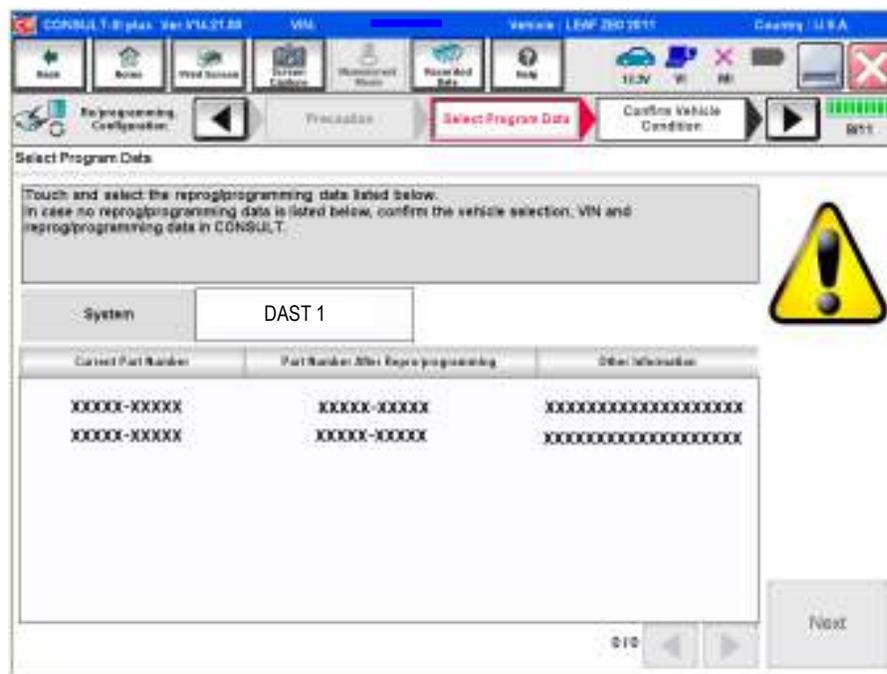


Figure 10

16. Verify the **Current Part Number** matches the Part Number written down in step 14, and then select **Next**.

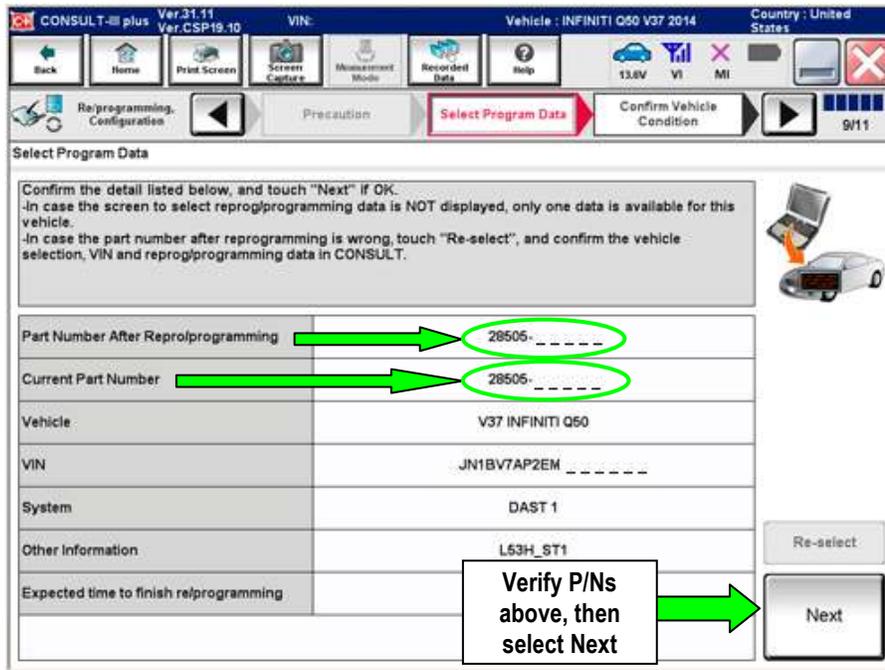


Figure 11

17. If the screen in Figure 12 appears, first select **Delete** then **Confirm**, and then **Other Operation**.

- This will erase the **Saved Data List** and restart the reprogram from step 12. You must go back to step 12.
- If no **Saved Data List** is stored, Figure 13 on the next page will be displayed.

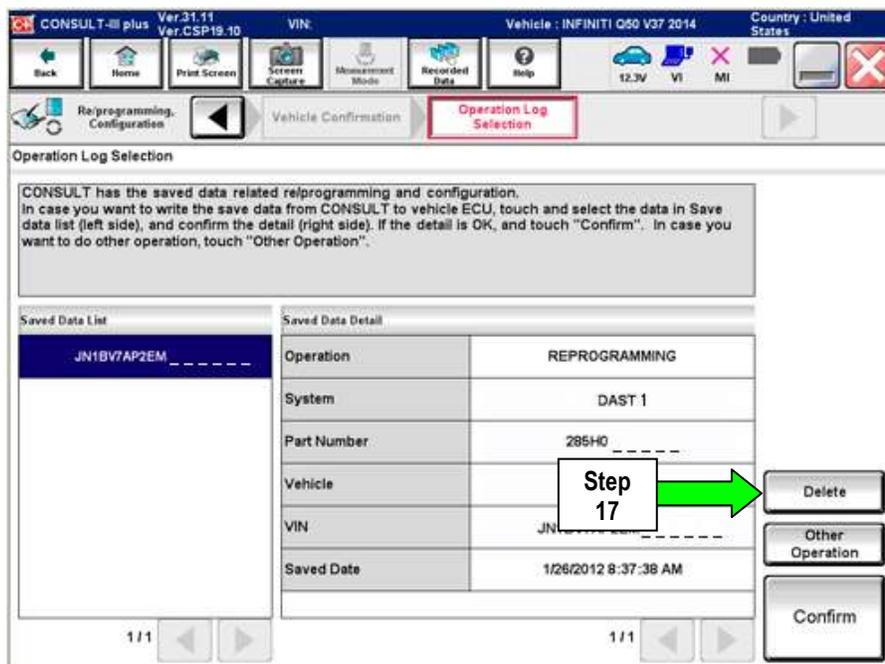


Figure 12

18. Confirm battery voltage is correct, and then select **Next**.

NOTE: Battery voltage must stay within the specified range to make the indicator turn green.

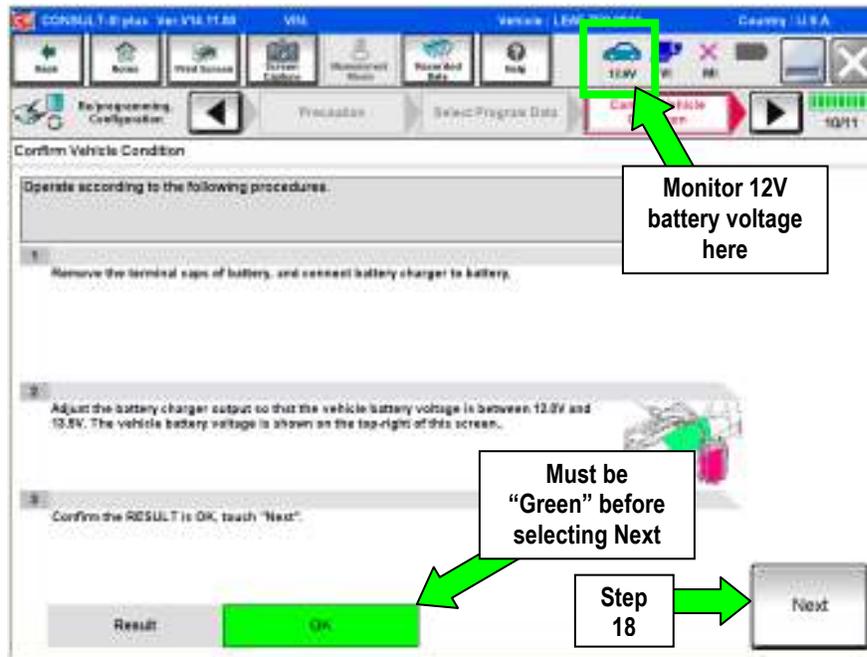


Figure 13

19. With battery voltage OK (green), select **Start**.

- The reprogramming process begins when **Start** is selected.

NOTE: For reprogramming to continue, vehicle 12V battery voltage must stay within 12 volts and 13.5 volts. .

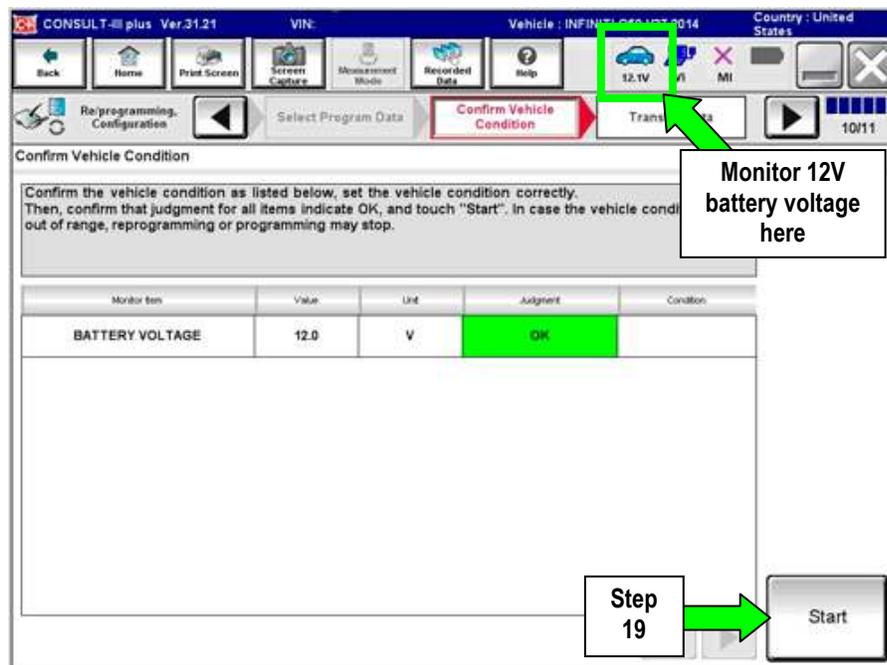


Figure 14

IMPORTANT: Until the reprogramming has completed:

- Do not disconnect the USB cable, although the following message appears:
“Disconnecting CONSULT and VI is Available”
- Do not touch the **Home** button until instructed to.
- When the VI is transferring the reprogram to the DAST control unit, do not disconnect VI from the vehicle even if the PC freezes.
- To disconnect the VI, first check the LED on the VI body to confirm that the communication from the VI to the vehicle has completed and the LED for the vehicle icon is OFF.
- If you accidentally disconnect the VI during program writing to the vehicle, the DAST control unit that is being reprogrammed will need to be replaced.

20. Wait for both bar graphs to complete.

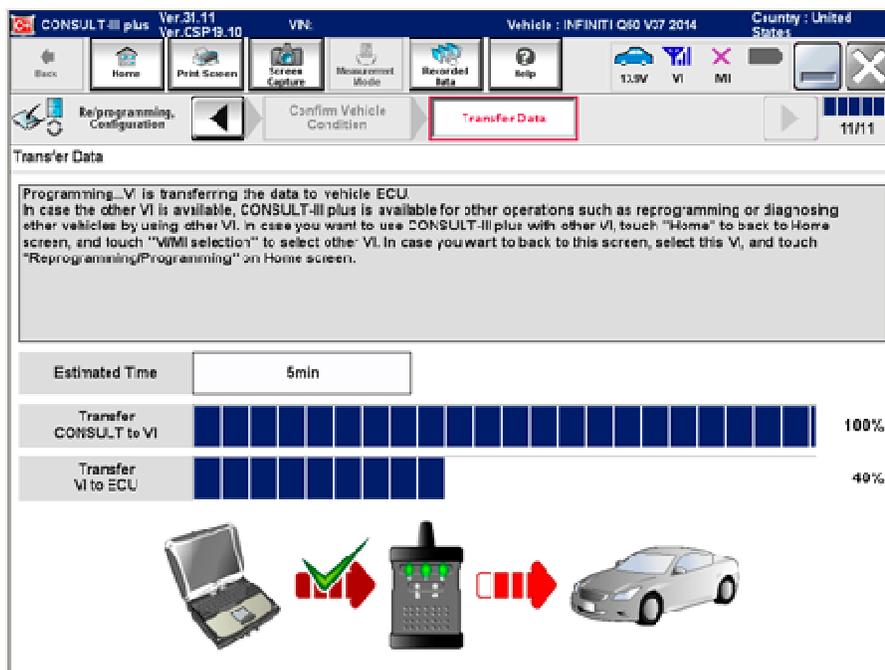


Figure 15

Possible errors that may rarely occur:

- If the progress bar freezes at 90% of a complete transfer to the VI and error code “12-1-1NR” is displayed (see Figure 16 on the next page), **turn the ignition OFF, then ON**, and then refer to Control Unit Recovery on the next page.
- If the progress bar freezes at 90% more than 3 times “on the same DAST control unit” but without Error Code “12-1-1NR”, send email to nafgasupport@nissan-usa.com. Include:
 - VIN
 - Dlr number
 - Contact information

Control Unit Recovery:

Do not disconnect plus VI or shut down Consult III plus if reprogramming does not complete.

If reprogramming does not complete and the “!?” icon displays as shown in Figure 16:

- Check battery voltage (12.0–13.5 V).
- Ignition is ON, engine OFF (not READY).
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- **Select retry and follow the on screen instructions.**
- “Retry” may not go through on the first attempt and can be selected more than once.

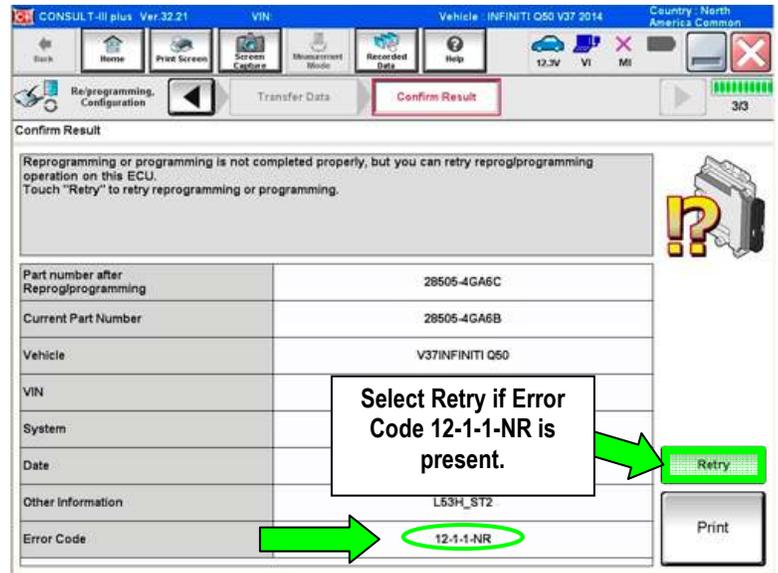


Figure 16

If reprogramming does not complete and the “X” icon displays as shown in Figure 17:

- Check battery voltage (12.0 – 13.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF (not READY).
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- **Select Home, and restart the reprogram procedure from the beginning.**

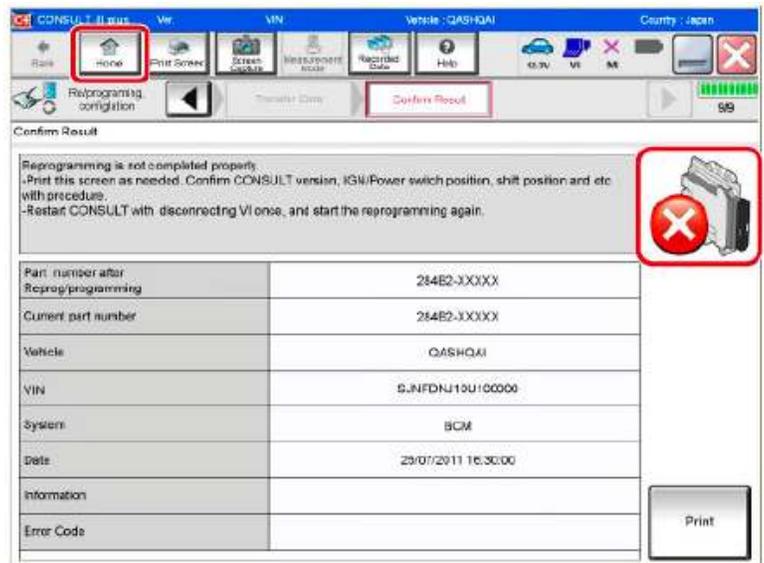


Figure 17

21. When the screen in Figure 18 appears, reprogramming is complete.

22. Select **Next**.

23. Wait for System Call to complete.

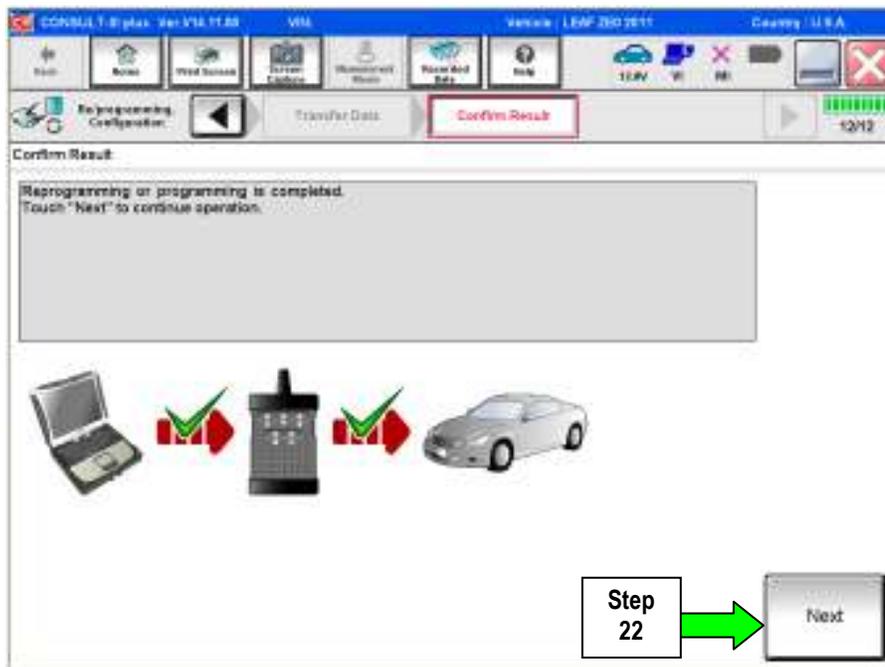


Figure 18

24. Erase all DTCs:

a. Turn "ignition" OFF.

- The screen in Figure 19 will read OFF after pressing the power switch once.

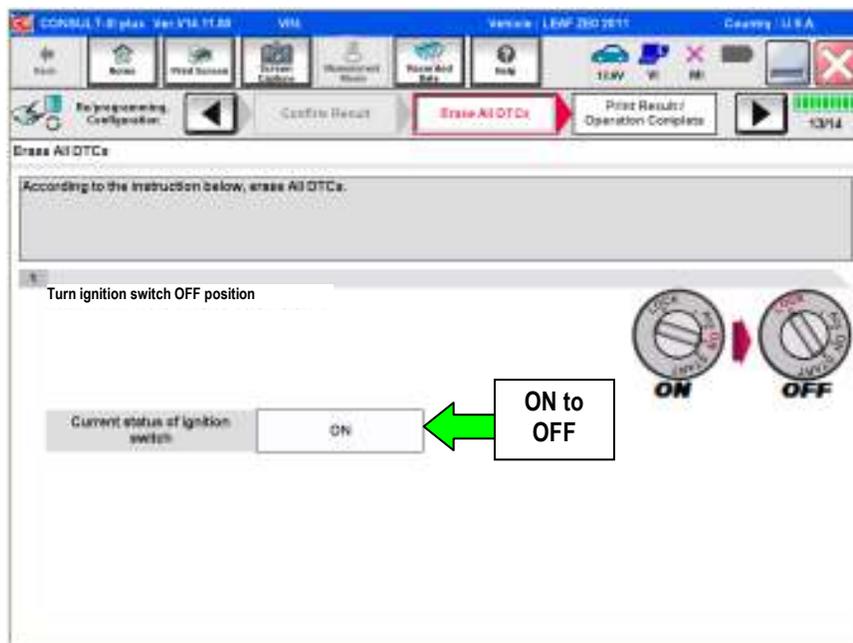


Figure 19

- b. Turn the ignition ON with engine OFF (press switch twice, no foot on brake).
 - The screen in Figure 19 will read **ON** after pressing the power switch twice.
- NOTE:** Do not be confused by any screen messages. At this point, simply turn the ignition ON.

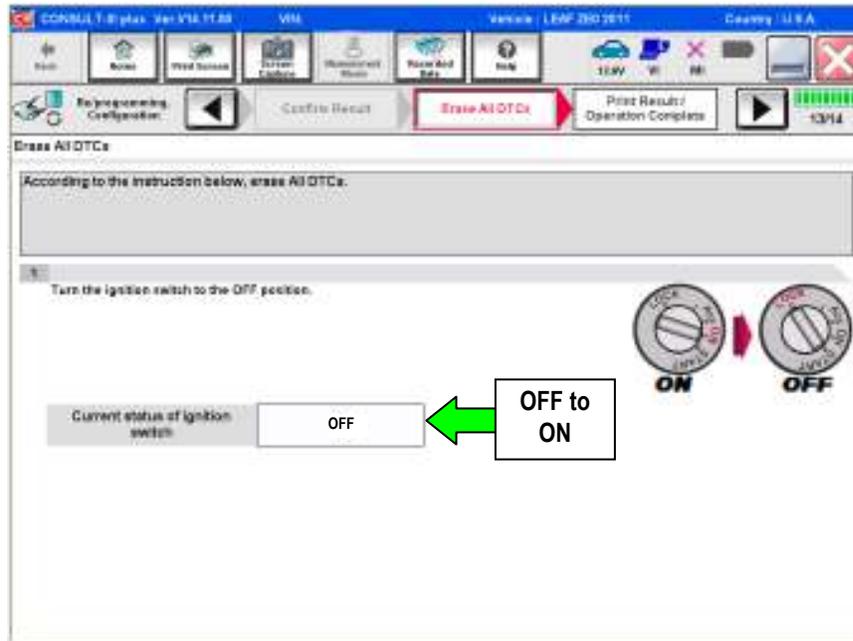


Figure 20

- c. Wait for the bar graph in the **ERASE** window to complete 100%.
- d. Select **Next**.

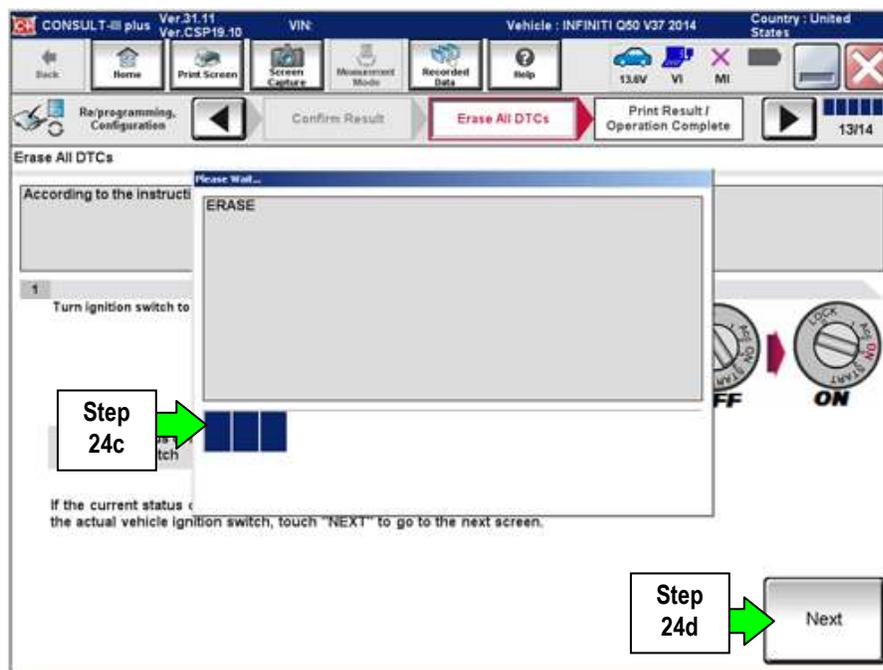


Figure 21

25. Verify the part number has changed (before and after reprogramming part numbers should be different).
- Print a copy of the screen in Figure 22 by selecting **Print**.
 - Attach the copy to the repair order.
 - Once a copy has been printed, select **Confirm**.

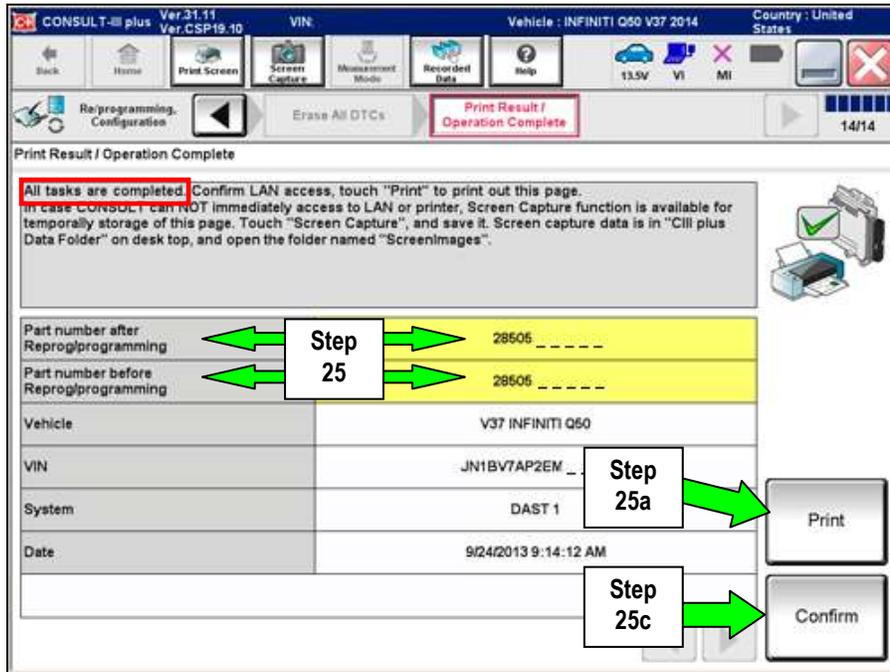


Figure 22

CONTROL UNIT	PART NUMBER BEFORE REPROGRAMMING:	PART NUMBER AFTER REPROGRAMMING:
DAST 1	28505 – 4GA1B or 28505 – 4GA1C	28505 – 4GA1D
DAST 2	28505 – 4GA6B or 28505 – 4GA6C	28505 – 4GA6D
EPS/DAST 3	285H0 – 4GA5B or 285H0 – 4GA5C	285H0 – 4GA5D

26. After Confirmation has completed, select **Home**

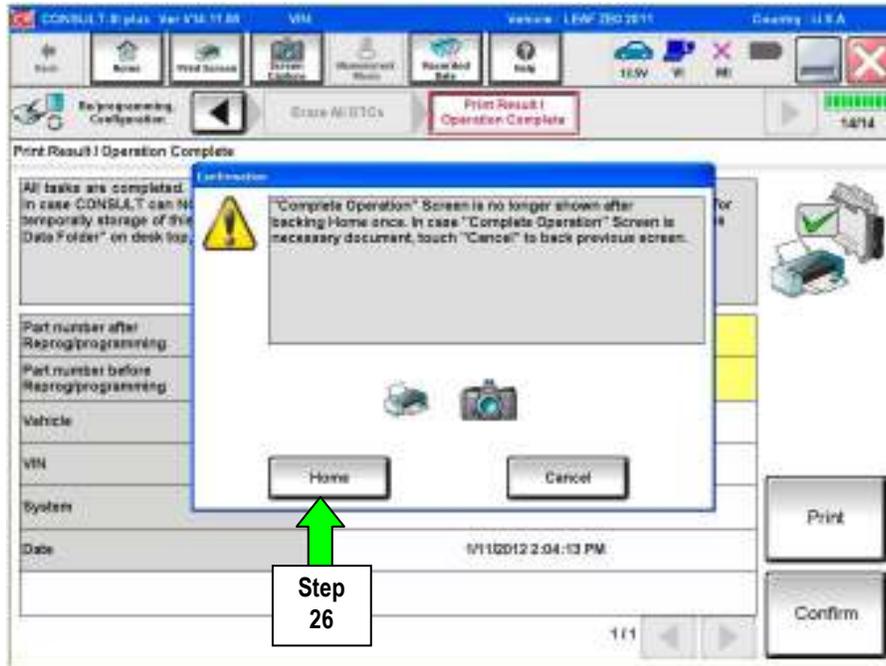


Figure 23

27. Repeat the entire reprogramming procedure for DAST 2.

28. Repeat the entire reprogramming procedure for EPS/DAST 3.

After all three reprograms are complete, procedure is finished.

CLAIMS INFORMATION

Submit a “CM” line claim using the following claims coding:

CAMPAIGN (“CM”) I.D.	DESCRIPTION	OP CODE	FRT
R1310	Reprogram DAST Control Units	R13100	1.0