

Classification:

EC21-009

Reference:

ITB21-006

COPYRIGHT© NISSAN NORTH AMERICA, INC.

Date:

March 26, 2021

VOLUNTARY SAFETY RECALL CAMPAIGN 2021 Q50/Q60; ECM REPROGRAM

CAMPAIGN ID #: R20C5
APPLIED VEHICLES: 2021 Q50 (V37)
2021 Q60 (CV37)

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

INTRODUCTION

Infiniti is conducting this voluntary safety recall campaign, on certain specific model year 2021 Q50 and Q60 vehicles, to reprogram the ECM. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number R20C5 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

RETAILER RESPONSIBILITY

It is the retailer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a retailer's inventory. **Federal law requires that new vehicles in retailer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Infiniti strongly encourages retailers to correct any used vehicles in their inventory before they are retailed.

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

- Using C-III plus, confirm the current ECM part number and write it on the repair order.
 - If it matches one of the part numbers in **Table A**, continue to step 2 to reprogram the ECM.
 - If there is not a match, no repair is needed. Go to **CLAIMS INFORMATION** on the last page.

Table A

MODEL	CURRENT ECM PART NUMBER: 23710-
2021 Q50	4HF3B, 4HF4B 6HN2C, 6HN3C 6HN4B, 6HN5B, 6HN6B, 6HN7B, 6HN8B, 6HN9B
2021 Q60	5DV0C, 5DV1C 5DV2B, 5DV3B, 5DV4B, 5DV5B, 5DV6B, 5DV7B

NOTICE

Perform the following before starting the reprogramming procedure to prevent damage to the control unit.

- Connect the AC Adapter to the CONSULT PC.
- Connect the CONSULT PC to the Internet via Wi-Fi or a network cable.
- Ensure ASIST on the CONSULT PC has been synchronized (updated) to the current date and all C-III plus software updates (if any) have been installed.
- 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, the reprogramming may be interrupted.
- Turn OFF all vehicle electrical loads.
- Turn ON the hazard warning lamps.
- Connect a battery maintainer or smart charger, set to reflash mode or a similar setting, to ensure the battery voltage stays between 12.0 V and 15.5 V.

HINT:

- If you are not familiar with the reprogramming procedure, *click here*. This will link you to the "CONSULT-III plus (C-III plus) ECM Reprogramming" general procedure.
- Take the vehicle for a 10 minute drive in order to meet the following Idle Air Volume Learning conditions:
 - Engine coolant temperature: 70 - 100°C (158 - 212°F)
 - Battery voltage: More than 12.9 V (At idle)
 - Transmission: Warmed up
- When reprogramming is complete, you will be required to perform Throttle Valve Closed Position, Idle Air Volume Learning, Accelerator Closed Position and DTC Erase.

- Reprogram the ECM.
- After completing Erase ALL DTCs, print a copy of the C-III plus screen showing the before and after part numbers of the control unit and attach it to the repair order.

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
R20C5	Reprogram Engine Control Module	R20C50	0.6 hr
	Reprogram Not Needed	R20C51	0.3 hr

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 26, 2021	ITB21-006	Original bulletin published

