

Classification:

Reference:

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Date:

EC22-002

ITB22-007

February 22, 2022

VOLUNTARY SAFETY RECALL CAMPAIGN 2014-2017 QX60 HYBRID; HYBRID POWERTRAIN CONTROL MODULE REPROGRAM

CAMPAIGN ID #: R21B4
APPLIED VEHICLES: 2014-2017 QX60 Hybrid (L50H)

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 2014-2017 QX60 Hybrid vehicles, to reprogram the Hybrid Powertrain Control Module (HPCM). This service will be performed at no charge to the client for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number R21B4 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

Confirm the Current HPCM 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 HPCM may be damaged.
 - Be sure to turn OFF all vehicle electrical loads.
If a vehicle electrical load remains ON, the HPCM 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 HPCM 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 HPCM may be damaged.
1. Connect the Vehicle Interface (VI) to the vehicle.
 2. Turn the ignition ON with the engine OFF.
 3. Start CONSULT-III plus (C-III plus) on the CONSULT PC.
 - The serial number will display when the VI is recognized.

4. Select Re/programming, Configuration.

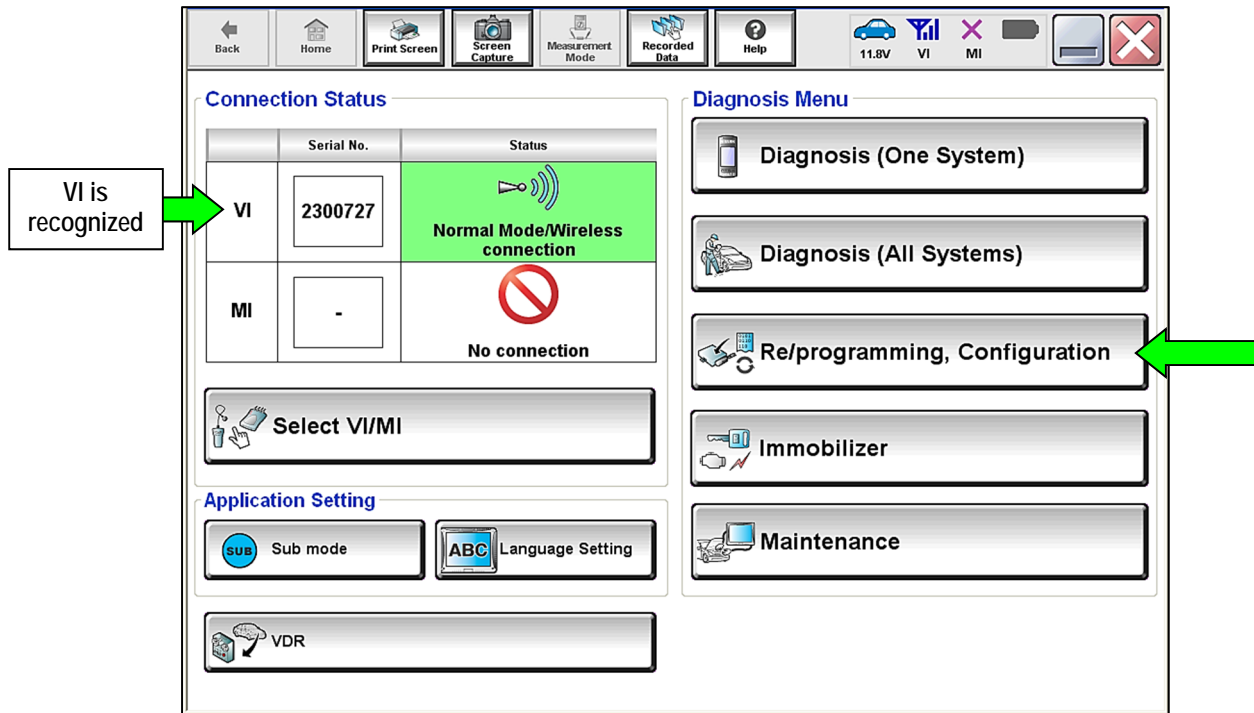


Figure 1

5. 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.

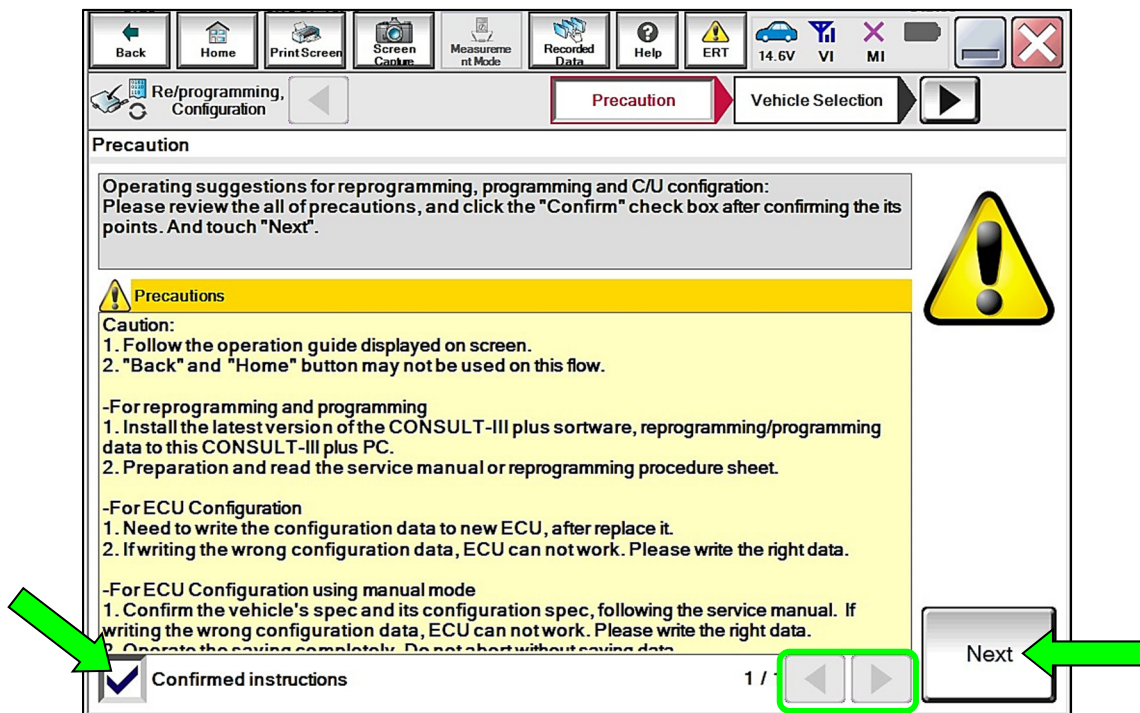


Figure 2

6. Select Automatic Selection(VIN).

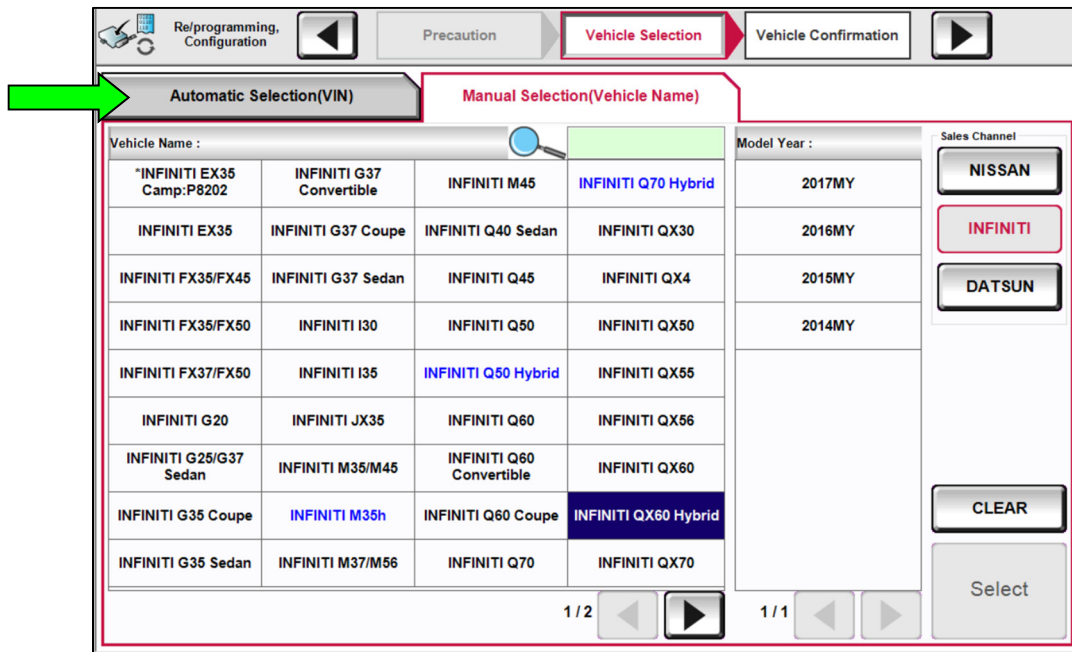


Figure 3

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

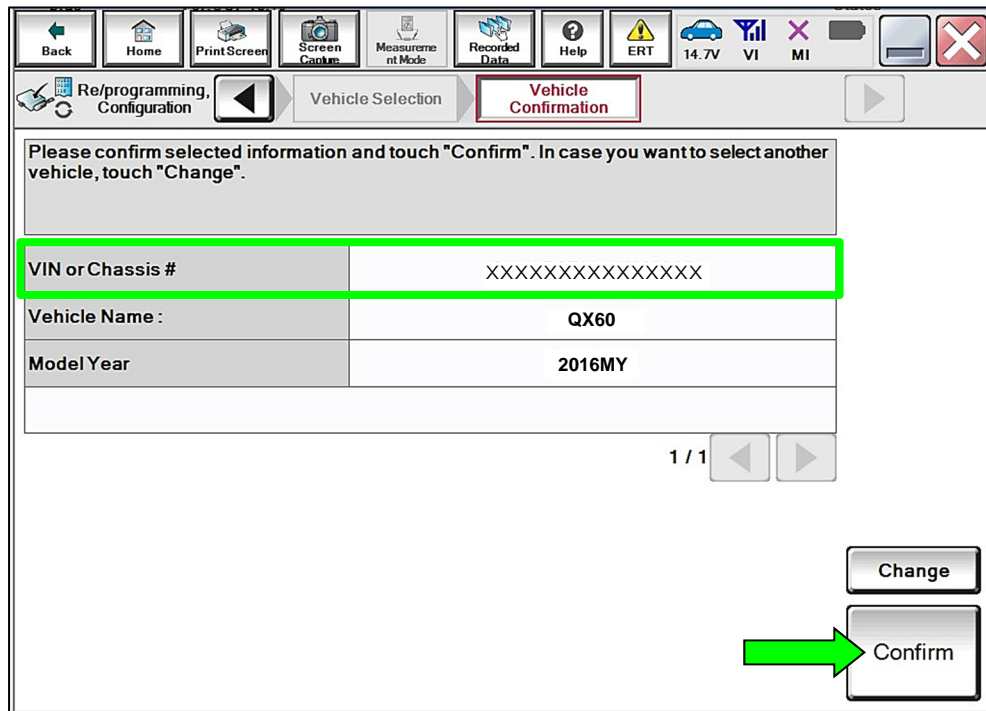


Figure 4

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

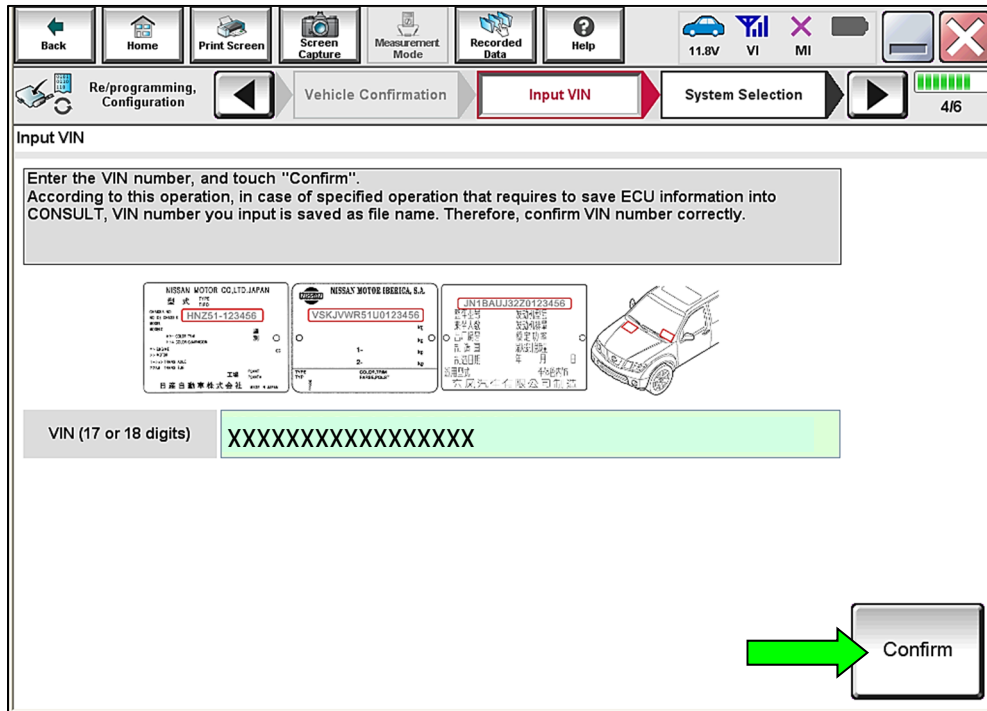


Figure 5

- Select **EV/HEV**.

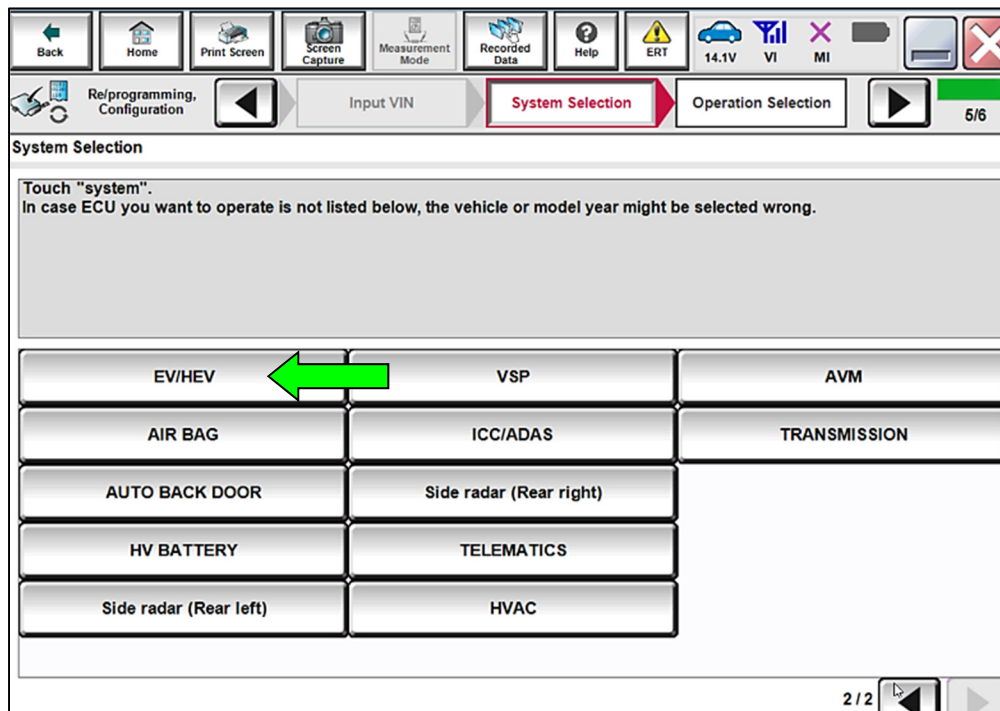


Figure 6

10. Select Reprogramming.

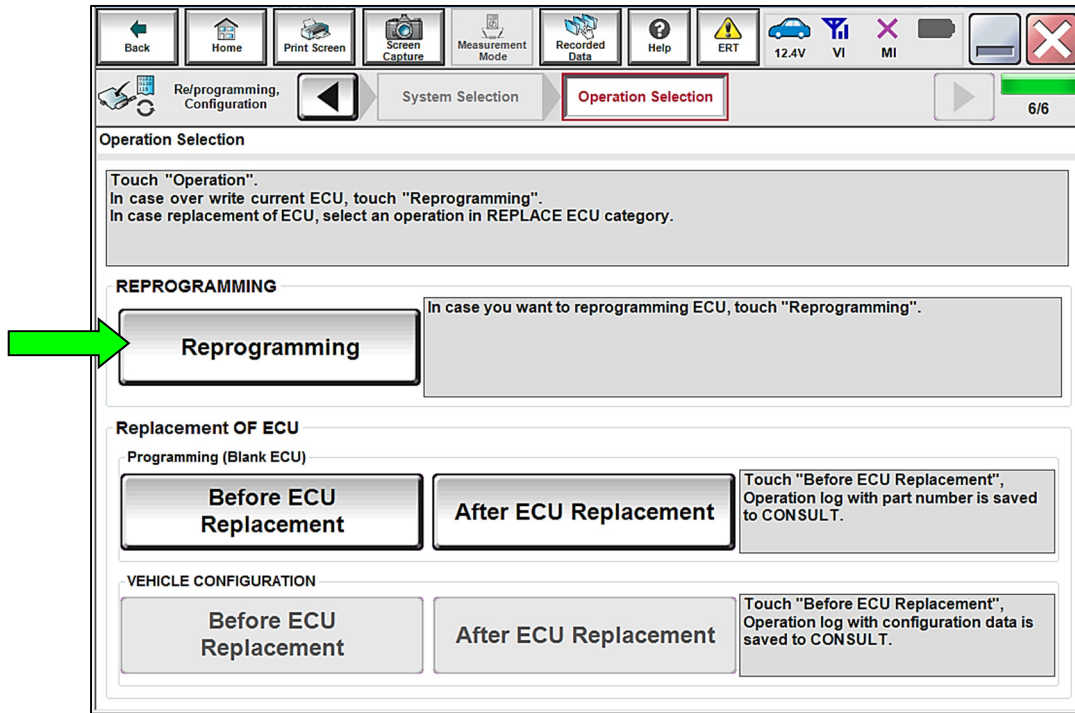


Figure 7

11. Find the HPCM Part Number and write it on the repair order, and then select Save.

NOTE: This is the current Part Number (P/N).

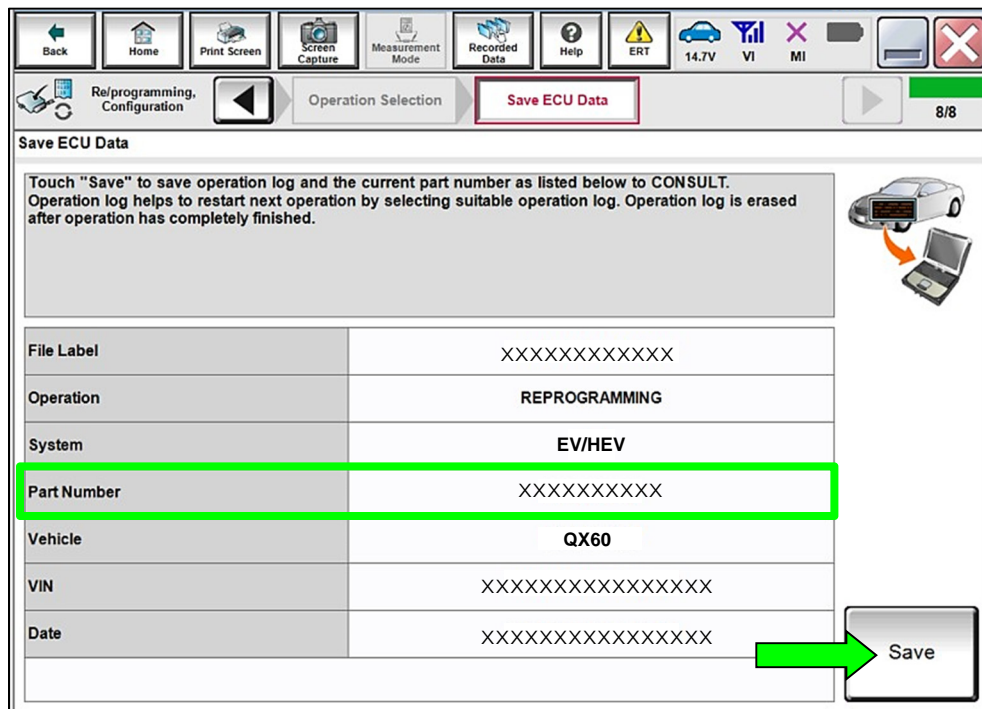


Figure 8

12. Compare the Part Number you wrote down in step 11 on page 6 to the numbers in the **Current HPCM Part Number** column in **Table A** below.
- If there is a match, continue to step 13 to continue the reprogramming procedure.
 - If there is not a match, reprogramming is not needed.

Table A

MODEL	CURRENT HPCM PART NUMBER BEFORE REPROGRAMMING: 237A0 -
2014 QX60	3JA1A, 3JA1B, 3JA1C, 3JA1D 3JA2A, 3JA2B, 3JA2C, 3JA2D 3JA3A, 3JA3B, 3JA3C, 3JA3D 3JA4A, 3JA4B, 3JA4C, 3JA4D
2015 QX60	3JA1E, 3JA2E, 3JA3E, 3JA4E
2016 QX60	3JA0A, 3JA5A, 3JA6A, 3JA7A, 3JA8A, 3JA9A
2017 QX60	3JA0B, 3JA5B, 3JA6B, 3JA7B, 3JA8B, 3JA9B

Reprogram the HPCM

13. 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.

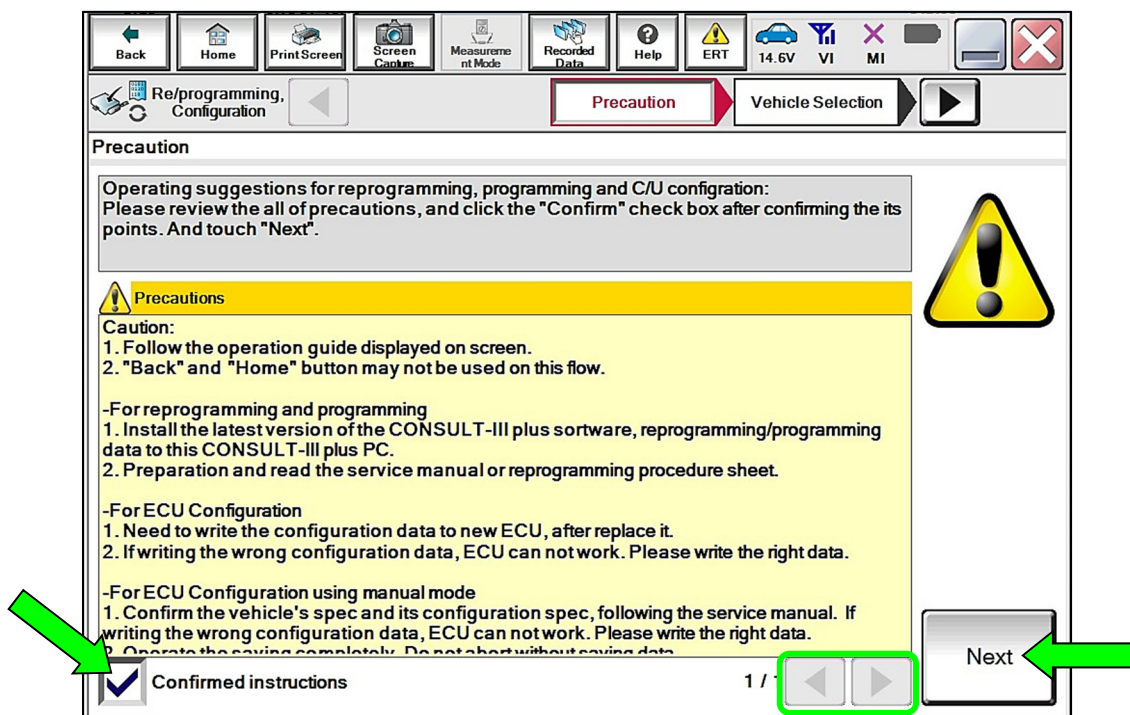


Figure 9

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

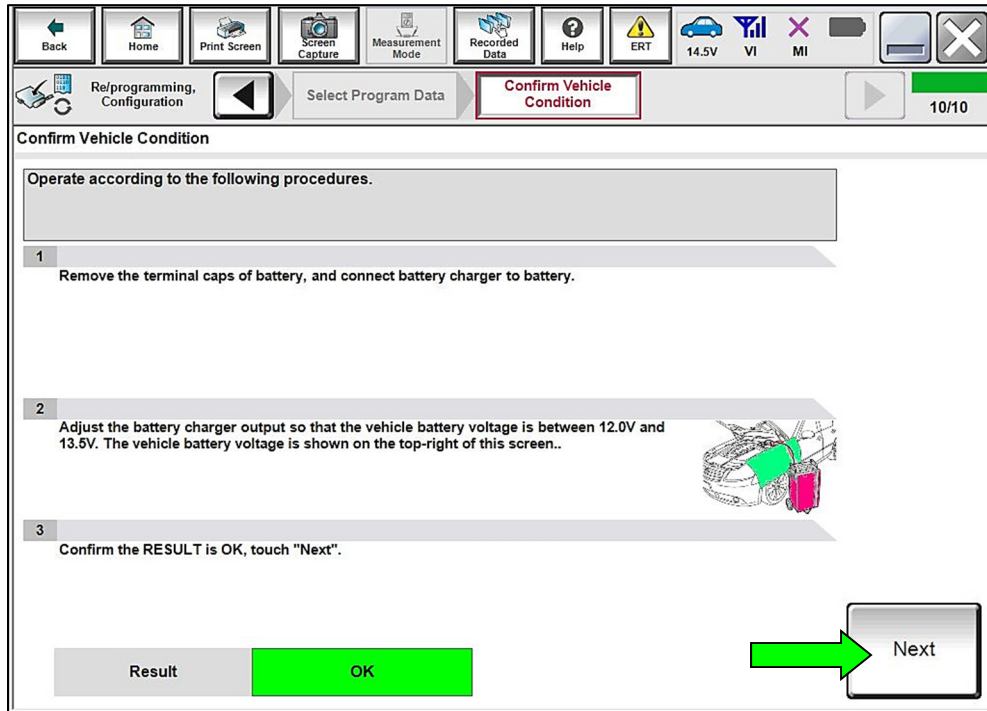


Figure 10

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

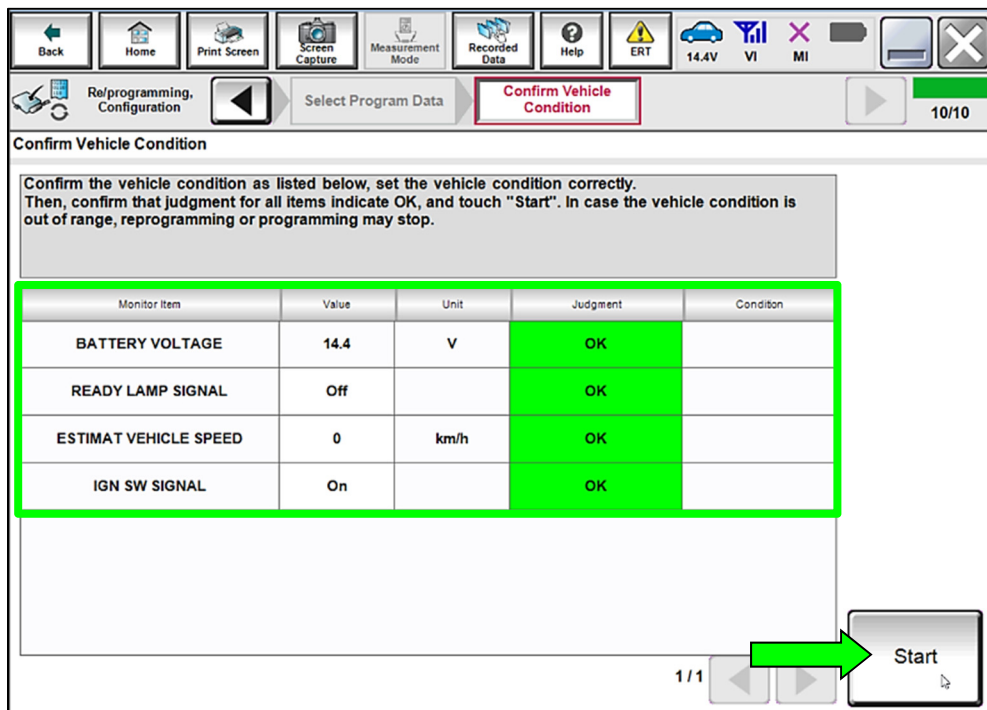


Figure 11

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

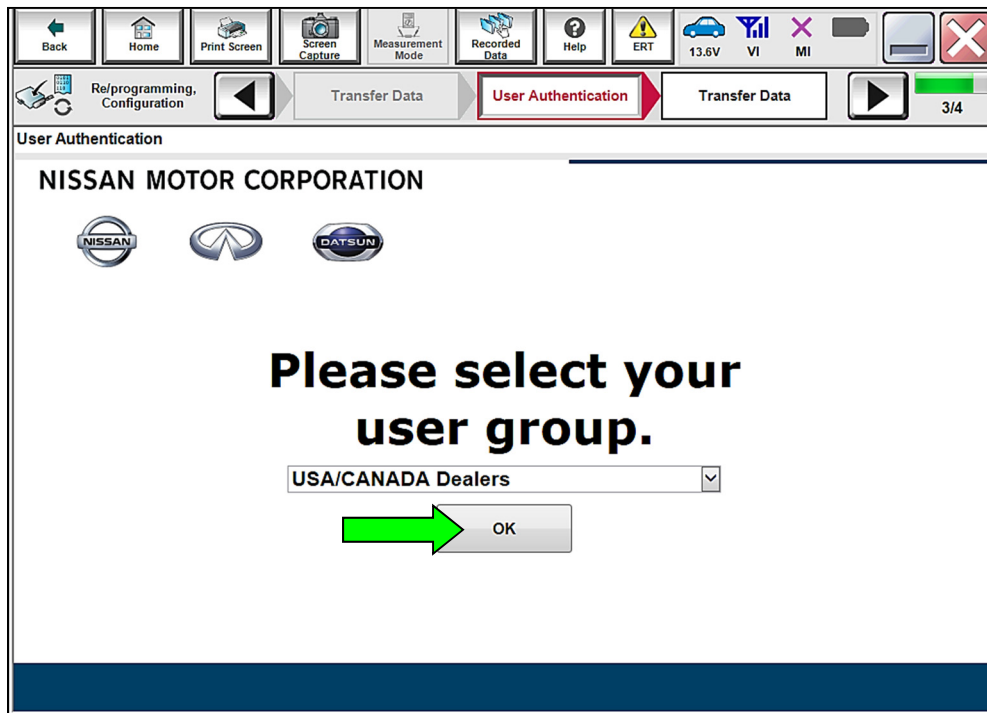


Figure 12

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

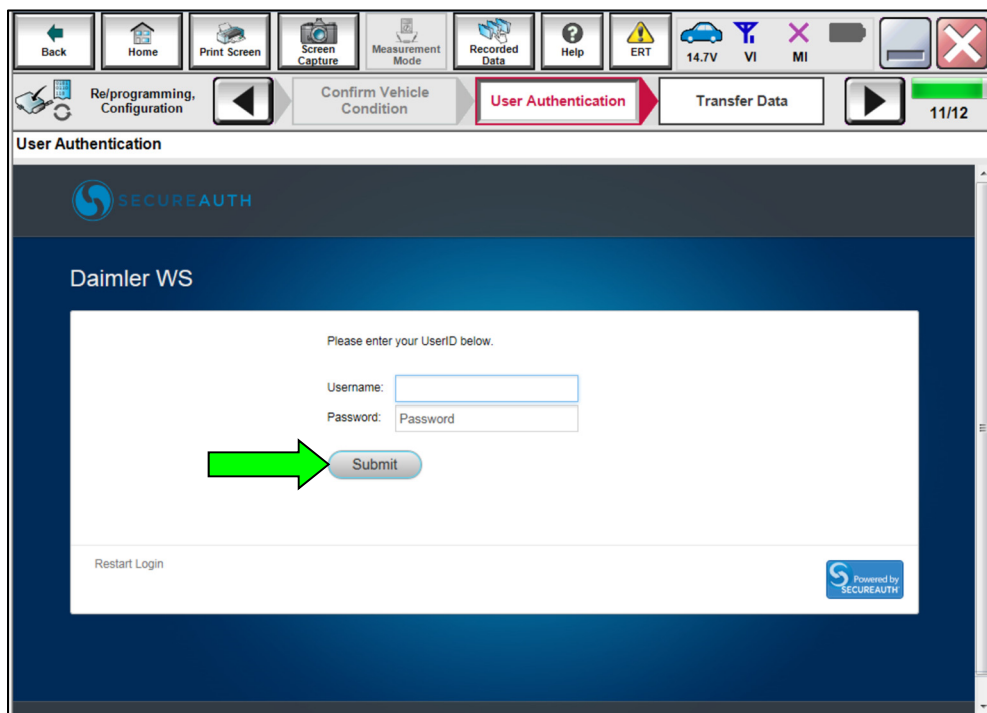


Figure 13

18. Allow Transfer Data to complete.

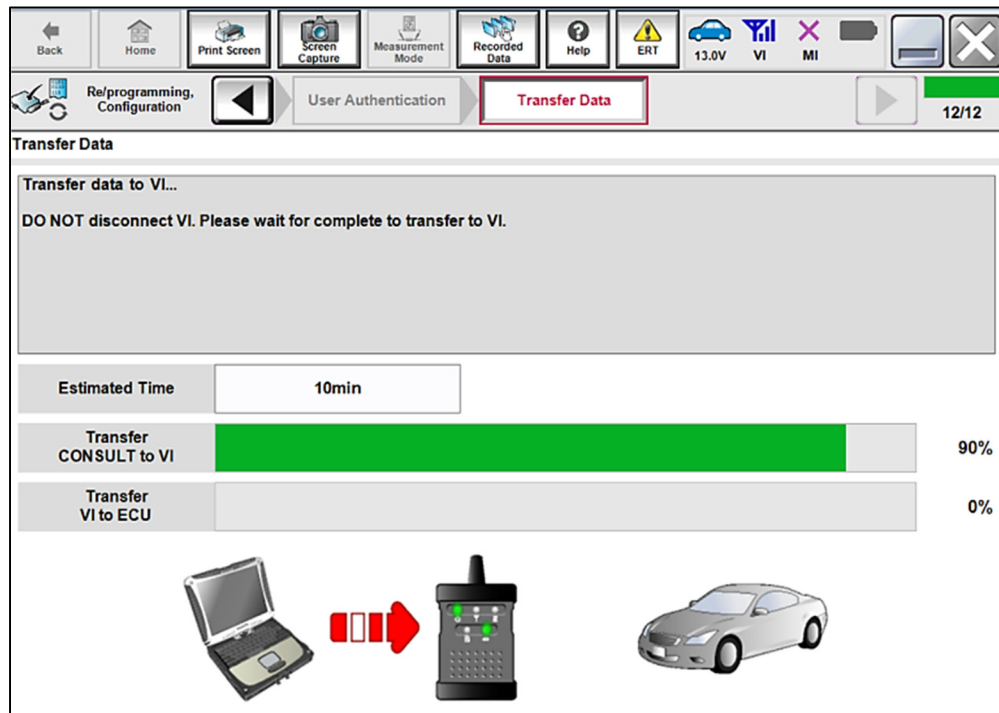


Figure 14

19. Once the reprogramming completes, select Next.

NOTE:

- If the screen in Figure 15 does not display (indicating that reprogramming did not complete), refer to the information on the next page.
- Additional steps/operations are required before CONSULT will provide the final reprogramming confirmation report. Continue with the reprogramming procedure on page 12.

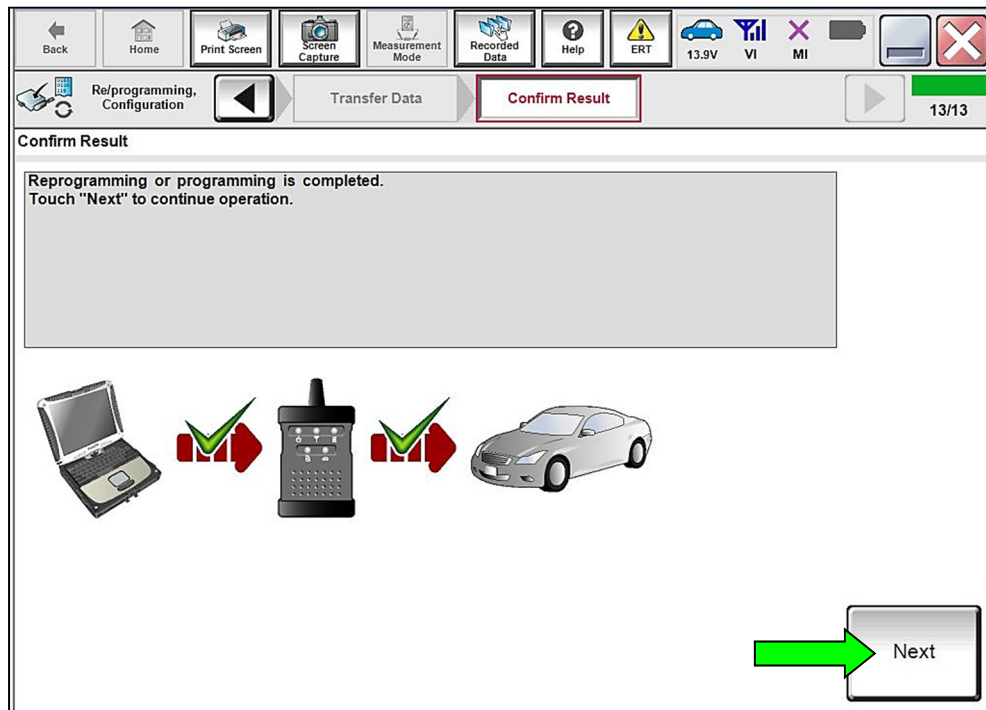


Figure 15

HPCM Recovery:

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

- Check battery voltage (12.0 – 15.5V).
- Ignition is ON, Engine is OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- Select **Retry** and follow the on screen instructions.

NOTE: **Retry** may not go through on first attempt and can be selected more than once.

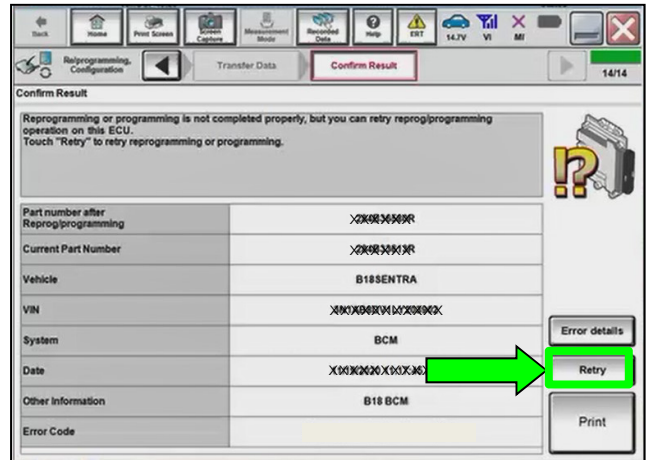


Figure 16

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

- Do not disconnect the VI or shut down C-III plus if reprogramming does not complete.
- Check battery voltage (12.0 – 15.5V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, Engine is OFF.
- Transmission in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- Select **Home**, and then restart the reprogram procedure from the beginning.

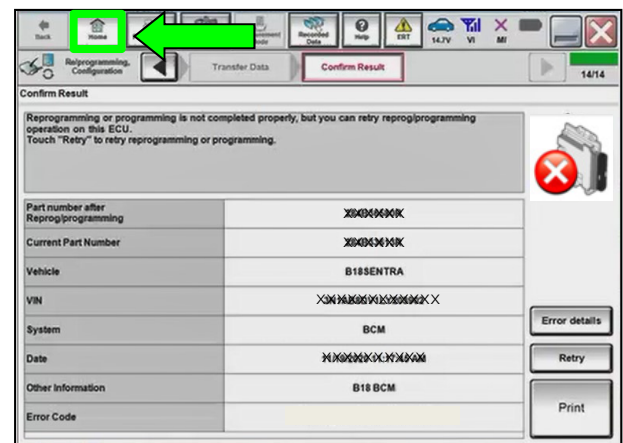


Figure 17

20. Perform Erase All DTCs.

- a. Follow the on-screen instructions as shown in Figure 18 and Figure 19.

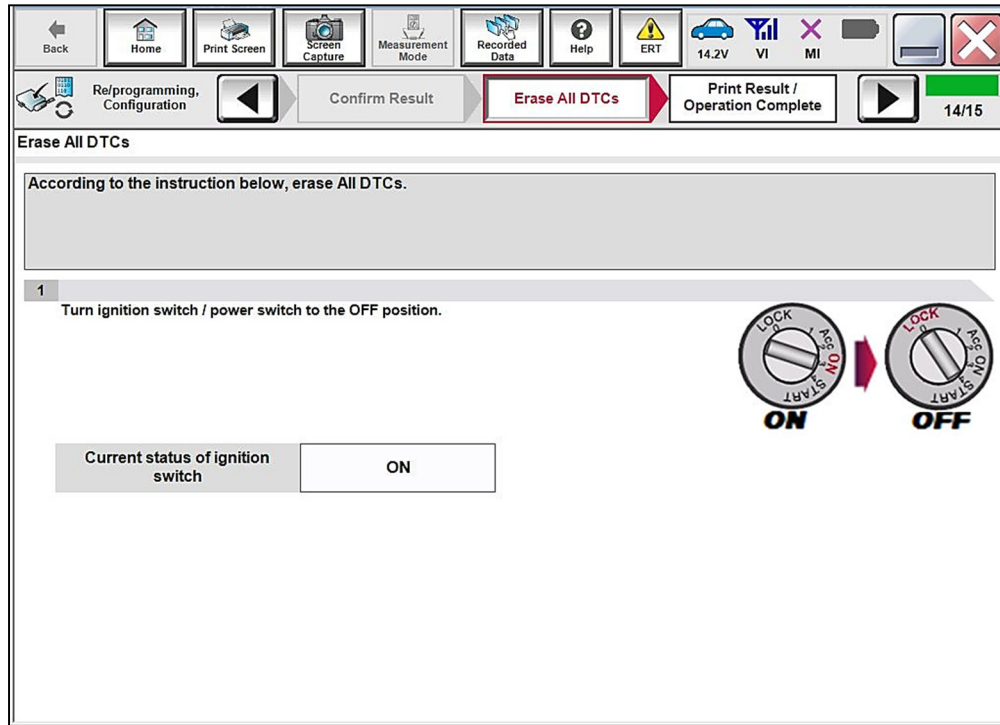


Figure 18

- b. Select Next.

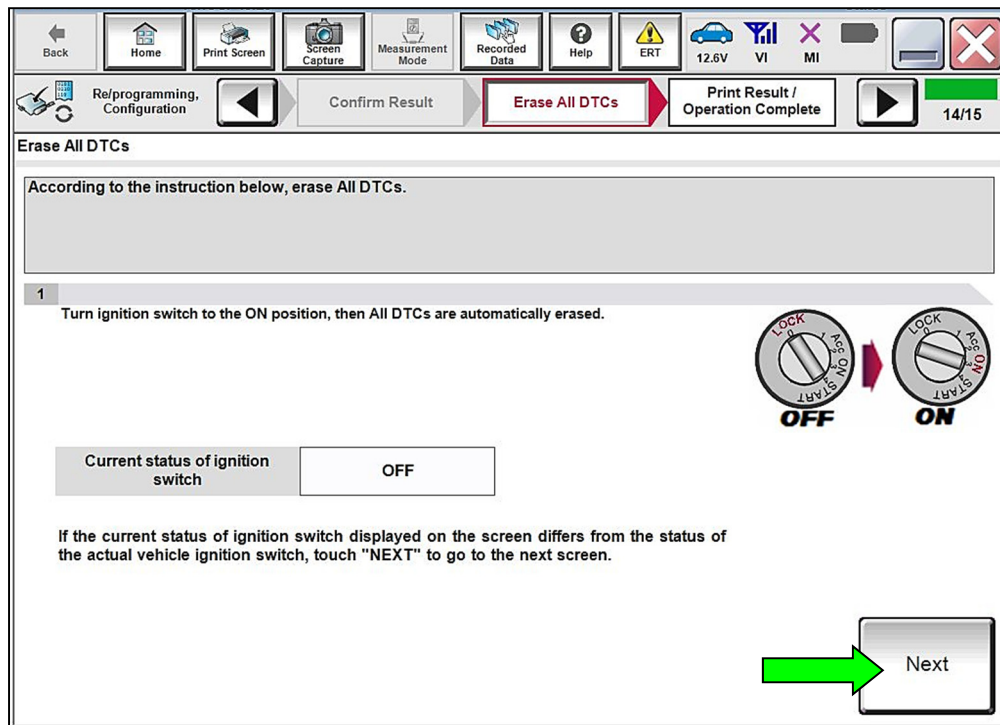


Figure 19

21. Allow Erase All DTCs to complete.

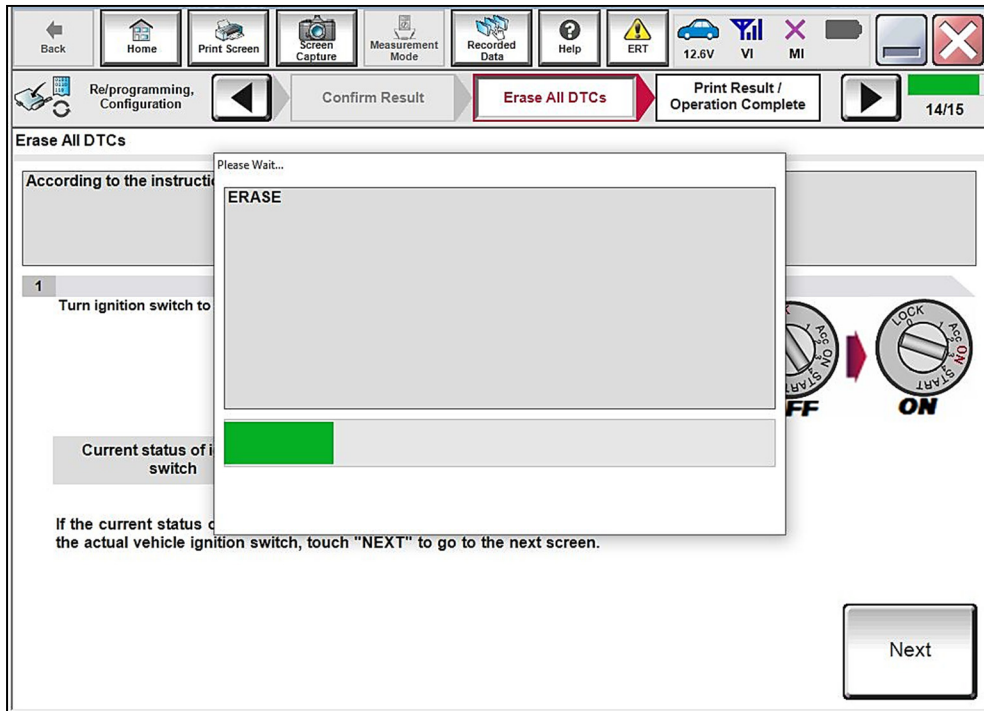


Figure 20

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

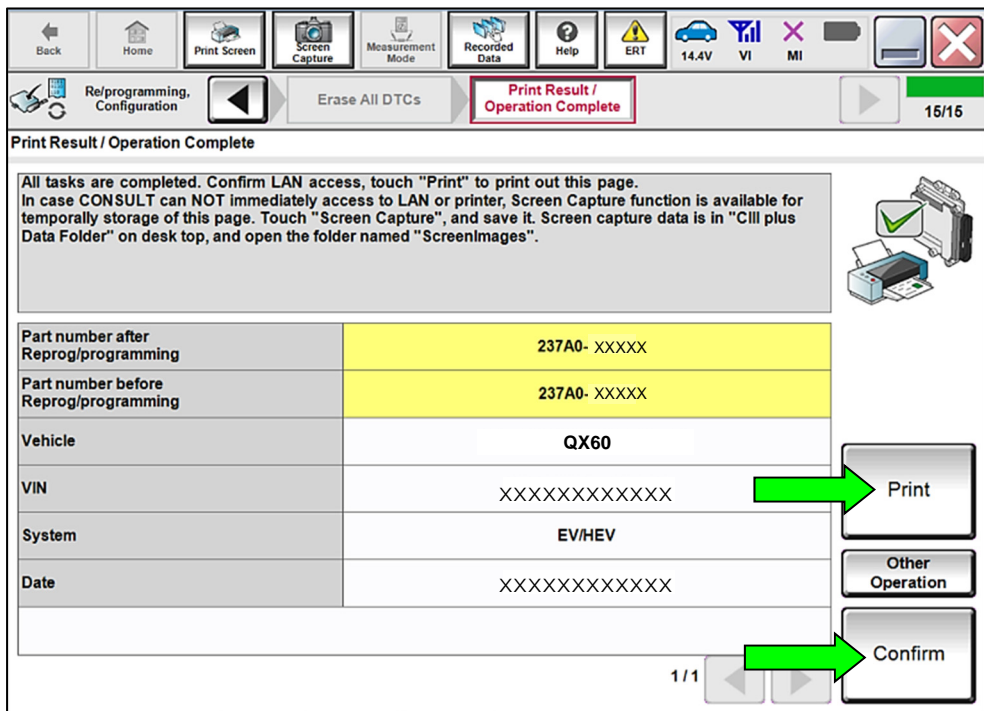


Figure 21

23. Select Home.

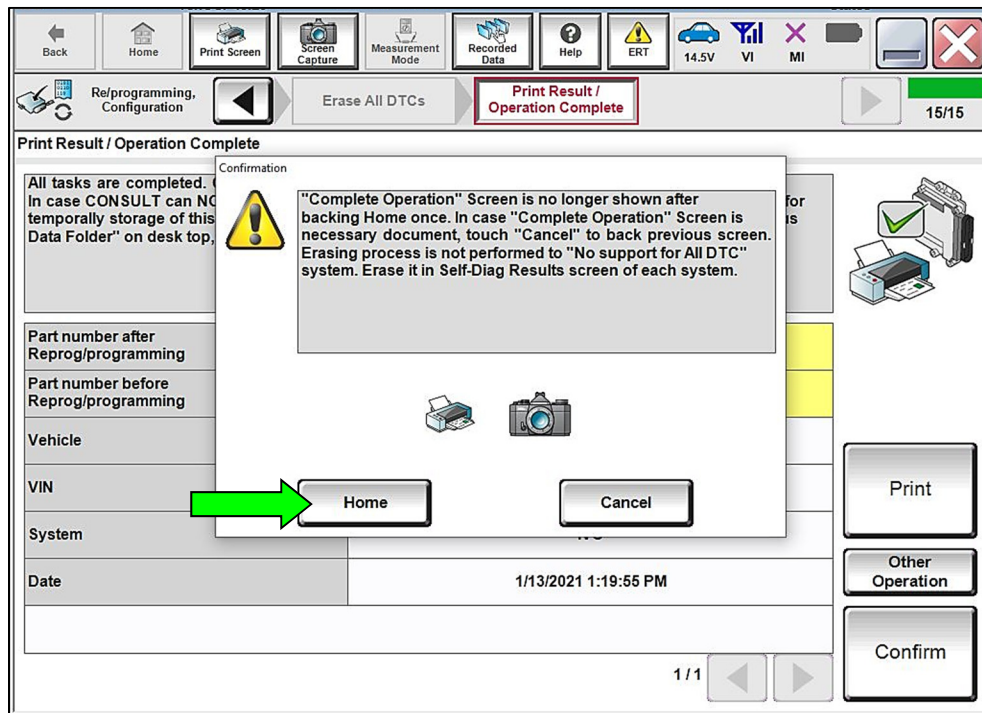


Figure 22

24. Remove the battery maintainer/smart charger.

25. Close the C-III plus application.

26. Remove the VI from the vehicle.

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
R21B4	Reprogram Hybrid Powertrain Control Module	R21B40	0.5
	Reprogram Not Needed	R21B42	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 22, 2022	ITB22-007	Original bulletin published

