Attention: Retailer Principal, Sales, Parts and Service Managers

A STOP SALE CONDITION IS IN EFFECT.

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:
MY2012-13 M35 Hybrid	1,140	**NA**	July 12 , 2016

***** Campaign Summary *****

Infiniti has notified the National Highway Traffic Safety Administration (NHTSA) of its intention to recall certain MY2012-13 Infiniti Hybrid M35 vehicles to reprogram the software for the hybrid control module, automatic transmission control unit, and inverter to include logic which will allow the engine to continue operating at reduced power in the event of a cooling system malfunction.

The affected M35 Hybrid vehicles are equipped with a hybrid powertrain system. In the event of a cooling system malfunction resulting in a system overheat condition, a warning telltale will illuminate to warn the driver. If the warning lamp is ignored and the vehicle continues to be operated for a prolonged period of time, the hybrid powertrain control module logic will shut off the engine, as designed, to prevent damage, resulting in an engine stop. The remedy will allow the engine to continue operating at reduced power in the event of a cooling system malfunction instead of shutting off.

> **IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.**

***** What Retailers Should Do *****

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **R1623**

2. Retailers should not sell, lease, trade, rent or loan any vehicles in retailer inventory affected by this recall campaign until after the vehicle has been repaired.

3. Retailers should use the attached procedure to repair any vehicles subject to this campaign.

***** Release Schedule *****

Parts	• Software is now available on ASIST • **No parts are necessary for this reprogramming**
Repair	• **Follow the procedure included in this announcement** • A campaign TSB is currently under development and will be the subject of a future announcement.
Claims	• Towing coverage is available should the client's vehicle become inoperable: | EXPENSE CODE	DESCRIPTION	AMOUNT
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501	Towing	$100 (Max)	
Owner Notification	Infiniti will begin notifying owners of all potentially affected vehicles in **August, 2016** via U.S. Mail.

***** Retailer 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.

Frequently Asked Questions (FAQ):

Q.   Is this a safety recall?

A.   Yes, a stop sale is in effect for new vehicles in inventory. Infiniti recommends used vehicles in retailer inventory be repaired prior to sale when not required by state laws.

Q.   What is the reason for safety recall?

A.   The affected M35 Hybrid vehicles are equipped with a hybrid powertrain system. In the event of a cooling system malfunction resulting in a system overheat condition, a warning telltale will illuminate to warn the driver.

Q.   What is the possible effect of the condition?

A.   If the warning lamp is ignored and the vehicle continues to be operated for a prolonged period of time, the hybrid powertrain control module logic will shut off the engine, as designed, to prevent damage, resulting in an engine stop.

Q.   **What will be the corrective action for this voluntary safety recall campaign?**

A.   Infiniti retailers will reprogram the software for the hybrid control module, automatic transmission control unit and inverter to include logic which will allow the engine to continue operating at reduced power in the event of a cooling system malfunction.

Q.   **How long will the corrective action take?**

A.   This service, free for parts and labor, should take approximately 1 hour to complete. However, individual Infiniti retailers may require a longer period of time based upon their work schedule.

Q.   **When will vehicle owners be notified?**

A.   Infiniti will begin notifying owners in August, asking them to bring their vehicle to an authorized Infiniti retailer to have the software for the hybrid control module, automatic transmission control unit and inverter reprogrammed to include logic which will allow the engine to continue operating at reduced power in the event of a cooling system malfunction.

Q.   **Are parts readily available?**

A.   No parts are necessary to perform this reprogramming. The software is available on ASIST.

Q.   **Is my vehicle safe to drive?**

A.   Yes.

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

A.   Infiniti may provide a courtesy vehicle for the client to use while their vehicle is being serviced. Courtesy vehicles are subject to availability and not guaranteed. Please check with your retailer for availability and further details.

Q.   **I have lost confidence in the vehicle. Will Infiniti replace or repurchase the vehicle?**

A.   The repair will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q.   **Is there anything owners can do to mitigate the condition?**

A.   No. If you received an owner notification letter, please instruct the customer to bring their vehicle to an authorized Infiniti retailer as soon as possible to have the software reprogrammed.

Q. Is there any charge for the repair?

A. No, the repair will be performed for the client free of charge for parts and labor.

Q. Will I have to take my vehicle back to the selling retailer to have the service performed?

A. No, any authorized Infiniti retailer is able to perform the recall campaign.
For Consumer Affairs: Please inform us of the retailer where you would like to have the corrective action completed.

Q. What model year vehicles are involved?

A. Certain MY2012-13 Infiniti M35 Hybrid vehicles manufactured at the Tochigi, Japan plant.

Q. How many Infiniti vehicles are involved in the campaign?

A. The North American Market is affected as follows:

Region	HY51
USA	1,130
Canada	94
Puerto Rico	6
Guam	4
Total	**1,234**

Make/Model	Dates of Manufacture
MY2013 JX35	March 23, 2010 to September 9, 2013

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

A. No

R1623 – 2012 - 2013 M35 Hybrid Control Module Reprogram

REPAIR OVERVIEW

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┌─────────────────────────────────────────────────────────┐
│       Check Service COMM campaign ID # R1623             │
│ to confirm the vehicle you are working on requires       │
│                  this campaign.                          │
└─────────────────────────────────────────────────────────┘
                          │
                          ▼
┌─────────────────────────────────────────────────────────┐
│                                                           │
│  Reprogram the Hybrid Powertrain Control Module          │
│                    (EV/HEV)                               │
│                                                           │
└─────────────────────────────────────────────────────────┘
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┌─────────────────────────────────────────────────────────┐
│                                                           │
│  Reprogram the Traction Motor Controller                 │
│              (MOTOR CONTROLLER)                           │
│                                                           │
└─────────────────────────────────────────────────────────┘
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┌─────────────────────────────────────────────────────────┐
│                                                           │
│  Reprogram the Transmission Control Module               │
│                  (TRANSMISSION)                           │
│                                                           │
└─────────────────────────────────────────────────────────┘
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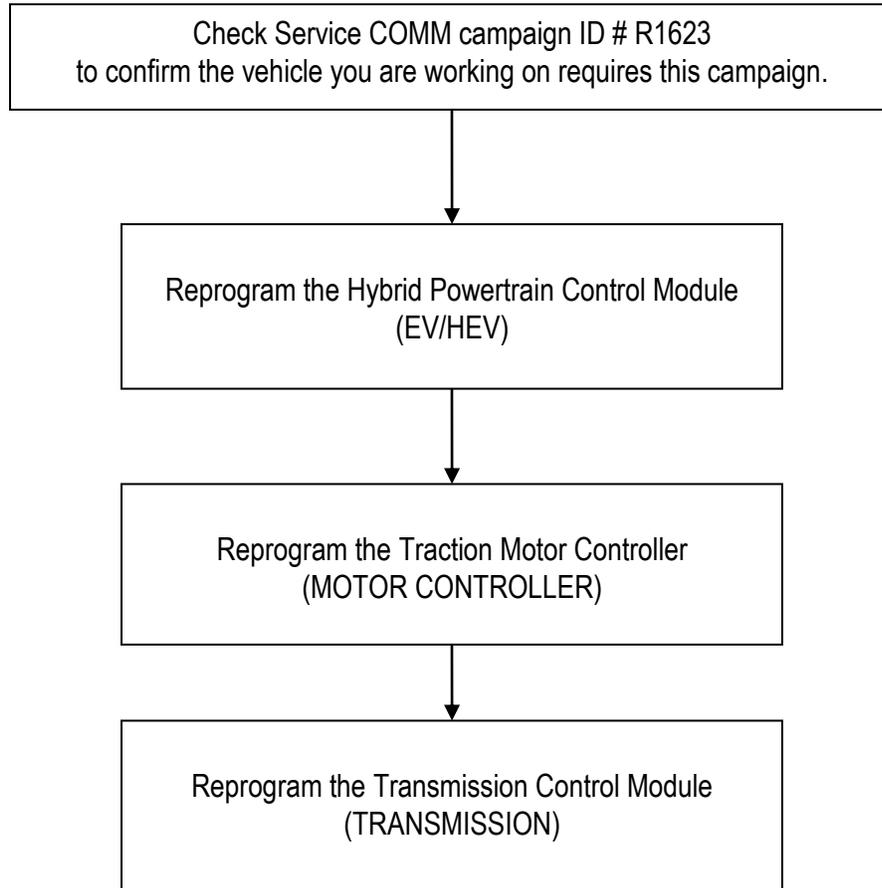
Modules and order of reprogramming

Order of reprogramming	Control Module	Listed in C-III plus as:
1	Hybrid Powertrain Control Module	EV/HEV
2	Traction Motor Controller	MOTOR CONTROLLER
3	Transmission Control Module	TRANSMISSION

SERVICE PROCEDURE

IMPORTANT: The reprogramming procedure in this bulletin must be performed 3 separate times to reprogram the control modules for EV/HEV, MOTOR CONTROLLER, and TRANSMISSION.

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

   - **ASIST on the CONSULT PC has been freshly synchronized (updated) to the current date.**

   - **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 15.5V during reprogramming, control unit may be damaged.

- Be sure to turn OFF all vehicle electrical loads.
  If a vehicle electrical load remains ON, control unit 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 control unit may be damaged.

- Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the plus VI. If Bluetooth® signal waves are within range of the CONSULT PC during reprogramming, reprogramming may be interrupted and control unit may be damaged.

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

   - Connect the plus VI to the vehicle.

   - Connect the AC adapter to the CONSULT PC.

   IMPORTANT: The reprogramming procedure in this bulletin must be performed 3 separate times to reprogram the control modules for EV/HEV, MOTOR CONTROLLER, and TRANSMISSION.

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 <u>without</u> depressing the brake pedal.

    - The meter and gauges will illuminate.

    - Make sure the Ready light is OFF.

5. Check for stored DTCs in all systems as follows:

    a. Wait for the plus VI to be recognized.

    b. Select **Diagnosis (All Systems)**.

    c. Wait for **System Call** to complete.

    d. Check for stored DTCs.
        - If no DTCs found, go to step 6.
        - If any DTCs are found stored:
            - ➢ Perform diagnosis and repairs related to the stored DTC(s), and then erase the DTC(s).
            - ➢ When completed, go to step 6.

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

    a. Select the **Home** button, and then **YES** to return to the screen shown in Figure 1.

    b. Select **Re/programming, Configuration.**
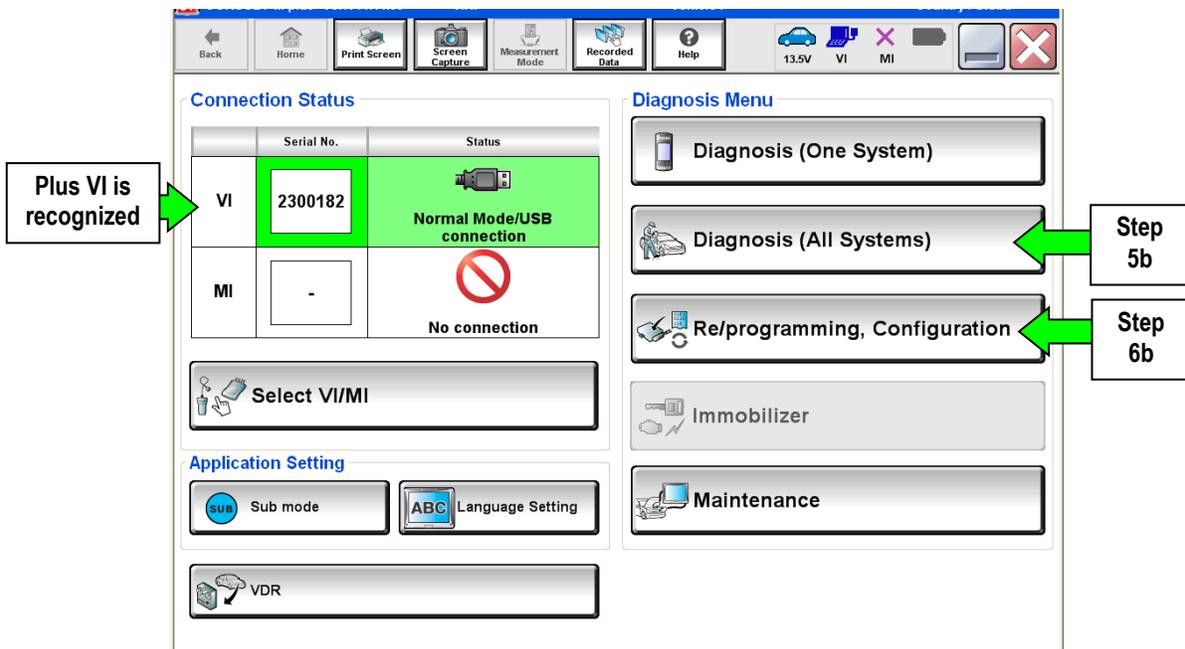
Figure 1

7. Check the box for **Confirmed Instructions**, and then select **Next**.
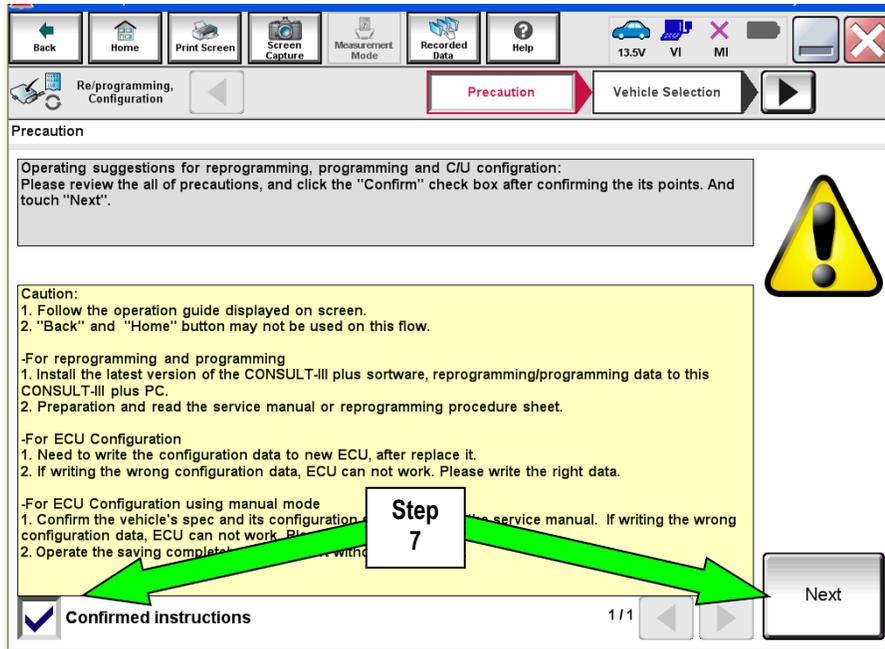
Figure 2

8. If the screen in Figure 3 does not display, skip to step 10.

9. If the screen in Figure 3 displays, select **Automatic Selection(VIN)**.
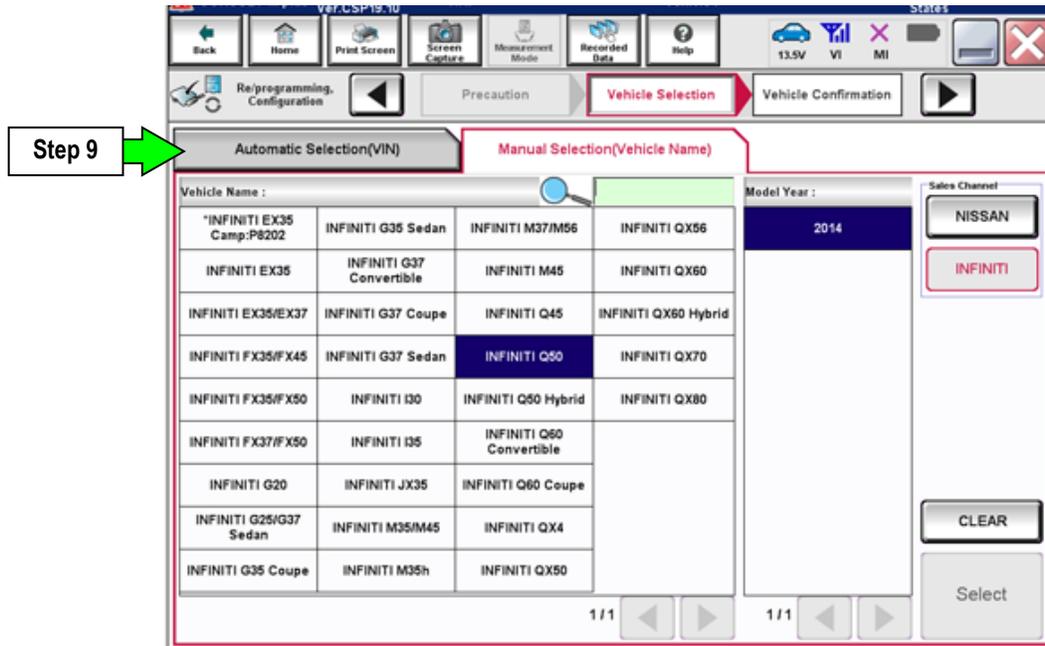
Figure 3

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

- If the correct VIN is displayed, select **Confirm**.
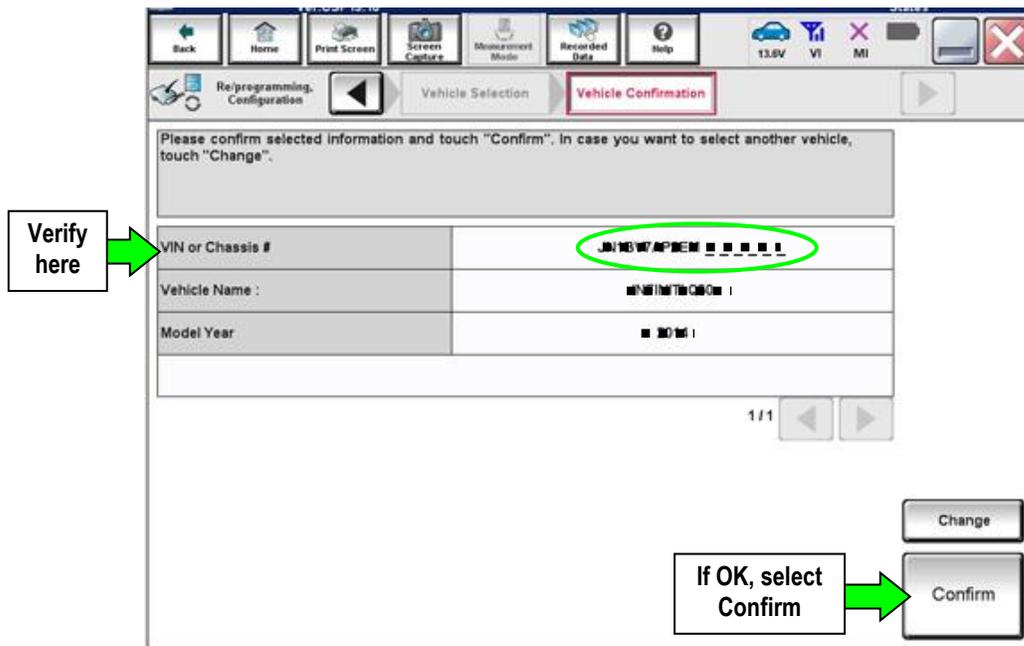
Figure 4

11. Select **Confirm** again.
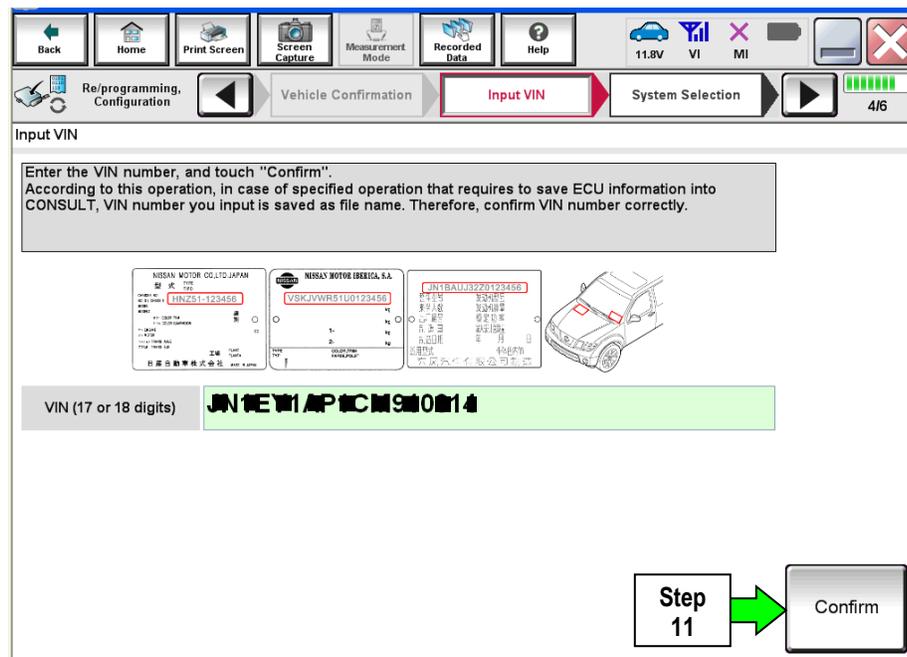
Figure 5

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

> **IMPORTANT:** The reprogramming procedure in this bulletin must be performed 3 separate times to reprogram the control modules in this order: EV/HEV, MOTOR CONTROL, and TRANSMISSION.

> **NOTE:** EV/HEV and TRANSMISSION are shown in Figure 6; MOTOR CONTROLLER is not shown.
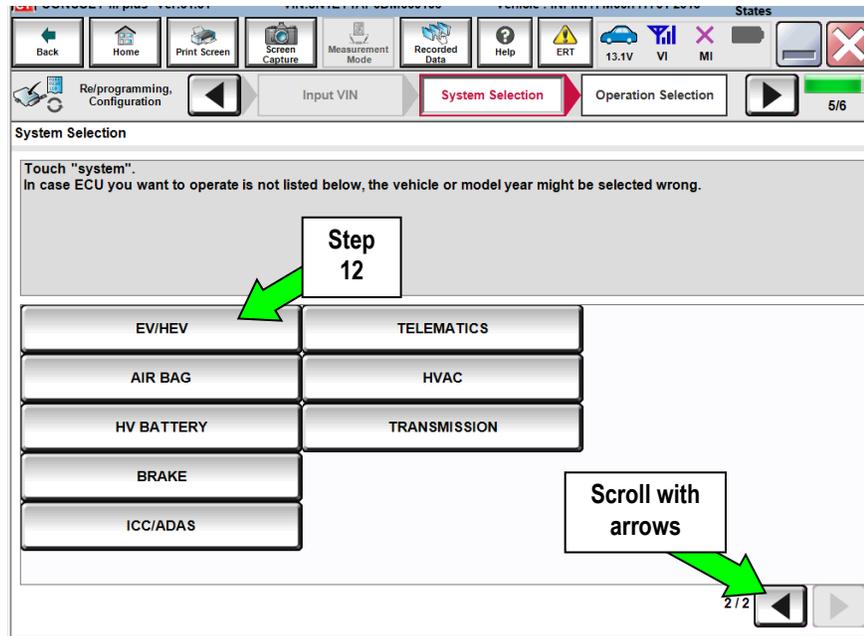
Figure 6

13. Wait for System Call to complete, and then select **Reprogramming**.
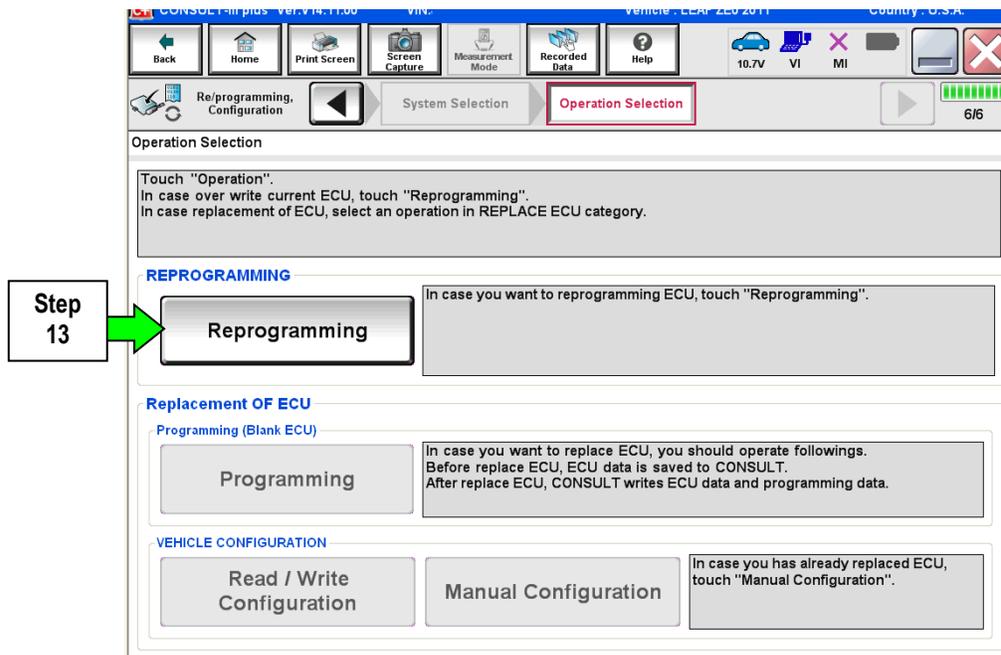
Figure 7

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

A. Find the current **Part Number** and write it on the repair order.
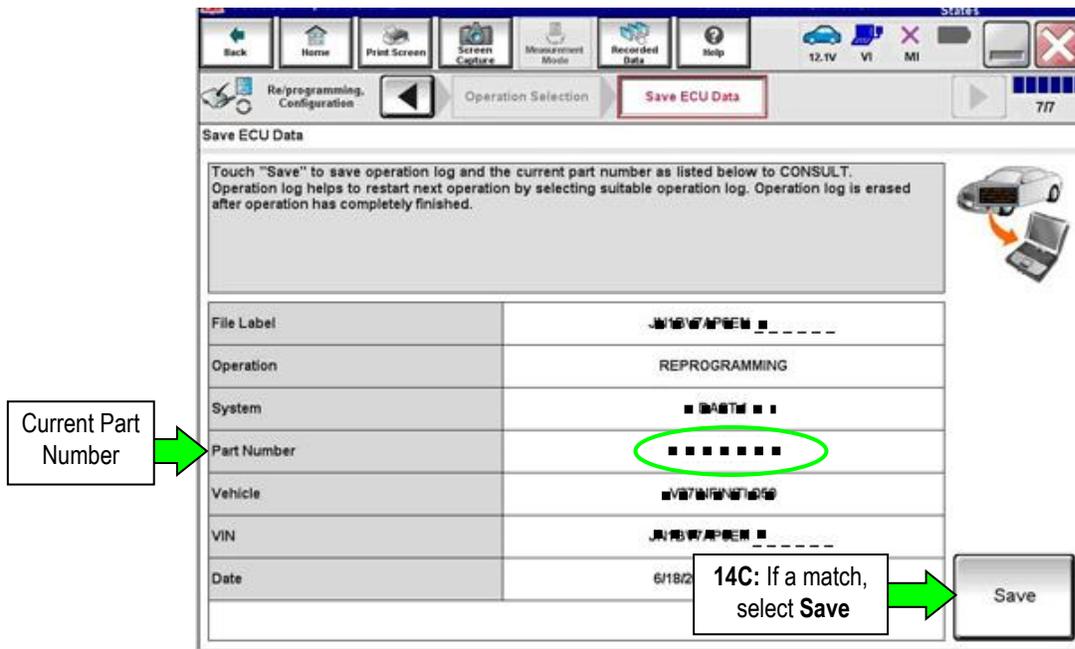
Figure 8

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

- If there is a match, reprogramming applies. Continue with the reprogramming procedure.

- If there is not a match, this campaign does not apply or it has already been done.

C. If there is a P/N match as specified above, select **Save**, and then continue with the reprogramming procedure.

Table A

MODEL	CONTROL MODULE	CURRENT PART NUMBER (P/N):
2012 – 2013 M35 Hybrid	EV/HEV	237A0 – 1MG0A, 1MG0B, 1MG0C, 1MG0D 237A0 – 1MG4A, 1MG4B, 1MG4C, 1MG4D 237A0 – 1MG8A, 1MG8B 237A0 – 1PM0A, 1PM0B, 1PM0C, 1PM0D 237A0 – 1PM4A, 1PM4B 237A0 – 1PN0A, 1PN0B
	MOTOR CONTROLLER	291A0 – 1MG0B, 1MG1B
	TRANSMISSION	31039 – 3SX0A, 3SX1A, 3SX2A, 3SX3A, 3SX4A, 3SX5A, 3SX9A 31039 – X960A, X961A, X963A, X964A, X966A 31039 – X967D 31039 – 12X0A 31039 – 12X3D

15. Read the precautions on the C-III plus screen (use page arrow as needed). After reading, select **Confirmed instructions**, and then select **Next**.
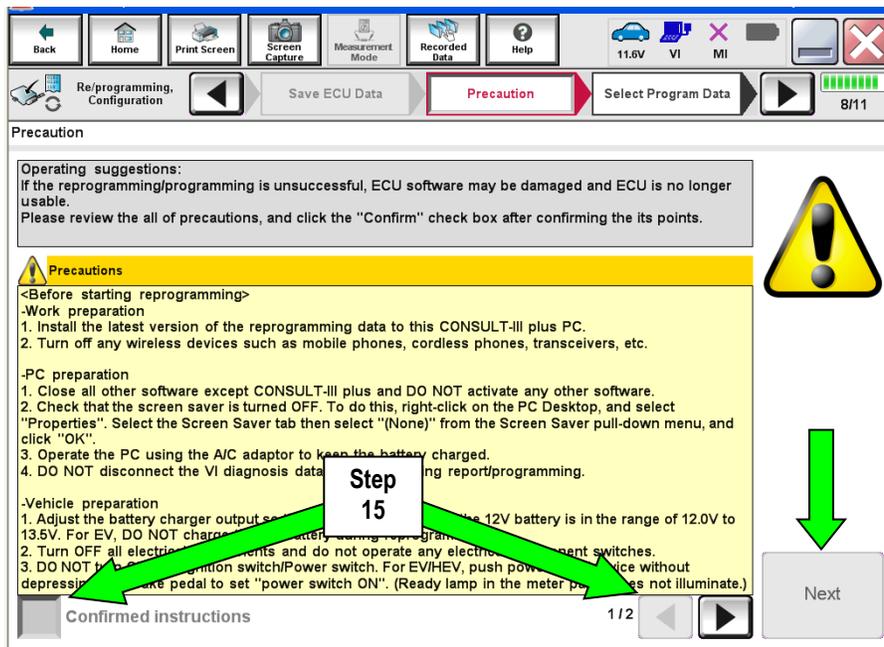
Figure 9

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

➢ If more than one new P/N is available, 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

ITB16-xxx
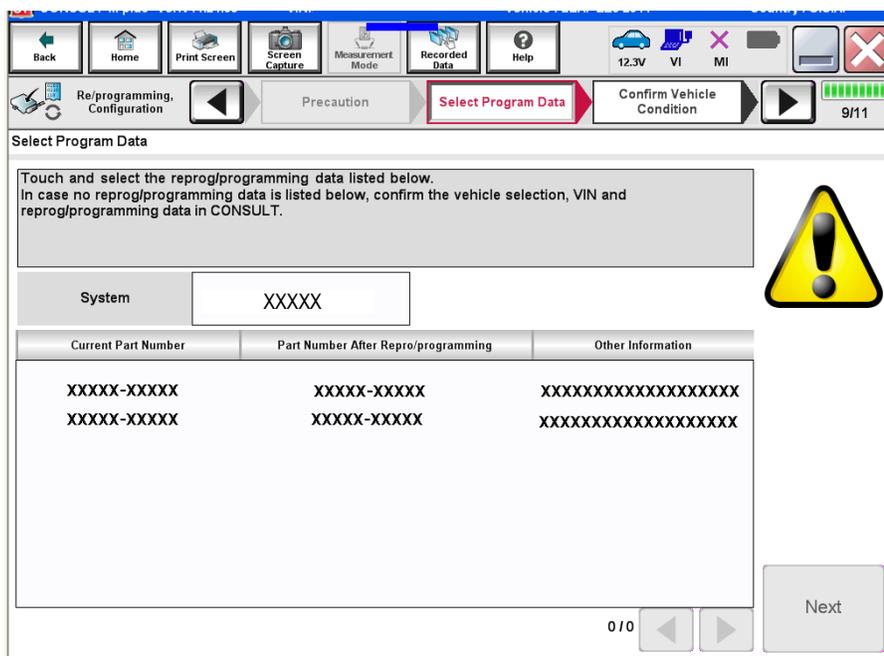
16. Verify the **Current Part Number** matches the P/N written down in step 14, and then select **Next**.
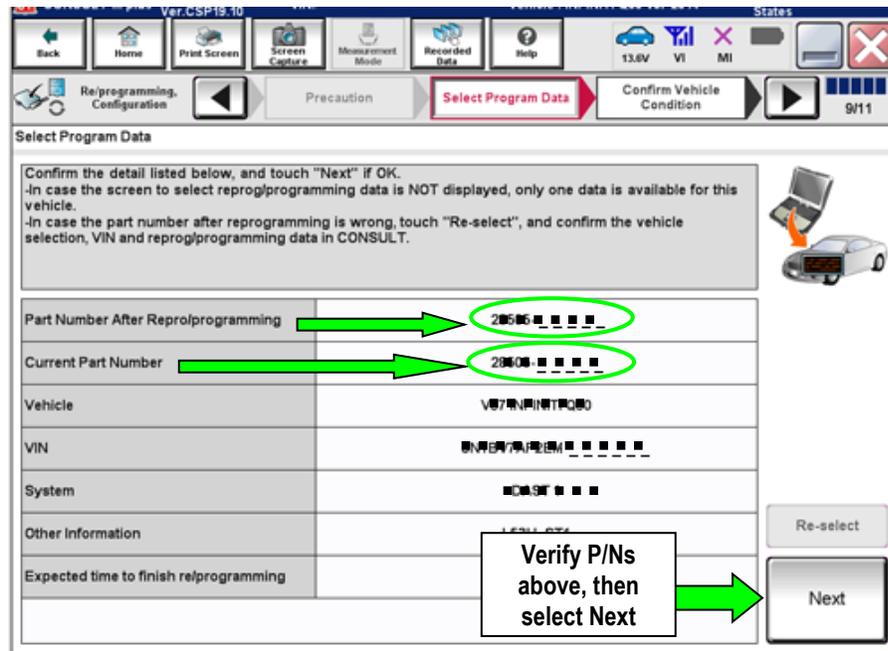
Figure 11

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

> **NOTE:** Battery voltage must stay within the specified range to make the indicator turn green.
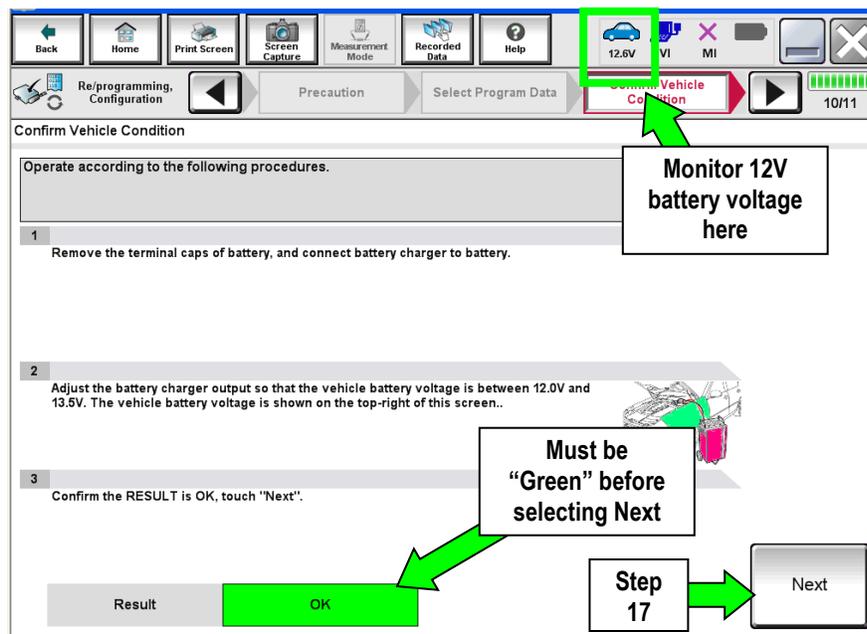
Figure 12

18. Confirm all items on the C-III plus screen are OK (green), then 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 15.5 volts.
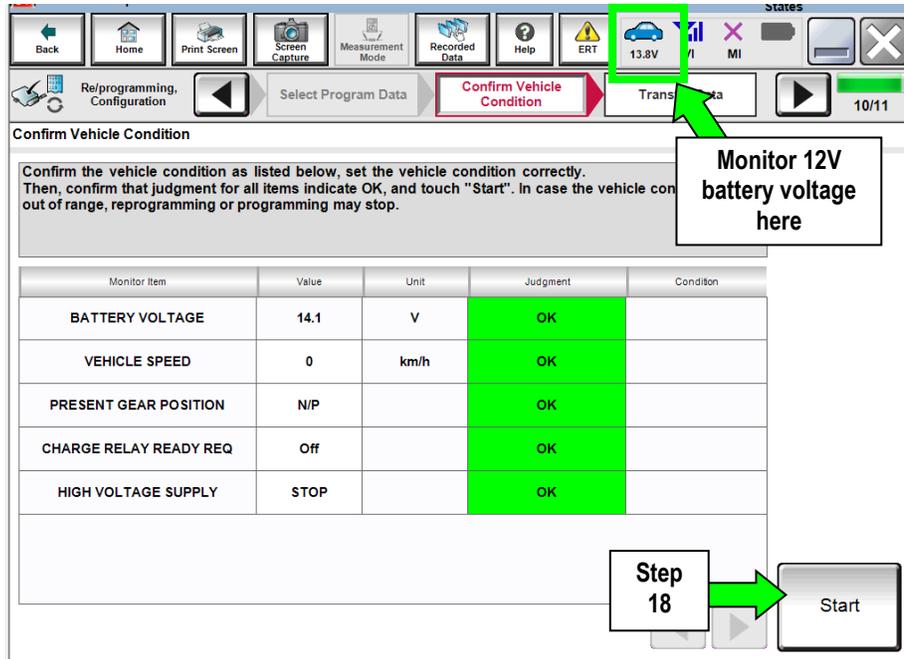
Figure 13

19. Wait for both bar graphs to complete.
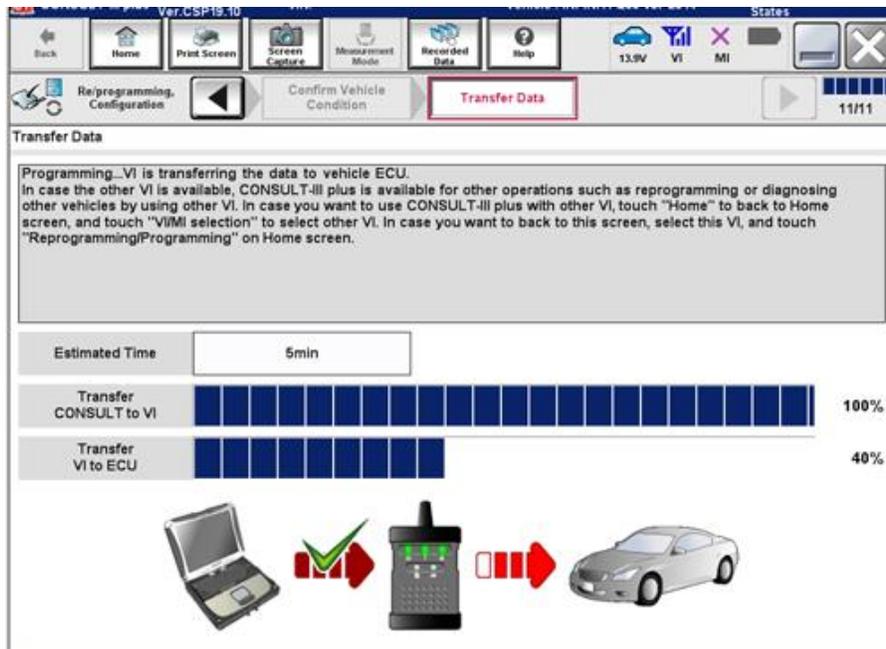
Figure 14

20. When the screen in Figure 15 displays, reprogramming is complete.

NOTE: If the screen in Figure 15 does <u>not</u> display (indicating that reprogramming did <u>not</u> complete), refer to the information on page 13.

21. Select **Next**.
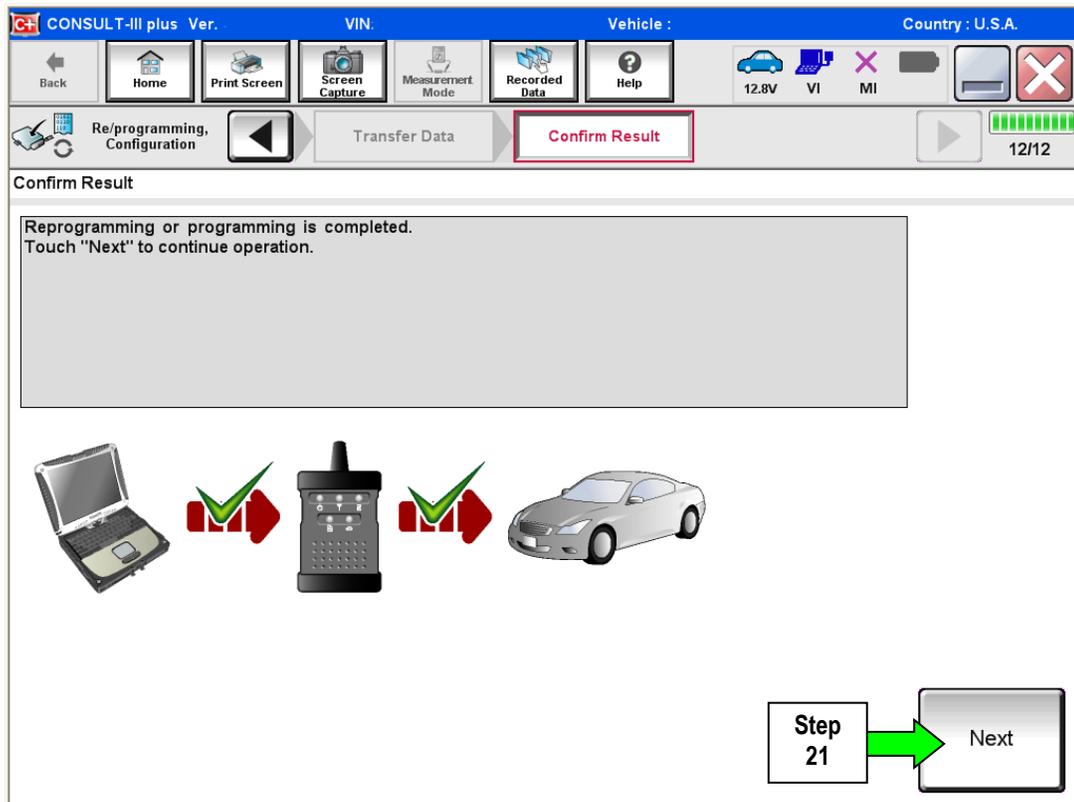
Figure 15

NOTE:

- In the next step, on page 14, you will perform DTC erase

- DTC erase is required before C-III plus will provide the final reprogramming confirmation report.

Control Unit Recovery:

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

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

- Check battery voltage (12.0–15.5 V).

- Ignition is ON, 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 first attempt and can be selected more than once.
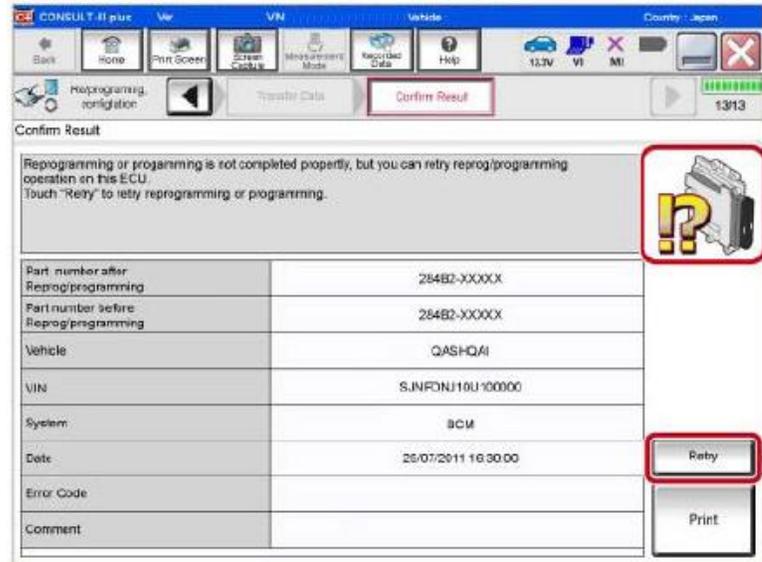
Figure 16

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

- Check battery voltage (12.0 – 15.5 V).

- CONSULT A/C adapter is plugged in.

- Ignition is ON, 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.**
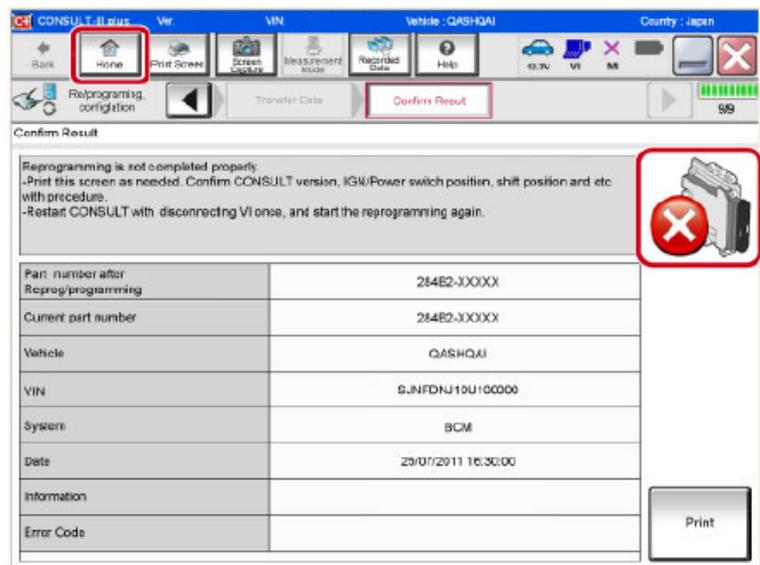
Figure 17

22. Erase all DTCs as follows:

    a. Turn "ignition" OFF.

- The screen in Figure 18 will read OFF after pressing the power switch once.
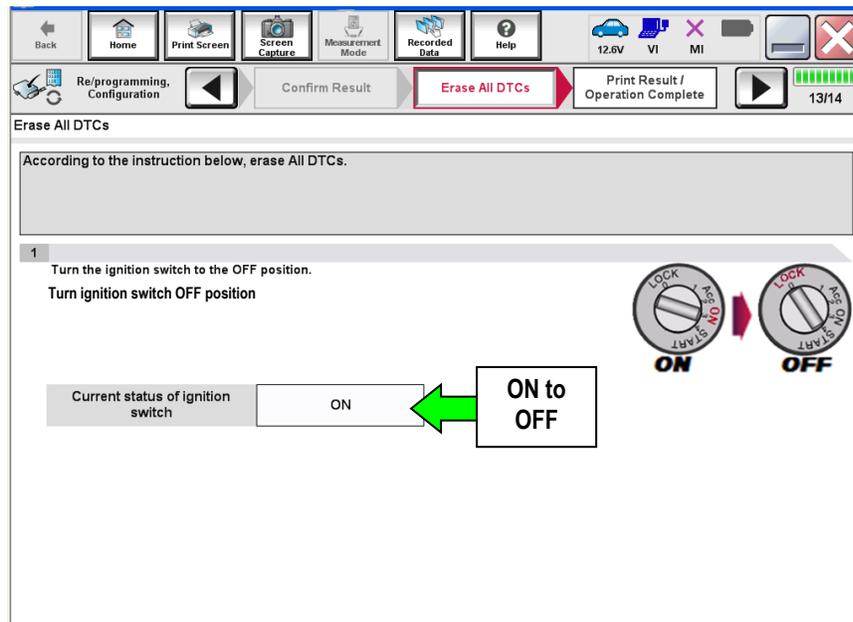
Figure 18

    b. Turn the ignition ON, not Ready (press switch twice, no foot on brake).

- The screen in Figure 19 will read **ON** after pressing the power switch <u>twice</u>.
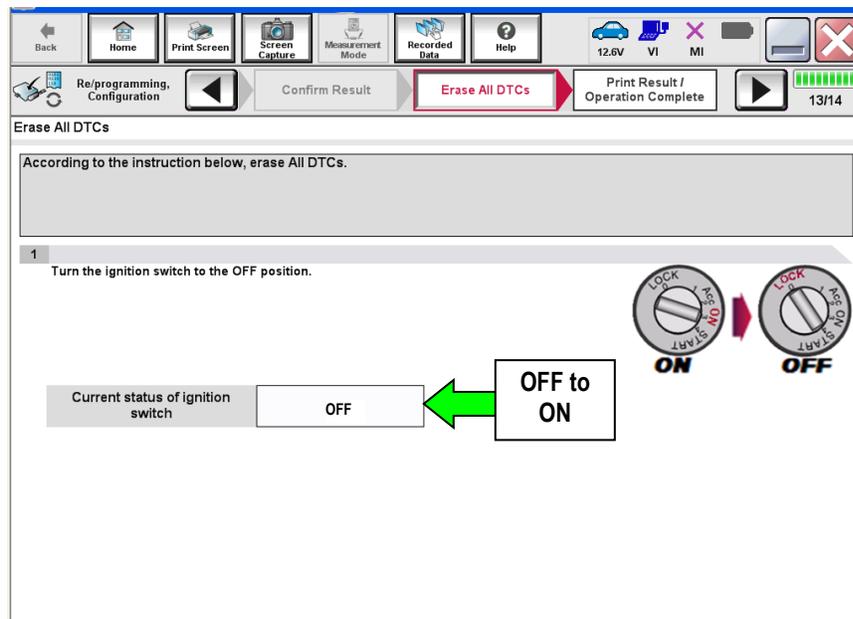
Figure 19

c. Wait for the bar graph in the **ERASE** window to complete 100%.

d. Select **Next**.
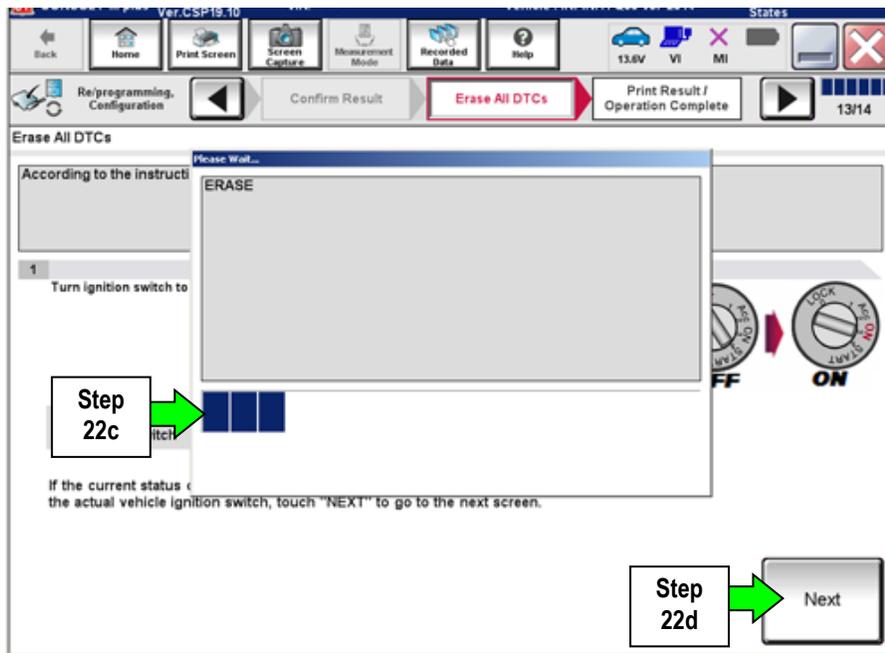
Figure 20

23. Verify the P/N has changed (before and after reprogramming P/Ns should be different).

    a. Print a copy of the screen in Figure 21 by selecting **Print**.

    b. Attach the copy to the repair order.

    c. Once a copy has been printed, select **Confirm**.
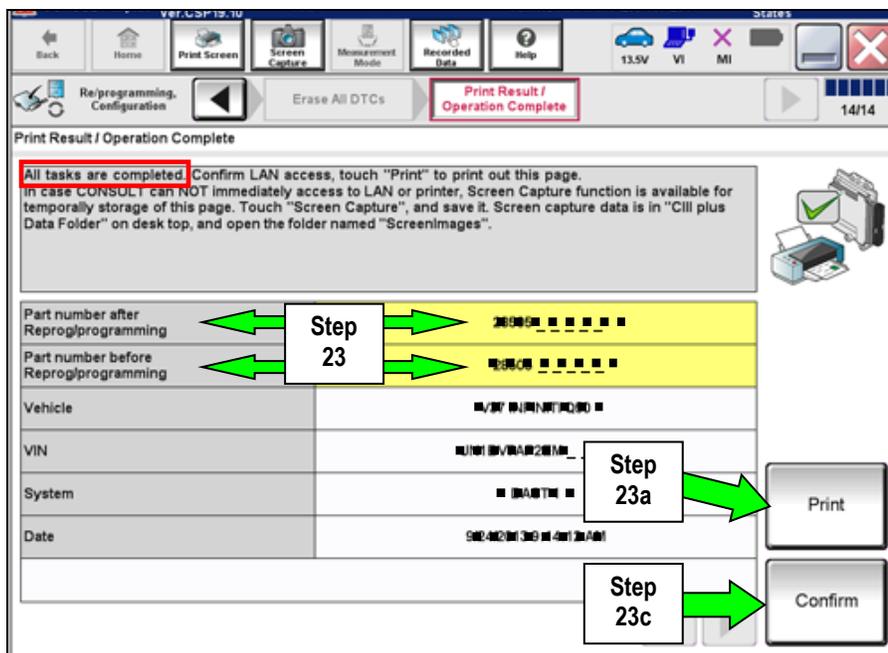
Figure 21

24. After confirmation has completed, select Home
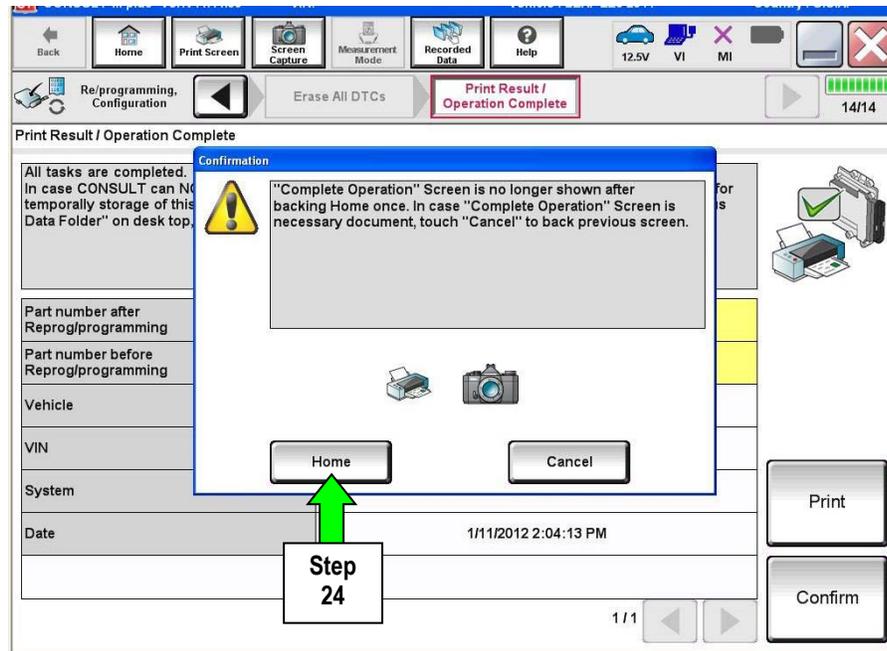
Figure 22

25. Repeat the entire reprogramming procedure for MOTOR CONTROLLER.

26. Repeat the entire reprogramming procedure for TRANSMISSION.

27. Check and erase any stored DTCs in all systems as follows:

    a. Select **Diagnosis (All Systems)**.

    b. Wait for **System Call** to complete.

    c. Check and erase any stored DTCs.

28. Disconnect C-III plus from the vehicle.

29. Turn the ignition OFF.

30. Disconnect the GR8 from the 12V battery.

CLAIMS INFORMATION

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

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
R1623	Reprogram EV/HEV, MOTOR CONTROLLER, and TRANSMISSION	R16230	1.0 hrs.

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
R1623	Reprogram not needed	R16231	0.3 hrs.

ITB16-xxx