

Reference:

ITB12-053b

Date:

January 23, 2013

VOLUNTARY SERVICE CAMPAIGN 2013 JX35 METER BACK LIGHT ILLUMINATION AND DISTANCE TO EMPTY INACCURACY

This bulletin was amended. Changes were made to accommodate a new version of the reprogramming software.
Please discard previous versions of this bulletin.

CAMPAIGN ID # P2538

APPLIED VEHICLE: 2013 JX35 (L50)

Check Service COMM to confirm campaign eligibility.

INTRODUCTION

Infiniti is conducting a Voluntary Service Campaign to reprogram Distance-To-Empty (DTE) display and the combination meter illumination function. On the affected vehicles, the DTE, which is supplemental to the fuel gauge, may not be accurate. Also, portions of the combination meter may not illuminate as designed. This service will be performed at no charge for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number P2538 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

Dealers are to correct each vehicle falling within the range of this campaign that enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory.

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 dealer to determine if this applies to your vehicle.

SERVICE PROCEDURE

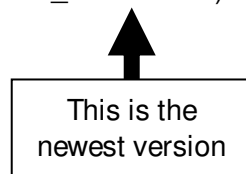
NOTE: Before continuing, it is IMPORTANT to make sure:

- 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.

- The Extended Storage Switch is pushed in (customer deliver mode).

Make Sure the newest version of the “Meter Reprogramming Tool” (L50_L33_MeterReprogrammer_V2.0.6.0.exe) has been installed into the CONSULT PC as follows:



NOTE: If the L50/L33 Re-programmer has already been installed, skip to [Meter Reprogramming Procedure](#) on the next page.

1. The Panasonic Toughbook (CONSULT PC) automatically gets the L50/L33 Re-programmer tool during ASIST synchronization.
2. The CONSULT PC will display a notification that updates are available.
3. Follow the on-screen instructions to install the L50/L33 Re-programmer tool.
4. Once installed, the L50/L33 Re-programmer tool is available by selecting:

Start > All Programs > L50_L33_MeterReprogrammer_V2.0.6.0.exe

Meter Reprogramming Procedure

1. Connect the plus Vehicle Interface (plus VI) to the vehicle.

- Make sure to use the correct VI for C-III plus (plus VI).

CAUTION: Make sure the plus VI is securely connected. If the plus VI connection is loose during reprogramming, the process will be interrupted and the Combination Meter may be damaged.

2. Connect the USB cable between the CONSULT PC and the plus VI.

3. Connect the AC Adapter to the CONSULT PC.

CAUTION: Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the Combination Meter may be damaged.

4. Connect a battery charger to the vehicle battery:

- Set the battery charger at a low charge rate.

NOTE: The GR-8 (Battery and Electrical Diagnostic Station) set to "Power Supply" mode is recommended.

CAUTION: Be sure the battery charger is connected securely to the battery. Make sure the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the Combination Meter may be damaged.

5. Turn off all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI.

CAUTION: Make sure to turn off all external Bluetooth® devices. If Bluetooth® signal waves are within range of the CONSULT PC and the VI during reprogramming, reprogramming may be interrupted and the Combination Meter may be damaged.

6. Turn the ignition ON with the engine OFF.

7. Turn OFF all vehicle electrical loads such as exterior lights, interior lights, HVAC, blower, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc.

IMPORTANT: Make sure to turn OFF all vehicle electrical loads. Make sure the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the Combination Meter may be damaged.

8. Turn ON the CONSULT PC.

9. Close all software applications (including ASIST, C-III, or C-III plus):

10. Launch the L50/L33 Reprogramming Tool:

Start > All Programs > L50_L33_MeterReprogrammer_V2.0.6.0.exe

11. When the screen in Figure 1 displays, select METER Re-program.

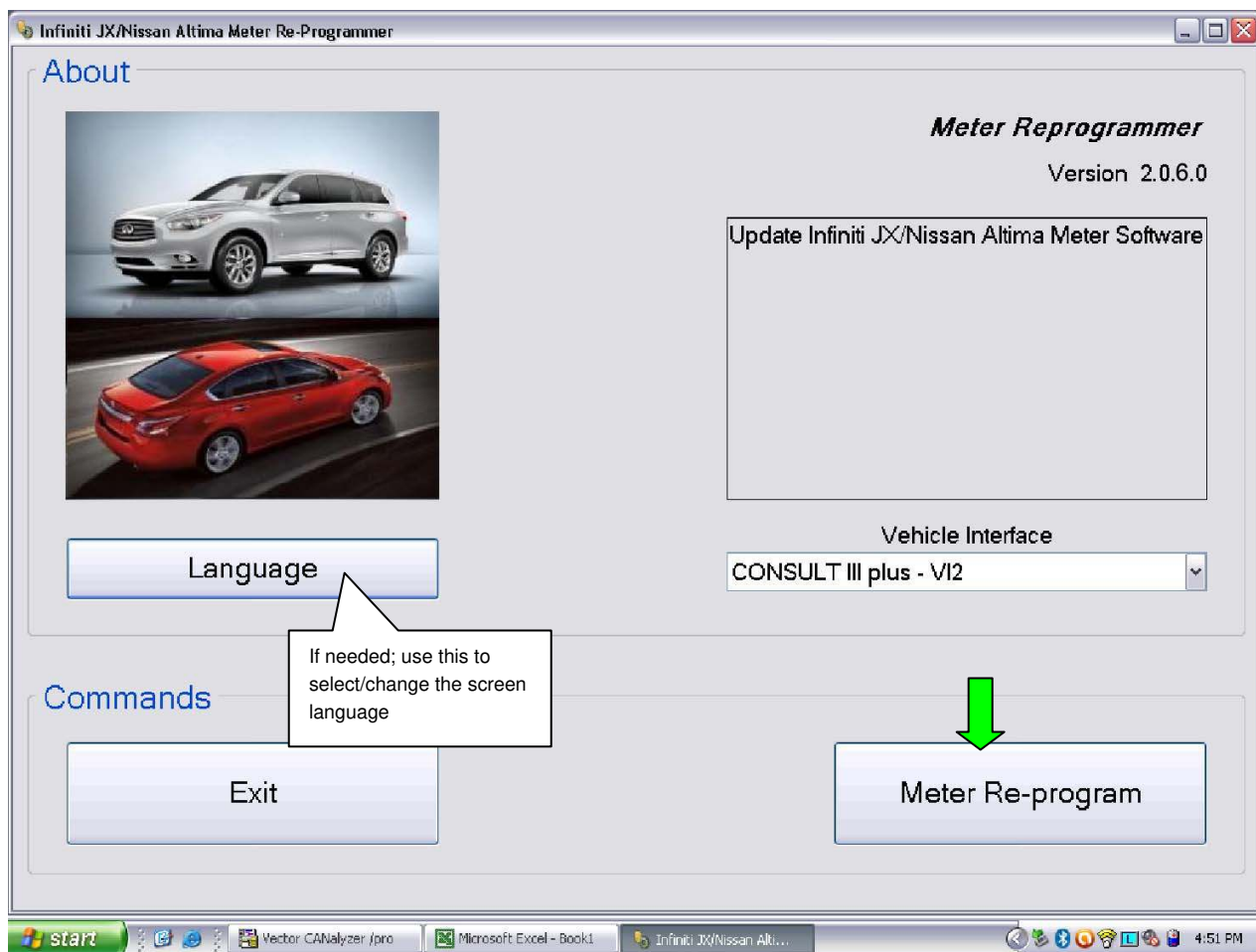


Figure 1

12. Select OK – meter reprogramming will start.

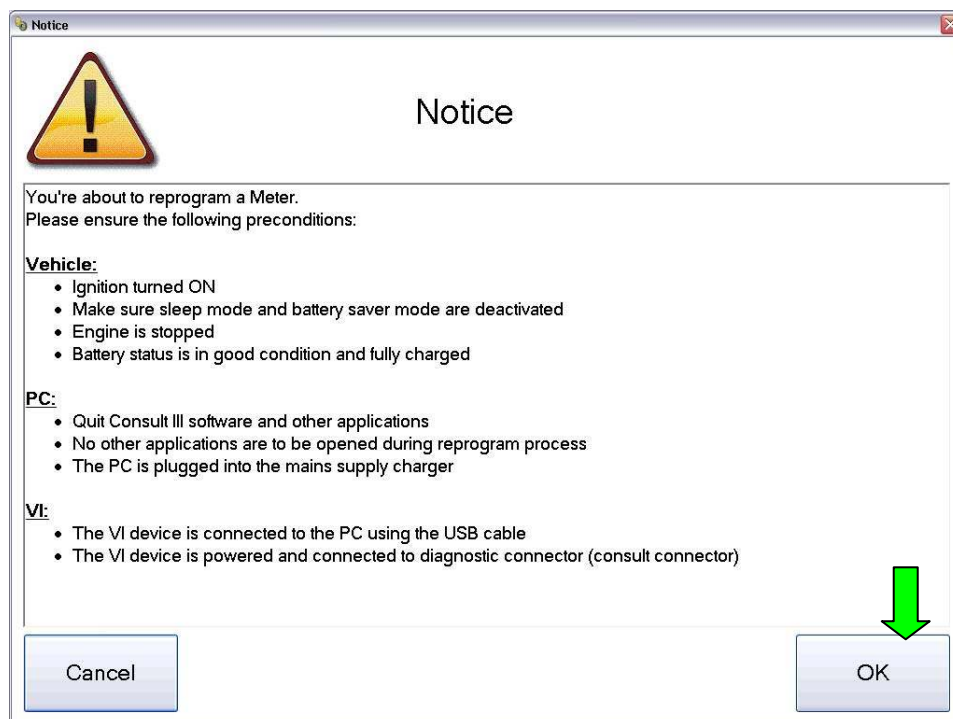


Figure 2

13. The screen in Figure 3 displays when reprogramming is complete – Select OK.

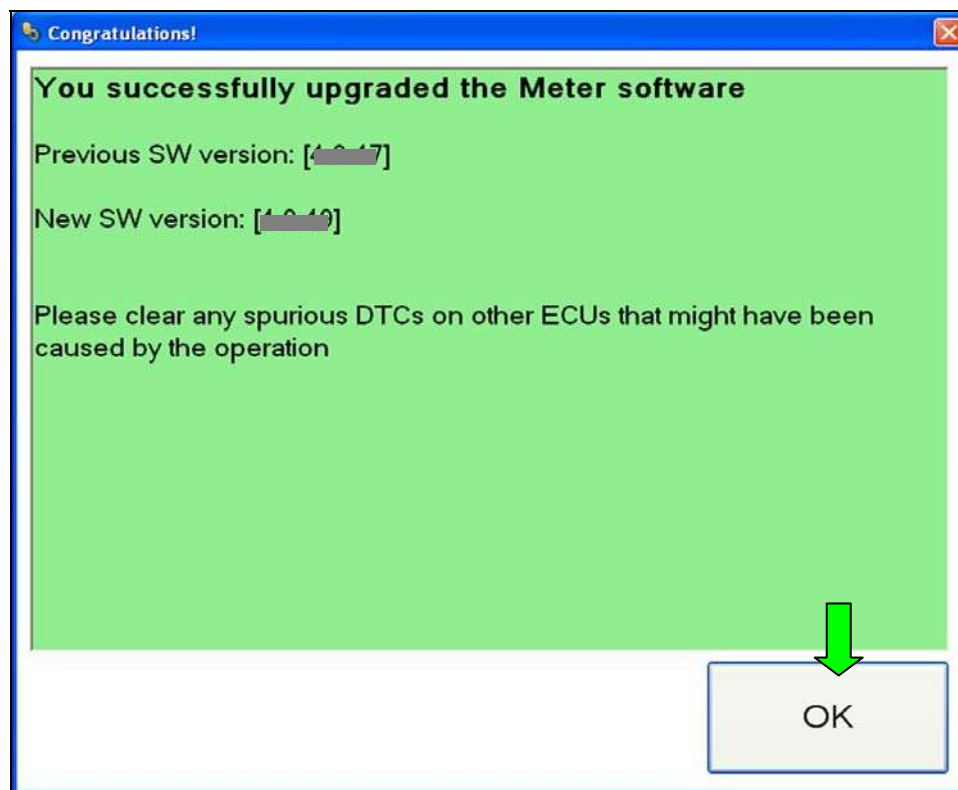


Figure 3

NOTE: If the screen in Figure 4 displays, reprogramming is not needed for this vehicle or it has already been done:

- a. Select OK.
- b. Close the reprogramming tool/software.
- c. Skip to step 16.



Figure 4

NOTE: If the screen in Figure 5 displays:

Try reprogramming at least 3 more times.

- a. Select OK and close the reprogramming tool/software.
- b. Restart this Service Procedure from the beginning.
 - Make sure all steps are completed correctly.
 - CONSULT software and all other applications are closed.
 - Plus VI is securely connected to the vehicle and USB cable is connected.
 - Battery charger is connected to the vehicle.

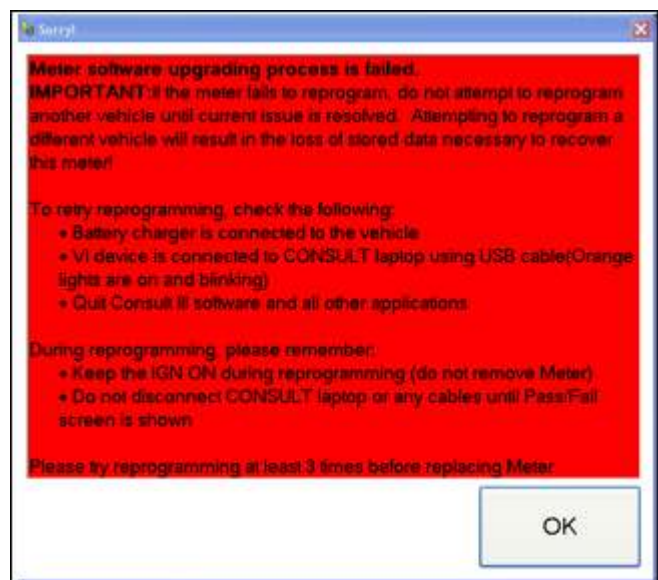


Figure 5

IMPORTANT: If you get the screen in Figure 5 above:

- Make sure to complete all reprogramming attempts on the current vehicle before moving to another vehicle.
- Using the reprogramming tool on another vehicle will erase all data for the current vehicle, and the meter for the current vehicle will not be reprogrammable (recoverable).

14. For warranty documentation, print a copy of the screen in Figure 6 and attach it to the repair order.

- To print, use your browser menu – File ⇒ Print ⇒ OK.

15. After printing, close the L50/L33 Re-programmer tool/software by selecting the red “X” in upper right corner.

NOTE: The L50/L33 Re-programmer tool/software must be closed before opening CONSULT III plus.

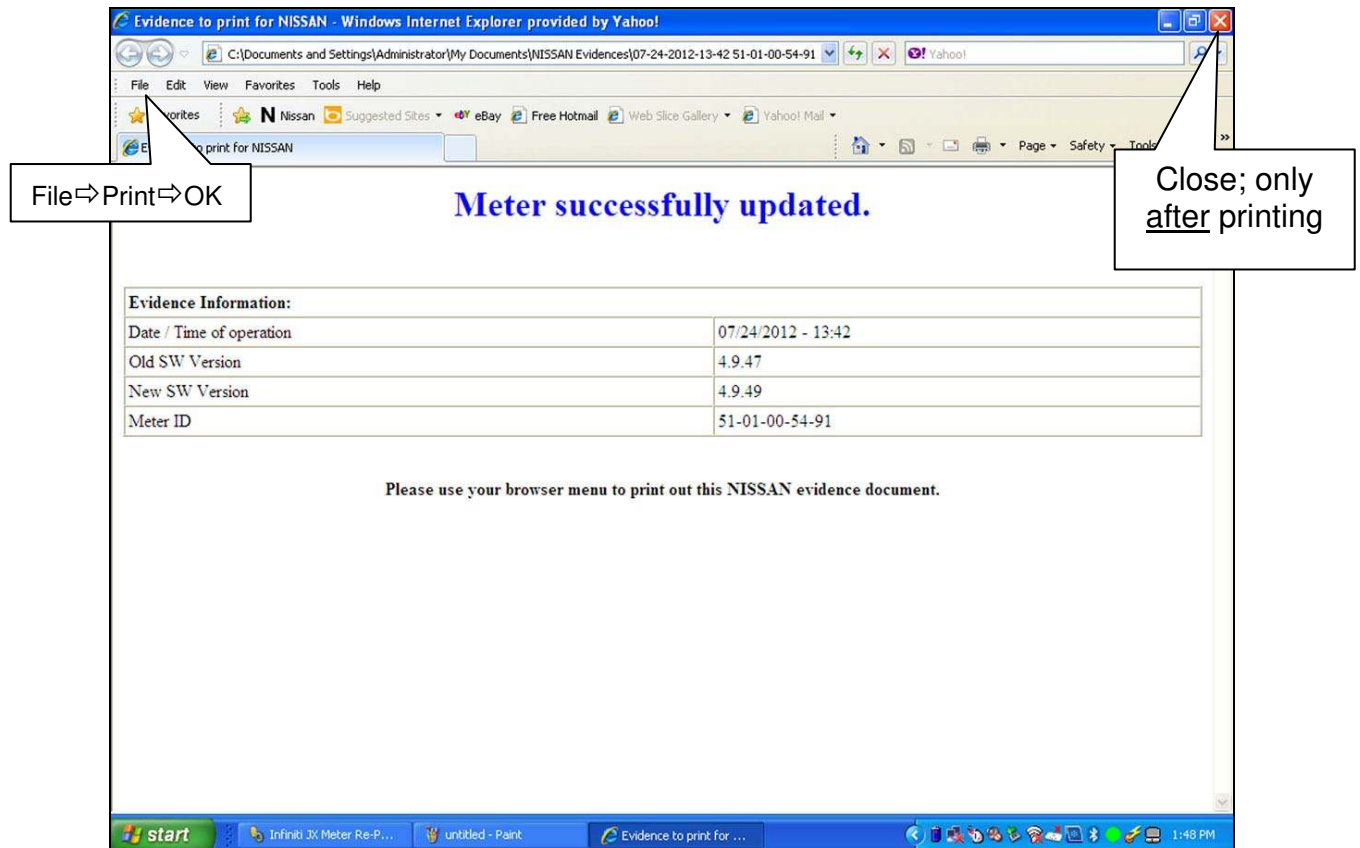


Figure 6

16. Open CONSULT III plus and erase DTCs from all systems.

NOTE: The L50/L33 Re-programmer tool/software must be closed before opening CONSULT III plus.

17. Turn OFF the CONSULT PC and disconnect from the vehicle.

18. Turn the ignition OFF.

19. Disconnect the battery charger.

CLAIMS INFORMATION

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

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
P2538	Reprogram Combination Meter	P25380	0.3 hrs.

OWNER'S LETTER

Dear Infiniti JX35 Owner:

Infiniti is committed to providing the highest levels of product quality and customer satisfaction. With that in mind, we want to bring to your attention important information regarding a service campaign to reprogram the instrument meter backlight and Distance to Empty (DTE) meter on your 2013 Infiniti JX35 vehicle.

REASON FOR SERVICE CAMPAIGN

On some of the potentially affected vehicles, the instrument meter may intermittently not illuminate as designed. Also, the Distance to Empty (DTE) meter, which is supplemental to the fuel gauge, may display an incorrect reading when the vehicle has been parked on an incline. To help prevent both of these issues from occurring and to help ensure your continued satisfaction and confidence in your vehicle, Infiniti will reprogram the meter display function and the DTE function.

WHAT INFINITI WILL DO

To help prevent these issues from occurring, Infiniti is conducting a voluntary service campaign to reprogram the instrument meter backlight illumination function and DTE meter at no charge to you for parts and labor. This reprogramming should take about an hour or less to complete, but your Infiniti retailer may require your vehicle for a longer time based upon their service department schedule.

WHAT YOU SHOULD DO

Please contact your Infiniti retailer at your earliest convenience to arrange an appointment. To ensure the least inconvenience for you, it is important that you have an appointment before bringing your vehicle to the Infiniti retailer for service. Please bring this notice with you to your service appointment. Instructions have been sent to your Infiniti retailer.

If you have additional questions or concerns, please contact our National Consumer Affairs Department, Infiniti North America, Inc. P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-662-6200.

Thank you for your cooperation. We are indeed sorry for any inconvenience this may cause you.

