INFINITI®

SERVICE CAMPAIGN BULLETIN

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Reference:

ITB16-048c

Date:

April 5, 2018

VOLUNTARY SERVICE CAMPAIGN
2013 JX35 AND 2014 QX60; CVT

> This bulletin has been amended. Changes have been made throughout.
> It is necessary for you to read this revised procedure to properly perform this action.
> Please discard all previous versions of this bulletin.

CAMPAIGN ID #:   PC501

APPLIED VEHICLE: 2013 JX35 (L50)
2014 QX60 (L50)

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

INTRODUCTION

Infiniti is conducting this voluntary service campaign on certain specific 2013 JX35 and 2014 QX60 vehicles to reprogram the TCM. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number PC501 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

Dealers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a dealer's inventory.

SERVICE PROCEDURE

IMPORTANT: Before starting, make sure:

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

- All CONSULT-III plus (C-III plus) software updates (if any) have been installed.

- The CONSULT PC is connected to the Internet (Wi-Fi or cable).

NOTE:

- Some vehicles affected by this campaign may already have the specified reprogramming. In step 6 of the reprograming procedure, you will determine if reprograming is needed.

- Most instructions for reprogramming with CONSULT-III plus (C-III plus) are displayed on the CONSULT PC screen.

- If you are not familiar with the reprogramming procedure, click here. This will link you to the "CONSULT- III plus Reprogramming" general procedure.

CAUTION:

- Connect the GR8 to the vehicle battery, set to "power supply" mode.
  If the vehicle battery voltage drops below <u>12.0V or rises above 15.5V</u> during reprogramming, <u>the TCM may be damaged</u>.

- Be sure to turn OFF all vehicle electrical loads.
  If a vehicle electrical load remains ON, <u>the TCM may be damaged</u>.

- Be sure to connect the AC Adapter.
  If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and <u>the TCM may be damaged</u>.

- 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 <u>the TCM may be damaged</u>.

1. Connect the CONSULT PC to the vehicle to begin the reprogramming procedure.

2. Start C-III plus.

3. Wait for the plus VI to be recognized.

   - The serial number will display when the plus VI is recognized.

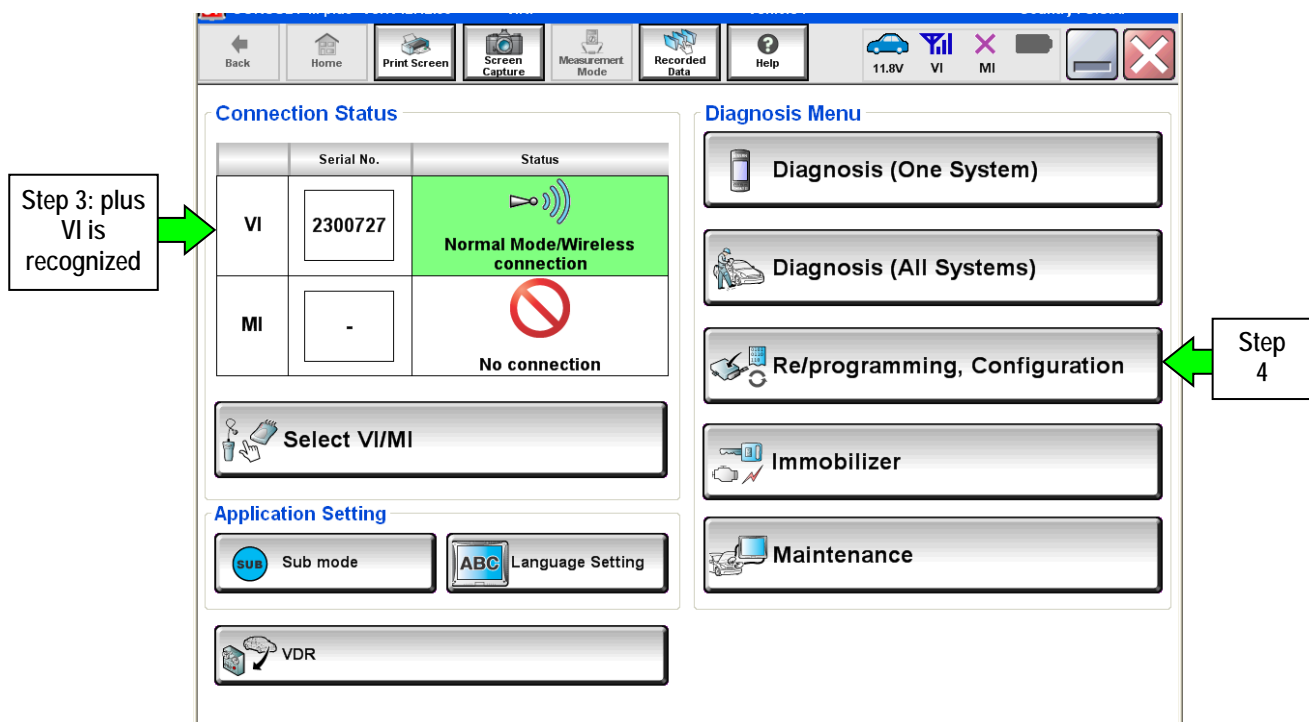4. Select **Re/programming, Configuration**.

Figure 1

5. Follow the on-screen instructions and navigate the C-III plus to the screen shown in Figure 2 on the next page.

6. When you get to the screen shown in Figure 2, confirm this bulletin applies as follows.

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

        NOTE: This is the <u>current</u> TCM Part Number (P/N).
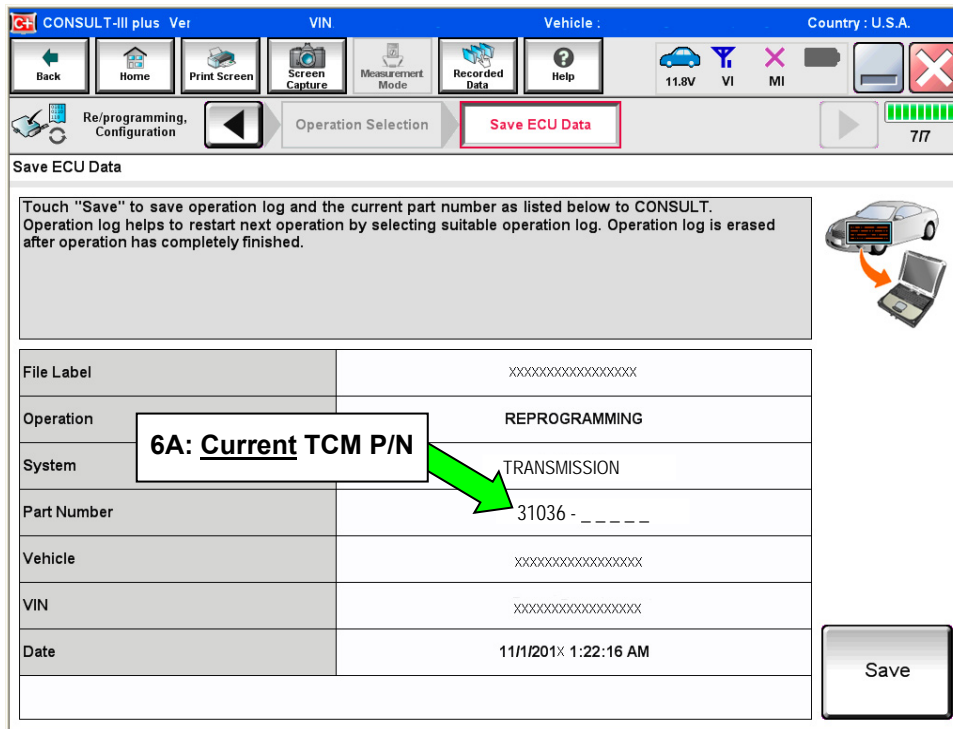

Figure 2

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

- If there is a <u>match</u>, continue with the reprogramming procedure.

- If there is <u>not a match</u>, reprogramming does not apply or it has already been done. Check service COMM to confirm this bulletin applies to the vehicle you are working on.

Table A

MODEL	CURRENT TCM PART NUMBER BEFORE REPROGRAMMING:31036 -
2013 JX35	9NA6A, 9NA6B, 9NA6C, 9NA6D, 9NA6E 3JU0A, 3JU0B, 3JU0C, 3JU0D, 3JU0E 3JU1A 9NA7A
2014 QX60 with V6 engine	9NA7A, 9NA7B, 9NA7C, 9NA7D 3JU3A, 3JU3B, 3JU3C, 3JU3D

7. Follow the on-screen instructions to navigate C-III plus and reprogram the TCM.

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

 ➢ If more than one new part number is available, the screen in Figure 3 displays.

 ➢ 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 <u>blank</u> (no reprogramming listed), it means there is no reprogramming available for this vehicle. Check service COMM to confirm this bulletin applies to the vehicle you are working on.
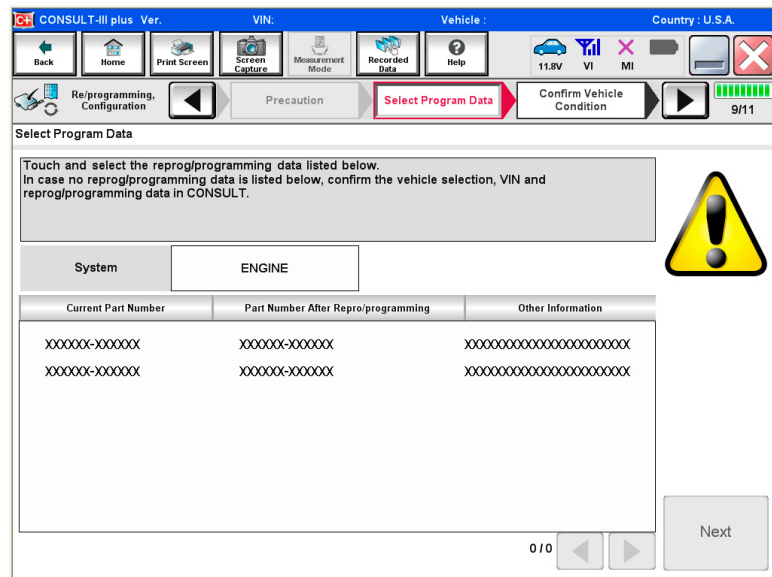

Figure 3

- Before reprogramming will start, you will be required to enter your User Name and Password.
 ➢ The CONSULT PC must be connected to the Internet (Wi-Fi or cable).
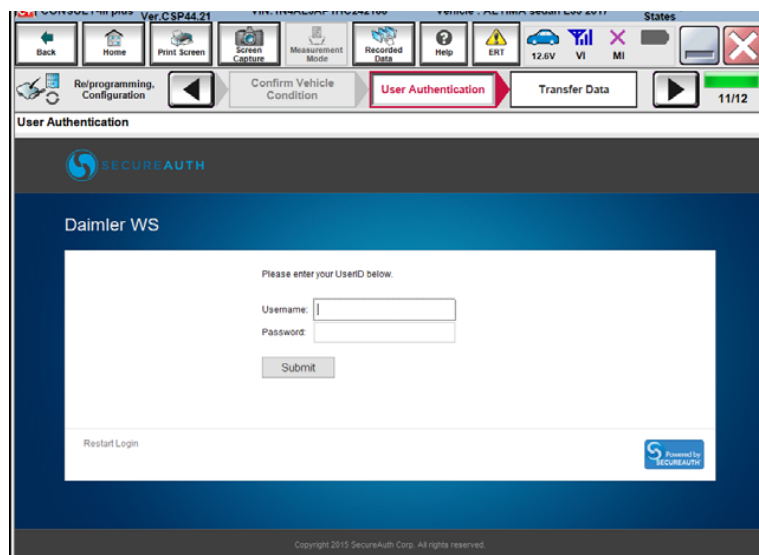 ➢ If you do not know your User Name and Password, contact your Service Manager.

Figure 4

8. When the screen in Figure 5 displays, reprogramming is complete.

   NOTE: If the screen in Figure 5 does <u>not</u> display (indicating that reprogramming did <u>not</u> complete), refer to the information on the next page.
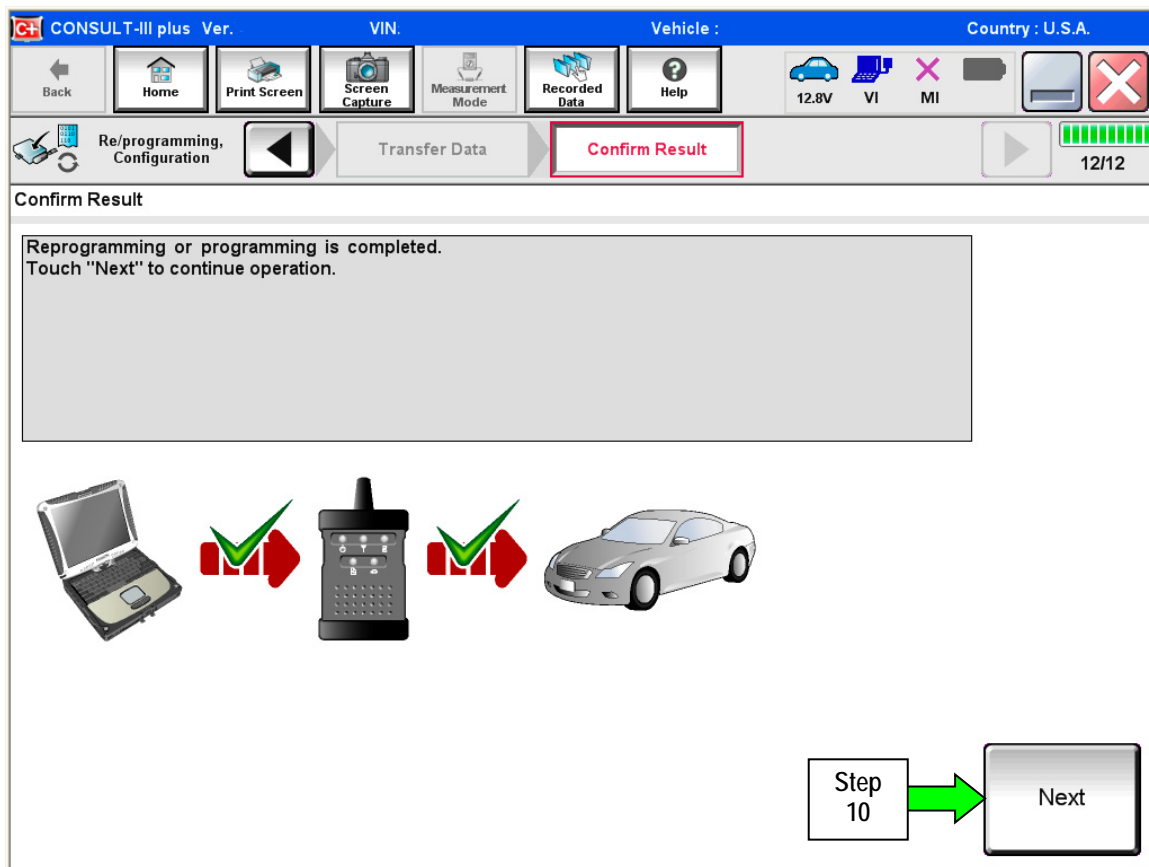
9. Disconnect GR8 from the vehicle.

10. Select **Next**.

Figure 5

NOTE:

- In the next step (page 8) you will perform **Erase All DTCs**.
- DTC erase is required before C-III plus will provide the final reprogramming confirmation report.

TCM Recovery:

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

If reprogramming does <u>not</u> complete and the "**!?**" icon displays as shown in
Figure 6:

- Check battery voltage
  (12.0–15.5 V).

- Ignition is ON, engine OFF.

- External Bluetooth® devices are OFF.

- All electrical loads are OFF.

- **Select** <u>retry</u> **and follow the on screen instructions.**

- <u>"Retry" may not go through on first attempt and can be selected more than once.</u>
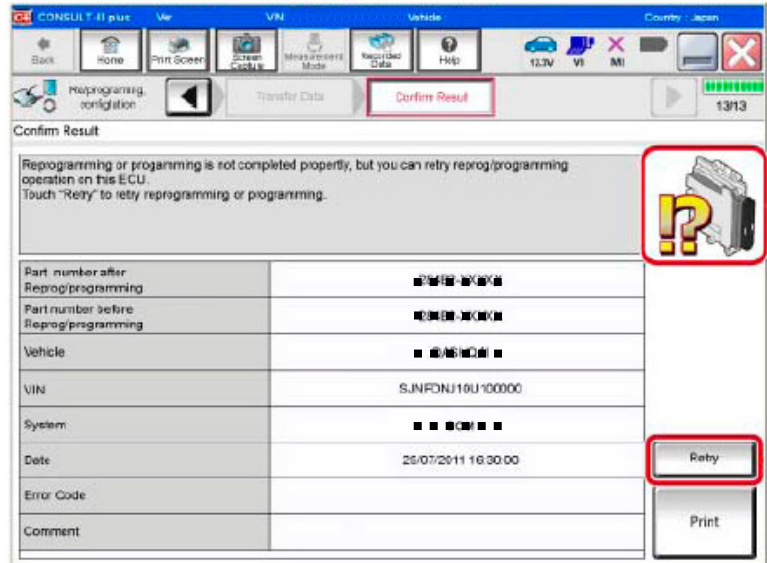

Figure 6

If reprogramming does <u>not</u> complete and the "**X**" icon displays as shown in
Figure 7:

- Check battery voltage
  (12.0 – 15.5 V).

- CONSULT A/C adapter is plugged in.

- Ignition is ON, engine OFF.

- Transmission is in Park.

- All C-III plus / VI cables are securely connected.

- All C-III plus updates are installed.

- **Select** <u>Home</u>, **and restart the reprogram procedure from the beginning.**
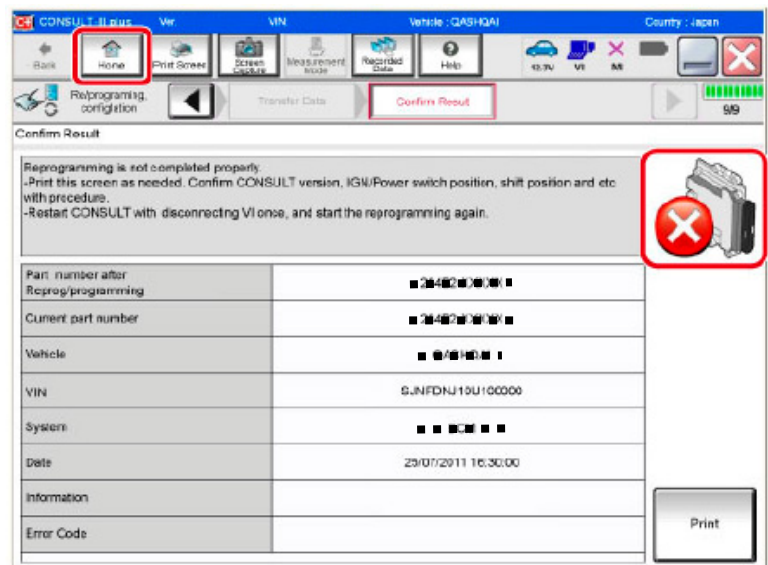

Figure 7

11. Follow the on-screen instructions to **Confirm Shift Lever Position Display**.

12. Follow the on-screen instructions to **Erase DTCs**.

13. When the entire reprogramming process is complete, the screen in Figure 8 will display.

14. Verify the before and after part numbers are different.

15. Print a copy of this screen (Figure 8) and attach it to the repair order for warranty documentation.
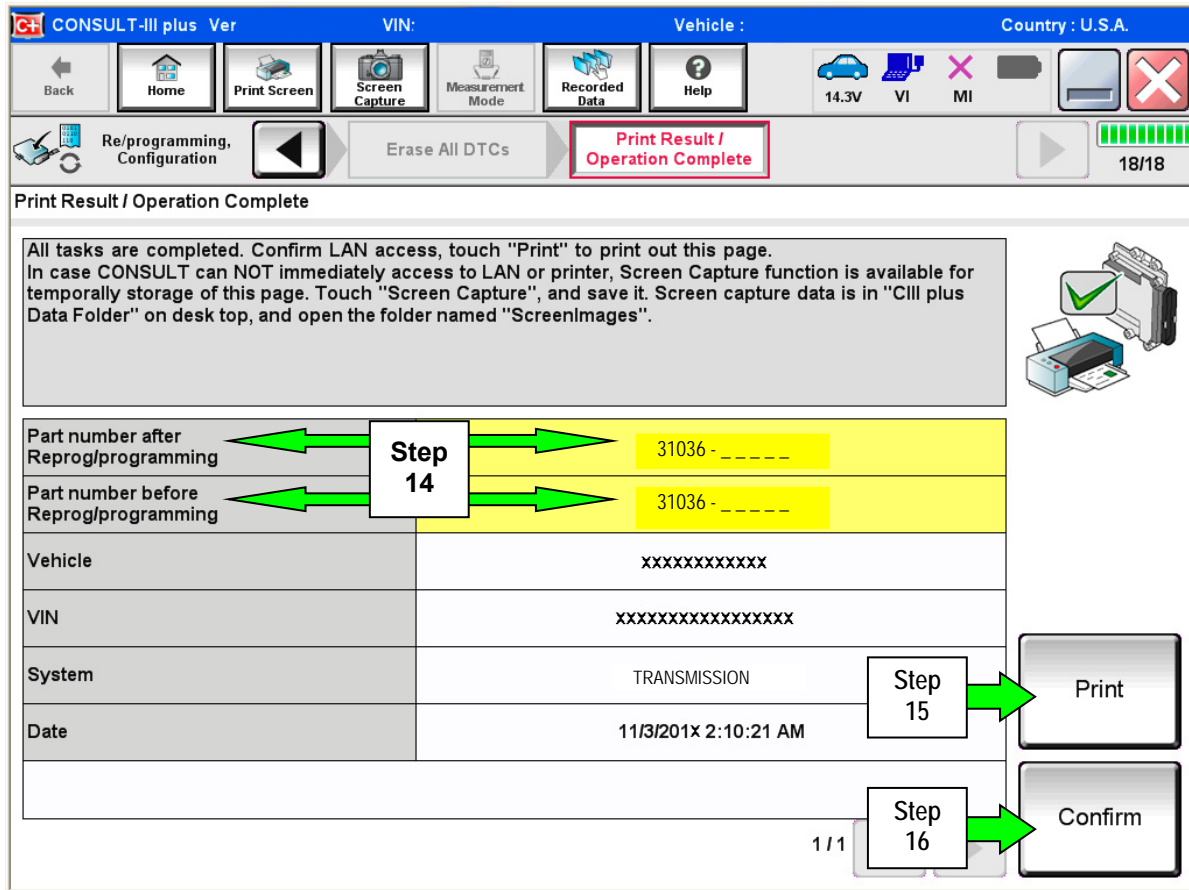
16. Select **Confirm**.

Figure 8

17. Return C-III plus to the Home screen.

18. Turn OFF C-III plus and the vehicle ignition.

19. Disconnect C-III plus from the vehicle.

CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

CAMPAIGN (CM) I.D. #	DESCRIPTION	OP CODE	FRT
PC501	Perform TCM Reprogramming	PC501E	0.6 hrs.
	TCM Reprogramming Not Needed	PC5010	0.2 hrs.