

SERVICE BULLETIN

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ITB18-013a

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# 2017-2018 QX60; MIL ON WITH DTC P219F

This bulletin has been amended. ECM P/Ns have been added to Table A. No other changes have been made. Discard all previous versions of this bulletin.

APPLIED VEHICLES: 2017-2018 QX60 (L50) APPLIED ENGINE: VQ35DD (direct injection)

### **IF YOU CONFIRM**

The MIL is ON with DTC P219F (AIR-FUEL RATIO IMBALANCE [CYLINDER 4]) stored,

And

There are no drivability issues.

### ACTION

- 1. Refer to step 6 in the SERVICE PROCEDURE to confirm this bulletin applies to the vehicle you are working on.
- 2. If this bulletin applies, reprogram the ECM.

**IMPORTANT:** The purpose of **ACTION** (above) is to give you a quick idea of the work you will be performing. You MUST closely follow the <u>entire</u> **SERVICE PROCEDURE** as it contains information that is essential to successfully completing this repair.

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

# REPROGRAM THE ECM

## 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:

- Most instructions for reprogramming with 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 (C-III plus) ECM Reprogramming" general procedure.
- Take the vehicle for a 10 minute drive in order to meet the following Idle Air Volume Learn (IAVL) conditions:
  - Engine coolant temperature: 70 -100°C (158 - 212°F)
  - Battery voltage: More than 12.9V (At idle)
  - > Transmission: Warmed up
- After reprogramming is complete, you will be required to perform Throttle Valve Closed Position, Idle Air Volume Learn, Accelerator Closed Position, and DTC erase. The above conditions are required for the IAVL to complete.



Figure A

## CAUTION:

- Connect the GR8 to the 12V battery and select ECM Power Supply Mode.
  If the vehicle battery voltage goes below <u>12.0V or above 15.5V</u> during reprogramming, <u>the ECM may be damaged</u>.
- Be sure to turn OFF all vehicle electrical loads.
  If a vehicle electrical load remains ON, the ECM 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 ECM may be damaged.
- Turn OFF all external Bluetooth<sup>®</sup> devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and plus VI. If Bluetooth<sup>®</sup> signal waves are within range of the CONSULT PC and plus VI during reprogramming, reprogramming may be interrupted and <u>the ECM 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.
- Select Re/programming, Configuration. 4.

Step 3: plus VI is recognized	Connection Status    Serial No.    VI  2300727    MI  -	Status Status Model Wireless connection	Help 11.8V VI	items)	Step 4
	Application Setting	Language Setting	Immobilizer		

Figure 1

5. Follow the on-screen instructions and navigate 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 ECM Part Number and write it on the repair order.

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

G CONSULT-III plus Ver	VIN.	Vehicle :		Country : U.S.A.				
Back Rome Print Screen	Screen Capture	Recorded Data	← ¥ × 11.8V VI MI					
Re/programming, Configuration	Operation Selection	Save ECU Data		<b>Ν</b>				
Save ECU Data								
Operation log helps to restart no	Touch "Save" to save operation log and the current part number as listed below to CONSULT. Operation log helps to restart next operation by selecting suitable operation log. Operation log is erased after operation has completely finished.							
File Label		XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX						
Operation		REPROGRAMMING						
System		ENGINE						
Part Number	5A: <u>Current</u> ECM P/N	23710						
Vehicle		>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>						
VIN		xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx						
Date		11/1/201× 1:22:16 AM	٨	Save				

Figure 2

- B. Compare the P/N you wrote down to the numbers in the CURRENT ECM PART NUMBER column in Table A below.
  - If there is a match, this bulletin applies. Continue with the reprogramming procedure.
  - If there is <u>not a match</u>, this bulletin <u>does not apply</u>. Close C-III plus and refer to ASIST for further diagnostic information.

Та	ble	Α
	~	

Table A				
MODEL	CURRENT ECM PART NUMBER: 23710-			
	3JR9A			
2017 07/0	3JS9A			
2017 QX60	9NC5A, 9NC6A, 9NC7A, 9NC8A, 9NC9A			
	9ND9A			
	9NP2A, 9NP2B			
	9NP3A, 9NP3B			
	9NP0A, 9NP1A			
	9NP0B, 9NP1B			
2018 QX60	9NP4A, 9NP5A, 9NP6A,			
2010 2/00	9NP7A, 9NP8A, 9NP9A			
	9NP4B, 9NP5B, 9NP6B,			
	9NP7B, 9NP8B, 9NP9B			
	9PF8A			
	9PF8B			

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

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
  - ▶ In this case, the screen in Figure 1 displays.
  - Select and use the reprogramming option that <u>does not</u> 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. Close C-III plus and refer back to ASIST for further diagnosis.

CONSULT-III plus Ver.	VIN:	Vehicle :	Country : U.S.A.
Back Borne Prin	int Screen Capture Mode		
Re/programming, Configuration	Precaution	Select Program Data	Confirm Vehicle Condition 9/11
Select Program Data			
		low. irm the vehicle selection, VIN and	
System	ENGINE		
Current Part Number	Part Number After Rep	ro/programming Other	Information
xxxxxx-xxxxxxx	XXXXXX-XXXXXXX	xxxxxxxxxxxxxx	00000000000
XXXXXX-XXXXXXX	XXXXXX-XXXXXXX	>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	00000000000
		01	• Next

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.

Ver.CSP44.21				States
Back Emergence Print Screen	Screen Capture		2.6V VI MI	🔀
Configuration	Confirm Vehicle Condition	Authentication	Transfer Data	11/12
User Authentication				
SECUREAUTH				
Daimler WS				
	Please enter your UserID below.			
	Usemame:   Password:			
	Submit			
Restart Login				SecureAuth

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 the GR8 from the vehicle.
- 10. Select Next.

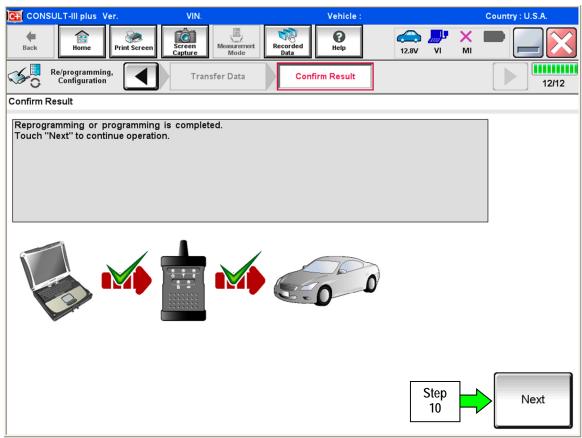


Figure 5

### NOTE:

- In the next steps, starting on page 8, you will perform Throttle Valve Closed Position, Idle Air Volume Learn, Accelerator Closed Position, and DTC erase.
- These operations are required before C-III plus will provide the final reprogramming confirmation report.

## Do not disconnect plus VI or shut down Consult III plus if reprogramming does not complete.

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<sup>®</sup> 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</u> <u>attempt and can be selected more</u> <u>than once</u>.

	VN	Vaticia	Country : Japan
Back Home Print Screen	Streen Schue	Resortand Data	12.3V VI MI
sonigiation	Transfer Data	Corfirm Resul	1313
Confirm Result			
Reprogramming or programming is not operation on this ECU. Touch "Reny" to retry reprogramming		ut you can retry reprog	
Part number after Reproc/programming		284B2-XXX0	ox 🛛
neprop programming			
Part number before Reprog/programming		284B2-XXX0	x
Part number before		284B2-XXXX QASHQAI	
Part number before Reprog/programming			
Part number before Reprog/programming Vehicle		QASHQAI	
Part number before Reprog/programming Vehicle VIN		QASHQAI SJNFDNJ10U10	
Part number before Reprogrespramming Vehicle VIN System		QASHQAI SJNFDNJ10U10 BCM	

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.

CONSULT-ILBUS Ver	VIN Vehicle : QASHQAI	County : Japan
Bark Hone Print Screer	Test Nessrener Recricki	
C configition	Transfer Data Confirm Result	99
Shim Recuit		
with procedure.	ny. CNSULT version, IGN/Power ewitch position, shift positi VI once, and start the reprogramming again.	on and etc
	284E2-XXXXX	
Reprog/programming	284E2-XXXXX 284E2-XXXXX	
Reprog/programming Current part number		
Roprog/programming Current part number Vahicle	284E2-XXXXX	
Reprogragiamming Current part number Vahiele	284E2-3XXXX QASHQAI	
Part number after Reprog/programming Current part number Vehicle VIN System Date	28482-33XXXX QASHQAI GJNFDNJ10U100000	
Reprograngsmining Current part number Naticle VIN	284E2-3XXXX QASHQAI G.NFDNJ10U100000 BCM	

Figure 7

- 11. Follow the on-screen instructions to perform the following:
  - Throttle Valve Closed Position
  - Idle Air Volume Learn (IAVL)

## NOTE:

- > Listed below are common conditions required for IAVL to complete.
- > If IAVL does not complete within a few minutes, a condition may be out of range.
- Refer to the appropriate Electronic Service Manual (ESM) for specific conditions required for the vehicle you are working on.
  - Engine coolant temperature: 70 -100° C (158 212°F)
  - o Battery voltage: More than 12.9V (At idle)
  - o Selector lever: P or N
  - Electric load switch: OFF (Air conditioner, headlamp, rear window defogger)
  - Steering wheel: Neutral (Straight-ahead position)
  - Vehicle speed: Stopped
  - o Transmission: Warmed up
- Accelerator Pedal Close Position Learning
- Erase DTCs

Continue to the next page.

- 12. When the entire reprogramming process is complete, the screen in Figure 8 will display.
- 13. Verify the before and after part numbers are different.
- 14. Print a copy of this screen (Figure 8) and attach it to the repair order for warranty documentation.
- 15. Select Confirm.

CONSULT-III plus Ver	VIN:	Vehicle :		Country : U.S.A.			
Back Borne Print Screen	Screen Capture	t Recorded Data	14.3V VI MI				
Re/programming, Configuration	Erase All DTCs	Print Result / Operation Complete		18/18			
Print Result / Operation Complete							
In case CONSULT can NOT immedia temporally storage of this page. Tou	All tasks are completed. Confirm LAN access, touch "Print" to print out this page. In case CONSULT can NOT immediately access to LAN or printer, Screen Capture function is available for temporally storage of this page. Touch "Screen Capture", and save it. Screen capture data is in "CIII plus Data Folder" on desk top, and open the folder named "ScreenImages".						
Part number after Reprog/programming	Step	23710					
Part number before Reprog/programming	13	23710					
Vehicle		*****					
VIN		*****					
System		ENGINE	Step	Print			
Date		11/3/201× 2:10:21 A	14				
			Step 15	Confirm			
		= .					

Figure 8

- 16. Close C-III plus.
- 17. Turn the ignition OFF.
- 18. Disconnect the plus VI from the vehicle.

### CLAIMS INFORMATION

### Submit a Primary Part (PP) line claim using the following claims coding:

•	•		•		
DESCRIPTION	OP CODE	PFP	SYM	DIAG	FRT
Reprogram Engine Control Module - ECM	DE97AA	(1)	ZE	32	(2)

(1) Refer to the electronic parts catalog (FAST) and use the ECM assembly part number as the Primary Failed Part (PFP).

(2) Reference the Infiniti Warranty Flat Rate Manual and use the indicated flat rate time.