

Classification:

HA21-007

Reference:

ITB22-004

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Date:

February 7, 2022

## A/C INOPERATIVE WITH DTC B20C8-14 STORED IN THE IPDM E/R

**APPLIED VEHICLES:** 2022 QX60 (L51)

### IF YOU CONFIRM

The A/C compressor is not engaging when the A/C is in the ON position, as indicated by the yellow illumination on the A/C button,

### AND

DTC B20C8-14 (COMPRESSOR [ECV]) is stored in the IPDM E/R.

### ACTION

Follow the **SERVICE PROCEDURE** to reprogram the IPDM E/R.

**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 entire **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

**IMPORTANT:** Before starting, make sure:

- ASIST 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 IPDM E/R may be damaged.
- Be sure to turn OFF all vehicle electrical loads.
- If a vehicle electrical load remains ON, the IPDM E/R 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 IPDM E/R 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 IPDM E/R may be damaged.

1. Turn ON the ignition.
2. Connect the VI to the vehicle.
3. Start C-III plus.
4. Wait for the VI to be recognized.
  - The serial number will display when the VI is recognized (Figure 1 on page 3).

5. Select Re/programming, Configuration.

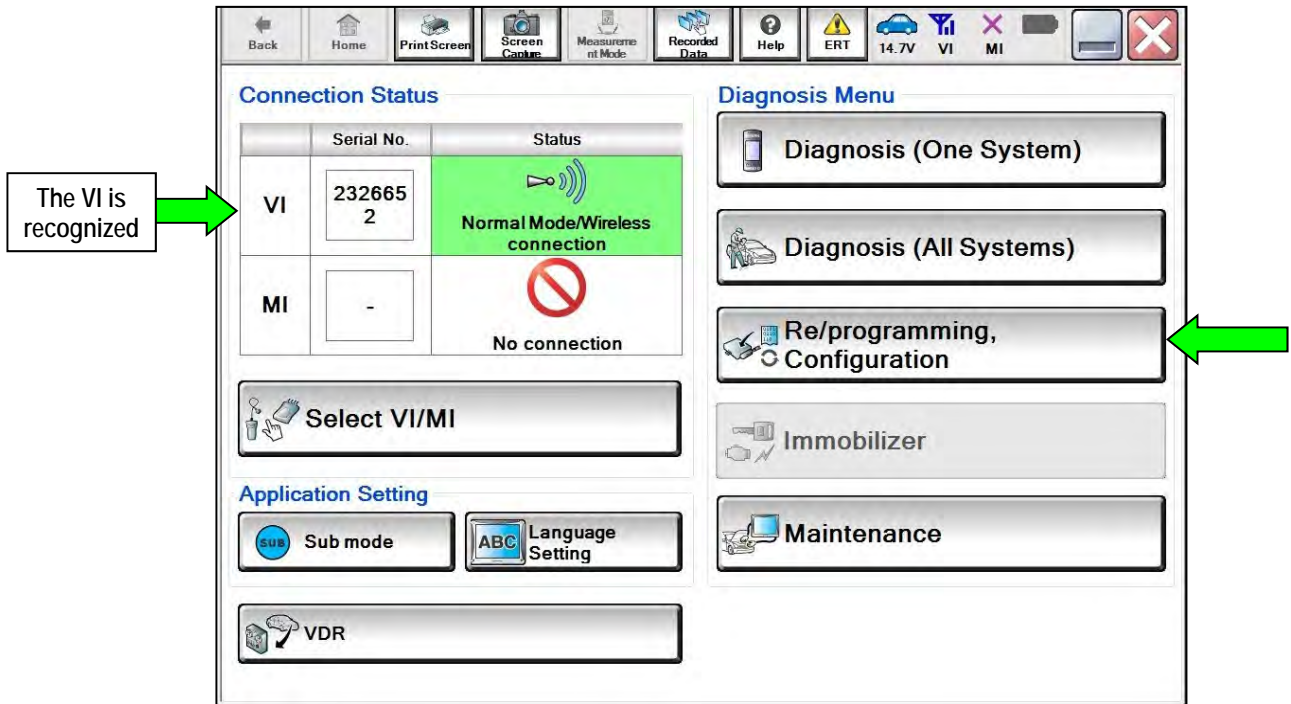


Figure 1

6. 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 of the precautions.

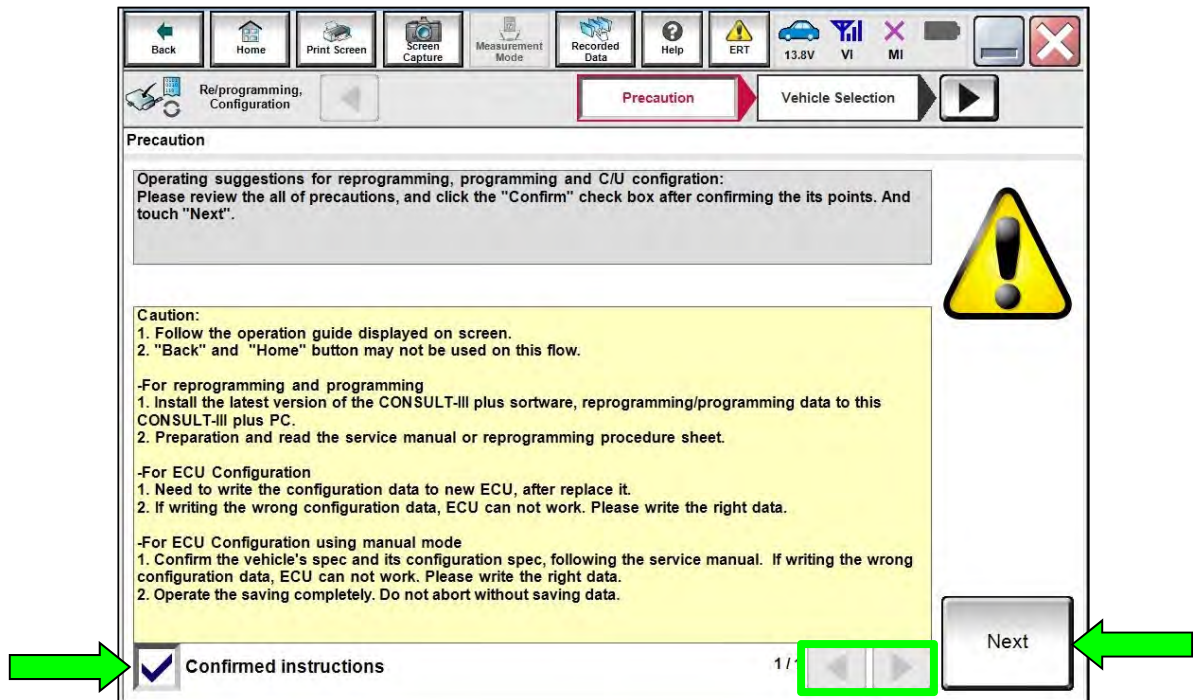


Figure 2

7. Select Automatic Selection(VIN).

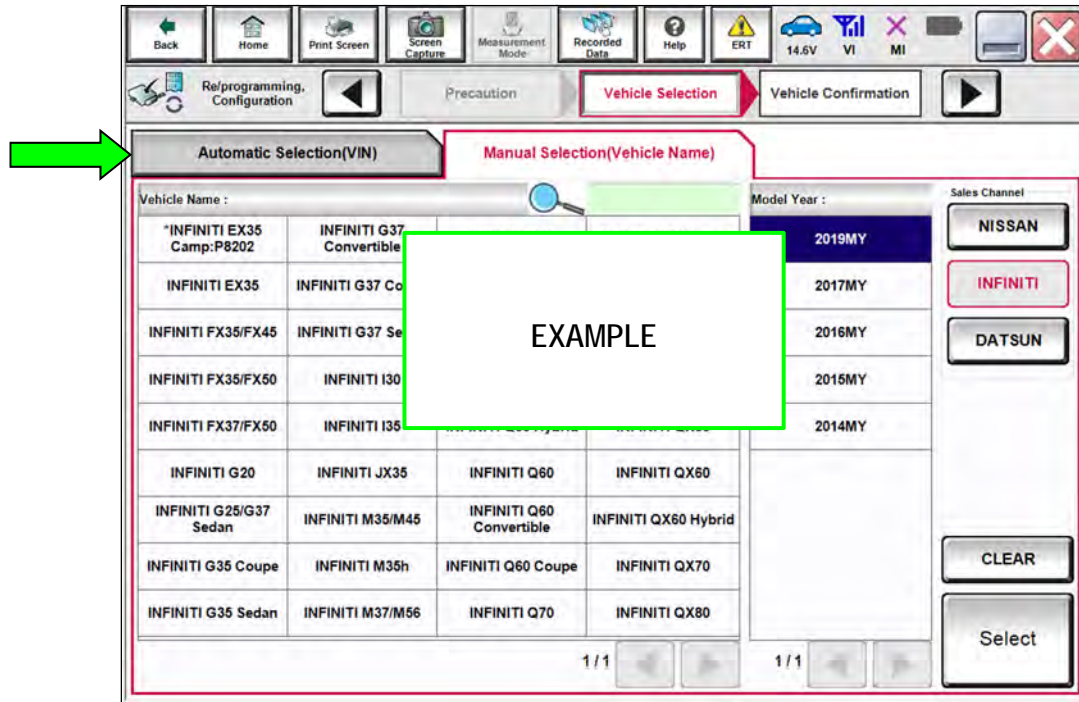


Figure 3

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

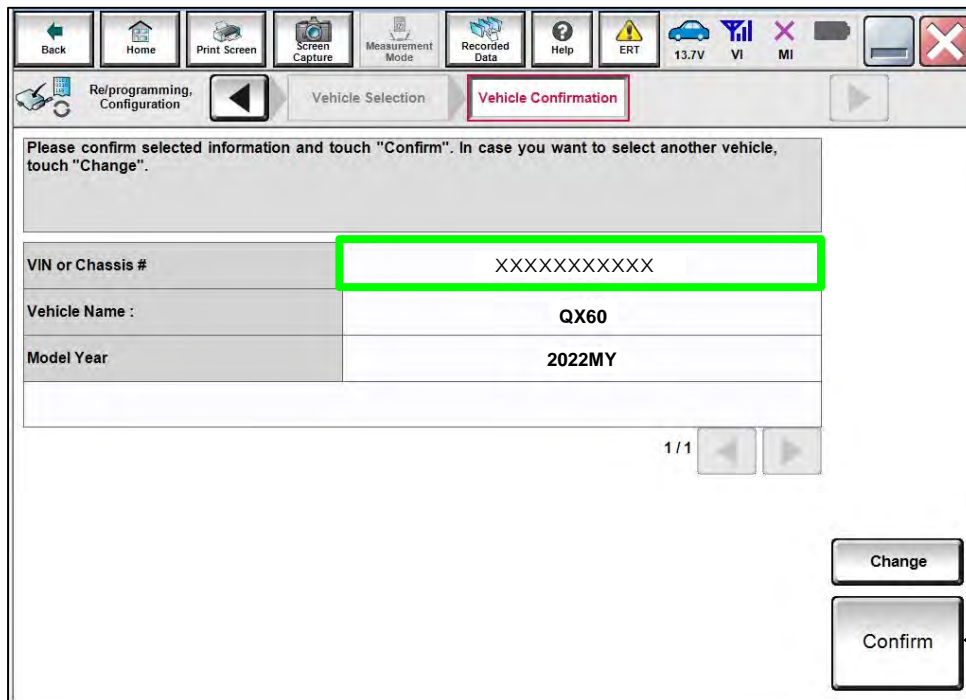


Figure 4

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

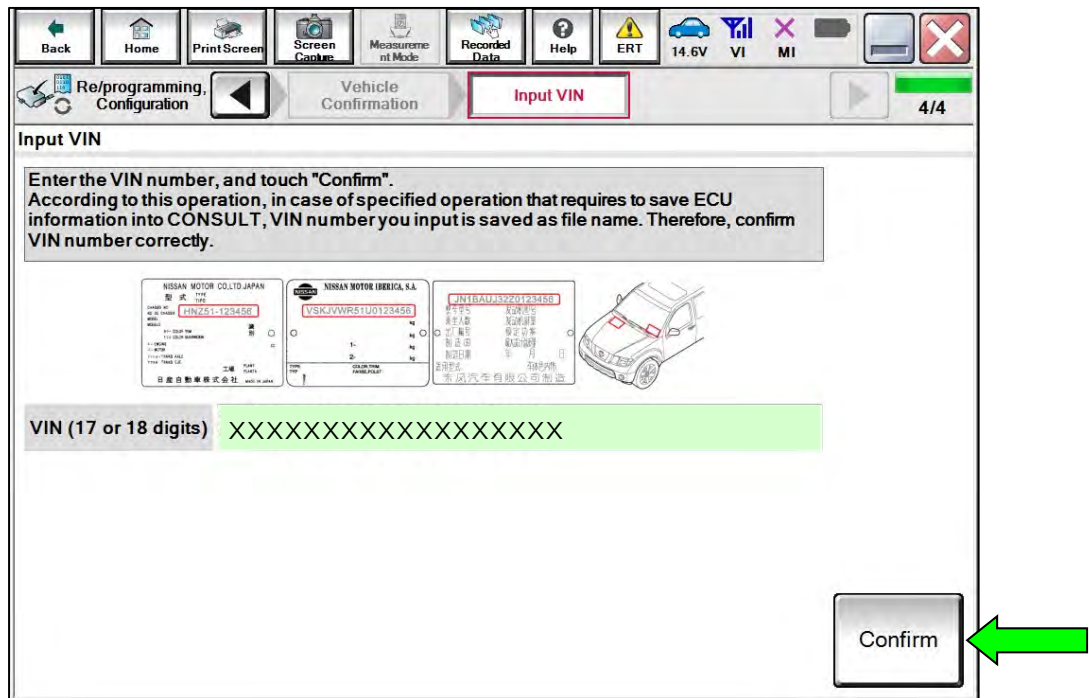


Figure 5

10. Select **IPDM E/R**.

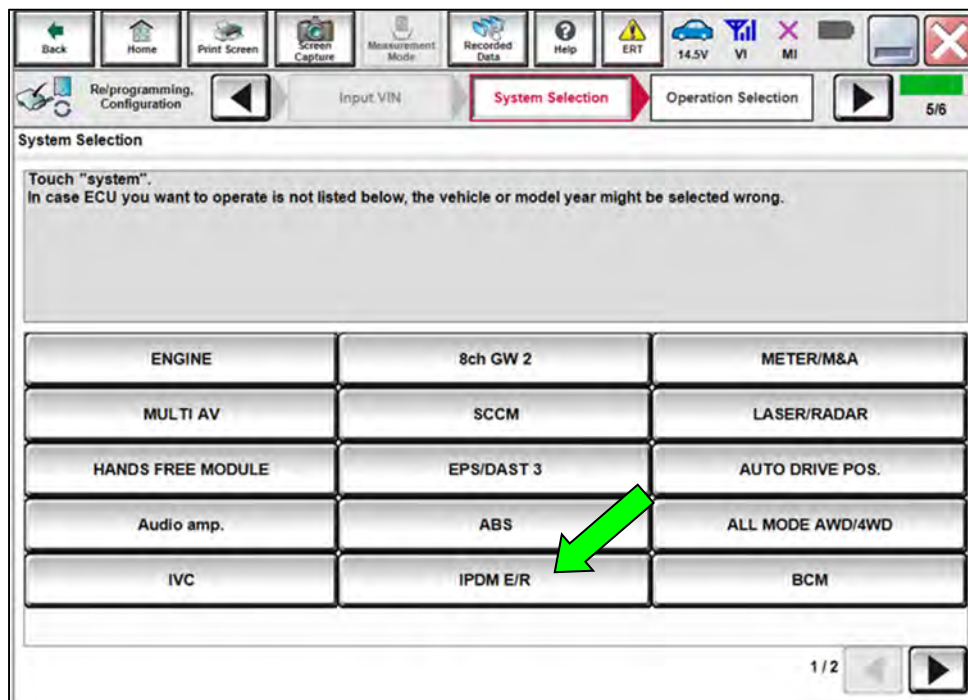


Figure 6



11. Select Reprogramming.

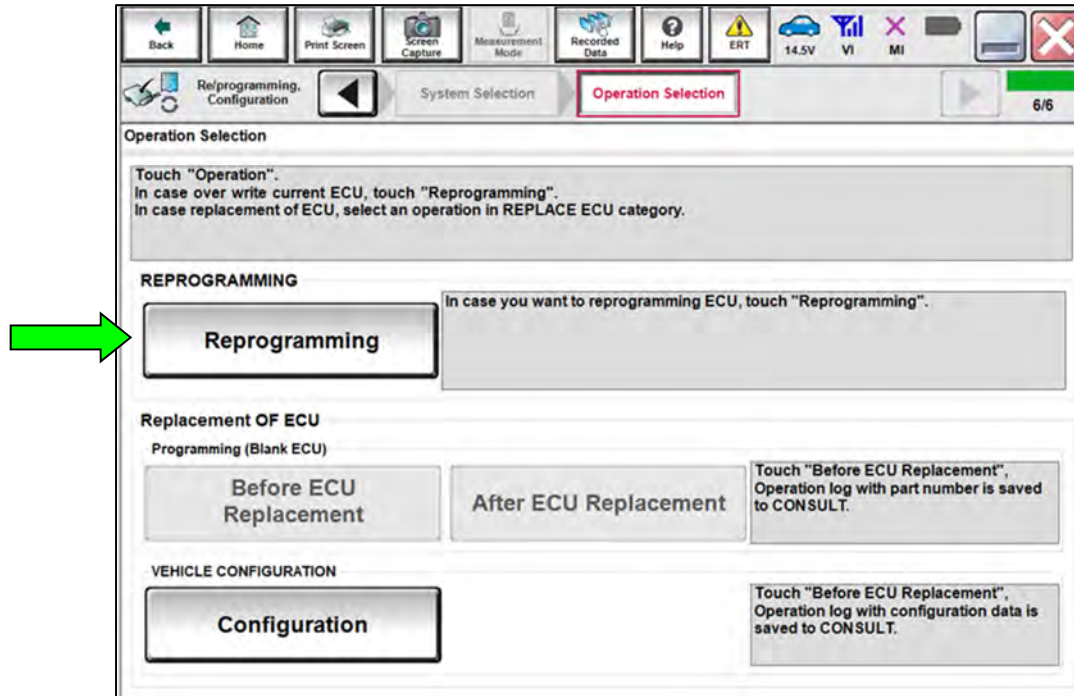


Figure 7

12. Find the IPDM E/R Part Number and write it on the repair order.

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

13. Select Save.

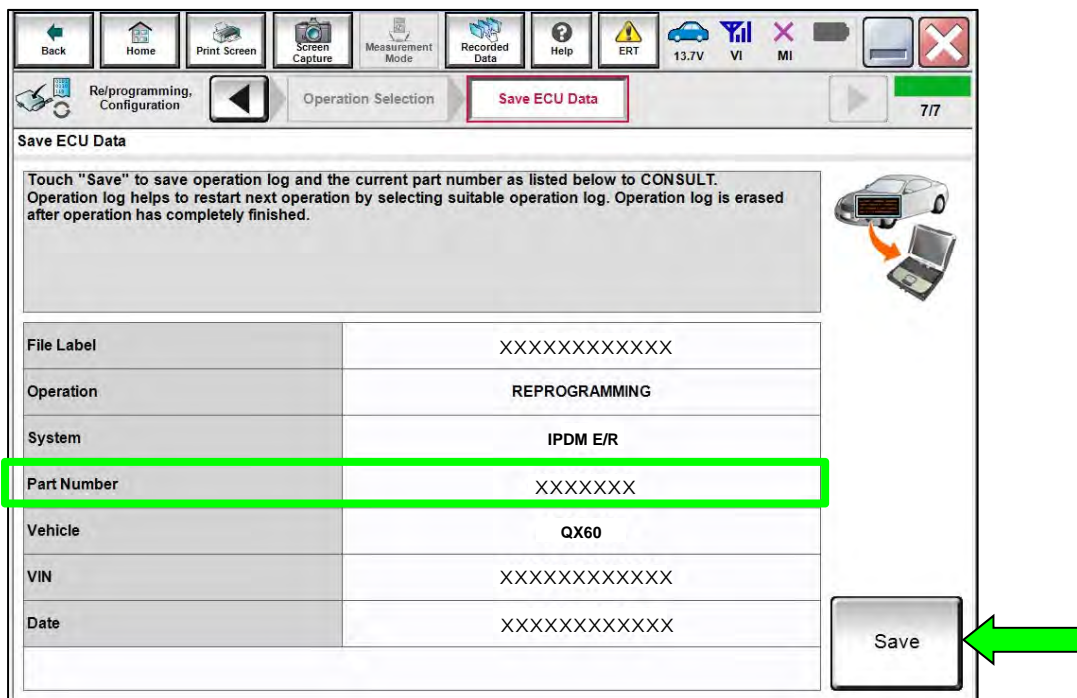


Figure 8

- 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 the precautions.

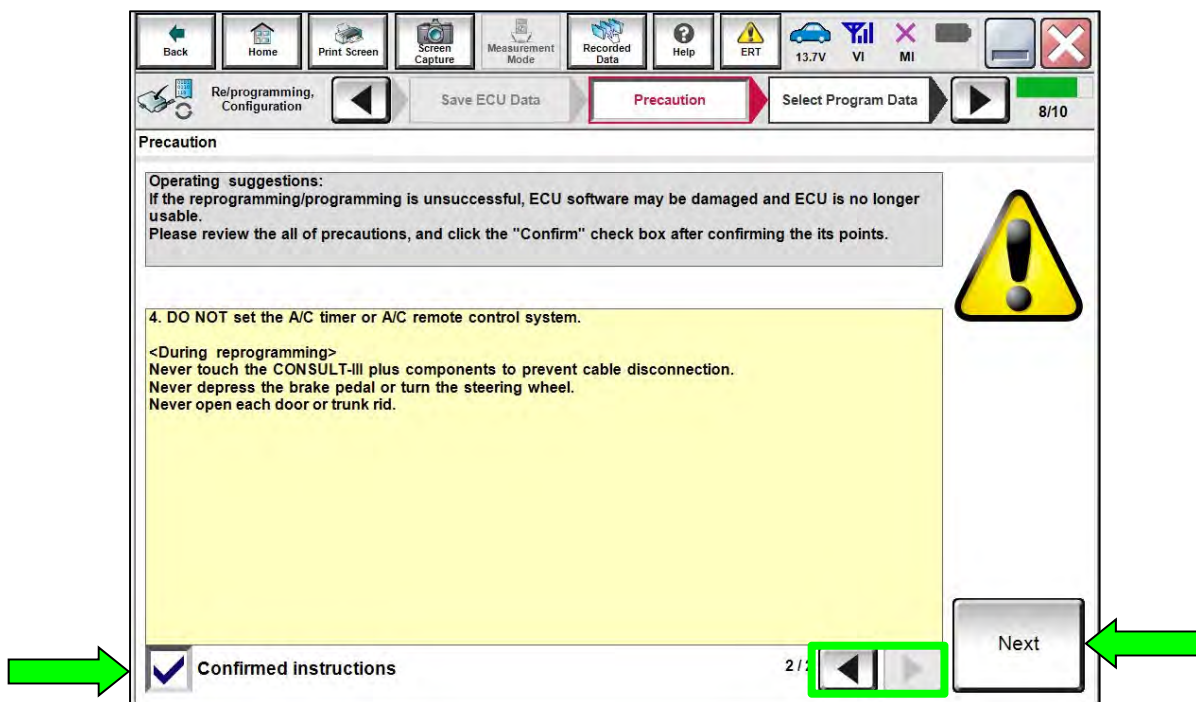


Figure 9

- Confirm the information on the screen is accurate, and then select **Next**.

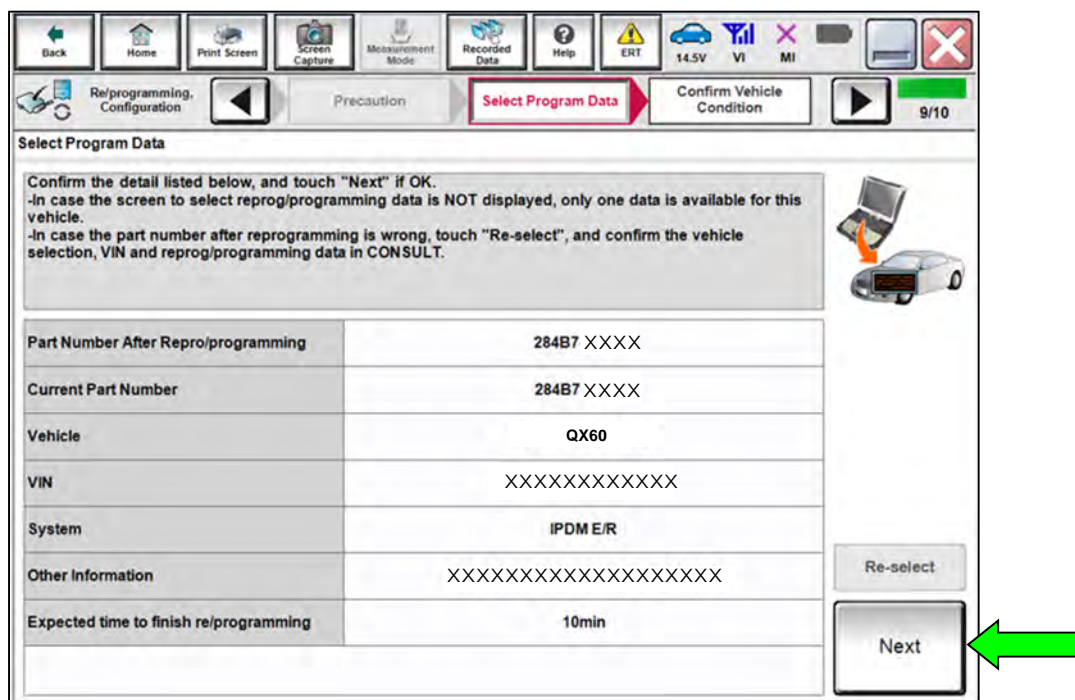


Figure 10

16. Follow the on-screen instructions, and then select **Next**.

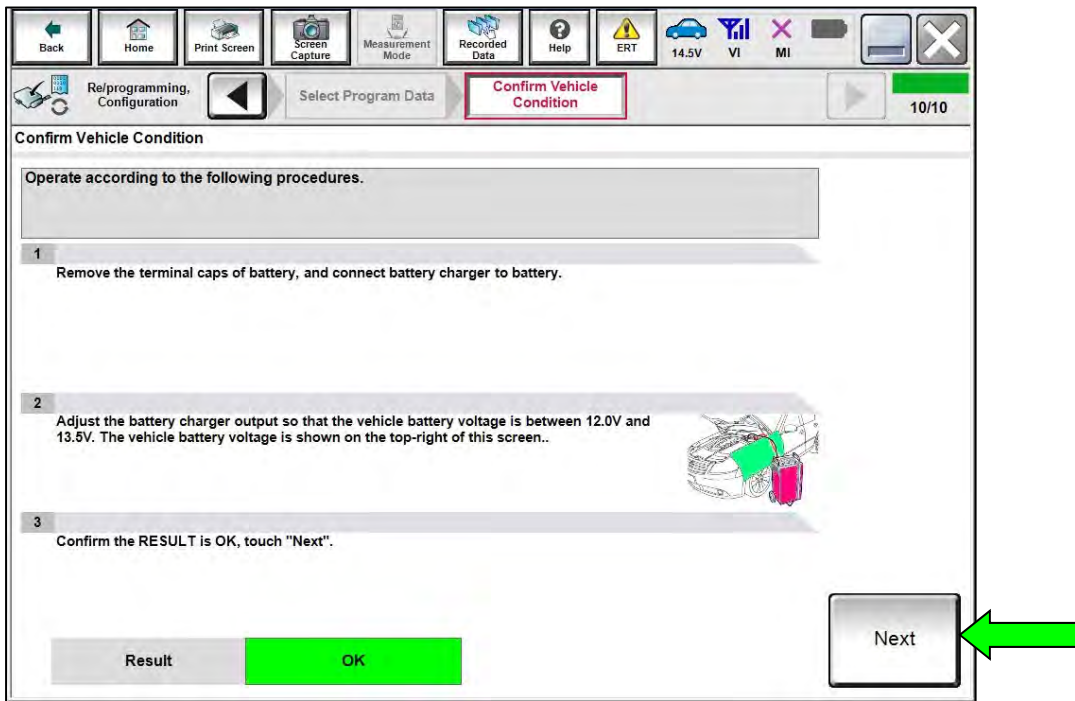


Figure 11

**NOTICE**

- To avoid damage to the IPDM E/R, ensure a battery maintainer or smart charger set to reflash mode or a similar setting is connected, as the update will take approximately 15 minutes to complete.
- To avoid damage to the IPDM E/R, ensure the AC Adapter is connected to the CONSULT PC.

17. Confirm the battery voltage is within acceptable limits, and then select **Start**.

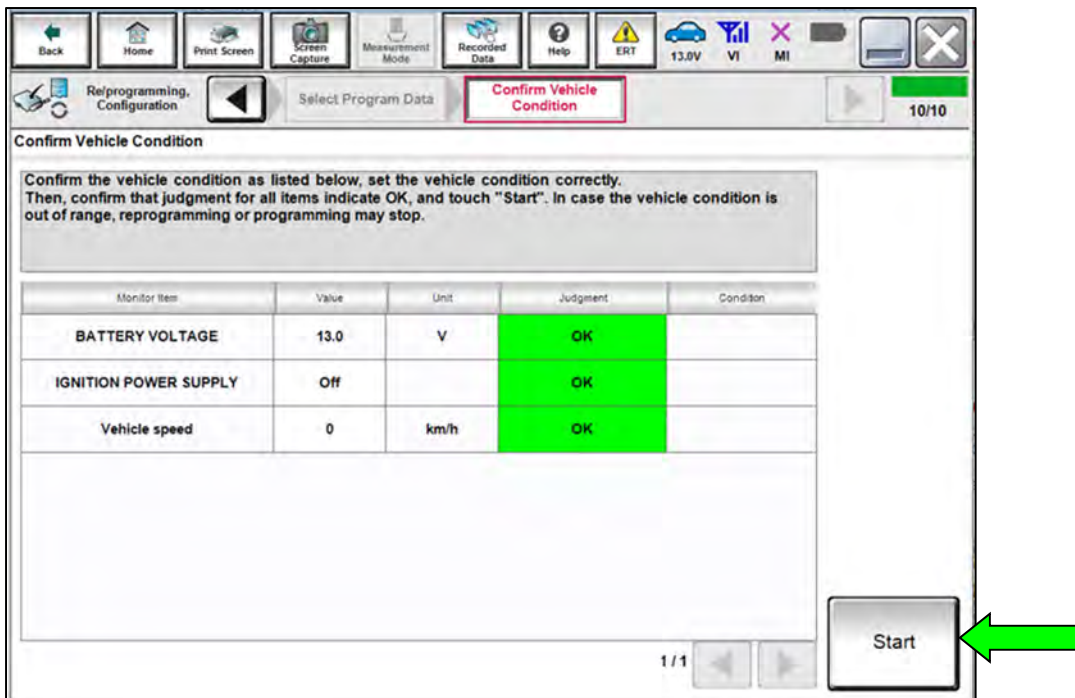


Figure 12



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

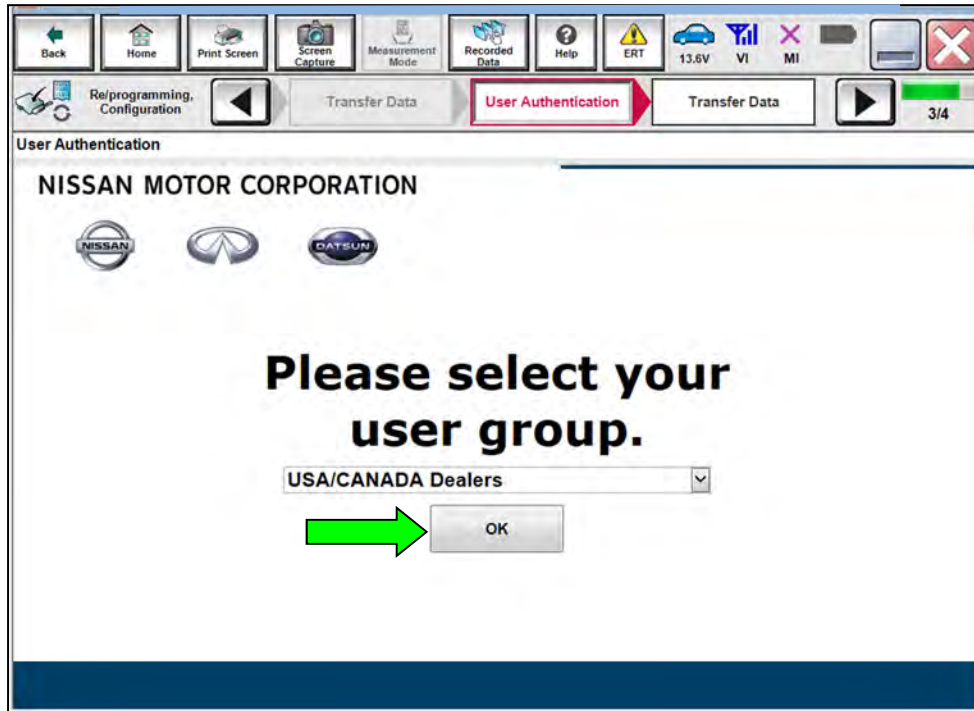


Figure 13

19. Enter your **Username** and **Password**, and then select **Submit**.

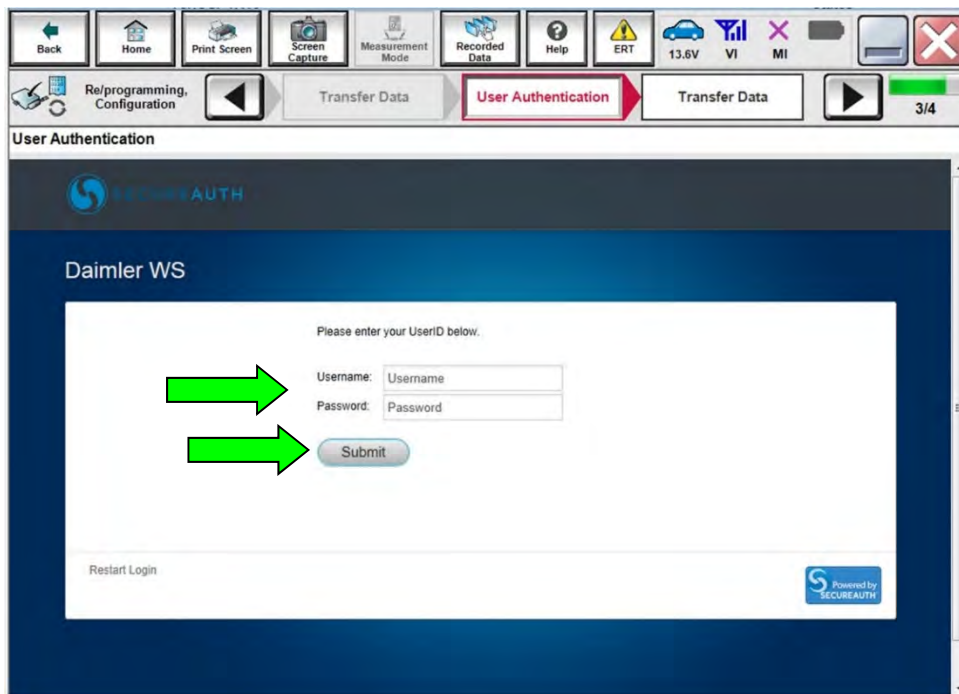


Figure 14

20. Allow **Transfer Data** to complete.
- The update will take approximately 15 minutes to complete.

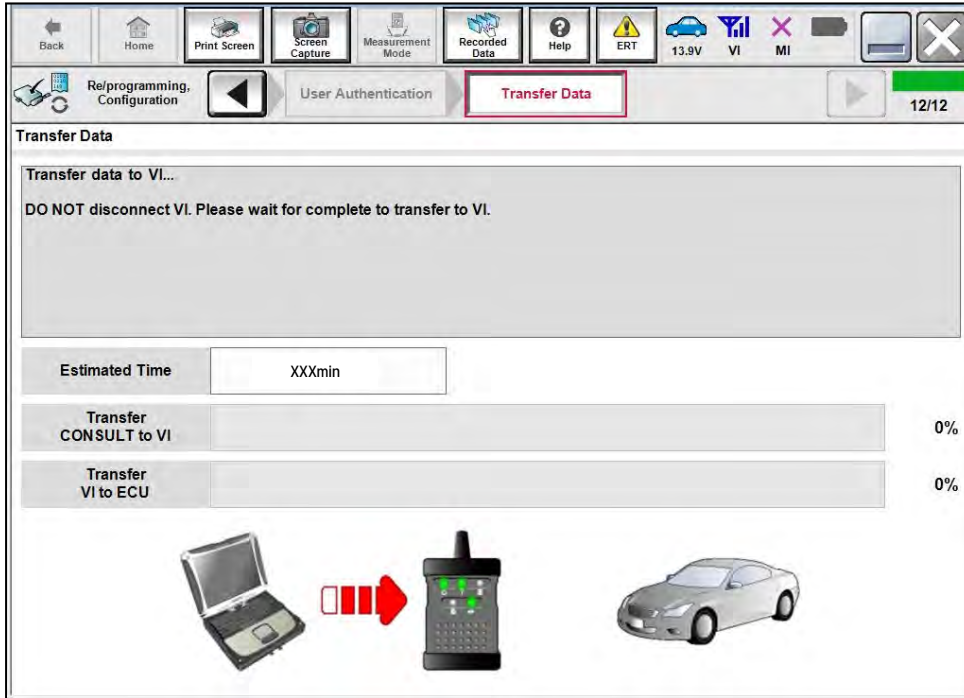


Figure 15

21. Once the update completes, select **Next**.

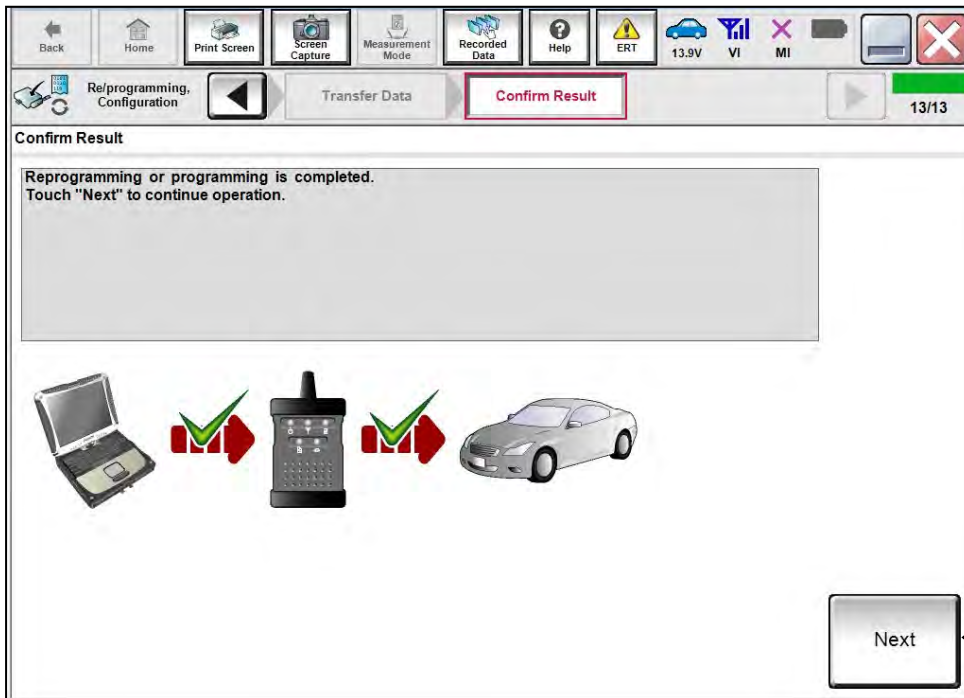


Figure 16

22. Perform Erase All DTCs.

- Follow the on-screen instructions as shown in Figure 17 and Figure 18.

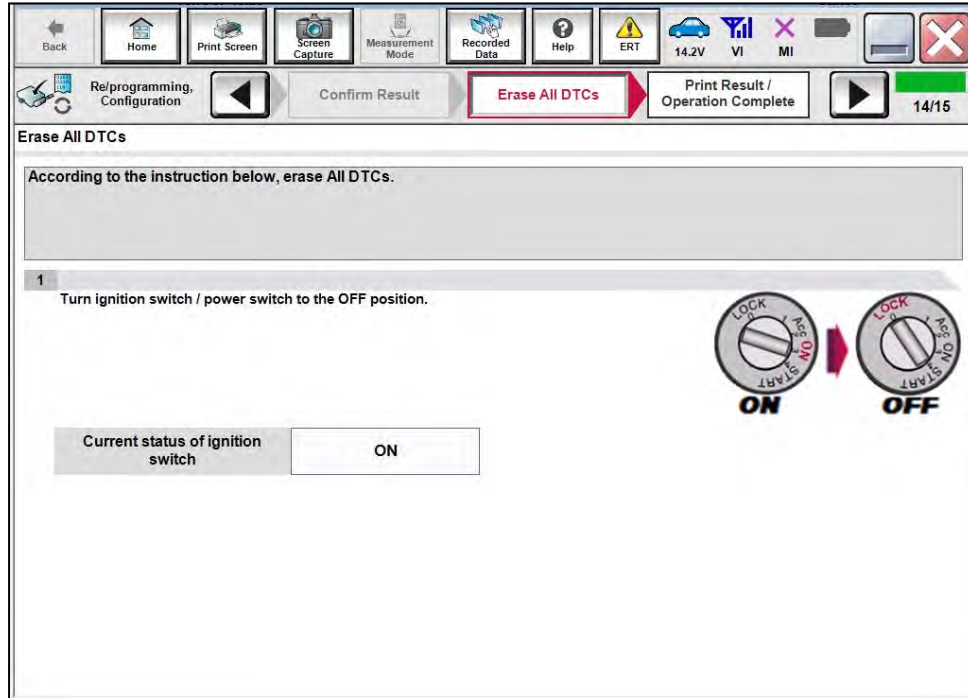


Figure 17

- Select Next.

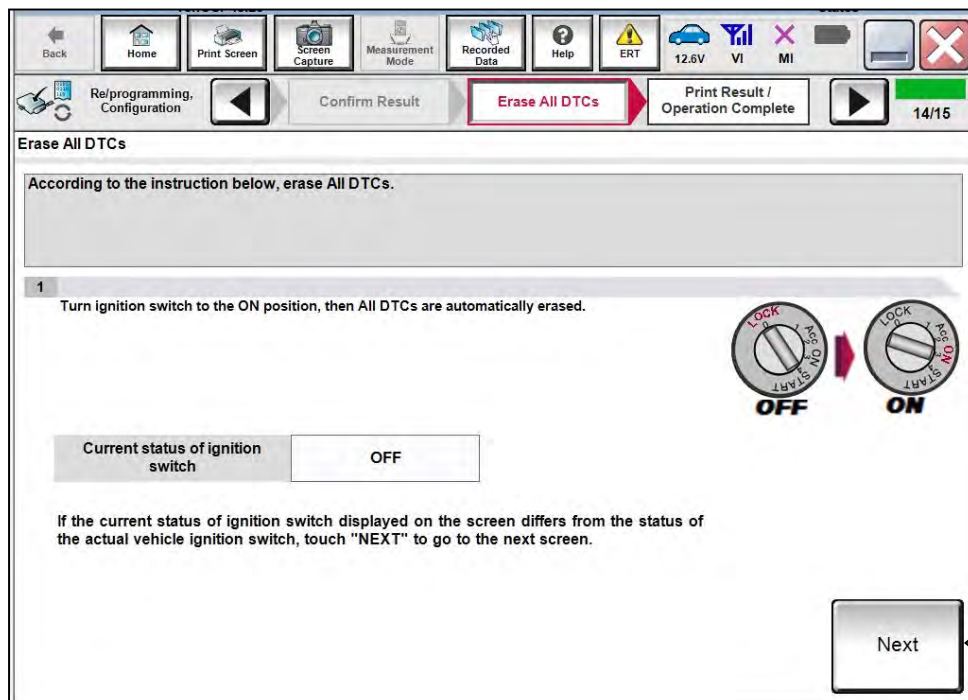


Figure 18

23. Allow Erase All DTCs to complete.

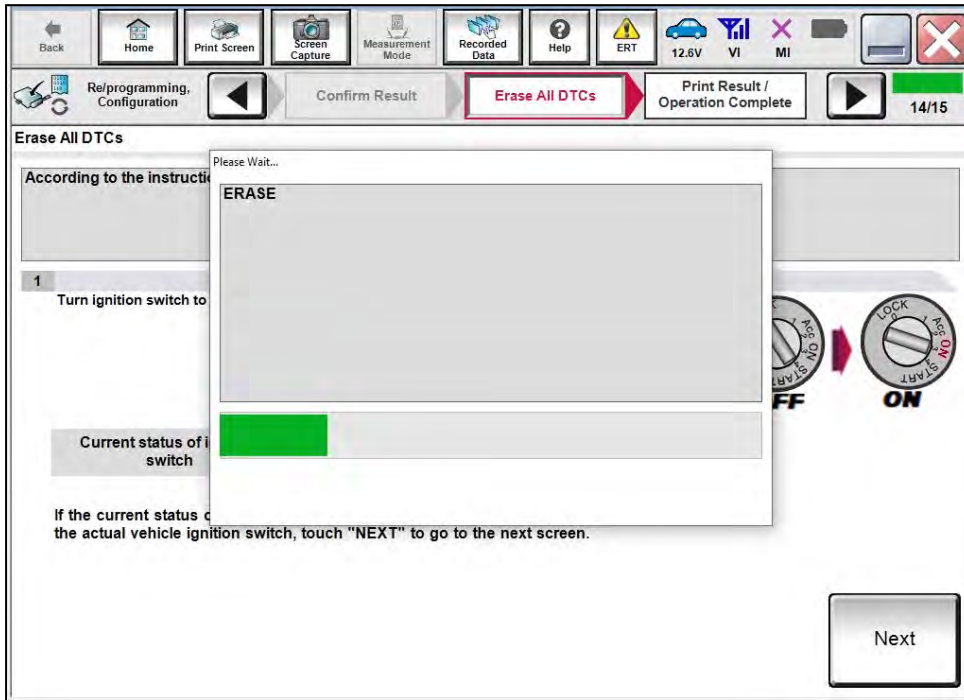


Figure 19

24. Follow the on-screen instructions, and then select Confirm.

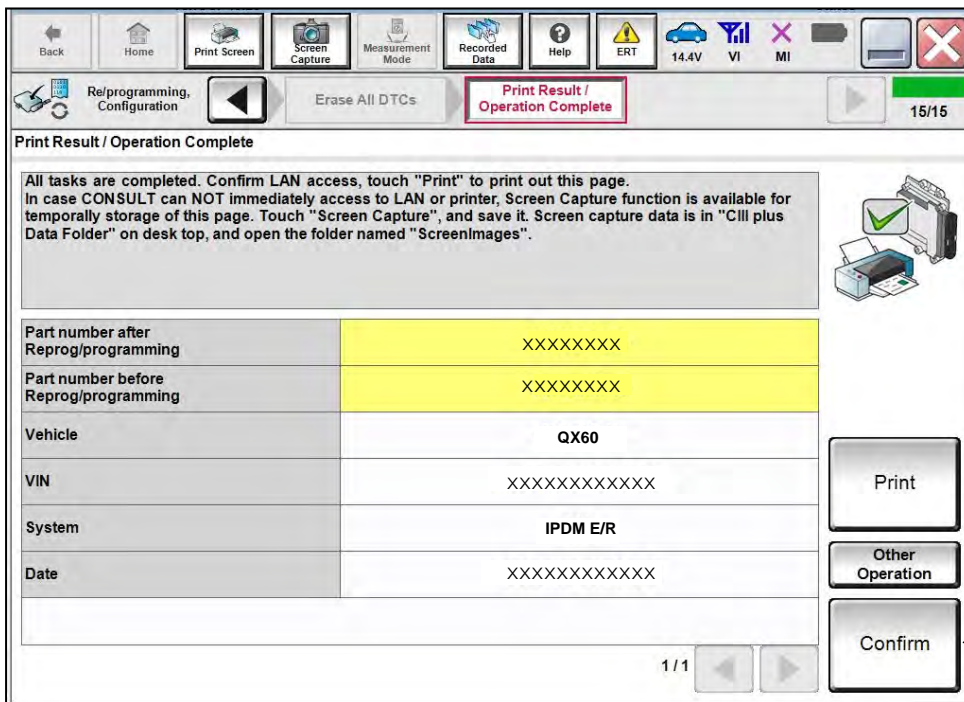


Figure 20



25. Select Home.

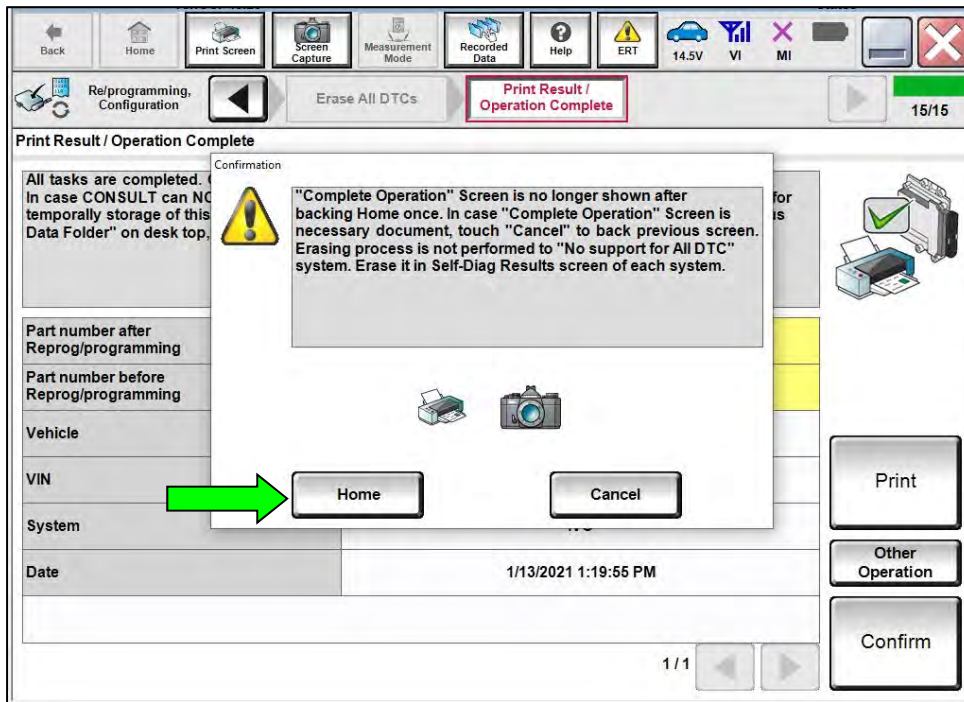


Figure 21

26. Clear the DTC.

- If DTC B20C8-14 is past, A/C compressor operation will be inhibited until the DTC is cleared.
- If DTC B20C8-14 returns after being cleared (either current or past status), perform the diagnosis procedure in the ESM.
  - Refer to the ESM: VENTILATION, HEATER & AIR CONDITIONER > HEATER & AIR CONDITIONING CONTROL SYSTEM > AUTOMATIC AIR CONDITIONING > DTC/CIRCUIT DIAGNOSIS > B20C8-14 COMPRESSOR (ECV) > Diagnosis Procedure

**CLAIMS INFORMATION**

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Perform IPDM E/R Software Update	(1)	RX9NAA	ZE	32	0.6

(1) Reference the electronic parts catalog and use the IPDM Control Unit (284B7-\*\*\*\*\*) as the Primary Failed Part (PFP).

**AMENDMENT HISTORY**

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 7, 2022	ITB22-004	Original bulletin published

