

SERVICE BULLETIN

Classification: HA21-007 Reference: ITB22-004

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 <u>below 12.0V or rises above 15.5V</u> during reprogramming, <u>the IPDM E/R may</u> <u>be damaged</u>.
- 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 <u>the IPDM E/R may be damaged</u>.
- 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**.

	Connection Sta	itus	Diagnosis Menu
	Serial No	. Status	Diagnosis (One System)
inized	VI 2	Normal Mode/Wireless connection	Diagnosis (All Systems)
	MI -	No connection	Re/programming, Configuration
	Select V	/I/MI	Immobilizer
	Application Setti	ng ABC Language Setting	Maintenance
	a Vop]

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.

Precaution							
the subscription of the second							
Operating Please rev touch "Nex	uggestions for re w the all of preca ".	eprogramming, p autions, and click	rogramming and (the "Confirm" che	C/U configration ck box after cor	firming the its p	ooints. And	
Caution:	e operation quide	e displayed on s	creen.				
2. "Back"	ad "Home" butto	n may not be us	ed on this flow.				
	in nome butto	and the second second					
-For repro	ramming and pro	ogramming the CONSULT-III	plus sortware, rep	rogramming/pro	gramming data	to this	
-For repro 1. Install th CONSULT	ramming and pro latest version of l plus PC.	ogramming the CONSULT-III	plus sortware, rep	rogramming/pro	gramming data	to this	
-For repro 1. Install th CONSULT 2. Prepara	ramming and pro latest version of l plus PC. on and read the s	ogramming the CONSULT-III service manual o	plus sortware, rep or reprogramming	rogramming/pro procedure sheet	gramming data	to this	
-For repro 1. Install th CONSULT 2. Prepara -For ECU 1. Need to 2. If writing	ramming and pro- latest version of I plus PC. on and read the so onfiguration vrite the configura-	ogramming the CONSULT-III service manual o ation data to nev	plus sortware, rep or reprogramming (v ECU, after replace	rogramming/pro procedure sheet e it.	gramming data 	to this	
-For repro 1. Install th CONSULT 2. Prepara -For ECU 1. Need to 2. If writing -For ECU	ramming and pro latest version of I plus PC. on and read the s onfiguration write the configur- the wrong config	ogramming the CONSULT-III service manual o ation data to nev juration data, EC	plus sortware, rep or reprogramming v ECU, after replac U can not work. Pl	rogramming/pro procedure sheet e it. ease write the r	gramming data ght data.	to this	
-For repro 1. Install th CONSULT: 2. Prepara -For ECU 1. Need to 2. If writing -For ECU 1. Confirm	ramming and pro latest version of l plus PC. on and read the s onfiguration write the configur- the wrong config onfiguration usin te vehicle's spec	ogramming the CONSULT-III service manual o ation data to nev juration data, EC g manual mode and its configur.	plus sortware, rep or reprogramming v ECU, after replac U can not work. Pl ation spec, followir	rogramming/pro procedure sheet e it. ease write the r to	gramming data ght data. anual. If writing	to this the wrong	

Figure 2

7. Select Automatic Selection(VIN).

Configuratio	ng,	Precaution	Vehicle Selection	Vehicle Confirmation	
Automatic S	election(VIN)	Manual Select	tion(Vehicle Name)		
Vehicle Name :				Model Year :	Sales Chan
*INFINITI EX35 Camp:P8202	INFINITI G37 Convertible		2.1.7.1.1.0.0.0	2019MY	NISS
INFINITI EX35	INFINITI G37 Co			2017MY	INFI
INFINITI FX35/FX45	INFINITI G37 Se	EXA	MPLE	2016MY	DAT
INFINITI FX35/FX50	INFINITI 130			2015MY	-
INFINITI FX37/FX50	INFINITI 135			2014MY	
INFINITI G20	INFINITI JX35	INFINITI Q60	INFINITI QX60		
INFINITI G25/G37 Sedan	INFINITI M35/M45	INFINITI Q60 Convertible	INFINITI QX60 Hybrid		
INFINITI G35 Coupe	INFINITI M35h	INFINITI Q60 Coupe	INFINITI QX70		CLE
INFINITI G35 Sedan	INFINITI M37/M56	INFINITI Q70	INFINITI QX80		

Figure 3

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

or Chassis # XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Please confirm selected information and t ouch "Change".	ouch "Confirm". In case you want to select another vehicle,	
Alel Year QX60 1/1 1/1	N or Chassis #	xxxxxxxxxx	
1/1 1/1	ehicle Name :	QX60	
1/1	odel Year	2022MY	
		1/1	
			Change



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

Back	Home	Print Screen	Screen Canture Vet	Measureme nt Mode	Recorded Data	Help ER	14.6V	VI	м		
nput VIN	Uniguration		Gottin	mauon							4/4
Enter the According informatio VIN numb	VIN numb g to this op on into CC per correc	per, and to peration, ir NSULT, V tty.	uch "Confir In case of s IN numbe	m". pecified op r you input	eration the is saved a	at requires t is file name	o save EC . Therefor	U e, cont	firm		
	NISSAN B Conting of a contain a contain Not the contain Not th	NOTOR COLITO JAPAN	NISSAN MOTO	DR IBERICA, S.A. U01234566 N O N N N N N N N N N N N N N	N1BAU,1322012341 第5 友達美麗 昭 愛を立義 田 私主演選 日 私主演選 日 和 日 7 一 一 一 一 一 一 一 一 一 一 一 一 一 一 一 一 一 一 一		00				
VIN (17 a	or 18 digit	s) XXX	xxxx	xxxxx	xxxx	X	9				
										Co	nfirm
										- L	

Figure 5

10. Select IPDM E/R.

em Selection		
ich "system". ase ECU you want to operate is not listed	below, the vehicle or model year migh	t be selected wrong.
ľ	24 2002	1
ENGINE	8ch GW 2	METER/M&A
MULTI AV	SCCM	LASER/RADAR
	EDGIDART 2	
HANDS FREE MODULE	EPS/DAST 3	AUTO DRIVE POS.
HANDS FREE MODULE Audio amp.	EPS/DAST 3 ABS	AUTO DRIVE POS.
HANDS FREE MODULE Audio amp.	EPS/DAST 3 ABS	ALL MODE AWD/4WD

Figure 6

11. Select **Reprogramming**.

Oneration Selection		
Touch "Operation". In case over write current ECU, touch In case replacement of ECU, select an	"Reprogramming". operation in REPLACE ECU category.	
REPROGRAMMING	In case you want to reprogramming ECU	, touch "Reprogramming".
Reprogramming		
Reprogramming Replacement OF ECU Programming (Blank ECU)	J	
Reprogramming Replacement OF ECU Programming (Blank ECU) Before ECU Replacement	After ECU Replacement	Touch "Before ECU Replacement", Operation log with part number is sav to CONSULT.
Reprogramming Replacement OF ECU Programming (Blank ECU) Before ECU Replacement VEHICLE CONFIGURATION	After ECU Replacement	Touch "Before ECU Replacement", Operation log with part number is sav to CONSULT.

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.

Reiprogramming. Operation Selection Save ECU Data 7/7 U Data "Save" to save operation log and the current part number as listed below to CONSULT. on log helps to restart next operation by selecting suitable operation log. Operation log is erased eration has completely finished. 7/7 rel XXXXXXXXXXX Image: Configuration log is erased eration log. Operation log is erased eration has completely finished. 7/7 rel XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Image: Back Image: Back	Messurement Mode Recorded Data	-
U Data "Save" to save operation log and the current part number as listed below to CONSULT. on log helps to restart next operation by selecting suitable operation log. Operation log is erased eration has completely finished. rel XXXXXXXXXXX rel XXXXXXXXX rel XXXXXXXXX rel XXXXXXXXX rel XXXXXXXXXX	Re/programming, Configuration Operation	ion Selection Save ECU Data	7/7
"Save" to save operation log and the current part number as listed below to CONSULT. on log helps to restart next operation by selecting suitable operation log. Operation log is erased rel XXXXXXXXXXX on REPROGRAMMING IPDM E/R mber XXXXXXXXXX QX60 XXXXXXXXXXXX Save	ave ECU Data		
el XXXXXXXXXX on REPROGRAMMING IPDM E/R mber XXXXXXXX QX60 XXXXXXXXXXXXXXXXXXXXXXXXXX	Touch "Save" to save operation log and the Operation log helps to restart next operation after operation has completely finished.	current part number as listed below to CONSULT. by selecting suitable operation log. Operation log is erased	
on REPROGRAMMING IPDM E/R mber XXXXXXX QX60 XXXXXXXXXXXXX Save	File Label	xxxxxxxxxx	
IPDM E/R mber XXXXXXX QX60 XXXXXXXXXXXXXXXXXXXXXXXXXXX	Operation	REPROGRAMMING	
mber XXXXXXX QX60 XXXXXXXXXXXXXXXXXXXXXXXXXXX	System	IPDM E/R	
QX60 XXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXX	⁹ art Number	xxxxxxx	
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	Vehicle	QX60	
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	VIN	****	
Save	Date	****	
			Save

Figure 8

14. 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.

Operating s	iggestions:		offuero may be done	and and ECIL is so by	
usable. Please revie	amming/programming v the all of precautions	s, and click the "Confirm	onware may be dama " check box after cor	firming the its points.	
4. DO NOT	et the A/C timer or A/C	remote control system	1		
<during rep<="" td=""><td>rogramming></td><td>components to prevent</td><td>cable disconnection</td><td></td><td></td></during>	rogramming>	components to prevent	cable disconnection		
Never touci	the CONSOLT-III plus	turn the steering wheel	cable disconnection		
Never depre Never open	ach door or trunk rid.	and the oteening mices.			
Never depre Never open	ss the brake pedal of i ach door or trunk rid.				
Never depre Never open	ss the brake pedal of 1 each door or trunk rid.				
Never depre Never open	ss the brake pedal of 1 ach door or trunk rid.				
Never depr Never open	ss the brake pedal of 1				

Figure 9

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

elect Program Data		
Confirm the detail listed below, and touch "N		
rehicle. In case the part number after reprogramming selection, VIN and reprog/programming data in	ext in OK. ing data is NOT displayed, only one data is available for this is wrong, touch "Re-select", and confirm the vehicle is CONSULT.	
art Number After Repro/programming	284B7 XXXX	
urrent Part Number	284B7 XXXX	1
ehicle	QX60	-
/ehicle /IN	QX60 XXXXXXXXXXX	-
/ehicle /IN System	QX60 XXXXXXXXXXXX IPDM E/R	
/ehicle /IN System Other Information	QX60 XXXXXXXXXX IPDM E/R XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Re-select

Figure 10

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

Configuration	Select Program Da	Condition		10/10
rm Vehicle Condition				
rate according to the followi	ng procedures.			
Remove the terminal caps of b	attery, and connect batte	ery charger to battery.		
Adjust the battery charger out 13.5V. The vehicle battery volt	put so that the vehicle ba ge is shown on the top-	attery voltage is between 12 right of this screen	.0V and	
Adjust the battery charger out 13.5V. The vehicle battery volta	put so that the vehicle b ge is shown on the top-	attery voltage is between 12 right of this screen	.0V and	
Adjust the battery charger out 13.6V. The vehicle battery volta	put so that the vehicle b ige is shown on the top-	attery voltage is between 12 right of this screen	.0V and	
Adjust the battery charger out 13.5V. The vehicle battery volta Confirm the RESULT is OK, to	put so that the vehicle b ge is shown on the top- uch "Next".	attery voltage is between 12 right of this screen	.0V and	
2 Adjust the battery charger out 13.5V. The vehicle battery volta 3 Confirm the RESULT is OK, to	put so that the vehicle b ge is shown on the top- uch "Next".	attery voltage is between 12 right of this screen	.0V and	
2 Adjust the battery charger out 13.5V. The vehicle battery volta 3 Confirm the RESULT is OK, to	put so that the vehicle b ige is shown on the top- uch "Next".	attery voltage is between 12 right of this screen	.0V and	

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

n, confirm that judgment for all i of range, reprogramming or prog	ted below, se tems indicate tramming may	t the vehicle con OK, and touch "s stop.	dition correctly. Start". In case the veh	icle condition is	
Monitor Item	Value	Unit	Judgment	Condition	
BATTERY VOLTAGE	13.0	v	ок		
IGNITION POWER SUPPLY	Off		ок		
Vehicle speed	0	km/h	ок		

Figure 12

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



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

Back Re/programming,	Creen Messurement Mode Transfer Data	Help ERT	13.6V VI MI	
User Authentication				
				-
OTEC TAUTH				
Daimler WS				
Daimier WS				
	Please enter your UserID below.			
	Username: Username			
	Password: Password			E
	Submit			
Restart Login				6
				SECUREAUTH
				-

Figure 14

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

Back	Home	Print Screen	Screen Capture	Measurement Mode	Recorded Data	() Help	ERT	13.9V	Yil	×	
50	Re/programming Configuration	,	User Au	uthentication	Trar	isfer Data					12/12
Transfer	Data										
Transfe DO NO1	r data to VI Γ disconnect V	′I. Please wa	it for compl	ete to transfe	er to VI.						
Es	timated Time		XXXmin]						
сс	Transfer										0%
	Transfer VI to ECU										0%
				••				.0	10	0	

Figure 15

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

Back Home	Print Screen	Screen Capture	Recorded Data	ERT 13.9		
Re/programm Configuration	ing, on	Transfer Data	Confirm Res	sult		13/13
onfirm Result						
Touch "Next" to cor	programming intinue operation	is completed.	60			

Figure 16

22. Perform Erase All DTCs.

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



Figure 17

• Select Next.

ack Home Print Screen Car	reen pture Measurement Mode	Recorded Data	ERT 12.6V		
Re/programming, Configuration	Confirm Result	Erase All DTCs	Prir Operat	nt Result / ion Complete	14/15
se All DTCs		-			
ccording to the instruction below eras	se All DTCs				
Turn ignition switch to the ON positio	n, then All DTCs are aut	tomatically erased.		CX.	CK
				(A	
				(0)	
				TRA	TRAF
				OF	
Current status of ignition	OFF				
Current status of ignition switch	OFF				
Current status of ignition switch	OFF				
Current status of ignition switch If the current status of ignition swi the actual vehicle ignition switch, t	OFF itch displayed on the souch "NEXT" to go to	screen differs fror o the next screen.	n the status of		
Current status of ignition switch If the current status of ignition swi the actual vehicle ignition switch, t	OFF itch displayed on the ouch "NEXT" to go to	screen differs fror o the next screen.	n the status of		
Current status of ignition switch If the current status of ignition swi the actual vehicle ignition switch, t	OFF itch displayed on the iouch "NEXT" to go to	screen differs fror o the next screen.	n the status of		
Current status of ignition switch If the current status of ignition swi the actual vehicle ignition switch, t	OFF itch displayed on the iouch "NEXT" to go to	screen differs fror o the next screen.	n the status of		
Current status of ignition switch If the current status of ignition swi the actual vehicle ignition switch, t	OFF itch displayed on the iouch "NEXT" to go to	screen differs fror o the next screen.	n the status of		Next
Current status of ignition switch If the current status of ignition swi the actual vehicle ignition switch, t	OFF itch displayed on the iouch "NEXT" to go to	screen differs fror o the next screen.	n the status of		Next

Figure 18

23. Allow Erase All DTCs to complete.



Figure 19

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

	Operation Complete	15/15
int Result / Operation Complete		
All tasks are completed. Confirm LAN acc n case CONSULT can NOT immediately ac	ess, touch "Print" to print out this page. ccess to LAN or printer, Screen Capture function is available for	
emporally storage of this page. Touch "So Data Folder" on desk top, and open the fol	creen Capture", and save it. Screen capture data is in "CIII plus der named "ScreenImages".	
Part number after Reprog/programming	xxxxxxx	
Part number before Reprog/programming	ххххххх	
Vehicle	QX60	
VIN	*****	Print
Suctom	IPDM E/R	
aystem		Other
Date	XXXXXXXXXXXX	Operation

Figure 20

25. Select Home.

Back Home Print Screen	Screen Mode Wassurement Mode Capture	■ _ X
Re/programming, Configuration	Erase All DTCs Print Result / Operation Complete	15/15
rint Result / Operation Complete		
All tasks are completed. n case CONSULT can Not temporally storage of this Data Folder" on desk top,	"Complete Operation" Screen is no longer shown after backing Home once. In case "Complete Operation" Screen is necessary document, touch "Cancel" to back previous screen. Erasing process is not performed to "No support for All DTC" system. Erase it in Self-Diag Results screen of each system.	
Part number after Reprog/programming		
Part number before Reprog/programming		
Vehicle		
	Home	Print
System		
Date	1/13/2021 1:19:55 PM	Other Operation
	1/1	Confirm

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