



TECHNICAL SERVICE BULLETIN

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|------------------------------|--------------------------|---------------------------|
| Classification: EC17-031B | Reference: ITB17-050B | Date: November 6, 2023 |
|------------------------------|--------------------------|---------------------------|

MIL ON WITH DTC(S) STORED IN THE ECM

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2016-2018 Q50 (V37)
2017 Q60 (CV37)
APPLIED ENGINES: VR30DDTT

IF YOU CONFIRM

The MIL is ON with one or more of the following DTCs stored in the ECM:

- P0544 – EXHAUST GAS TEMP SENSOR 1 B1
- P0545 – EXHAUST GAS TEMP SENSOR 1 B1
- P0546 – EXHAUST GAS TEMP SENSOR 1 B1
- P0547 – EXHAUST GAS TEMP SENSOR 1 B2
- P0548 – EXHAUST GAS TEMP SENSOR 1 B2
- P0549 – EXHAUST GAS TEMP SENSOR 1 B2
- P2080 – EXHAUST GAS TEMP SENSOR 1 B1
- P2081 – EXHAUST GAS TEMP SENSOR 1 B1
- P2082 – EXHAUST GAS TEMP SENSOR 1 B2
- P2083 – EXHAUST GAS TEMP SENSOR 1 B2

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 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

ECM Reprogram

IMPORTANT: Before starting, make sure:

- ASSIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT software updates (if any) have been installed.

HINT:

- Most instructions for reprogramming with CONSULT 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 FOR ENGINE OR TRANSMISSION CONTROL MODULE (ECM OR TCM)" general procedure.

Preparation for Reprogramming

- 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



Figure A

- After reprogramming is complete, you will be required to perform Throttle Valve Closed Position, Idle Air Volume Learn, Accelerator Closed Position, and DTC erase.

CAUTION:

- Connect a battery maintainer or smart charger, set to reflash mode or a similar setting, to ensure the battery voltage stays between 12.0 V and 15.5 V.. If the vehicle battery voltage drops below 12.0V or above 15.5V during reprogramming, the ECM may be damaged.
- 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® 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 the ECM may be damaged.

1. Connect the VI to the vehicle.
2. Start CONSULT.
3. Wait for the VI to be recognized.
 - The serial number will display when the VI is recognized (Figure 1).
4. Select **Re/programming, Configuration**.

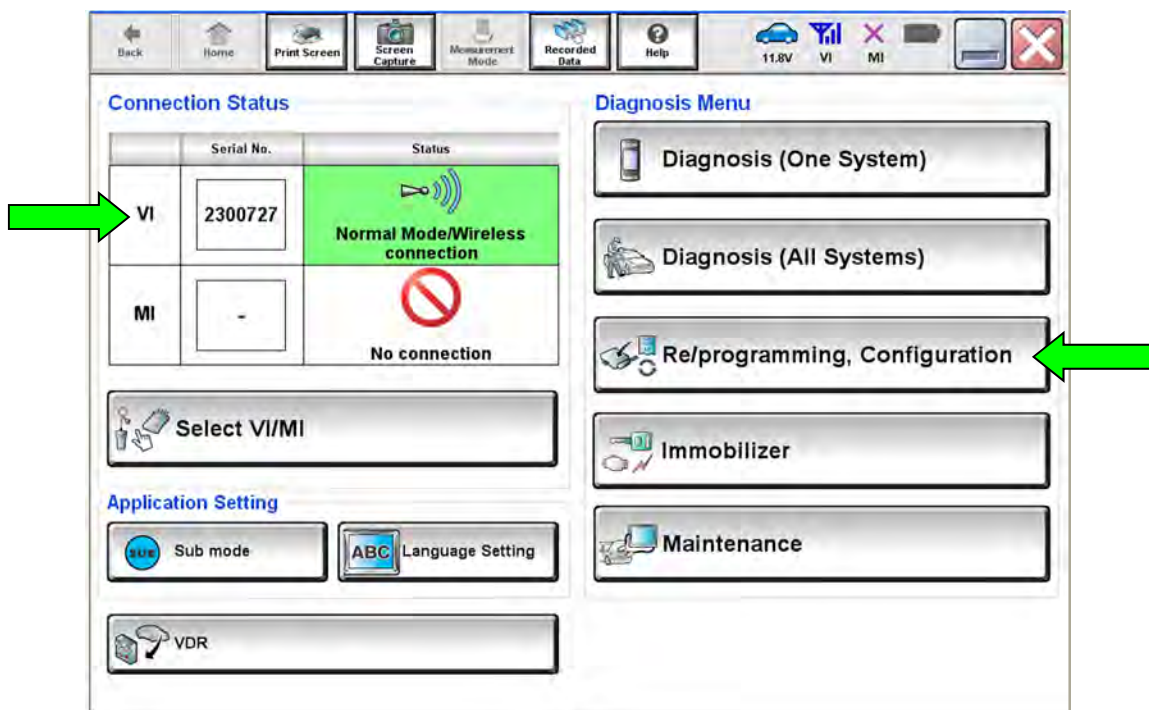


Figure 1

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

6. When you get to the screen shown in Figure 2, confirm that a reprogram is available as follows.
- a. Find the ECM **Part Number** and write it on the repair order.

HINT: This is the current ECM Part Number (P/N).

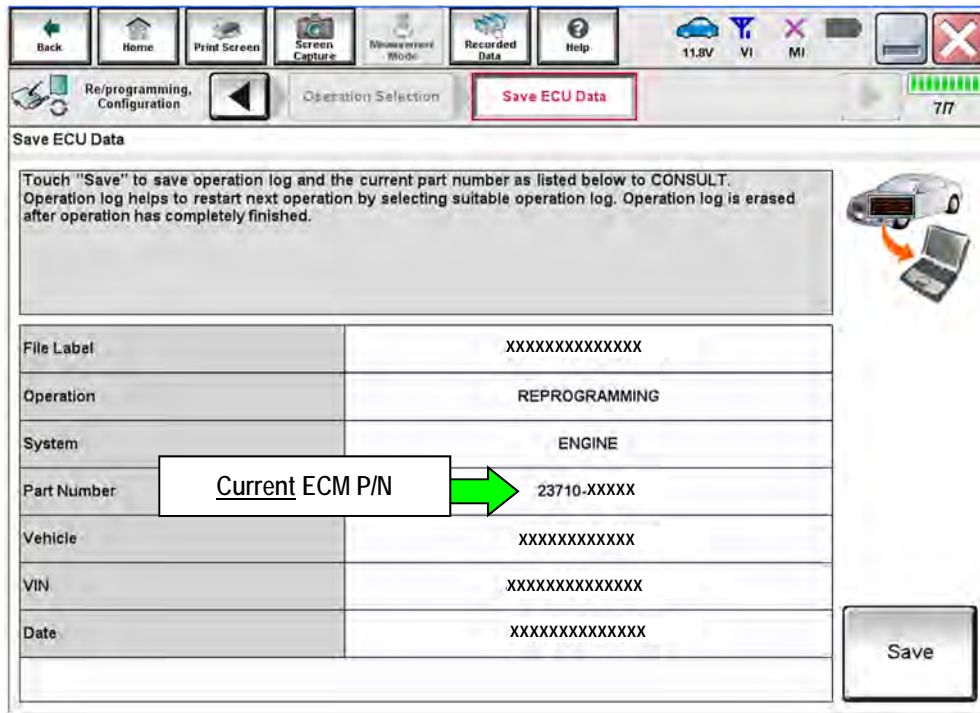


Figure 2

- b. Compare the P/N you wrote down to the numbers in the **CURRENT ECM PART NUMBER** column in **Table A**, beginning on the next page.
- If there is a match, this bulletin applies. Continue with the reprogramming procedure.
 - If there is not a match, this bulletin does not apply. Refer to ASIST for further diagnostic and repair information.

Table A

| MODEL | CURRENT ECM PART NUMBER: 23710- |
|--|--|
| 2016 Q50 | 5CF1A, 5CF1B, 5CF1C, 5CF2A, 5CF2B, 5CF2C |
| | 5CF3A, 5CF3B, 5CF3C, 5CF4A, 5CF4B, 5CF4C |
| | 5CF5A, 5CF5B, 5CF5C, 5CF6A, 5CF6B, 5CF6C |
| | 5CF7A, 5CF7B, 5CF7C, 5CF8A, 5CF8B, 5CF8C |
| | 5CF9A, 5CF9B, 5CF9C |
| | 5CH3A, 5CH3B, 5CH3C, 5CH4A, 5CH4B, 5CH4C |
| | 5CH7A, 5CH7B, 5CH7C, 5CH8A, 5CH8B, 5CH8C |
| | 5CH9A, 5CH9B, 5CH9C |
| | 5CJ2A, 5CJ2B, 5CJ2C, 5CJ3A, 5CJ3B, 5CJ3C |
| | 5CJ4A, 5CJ4B, 5CJ4C, 5CJ5A, 5CJ5B, 5CJ5C |
| | 5CJ6A, 5CJ6B, 5CJ6C, 5CJ7A, 5CJ7B, 5CJ7C |
| | 5CJ8A, 5CJ8B, 5CJ8C, 5CJ9A, 5CJ9B, 5CJ9C |
| | 5CD5A, 5CD5B, 5CD5C, 5CD6A, 5CD6B, 5CD6C |
| | 2017 Q50 |
| 6HA2A, 6HA2B, 6HA2C, 6HA3A, 6HA3B, 6HA3C | |
| 6HA4A, 6HA4B, 6HA4C, 6HA5A, 6HA5B, 6HA5C | |
| 6HA6A, 6HA6B, 6HA6C, 6HA7A, 6HA7B, 6HA7C | |
| 6HF0A, 6HF0B, 6HF0C, 6HF1A, 6HF1B, 6HF1C | |
| 6HF2A, 6HF2B, 6HF2C, 6HF3A, 6HF3B, 6HF3C | |
| 6HF4A, 6HF4B, 6HF4C, 6HF5A, 6HF5B, 6HF5C | |
| 6HF6A, 6HF6B, 6HF6C, 6HF7A, 6HF7B, 6HF7C | |
| 6HG2A, 6HG2B, 6HG2C, 6HG3A, 6HG3B, 6HG3C | |
| 6HG4A, 6HG4B, 6HG4C, 6HG5A, 6HG5B, 6HG5C | |
| 6HG6A, 6HG6B, 6HG6C, 6HG7A, 6HG7B, 6HG7C | |
| 6HG8A, 6HG8B, 6HG8C, 6HG9A, 6HG9B, 6HG9C | |
| 2018 Q50 | 6HB0A, 6HB1A, 6HB2A, 6HB3A, 6HB4A, 6HB5A, 6HB6A, 6HB7A |
| | 6HD4A, 6HD5A, 6HD6A, 6HD7A, 6HD8A, 6HD9A |
| | 6HJ0A, 6HJ1A, 6HJ2A, 6HJ3A, 6HJ4A, 6HJ5A, 6HJ6A, 6HJ7A 6HJ8A, 6HJ9A |

Continued on the next page.

Table A (continued)

| MODEL | CURRENT ECM PART NUMBER: 23710- |
|----------|---------------------------------|
| 2017 Q60 | 5CC0A, 5CC0C, 5CC0D, 5CC0E |
| | 5CC1A, 5CC1B, 5CC1C, 5CC1D |
| | 5CC8A, 5CC8B, 5CC8C, 5CC8D |
| | 5CC9A, 5CC9B, 5CC9C, 5CC9D |
| | 5CG0A, 5CG0C, 5CG0D, 5CG0E |
| | 5CG1A, 5CG1B, 5CG1C, 5CG1D |
| | 5CG5A, 5CG5B, 5CG5C, 5CG5D |
| | 5CG6A, 5CG6B, 5CG6C, 5CG6D |
| | 5CG7A, 5CG7B, 5CG7C, 5CG7D |
| | 5CG8A, 5CG8B, 5CG8C, 5CG8D |
| | 5CH1A, 5CH1B, 5CH1C, 5CH1D |
| | 5CH2A, 5CH2C, 5CH2D, 5CH2E |
| | 5CH5A, 5CH5C, 5CH5D, 5CH5E |
| | 5CH6A, 5CH6C, 5CH6D, 5CH6E |
| | 5CJ0A, 5CJ0B, 5CJ0C, 5CJ0D |
| | 5CJ1A, 5CJ1B, 5CJ1C, 5CJ1D |
| | 5CK1A, 5CK1B, 5CK1C, 5CK1D |
| | 5CK2A, 5CK2B, 5CK2C, 5CK2D |
| | 5CK3A, 5CK3B, 5CK3C, 5CK3D |
| | 5CK4A, 5CK4B, 5CK4C, 5CK4D |
| | 5CL5A, 5CL5B, 5CL5C, 5CL5D |
| | 5CL6A, 5CL6B, 5CL6C, 5CL6D |
| | 5CL7A, 5CL7B, 5CL7C, 5CL7D |
| | 5CL8A, 5CL8B, 5CL8C, 5CL8D |

7. Follow the on-screen instructions to navigate CONSULT and reprogram the ECM.

HINT:

- In some cases, more than one new P/N for reprogramming is available.
 - In this case, 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 blank (no reprogramming listed), it means there is no reprogramming available for this vehicle. Close CONSULT and disconnect from the vehicle.

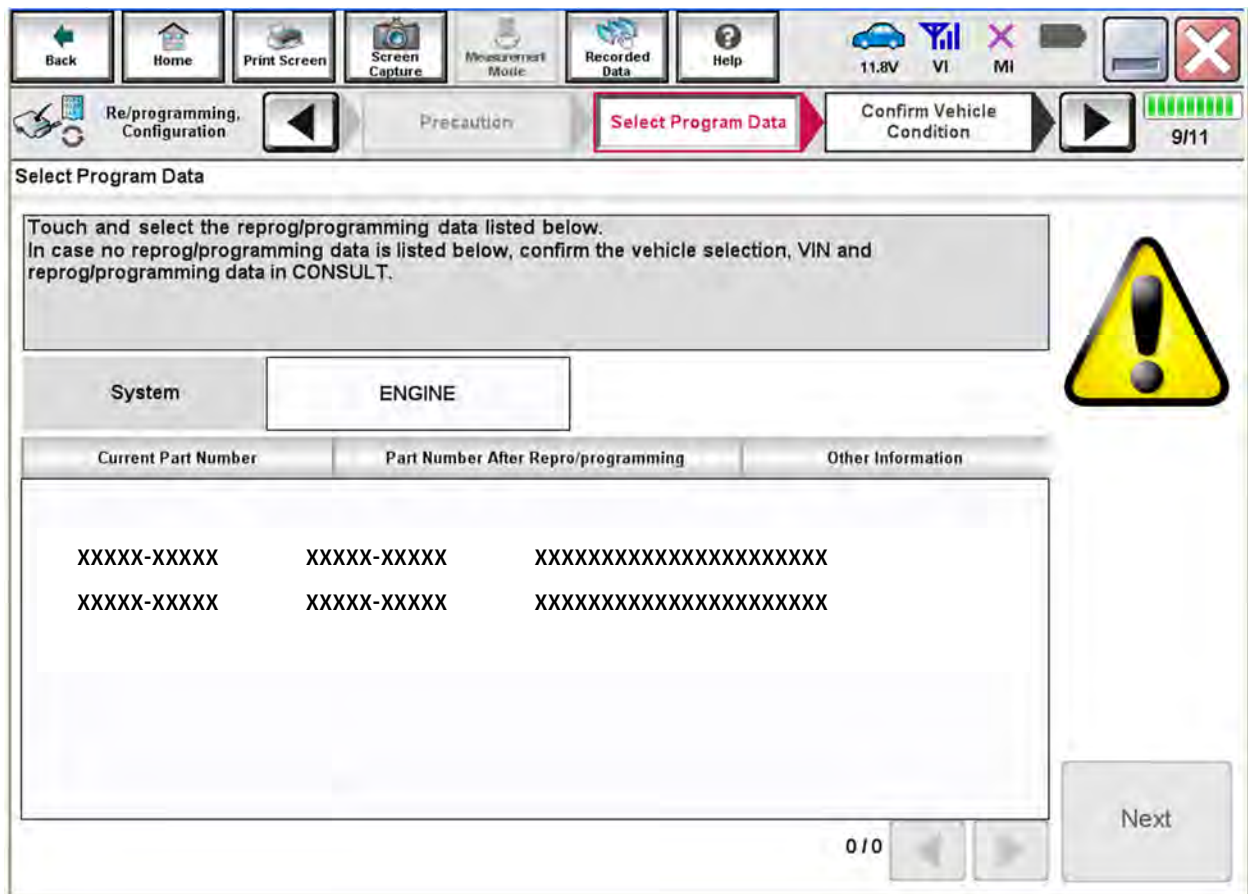


Figure 3

8. When the screen in Figure 4 displays, reprogramming is complete.

HINT: If the screen in Figure 4 does not display (reprogramming does not complete), refer to the information on the next page.

9. Disconnect the battery maintainer/smart charger from the vehicle.

10. Select **Next**.

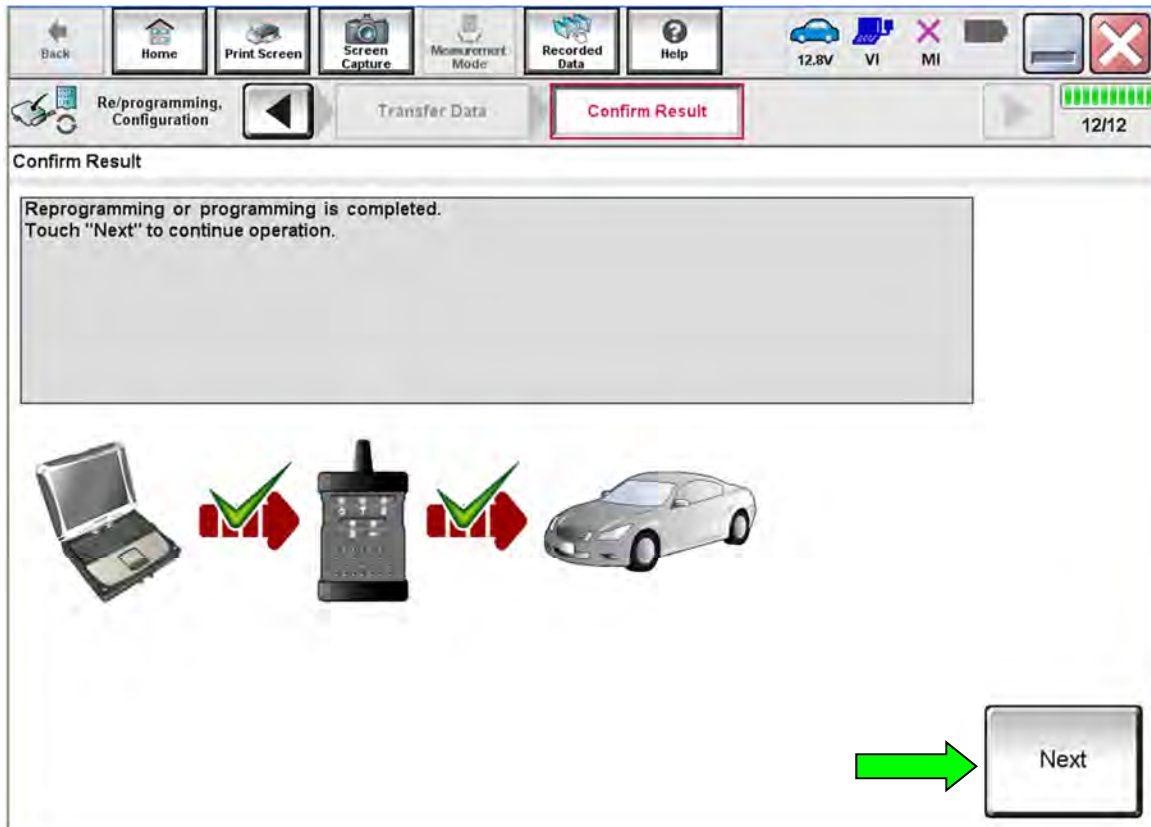


Figure 4

HINT:

- In the next steps (page 10), you will perform Throttle Valve Closed Position, Idle Air Volume Learn, Accelerator Closed Position, and DTC erase.
- These operations are required before CONSULT will provide the final reprogramming confirmation report.

Reprogram Recovery

If reprogramming does not complete and the “!?” symbol displays, as shown in Figure 5:

- Check battery voltage (12.0 – 15.5V).
- Ignition is ON, engine is OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- Select **Retry** and follow the on screen instructions.

HINT: Retry may not go through on first attempt and can be selected more than once.

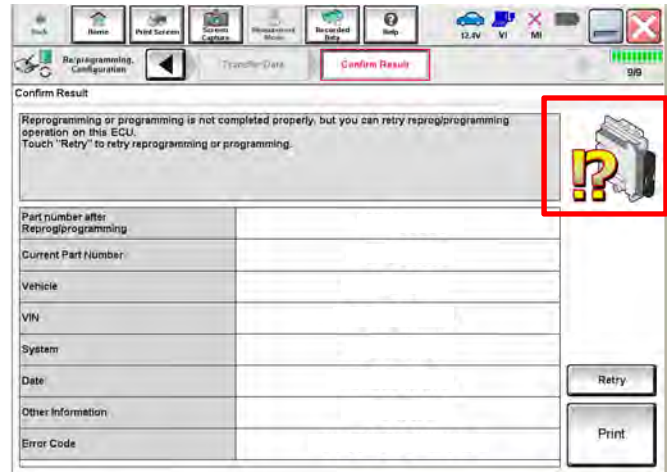


Figure 5

If reprogramming does not complete and the “X” symbol displays, as shown in Figure 6:

- Check battery voltage (12.0 – 15.5V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, Engine is OFF.
- Transmission in Park.
- All CONSULT / VI cables are securely connected.
- All CONSULT updates are installed.
- Select **Home**, and then restart the reprogram procedure from the beginning.

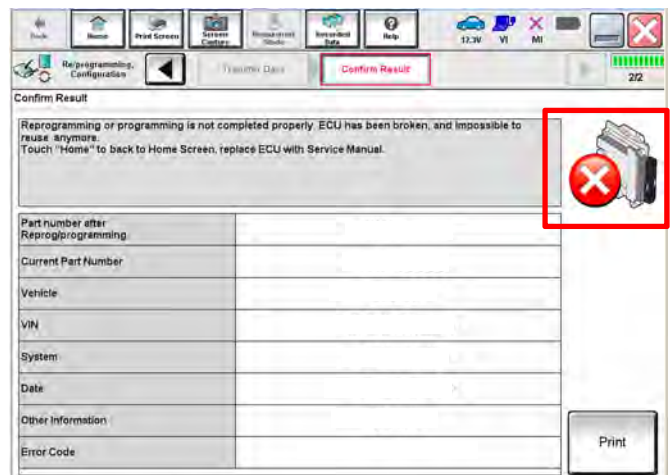


Figure 6

11. Follow the on-screen instructions to perform the following:

- Throttle Valve Closed Position
- Idle Air Volume Learn (IAVL)

HINT:

- 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)
 - Battery voltage: More than 12.9V (At idle)
 - Selector lever: P or N
 - Electric load switch: OFF (Air conditioner, headlamp, rear window defogger)
 - Steering wheel: Neutral (Straight-ahead position)
 - Vehicle speed: Stopped
 - Transmission: Warmed up
-
- Accelerator Pedal Close Position Learning

 - Erase DTCs

12. When the entire reprogramming process is complete, the screen in Figure 7 will display.
13. Verify the before and after part numbers are different.
14. Print a copy of this screen (Figure 7) and attach it to the repair order for warranty documentation.
15. Select **Confirm**.

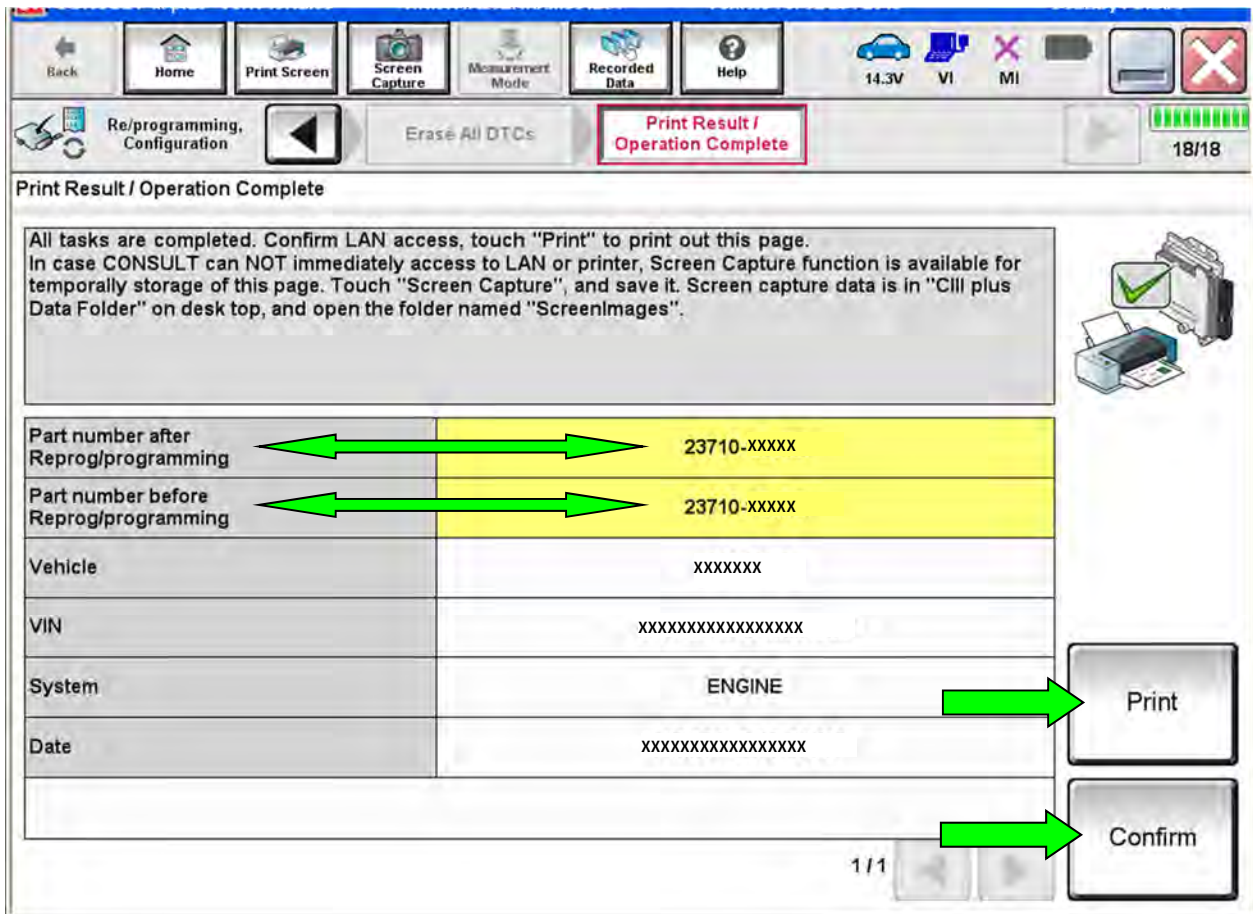


Figure 7

16. Close CONSULT.
17. Turn the ignition OFF.
18. Disconnect the VI from the vehicle.
19. Test drive the vehicle and make sure it operates correctly and the MIL is OFF.
 - This bulletin does not cover any repairs beyond ECM reprogramming.
 - If the MIL comes ON, go to ASIST for further diagnostic information.

CLAIMS INFORMATION

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

| DESCRIPTION | PFP | OP CODE | SYM | DIA | FRT |
|---------------------------------|-----|---------|-----|-----|---------|
| Reprogram Engine Control Module | (1) | DE97AA | HD | 32 | (2) (3) |

- (1) Refer to the electronic parts catalog and use the ECM assembly part number (23710-*****) as the Primary Failed Part (PFP).
- (2) Reference the current Infiniti Warranty Flat Rate Manual and use the indicated FRT.
- (3) FRT allows adequate time to access DTC codes and reprogram ECM. No other diagnostic procedures subsequently required. Do NOT claim any Diagnostic Op Codes with this claim.

AMENDMENT HISTORY

| PUBLISHED DATE | REFERENCE | DESCRIPTION |
|--------------------|------------|---|
| September 27, 2017 | ITB17-050 | Original bulletin published |
| March 10, 2022 | ITB17-050A | Table A revised |
| November 6, 2023 | ITB17-050B | APPLIED VEHICLES and Table A revised, and "NOTE" references changed to "HINT" |

