

Reference:

ITB16-027

Date:

July 28, 2016

VOLUNTARY EMISSIONS RECALL CAMPAIGN 2015-2016 QX60 ECM REPROGRAMMING

CAMPAIGN ID #: R1621
APPLIED VEHICLE: 2015-2016 QX60 (L50)
APPLIED ENGINES: VQ35DE only

Check Service COMM to confirm campaign eligibility.

INTRODUCTION

Infiniti is conducting a Voluntary Emission Recall Campaign on certain Model Year 2015-2016 QX60 vehicles. Infiniti has discovered that these vehicles are equipped with an On-Board Diagnostics (OBD) calibration that, if not repaired, may not detect a rear oxygen (O2) sensor short-to-ground or short-to-battery condition. The ECM (Engine Control Module) will be reprogrammed. This service will be performed at no charge for parts or labor.

IDENTIFICATION NUMBER

Infiniti has assigned identification number R1621 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this voluntary emissions recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory.

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

NOTE:

- Most instructions for reprogramming with CONSULT-III plus (C-III plus) are displayed on the CONSULT PC screen.
- 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 Idle Air Volume Learn. The above condition are required for Idle Air Volume Learn to complete.



Figure 1

CAUTION:

- Connect the **GR8*** to the 12V battery and select ECM Power Supply Mode. 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.

*The GR8 must be used for this procedure.

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**.

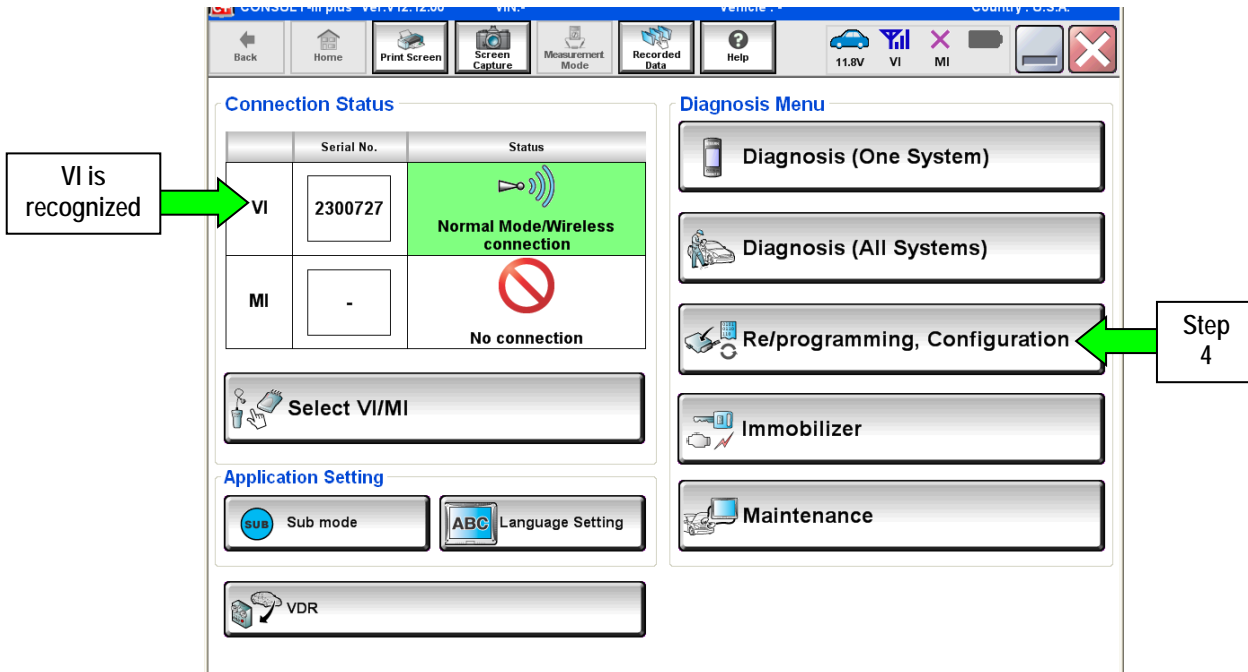


Figure 2

5. Use arrows (if needed) to view and read all precautions.
6. Check the box confirming the precautions have been read.
7. Select Next.

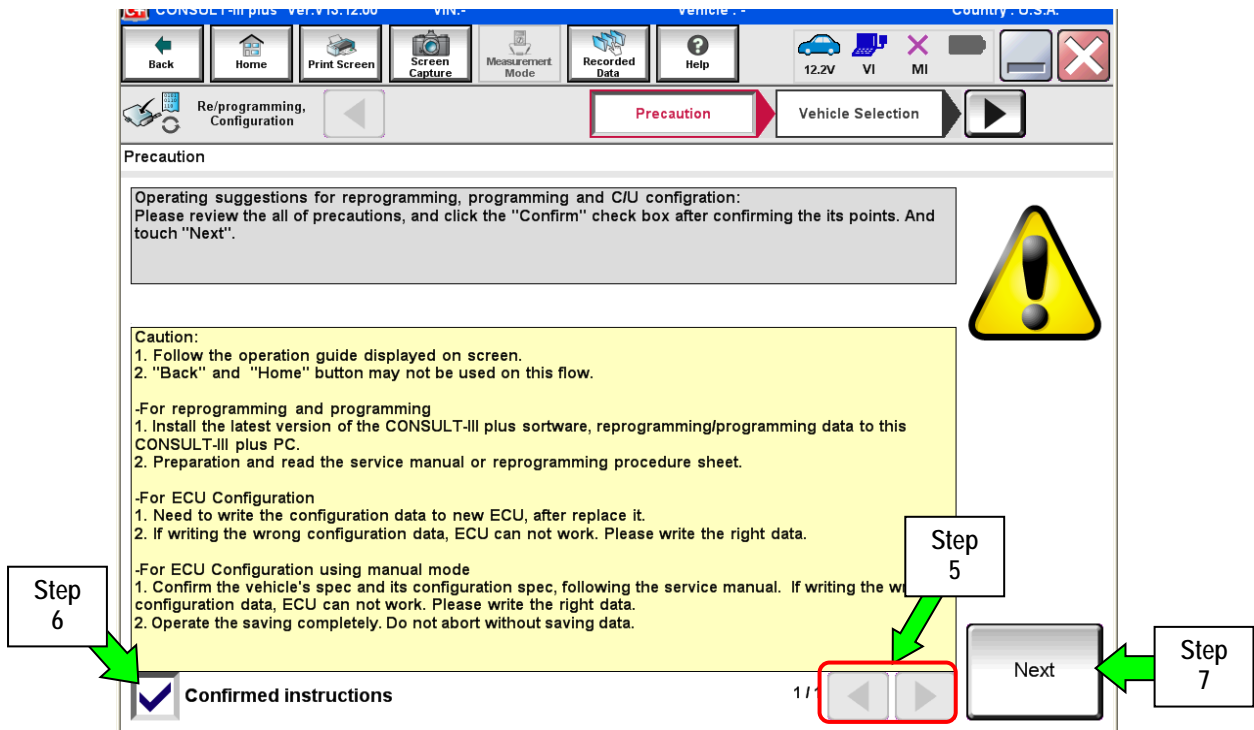


Figure 3

8. Select Infiniti, Vehicle Name, and then the correct Model Year.
 - If the screen in Figure 4 does not display, skip to step 9.

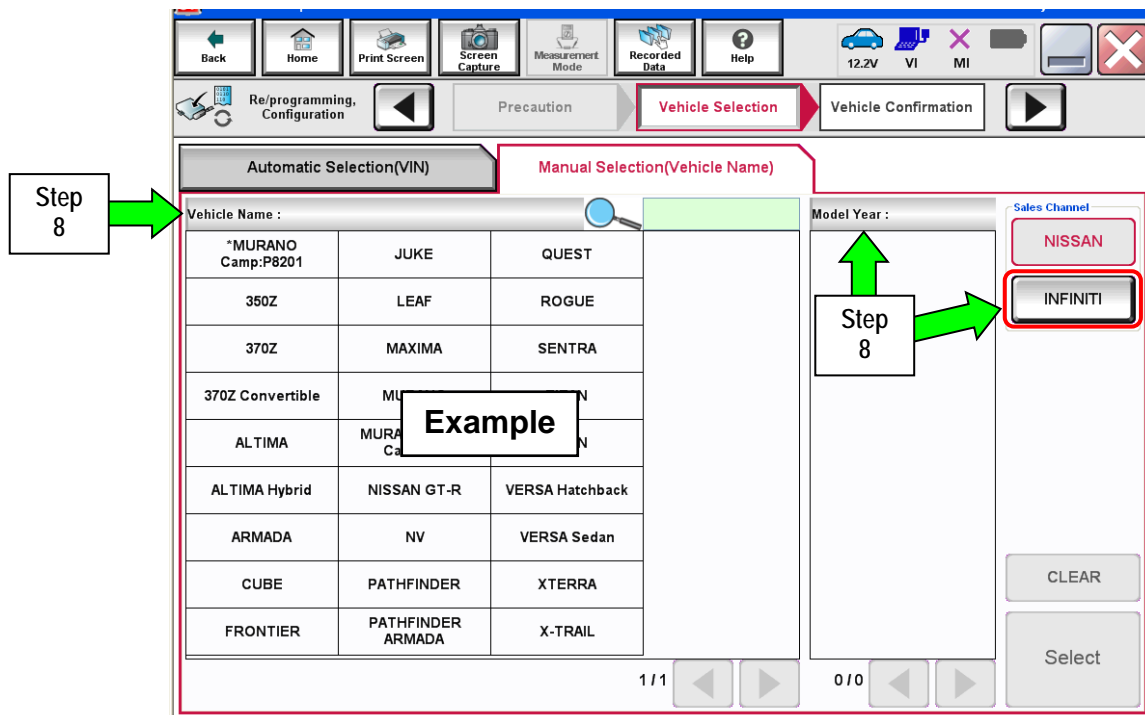


Figure 4

12. Select ENGINE.

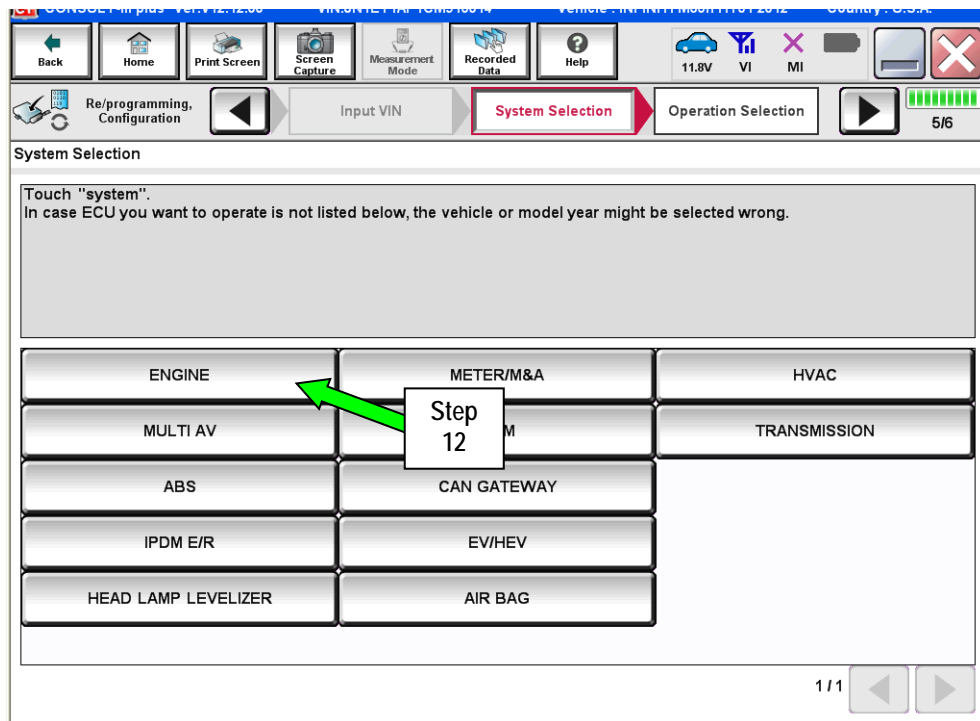


Figure 7

13. Select Reprogramming.

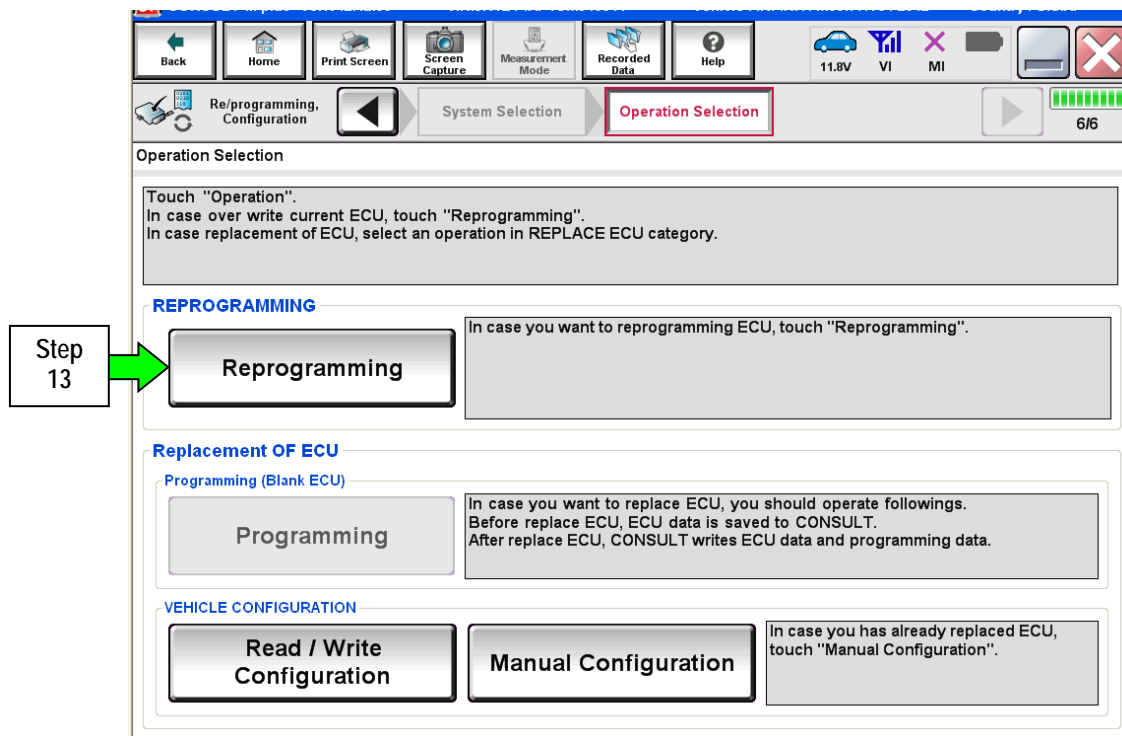


Figure 8

14. When you get to the screen shown in Figure 9, confirm this bulletin applies as follows.

- a. Find the ECM Part Number and write it on the repair order.

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

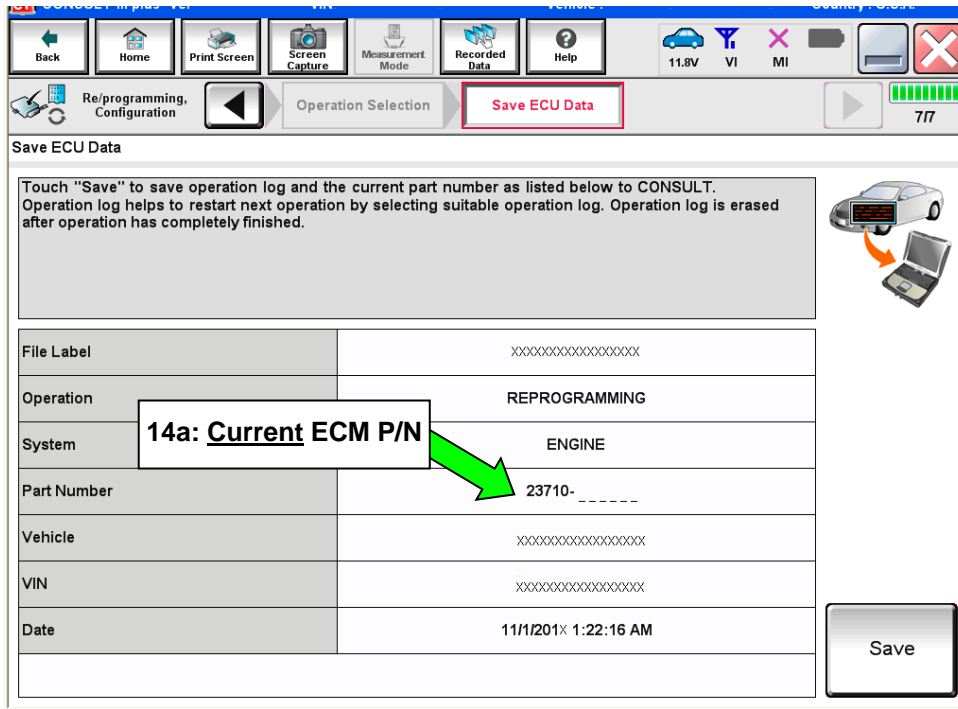


Figure 9

- 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, continue with the reprogramming procedure. Proceed to step 15.
- If there is not a match, reprogramming is not needed. Proceed to **CLAIMS INFORMATION** section for "Does Not Require Reprogram".

Table A

| MODEL | CURRENT ECM PART NUMBER: 23710- |
|----------------|--|
| 2015-2016 QX60 | 9NE4A, 9NE4B, 9NE4C, 9NE4D 9NE5A, 9NE5B, 9NE5C, 9NE5D 9NE6A, 9NE6B, 9NE6C, 9NE6D 9NE7A, 9NE7B, 9NE7C, 9NE7D 9NE8A, 9NE8B, 9NE8C, 9NE8D 9NE9A, 9NE9B, 9NE9C, 9NE9D |

15. Select Save.

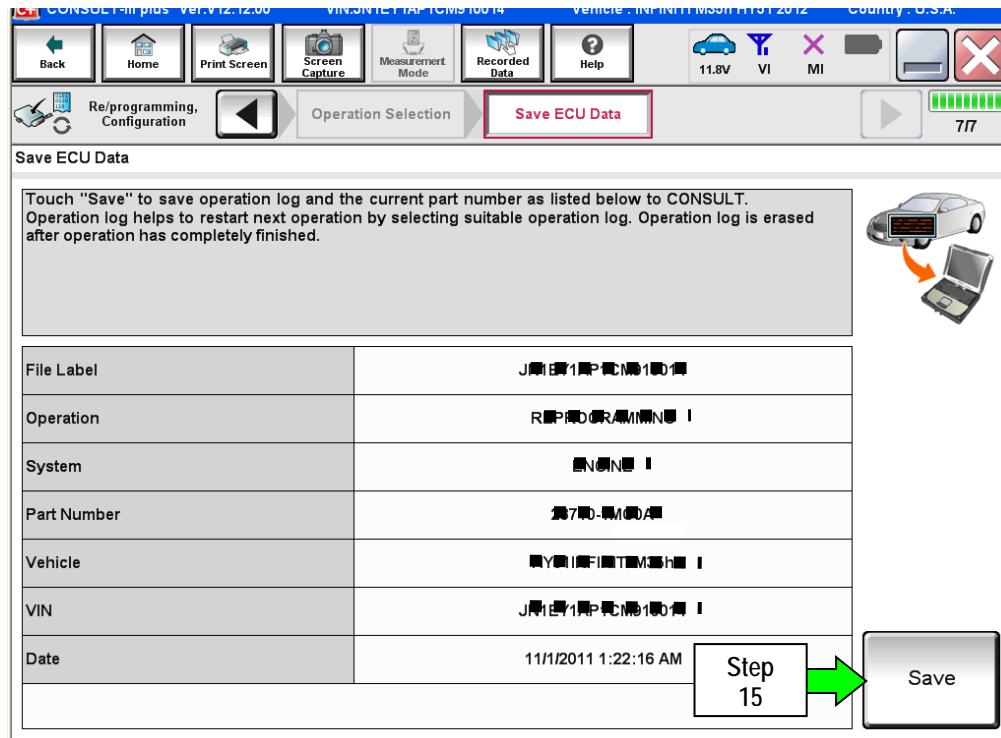


Figure 10

16. Select Next.

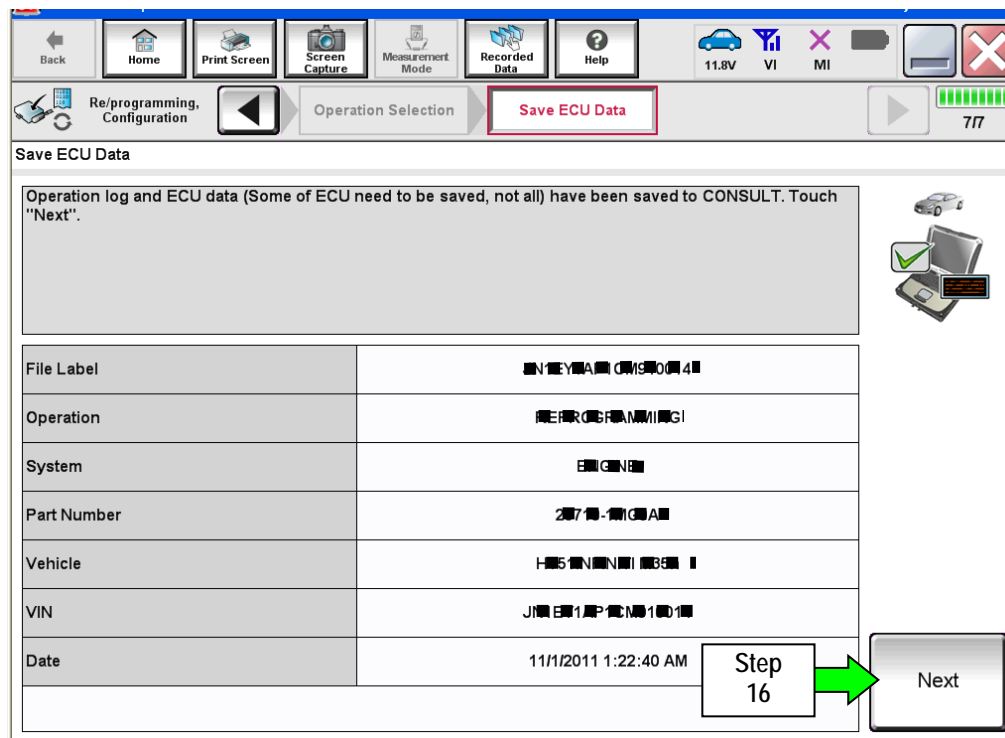


Figure 11

17. Use arrows (if needed) to view and read all precautions.
18. Check the box confirming the precautions have been read.
19. Select Next.

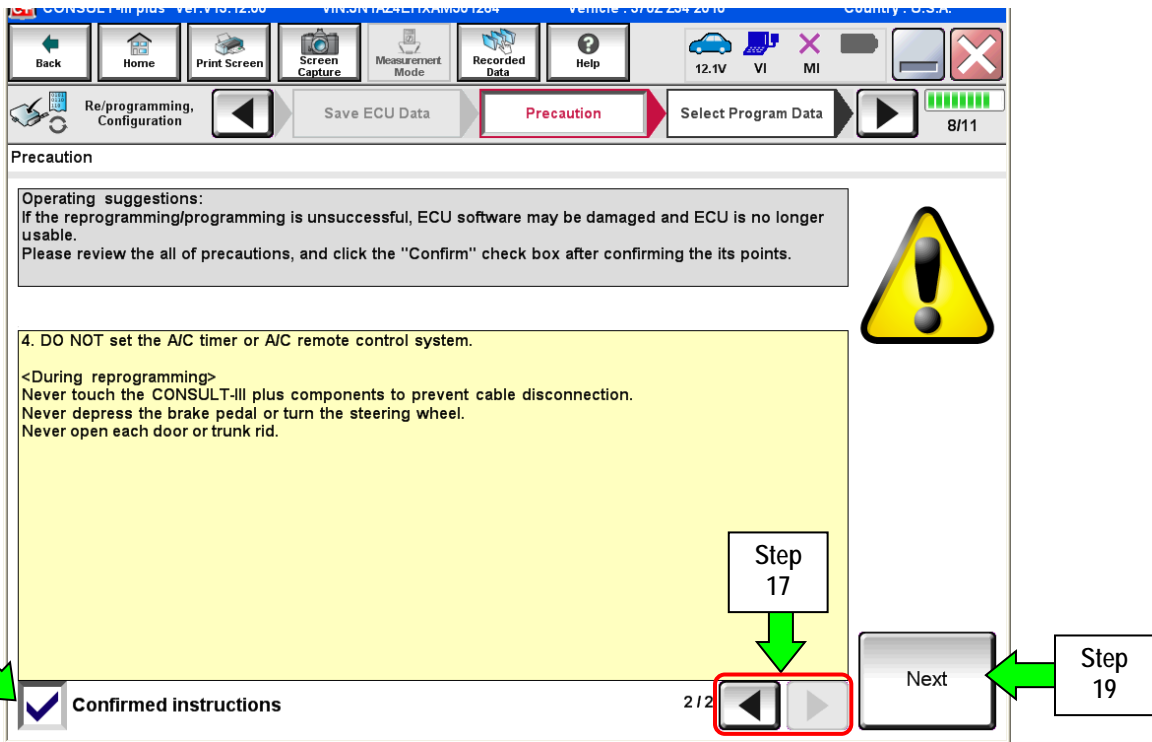


Figure 12

20. Read the Current Part Number and Part Number After Reprogramming. They should be different.
21. Select Next.

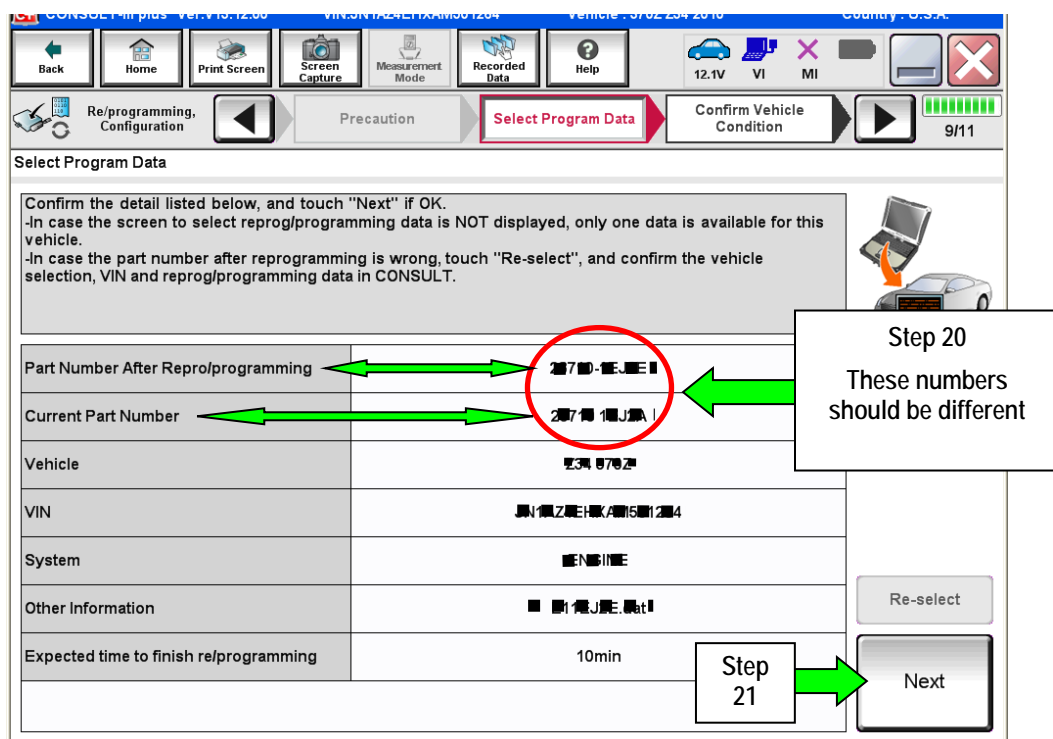


Figure 13

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
 - In this case, the screen in Figure 14 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 C-III plus and refer back to ASIST for further diagnosis.

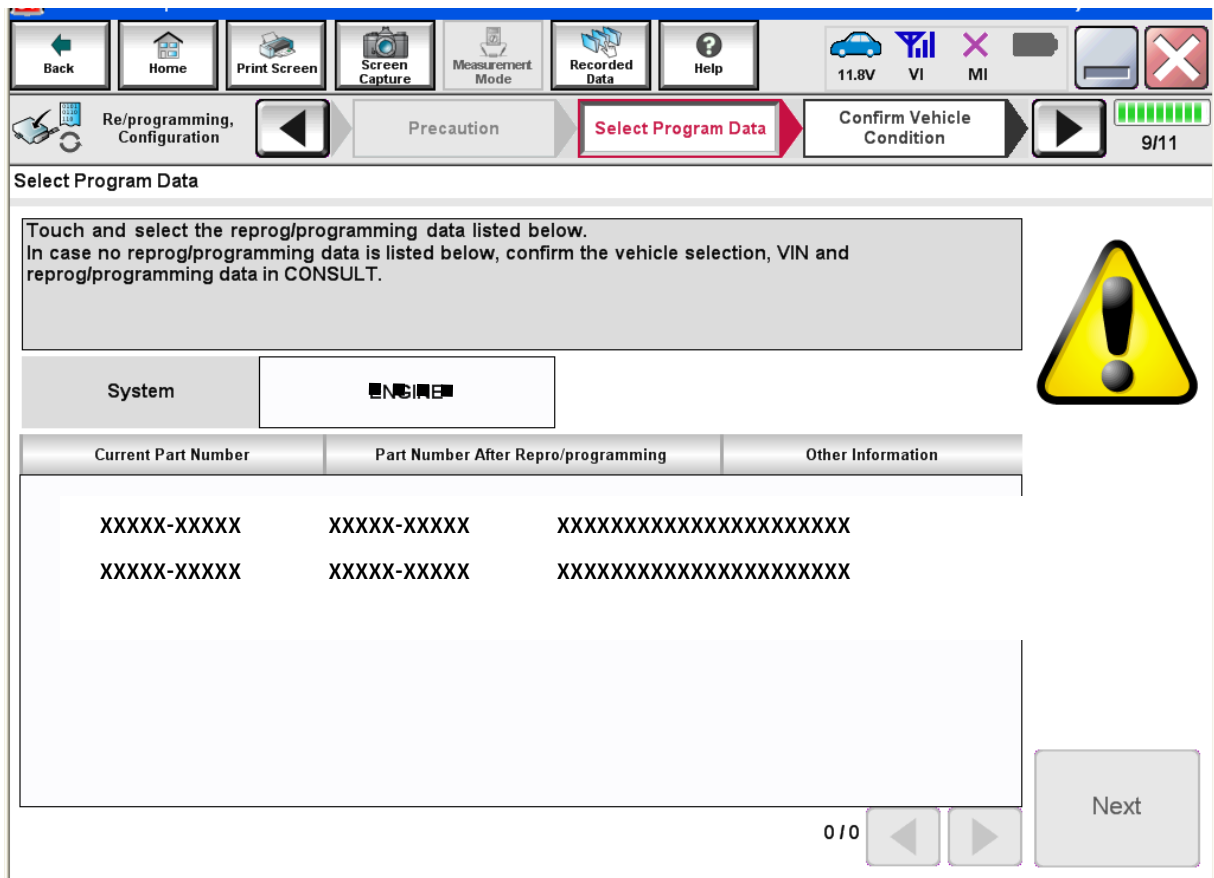


Figure 14

22. Make sure OK is highlighted green (battery voltage must be between 12.0 and 15.5 Volts).

23. Select Next.

IMPORTANT: Battery voltage must stay between 12.0 and 15.5 Volts during reprogramming or ECM reprogramming may be interrupted and ECM may be damaged.

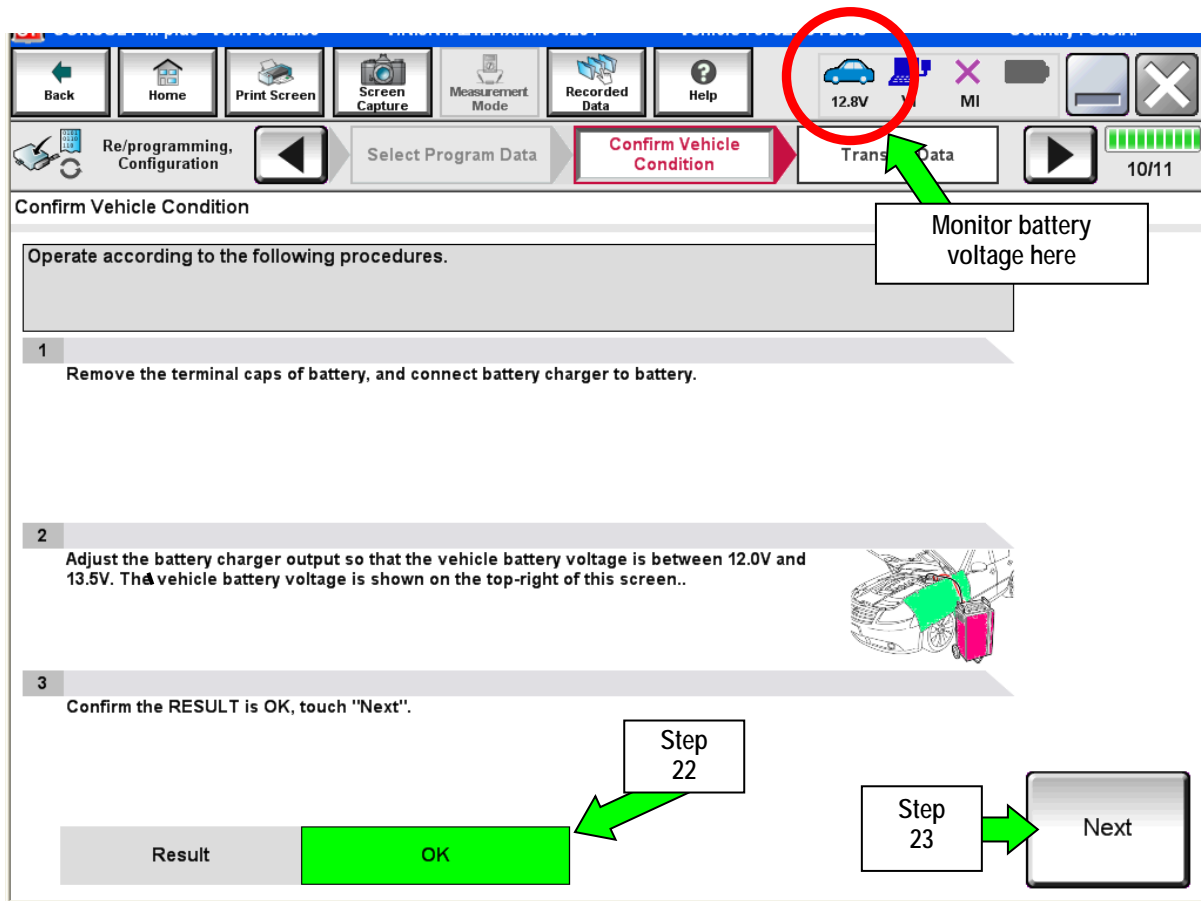


Figure 15

NOTE: In the next step, the reprogramming process will begin when **Start** is selected.

24. Select **Start**.

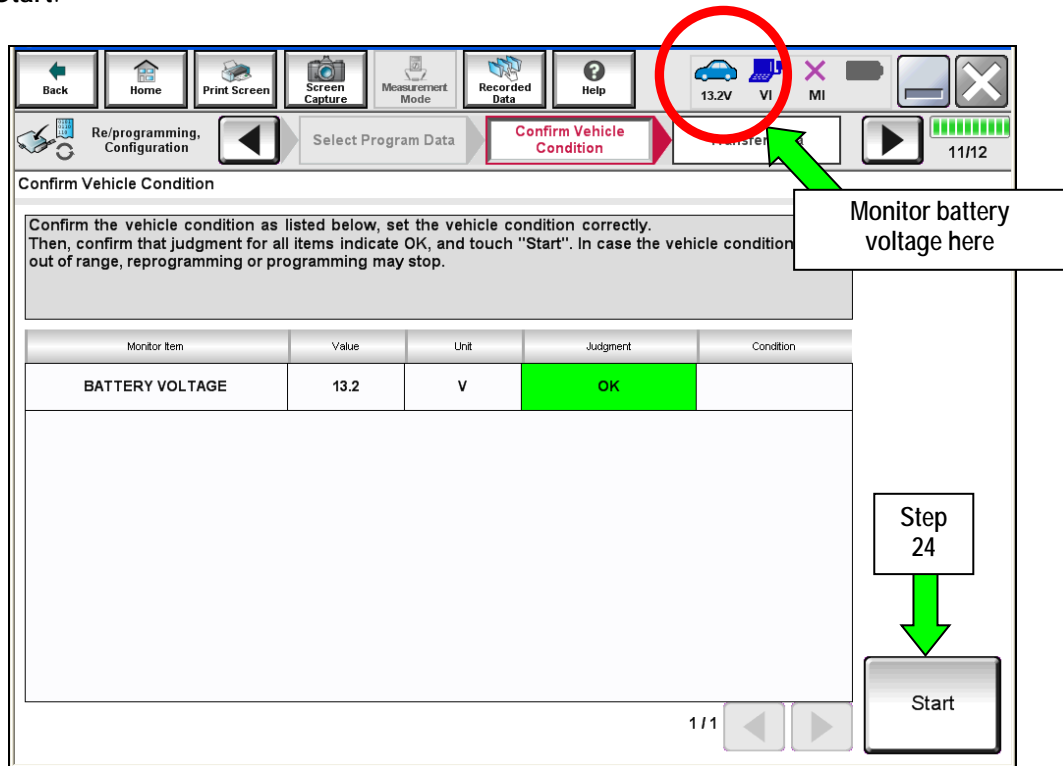


Figure 16

25. Wait for both progress bars to complete.

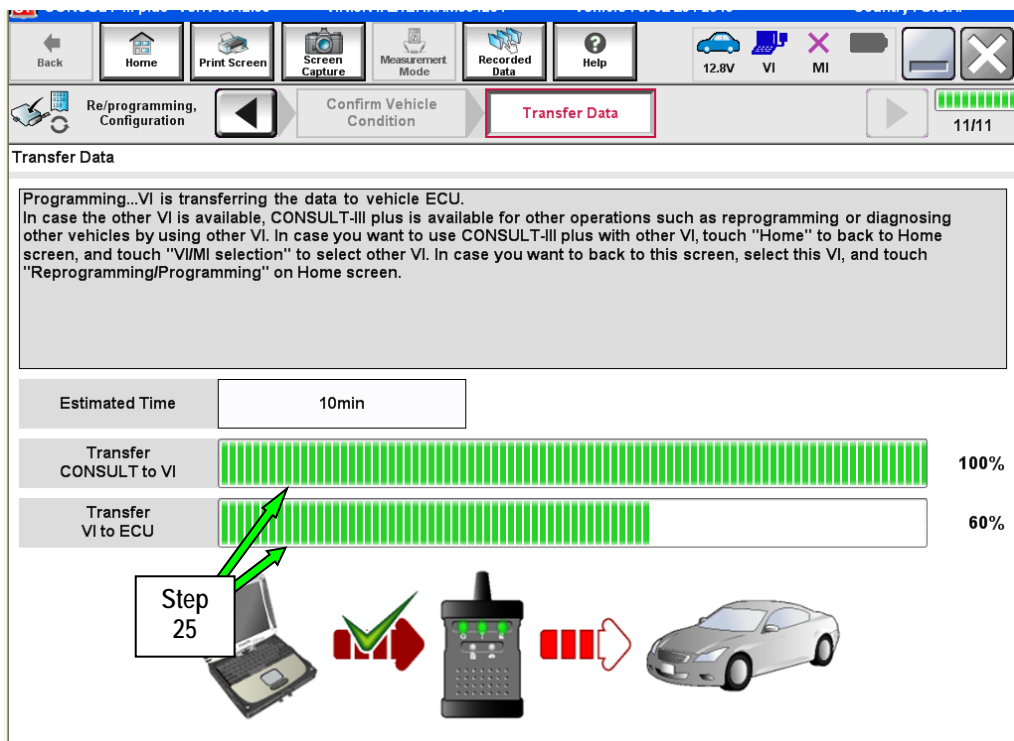


Figure 17

NOTE: If the message shown in Figure 18 appears, there is data stored in the plus VI. Select "Yes" to proceed with reprogramming.

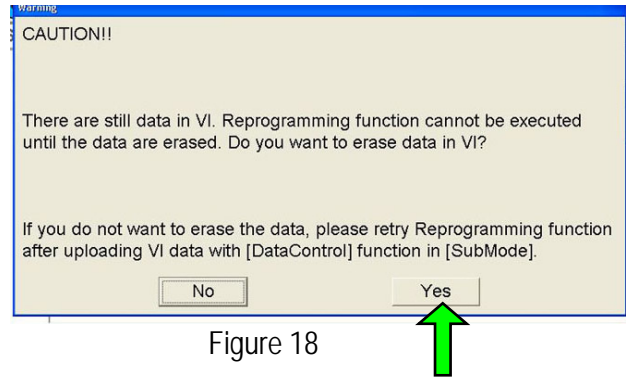


Figure 18

26. When the screen in Figure 19 displays, reprogramming is complete.

NOTE: If the screen in Figure 19 does not display (indicating that reprogramming did not complete), refer to the information on page 15.

27. Disconnect the battery charger from the vehicle.

28. Select **Next**.

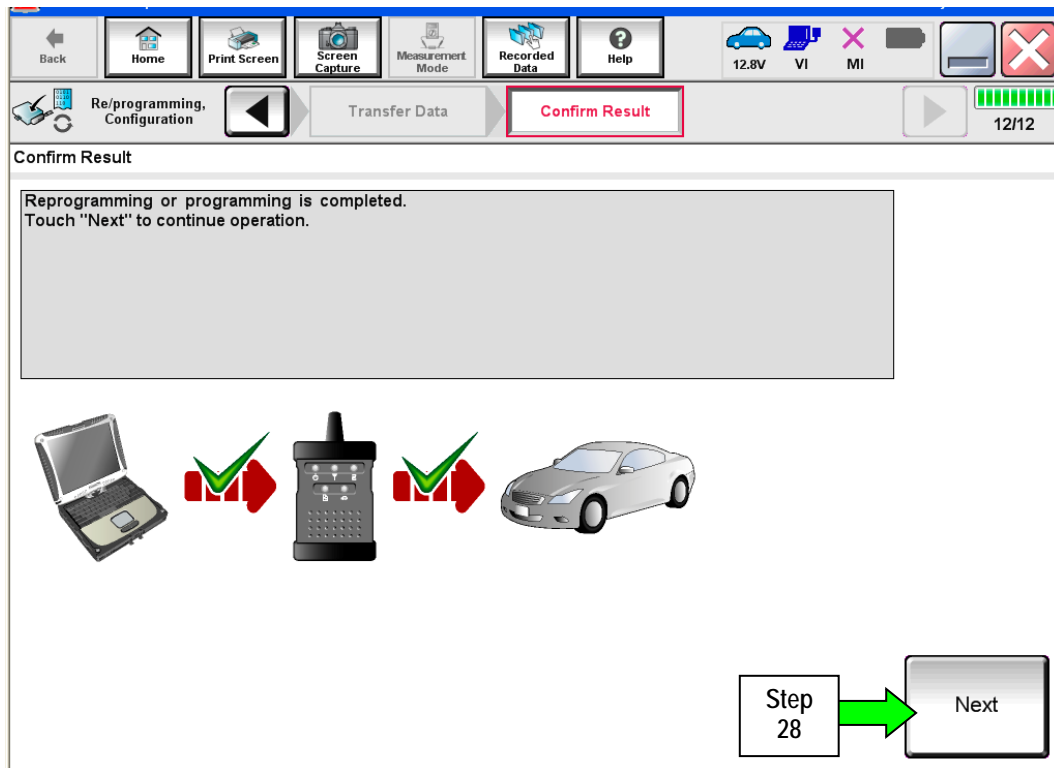


Figure 19

NOTE:

- In the next steps, starting on page 16, 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.

ECM recovery:

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

If reprogramming does not complete and the “!?” icon displays as shown in Figure 20:

- Check battery voltage (12.0–15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- **Select retry and follow the on screen instructions.**
- “Retry” may not go through on first attempt and can be selected more than once.

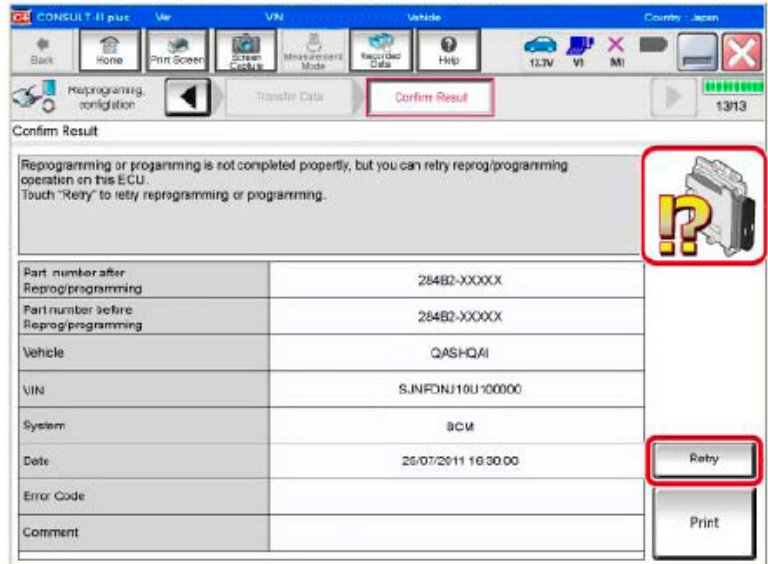


Figure 20

If reprogramming does not complete and the “X” icon displays as shown in Figure 21:

- 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 Home, and restart the reprogram procedure from the beginning.**

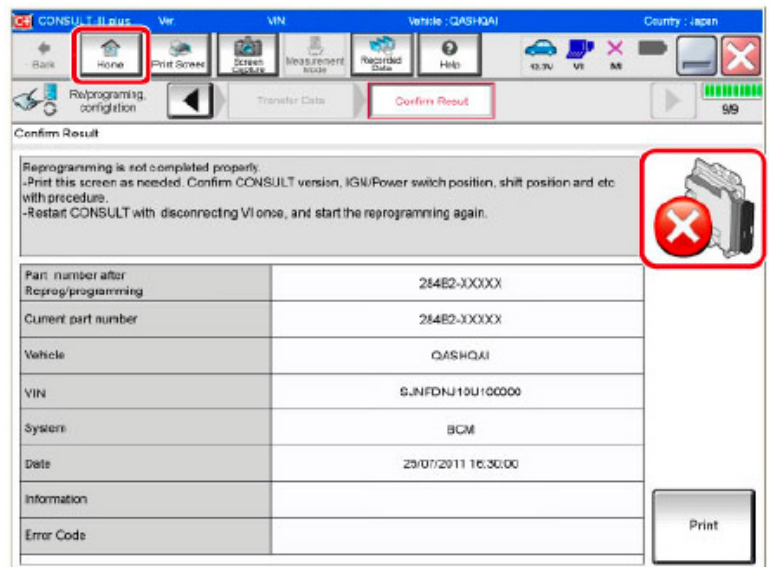


Figure 21

29. Perform **Throttle Valve Closed Position** procedure.

- Follow the on-screen instructions (1, 2, and 3) to complete the procedure.

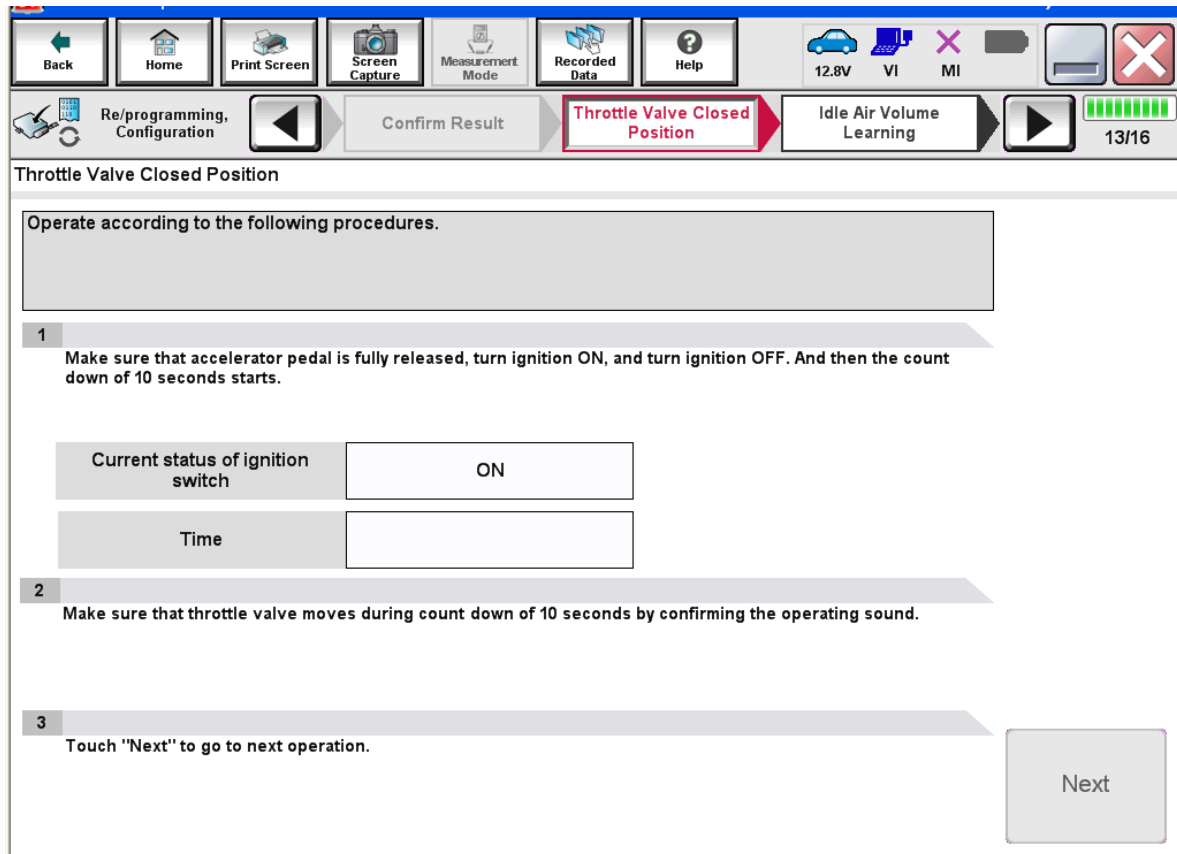


Figure 22

30. Perform Idle Air Volume Learn (IAVL).
 - a. Turn the ignition ON and let the engine idle.
 - b. Select **Next**.

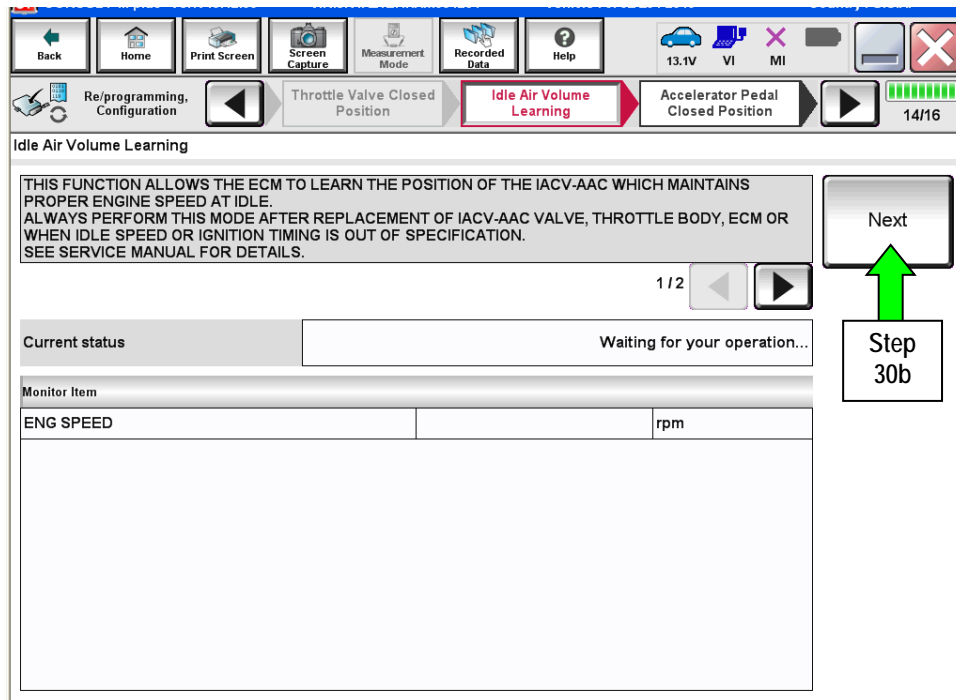


Figure 23

- c. Select **Start**.
- d. Wait for IAVL to complete.

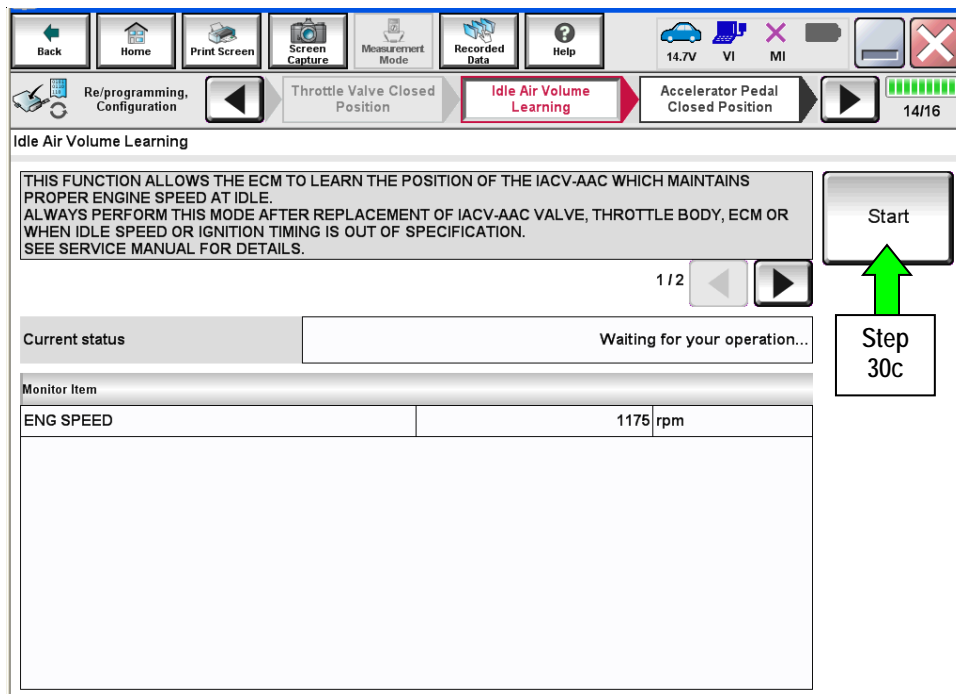


Figure 24

NOTE:

- Listed below are common required conditions 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

e. Select **Next**.

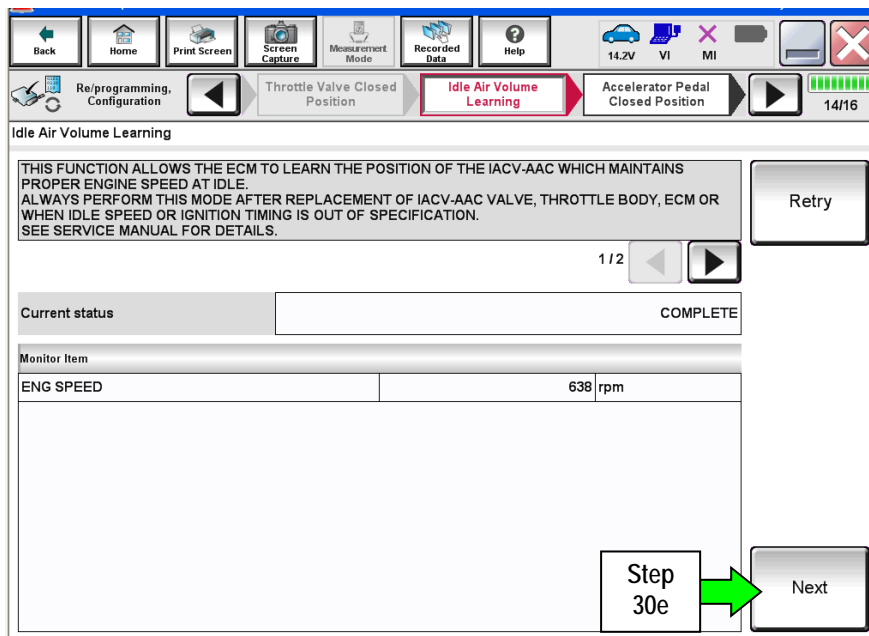


Figure 25

31. Follow the on screen instructions to complete Accelerator Pedal Close Position Learning.

Step 31

Accelerator Pedal Close Position

According to the instruction below, perform Accelerator Pedal Close Position Learning procedure.

1. Turn ignition switch to the OFF position, and hold it for 10 seconds or more.
2. Turn ignition switch to the ON position, and hold it for 2 seconds or more.
3. Repeat the procedure (1) and (2) twice.
4. Turn ignition switch to the OFF position.

Current status of ignition switch: 10 sec

Time (sec):

IGN SW ON: 2 sec, 2 sec, 2 sec

IGN SW OFF: 10 sec, 10 sec, 10 sec

Figure 26

32. Erase all DTCs as follows:

- a. Turn the ignition OFF
- b. Turn the ignition ON.
- c. Wait for DTC erase to complete.

Erase All DTCs

According to the instruction below, erase All DTCs.

- 1 Turn ignition switch to the ON position, then All DTCs are automatically erased.

Current status of ignition switch: ON

Turn ignition ON > OFF > ON

Figure 27

33. Verify the before and after part numbers are different.
34. Print a copy of this screen (Figure 28) and attach it to the repair order for warranty documentation.
35. Select **Confirm**.

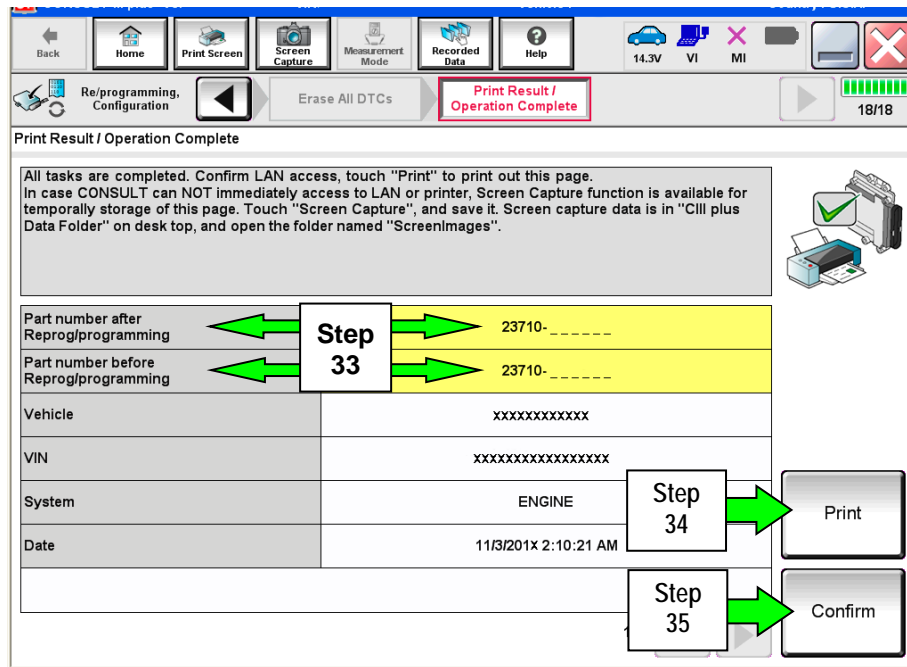


Figure 28

NOTE: If you cannot print the above screen:

- a. Select Screen Capture.
- b. Name the file.
- c. Save the file in My Documents.

A copy of the screen is now saved in the CONSULT PC. It can be retrieved and printed at a later time.

36. Close C-III plus.
37. Turn the ignition OFF.
38. Disconnect the plus VI from the vehicle.

CLAIMS INFORMATION

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

| Campaign ("CM") ID | DESCRIPTION | OP CODE | FRT |
|--------------------|----------------------------|---------|-----|
| R1621 | Reprogram ECM | R16210 | 0.5 |
| | Does Not Require Reprogram | R16211 | 0.3 |

