



INFINITI

EMPOWER THE DRIVE

CAMPAIGN BULLETIN

ECM Reprogram Retailer Inventory

Reference: P6335

Date: February 17, 2017

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2017 QX80 (Z62)	NA	1,874	February 17, 2017	NO

***** Retailer Announcement *****

Infiniti is conducting a retailer inventory service action to Update Electronic Control Module (ECM) software on **1,874** specific 2017 QX80 vehicles identified in Service Comm. On the affected vehicles, the ECM software is being updated to refine the MIL illumination logic for the exhaust gas temperature sensor.

Affected vehicles are not subject to stop sale and are either currently in retailer inventory or assigned and in transit to the retailer. Infiniti requests retailers complete this software update prior to sale to ensure client satisfaction.

***** What Retailers Should Do *****

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

1. Verify if vehicles are affected by this client satisfaction initiative using Service Comm I.D. P6335
 - **New vehicles in retailer inventory can also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
 - Refer to IPSB 15-286 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. Use the attached procedure to install the updated software.
3. The service department should submit the applicable warranty claim for the action performed so it can be closed on Service Comm and release the vehicle.

***** Retailer Responsibility *****

It is the retailer's responsibility to check Service Comm using the appropriate campaign I.D for the inspection status on each affected vehicle currently in new vehicle inventory. Infiniti requests retailers to perform this repair on new vehicles in inventory prior to being retailed to ensure client satisfaction.

Thank you for your prompt attention to this matter.



P6335 QX80 (Z62) EGTS ECM REPROGRAMMING

IMPORTANT: This reprogramming procedure has some steps in a different order than usual. Make sure to follow all the steps in the specific order listed to properly complete the ECM reprogramming.

Reprogramming Procedure

- **Vehicles Conditioning for ECM Reprogramming**
 - Engine coolant temperature: 70 – 100°C (158 – 212°F)
 - Battery voltage: More than 12.9V (At idle)
 - Transmission: Warmed up

NOTE:

- After reprogramming is complete, you will be required to perform DTC erase, Idle Air Volume Learn (IAVL), and Throttle Valve Closed Position Accelerator Closed Position.
- The above conditions are required for the IAVL to complete.

1. Connect the plus Vehicle Interface (plus VI) to the vehicle.

- Make sure to use the correct VI for C-III plus (plus VI).

CAUTION: Make sure the plus VI is securely connected. If the plus VI connection is loose during reprogramming, the process will be interrupted and the ECM may be damaged.

2. Connect the AC Adapter to the CONSULT PC.

CAUTION: 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.

3. Connect a battery charger to the vehicle battery:

For Conventional Vehicles

- Set the battery charger at a low charge rate.

NOTE: The GR-8 (Battery and Electrical Diagnostic Station) set to “Power Supply” mode is recommended.

CAUTION: Be sure the battery charger is connected securely to the battery. Make sure the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the **ECM may be damaged**.

4. Turn off all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI.

CAUTION: Make sure to turn off all external Bluetooth® devices. If Bluetooth® signal waves are within range of the CONSULT PC and the VI during reprogramming, reprogramming may be interrupted and the **ECM may be damaged**.

5. Turn the ignition ON with the engine OFF or “not ready”.

- **The engine must not start or run during the reprogramming procedure.**

6. Turn OFF all vehicle electrical loads such as exterior lights, interior lights, HVAC, blower, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc.

IMPORTANT: Make sure to turn OFF all vehicle electrical loads. Make sure the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the **ECM may be damaged**.

7. Turn ON the CONSULT PC.

8. Select CONSULT-III plus (open C-III plus).

9. Wait for the plus VI to be recognized / connected.

- Serial number will display when the plus VI is recognized / connected.

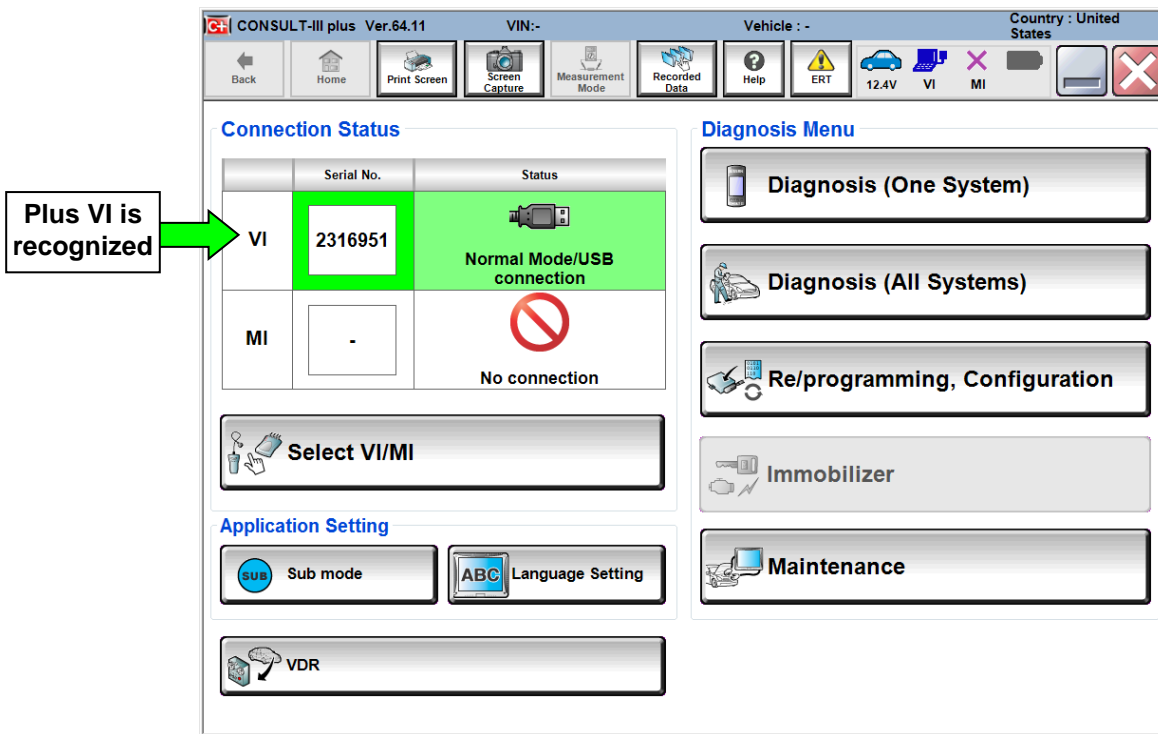


Figure 1

10. Select **Re/programming, Configuration**.

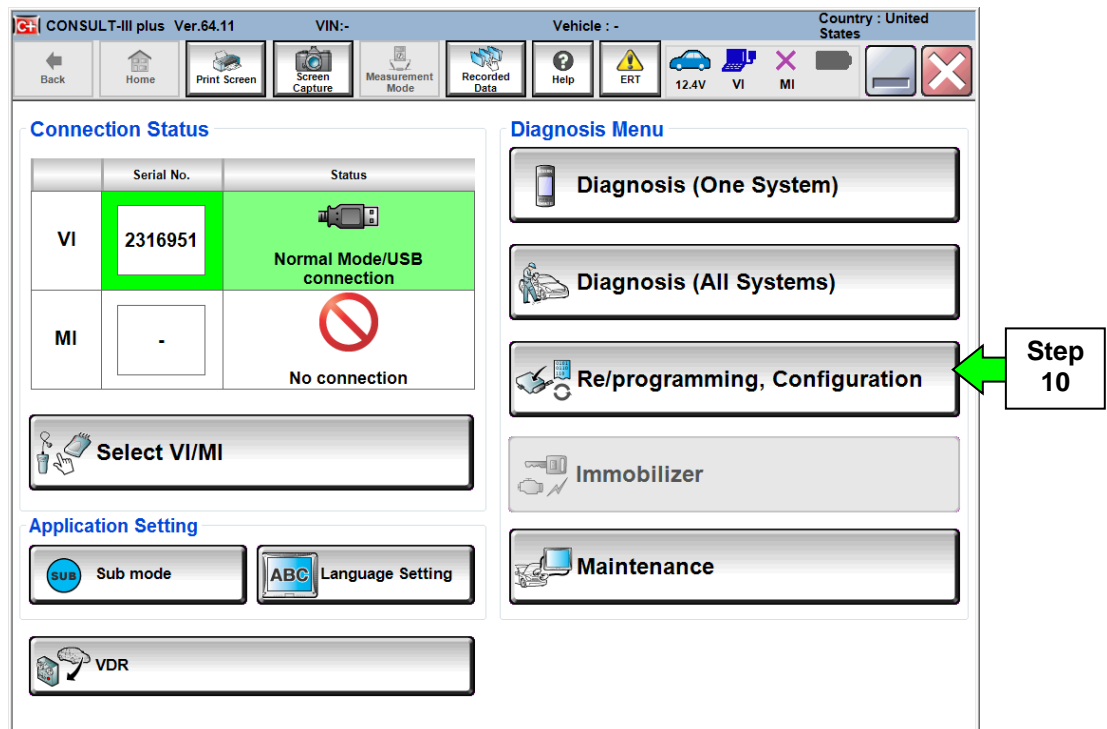


Figure 2

11. Use arrows (if needed) to view and read all precautions.
12. Check the box confirming the precautions have been read.
13. Select **Next**.

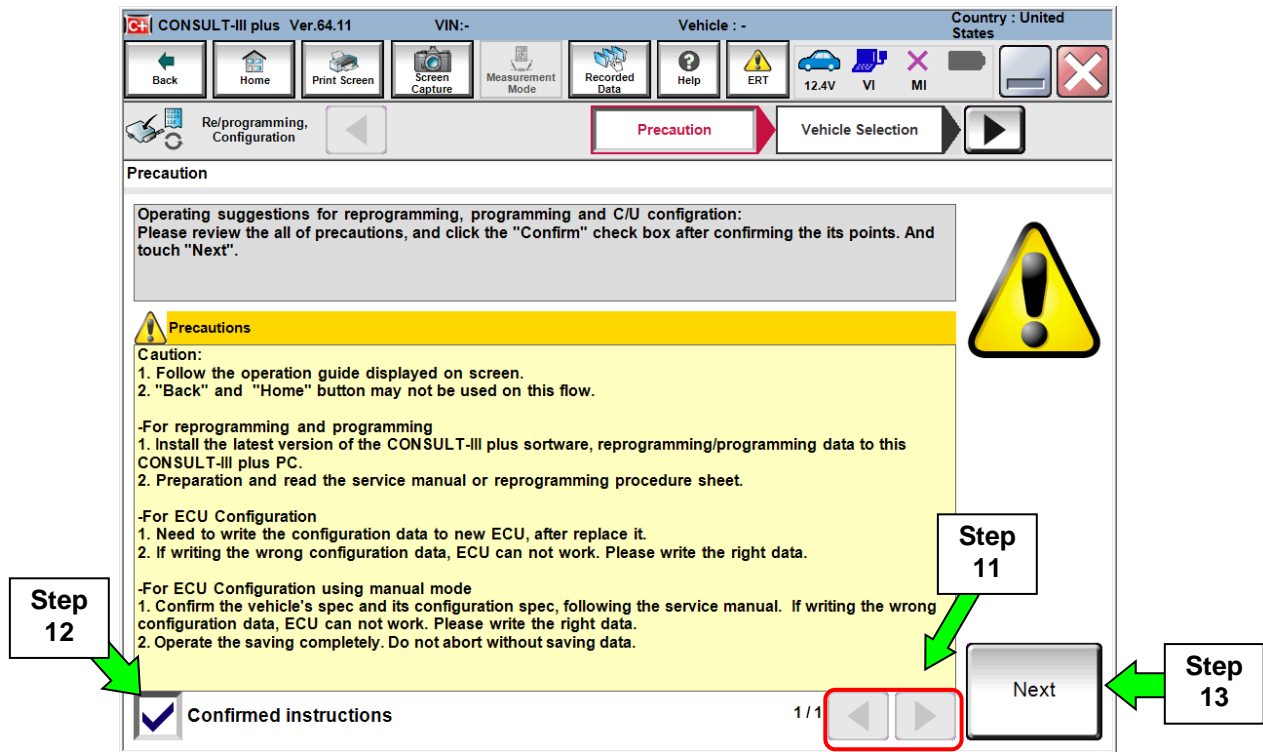


Figure 3

14. Select **Nissan** or **Infiniti**, **Vehicle Name**, and then the correct **Model Year**.

- If the screen in Figure 4 does not display, skip to step 15.

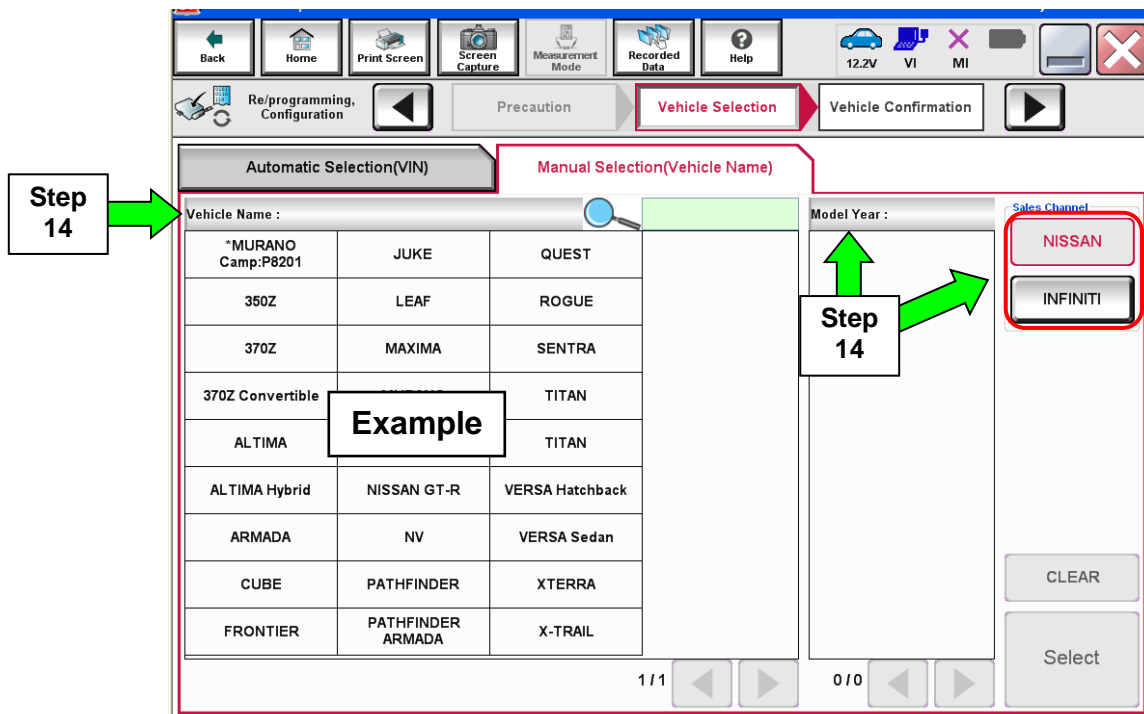


Figure 4

15. Make sure **VIN or Chassis #** matches the vehicle's VIN.

16. If the correct VIN is displayed, select **Confirm**.

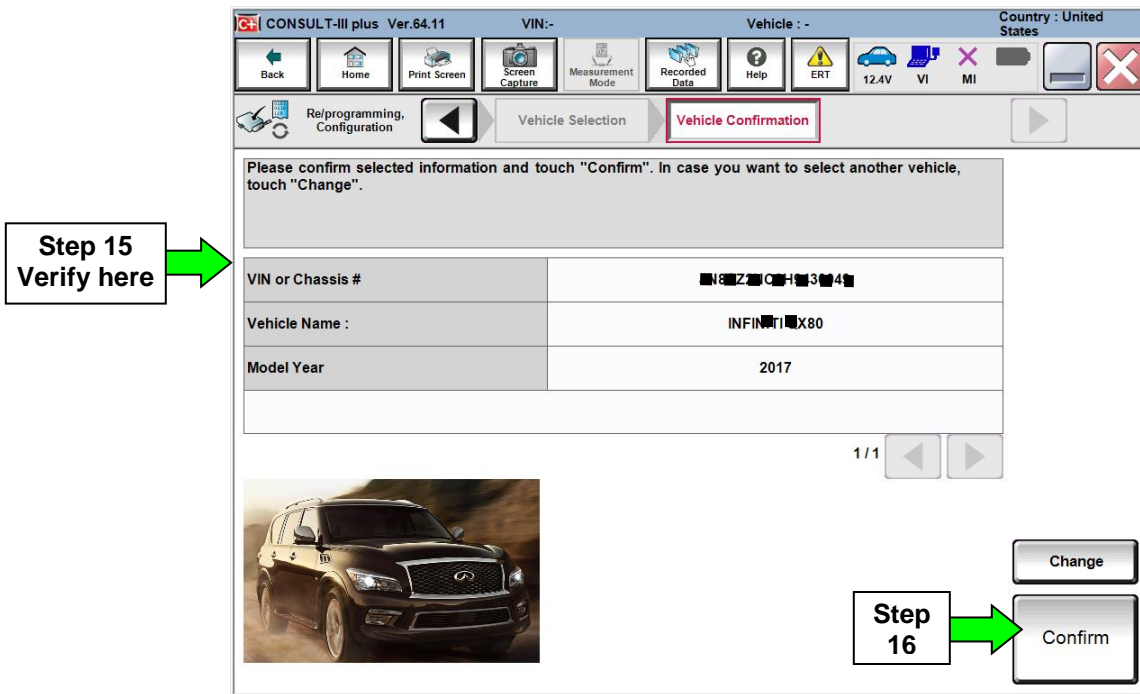


Figure 5

17. Select **Confirm**.

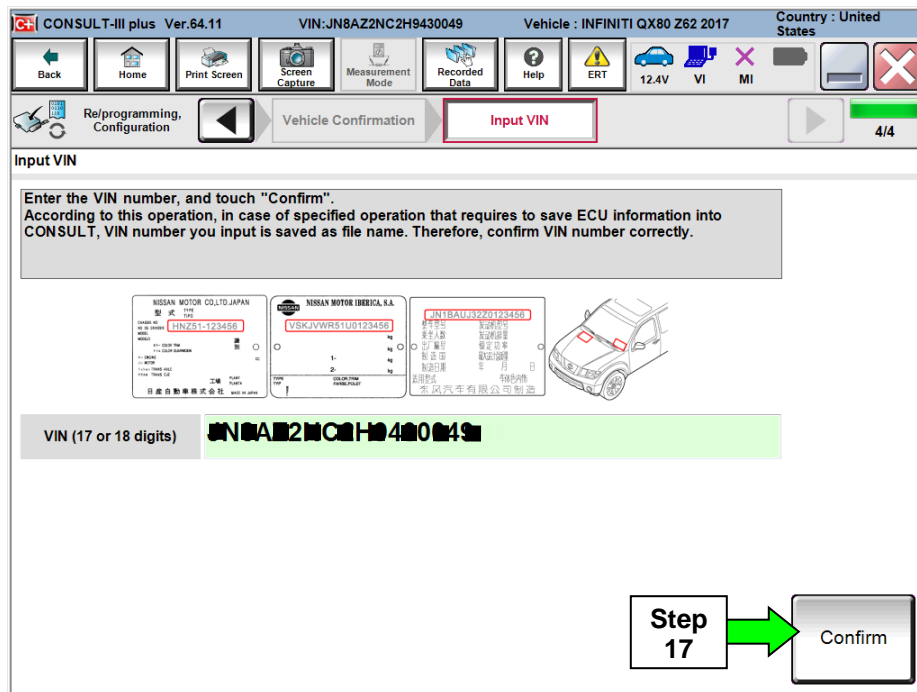


Figure 6

18. Select ENGINE.

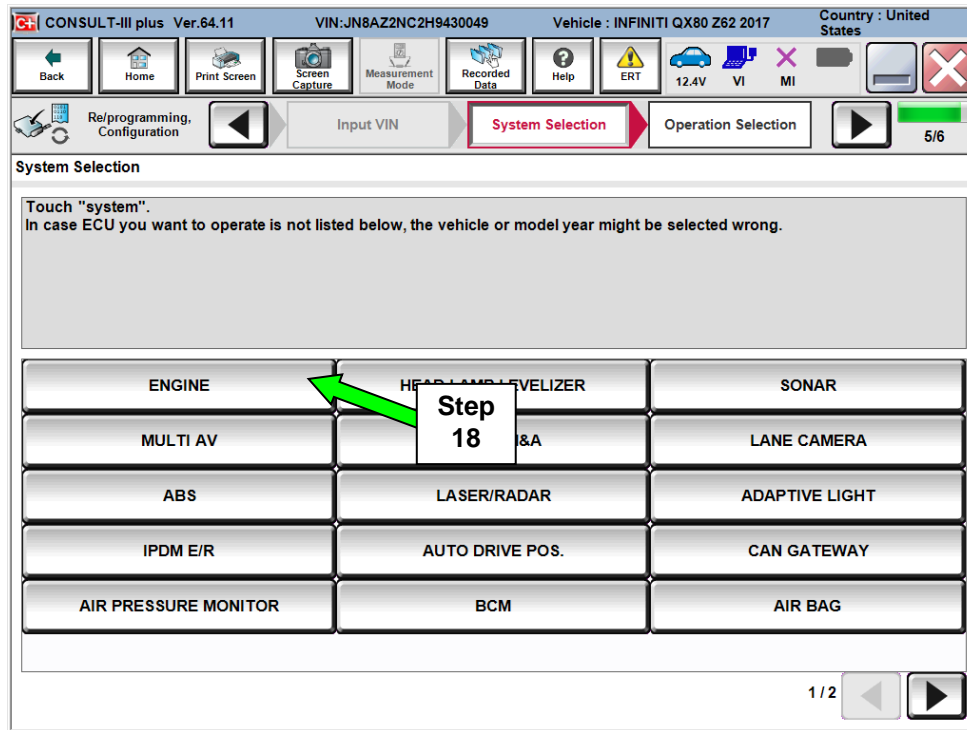


Figure 7

19. Select Reprogramming.

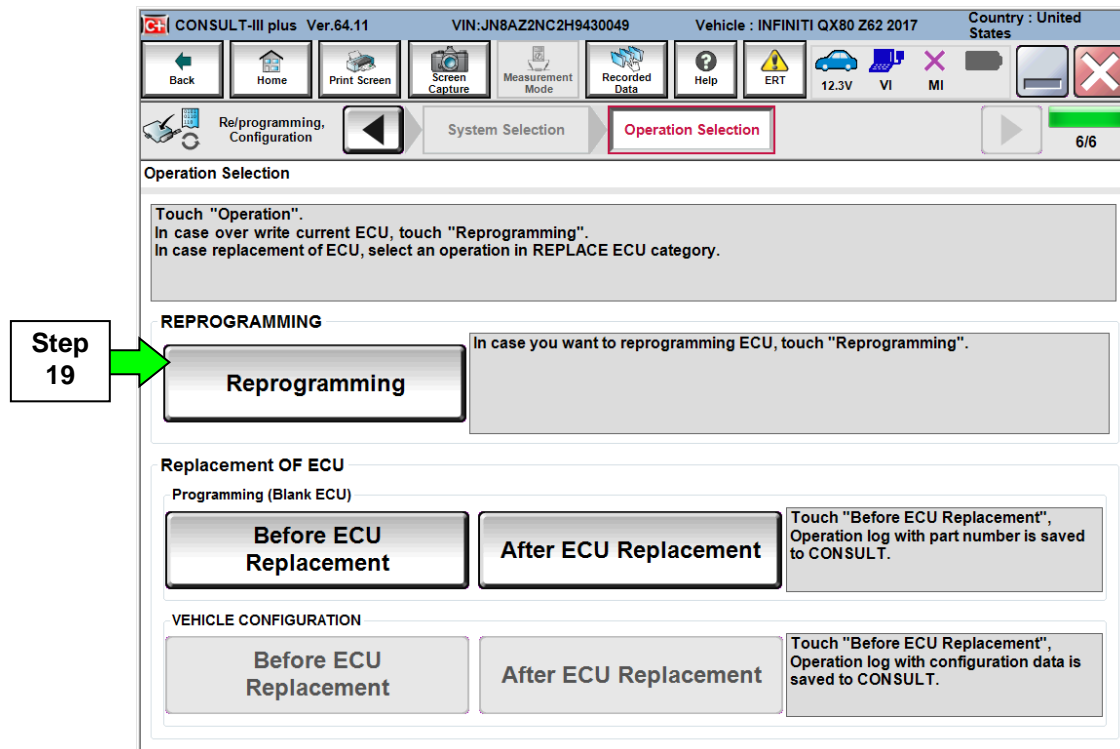


Figure 8

20. Find the ECM **Part Number** (see Figure 9) and write it on the repair order.

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

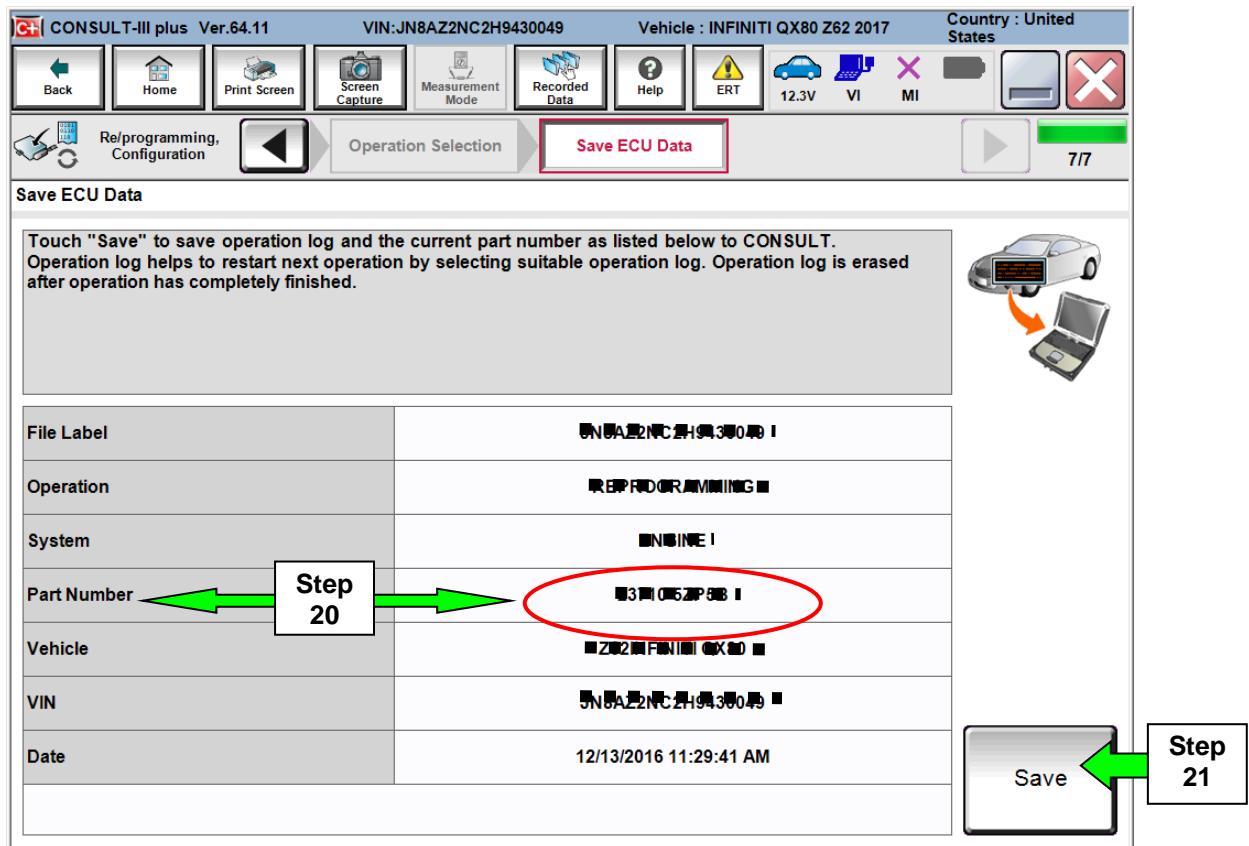


Figure 9

B. Compare the P/N you wrote down to the numbers in the **Current ECM Part Number** column in **Table A** below.

Table A

Model	Current <u>ECM</u> Part Number: 23710 -
2017 QX80	5ZP2B, 5ZP2C, 5ZP3B, 5ZP3C, 5ZP4B, 5ZP4C, 5ZP5B, 5ZP5C

21. Select **Save**.

22. Use arrows (if needed) to view and read all precautions.

23. Check the box confirming the precautions have been read.

24. Select **Next**.

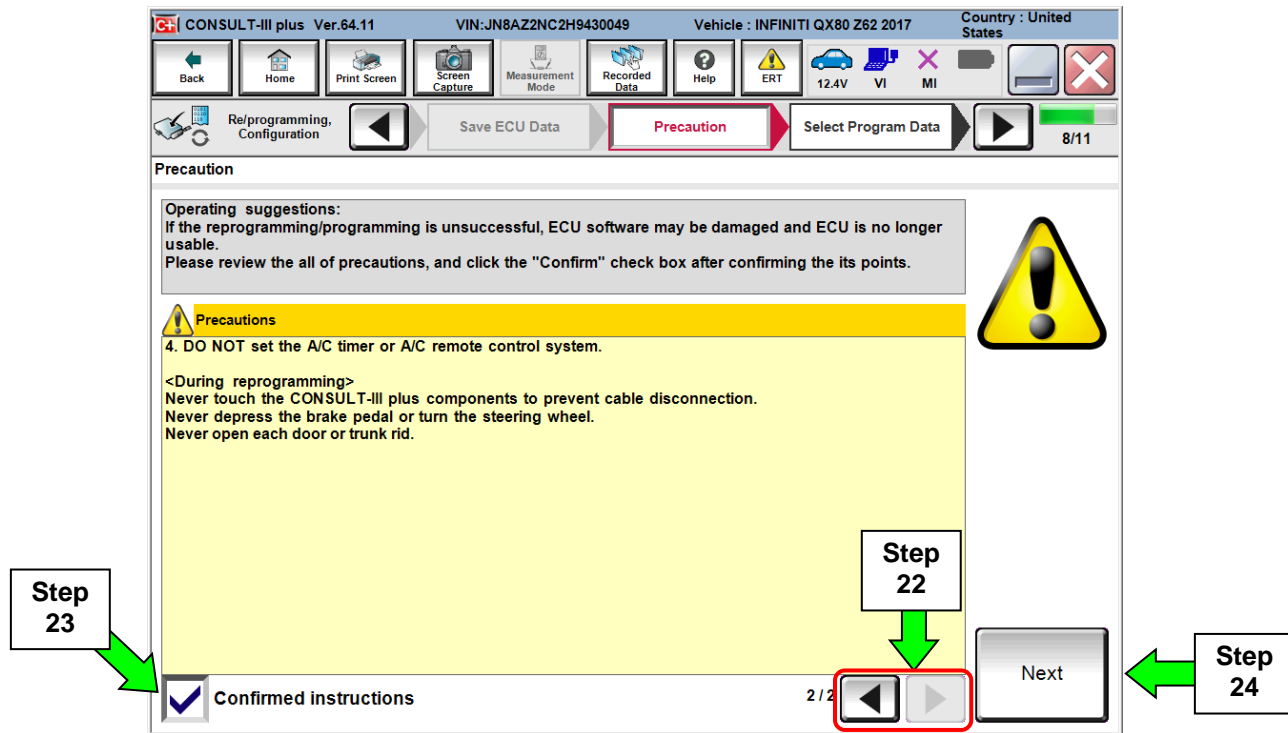


Figure 10

25. Read the **Current Part Number** and **Part Number After Reprogramming**. They should be different.

26. Select **Next**.

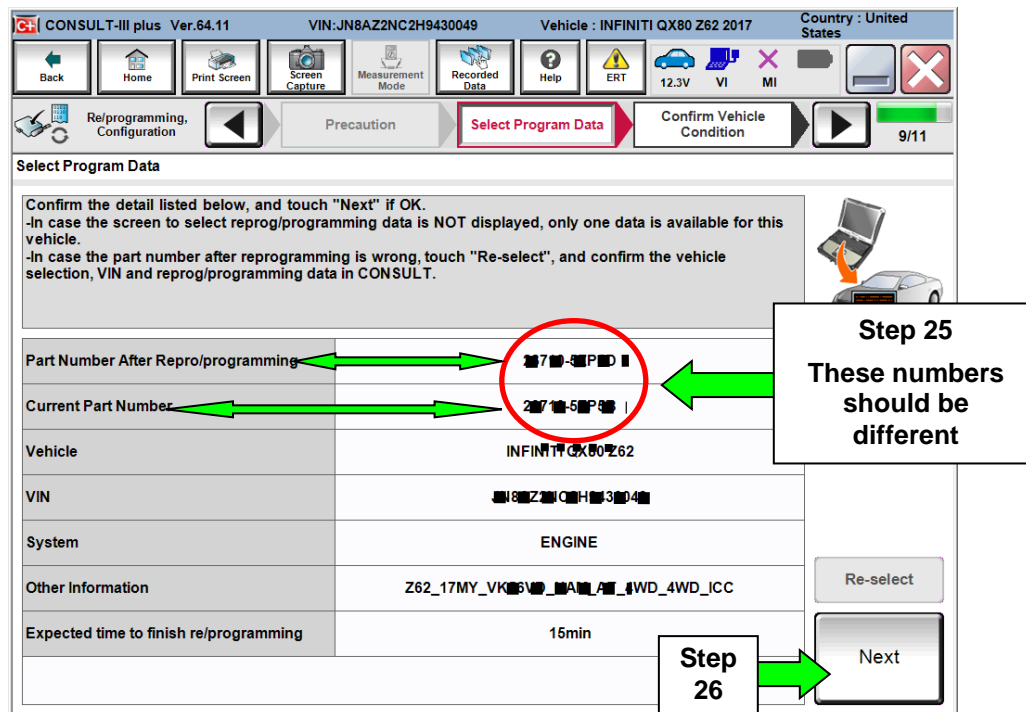


Figure 11

- If you get this screen and it is blank (no reprogramming listed), it means there is no matching ECM reprogramming available for this vehicle. If there are two reprograms listed and both have the same **Current Part Number** (Duplicate), either one may be selected (highlighted).

Select **Next**.

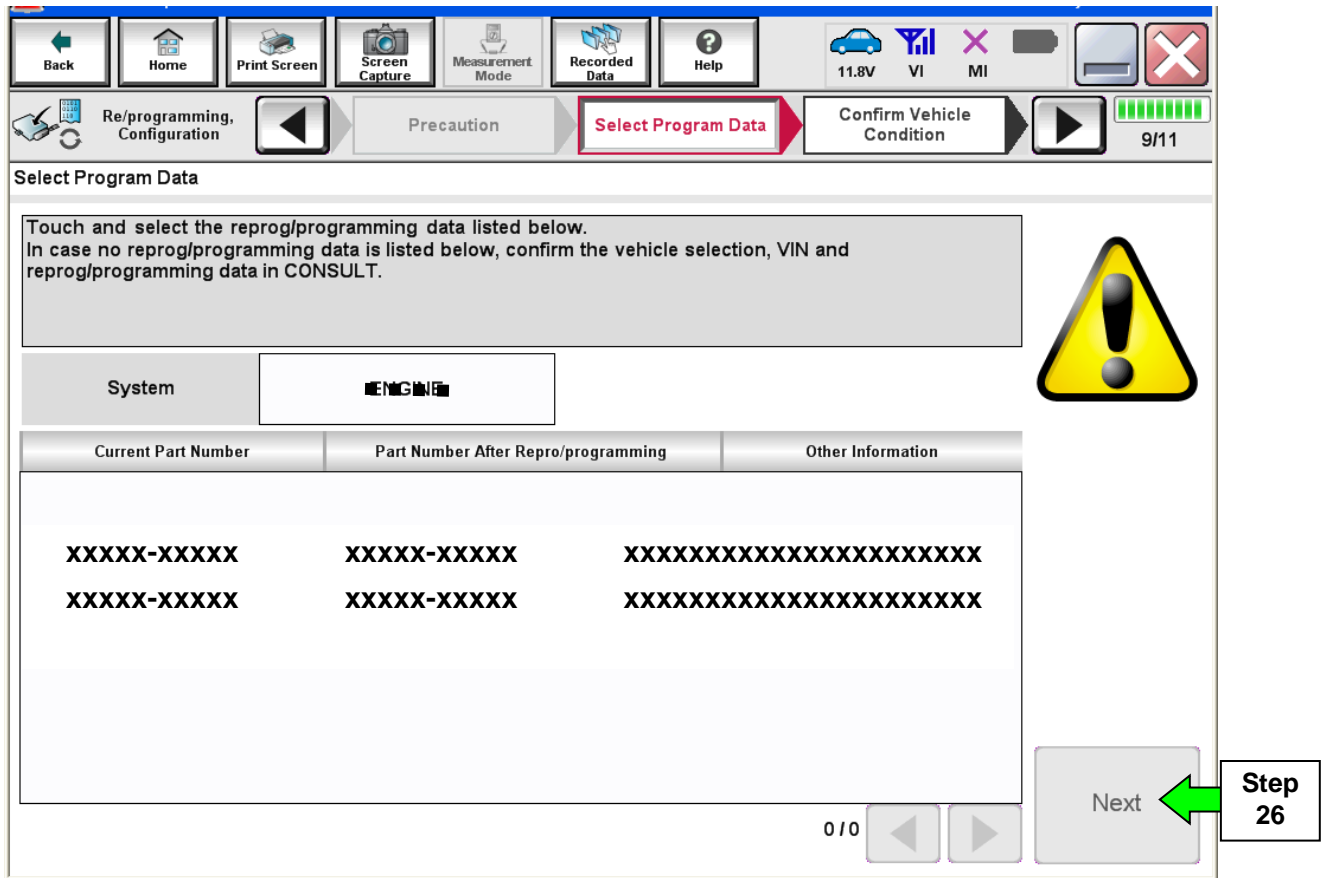


Figure 12

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

28. 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.

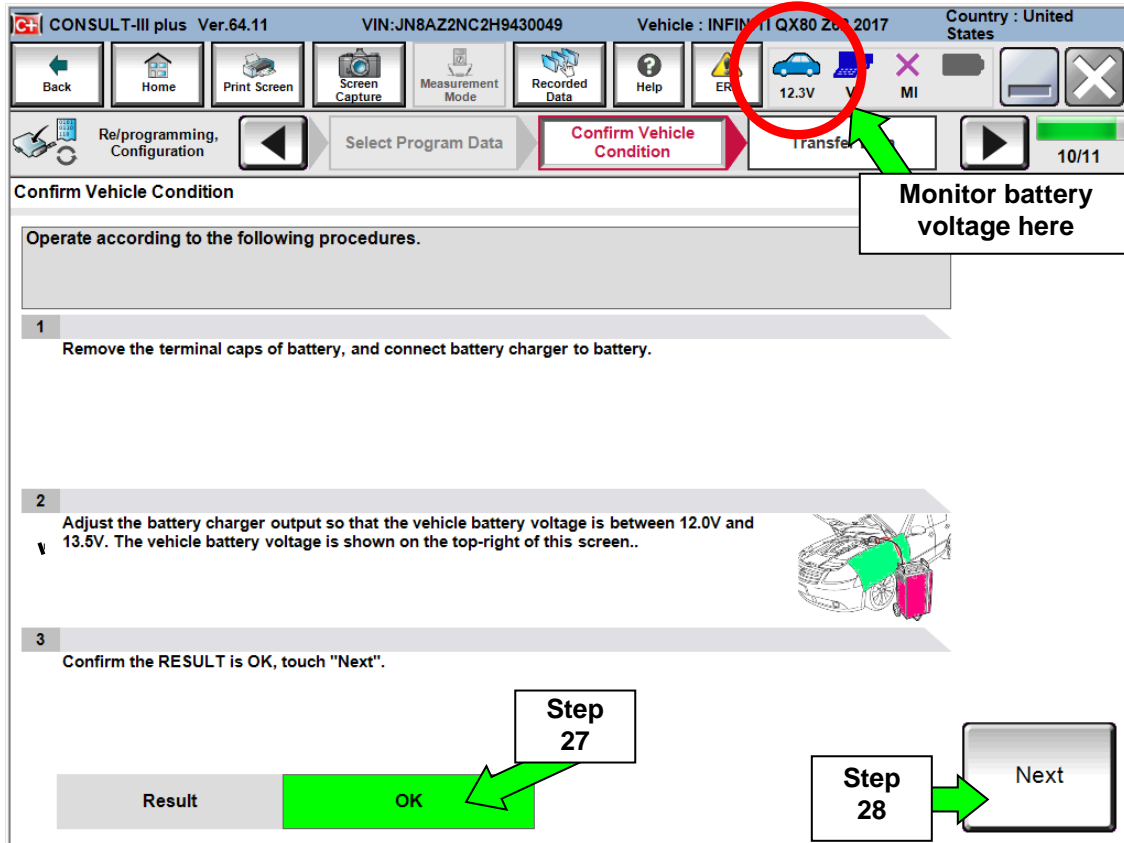


Figure 13

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

29. Select **Start**.

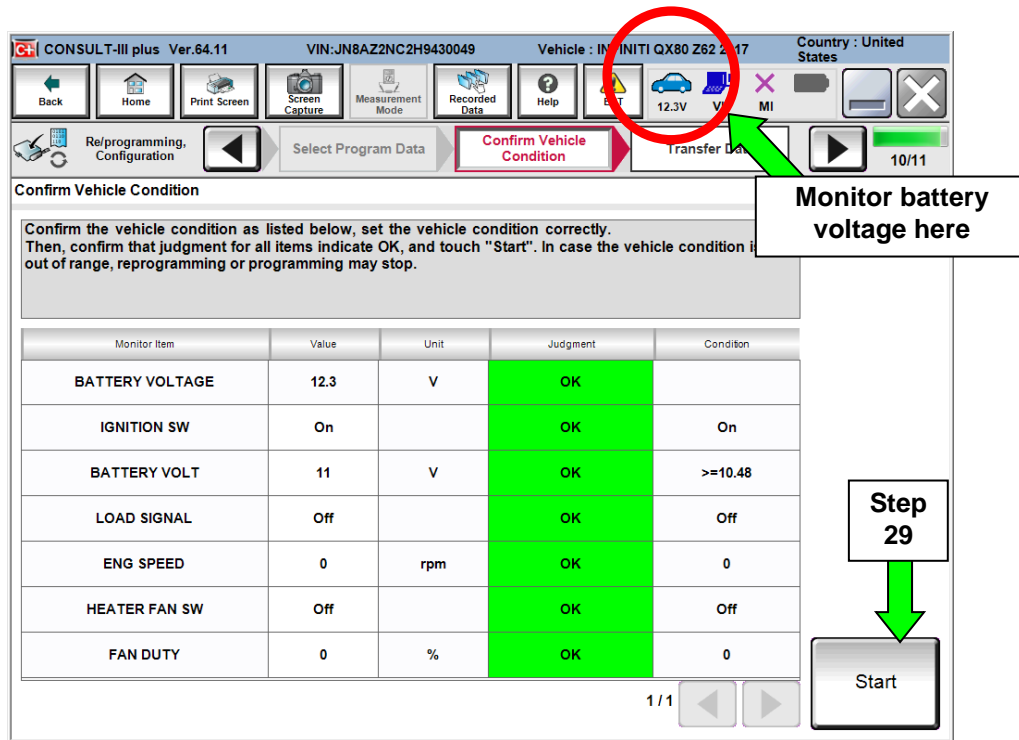


Figure 14

30. Wait for both progress bars to complete.

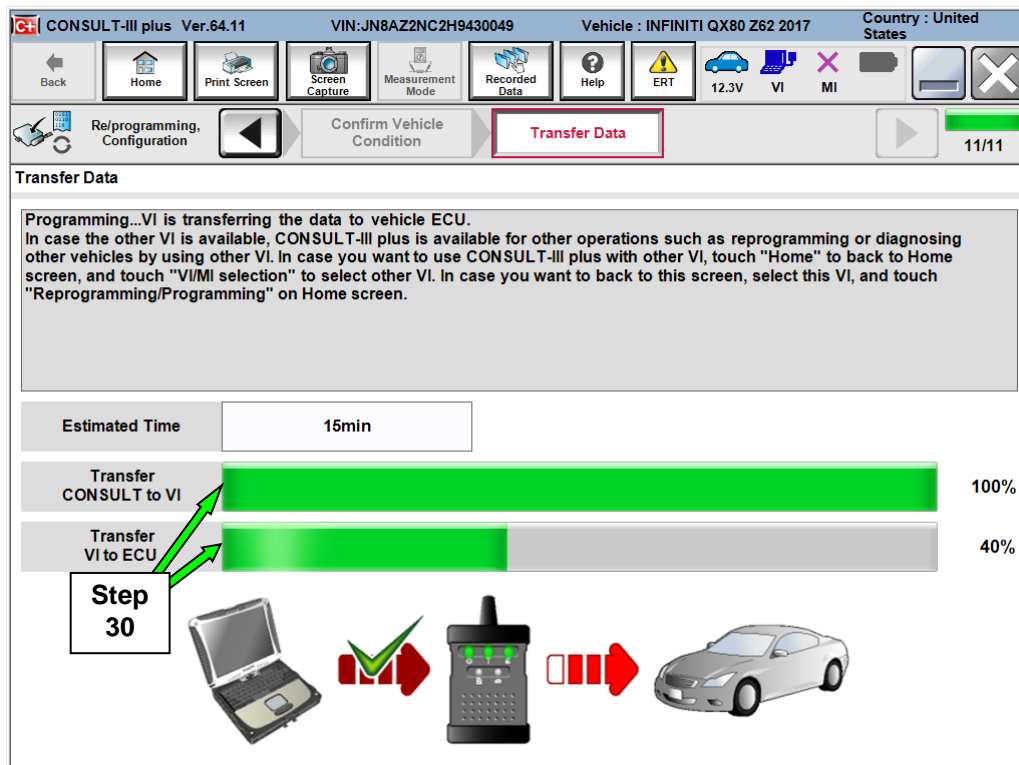


Figure 15

NOTE: If the message shown in Figure 16 appears, there is data stored in the plus VI. Select “Yes” to proceed with reprogramming.

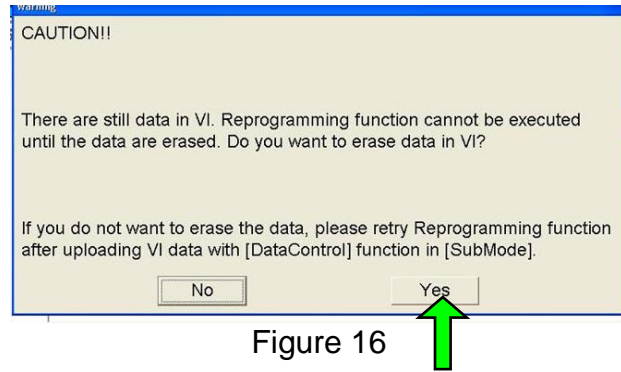


Figure 16

31. When the screen in Figure 17 displays, the reprogramming is complete.

NOTE: If the screen in Figure 17 does not display (reprogramming does not complete), refer to the information on the next page.

32. Turn off the GR8 (Battery Charger) and disconnect from the vehicle.

33. Select **Next**.

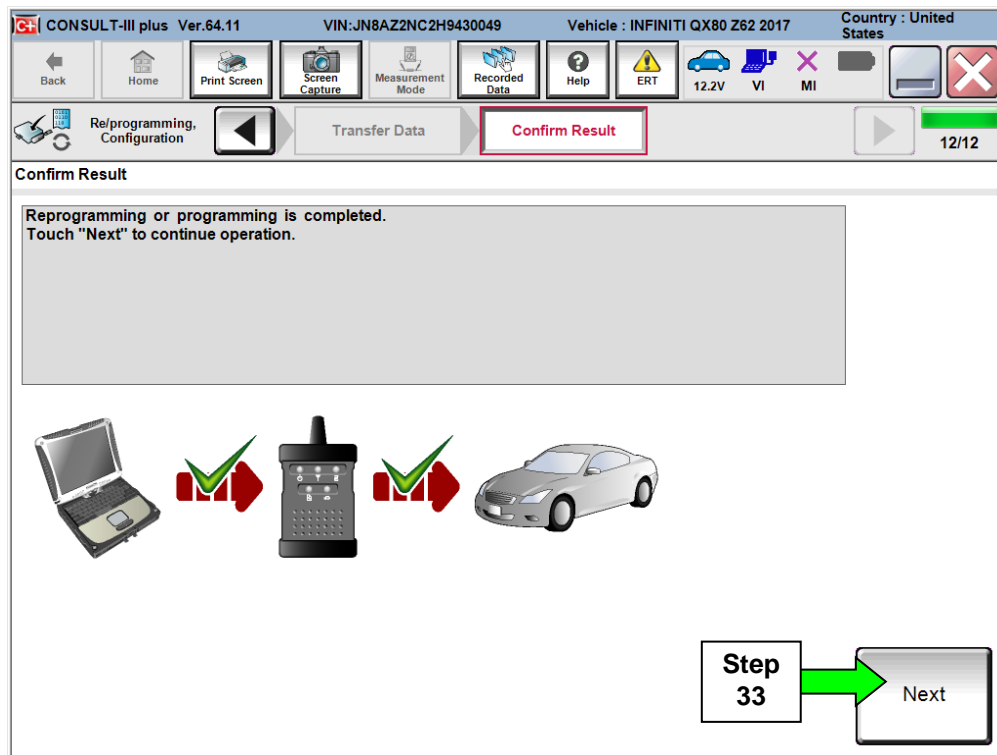


Figure 17

NOTE: Additional steps/operations are required before C-III plus will provide the final reprogramming confirmation report.

If reprogramming does not complete and the “!?” symbol displays as shown in Figure 18:

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

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

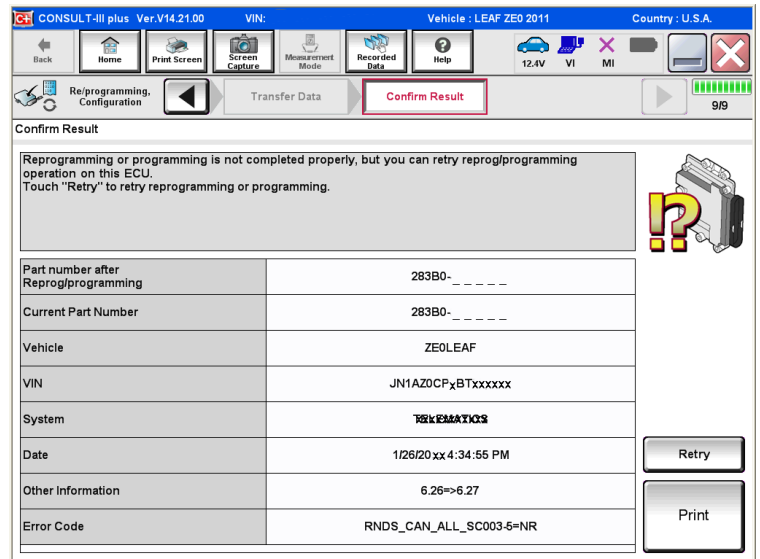


Figure 18

If reprogramming does not complete and the “X” symbol displays as shown in Figure 19:

- **Do not disconnect the plus VI or shut down C-III plus if reprogramming does not complete.**
- Check battery voltage (12.0 – 15.5V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, Ready Mode is OFF.
- Transmission in Park.
- All C-III plus / plus VI cables are securely connected.
- All C-III plus updates are installed.
- **Select Home, and then restart the reprogram procedure from the beginning.**

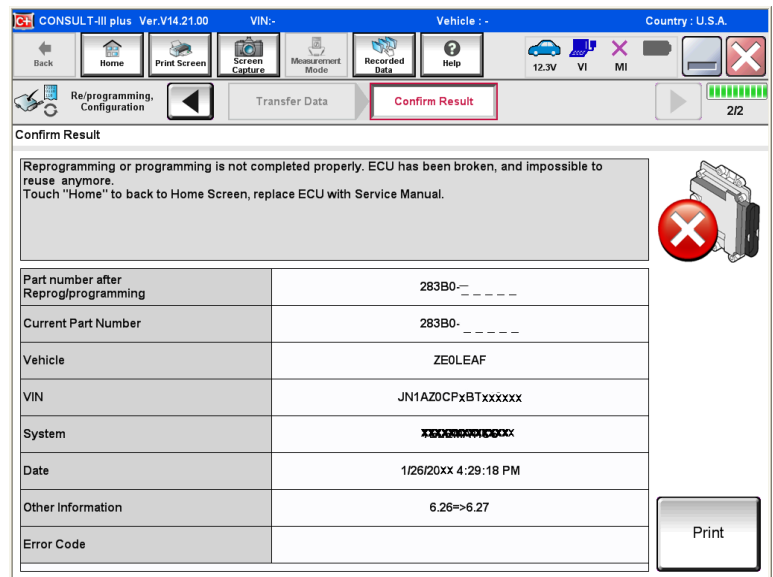


Figure 19

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

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

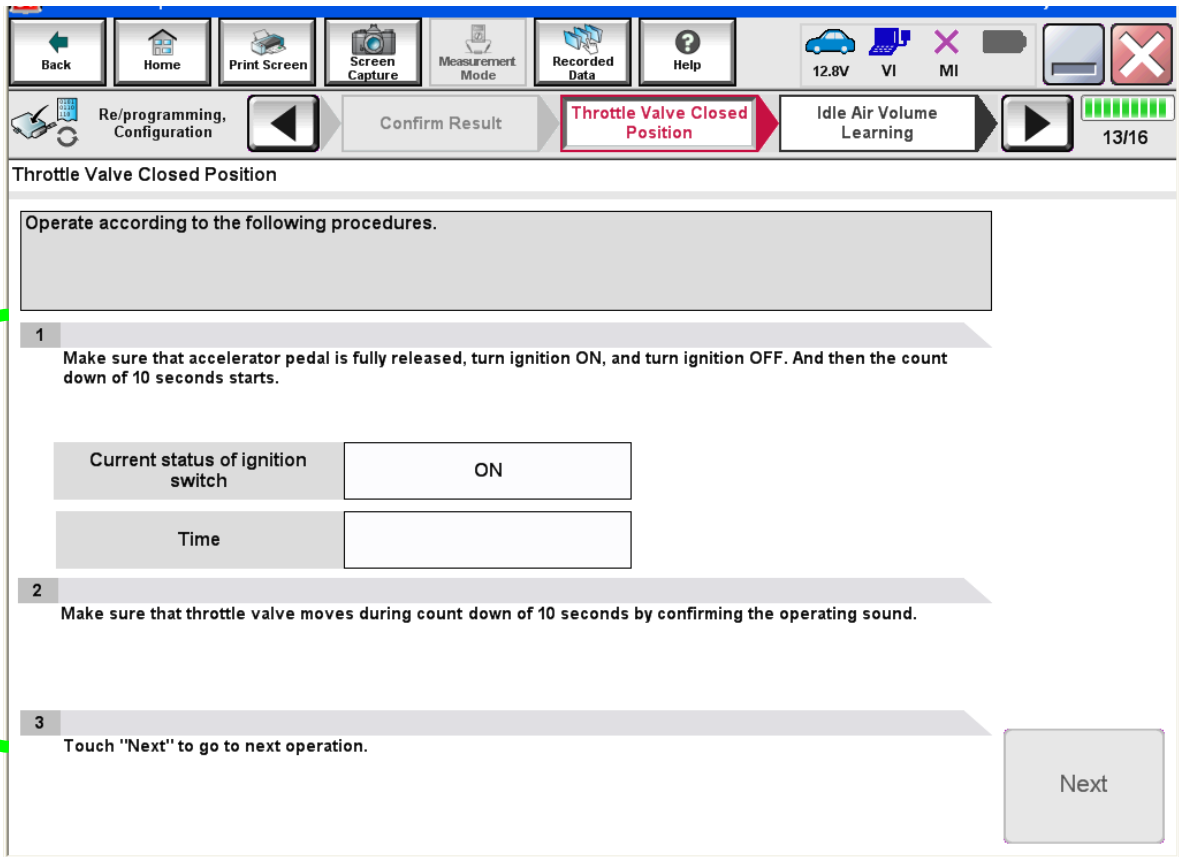


Figure 20

IMPORTANT: The next step is to perform **Idle Air Volume Learn (IAVL)**. However, at this time it will **NOT** complete correctly and **will error**. IAVL will be completed later after DTC clear at Step 48.

35. For ECM reprogramming: Perform **Idle Air Volume Learn (IAVL)** until error occurs.

a. Turn the ignition ON (engine running or “ready to drive” position).

- For conventional vehicles, start the engine and let it idle.

b. Select **Next**.

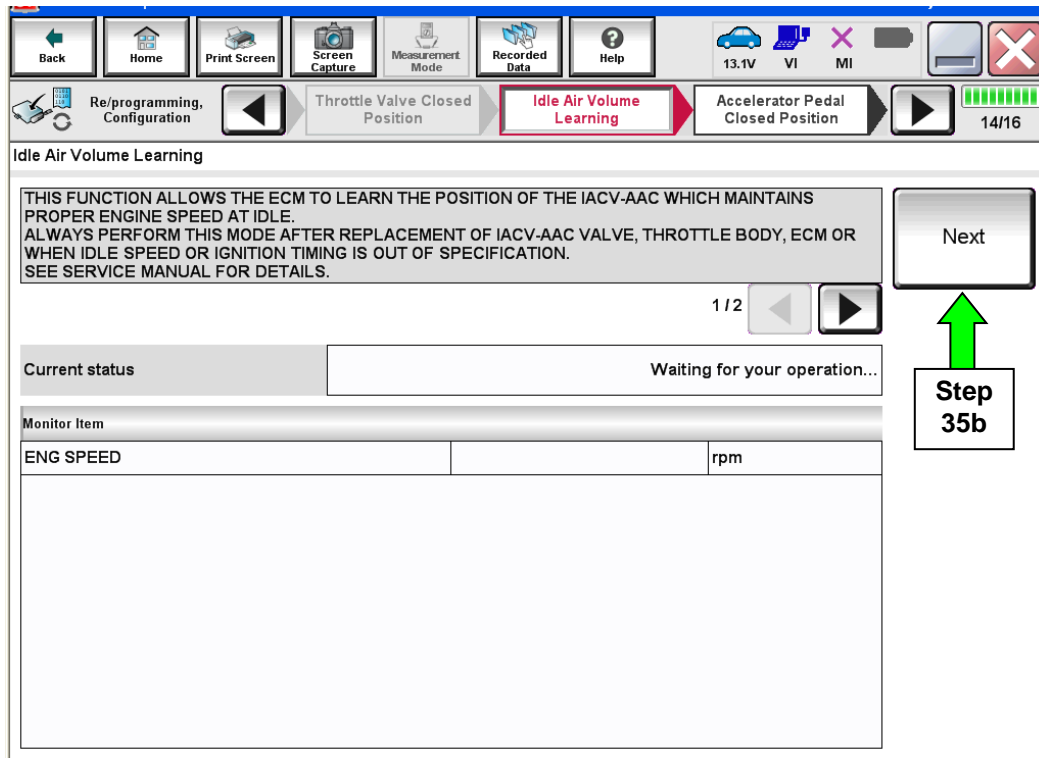


Figure 21

c. Select **Start**.

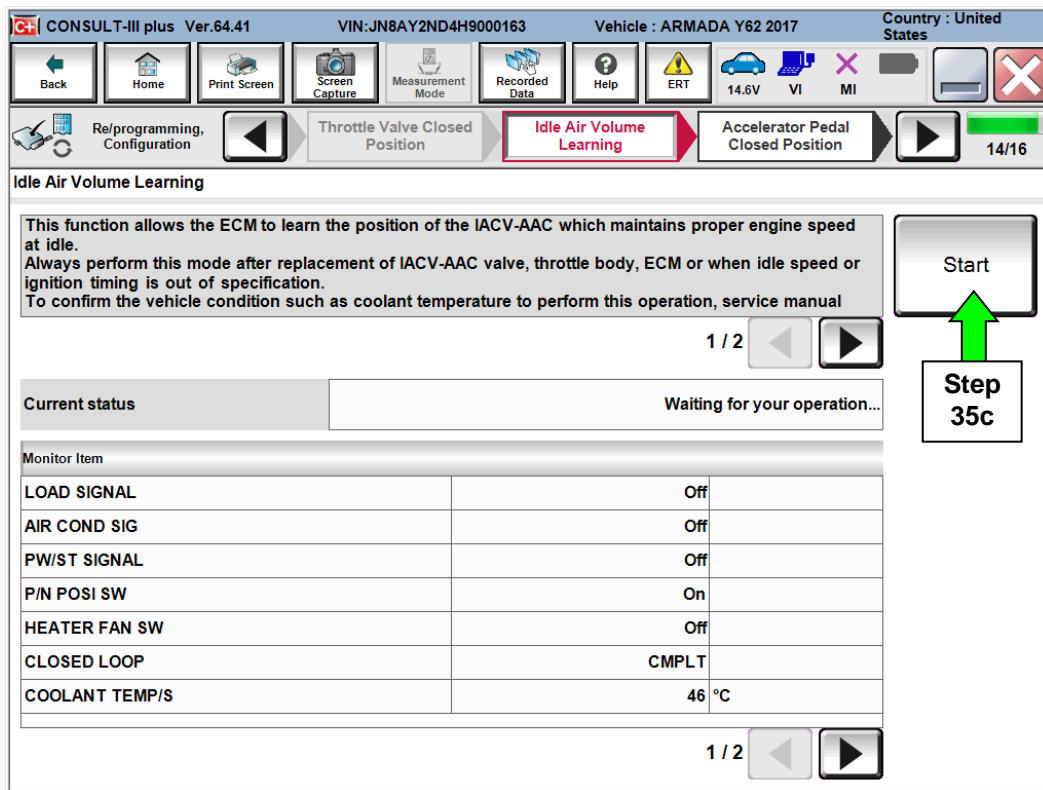


Figure 22

d. Wait for Current Status to change to **Error**.

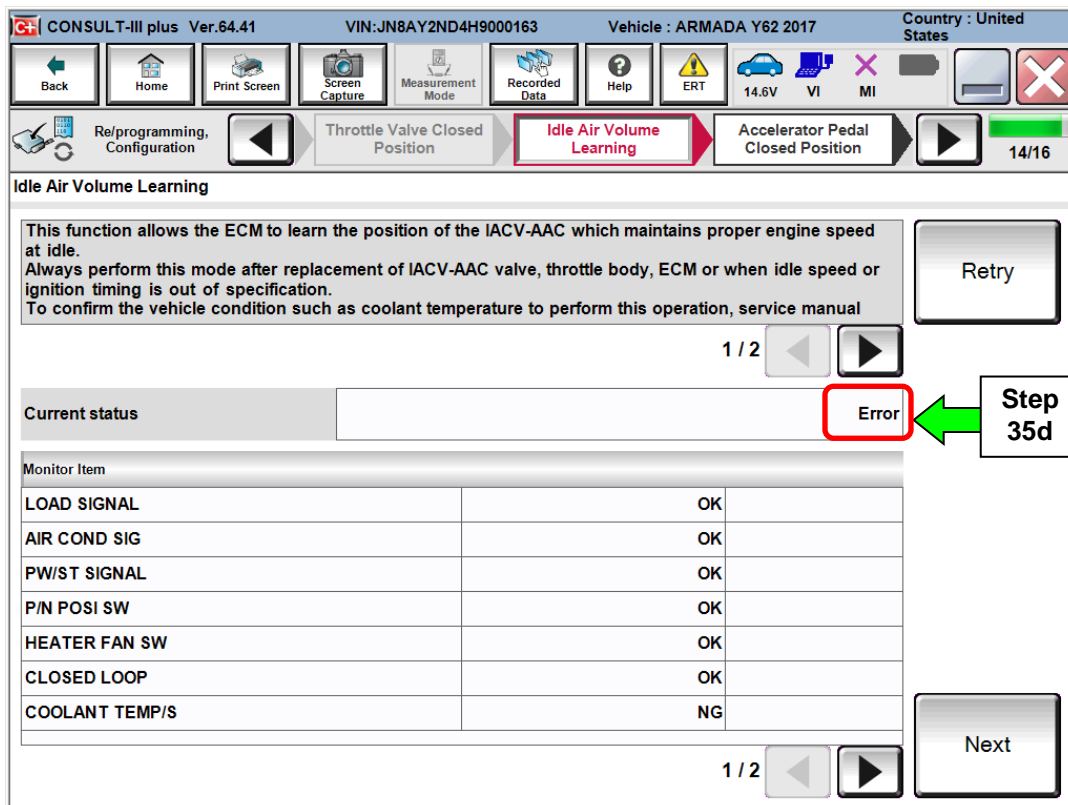


Figure 23

e. Select **Next**.

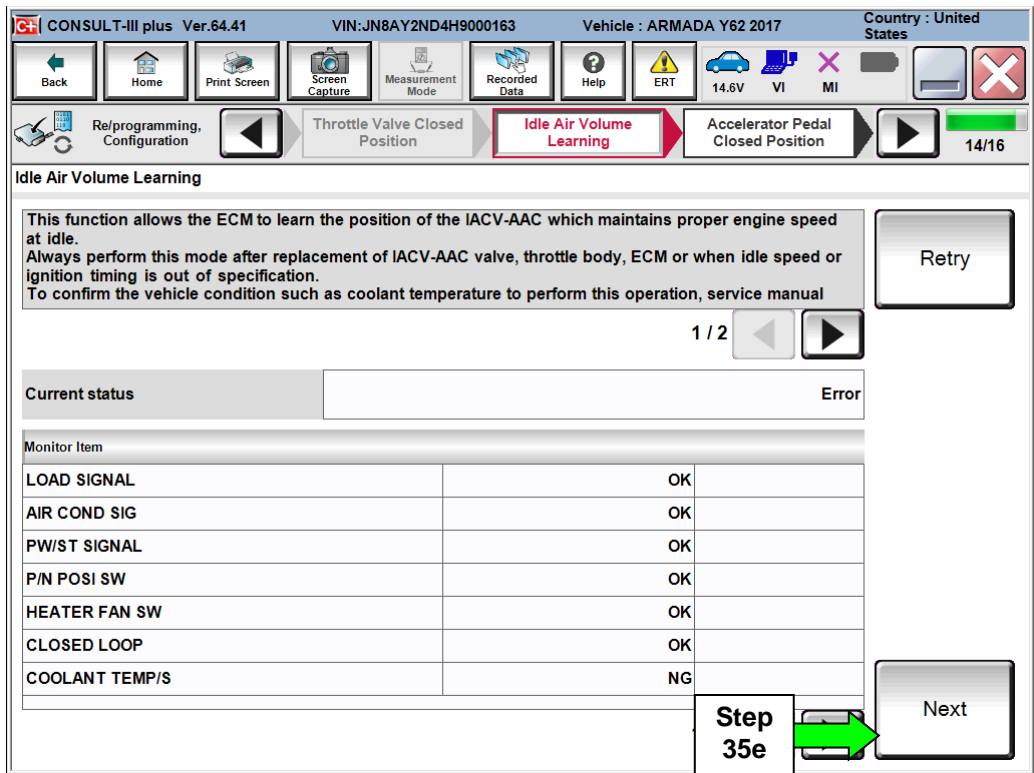


Figure 24

36. For **ECM** reprogramming: Follow the on screen instructions to complete **Accelerator Pedal Close Position Learning**.

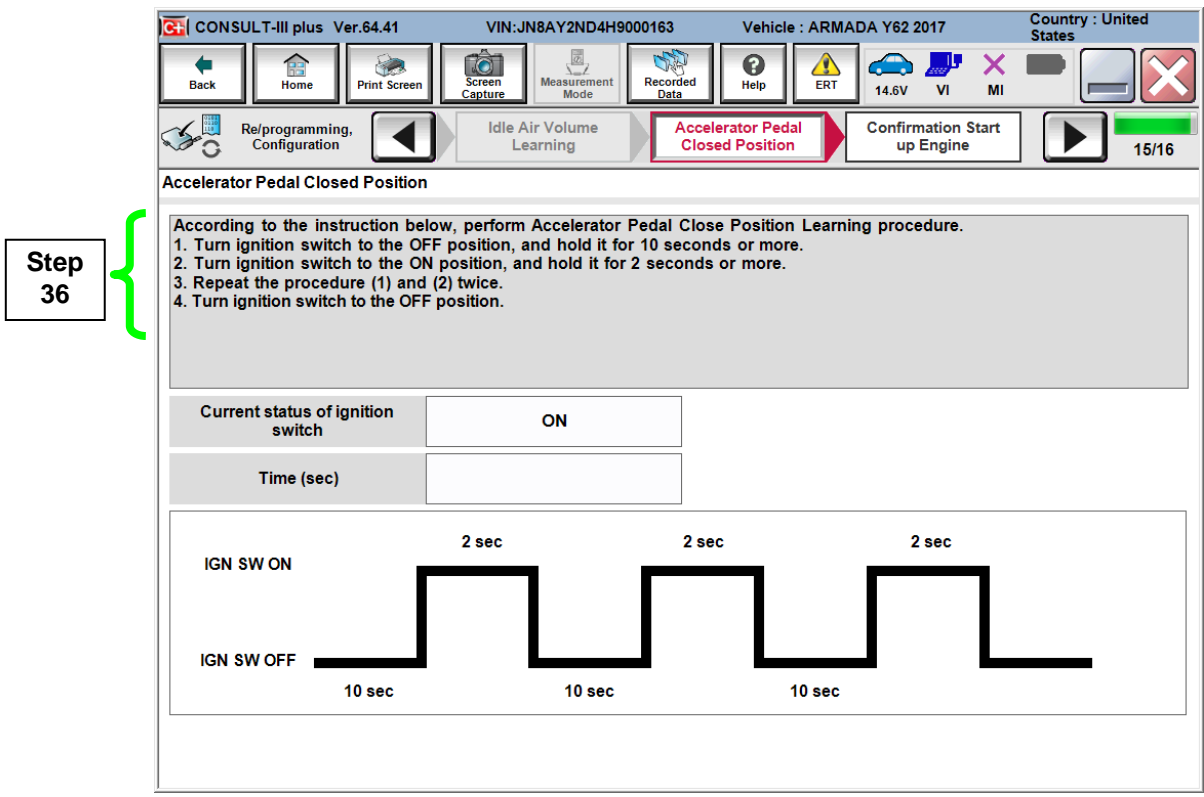


Figure 25

37. Confirm engine start-up.

- a. Select **Next**.

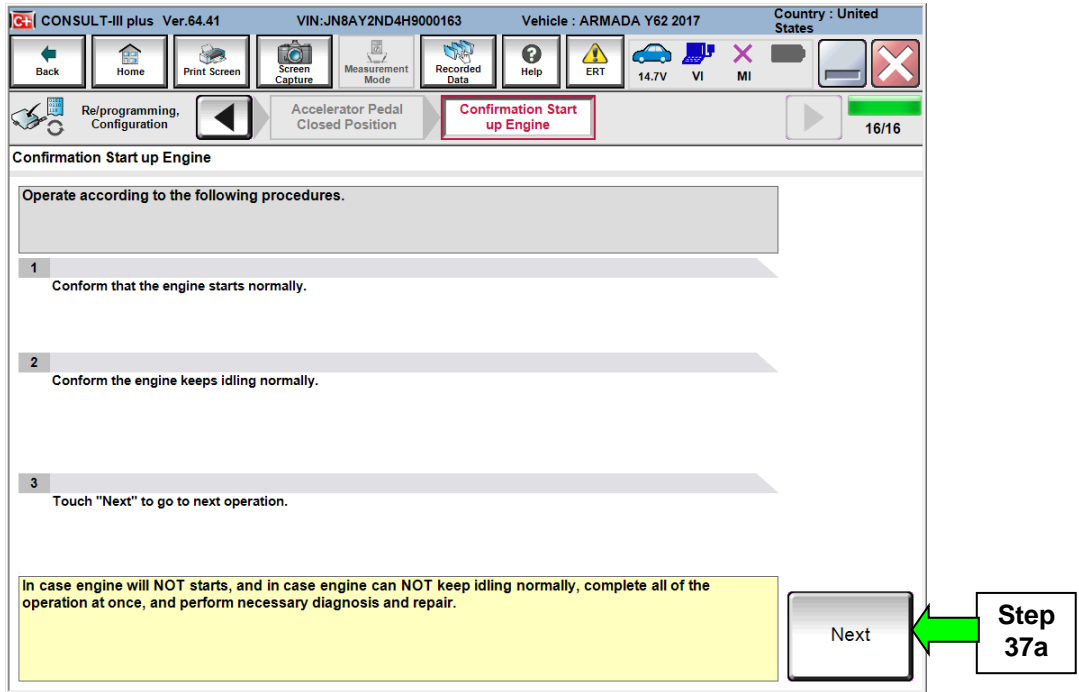


Figure 26

38. Erase all DTCs as follows:

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

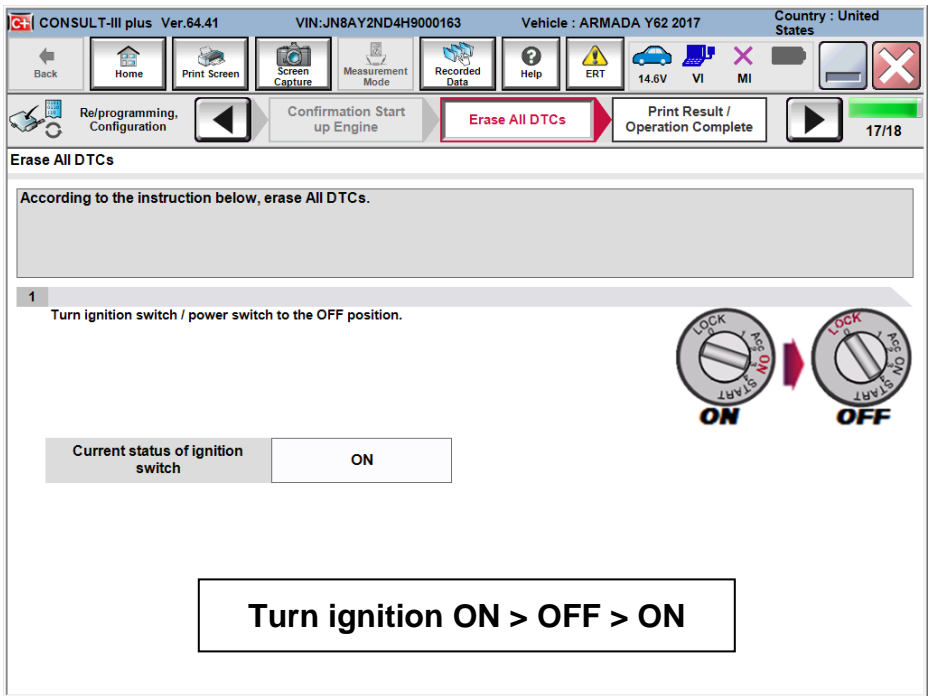


Figure 27

39. Verify the before and after part numbers are different.

40. Print a copy of this screen (Figure 28) and attach it to the repair order.

41. Select **Confirm**.

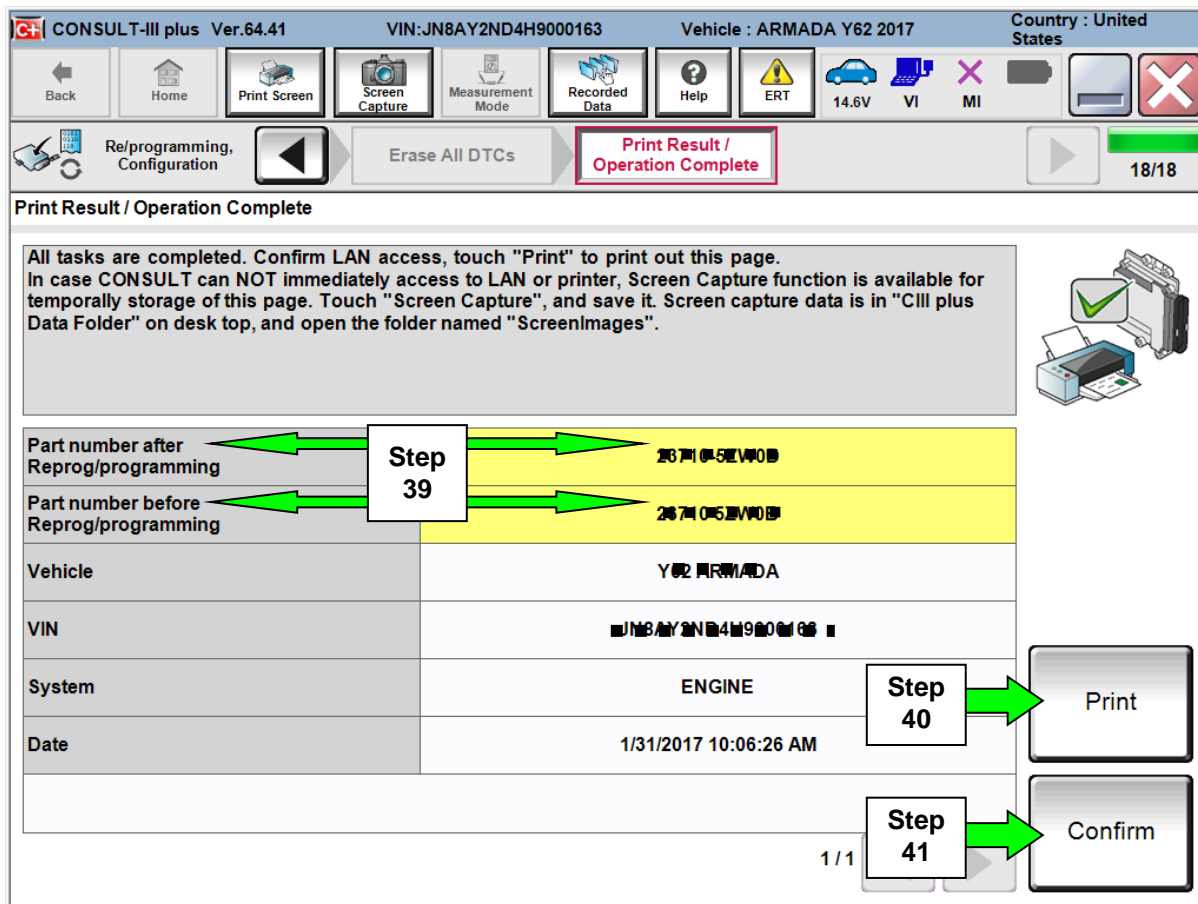


Figure 28

NOTE: If you cannot print the above screen:

- Select Screen Capture.
 - Name the file.
 - 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.

42. After selecting **Confirm** in the previous step, the CONSULT- III plus Home screen below will be displayed.

43. Select **Diagnosis (One System)**.

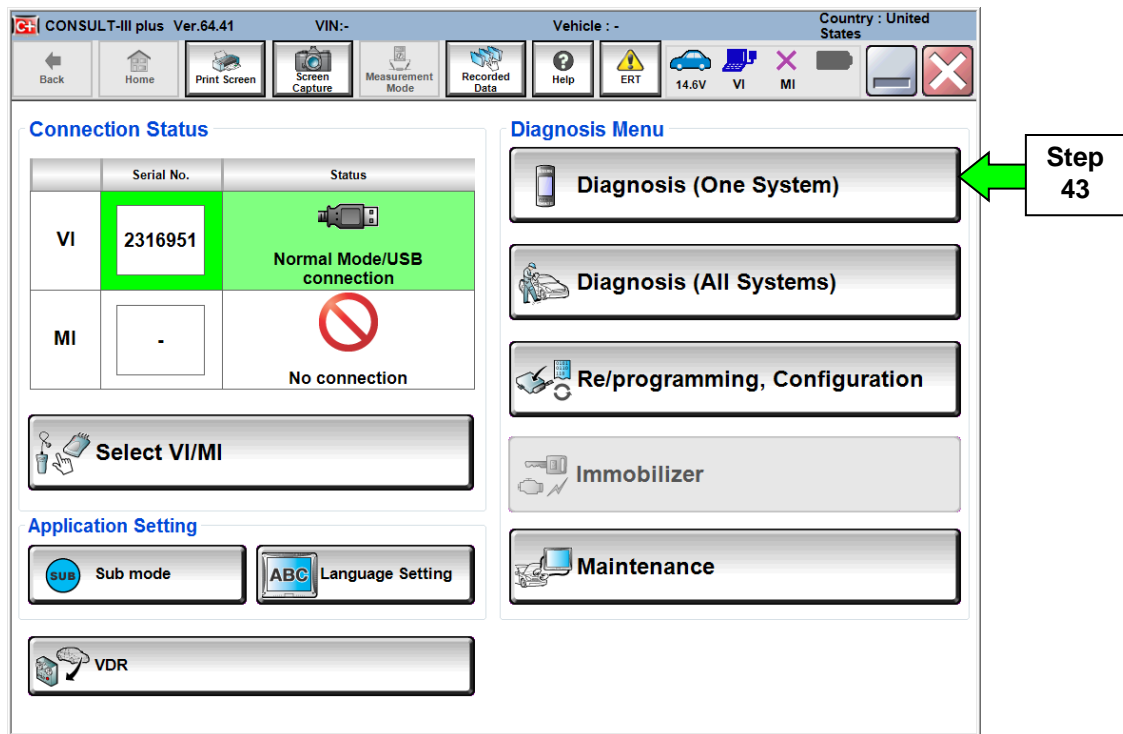


Figure 29

44. Select **ENGINE**.

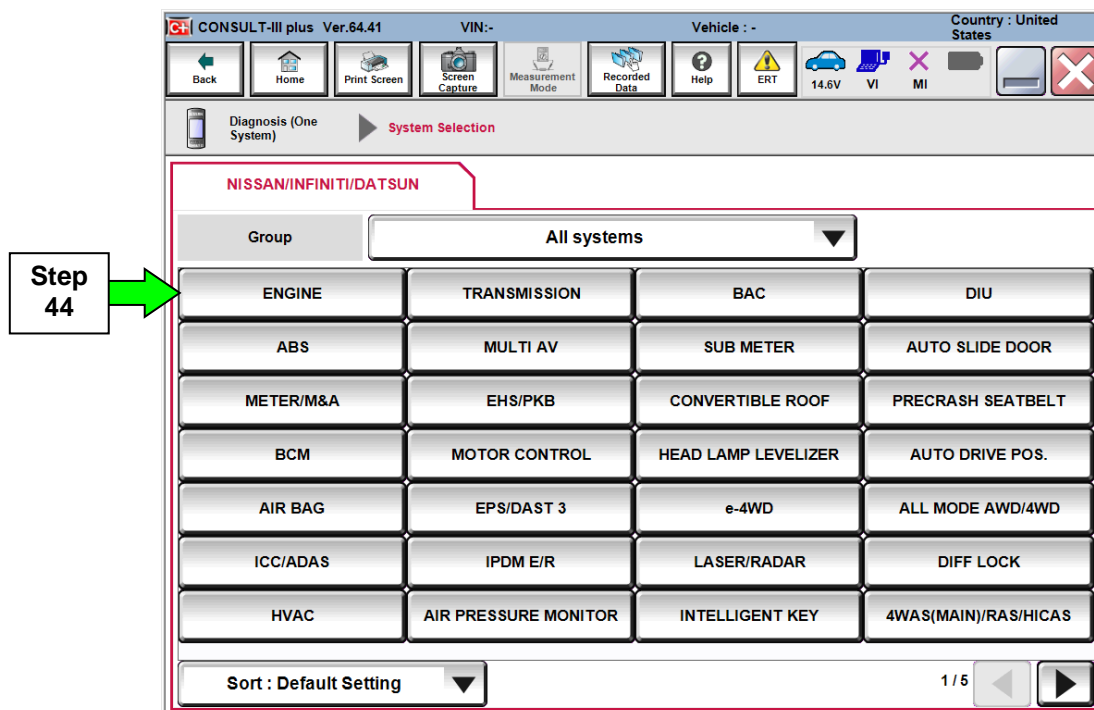


Figure 30

45. Select the **Work support** tab.

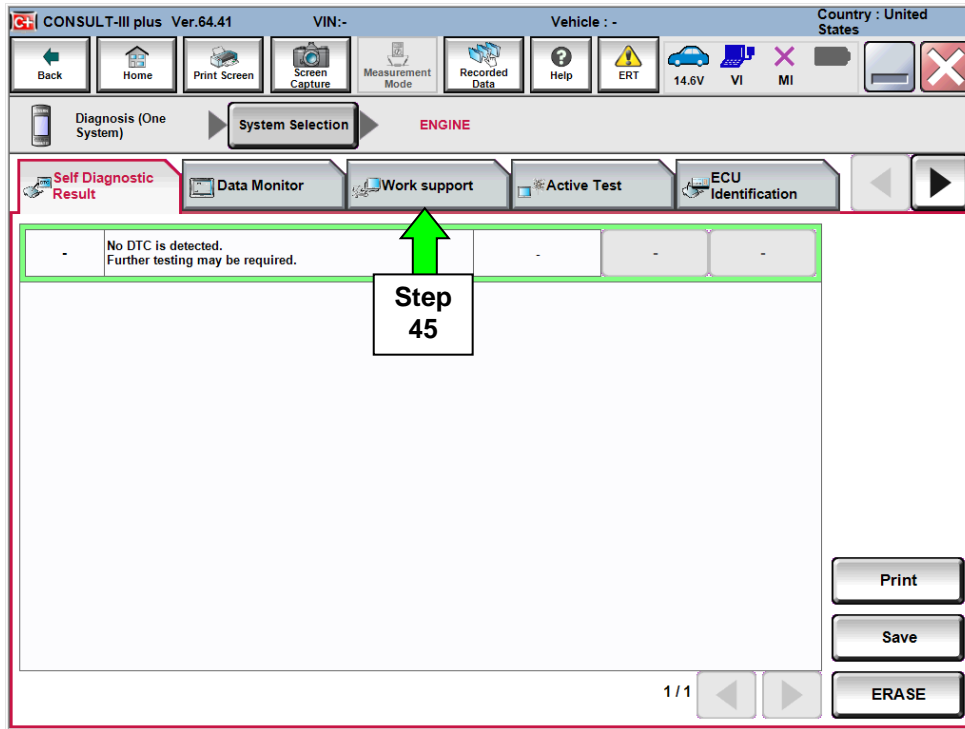


Figure 31

46. Select **IDLE AIR VOL LEARN**.

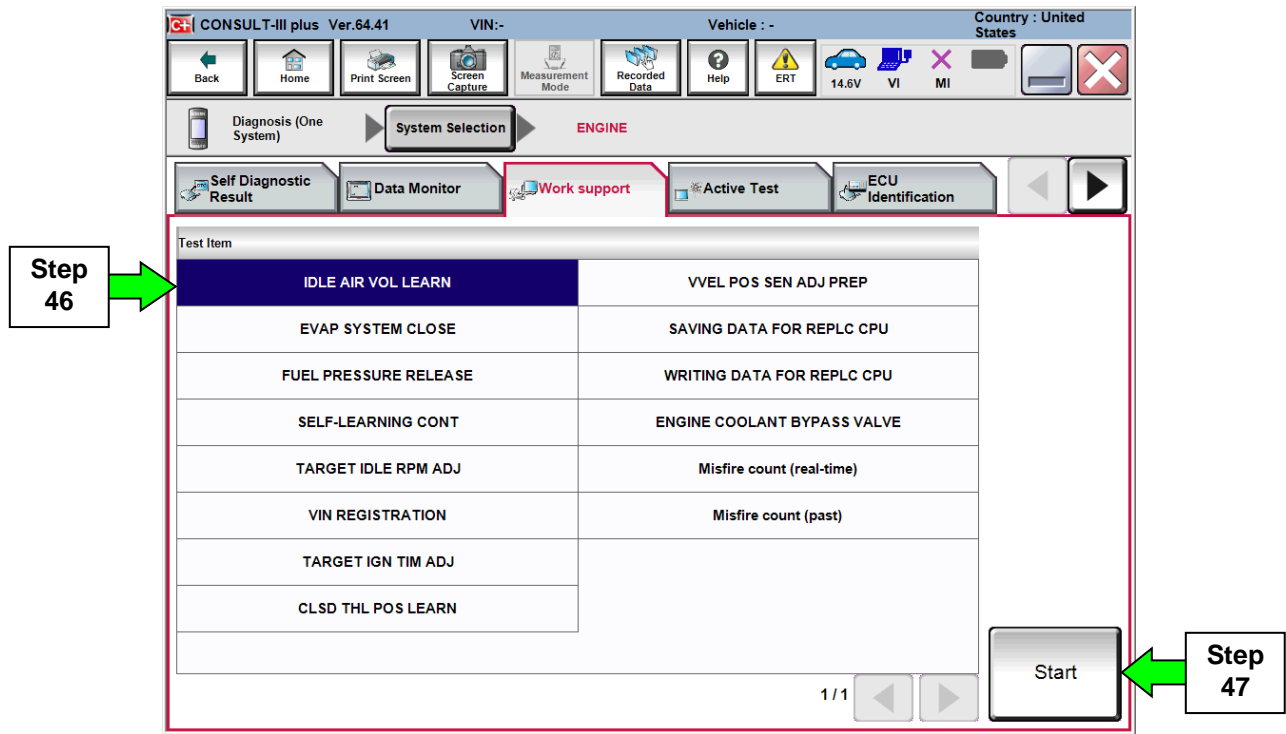


Figure 32

47. Select **Start**.

48. Perform **Idle Air Volume Learn (IAVL)**.

a. Turn the ignition ON (engine running or “ready to drive” position).

- For conventional vehicles, start the engine and let it idle.

b. Select **Next**.

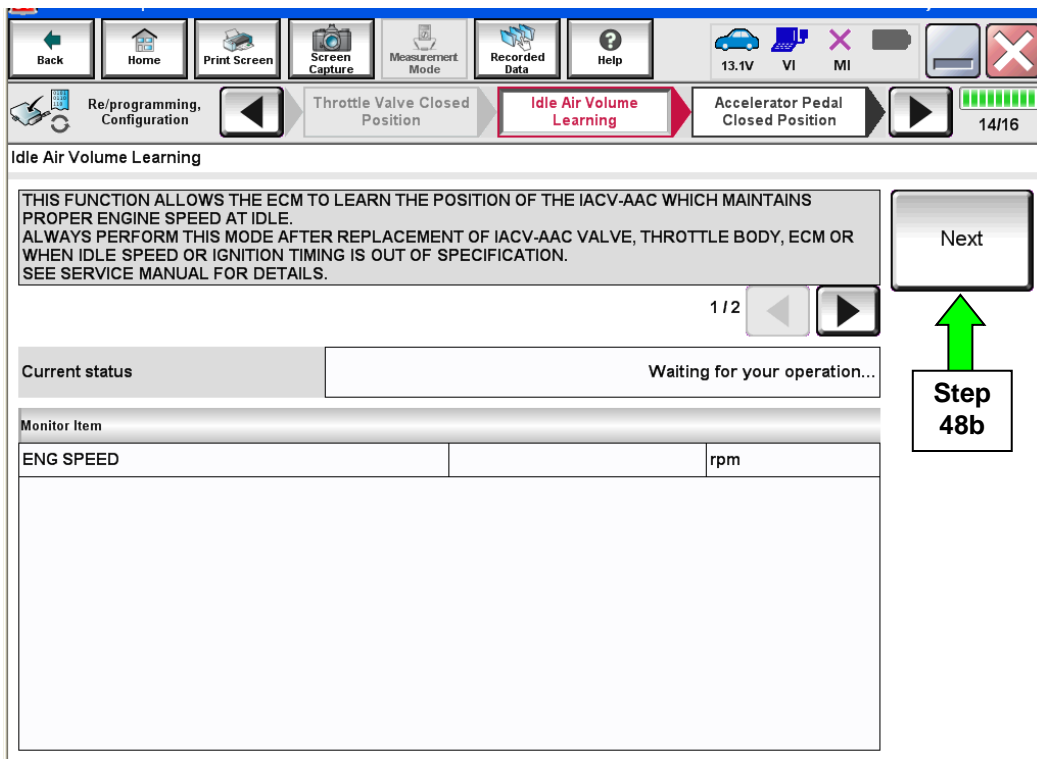


Figure 33

c. Select **Start**.

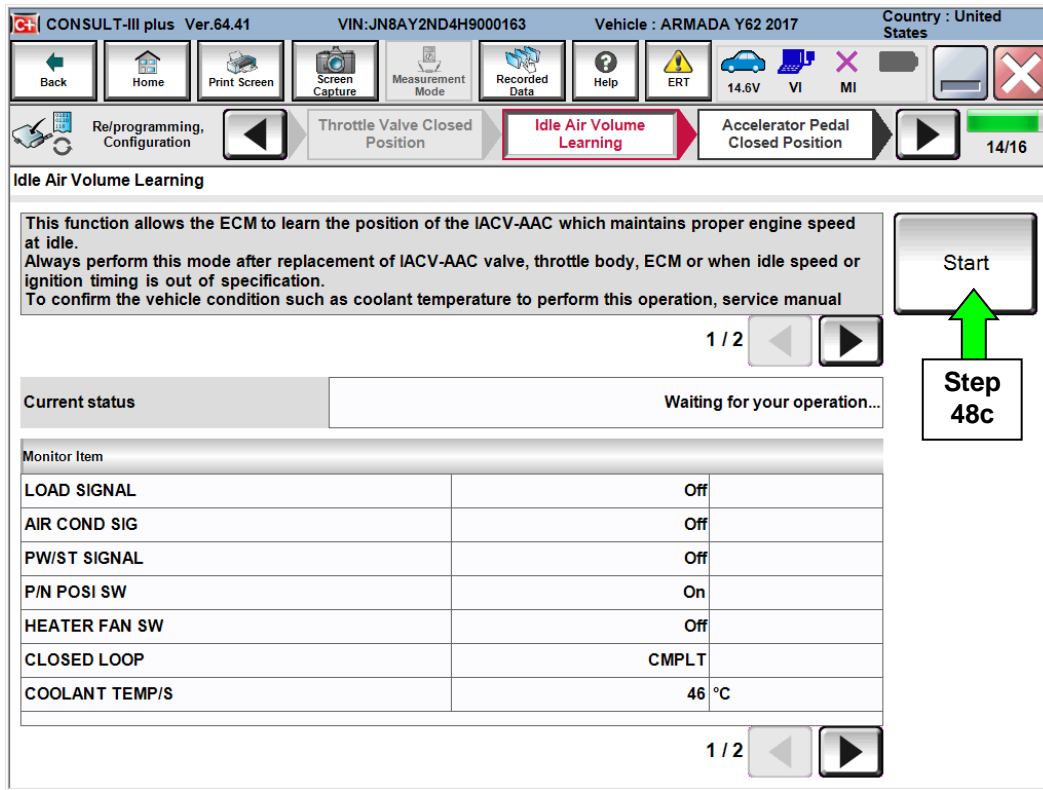


Figure 34

d. Wait for IAVL to complete.

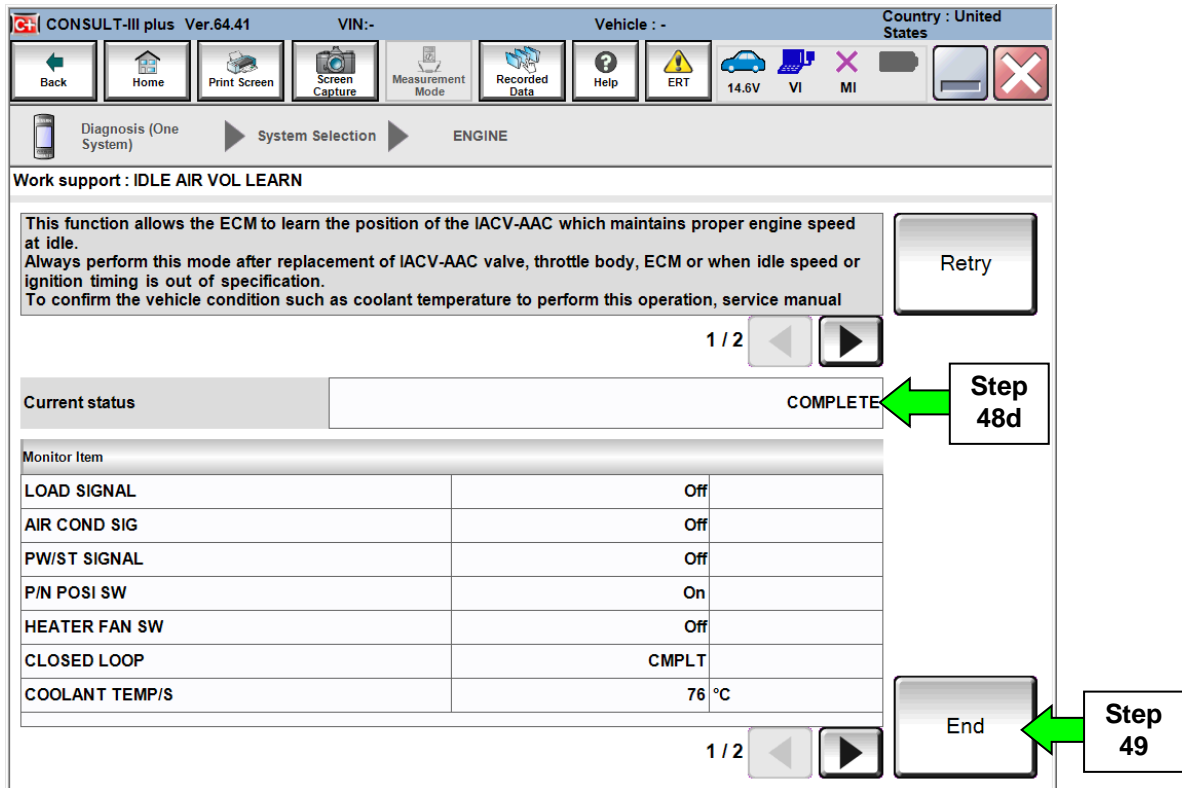


Figure 35

49. Select **End**.

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

50. Close C-III plus.

51. Turn the ignition OFF.

52. 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
P6335	Reprogram ECM	P63350	0.5 hrs.
	Does Not Require Reprogram	P63351	0.3 hrs.