

Classification:

AT17-002

Reference:

ITB17-008

Date:

February 17, 2017

2016 – 2017 QX80; SHIFT SHOCK WITH DOWN SHIFT

APPLIED VEHICLES: 2016 – 2017 QX80 (Z62)
APPLIED VIN // DATE: 2016 vehicles: All
2017 vehicles built before:
4WD - JN8AZ2NC(*)H9 403317 // October 17, 2016
JN8AZ2NE(*)H9 151975 // October 17, 2016
2WD - JN8AZ2ND(*)H9 830175 // October 17, 2016
JN8AZ2NF(*)H9 641079 // October 17, 2016

IF YOU CONFIRM

Transmission shift shock when accelerating enough to create a 7th gear to 3rd gear down shift.

ACTION

1. Refer to step 6 in the **SERVICE PROCEDURE** to confirm TCM reprogramming applies.
2. If it applies, reprogram the TCM.

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

NOTE:

- Most instructions for reprogramming with CONSULT-III plus (C-III plus) 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 (C-III plus) Reprogramming" general procedure.

CAUTION:

- Connect the GR8 to the 12V battery and set to ECM power supply mode.
If the vehicle battery voltage goes below 12.0V or above 15.5V during reprogramming, the TCM may be damaged.
- Be sure to turn OFF all vehicle electrical loads.
If a vehicle electrical load remains ON, the TCM 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 TCM may be damaged.
- Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the plus VI. If Bluetooth® signal waves are within range of the CONSULT PC during reprogramming, reprogramming may be interrupted and the TCM may be damaged.

1. Connect the plus VI to the vehicle and open/start CONSULT-III plus.
2. Confirm the ignition is ON, with engine OFF.
3. Confirm the plus VI is recognized.
 - The **Serial No.** will display when the plus VI is recognized.
4. Select **Re/programming, Configuration**.

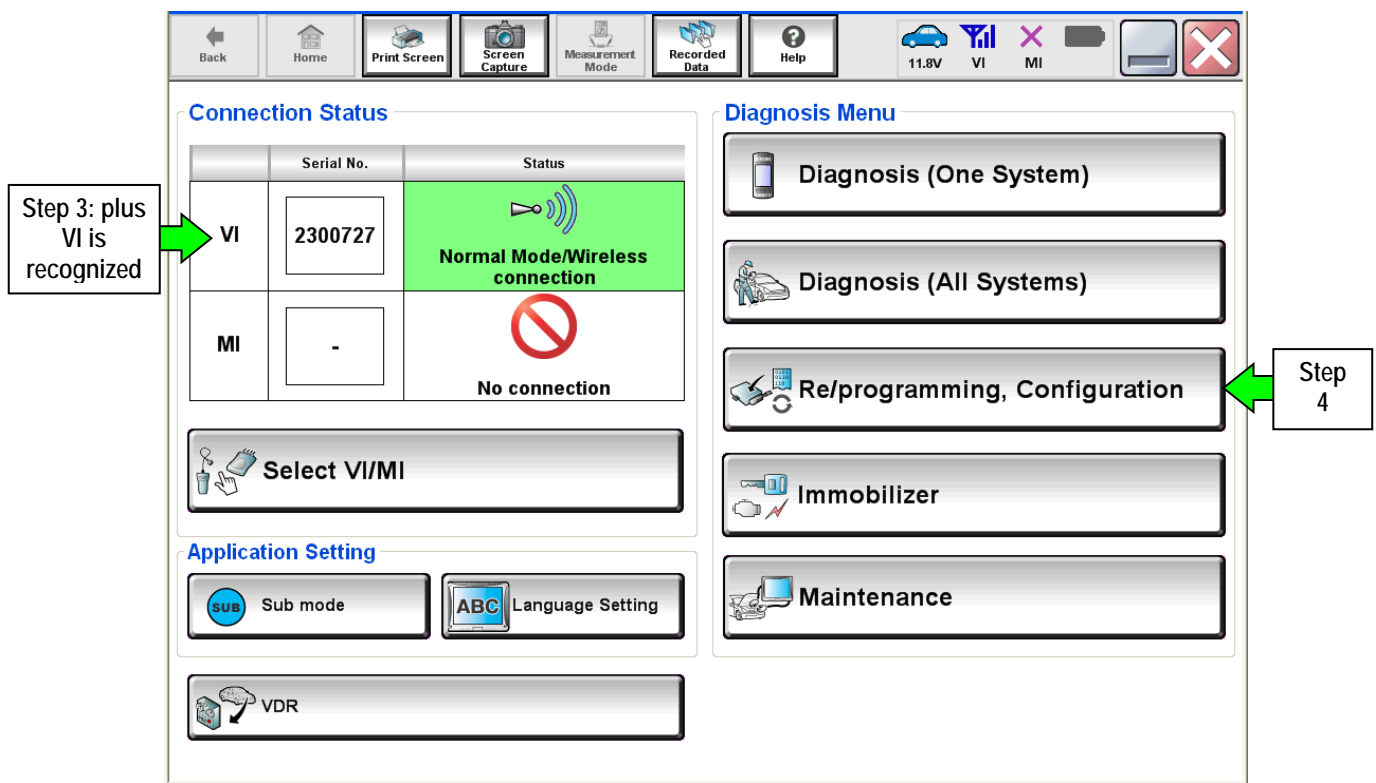


Figure 1

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

6. When you get to the screen shown in Figure 2, confirm this bulletin applies as follows.

A. Find the TCM **Part Number** and write it on the repair order.

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

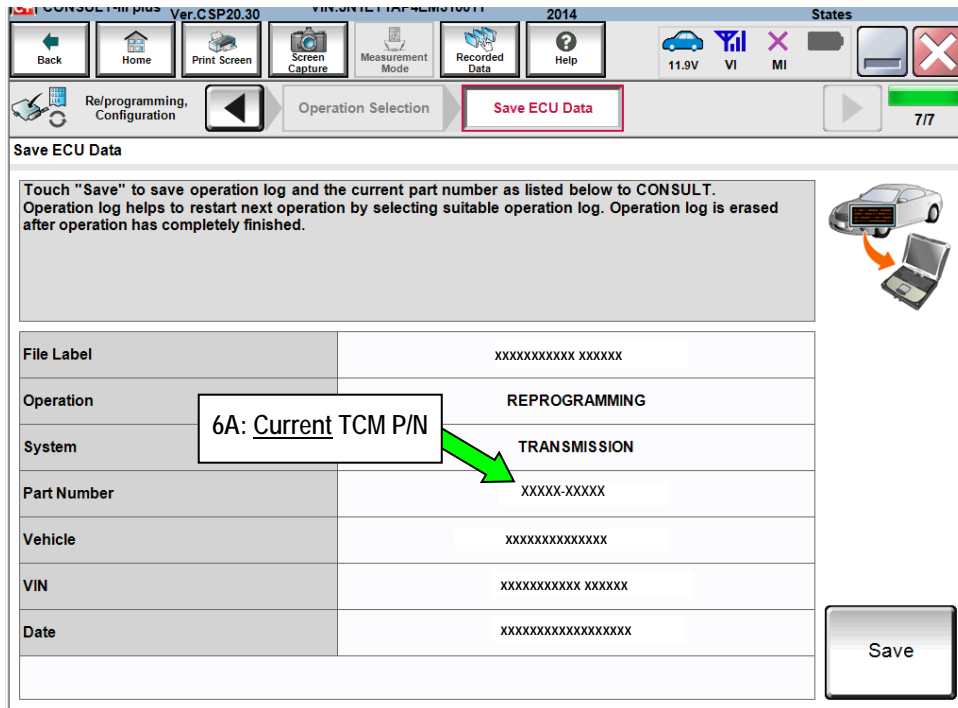


Figure 2

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

- If there is a match, continue with the reprogramming procedure.
- If there is not a match, this bulletin does not apply. Refer to ASIST for further diagnosis.

Table A

Model	Current TCM Part Number: 31039 -
2016-2017 QX80	26X0E 26X1A 76X5D 76X5E

7. Follow the on-screen instructions to navigate C-III plus and reprogram the TCM.

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
 1. If more than one new P/N is available, the screen in Figure 3 displays.
 2. 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.

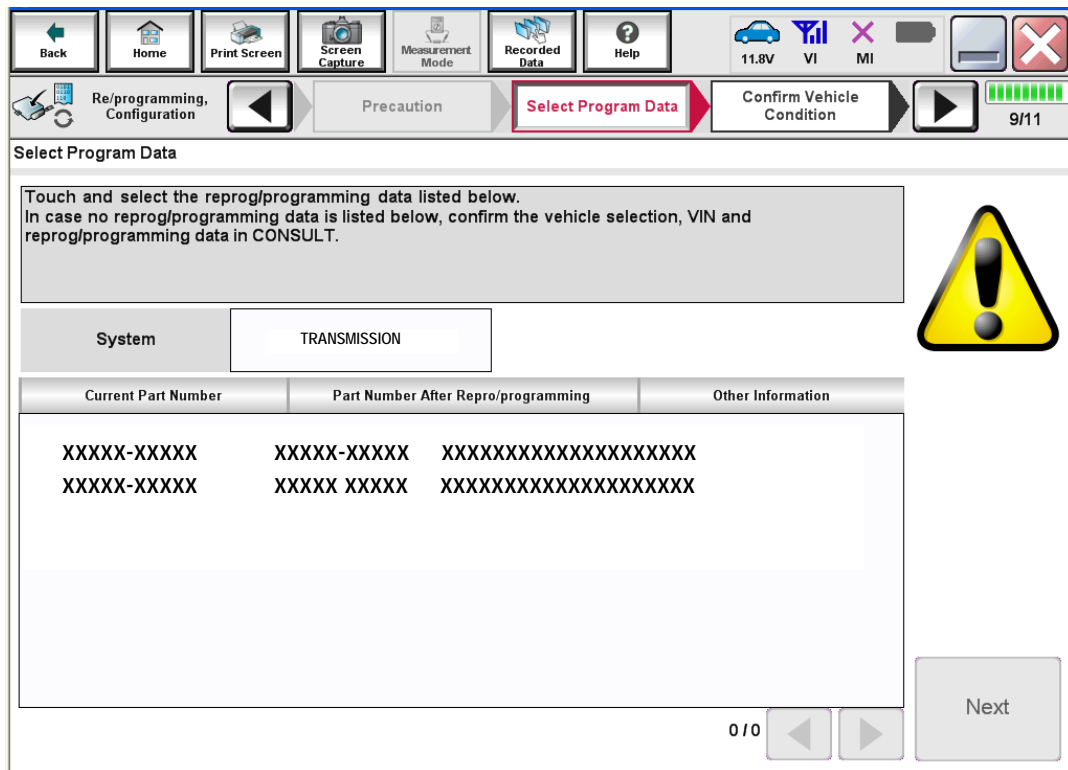


Figure 3

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

NOTE: If the screen in Figure 4 does not display (indicating that reprogramming did not complete), refer to TCM recovery on the next page.

9. Disconnect the GR8 (battery charger) from the vehicle.

10. Select **Next**.

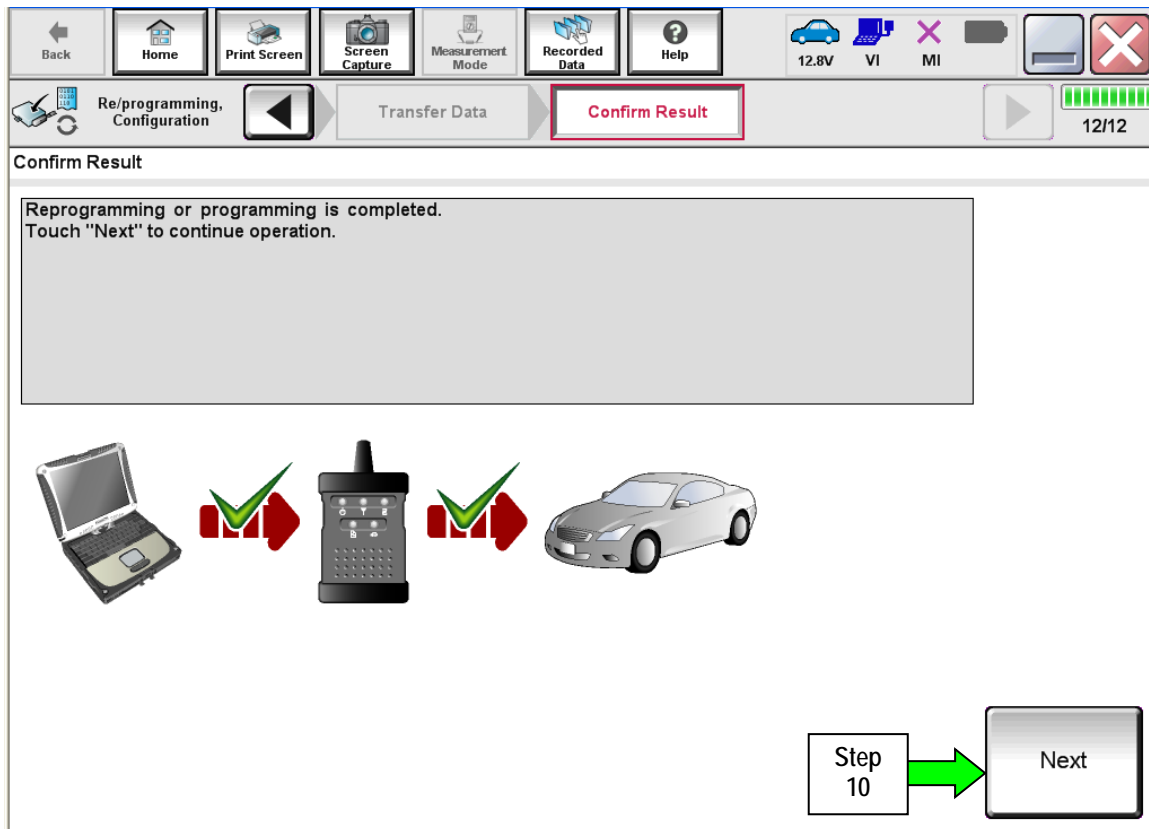


Figure 4

NOTE: Additional steps on page 8 are required before C-III plus will provide the final reprogramming confirmation report.

TCM Recovery

Do not disconnect the plus VI or shut down C-III plus if reprogramming does not complete.

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

- 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.

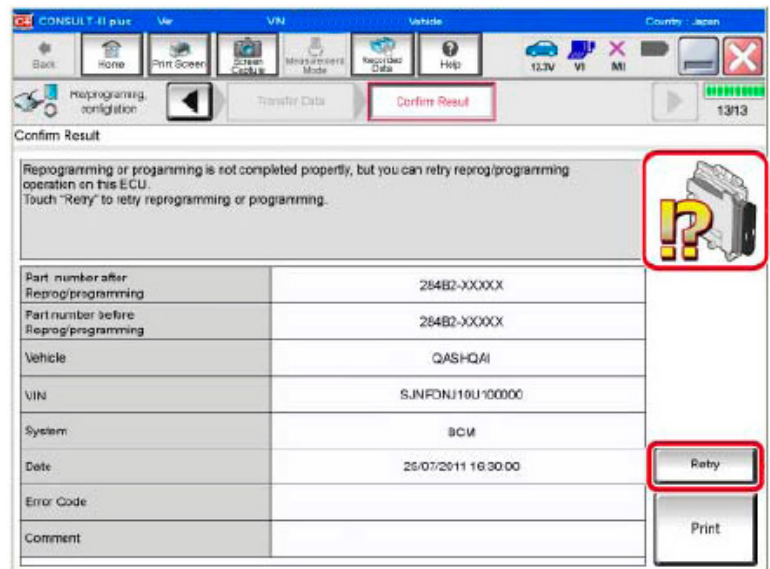


Figure 5

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

- 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.**

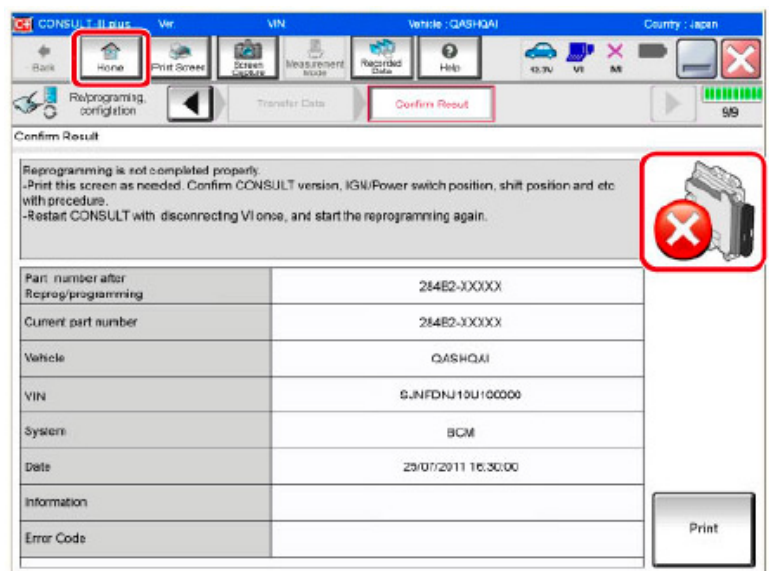


Figure 6

11. Follow the on-screen instructions to **Confirm Shift Lever Position Display**.
12. Follow the on-screen instructions to **Erase DTCs**.
13. When the entire reprogramming process is complete, the screen in Figure 7 will display.
14. Verify the before and after part numbers are different.
15. Print a copy of this screen (Figure 7) and attach it to the repair order for warranty documentation.
16. Select **Confirm**.

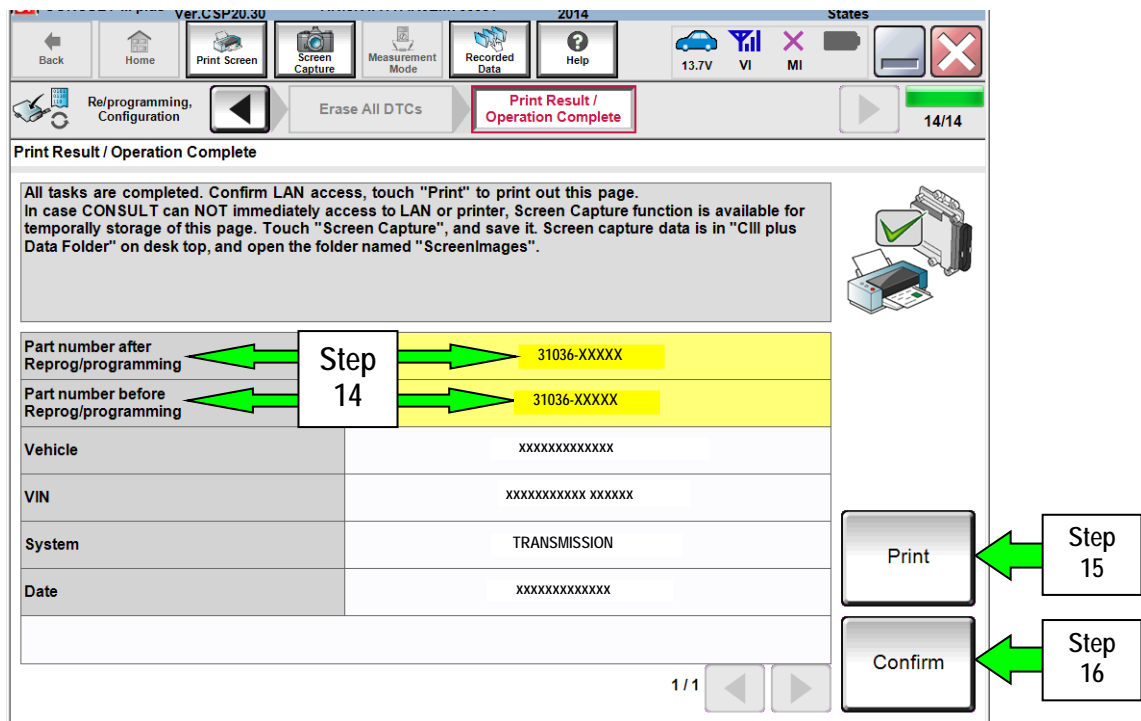


Figure 7

17. Close C-III plus.
18. Turn the ignition OFF.
19. Disconnect the plus VI from the vehicle.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram Transmission Control Module	(1)	JE99AA	ZE	32	(2) (3)

- (1) Refer to the electronic parts catalog (FAST or equivalent) and use the Control Valve Assembly (31705-*****) 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 TCM. No other diagnostic procedures subsequently required. Do NOT claim any Diagnostic Op Codes with this claim.

