

Classification:

AT17-002c

Reference:

ITB17-008c

Date:

November 15, 2017

2016-2017 QX80; SHIFT SHOCK, LACK OF POWER, AND/OR RPM FLUCTUATES

This bulletin has been changed throughout.
You must read the entire bulletin to properly perform the repair.
Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2016-2017 QX80 (Z62)

IF YOU CONFIRM

One or more of the following, or the customer reports one or more of the following:

- Transmission shift shock when accelerating enough to create a 7th gear to 3rd gear down shift.
- While driving at a steady speed, the engine RPM goes up and down (fluctuates) a small amount.
- With light acceleration at lower speeds there is a lack of power; feels like the selected transmission gear is too high (may also be described as hesitation).

ACTION

1. Refer to step 6 in the **SERVICE PROCEDURE** to confirm ECM reprogramming applies.
2. Reprogram the ECM, if it applies.
3. Refer to step 22 in the **SERVICE PROCEDURE** to confirm TCM reprogramming applies.
4. Reprogram the TCM, if it applies.

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:

- This procedure will require reprogramming of the ECM and TCM.
- 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.

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.
- The CONSULT PC is connected to the internet (Wi-Fi, or cable).

ECM Reprogram

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

NOTE:

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

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 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 plus 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 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**.

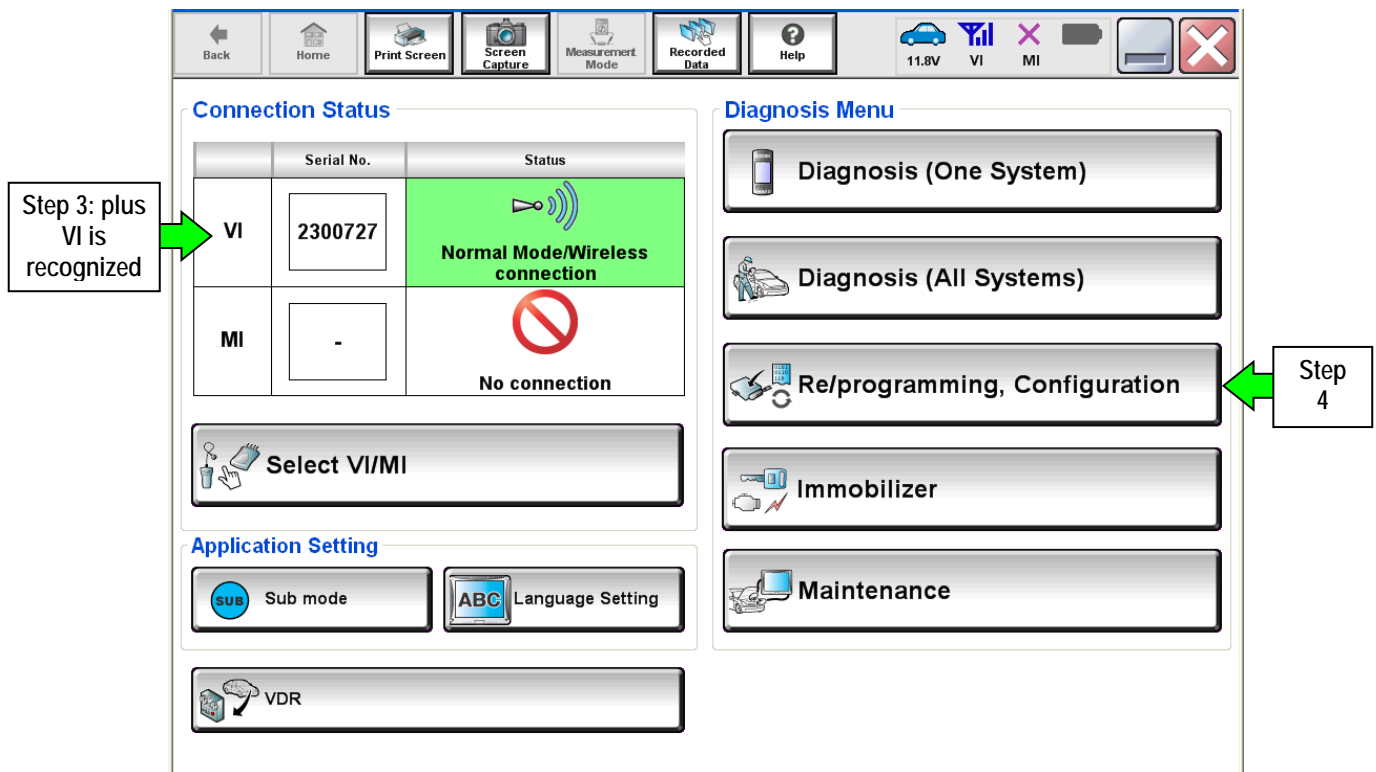


Figure 1

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 ECM reprogramming 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).

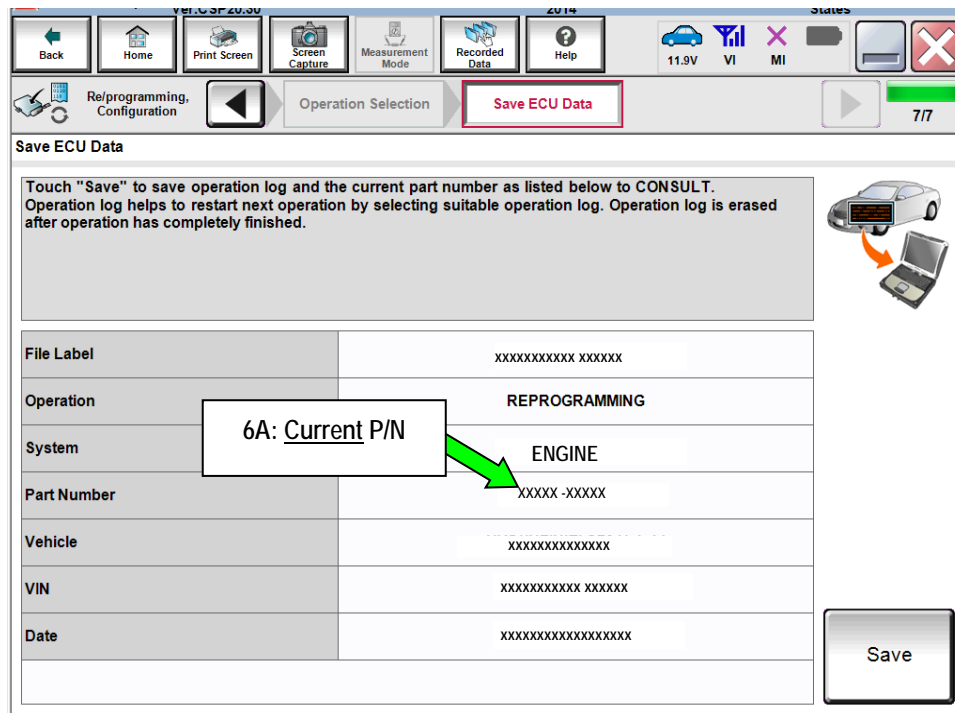


Figure 2

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.
- If there is not a match, ECM reprogramming does not apply. Go to TCM reprogram on page 10.

Table A

MODEL	CURRENT ECM PART NUMBER: 23710 -
2016 QX80	5ZM0A, 5ZM1A, 5ZM2A, 5ZM3A
	5ZM0B, 5ZM1B, 5ZM2B, 5ZM3B
	5ZM0C, 5ZM1C, 5ZM2C, 5ZM3C
	5ZM0D, 5ZM1D, 5ZM2D, 5ZM3D
	5ZM0E, 5ZM1E, 5ZM2E, 5ZM3E
2017 QX80	5ZP2B, 5ZP3B, 5ZP4B, 5ZP5B
	5ZP2C, 5ZP3C, 5ZP4C, 5ZP5C
	5ZP2D, 5ZP3D, 5ZP4D, 5ZP5D
	5ZP2E, 5ZP3E, 5ZP4E, 5ZP5E
	5ZS1A, 5ZS3A, 5ZS4A, 5ZS4A, 5ZS5A, 5ZS6A, 5ZS7A, 5ZS8A

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

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
 - If more than one new P/N is available, 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 C-III plus and refer back to ASIST for further diagnosis.

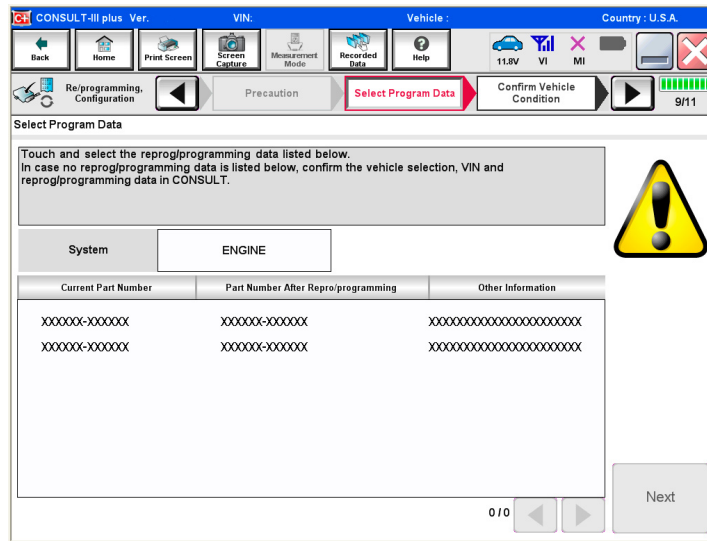


Figure 3

- Before reprogramming will start, you will be required to enter your User Name and Password.
 - The CONSULT PC must be connected to the Internet (Wi-Fi or cable).
 - If you do not know your User Name and Password, contact your Service Manager.

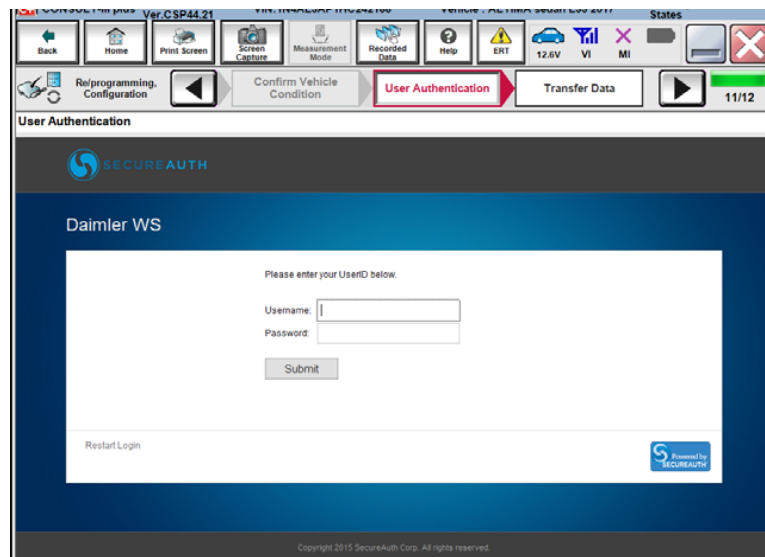


Figure 4

8. When the screen in Figure 5 displays, reprogramming is complete.

NOTE: If the screen in Figure 5 does not display (indicating that reprogramming did not complete), refer to ECM Recovery on the next page.

9. Select **Next**.

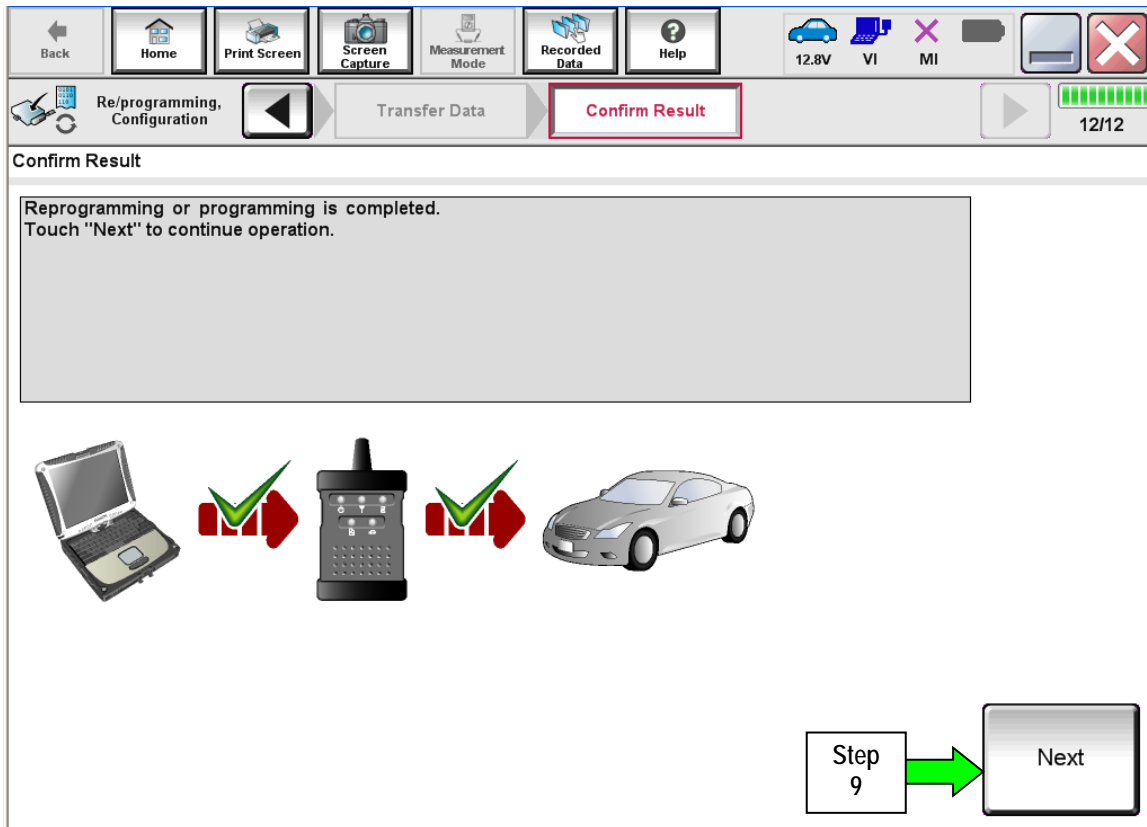


Figure 5

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

ECM 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 6:

- 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.

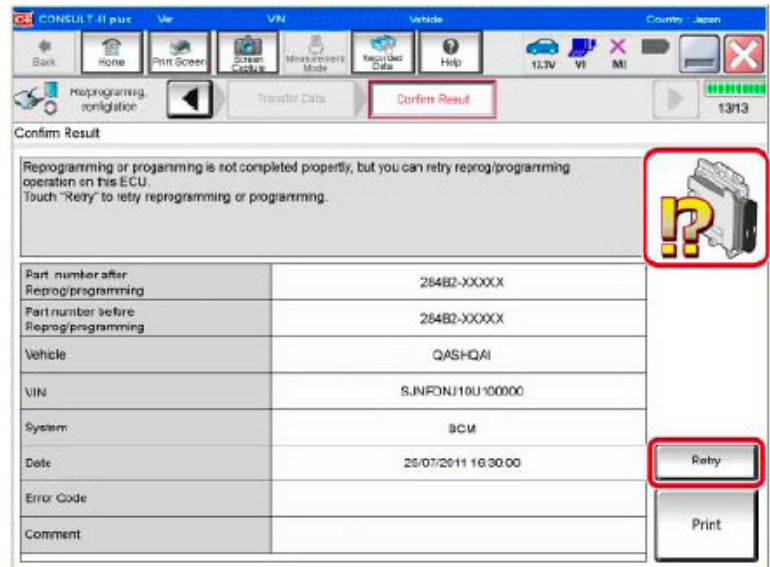


Figure 6

If reprogramming does not complete and the “X” icon displays as shown in Figure 7:

- 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.

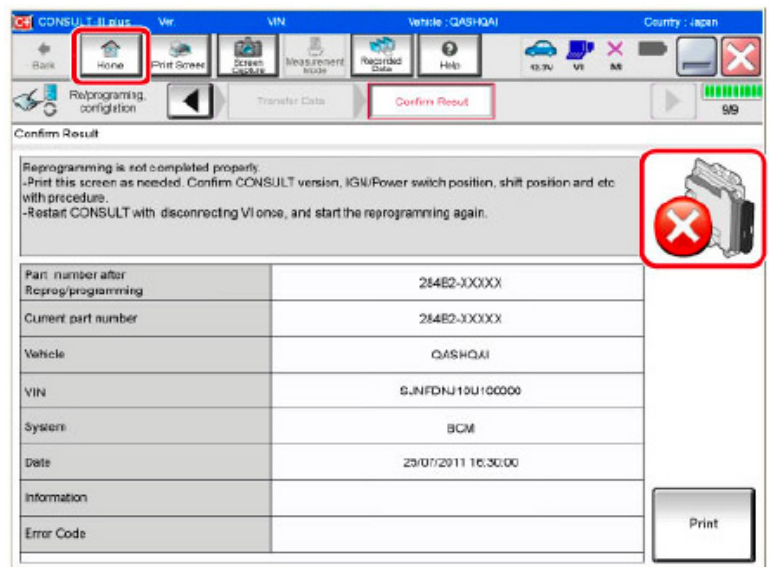


Figure 7

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

- **Throttle Valve Closed Position**

- **Idle Air Volume Learn (IAVL)**

NOTE:

- Listed below are the conditions required for IAVL to complete.
- If IAVL does not complete within a few minutes, a condition may be out of range.
 - Engine coolant temperature: 70 -105° C (158 -221°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 (ATF TEMP SE less than 0.9V)

- **Accelerator Pedal Close Position Learning**

- **Erase DTCs**

Continue to the next page.

11. When the entire reprogramming process is complete, the screen in Figure 8 will display.
12. Verify the before and after part numbers are different.
13. Print a copy of this screen (Figure 8) and attach it to the repair order for warranty documentation.
14. Select **Confirm**.

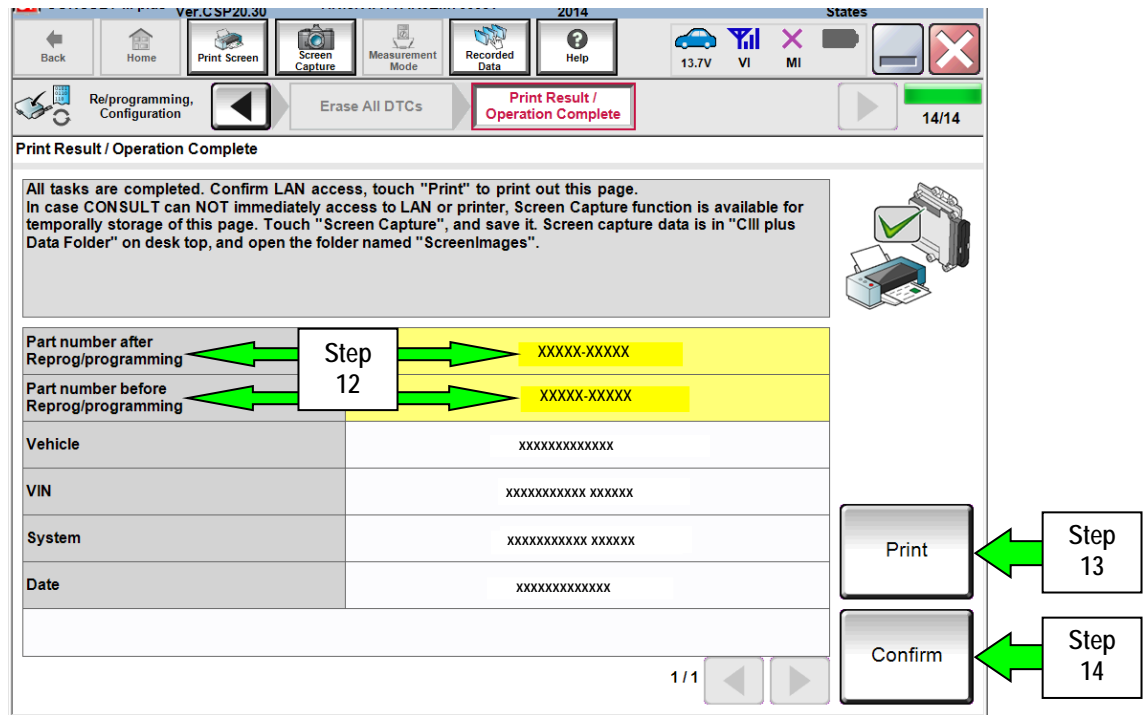


Figure 8

15. Return C-III plus to the Home screen.
16. Go to TCM Reprogram on the next page.

TCM Reprogram

Preparation for Reprogramming

CAUTION:

- Connect the GR8 to the 12V battery and set to 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.

17. Confirm C-III plus is on the Home Screen (see Figure 9).

18. Confirm the ignition is ON, with engine OFF.

19. Confirm the plus VI is recognized.

- The **Serial No.** will display when the plus VI is recognized.

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

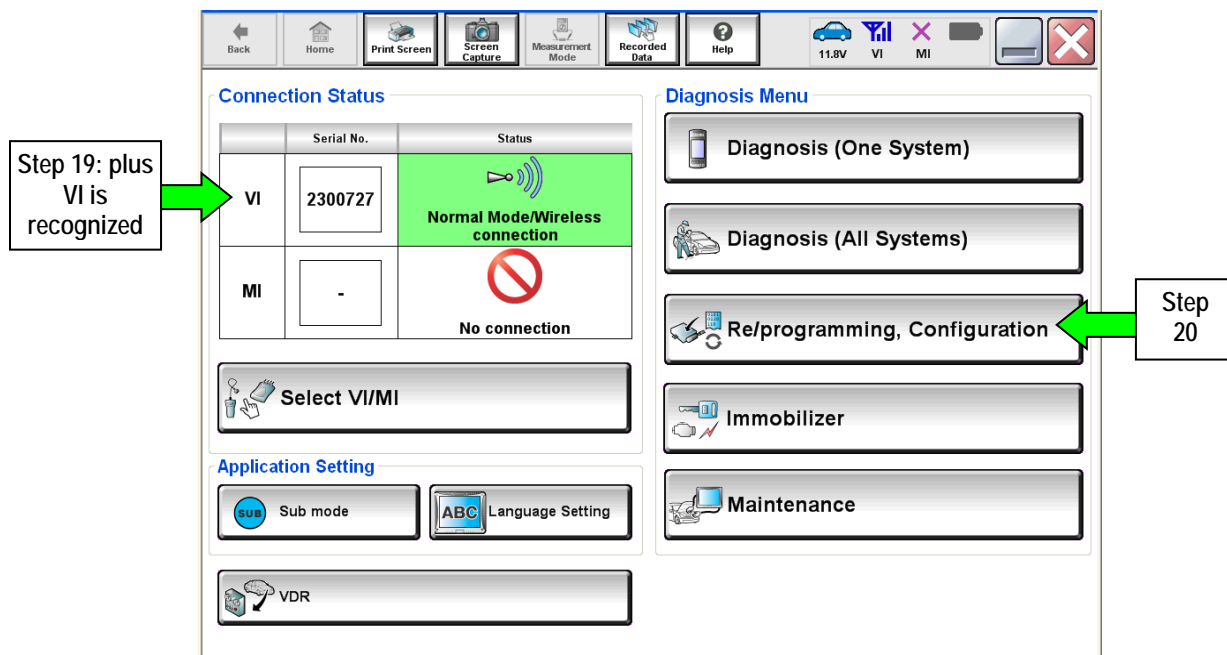


Figure 9

21. Follow the on-screen instructions and navigate C-III plus to the screen shown in Figure 9 below.

22. When you get to the screen shown in Figure 9, confirm TCM reprogram 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).

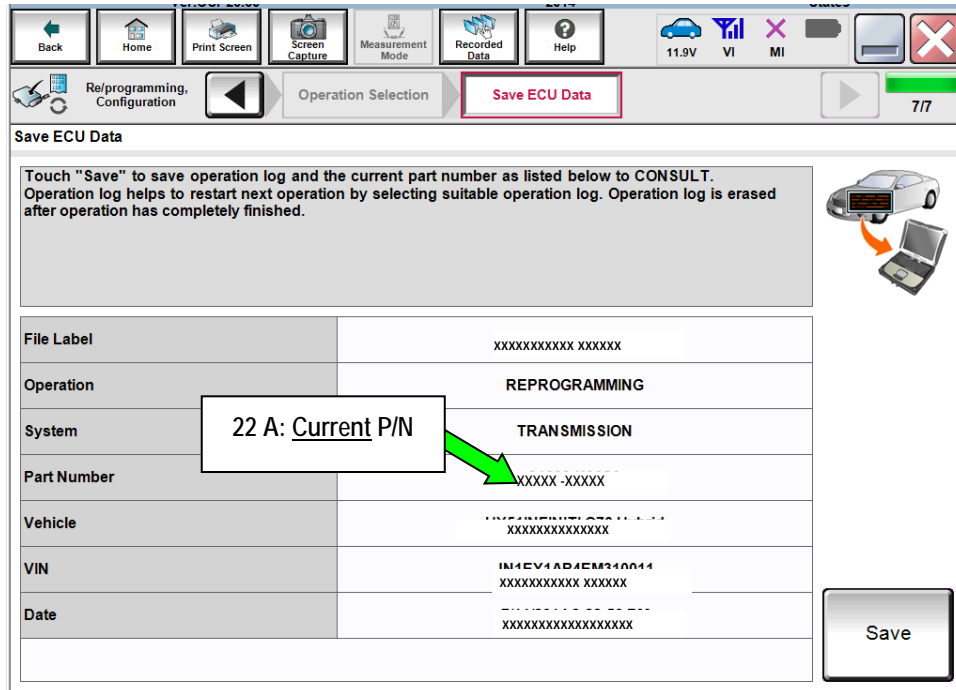


Figure 10

B. Compare the P/N you wrote down to the numbers in the **CURRENT TCM PART NUMBER** column in **Table B** below.

- If there is a match, continue with the reprogramming procedure.
- If there is not a match, TCM reprogramming does not apply.

Table B

MODEL	CURRENT TCM PART NUMBER: 31039 -
2016-2017 QX80	26X0E
	26X1A
	76X5D, 76X5E
	X040C, X040D
	X042D, X042E

23. 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.
 - If more than one new P/N is available, the screen in Figure 11 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.

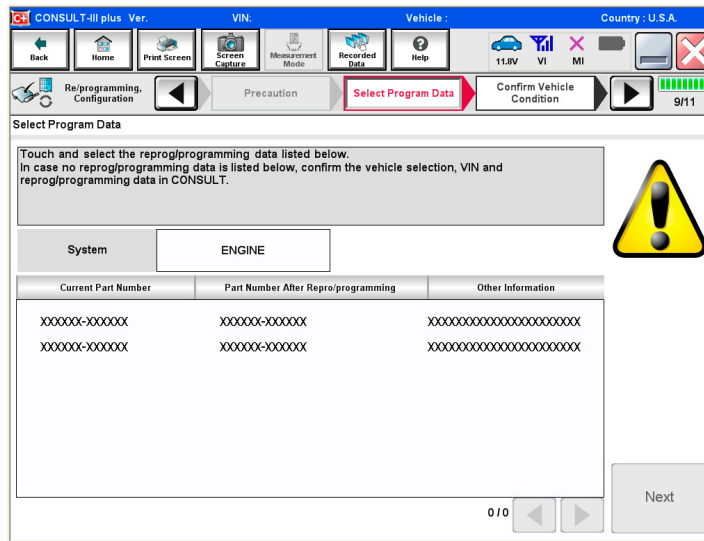


Figure 11

- Before reprogramming will start, you will be required to enter your User Name and Password.
 - The CONSULT PC must be connected to the Internet (Wi-Fi or cable).
 - If you do not know your User Name and Password, contact your Service Manager.

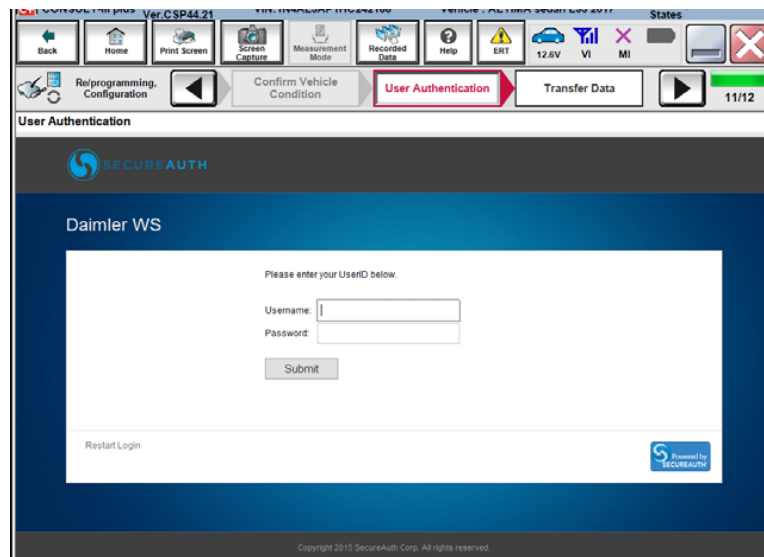


Figure 12

24. When the screen in Figure 13 displays, reprogramming is complete.

NOTE: If the screen in Figure 13 does not display (indicating that reprogramming did not complete), refer to TCM Recovery on the next page.

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

26. Select **Next**.

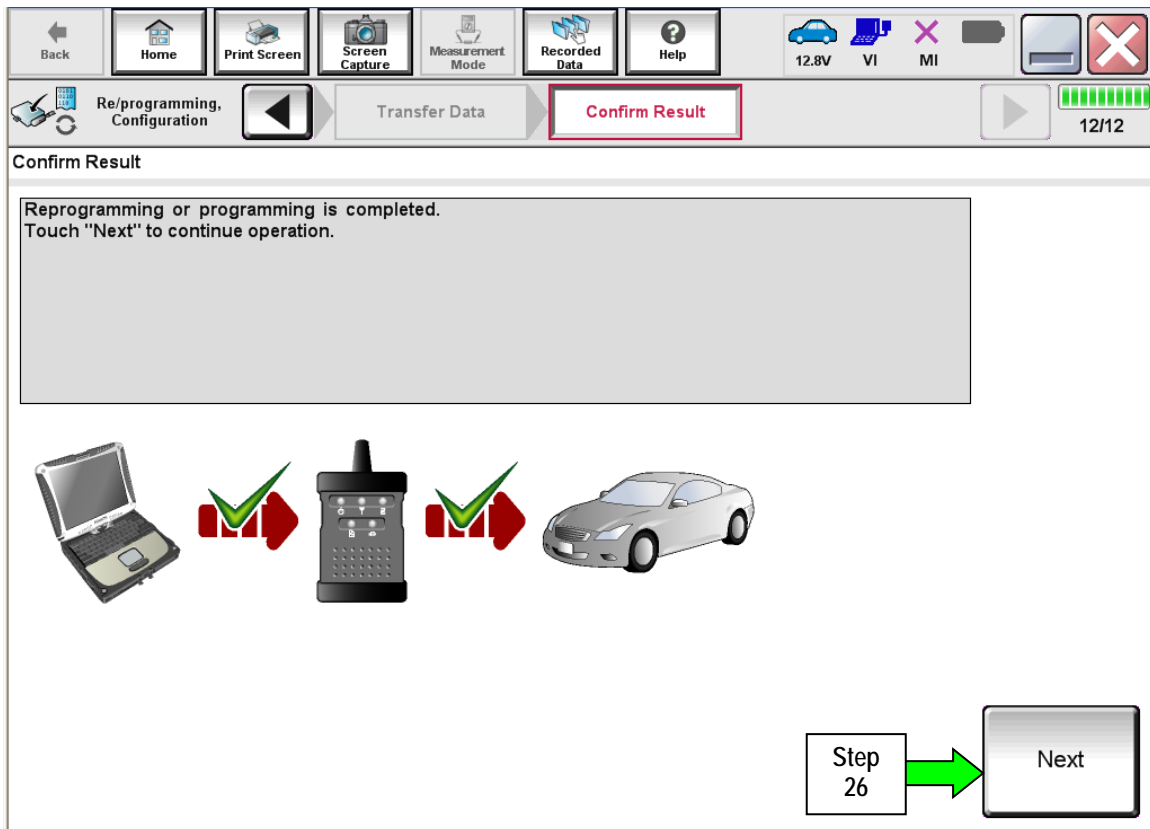


Figure 13

NOTE: Additional steps on page 15 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 14:

- 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.

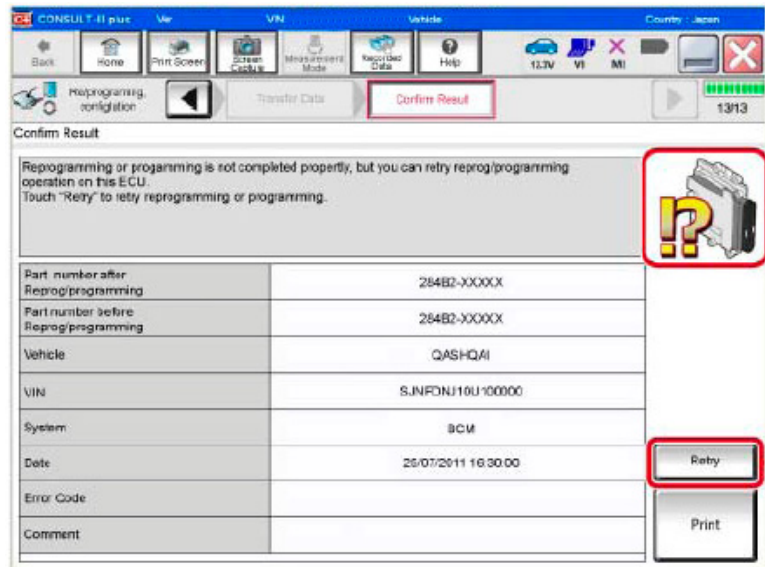


Figure 14

If reprogramming does not complete and the “X” icon displays as shown in Figure 15:

- 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.

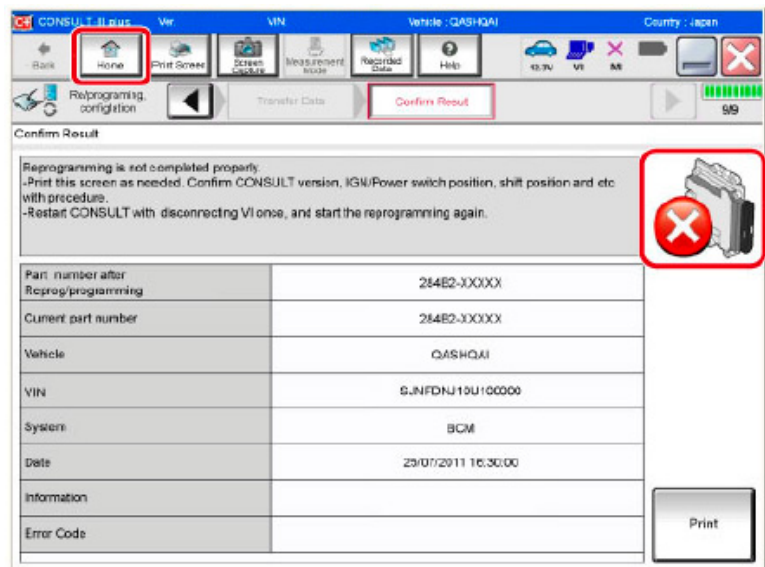


Figure 15

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

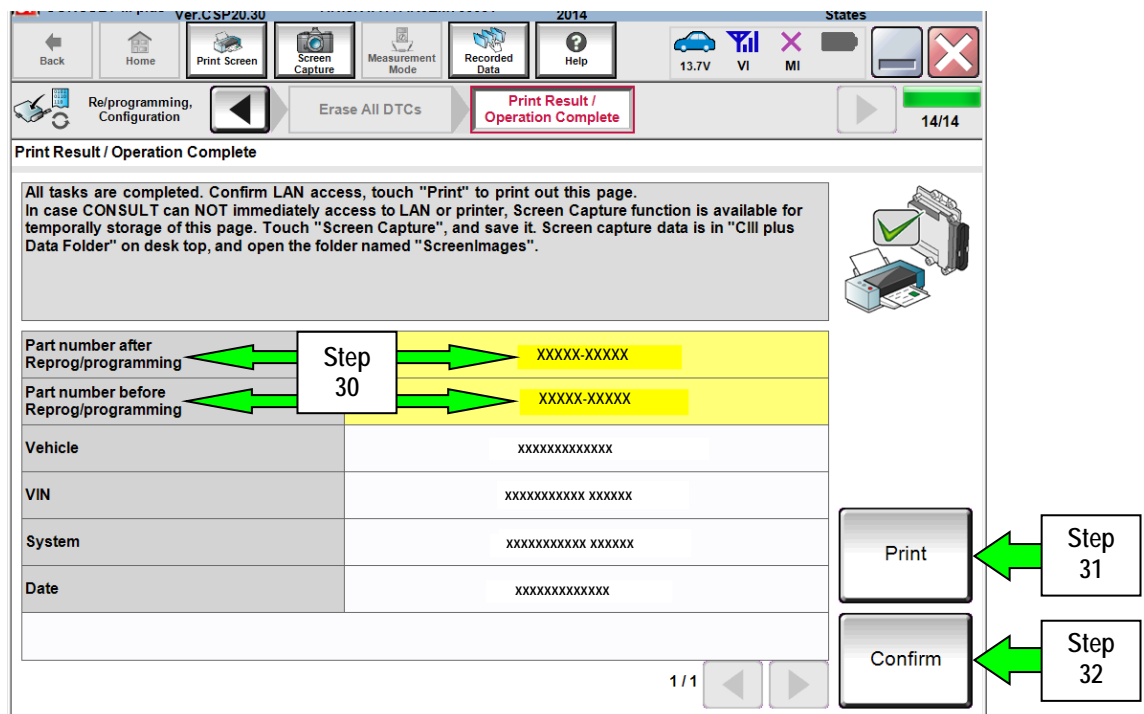


Figure 16

33. Make sure both ECM and TCM have been checked and reprogrammed, if needed.
34. Close C-III plus.
35. Turn the ignition OFF.
36. Disconnect the plus VI from the vehicle.

CLAIMS INFORMATION

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

DESCRIPTION	OP CODE	PFP	SYM	DIAG	FRT
Reprogram TCM and ECM	DX56AA	(1)	ZE	32	0.8 hrs.

(1) Refer to the electronic parts catalog (FAST or equivalent) and use the ECM assembly part number (23710-*****) as the Primary Failed Part (PFP).

