

Classification:

EC18-029

Reference:

ITB18-031

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Date:

September 11, 2018

2018 QX80; MIL ON WITH DTC P0138 AND/OR P0158

APPLIED VEHICLES: 2018 QX80 (Z62)

IF YOU CONFIRM

The MIL is ON with one or both of the following DTCs:

- P0138 (Heated oxygen sensor heater 2 [bank 1] circuit high voltage)
- P0158 (Heated oxygen sensor heater 2 [bank 2] circuit high voltage)

And

There are no drivability issues.

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 REPROGRAMMING

IMPORTANT: Before starting, make sure:

- ASSIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT-III plus (C-III plus) software updates (if any) have been installed.
- The CONSULT PC is connected to the Internet (Wi-Fi or cable).

NOTE:

- Most instructions for reprogramming with 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) ECM Reprogramming" general procedure.
- 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 Throttle Valve Closed Position, Idle Air Volume Learn, Accelerator Closed Position, and DTC erase.



Figure A

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 plus VI. If Bluetooth® signal waves are within range of the CONSULT PC and plus VI during reprogramming, reprogramming may be interrupted and the ECM may be damaged.

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 / connected.
 - The serial number will display when the plus VI is recognized / connected.
4. Select **Re/programming, Configuration**.

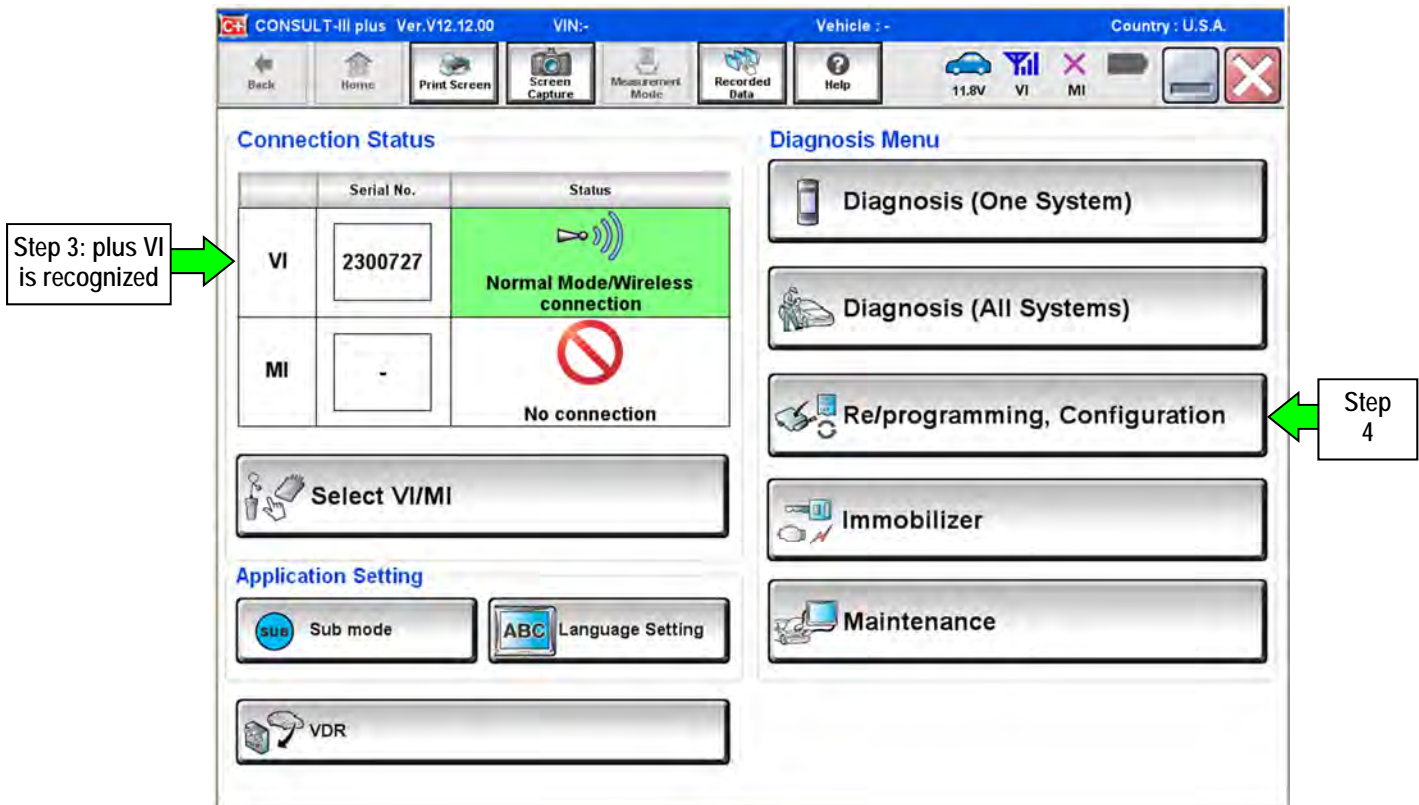


Figure 1

5. Follow the on-screen instructions and navigate the 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 ECM **Part Number** and write it on the repair order.

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

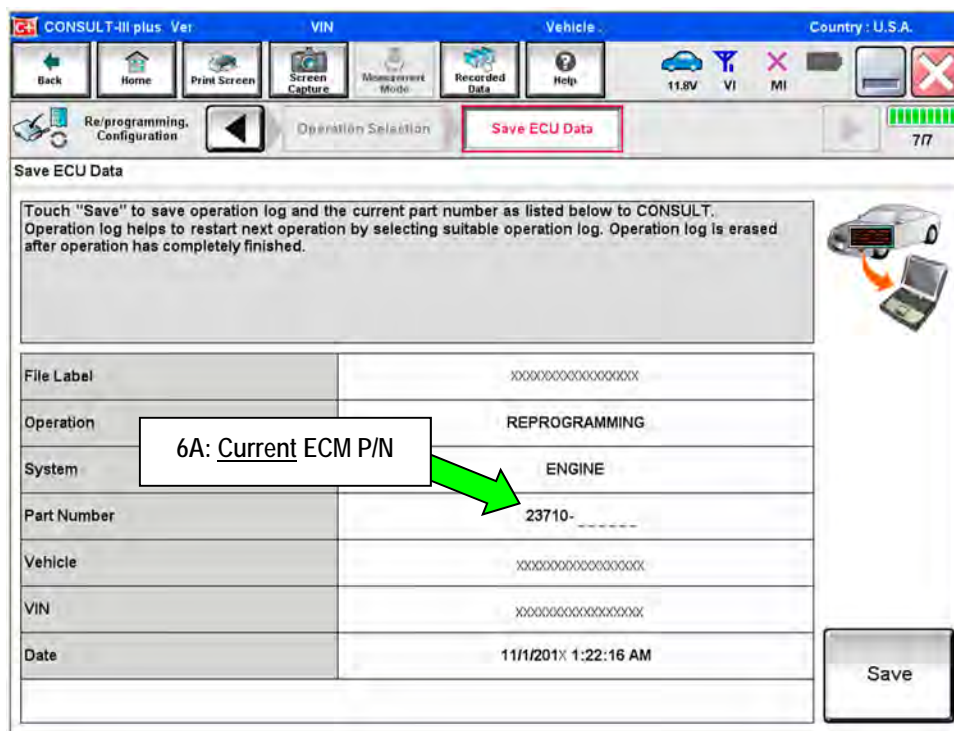


Figure 2

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

Table A

| Model | Current ECM Part Number: 23710- |
|-----------|---------------------------------|
| 2018 QX80 | 6GW2B, 6GW3B, 6GW4B, 6GW5B |

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.
 - 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 C-III plus and refer back to ASIST for further diagnosis.

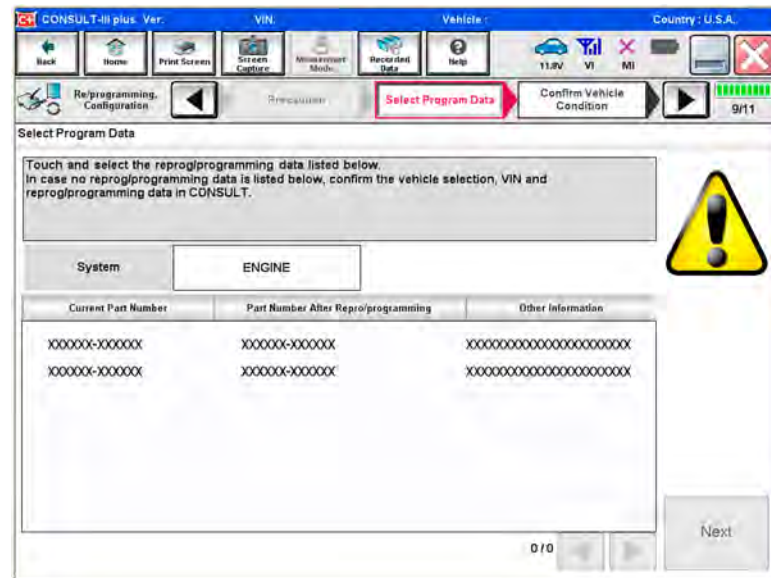


Figure 3

- 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 **Username** and **Password**, contact your service manager.

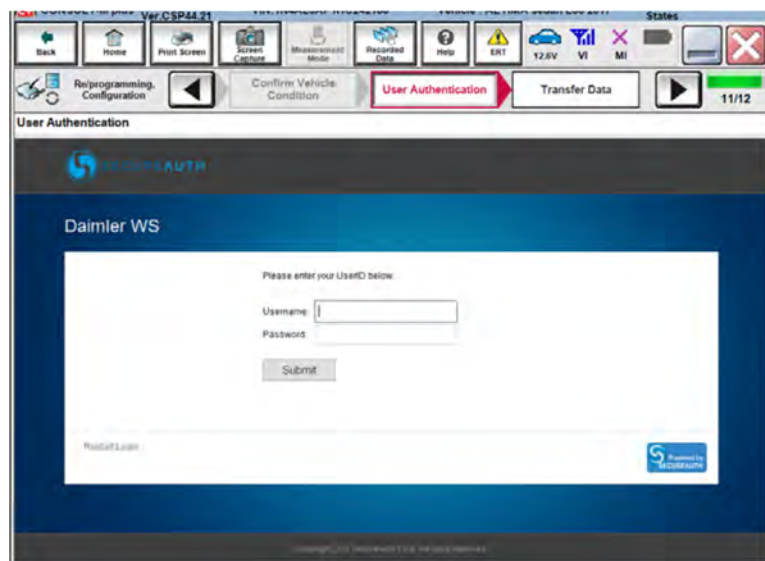


Figure 4

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

NOTE: If the screen in Figure 5 does not display (reprogramming does not complete), refer to the information on page 7.

9. Disconnect the battery charger from the vehicle.

10. Select **Next**.

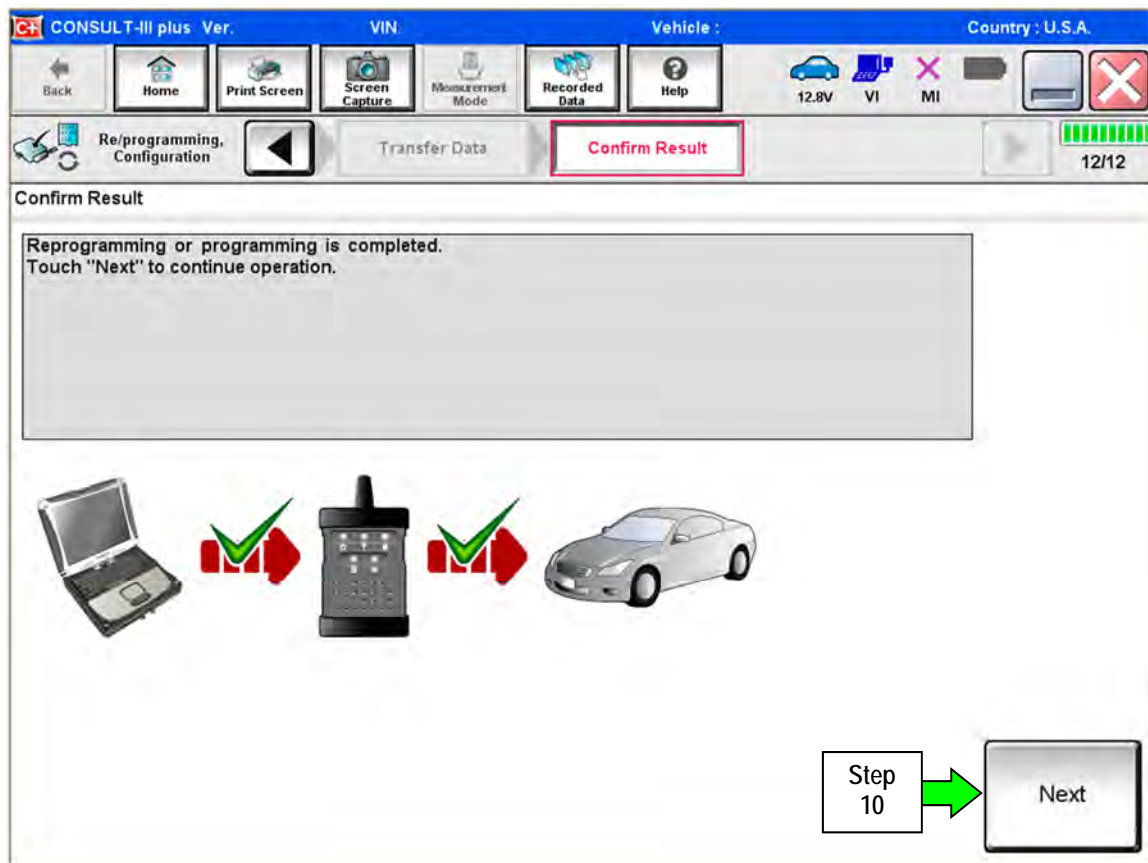


Figure 5

NOTE:

- In the next steps, starting on page 8, Throttle Valve Closed Position, Idle Air Volume Learn, Accelerator Closed Position, and DTC erase will be performed.
- 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 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.

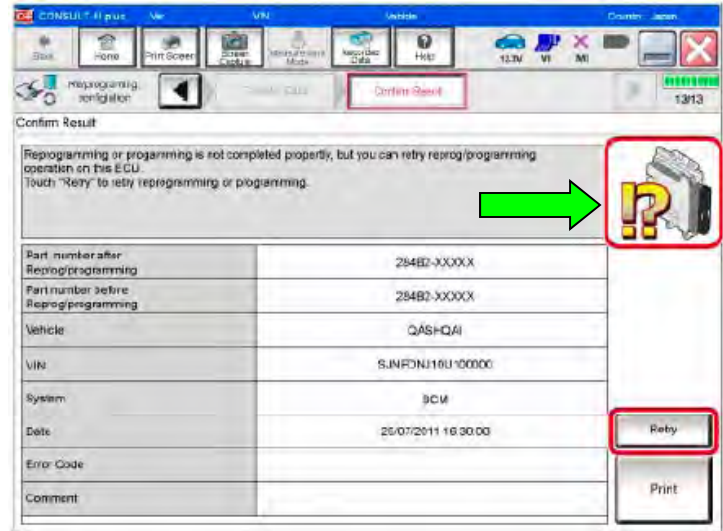


Figure 6

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.**

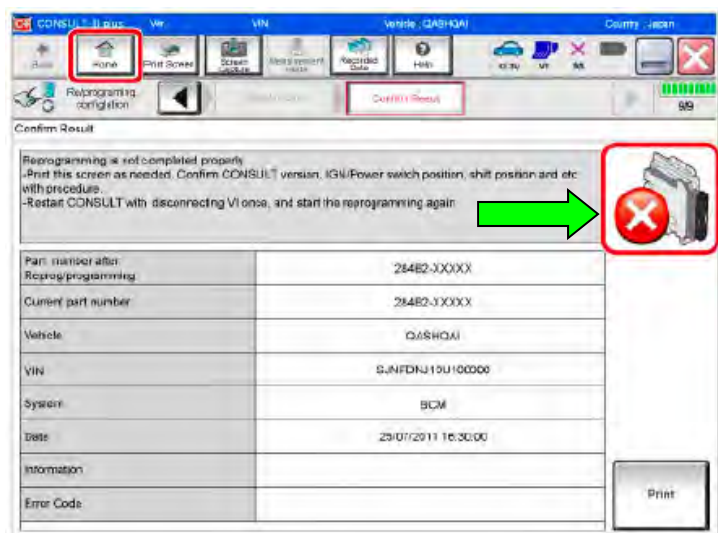


Figure 7

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

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

NOTE:

- 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 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**

Continue to the next page.

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

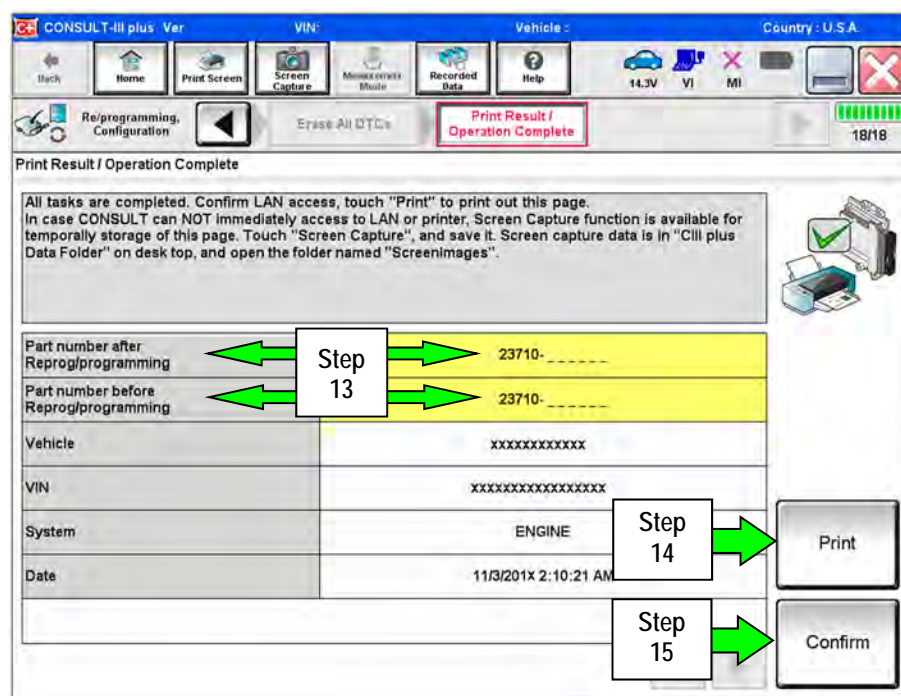


Figure 8

16. Close C-III plus.
17. Turn the ignition OFF.
18. 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 Engine Control Module | (1) | DE97AA | HD | 32 | (2) (3) |

- (1) Refer to the electronic parts catalog (FAST or equivalent) and use the ECM assembly part number (23703-*****) 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.