INFINITI®

SERVICE BULLETIN

COPYRIGHT© NISSAN NORTH AMERICA, INC.

Classification:	Reference:	Date:
EL19-056b	ITB19-034b	February 10, 2020

NO START CAUSED BY LOW BATTERY VOLTAGE

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2019 Q70 (Y51)
2019 QX80 (Z62)

APPLIED ENGINES: VK56VD

IF YOU CONFIRM

An APPLIED VEHICLE will not start due to low battery voltage,

OR

The customer states that the vehicle would not start.

ACTION

1. Test the vehicle's 12 volt battery using the Midtronics DSS-5000. Recharge or replace the battery if necessary.
2. Refer to step 3 on page 2 to confirm this bulletin applies to the vehicle you are working on.
3. 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

1. Test the vehicle's 12 volt battery using the Midtronics DSS-5000.

   - The DSS-5000 contains internal operating instructions accessed using its touch screen.
   - The DSS-5000 operating instructions are also found at http://nissan.dss5000.com/. These operating instructions include a Quick Start Guide and VIN scanning Tips.
   - There is also a SIR video Vol. 551 that demonstrates the use of the DSS-5000.

2. Recharge or replace the battery if the test result indicates to do so. If the test result is "Good Battery," proceed to step 3.

3. Using C-III plus, confirm the current ECM part number and write it on the repair order.

   - If it matches one of the part numbers in Table 1, below, continue to step 4 on the next page.
   - If it does not match any of the part numbers in Table 1, this bulletin does not apply.

Table 1

MODEL	YEAR	CURRENT ECM PART NUMBER 23710-
Q70	2019	5UY0A, 5UY1A, 5UY2A, 5UY3A
QX80	2019	6JB0B, 6JB0C, 6JB0E 6JB1B, 6JB1C, 6JB1E 6JB2B, 6JB2C, 6JB2E 6JB3B, 6JB3C, 6JB3E

NOTICE

Perform the following before starting the reprogramming procedure to prevent damage to the control unit:

- Connect the AC Adapter to the CONSULT PC.
- Connect the CONSULT PC to the internet via Wi-Fi or a network cable.
- Ensure ASIST on the CONSULT PC has been synchronized (updated) to the current date and all C-III plus software updates (if any) have been installed.
- 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, the reprogramming may be interrupted.
- Turn OFF all vehicle electrical loads.
- Connect a battery maintainer or smart charger, set to reflash mode or a similar setting, to ensure the battery voltage stays between 12.0 V and 15.5 V.

HINT:

- 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 Learning conditions:
  - Engine coolant temperature: 70 - 100 °C (158 - 212 °F)
  - Battery voltage: More than 12.9 V (At idle)
  - Transmission: Warmed up
- When reprogramming is complete, you will be required to perform Throttle Valve Closed Position, Idle Air Volume Learning, Accelerator Closed Position and DTC erase.

4. Reprogram the ECM.

5. After completing Erase ALL DTCs, print a copy of the C-III plus screen showing the before and after part numbers of the control unit and attach it to the repair order.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
12 volt battery	(1)	1 (if needed)

(1) Reference the battery application chart in Dealer 360 to determine the correct 12 volt battery for the vehicle you are working on.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram ECM	(1)	DE97AA	ZE	32	(2)
Test & Charge Battery		GB18AA			
Replace Battery		GB181A			

(1) Reference the electronic parts catalog and use the Engine Control Module (23703-*****) as the Primary Failed Part (PFP).

(2) Reference the current Infiniti Warranty Flat Rate Manual and use the indicated Flat Rate Time (FRT).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 31, 2019	ITB19-034	Original bulletin published
January 14, 2020	ITB19-034a	APPLIED VEHICLES, ACTION, SERVICE PROCEDURE and Table 1 revised
February 10, 2020	ITB19-034b	Footnote in PARTS INFORMATION revised