

Classification:

EC20-025

Reference:

ITB20-027

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Date:

December 1, 2020

PERMANENT DTC SET IN TCM AND WILL NOT ERASE

APPLIED VEHICLES: 2019 QX50 (J55)

IF YOU CONFIRM

One or more of the following DTCs are stored in the permanent DTC screen (Figure 1):

P0715, P0716, P0718, P0730, P0791, P0793, P0794, P1722, P1742, P1745, P17F0, P17F1, P2766
And

The DTCs will not erase when following the ESM procedure.

NOTE:

- If DTCs other than those listed above are stored, this bulletin **does not apply**.

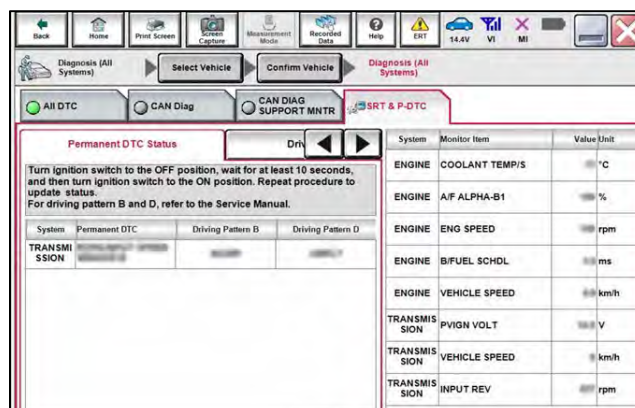


Figure 1

ACTION

Replace 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

1. Replace the TCM with a new, blank, TCM.
 - For TCM replacement, refer to the Electronic Service Manual (ESM), section **TRANSMISSION & DRIVELINE > TRANSAXLE & TRANSMISSION > CVT: GE0F10A > REMOVAL AND INSTALLATION > TCM**.

NOTE: Before replacing the TCM, be sure to save the TCM data on CONSULT before removing the TCM.

Obtain VIN Specific Configuration

2. Open the EPC and type in the VIN.
3. Select **F POWER TRAIN**.

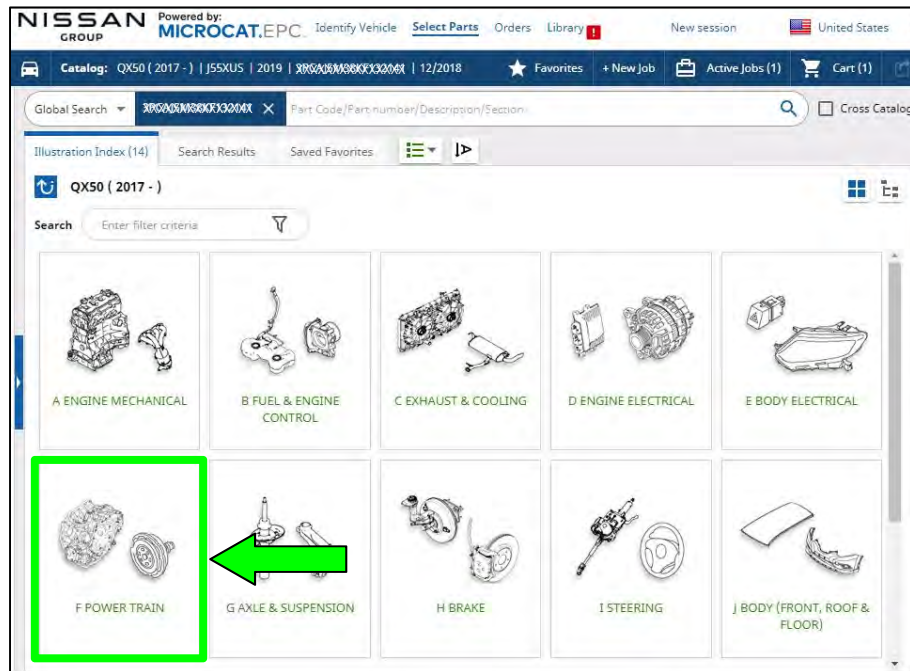


Figure 2

4. Select **310 AUTO TRANSMISSION, TRANSAXLE & FITTING.**

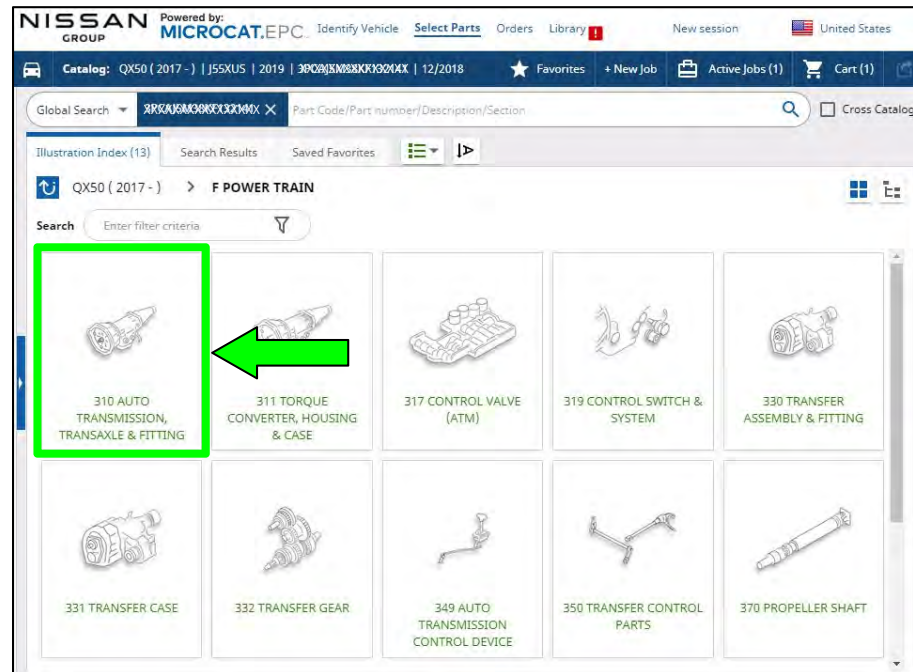


Figure 3

5. Select part **31039 ROM DATA-AUTO TRANS.**

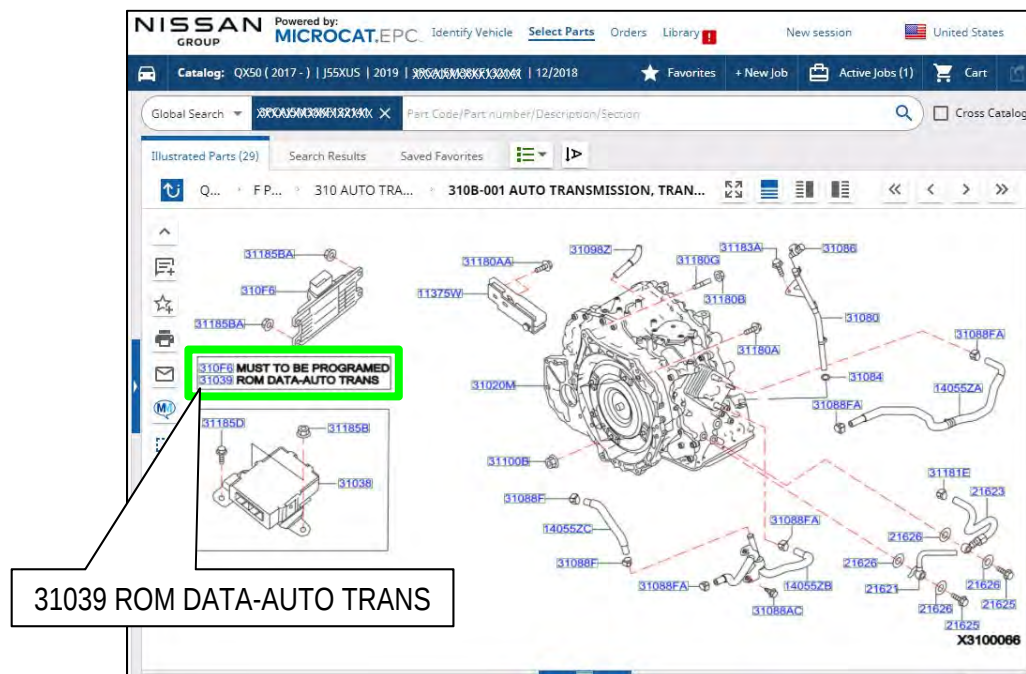


Figure 4

6. Select the correct TCM ROM by clicking on the blue CONSULT button that corresponds to the vehicle's production date.

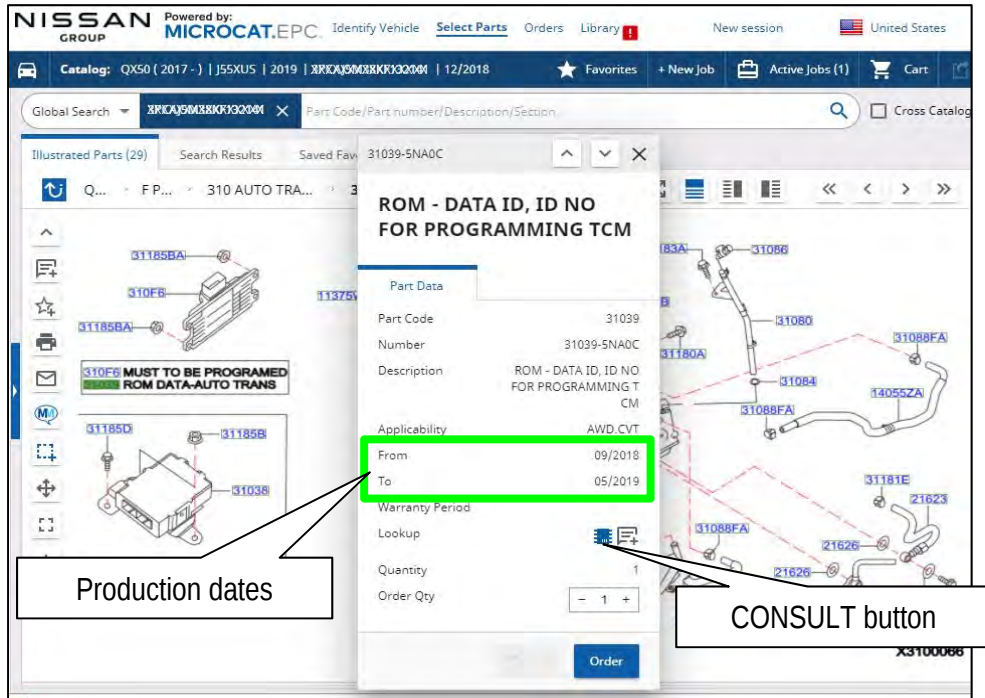


Figure 5

7. Load the CSV file onto a thumb drive.
- After selecting the blue CONSULT button in step 6, a screen showing your computer's desktop with the CSV file should display (see Figure 6, this is the VIN specific configuration file).
 - Do not change the file name or the file type.
 - Load/save this CSV file onto a thumb drive.

NOTE: It is recommended, at the start, that the thumb drive be blank; all other files erased. This will make it easier to find the file later in this procedure.

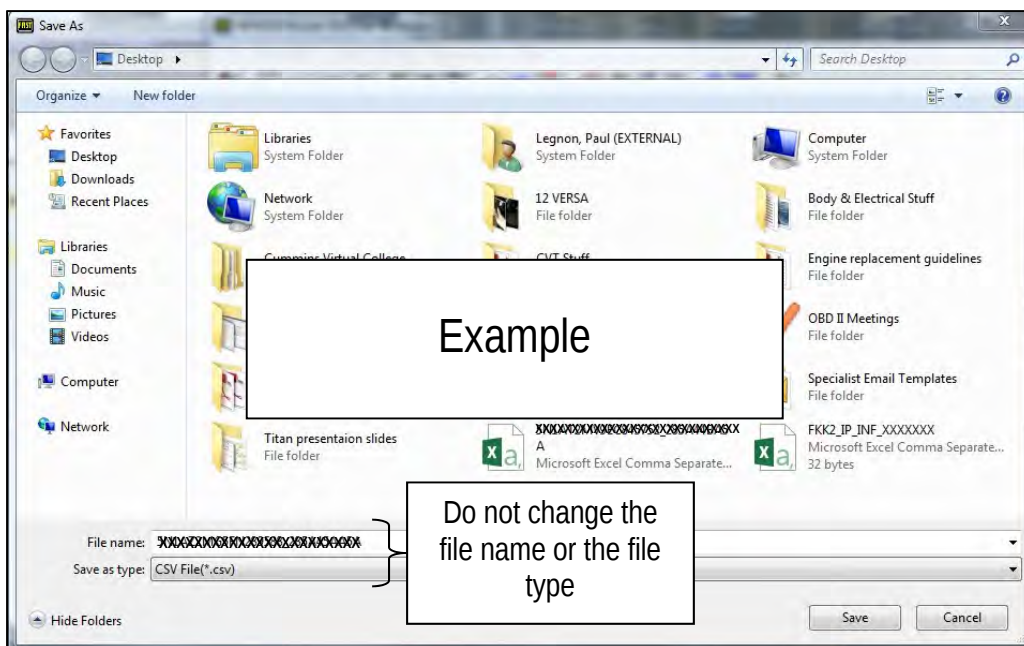


Figure 6

8. Plug the thumb drive (with the configuration file) into the CONSULT PC.

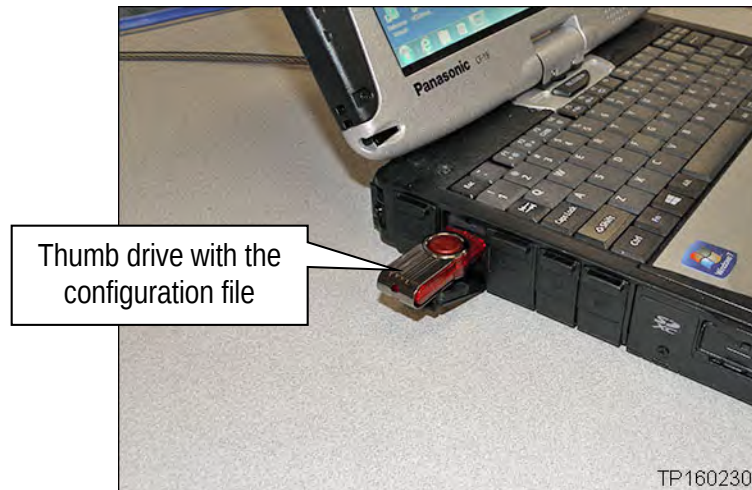


Figure 7

Configure the New TCM

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.

NOTICE

- Connect a battery maintainer or smart charger set to reflash mode or a similar setting. If the vehicle battery voltage drops below 12.0V or rises 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 VI. If Bluetooth® signal waves are within range of the CONSULT PC or VI during reprogramming, reprogramming may be interrupted and the TCM may be damaged.

NOTE: The following steps are to be performed after the TCM has been replaced.

9. Connect a battery maintainer or smart charger to the vehicle.
10. Connect the VI to the vehicle.
11. Turn the ignition ON.
12. Open / start C-III plus.
13. Wait for the VI to be recognized.
 - The serial number will display when the VI is recognized.
14. Select **Re/programming, Configuration**.

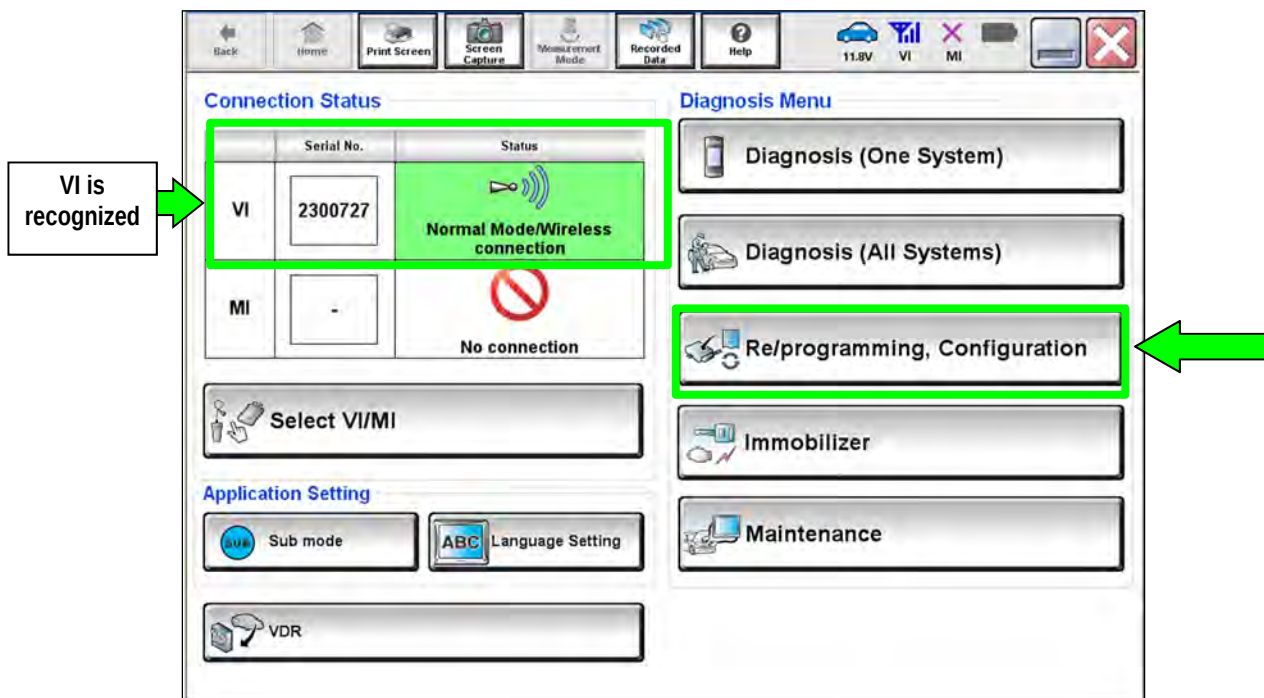


Figure 8

15. Check the box to confirm the precaution instructions have been read, and then select **Next**.

NOTE: Use the arrows (if needed) to view and read all the precautions.

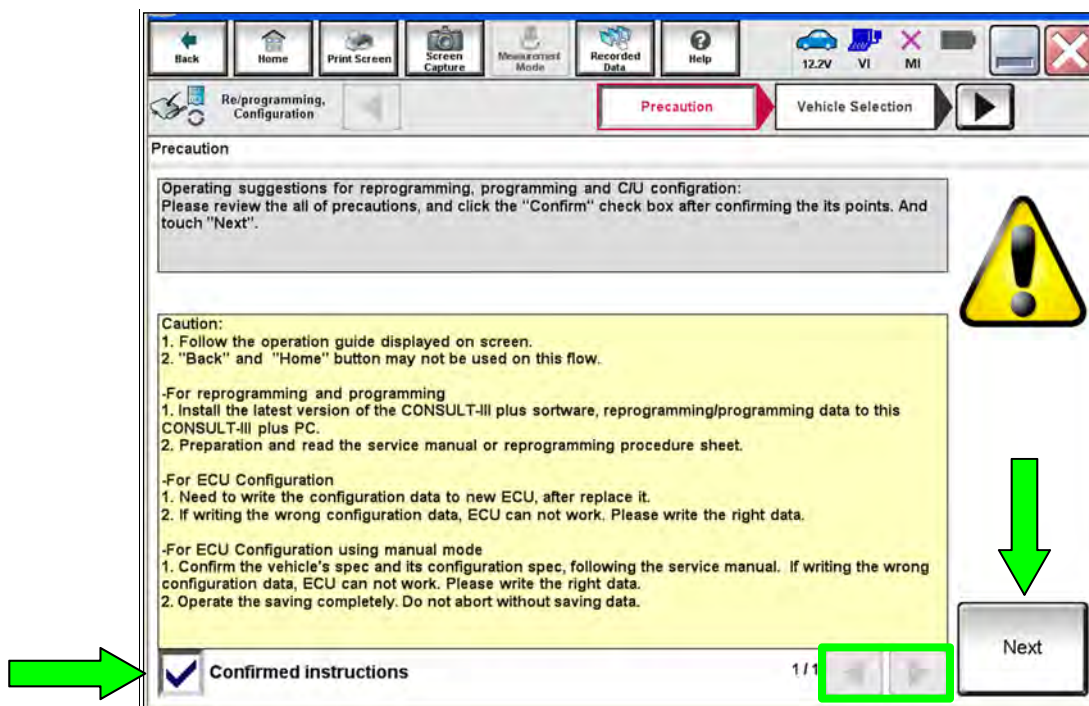


Figure 9

16. If the screen in Figure 10 displays, select **Automatic Selection(VIN)**.

- If the screen in Figure 10 does not display, skip to step 17 on page 8.

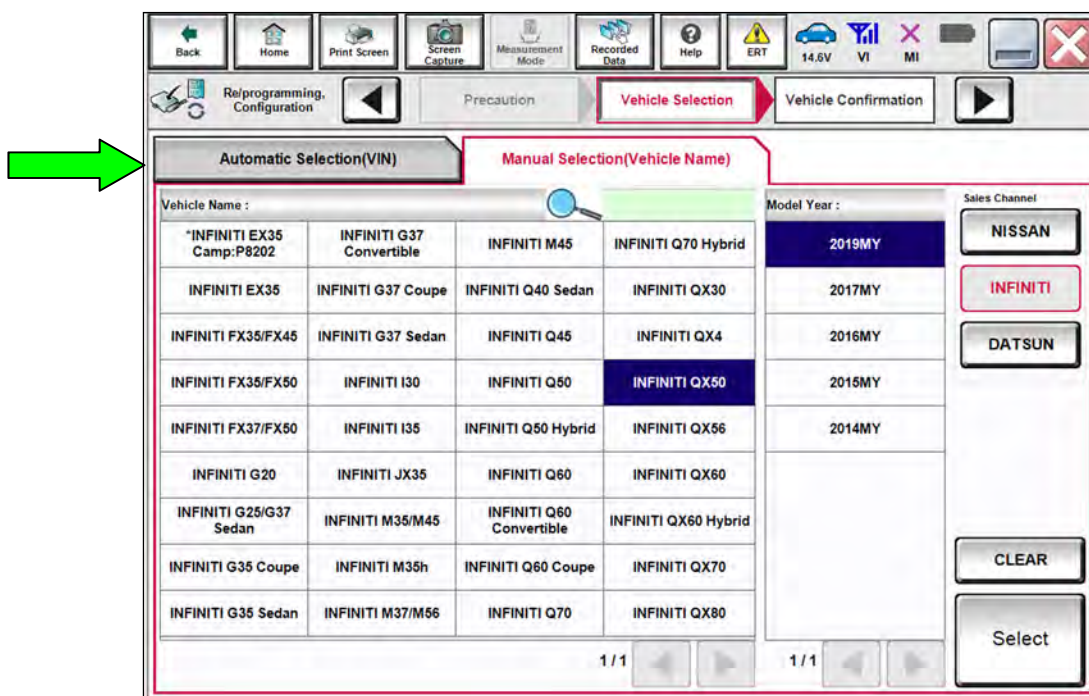


Figure 10

17. Confirm the **VIN or Chassis #** matches the vehicle's VIN, and then select **Confirm**.

Re/programming, Configuration

Vehicle Selection

Vehicle Confirmation

Please confirm selected information and touch "Confirm". In case you want to select another vehicle, touch "Change".

VIN or Chassis #	XXXXXXXXXXXX
Vehicle Name	XXX
Model Year	XXX

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Change

Confirm

Figure 11

18. Select **Confirm**.

Re/programming, Configuration

Vehicle Confirmation

Input VIN

System Selection

4/6

Input VIN

Enter the VIN number, and touch "Confirm".
According to this operation, in case of specified operation that requires to save ECU information into CONSULT, VIN number you input is saved as file name. Therefore, confirm VIN number correctly.

VIN (17 or 18 digits) XXXXXXXXXXXXXXX

Confirm

Figure 12

19. Select **TRANSMISSION**.

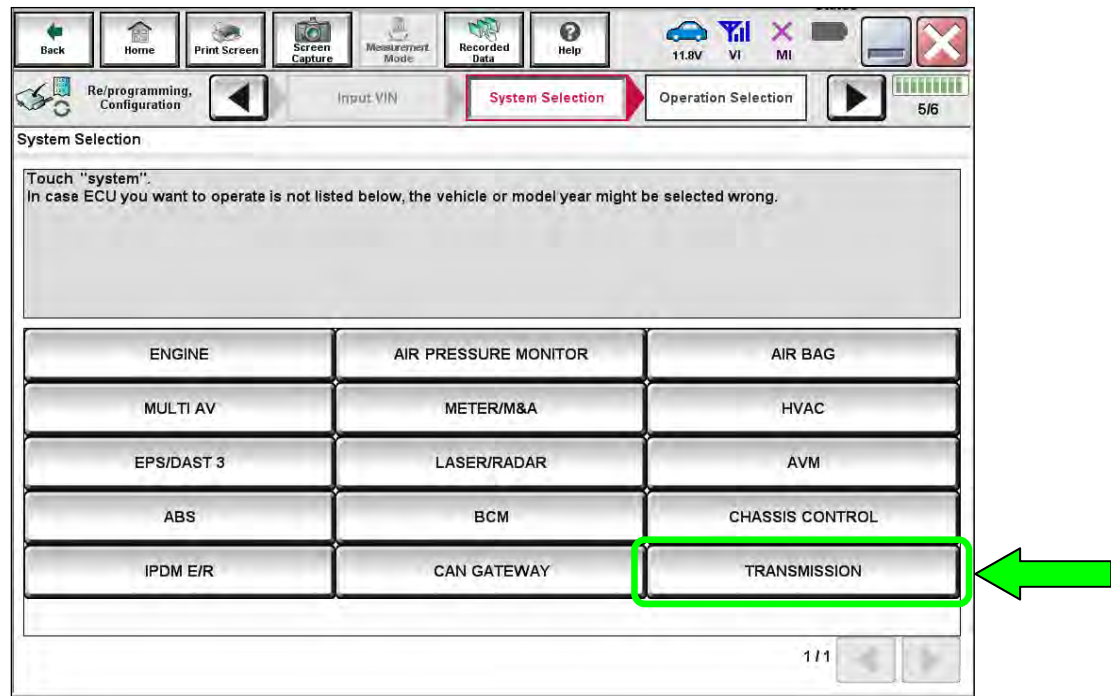


Figure 13

20. Select **After ECU Replacement**, under **Programming (Blank ECU)**.

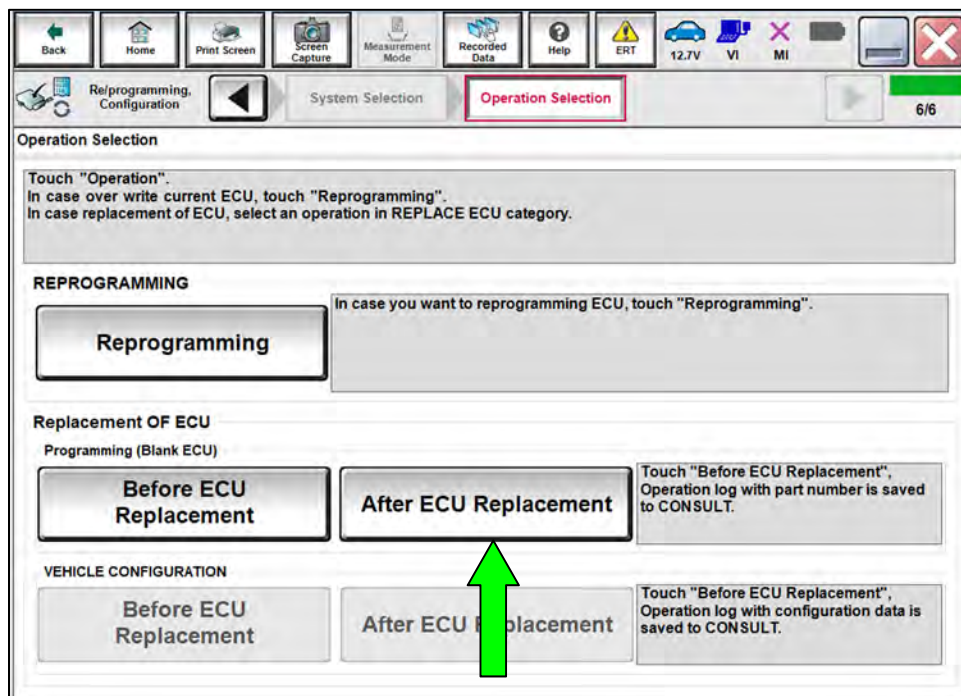


Figure 14

21. Select **EPC linked**.

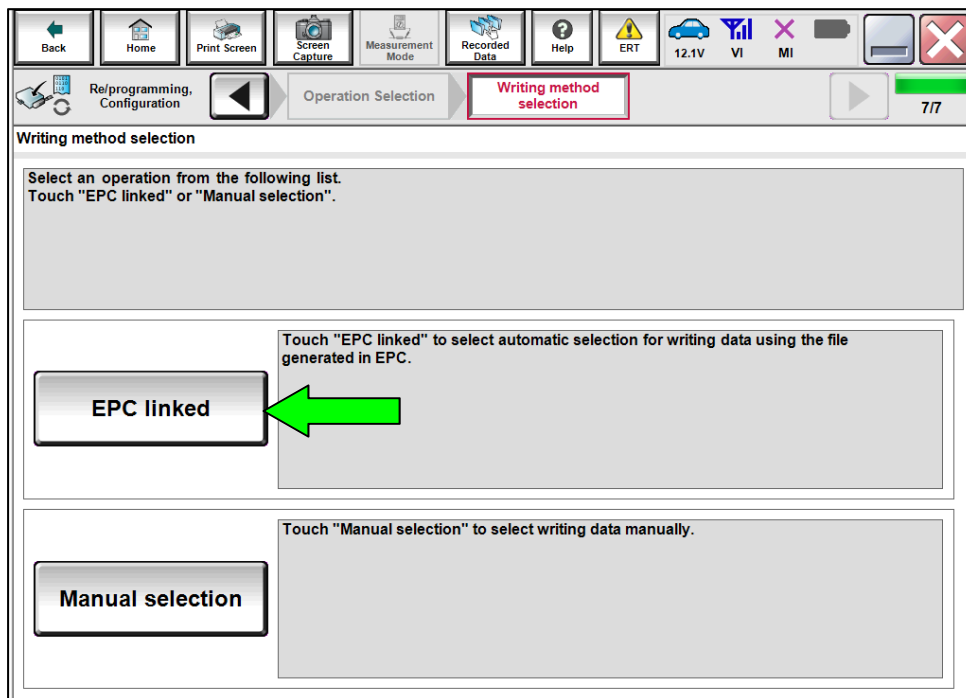


Figure 15

22. Select **File Selection**.

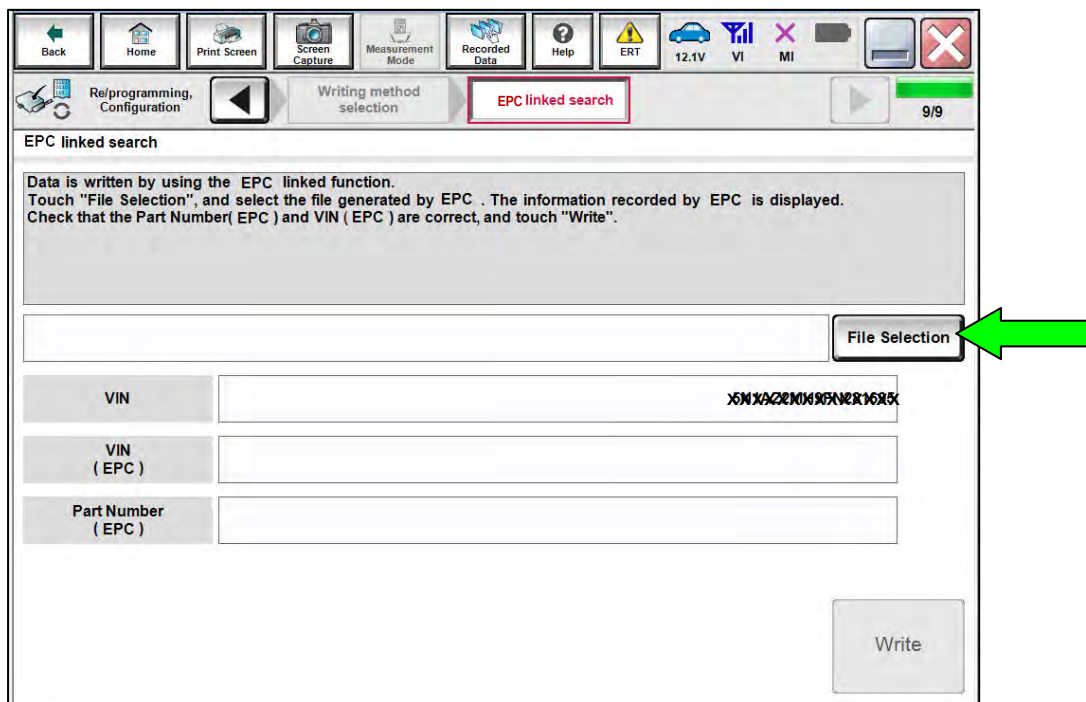


Figure 16

23. Navigate your CONSULT PC to the thumb drive and select the configuration file (see example in Figure 17).

- This will be the file that was loaded onto the thumb drive in step 7 on page 4.

NOTE:

- Navigating a computer to a file on a thumb drive is a common function, but can vary depending on the thumb drive and the individual computer set up.
- If you are unsure how to navigate to the file on your thumb drive, ask an associate in your shop who is more familiar with this process.

24. Select **Open**.

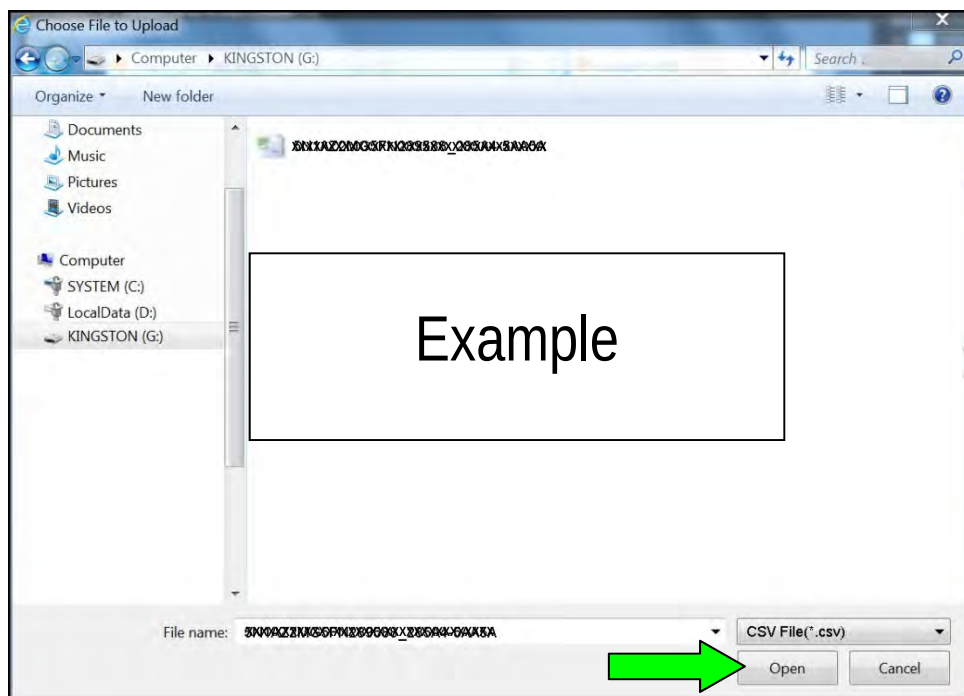


Figure 17

25. Select **Write**.

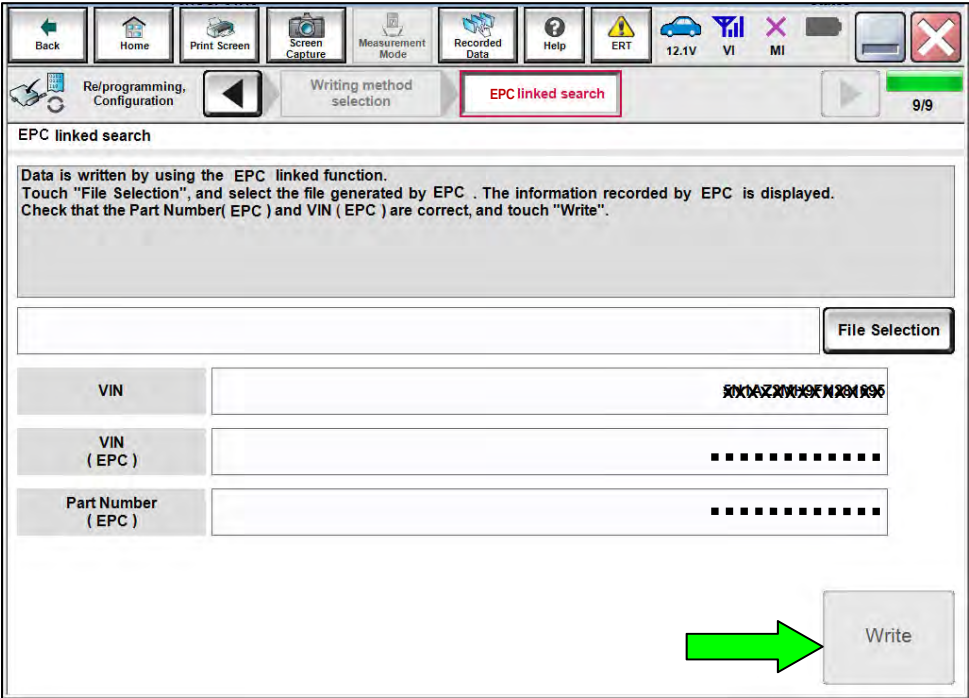


Figure 18

26. Select the ROM Data ID and then select **Next**.

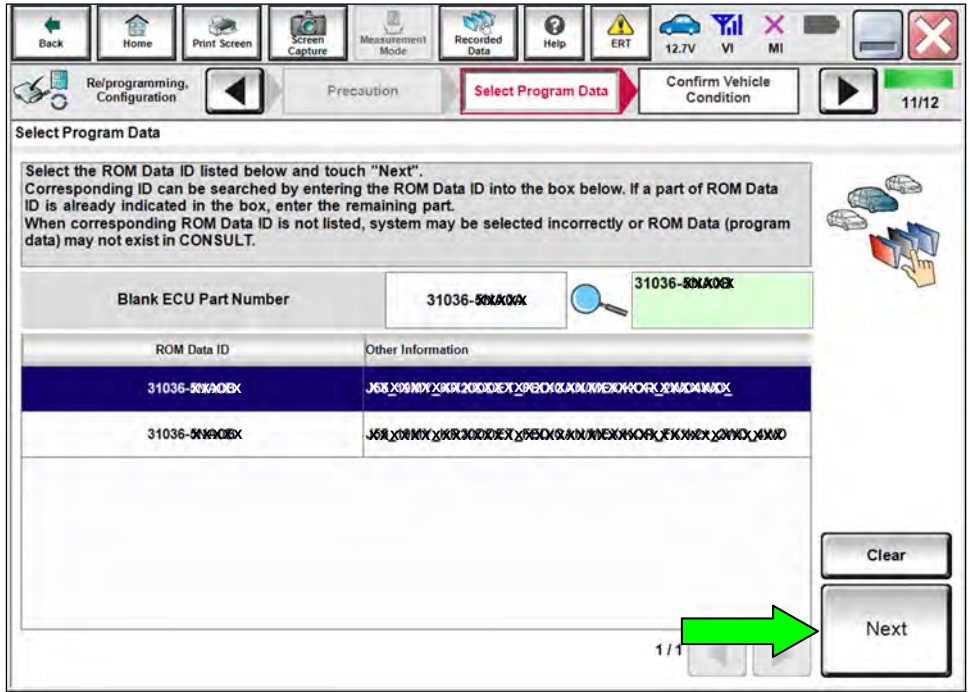


Figure 19

27. Wait for the data to transfer.

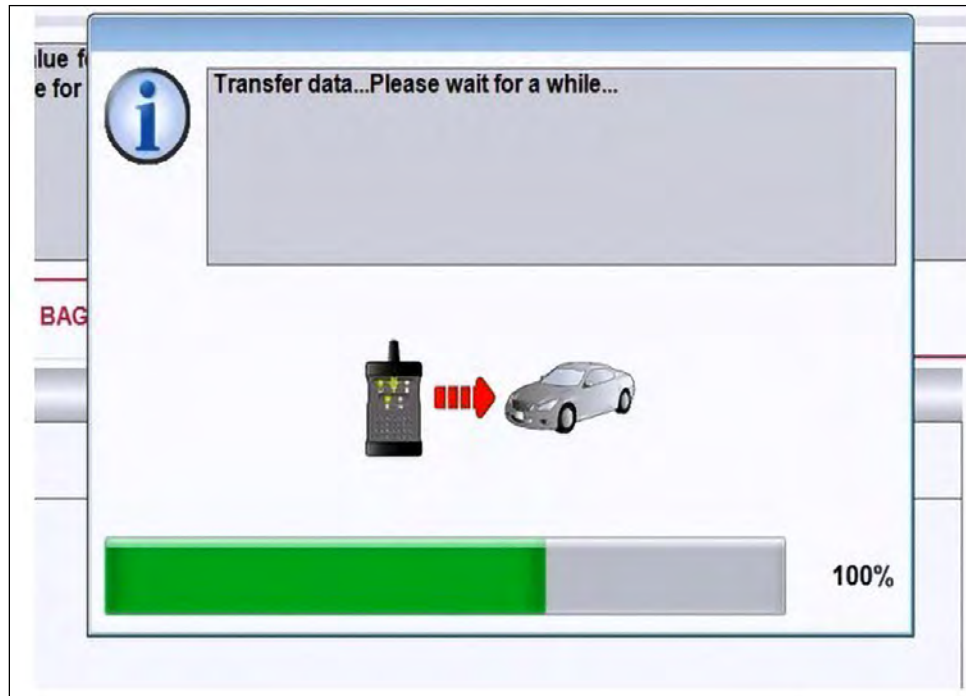


Figure 20

28. Select **Next**.

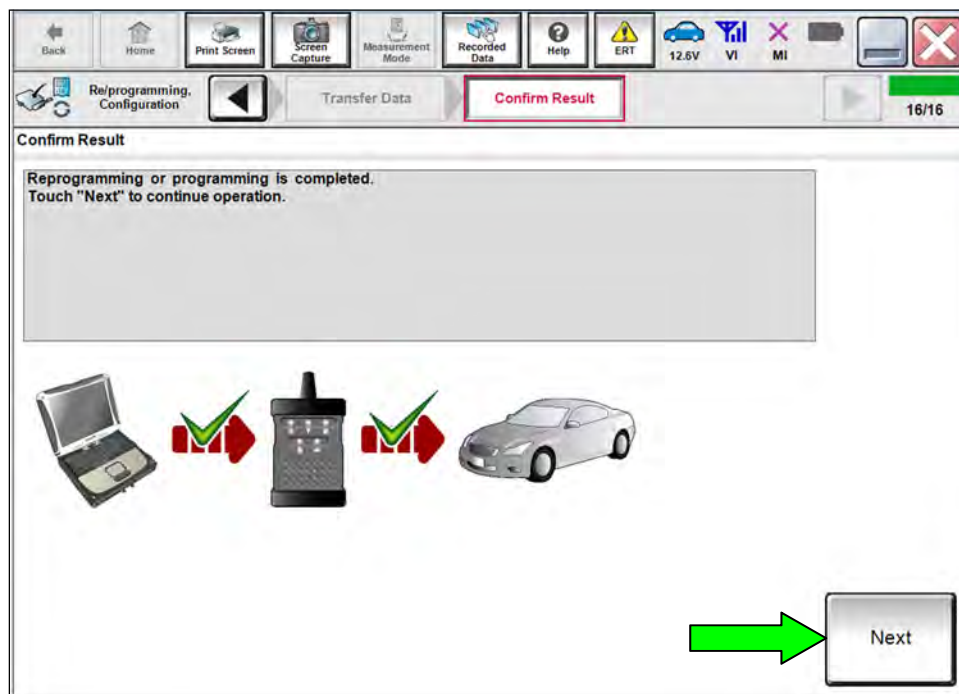


Figure 21

29. Clear any DTCs that may have stored during the procedure.

Check for Updated TCM Reprogramming Data

30. Select **Home**.

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

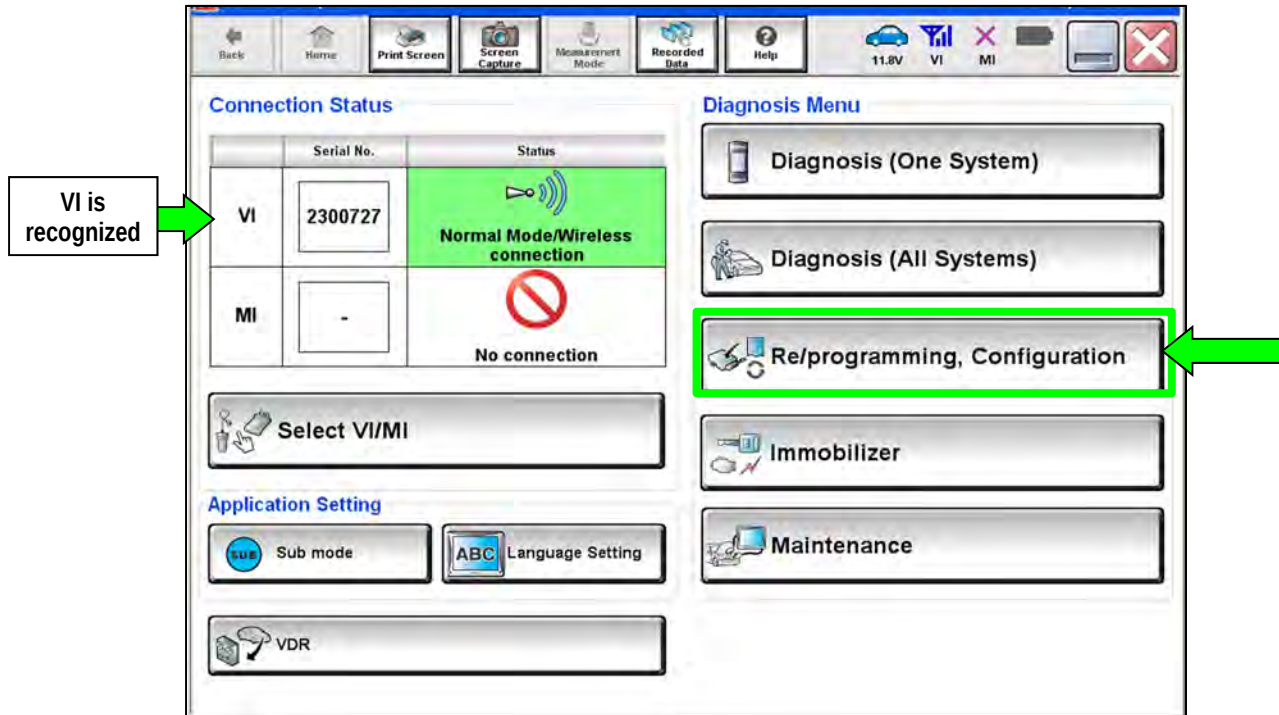


Figure 22

32. Follow the on-screen instructions to navigate C-III plus to the screen in Figure 23 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 23 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. The repair is complete. Proceed to the claims information on page 19.

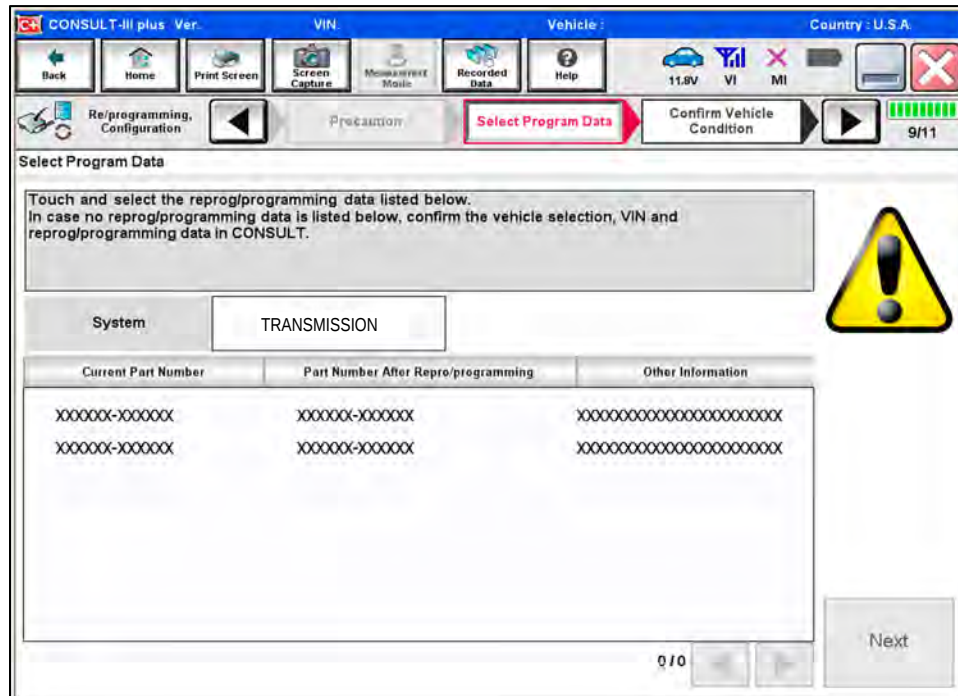


Figure 23

- 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.

33. When the screen in Figure 24 displays, reprogramming is complete. Disconnect the battery maintainer/smart charger from the vehicle.

HINT: If the screen in Figure 24 does not display (indicating that reprogramming did not complete), refer to the information on the next page.

34. Select **Next**.

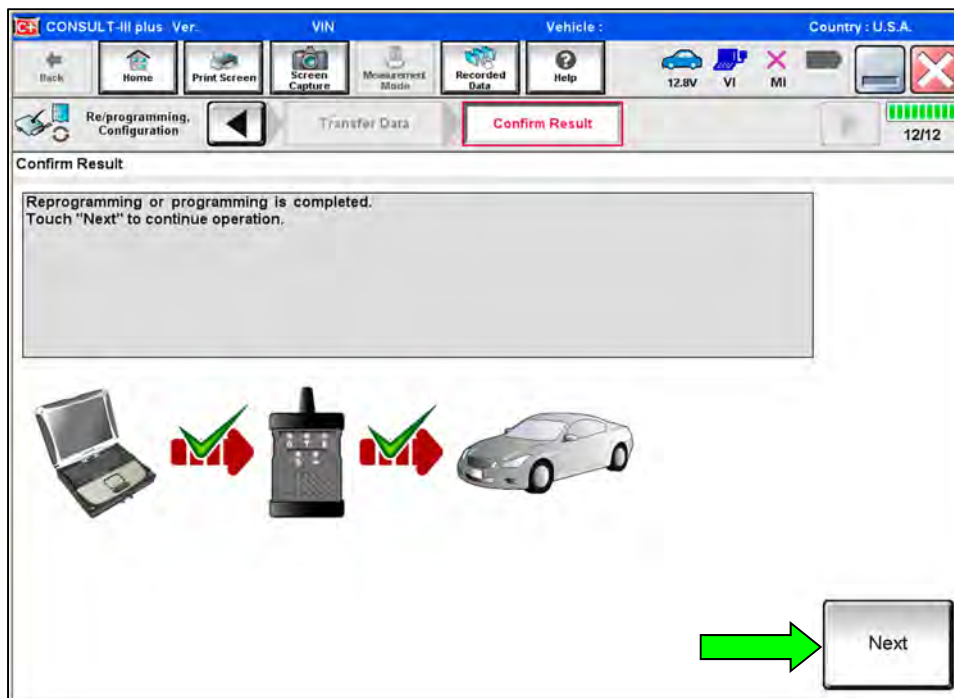


Figure 24

HINT:

- In the next step (page 18) you will perform **Erase All DTCs**.
- DTC erase is required before C-III plus will provide the final reprogramming confirmation report.

TCM Recovery:

Do not disconnect 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 25:

- 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.

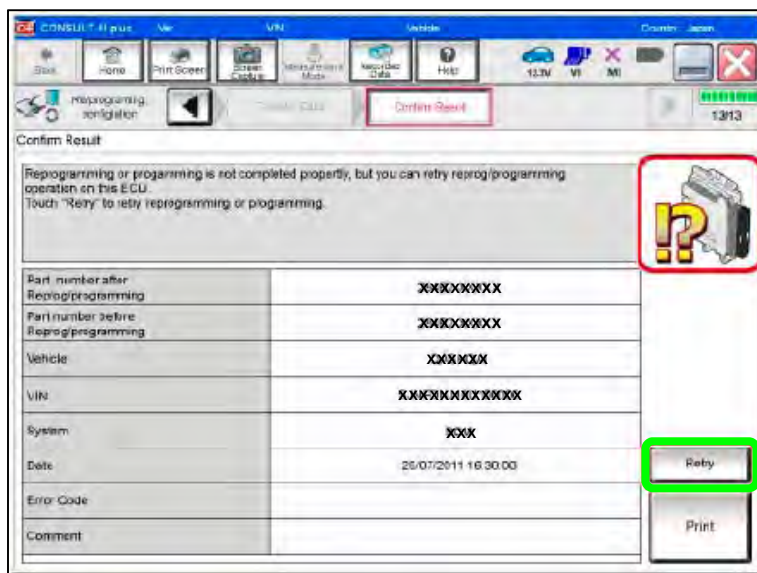


Figure 25

If reprogramming does not complete and the “X” icon displays as shown in Figure 26:

- 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.

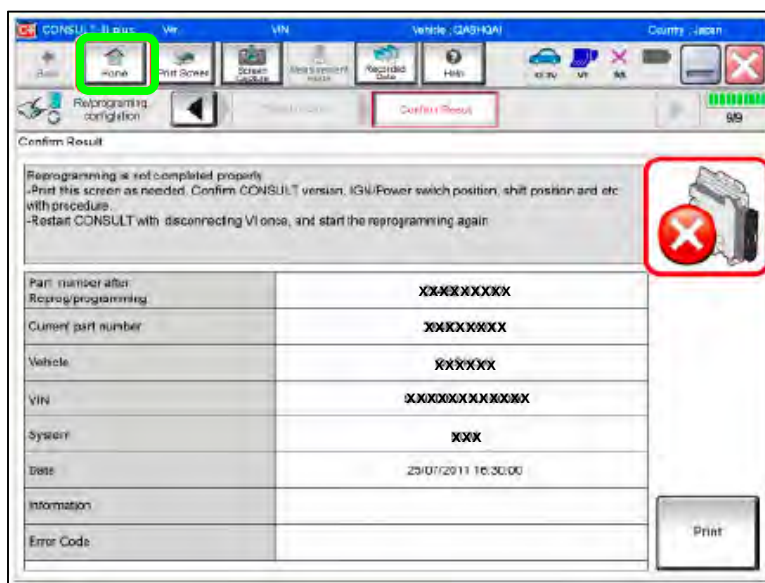


Figure 26

35. Follow the on-screen instructions to **Erase All DTCs**.
 - When the entire reprogramming process is complete, the screen in Figure 27 will display.
36. Verify the before and after part numbers are different.
37. Print a copy of the screen shown in Figure 27 and attach it to the repair order for warranty documentation.
38. Select **Confirm**.

CONSULT-III plus Ver. VIN: Vehicle: Country: U.S.A.

Back Home Print Screen Screen Capture Module/ECU Mode Recorded Data Help 14.3V VI MI 18/18

Re/programming, Configuration Erase All DTCs **Print Result / Operation Complete**

Print Result / Operation Complete

All tasks are completed. Confirm LAN access, touch "Print" to print out this page. In case CONSULT can NOT immediately access to LAN or printer, Screen Capture function is available for temporarily storage of this page. Touch "Screen Capture", and save it. Screen capture data is in "C:\Ill plus Data Folder" on desk top, and open the folder named "ScreenImages".

Part number after Reprog/programming	31036 - _ _ _ _ _
Part number before Reprog/programming	31036 - _ _ _ _ _
Vehicle	XXXXXXXXXX
VIN	XXXXXXXXXXXXXXXXXX
System	TRANSMISSION
Date	11/3/201X 2:10:21 AM

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Print Confirm

Figure 27

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Hardware Unit – Transmission Control (TCM)	310F6-5NA0A	1

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace A/T Control Unit	(1)	JE34AA	ZE	32	(2)
Reprogram A/T Control Unit		JE99AA			

- (1) Reference the electronic parts catalog and use the HARDWARE UNIT – TRANSMISSION CONTROL (310F6-XXXXX) 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
December 1, 2020	ITB20-027	Original bulletin published