



INFINITI

TECHNICAL SERVICE BULLETIN

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| Classification: AT15-006C | Reference: ITB15-011C | Date: May 17, 2022 |
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ENHANCED DIAGNOSTIC LOGIC FOR CVT JUDDER

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

| | |
|----------------------------------|--|
| APPLIED VEHICLES: | 2013 JX35 (L50) 2014 – 2015 QX60 (L50) |
| APPLIED VINS & DATES: | 2013 JX35: Built <u>after</u> 5N1AL0(**)DC 343902 / March 26, 2013 2014 QX60: All VINs / Dates 2015 QX60: Built <u>before</u> 5N1AL0(**)FC 525808 / April 14, 2015 |
| APPLIED ENGINES: | VQ35DE V6 engine only |

IF YOU CONFIRM

The client reports a transmission judder (shake, shudder, single or multiple bumps or vibration).

NOTE: A new diagnostic logic has been established to enhance the diagnostic process by storing diagnostic trouble codes (DTCs) on **APPLIED VEHICLES**.

The new DTCs are:

- P17F1 (CVT_JUDDER [C/U INSPECTION])
- P17F0 (CVT_JUDDER [T/M INSPECTION])

ACTION

1. Refer to page 4, step 6 in the **SERVICE PROCEDURE** to confirm this bulletin applies to the vehicle you are working on.

NOTE: The current TCM Part Numbers in this bulletin have been updated. The vehicle you are working on may require reprogramming per this bulletin again.

2. If this bulletin 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

IMPORTANT: Before starting, make sure:

- ASSIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT software updates (if any) have been installed.

NOTE:

- Most instructions for reprogramming with CONSULT 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 REPROGRAMMING FOR ENGINE OR TRANSMISSION CONTROL MODULE (ECM OR TCM)**” general procedure.

CAUTION:

- 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.. If the vehicle battery voltage drops 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 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 VI to the vehicle to begin the reprogramming procedure.
2. Start C-III plus.
3. Wait for the VI to be recognized (Figure 1).
 - The serial number will display when the VI is recognized.
4. Select **Re/programming, Configuration**.

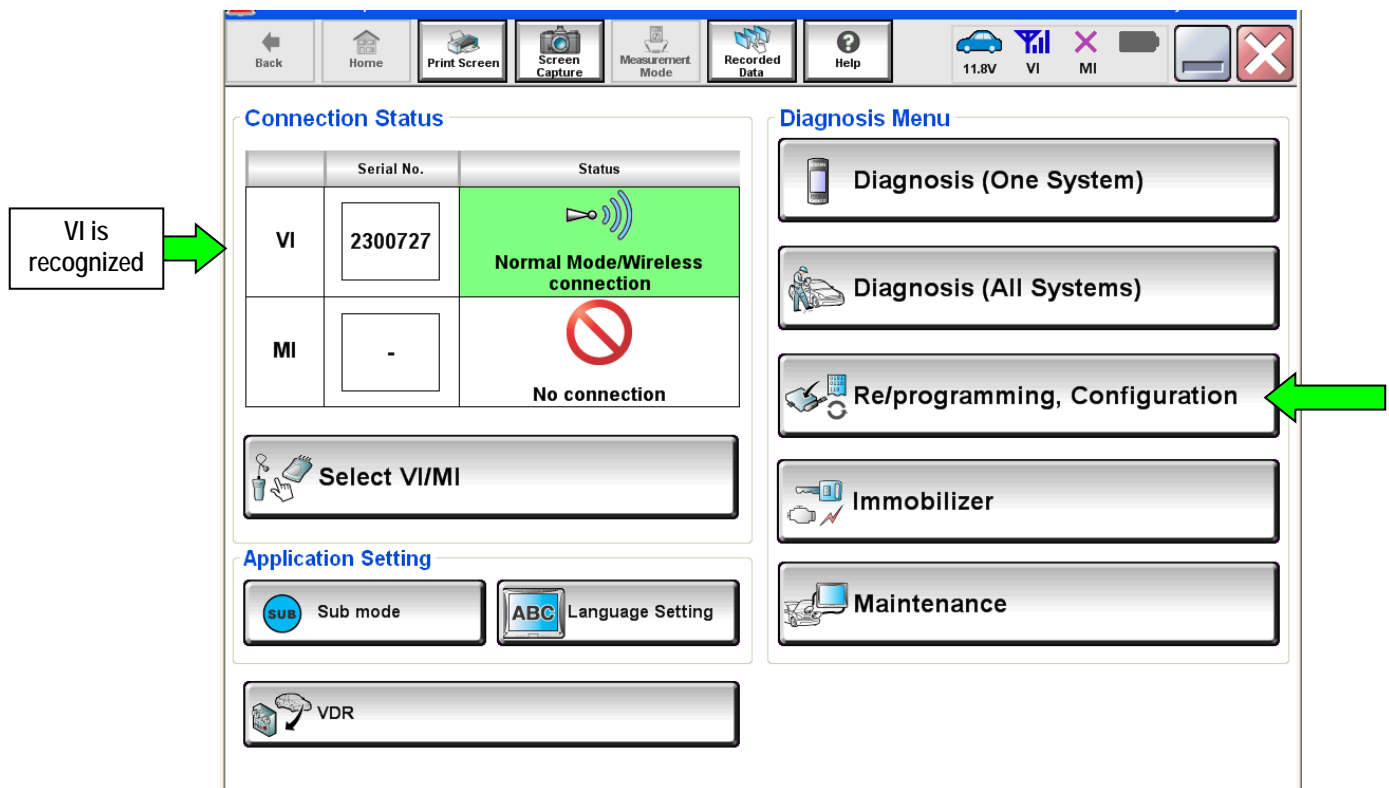


Figure 1

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 TCM Part Number and write it on the repair order.

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

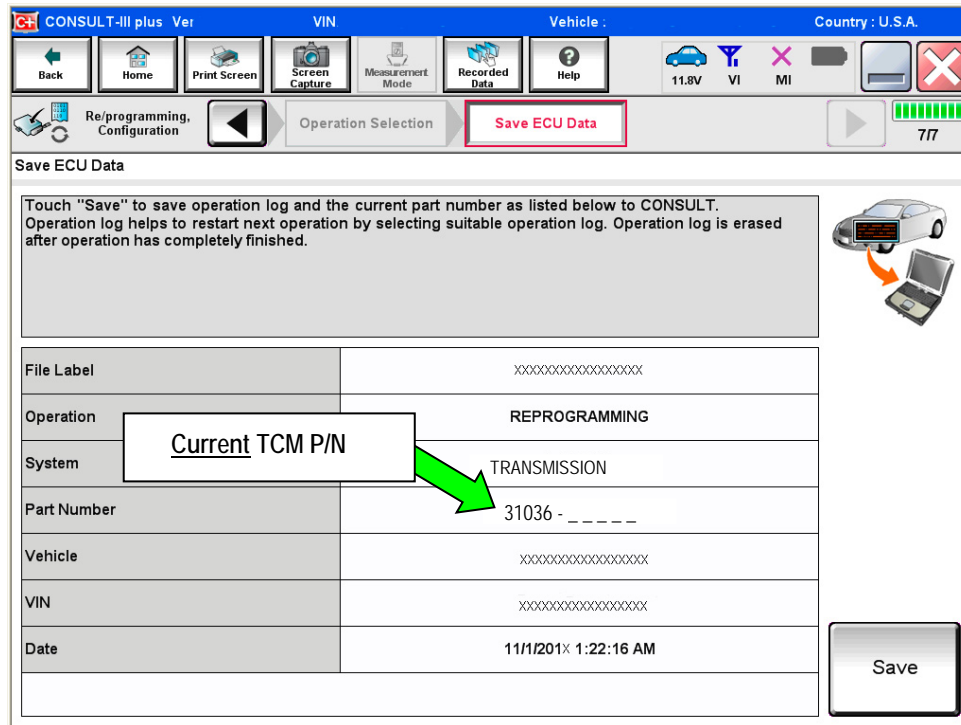


Figure 2

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

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

Table A

| MODEL | CURRENT TCM PART NUMBER BEFORE REPROGRAMMING: 31036 - |
|-----------------------------|--|
| 2013 JX35 | 9NA6A, 9NA6B, 9NA6C, 9NA6D, 9NA6E 3JU0A, 3JU0B, 3JU0C, 3JU0D, 3JU0E 3JU1A 9NA7A 9NA9C, 9NA9D |
| 2014 QX60 with V6 engine | 9NA7A, 9NA7B, 9NA7C, 9NA7D 3JU3A, 3JU3B, 3JU3C, 3JU3D 9NA8E 9NA9E |
| 2015 QX60 with V6 engine | 9NB0A, 9NB0B, 9NB0E |

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.
 - 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 CONSULT and disconnect from the vehicle.

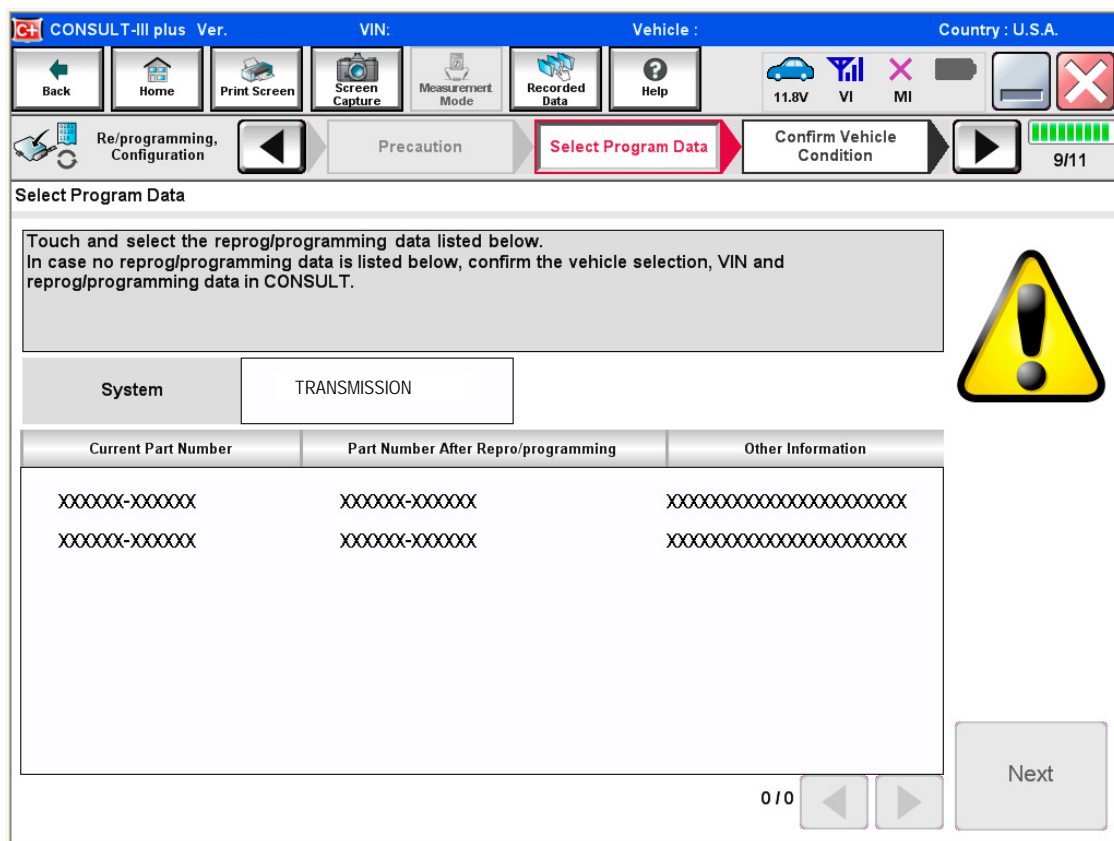


Figure 3

IMPORTANT: If C-III plus locks up/freezes at this point, or displays "cannot complete reprogramming, the CONSULT PC is set up with User Rights. Reprogramming can be completed with Administrator log in", the CONSULT PC settings need to be changed so that Users have full access rights. See your retailer's IT System Administrator for details.

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 the information on the next page.

9. Disconnect the battery maintainer/smart charger from the vehicle.

10. Select **Next**.

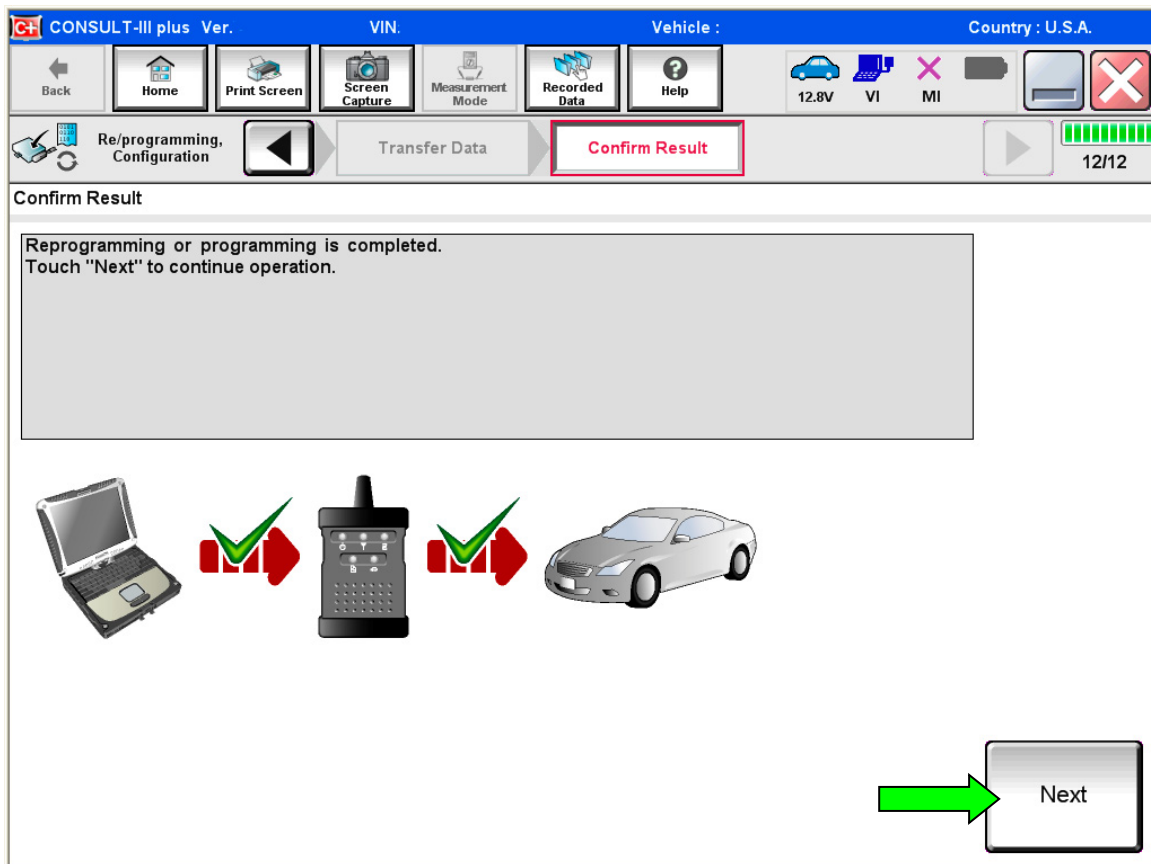


Figure 4

NOTE:

- In the next step (page 8), 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 the 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.

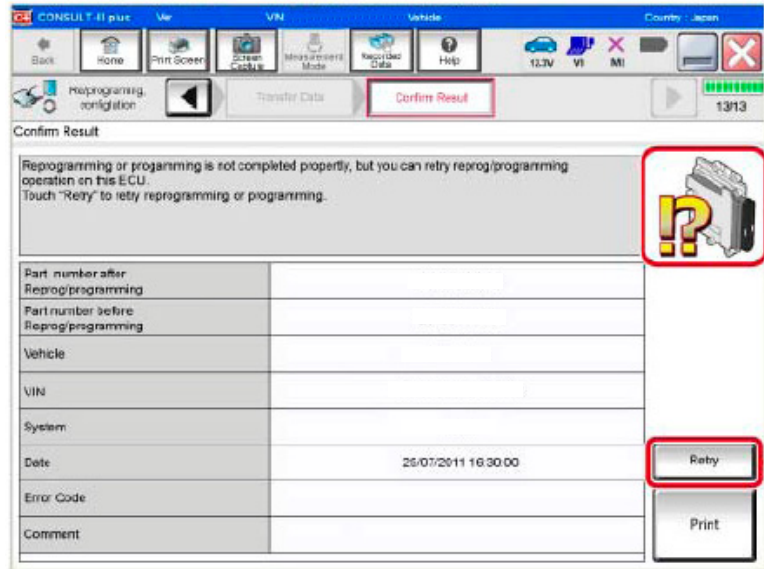


Figure 5

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.

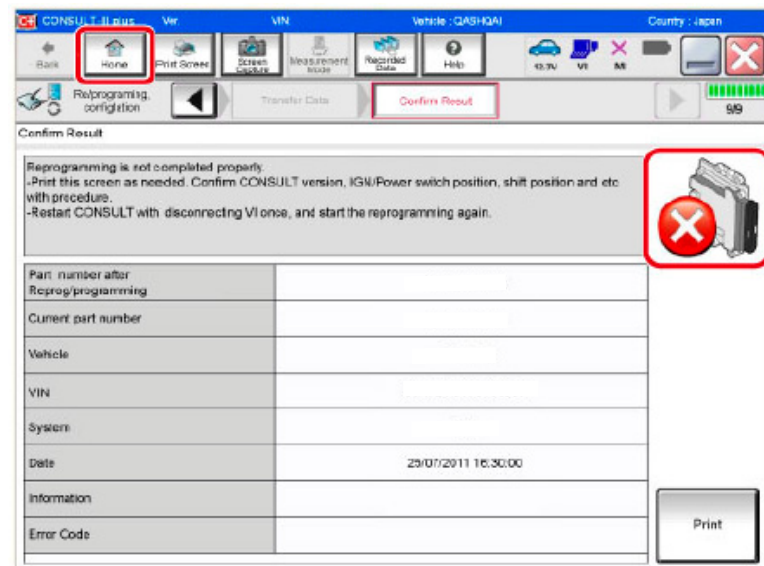


Figure 6

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

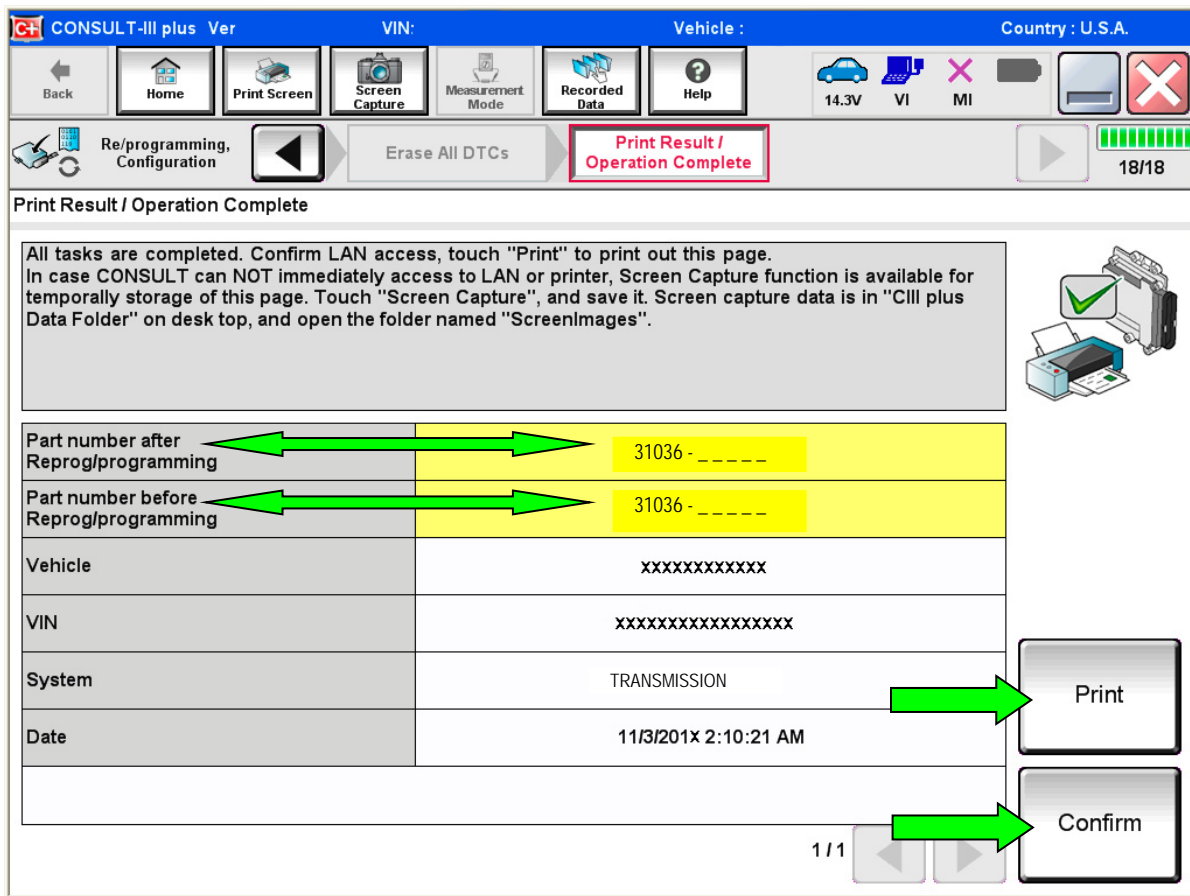


Figure 7

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

NOTE: The Information below is provided as **SERVICE INFORMATION** and is not part of the **SERVICE PROCEDURE** in this bulletin.

SERVICE INFORMATION

DTC detection drive pattern for P17F0 / P17F1

- This new diagnostic logic will monitor conditions in the CVT and provide a more precise diagnosis of any potential issues with the CVT.
- Figure 8, on the next page, illustrates conditions under which judder can be reproduced.
- Specific drive conditions that can be used to test for judder (shake, shudder, single or multiple bumps or vibration) are:
 1. Slowly accelerate from a stop (zero mph), applying only slight accelerator pedal (**0% - 10% throttle opening**) until 40 mph is reached.
 - During acceleration, torque converter engagement (full lock up) can occur between 20-35 mph.
 2. Prior to torque converter lock up, slowly modulate the accelerator pedal:
 - a. Decrease the accelerator pedal pressure slowly, approaching a closed throttle position.
 - b. Smoothly and slowly reapply accelerator pedal pressure back to approximately 10% throttle opening.

IMPORTANT:

- Slight grade (climbing hill) may aid in performing the above drive conditions.
- DTC detection logic will require three events before storing a DTC.
- If DTC P17F1 or P17F0 is stored, refer to ITB15-012 for repair information.

- Figure 8, below, illustrates conditions under which judder can be reproduced.

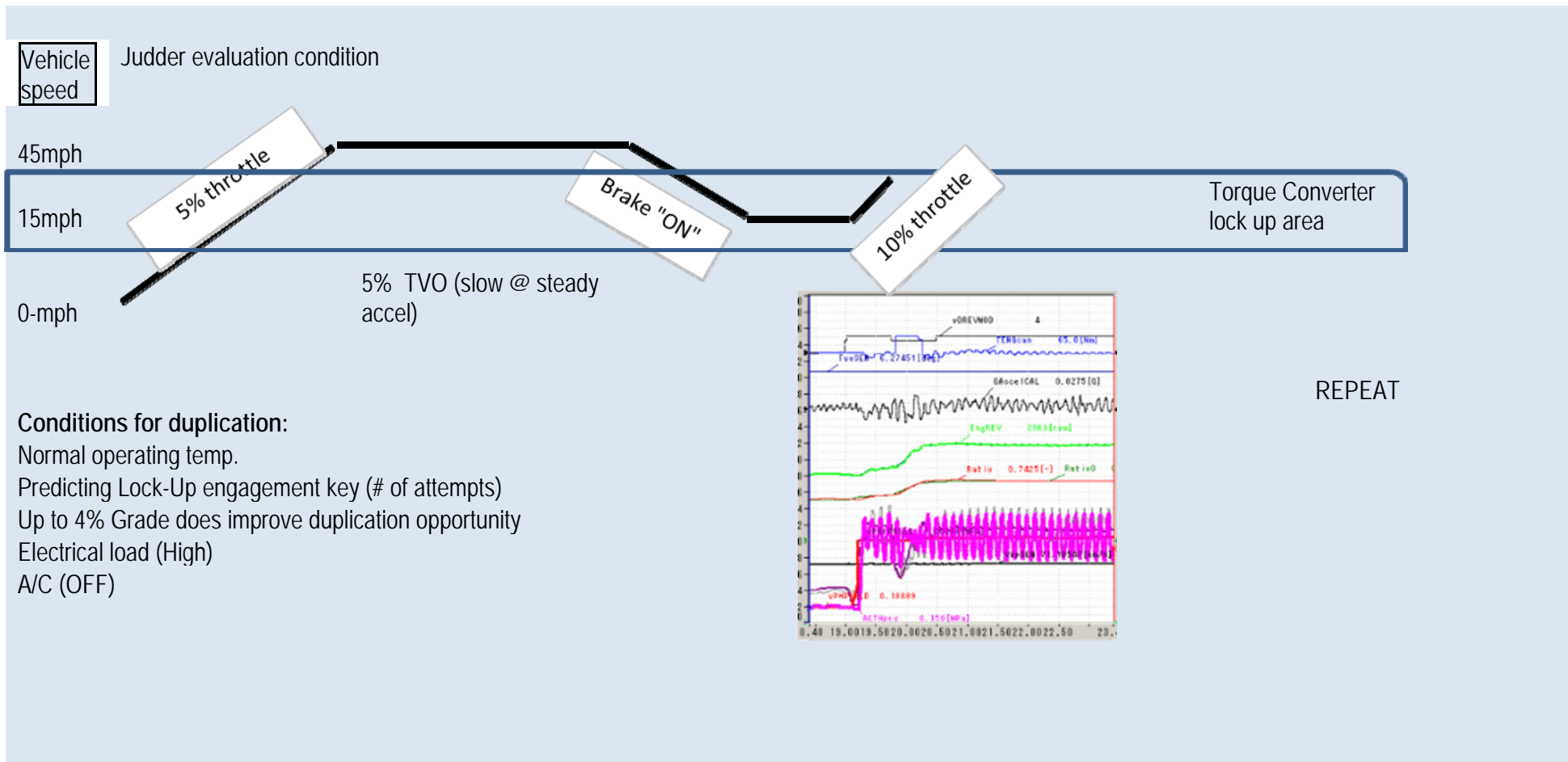


Figure 8

CLAIMS INFORMATION

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

| DESCRIPTION | PPF | OP CODE | SYM | DIA | FRT |
|---------------------------------------|-----|---------|-----|-----|-----|
| Reprogram Transmission Control Module | (1) | JE99AA | ZE | 32 | (2) |

- (1) Refer to the Electronic Parts Catalog and use the Transmission Control Module part number (31036-XXXXX) as the PFP.
- (2) Reference the current Infiniti Warranty Flat Rate Manual and use the indicated Flat Rate Time.

AMENDMENT HISTORY

| PUBLISHED DATE | REFERENCE | DESCRIPTION |
|-------------------|------------|-----------------------------|
| March 12, 2015 | ITB15-011 | Original bulletin published |
| December 21, 2015 | ITB15-011a | Pages 1 and 4 revised |
| April 5, 2016 | ITB15-011b | Page 4 revised |
| May 17, 2022 | ITB15-011C | Page 9 revised |

