



# TECHNICAL SERVICE BULLETIN

Classification: HA23-003	Reference: ITB23-011	Date: March 14, 2023
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## INTERMITTENT OPERATION OF HVAC BLOWER

**APPLIED VEHICLES:** 2022-2023 QX60 (L51)  
**APPLIED DATES:** Built before December 1, 2022

### IF YOU CONFIRM

The HVAC blower is inoperative at initial vehicle start up,

### OR

The client states the HVAC blower has been inoperative during initial vehicle start up.

### ACTION

Follow the **SERVICE PROCEDURE** on the next page to:

1. Confirm the current A/C Amplifier part number.
2. Reprogram the A/C Amplifier, if needed.

**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.

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

### Confirm the Current A/C Amplifier Part Number

**IMPORTANT:** Before starting, make sure:

- ASSIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT-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 A/C Amplifier may be damaged.
- Be sure to turn OFF all vehicle electrical loads.  
If a vehicle electrical load remains ON, the A/C Amplifier 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 A/C Amplifier 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 A/C Amplifier may be damaged.

1. Confirm that the CONSULT PC is connected to Wi-Fi.
2. Connect the VI to the vehicle.
3. Turn the ignition ON with the engine OFF.
4. Start C-III plus.

5. If prompted, select **USA/CANADA Dealers** from the drop down menu, and then select **OK**.

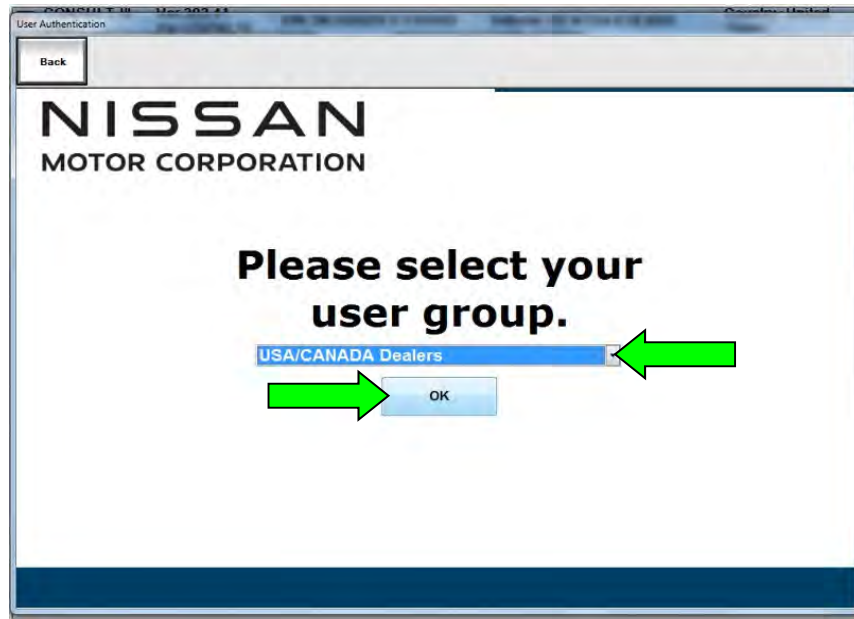


Figure 1

6. Login using your NNAnet credentials (Figure 2).

**IMPORTANT:** If not prompted to enter your username and password, the CONSULT PC may not be connected to Wi-Fi. Close C-III plus, confirm the CONSULT PC is connected to Wi-Fi, and then reopen C-III plus.

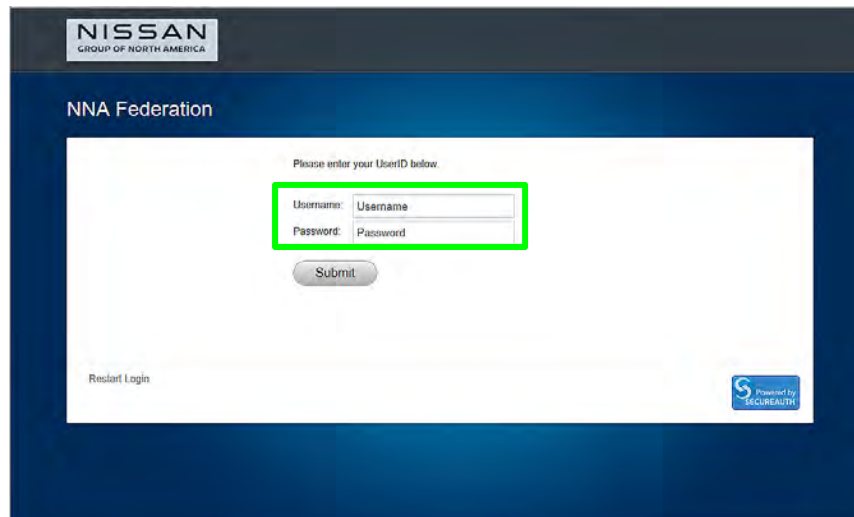


Figure 2

7. Wait for the VI to be recognized.
  - The serial number will display when the VI is recognized (Figure 3 on page 4).

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

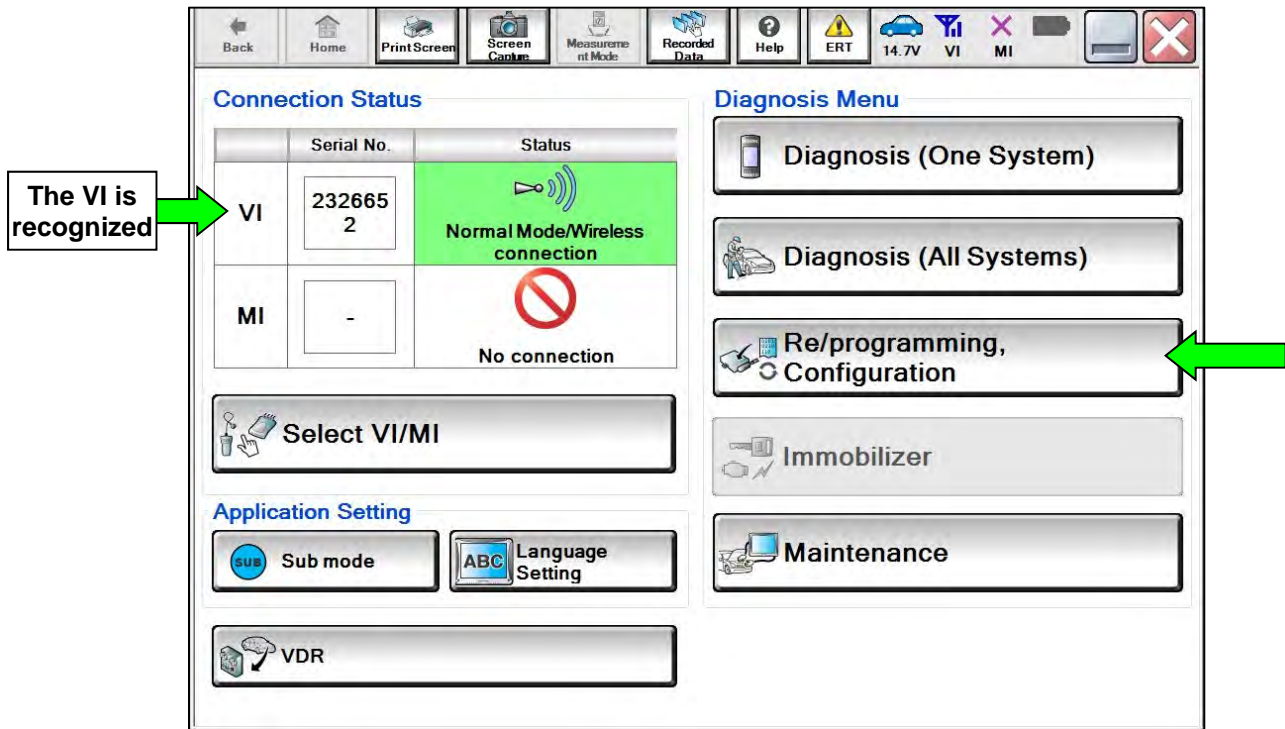


Figure 3

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

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

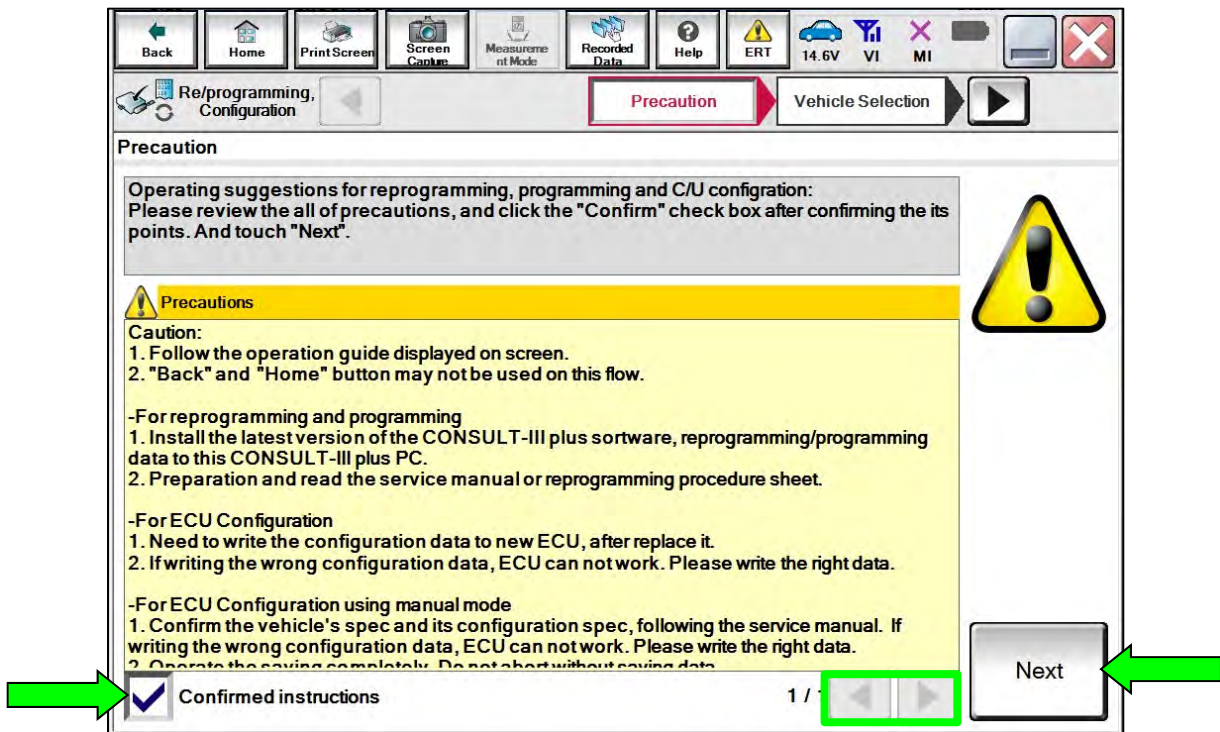


Figure 4

10. Select Automatic Selection(VIN).

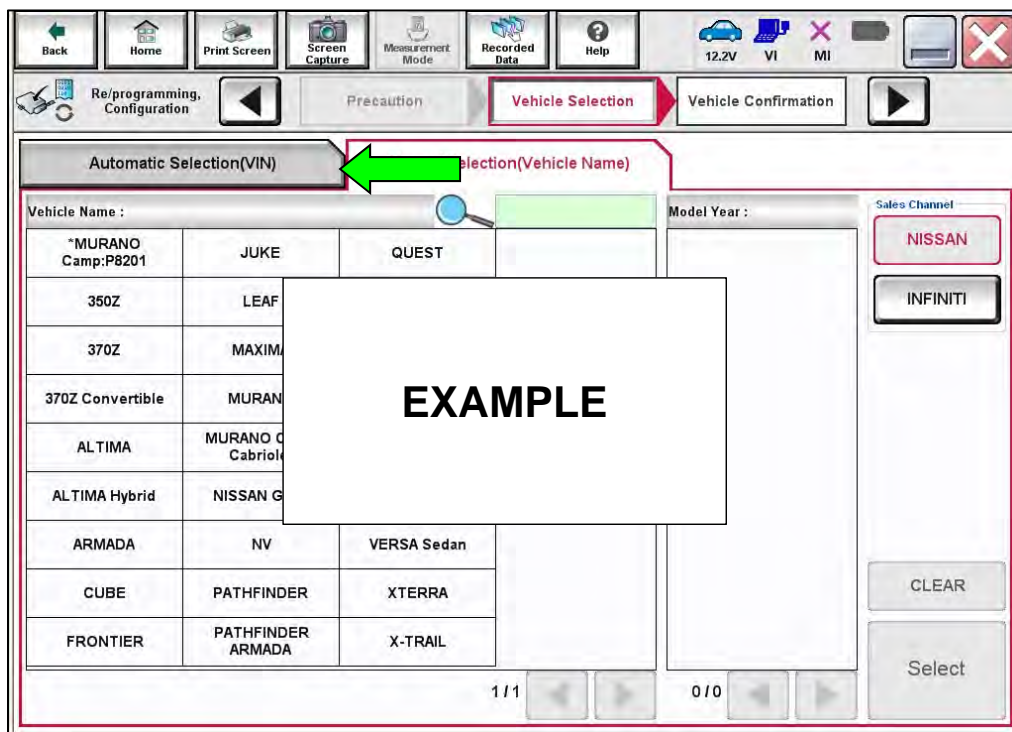


Figure 5

11. Allow C-III plus to perform automatic VIN selection.

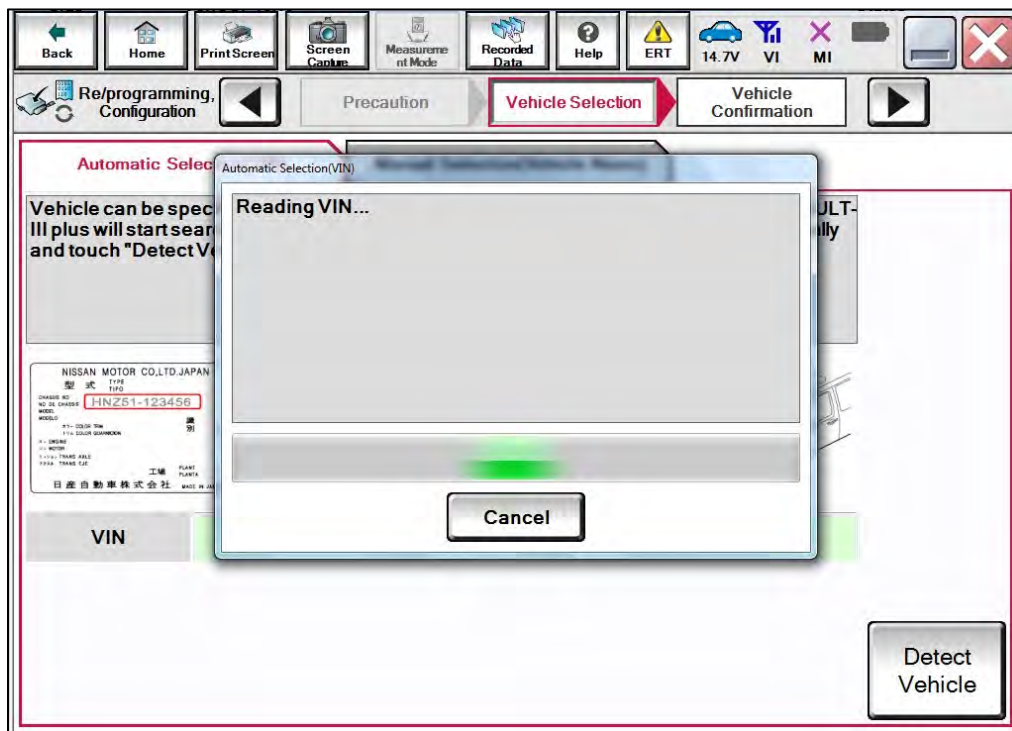


Figure 6

12. Confirm the **VIN or Chassis #** is correct, and then select **Confirm**.

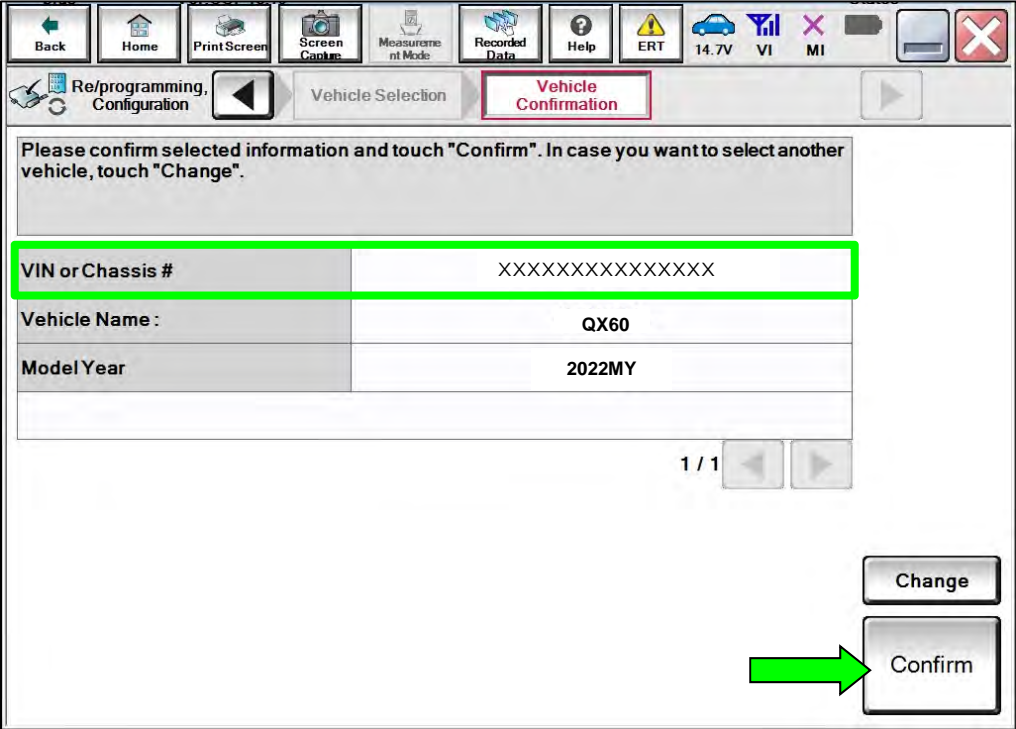


Figure 7

13. Allow the **System call** to be performed.

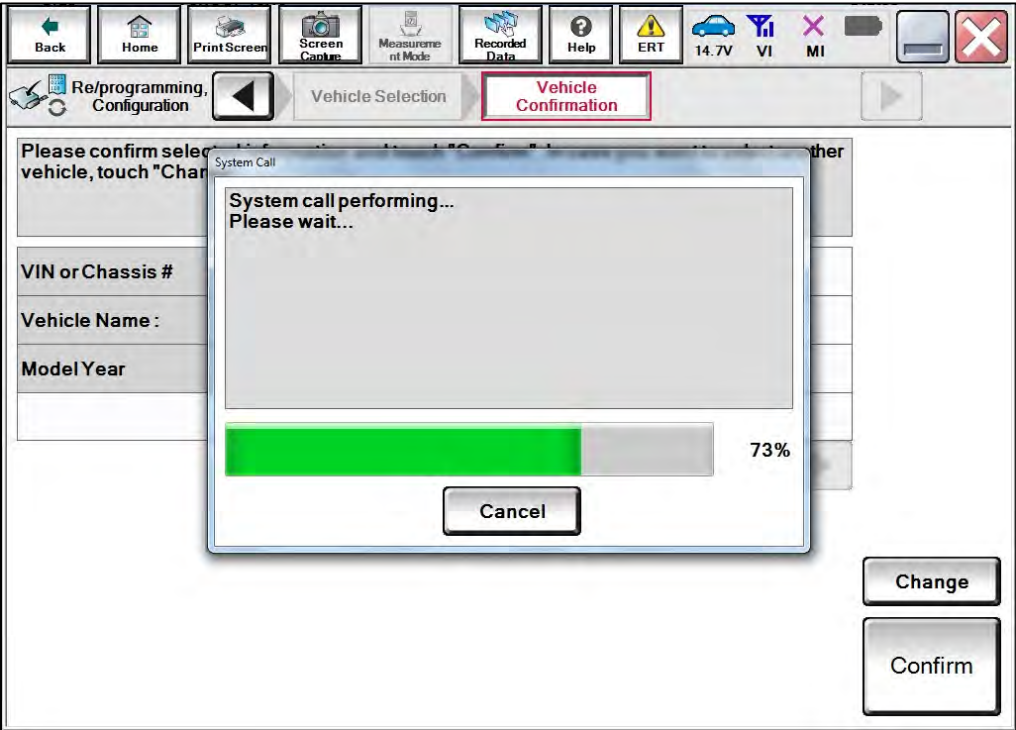


Figure 8

14. Confirm the VIN is correct for the vehicle, and then select **Confirm**.

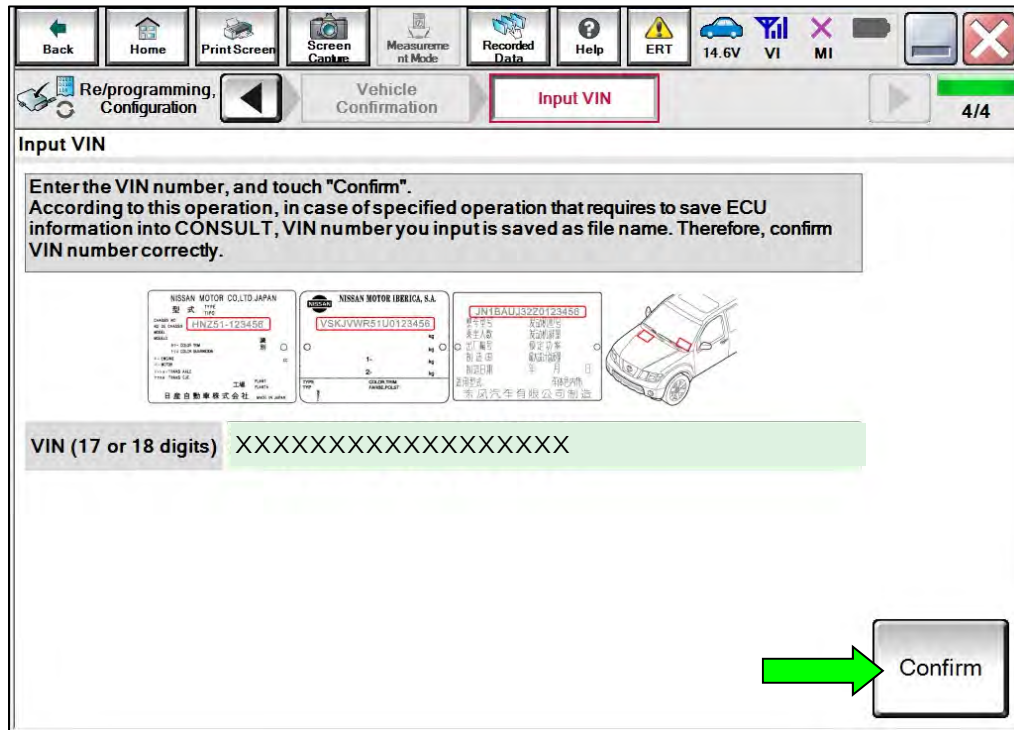


Figure 9

15. Select **HVAC**.

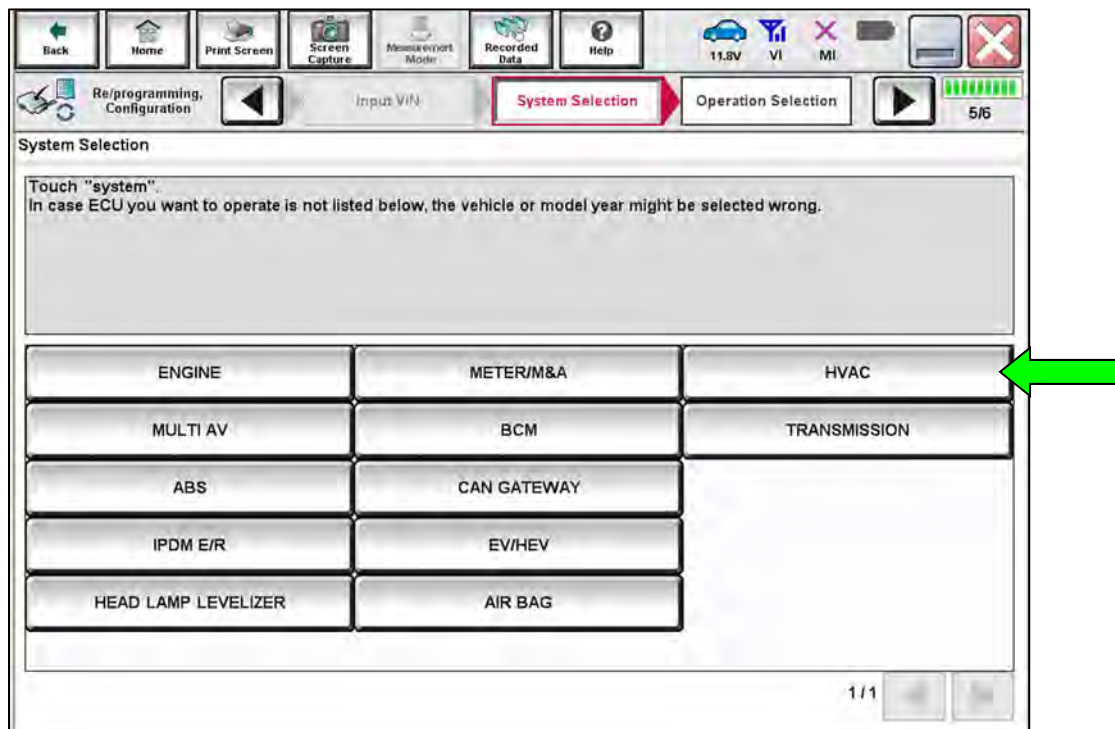


Figure 10

16. Select **Reprogramming**.

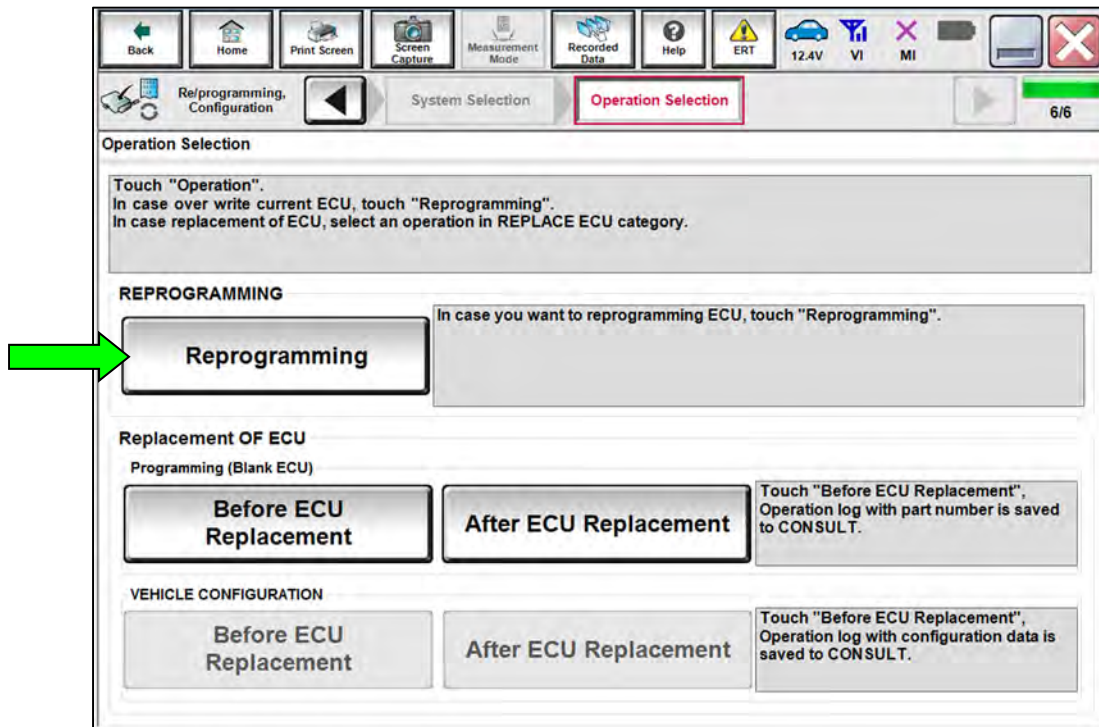


Figure 11

17. Find the A/C Amplifier **Part Number** and write it on the repair order, and then select **Save**.

**HINT:** This is the current Part Number (P/N).

- If the current **Part Number** matches one of the part numbers in **Table 1**, proceed to step 18 on page 10 to reprogram the A/C Amplifier.
- If the current **Part Number** does not match one of the part numbers in **Table 1**, this bulletin does not apply. Return to ASIST for further diagnostic and repair information.

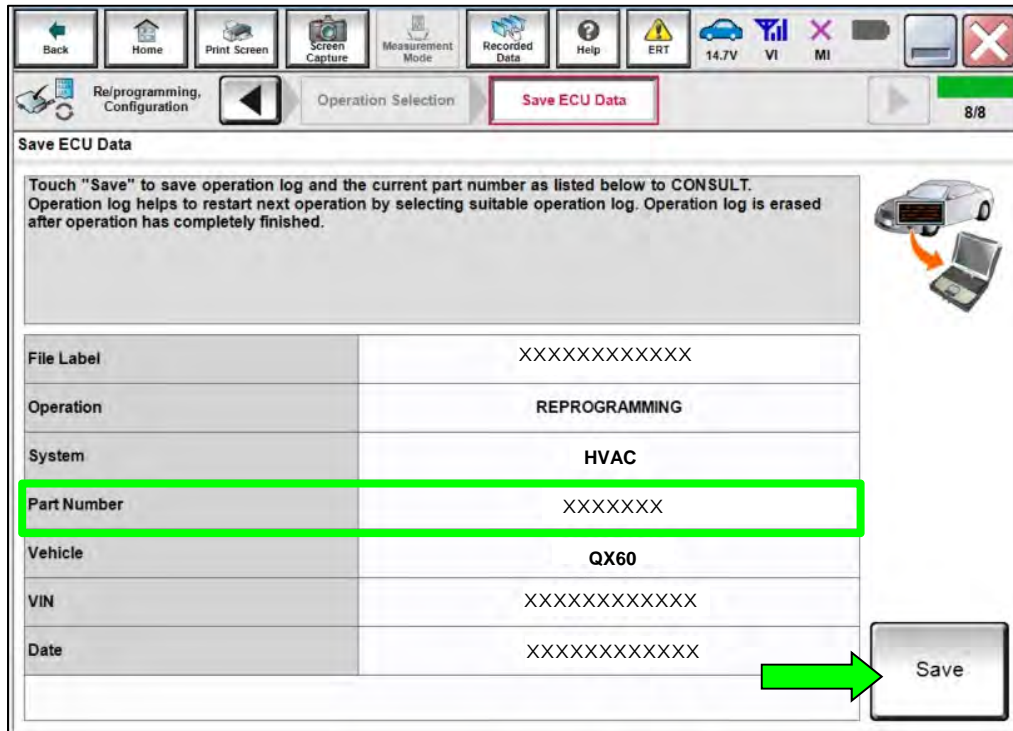


Figure 12

Table 1

MODEL	CURRENT A/C AMPLIFIER PART NUMBER: 27760-
QX60	6TA0C, 6TA0D 6SD0D, 6SD0E

## Reprogram the A/C Amplifier

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

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

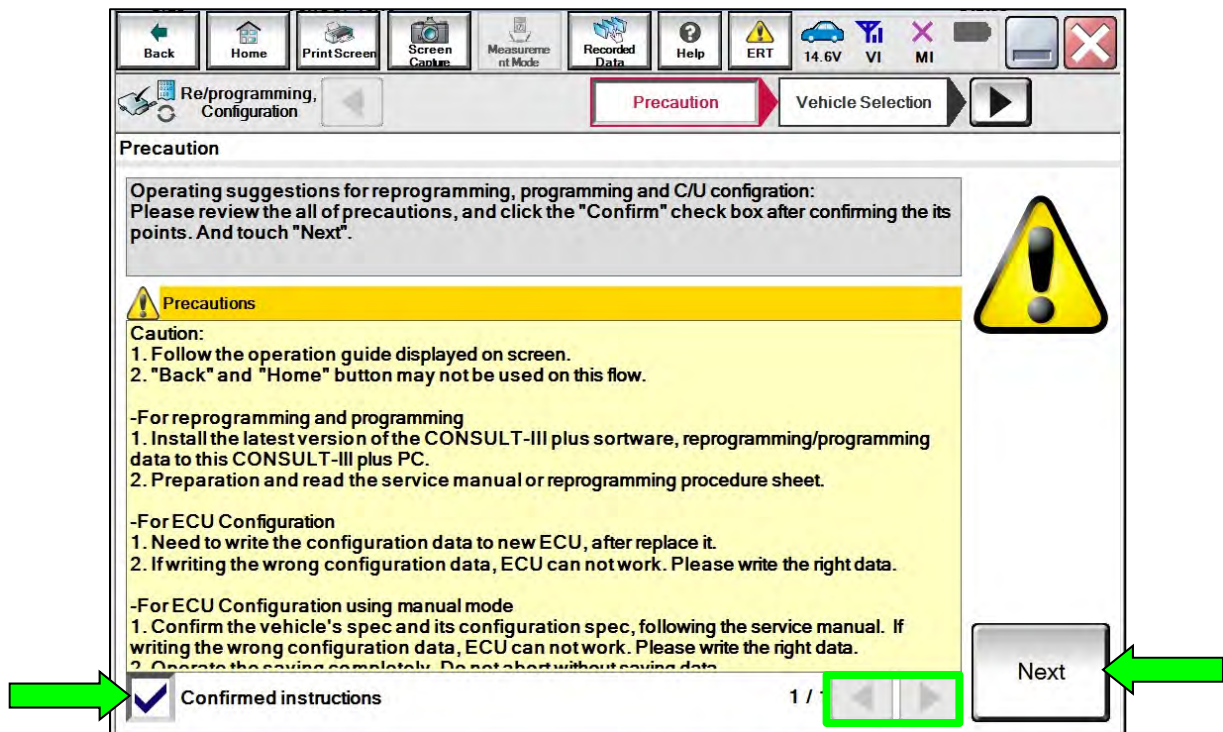


Figure 13

19. Follow the on-screen instructions to navigate C-III plus and reprogram the A/C Amplifier.

20. Select **Next**, and then proceed to step 21.

**HINT:** When the screen in Figure 14 displays, A/C Amplifier reprogramming is complete. If the screen in Figure 14 does not display (indicating that reprogramming did not complete), refer to the information on the next page.

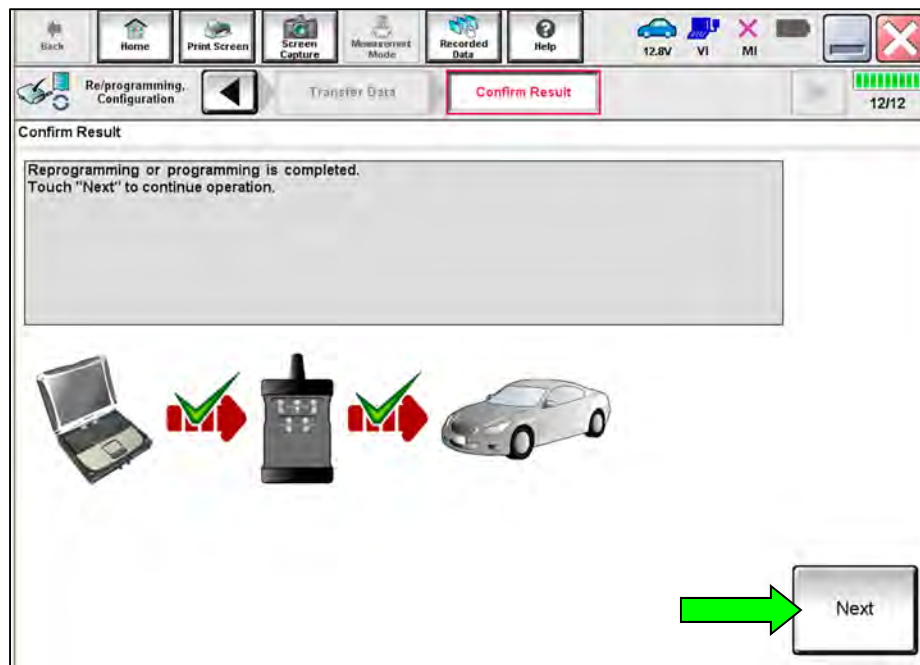


Figure 14

21. Follow the on-screen instructions to perform **Erase All DTCs**.
22. Print a copy of the confirmation screen and attach it to the repair order for warranty documentation, and then select **Confirm**.

## A/C Amplifier Recovery:

**Do not disconnect the VI or shut down CONSULT if reprogramming does not complete.**

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

- Check battery voltage (12.0 - 15.5 V).
- Ignition is ON, engine OFF. Or if EV in Ready Mode.
- 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.

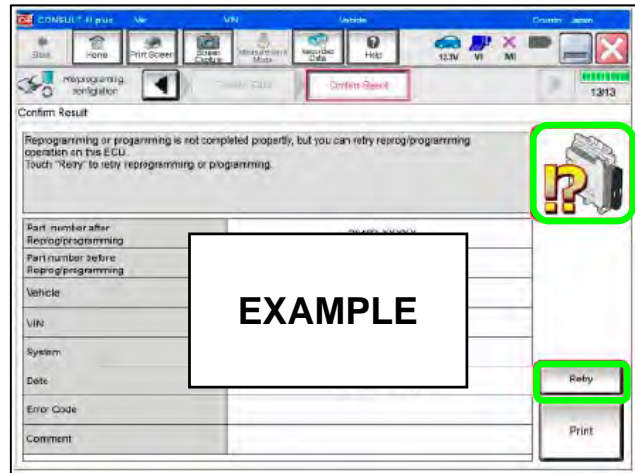


Figure 15

If reprogramming does not complete and the “X” icon displays, as shown in Figure 16:

- Check battery voltage (12.0 - 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF. Or if EV in Ready Mode.
- Transmission is in Park.
- All CONSULT VI cables are securely connected.
- All C-III plus updates are installed.
- Select **Home**, and restart the reprogram procedure from the beginning.

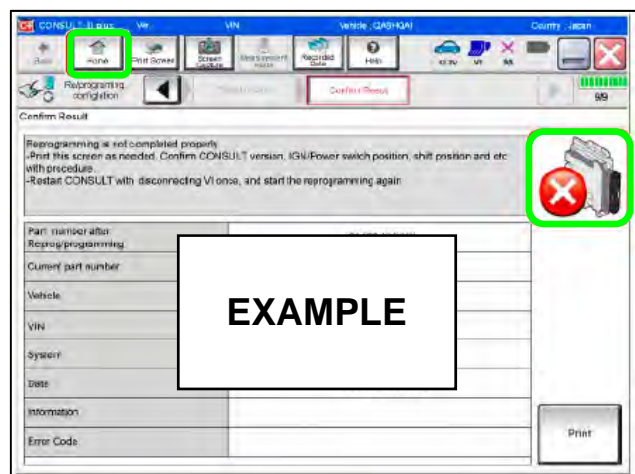


Figure 16

## CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram A/C Amplifier	(1)	TX55AA	ZE	32	0.5

- (1) Reference the electronic parts catalog and use the A/C Amplifier (27760-\*\*\*\*\*) as the Primary Failed Part (**PFP**).

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 14, 2023	ITB23-011	Original bulletin published

