



INFINITI

TECHNICAL SERVICE BULLETIN

Classification: HA21-007A	Reference: ITB22-004A	Date: June 13, 2023
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A/C INOPERATIVE WITH DTC B20C8-14 STORED IN THE IPDM E/R

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

APPLIED VEHICLES: 2022 QX60 (L51)
APPLIED DATES: Built on or before March 24, 2022

IF YOU CONFIRM

The A/C compressor is not engaging when the A/C is in the ON position, as indicated by the yellow illumination on the A/C button,

AND

DTC B20C8-14 (COMPRESSOR [ECV]) is stored in the IPDM E/R.

ACTION

1. Replace the IPDM E/R.
2. Follow the **SERVICE PROCEDURE** to configure the IPDM E/R.

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

Replace the IPDM E/R

1. Replace the IPDM E/R.
 - Refer to the ESM: **ELECTRICAL & POWER CONTROL > POWER CONTROL SYSTEM > IPDM E/R > REMOVAL AND INSTALLATION > IPDM E/R**
2. Proceed to **Configure the IPDM E/R**, below.

Configure the IPDM E/R

IMPORTANT: Before starting, make sure all C-III plus software updates (if any) have been installed.

3. Confirm that the CONSULT PC is connected to Wi-Fi.
4. Turn ON the ignition.
5. Connect the VI to the vehicle.
6. Start C-III plus.
7. If prompted, select **USA/CANADA Dealers** from the drop down menu, and then select **OK**.
8. Login using your NNAnet credentials.

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.
9. Wait for the VI to be recognized.
 - The serial number will display when the VI is recognized (Figure 1 on page 3).

10. Select Re/programming, Configuration.

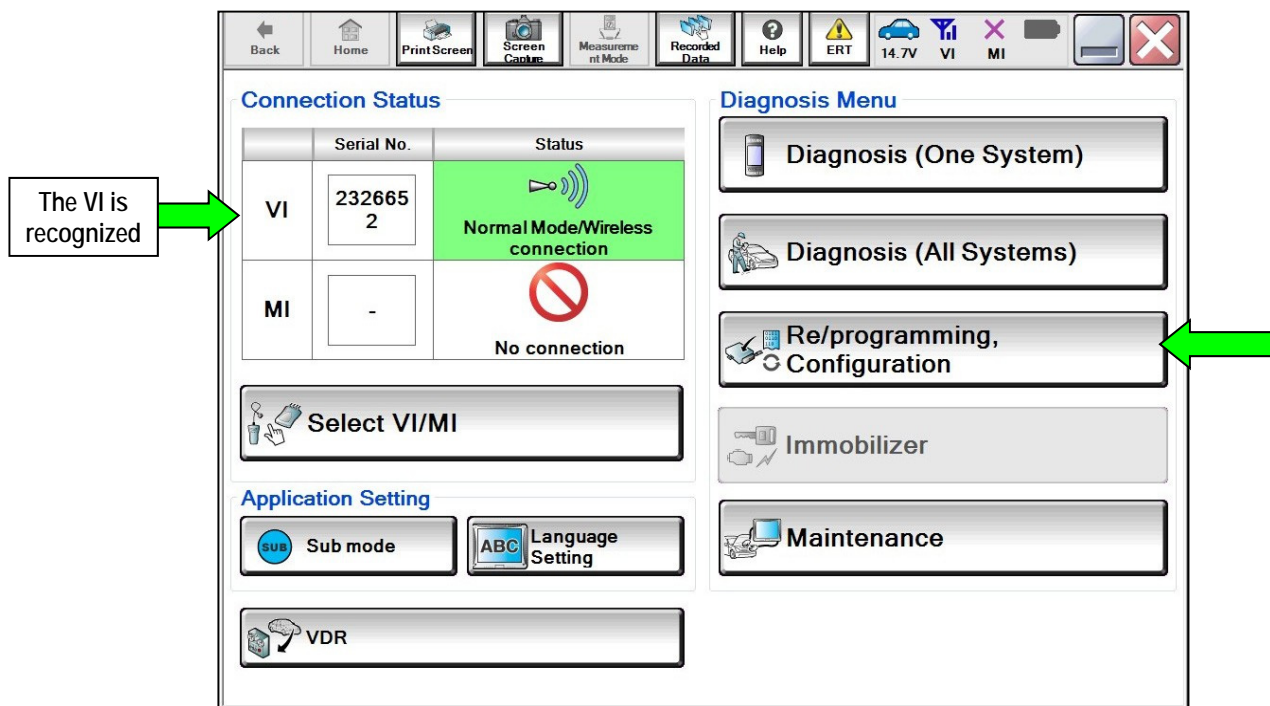


Figure 1

11. 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 of the precautions.

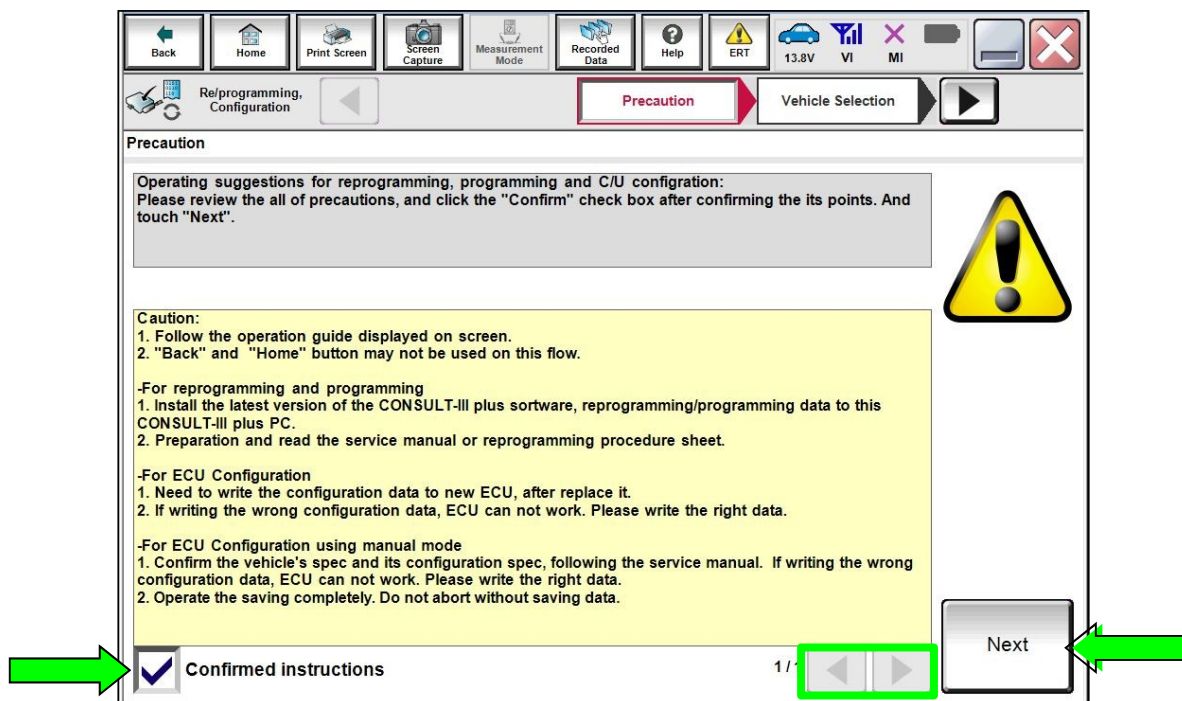


Figure 2

12. Select Automatic Selection(VIN).

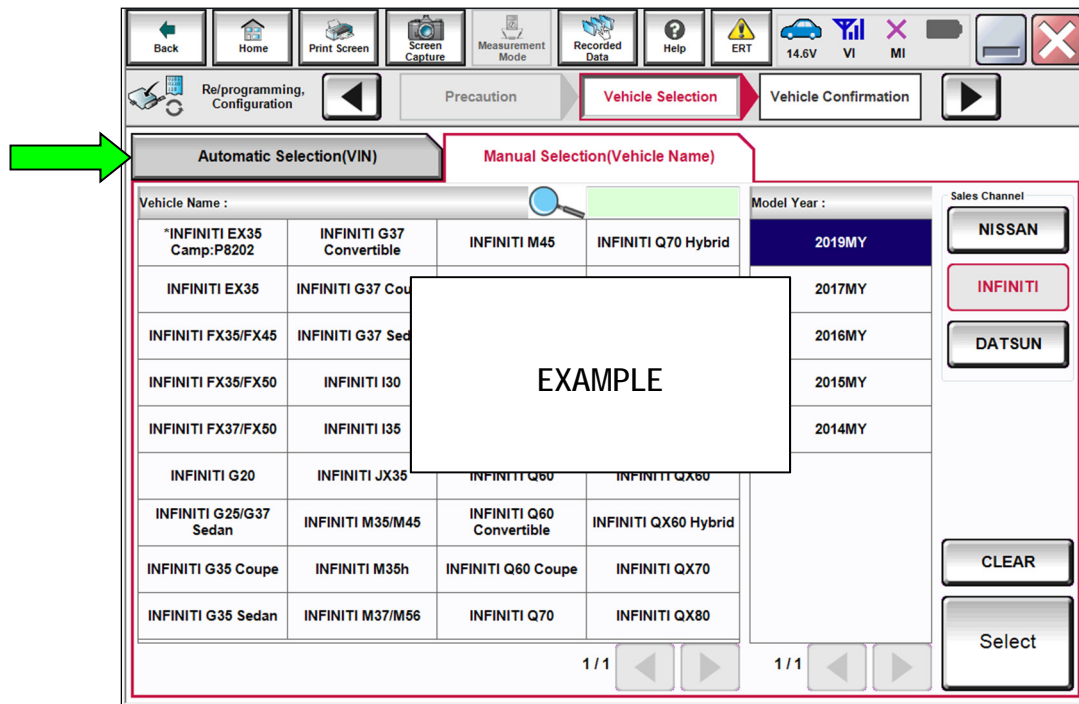


Figure 3

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

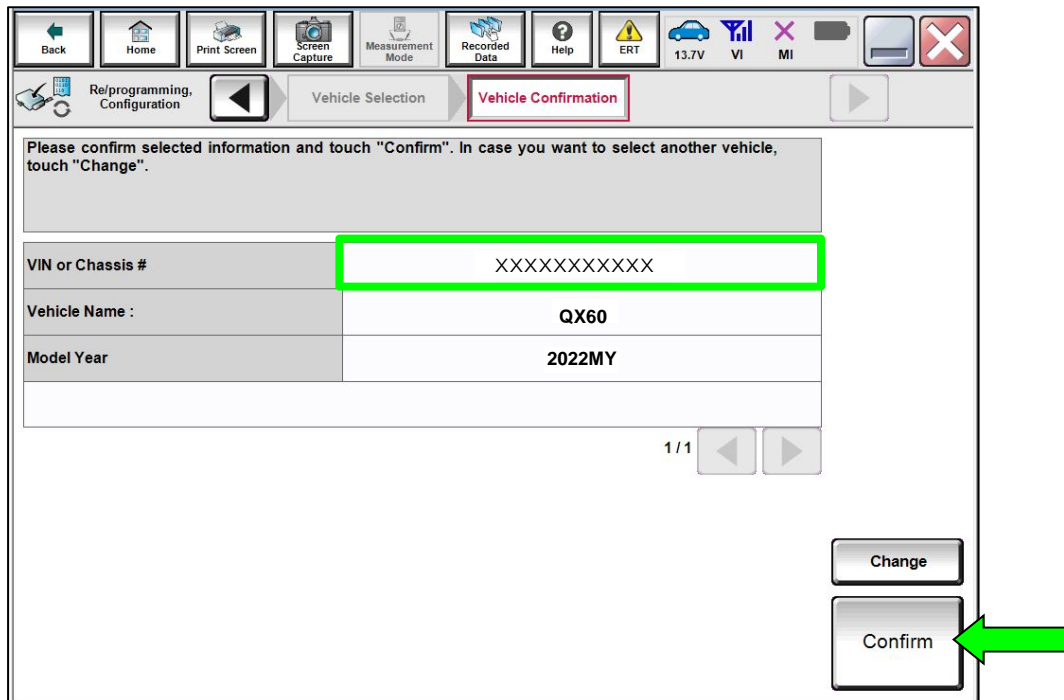


Figure 4

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

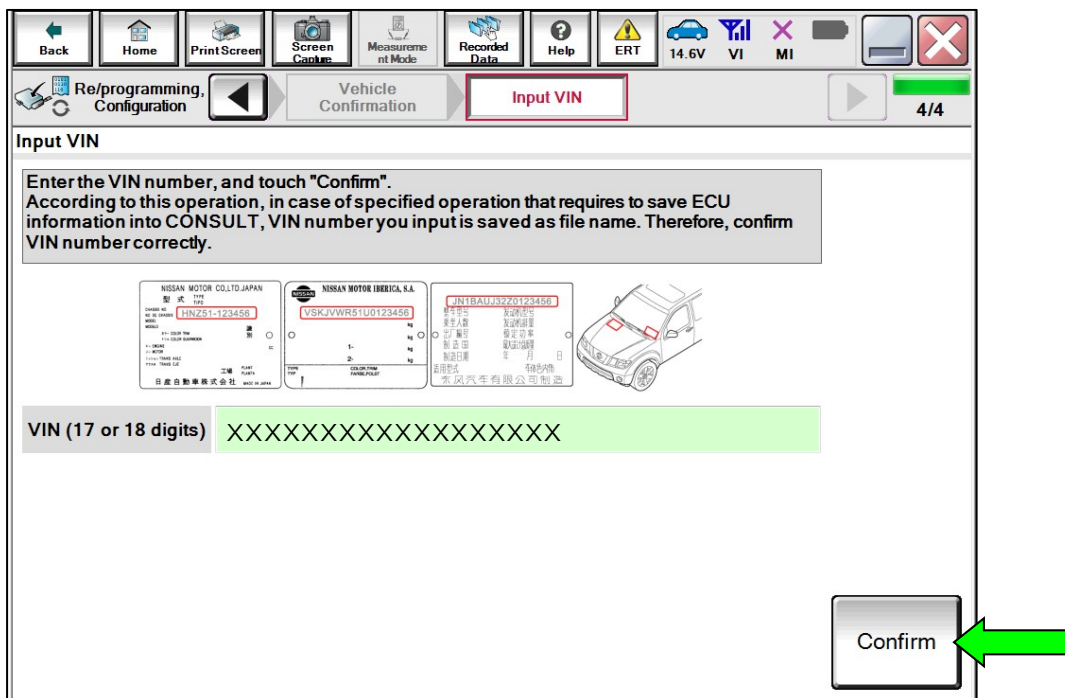


Figure 5

- Select **IPDM E/R**.

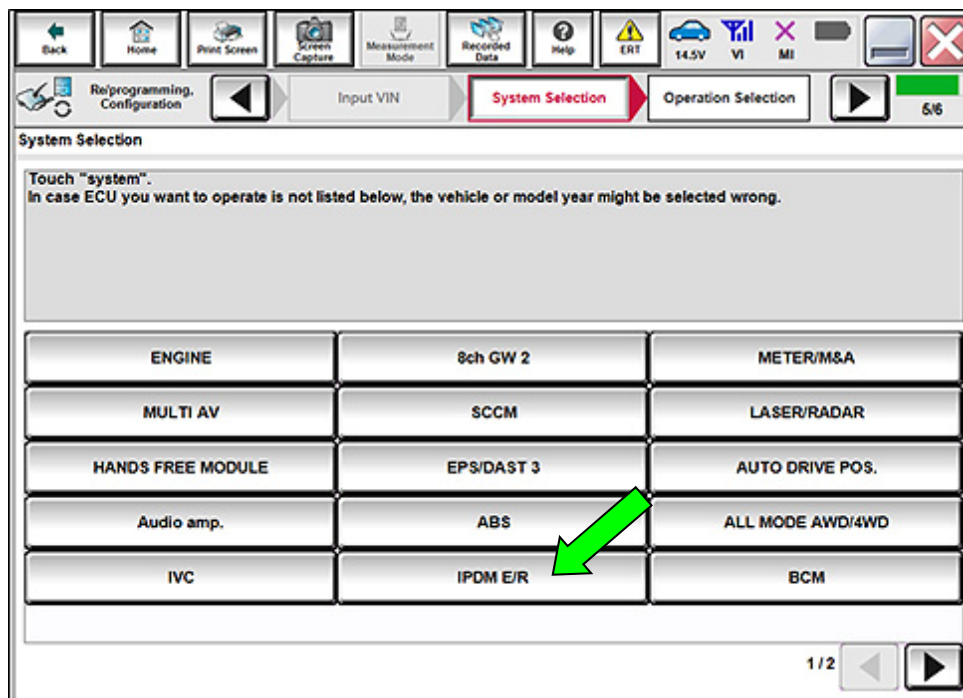


Figure 6

16. Select Configuration under VEHICLE CONFIGURATION.

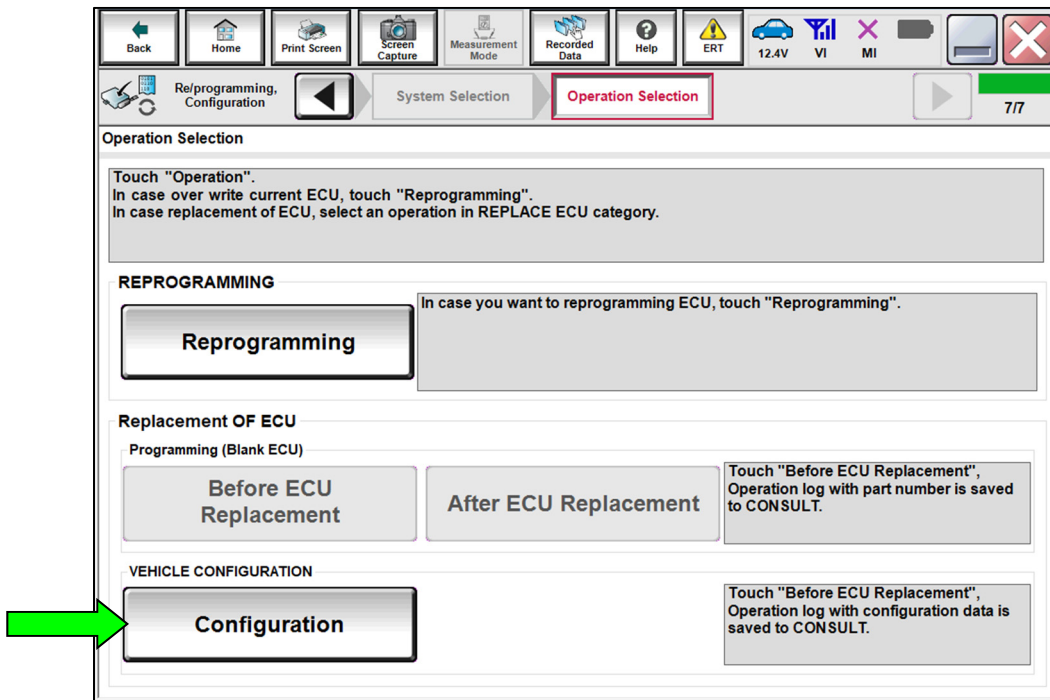


Figure 7

17. Select START.

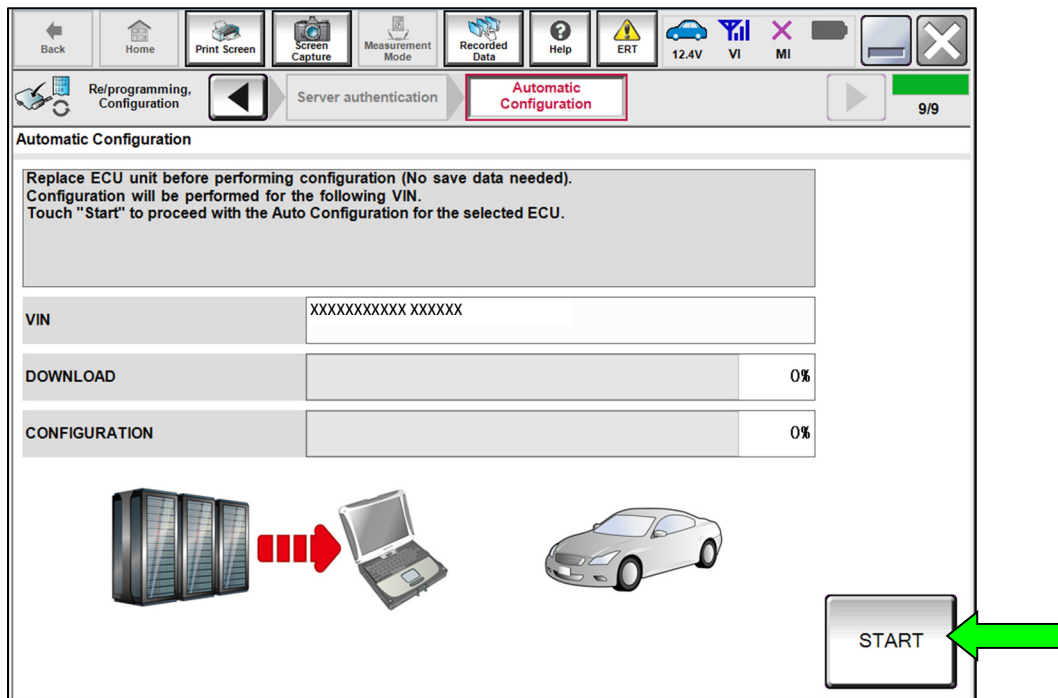


Figure 8

18. When the configuration reaches "100%", select **End**.

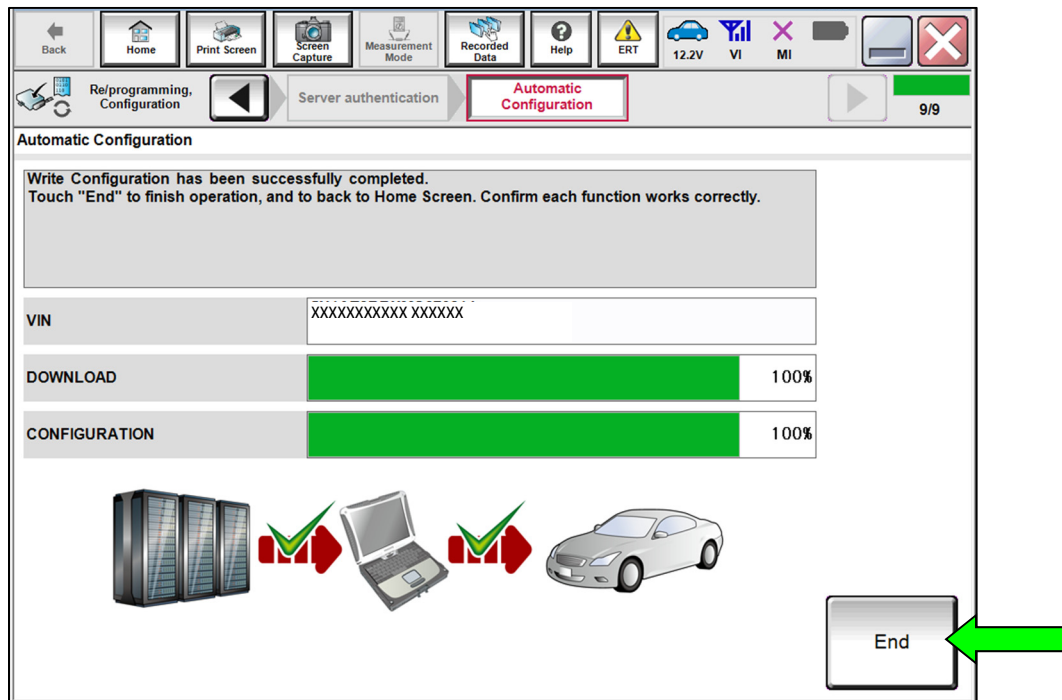


Figure 9

19. Clear the DTC.

- If DTC B20C8-14 is past, A/C compressor operation will be inhibited until the DTC is cleared.
- If DTC B20C8-14 returns after being cleared (either current or past status), perform the diagnosis procedure in the ESM.
 - Refer to the ESM: **VENTILATION, HEATER & AIR CONDITIONER > HEATER & AIR CONDITIONING CONTROL SYSTEM > AUTOMATIC AIR CONDITIONING > DTC/CIRCUIT DIAGNOSIS > B20C8-14 COMPRESSOR (ECV) > Diagnosis Procedure**

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
CONTROL UNIT - IPDM, ENGINE ROOM	284B7-6TA1C	1

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace IPDM Module	(1)	RD21AA	ZE	32	(2)

- (1) Reference the electronic parts catalog and use the IPDM Control Unit (284B7-*****) 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
February 7, 2022	ITB22-004	Original bulletin published
June 13, 2023	ITB22-004A	Changes made throughout