QUALITY ACTION

INFINITI®

CAMPAIGN BULLETIN
ECM Reprogram – Long Crank

Reference: P4A43
Date: February 19, 2025

Attention: Retailer Principal, Sales, Parts and Service Managers

Affected Models/Years:	Affected Population:	Retailer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2025 QX80 (Z63)	NA	5,332	February 19, 2025	**NO**

******* Retailer Announcement *******

To ensure continued client satisfaction and confidence, INFINITI is conducting a retailer inventory quality action to reprogram the Engine Control Module (ECM) on certain specific 2025 INFINITI QX80 vehicles identified in Service Comm and National Service History. Owners of affected vehicles may experience an extended crank time when starting the engine. Please follow the attached instructions to remedy any vehicles affected by this retailer inventory quality action.

******* What Retailers Should Do *******

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaign I.D. P4A43
   - New vehicles in retailer inventory can also be identified by using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
     - Refer to IPSB 15-286 for additional information
   - Some vehicles may still be in transit. Please continue to check newly arriving inventory for QA applicability.

2. Use the attached procedure to remedy any vehicles affected by this quality action prior to sale.

3. Once remedied, retailers should submit the applicable warranty claim for the action performed so it can be closed in Service Comm and release the vehicle for sale.

******* Retailer Responsibility *******

It is the retailer's responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate campaign I.D for the inspection status on each affected vehicle currently in new vehicle inventory.

P4A43 - 2025 QX80
ENGINE CONTROL MODULE(ECM) REPROGRAMMING

Service Procedure

IMPORTANT:

- Be sure to perform an ASIST Sync and install ALL CONSULT updates before starting the reprogramming procedure.
- If the CONSULT PC goes to sleep, the reprogramming will be interrupted. Change the PC sleep settings to prevent the PC from going to sleep during the reprogram.
- If Wi-Fi connection is not sufficient or is unstable, data may not download correctly during the reprogramming procedure.
- Be sure the CONSULT PC battery is sufficiently charged, or a power adapter is connected to the PC.

1. Open the vehicle hood.
   - Pull the hood release shown in Figure 1
   - Open the vehicle hood

Figure 1

2. Connect a battery charger/maintainer to the 12v battery and turn it on.

3. Apply the parking brake. (Figure 2)
   - Pull back on the parking brake switch (red indicator on switch will illuminate).

Figure 2

4. Connect the VI3 to the vehicle data link connector. (Figure 3)
   - Connect the provided USB cable to the VI3 and the CONSULT PC

Figure 3

5. Turn the ignition ON (Engine OFF).
   - Turn the ignition ON (Engine OFF) by pressing the push-button ignition switch without depressing the brake pedal (Figure 4)

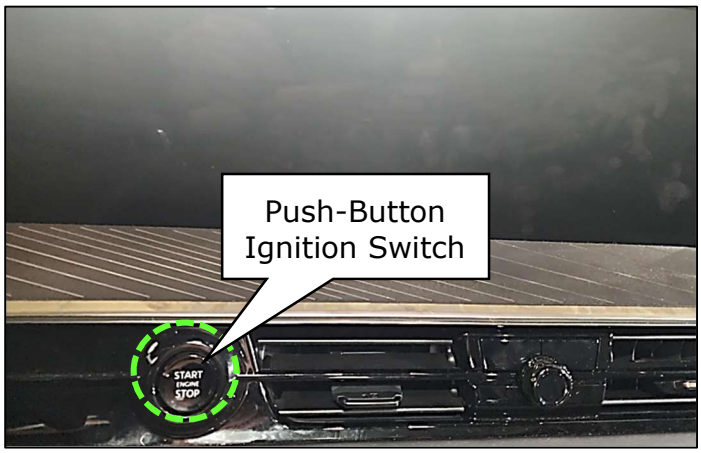

Figure 4

6. Verify the headlamps and HVAC are **OFF**.

7. Start the CONSULT 4 (C4) program by selecting the C4 icon on the desktop or taskbar.

8. Enter login information and select **Submit**. (Figure 5)
   - If prompted, select **USA/CANADA Dealers** from the drop-down menu, and then select **OK** (Figure 6)

IMPORTANT:
- If not prompted to enter your username and password, the CONSULT PC may not be connected to Wi-Fi.
- Close CONSULT-4, confirm the CONSULT PC is connected to Wi-Fi, and then reopen CONSULT-4.

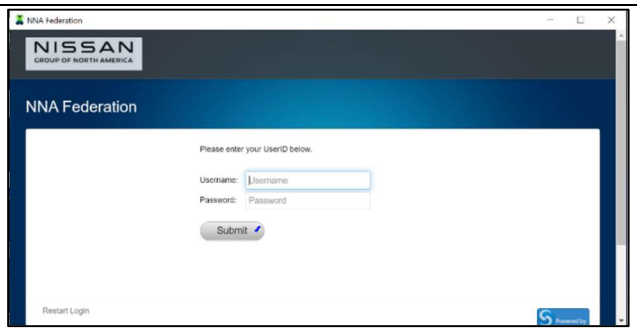

Figure 5

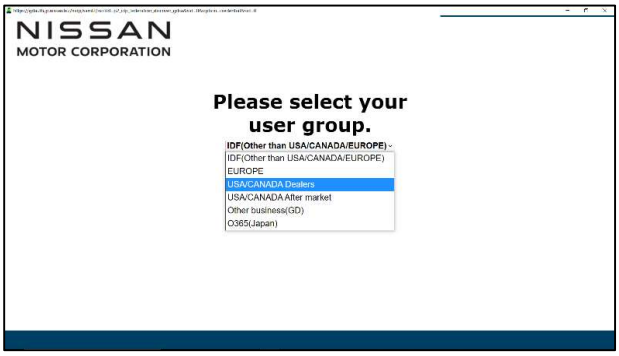

Figure 6

9. Allow C4 to connect to VI3 and perform vehicle system call. (Figure 7 and Figure 8)

NOTE:
VI3 may not automatically connect the first-time logging in. If the VI does not automatically connect, select **Change VI** on the RH side of the screen. (Figure 8)

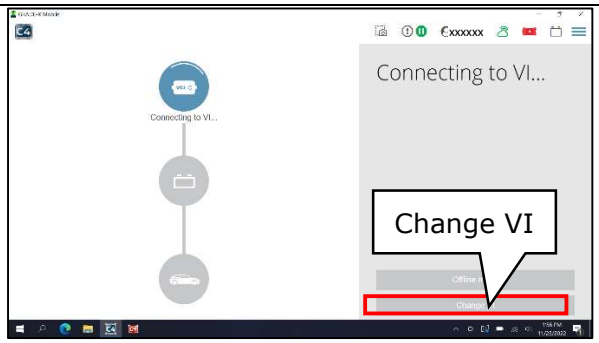

Figure 7

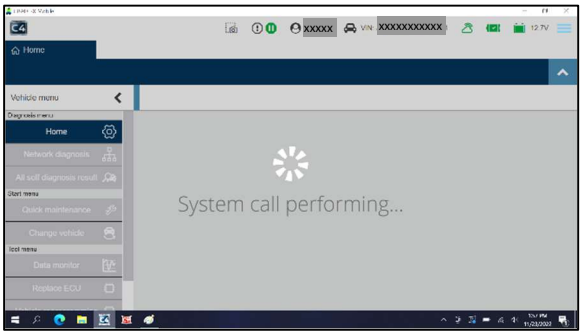

Figure 8

10. Locate and select **ENGINE**. (Figure 9)

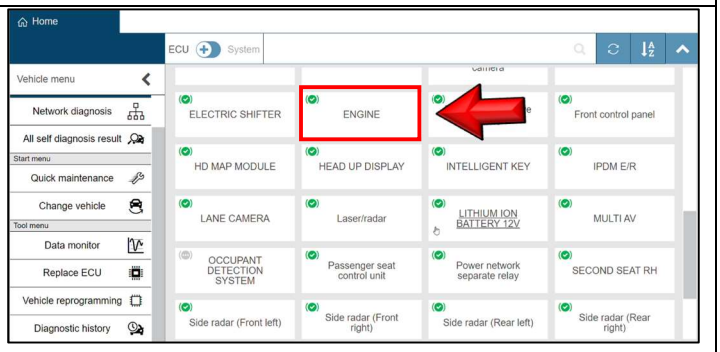

Figure 9

11. Locate and select **ECU reprogramming**. (Figure 10)
    - If error code **R801** (Figure 11) occurs perform **Step 12** on **Page 4**.
    - If the error code R801 does **NOT** occur, continue to **Step 14** on **Page 4**.

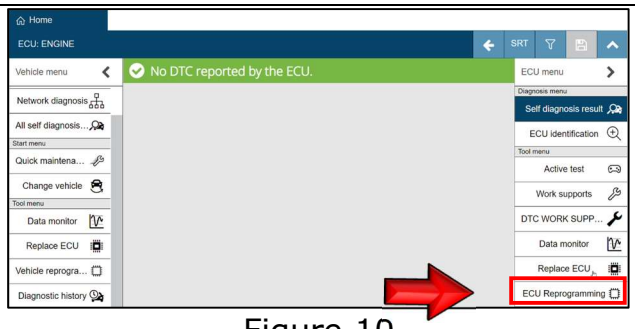

Figure 10

Figure 11

12. Error code R801 indicates no reprogramming is available, select **Yes** (Figure 12), and then select **ECU identification** (Figure 13) in **ENGINE**.

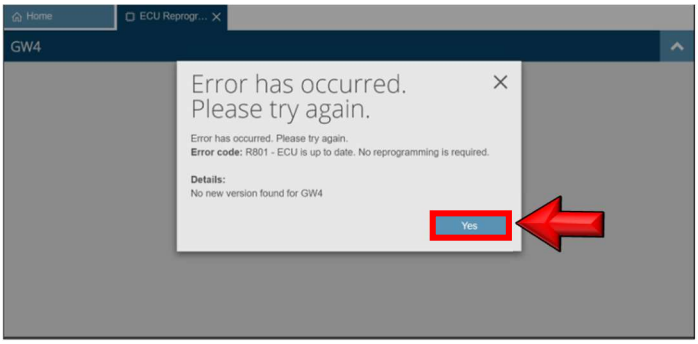

Figure 12

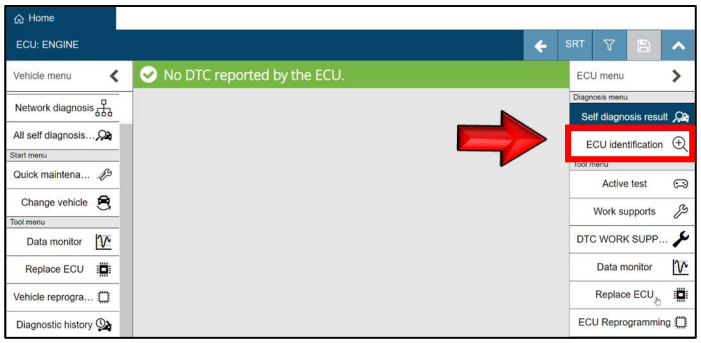

Figure 13

13. Compare the part number shown in ECU identification with the part numbers listed in Table A Below.

Table A

Model	Before Part number: 23761-XXXXX
QX80	7JD0B, 7JD1B, 7JD2B, 7JD3B, 7JD4B, 7JD5B, 7JD6B, 7JD7B

- If the part number matches one of the numbers in Table A, reprogramming is required. Perform a manual ASIST sync and install ALL updates.
- If the part number does **NOT** match Table A, reprogramming is not needed, close CONSULT-4 and disconnect VI3.

14. Verify the VIN is correct and select **Next** to download the software. (Figure 14)

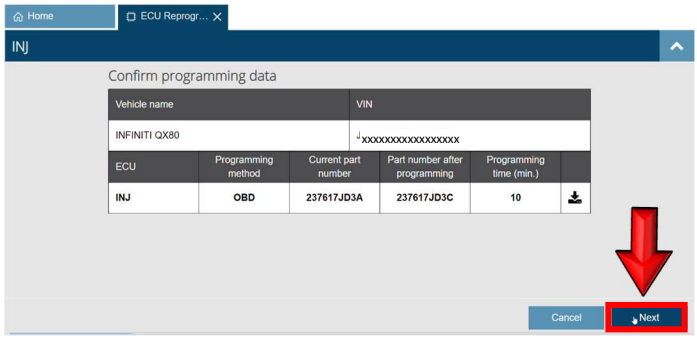

Figure 14

15. Once software download has completed, select **Next** (Figure 15).

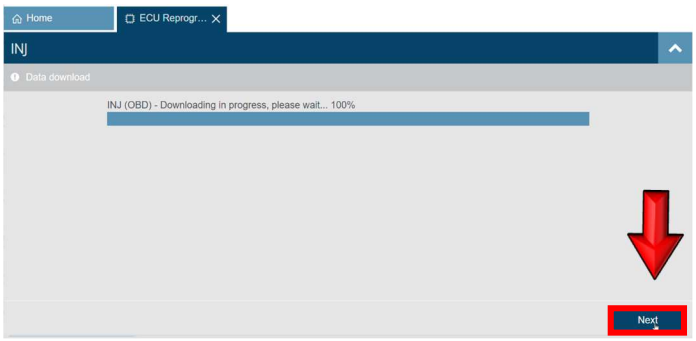

Figure 15

16. Verify all preconditions show a check mark in the far right column and select **Next**. (Figure 16)

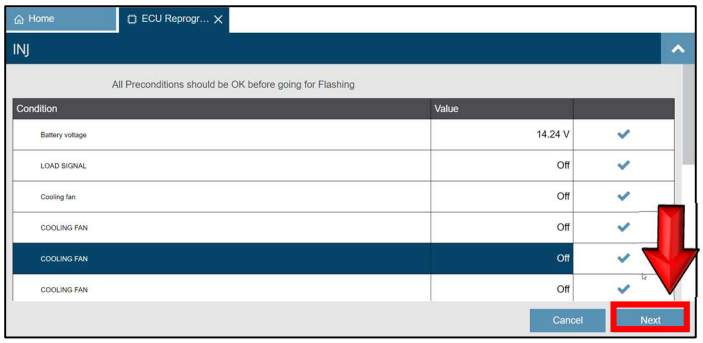

Figure 16

17. Allow the reprogramming process to complete and select **Next**. (Figure 17)

NOTE:
This process will take 15-30 minutes.

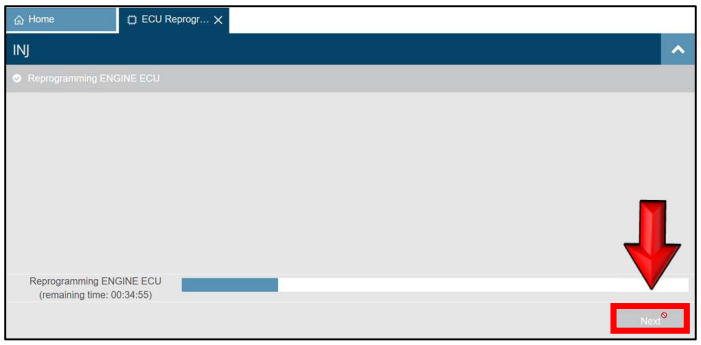

Figure 17

18. Verify "Current" (new) part number is different than the "Previous" part number. (Figure 18)
    - Select **Complete**

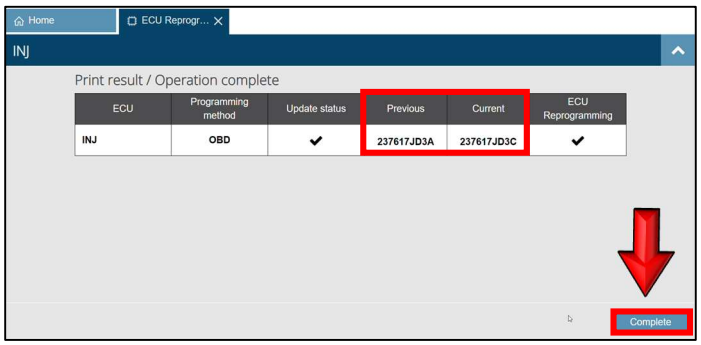

Figure 18

19. Locate and Select **BCM**. (Figure 19)

NOTE:
This will help prevent CONSULT-4 from disconnecting from the vehicle when the ignition is turned off.

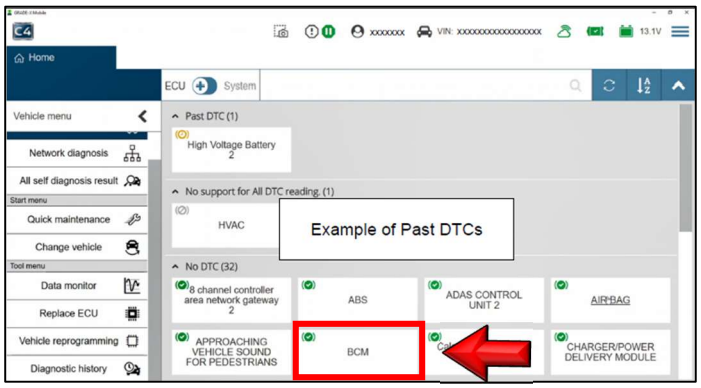

Figure 19

20. Press the ignition button one (1) time to turn the Vehicle OFF.
    - If closed, open the drivers door to exit retained power mode
    - Wait until the HVAC display turns off
    - Turn the ignition ON (Engine OFF) by pressing the push-button ignition switch without depressing the brake pedal

21. Select **All self-diagnosis result**. (Figure 20)

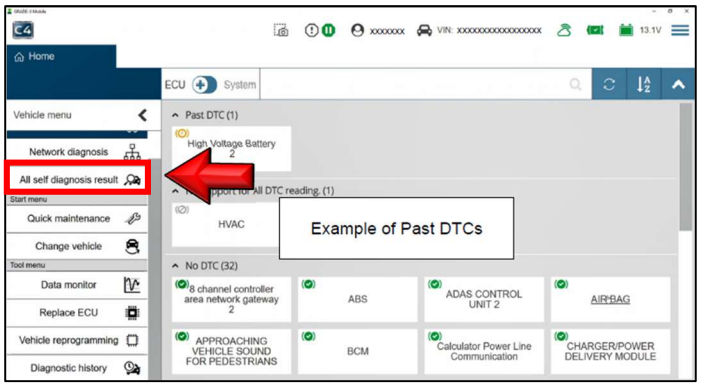

Figure 20

22. Select the erase DTC icon, and select **Yes** to erase DTC's. (Figure 21)

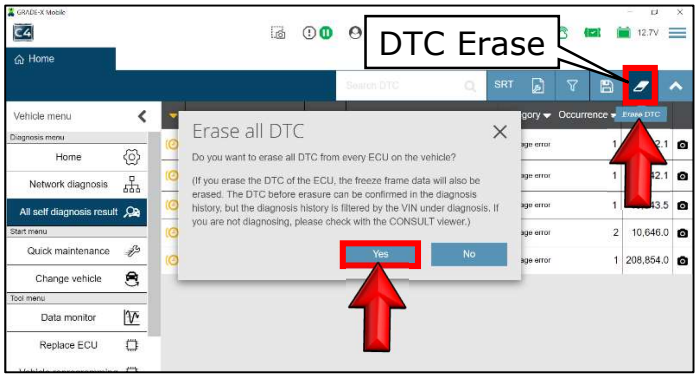

Figure 21

23. Verify all DTCs have erased, select **Home**. (Figure 22)

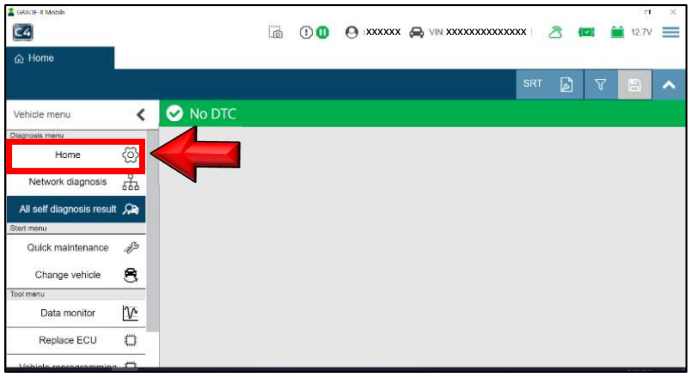

Figure 22

Additional Services When Reprogramming ECM

24. Locate and select **ENGINE**. (Figure 23)

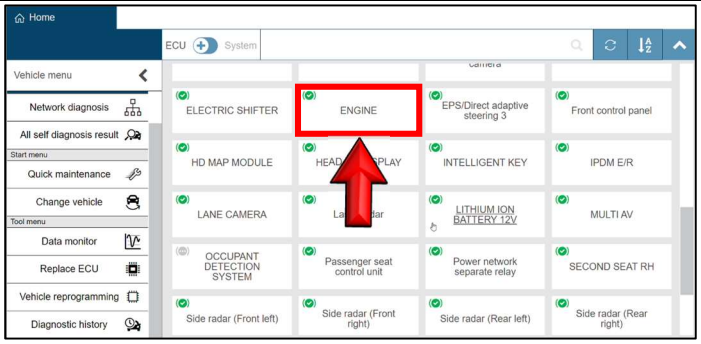

Figure 23

25. Select **Work support**. (Figure 24)

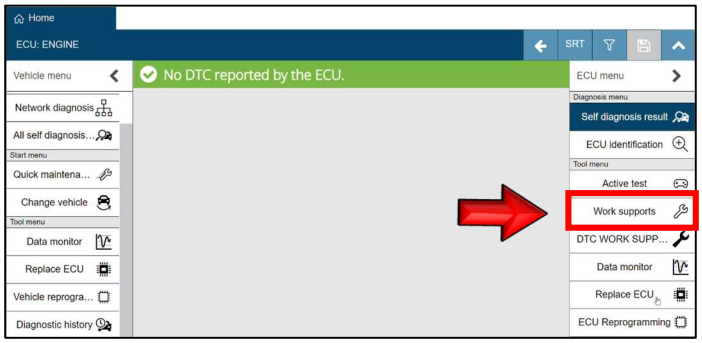

Figure 24

26. Locate and select the **"Play"** button for **Close throttle position learning**. (Figure 25)

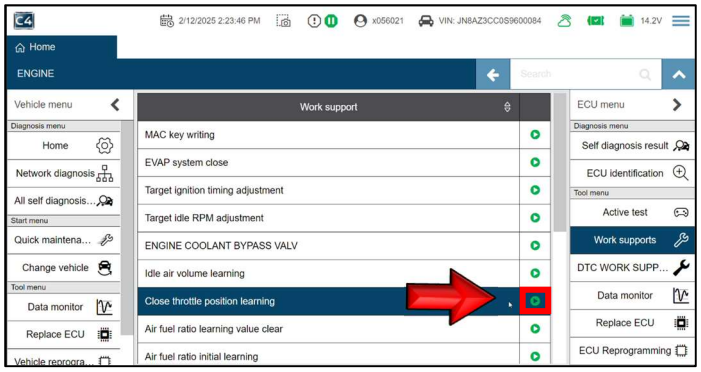

Figure 25

27. Select **Start** and wait until the "Completed" is displayed. (Figure 26)
    - Turn the ignition OFF by pressing the push button ignition switch (1) one time
    - Wait 10 seconds
    - Turn the ignition ON (Engine OFF) by pressing the push-button ignition

    switch without depressing the brake pedal
    - Select **End**

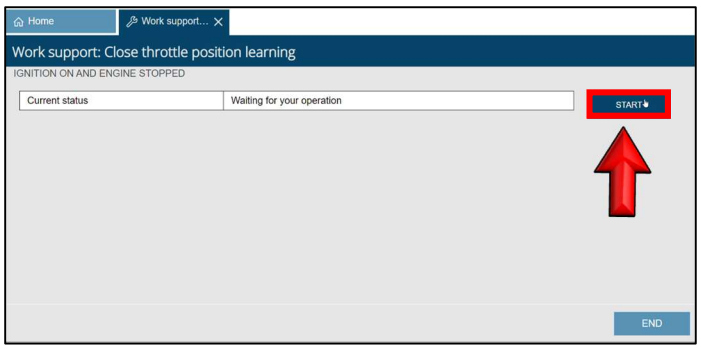

Figure 26

28. Locate and select the **"Play"** button for **Idle Air Volume Learning**. (Figure 27)

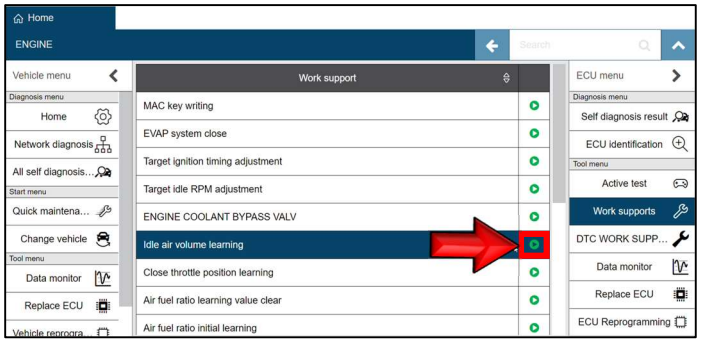

Figure 27

29. Select **Next**. (Figure 28)

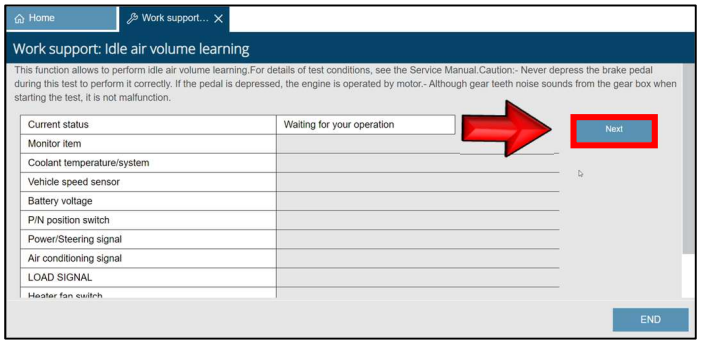

Figure 28

30. Depress the brake pedal and press the push button ignition switch one-time to start the engine.

31. Allow the engine to idle while monitoring "**Coolant temperature/ system**". (Figure 29)
    - Once the coolant temperature reaches 70°C, Select **Start**
    - Once Current status changes to "Completed", select **END**

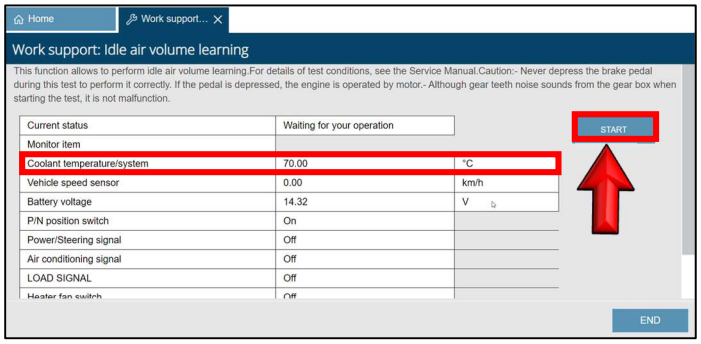

Figure 29

32. Verify the engine idles normally and no warning lamps are illuminated.

33. Select **All self-diagnosis result**. (Figure 30)

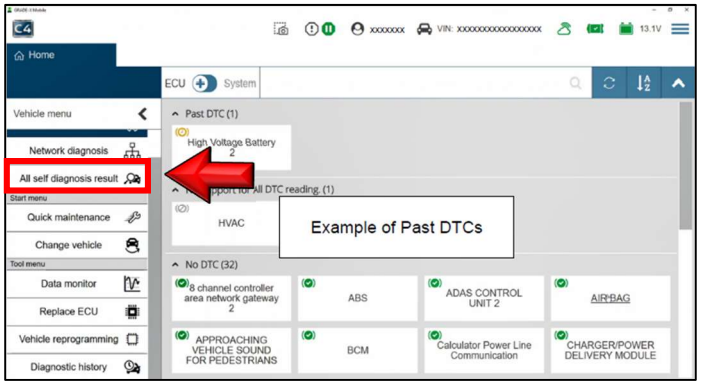

Figure 30

34. Select the erase DTC icon and select **Yes** to erase DTC's. (Figure 31)

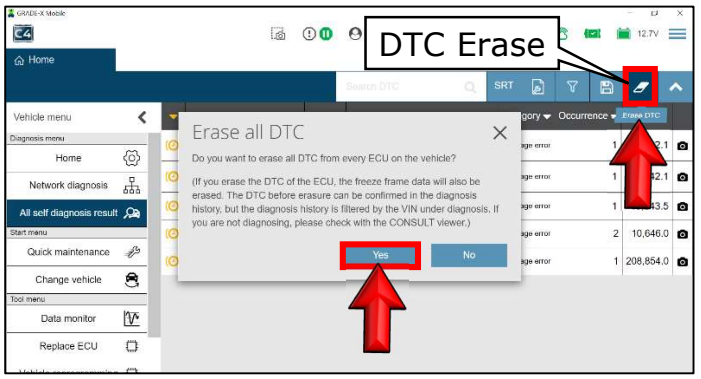

Figure 31

35. Verify all DTCs have erased.
    - Close C4 by selecting the **"X"** in the upper RH corner (Figure 32)

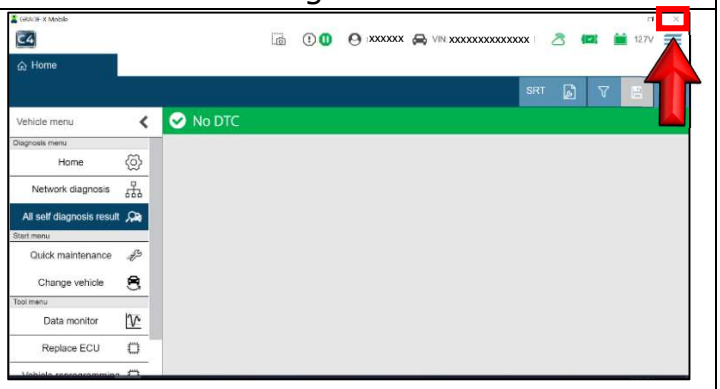

Figure 32

36. Turn the vehicle off by depressing the push button ignition switch (1) one-time. • Disconnect VI3 from the vehicle
37. Disconnect the battery charger/maintainer from the 12v battery.
38. Close the hood.

Claims Information:

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign ("CM") ID	Description	Op code	FRT
P4A43	Reprogram ECM	P4A430	0.8hr
	Reprogram Not Needed	P4A431	0.3hr