

Classification:

EC21-022A

Reference:

ITB21-027A

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Date:

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MIL ON WITH DTC P11A7 STORED IN THE ECM

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

APPLIED VEHICLES: 2019-2021 QX50 (J55)
2022 QX55 (FJ55)

IF YOU CONFIRM

The MIL is ON and DTC P11A7 (VCR STOPPER POSITION) is stored in the ECM.

HINT:

There may also be a lack of power concern (fail-safe).

ACTION

1. Confirm the current ECM part number.
2. Reprogram the ECM, if applicable.

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. Using C-III plus, confirm the current ECM part number and write it on the repair order.
 - If it matches one of the part numbers in **Table 1**, continue to step 2 on page 4.
 - If it does not match one of the part numbers in **Table 1**, this bulletin does not apply. Go back to ASIST for further diagnostic and repair information.

Table 1

MODEL	YEAR	CURRENT ECM PART NUMBER: 23710-
QX50	2019	5NC0D, 5NC0E, 5NC1D, 5NC1E, 5NC2D, 5NC2E
		5NC3D, 5NC3E, 5NC4D, 5NC4E, 5NC5D, 5NC5E
		5NC6D, 5NC6E, 5NC7D, 5NC7E, 5NC8D, 5NC8E
		5NE0A, 5NE0B, 5NE0C, 5NE0D, 5NE0E
		5NE1A, 5NE1B, 5NE1C, 5NE1D, 5NE1E
		5NE2A, 5NE2B, 5NE2C, 5NE2D, 5NE2E
		5NE3A, 5NE3B, 5NE3C, 5NE3D, 5NE3E
		5NE4A, 5NE4B, 5NE4C, 5NE4D, 5NE4E
		5NE5A, 5NE5B, 5NE5C, 5NE5D, 5NE5E
		5NE6A, 5NE6B, 5NE6C, 5NE6D, 5NE6E
		5NE7A, 5NE7B, 5NE7C, 5NE7D, 5NE7E
		5NE8A, 5NE8B, 5NE8C, 5NE8D, 5NE8E
		5NF0A, 5NF0B, 5NF0C, 5NF0D, 5NF0E
		5NF1A, 5NF1B, 5NF1C, 5NF1D, 5NF1E
		5NF2A, 5NF2B, 5NF2C, 5NF2D, 5NF2E
		5NF3A, 5NF3B, 5NF3C, 5NF3D, 5NF3E
		5NF4A, 5NF4B, 5NF4C, 5NF4D, 5NF4E
		5NF5A, 5NF5B, 5NF5C, 5NF5D, 5NF5E
		5NF6A, 5NF6B, 5NF6C, 5NF6D, 5NF6E
		5NF7A, 5NF7B, 5NF7C, 5NF7D, 5NF7E
		5NF8A, 5NF8B, 5NF8C, 5NF8D, 5NF8E
		5NH0A, 5NH0B
		5NH1A, 5NH2A, 5NH3A, 5NH4A
		5NH5A, 5NH6A, 5NH7A, 5NH8A
		5NJ0E, 5NJ1E

Table 2 continued

QX50	2019	5NL0A, 5NL0B, 5NL0C, 5NL0D, 5NL0E
		5NL1A, 5NL1B, 5NL1C, 5NL1D, 5NL1E
		5NL2A, 5NL2B, 5NL2C, 5NL2D, 5NL2E
		5NL3A, 5NL3B, 5NL3C, 5NL3D, 5NL3E
		5NL4A, 5NL4B, 5NL4C, 5NL4D, 5NL4E
		5NL5A, 5NL5B, 5NL5C, 5NL5D, 5NL5E
		5NL6A, 5NL6B, 5NL6C, 5NL6D, 5NL6E
		5NL7A, 5NL7B, 5NL7C, 5NL7D, 5NL7E
		5NL8A, 5NL8B, 5NL8C, 5NL8D, 5NL8E
	2020	5NC9A
		5VG1B, 5VG1C, 5VG1D
		5VG2B, 5VG2C, 5VG2D
		5VG3C, 5VG3D, 5VG3E
		5VG4C, 5VG4D, 5VG4E
		5VG5D, 5VG5E
		5VG6B, 5VG6C, 5VG6D
		5VG7B, 5VG7C, 5VG7D
		5VG8B, 5VG8C, 5VG8D
	2021	5NY0B, 5NY0C, 5NY3B, 5NY3C
		5NY6B, 5NY6C, 5NY9B, 5NY9C
		5VS2B, 5VS2C, 5VS4B, 5VS4C
		5VS7B, 5VS7C, 5VS8B, 5VS8C
QX55	2022	5NV0E, 5NV1E, 5NV2E, 5NV3E, 5NV4E
		5NV5E, 5NV6E, 5NV7E, 5NV8E, 5NV9E

NOTICE

Perform the following before starting the reprogramming procedure to prevent damage to the control unit.

- Connect the AC Adapter to the CONSULT PC.
- Connect the CONSULT PC to the Internet via Wi-Fi or a network cable.
- Ensure ASIST on the CONSULT PC has been synchronized (updated) to the current date and all C-III plus software updates (if any) have been installed.
- 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, the reprogramming may be interrupted.
- Turn OFF all vehicle electrical loads.
- Turn ON the hazard warning lamps.
- 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.

HINT:

- If you are not familiar with the reprogramming procedure, *click here*. This will link you to the "CONSULT-III plus (C-III plus) ECM Reprogramming" general procedure.
- Take the vehicle for a 10 minute drive in order to meet the following Idle Air Volume Learning conditions:
 - Engine coolant temperature: 70 - 100°C (158 - 212°F)
 - Battery voltage: More than 12.9 V (At idle)
 - Transmission: Warmed up
- When reprogramming is complete, you will be required to perform **Throttle Valve Closed Position, Idle Air Volume Learning, Accelerator Closed Position, and DTC Erase**.

2. Reprogram the ECM.
3. After completing **Erase All DTCs**, print a copy of the C-III plus screen showing the before and after part numbers of the control unit and attach it to the repair order.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram the ECM	(1)	DE97AA	ZE	32	(2)

- (1) Reference the electronic parts catalog and use the ECM part number (23703-*****) 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 8, 2021	ITB21-027	Original bulletin published
February 8, 2022	ITB21-027A	APPLIED VEHICLES updated