

Classification:

Reference:

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Date:

EC21-004

ITB21-007

April 1, 2021

MIL ON WITH DTC P062F AND/OR P0603 STORED

APPLIED VEHICLES:

- 2016-2021 Q50 (V37)
- 2017-2021 Q60 (CV37)
- 2017-2019 QX30 (H15)
- 2019-2021 QX50 (J55)
- 2022 QX55 (J55X)
- 2016-2020 QX60 (L50)
- 2015-2021 QX80 (Z62)

NOTE: This TSB only applies to vehicles equipped with direct injection.

IF YOU CONFIRM

The MIL is ON and DTC P062F (EEPROM) and/or P0603 (ECM BACK UP/CIRCUIT) is stored,

And

The customer stated the vehicle was recently started after sitting for an extended period of time (i.e., the battery voltage was low while attempting to start the engine).

ACTION

1. Test the vehicle's 12 volt battery using the Midtronics DSS-5000. Recharge or replace the battery if necessary.
2. Erase all DTCs.

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

NOTE: These DTCs may have been stored due to low battery voltage, discharged battery, or battery terminal disconnections.

1. Test the vehicle's 12 volt battery using the Midtronics DSS-5000.
 - The DSS-5000 contains internal operating instructions accessed using its touch screen.
 - The DSS-5000 operating instructions are also found at <http://nissan.dss5000.com/>. These operating instructions include a Quick Start Guide and VIN scanning tips.
 - There is also a SIR video Vol. 551 that demonstrates the use of the DSS-5000.
2. Recharge or replace the battery if the test result indicates to do so.
3. Erase DTCs.
4. Turn the ignition OFF.
5. Turn the ignition ON and wait for at least 1 second.
6. Turn the ignition OFF and wait for at least 10 seconds.
7. Repeat step 5 and step 6 ten times and then proceed to step 8.
8. Turn the ignition ON.
 - If P0603 is currently stored as a 1st trip DTC, refer to the ESM for further diagnostic information.
 - If P0603 is NOT currently stored as a 1st trip DTC, the Service Procedure is complete.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
12 Volt Battery	(1)	1 (if needed)

(1) Reference the battery application chart in Dealer 360 to determine the correct 12 volt battery for the vehicle you are working on.

CLAIMS INFORMATION

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

DESCRIPTION	MODEL	PFP	OP CODE	SYM	DIA	FRT
Test & Charge Battery, Erase DTCs	Q50 w/VHR	(1)	GX32AA	HA	32	0.3 hr
	Q50 w/20LG					
	Q50 w/VR					
	Q60 w/20LG					
	Q60 w/VR					
	QX50					
	QX55					
	QX60					
	QX80					
	Q50 w/VQHV	(1)	GX32AA	HA	32	0.4 hr
	QX30					

(1) Reference the Parts Information table above and use the 12 Volt Battery part number as the Primary Failed Part (PFP).

OR

If the battery is replaced:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Test & Charge Battery	(1)	GB18AA	HA	32	(2)
Replace Battery		GB181A			

(1) Reference the Parts Information table above and use the 12 Volt Battery part number as the Primary Failed Part (PFP).

(2) Reference the current Infiniti Warranty Flat Rate Manual and use the indicated Flat Rate Time (FRT).

NOTE: FRT allows adequate time to access DTC codes. No other diagnostic procedures subsequently required. Do NOT claim any Diagnostic Op Codes with this claim.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 1, 2021	ITB21-007	Original bulletin published

