



TECHNICAL SERVICE BULLETIN

Classification:	Reference:	Date:
AT23-004	ITB23-022	July 11, 2023

DTC P0744 STORED IN THE TCM

APPLIED VEHICLES: 2017-2020 Q50 (V37)
2017-2020 Q60 (CV37)

IF YOU CONFIRM

DTC P0744 (TORQUE CONVERTER) is stored as PAST or CURRENT in the TCM.

ACTION

Follow the **SERVICE PROCEDURE** in this bulletin to reprogram the TCM.

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

1. Using CONSULT-III, confirm the current TCM part number and write it on the repair order.
 - If it matches one of the part numbers in **Table 1**, continue to step 2 below.
 - 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	CURRENT TCM PART NUMBER: 31039-
Q50, Q60	75X0A, 75X0E 75X1B, 75X1E 75X6C, 75X6E 75X7A, 75X7C X032C, X032D, X032E X033A, X033B, X033C, X033D, X033E X062E X063A X065A, X065B, X065C, X065D X066A, X066B, X066C, X066D X072E X073A, X073B, X073C X074D, X074E X322A, X322B, X322C, X322D

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 CONSULT 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 the hazard warning lamps ON.
 - Turn OFF all other vehicle electrical loads such as exterior lights, interior lights, HVAC, blower, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc. If electrical loads remain ON, the TCM may be damaged.
 - 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.
2. Reprogram the TCM.

HINT: If you are not familiar with the reprogramming procedure, [click here](#). This will link you to the "**CONSULT REPROGRAMMING FOR ENGINE OR TRANSMISSION CONTROL MODULE (ECM OR TCM)**" general procedure.

3. After completing **Erase All DTCs**, print a copy of the CONSULT 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 A/T Control Unit (TCM)	(1)	JE99AA	ZE	32	(2)

- (1) Reference the electronic parts catalog and use the Control Valve Assy (31705-*****) 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
July 11, 2023	ITB23-022	Original bulletin published

