

Retailer Service Action

December 13, 2012

2012 and 2013 QX56 ECM Reprogram

Subject: **2012 and 2013 QX56 ECM Reprogram
Retailer Service Action**

Attention: **Retailer Principals, Sales, Parts and Service Managers**

******* Service Action Announcement *******

Infiniti is conducting a retailer service action to reprogram the ECM on certain specific 2012 and 2013 Infiniti QX56 vehicles. Under certain conditions the fuel pump pressure may become higher than design specification and MIL light may illuminate. The ECM reprogram will correct this issue.

******* Parts Availability *******

As this is a reprogramming, repair parts should not be needed as part of this service action.

******* Vehicle Identification – Retailer Inventory *******

2012 and 2013 QX56 vehicles subject to this action can be identified through two methods:

- **SERVICE COMM** – Beginning December 14, 2012, retailer service departments can complete an inquiry on SERVICE COMM – **I.D. P2563** - to determine an affected vehicle.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected retailer inventory VINs by region, district, and Retailer Code. This VIN list is available on NNA.net.com under My Documents Sales>Campaigns>, Parts>Campaigns>, Service>Campaigns> categories.

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

It is the retailer's responsibility to check SERVICE COMM – **I.D. P2563** – for the status on each vehicle falling within the range of this retailer service action which is currently in its inventory. Infiniti requires retailers to perform this procedure on any vehicles in their inventory before they are retailed.

Infiniti retailers should perform the reprogram only on vehicles specifically identified in Service Comm.

Infiniti Parts & Service Retailer Support
12/13/12

Condition of the Vehicle

- Erase all the DTC before reprogramming, if DTC's are stored in the vehicle.
- Place the vehicle power switch in the "on" condition, during the reprogramming (not ready to drive mode). Press power switch twice without pressing the brake pedal, from power off condition.
- Turn off all the electric loads.
- Do NOT use mobile phone.
- Do not press brake pedal, during the reprogramming.
- Connect 12V battery charger and control the output of the charger, in order to maintain the voltage is always within 12.0 to 15.5V. Do NOT connect with battery charging terminal.
- Engine must be warmed to operating temperature.

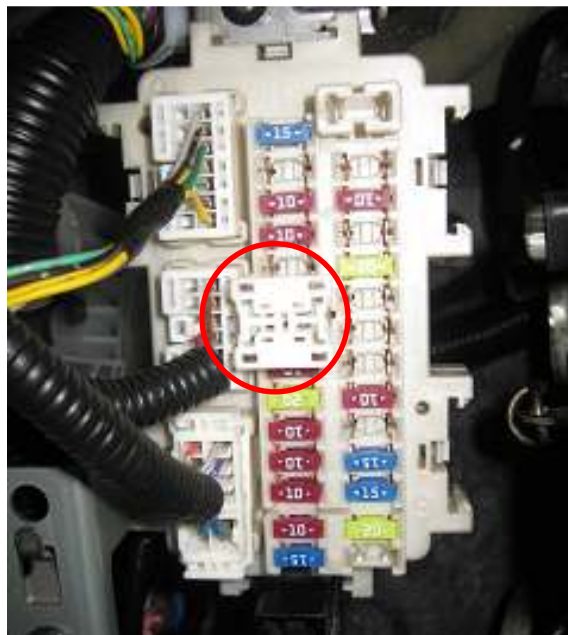
Condition of the Consult III Plus

- Be sure to connect the AC Adapter, during the reprogramming.
- Switch off screen saver of your PC.
- Connect VI with USB cable, and do not disconnect during the reprogramming.

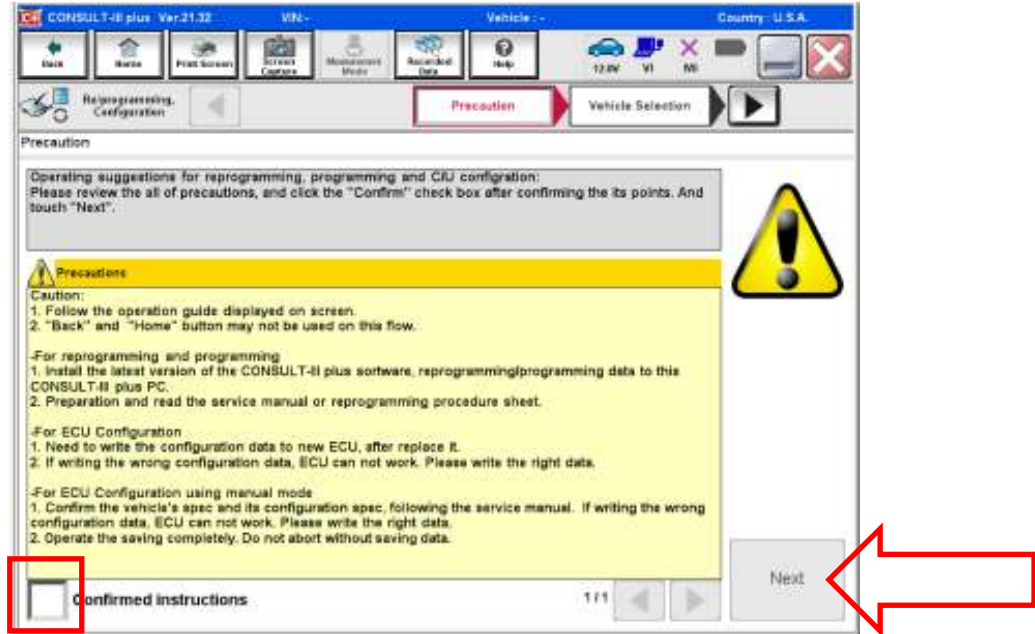
Update Consult III plus program with the latest version of Consult III Plus software.

SERVICE PROCEDURE

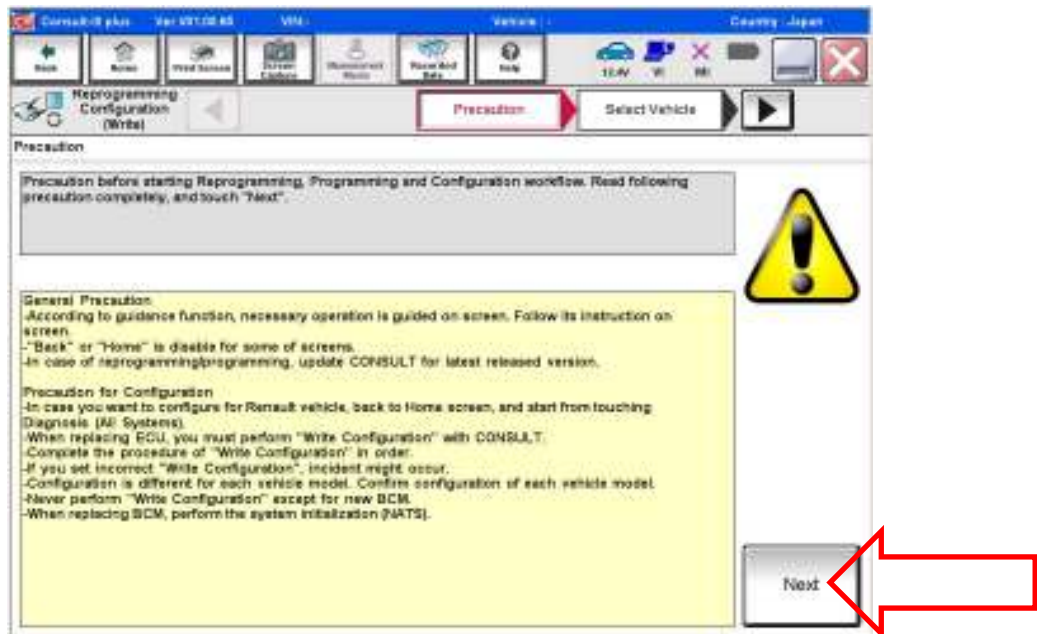
1. All accessories **MUST BE OFF** (Climate Control, Rear Defrost, Headlamps, etc).
2. PUSH-IN the 'Long Term Storage Fuse' if present.
 - Open driver door.
 - Remove fuse panel cover at lower left dash.
 - Locate white storage fuse and push in fuse.



5. Check box for "Confirmed Instructions" and then click next.

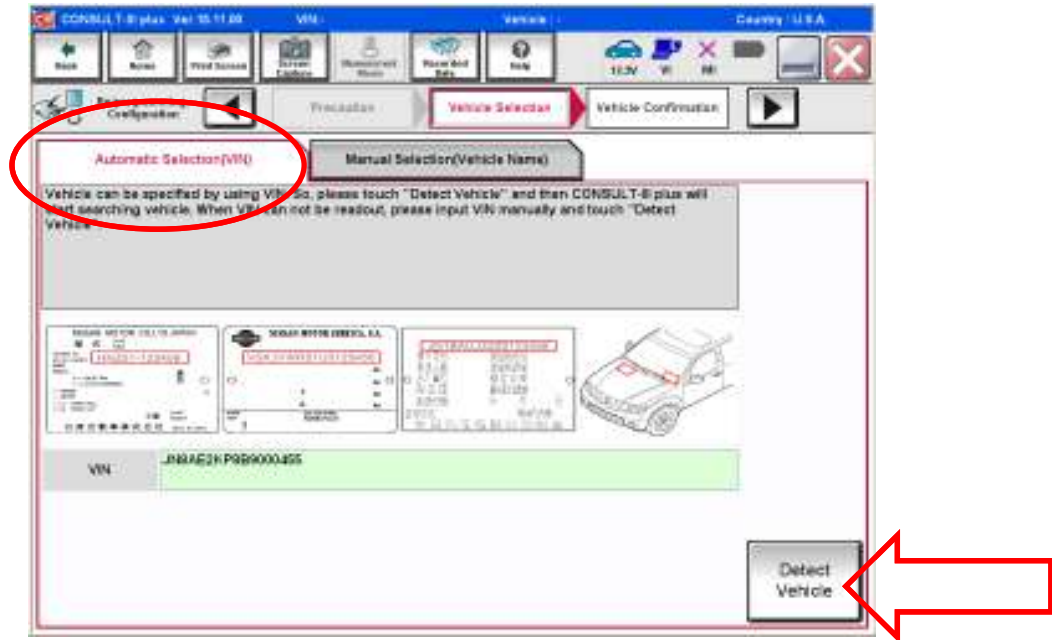


6. Read Precautions:
• Click 'Next'.



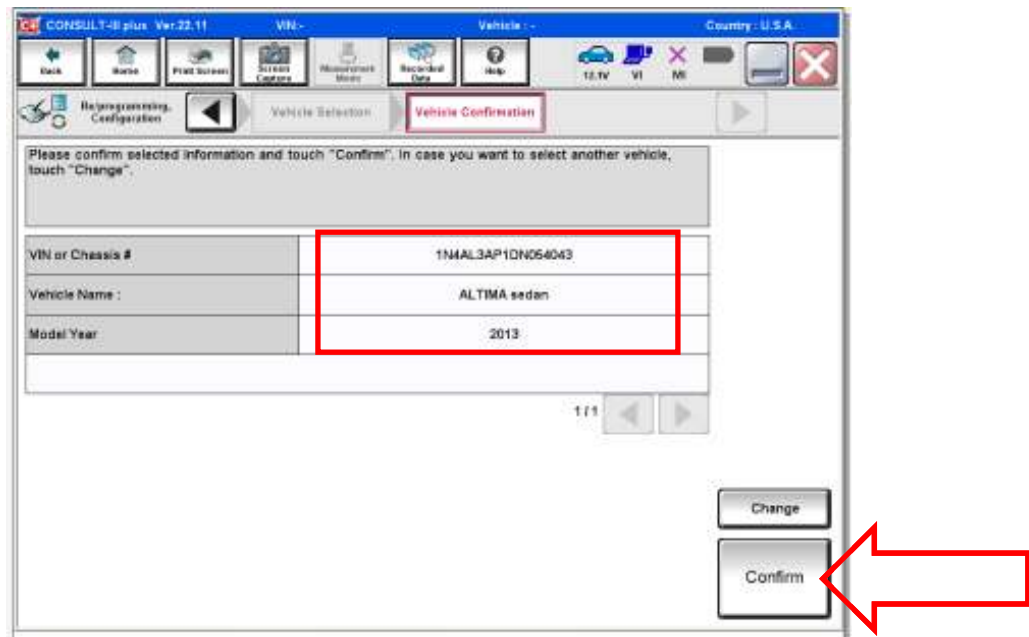
7. Load VIN:

- If 'Automatic Selection' tab is chosen, CONSULT III Plus will identify VIN, make and model and skip to next step.
- If 'Manual Selection' tab is selected, click on 'Automatic Selection' tab and select 'Detect Vehicle'.

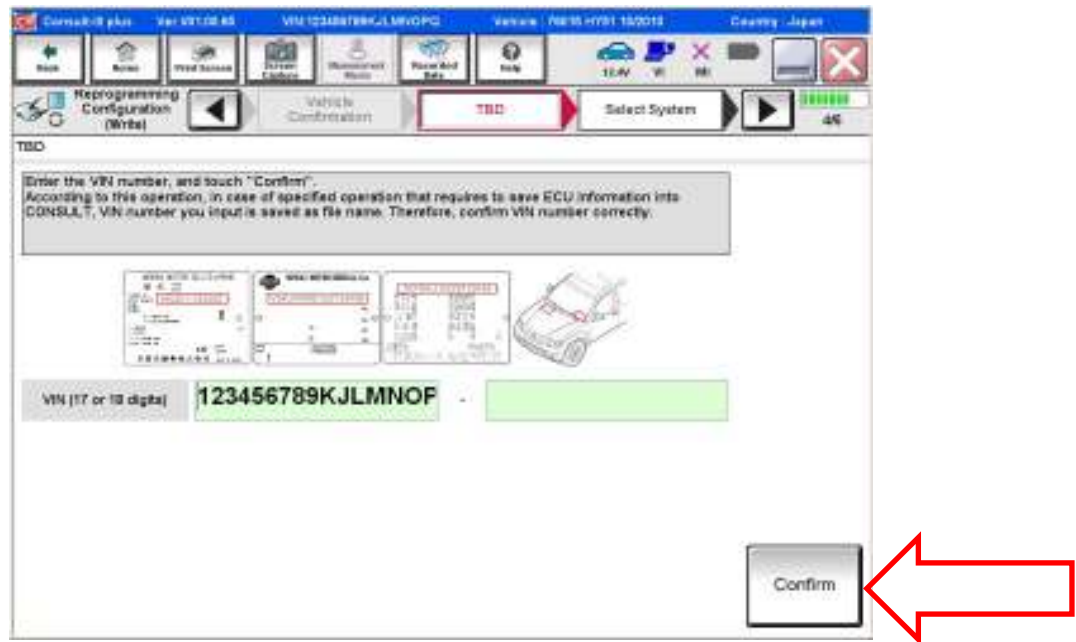


8. Verify VIN:

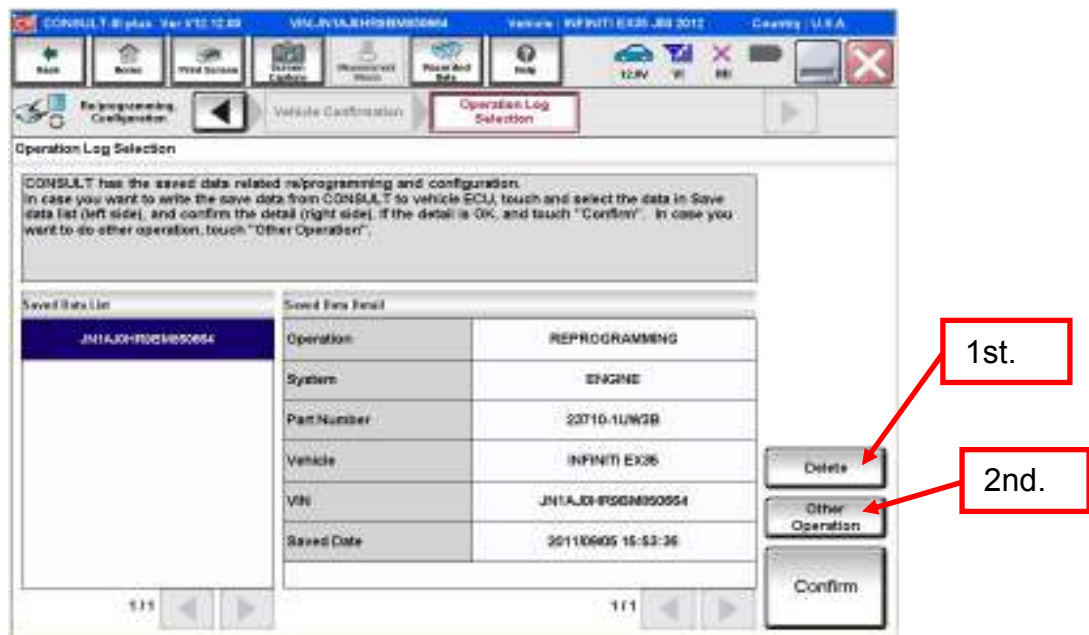
- Click 'Confirm'.
- Wait for system call.



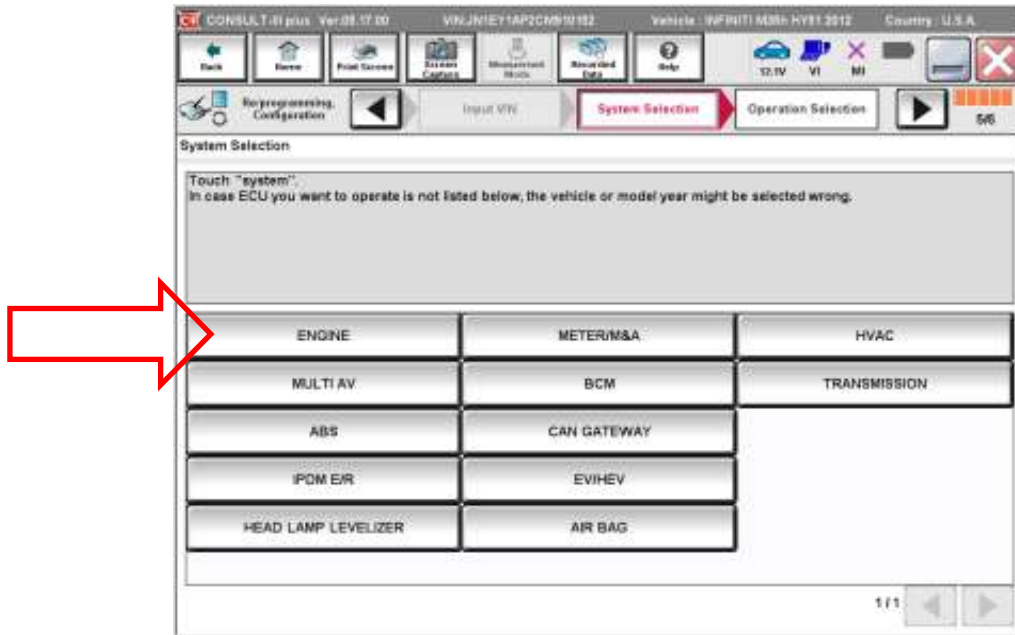
9. Verify VIN:
 - Click 'Confirm'.



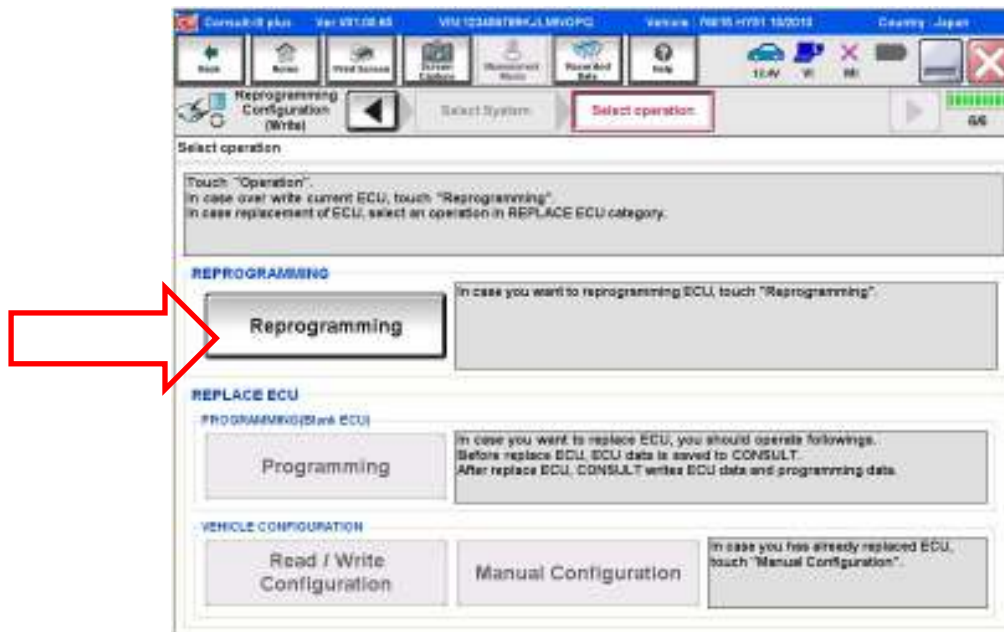
NOTE: If this screen appears select 'Delete' and then select 'Other Operation'. Otherwise proceed to next step.



- Click Engine.
 - Wait for system call.



- Click 'Reprogramming'.



12. Click 'Save'.

CONSULT-III plus Ver.23.13 Ver.CSP17.10 VIN:1N4AL3AP5DC051108 Vehicle: ALTIMA sedan L33 2013 Country: U.S.A.

Back Home Print Screen Screen Capture Measurement Mode Recorded Data Help 13.5V VI MI

Reprogramming, Configuration Operation Selection Save ECU Data 7/7

Touch "Save" to save operation log and the current part number as listed below to CONSULT. Operation log helps to restart next operation by selecting suitable operation log. Operation log is erased after operation has completely finished.

File Label	1N4AL3AP5DC05110B
Operation	REPROGRAMMING
System	TRANSMISSION
Part Number	31036-3TA0A
Vehicle	L33ALTIMA sedan
VIN	1N4AL3AP5DC05110B
Date	9/11/2012 8:34:01 AM

Save

13. Click 'Next'.

CONSULT-III plus Ver.23.13 Ver.CSP17.10 VIN:1N4AL3AP5DC051108 Vehicle: ALTIMA sedan L33 2013 Country: U.S.A.

Back Home Print Screen Screen Capture Measurement Mode Recorded Data Help 13.5V VI MI

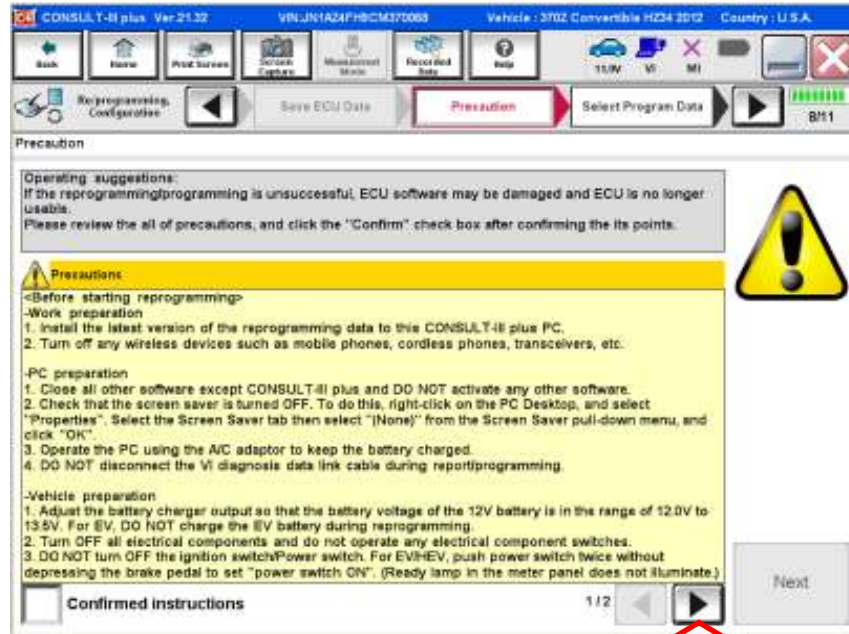
Reprogramming, Configuration Operation Selection Save ECU Data 7/7

Operation log and ECU data (Some of ECU need to be saved, not all) have been saved to CONSULT. Touch "Next".

File Label	1N4AL3AP5DC05110B
Operation	REPROGRAMMING
System	TRANSMISSION
Part Number	31036-3TA0A
Vehicle	L33ALTIMA sedan
VIN	1N4AL3AP5DC05110B
Date	9/11/2012 8:34:25 AM

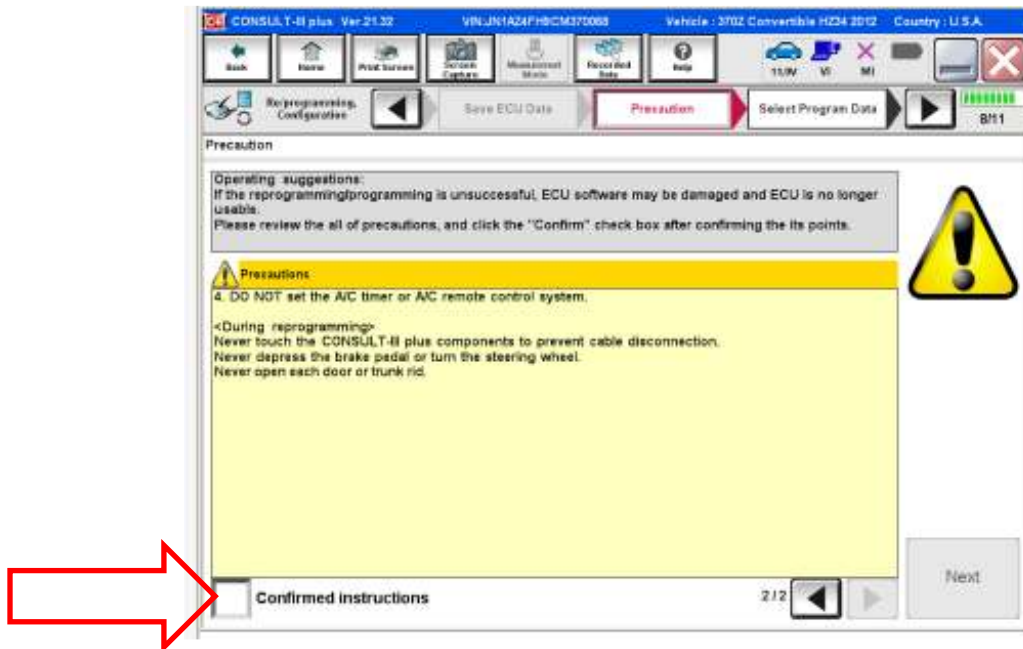
Next

14. Go to page 2.



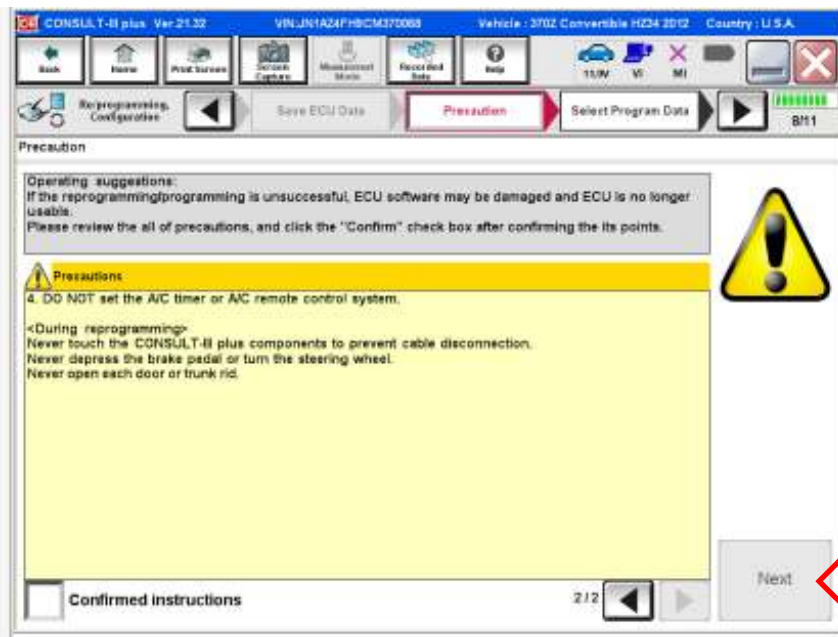
15. Read Precautions:

- Click 'Confirm Instructions'.



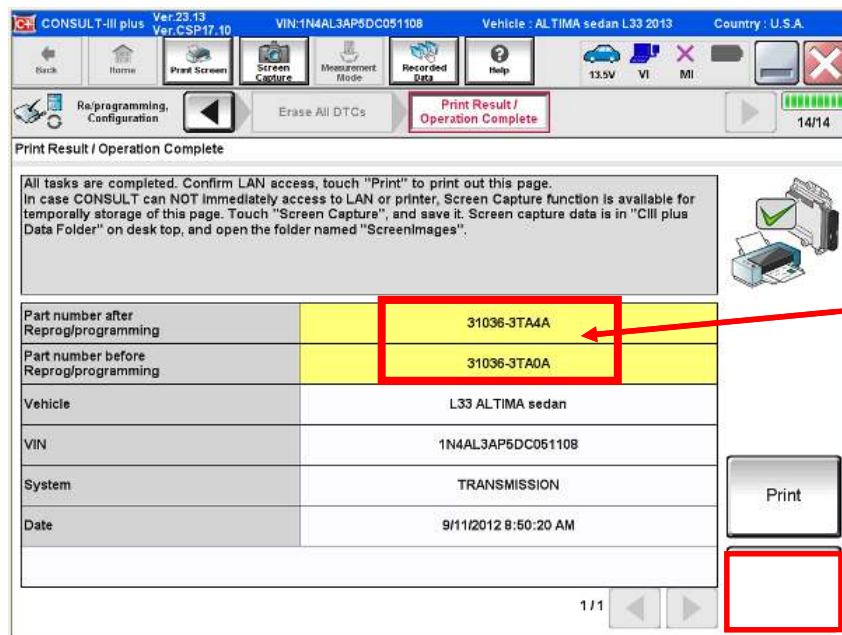
16. Read Precautions:

- Click 'Next'.



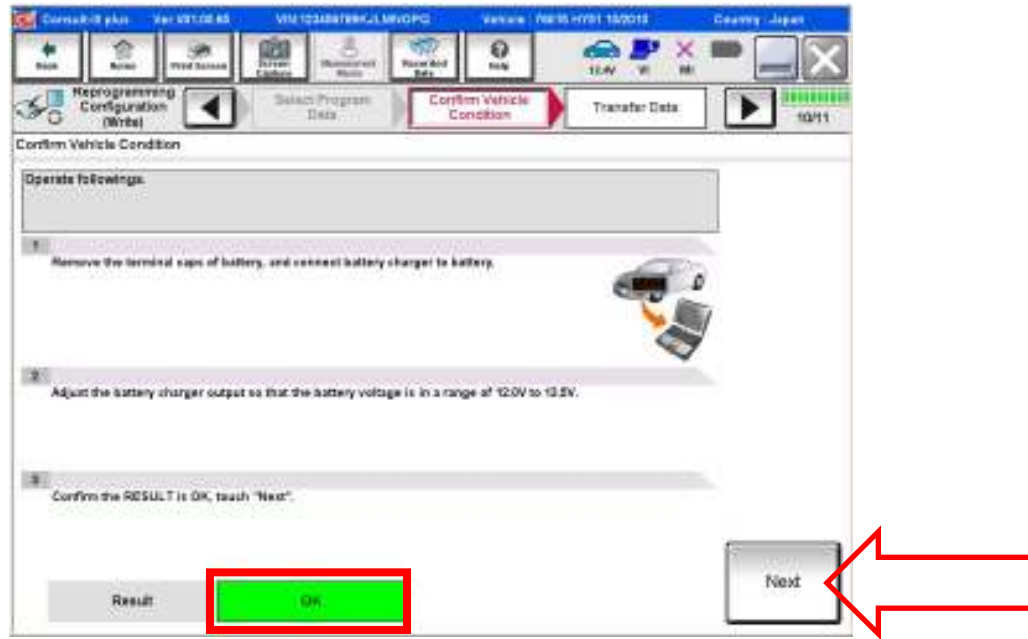
17. Confirm 'Before' and 'After' software part number is different. See software part numbers in **APPENDIX B**.

- **Verify part number in Appendix B before selecting "NEXT".**
- Select "NEXT".

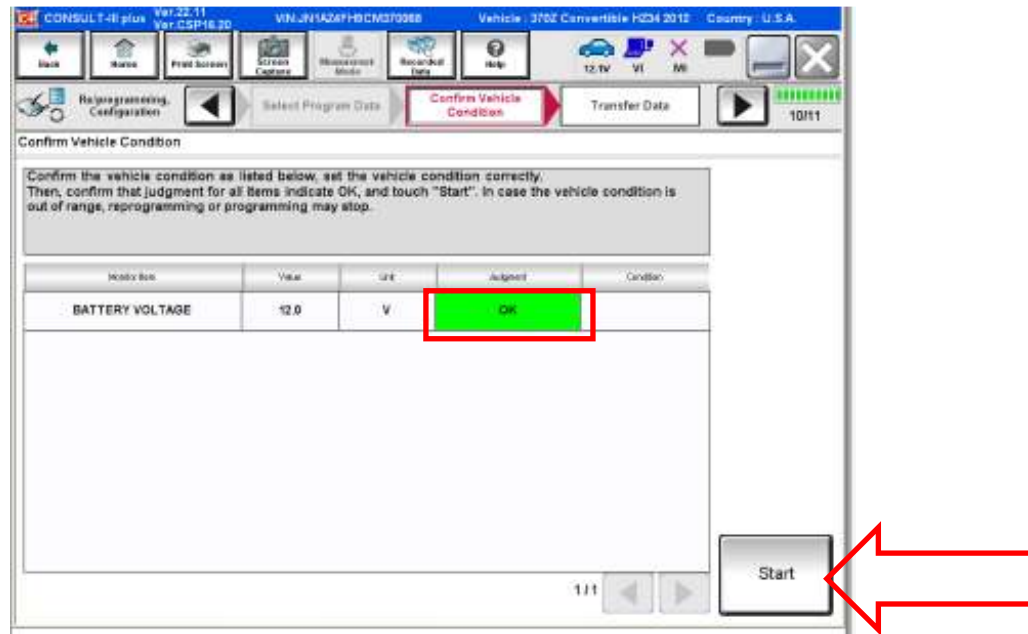


18. Confirm battery results are 'OK'.
- Click 'Next'.
 - Note: System will not continue if voltage is not between 12V to 15.5V. Adjust voltage with charger as needed and continue

CAUTION: If Battery voltage drops below 12.0v or above 15.5v during the reprogramming process the ECM may be permanently damaged.



19. Verify Battery voltage is between 12.0V to 15.5V.
- Click "Start".



20. Wait for progress bar to complete.

CONSULT-III plus Ver.23.13 Ver.CSP17.10 VIN:1M4L3AP6DC051108 Vehicle : ALTIMA sedan L33 2013 Country : U.S.A.

Back Home Print Screen Screen Capture Measurement Mode Recorded Data Help 13.5V VI MI

Reprogramming, Configuration Confirm Vehicle Condition **Transfer Data** 11/11

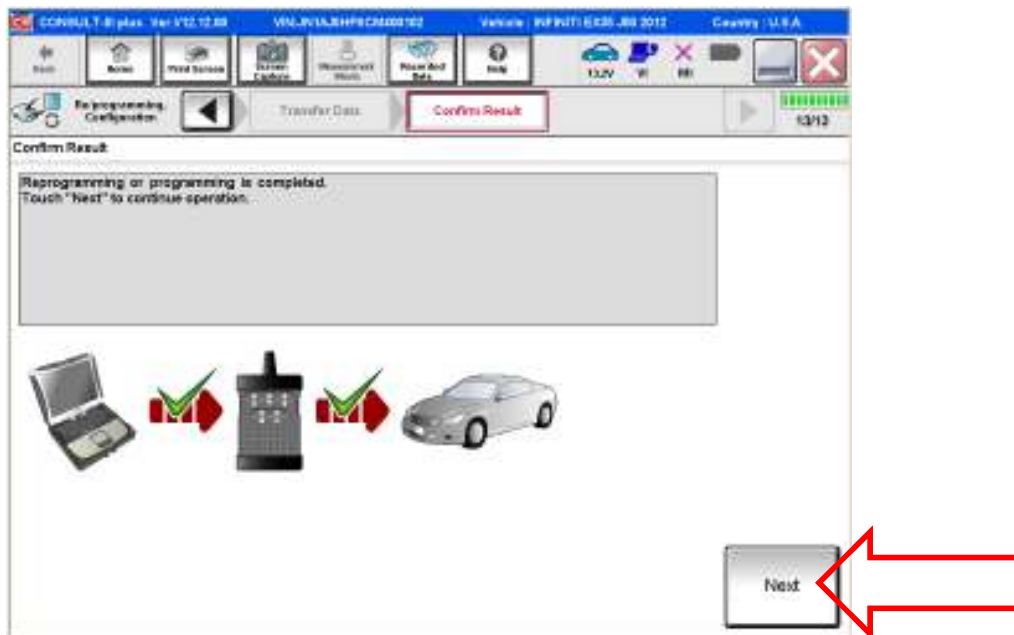
Transfer Data

Programming...VI is transferring the data to vehicle ECU.
In case the other VI is available, CONSULT-III plus is available for other operations such as reprogramming or diagnosing other vehicles by using other VI. In case you want to use CONSULT-III plus with other VI, touch "Home" to back to Home screen, and touch "VI/MI selection" to select other VI. In case you want to back to this screen, select this VI, and touch "Reprogramming/Programming" on Home screen.

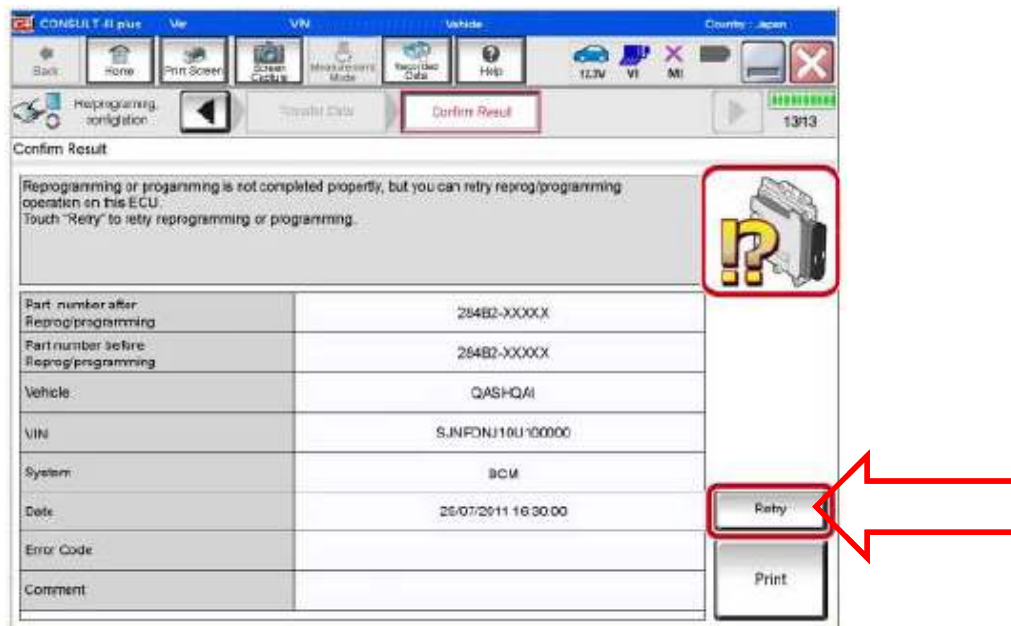
Estimated Time	10min
Transfer CONSULT to VI	100%
Transfer VI to ECU	20%

Diagram: Laptop → VI → Car

21. Check for 'Completed' message and click 'Next'.
- Wait for system call.

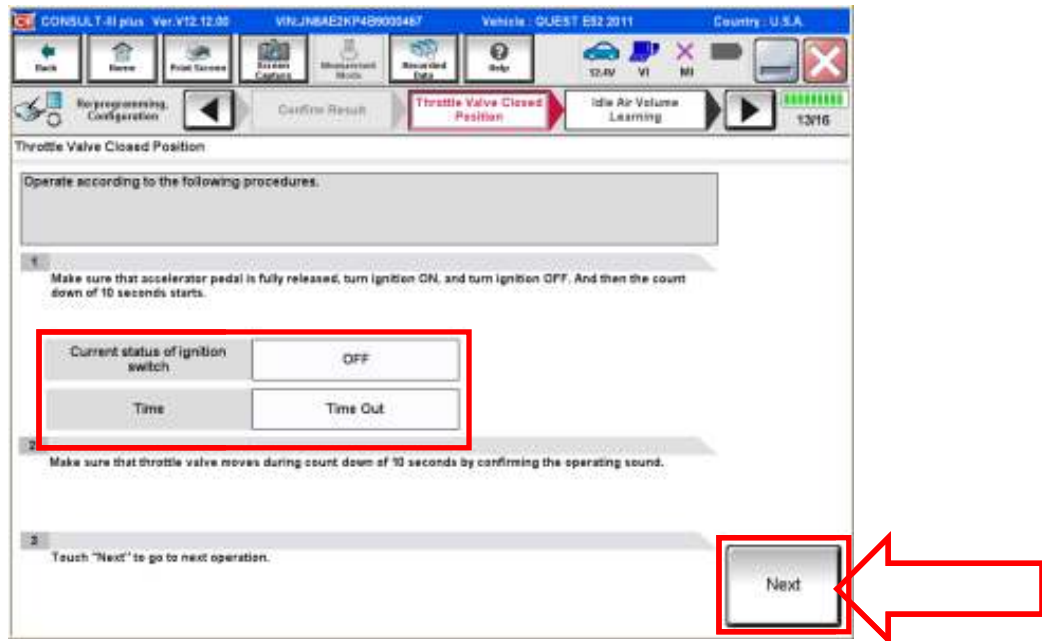


- If this screen appears select retry.



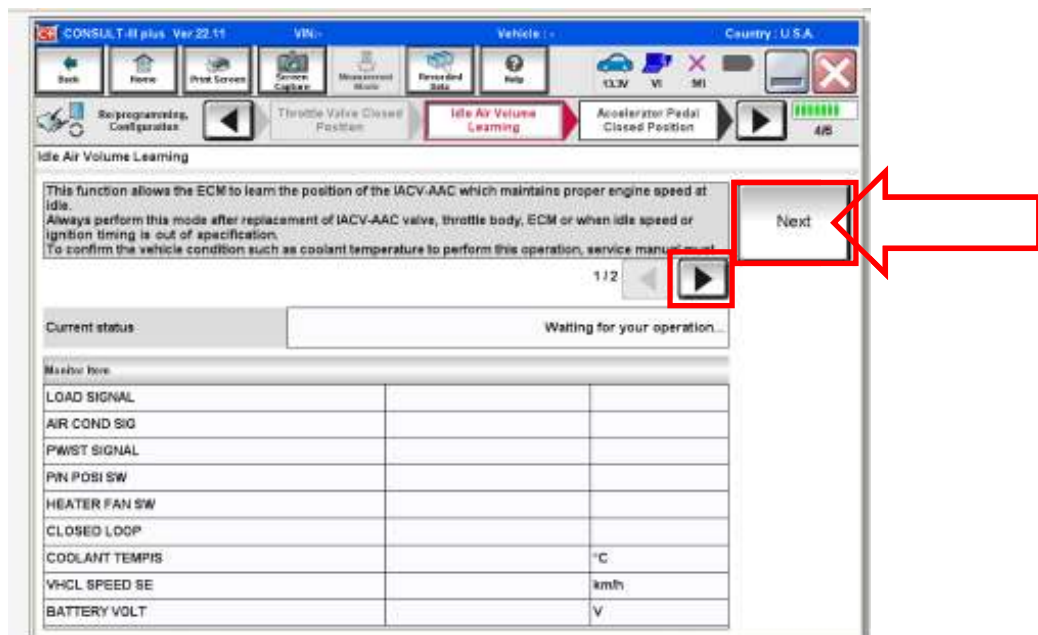
22. Throttle Valve Closed Position learn.

- DO NOT touch accelerator pedal.
- Place ignition in "OFF" position.
- Wait 10 seconds until 'Time' box indicates 'TIMEOUT'.
- Select 'Next'.

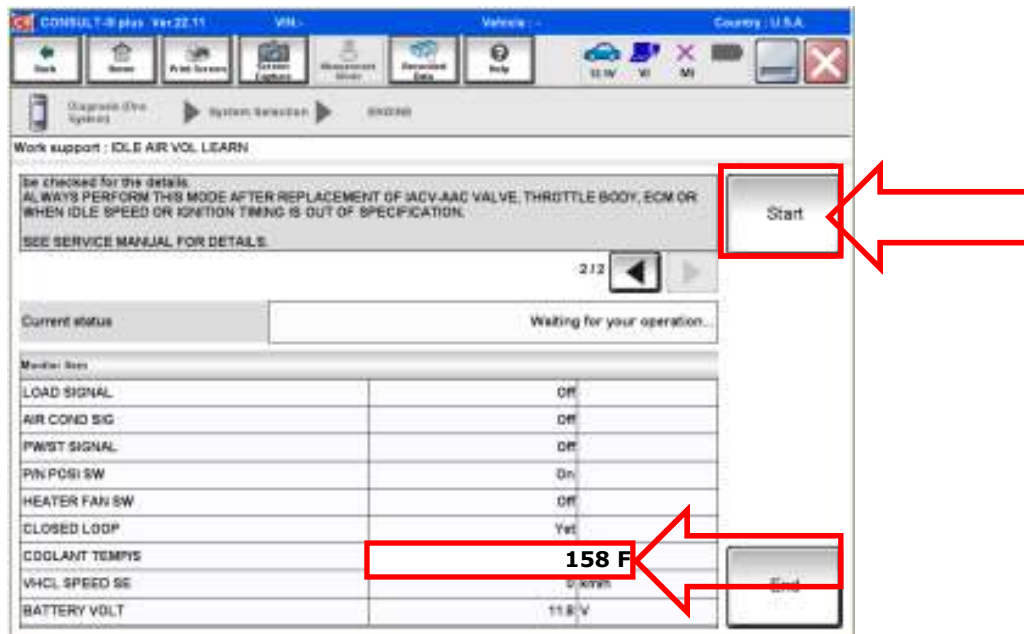


23. Idle Air Volume Learning.

- Place ignition in "on" position, **Engine ON**.
- Go to page 2.
- Select "Next".

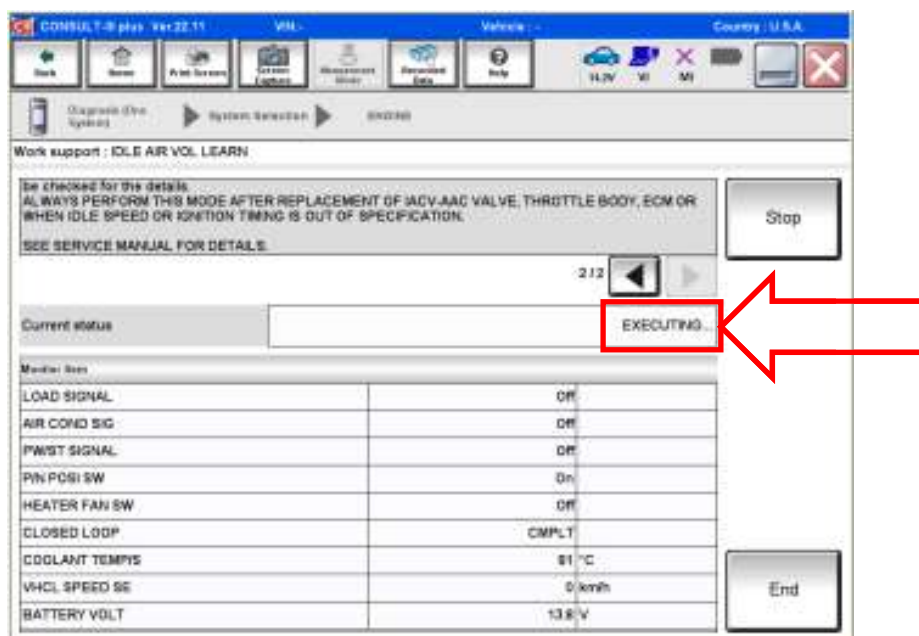


24. Verify coolant temp is between 158°F (70°C) and 175° (80°C), then select "START".

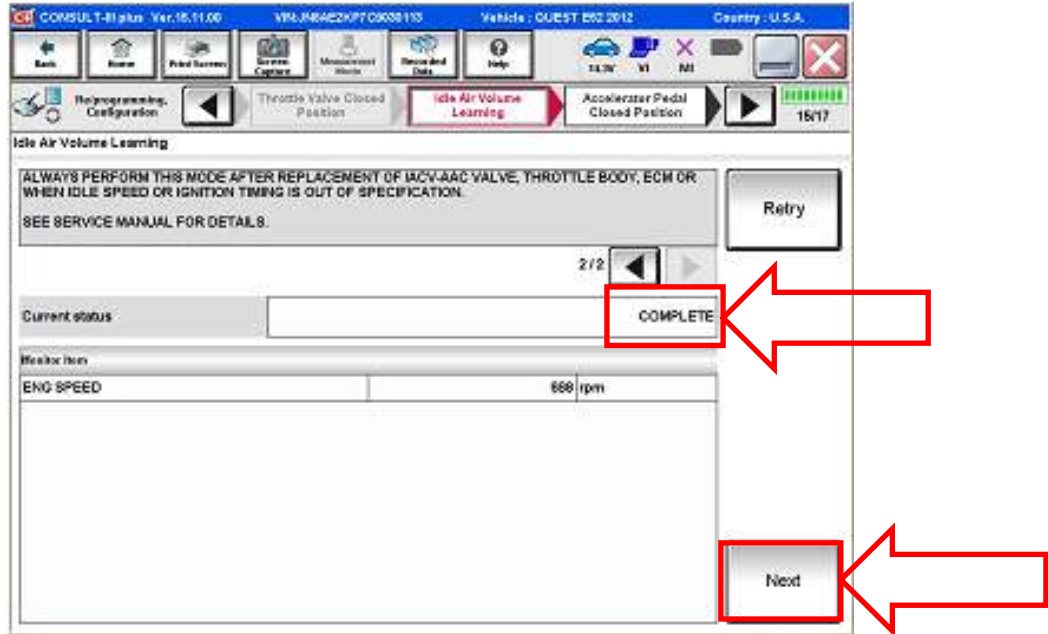


25. Wait for system to execute.

- **If idle valve learning procedure does not go into the executing mode and complete, select home and go to APPENDIX A.**

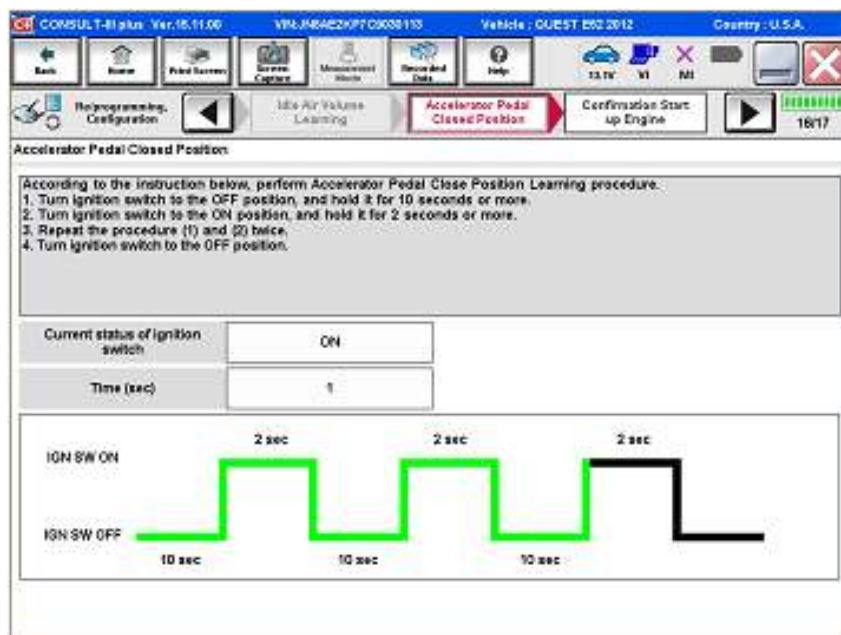


26. At 'Complete' screen, DO NOT turn engine OFF. Select 'Next'



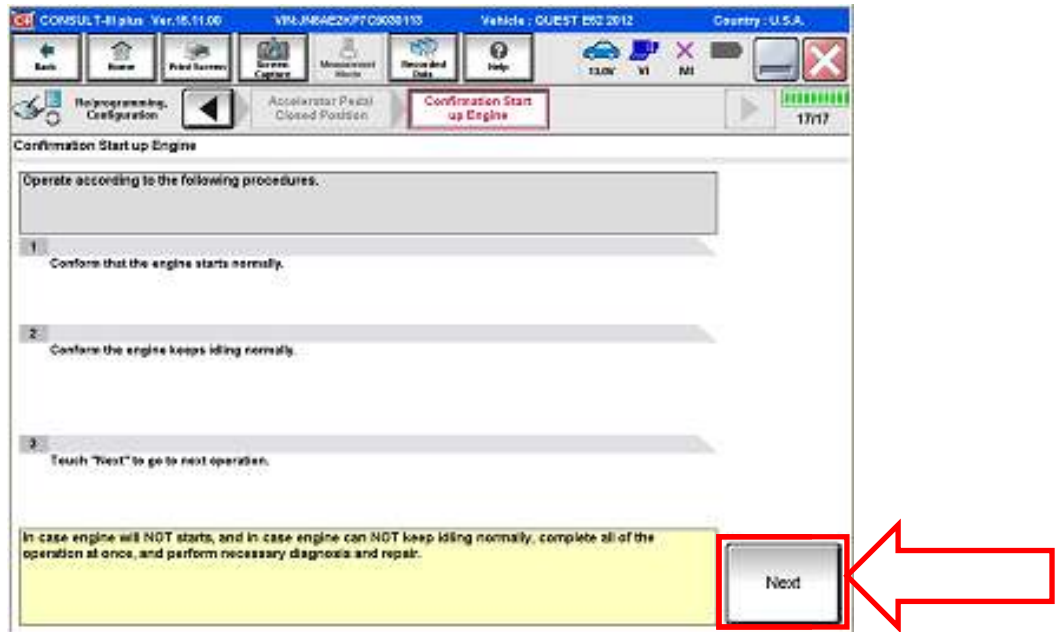
27. Accelerator Pedal Position Learn:

- Follow screen prompts.
- Turn ignition OFF for 10 seconds. Wait for 'Time' to display 'Complete'.
- Turn ignition ON (engine OFF) for 2 seconds. Wait for 'Time' to display 'Complete'.
- Repeat 3 times until all bars on screen turn green.



28. This will automatically proceed to 'Confirmation Start up Engine' screen print below.
- Place ignition in the "ON" position, with engine on and select 'Next'.

NOTE: Do not select 'Next' until Engine is ON.



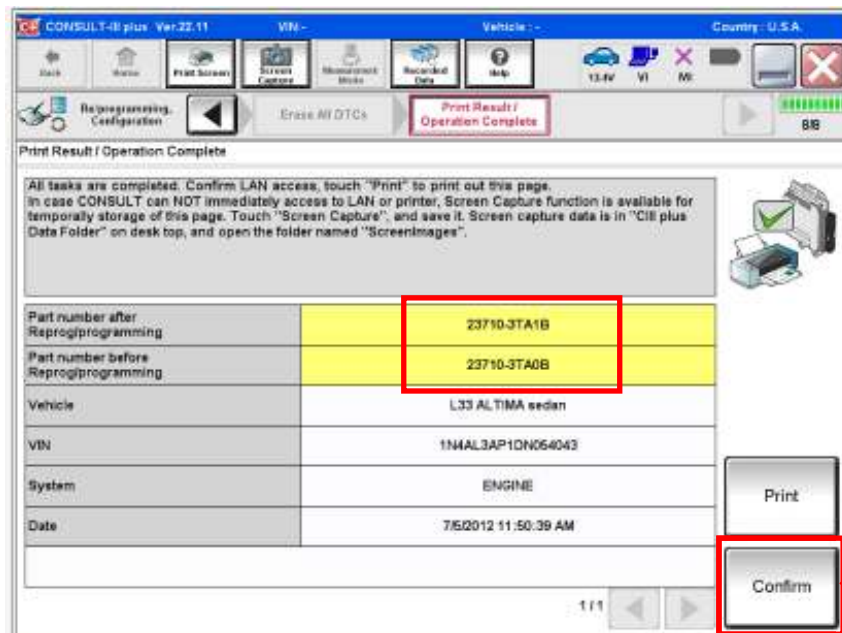
29. This will automatically proceed to Erase DTC screen print below. Ignition OFF.



30. Place ignition in 'ON' position. Do not start on Engine.
- Wait for Erase = 100%



31. Confirm 'Before' and 'After' software part number is different. See software part numbers in APPENDIX B.
- Select "Confirm".
 - When message box appears (not shown) click 'Home'.



32. Start Engine and confirm no warning lamps are illuminated.
 - Disregard the low fuel warning lamp.

33. Place ignition in the OFF position.
 - Disconnect VI and all Consult power cords from the vehicle.
 - Close Consult III Plus program.

34. Turn off battery charger and remove from vehicle.

35. If long term storage fuse bar was pushed it on step 3, "PULL OUT" and install fuse cover.

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

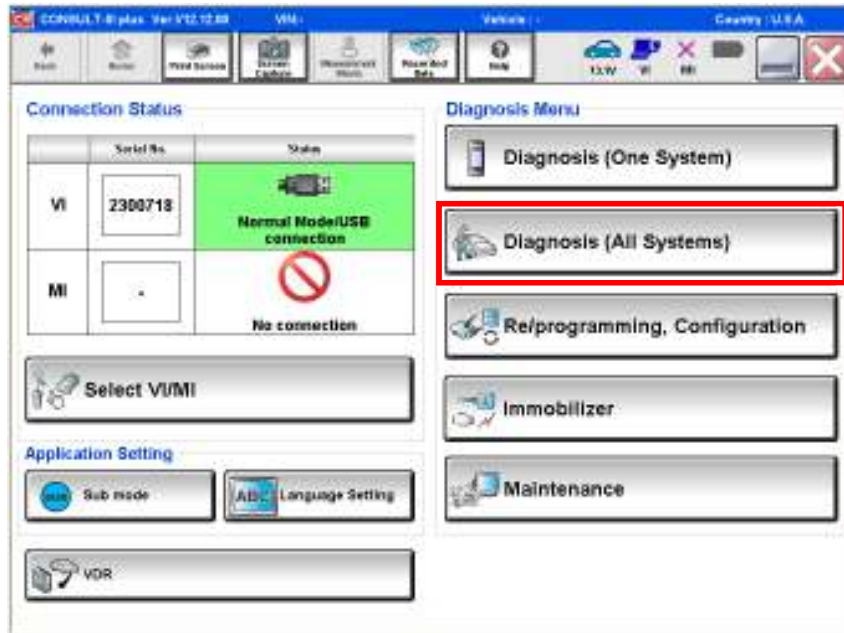
Campaign: P2563

Claim Type:	CM			
PNC:	P2563			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
ECM Reprogramming	P25630	0.4H	No	No

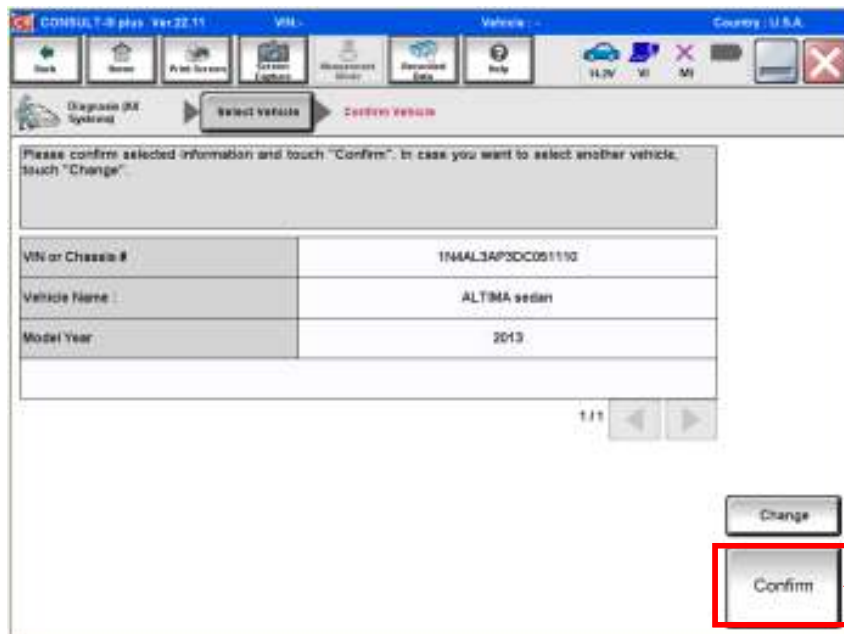
APPENDIX A

Manually Erase DTCs and Learn Idle Air Volume

1. Place Ignition in the "ON" position (press start/stop button twice).
2. From 'Home' screen, select 'Diagnosis All Systems'.
 - Wait for system call.

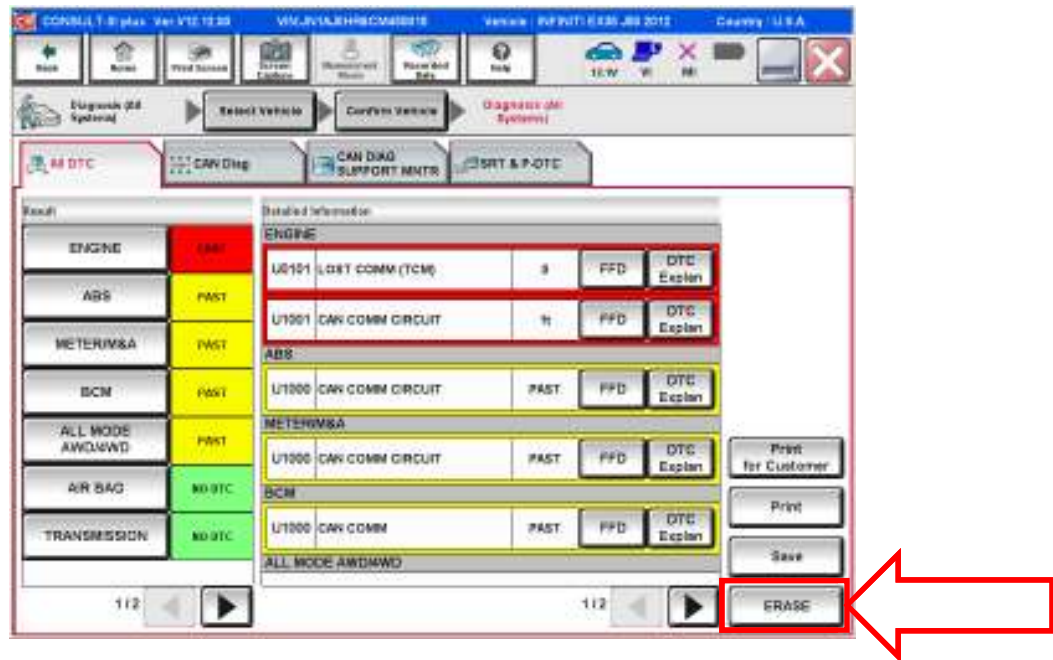


3. Select "Confirm".

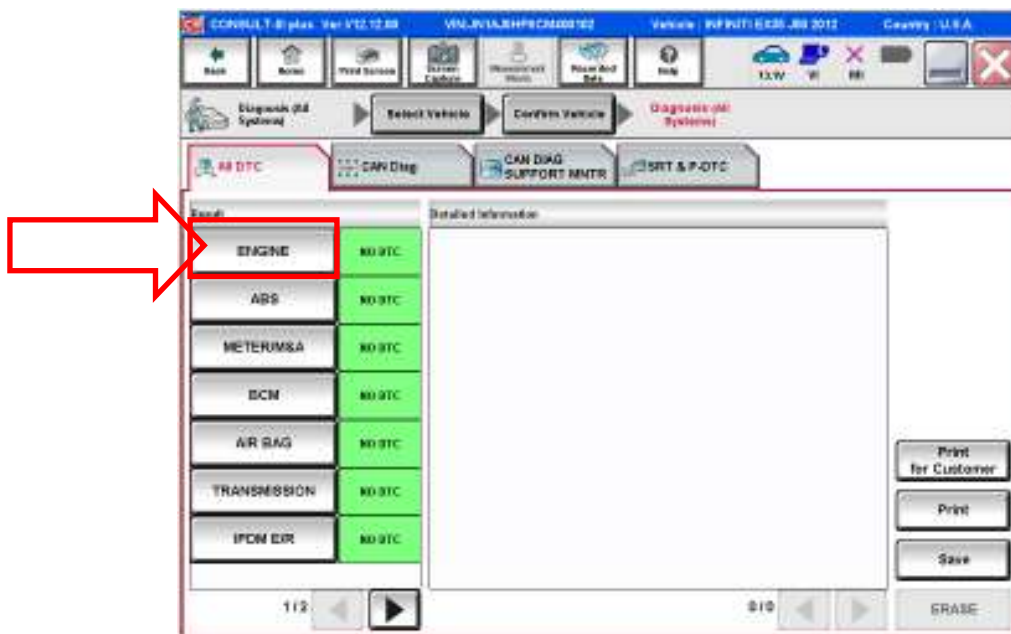


4. Click 'Erase'.

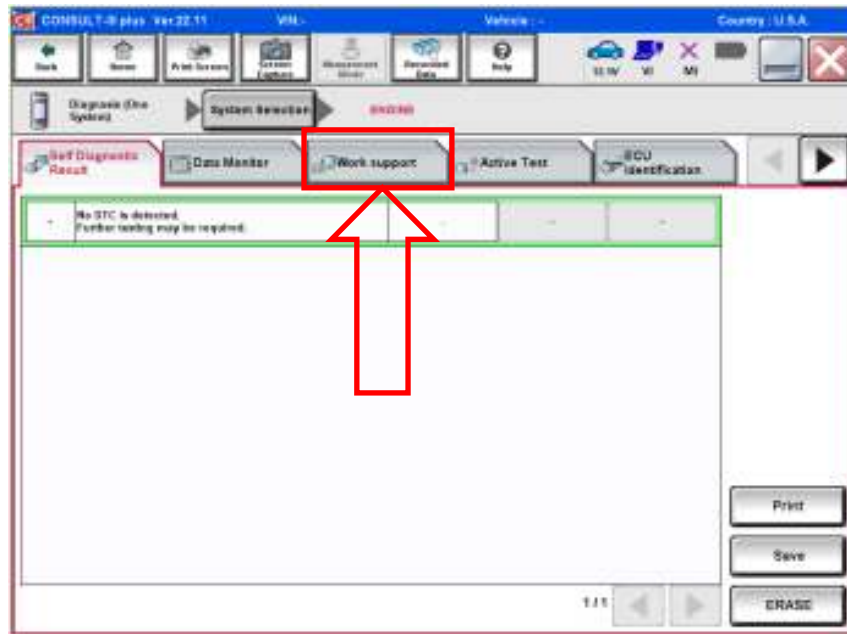
- Message window will appear, click 'Erase'.
- Wait for Erase to = 100%
- Confirm no DTCs



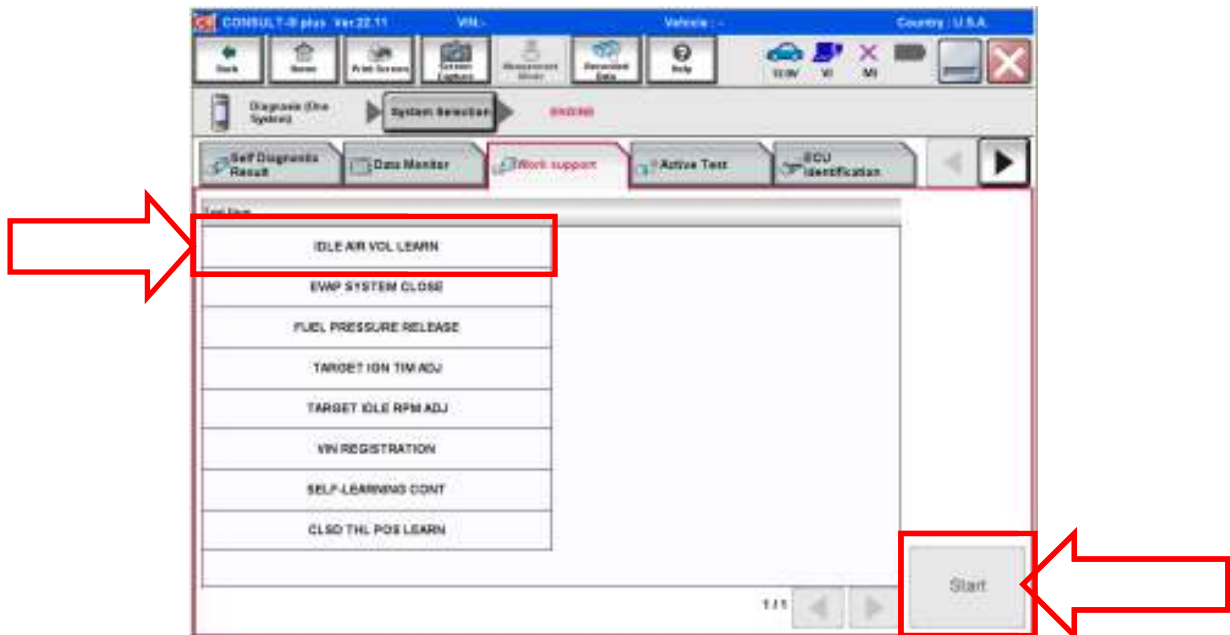
5. Select "Engine".



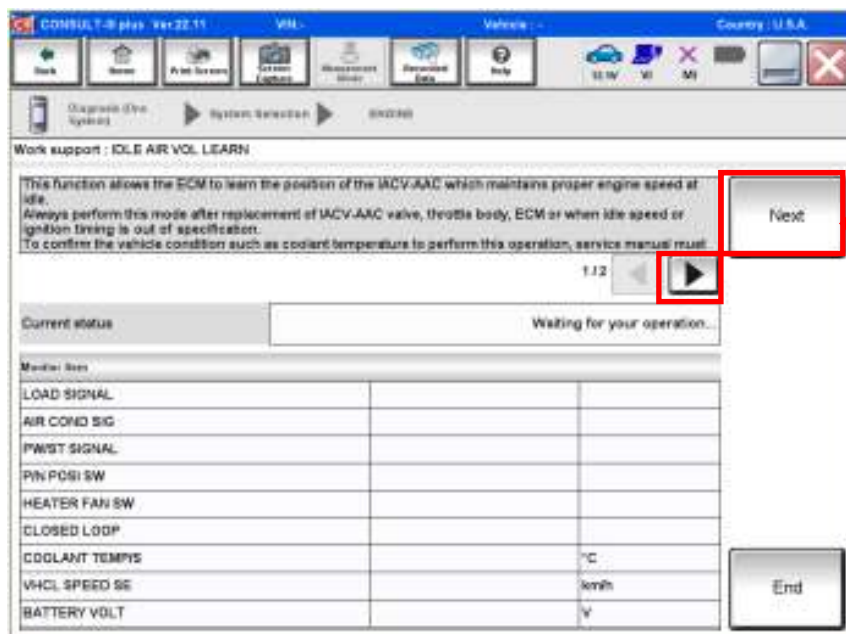
6. Select "Work Support".



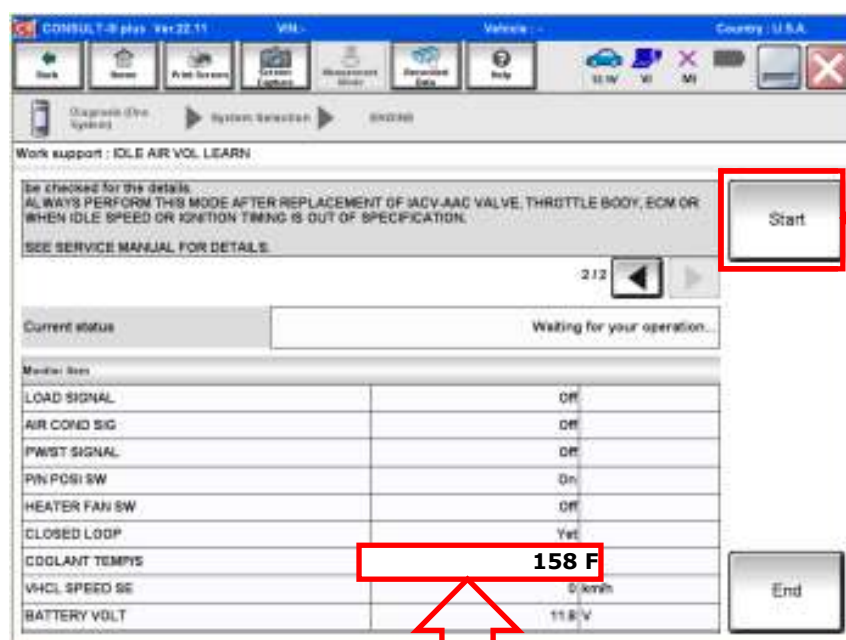
7. Select idle air volume learn, select "start".



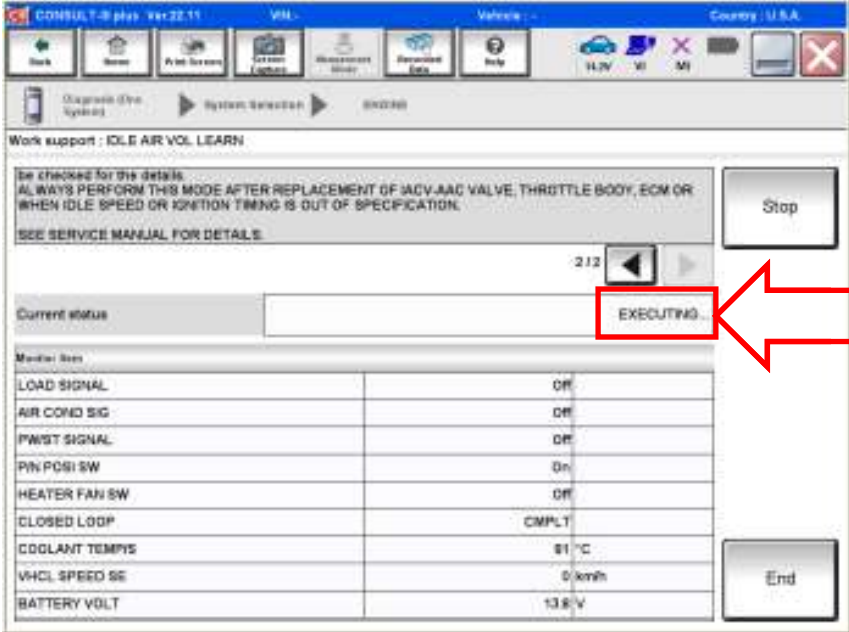
8. Select page 2 then "NEXT".



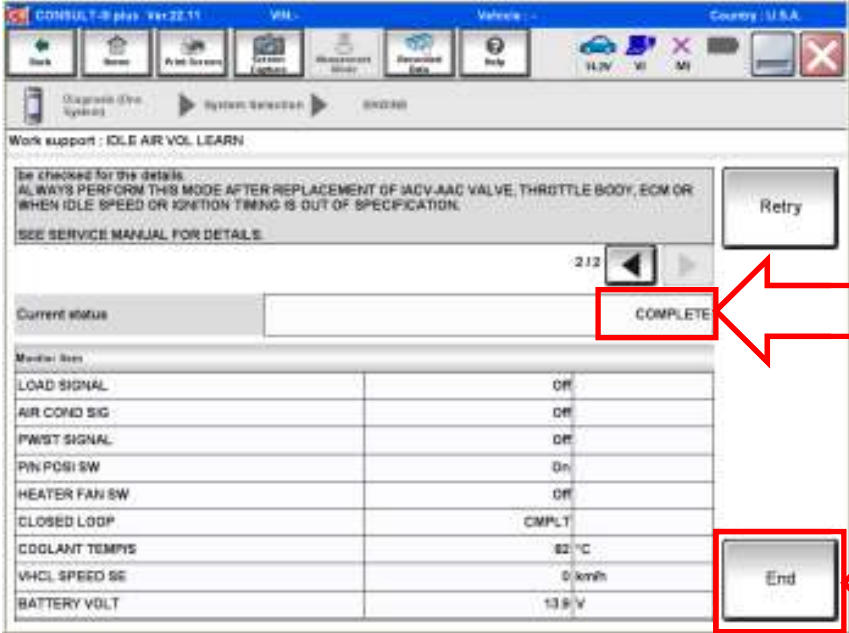
9. Start engine and verify coolant temp is between 158°F (70°C) and 175° (80°C), then select "START".



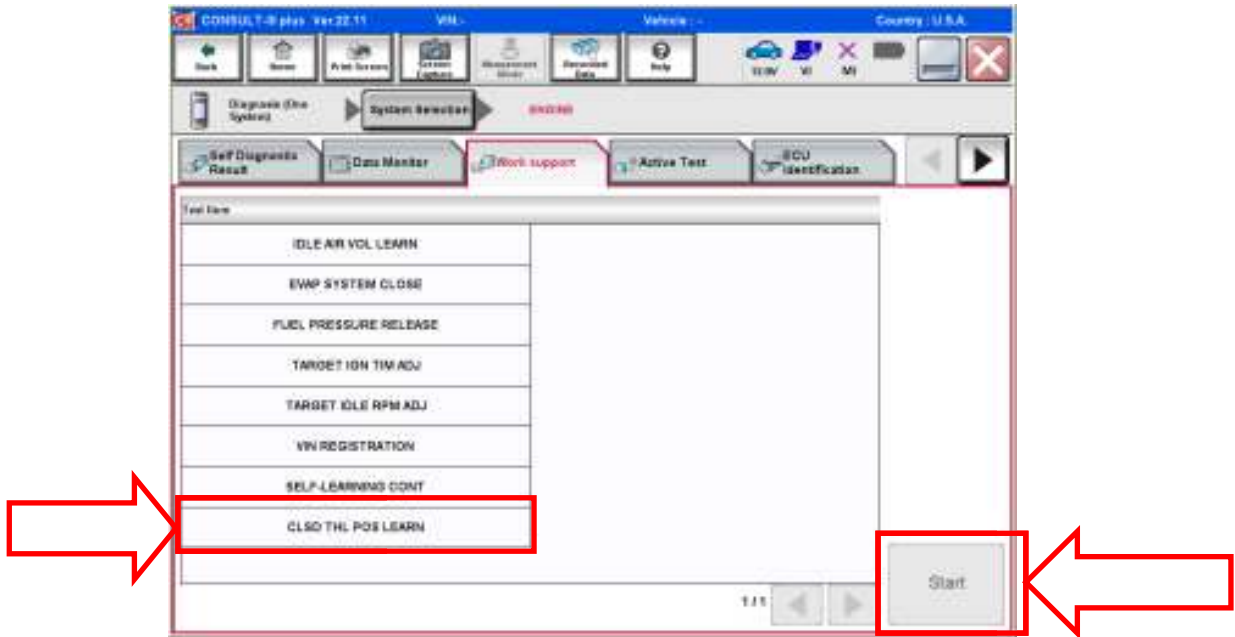
10. Wait for system to execute.



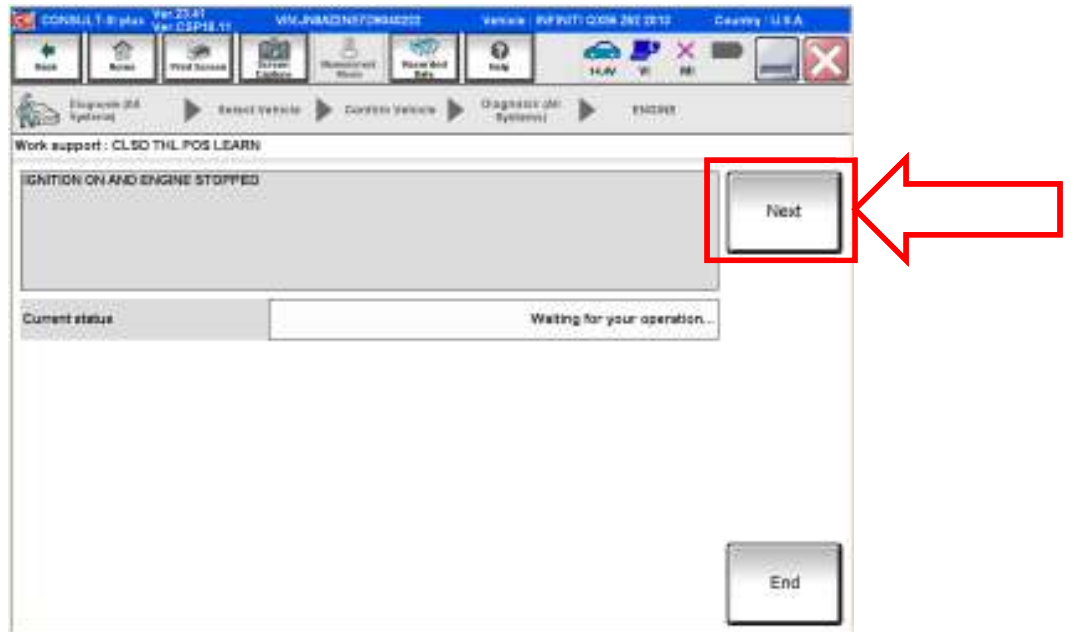
11. When completed select "END".



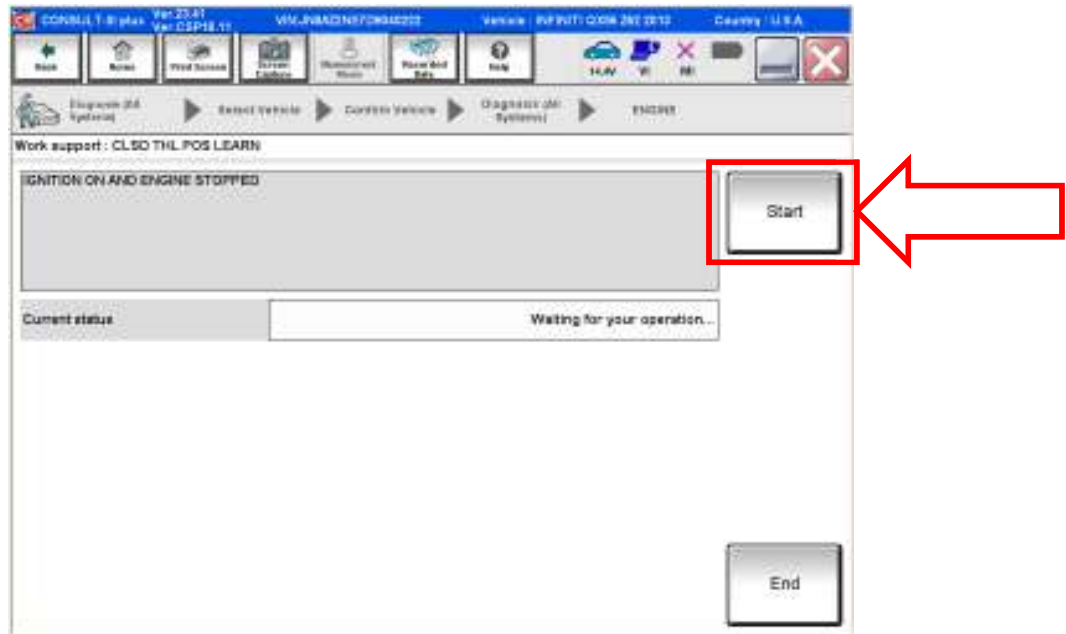
12. Select Closed Throttle Position Learn, Start



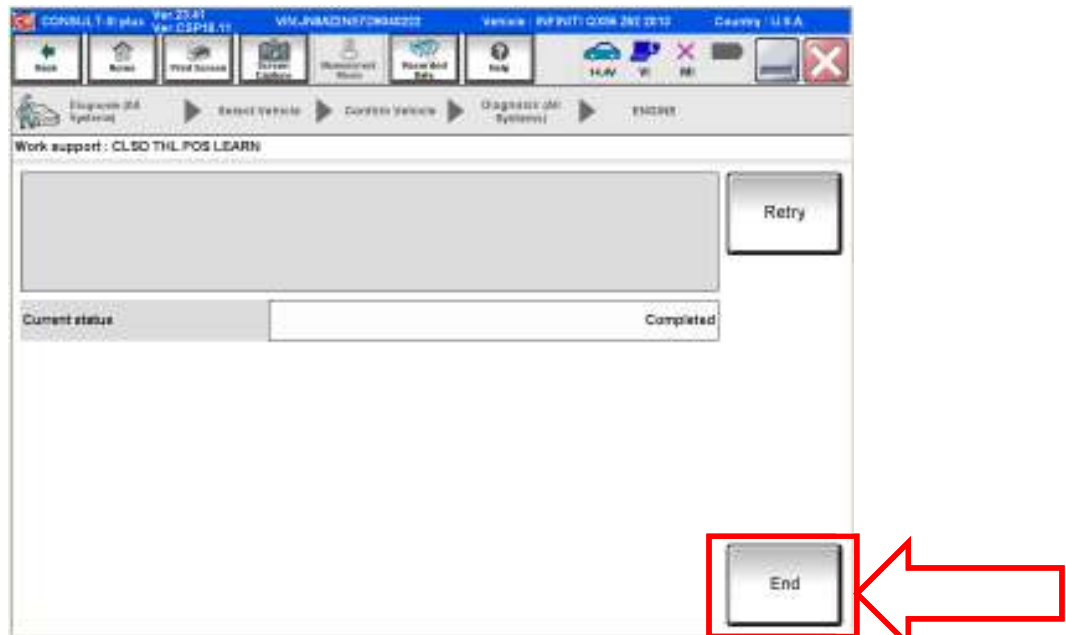
13. Select "Next".



14. Select "Start".



15. Select "END".



16. Start Engine and confirm no warning lamps are illuminated.
 - Disregard the low fuel warning lamp.
17. Place ignition in the OFF position.
 - Disconnect VI and all Consult power cords from the vehicle.
 - Close Consult III Plus program.
18. Turn off battery charger and remove from vehicle.
19. If long term storage fuse bar was pushed it on step 3, "PULL OUT" and install fuse cover.
20. Reprogram procedure is complete and submit claim using Op Code P25630.

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: P2563

Claim Type:	CM			
PNC:	P2563			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
ECM Reprogramming	P25630	0.4H	No	No

APPENDIX B

ECM Software Part Numbers

<u>Old Part Number</u>		<u>New Part Number</u>
23710-1ZS0E	To	23710-1YN0A
23710-1ZS0D	To	23710-1YN0A
23710-1ZS0C	To	23710-1YN0A
23710-1ZS0B	To	23710-1YN0A
23710-1ZS0A	To	23710-1YN0A
23710-1ZS1E	To	23710-1YN1A
23710-1ZS1D	To	23710-1YN1A
23710-1ZS1C	To	23710-1YN1A
23710-1ZS1B	To	23710-1YN1A
23710-1ZS1A	To	23710-1YN1A
23710-1ZS2E	To	23710-1YN2A
23710-1ZS2D	To	23710-1YN2A
23710-1ZS2C	To	23710-1YN2A
23710-1ZS2B	To	23710-1YN2A
23710-1ZS2A	To	23710-1YN2A
23710-1ZS3E	To	23710-1YN3A
23710-1ZS3D	To	23710-1YN3A
23710-1ZS3C	To	23710-1YN3A
23710-1ZS3B	To	23710-1YN3A
23710-1ZS3A	To	23710-1YN3A
23710 1V90A	To	23710-1V90B
23710 1V91A	To	23710-1V91B
23710 1V92A	To	23710-1V92B
23710 1V93A	To	23710-1V93B