

SERVICE BULLETIN

Classification: EC14-014 Reference: ITB15-003 COPYRIGHT© NISSAN NORTH AMERICA, INC. Date:

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# 2013 JX35 AND 2014 QX60; IDLE QUALITY IN DRIVE AND A/C ON

APPLIED VEHICLES: 2013 JX35 (L50) 2014 QX60 (L50) APPLIED ENGINE: VQ35 (6 cyl)

## IF YOU CONFIRM:

One or more of the following with the engine idling, the transmission in Drive, and the air conditioning on:

- Low/rough idle
- High idle
- Idle fluctuation

## ACTION:

- 1. Compare the vehicle's current ECM part number to those listed in Table A (see page 4).
- 2. If the ECM part number matches one listed in **Table A**, reprogram the ECM.
  - If there is NOT an ECM part number match, this bulletin does not apply. Refer to ASIST and the Electronic Service Manual (ESM) for further diagnosis.

**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 dealer to determine if this applies to your vehicle.

## SERVICE PROCEDURE

### NOTE:

- Most instructions for reprogramming with CONSULT-III plus (C-III plus) are displayed on the CONSULT PC screen.
- 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 Learn (IAVL) conditions:
  - Engine coolant temperature: 70 105°C (158 - 221°F)
  - ➤ Battery voltage: More than 12.9V (At idle)
  - > Transmission: Warmed up





• After reprogramming is complete, you will be required to perform Throttle Valve Closed Position, Idle Air Volume Learn, Accelerator Closed Position, and DTC erase.

## CAUTION:

- Connect the GR8 to the vehicle 12 volt battery and set to ECM power supply mode. If the vehicle battery voltage drops below <u>12.0V or above 15.5V</u> during reprogramming, <u>the ECM may be</u> <u>damaged</u>.
- Be sure to turn OFF all vehicle electrical loads.
   If a vehicle electrical load remains ON, <u>the ECM may be damaged</u>.
- Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and <u>the ECM may be damaged</u>.
- Turn off all external Bluetooth<sup>®</sup> devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI. If Bluetooth<sup>®</sup> signal waves are within range of the CONSULT PC during reprogramming, reprogramming may be interrupted and <u>the ECM may be damaged</u>.

- 1. Connect the CONSULT PC to the vehicle to begin the reprogramming procedure.
- 2 Start C-III plus.
- 3. Wait for the plus VI to be recognized / connected.
  - The serial number will display when the plus VI is recognized / connected.
- 4. Select **Re/programming**, **Configuration**.

VI is recognized	Connection Status Serial No. VI 2300727 MI - Select VI/MI Application Setting	Sereen Estreen Capture	Diagnosis Menu Diagnosis Menu Diagnosis (C Diagnosis (A C Re/program	VI MI	Step 4
		Language Setting	Immobilizer		]

5. Follow the on-screen instructions and navigate the C-III plus to the screen shown in Figure 2 on the next page.

- 6. When you get to the screen shown in Figure 2, confirm this bulletin applies as follows.
  - A. Find the ECM **Part Number** and write it on the repair order.

**NOTE:** This is the <u>current</u> ECM Part Number (P/N).

CONSULT-III plus Ver	VIN.			Vehicle :			-	Country : U.S.A.
Back Forme	Print Screen Capture	Measurement Mode	Recorded Data	e Help	11.8V	Y. VI	× MI	
Re/programming, Configuration	Opera	tion Selection	Save	e ECU Data				717
Save ECU Data								
Touch "Save" to save c Operation log helps to r after operation has com	estart next operation						sed	
File Label			x	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	(			
Operation				EPROGRAMMIN	G			
System	6A: <u>Current</u> E	CM P/N		ENGINE				
Part Number				23710				
Vehicle			>	000000000000000000000000000000000000000	x			
VIN			>		x			
Date			11/	1/201× 1:22:16 A	M			Save

Figure 2

- B. Compare the P/N you wrote down to the numbers in the Current ECM Part Number column in Table A below.
  - If there is a <u>match</u>, this bulletin <u>applies</u>. Continue with the reprogramming procedure.
  - If there is <u>not a match</u>, this bulletin <u>does not apply</u>. Close C-III plus and refer to ASIST and the ESM for further diagnostic information.

Model	Current ECM Part Number: 23710 -
	9NA0A, 9NA1A, 9NA2A,
2012 1725	9NA3A, 9NA4A, 9NA5A
2013 JX35	9NA0B, 9NA1B, 9NA2B,
	9NA3B, 9NA4B, 9NA5B
	3JG0A, 3JG1A, 3JG2A, 3JG3A,
2014 QX60	3JG4A, 3JG5A, 3JG8A, 3JG9A
2011 2000	3JG0B, 3JG1B, 3JG2B, 3JG3B, 3JG4B, 3JG5B

7. Follow the on-screen instructions to navigate C-III plus and reprogram the ECM.

## NOTE:

- In some cases, more than one new P/N for reprogramming is available.
  - ▶ In this case, the screen in Figure 3 displays.
  - Select and use the reprogramming option that <u>does not</u> have the message "Caution! Use ONLY with ITBXX-XXX".
- If you get this screen and it is <u>blank</u> (no reprogramming listed), it means there is no reprogramming available for this vehicle. Close C-III plus and refer back to ASIST for further diagnosis.

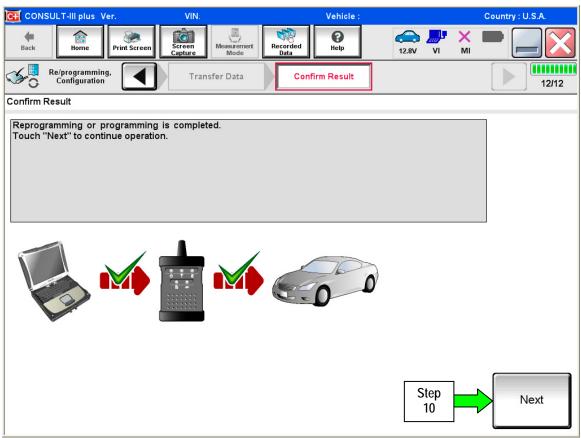
💽 CONSULT-III plus Ver.	VIN:	Vehicle :	Country : U.S.A.
Back Prir	t Screen Capture	Recorded Data	
Re/programming, Configuration	Precaution	Select Program Data	Condition
Select Program Data			
		elow. firm the vehicle selection, VIN and	
System	ENGINE		
Current Part Number	Part Number After Rep	ro/programming Other I	nformation
XXXXXX-XXXXXXX	XXXXXXX-XXXXXXX	xxxxxxxxxxxx	0000000000
XXXXXX-XXXXXX	XXXXXX-XXXXXXX	000000000000000000000000000000000000000	0000000000
		0/0	Next

Figure 3

8. When the screen in Figure 4 displays, reprogramming is complete.

**NOTE:** If the screen in Figure 4 does <u>not</u> display (reprogramming does <u>not</u> complete), refer to the information on page 8.

- 9. Disconnect the battery charger from the vehicle.
- 10. Select Next.





#### NOTE:

- In the next steps, starting on page 9, you will perform Throttle Valve Closed Position, Idle Air Volume Learn, Accelerator Closed Position, and DTC erase.
- These operations are required before C-III plus will provide the final reprogramming confirmation report.

## Do not disconnect plus VI or shut down CONSULT III plus if reprogramming does not complete.

If reprogramming does <u>not</u> complete and the "!?" icon displays as shown in Figure 5:

- Check battery voltage (12.0–15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth<sup>®</sup> devices are OFF.
- All electrical loads are OFF.
- Select <u>retry</u> and follow the on screen instructions.
- <u>"Retry" may not go through on first</u> <u>attempt and can be selected more</u> <u>than once</u>.

CONSULT-II plue Ver	VN	Unticle		Country : Jacon
Back Hone Print Sceen	Attant Measurement	Becorded Help	12.3V VI MI	
sonigiation	Transfer Data	Corfirm Resul		13/13
Confirm Result				
Reprogramming or programming is not operation on this ECU. Touch "Retry" to retry reprogramming o		ut you can retry reprog/	programming	R
Part number after Reprog/programming		284B2-XXXX	x	
Part number before Reprog/programming		284B2-XXXX		
Vehicle		QASHQAI		
VIN		SJNFDNJ10U10	0000	
System		вси		
Date		26/07/2011 16:3	0.00	Retry
Error Gode				

Figure 5

If reprogramming does  $\underline{not}$  complete and the "X" icon displays as shown in Figure 6:

- Check battery voltage (12.0 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF.
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- Select <u>Home</u>, and restart the reprogram procedure from the beginning.

CONSULT-IL BUS Ver	MN.	Vehicle : QASHQAI		County : Japan
Bark Hone Print Screek	Ecreen Cupture Note	Recorded Help	⊖ <b></b>	-
Configlation	Transfer Eats	Confirm Result		9/9
Confirm Result				
Reprogramming is not completed p -Print this screen as needed. Confi with precedure. -Restart CONSULT with disconnee	m CONSULT version, IG		osition and etc	
Part number after Reprog/programming		28482-00000		
Current part number		284B2-XXXXX		
Vahicla		QASHQAI		
VIN		SJNFDNJ10U100000		
System		BCM		
Date		25/07/2011 16:30:00		
Information				
Error Code				Print

Figure 6

- 11. Follow the on-screen instructions to perform the following:
  - Throttle Valve Closed Position
  - Idle Air Volume Learn (IAVL)

## NOTE:

- > Listed below are common conditions required for IAVL to complete.
- > If IAVL does not complete within a few minutes, a condition may be out of range.
- Refer to the appropriate Electronic Service Manual (ESM) for specific conditions required for the vehicle you are working on.
  - Engine coolant temperature: 70 -105° C (158 221°F)
  - o Battery voltage: More than 12.9V (At idle)
  - o Selector lever: P or N
  - o Electric load switch: OFF (Air conditioner, headlamp, rear window defogger)
  - o Steering wheel: Neutral (Straight-ahead position)
  - Vehicle speed: Stopped
  - o Transmission: Warmed up
- Accelerator Pedal Close Position Learning
- Erase DTCs

Continue to the next page.

- 12. When the entire reprogramming process is complete, the screen in Figure 7 will display.
- 13. Verify the before and after part numbers are different.
- 14. Print a copy of this screen (Figure 7) and attach it to the repair order for warranty documentation.

## 15. Select Confirm.

CONSULT-III plus Ver	VIN:	Vehicle :		Cou	intry : U.S.A.
Back Home Print Screen Sc	reen pture	ment Recorded Help	(14.3V VI	× I	
Configuration	Erase All DT	Cs Print Result / Operation Complete			18/18
Print Result / Operation Complete					
All tasks are completed. Confirm LAN In case CONSULT can NOT immediate temporally storage of this page. Touch Data Folder" on desk top, and open the	ly access to L "Screen Cap	AN or printer, Screen Capture func ture'', and save it. Screen capture o			
Part number after Reprog/programming	Step	23710			
Part number before Reprog/programming	13	23710			
Vehicle		******			
VIN		******			
System		ENGINE	Step		Print
Date		11/3/201x 2:10:21 AN	14		
			Step 15		Confirm

Figure 7

- 16. Close C-III plus.
- 17. Turn the ignition OFF.
- 18. Disconnect the plus VI from the vehicle.
- 19. Test drive the vehicle and make sure it operates correctly and the MIL is OFF.
  - If the MIL comes ON, go back to ASIST for further diagnostic information.
  - Diagnosis and repairs beyond ECM reprogramming are not covered by this bulletin.

#### CLAIMS INFORMATION

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

	•	0	0		
DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram Engine Control Module	(1)	DE97AA	ZE	32	(2) (3)

(1) Refer to the electronic parts catalog (FAST) and use the ECM assembly part number as the Primary Failed Part (PFP).

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

(3) FRT allows adequate time to access DTC codes and reprogram ECM. No other diagnostic procedures subsequently required. Do NOT claim any Diagnostic Op Codes with this claim.