

Classification:

EC14-014

Reference:

ITB15-003

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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



Figure A

- 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 12.0V or above 15.5V during reprogramming, the ECM may be damaged.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, the ECM may be damaged.
- Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the ECM may be damaged.
- 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 during reprogramming, reprogramming may be interrupted and the ECM may be damaged.

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**.

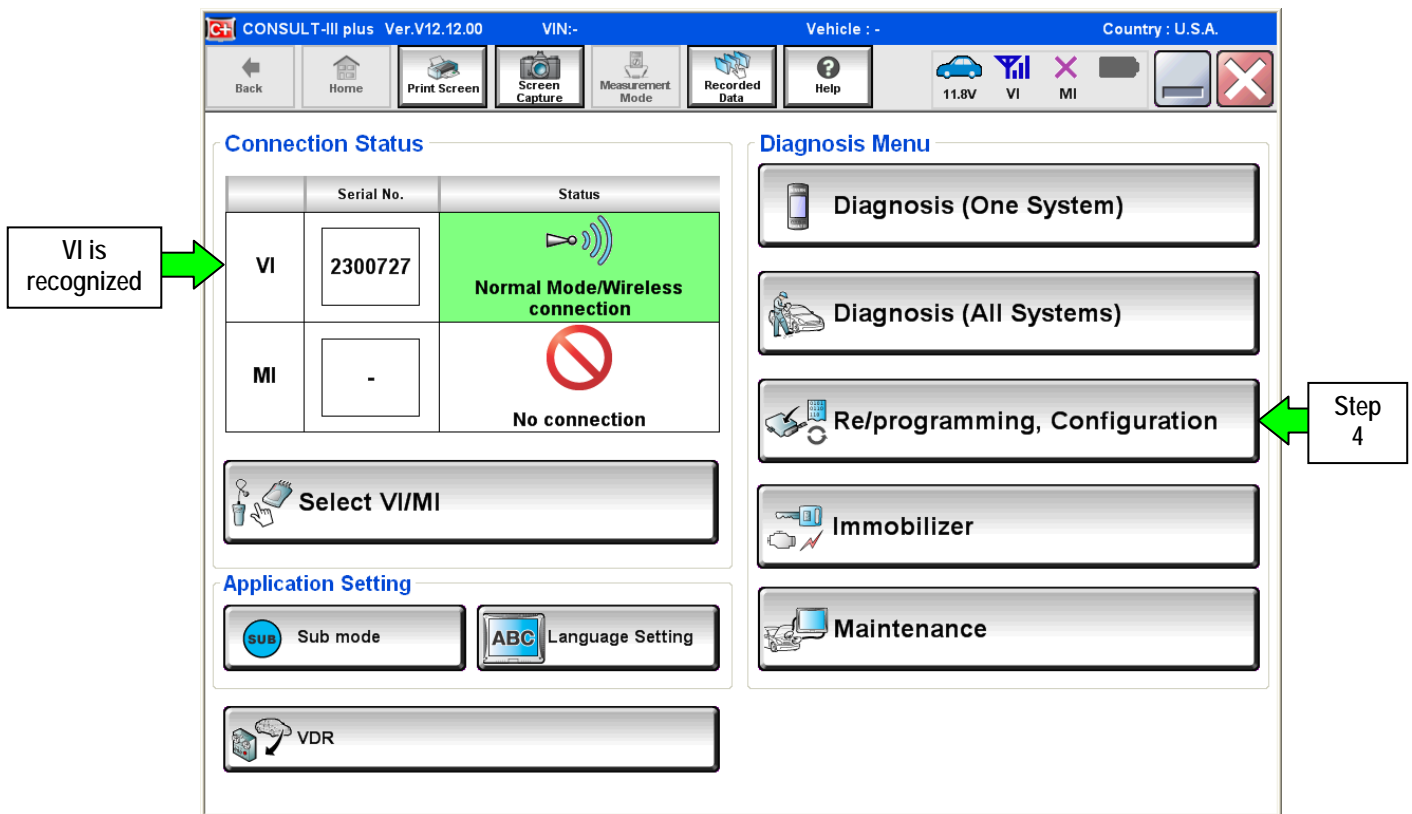


Figure 1

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 current ECM Part Number (P/N).

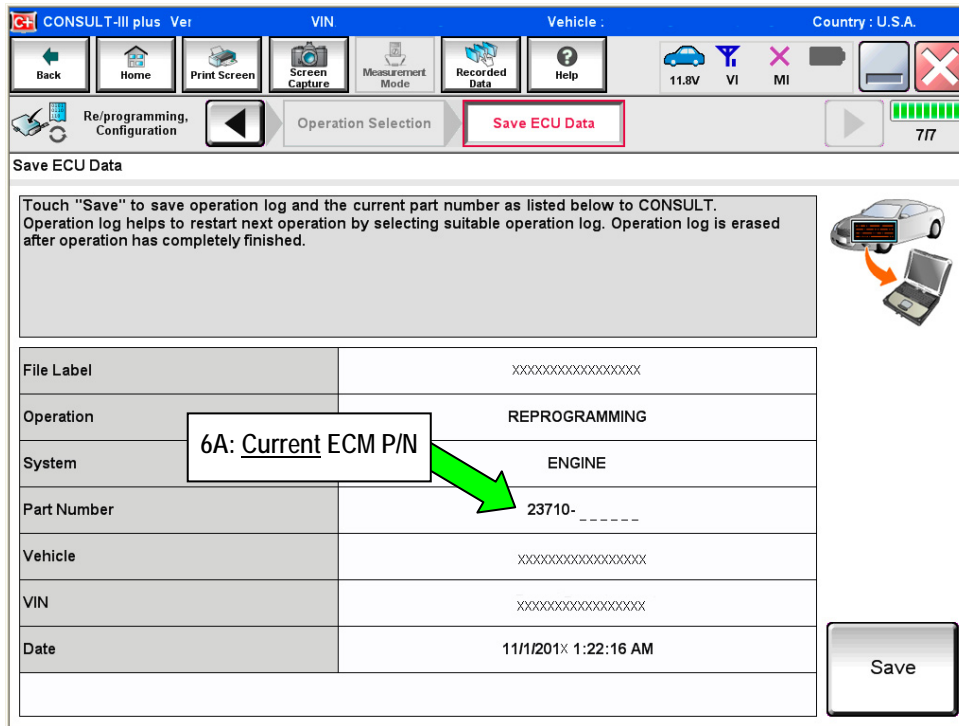


Figure 2

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 match, this bulletin applies. Continue with the reprogramming procedure.
- If there is not a match, this bulletin does not apply. Close C-III plus and refer to ASIST and the ESM for further diagnostic information.

Table A

Model	Current ECM Part Number: 23710 -
2013 JX35	9NA0A, 9NA1A, 9NA2A, 9NA3A, 9NA4A, 9NA5A
	9NA0B, 9NA1B, 9NA2B, 9NA3B, 9NA4B, 9NA5B
2014 QX60	3JG0A, 3JG1A, 3JG2A, 3JG3A, 3JG4A, 3JG5A, 3JG8A, 3JG9A
	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 **does not** have the message "Caution! Use ONLY with ITBXX-XXX".
- If you get this screen and it is blank (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.

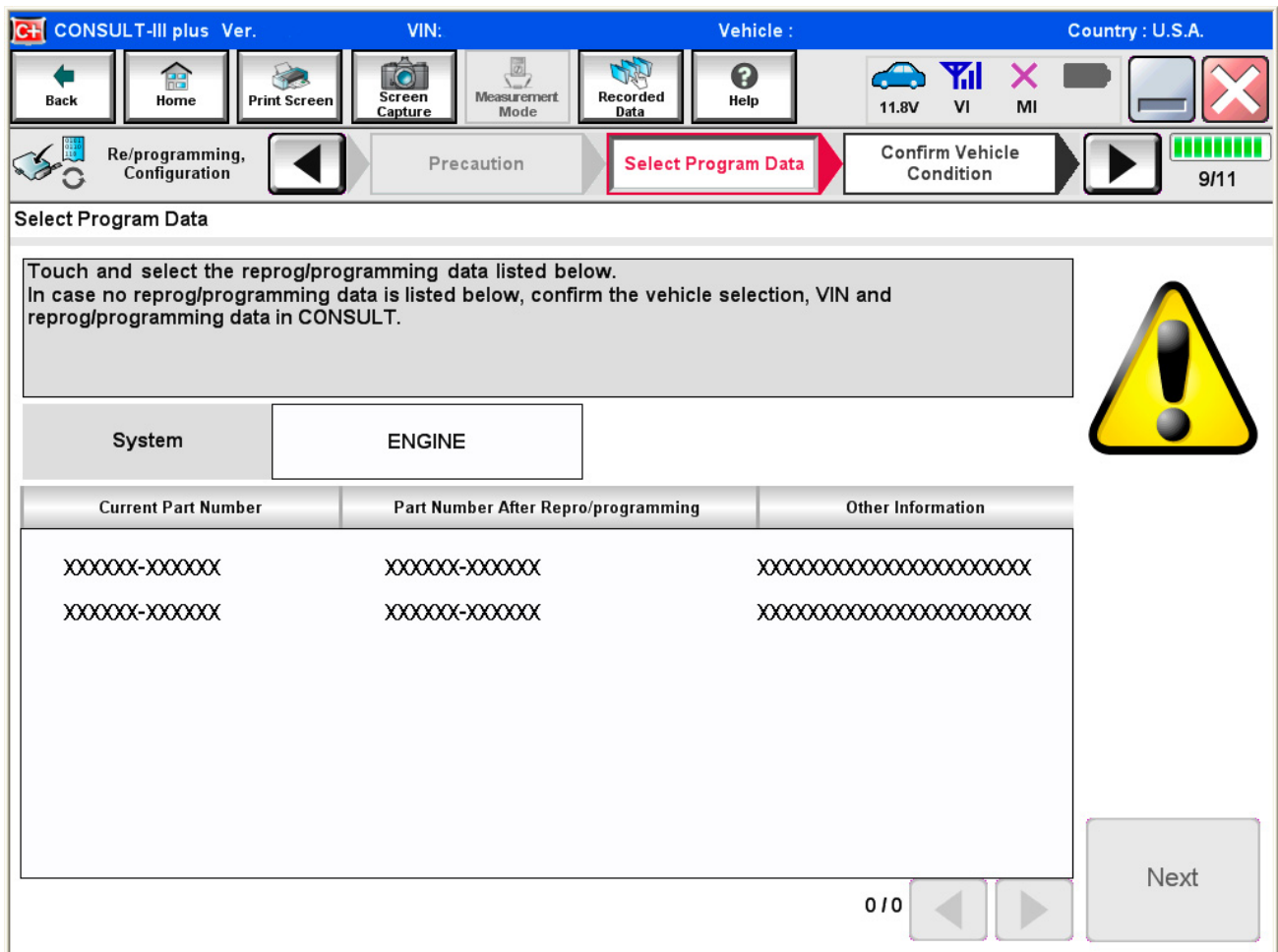


Figure 3

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

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

9. Disconnect the battery charger from the vehicle.

10. Select **Next**.

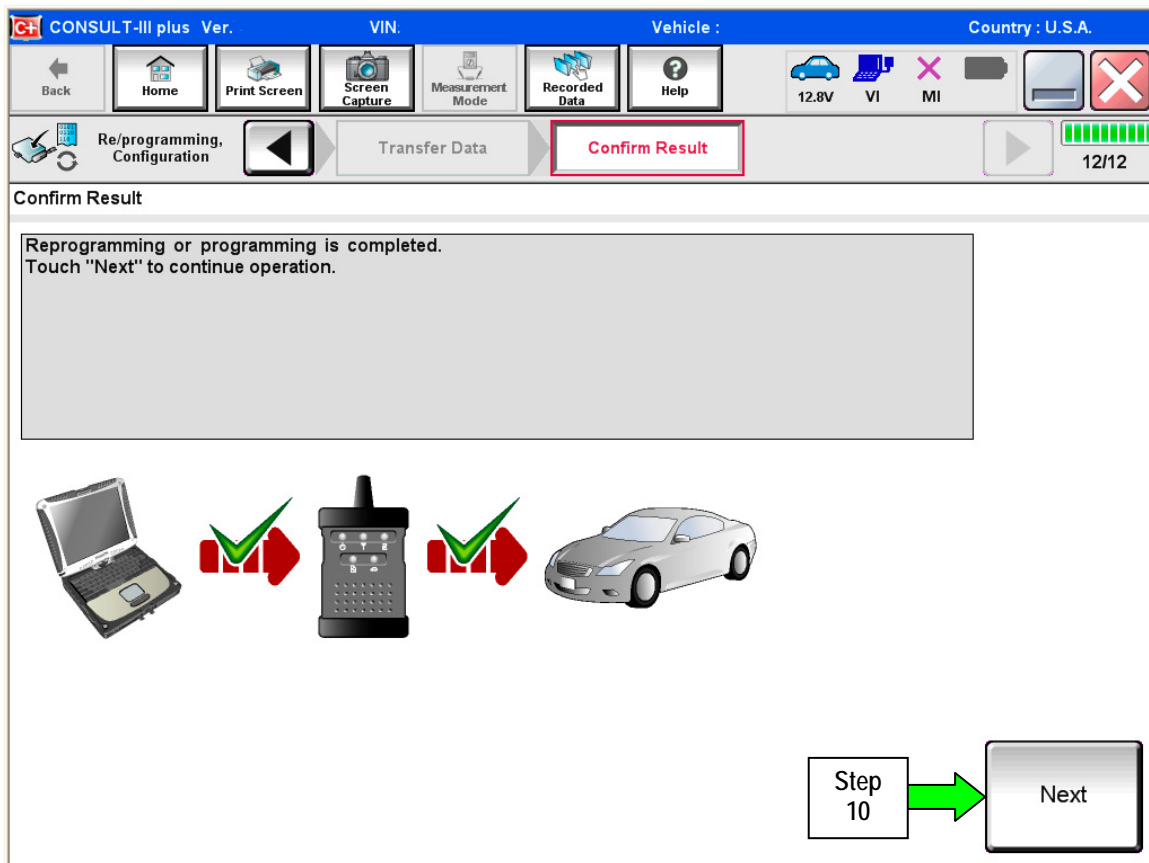


Figure 4

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.

ECM recovery:

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

If reprogramming does not 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® devices are OFF.
- All electrical loads are OFF.
- **Select retry and follow the on screen instructions.**
- “Retry” may not go through on first attempt and can be selected more than once.

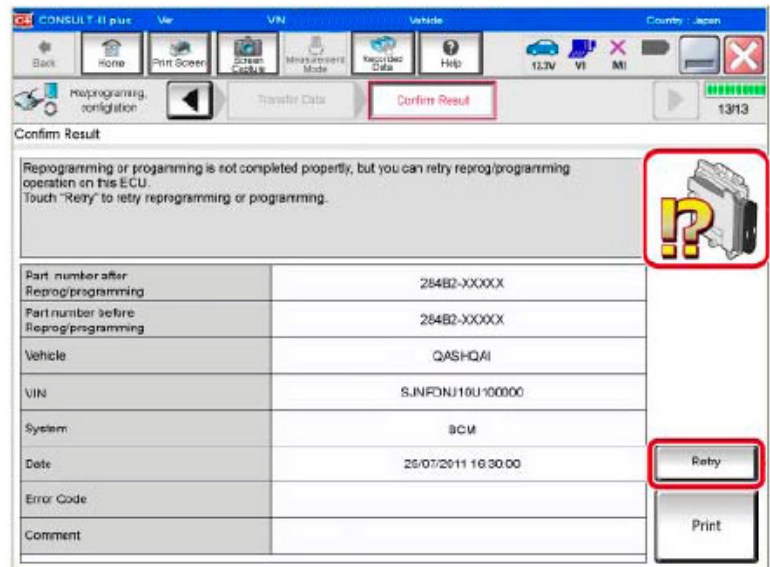


Figure 5

If reprogramming does 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 Home, and restart the reprogram procedure from the beginning.**

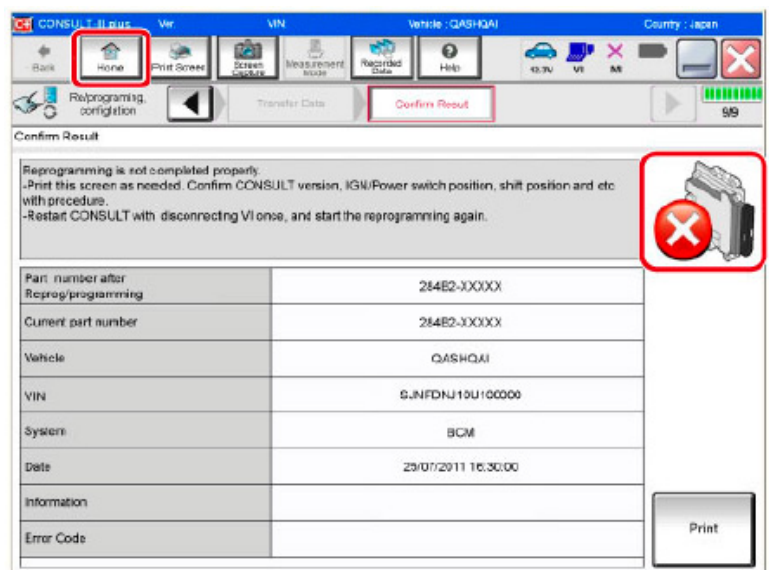


Figure 6

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)
 - Battery voltage: More than 12.9V (At idle)
 - Selector lever: P or N
 - Electric load switch: OFF (Air conditioner, headlamp, rear window defogger)
 - Steering wheel: Neutral (Straight-ahead position)
 - Vehicle speed: Stopped
 - 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**.

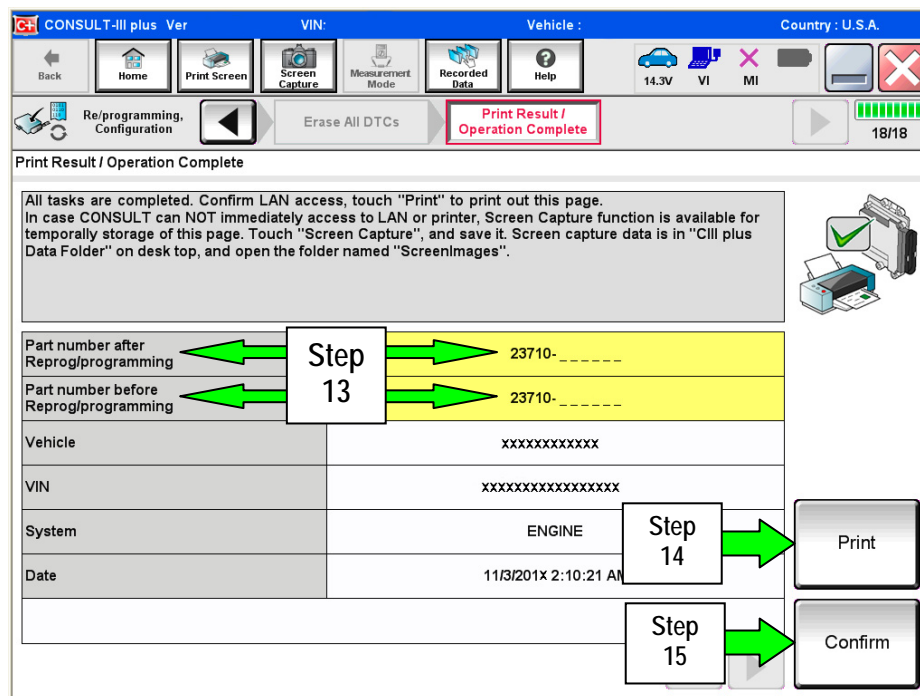


Figure 7

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:

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.