SERVICE BULLETIN

COPYRIGHT© NISSAN NORTH AMERICA, INC. Date:

Classification: AT15-006b Reference:

ITB15-011b

April 5, 2016

2013 JX35 AND 2014-2015 QX60; ENHANCED DIAGNOSTIC LOGIC FOR CVT JUDDER

This bulletin has been amended. Table A on page 4 has been revised. Please discard previous versions of this bulletin.

APPLIED VEHICLES:	2013 JX35 (L50) 2014 – 2015 QX60 (L50)
APPLIED VIN and DATE:	2013 JX35: Built <u>after</u> 5N1AL0(***)DC 343902 / March 26, 2013 2014 QX60: All VINs / Dates 2015 QX60: Built <u>before</u> 5N1AL0(***)FC 525808 / April 14, 2015
APPLIED ENGINE:	VQ35DE V6 engine only

IF YOU CONFIRM

The customer reports a transmission judder (shake, shudder, single or multiple bumps or vibration).

NOTE: A new diagnostic logic has been established to enhance the diagnostic process by storing diagnostic trouble codes (DTCs) on Applied Vehicles.

The new DTCs are:

P17F1 (CVT_JUDDER [C/U INSPECTION]) P17F0 (CVT_JUDDER [T/M INSPECTION])

ACTION

1. Refer to page 4, step 6 in the **SERVICE PROCEDURE** to confirm this bulletin applies to the vehicle you are working on.

NOTE: The current TCM Part Numbers in this bulletin have been updated. The vehicle you are working on may require reprogramming per this bulletin again.

2. If this bulletin applies, reprogram the TCM (Transmission Control Module).

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:

- 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 Reprogramming" general procedure.

CAUTION:

- Connect the GR8 to the vehicle 12 volt battery, and set to "power supply" mode. If the vehicle battery voltage drops below <u>12.0V or rises above 15.5V</u> during reprogramming, <u>the TCM may be damaged</u>.
- Be sure to turn OFF all vehicle electrical loads.
 If a vehicle electrical load remains ON, <u>the TCM 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 TCM may be damaged</u>.
- 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 <u>the TCM 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.
 - The serial number will display when the plus VI is recognized.
- 4. Select Re/programming, Configuration.

Connection Status Diagnosis Menu Serial No. Status Ultic Diagnosis (One System)	
VI is recognized VI 2300727 Normal Mode/Wireless connection Diagnosis (All Systems)	
	5
No connection	
Select VI/MI	
Application Setting Sub mode Image Setting Maintenance	
VDR	

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 TCM Part Number and write it on the repair order.

NOTE: This is the current TCM Part Number (P/N).

Save ECU Data	Vehicle : Moserement Recorded Data Piep T. Sv VI tion Selection Save ECU Data e current part number as listed below to CONSULT. n by selecting suitable operation log. Operation log is en	Country : U.S.A. MI Trased
File Label	xxxxxxxxxxxxxxxxxxxx	
Operation System 6A: <u>Current</u> TCM P/N		
Part Number	31036	
Vehicle	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	
VIN	XXXXXXXXXXXXXXXXXXXXXX	
Date	11/1/201× 1:22:16 AM	Save
		Save
1	Figure 2	AF 25 27

i igui o z

- B. Compare the P/N you wrote down to the numbers in the **Current TCM Part Number** column in **Table A** below.
 - If there is a <u>match</u>, this reprogramming <u>applies</u>. Continue with the reprogramming procedure.
 - If there is <u>not a match</u>, this <u>bulletin does not apply</u>.

Table A

MODEL	CURRENT TCM PART NUMBER BEFORE REPROGRAMMING:31036 -			
2013 JX35	9NA6A, 9NA6B, 9NA6C, 9NA6D, 9NA6E 3JU0A, 3JU0B, 3JU0C, 3JU0D, 3JU0E 3JU1A 9NA7A 9NA9C, 9NA9D			
2014 QX60 with V6 engine	9NA7A, 9NA7B, 9NA7C, 9NA7D 3JU3A, 3JU3B, 3JU3C, 3JU3D 9NA8E 9NA9E			
2015 QX60 with V6 engine	9NB0A, 9NB0B, 9NB0E			

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

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
 - ▶ If more than one new P/N is available, 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. This bulletin does not apply.

💽 CONSULT-III plus Ver.	VIN:	Vehicle :	Country : U.S.A.
Back Horne Prir	t Screen Capture	Recorded Help 11.8V	Yi 🗙 🖿 🦲 🔀
Re/programming, Configuration	Precaution		m Vehicle ndition 9/11
Select Program Data			
		elow. irm the vehicle selection, VIN and	
System	TRANSMISSION		
Current Part Number	Part Number After Rep	ro/programming Other Inform	nation
x00000X-X00000X	X00000X-X00000X	>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	00000000
xxxxxxx-xxxxxxx	XXXXXX-XXXXXXX	000000000000000000000000000000000000000	00000000
			Next
		0/0	

Figure 3

IMPORTANT: If C-III plus locks up or freezes at this point or displays "cannot complete reprogramming, the CONSULT PC is set up with User Rights. Reprogramming can be completed with Administrator log in", the TOUGHBOOK settings need to be changed so that Users have full access rights. See your Dealership's IT System Administrator for details.

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

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

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

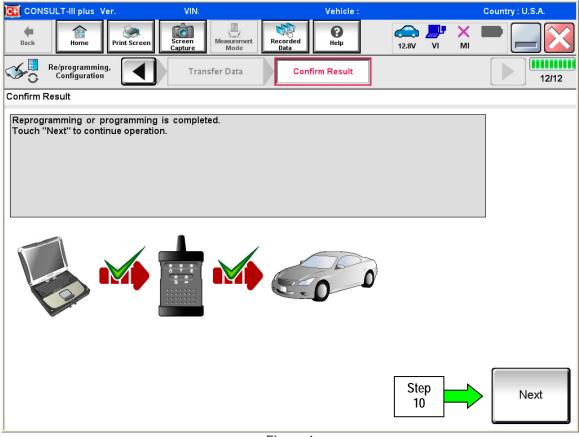


Figure 4

NOTE:

- In the next step (page 8), you will perform **Erase All DTCs**.
- DTC erase is required before C-III plus will provide the final reprogramming confirmation report.

TCM Recovery:

Do not disconnect plus VI or shut down C-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[®] 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 plus Ver	VN	Vaticie		Country : Japan
Back Bone Print Screen	Atean Mode	ecolities Data	12.3V VI	× = _ X
sonigiation	Transfer Data	Confirm Resul		1313
Confirm Result				
Reprogramming or progamming is r operation on this ECU. Touch "Retry" to letry reprogrammin		it you can retry reprog/	programming	R
Part number after Reprogramming			x	
			x	
Reprog/programming			x	
Reprog/programming Vehicle				
Reprogramming Vehicle VIN		= = 0/6HQ/4		
Roprog/programming Vehicle VIN System		SJNFDNJ10U10	0000	Retry
Part number before Reprog/programming Vehicle VIN System Dote Error Code		SJNFDNJ10U10	0000	Retry

Figure 5

If reprogramming does <u>not</u> 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.	VIN	Vehicle : QASHQAI		County : Japan
Bark Hone	Anist Screek	Estean Capitale	Recorded Help	🚓 🧦 X 0.7V VI M	
Configitation		Transfer Data	Confirm Resul		9/9
Confirm Result					
with procedure.	needed. Confi		N/Power switch position, shift reprogramming again.	position and etc	
Part number after Reprog/programming	9		E 125458-300001		
Current part number			28488-330000		
Vehicle					
VIN			SJNFDNJ10U100000		
System			B&M		
Date			25/07/2011 16:30:00		
Information					
Error Code					Print

Figure 6

- 11. Follow the on-screen instructions to Erase All DTCs.
- 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 :	Country : U.S.A.
Home Print Screen	Measurement Decorded	🚑 🚚 🗙 🖿 🔜 🔀
Re/programming, Configuration	se All DTCs Print Result / Operation Complete	18/18
Print Result / Operation Complete		
All tasks are completed. Confirm LAN according case CONSULT can NOT immediately ac temporally storage of this page. Touch "Sc Data Folder" on desk top, and open the fold	cess to LAN or printer, Screen Capture function reen Capture'', and save it. Screen capture data	n is available for a is in "CIII plus
Part number after Reprog/programming Part number before Reprog/programming	31036 31036	
Vehicle	****	
VIN	*****	
System	TRANSMISSION	Step Print
Date	11 <i>1</i> 3/201× 2:10:21 AM	
	1,	Step 15 Confirm

Figure 7

- 16. Close C-III plus.
- 17. Turn the ignition OFF.
- 18. Disconnect the plus VI from the vehicle.

NOTE: The Information below is provided as Service Information and is not part of the Service Procedure in this bulletin.

DTC detection drive pattern for P17F0 / P17F1

- This new diagnostic logic will monitor conditions in the CVT while the customer is operating their vehicle in their usual daily drive patterns.
- Figure 8, on the next page, illustrate conditions under which judder can be reproduced.
- Specific drive conditions that can be used to test for judder (shake, shudder, single or multiple bumps or vibration) are:
- 1. Slowly accelerate from a stop (zero mph), applying only slight accelerator pedal **(0% 10% throttle opening)** until 40 mph is reached.
 - During acceleration, torque converter engagement (full lock up) can occur between 20-35 mph.
- 2. Prior to torque converter lock up, slowly modulate accelerator pedal:
 - A. Decrease accelerator pedal pressure slowly, approaching a closed throttle position.
 - B. Smoothly and slowly reapply accelerator pedal pressure back to approximately 10% throttle opening.

IMPORTANT:

- Slight grade (climbing hill) may aid in performing the above drive conditions.
- DTC detection logic will require three events before storing a DTC.
- If DTC P17F1 or P17F0 is stored, refer to ITB15-012 for repair information.

• Figure 8 below illustrates conditions under which judder can be reproduced.

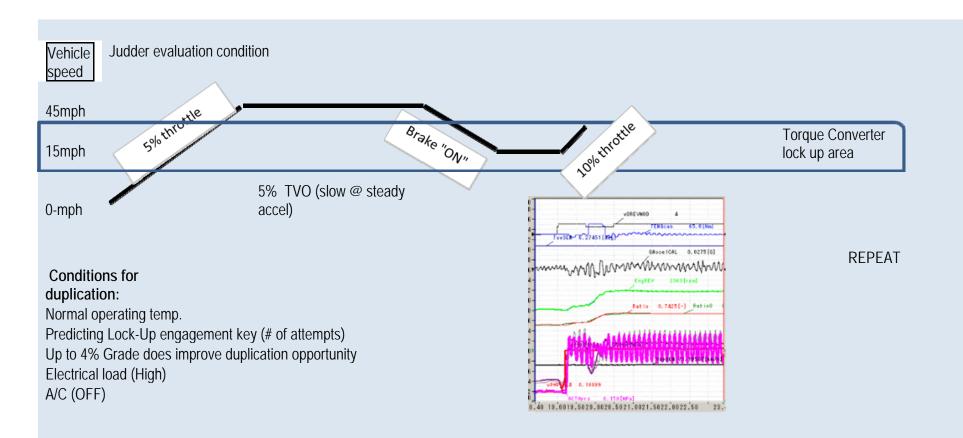


Figure 8

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram Transmission Control Module	(1)	JE99AA	ZE	32	(2)

Refer to FAST and use the Transmission Control Module part number (31036-XXXXX) as the PFP.
 Reference the current Infiniti Warranty Flat Rate Manual and use the indicated Flat Rate Time.