

Classification:
AT12-004b

Reference:
ITB12-023b

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Date:
November 14, 2012

2011 G25; SHIFT RESPONSIVENESS ISSUES

This bulletin has been amended to change the first sentence of the IF YOU CONFIRM statement.
Discard and previous versions.

APPLIED VEHICLE: 2011 G25 (V36)
APPLIED ENGINE: VQ25
APPLIED TRANSMISSION: 7 speed

IF YOU CONFIRM

That the customer has experienced or is experiencing:

- Harsher than expected down shifts when coasting to a stop.
- Hesitation/lag when accelerating after coasting.
- Hesitation/lag or harsher than expected down shifts when coming to a stop and accelerating again (rolling stop).
- Engine rev matching during moderate to heavy braking.

NOTE: This is normal ASC (Adaptive Shift Control) operation that can be removed from normal drive mode, but will remain in sport mode.

ACTION

CAUTION: There are two different possible ECM reprograms based on which generation of TCM is in the vehicle. TCM **must** be reprogrammed first.

- Reprogram TCM first, then using new TCM part number select matching ECM reprogram using Consult III plus. See procedure on next page.

CLAIMS INFORMATION

DESCRIPTION	OP CODE	PFP	SYM	DIAG	FRT
Reprogram TCM and ECM	DX32AA	(1)	BE	32	0.8

(1) Refer to the electronic parts catalog (FAST or equivalent) and use the appropriate Control Valve Assembly (31705-XXXXX) part number as the primary part.

IMPORTANT: The purpose of "ACTIONS" (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire Service Procedure (starting on page 2) 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 or TCM 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 -100°C (158 -212°F)
 - Battery voltage: More than 12.9V (At idle)
 - Transmission: Warmed up



Figure A

- After reprogramming is complete (ECM reprogram only), you will be required to perform Throttle Valve Closed Position, Idle Air Volume Learn, Accelerator Closed Position, and DTC erase.

CAUTION:

- Connect a battery charger to the vehicle battery.
If the vehicle battery voltage drops below 12.0V or above 15.5V during reprogramming, the TCM or ECM may be damaged.
- Be sure to turn OFF all vehicle electrical loads.
If a vehicle electrical load remains ON, the TCM or 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 TCM or 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 TCM or ECM may be damaged.

NOTE:

- The following procedure is for reference only and some of the system screens may not match exactly.
- The following steps will be used twice. First to reprogram the TCM and then the ECM.

CAUTION: There are two different possible ECM reprograms based on which generation of transmission is in the vehicle. TCM **must** be reprogrammed first.

TCM reprogramming:

1. Connect the CONSULT PC to the vehicle to begin the reprogramming procedure.
2. Open ASIST on the CONSULT PC and 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**.

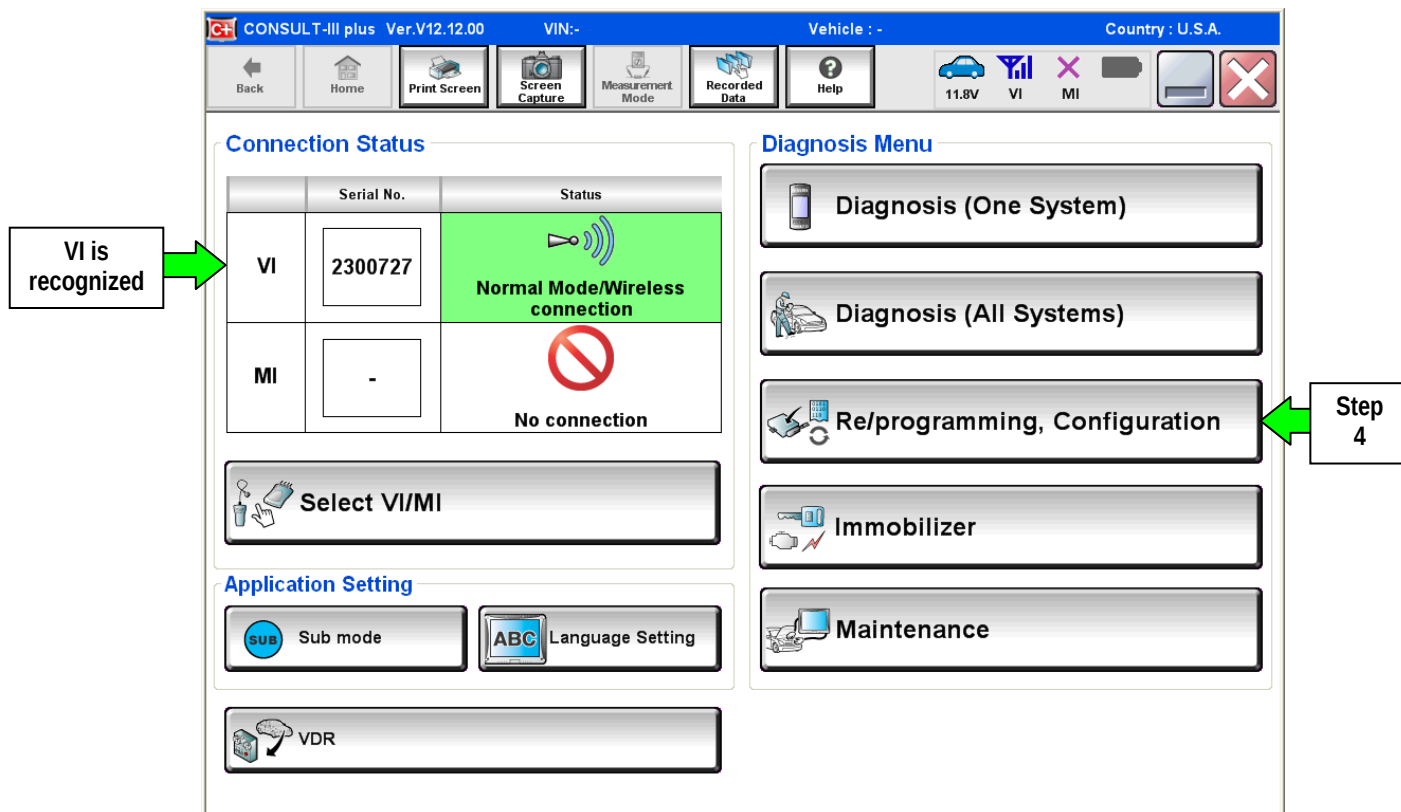


Figure 1

5. Follow the on-screen instructions and navigate the C-III plus to either the **TRANSMISSION** or **ENGINE** reprogramming screens (**ENGINE** screen shown in Figure 2) on the next page.

6. When you get to the screen shown in Figure 2 (**TRANSMISSION** or **ENGINE**), confirm this bulletin applies as follows.

B. Find the TCM or ECM **Part Numbers** and write it on the repair order.

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

CONSULT-III plus Ver. VIN Vehicle Country : U.S.A.

Back Home Print Screen Screen Capture Measurement Mode Recorded Data Help 11.8V VI MI

Re/programming, Configuration Operation Selection **Save ECU Data**

Save ECU Data

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	XXXXXXXXXXXXXXXXXX
Operation	REPROGRAMMING
System	ENGINE
Part Number	23710- _____
Vehicle	XXXXXXXXXXXXXXXXXX
VIN	XXXXXXXXXXXXXXXXXX
Date	11/1/201X 1:22:16 AM

Save

Figure 2

C. Compare the P/Ns you wrote down to the numbers in the **Current TCM Part Number** column in **Table A** below.

- If there is a match with either TCM or ECM, 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 for further diagnostic information.

Table A

Model	Current ECM Part Numbers (1): 23710-
2011 G25	JJ86A, 1NMOB, 1NMOA, 1NMOD, 1NMOE, JJ87A, 1NM1B, 1NM1A, 1NM1D, 1NM1C
	Current TCM Part Numbers: 31705-
	X435E, X456C, X358A, X436A, X456D, X358B, X456E, X380D, X182C, X457A, X380E, X182D

7. Follow the on-screen instructions to navigate C-III plus to reprogram the TCM **first** (and then the ECM).
 - When programming the ECM the file number written down in step 13 will be displayed in Figure 3 under “**Other Information**”.
 - o Select the file number that was written down in step 13, and then follow the on-screen instructions.

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 NTBXX-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.

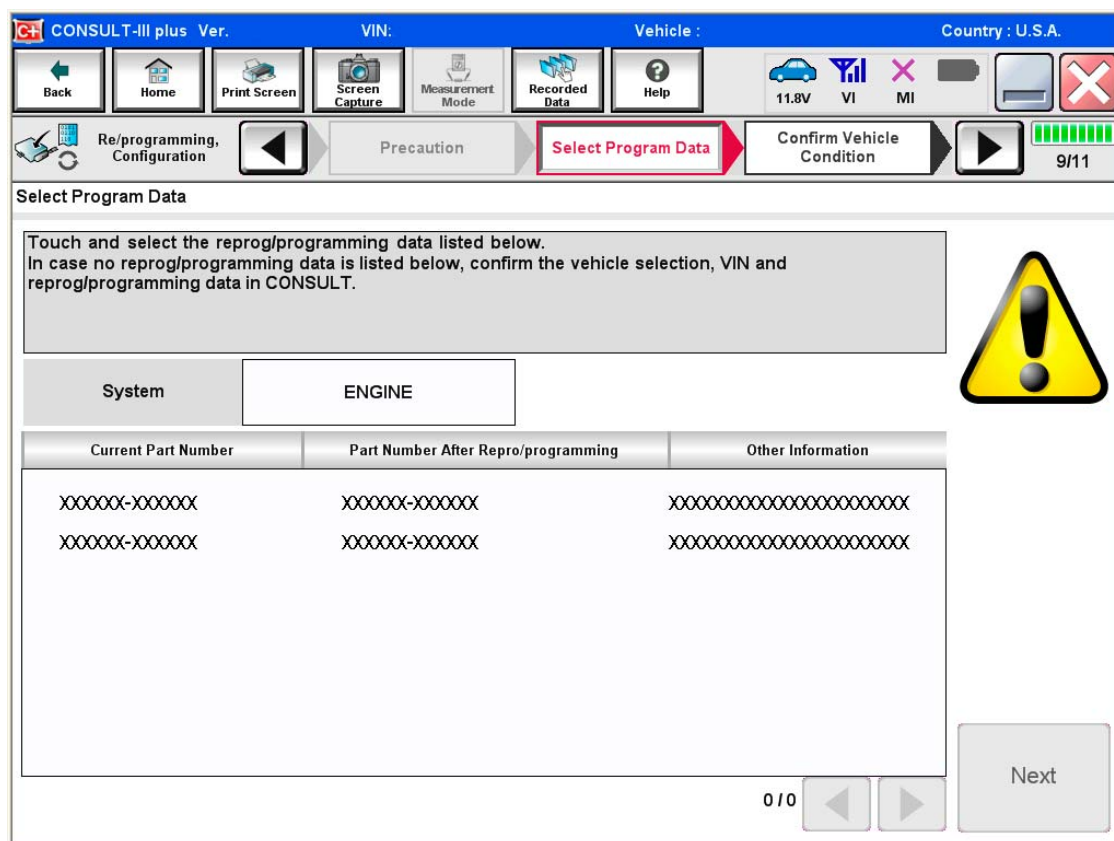


Figure 3

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 9.

9. Disconnect the battery charger from the vehicle.

10. Select **Next**.

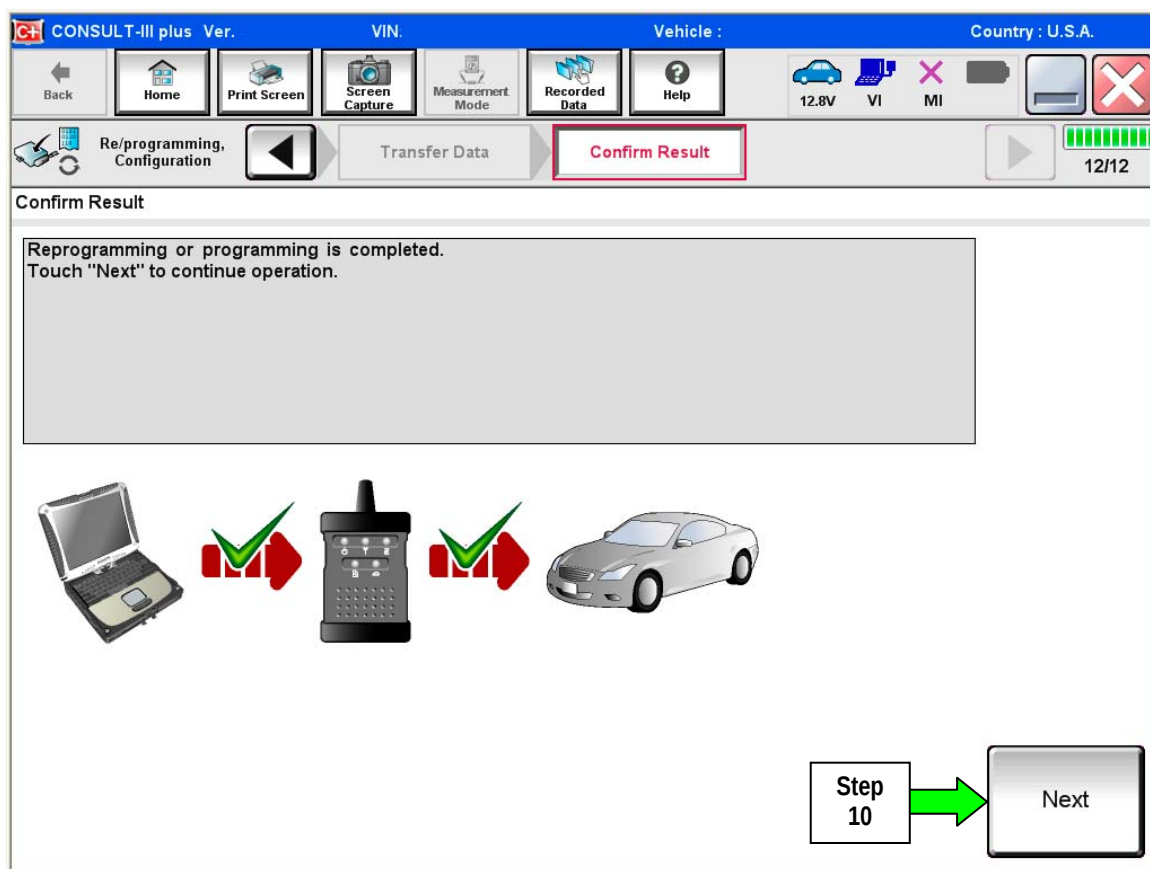


Figure 4

11. When the entire reprogramming process is complete (**TRANSMISSION** or **ENGINE**), the screen in Figure 5 will display.

12. Verify the before and after part numbers are different.

- When reprogramming the ECM (**after TCM reprogramming is complete**), verify the before and after part numbers and then skip to step 14.

13. After TCM reprogramming is complete:
 - a. Compare the **"Part number after Reprogramming"** to the numbers in Table B (bottom of page).
 - b. Choose the correct ECM file to use from Table B, and write it down.

➤ Figure 6 is shown as a reference only and will be displayed instead of the screen in Figure 3 during the ECM reprogramming procedure.
14. Print a copy of this screen (Figure 5) and attach it to the repair order for warranty documentation.
15. Select **Confirm**.

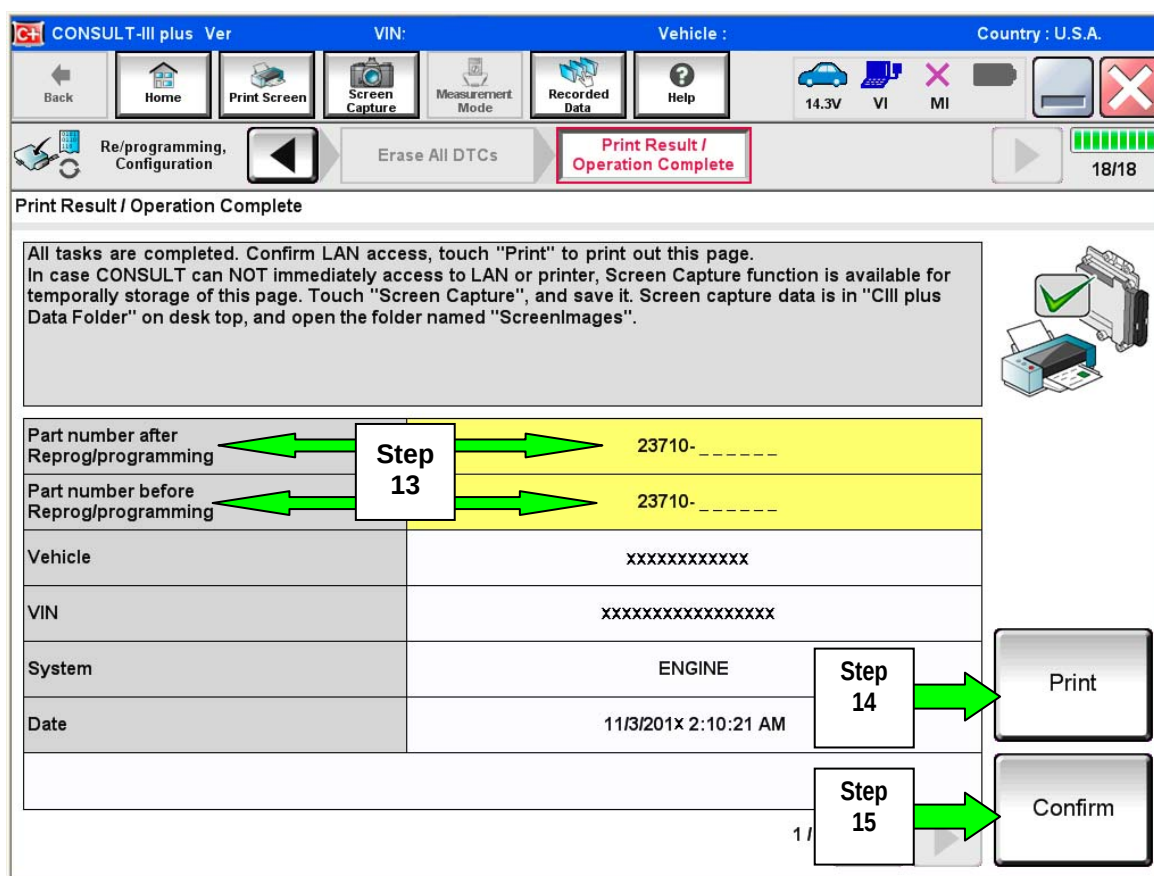


Figure 5

Table B

Model	TCM "Part number after Reprogramming": 31705-	Reprogram ECM to:
2011 G25	X457D	A1_1NM0E.dat
	X457E	A1_1NM1E.dat
	X765B	A1_JJ86B.dat
	X765C	A1_JJ87B.dat

Choose correct ECM reprogram file from Table B

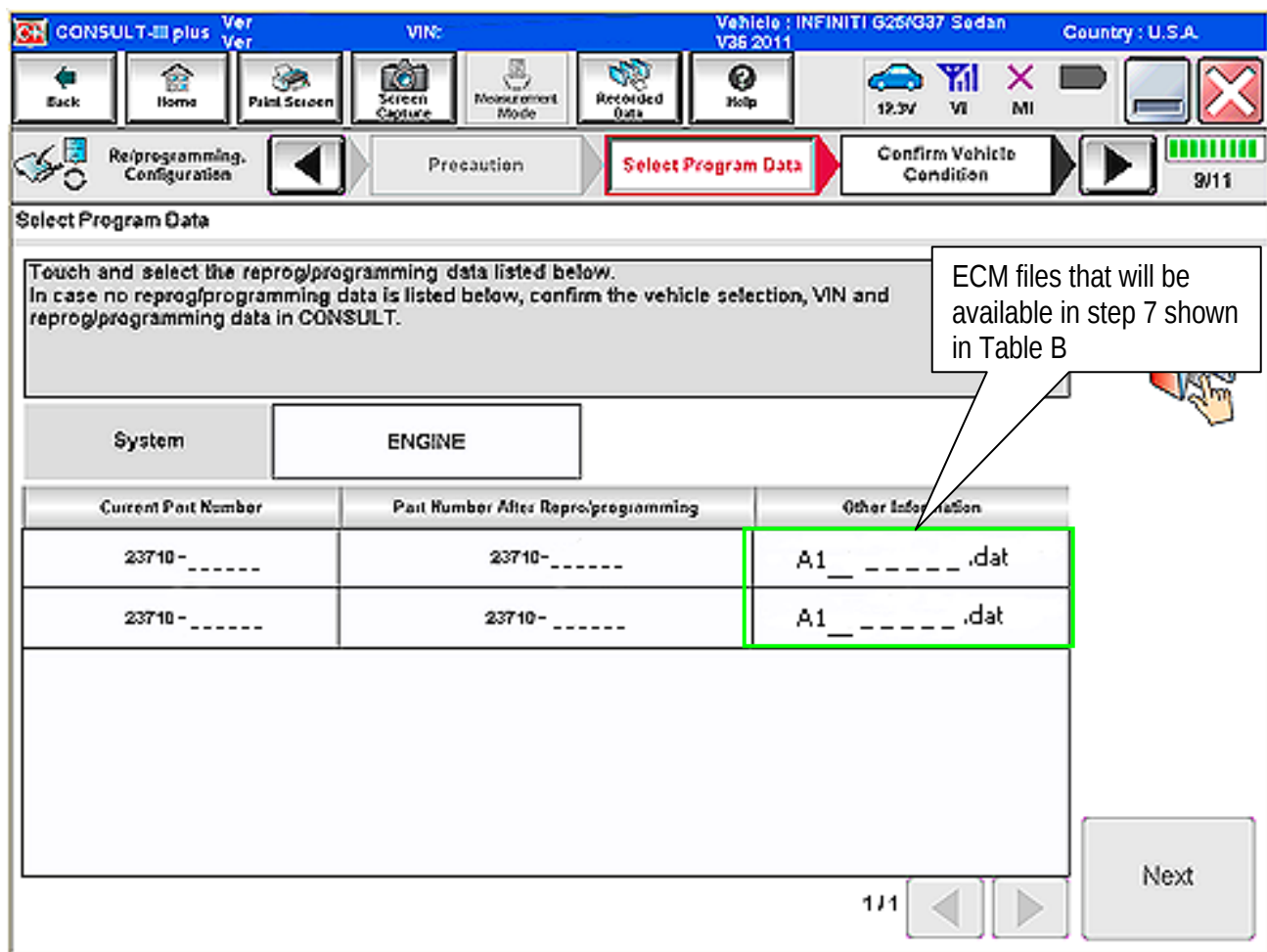


Figure 6

ECM reprogramming (after TCM reprogramming has been completed):

- Select **Home** then perform steps 4 -12 and then 14 - 20 to reprogram ECM.

ECM/TCM 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 7:

- 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.

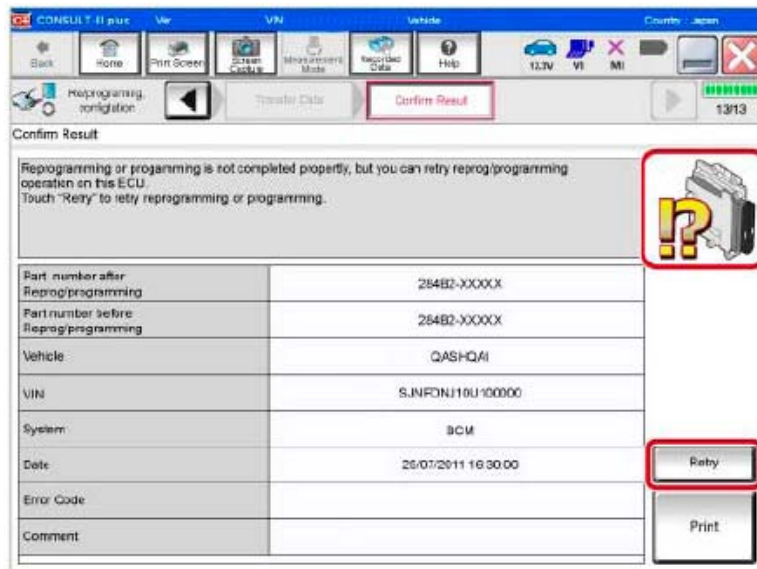


Figure 7

If reprogramming does not complete and the “X” icon displays as shown in Figure 8:

- 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.**

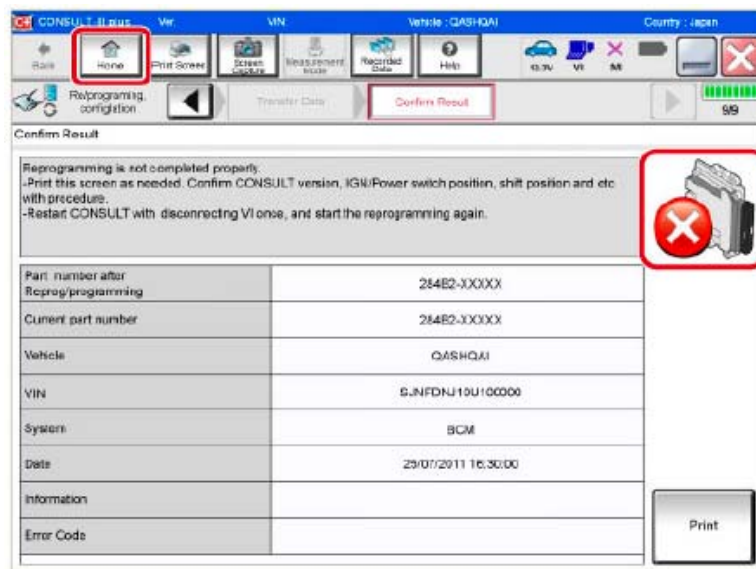


Figure 8

NOTE:

- These operations are required before C-III plus will provide the final reprogramming confirmation report.

16. 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 -100° C (158 - 212°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**

17. Close C-III plus.

18. Turn the ignition OFF.

19. Disconnect the plus VI from the vehicle.

20. 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.