

Classification:

AT12-007a

Reference:

ITB12-064a

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Date:

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EX AND FX; SHIFT RESPONSIVENESS ISSUES

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

APPLIED VEHICLES: 2011 EX35 (J50)

2009 - 2011 FX35 (S51)

APPLIED ENGINE: VQ37VHR

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: Engine rev matching is normal operation of the ASC (Adaptive Shift Control) in normal drive mode and sport mode. The ECM and TCM reprogramming in this bulletin will remove engine rev matching from ASC in normal drive mode, but it will remain as part of the ASC in sport mode.

ACTION:

1. Refer to step 6 in the **SERVICE PROCEDURE** to confirm this bulletin applies to the vehicle you are working on.
2. If this bulletin applies, reprogram the **ECM and TCM**.

CLAIMS INFORMATION

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

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 PFP.

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** (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

- This procedure will require reprogramming of the **ECM and TCM**; which means most steps in this procedure will need to be done twice.
- 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) Reprogramming" general procedure.

Preparation for Reprogramming

- 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

NOTE:

- After ECM reprogramming is complete, you will be required to perform Throttle Valve Closed Position, Idle Air Volume Learn (IAVL), and Accelerator Closed Position.
- The above conditions are required for the IAVL to complete.

CAUTION:

- Connect a battery charger to the vehicle battery. The vehicle battery voltage must stay between 12.0V and 15.5V during reprogramming, or the ECM/TCM may be damaged.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, the ECM/TCM 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/TCM 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/TCM may be damaged.

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.
 - Serial number will display when the plus VI is recognized / connected.
4. Select **Re/programming, Configuration**.

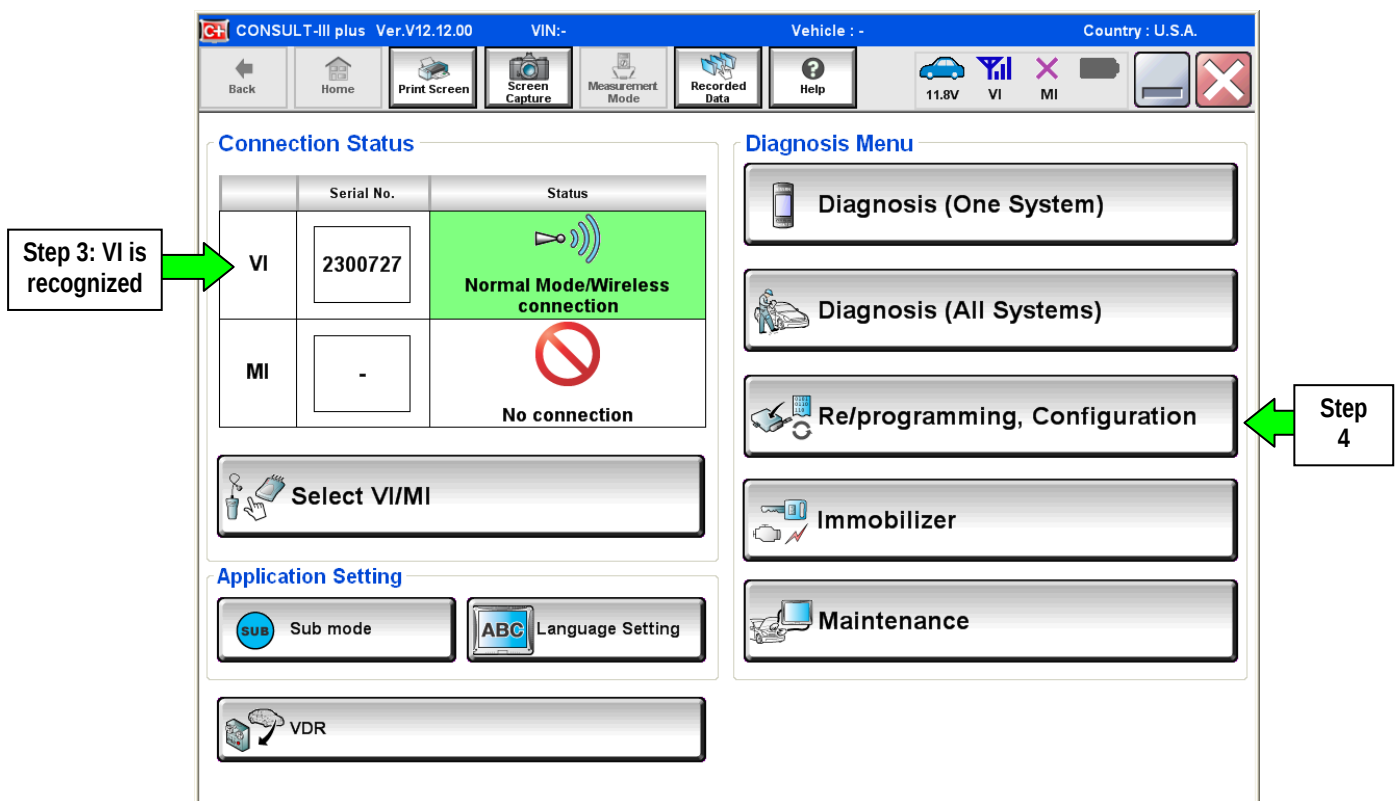


Figure 1

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

IMPORTANT:

During the initial "Reprogramming Confirmation" set-up, if you get the screen shown in Figure 1A:

1. Select **Delete**, then
2. Select **Other Operation**, then
3. Continue with the reprogramming procedure.

NOTE: If reprogramming does not complete, this screen can display for reprogramming recovery.
Do not select **Delete** if this screen displays during reprogram recovery.

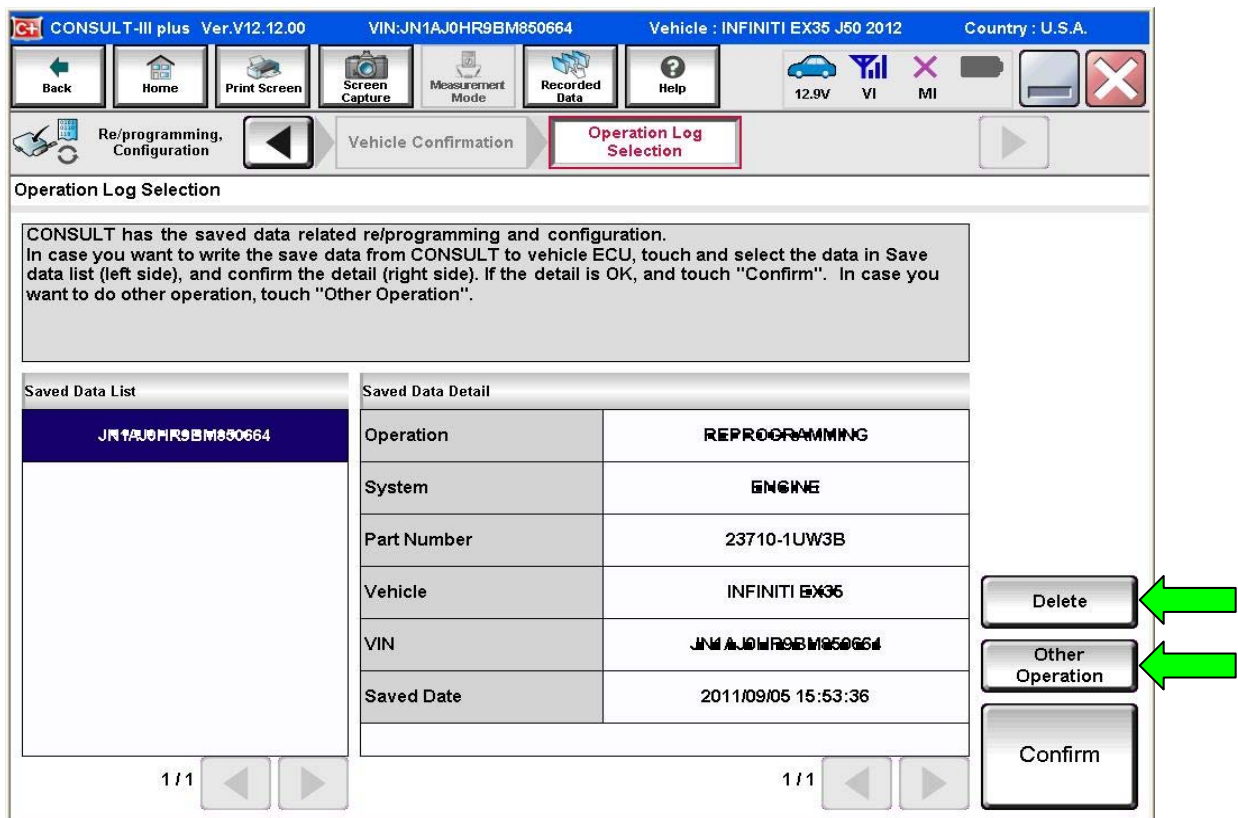


Figure 1A

6. When you get to the screen shown in Figure 2, confirm this bulletin applies as follows:

A. Find the ECM or TCM **Part Number** and write it on the repair order.

NOTE: This is the current ECM or TCM 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 7/7

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

B. Compare the P/Ns you wrote down to the numbers in the **Current ECM Part Number** column in **Table A** on page 6, and **Current TCM Part Number** column in **Table B**, also on page 6.

- If there is a match with one or both ECM and TCM P/Ns, this bulletin applies. Continue with the reprogramming procedure.
- If there is not a match with both ECM and TCM P/Ns, reprogramming does not apply.
 - Both ECM and TCM P/Ns must be checked for a match.
 - If there is a match with only one of the two (ECM or TCM), reprogram the one with a matching number.

Table A – ECM

Model	Current <u>ECM</u> Part Number: 23710 -
2009 - 2011 FX35	1CA0D, 1CA0C, 1CA0B, 1CA0A
	1CA1D, 1CA1C, 1CA1B, 1CA1A
	1CA4D, 1CA4C, 1CA4B, 1CA4A
	1CA5D, 1CA5C, 1CA5B, 1CA5A
	1WW5D, 1WW5B, 1WW5A
	1WW6D, 1WW6B, 1WW6A
	1WW7D, 1WW7B, 1WW7A
	1WW8D, 1WW8B, 1WW8A
	1WZ5A, 1WZ6A, 1WZ7A, 1WZ8A
	1WW5E, 1WW5C
	1WW6E, 1WW6C
	1WW7E, 1WW7C
	1WW8E, 1WW8C
	3FZ0B, 3FZ0A
	3FZ1B, 3FZ1A
	3FZ2B, 3FZ2A
	3FZ3B, 3FZ3A
2011 EX35	1UW0C, 1UW0B, 1UW0A
	1UW1C, 1UW1B, 1UW1A
	1UW2C, 1UW2B, 1UW2A
	1UW3C, 1UW3B, 1UW3A

Table B - TCM

Model	Current <u>TCM</u> Part Number: 31039 -
2009 - 2011 FX35	X216B, X216A
	X181C, X181B
	3RX3B, 3RX3A
	1CC3A
	1CB3A
	1XJ9A
	1XJ8E
	X433B, X433A
	X387A
	X385E
	X382A
	X381E
	1XJ6D, 1XJ6C
	X214B, X214A
	3RX1D, 3RX1C
2011 EX35	X432C, X432B
	X455B, X455A
	X184C, X184B
	X357E, X357D

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

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.

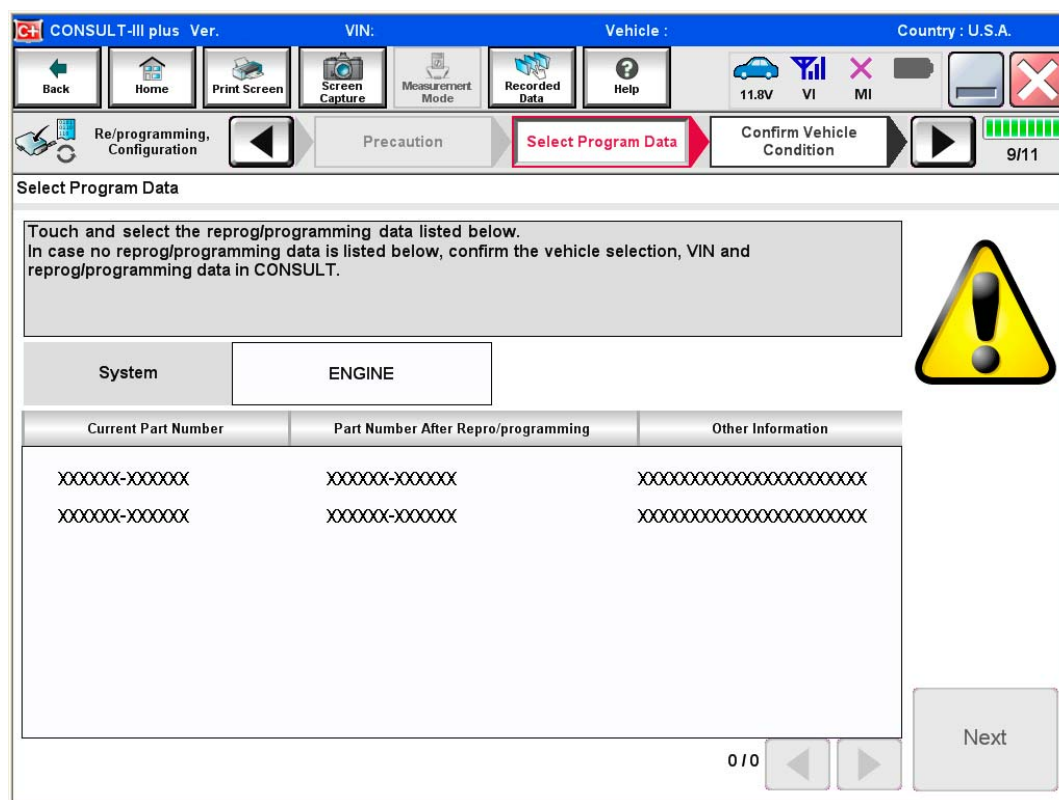


Figure 3

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 the next page.

9. Disconnect the battery charger from the vehicle.

10. Select **Next**.

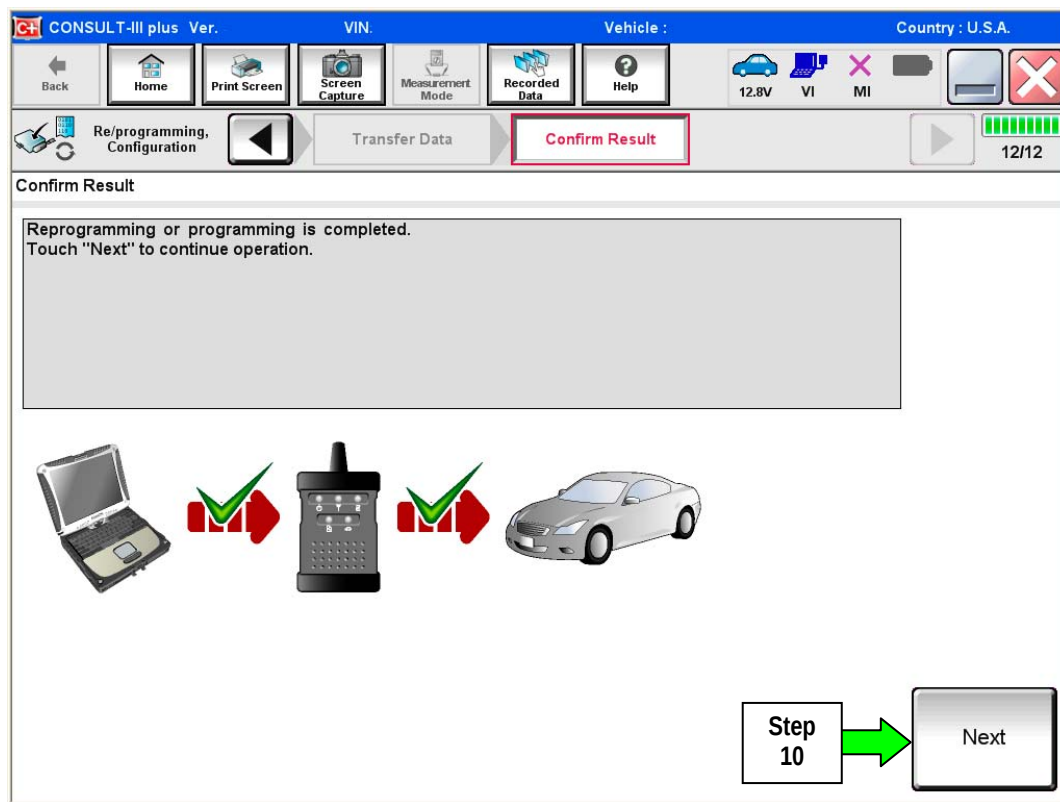


Figure 4

NOTE:

- In the next steps (page 12):
 1. For ECM reprogramming you will perform Throttle Valve Closed Position, Idle Air Volume Learn, Accelerator Closed Position, and DTC erase.
 2. For TCM reprogramming, only DTC erase is needed.
- These operations are required before C-III plus will provide the final reprogramming confirmation report.

ECM/TCM recovery:

Do not disconnect plus VI or shut down C-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.**

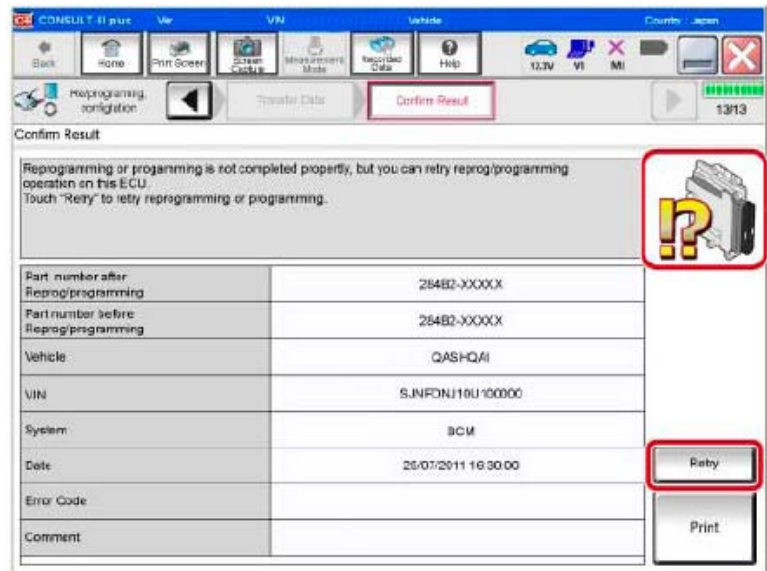


Figure 5

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.**

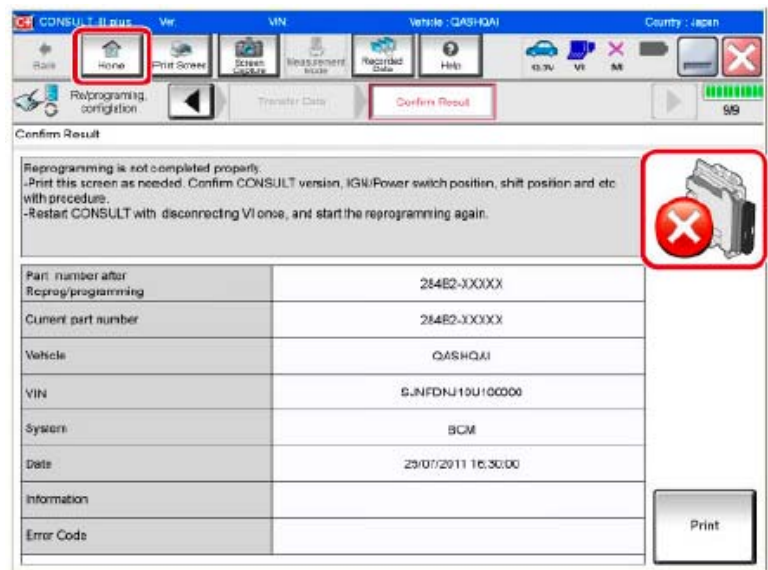


Figure 6

11. Follow the on-screen instructions to perform the following:

- **Throttle Valve Closed Position**
- **Idle Air Volume Learn (IAVL)**

NOTE:

- **Listed below are the conditions required for IAVL to complete.**
- **If IAVL does not complete within a few minutes, a condition may be out of range.**
 - 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 (ATF TEMP SE less than 0.9V)
- **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**.

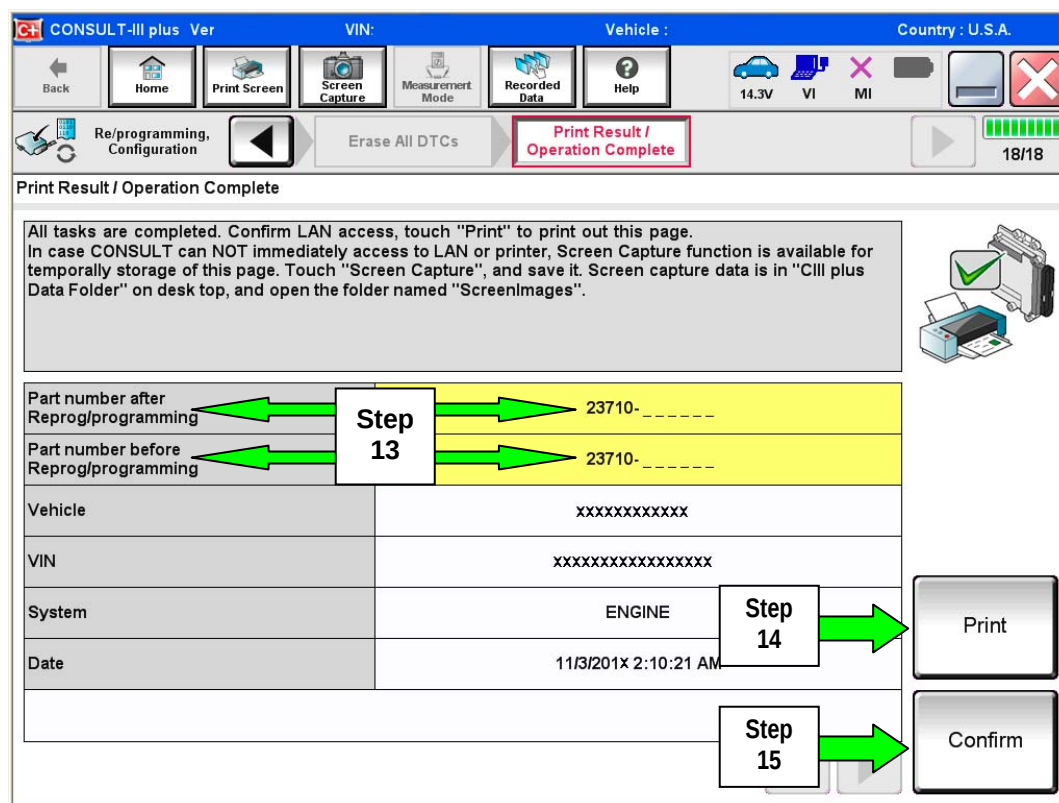


Figure 7

16. Make sure you have performed both ECM and TCM reprogramming.
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 or TCM reprogramming are not covered by this bulletin.