



Classification:

EL12-016

Reference:

ITB12-024

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Date:

April 27, 2012

## IGNITION SWITCH (PUSH BUTTON) WILL NOT RESPOND

**APPLIED VEHICLES:** 2010 – 2012 G37 Coupe (CV36)

2011 – 2012 G37 Sedan (V36)

2011 – 2012 G25 Sedan (V36)

NOTE: G convertible not included.

2011 – 2012 EX35 (J50)

2011 – 2012 FX35/50 (S51)

### APPLIED

**DATES and VINs:** Refer to the table on page 2.

### IF YOU CONFIRM:

1. The vehicle you are working on falls within the Applied Range of this bulletin (see Applied Dates and VINs table on page 2),

and

2. The following condition(s) exist or the customer reports the following condition(s) occurred:

#### When trying to start the engine,

- The instrument panel lights up, and
- The engine does not crank, (no crank, no start), and
- The ignition push button is not responsive (no action occurs when the button is pressed additional times).

or

#### When trying to turn the engine OFF,

- The instrument panel stays lit, and
- The engine does not turn OFF, and
- The ignition push button is not responsive (no action occurs when the button is pressed additional times).

### ACTIONS

1. Check the battery State of Charge (SOC) and recharge if necessary.
2. Reprogram the BCM per the Service Procedure in this bulletin.

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.

Applied Dates and VINs

| Model         | Year | Assy. Lines | Applied VINs – on or: |                      |
|---------------|------|-------------|-----------------------|----------------------|
|               |      |             | After                 | Before               |
| G37 Sedan 2WD | 2011 | 2           | JN1CV6AP(*)BM 300601  | JN1CV6AP(*)BM 305679 |
|               |      |             | JN1CV6AP(*)BM 501776  | JN1CV6AP(*)BM 501889 |
|               | 2012 | 2           | JN1CV6AP(*)CM 620003  | JN1CV6AP(*)CM 622245 |
|               |      |             | JN1CV6AP(*)CM 930001  | JN1CV6AP(*)CM 930319 |
| G37 Sedan 4WD | 2011 | 2           | JN1CV6AR(*)BM 350834  | JN1CV6AR(*)BM 357083 |
|               |      |             | JN1CV6AR(*)BM 402428  | JN1CV6AR(*)BM 413043 |
|               | 2012 | 2           | JN1CV6AR(*)CM 670002  | JN1CV6AR(*)CM 672878 |
|               |      |             | JN1CV6AR(*)CM 970002  | JN1CV6AR(*)CM 970349 |
| G25 Sedan 2WD | 2011 | 2           | JN1DV6AP(*)BM 601765  | JN1DV6AP(*)BM 604444 |
|               |      |             | JN1DV6AP(*)BM 830583  | JN1DV6AP(*)BM 831659 |
|               | 2012 | 2           | JN1DV6AP(*)CM 700002  | JN1DV6AP(*)CM 700101 |
|               |      |             | JN1DV6AP(*)CM 810004  | JN1DV6AP(*)CM 810644 |
| G25 Sedan 4WD | 2011 | 2           | JN1DV6AR(*)BM 450936  | JN1DV6AR(*)BM 452356 |
|               |      |             | JN1DV6AR(*)BM 651929  | JN1DV6AR(*)BM 654380 |
|               | 2012 | 2           | JN1DV6AR(*)CM 730003  | JN1DV6AR(*)CM 730090 |
|               |      |             | JN1DV6AR(*)CM 860002  | JN1DV6AR(*)CM 860566 |
| G37 Coupe 2WD | 2010 | 1           | JN1CV6EK(*)AM 105261  | JN1CV6EK(*)AM 105273 |
|               | 2011 | 1           | JN1CV6EK(*)BM 210017  | JN1CV6EK(*)BM 215823 |
|               | 2012 | 1           | JN1CV6EK(*)CM 420002  | JN1CV6EK(*)CM 421031 |
| G37 Coupe 4WD | 2010 | 1           | JN1CV6EL(*)AM 153915  | JN1CV6EL(*)AM 153919 |
|               | 2011 | 1           | JN1CV6EL(*)BM 260011  | JN1CV6EL(*)BM 264386 |
|               | 2012 | 1           | JN1CV6EL(*)CM 470001  | JN1CV6EL(*)CM 470823 |
| EX35 2WD      | 2011 | 1           | JN1AJ0HP(*)BM 800301  | JN1AJ0HP(*)BM 802575 |
|               | 2012 | 1           | JN1AJ0HP(*)CM 400001  | JN1AJ0HP(*)CM 400883 |
| EX35 4WD      | 2011 | 1           | JN1AJ0HR(*)BM 850638  | JN1AJ0HR(*)BM 855299 |
|               | 2012 | 1           | JN1AJ0HR(*)CM 450001  | JN1AJ0HR(*)CM 451412 |
| FX35 2WD      | 2011 | 2           | JN8AS1MU(*)BM 110780  | JN8AS1MU(*)BM 111370 |
|               |      |             | JN8AS1MU(*)BM 710004  | JN8AS1MU(*)BM 712188 |
|               | 2012 | 1           | JN8AS1MU(*)CM 120001  | JN8AS1MU(*)CM 120362 |
| FX35 4WD      | 2011 | 2           | JN8AS1MW(*)BM 141336  | JN8AS1MW(*)BM 142284 |
|               |      |             | JN8AS1MW(*)BM 730003  | JN8AS1MW(*)BM 735097 |
|               | 2012 | 1           | JN8AS1MW(*)CM 150001  | JN8AS1MW(*)CM 151071 |
| FX50          | 2011 | 2           | JN8BS1MW(*)BM 170188  | JN8BS1MW(*)BM 170287 |
|               |      |             | JN8BS1MW(*)BM 760007  | JN8BS1MW(*)BM 760367 |
|               | 2012 | 1           | JN8BS1MW(*)CM 180001  | JN8BS1MW(*)CM 180076 |

## CLAIMS INFORMATION

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

| DESCRIPTION       | PFP | OP CODE | SYM | DIA | FRT     |
|-------------------|-----|---------|-----|-----|---------|
| BCM REPROGRAMMING | (1) | RX2EAA  | HD  | 32  | 0.7 hrs |

(1) Refer to the electronic parts catalog (FAST or equivalent) and use the BCM part number at the PFP.

## IMPORTANT INFORMATION:

**CAUTION: Do Not disconnect the battery cable while the engine is running.**

- If a battery cable is disconnected while the engine is running the engine will continue to run and electronic components may be damaged.

## NOTE:

**Do the following if the ignition is in a non-responsive condition:**

The engine does not start, and the ignition will not turn OFF:

- Disconnect the negative battery cable, wait 2 minutes and then reconnect.

The engine is running and will not turn OFF:

- Pull the fuel pump fuse from the fuse panel, wait for the engine to stop, and then reinstall the fuse.
  - Refer to the appropriate service manual for fuel pump fuse location.
- Disconnect the negative battery cable, wait 2 minutes and then reconnect.

**If it was necessary to disconnect the battery due to one of the above conditions, at the end of the procedure make sure to do the following:**

- Reset the clock.
- If needed, reinitializes the power windows, sunroof, rear door. Refer to the appropriate Service Manual for initialization information.
- Inform the customer that the following items will need to be reset.
  - Automatic Drive Position setting (if equipped).
  - Radio station presets.
  - Preferred settings for the Automatic Temperature Control (if equipped).

## SERVICE PROCEDURE

Make Sure the “BCM Reprogramming Tool” has been installed into the CONSULT PC as follows:

**NOTE:** If the BCM reprogramming tool has already been installed, skip to [BCM Reprogramming Procedure](#) on the next page.

1. The Panasonic Tough book (CONSULT PC) automatically gets the BCM reprogramming tool during ASIST synchronization.
2. The CONSULT PC will display a notification that updates are available.
3. Follow the on-screen instructions to install the BCM reprogramming tool.
4. Once installed, the BCM reprogrammer tool is available by selecting **Start > All Programs > BCM2010 Reprogrammer.exe**

### NOTE

- Key registration, BCM configuration, TPMS data, and user customized settings are not affected by BCM reprogramming.
- Successful completion of BCM reprogramming will change the BCM part number. At the end of reprogramming, make sure the new part number and the old part number are different.
- Some DTCs may appear after reprogramming. All DTC's should be cleared before returning the vehicle to the customer.

## BCM Reprogramming Procedure

1. Check the battery SOC. If needed, recharge.
  - The GR8 is recommended for battery testing and charging.
2. If your CONSULT PC has an active screen saver – disable it – turn it off.
3. **Use the USB cable** to connect the Vehicle Interface (VI) to the CONSULT PC and then connect the VI to the vehicle. (VI or VI plus (VI2) can be used.)

**IMPORTANT:** The USB cable must be used for BCM reprogramming.

4. Use C-III or C-III plus to diagnosis, repair, and clear any/all DTCs before performing BCM reprogramming.
5. Close C-III or C-III plus:
  - It is essential that C-III and C-III plus applications are shut down before starting the BCM reprogram procedure.
  - Failure to shut down these applications will cause damage to the BCM.
  - Damaged cause by improper procedures is not considered a warrantable repair.
6. Connect the AC Adapter to the CONSULT PC.
7. Turn off all electronic equipment near the vehicle that transmit electromagnetic waves (e.g., cell phones, cordless phones, printers, etc.).

8. Turn the ignition OFF.

9. Launch the BCM reprogrammer - **Start > All Programs > BCM2010 Reprogrammer.exe**

10. Make selections on the main screen (see Figure 1).

a. Language – (English is the default)

b. Vehicle Interface: Consult-III VI or Consult-III plus VI2

11. Select **BCM Re-program**

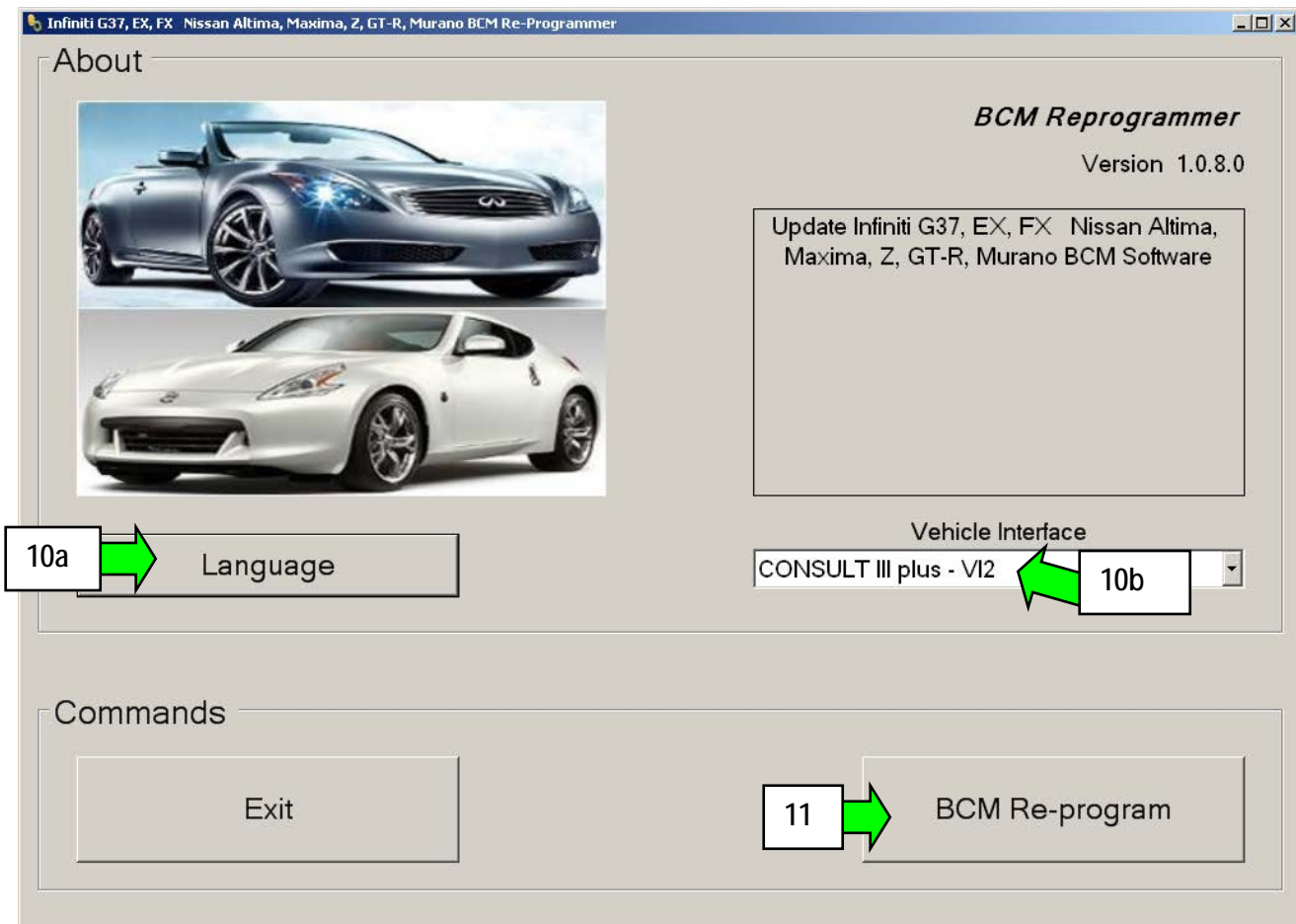


Figure 1

12. Make sure each of the preconditions listed on the screen have been met (see Figure 2).

13. Turn the hazard flashers ON, and confirm they are working.

**NOTE:** When OK is selected in the next step, BCM reprogramming will start.

14. Select **OK** – BCM reprogramming will start.

- **Do not** operate any vehicle systems during BCM reprogramming.
- During reprogramming the hazard flashers will stop flashing.
- Progress bars will display for each phase of the reprogramming process.
- Reprogramming will take about 3 minutes.

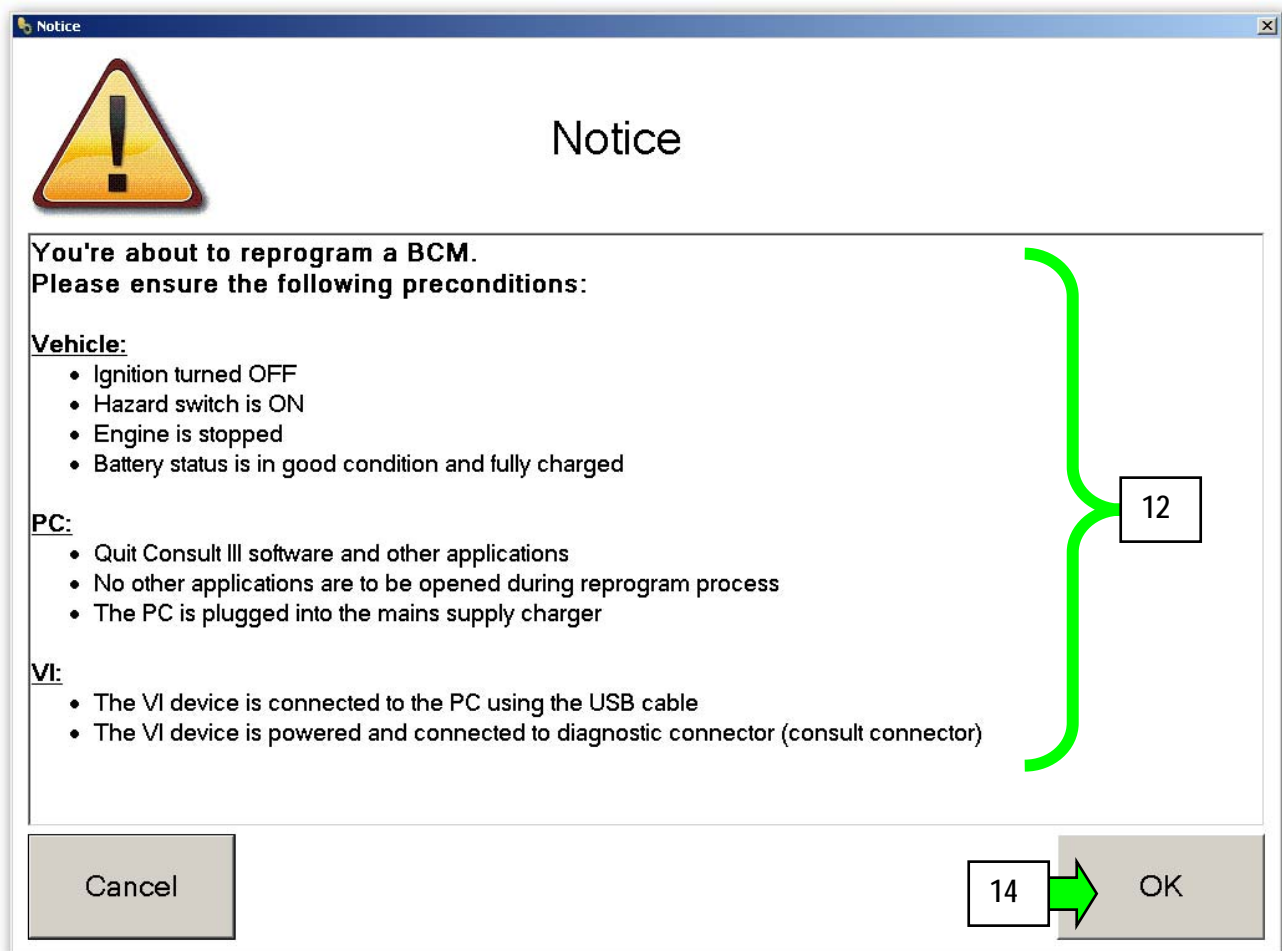


Figure 2

Refer to the next page for possible error messages.

Refer to page 9 for the reprogram completion screen.

Error – BCM reprogramming is not needed for this vehicle.

- The reprogramming process will stop and the message in Figure 3 will display.
- Select OK, to return to the main screen and then select Exit.
- Use C-III or C-III plus to clear any DTCs that may have stored.

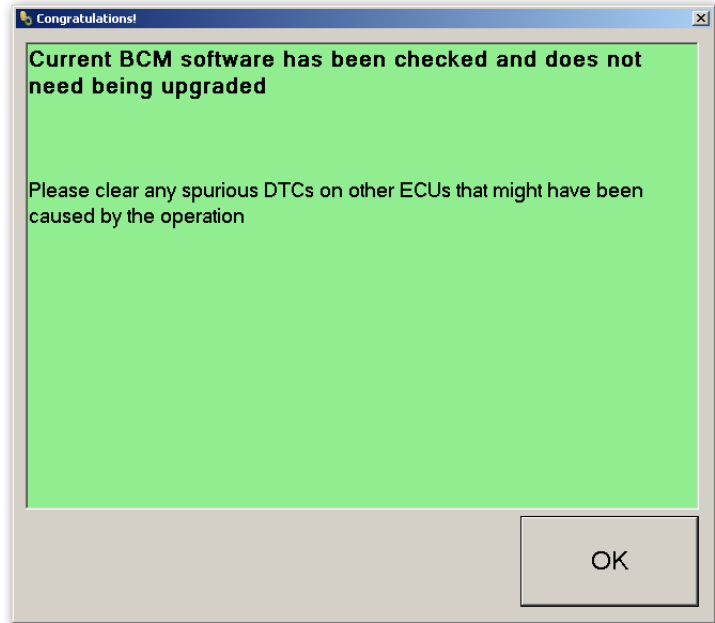


Figure 3

Error – BCM reprogramming failed (reprogramming did not complete correctly)

- The reprogramming process will stop and the message in Figure 4 will display.

1<sup>st</sup> time you get this error message:

- a. Check all connections: USB cable, power supply, VI connection, etc.
- b. Select OK, to return to the main screen.
- c. Restart the reprogramming process.

If you get this error a 2<sup>nd</sup> time:

- a. Select OK, to return to the main screen.
- b. Exit BCM reprogramming.

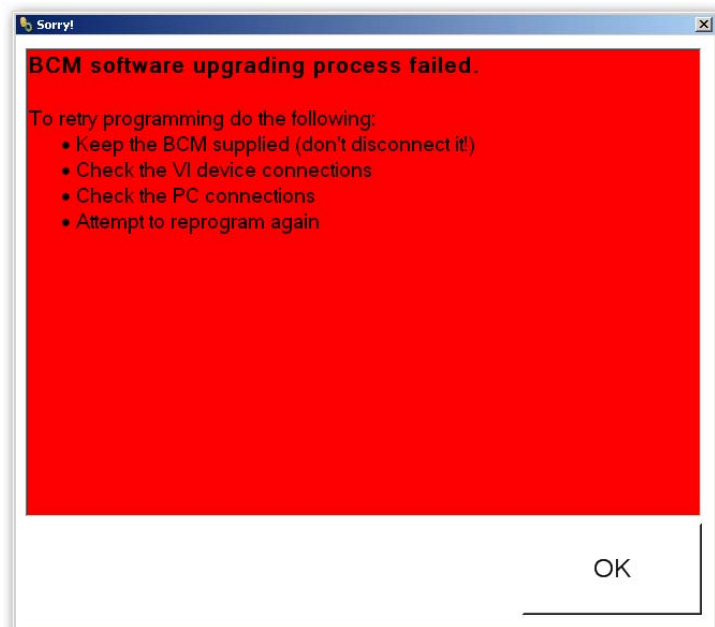


Figure 4

continued on the next page



- c. Record the radio station presets.
- d. If equipped with Automatic Temperature Control, record the customer settings. Refer to the appropriate Service Manual for customer setting information.
- e. Disconnect the negative battery cable, wait 3 minutes and then reconnect.
- f. Go to page 5 and restart from the beginning of the BCM reprogramming process.

**NOTE:** If the battery was disconnected, at the end of the procedure make sure to do the following:

- Reset the clock and the radio station presets.
- If needed, reinitializes the power windows, sunroof, rear door. Refer to the appropriate Service Manual for initialization information.
- Reset the customer settings for the Automatic Temperature Control (if equipped).
- Inform the customer that their Automatic Drive Position setting will need to be reset (if equipped).

**NOTE:** When BCM reprogramming is complete the screen in Figure 5 displays and the hazard flashers will start flashing.

15. Turn OFF the hazard lights.

16. Select **OK**.

**NOTE:** When OK is selected, Internet Explorer will automatically launch and the screen in Figure 6 (shown on the next page) will display.

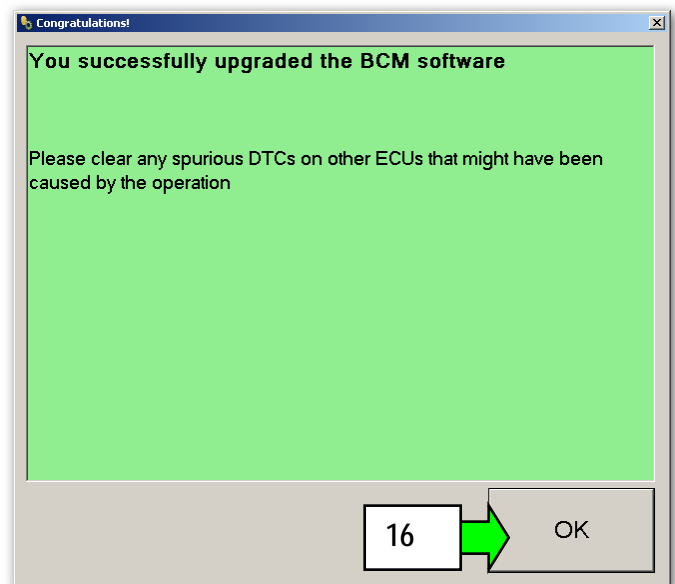


Figure 5

17. Print the Internet Explorer screen shown in Figure 6 and attach a copy to the repair order.

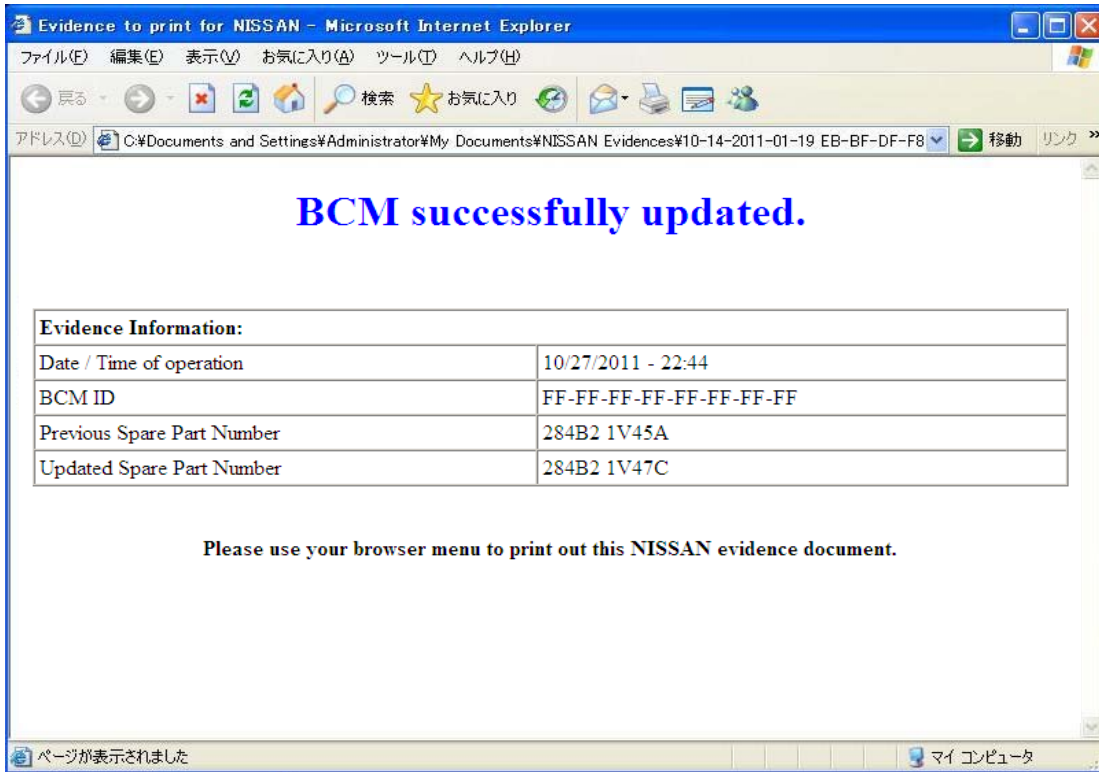


Figure 6

18. Close all windows of the BCM reprogramming tool.

19. Use C-III or C-III plus to erase any DTCs that may have been stored.

