



# SERVICE BULLETIN

Classification: EC12-028a	Reference: NTB12-093a	Date: January 25, 2013
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## 2009-2013 MAXIMA, ALTIMA; HARD TO START WHEN AMBIENT TEMPERATURE IS NEAR FREEZING

Bulletin amended to add additional model years to the Applied Vehicles and their related part numbers to Table A. No other changes have been made; discard previous versions of this bulletin.

**APPLIED VEHICLES:** 2009-2013 Maxima (A35) **with VQ35 only**  
 2009-2012 Altima Coupe (CL32) **with VQ35 only**  
 2009-2012 Altima Sedan (L32) **with VQ35 only**

### IF YOU CONFIRM:

After having been parked overnight in ambient temperatures between 5°C to -25°C (40°F to -14°F) the vehicle is hard to start or cranks and will not start.

And

- Occurs only on first attempts to start before engine begins running.

And

- Will not occur after engine has been started and run for any period of time.

### ACTION:

Confirm this bulletin applies.

- Check and compare your Current ECM Part Number to Table A on page 5.  
**If the part number does not match one in Table A, this bulletin does not apply. Go back to ASIST for further diagnostic and repair information.**

If this bulletin applies, reprogram the ECM.

### 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) Reference the Repair Order and use the **current** ECM P/N written down in step 6 of the **SERVICE PROCEDURE** as the PFP.
- (2) Reference the current Nissan 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.

**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.

Nissan 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 Nissan 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 -100°C (158 -212°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 a battery charger to the vehicle battery.  
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. 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**.

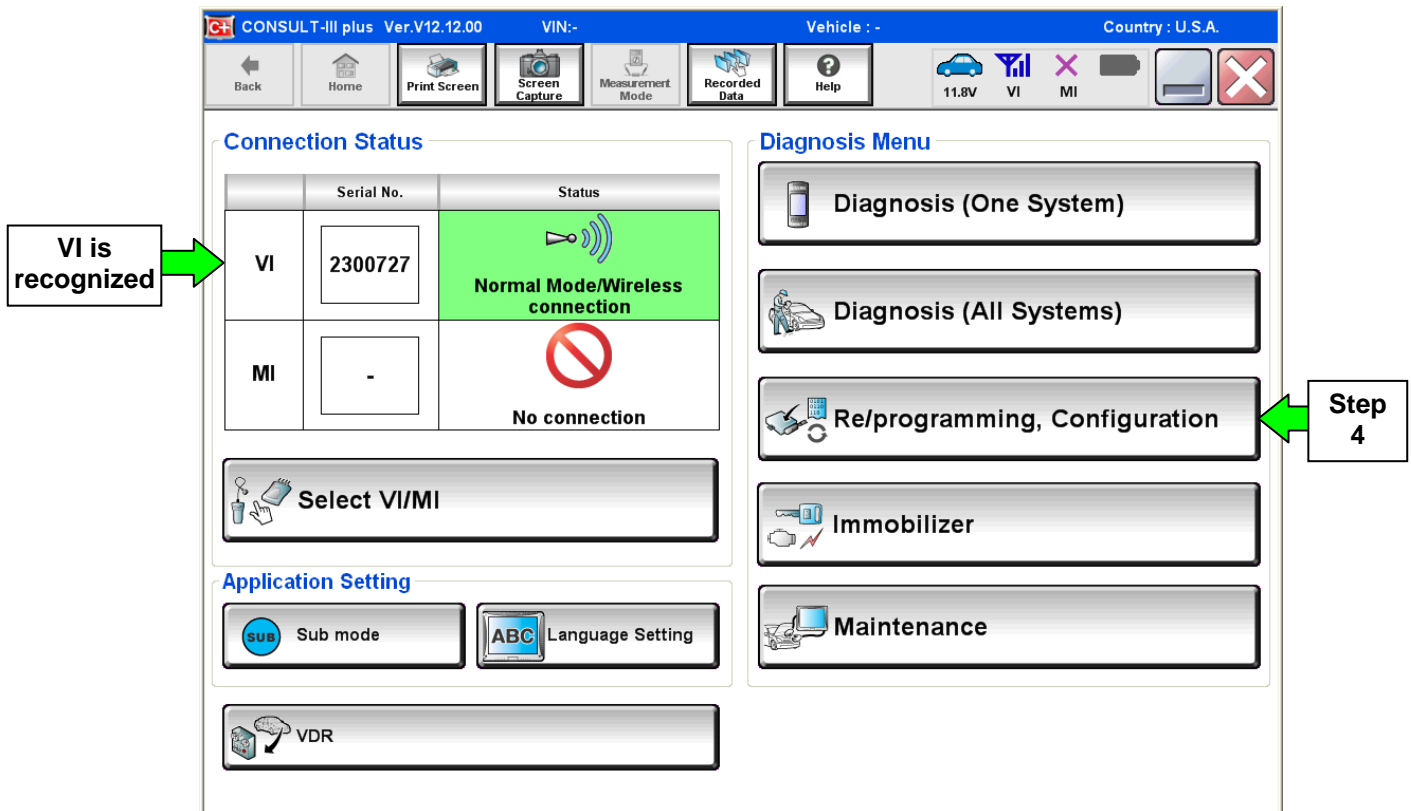


Figure 1

5. Follow the on-screen instructions and navigate the C-III plus to 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).

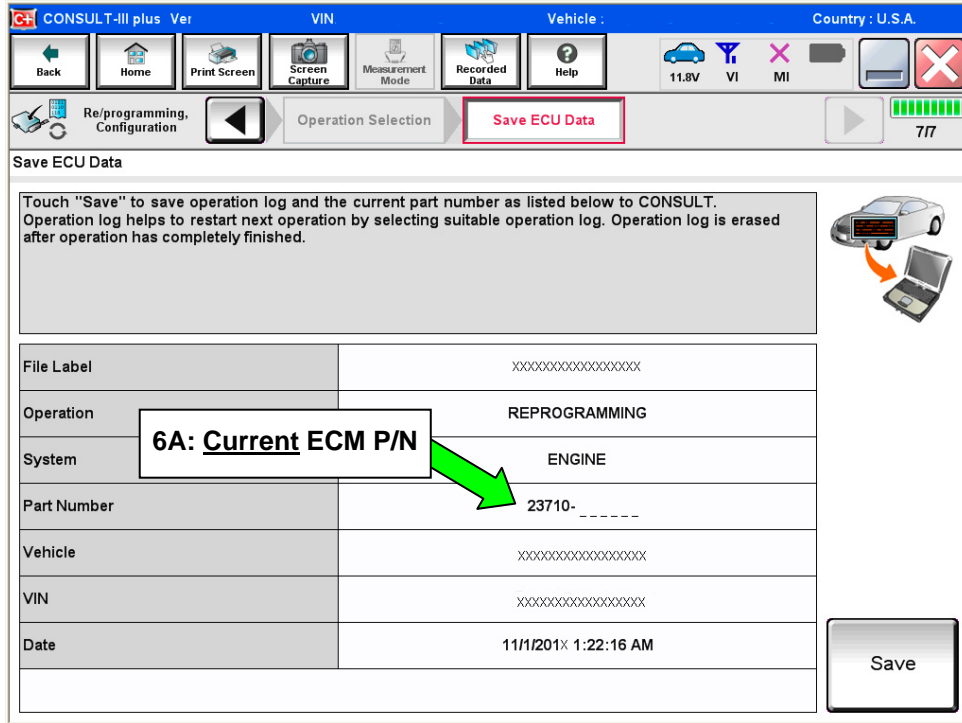


Figure 2

- B. Compare the P/N you wrote down to the numbers in the **Current ECM Part Number** column in **Table A** on the next page.
- 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 for further diagnostic information.

**Table A**

	Model Year	Current ECM Part Number <b>Before</b> Reprogramming: 23710-XXXXX
Maxima (A35)	09MY	9N00C, 9N00B, 9N00A
		9N04C, 9N04B, 9N04A
	10MY	ZX70B, ZX70A
		ZX71B, ZX71A
	11MY	ZY71C, ZY71B, ZY71A
		ZY70C, ZY70B, ZY70A
	12MY	9DA1C, 9DA1B, 9DA1A
9DA0C, 9DA0B, 9DA0A		
13MY	9DF0A	
Altima (L32, CL32)	09MY	ZN51B, ZN51A
		ZN52B, ZN52A
		ZN54D, ZN54C, ZN54B, ZN54A
		ZN55D, ZN55C, ZN55B, ZN55A
	10MY	ZX00B, ZX00A
		ZX02B, ZX02A
		ZX03B, ZX03A
		ZX05B, ZX05A
	11MY	ZX55A, ZX53A, ZX50A
		9HA3C, 9HA2C, 9HA0C
	12MY	9HA3C, 9HA3B, 9HA3A
		9HA2C, 9HA2B, 9HA2A
		9HA0C, 9HA0B, 9HA0A

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 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.

**IMPORTANT:** If C-III plus locks up or freezes at this point or displays “cannot complete reprogramming, 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.

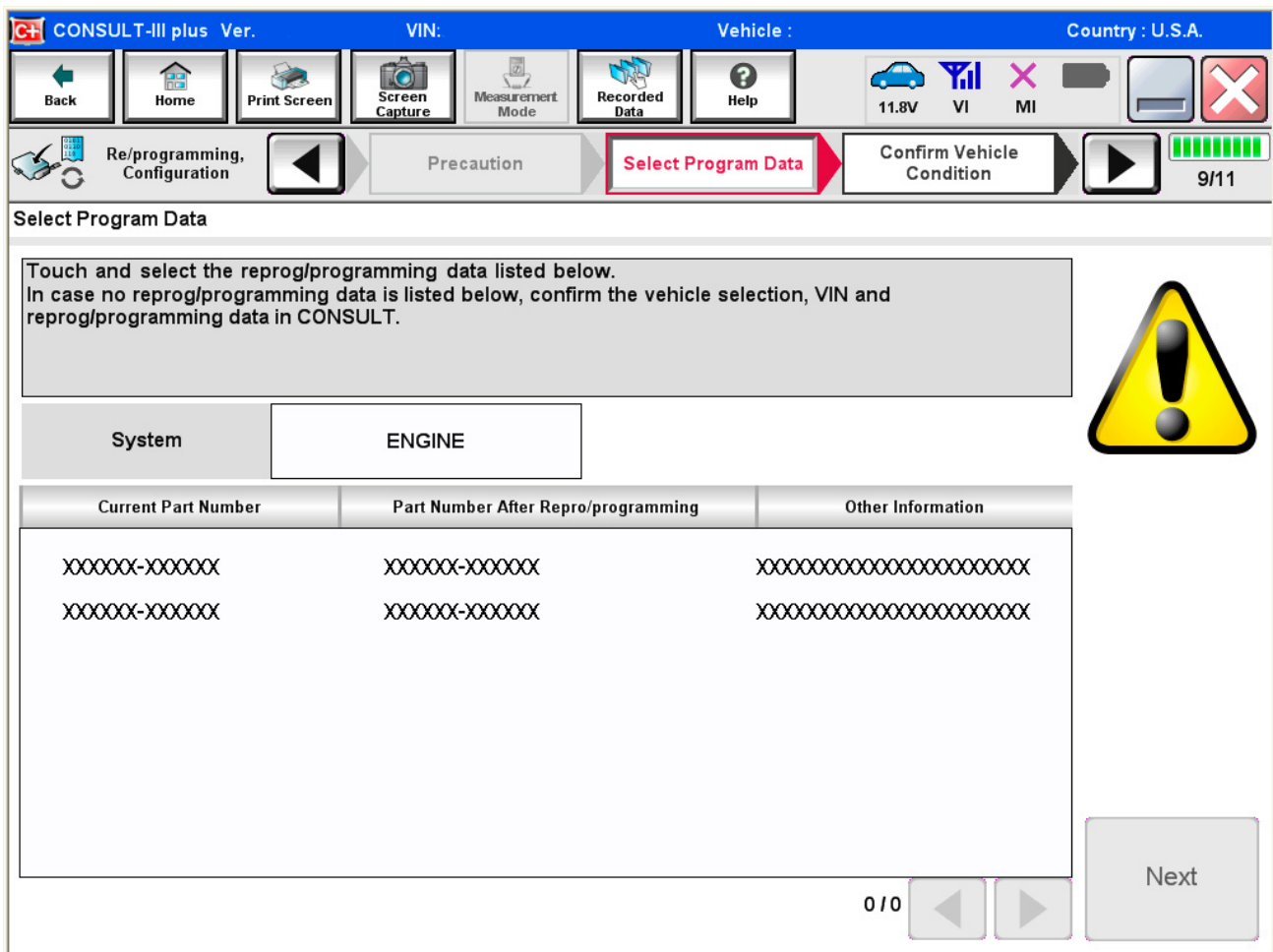


Figure 3

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**.

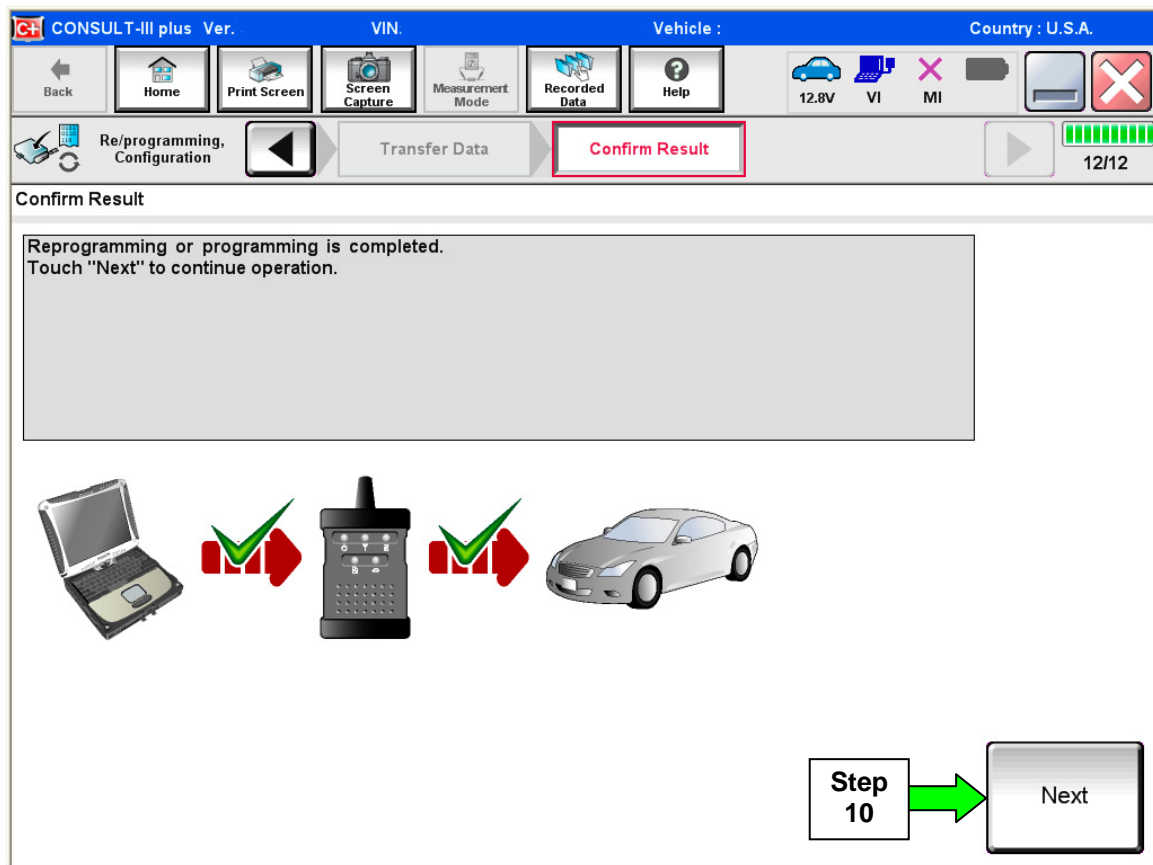


Figure 4

**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.

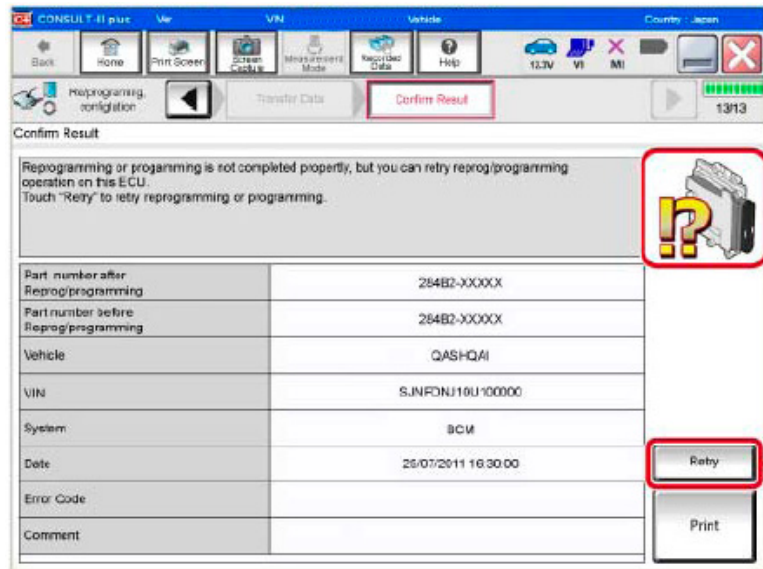


Figure 5

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.**

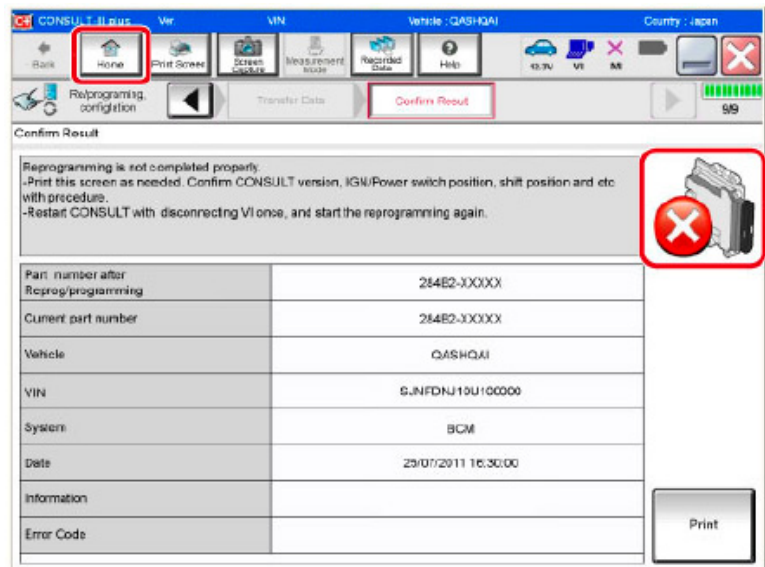


Figure 6



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 -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**

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**.

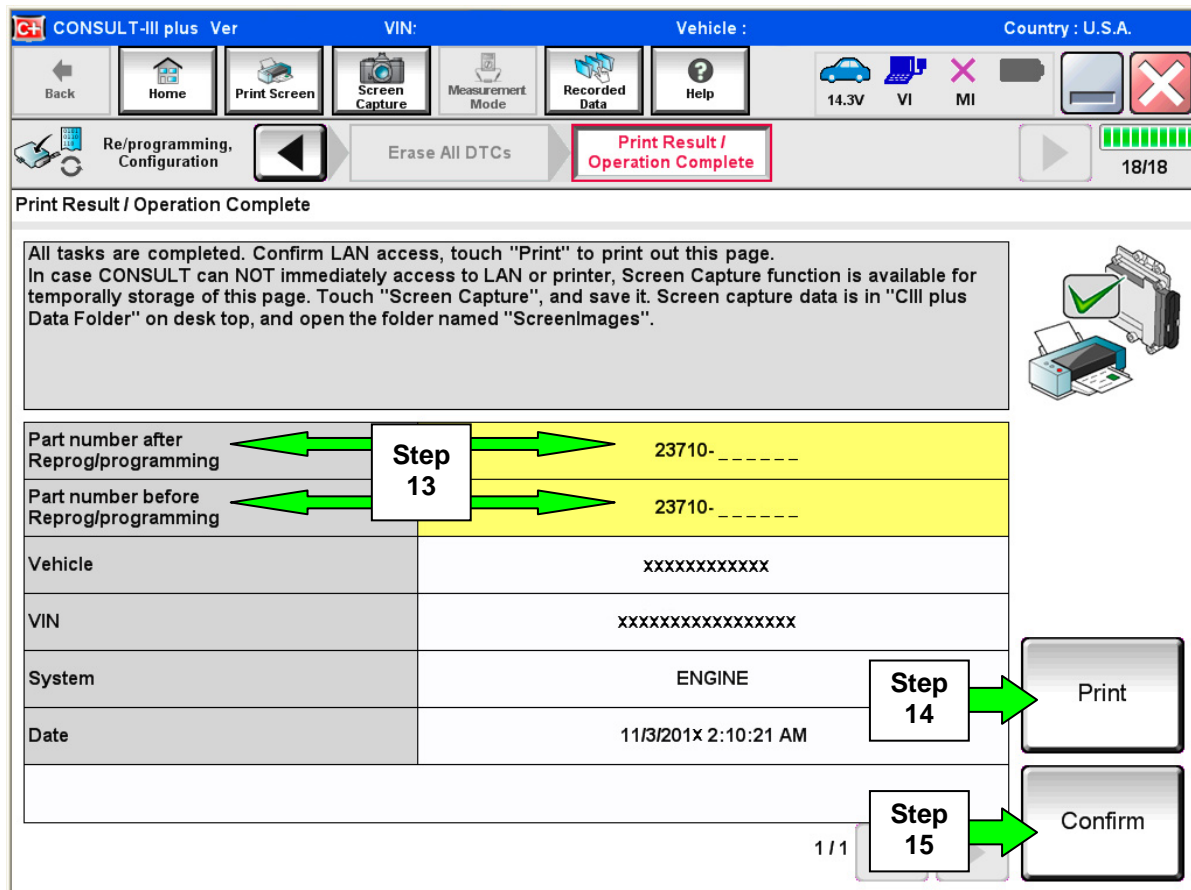


Figure 7

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.