



SERVICE BULLETIN

Classification: AT10-004a	Reference: NTB10-121a	Date: June 28, 2011
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2007 – 2011 ALTIMA SLIGHT VEHICLE HESITATION OR SURGE TYPE FEEL AT LOW SPEEDS

The illustration on page 6 was amended. Please discard previous versions of this bulletin.

- APPLIED VEHICLE:** 2007 – 2011 Altima (L32 and CL32) Sedan and Coupe
APPLIED TRANS: CVT only
APPLIED ENGINE: QR25 only

IF YOU CONFIRM

There is a slight vehicle hesitation type feel and/or a surge type feel when all of the following conditions are present:

- Speed between 10 and 45 mph
and
- Transmission torque converter clutch is engaged (lock mode)
and
- Engine RPM between 1200 and 2000
and
- Light acceleration

IMPORTANT NOTE: Very slight vehicle hesitation type feel and/or surge type feel under these conditions are a normal operating characteristic of this vehicle and are within design specifications for the vehicle. However, for those customers who are particularly sensitive to this characteristic of their vehicle, **the actions in this bulletin may be performed for customer satisfaction.**

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.

ACTIONS

1. Refer to Step 2 in the Service Procedure to confirm this bulletin applies to the vehicle you are working on.
2. **If this bulletin applies, make sure the customer is informed of the Customer Information below.**
3. If after informing the customer of the Customer Information, the customer voluntarily chooses to have the condition addressed with the specification change, then:
 - Reprogram the TCM, and
 - Install the Torque Rod Service Kit listed in the Parts Information.

Customer Information

1. Very slight vehicle hesitation type feel and/or surge type feel under the conditions described on page one are a normal operating characteristic of this vehicle and are within design specifications for the vehicle.
2. For those customers who are particularly sensitive to this characteristic of their vehicles, the transmission control module reprogramming procedure described in this bulletin may be performed. However, the customer should be advised that this is a specification change and differs from the original specification that exists on their vehicle.
3. If a customer voluntarily chooses to have this specification change made to their vehicle, they should be advised that their actual MPG may (or may not) slightly decrease (up to 1 mpg) as a result, depending on their driving habits and other conditions.

PARTS INFORMATION

DESCRIPTION	P/N	QUANTITY
Service Kit (Kit includes Torque Rod and Lower Torque Rod)	11250 – ZX60A	1

CLAIMS INFORMATION

Submit a Campaign (CM) type line claim using the following claims coding:

PC087

DESCRIPTION	OP CODE	FRT
Vehicle Hesitation and Surge Repair (Reprogram TCM and Install Torque Rod Service Kit)	PC0870	1.2

SERVICE PROCEDURE

1. Connect CONSULT III (C-III) to the vehicle to begin the TCM reprogramming procedure.
 - If you are not familiar with the TCM reprogramming procedure, click here. This will link you to the CONSULT-III (C-III) Transmission Control Module (TCM) Reprogramming and Initialization general procedure.

CAUTION:

- Connect a battery charger to the vehicle battery. If the 12V battery voltage drops during reprogramming, the TCM may be damaged.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, the TCM may be damaged.
- For TCM reprogramming, the C-III MUST be connected to the VI using the USB cable.
- Be sure to connect the AC Adapter. If the C-III battery voltage drops during reprogramming, the process will be interrupted and the TCM will be damaged.

2. When you get to the TCM Reprogramming screen shown in Figure 1, confirm TCM reprogramming applies as follows.
 - A. On your C-III screen, look at the **Part Number** (P/N) column (see Figure 1).
 - Write down the P/N on the Repair Order.

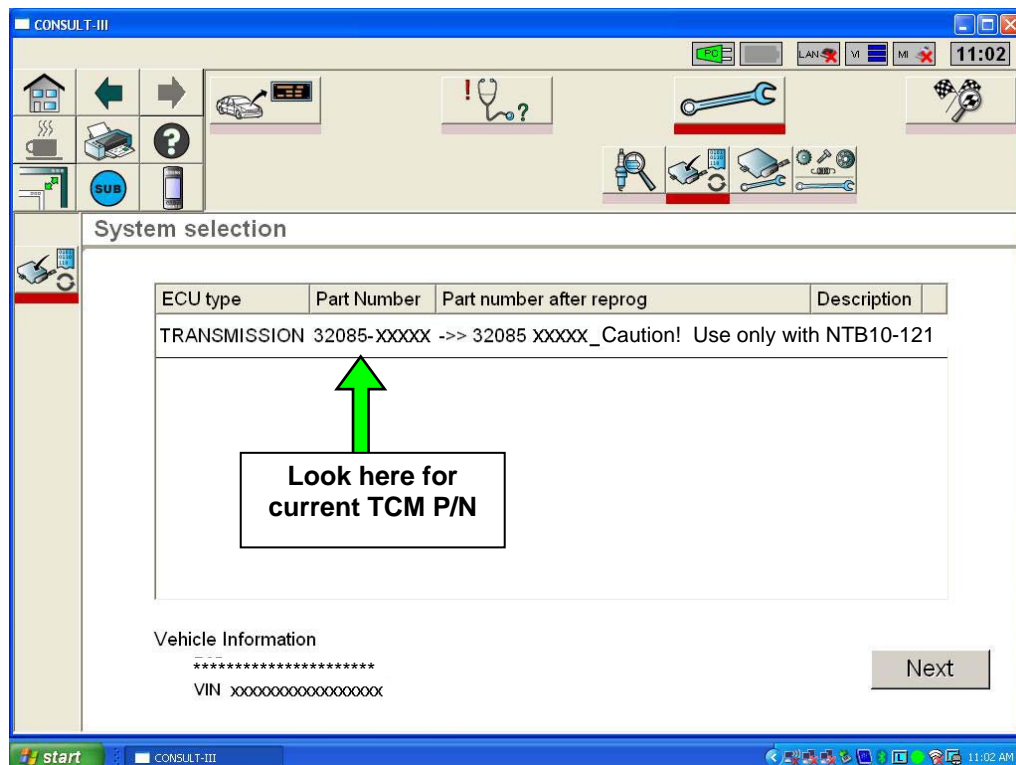


Figure 1

B. Compare the P/N you wrote down to the numbers in the **Current TCM P/N** column in **Table A** below.

- If there is a match this bulletin applies. Continue with the reprogramming procedure.

NOTE: If there are two lines (two reprogramming options) on your C-III screen, use the one with the message “Caution! Use ONLY with NTB10-121.”

- If there is not a match, this bulletin does not apply. Refer to ASIST for further diagnostic information.

Table A

Model	Current TCM P/N 31036 -
2007 Altima	JA00B, JA00C, JA00D, JA00E
	JA09C, JA09D, JA09E
	JA08C, JA08D, JA08E
	JA07B, JA07C
	JA02B, JA02C
	JB29C, JB29D, JB29E
Late 2007 Early 2008	JA02D
	JB28C, JB28D, JB28E
2008 Altima	JA02E,
	JB26B, JB26C,
	JA03A, JA03B
	JB25A, JB25B
	JB24A
2009 Altima	ZN50A, ZN50B, ZN50C
	ZN59A
2010 and 2011 Altima	ZX00A, ZX00B, ZX00C

3. If this bulletin applies and you have performed TCM reprogramming, the screen in Figure 2 displays when reprogramming is complete.

Print this screen and attach it to the Repair Order for Warranty documentation.



Figure 2

4. Make sure to erase DTCs from all systems.

NOTE: During reprogramming, DTCs will set in several systems and must be erased.

5. Turn OFF C-III and disconnect it from the vehicle.

Install Torque Rod Service Kit

6. Replace the torque rod and the lower torque rod (numbers 1 and 8 in Figure 3).
 - Refer to the Service Manual; section EM, for removal and installation information.
 - Use the torque rods in the Service Kit (see Parts Information).

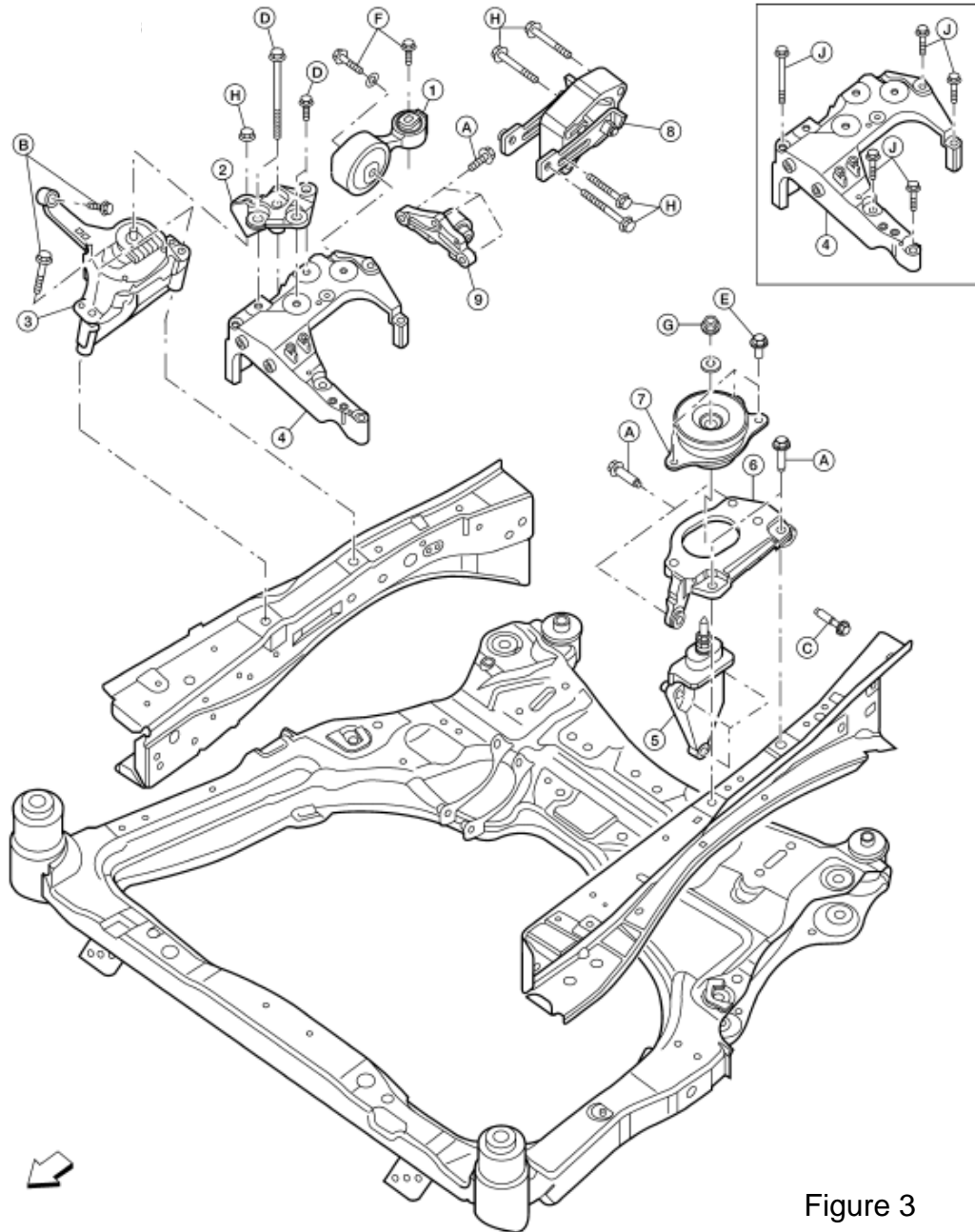


Figure 3

- | | | |
|---------------------------------|----------------------------------|---|
| 1. RH engine mount torque rod | 2. RH engine support bracket | 3. RH engine mounting insulator |
| 4. RH engine mounting bracket | 5. Transmission mounting bracket | 6. LH engine mounting bracket |
| 7. LH engine mounting insulator | 8. Rear engine mount torque rod | 9. Rear engine mount torque rod bracket |
| A. 40 N·m (4.1 kg·m, 30 ft·lb) | B. 41 N·m (4.2 kg·m, 30 ft·lb) | C. 45 N·m (4.6 kg·m, 33 ft·lb) |
| D. 50 N·m (5.1 kg·m, 37 ft·lb) | E. 60 N·m (6.1 kg·m, 44 ft·lb) | F. 85 N·m (8.7 kg·m, 63 ft·lb) |
| G. 90 N·m (9.2 kg·m, 66 ft·lb) | H. 103 N·m (11 kg·m, 76 ft·lb) | |