RECALL CAMPAIGN BULLETIN

Reference:	**Date:**
NTB15-002	January 13, 2015

VOLUNTARY SAFETY RECALL CAMPAIGN
2015 ARMADA TRANSMISSION PARKING PAWL

CAMPAIGN ID #: PC334

NHTSA #: 14V-803

APPLIED VEHICLES: 2015 Armada (TA60)

Check Service COMM to confirm campaign eligibility.

INTRODUCTION

Nissan is conducting a Voluntary Safety Recall Campaign on certain specific Model Year 2015 Armada vehicles to inspect, and if necessary, replace the transmission. This service will be performed at no charge for parts or labor.

> **NOTE:** Four (4) vehicles that received a replacement transmission are also included in this campaign (one 2004 Armada, one 2012 Armada, one 2012 Titan, and one 2013 Titan). Use the VIN and Service COMM to check for specific eligibility.

IDENTIFICATION NUMBER

Nissan has assigned identification number PC334 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

SERVICE PROCEDURE

Inspection

1. Lift the vehicle.

2. Locate and read the casting ID number
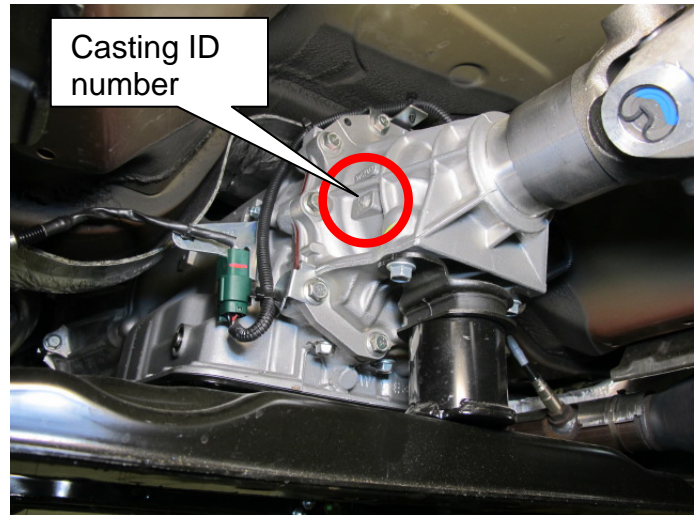   (see Figures A, B, and C).

Figure A

- The casting ID number is located on
  the driver side of the transmission tail
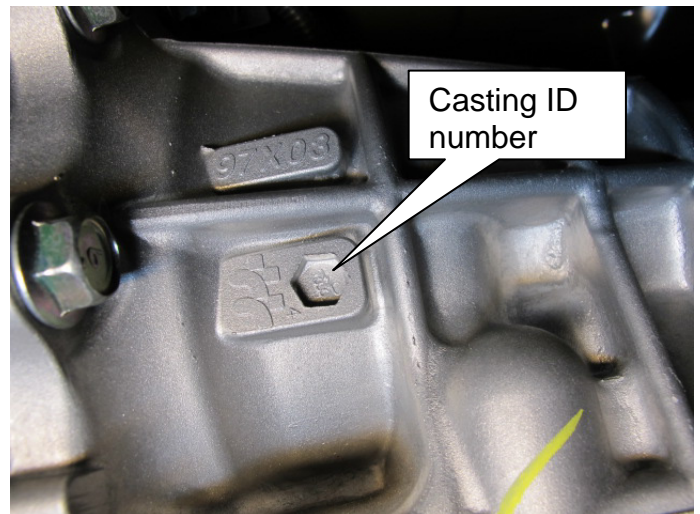 housing in a six sided hole (see
  Figure B).

Figure B

NOTE:

- The casting ID number shown in Figure B may be difficult to read due to limited
  space between the vehicle body and the transmission.

- It is recommended that you use a camera to take a photo, and then read the number
  from the photo.

Examples of casting ID numbers

Casting ID number is four digits (2 digit Month, 2 digit Day). See examples in Figure C.
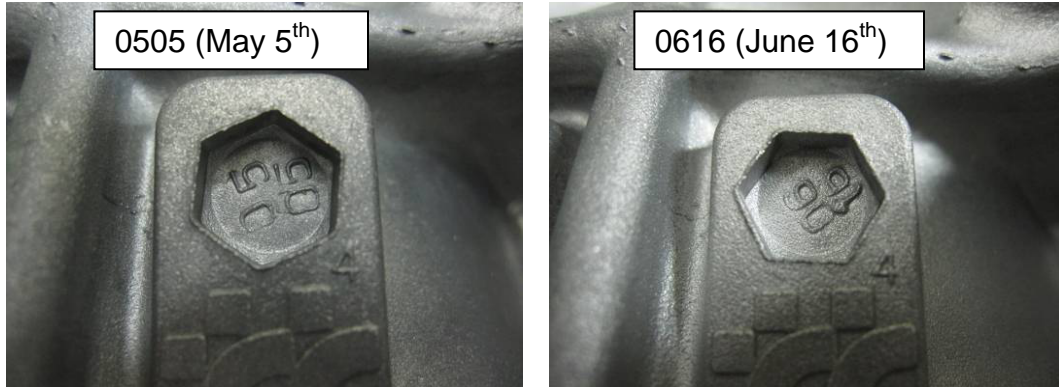

| 0505 (May 5th) | 0616 (June 16th) |

Figure C

4. Determine corrective action as follows:

Cannot determine (cannot read) the casting ID number:

- Hold the vehicle.

- Email a clear photo of the tail housing casting ID number to the below address for further instructions:

    nnafqasupport@nissan-usa.com

- Make sure to include in the email: Complete VIN of the affected vehicle, Dealer code, Contact Name, Contact phone number, and Contact email address.

If casting ID number is 0501 (May 1st) or before:

- Inspection is complete, release the vehicle.

If casting ID number is 0502 (May 2nd) or After:

- Make sure the vehicle is affected by this campaign (use Service COMM).

- Replace the transmission assembly.

- Continue with the Service Procedure on the next page.

IMPORTANT: The new transmission includes the TCM (which comes "blank") and must be programmed after it is installed in the vehicle.

Transmission Replacement

Replace the transmission assembly.

- Refer to the Electronic Service Manual (ESM), section TM-Transaxle&Transmission, for removal and installation information.

After the replacement transmission is installed, perform the programing procedure as follows:

IMPORTANT: Before starting the programing procedure, make sure:

- **ASIST on the CONSULT PC has been synchronized to the current date.**

- **All C-III plus software updates (if any) have been installed.**

  NOTE: The CONSULT PC automatically gets applicable TCM programming data during ASIST synchronization.

- A screen print for Warranty documentation can be done from the CONSULT PC during this process while still connected to the vehicle.

1. Connect the C-III plus Vehicle Interface (plus VI) to the vehicle.

   <div style="border:1px solid black; padding:8px; color:red;">

   CAUTION: Make sure the plus VI is securly connected to the DLC. If the plus VI connection is loose during programming, the process will be interrupted and the **TCM may be damaged.**

   </div>

2. **Connect the AC Adapter to the CONSULT PC.**

> **CAUTION:** Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during programming, the process will be interrupted and the **TCM may be damaged**.

3. **Connect a battery charger to the vehicle battery:**

- Set the battery charger at a low charge rate.

  NOTE: The GR-8 (Battery and Electrical Diagnostic Station) set to "Power Supply" mode is recommended.

> **CAUTION:** Be sure the battery charger is connected securely to the battery. Make sure the battery voltage stays between 12.0V and 15.5V during programming. If the battery voltage goes out of this range during programming, the **TCM may be damaged**.

4. Turn off all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the plus VI.

> **CAUTION:** Make sure to turn off all external Bluetooth® devices. If Bluetooth® signal waves are within range of the CONSULT PC and the plus VI during programming, programming may be interrupted and the **TCM may be damaged**.

5. Turn the ignition ON (engine OFF).

- **The engine must not start or run during the programming procedure.**

6. Turn OFF all vehicle electrical loads such as exterior lights, interior lights, HVAC, blower fan, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc.

> **CAUTION:** Make sure to turn OFF all vehicle electrical loads. Make sure the battery voltage stays between 12.0V and 15.5V during programming. If the battery voltage goes out of this range during programming, the **TCM may be damaged**.

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7. Open / start C-III plus.

- You will be accessing the vehicle's old TCM.

8. Wait for the plus VI to be recognized.

- The serial number will display when the plus VI is recognized.

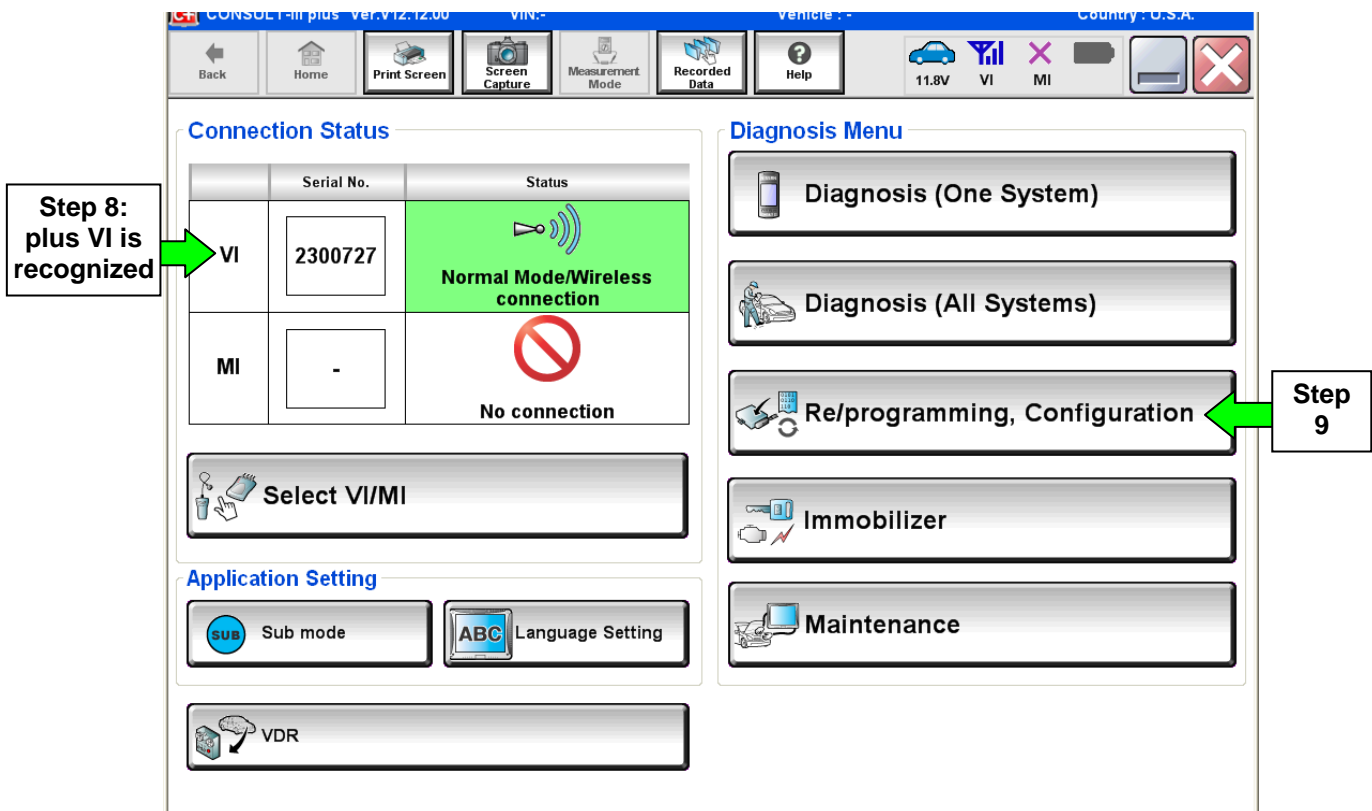9. Select **Re/programming, Configuration**.

Figure 1

10. Use arrows (if needed) to view and read all precautions.

11. Check the box confirming the precautions have been read.

   NOTE: The box cannot be checked until all precautions in step 10 have been viewed and read.
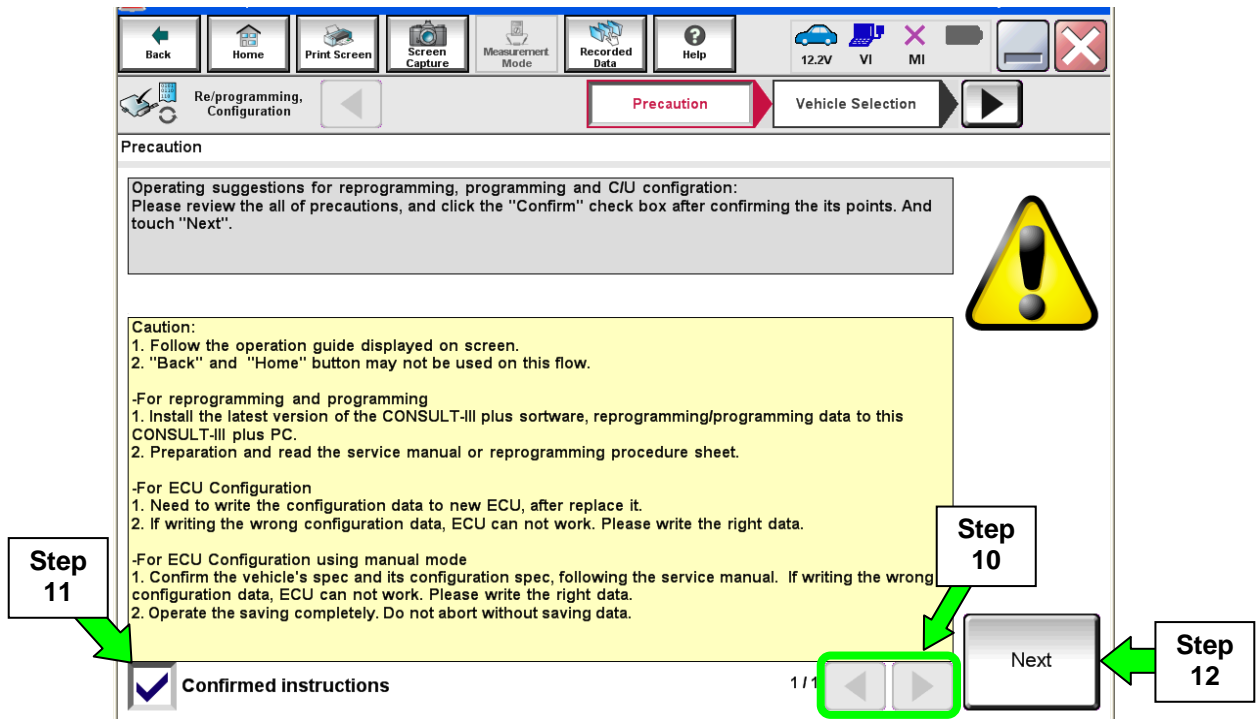
12. Select **Next**.

Figure 2

13. If the screen in Figure 3 displays, select **Automatic Selection(VIN)**.

   - If the screen in Figure 3 does not display, skip to step 14.
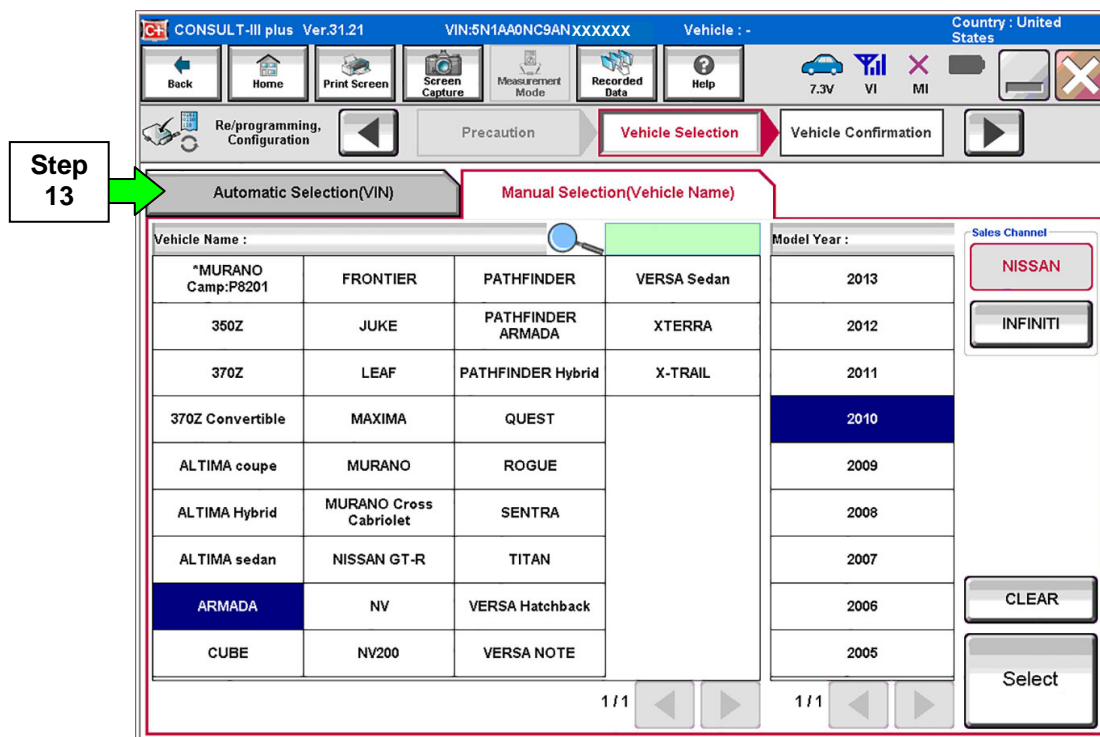

Figure 3

14. Make sure **VIN or Chassis #** matches the vehicle's VIN.

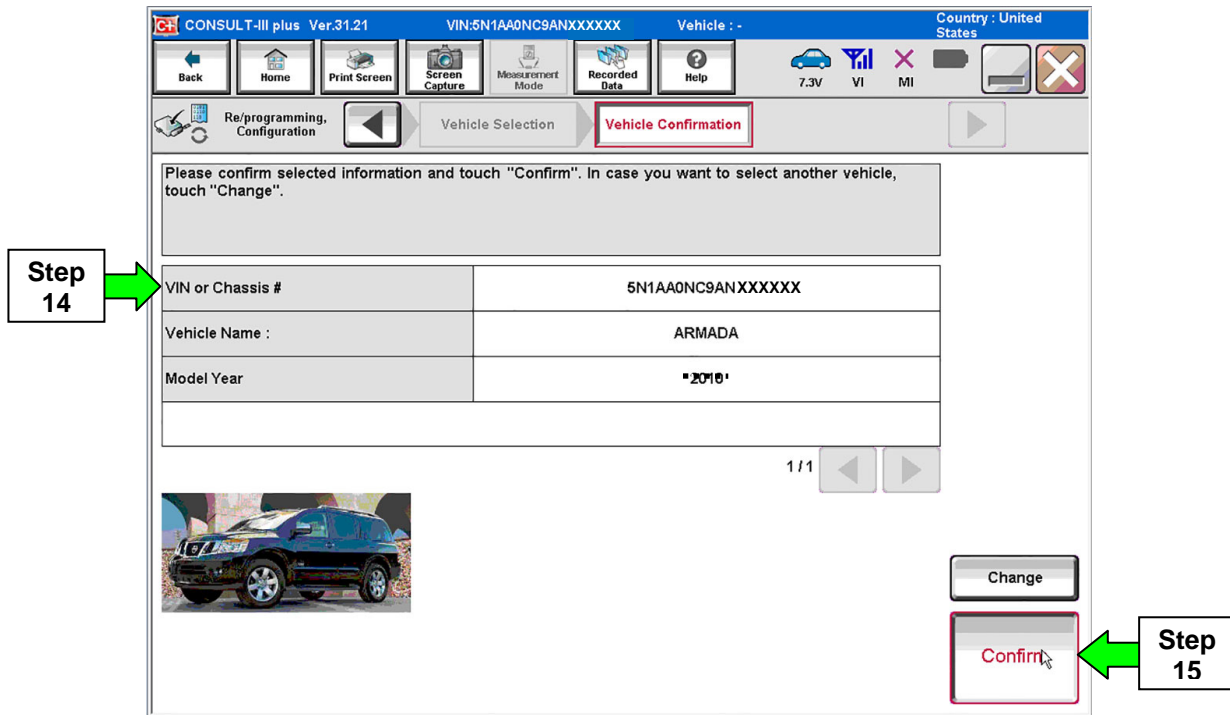15. If the correct VIN is displayed, select **Confirm**.
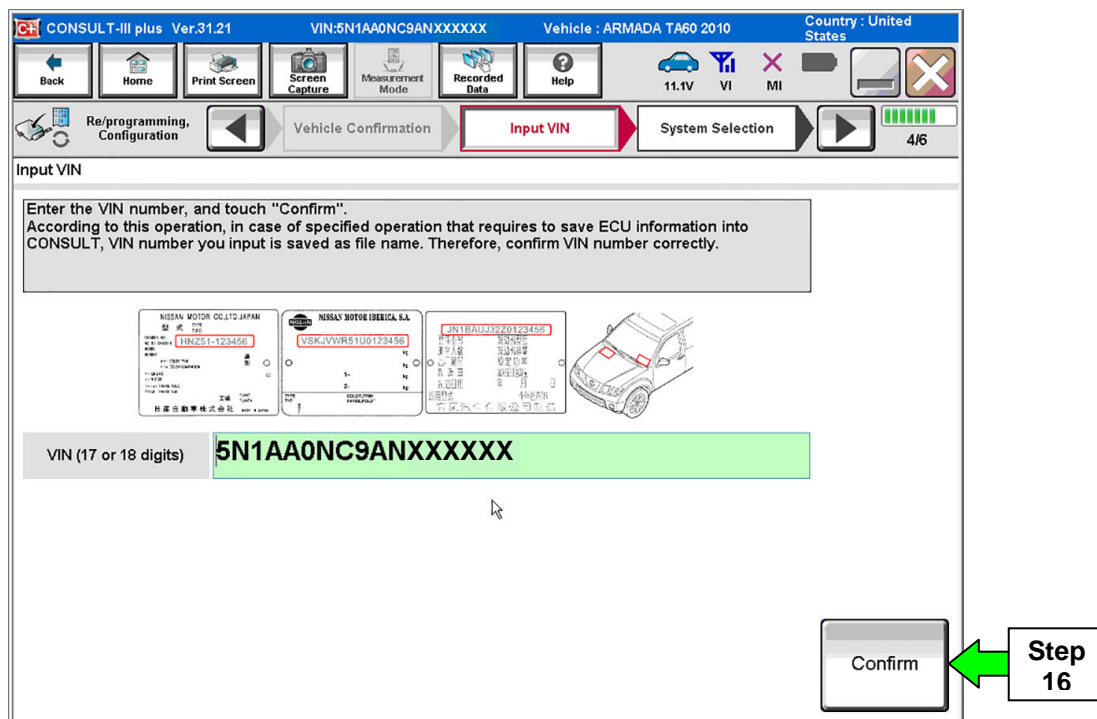

Figure 4

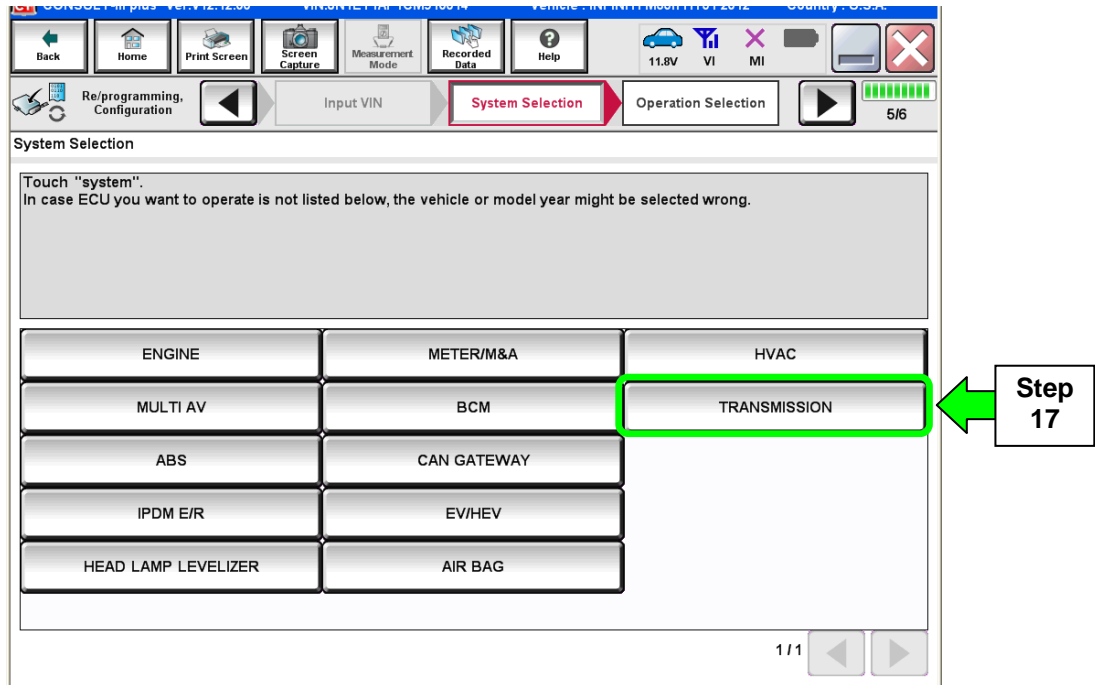16. Select **Confirm**.

Figure 5

17. Select **TRANSMISSION**.

Figure 6

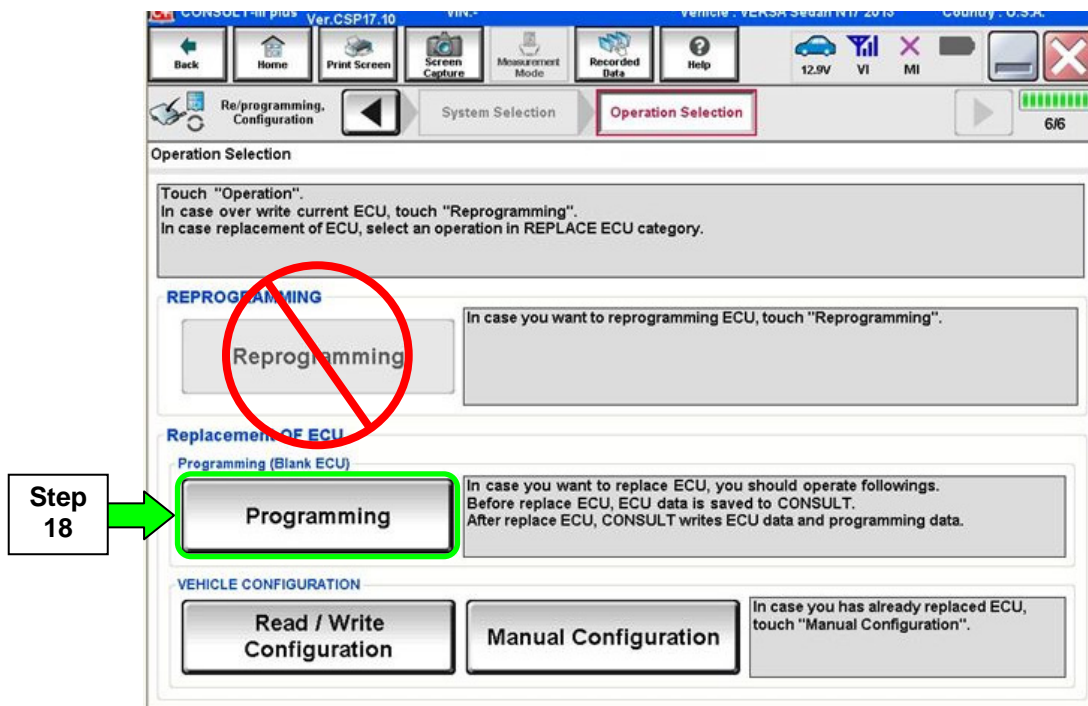18. Select **Programming**. <u>Do not</u> select **Reprogramming**.

Figure 7

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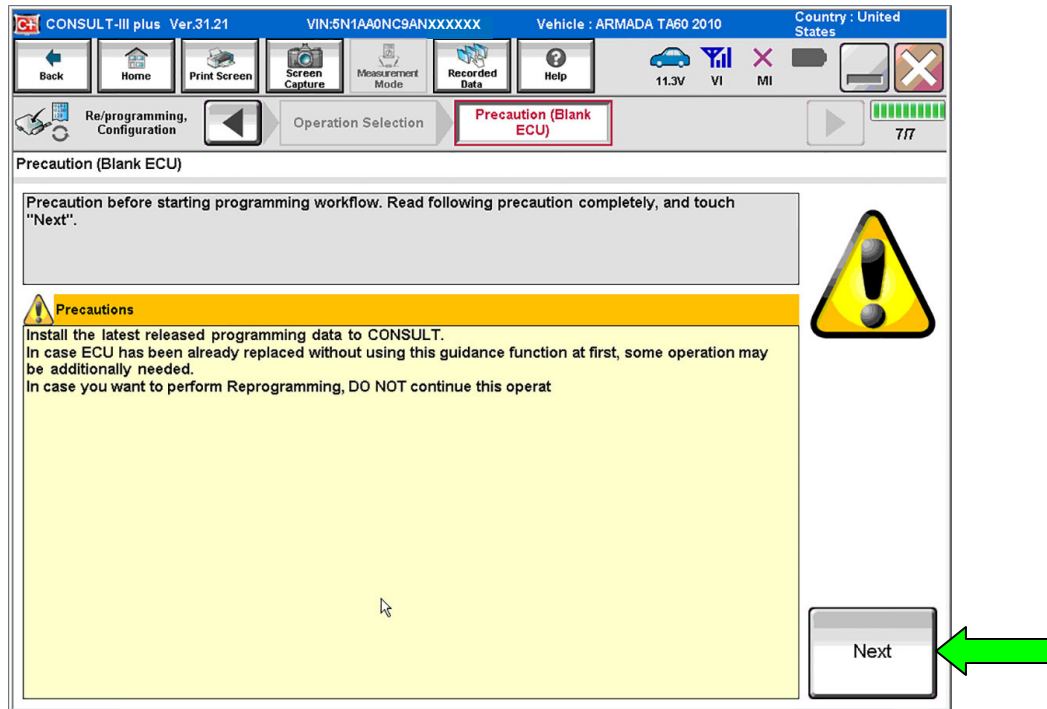- If the screen in Figure 9 appears, select **Next**.

Figure 8

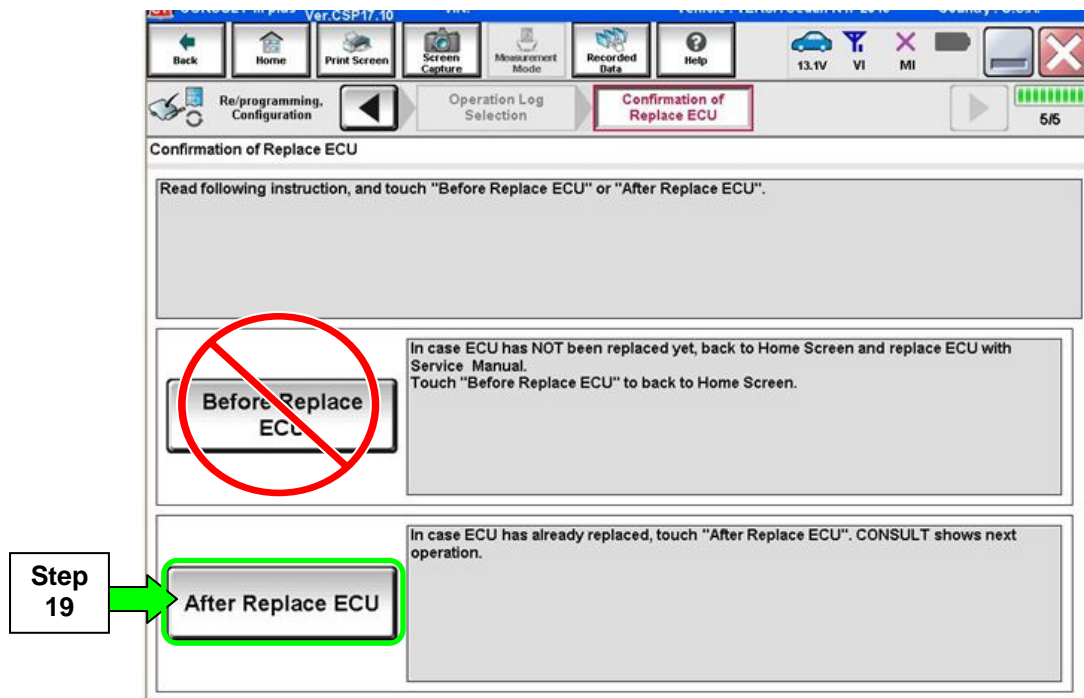19. Select **After Replace ECU**.

Figure 9

20. Read all precautions, check the box, and then select NEXT.

Figure 10
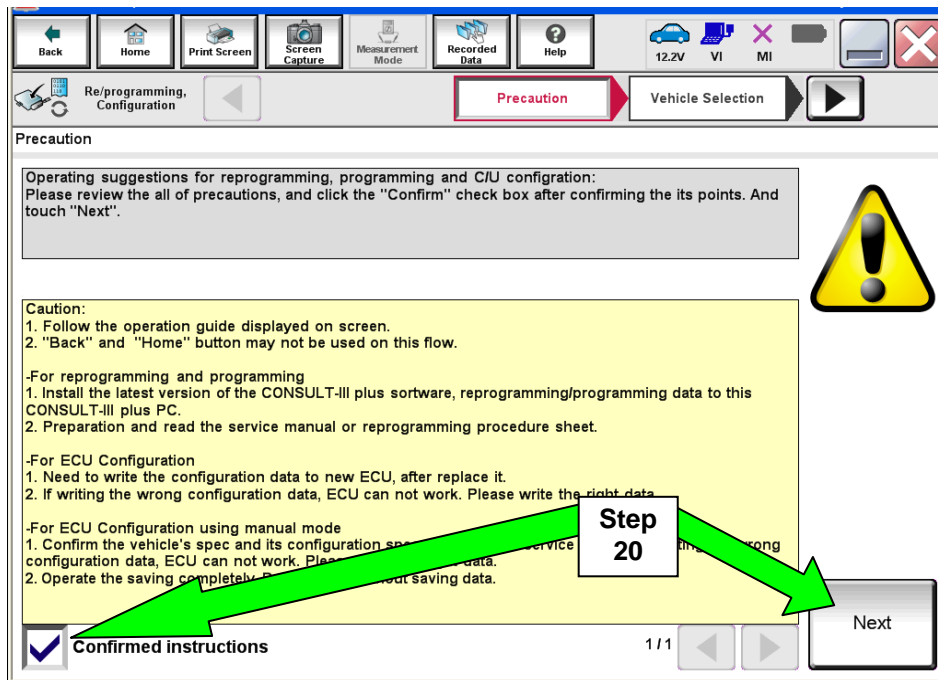
21. Select the correct TCM software P/N (**ROM Data ID**).

   NOTE: ROM Data ID listed in this table are for vehicles affected by this campaign.

22. Select **Next**.

Model	ROM DATA ID
2015 Armada	31020 – 9GG0A
2004 Armada	31020 – 7S50A
2012 Armada	31020 – ZZ50E
2012 Titan	31020 – ZZ50E
2013 Titan	31020 – 9GG0A

Figure 11

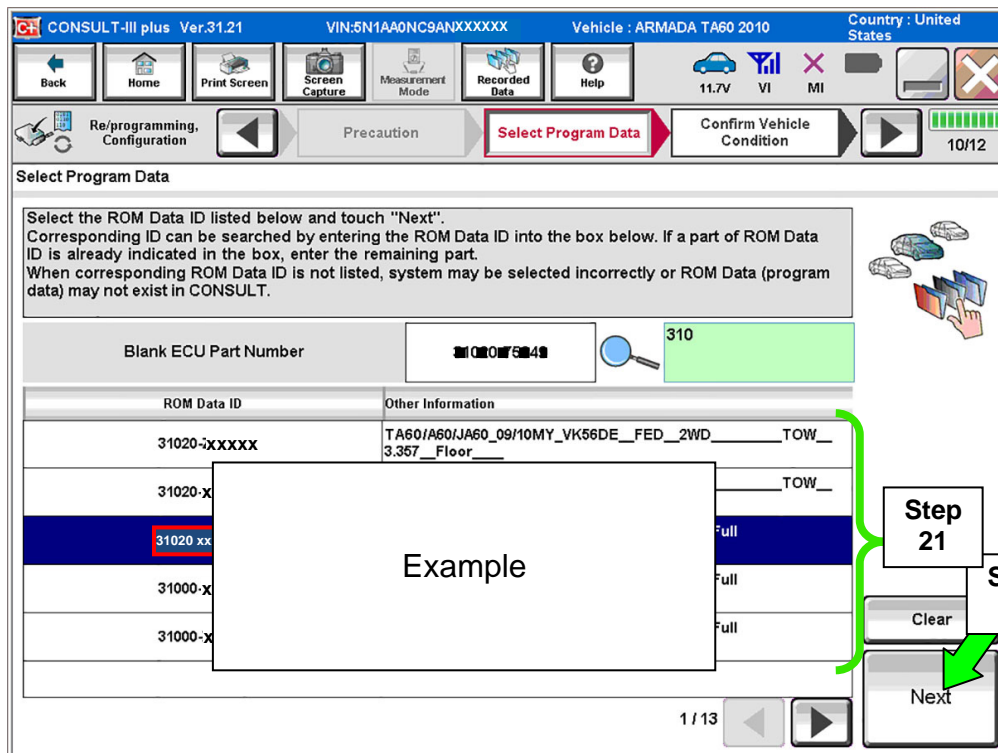23. Select **Next**.
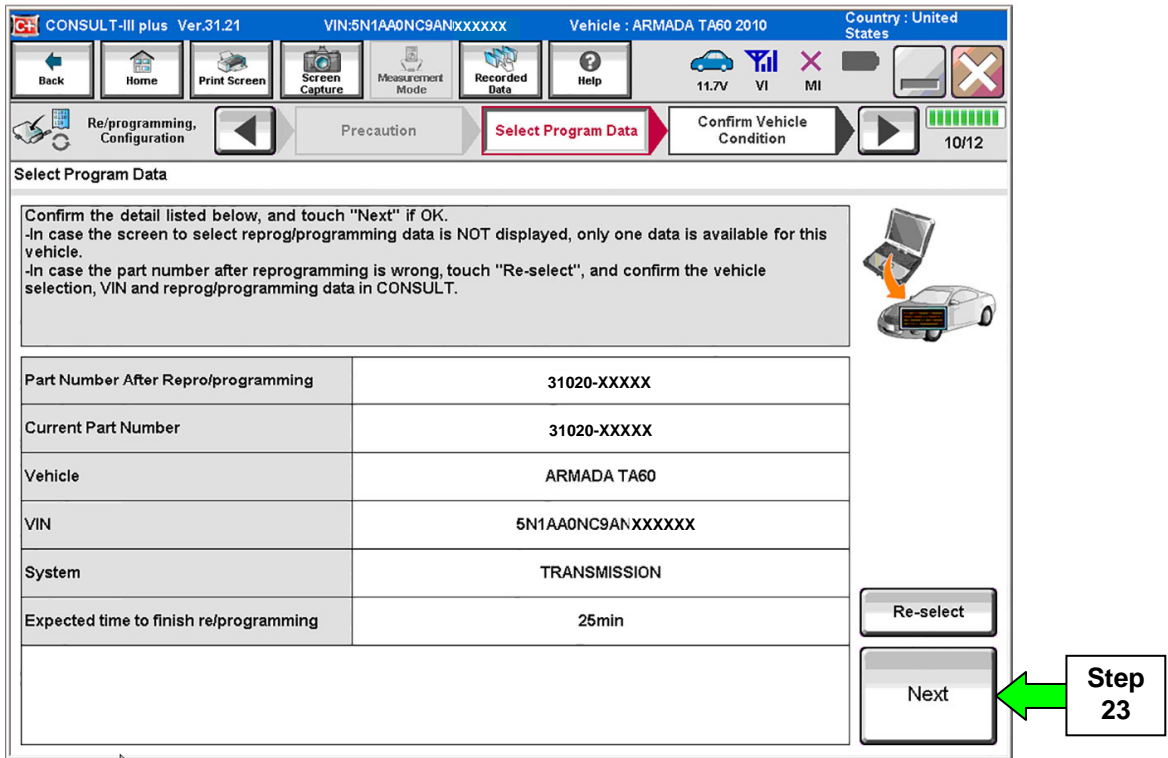
Figure 12

24. Make sure **OK** is highlighted **green** (battery voltage must be between 12.0 and 15.5 Volts).

25. Select **Next**.

IMPORTANT: Optimum battery voltage operating range for programming is 12.0-13.5V. Battery voltage must stay between **12.0 and 15.5 Volts** during programming or TCM programming may be interrupted and the TCM may be damaged.

Figure 13

NOTE: In the next step, the programming process will begin when **Start** is selected.

CAUTION: DO NOT stop programming after selecting "Start". Doing so may damage the TCM. Allow programming to complete.

26. Select **Start**.
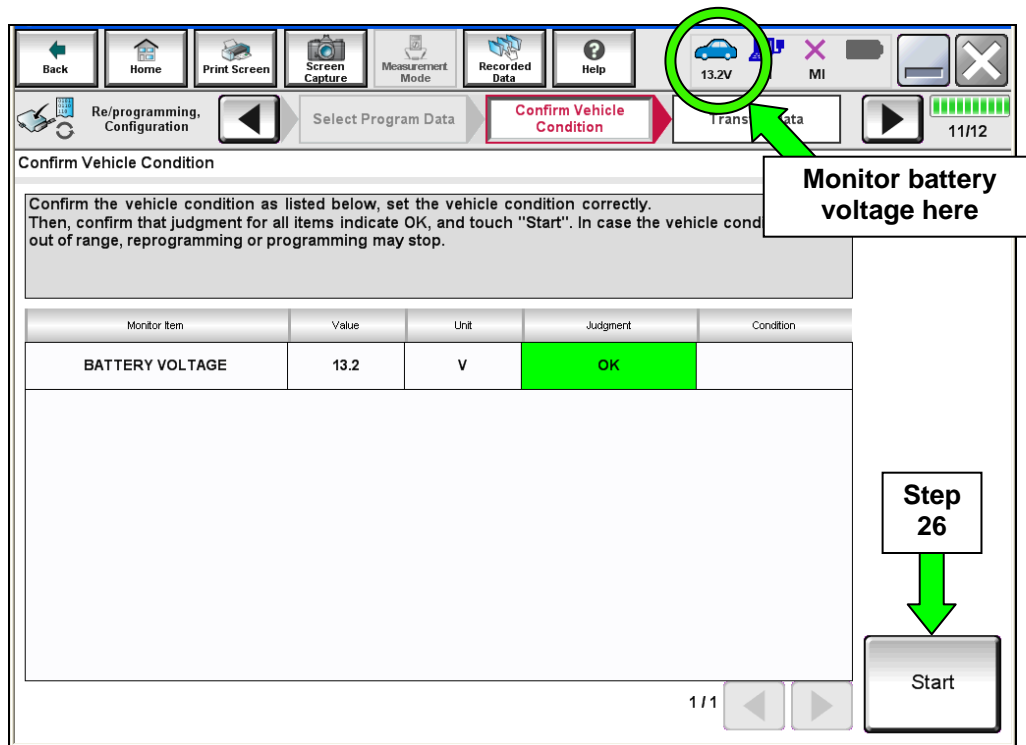
Figure 14

27. Wait for both progress bars to complete.
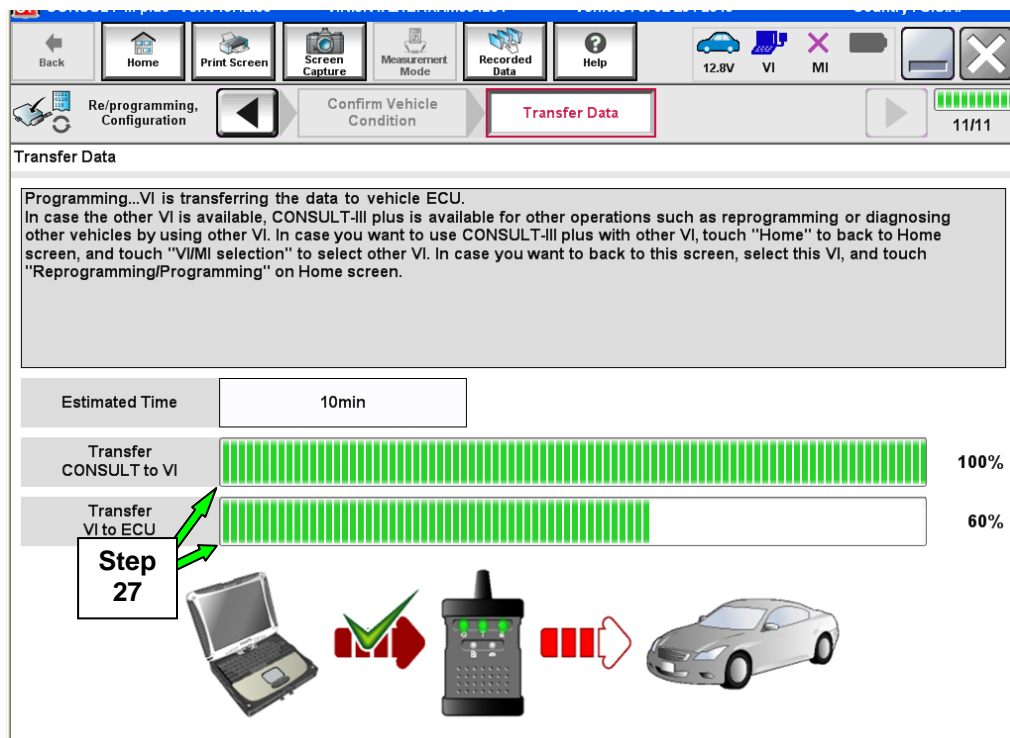
Figure 15

28. When the screen in Figure 16 below displays, software download is complete.
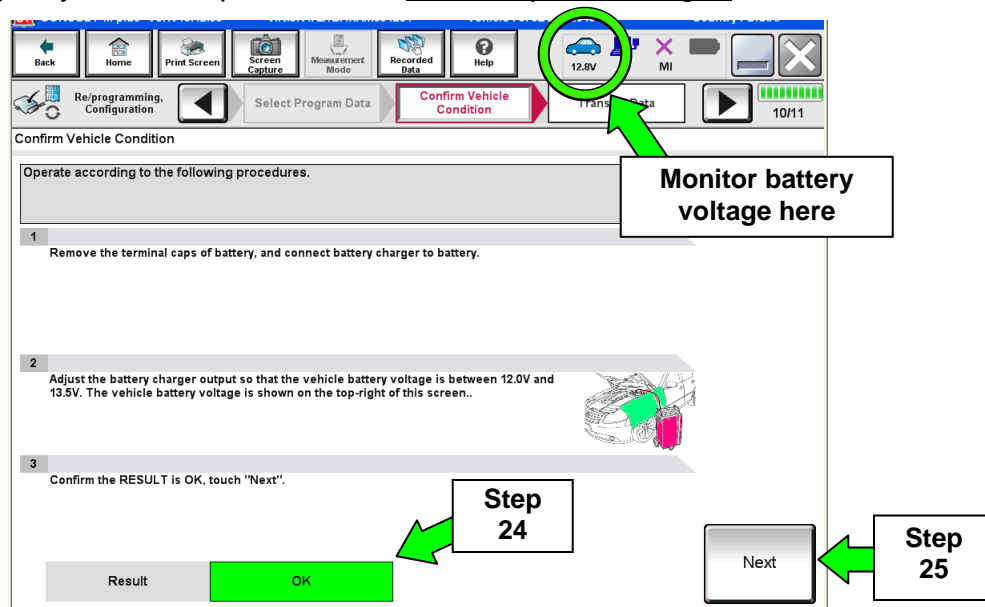
   NOTE: If the screen in Figure 16 does not display (software download does not complete), refer to the information on the next page.

IMPORTANT

Additional steps **MUST** be performed (Write Configuration and DTC erase)

Write Configuration and DTC erase (on page 16, step 31**),** must be completed before C-III plus will provide the final programming confirmation report.

29. Disconnect the GR8 / battery charger from the vehicle.

30. Select **Next**.
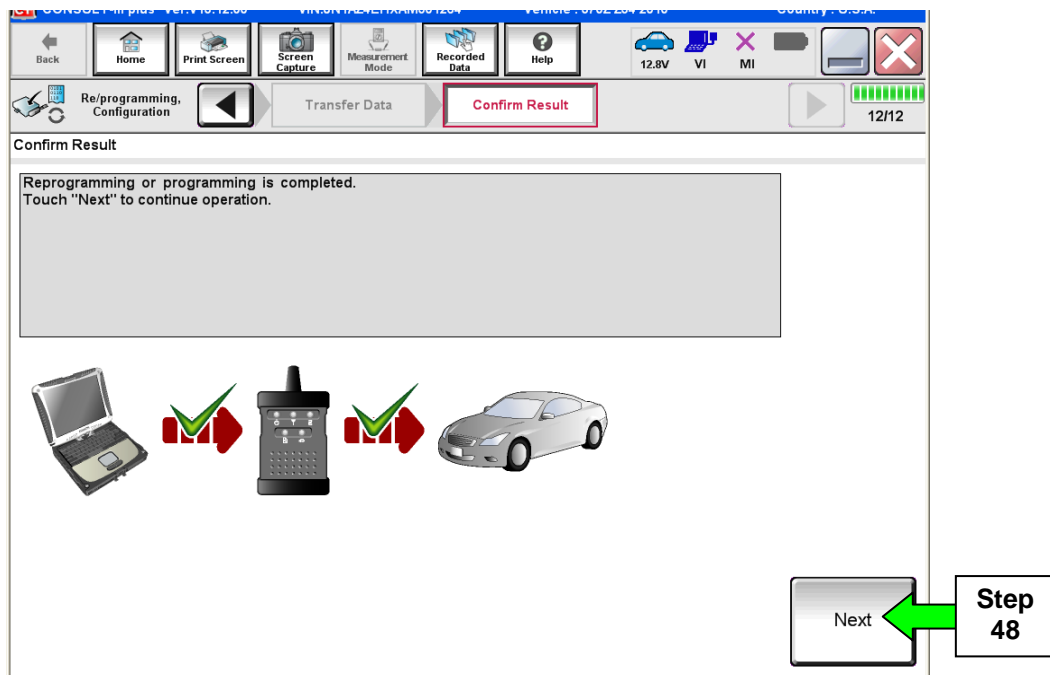
Figure 16

Continue to Page 16 for Write Configuration and DTC erase.

• Write Configuration and DTC erase must be performed to complete the programming procedure.

If programming does <u>not</u> complete and the "!?" symbol displays as shown in Figure 17:

- Check battery voltage (12.0 – 15.5V).

- The ignition is ON and the engine is OFF.

- External Bluetooth® devices are OFF.

- All electrical loads are OFF.

- **Select <u>Retry</u> and follow the on screen instructions.**

  NOTE: Retry may not go through on the first attempt. It can be selected more than once.

Figure 17

If programming does <u>not</u> complete and the "X" symbol displays as shown in Figure 18:

- **Do not disconnect the plus VI or shut down C-III plus if reprogramming does not complete.**

- Check battery voltage (12.0 – 15.5V).

- The CONSULT A/C adapter is plugged in.

- The ignition is ON and the engine is OFF.

- The transmission is in Park.

- All C-III plus / plus VI cables are securely connected.

- All C-III plus updates are installed.

- **Select <u>Home</u>, and then restart the program procedure from the beginning.**

Figure18

31. Follow the on-screen instructions to perform **Write Configuration and DTC Erase**.

    a. First screen: Turn the ignition OFF, and then ON
- (a window will then state System Call is being performed)
- (the next window will then state C-III plus is communicating with the ECU)
- Next screen: Turn the ignition OFF, and then ON.
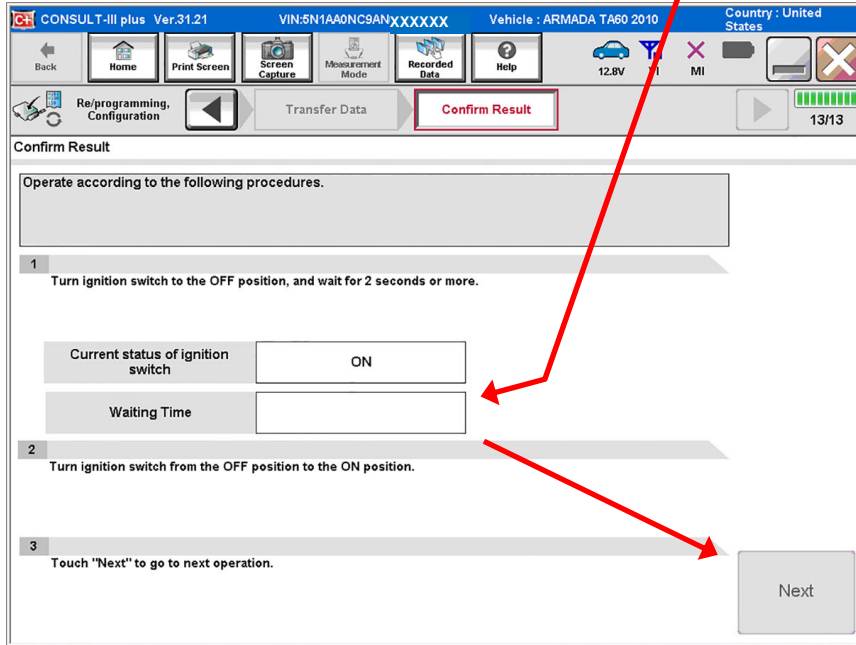- When "Complete" appears in the box, select **Next**.

Figure 19

    b. Highlight the **Part Number After Configuration** and **Other Information** sections by clicking on them.
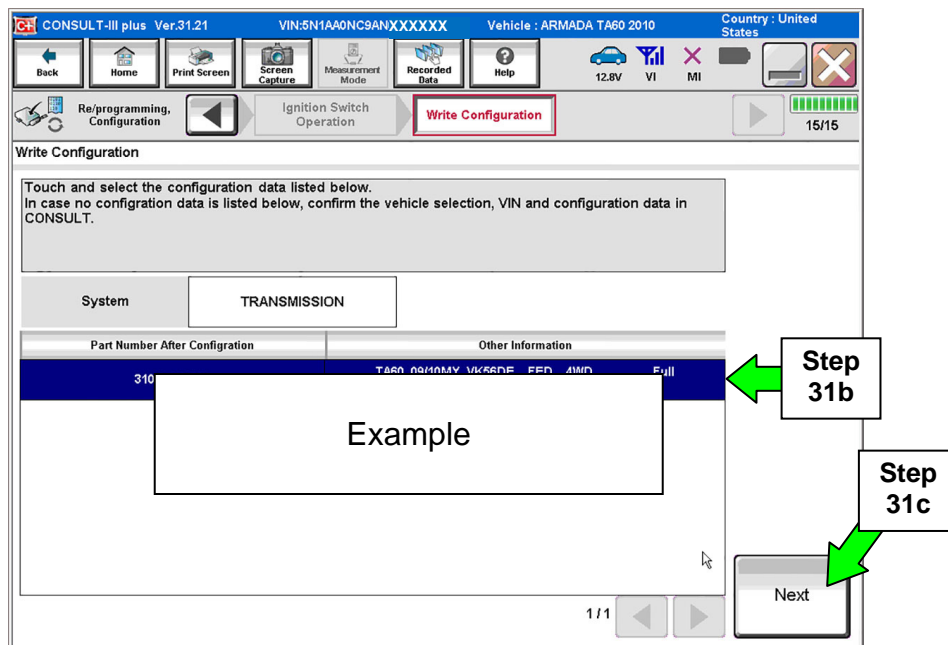
    c. Select **Next**.

Figure 20

d. Continue with Write Configuration and DTC erase by following the on-screen instructions:

- First screen (finishing write configuration): Turn the ignition OFF, then ON, and then select **Next**
- Next screen (**Erase All DTCs**): Turn the ignition OFF (a window will state **ERASE**)
- When done, the screen in Figure 21 will appear.

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

33. Select **Print** to print a copy of this screen (Figure 21) and attach it to the repair order.
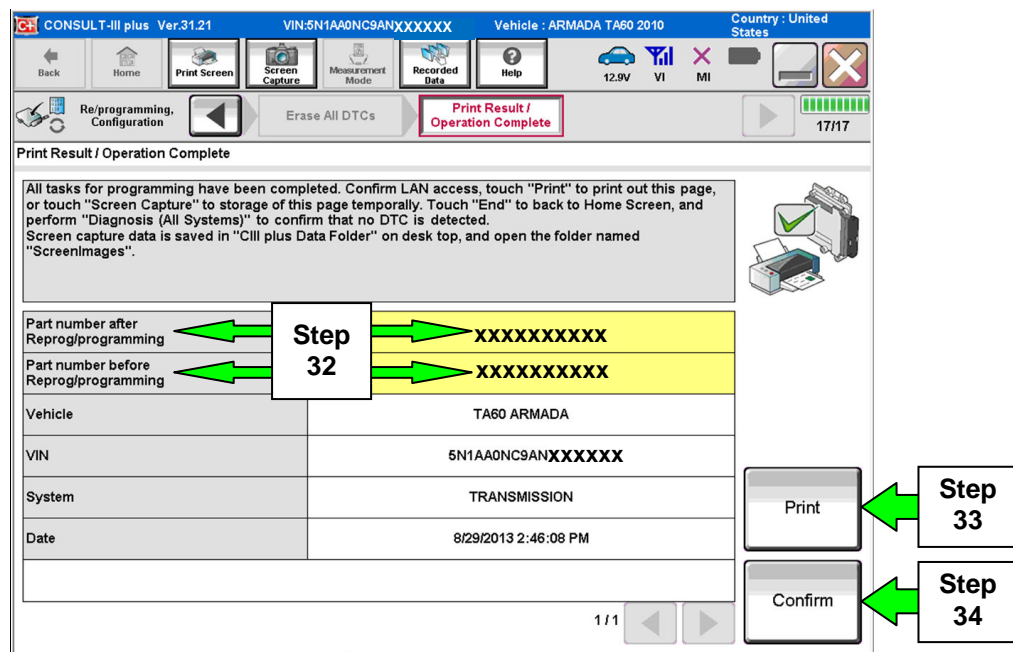
34. Select **Confirm**.

Figure 21

NOTE: If you cannot print the above screen:
a. Select Screen Capture.
b. Name the file.
c. Save the file in My Documents.

- A copy of the screen is now saved in the CONSULT PC. It can be retrieved and printed at a later time.

35. Close C-III plus and turn the ignition OFF.

36. Disconnect the plus VI from the vehicle.

37. Test drive the vehicle to make sure it operates correctly.

END

PARTS INFORMATION

For all affected vehicles, except 2004 Armada:

DESCRIPTION	IN STOCK / RETAILED	P/N	QUANTITY
Transmission Assembly (Remanufactured)	Use this Part Number for vehicles that are sold / customer owned	310CM – 64X6ERE	1
Transmission Assembly (New)	Use this Part Number for in-stock vehicles / not sold	31020 – 64X6E	1

For the one 2004 Armada effected by this campaign:

DESCRIPTION	P/N	QUANTITY
Transmission Assembly (Remanufactured)	3102M – 3HX3CRE	1

CLAIMS INFORMATION

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

CAMPAIGN (CM) ID #	DESCRIPTION	OP CODE	FRT
PC334	Inspect Transmission Date Stamp	PC3340	0.2 hrs.

CAMPAIGN (CM) ID #	DESCRIPTION	OP CODE	FRT
PC334	Inspect Transmission Date Stamp, Replace Transmission, and Reprogram	PC3341	3.8 hrs.

EXPENSE CODE

EXPENSE COED	DESCRIPTION	AMOUNT
518 (1)	Remanufacture Exchange Allowance	$675.00

(1) Claim this expense code only if a Remanufactured Transmission is used.