

RECALL CAMPAIGN BULLETIN

Reference: 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.

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

Inspection

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

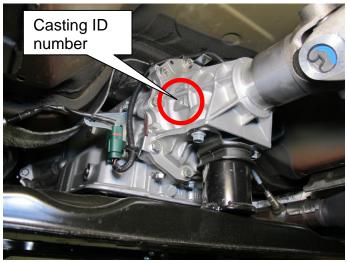


Figure A

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

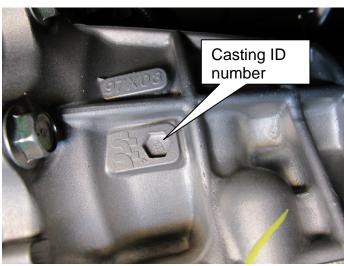


Figure B

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.

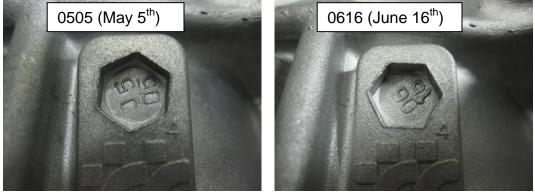


Figure C

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.

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

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 <u>12.0V and 15.5V</u> 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 <u>12.0V and 15.5V</u> during programming. If the battery voltage goes out of this range during programming, the **TCM may be damaged**.

- 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.

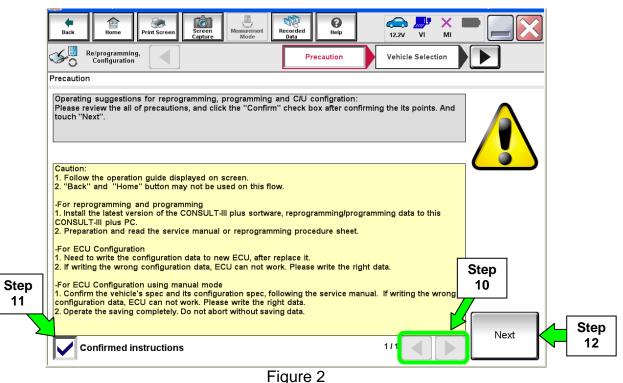
| | CONSC | | /er.v12.12.00 | VIIN:- | | | venicie : | | | Co | untry : 0.S.A. | | |
|-----------------------|------------------|-------------|---------------|-------------------|---------------------|------------------|------------|-----------|---------|----------|----------------|--------------|------|
| | H Back | Home | Print Screen | Screen Capture | Measurement Mode | Recorded Data | () Help | 11.8V | VI | <u>м</u> | | \mathbf{X} | |
| | Conne | ction Sta | tus | | | | Diagnosis | Menu | | | | | |
| Step 8: | | Serial N | o. | Stat | 0 | | Dia | gnosis (C | One Sy | ystem) | | | |
| plus VI is recognized | VI | 23007 | | ormal Mod |)))) le/Wireless | | | | | _ | | | |
| | | | | conne | ction | | Dia | gnosis (A | All Sys | stems) | | | |
| | MI | - | | No coni | Y nection | | Ke/ | program | nina | Confi | nuration | 7 | Step |
| | 0 ette | | | | | | 010 | program | illing, | conn | guration | | 9 |
| | 1 A | Select \ | /I/MI | | | | 🛁 Imn | nobilizer | | | | | |
| | Applica | tion Settii | ng | | | | | | | | | | |
| | SUB | Sub mode | Į | ABC Lang | guage Settin | g | | intenance | • | | | | |
| | \$? | VDR | | | | | | | | | | | |
| | | | | | | - | - 4 | | | | | | |

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.



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.

| | | /er.31.21 V | IN:5N1AA0NC9ANXXX | XXX Vehicle : - | | Country : United States |
|------------|--|---------------------------|-----------------------------|-------------------|----------------------|----------------------------|
| | Back Home | Print Screen | n Measurement Re | corded Data | 7.3V VI MI | |
| Ston | Re/programmin Configuration | ıg, | Precaution | Vehicle Selection | Vehicle Confirmation | |
| Step 13 | Automatic Se | election(VIN) | Manual Selecti | on(Vehicle Name) | | |
| | Vehicle Name : | | | | Model Year : | Sales Channel |
| | *MURANO Camp:P8201 FRONTIER 350Z JUKE 370Z LEAF | | PATHFINDER | VERSA Sedan | 2013 | NISSAN |
| | | | PATHFINDER ARMADA XTERRA | | 2012 | INFINITI |
| | | | PATHFINDER Hybrid | X-TRAIL | 2011 | |
| | 370Z Convertible | MAXIMA | QUEST | | 2010 | |
| | ALTIMA coupe | MURANO | ROGUE | | 2009 | |
| | ALTIMA Hybrid | MURANO Cross Cabriolet | SENTRA | | 2008 | |
| | ALTIMA sedan | NISSAN GT-R | TITAN | | 2007 | |
| | ARMADA NV | | VERSA Hatchback | | 2006 | CLEAR |
| | CUBE | NV200 | VERSA NOTE | | 2005 | Select |
| | | | 1 | | 1/1 | |
| | | | | | | |

Figure 3

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

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

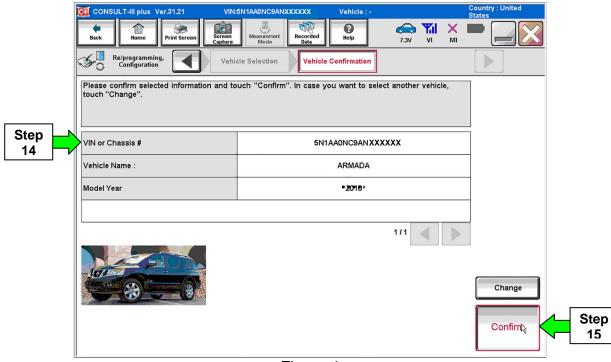


Figure 4

16. Select Confirm.

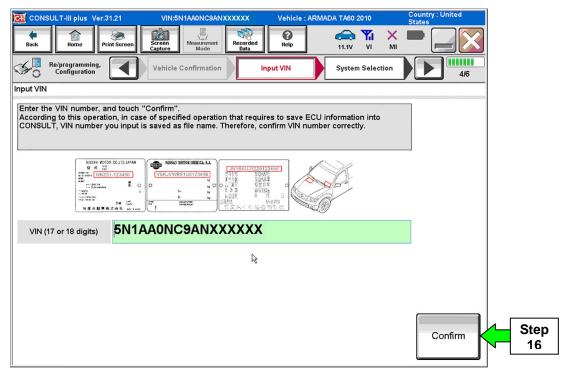


Figure 5

17. Select TRANSMISSION.

| Back Image: Construction of the former o | Input VIN System Selection | Operation Selection | |
|--|----------------------------|---------------------|------------|
| ENGINE | METER/M&A | HVAC | |
| MULTI AV | всм | TRANSMISSION | Step 17 |
| ABS | CAN GATEWAY | | |
| IPDM E/R | EV/HEV | | |
| HEAD LAMP LEVELIZER | AIR BAG | | |
| | Figure 6 | 1/1 | |

18. Select Programming. Do not select Reprogramming.

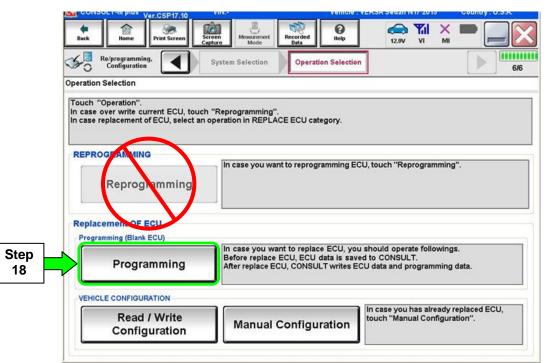


Figure 7

• If the screen in Figure 9 appears, select Next.

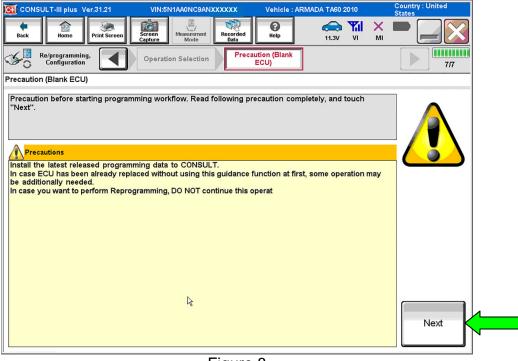
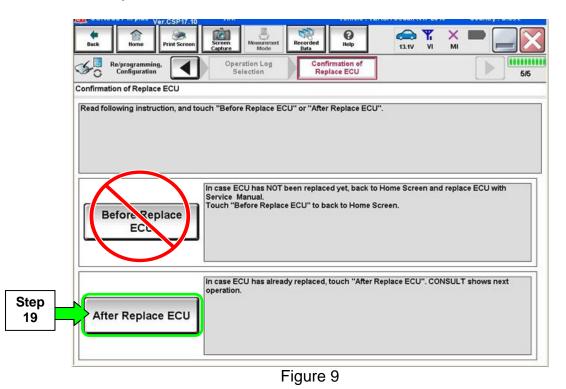


Figure 8

19. Select After Replace ECU.



NTB15-002

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

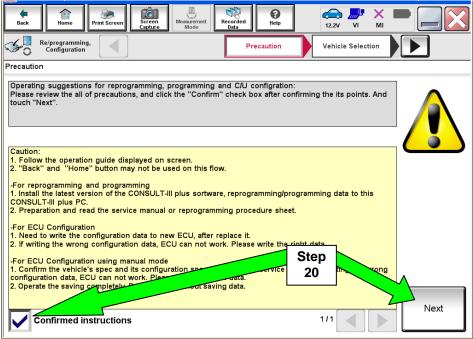


Figure 10

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.

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

22. Select Next.

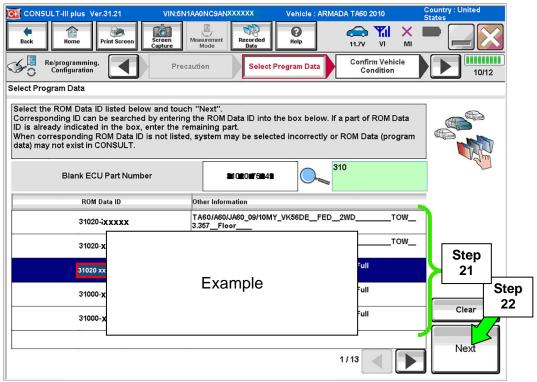


Figure 11

23. Select Next.

| CONSULT-III plus Ver.31.21 VI | N:5N1AA0NC9ANxxxxxx | Vehicle : ARMA | DA TA60 2010 | | Country : United States | |
|--|---|------------------|---------------------------|---------|----------------------------|---------|
| Back Home Print Screen | n Measurement Recorded | O Help | 11.7V VI | × MI | - | |
| Re/programming, Configuration | Precaution | Program Data | Confirm Vehi Condition | cle | 10/12 | |
| Select Program Data | | | | | | |
| Confirm the detail listed below, and touc -In case the screen to select reprog/progr vehicle. -In case the part number after reprogramming da selection, VIN and reprog/programming da | amming data is NOT displa ning is wrong, touch ''Re-se | | | r this | | |
| Part Number After Repro/programming | | 31020-XXXXX | | |] | |
| Current Part Number | | 31020-XXXXX | | | | |
| Vehicle | | ARMADA TA60 | | | | |
| VIN | 5N | 1AA0NC9ANXXXX | xx | | | |
| System | System TRANSMISSION | | | | | |
| Expected time to finish re/programming | | 25min | | | Re-select | |
| | | | | | Next | St 2 |

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 <u>TCM may be damaged</u>.

| Back Print Screen Screen Measurement Print Screen Measurement Measurement </th <th></th> | |
|---|---------------------------------|
| Operate according to the following procedures. | Monitor battery voltage here |
| Remove the terminal caps of battery, and connect battery charger to battery. | |
| 2 Adjust the battery charger output so that the vehicle battery voltage is between 12.0V and 13.5V. The vehicle battery voltage is shown on the top-right of this screen. | |
| 3 Confirm the RESULT is OK, touch "Next". Step 24 Result | Next Step 25 |
| | |

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.

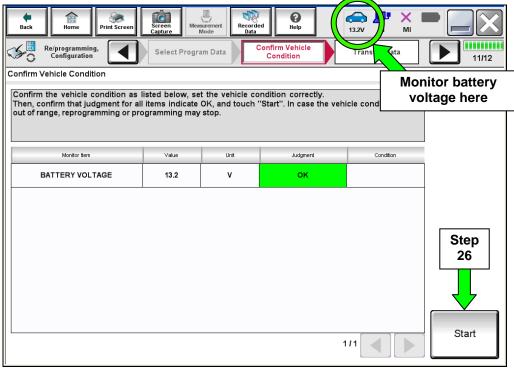


Figure 14

27. Wait for both progress bars to complete.

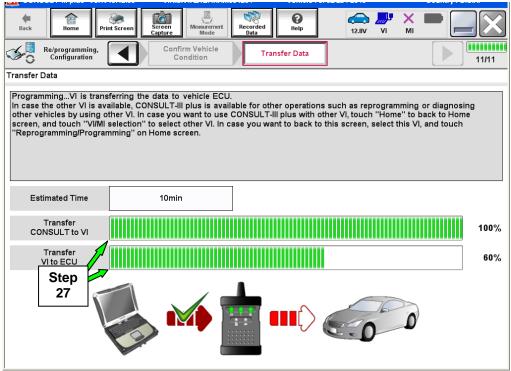


Figure 15

28. When the screen in Figure 16 below displays, software download is complete.

NOTE: If the screen in Figure 16 does <u>not</u> display (software download does <u>not</u> 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.

| | oodinity . O.O.A. |
|---|-------------------|
| Image: Back Image: Back <thimage: back<="" th=""> <thimage: back<="" th=""></thimage:></thimage:> | |
| Configuration Transfer Data Confirm Result | 12/12 |
| Confirm Result | |
| Reprogramming or programming is completed. Touch "Next" to continue operation. | |
| | |
| | Next Ste 48 |

Figure 16

Continue to Page 16 for <u>Write Configuration and DTC erase</u>.

• 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.

| Back Bone Print Screen Capture | Mesonetic model Perconded Perconded | 9/9 | | | | | | |
|--|---|-------|--|--|--|--|--|--|
| | | 2 | | | | | | |
| Reprogramming or programming is not completed properly, but you can retry reprog/programming operation on this ECU. Joperation on this ECU. Touch "Retry" to retry reprogramming or programming. | | | | | | | | |
| Part number after Reprog/programming | 100000 | | | | | | | |
| Current Part Number | £283B0= = = = = = | | | | | | | |
| Vehicle | ■ZŒOLMA#F1 | | | | | | | |
| VIN | ulkité.20GR _K Bitéxaka | | | | | | | |
| System | TELEMATICS | | | | | | | |
| Date | 1/26/20 xx 4:34:55 PM | Retry | | | | | | |
| Other Information | 6.26=>6.27 | | | | | | | |
| outer mormation | | | | | | | | |

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.

| CONSULT-III plus Ver.V14.21.00 VIN: | - Vehicle : - | Country : U.S.A. | | | | | | | |
|--|---|------------------|--|--|--|--|--|--|--|
| Back Borne Print Screen Capture | Measurement Mode Data Deta | × = _ X | | | | | | | |
| Re/programming, Configuration | Insfer Data | 2/2 | | | | | | | |
| Confirm Result | | | | | | | | | |
| Reprogramming or programming is not completed properly. ECU has been broken, and impossible to reuse anymore. Touch "Home" to back to Home Screen, replace ECU with Service Manual. | | | | | | | | | |
| Part number after Reprog/programming | £6380 | | | | | | | | |
| Current Part Number | 128B0 = = = = = = = = = = = = = = = = = = = | | | | | | | | |
| Vehicle | (CEO DEAL | | | | | | | | |
| VIN | JINH AZI OP RBIT RXRXX | | | | | | | | |
| System | | | | | | | | | |
| Date | 1/26/20×× 4:29:18 PM | | | | | | | | |
| Other Information | 6.26=>6.27 | | | | | | | | |
| Error Code | | Print | | | | | | | |
| | | | | | | | | | |

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.

| CONSULT-III plus Ver.31.21 | VIN:5N1AA0NC9ANXXXXXX | Vehicle : ARMAD | DA TA60 2010 | Country : United States |
|--|---|-----------------|--------------|----------------------------|
| Back Home Print Screen | Screen Capture Mode Recorded Data | () Help | (12.8V) / N | K 💻 🔜 🔀 |
| Re/programming, Configuration | Transfer Data Conf | īrm Result | | 13/13 |
| Confirm Result | | | | |
| Operate according to the following pr | ocedures. | | | |
| 1 | | | | |
| Turn ignition switch to the OFF pos | ition, and wait for 2 seconds or more | e. | | |
| | | | | |
| Current status of ignition switch | ON | | | |
| Waiting Time | | | | |
| 2 Turn ignition switch from the OFF p | esition to the ON position | | | |
| rum gnitten switch roll the orr p | osition to the ON position. | | | |
| 3 | | | | |
| Touch "Next" to go to next operation | on. | | | Next |
| 1 | Figure | 19 | | |

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

| K | CONSULT-III plus Ver.31. | 21 VIN:5N1/ | | Vehicle : ARMA | DA TA60 201 | 0 | Country : l States | Jnited | |
|----|--|------------------|---------------------------|-------------------|--------------|---------|-----------------------|--------|-------------|
| | Back Home Print | Screen Capture | Measurement Mode Recorded | C Help | | | | | |
| 5 | Re/programming, Configuration | Ignition Oper | | Configuration | | | | 15/15 | |
| ١ | Write Configuration | | | | | | | | |
| | Touch and select the conf In case no configration dat CONSULT. | | | tion, VIN and con | figuration d | lata in | | | |
| | System | TRANSMISSI | ON | | | | | | |
| | Part Number After C | Configration | | Other Information | | | | Step | 7 |
| d. | 310 | | TASO O9/10MY | WK58DE EED 41 | MD | Full | | 31b | |
| | 510 | | | | | | | | |
| | | | | | | | ` | 010 | |
| | | | Example |) | | | | | |
| | 310 | | Example | 9 | | | | | Step |
| | | | Example | ; | | | | | Step 31c |
| | | | Example |) | | | | | |
| | | | Example | | | | | lext | |
| | | | Example | • | 1/1 | | | | |

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**.

| CONSULT-III plus Ver.31.21 | N:5N1AA0NC9ANXXXXXX | Vehicle : ARMADA TA60 2 | 010 | Country : United States | | |
|---|--|--|-------|----------------------------|---|------------|
| Back Home Print Screen | Measurement Recorded | Image: Weight of the second | Yii × | | | |
| Re/programming, Configuration | | nt Result / ion Complete | | 17/17 | | |
| Print Result / Operation Complete | | | | | | |
| All tasks for programming have been co or touch "Screen Capture" to storage of perform "Diagnosis (All Systems)" to co Screen capture data is saved in "CIII plus "Screenimages". | his page temporally. Touch firm that no DTC is detected | "End" to back to Home Sc ed. | | | | |
| Part number after Reprog/programming | Step 📂 | **** | | | | |
| Part number before Reprog/programming | 32 | **** | | | | |
| Vehicle | | TA60 ARMADA | | | | |
| VIN | 5N1 | AA0NC9AN XXXXXX | | | _ | |
| System | | RANSMISSION | | Print | | Step |
| Date | 8/2 | 9/2013 2:46:08 PM | | | | 33 |
| | | 1/1 | | Confirm | | Step 34 |
| | | | | | L | |

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 expanse code only if a Remanufactured Transmission is used | | |

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