



SERVICE CAMPAIGN BULLETIN

Reference:

NTB13-022a

Date:

June 27, 2013

VOLUNTARY SERVICE CAMPAIGN 2013 SENTRA COLD IDLE ECM AND TCM REPROGRAM

The SERVICE PROCEDURE in this bulletin has been amended to clarify correct ECM P/N selection (page 7, step 7). Please discard previous versions of this bulletin.

CAMPAIGN ID #: P3212

APPLIED VEHICLE: 2013 Sentra (B17)

Check Service COMM to confirm campaign eligibility.

INTRODUCTION

Nissan is conducting a voluntary service campaign to reprogram the Engine Control Module (ECM), and if necessary, the Transmission Control Module (TCM) on certain specific 2013 Nissan Sentra vehicles at no charge to the customer for parts or labor. The reprogramming will prevent a condition in which the vehicle's engine may stop running under certain unique conditions at cold start. The vehicle still meets and exceeds applicable safety standards and there is no unreasonable risk to motor vehicle safety.

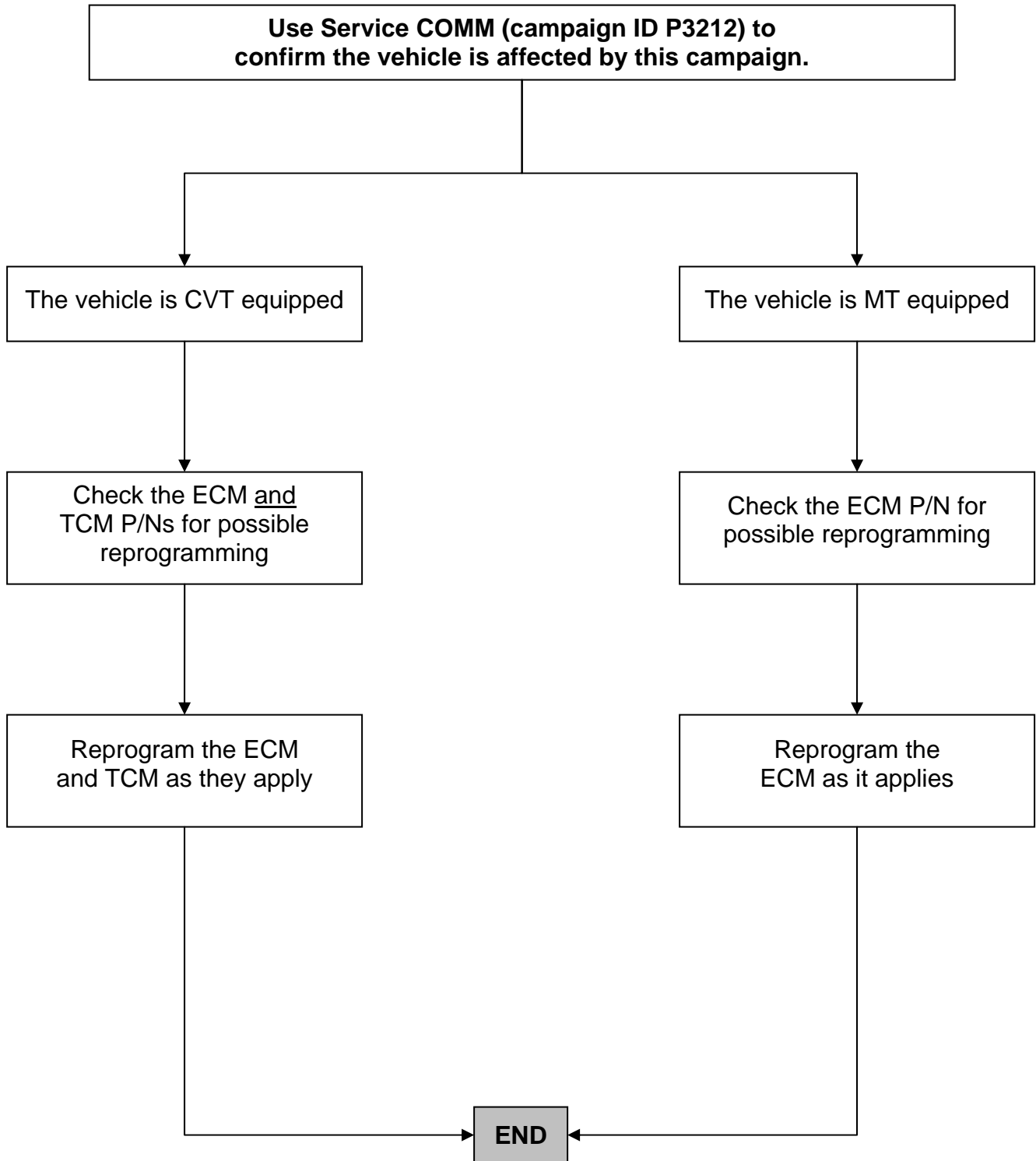
IDENTIFICATION NUMBER

Nissan has assigned identification number P3212 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

Dealers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a dealer's inventory.

REPAIR OVERVIEW



SERVICE PROCEDURE

- This procedure will require reprogramming of the ECM first, and for some vehicles the TCM second, which means most steps in this procedure may need to be done twice.
- 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) Reprogramming" general procedure.

Preparation for Reprogramming

- 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

NOTE:

- After ECM reprogramming is complete, you will be required to perform Throttle Valve Closed Position, Idle Air Volume Learn (IAVL), and Accelerator Closed Position.
- The above conditions are required for the IAVL to complete.

CAUTION:

- Connect a battery charger to the vehicle battery. The vehicle battery voltage must stay between 12.0V and 15.5V during reprogramming, or the ECM/TCM may be damaged.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, the ECM/TCM 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/TCM 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/TCM 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.
 - Serial number will display when the plus VI is recognized / connected.
4. Select **Re/programming, Configuration**.

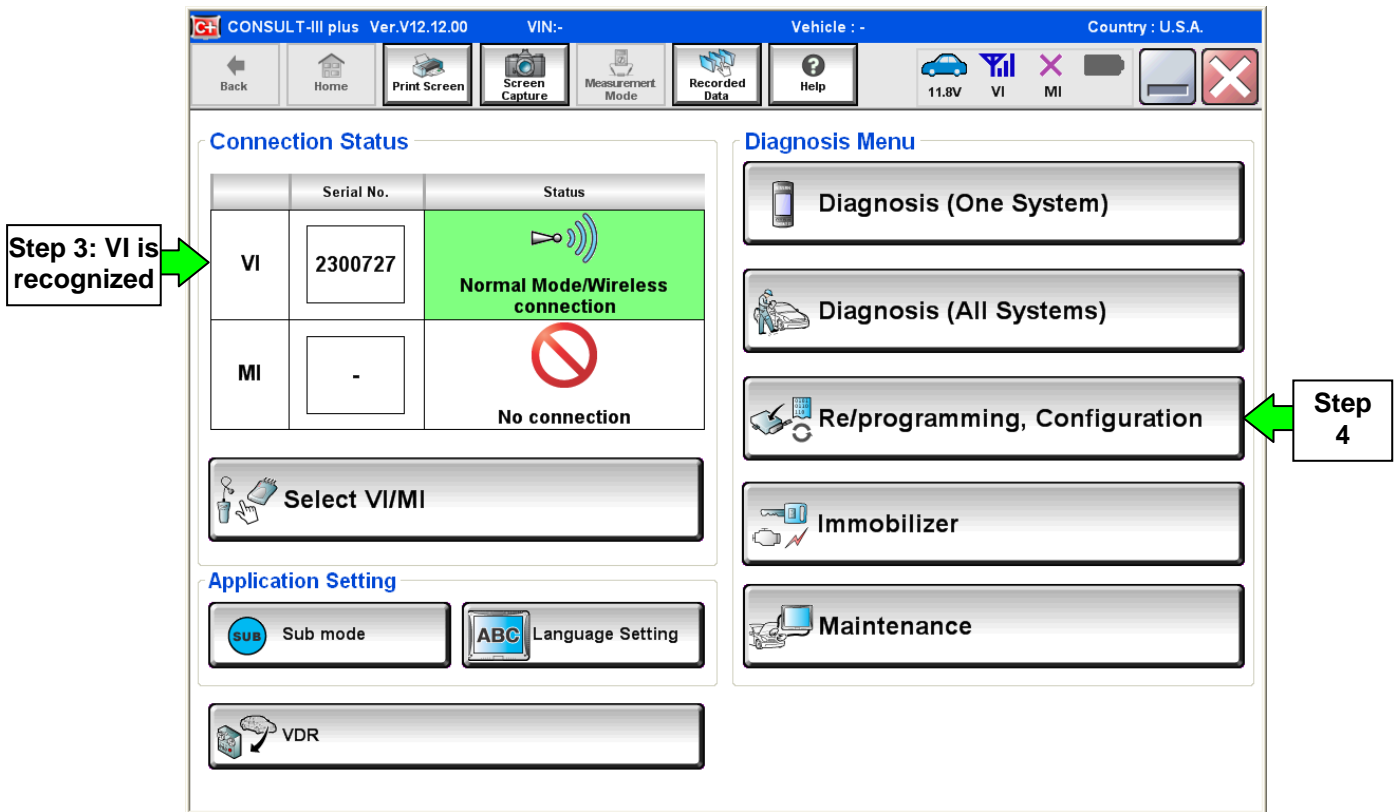


Figure 1

5. Follow the on-screen instructions and navigate 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 or TCM **Part Number** and write it on the repair order.

NOTE: This is the current ECM or TCM Part Number (P/N).
ECM preprogramming must be performed first.

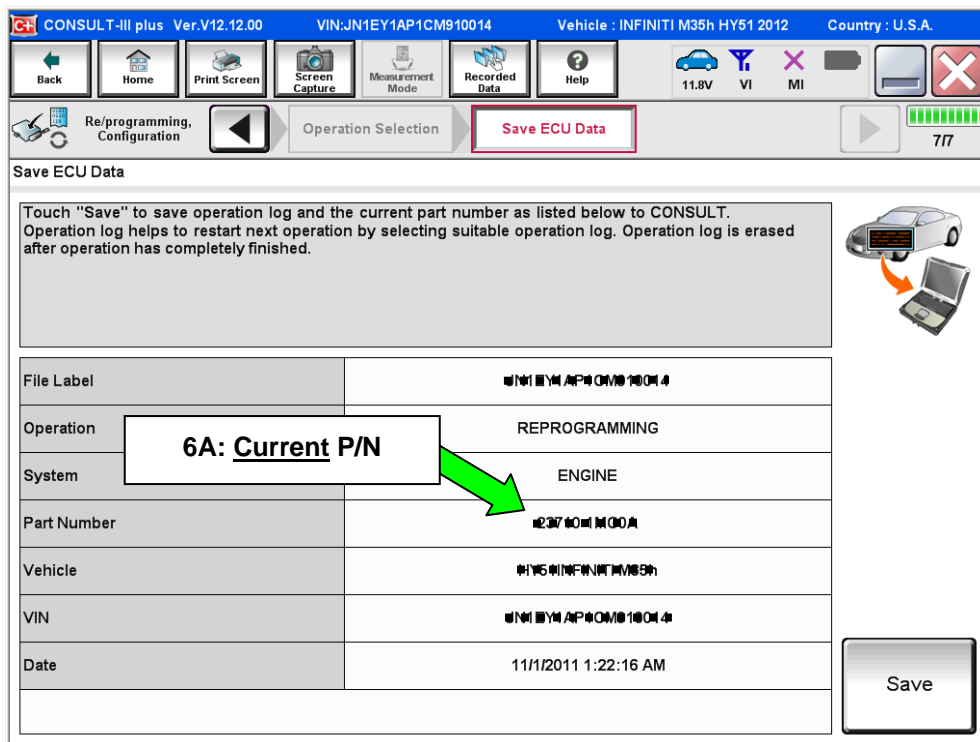


Figure 2

B. Compare the P/N you wrote down to the numbers in the **Current ECM (or TCM) Part Number** column in **Table A** (or **Table B**) on next page.

- If there is a **match**, this bulletin **applies**. Continue with the reprogramming procedure.
- If there is **not a match**, reprogramming **does not apply**. Make sure to check both ECM and TCM for a match.

Table A (ECM)

MODEL	CURRENT <u>ECM</u> PART NUMBER: 23710-
2013 Sentra (B17)	3SB0A
	3SG2A
	3SA0B, 3SA0A
	3SA2C, 3SA2B, 3SA2A
	3SG3C, 3SG3B, 3SG3A
	3SA4C, 3SA4B, 3SA4A
	3SA5C, 3SA5B, 3SA5A
	3SA6B, 3SA6A

Table B (TCM)

MODEL	CURRENT <u>TCM</u> PART NUMBER: 31036-
2013 Sentra (B17)	3SR0A
	3SG0A
	3SH0A

- Follow the on-screen instructions to navigate C-III plus and reprogram the ECM (and TCM, if it applies).

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 have the message “Caution! Use ONLY with NTB13-022”.**
- If you get this screen and it is blank (no reprogramming listed), it means there is no reprogramming available for this vehicle.

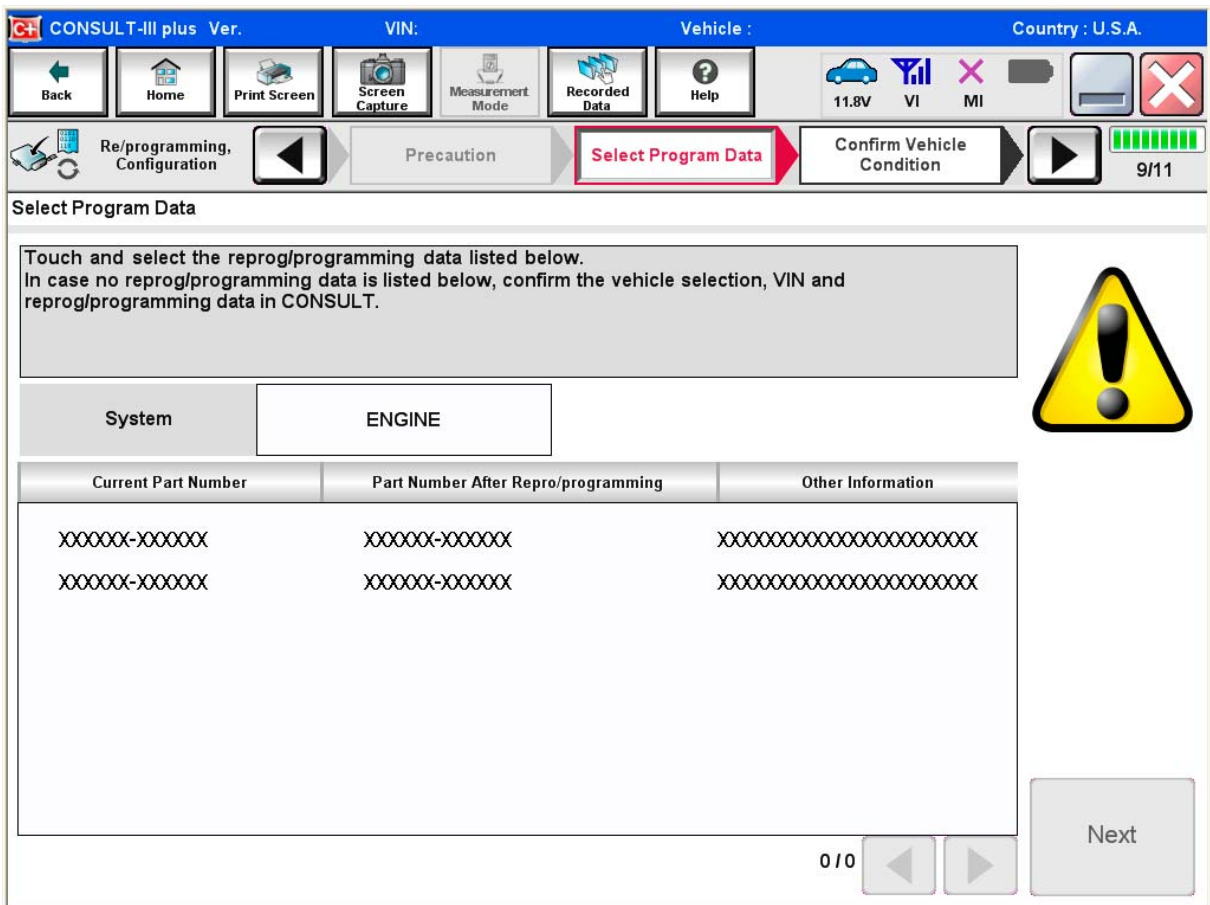


Figure 3

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 the next page.

9. Disconnect the battery charger from the vehicle.

10. Select **Next**.

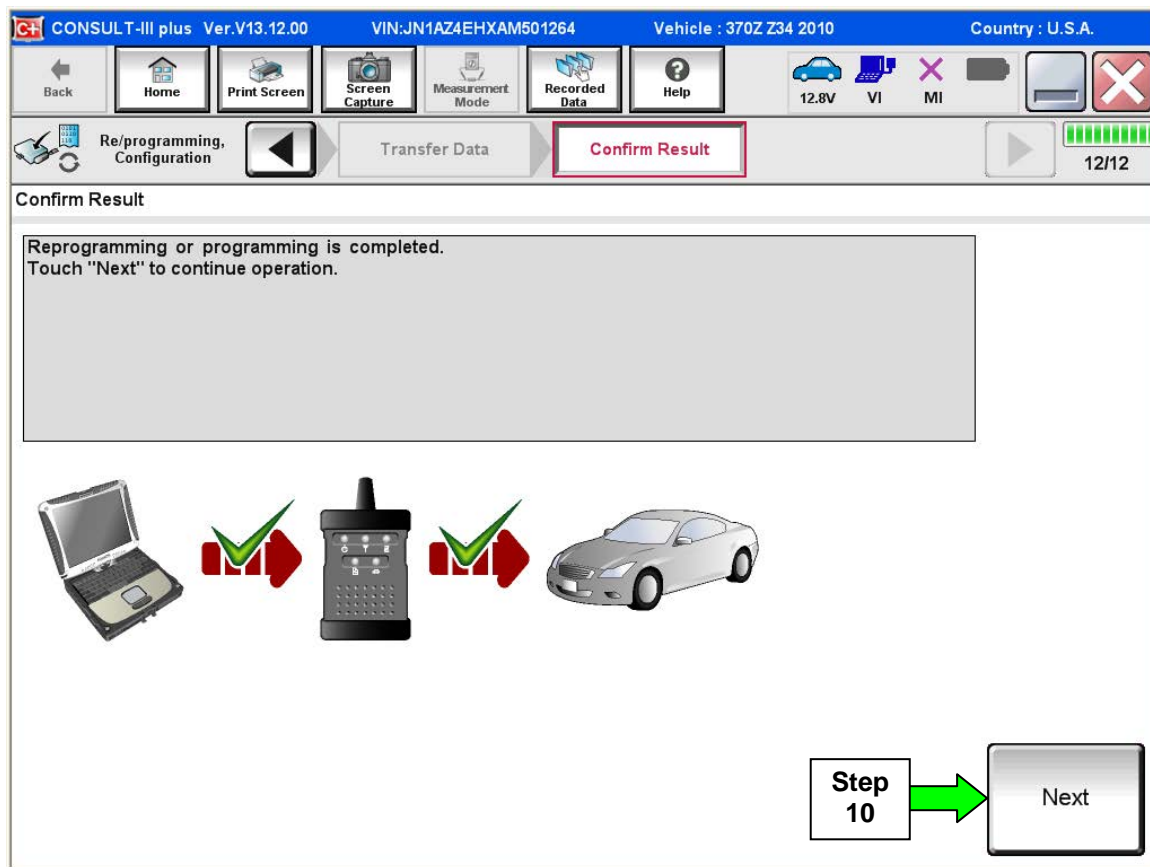


Figure 4

NOTE:

- In the next steps (page 9):
 1. For ECM reprogramming you will perform Throttle Valve Closed Position, Idle Air Volume Learn, Accelerator Closed Position, and DTC erase.
 2. For TCM reprogramming, only DTC erase is needed.
- These operations are required before C-III plus will provide the final reprogramming confirmation report.

ECM/TCM 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.

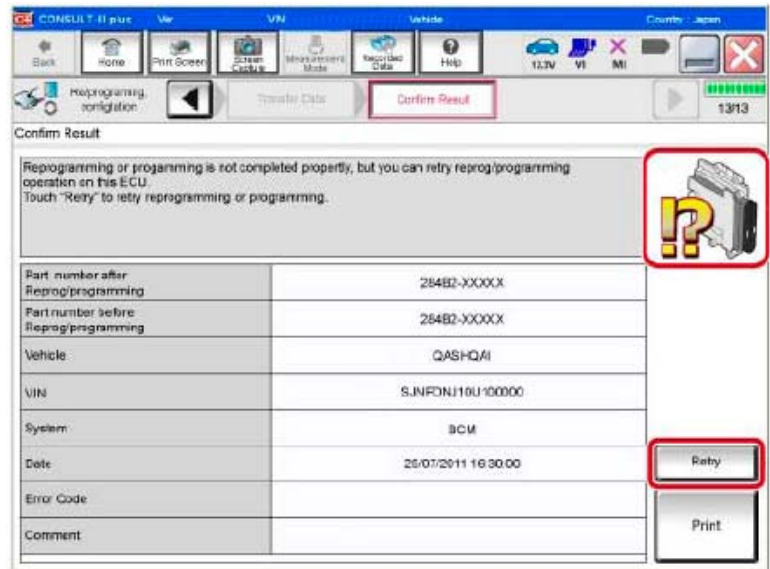


Figure 5

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 / plus VI cables are securely connected.
- All C-III plus updates are installed.
- **Select Home, and restart the reprogram procedure from the beginning.**

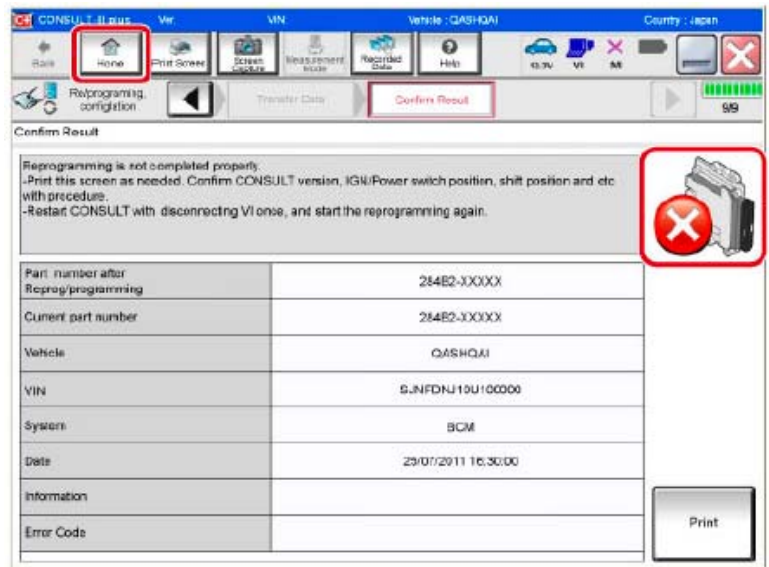


Figure 6

11. Follow the on-screen instructions to perform the following:

NOTE: For TCM reprogramming, only erase DTCs as needed.

- **Throttle Valve Closed Position.**

- **Idle Air Volume Learn (IAVL).**

NOTE:

- **Listed below are the conditions required for IAVL to complete.**

- **If IAVL does not complete within a few minutes, a condition may be out of range.**
 - 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, and rear window defogger).
 - Steering wheel: Neutral (Straight-ahead position).
 - Vehicle speed: Stopped.
 - Transmission: Warmed up (ATF TEMP SE less than 0.9V).

- **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**.

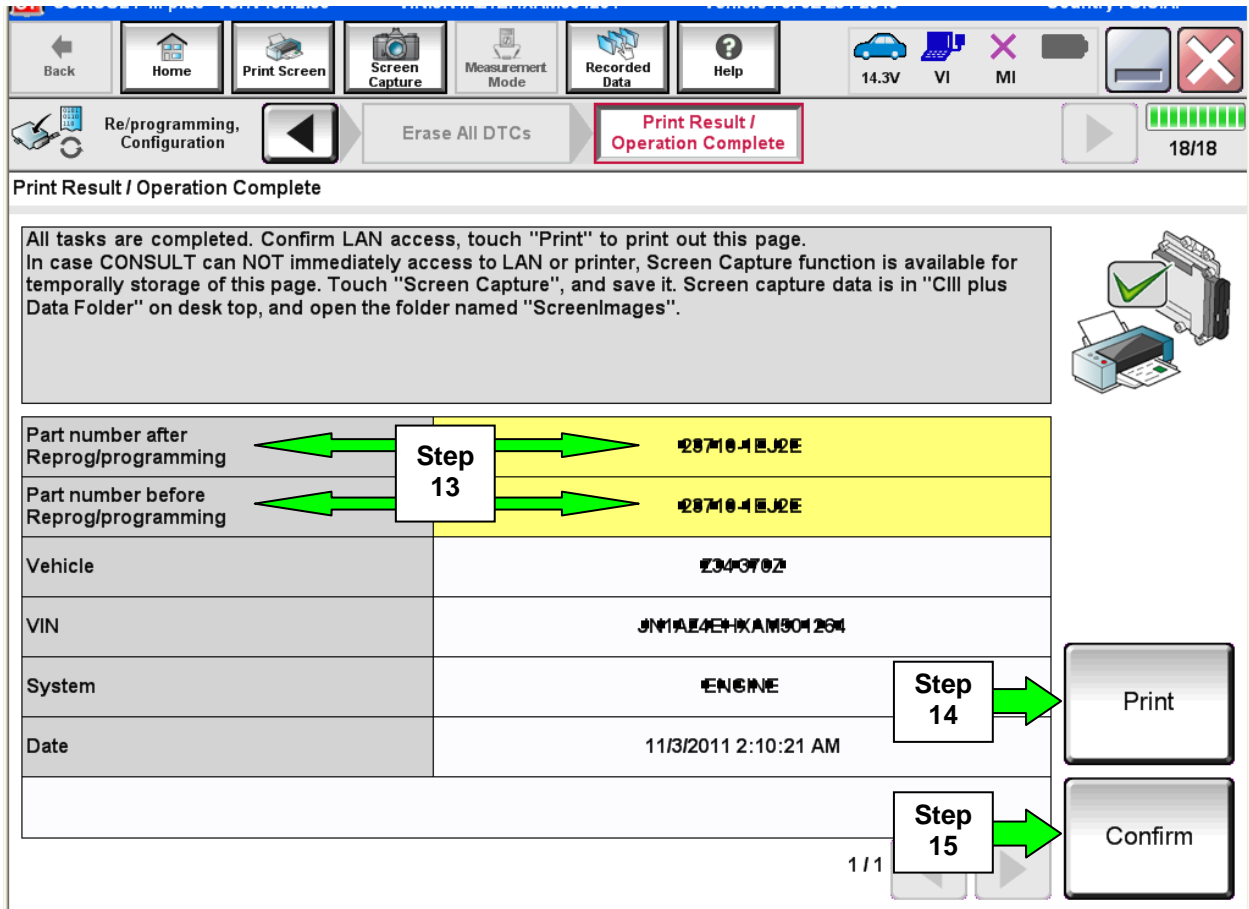


Figure 7

16. Make sure you have performed ECM (and if applicable, TCM) reprogramming (ECM first).
17. Close C-III plus.
18. Turn the ignition OFF.
19. Disconnect the plus VI from the vehicle.
20. 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 or TCM reprogramming are not covered by this campaign bulletin.

CLAIMS INFORMATION

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

For ECM Reprogramming only:

CAMPAIGN (CM) I.D. #	DESCRIPTION	OP CODE	FRT
P3212	ECM Reprogram	P32120	0.5 hrs

For ECM and TCM Reprogramming:

CAMPAIGN (CM) I.D. #	DESCRIPTION	OP CODE	FRT
P3212	ECM and TCM Reprogram	P32121	0.9 hrs

OWNER'S LETTER (example of typical owner's letter)

Dear Nissan Sentra Owner:

Nissan is committed to providing the highest levels of product quality and customer satisfaction. We believe that our current and future success depends on your continued satisfaction with Nissan. With that in mind, we want to bring to your attention important information regarding your 2013 Nissan Sentra.

REASON FOR SERVICE CAMPAIGN

In some 2013 Nissan Sentra vehicles, in cold weather conditions, the engine may stop running when first shifting out of Park, or at very low speeds (when taking off after a stop or coasting to a stop). The vehicle's engine can restart, and this issue does not occur once the vehicle has warmed up. Reprogramming the Engine Control Modules (ECM), and for some vehicles, also the Transmission Control Module (TCM) will help prevent this from occurring.

WHAT NISSAN WILL DO

To assure your continued satisfaction and confidence in your vehicle, your Nissan dealer will reprogram the ECM and on some vehicles, both the ECM and the TCM at **no charge to you for parts or labor**. The service should take about an hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

WHAT YOU SHOULD DO

Nissan encourages you to contact your Nissan dealer at your earliest convenience in order to arrange an appointment.

To ensure the least inconvenience for you, it is important that you have an appointment before bringing your vehicle to the Nissan dealer for service. Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer.

If the dealer fails, or is unable to complete the service free of charge, you may contact the National Consumer Affairs Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261). Thank you for providing us an opportunity to ensure ongoing satisfaction with your Nissan vehicle.