SB-10052342-5674 Technical Bulletin



SERVICE BULLETIN

AT13-007a

NTB13-064a

June 13, 2013

Date:

2013 ALTIMA V6 SEDAN AND PATHFINDER SHUDDER FROM TORQUE CONVERTER LOCK UP CLUTCH

This bulletin has been amended to correct a typographical error on the Parts Order Form. Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2013 Altima Sedan (L33) with V6 engine only 2013 Pathfinder (R52)

IF YOU CONFIRM

A shudder (multiple bumps) from the torque converter lock-up clutch engagement,

and all of the following when the issue occurs:

- Vehicle speed is between 18 and 35 mph.
- Throttle position is about 10%.
- When issue occurs, if more throttle is applied issue stops.
- No DTCs are stored.

NOTE: If the shudder occurs at speeds below 18 mph or above 35 mph this bulletin does not apply.

ACTION

- 1. Replace the torque converter with the new one listed in the Parts Information.
- 2. Refer to step 6 in the SERVICE PROCEDURE to confirm if TCM reprogramming is needed.

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 <u>entire</u> 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.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Torque Converter (1)	31100 – 3WX0D	1

(1) Due to limited supply, Part Number 31100-3WX0D will be on restriction for several weeks after the publication date of this bulletin. If 31100 – 3WX0D is needed during the restriction period, use the Parts Order Form attached to the last page of this bulletin.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
R&I Automatic CVT Transaxle Assy	(1)	(1) JD01AA BE	32	(2)	
RPL Torque Converter Assy		JD043A		_	

(1) Refer to Parts Information above and use the Torque Converter Part Number as the PFP.

(2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated Flat Rate Time.

And if needed (On the same repair line)

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram Transmission Control Module	(1)	JE99AA	ZE	32	(2)

(1) Refer to Parts Information above and use the Torque Converter Part Number as the PFP.

(2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated Flat Rate Time.

SERVICE PROCEDURE

Torque Converter Replacement

- 1. Replace the torque converter with the new one listed in the Parts Information:
 - Refer to the TM section of the appropriate Service Manual for replacement information.

NOTE:

- Make sure the converter housing oil seal (front seal) is not damaged. If damaged, replace it.
- If the front seal is replaced, use special tool J-50817 (oil pump seal installer) to install and properly seat the seal.
- Make sure CVT fluid, as a lubricant, is applied to the front seal, torque converter snout, and input shaft o-ring seal before installation of the new torque converter.

TCM Reprogramming

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) Reprogramming" general procedure.

CAUTION:

- Connect a battery charger to the vehicle battery. If the vehicle battery voltage drops below <u>12.0V or rises above 15.5V</u> during reprogramming, <u>the TCM may be damaged</u>.
- Be sure to turn OFF all vehicle electrical loads.
 If a vehicle electrical load remains ON, <u>the TCM may be damaged</u>.
- Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and <u>the TCM may be damaged</u>.
- 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 <u>the TCM may be damaged</u>.

- 1. Connect the CONSULT PC to the vehicle to begin the reprogramming procedure.
- 2. Start CONUSLT-III (C-III) plus.
- 3. Wait for the plus VI to be recognized.
 - The serial number will display when the plus VI is recognized.
- 4. Select Re/programming, Configuration.



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 TCM **Part Number** and write it on the repair order.

NOTE: This is the <u>current</u> TCM Part Number (P/N).

CONSULT-III pl	us Ver	VIN.	Vehicle :		Country : U.S.A.		
back Back	e Print Screen	Screen Capture	Recorded Data	11.8V VI	× 🗭 📃 🔀		
Re/program Configur	nming, ation	Operation Selection	Save ECU Data		717		
Save ECU Data							
Touch "Save" to Operation log hei after operation ha	Touch "Save" to save operation log and the current part number as listed below to CONSULT. Operation log helps to restart next operation by selecting suitable operation log. Operation log is erased after operation has completely finished.						
File Label			********	хх			
Operation			REPROGRAMMI	NG			
System	6A: <u>Curre</u>	ent ICM P/N	TRANSMISSIO	NC			
Part Number			31036 -				
Vehicle			********	xxx			
VIN			*****	xxx			
Date			11/1/201× 1:22:16	AM	Save		

Figure 2

- B. Compare the P/N you wrote down to the numbers in the **Current TCM Part Number** column in **Table A** below.
 - If there is a <u>match</u>, this reprogramming <u>applies</u>. Continue with the reprogramming procedure.
 - If there is <u>not a match</u>, this reprogramming is not needed.

Model	Model Year	Current TCM Part Number Before Reprogramming: 31036 -	
Altima Sedan (L33)	13MY	3NT0A, 3TA6A	
Pathfinder (R52)	13MY	3KA2A, 3KD2A, 3KA4A, 3KA4B, 3KD4A, 3KD4B	

7. Follow the on-screen instructions to navigate C-III plus and reprogram the TCM.

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 <u>does not</u> have the message "Caution! Use ONLY with NTBXX-XXX".
- If you get this screen and it is <u>blank</u> (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, the 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.

CONSULT-III plus Ver.	VIN:	Vehicle :		Country : U.S.A.
Back Home Prin	t Screen Capture Mode	Recorded Data	11.8V VI MI	-
Re/programming, Configuration	Precaution	Select Program Data	Confirm Vehicle Condition	9/11
Select Program Data				
Touch and select the rep In case no reprog/program reprog/programming data	rog/programming data listed be nming data is listed below, conf in CONSULT.	low. irm the vehicle selection, VIN	and	
System	TRANSMISSION			
Current Part Number	Part Number After Rep	ro/programming C)ther Information	
xxxxxxx-xxxxxxx	XXXXXX-XXXXXXX	20000000	000000000000000000000000000000000000000	
XXXXXX-XXXXXX	XXXXXXX-XXXXXXX	20000000	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	
			0/0	Next

Figure 3

8. When the screen in Figure 4 displays, reprogramming is complete.

NOTE: If the screen in Figure 4 does <u>not</u> display (reprogramming does <u>not</u> 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 step (page 8), you will perform Erase All DTCs.
- DTC erase is required before C-III plus will provide the final reprogramming confirmation report.

TCM recovery:

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

If reprogramming does <u>not</u> 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 <u>retry</u> and follow the on screen instructions.
- <u>"Retry" may not go through</u> on first attempt and can be selected more than once.

CONSULT IN BUC W	VN	Vehicle .		Country Lacon
Back Bane Print Screen	Lisan Mate	она Сила	12.3V VI MI	-
Reprogramming.	Transfer Data	Corfirm Resul		1313
Confirm Result				
Reprogramming or progamming is not operation on his ECU. Touch "Reny" to retry reprogramming o	completed property, b z programming.	ut you can retry reprog/	programming	R
Part number after		29492-30000	.	
Heprogramming				
Part number selfire Reprog/programming				
reproprogramming Part number sefure Reprog/programming Vehicle		HZBHERL-AKAKK	•	
Pentrumber sefare Reprogramming Vehicle		RANGELAKIK RANGINGAL SJNFDNJ10U10	• •	-
Neproprogramming Partnumber Sebre Reprogramming Vehicle VIN System		ESHER-AKIK IRAGINQAL SJNFONJ10U10		
Nepsophonanning Partnumber Selve Reprogramming Vehicle VIN System Date				Retry
neproprodiamming Part number before Repropregnamming Vehicle ViN System Dete Error Code		12408-34544 104614041 2.34704110010 10041 26/07/2011163	0.00	Retry

Figure 5

If reprogramming does <u>not</u> 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 <u>Home</u>, and restart the reprogram procedure from the beginning.

CONSOLT IL BUS W.	VIN:	Vehicle (CASHQA)	County : Jepan
Ball Hone Print Screer	Kiten Stan	Vegendad Hele e.av	🛃 💥 🖿 🦲 🔀
S configition	Treveler Data	Confirm Reput	99
Confirm Result			
Reprogramming is not completed prop -Print this screen as needed. Confirm with procedure. -Restart CONSULT with disconnecting	erly CONSULT version, IGI I VI once, and start the	#Power switch position, shift positi reprogramming again.	on and etc
Part number after Reprog/programming		= 26482#2000K	
Part number after Reprog/programming Current part number		= 264624000000 = 264624000000	
Part number after Reprog/programming Current part number Vehicle	-	= 28482 #0404K = = 28482 #0404K = = = #48404	
Part number after Reprog/programming Current part number Vehicle VIN		2848280008 F 2848280908 F 2648280908 F 200859008 F 200859008 F	
Part number after Reprogramming Current part number Wehcle VIN System		24482120000 24482120000 24482120000 0484621 5.NFDN110U100000 0484621	
Part number after Reprogramming Current part number Vehicle VIN System Date		2442 00000 2442 00000 2442 00000 0/0100 0/0100 0/0100 0/0100 0/0100 29/07/2911 16:3000	
Part number after Reprophysionming Current part number Vehicle VIN System Date Information		2442 00000 2442 00000 2442 00000 5.NFDN1100100000 5.NFDN1100100000 29/07/201116:30000	

Figure 6

- 11. Follow the on-screen instructions to **Erase All DTCs**.
- 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.

CONSULT-III plus Ver VIN	Vehicle :	Country : U.S.A.				
Back Home Print Screen Capture	Messurement Mode Recorded Data Help 14.30	VI MI				
Re/programming, Configuration	se All DTCs Print Result / Operation Complete	18/18				
Print Result / Operation Complete						
All tasks are completed. Confirm LAN acce In case CONSULT can NOT immediately ac temporally storage of this page. Touch "Sc Data Folder" on desk top, and open the fold	All tasks are completed. Confirm LAN access, touch "Print" to print out this page. In case CONSULT can NOT immediately access to LAN or printer, Screen Capture function is available for temporally storage of this page. Touch "Screen Capture", and save it. Screen capture data is in "CIII plus Data Folder" on desk top, and open the folder named "ScreenImages".					
Part number after Reprog/programming Part number before Reprog/programming	31036 31036 31036					
Vehicle	*****					
VIN	*****					
System	TRANSMISSION	Step Print				
Date	11/3/201× 2:10:21 AM					
	1/1	Step 15 Confirm				

Figure 7

16. Close C-III plus.

17. Turn the ignition OFF.

18. Disconnect the plus VI from the vehicle.

19. Make sure the vehicle operates correctly and the MIL is OFF.

PARTS ORDER FORM for 2013 ALTIMA V6 SEDAN AND PATHFINDER SHUDDER FROM TORQUE CONVERTER LOCK UP CLUTCH

INCOMPLETE ORDER FORMS WILL NOT BE PROCESSED

Dealer Code: Order Date:

Dealership Email Address:

VIN Number:

PDC:

Sacramento PDC
 Los Angeles PDC
 Dallas PDC
 Baltimore PDC
 New York PDC



Memphis – Olive Branch PDC

Part Number	Description	Quantity
31100-3WX0D	Torque Converter	

Send the completed form to:

Email to campaign.parts@nissan-usa.com

NOTE: This bulletin and Service Procedure is <u>**not**</u> a campaign. For convenience, the above email address is being used to fulfill and expedite this part request.