SERVICE BULLETIN

Classification:	Reference:	Date:
AT13-007a	NTB13-064a	June 13, 2013

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 entire Service Procedure as it contains information that is essential to successfully completing this repair.

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)	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 12.0V or rises above 15.5V 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.

- Be sure to connect the AC Adapter.
  If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the 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 TCM may be damaged.

---

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.

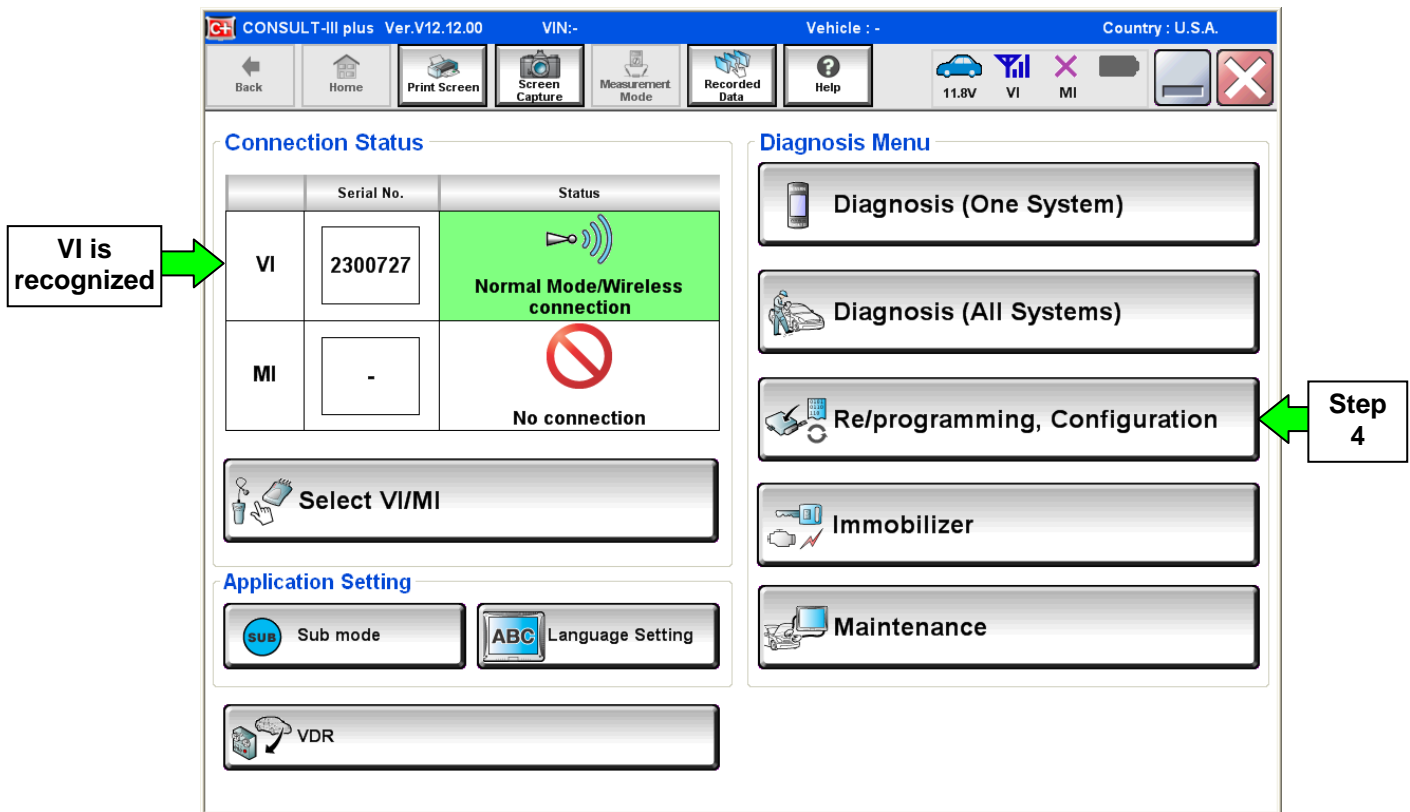4. Select **Re/programming, Configuration**.

Figure 1

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.

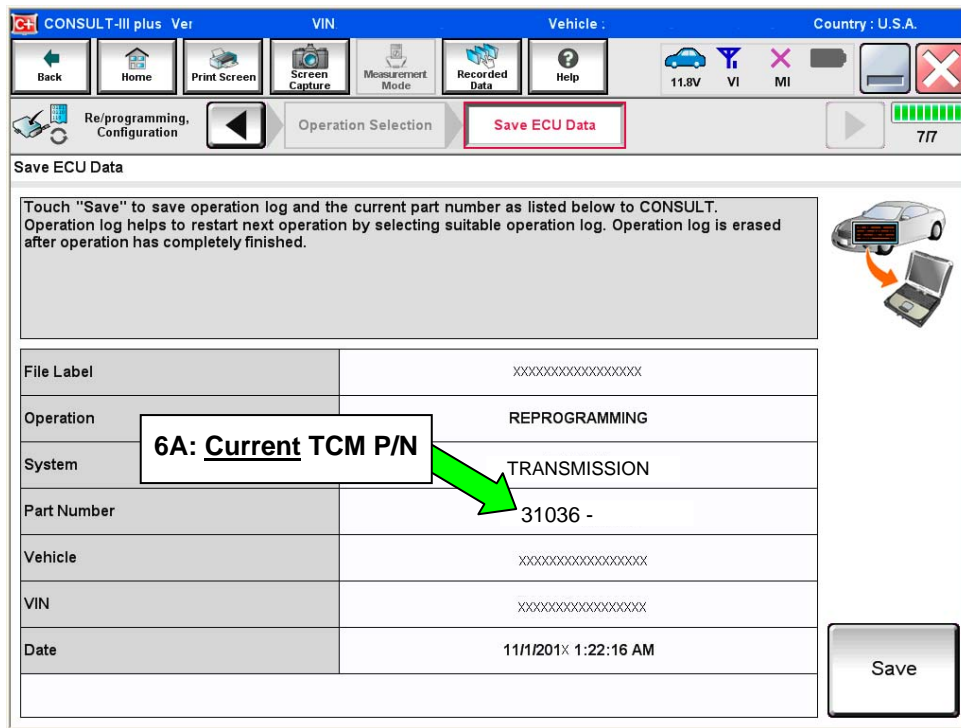NOTE: This is the <u>current</u> TCM Part Number (P/N).

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.

Table A

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.
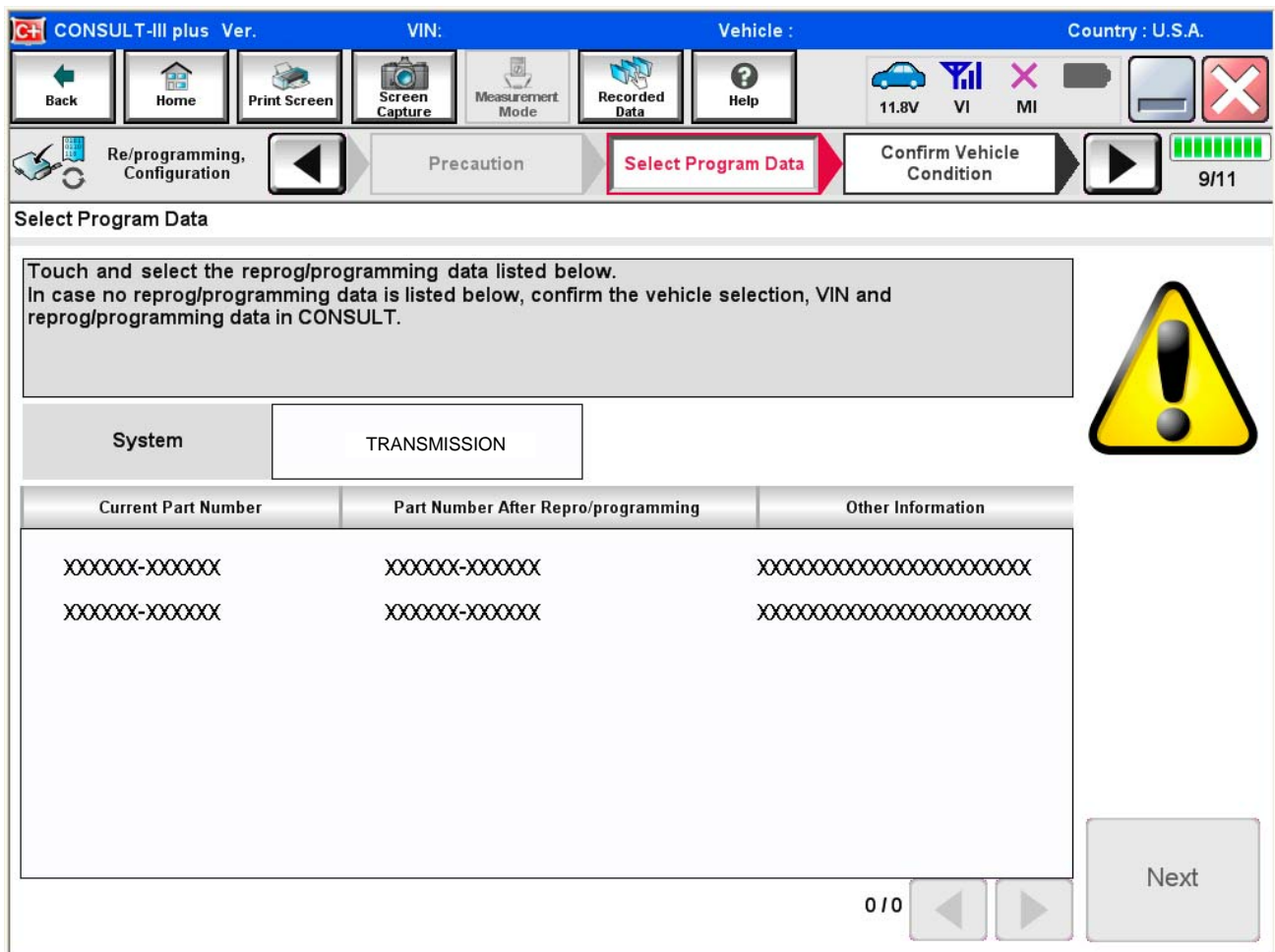

Figure 3

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.
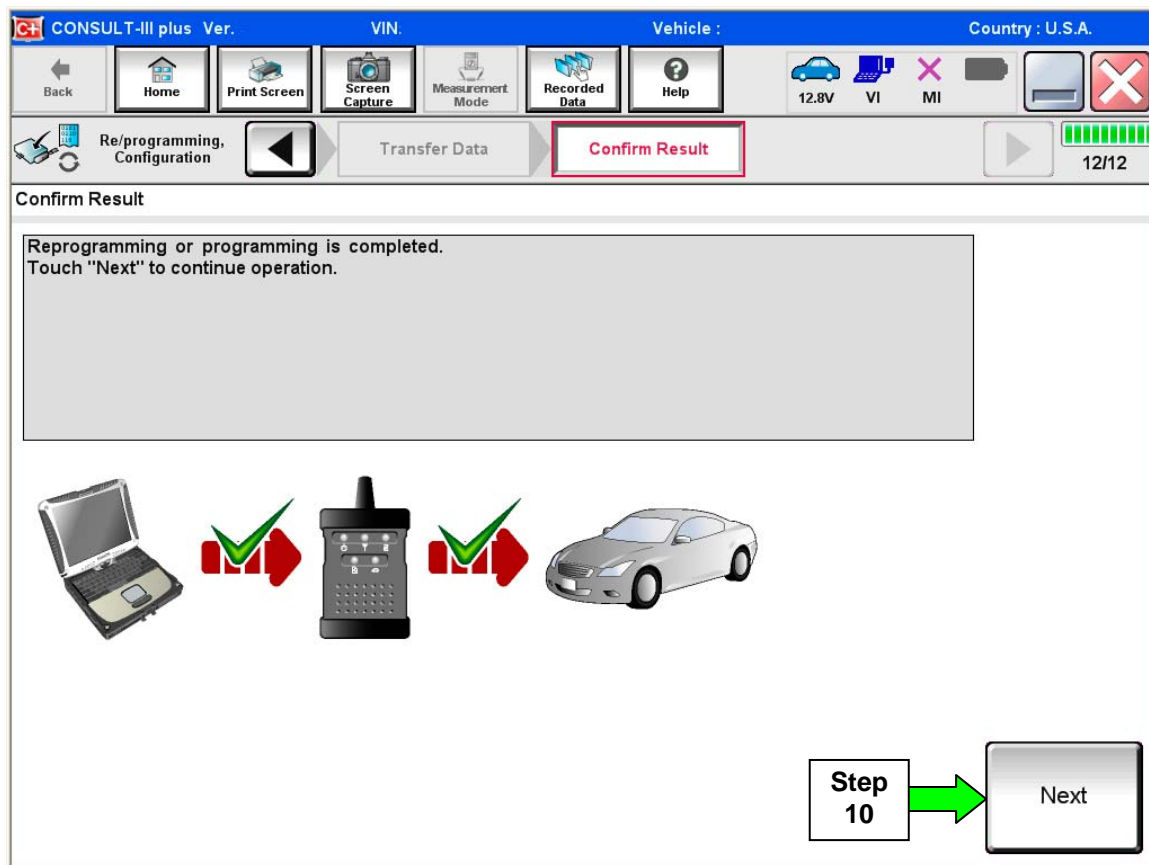
10. Select **Next**.

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:

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

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.**

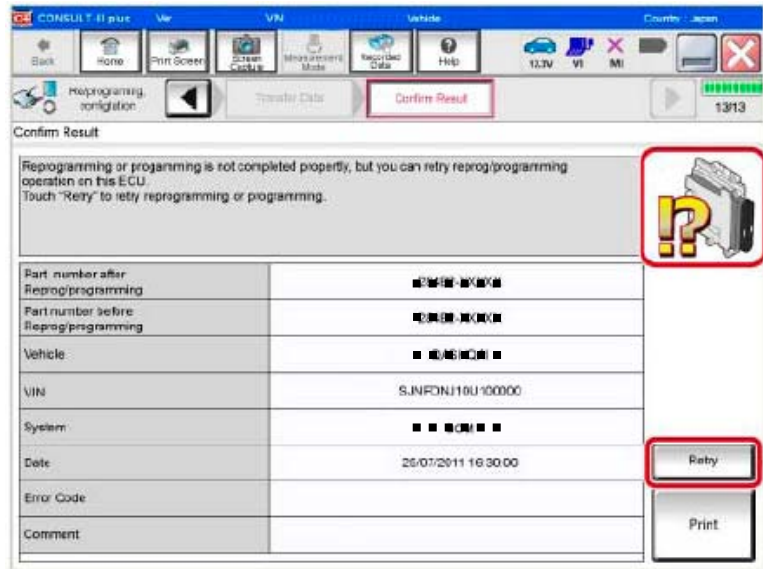- <u>"Retry" may not go through on first attempt and can be selected more than once</u>.

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.

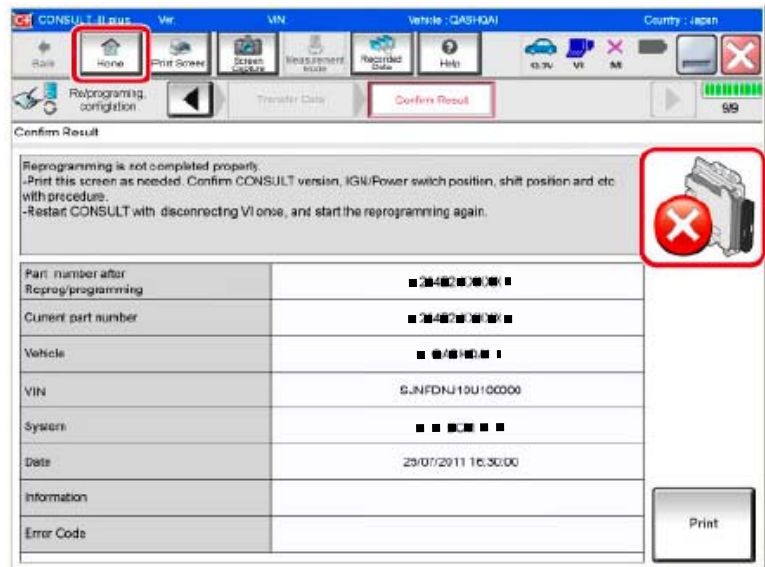- **Select <u>Home</u>, and restart the reprogram procedure from the beginning.**

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.
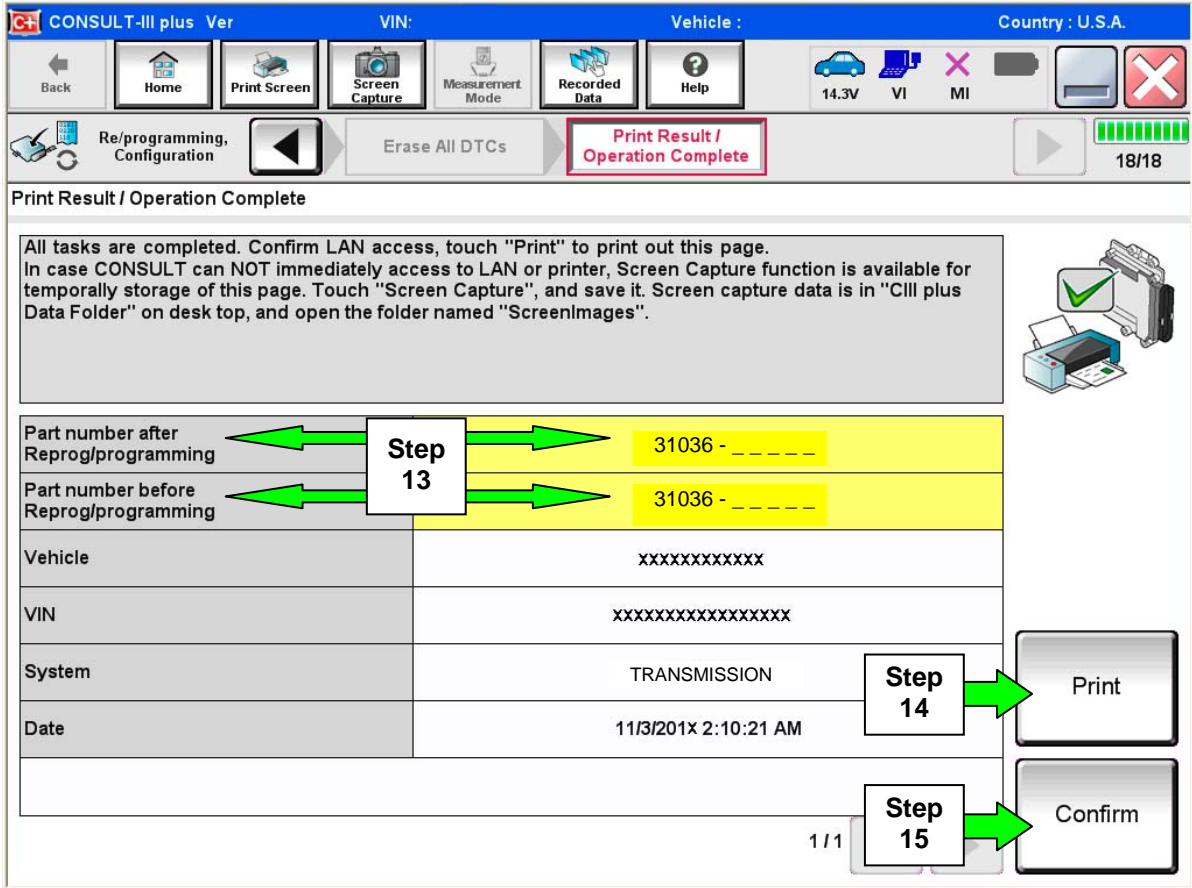
15. Select **Confirm**.

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
- ☐ Orlando PDC
- ☐ Chicago PDC
- ☐ Greenville 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 **not** a campaign. For convenience, the above email address is being used to fulfill and expedite this part request.