



SERVICE BULLETIN

Classification: EL14-004a	Reference: NTB14-051a	Date: August 7, 2014
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2013-2014 SENTRA; NO CRANK NO START AND DTCs STORED

This bulletin has been amended to the Title. A **SERVICE PROCEDURE** has been added. Revisions under **ACTION** and **CLAIMS INFORMATION** reflect this addition. Discard all previous versions of this bulletin.

APPLIED VEHICLE: 2013 - 2014 Sentra (B17)

IF YOU CONFIRM:

The engine will not start (the starter does not operate)

AND

Any of the following DTCs are found stored:

- P1650 (Starter Motor Relay 2)
- P1651 (Starter Motor Relay)
- B210C (Starter Control Relay Off)

Combined with

One or more of the following DTCs:

- B2562, B00A0, B142A, C1601

ACTION:

- 1) Test the battery with the GR8 Multitasking Battery Diagnostic Station (GR8 battery tester/charger).
 - a. If the battery passes testing, skip to step 2.
 - Charge the battery if required by the battery tester/charger.
 - b. If the battery does not pass testing, replace it.
 - Refer to WINFAST or your Electronic Parts Catalog for the battery part number.
 - Make sure the replacement battery is fully charged and ready for service before releasing the vehicle to the customer.
 - Reset / Re-initialize Clock, Radio Presets, Power Windows, etc.
- 2) Reprogram the ECM using CONSULT-III plus, and then confirm: The starter operates, the engine starts, and no DTCs stated above are stored after starting the engine.

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.

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

Battery Testing

1. Test the battery with the GR8 battery tester/charger.
 - To operate, use the instruction manual if needed.
 - a. If the battery passes testing, skip to **ECM Reprogramming** starting further below on this page.
 - Charge the battery if required with the GR8 battery tester/charger.
 - b. If the battery does not pass testing, replace it.
 - Refer to WINFAST or your Electronic Parts Catalog for the battery part number.
 - Make sure the replacement battery is fully charged and ready for service before releasing the vehicle to the customer.
 - Reset / Re-initialize Clock, Radio Presets, Power Windows, etc.

ECM Reprogramming

- 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.
- 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

- After reprogramming is complete, you will be required to perform Throttle Valve Closed Position, Idle Air Volume Learn, Accelerator Closed Position, and DTC erase.

CAUTION:

- Connect the GR8 to the vehicle 12 volt battery and set to ECM power supply mode. If the vehicle battery voltage drops below 12.0V or rises above 13.5V during reprogramming, the ECM may be damaged.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, the ECM 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 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 may be damaged.

1. Connect the CONSULT PC to the vehicle to begin the reprogramming procedure.
2. Open C-III plus.
3. Wait for the plus VI to be recognized.
 - Serial number will display when the plus VI is recognized.
4. Select **Re/programming, Configuration**.

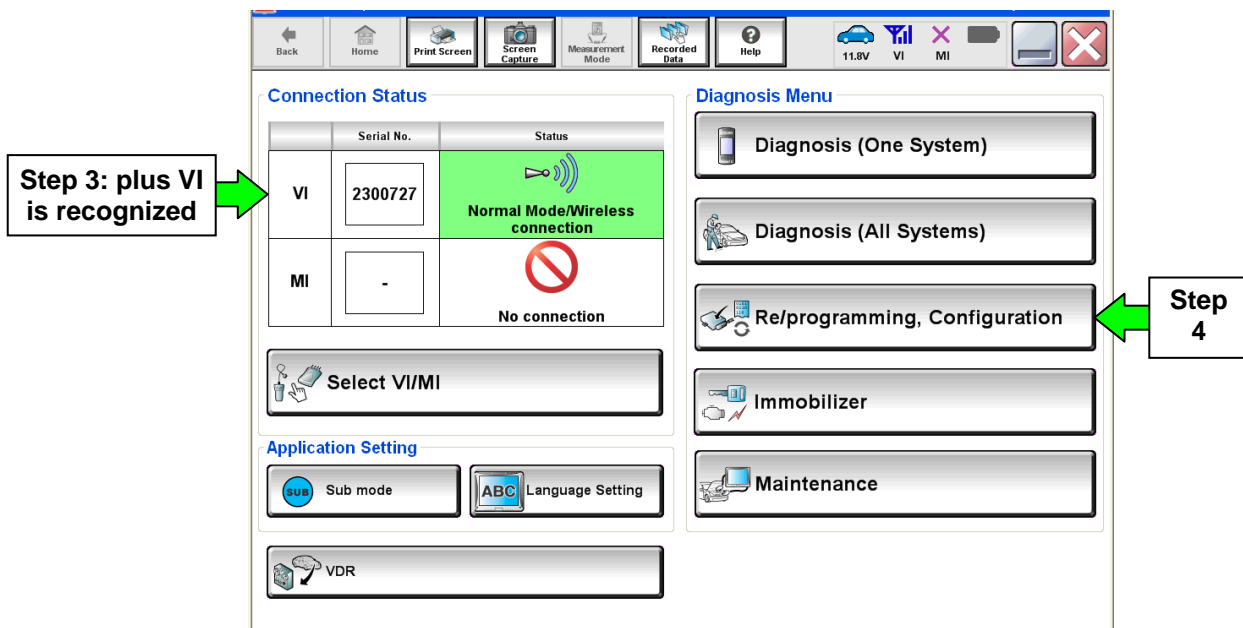


Figure 1

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

NOTE: This is the current ECM Part Number (P/N).

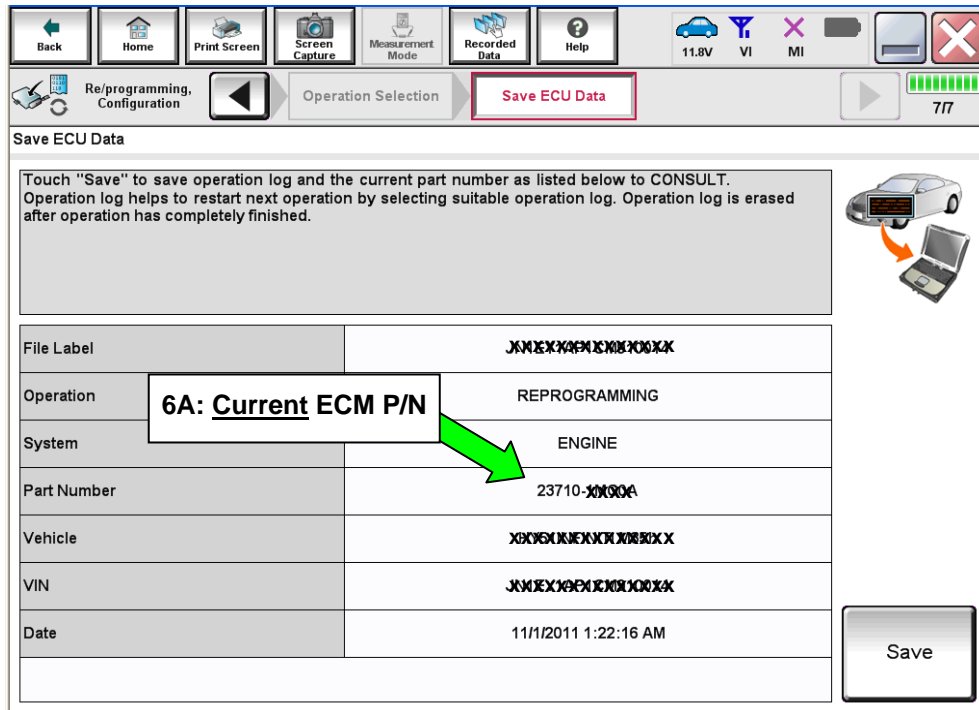


Figure 2

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

- If there is a match, this bulletin applies. Continue with the reprogramming procedure.
 - If there is not a match, ECM reprogramming does not apply.
- Close C-III plus and refer to ASIST for further diagnostic information.

Table A

MODEL	CURRENT <u>ECM</u> PART NUMBER: 23710-
2013 Sentra	3SA0A, 3SA0B, 3SA0C, 3SA0D, 3SA0E
	3SA2A, 3SA2B, 3SA2C, 3SA2D, 3SA2E
	3SA4A, 3SA4B, 3SA4C, 3SA4D, 3SA4E
	3SA5A, 3SA5B, 3SA5C, 3SA5D, 3SA5E
	3SA6A, 3SA6B, 3SA6C, 3SA6D, 3SA6E
	3SB0A, 3SB0B, 3SB0C, 3SB0D, 3SB0E
	3SG2A, 3SG2B, 3SG2C, 3SG2D, 3SG2E
	3SG3A, 3SG3B, 3SG3C, 3SG3D, 3SG3E
	3SG6A, 3SG6B
	3SG7A, 3SG7B
	3SR2A, 3SR2B
	3SR3A, 3SR3B
	2014 Sentra
9AM1A, 9AM1B, 9AM1C	
9AM2A, 9AM2B, 9AM2C	
9AM3A, 9AM3B, 9AM3C	
9AM4A, 9AM4B	
9AM5A, 9AM5B	

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

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 not** have the message “Caution! Use ONLY with NTBXX-XXX”.
- If you get this screen and it is blank (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.

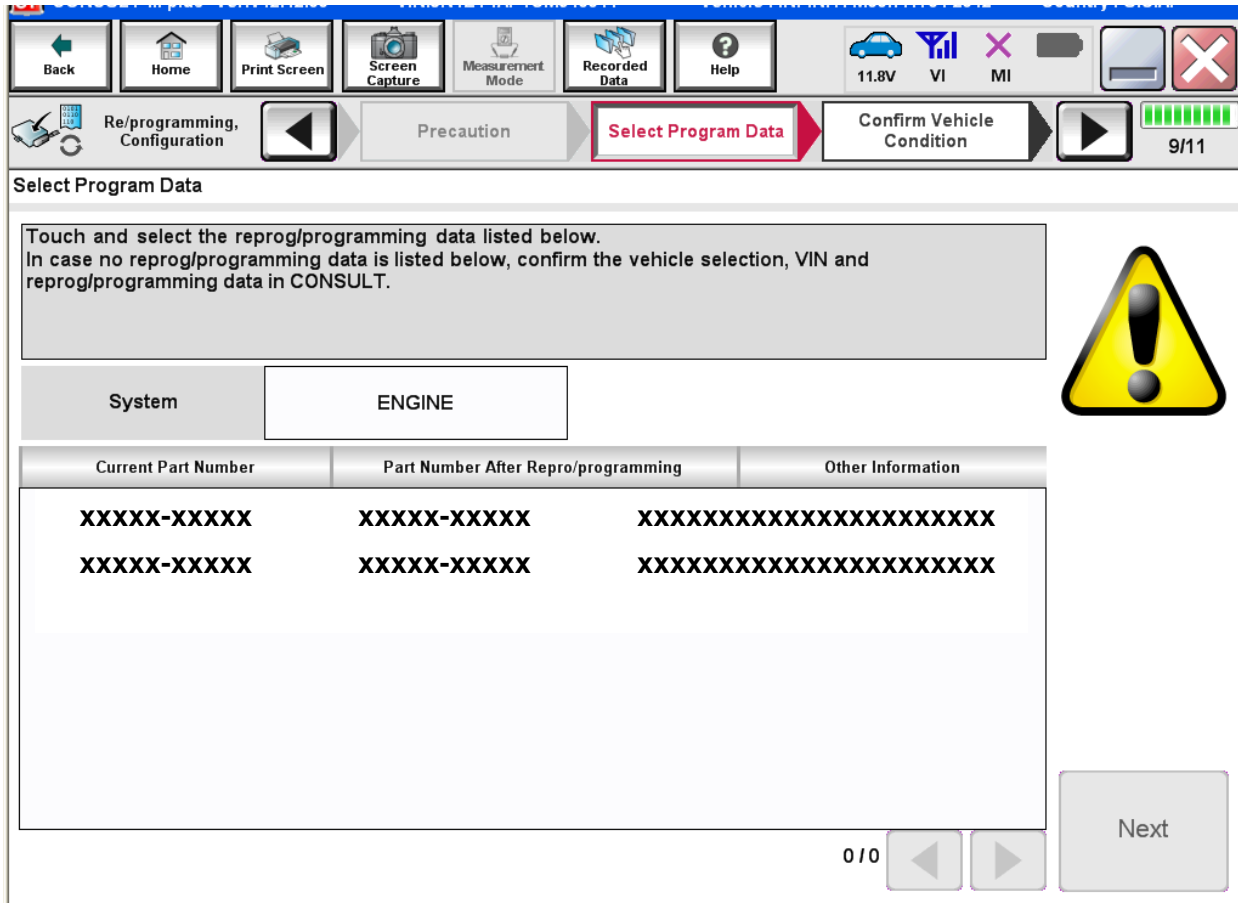


Figure 3

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**.

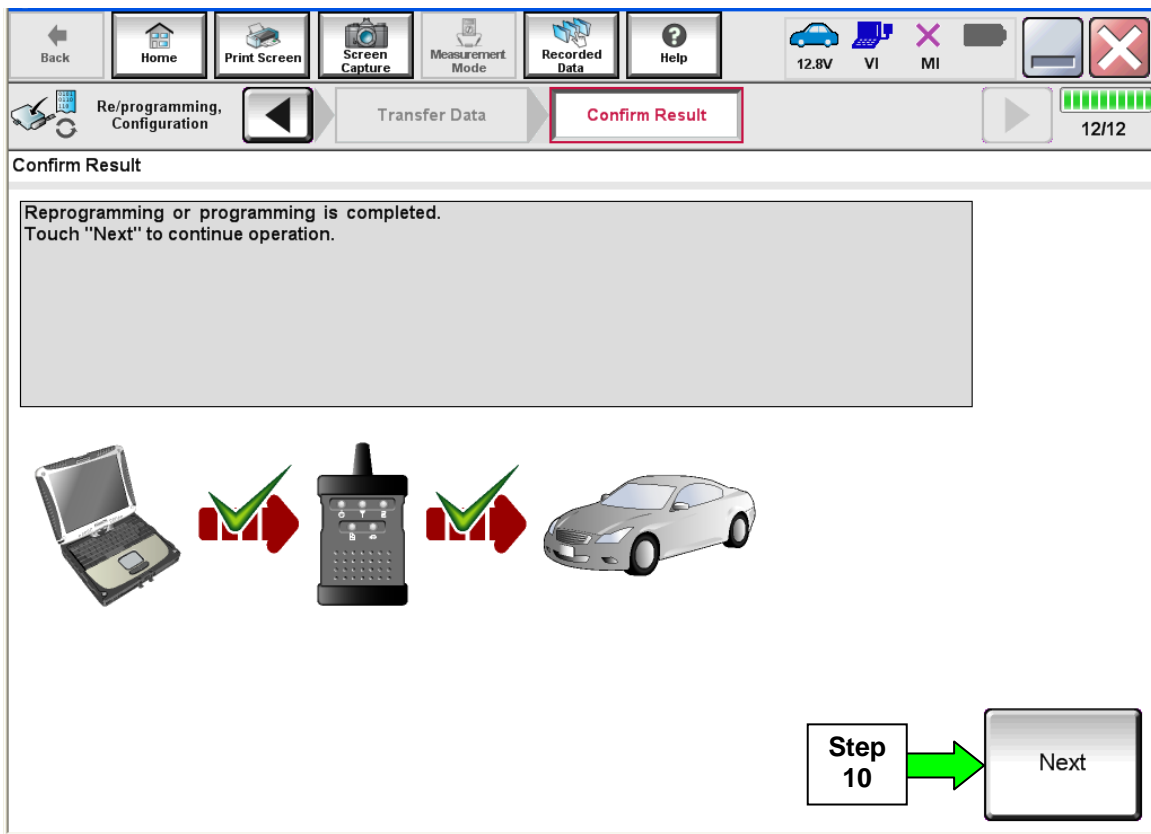


Figure 4

NOTE:

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

ECM Recovery

Do not disconnect the plus VI or shut down C-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.

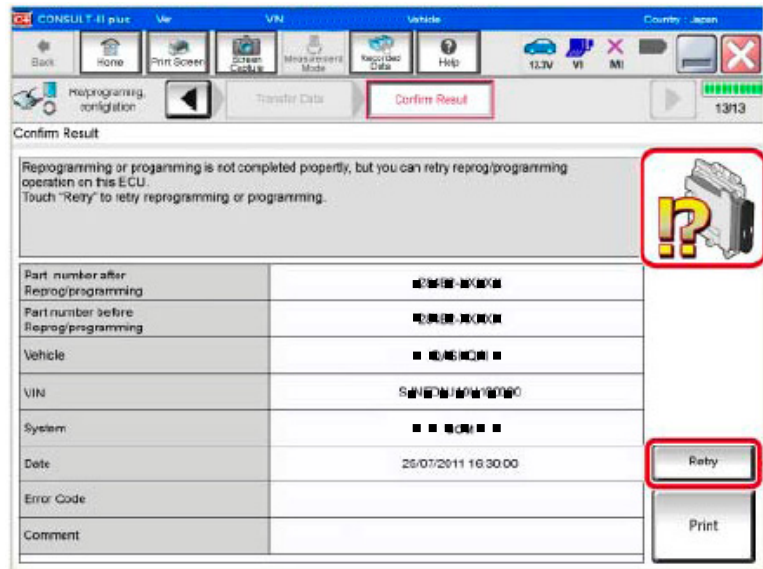


Figure 5

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

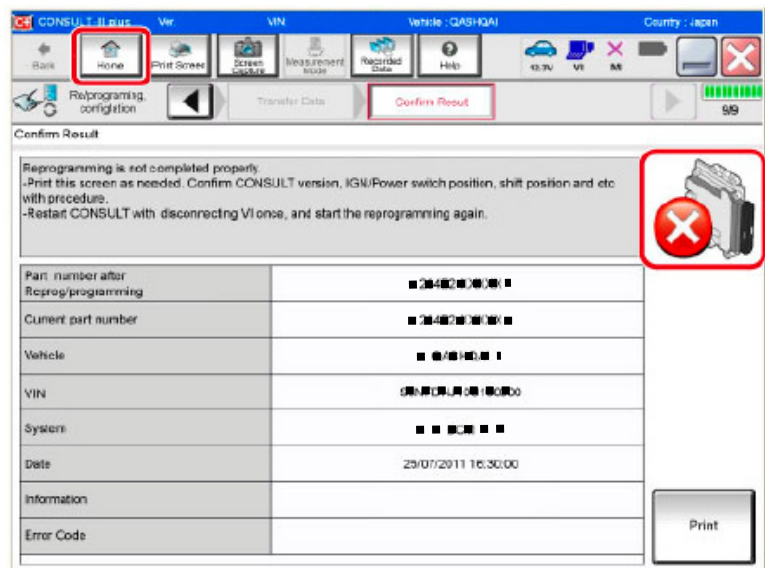


Figure 6

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

- **Throttle Valve Closed Position**
- **Idle Air Volume Learn (IAVL)**

NOTE:

- **Listed below are common conditions required for IAVL to complete.**
 - **If IAVL does not complete within a few minutes, a condition may be out of range.**
 - **Refer to the appropriate Electronic Service Manual (ESM) for specific conditions required for the vehicle you are working on.**
 - 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, rear window defogger)
 - Steering wheel: Neutral (Straight-ahead position)
 - Vehicle speed: Stopped
 - Transmission: Warmed up
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- **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**.

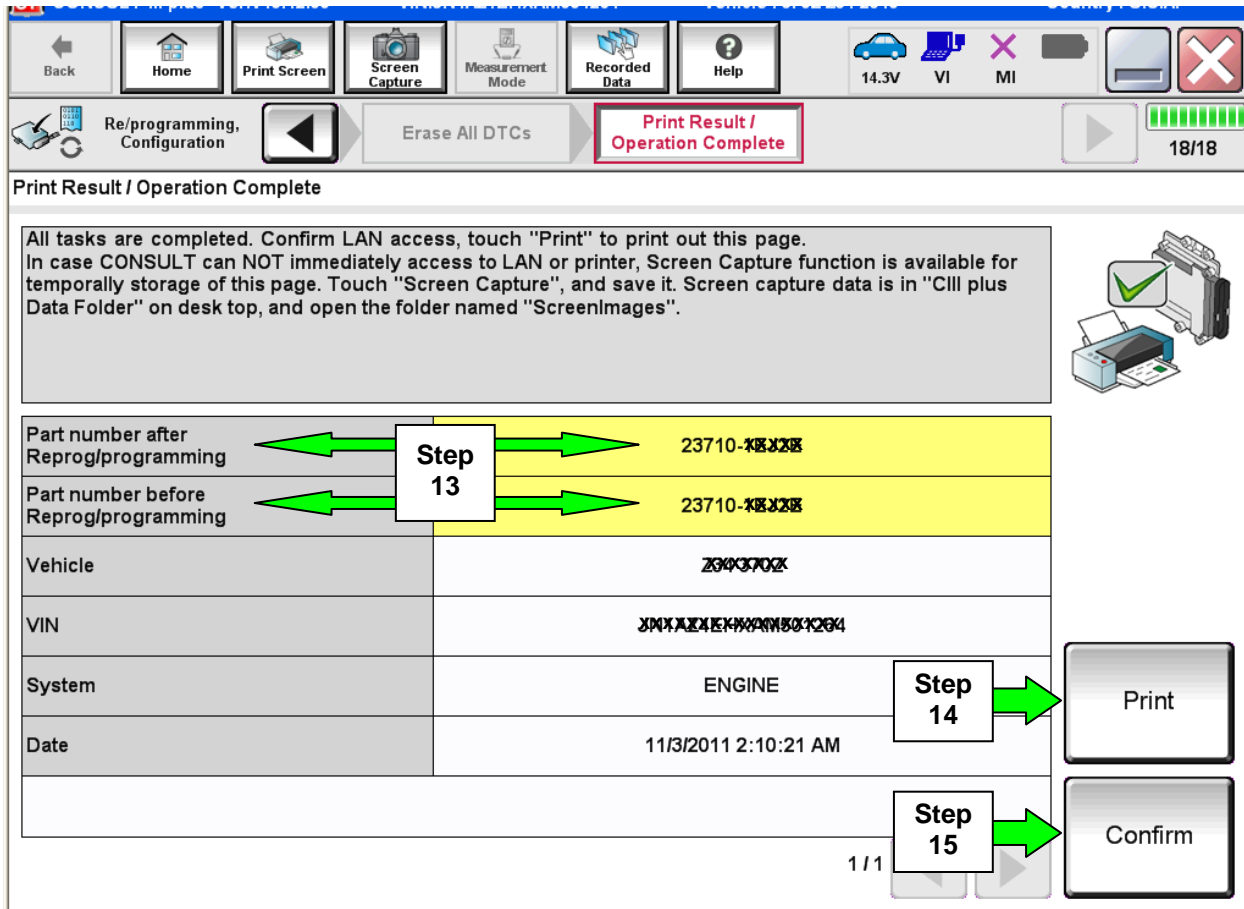


Figure 7

16. 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.

- If the MIL comes ON, go back to ASIST for further diagnostic information.
- Diagnosis and repairs beyond ECM reprogramming are not covered by this bulletin.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram ECM	(1)	DE97AA	HD	32	(2)
Test battery		GB18AA			

- (1) Refer to the electronic parts catalog (FAST) and use the Blank ECM assembly part number (23703-*****) as the Primary Failed Part (PFP).
- (2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated FRT.

And if needed on the same repair line:

DESCRIPTION	PFP	OP CODE	FRT
Replace battery	(1)	GB181A	(2)

- (1) Refer to the electronic parts catalog (FAST) and use the Blank ECM assembly part number (23703-*****) as the Primary Failed Part (PFP).
- (2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated FRT.

