



Classification:

HA16-008

NTB16-106

Date: November 7, 2016

2014 – 2015 VERSA NOTE POOR HEATER PERFORMANCE WITH AMBIENT **TEMPERATURE BELOW -20°C (-4°F)**

APPLIED VEHICLE: 2014 – 2015 Versa Note (E12)

IF YOU CONFIRM

The customer reports the HVAC system does not produce enough heat (poor heater performance),

and

The issue occurs with ambient temperatures below -20°C (-4°F),

and

The engine thermostat is operating correctly.

ACTION

- 1. Refer to step 6 in the SERVICE PROCEDURE to confirm this bulletin applies to the vehicle you are working on.
- 2. If this bulletin applies, reprogram the ECM.

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

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) ECM 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





• After reprogramming is complete, you will be required to perform Idle Air Volume Learn. The above condition are required for Idle Air Volume Learn to complete.

CAUTION:

- Connect the GR8 to the 12V battery and select ECM Power Supply Mode. If the vehicle battery voltage goes below <u>12.0V or above 15.5V</u> during reprogramming, <u>the ECM may be damaged</u>.
- Be sure to turn OFF all vehicle electrical loads.
 If a vehicle electrical load remains ON, <u>the ECM 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 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 plus VI. If Bluetooth[®] signal waves are within range of the CONSULT PC during reprogramming, reprogramming may be interrupted and <u>the ECM may be damaged</u>.

- 1. Connect the CONSULT PC to the vehicle to begin the reprogramming procedure.
- 2 Start 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**.

	CONSC	oct-in plus ver.viz	. 12.00 VIIV.=	venicie	Country . O.S.A.	
	Back	Home	Screen Capture Mode	orded Help		
	Conne	ction Status -		Diagnosis Menu		
		Serial No.	Status	Diagnosis	s (One System)	
Step 3:	VI	2300727				
recognized			Normal Mode/Wireless connection		s (All Systems)	
	м		\bigcirc			
		-	No connection	Re/progra	amming, Configuration	Step
				~ <u>0</u>		4
	S.S	Select VI/MI		Immobiliz	zer	
	Applica	tion Setting				
		Sub mode	ABC Language Setting	Maintena	nce	
	62	VDR				
	1		Fig	ure 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 <u>current</u> ECM Part Number (P/N).

CONSULT-III plus Ver VII	Vehicle :	Country : U.S.A.
Back Home Print Screen	Measurement Recorded Help	🚓 🏋 🗙 🖿 🔜 🔀
Configuration	ration Selection	7/7
Save ECU Data		
	he current part number as listed below to CO on by selecting suitable operation log. Operat	
File Label	*******	
Operation	REPROGRAMMING	
System	ENGINE	
Part Number 6A: <u>Cu</u> ECM		
Vehicle	******	
VIN	******	
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 ECM Part Number** column in **Table A** below.
 - If there is a <u>match</u>, continue with the reprogramming procedure.
 - If there is <u>not a match</u>, this bulletin <u>does not apply</u>. Refer to ASIST for further diagnostic and repair information

MODEL	CURRENT ECM PART NUMBER: 23710-				
2014 Versa Note	3VB3B, 3VB3C, 3VB3D, 3VB3E 3VB4B, 3VB4C, 3VB4D, 3VB4E 3VB5B, 3VB5C, 3VB5D, 3VB5E				
2015 Versa Note	9MB2A, 9MB3A, 9MB4A, 9MB5A				

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.
 - > If there is more than one new P/N, 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.

CONSULT-III plus Ver.	VIN:	Vehicle :		Country : U.S.A.
Back Prir	nt Screen Capture Mode	Recorded Data	11.8V VI MI	
Re/programming, Configuration	Precaution	Select Program Data	Confirm Vehicle Condition	9/11
Select Program Data				
	orog/programming data listed b nming data is listed below, con in CONSULT.		l and	
System	ENGINE			
Current Part Number	Part Number After Rep	pro/programming	Other Information	
xxxxxxxxxxxxxx	XXXXXX-XXXXXXX	XXXXXXXXX	xxxxxxxxxxxxxxx	
XXXXXX-XXXXXXX	XXXXXX-XXXXXXX	XXXXXXXXX	xxxxxxxxxxxxxxxxxxx	
			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 (indicating that reprogramming did <u>not</u> complete), refer to the information on page 7.

- 9. Disconnect the battery charger from the vehicle.
- 10. Select Next.

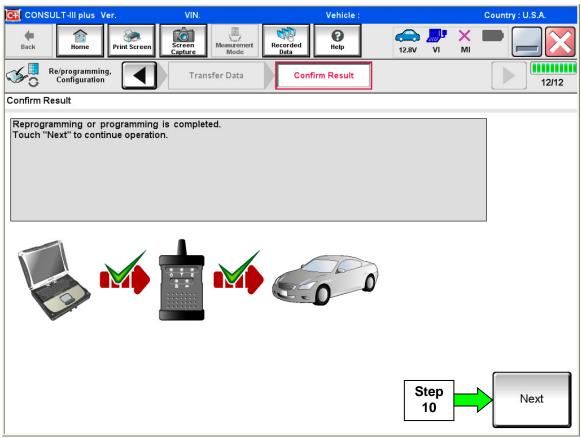


Figure 4

NOTE:

- In the next steps, starting on page 8, 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.

Do not disconnect plus VI or shut down Consult 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 on</u> <u>first attempt and can be</u> <u>selected more than once</u>.

	ULT-II pluc Ver	VN	Vaticle		Country : Jacon
de Back	Hone Print Scre	seri Ceblus Mode	Necoribed Data	12.3V VI MI	
50'	terprograming, configliation	Transfer Data	Confirm Result		1313
Confirm R	esult				
operation	on his ECU.	ng is not completed propertly, t imming or programming.	ut you can retry reprogr	rogramming	R
	nbor after programming		20102 10000		
	iber before orsgramming		20102 33030	×	
Vehicle			010101		
Tornero.					
VIN			Barr Stores B		
				9466.	-
VIN					Retry
VIN System	je				Rety

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.

CONSULT-ILBUS Ver	MN.	Vehicle : QASHQAI	County : Japan
Bark Hone Print Screen	Screen Neas.rement Re	Bearted Data	💐 💥 🖿 🥅 🔀
Configition	Transfer Data	Confirm Result	99
Confirm Result			
Reprogramming is not completed prog -Print this screen as needed. Confirm with precedure. -Restart CONSULT with disconnecting	CONSULT version, IGN		nard etc
Part number after Reprog/programming		20122-00000	
Current part number		20402-400000	
Vehicle		Quisingui	
VIN			
System			
System Date			

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 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)
 - o Selector lever: P or N
 - Electric load switch: OFF (Air conditioner, headlamp, rear window defogger)
 - Steering wheel: Neutral (Straight-ahead position)
 - Vehicle speed: Stopped
 - o Transmission: Warmed up
- 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.

Print Result / Operation Complete All tasks are completed. Confirm LAN accee In case CONSULT can NOT immediately acc temporally storage of this page. Touch "Scr	cess to LAN or printer, Screen Captu reen Capture'', and save it. Screen c	age.	Country : U.S.A.		
Configuration Configuration Print Result / Operation Complete All tasks are completed. Confirm LAN accee In case CONSULT can NOT immediately acc temporally storage of this page. Touch "Scr	operation Comple operation Comple operation Completess, touch "Print" to print out this p cess to LAN or printer, Screen Capture", and save it. Screen C	age.	18/18		
All tasks are completed. Confirm LAN acce In case CONSULT can NOT immediately acc temporally storage of this page. Touch "Scr	cess to LAN or printer, Screen Captu reen Capture'', and save it. Screen c				
In case CONSULT can NOT immediately acc temporally storage of this page. Touch "Scr	cess to LAN or printer, Screen Captu reen Capture'', and save it. Screen c		200		
Data Folder" on desk top, and open the folde	er named "Screenimages".	apture data is in "CIII plus			
Part number after Reprog/programming Part number before	Step 23710				
Reprog/programming	13 23710				
Vehicle	*****	xxx			
VIN	xxxxxxxxxx	xxxxx		_	
System	ENGIN		Print		Step 14
Date	1 -115/20-11-2-1				14
	1	1/1	Confirm		Step 15

Figure 7

- 16. Close C-III plus.
- 17. Turn the ignition OFF.
- 18. Disconnect the plus VI from the vehicle.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram ECM	(1)	DE97AA	ZE	32	(2) (3)

(1) Reference FAST and use the ECM part number (23710-****) as the PFP.

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

(3) FRT allows adequate time to access DTC codes and reprogram ECM. No other diagnostic procedures subsequently required. Do NOT claim any Diagnostic Op Codes with this claim.