



SERVICE BULLETIN

Classification: HA16-007	Reference: NTB16-107	Date: November 7, 2016
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2013 – 2015 SENTRA AND VERSA SEDAN POOR HEATER PERFORMANCE WITH AMBIENT TEMPERATURE BELOW -20°C (-4°F)

APPLIED VEHICLE: 2013 – 2015 Sentra (B17)
2013 – 2015 Versa Sedan (N17)

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



Figure A

- 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 12.0V or above 15.5V 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 plus 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. 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**.

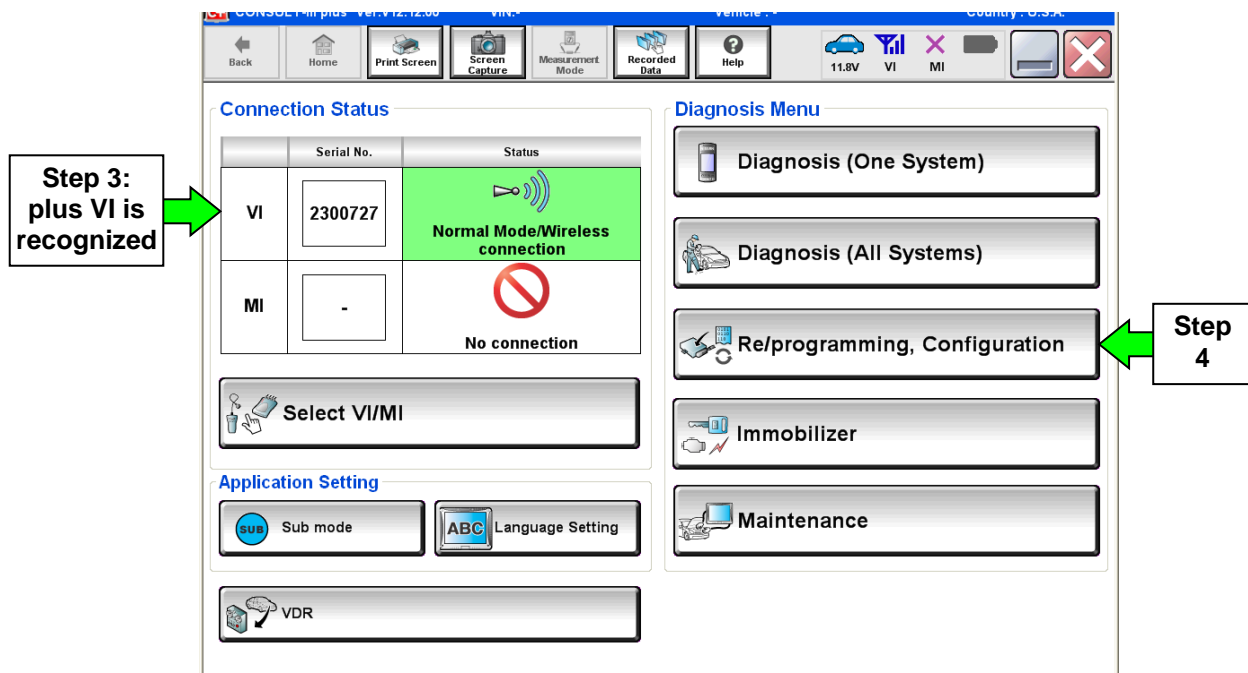


Figure 1

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).

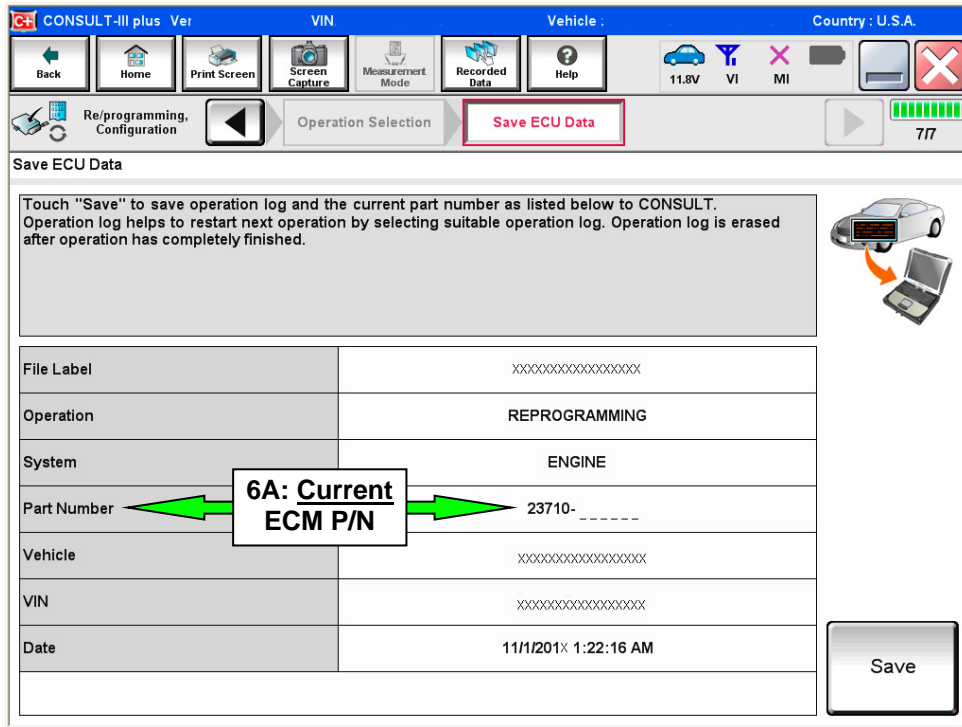


Figure 2

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, continue with the reprogramming procedure.
- If there is not a match, this bulletin does not apply. Refer to ASIST for further diagnostic and repair information

Table A

MODEL	CURRENT ECM PART NUMBER: 23710-
2013 Sentra	3SA2A, 3SA2B, 3SA2C, 3SA2D, 3SA2E 3SA3A 3SA4A, 3SA4B, 3SA4C, 3SA4D, 3SA4E, 3SA5A, 3SA5B, 3SA5C, 3SA5D, 3SA5E, 3SB0A, 3SB0B, 3SB0C, 3SB0D, 3SB0E 3SG2A, 3SG2B, 3SG2C, 3SG2D, 3SG2E, 3SG3B, 3SG3C, 3SG3D 3SG3E, 3SG6A, 3SG6B, 3SG6C, 3SG7A, 3SG7B, 3SG7C 3SR2A, 3SR2B, 3SR2C 3SR3A, 3SR3B, 3SR3C 3SZ0A 3SZ1A
2014 Sentra	9AM0A, 9AM0B, 9AM0C, 9AM0D 9AM1A, 9AM1B, 9AM1C, 9AM1D 9AM2A, 9AM2B, 9AM2C, 9AM2D 9AM3A, 9AM3B, 9AM3C, 9AM3D
2015 Sentra	4AT4A, 4AT6A, 4AT8A,
2013 Versa Sedan	9KA1B, 9KA1C, 9KA1D, 9KA1E, 9KA2B, 9KA2C, 9KA2D, 9KA2E
2014 Versa Sedan	9KF3A, 9KF3B, 9KF3C
2015 Versa Sedan	9KE2A, 9KE2B

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 **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.

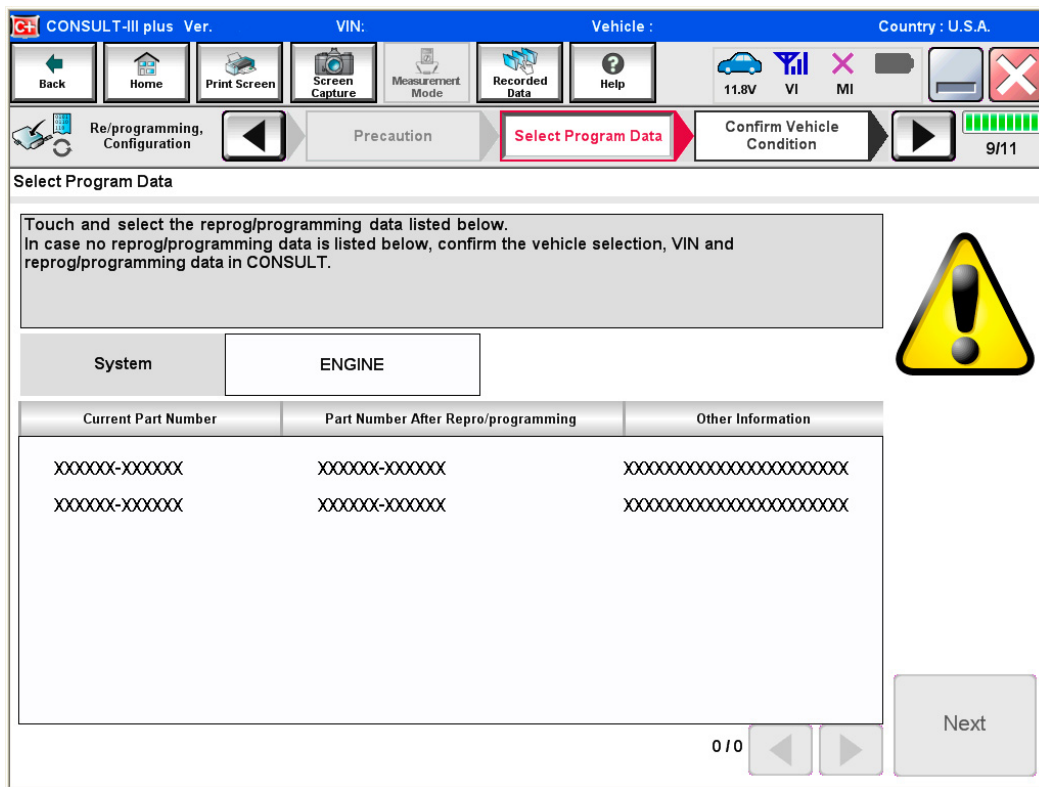


Figure 3

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

NOTE: If the screen in Figure 4 does not display (indicating that reprogramming did not complete), refer to the information on page 8.

9. Disconnect the battery charger from the vehicle.

10. Select **Next**.

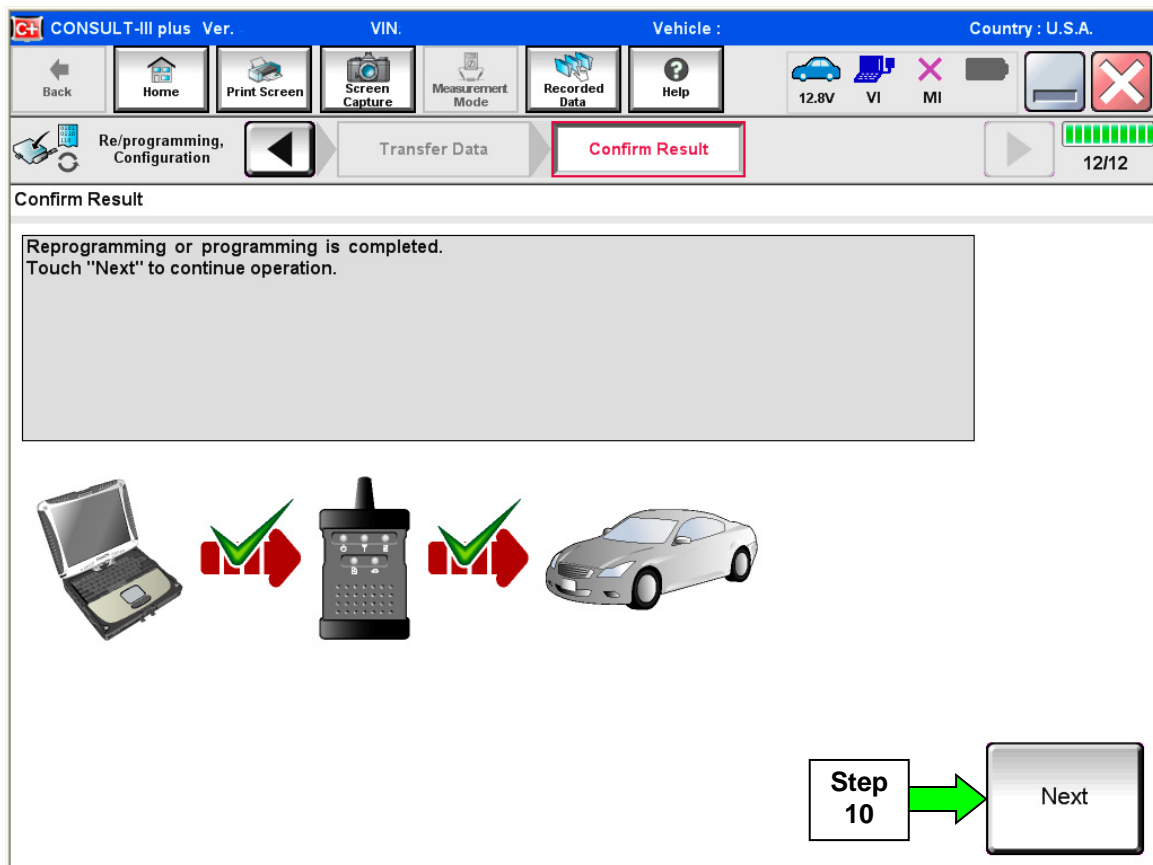


Figure 4

NOTE:

- In the next steps, starting on 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 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.

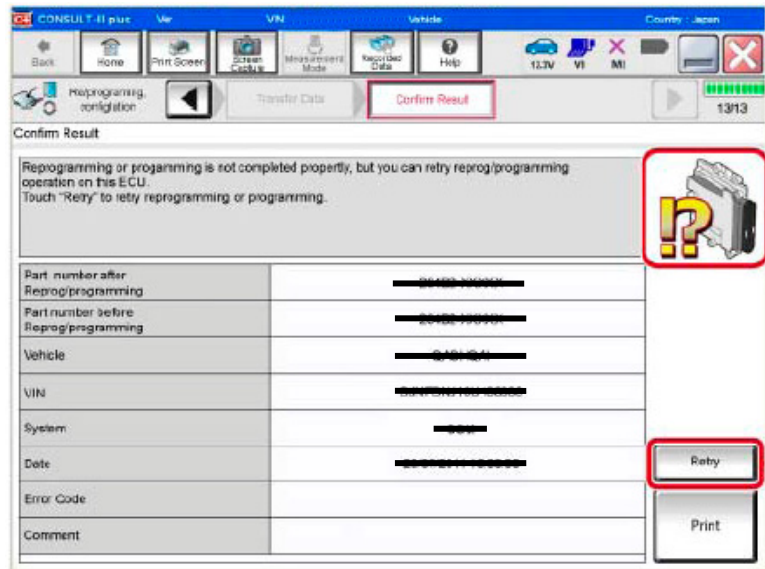


Figure 5

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

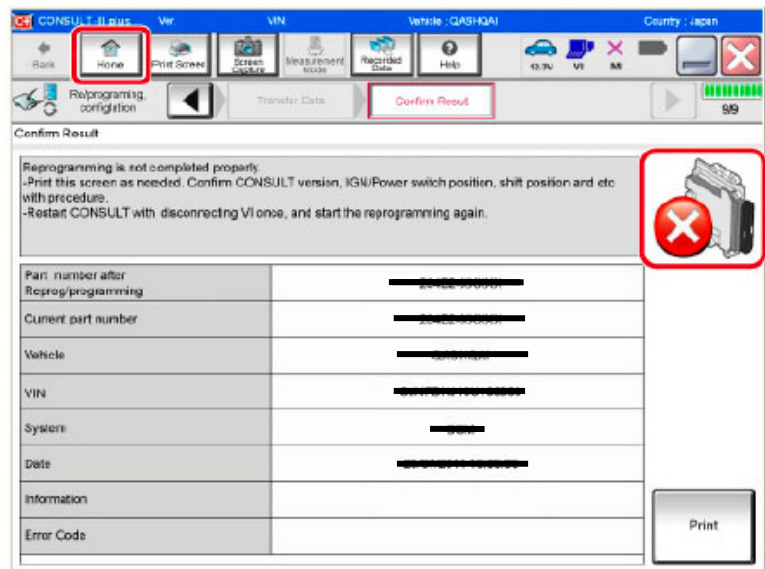


Figure 6

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 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

- **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**.

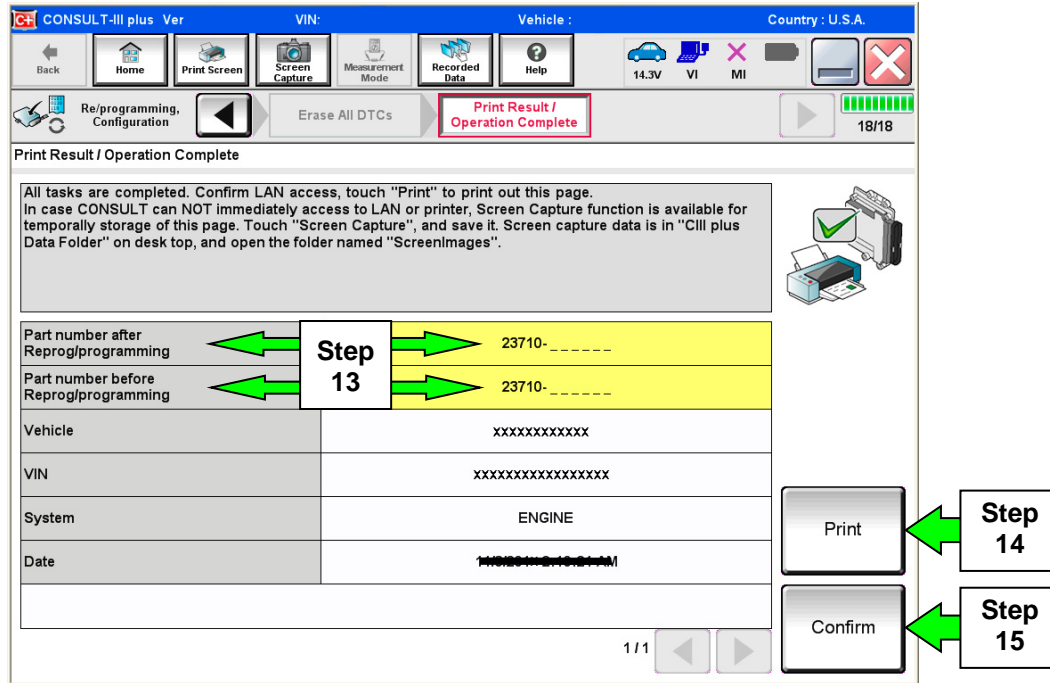


Figure 7

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

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.