



SERVICE BULLETIN

Classification: AT14-020b	Reference: NTB14-118b	Date: April 7, 2016
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JUDDER ON DECELERATION UNDER 15 MPH

**This bulletin has been amended. Table A on page 4 has been revised.
Please discard previous versions of this bulletin.**

APPLIED VEHICLES: 2014-2015 Sentra (B17)
2015 Versa Note (E12)
2015 Versa Sedan (N17)

APPLIED TRANSMISSION: CVT

IF YOU CONFIRM:

When driving an Applied Vehicle below 15 mph:

- A judder or shake (pulsing sensation, or fore/aft sensation) occurs while slowing to a stop.
- and**
- No DTCs are stored.

ACTION:

1. Confirm this bulletin applies:
 - a. Compare the vehicle's current Transmission Control Module (TCM) part number to those listed in **Table A** on page 4.
 - b. If the TCM part number does not match one listed in **Table A**, this bulletin does not apply. Refer to the Electronic Service Manual (ESM) for further diagnostic information.
2. If this bulletin applies, reprogram the TCM.

NOTE: If a customer voluntarily chooses to have this specification change made to their vehicle, they should be advised that their actual MPG may (or may not) slightly decrease (up to 0.4 mpg) as a result, depending on their driving habits and other conditions.

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.

IMPORTANT: Before starting, make sure:

- **ASIST on the CONSULT PC has been freshly synchronized (updated).**
- **All CONSULT III PLUS (C-III plus) software updates (if any) have been installed.**
- **No DTCs are stored. Use C-III plus to perform Self Diagnosis for all systems and erase all DTCs.**

1. Connect the plus VI to the vehicle.

CAUTION: Make sure the plus VI is securely connected. If the plus VI connections are loose during reprogramming, the process will be interrupted and the **Module may be damaged**.

2. Connect the AC Adapter to the CONSULT PC.

CAUTION: Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the **Module May be damaged**.

3. Connect the GR8 (Multitasking Battery Diagnostic Station) to the vehicle 12V battery.
 - Set the GR8 to power supply mode.

CAUTION: Be sure the GR8 is connected securely to the 12V battery. Make sure the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the **Module may be damaged**.

4. Turn off all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI.

CAUTION: Make sure to turn off all external Bluetooth® devices. If Bluetooth® signal waves are within range of the CONSULT PC and the VI during reprogramming, reprogramming may be interrupted and the **Module may be damaged**.

5. Turn the ignition switch “ON”, but do not start the vehicle.

- The meter and gauges will illuminate.

CAUTION: Do Not start the engine or vehicle component damage may occur.

6. Turn OFF all vehicle electrical loads such as exterior lights, interior lights, HVAC, blower, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc.

IMPORTANT: Make sure all vehicle electrical loads are off and the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the **Module may be damaged**.

7. Turn ON the CONSULT PC.

8. Start C-III plus.

9. Wait for the plus VI to be recognized.

- The serial number will display when the plus VI is recognized.

10. Select Re/programming, Configuration.

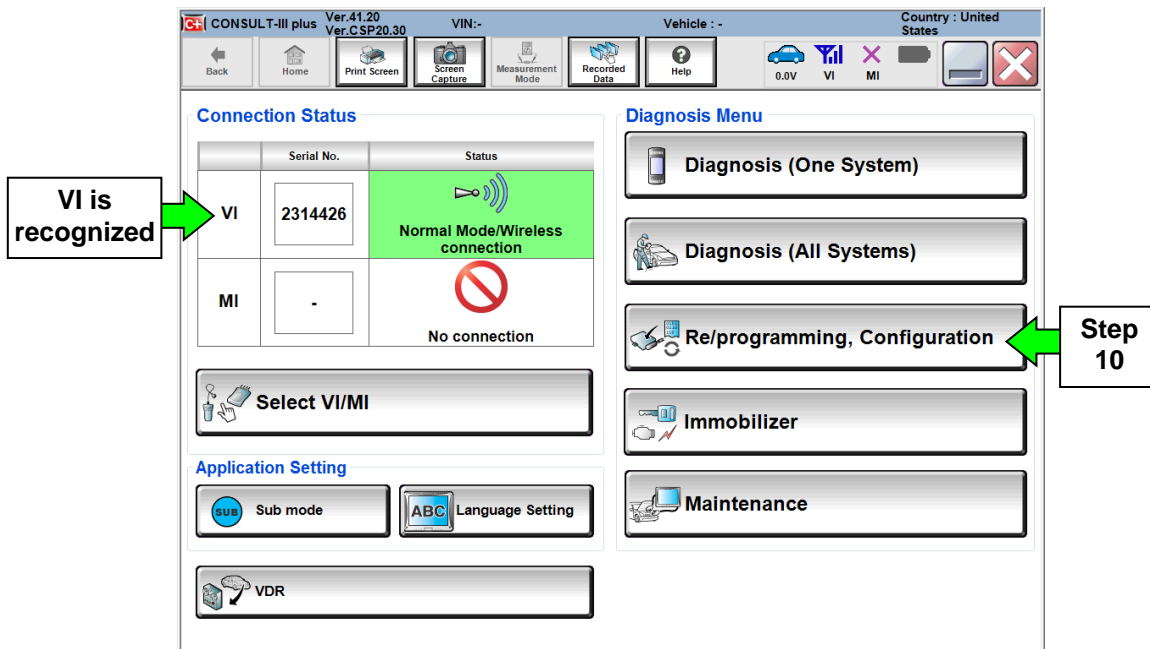


Figure 1

11. Follow the on-screen instructions and navigate the C-III plus to the screen shown in Figure 2 on the next page.

12. 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 current TCM Part Number (P/N).

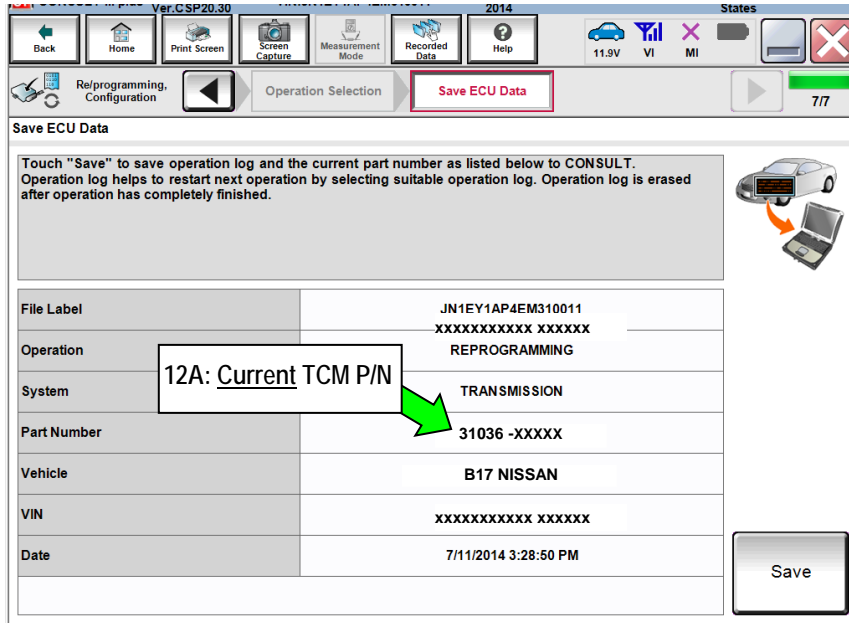


Figure 2

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

Table A

Year and Model	Current TCM Part Number: 31036 -
2014 Sentra	9AM2A, 9AM2B, 9AM2C 9AM9E
2015 Sentra	4AT0A, 4AT0B, 4AT0C, 4AT9E
2015 Versa Note	3VB9A, 3VB9B, 3VB9C
2015 Versa Sedan	9KE0A, 9KE0B, 9KE0C

13. 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.
 - If more than one P/N is available, 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.

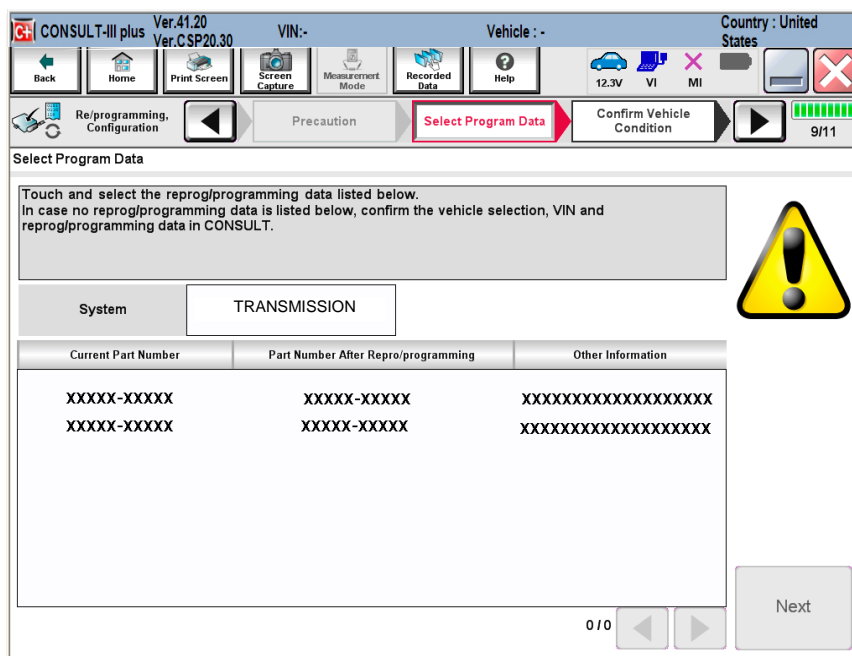


Figure 3

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

NOTE: If the screen in Figure 4 does not display (indicating that the reprogramming did not complete), refer to the information on page 7.

15. Disconnect the battery charger from the vehicle.

16. Select **Next**.

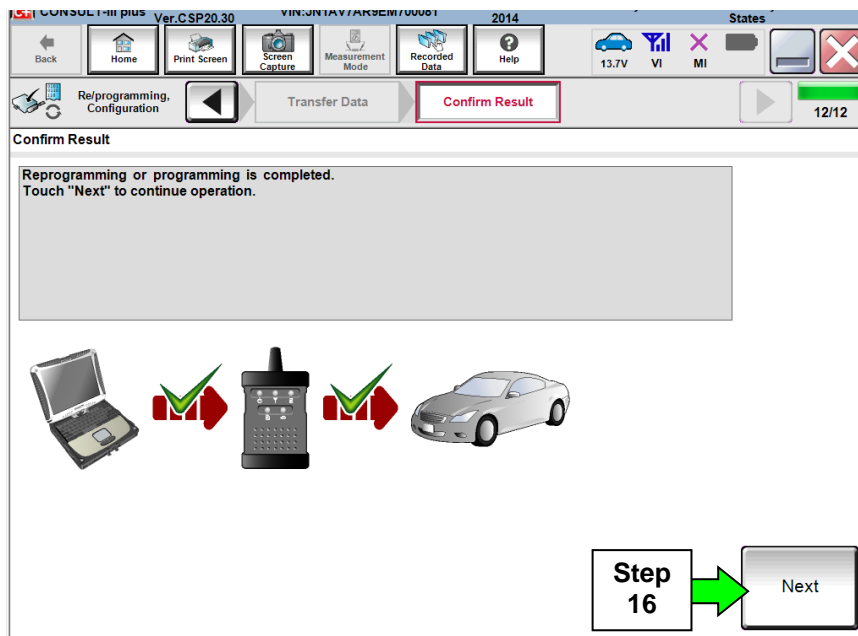


Figure 4

NOTE:

- In the next step, on page 8, you will perform **Erase All DTCs**.
- DTC erase is required before C-III plus will provide the final reprogramming confirmation report.

TCM (Transmission Control Module) recovery

NOTE: If reprogramming does not complete and the **!?** displays as shown in Figure 5:

- Check battery voltage (12.0 - 15.5V).
- Ignition is ON, engine is 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 the first attempt. It can be selected more than once.

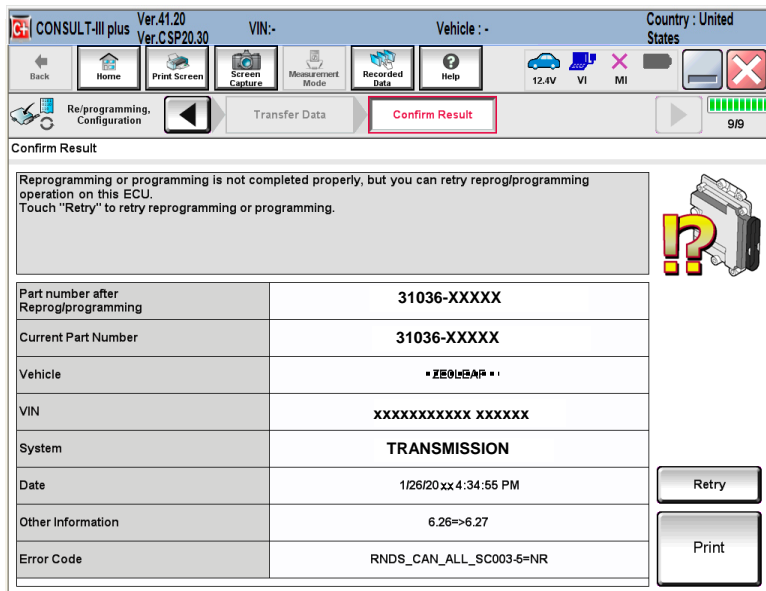


Figure 5

OR: If reprogramming does not complete and the **X** displays as shown in Figure 6:

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

- Check battery voltage (12.0 - 15.5V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine is OFF.
- Transmission in Park.
- All C-III plus / plus VI cables are securely connected.
- All C-III plus updates are installed.
- **Select Home, and then restart the reprogram procedure from the beginning.**

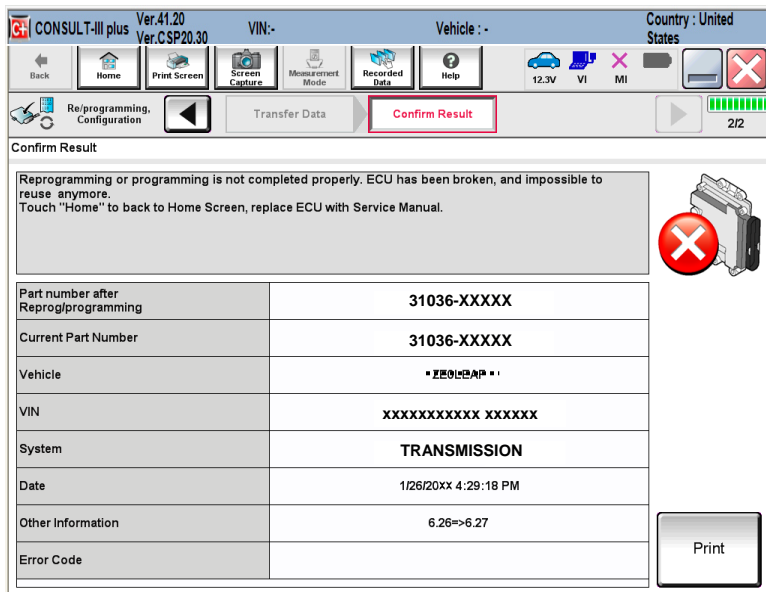


Figure 6

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

18. When the entire reprogramming process is complete, the screen in Figure 7 will display.

19. Verify the before and after part numbers are different.

20. Print a copy of this screen (Figure 7) and attach it to the repair order for warranty documentation.

21. Select **Confirm**.

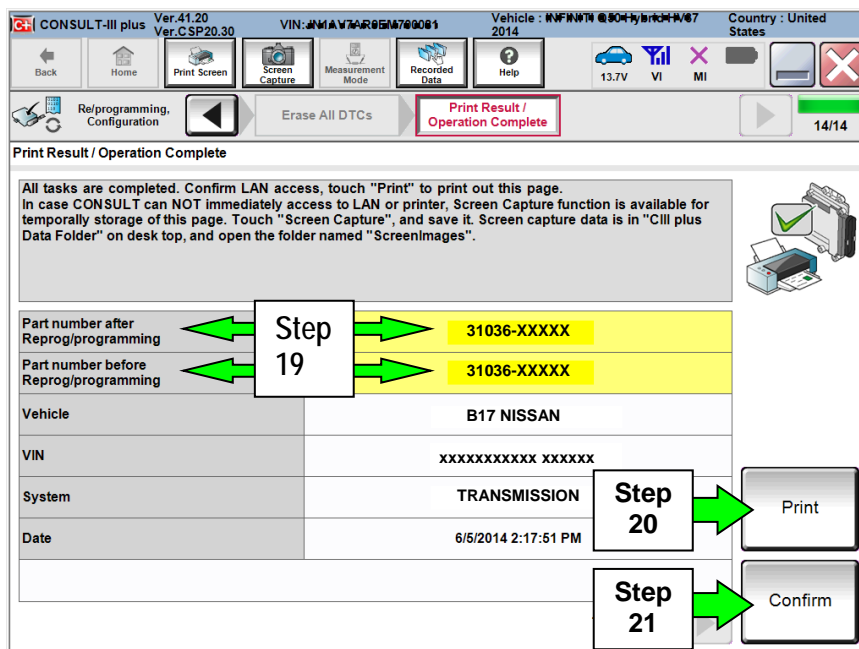


Figure 7

22. Close C-III plus.

23. Turn the ignition OFF.

24. Disconnect the plus VI from the vehicle.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram Transmission Control Module	(1)	JE0AAA	ZE	32	(2)

- (1) Refer to the electronic parts catalog (FAST) and use the TCM assembly part number (310F6 - XXXXX) as the Primary Failed Part (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 TCM. No other diagnostic procedures subsequently required. Do NOT claim any Diagnostic Op Codes with this claim.
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