



SERVICE CAMPAIGN BULLETIN

Reference:

NTB15-069a

Date:

September 28, 2017

VOLUNTARY SERVICE CAMPAIGN 2013-2014 SENTRA, 2012-2014 VERSA SEDAN, AND 2014 VERSA NOTE; CVT REPROGRAMMING

This bulletin has been amended. The Service Procedure has changed.
Please discard previous versions of this bulletin.

CAMPAIGN ID #: PM562

APPLIED VEHICLES: 2013 – 2014 Sentra (B17)
2012 – 2014 Versa Sedan (N17)
2014 Versa NOTE (E12)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Nissan is conducting this voluntary service campaign to reprogram the Transmission Control Module (TCM) for the CVT transmission on certain specific 2013 – 2014 Sentra, 2012 – 2014 Versa Sedan, and 2014 Versa NOTE vehicles. This TCM reprogram will be performed at no charge for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number PM562 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

Dealers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a dealer's inventory.

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

TCM Reprogramming

IMPORTANT: Before starting, make sure:

- **ASIST** on the **CONSULT PC** has been synchronized (updated) to the current date.
- **All CONSULT-III plus (C-III plus) software updates (if any) have been installed.**

1. Connect the plus Vehicle Interface (plus VI) to the vehicle.

CAUTION: Make sure the plus VI is securely connected. If the plus VI connection is loose during reprogramming, the process will be interrupted and the TCM 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 TCM may be damaged.

3. Connect the GR8, set to “Power Supply” mode, to the vehicle battery.

CAUTION: Be sure the GR8 is connected securely to the 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 TCM 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 TCM may be damaged.

5. Turn the ignition ON with the engine OFF.

- **The engine must not start or run during the reprogramming procedure.**

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 to turn OFF all vehicle electrical loads. 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 TCM may be damaged.

7. Turn ON the CONSULT PC.

8. Select/open C-III plus.

9. Wait for the plus VI to be recognized.

- Serial number will display when the plus VI is recognized.

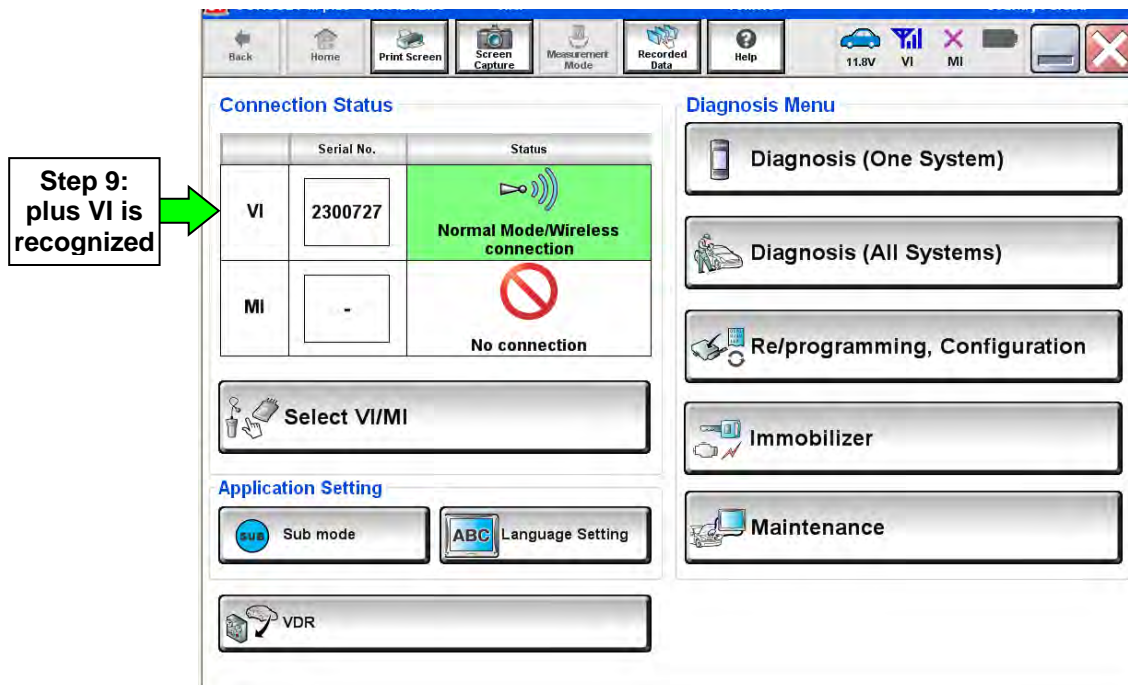


Figure 1

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

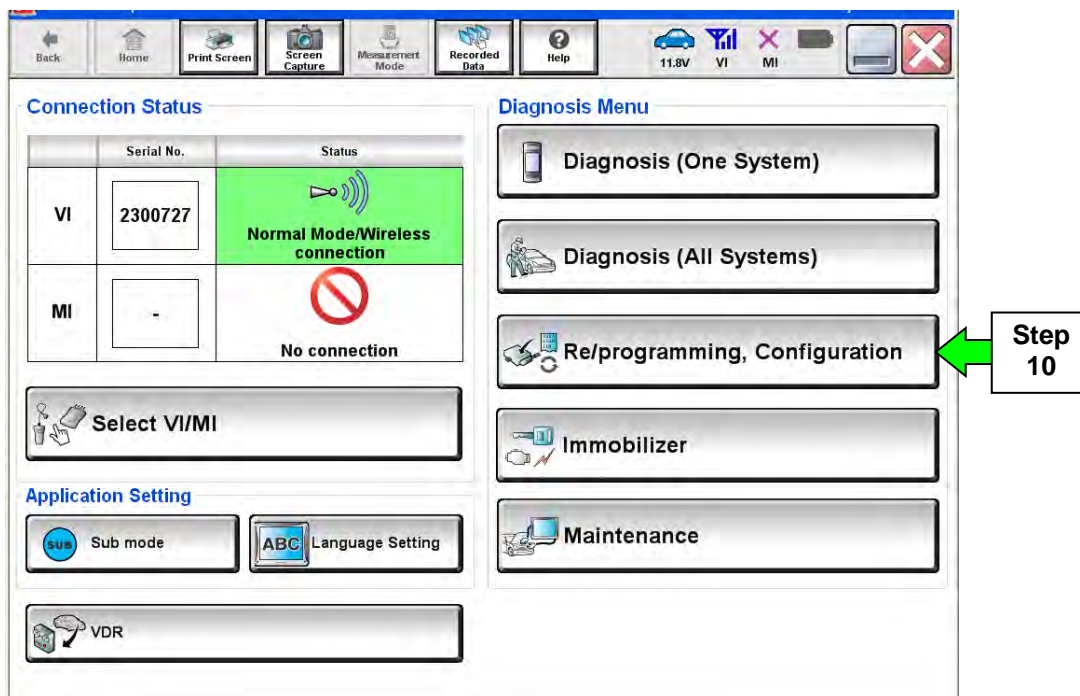


Figure 2

11. Use arrows (if needed) to view and read all precautions.
12. Check the box confirming the precautions have been read.
13. Select **Next**.

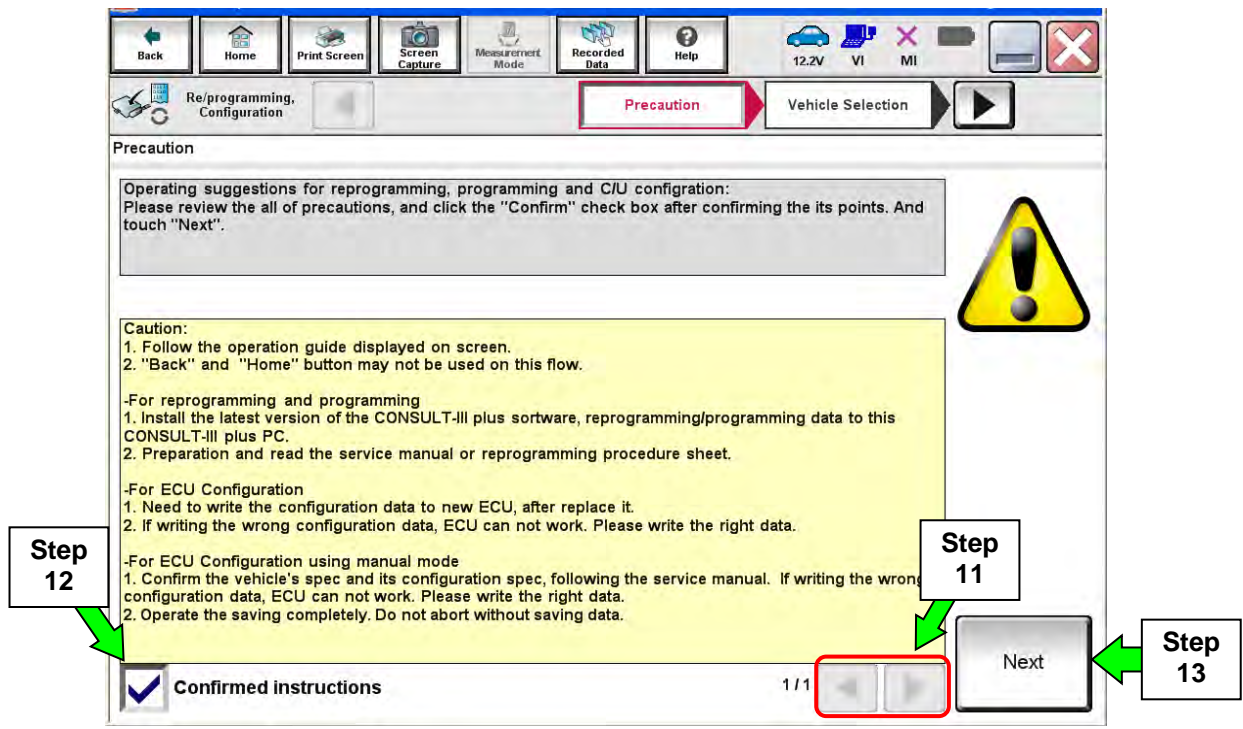


Figure 3

14. If the screen in Figure 4 displays, select **Automatic Selection(VIN)**.
 - If the screen in Figure 4 does not display, skip to step 15.

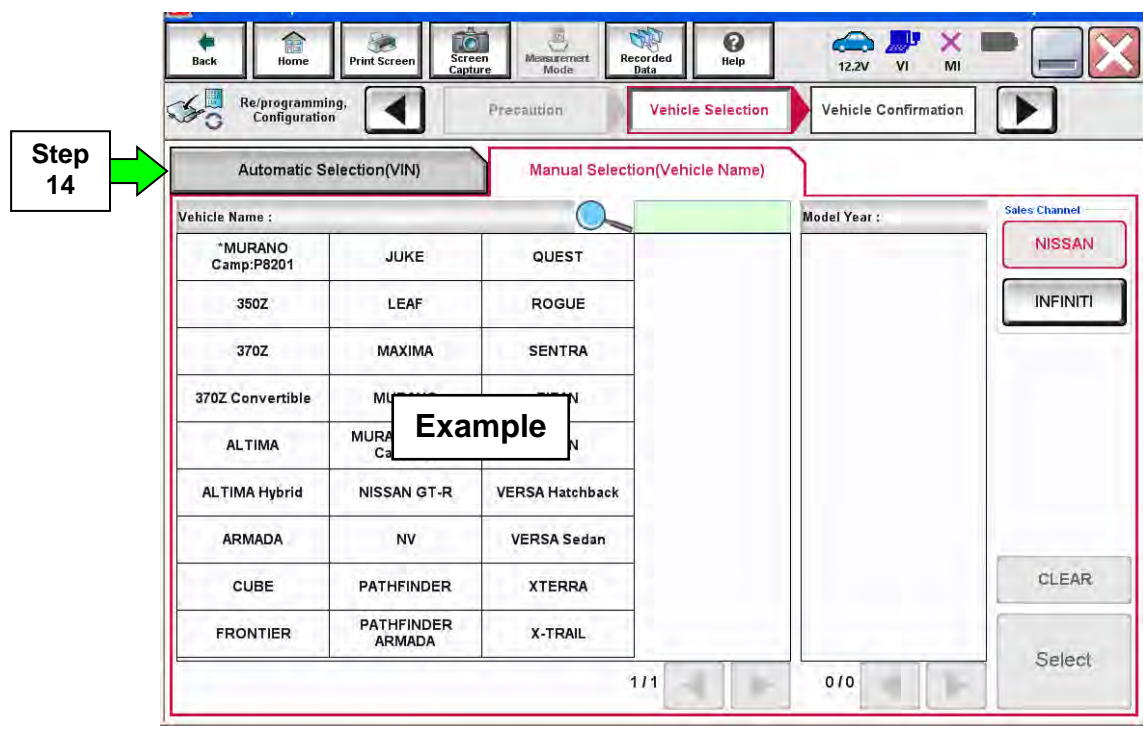


Figure 4

15. Make sure **VIN or Chassis #** matches the vehicle's VIN.

16. If the correct VIN is displayed, select **Confirm**.

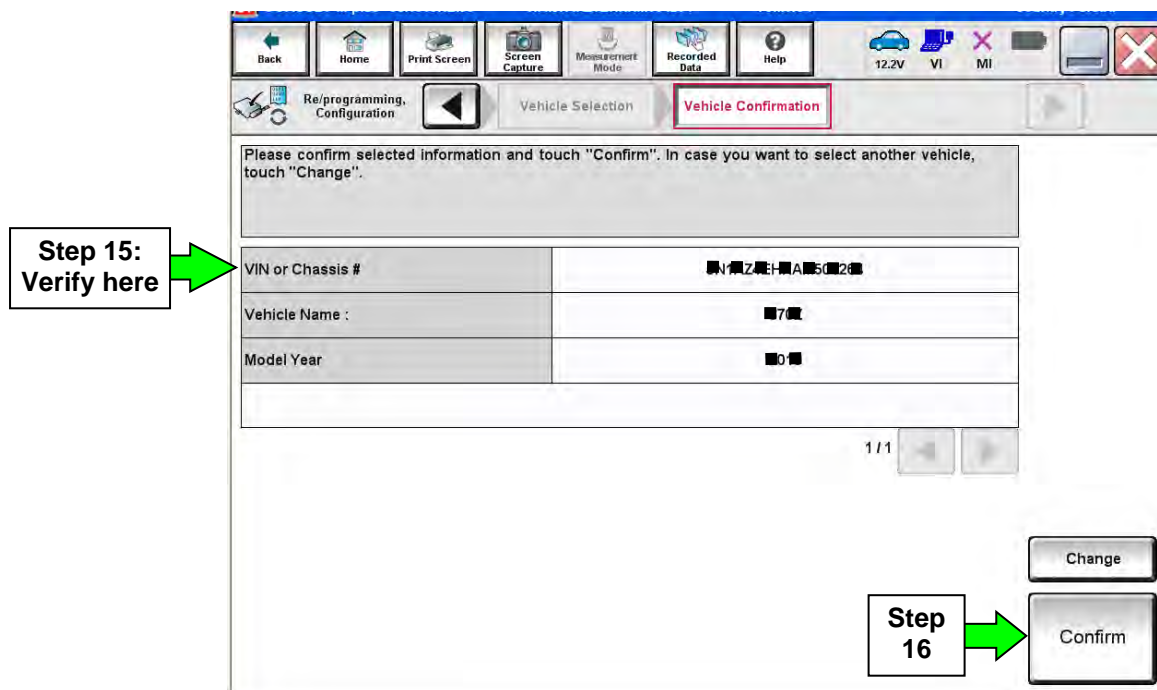


Figure 5

17. Select **Confirm**.

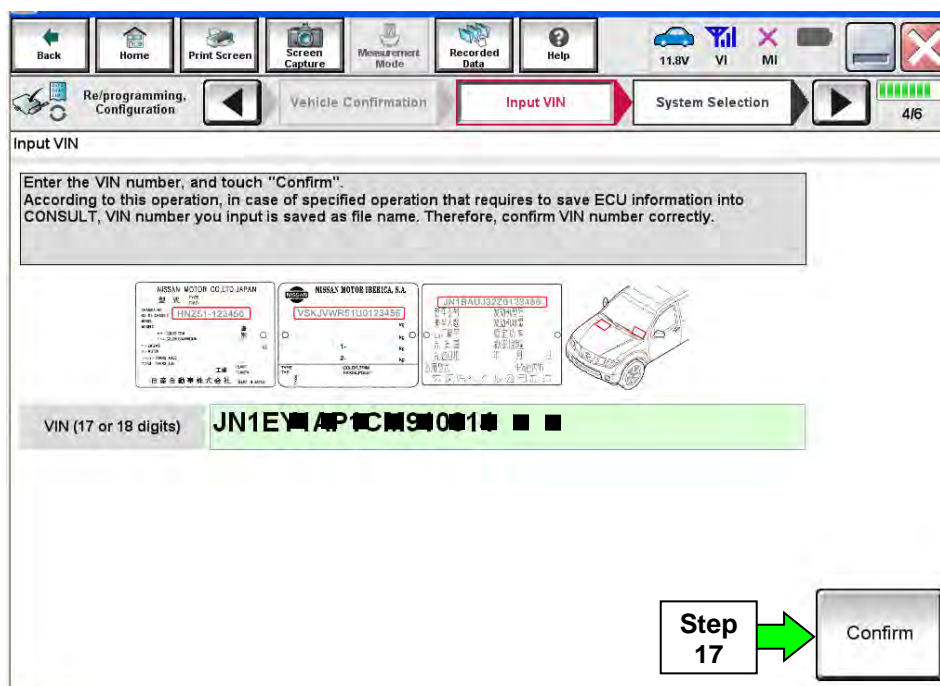


Figure 6

18. Select TRANSMISSION.

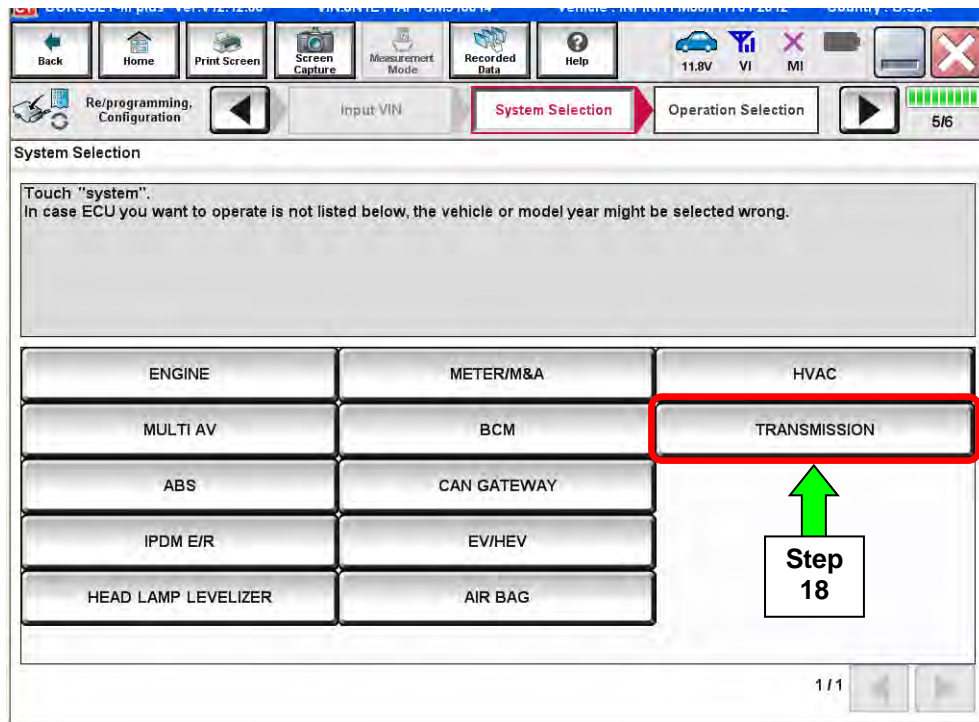


Figure 7

19. Select Reprogramming.

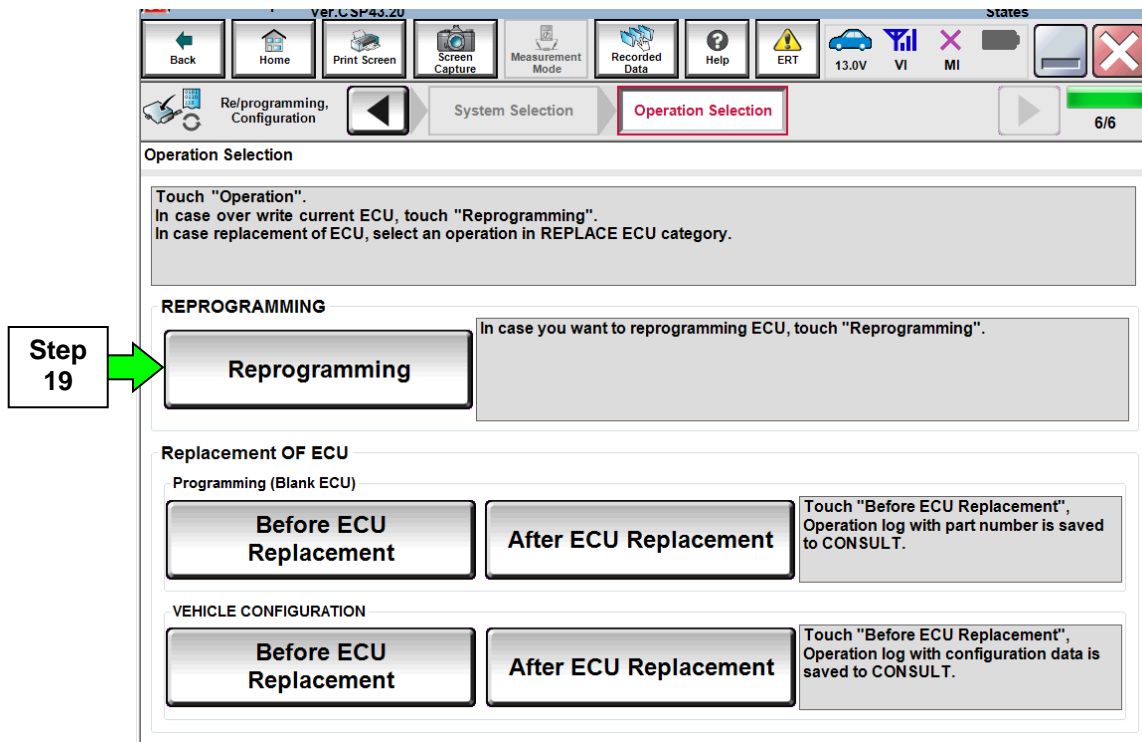


Figure 8

20. Follow the on-screen instructions; maintain the following conditions:

- a. Ignition ON, with the engine OFF.
- b. Press the Brake.
- c. Press accelerator between $\frac{1}{4}$ and $\frac{1}{2}$.
- d. Put shift selector in R.

21. Select **Start**.

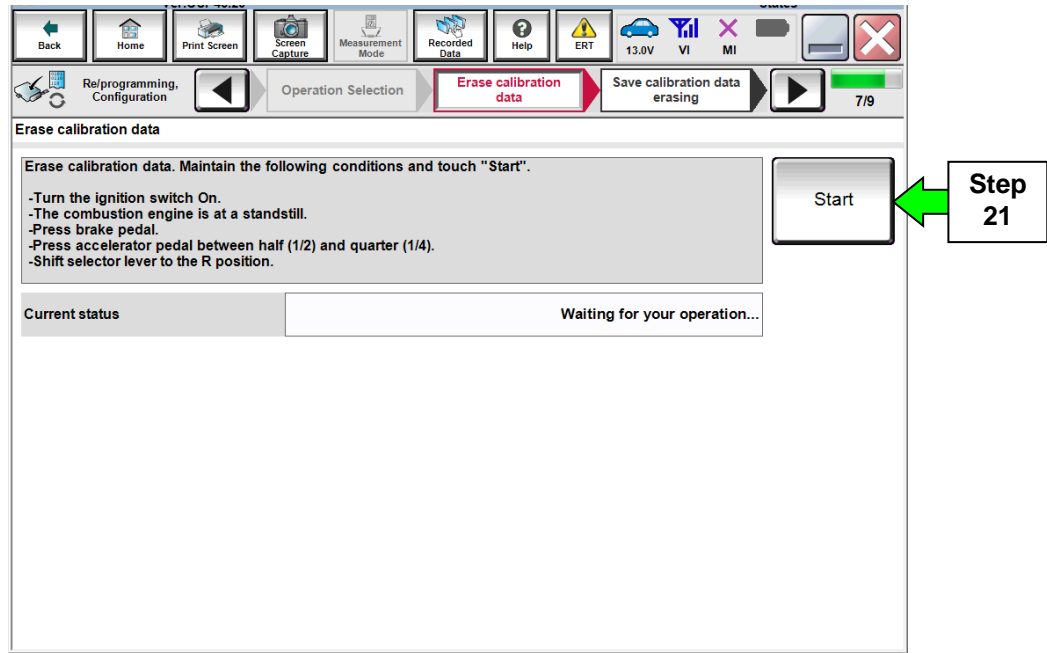


Figure 9

22. When **COMPLETED** is displayed, select **Next**.

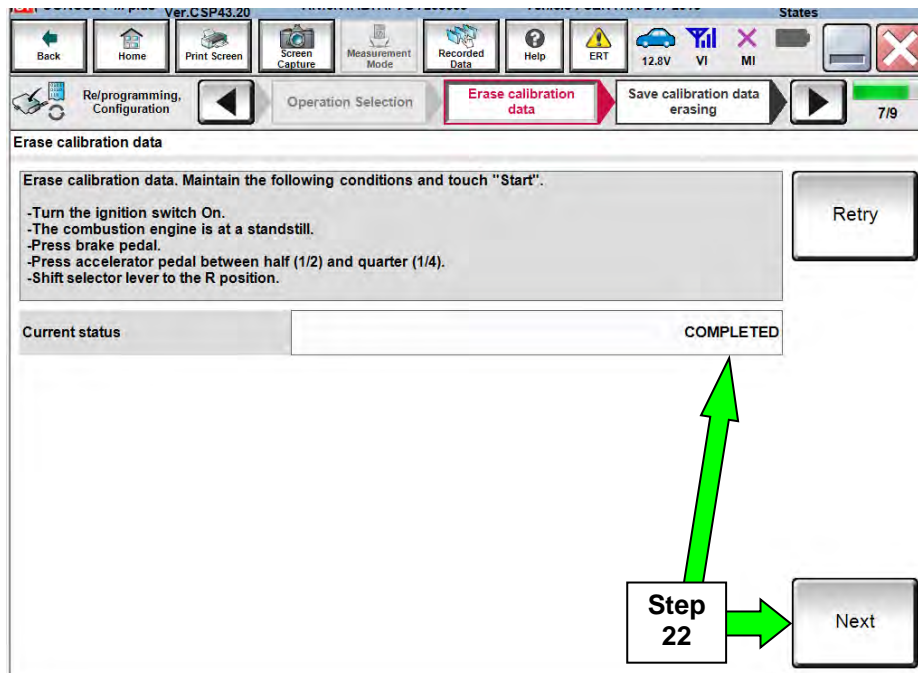


Figure 10

23. Operate the ignition per the on screen instructions.

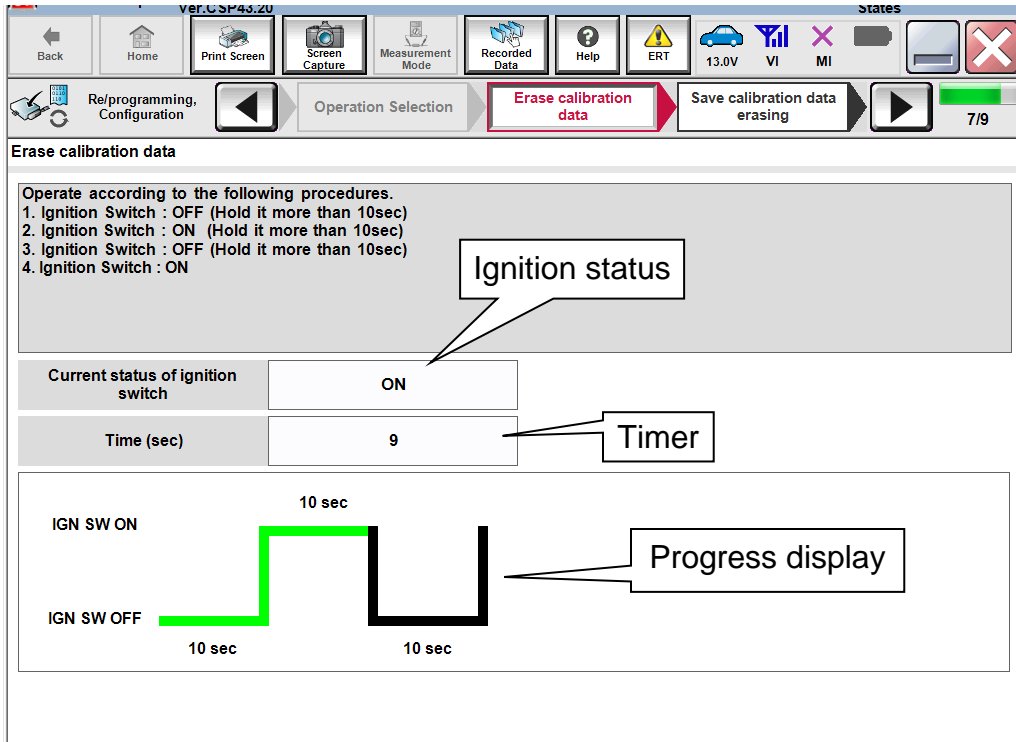


Figure 11

24. When **OK** is displayed, select **Next**.

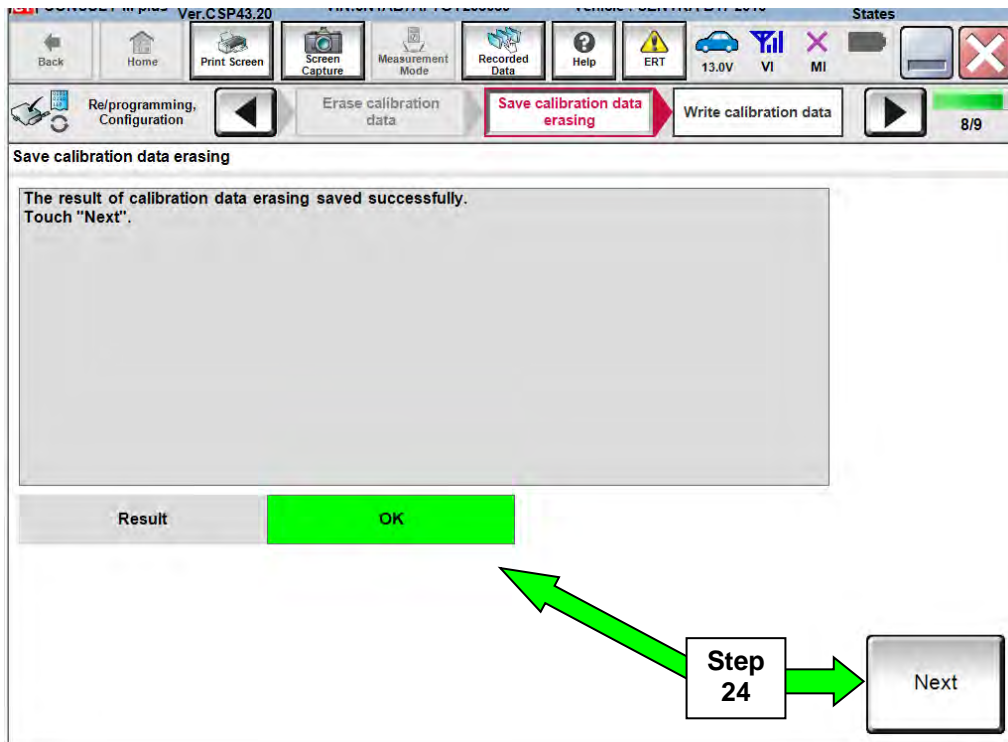


Figure 12

25. Move the shift selector to P, then select **Next**.

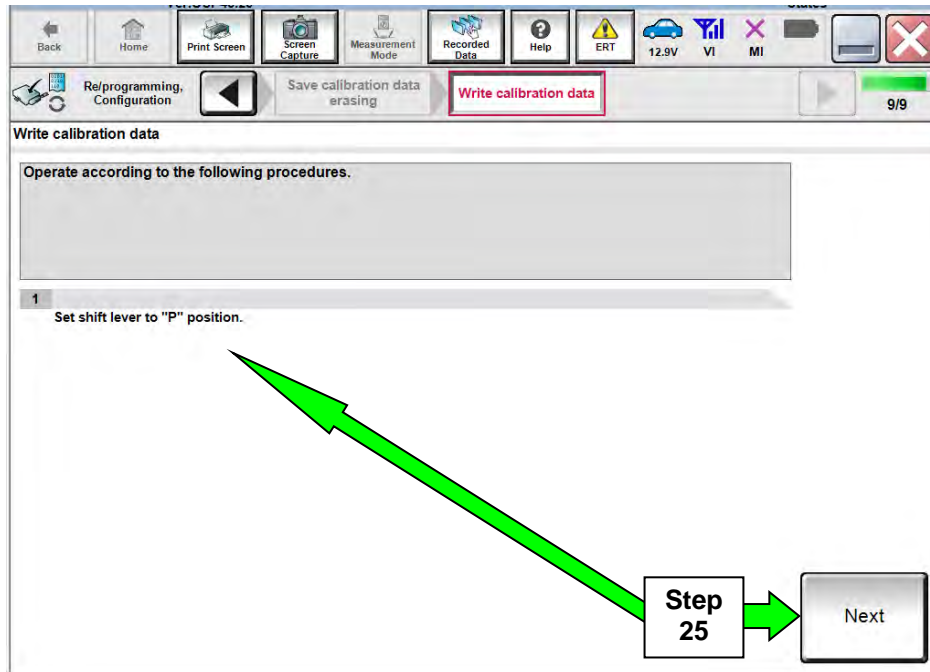


Figure 13

26. Operate the shift selector per the on-screen instructions.

- a. Move the shift selector; P>R>N>D>P
- b. Confirm the center display meter indicates the correct selector position.

27. Select **Next**.

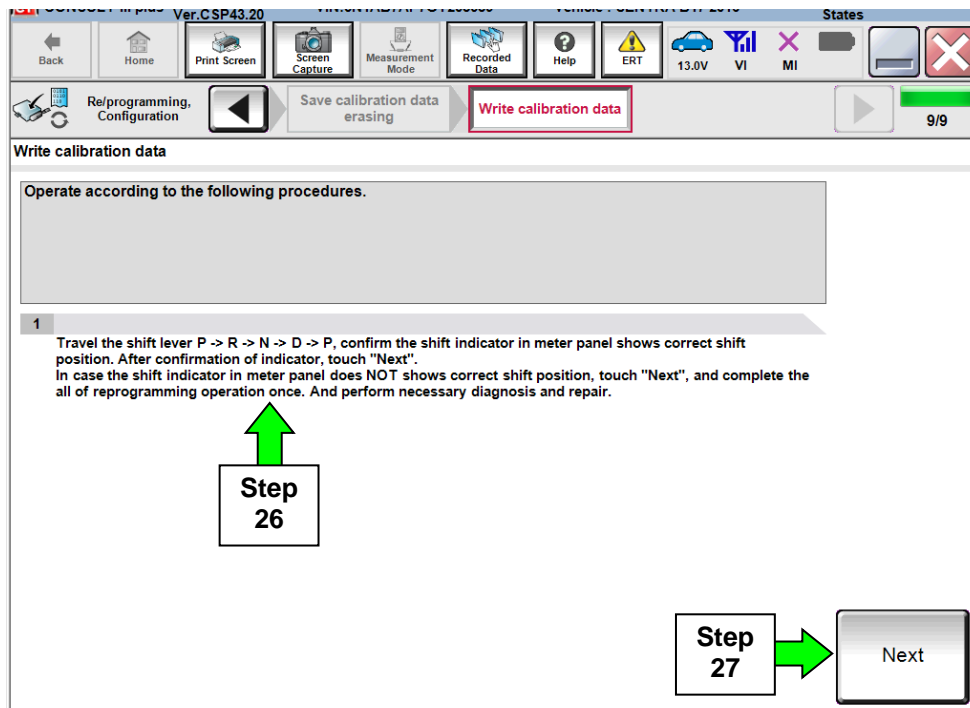


Figure 14

28. Find the TCM **Part Number** (see Figure 15) and write it on the repair order.

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

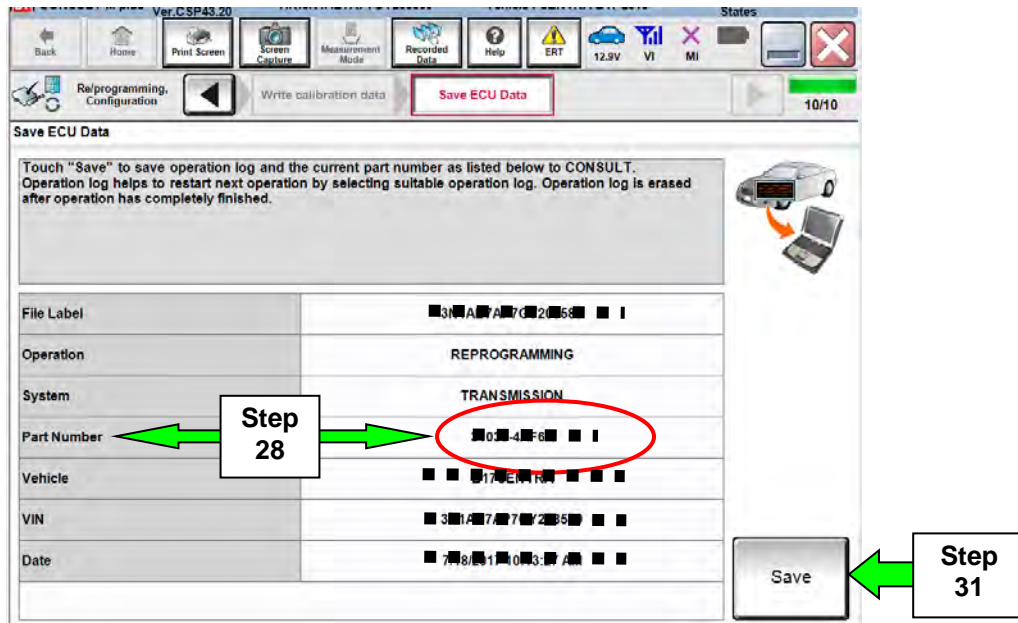


Figure 15

29. Compare the P/N you wrote down to the numbers in the **Current TCM Part Number** column in **Table A** below.

30. Comparison results:

- If there is a match, this bulletin applies. Continue with the reprogramming procedure.
- If there is not a match, reprogramming is not needed or it has already been done. Confirm this bulletin applies to the vehicle you are working on.

Table A

Model	Current <u>TCM</u> Part Number: 31036 -
2013 - 2014 Sentra	3SR0A, 3SR0B, 3SR0C 3SG0A, 3SG0B, 3SG0C 9AM2A, 9AM2B, 9AM9E
2012 - 2014 Versa Sedan	3AA6A, 3AA6B, 3AA6C 9KB1B, 9KB1C, 9KB1D 3BE0A, 3BE0B
2014 Versa Note	3VB2A, 3VB2B, 3VB2C

31. Select **Save**.

32. Use arrows (if needed) to view and read all precautions.
33. Check the box confirming the precautions have been read.
34. Select **Next**.

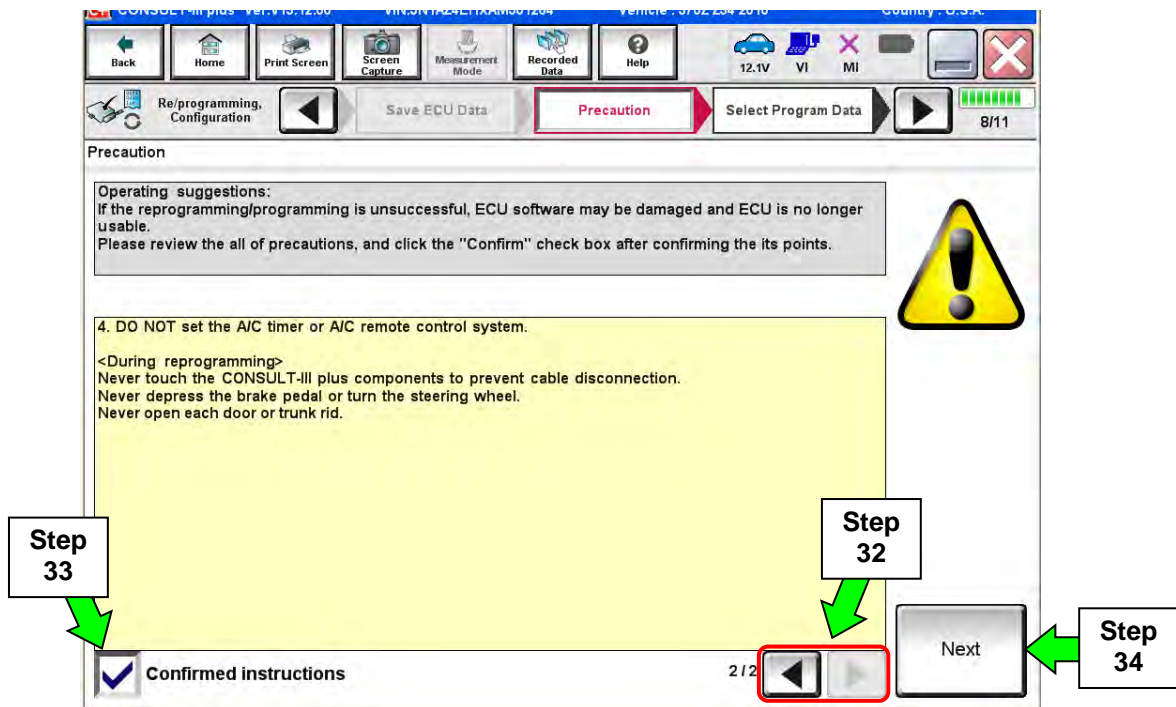


Figure 16

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
 - If more than one new P/N is available, the screen in Figure 17 displays.
 - If more than one new P/N is listed, select and use the reprogramming option (P/N) that says **“Use_with_only_NTB15-069”**.

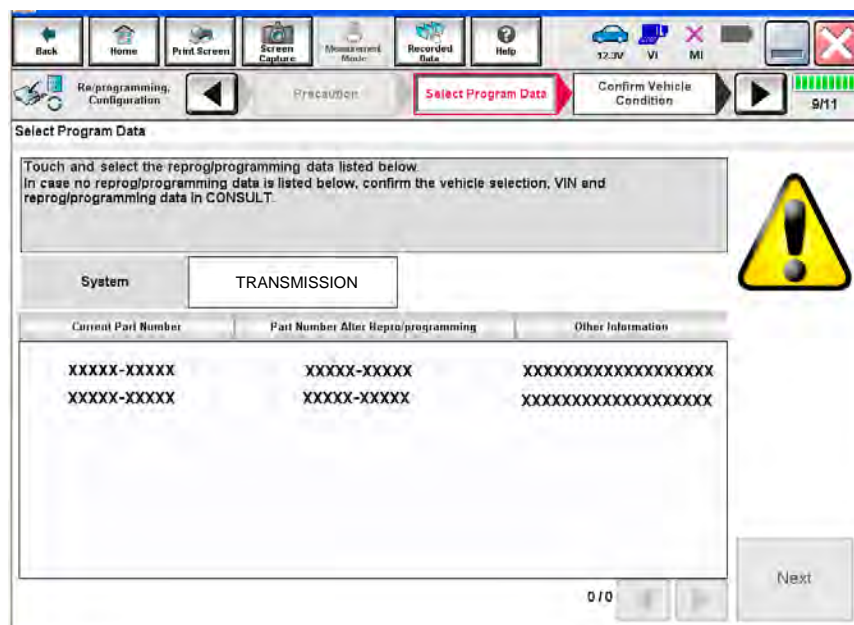


Figure 17

- 35. Read the **Current Part Number** and **Part Number After Reprogramming**. They should be different.
- 36. Select **Next**.

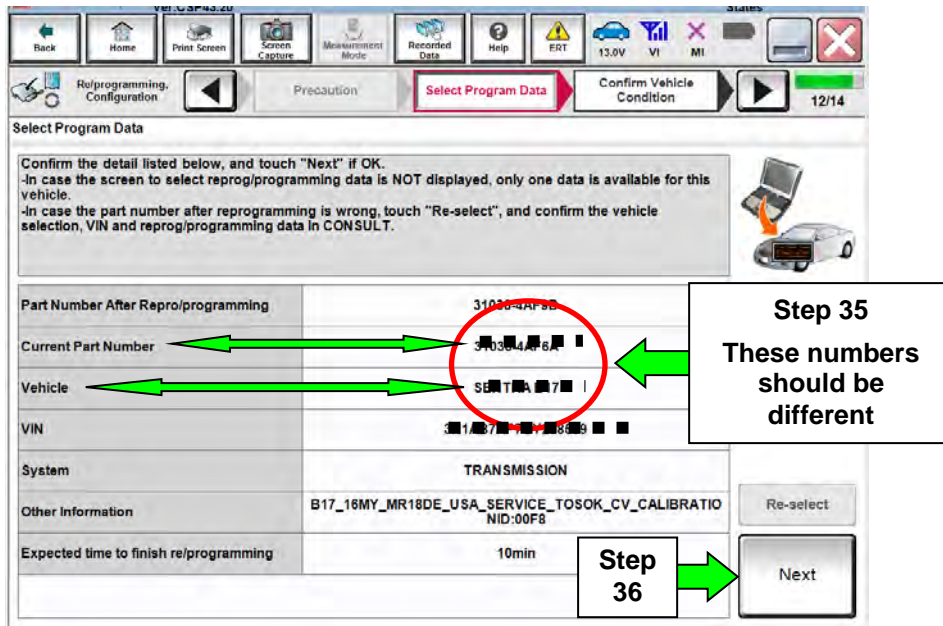


Figure 17a

- 37. Make sure **OK** is highlighted **green** (battery voltage must be between **12.0 and 15.5 Volts**).

- 38. Select **Next**.

IMPORTANT: Battery voltage must stay between **12.0 and 15.5 Volts** during reprogramming or TCM reprogramming may be interrupted and TCM may be damaged.

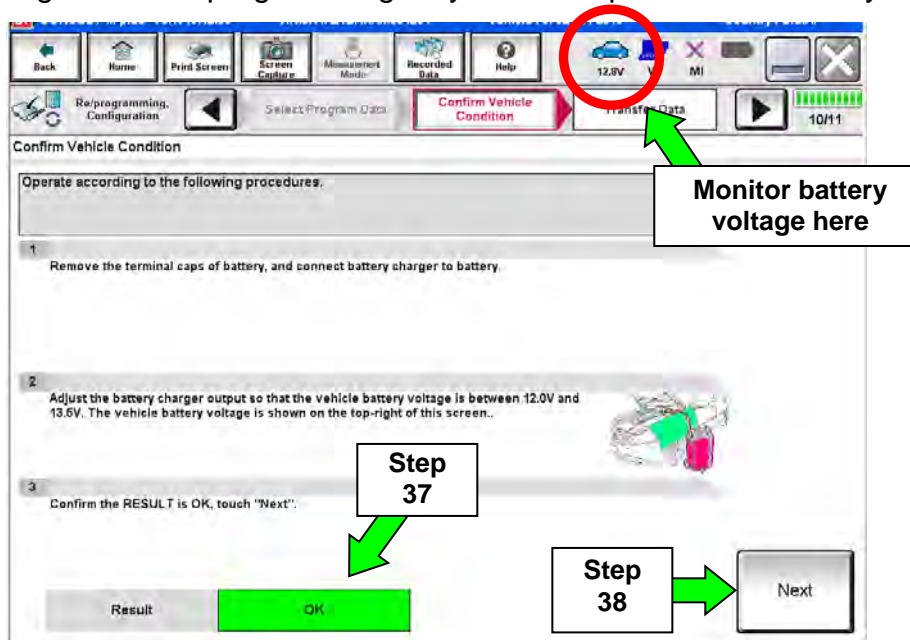


Figure 18

NOTE: In the next step, the reprogramming process will begin when **Start** is selected.

39. Select **Start**.

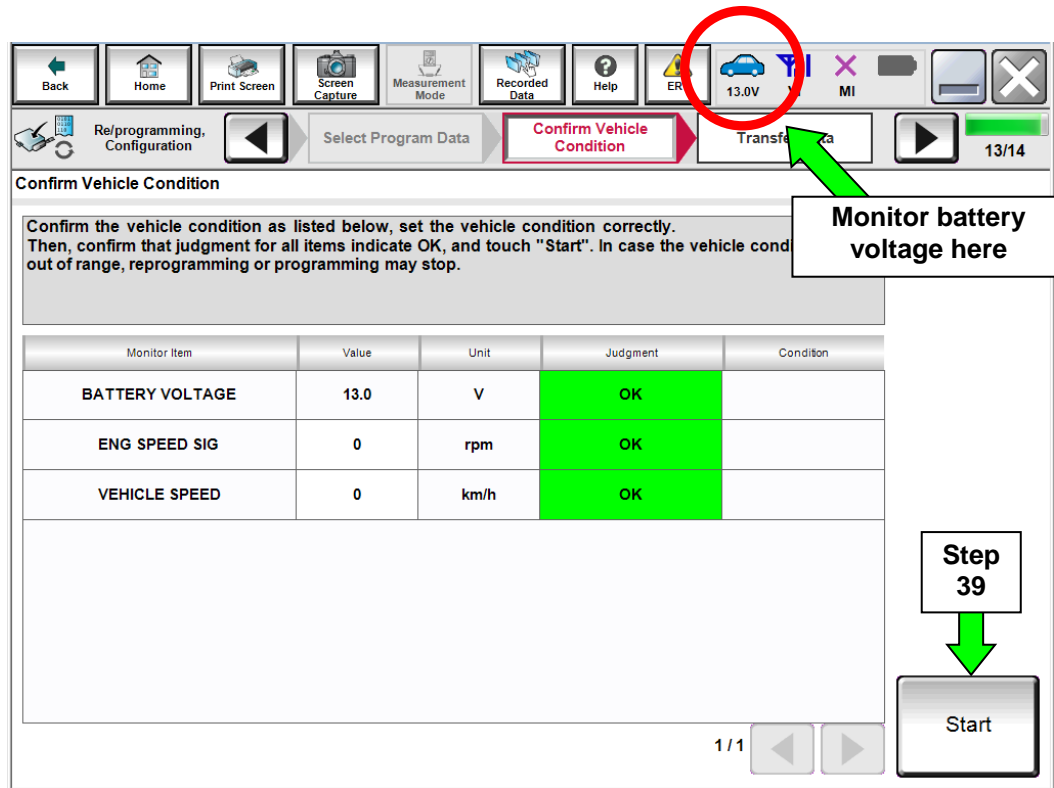


Figure 19

40. Wait for both progress bars to complete.

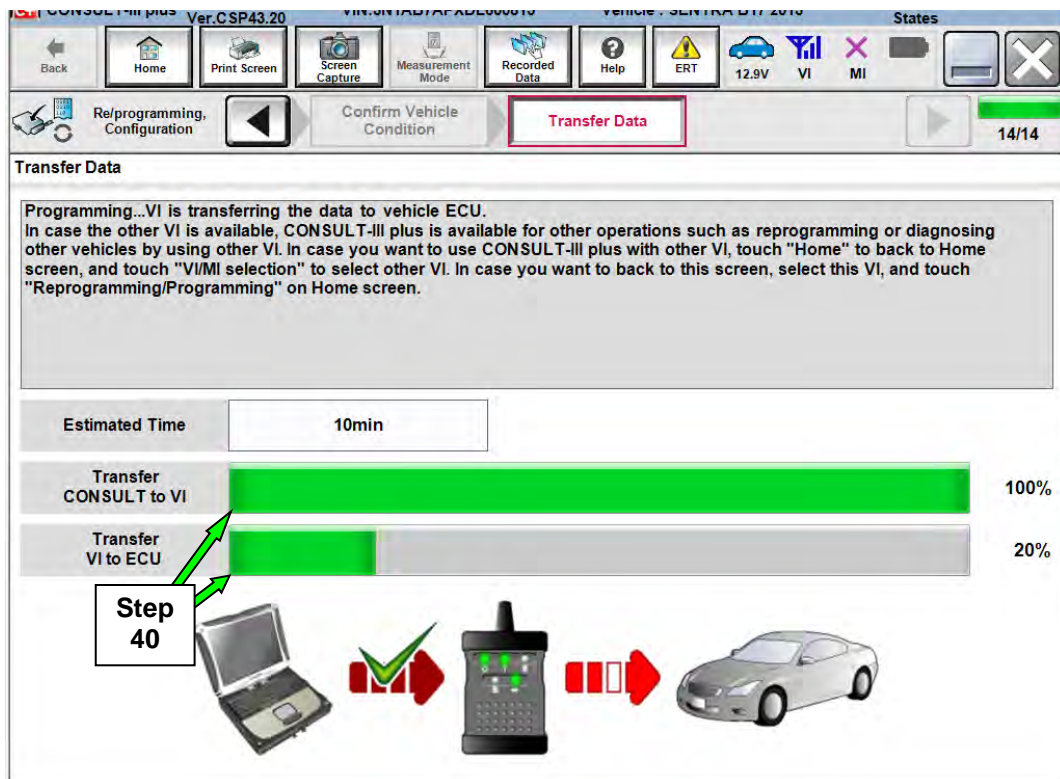


Figure 20

41. When the screen in Figure 21 displays, the reprogramming is complete.

NOTE: If the screen in Figure 21 does not display (which indicates reprogramming did not complete), refer to the information on the next page.

42. Disconnect the battery charger (GR8) from the vehicle.

43. Select **Next**.

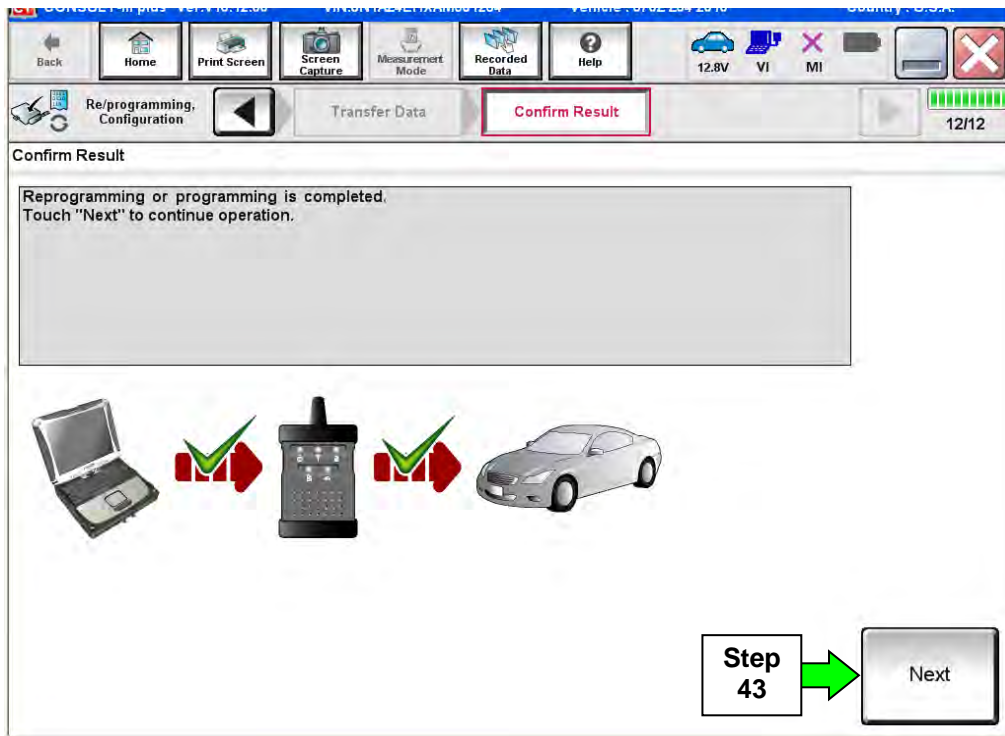


Figure 21

NOTE: Additional steps/operations are required before C-III plus will provide the final reprogramming confirmation report. Continue with the reprogramming procedure on page 16.

If reprogramming does not complete and the “!” symbol displays as shown in Figure 22:

- Check battery voltage (12.0 – 15.5V).
- Ignition ON, engine OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- **Select Retry and follow the on screen instructions.**

NOTE: Retry may not go through on first attempt and can be selected more than once.

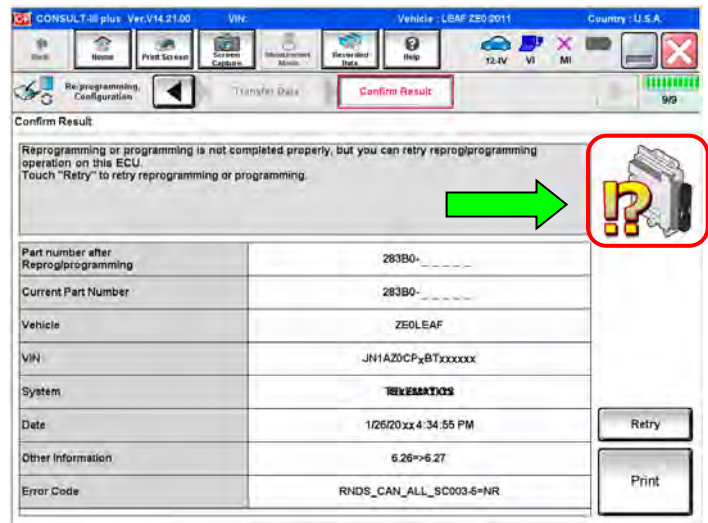


Figure 22

If reprogramming does not complete and the “X” symbol displays as shown in Figure 23:

- **Do not disconnect the plus VI or shut down C-III plus if reprogramming does not complete.**
- Check battery voltage (12.0 – 15.5V).
- CONSULT A/C adapter is plugged in.
- Ignition ON, engine 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.**

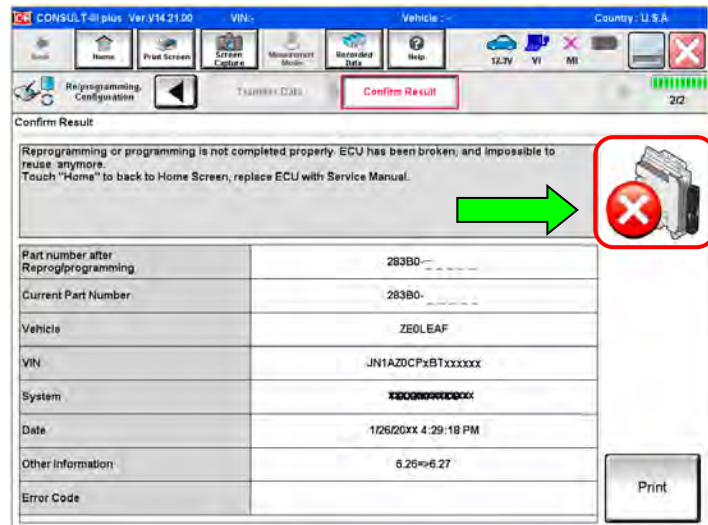


Figure 23

44. Confirm the Transmission Fluid temperature judgment is **OK**, then select **Next**.

- If the judgment is NG, drive the vehicle to warm the transmission until the judgment changes to OK.

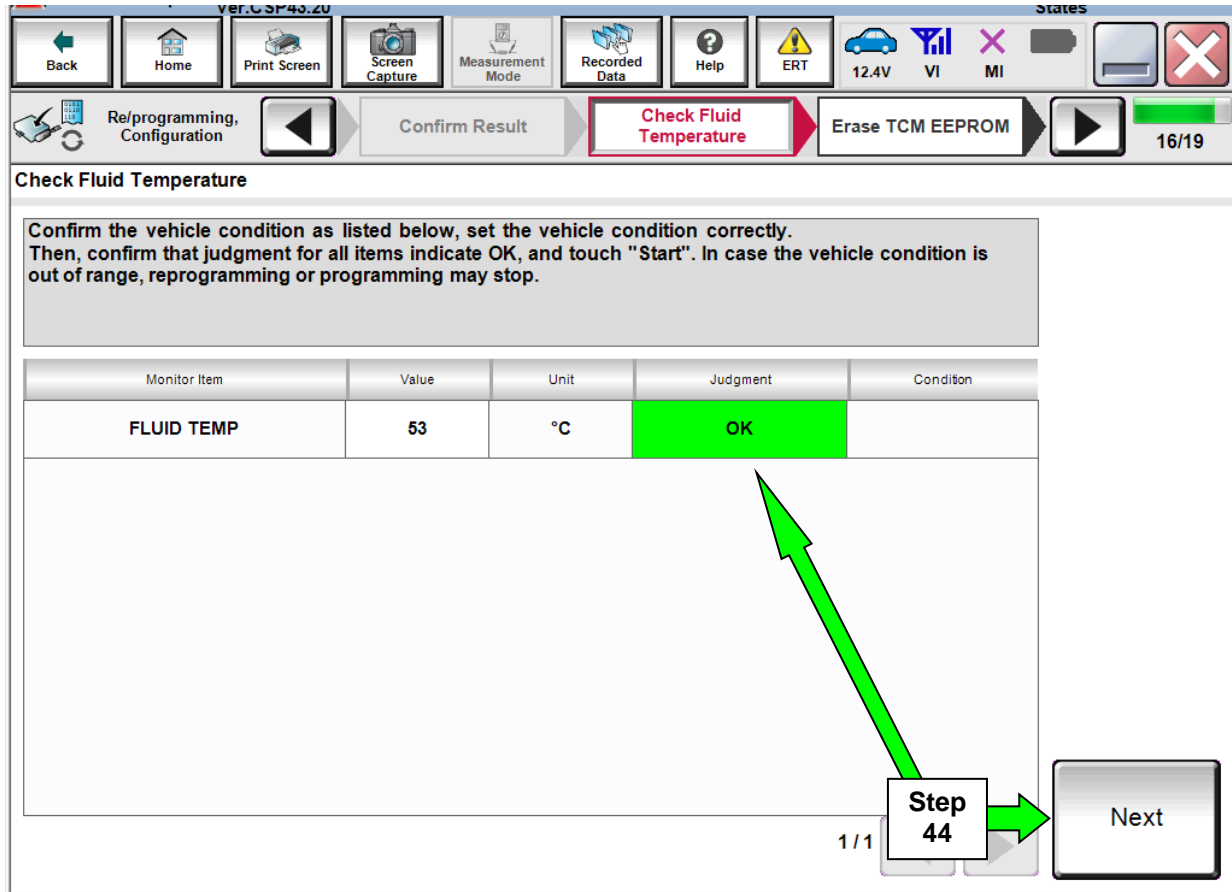


Figure 24

45. Follow the on-screen instructions; maintain the following conditions:

- a. Parking brake set.
- b. Ignition ON, with the engine OFF.
- c. Press the Brake.
- d. Press accelerator between $\frac{1}{4}$ and $\frac{1}{2}$.
- e. Put shift selector in R.

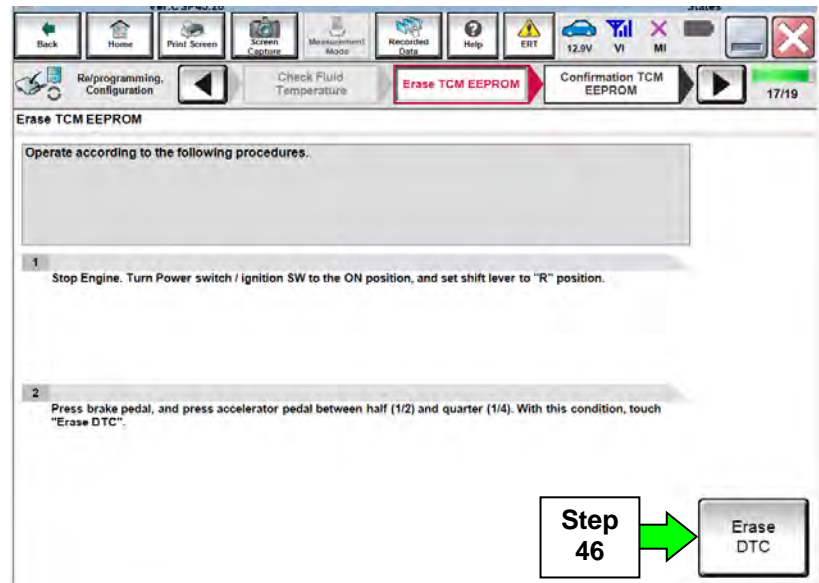


Figure 25

46. Select **Erase DTC**.

47. Follow the on-screen instructions; maintain the following conditions:

- a. Parking brake set.
- b. Ignition ON, with the engine OFF.
- c. Fully depress the accelerator.
- d. Put shift selector in R.

48. Select **Start**.

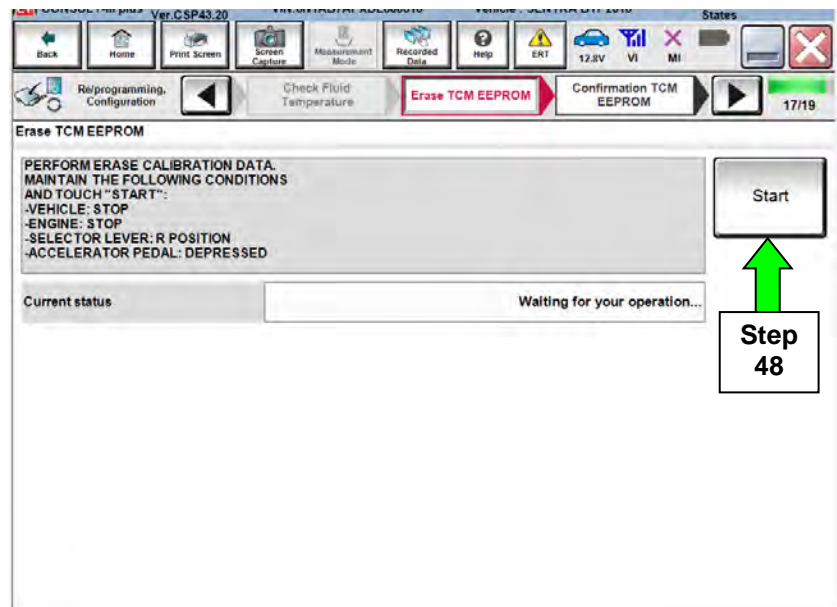


Figure 26

49. When **COMPLETED** is displayed, select **Next**.

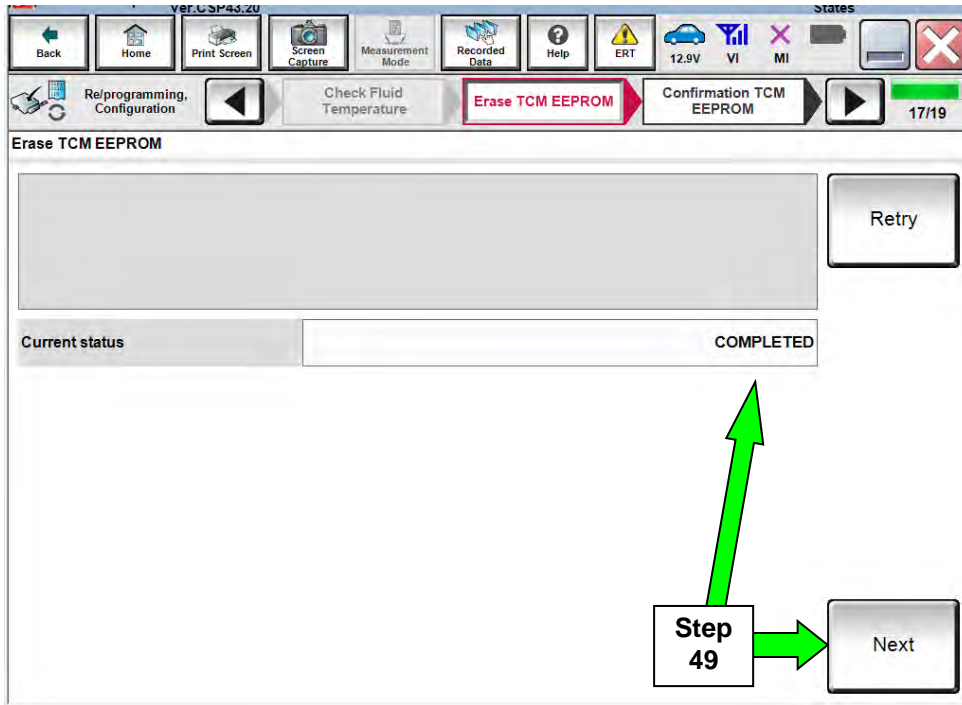


Figure 27

50. Operate the ignition per the on-screen instructions.

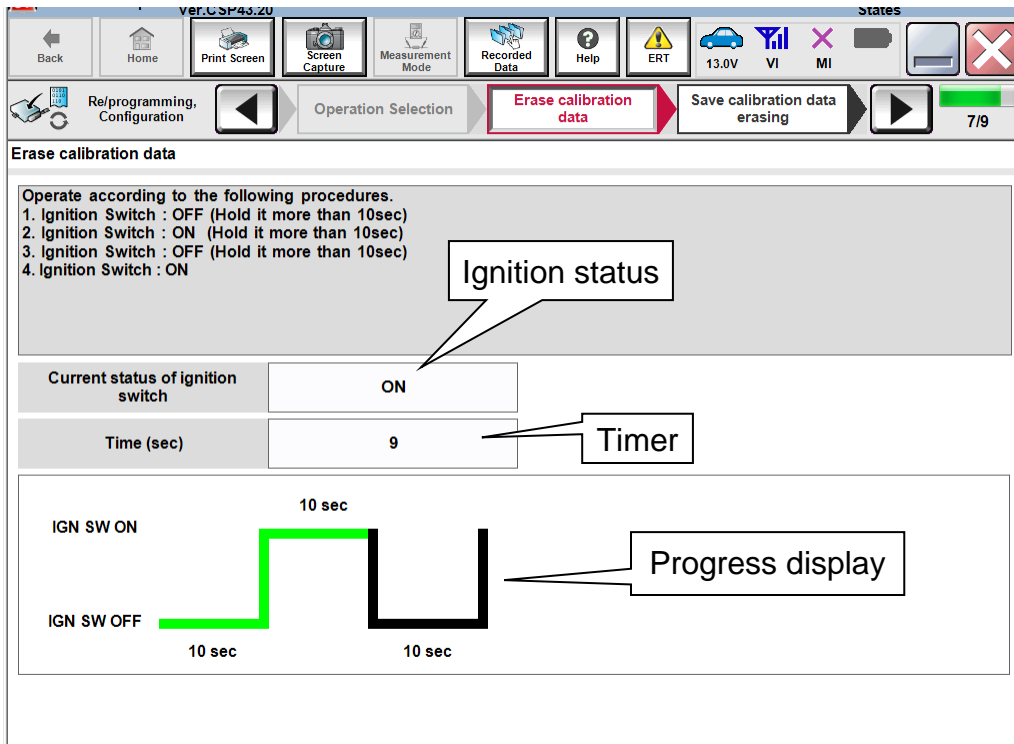


Figure 28

51. When **OK** is displayed, select **Next**.

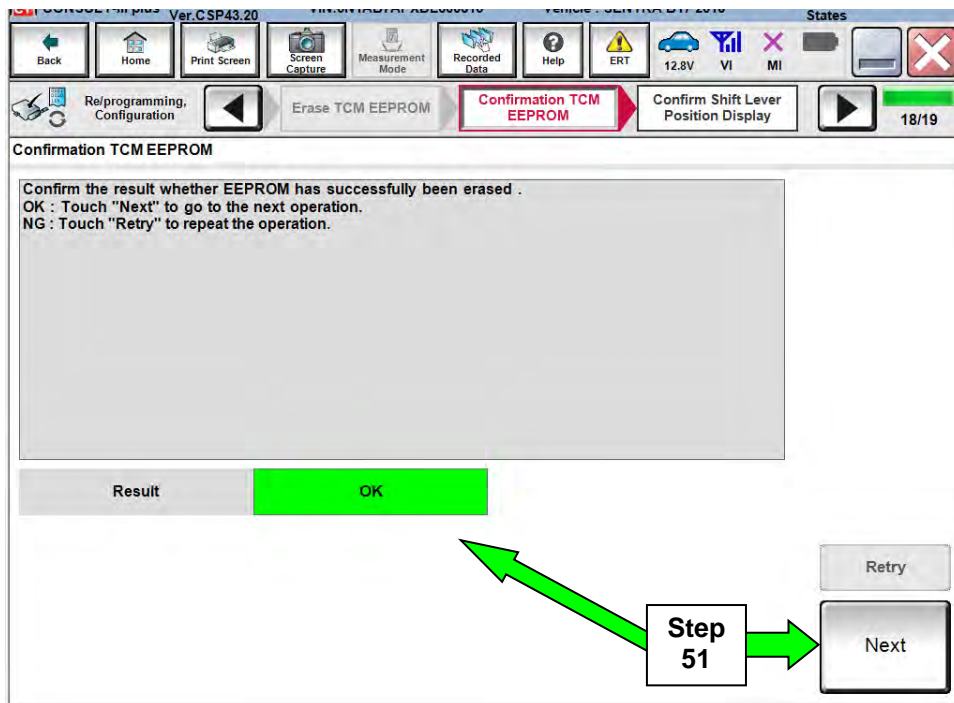


Figure 29

52. Operate the shift selector per the on-screen instructions.

- a. Move the shift selector to P; then move P>R>N>D>P
- b. Confirm the center display meter indicates the correct selector position.

53. Select **Next**.

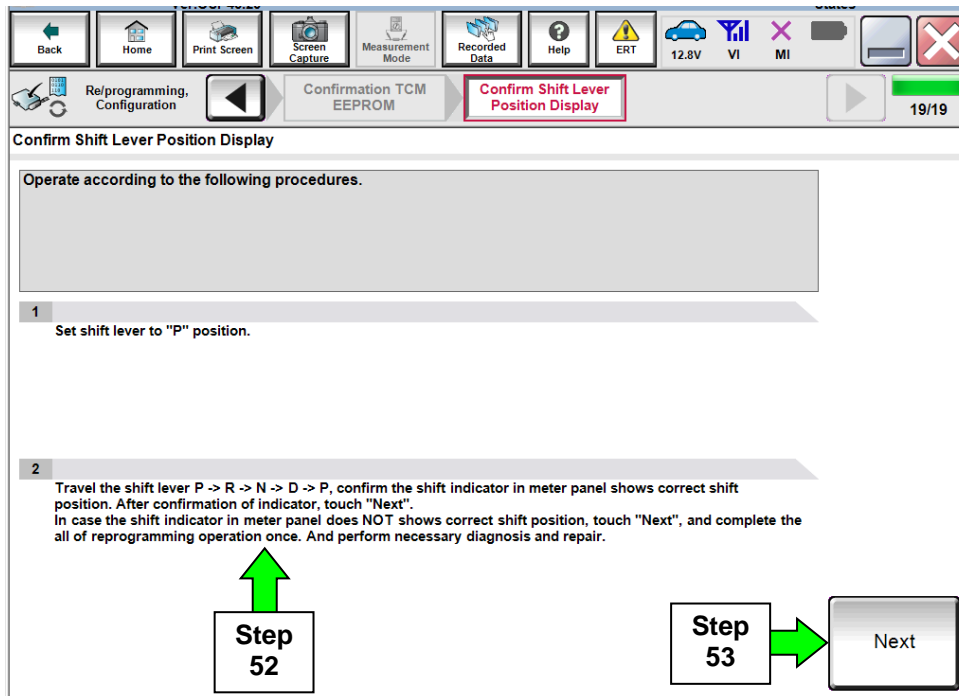


Figure 30

54. Erase all DTCs as follows:

- a. Turn the ignition OFF.
- b. Turn the Ignition ON.
- c. Wait for DTC erase to complete.

55. Select **Next**.

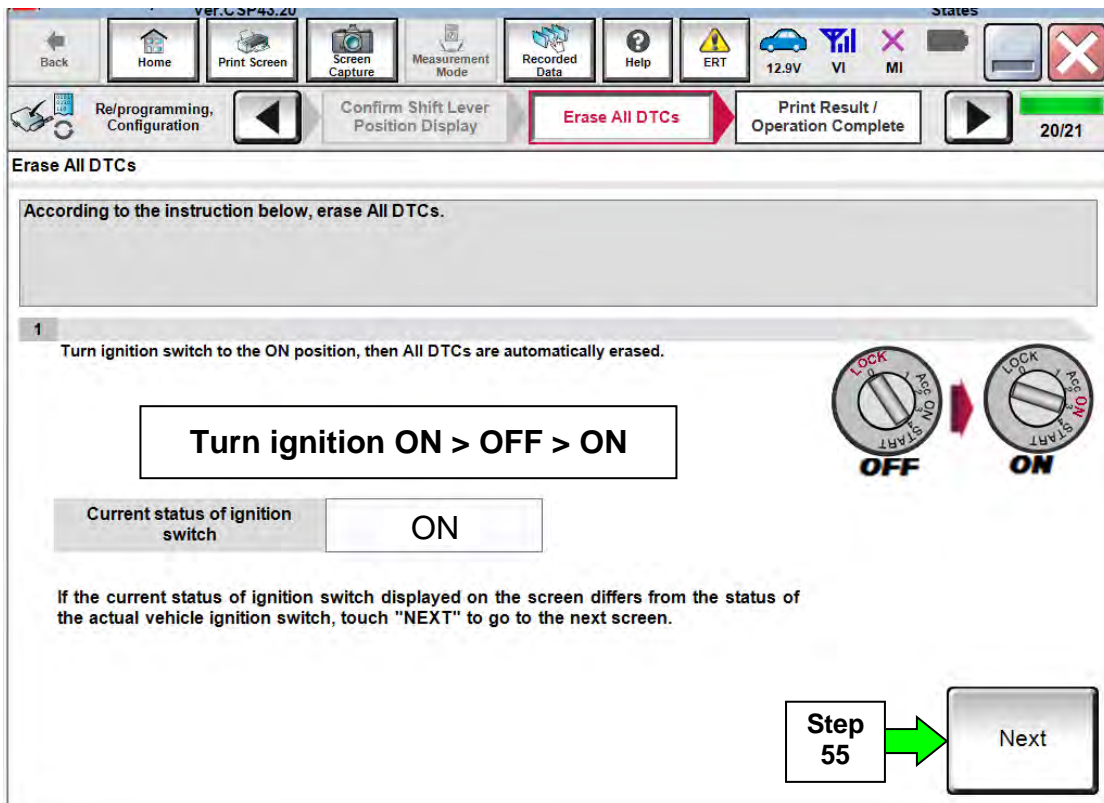


Figure 31

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

57. Print a copy of this screen (Figure 32) and attach it to the repair order.

58. Select **Confirm**.

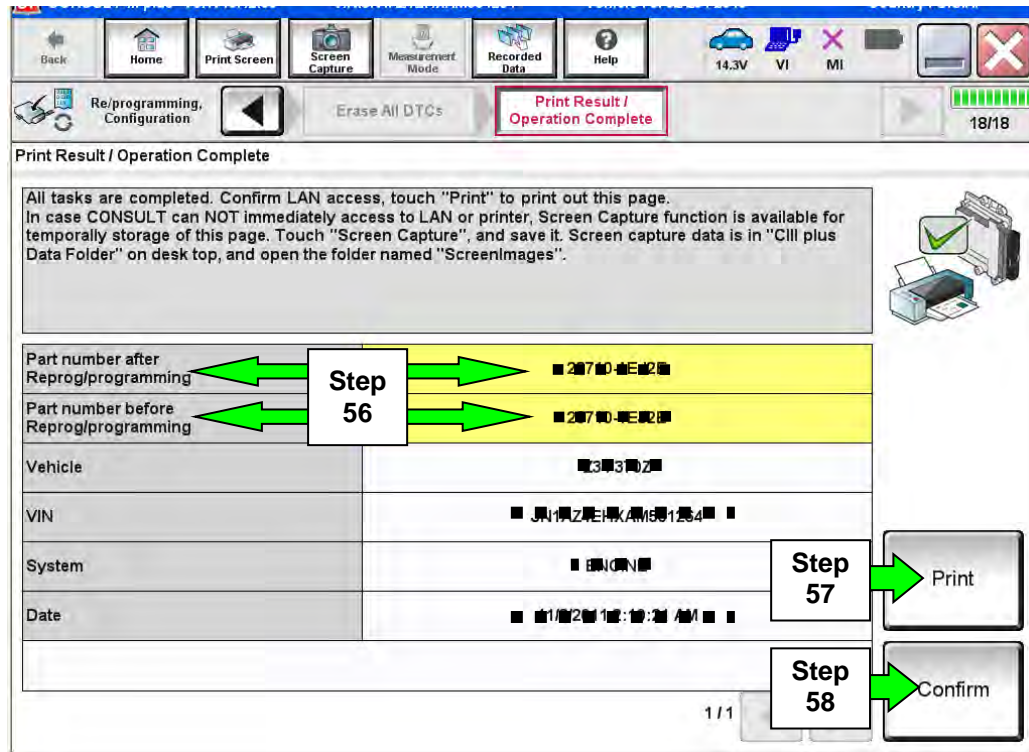


Figure 32

NOTE: If you cannot print the above screen:

- Select Screen Capture.
 - Name the file.
 - Save the file in My Documents.
- A copy of the screen is now saved in the CONSULT PC. It can be retrieved and printed at a later time.

59. Close C-III plus.

60. Turn the ignition OFF.

61. Disconnect the plus VI from the vehicle.

CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

CAMPAIGN (CM) I.D. #	DESCRIPTION	OP CODE	FRT
PM562	TCM Reprogram	PM5620	0.6 hrs.

OR

CAMPAIGN (CM) I.D. #	DESCRIPTION	OP CODE	FRT
PM562	TCM Reprogram Not Needed	PM5624	0.3 hrs.

