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# SERVICE BULLETIN

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Classification:

EC17-028a

Reference:

NTB17-104a

Date:

September 28, 2017

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## 2015 – 2017 SENTRA; ENGINE TURNS OFF OR HESITATES WHEN ACCELERATING FROM A STOP DURING HOT AMBIENT TEMPERATURES (100° F OR MORE)

This bulletin has been amended to update the Applied Vehicles and Table A on page 4.  
No other changes were made. Please discard previous versions of this bulletin.

**APPLIED VEHICLES:** 2015 - 2017 Sentra (B17)

### IF YOU CONFIRM

The engine turns OFF or hesitates when accelerating from a stop during hot ambient temperatures (100° F or more),

### AND

The engine is able to be restarted.

### 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

**IMPORTANT:** Before starting, make sure:

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

### NOTE:

- Most instructions for reprogramming with 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 drops below 12.0V or rises 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 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**.

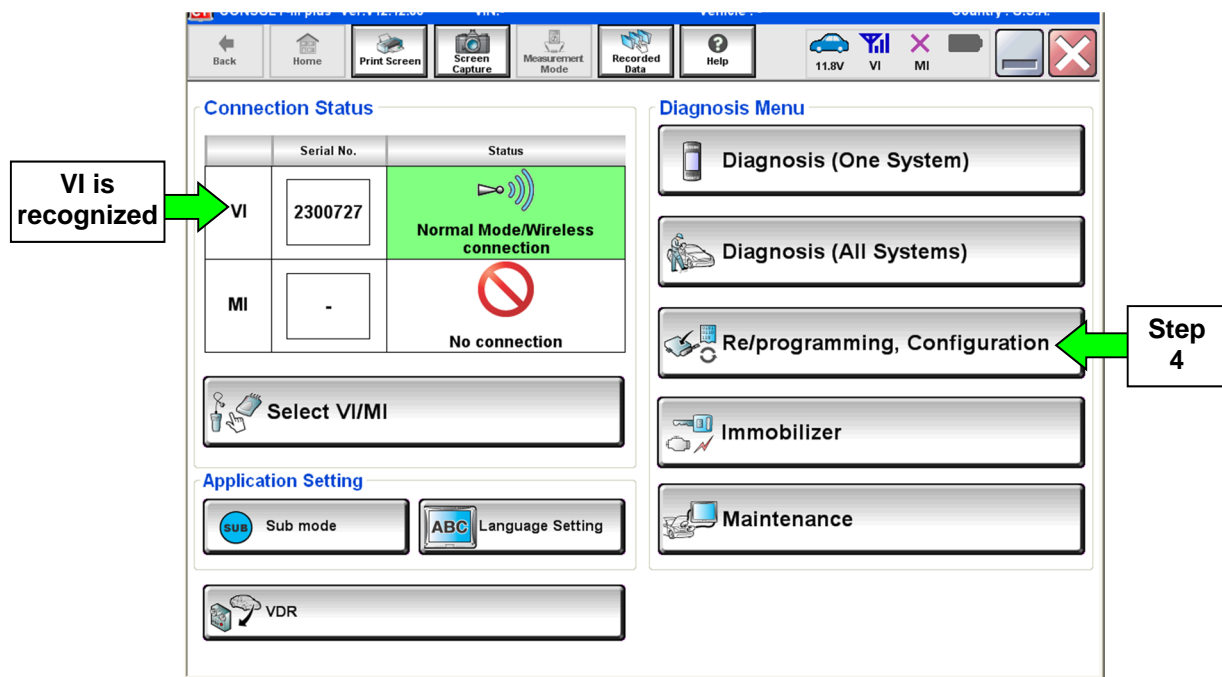


Figure 1

5. Follow the on-screen instructions and navigate the 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).

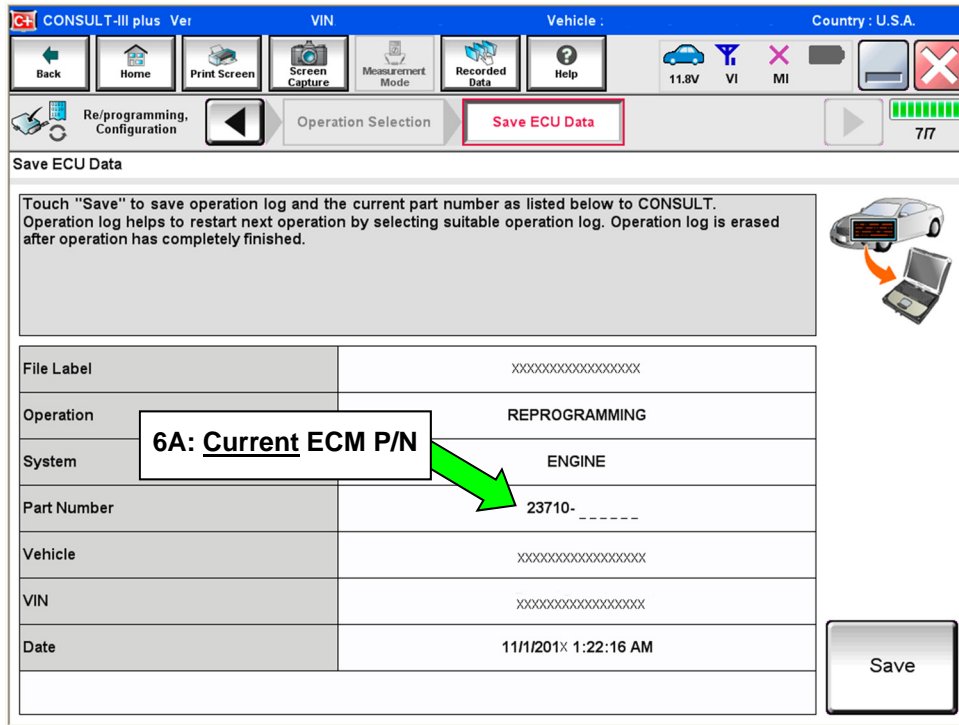


Figure 2

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

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

Table A

MODEL	CURRENT ECM PART NUMBER: 23710-
2015 Sentra	4AT2A, 4AT2B 4AT4A, 4AT4B, 4AT4C 4AT6A, 4AT6B, 4AT6C 4AT8A, 4AT8B, 4AT8C
2016 Sentra	4AF0A, 4AF1A, 4AF2A, 4AF3A, 4AF4A, 4AF5A 4AF0B, 4AF1B, 4AF2B, 4AF3B, 4AF4B, 4AF5B 4AF0D, 4AF1D, 4AF2D, 4AF3D, 4AF4D, 4AF5D
2017 Sentra	3SH4B, 3SH4C, 3SH4D 3SH5B, 3SH5C, 3SH5D, 3SH5E 3SH6B, 3SH6C, 3SH6D, 3SH6E 3SH7B, 3SH7C, 3SH7D, 3SH7E 3SH8A 3SR8A, 3SR9A

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.

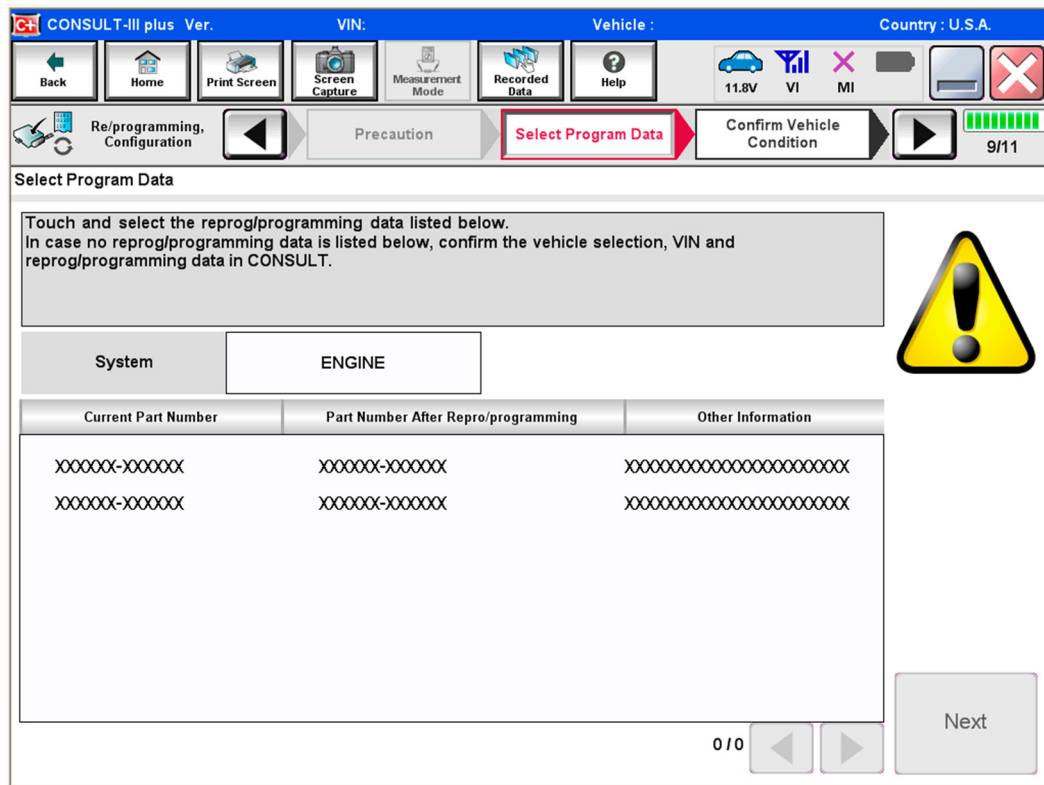


Figure 3

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 7.

9. Disconnect the battery charger from the vehicle.

10. Select **Next**.

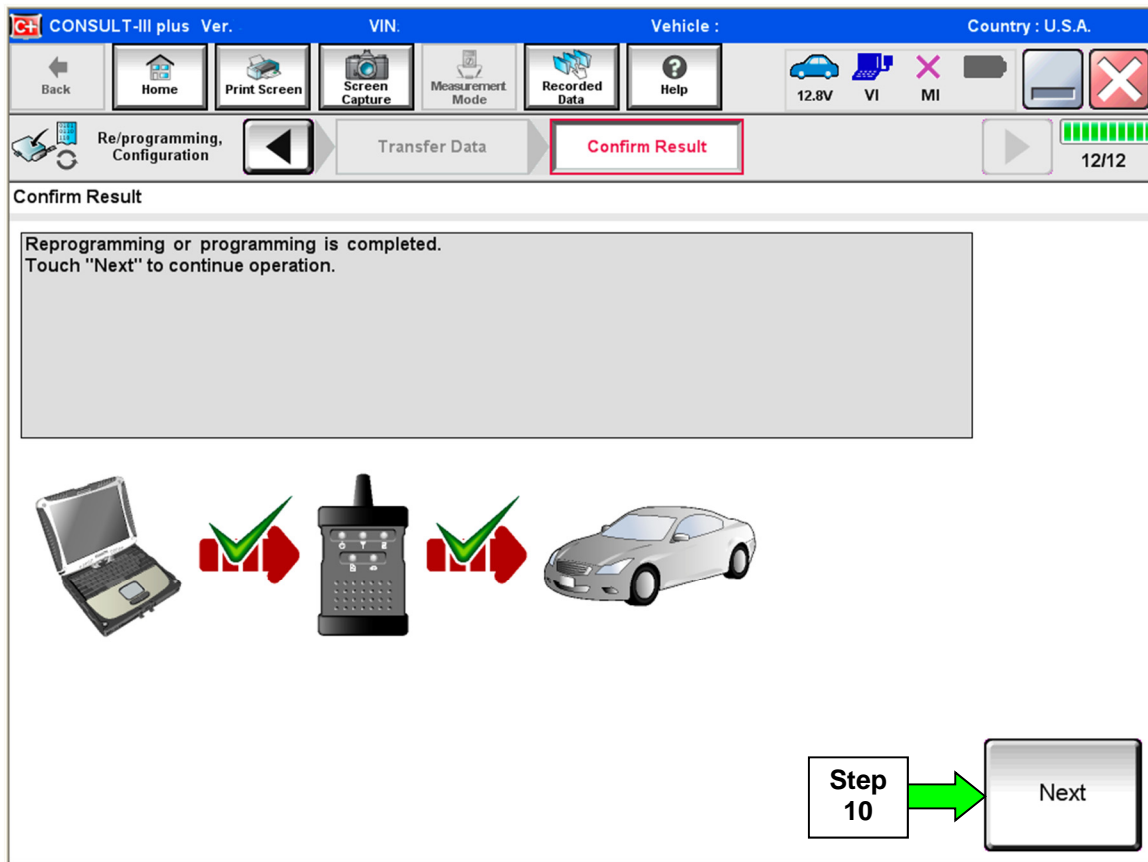


Figure 4

**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.

## 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.

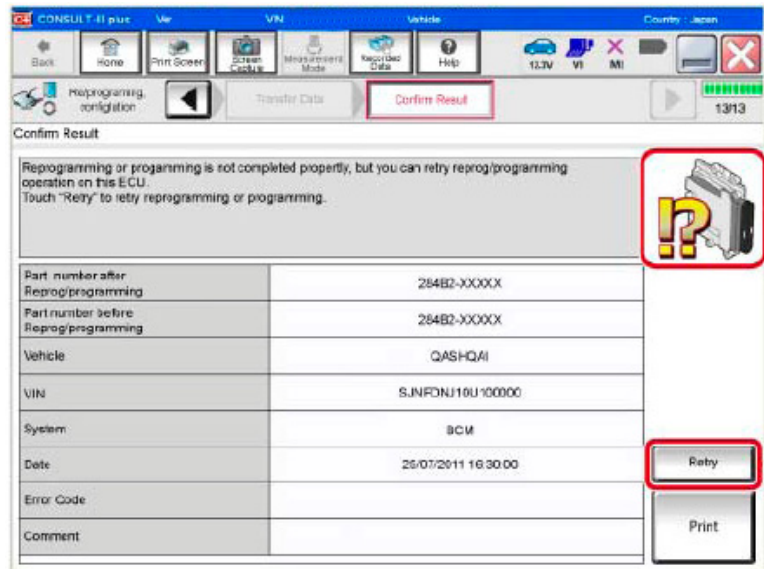


Figure 5

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.**

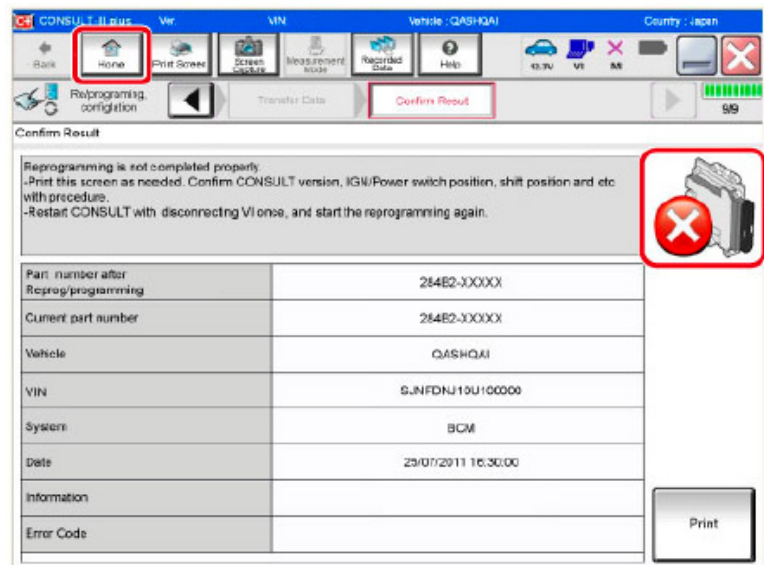


Figure 6

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 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**.

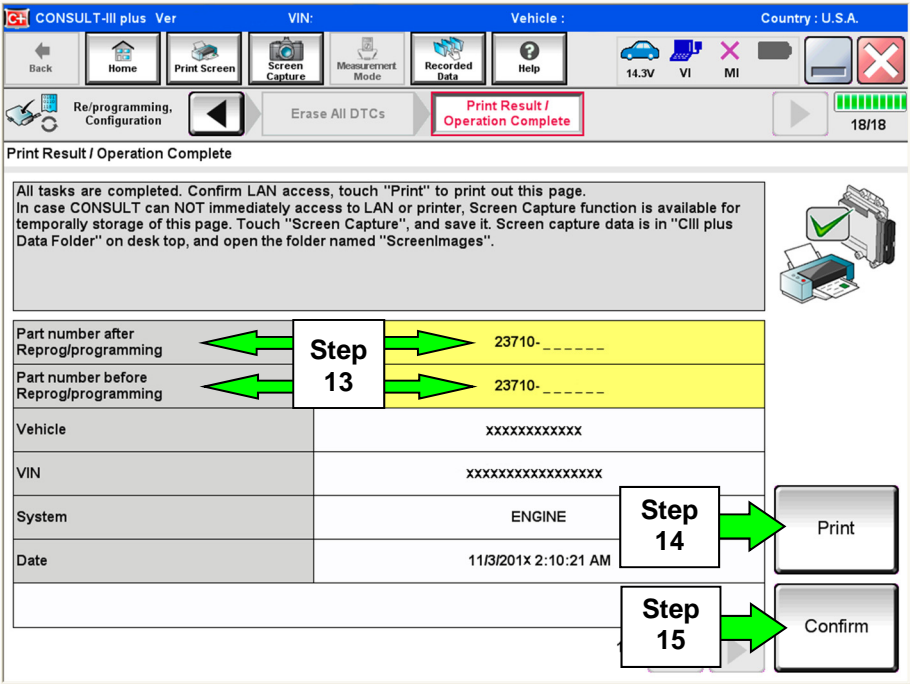


Figure 7

- 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.

