



SERVICE BULLETIN

Classification:

HA16-008a

Reference:

NTB16-106a

Date:

February 3, 2017

2014 – 2017 VERSA NOTE; POOR HEATER PERFORMANCE WITH AMBIENT TEMPERATURE BELOW -20°C (-4°F)

This bulletin has been amended throughout. Discard previous versions of this bulletin.

APPLIED VEHICLE: 2014 – 2017 Versa NOTE (E12)

APPLIED VIN and DATE: 2014 – 2016: ALL

2017: Vehicles built before

3N1CE2CP(*)HL 351933 and October 25, 2016

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. Install a heater thermostat per the **SERVICE PROCEDURE** in this bulletin.
2. Refer to step 6 in the **Reprogram ECM** section of the **SERVICE PROCEDURE** to confirm reprogramming is needed.

NOTE: Reprogramming does not apply to 2016 and 2017 model year Versa NOTE.

3. Reprogram the ECM, if needed.

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

Heater Thermostat – Remove and Install

CAUTION: Use fender covers or suitable covering on painted surfaces and all other surrounding exterior parts when working in the engine area.

1. Set the vehicle on a lift.
2. Drain the engine coolant.
 - Refer to the Electronic Service Manual (ESM), section **CO-Engine Cooling System**, for cooling system draining information.

NOTE: The coolant will be reused. Catch and store the coolant in a suitable clean container.

IMPORTANT: Follow all **WARNINGS, CAUTIONS, and NOTES** in the ESM when working on an engine, transmission, cooling system, and its surrounding areas.

3. Unclamp, and then remove the water hose from the CVT oil warmer (see Figure 1a and 2a).

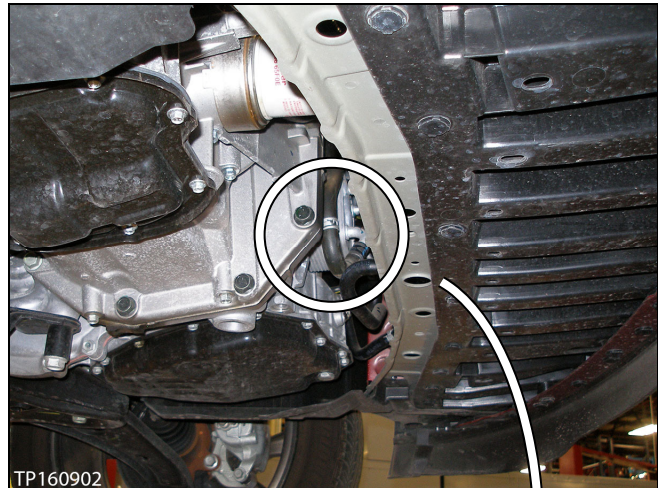


Figure 1a

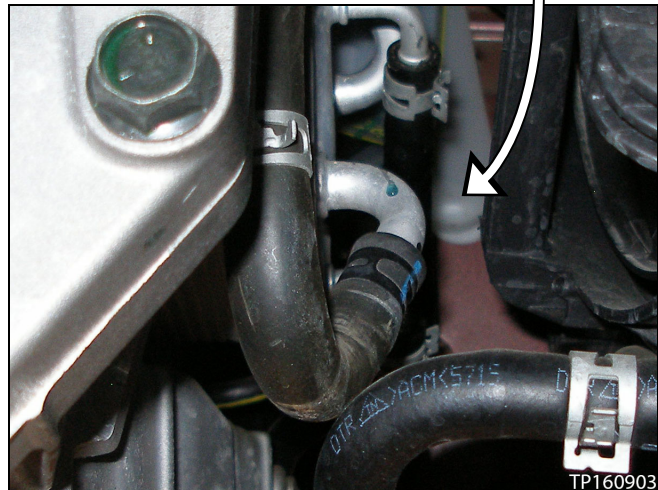


Figure 2a

4. Unbolt, and then unhook the bracket (see Figure 3a).

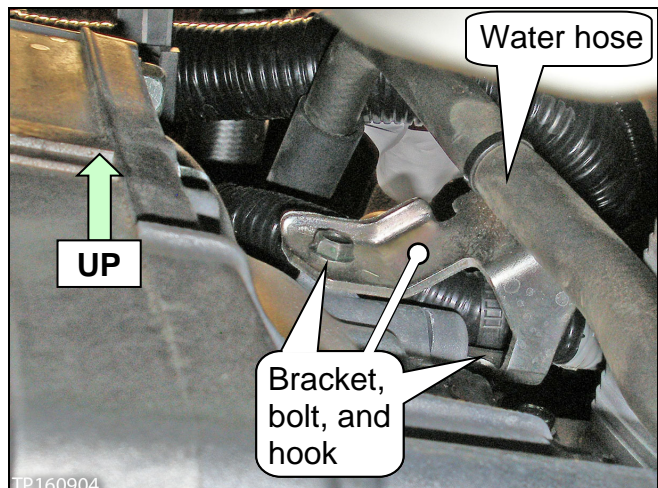


Figure 3a

5. Lower the vehicle, and then remove the air cleaner and air duct as an assembly (see Figure 4a).

- Refer to the ESM, section **EM-Engine Mechanical**, for air cleaner and air duct removal information.



Figure 4a

6. Unfasten, or cut and unfasten the clip (see Figure 5a).
NOTE: A clip comes with the replacement (new) part.
7. Unclamp the hose, and then remove the hose and bracket as an assembly (see Figure 5a).

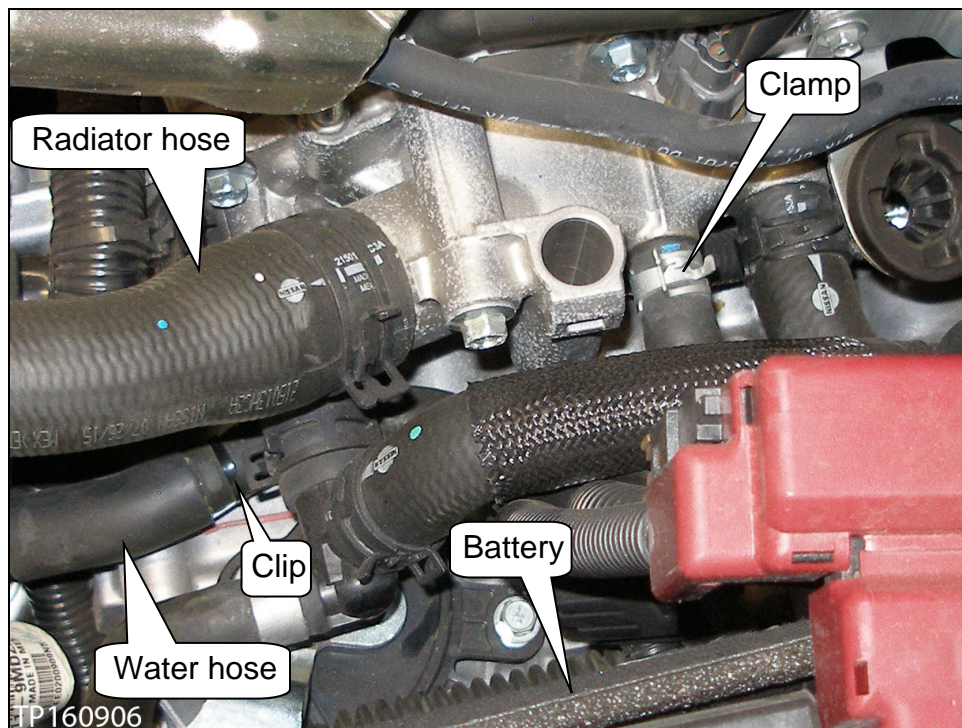


Figure 5a

8. Install the two hoses and heater thermostat as an assembly in reverse order of water hose removal.
 - Use two (2) new clamps, one at each end.
9. Refill the cooling system.
 - Refer to the ESM, section **CO-Engine Cooling System**, for cooling system refilling procedure.

Reprogram ECM

NOTE:

- Reprogramming in this bulletin does not apply to 2016-2017 model year Versa 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**.

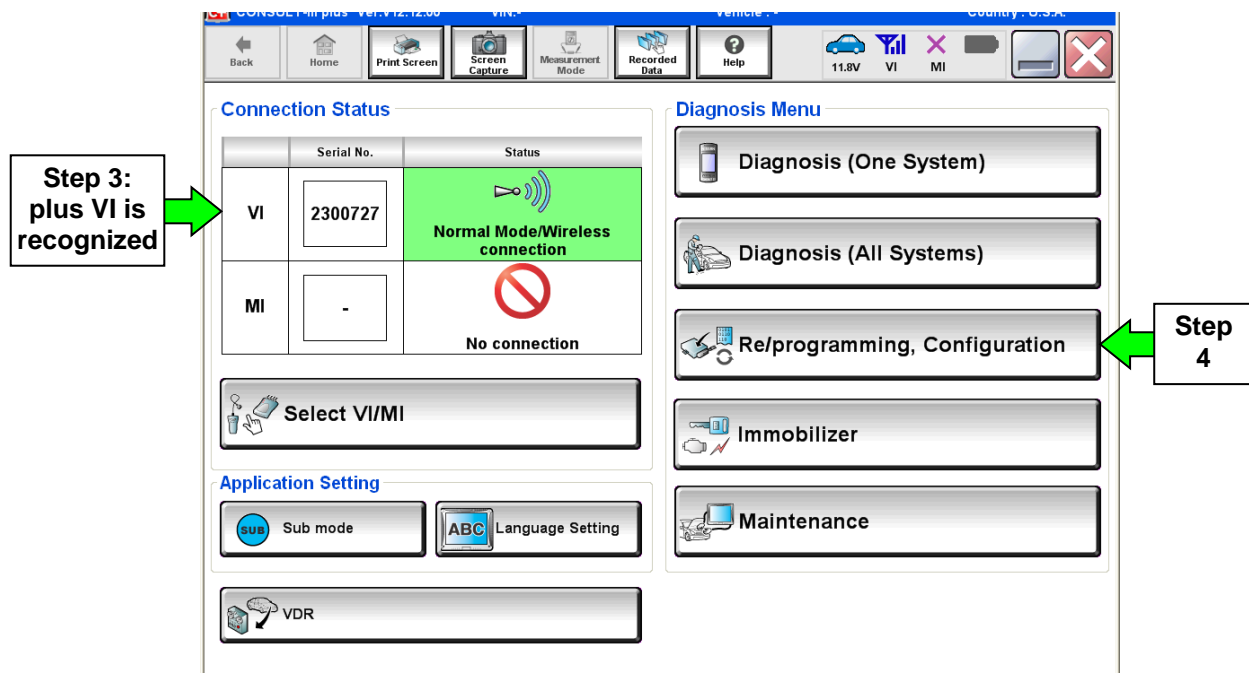


Figure 1

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).

CONSULT-III plus Ver. VIN Vehicle Country : U.S.A.

Back Home Print Screen Screen Capture Measurement Mode Recorded Data Help

Re/programming Configuration Operation Selection **Save ECU Data**

Save ECU Data

Touch "Save" to save operation log and the current part number as listed below to CONSULT. Operation log helps to restart next operation by selecting suitable operation log. Operation log is erased after operation has completely finished.

File Label	XXXXXXXXXXXXXXXXXXXX
Operation	REPROGRAMMING
System	ENGINE
Part Number	23710- ----
Vehicle	XXXXXXXXXXXXXXXXXXXX
VIN	XXXXXXXXXXXXXXXXXXXX
Date	11/1/201X 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 match, continue with the reprogramming procedure.
- If there is not a match, reprogramming is not needed.

Table A

MODEL YEAR	CURRENT ECM PART NUMBER: 23710-
2014	3VB3B, 3VB3C, 3VB3D, 3VB3E 3VB4B, 3VB4C, 3VB4D, 3VB4E 3VB5B, 3VB5C, 3VB5D, 3VB5E
2015	9MB2A, 9MB3A, 9MB4A, 9MB5A
2016-2017	Reprogramming not needed

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.

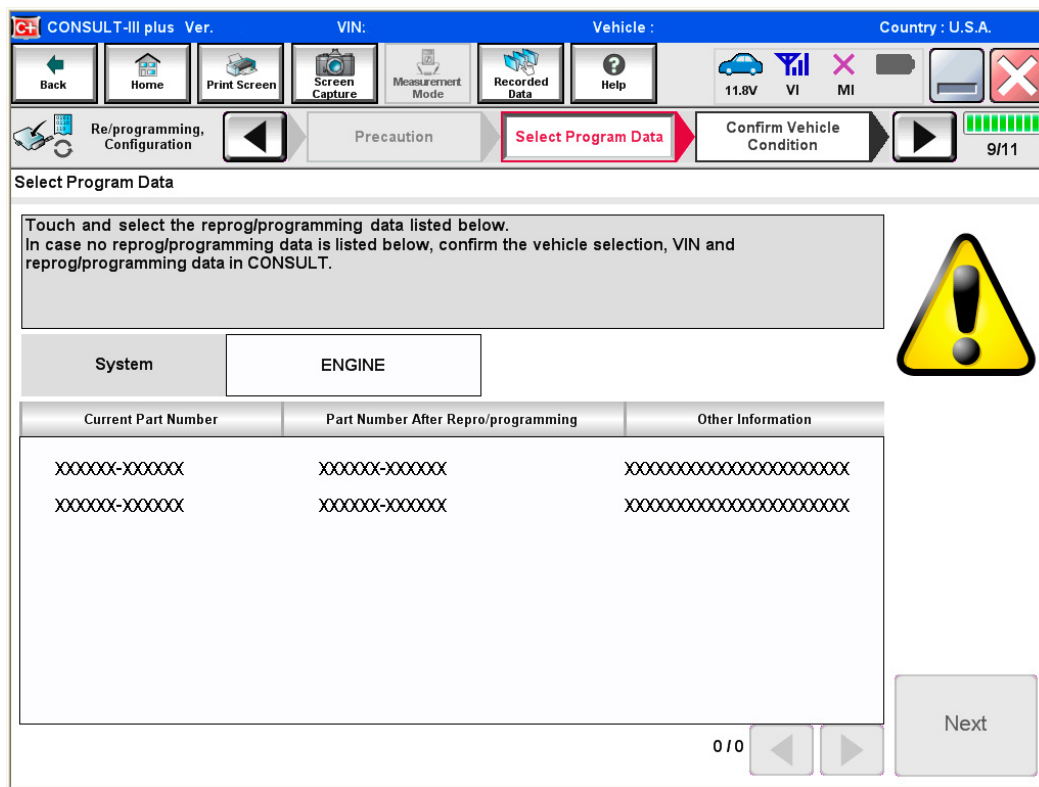


Figure 3

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 the next page.

9. Disconnect the battery charger from the vehicle.

10. Select **Next**.

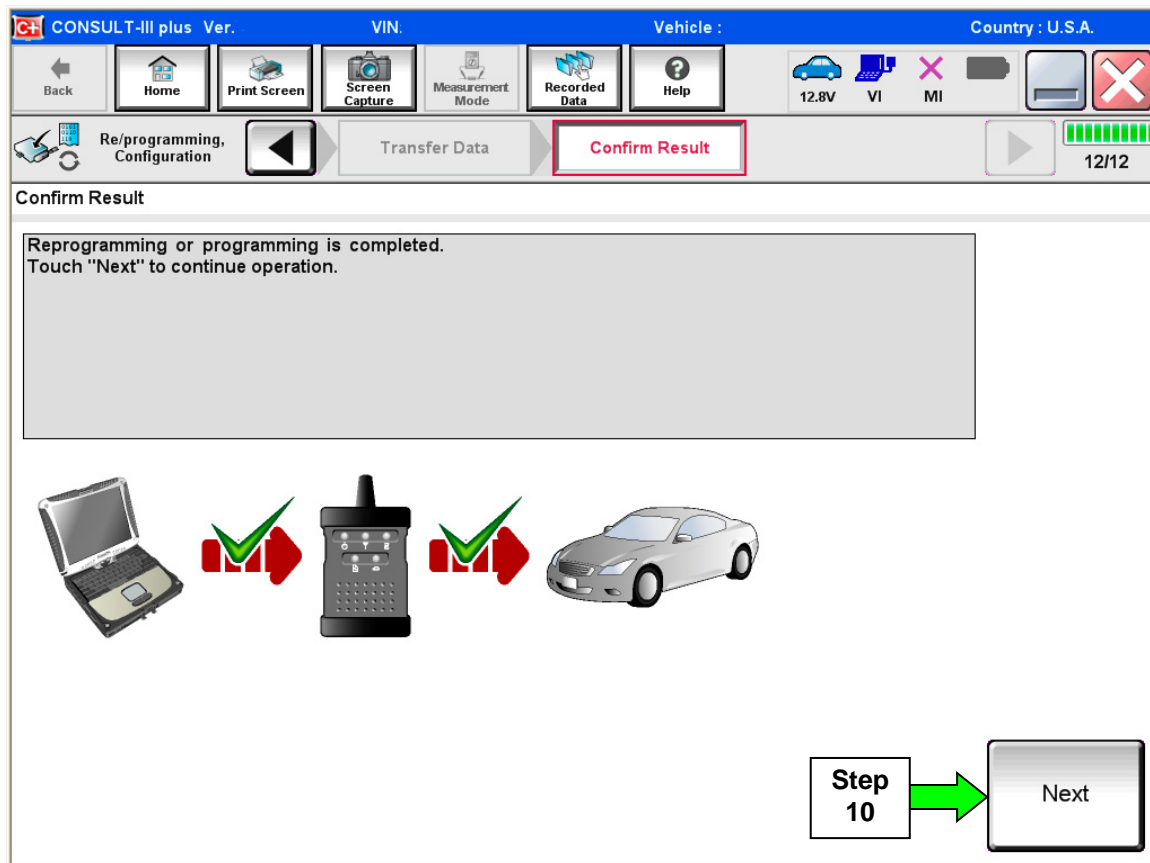


Figure 4

NOTE:

- In the next steps, starting on page 10, 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.

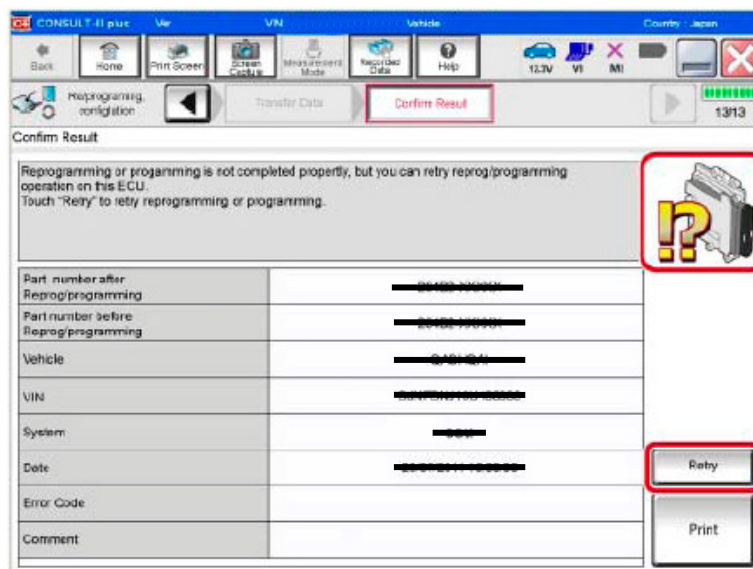


Figure 5

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.**

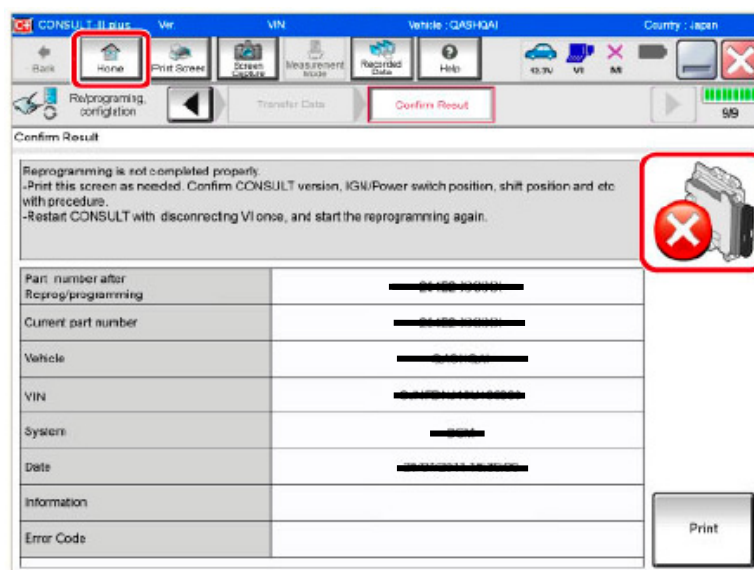


Figure 6

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**.

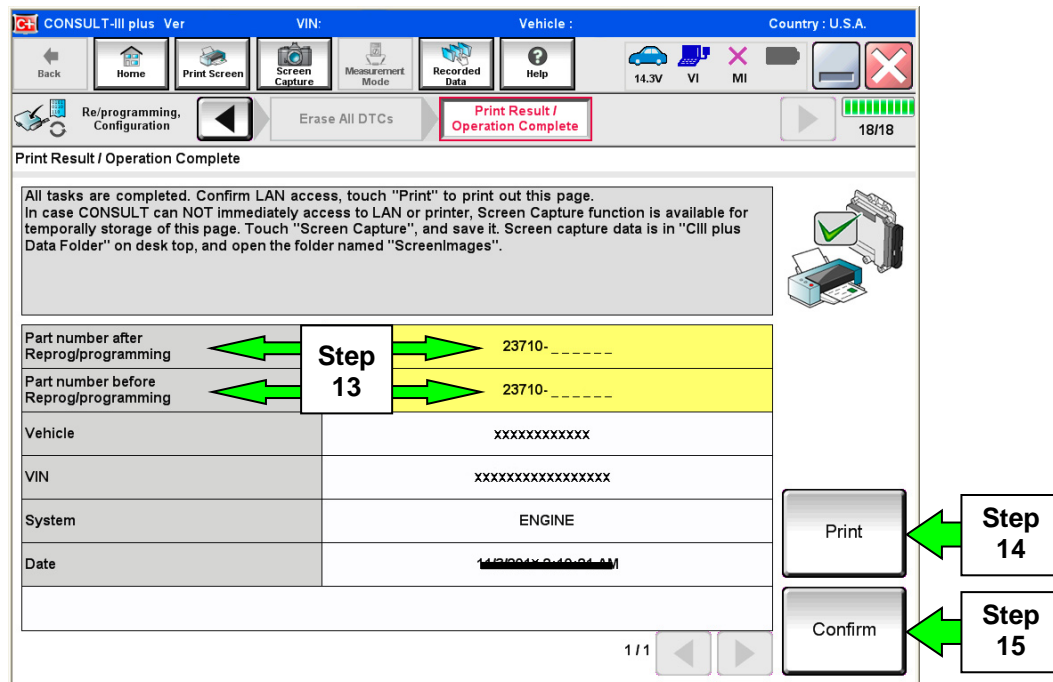
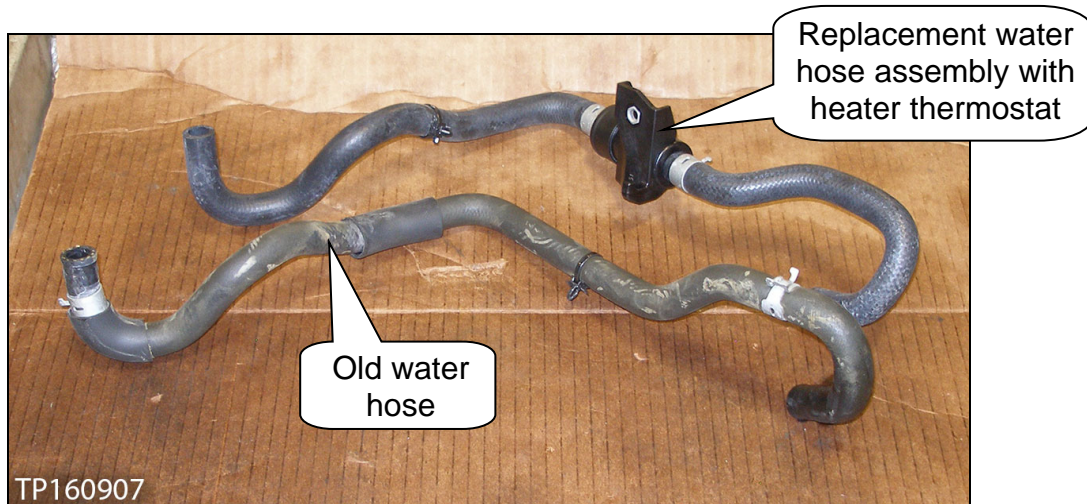


Figure 7

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

PARTS INFORMATION

DESCRIPTION	P/N	QUANTITY
THERMOSTAT ASSY (heater thermostat with 2 hoses & 2 clamps)	21200-3AA4A	1
CLAMP (hose clamp)	16439-7S01D	2



CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace Thermostat and Water Hose	(1)	CD40AA	ZE	32	(2)

- (1) Reference FAST and use the Water Hose part number (14055-*****) as the PFP.
 (2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated FRT.

And if ECM Reprogramming applies on the same line:

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

- (1) Does not apply to 2016-2017 model year Versa NOTE.
 (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.