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QUALITY ACTION

CAMPAIGN BULLETIN

Fan Noise ECM Reprogram Dealer Inventory

Reference: PC606
Date: January 9, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2017 NV2500/NV3500 (F80) V8 Engine Only	NA	564	January 9, 2018	NO

*****Dealer Announcement*****

Nissan is conducting a quality action to update the Engine Control Module (ECM) software for the auxiliary cooling fan motor on **564** specific 2017 Nissan NV2500/NV3500 vehicles equipped with a V8 engine only.

Affected vehicles are **not** subject to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer. In the interest of customer satisfaction, Nissan requests dealers to update the ECM software on the affected vehicles prior to retail sale.

*****What Dealers Should Do*****

1. Verify if vehicles currently in new dealer inventory are affected by this quality action using Service Comm or DBS National Service History – Open Campaign **I.D. PC606**
 - **New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
 - Refer to NPSB 15-460 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. Use the attached procedure to remedy vehicles affected by this quality action.
3. The service department should submit the applicable warranty claim for the action(s) performed so it can be closed on Service Comm and release the vehicle.

***** Dealer Responsibility *****

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaign using the appropriate campaign I.D for the inspection status on each affected vehicle currently in new vehicle inventory. Nissan requests dealers to perform this repair on new vehicles in inventory prior to being retailed to help ensure customer satisfaction.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION



PC606 2017 NV2500/NV3500 FAN NOISE ECM REPROGRAM VK56VD (Gasoline V8)

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) software updates (if any) have been installed.

NOTE:

- Most instructions for reprogramming with C-III plus are displayed on the CONSULT PC screen.
- Take the vehicle for a 10 minute drive in order to meet the following Idle Air Volume Learn (IAVL) conditions:
 - Engine coolant temperature: 70 -105°C (158 - 221°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**.

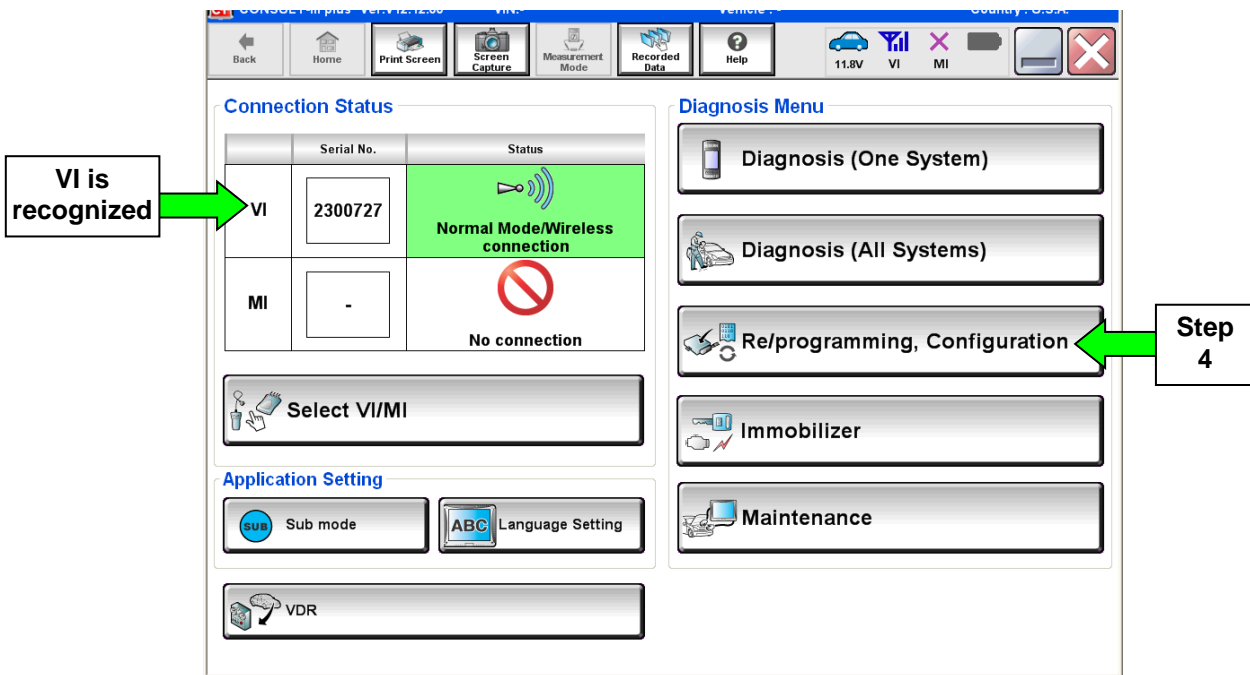


Figure 1

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).

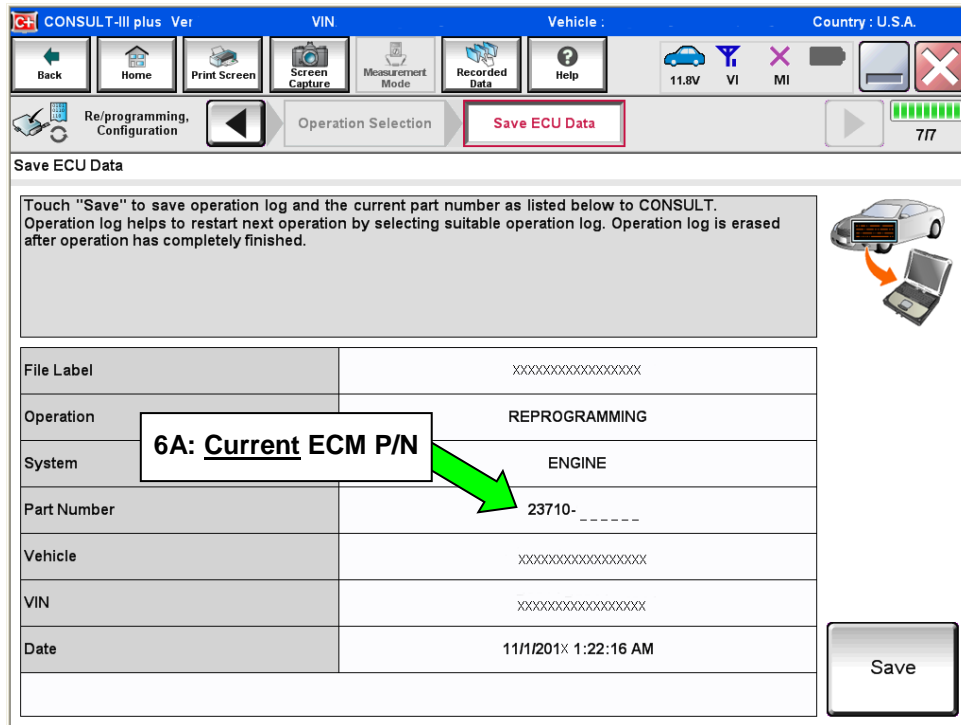


Figure 2

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, this bulletin applies. 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-
2017 NV	9JJ4A, 9JJ5A, 9JJ6A, 9JJ7A 9JJ4B, 9JJ5B, 9JJ6B, 9JJ7B

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.

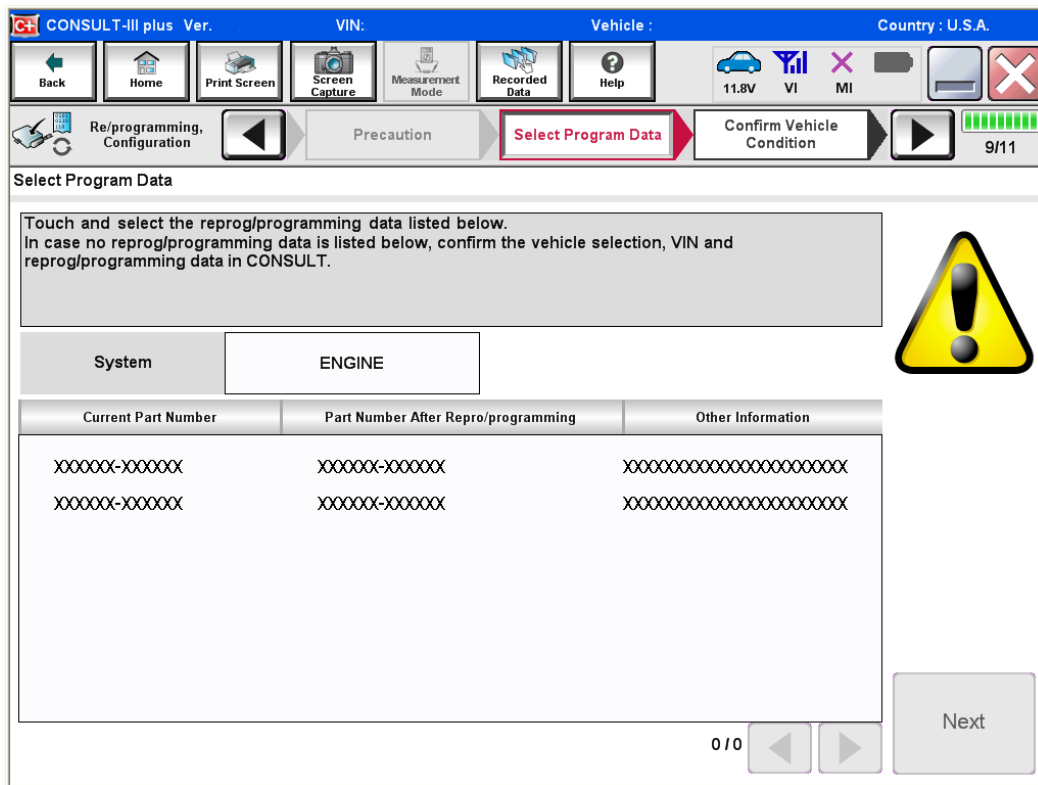


Figure 3

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

NOTE: If the screen in Figure 4 does not display (which indicates reprogramming did not complete), refer to the information on the next page.

9. Disconnect the battery charger from the vehicle.

10. Select **Next**.

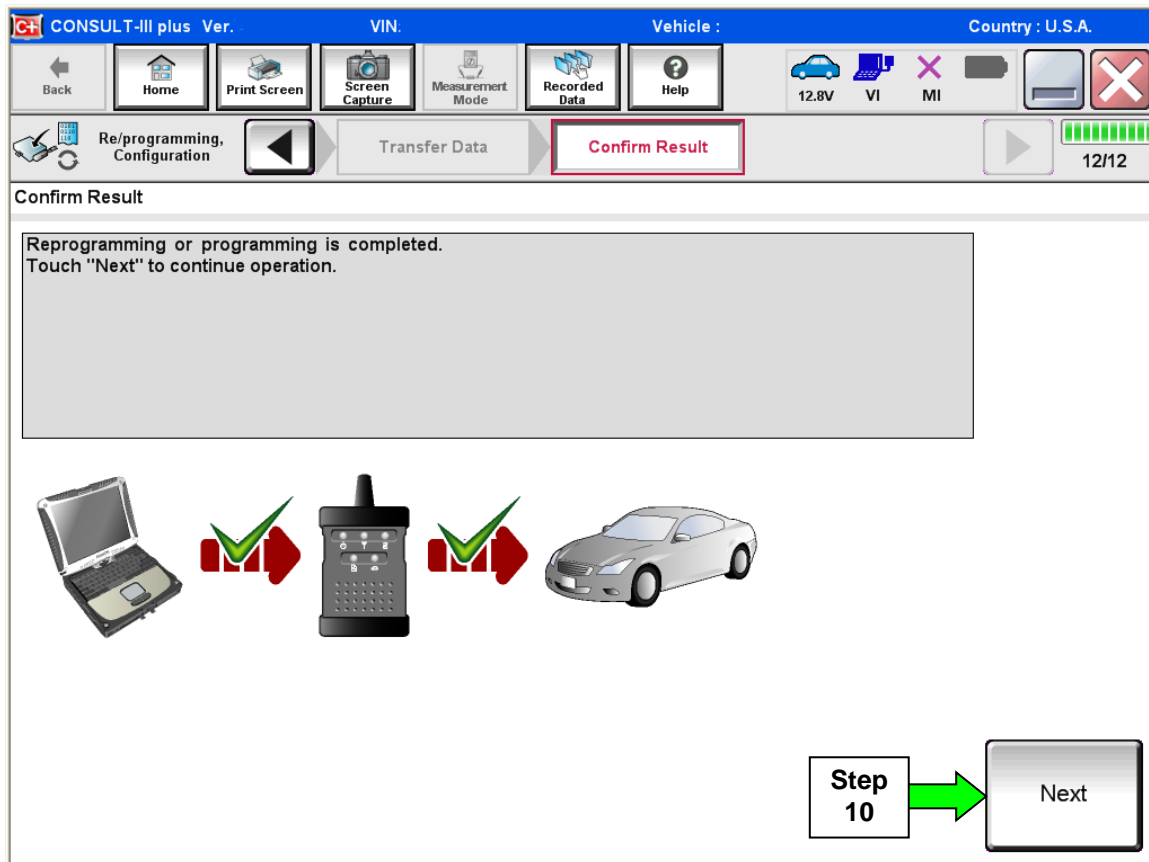


Figure 4

NOTE:

- In the next steps, starting on page 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.

Reprogram 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.

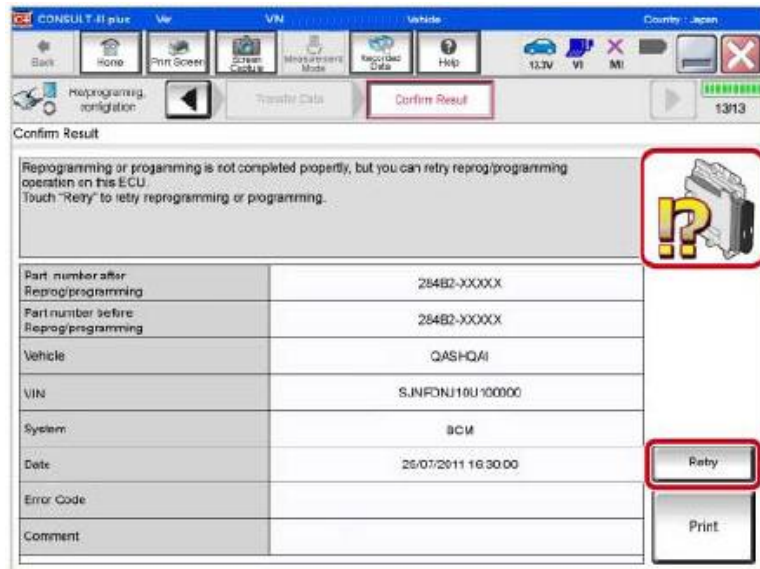


Figure 5

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.**

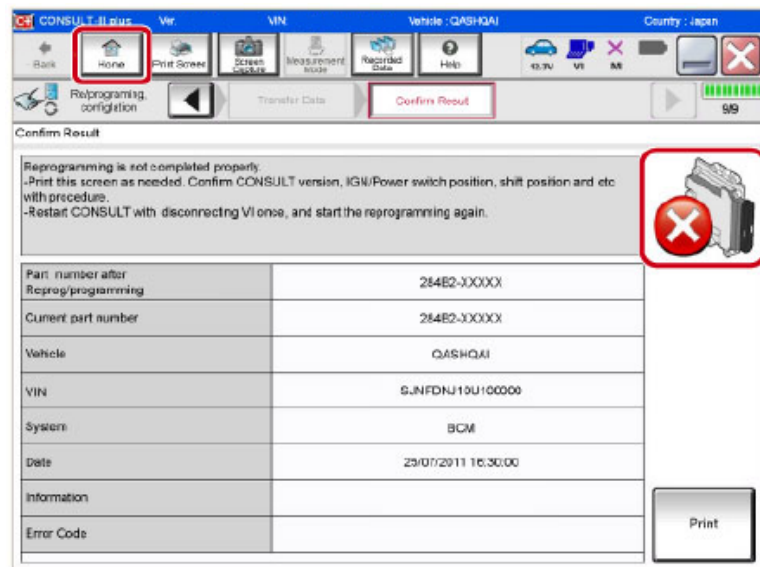


Figure 6

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 -105° C (158 -221°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**.

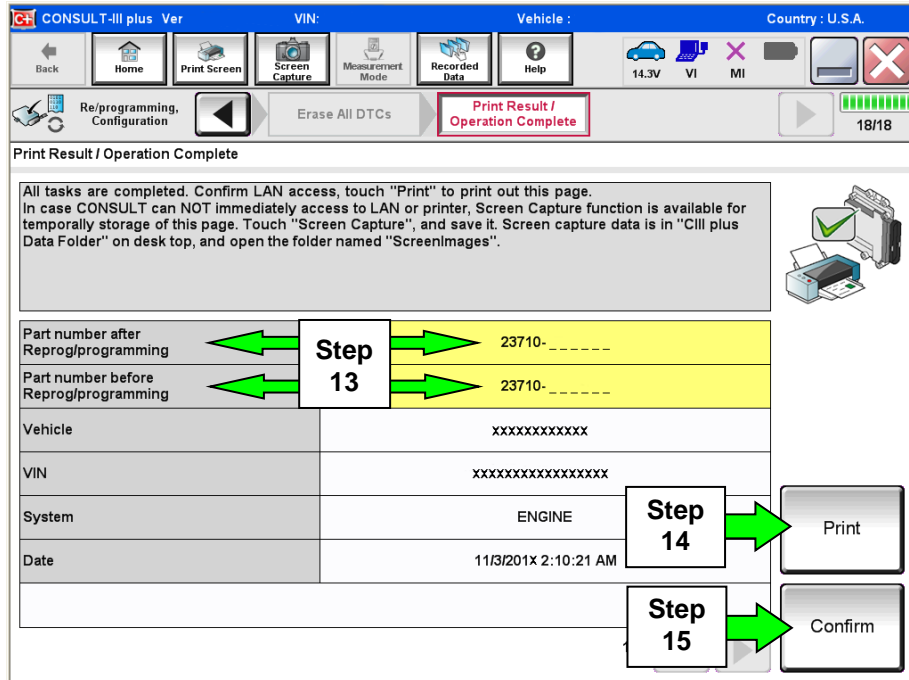


Figure 7

16. Close C-III plus.

17. Turn the ignition OFF.

18. Disconnect the plus VI from the vehicle.

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC606	Reprogram ECM	PC6060	0.4 hrs.
	Does Not Require Reprogram	PC6061	0.3 hrs.