

SERVICE BULLETIN

Classification:

EC17-028b

Reference: NTB17-104b

February 26, 2018

Date:

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. Table A on page 4 has been revised, and additional information has been applied to step 7. No other changes have been 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 <u>entire</u> 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:

- ASIST 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 <u>12.0V or rises above 15.5V</u> during reprogramming, <u>the ECM may be damaged</u>.
- Be sure to turn OFF all vehicle electrical loads.
 If a vehicle electrical load remains ON, <u>the ECM may be damaged</u>.
- Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and <u>the ECM may be damaged</u>.
- 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 <u>the ECM may be damaged</u>.

- 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.

	Back	Home Print S	Screen Capture Moasurement R		
	Connee	ction Status –		Diagnosis Menu	
		Serial No.	Status	Diagnosis (One System)	
VI is recognized	VI	2300727	>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>		
				Diagnosis (All Systems)	
	MI	-	No connection	Re/programming, Configuration	Step 4
		Select VI/MI		Immobilizer	
	Applicat	tion Setting			
	SUB :	Sub mode	Language Setting	Maintenance	
		VDR]	
			Fiç	gure 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 <u>current</u> ECM Part Number (P/N).

CONSULT-III plus Ver VIN Back Home Print Screen Capture	Vehicle : Messrement Mode Recorded Data Relp Help Help Help Save ECU Data	Country : U.S.A.
Save ECU Data		
Touch "Save" to save operation log and th Operation log helps to restart next operatio after operation has completely finished.		
File Label	******	
Operation	REPROGRAMMING	;
6A: <u>Current</u> EC		
Part Number	23710	
Vehicle	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	<
VIN		(
Date	11/1/201× 1:22:16 A	M

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

MODEL	CURRENT ECM PART NUMBER: 23710-
	4AT2A, 4AT2B, 4AT2C
2015	4AT4A, 4AT4B, 4AT4C, 4AT4D
Sentra	4AT6A, 4AT6B, 4AT6C, 4AT6D
	4AT8A, 4AT8B, 4AT8C, 4AT8D, 4AT8E
2016	4AF0A, 4AF1A, 4AF2A, 4AF3A, 4AF4A, 4AF5A
Sentra	4AF0B, 4AF1B, 4AF2B, 4AF3B, 4AF4B, 4AF5B
Sentra	4AF0D, 4AF1D, 4AF2D, 4AF3D, 4AF4D, 4AF5D
	3SH4B, 3SH4C, 3SH4D
	3SH5B, 3SH5C, 3SH5D, 3SH5E
2017	3SH6B, 3SH6C, 3SH6D, 3SH6E
Sentra	3SH7B, 3SH7C, 3SH7D, 3SH7E
	3SH8A
	3SR8A, 3SR9A

Table A

- 7. Follow the on-screen instructions to navigate C-III plus and reprogram the ECM. **NOTES:**
 - In some cases, more than one new P/N for reprogramming is available.
 - > In this case, the screen in Figure 3 displays.
 - Select and use the reprogramming option that <u>does not</u> have the message "Caution! Use ONLY with NTBXX-XXX".
 - If you get this screen and it is <u>blank</u> (no reprogramming listed), it means there is no reprogramming available for this vehicle.

CONSULT-III plus Ver.	VIN:	Vehicle :		Country : U.S.A.
Back Borne Print	t Screen Capture	Recorded Data	11.8V VI MI	-
Re/programming, Configuration	Precaution	Select Program Data	Confirm Vehicle Condition	9/11
Select Program Data				
	rog/programming data listed b mming data is listed below, conf in CONSULT.		and	
System	ENGINE			
Current Part Number	Part Number After Rep	ro/programming (Other Information	
x00000X-X00000X	xxxxxxx-xxxxxxx	20000000	000000000000000000000000000000000000000	
XXXXXXX-XXXXXXXX	XXXXXXX-XXXXXXXX	20000000	000000000000000000000000000000000000000	
			0/0	Next

Figure 3

- Before reprogramming will start, you will be required to enter your User Name and Password.
 - > The CONSULT PC must be connected to the Internet (Wi-Fi or cable).
 - If you do not know your User Name and Password, contact your Service Manager.

State State State State State State Back Mome Proti Screen Massertment Massertment Back Back
Reprogramming, Confirm Vehicle User Authentication Transfer Data
User Authentication
SECUREAUTH
Daimler WS
Please enter your UserID below.
Username: 1
Submit
Restart Login
Copyright 2015 SecureAuth Corp. All rights reserved.

Figure 4

8. When the screen in Figure 5 displays, reprogramming is complete.

NOTE: If the screen in Figure 5 does <u>not</u> display (indicating that reprogramming did <u>not</u> complete), refer to the information on page 7.

- 9. Disconnect the battery charger from the vehicle.
- 10. Select Next.

-				
CONSULT-III plus Ver.	VIN.	Vehicle :		intry : U.S.A.
Back Home Print Screen	Screen Capture	Recorded Data	12.8V VI MI	
Re/programming, Configuration	Transfer Data	Confirm Result		12/12
Confirm Result				
Reprogramming or programming is Touch "Next" to continue operation				
			Step 10	Next



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.

Do not disconnect the plus VI or shut down C-III plus if reprogramming does not complete.

If reprogramming does <u>not</u> complete and the "!?" icon displays as shown in Figure 6:

- Check battery voltage (12.0–15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth[®] devices are OFF.
- All electrical loads are OFF.
- Select <u>retry</u> and follow the on screen instructions.
- <u>"Retry" may not go through</u> on first attempt and can be selected more than once.

	VN	Vaticia		Country : Jacon
Back Home Print Screen	Conten Conten Cathy Winds	ded Help	12.3V VI MI	-
rechargering.	Transfer Data	Confirm Result		1313
Confirm Result				
Reprogramming or progaritming is to operation on the ECU. Touch "Retry" to retry reprogramming Part number after			gramming	R
Reprog/programming		284B2-XXXXX		
Part number before Reprog/programming		284B2-XXXXXX		
		QASHQAI		
Vehicle	and the second se			
Vehicle		SJNFDNJ10U10000	0	
			6	
VIN		SJNFDNJ10U10000	10	Reby
VIN System		SJNFDNJ10U10000 BCM	10	Retry

Figure 6

If reprogramming does <u>not</u> complete and the "X" icon displays as shown in Figure 7:

- 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 <u>Home</u>, and restart the reprogram procedure from the beginning.

CONSULT-IL BUS VIE	VIN	Vehicle ; QASHQAI	County : Japan
Bark Hone Print Screer	Crean Neasurement	Reported Help ex	🗟 🌄 💥 🖿 🥅 🔀
Configetion	Transfer Data	Confirm Result	() () () () () () () () () () () () () (
Confirm Result			
Reprogramming is not completed -Print this screen as needed. Con with precedure. -Restart CONSULT with disconne	firm CONSULT version, I	GN/Power switch position, shift pos ne reprogramming again.	iñon and etc
Part number after Reprog/programming		284E2-30000X	
Current part number		284B2-XXXXX	
Vahiela		QASHQAI	
VIN		SJNFDNJ10U100000	
Sysien		BCM	
Date		25/07/2011 16:30:00	
Information			
Error Code			Print

Figure 7

- 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)
 - o 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 8 will display.
- 13. Verify the before and after part numbers are different.
- 14. Print a copy of this screen (Figure 8) and attach it to the repair order for warranty documentation.
- 15. Select **Confirm**.

CONSULT-III plus Ver VIN	l: Vehicle :	Country : U.S.A.
Back Back Print Screen Capture	Manuramort Becorded	🚗 🍠 🗙 📼 🔜 🔀
Configuration Era	ase All DTCs Print Result / Operation Complete	18/18
Print Result / Operation Complete		
All tasks are completed. Confirm LAN acce In case CONSULT can NOT immediately ac temporally storage of this page. Touch "Sc Data Folder" on desk top, and open the fold	ccess to LAN or printer, Screen Capture function creen Capture'', and save it. Screen capture date	on is available for ta is in "CIII plus
Part number after Reprog/programming	Step 23710	
Part number before Reprog/programming	13 23710	
Vehicle	*****	
VIN	******	
System	ENGINE	Step 14
Date	11/3/201× 2:10:21 AM	
		Step Confirm
	1	15

Figure 8

- 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.