



SERVICE CAMPAIGN BULLETIN Reference: Date:

NTB18-052

July 19, 2018

VOLUNTARY SERVICE CAMPAIGN 2014-2017 VERSA NOTE; ECM REPROGRAM

CAMPAIGN ID #: PM827 APPLIED VEHICLES: 2014-2017 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 on certain specific model year 2014-2017 Versa Note vehicles that are currently registered in the states of Arizona or Nevada. The Engine Control Module (ECM) software will be reprogrammed. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number PM827 to this campaign. This number must appear on all communication 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

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.
- The CONSULT PC is connected to the Internet (Wi-Fi or cable).

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 plus VI. If Bluetooth[®] signal waves are within range of the CONSULT PC and plus VI 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/connected.
 - The serial number will display when the plus VI is recognized/connected.
- 4. Select Re/programming, Configuration.

Step 3: plus VI is recognized	VI MI	Kome Print Rome Print Serial No. 2300727 - Select VI/MI	Capture Mode Da	Diagnosis Menu Diagnosis (One System) Image: Diagnosis (All Systems) Image: Diagnosis (All Systems) Image: Diagnosis (All Systems) Image: Diagnosis (All Systems) Image: Diagnosis (All Systems)	Step 4
	Applicat	tion Setting Sub mode	Language Setting	Immobilizer Maintenance	
			Figu	ure 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.	Vehicle :	Country : U.S.A.
Back Home Print Screen Capture	Measurement Mode Recorded Data	
Configuration	tion Selection Save ECU Data	7/7
Save ECU Data		
	e current part number as listed below to CONSUI n by selecting suitable operation log. Operation lo	
File Label	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	
Operation	REPROGRAMMING	
System 6A: <u>Current</u>		
Part Number	23710	
Vehicle	******	
VIN	**********	
Date	11/1/201× 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** on the next page.
 - If there is a <u>match</u>, continue with the reprogramming procedure.
 - If there is <u>not a match</u>, reprogramming is not needed. Proceed to **CLAIMS INFORMATION**, "Reprogramming Not Needed".

Table A			
VERSA NOTE: MODEL YEAR	CURRENT ECM PART NUMBER: 23710-		
2014	3VB1B, 3VB1C, 3VB1D, 3VB1E 3VB2B, 3VB2C, 3VB2D, 3VB2E 3VB3B, 3VB3C, 3VB3D, 3VB3E 3VB4B, 3VB4C, 3VB4D, 3VB4E 3VB5B, 3VB5C, 3VB5D, 3VB5E 3VB6E, 3VB6F 3VB7E, 3VB7F 3VB8E, 3VB8F		
2015	9MB0A, 9MB0B, 9MB0C 9MB1A, 9MB1B, 9MB1C 9MB2A, 9MB2C, 9MB2D, 9MB2E 9MB3A, 9MB3C, 9MB3D, 9MB3E 9MB4A, 9MB4C, 9MB4D, 9MB4E 9MB5A, 9MB5C, 9MB5D, 9MB5E		
2016	9MD0A, 9MD0B, 9MD0C 9MD1A, 9MD1B, 9MD1C 9MD2A, 9MD2B, 9MD2C 9MD3A, 9MD3B, 9MD3C 9MD4A, 9MD4B, 9MD4C 9MD5A, 9MD5B, 9MD5C		
2017	9ME1A, 9ME1B 9ME2A, 9ME2B 9ME3A, 9ME3B 9ME4A, 9ME4B 9ME5A, 9ME5B 9ME6A, 9ME6B		

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 :	Cou	ntry : U.S.A.
Back Home Prin	nt Screen Capture Mode		🕋 🆬 🗙 💻	
Re/programming, Configuration	Precaution	Select Program Data	Confirm Vehicle Condition	9/11
Select Program Data				
		elow. firm the vehicle selection, VIN and		
System	ENGINE		(
Current Part Number	Part Number After Re	pro/programming Other	Information	
x00000X-X00000X	X00000X-X00000X	>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	000000000000000000000000000000000000000	
X00000X-X00000X	XXXXXXX-XXXXXXX	000000000000000000000000000000000000000	000000000000000000000000000000000000000	
		01	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.

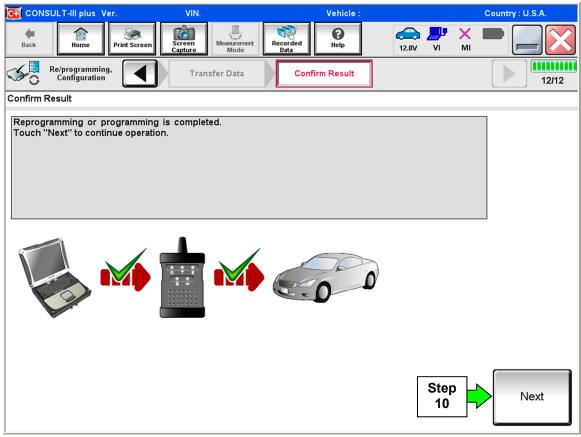
User Authentication	Condition	Authentication	VI MI	States
Daimler WS	Please enteryour UseriD below. Username: Password Submit			
Restart Login				S Former by RECURLATE
	Copyright 2015 SecureAuth Co	rp. All rights reserved.		

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 8.

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





NOTE:

- In the next steps, starting on page 9, 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 <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.

CONSULT-II plus Ver	VN	Untitle		Ecunity : Japan
Back Bane Print Screen	Literat Mode	Seconded Help	12.3V VI MI	
sonigiation	Transfer Data	Confirm Resul		13/13
Confirm Result				
Reprogramming or programming is not operation on this ECU. Touch "Reny" to retry reprogramming of		ut you can retry reprog	(programming	R
Part number after Reprog/programming		284B2-XXX0	CX.	
Part number before Reprog/programming		284B2-XXX0	(X	
Vehicle		QASHQAI		
VIN		SJNFDNJ10U10	00000	
System		вси		12 6
- Paranta				
Dote		25/07/2011 16.3	30.00	Retry
		26/07/2011 16.3	30.00	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.

	MIN	Vehicle : QASHQAI	County : Japan
Bark Hone Print Screen	Neas.rement	Recorded Help 65.7V	🐙 💥 🖿 🔜 🔀
Relprogramiag.	Transfer Data	Confirm Result	9/9
Confirm Result			
Reprogramming is not completed prop Print this screen as needed. Confirm 0 with precedure. -Restart CONSULT with disconnecting	ONSULT version, IG		on ard etc
Part number after Reprog/programming		284E2-XXXXX	
Current part number		284E2-XXXXX	
Current part number Vehicle		284B2-XXXXX QASHQAI	
Vehicle		QASHQAI	
Vehicle		QASHQAI SUNFDNJ10U100000	
Vehicle VIN System		QASHQAI SJNFDNJ10U100000 BCM	

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)
 - o Battery voltage: More than 12.9V (At idle)
 - Selector lever: P or N
 - Electric load switch: OFF (Air conditioner, headlamp, rear window defogger)
 - o 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:		Vehicle :		c	Country : U.S.A.
Back Home Print Screen Capture	Measurement Mode	Recorded Data	(14.3V VI	MI	•
Configuration	se 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	cess to LAN or reen Capture'', a	printer, Screen Capture funct and save it. Screen capture d			
Part number after Reprog/programming	Step 📕	23710			
Part number before Reprog/programming	13 💻	23710			
Vehicle		*****			
VIN		*****	r	_	
System		ENGINE	Step 14		Print
Date		11/3/201× 2:10:21 AM	17	┘╹	
			Step 15		Confirm

Figure 8

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

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PM827	ECM Reprogramming	PM8270	0.4 hrs
PM827	Reprogramming Not Needed	PM8272	0.3 hrs