Technical Bulletin

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>.

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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.

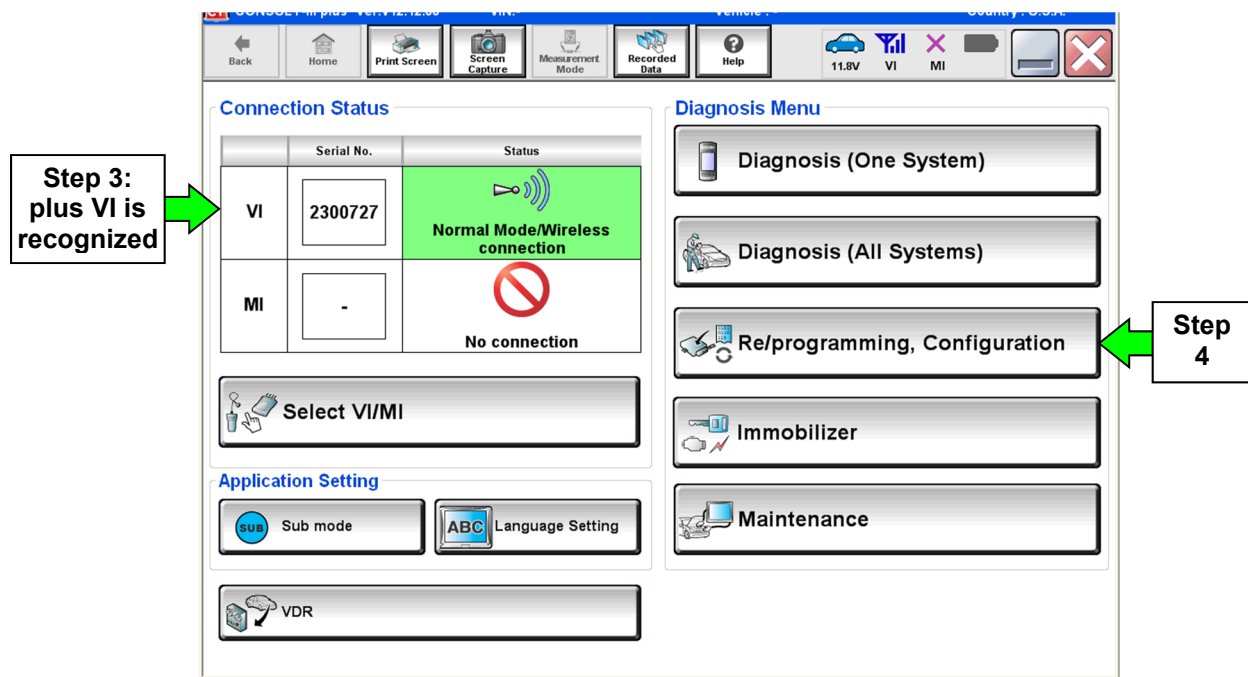4. Select **Re/programming, Configuration**.

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 <u>current</u> ECM Part Number (P/N).
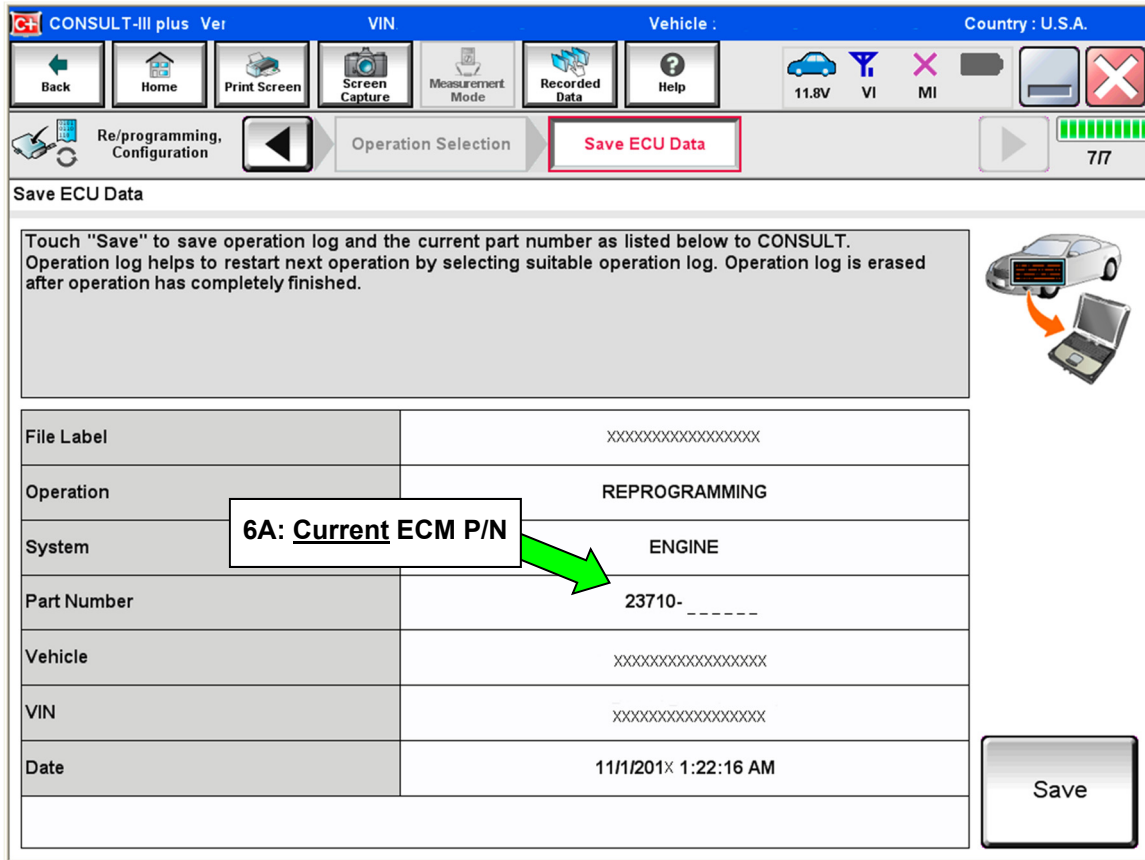

Figure 2

   B. Compare the P/N you wrote down to the numbers in the **Current ECM Part Number** column in **Table A** 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 **does not** 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.
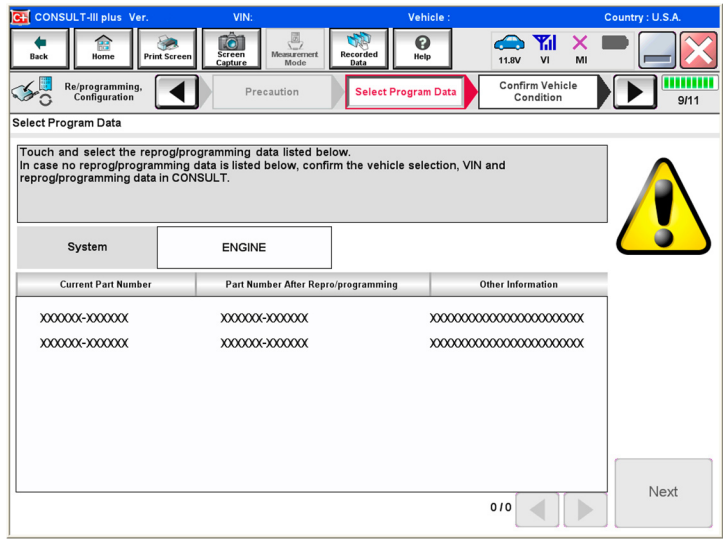

Figure 3

   - 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).

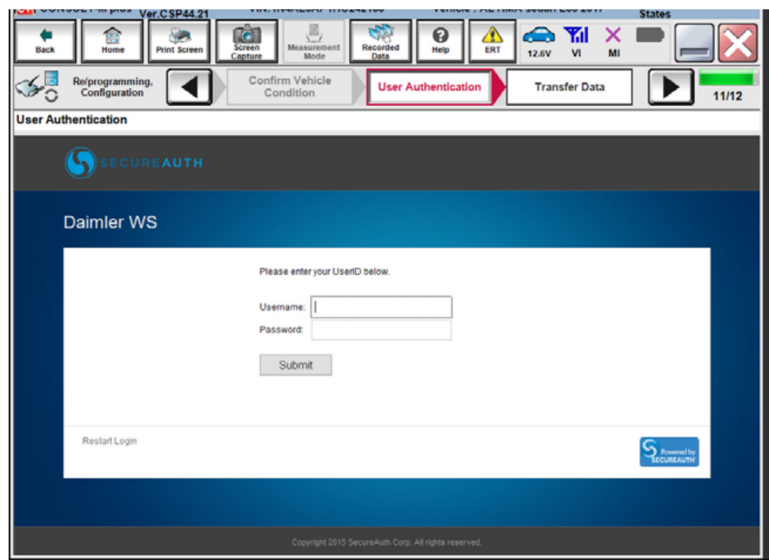   ➢ If you do not know your User Name and Password, contact your Service Manager.

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.
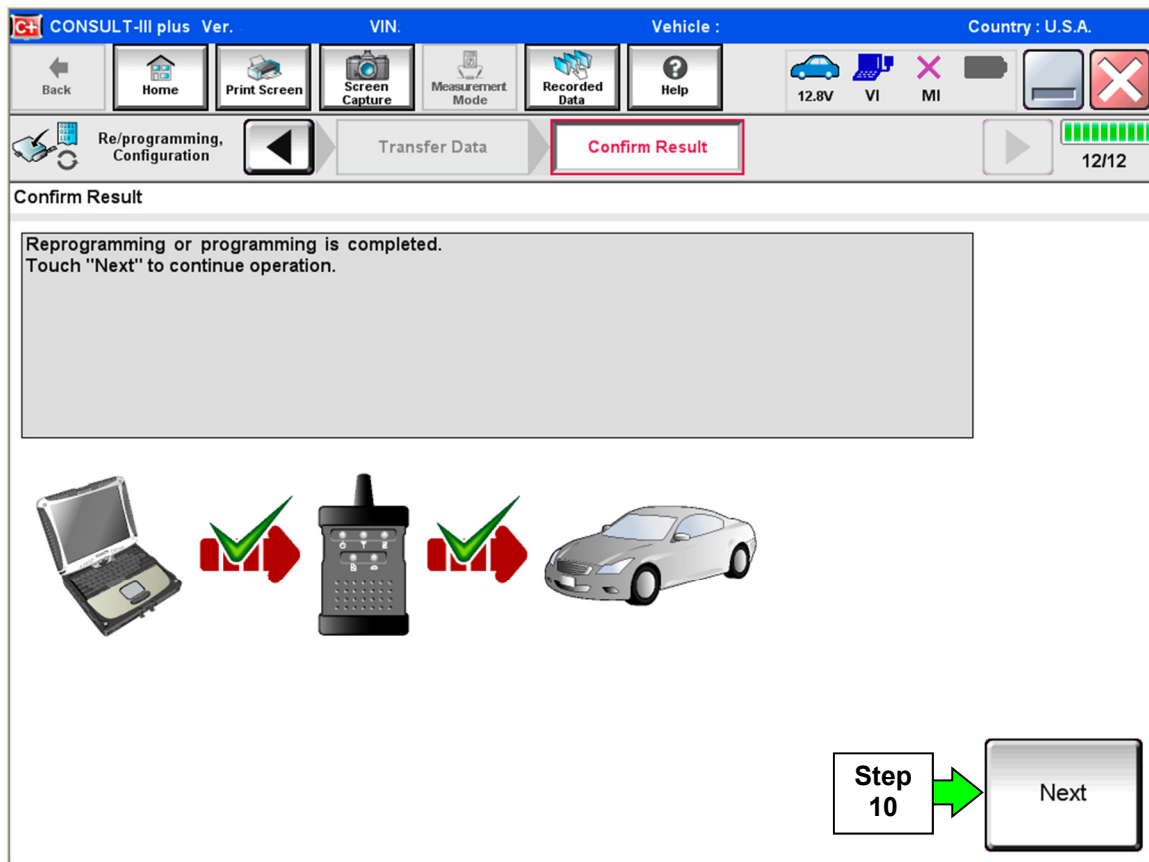
10. Select **Next**.

Figure 5

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 not 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 retry and follow the on screen instructions.**

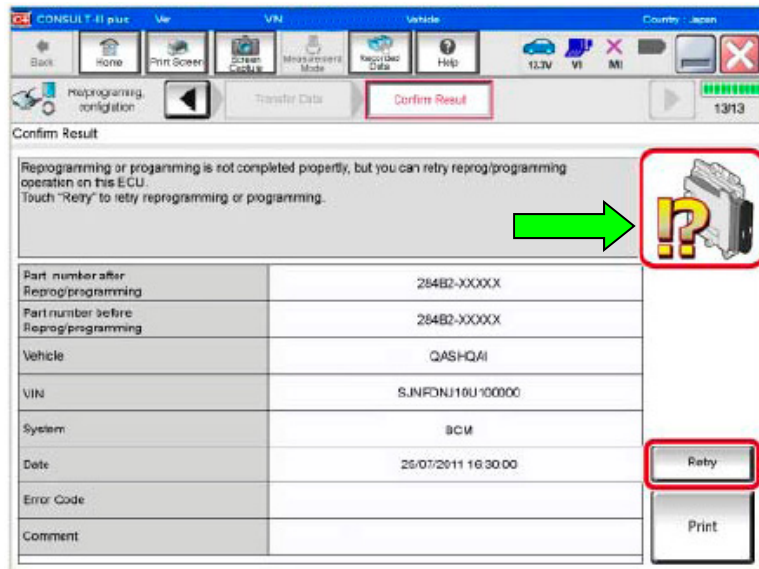- "Retry" may not go through on first attempt and can be selected more than once.

Figure 6

If reprogramming does not 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 Home, and restart the reprogram procedure from the beginning.**
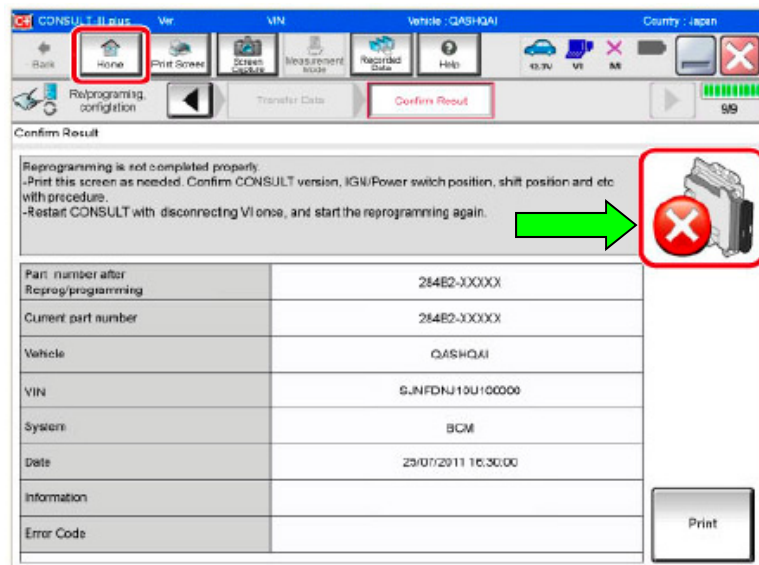

Figure 7

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.**

    o Engine coolant temperature: 70-100°C (158-212°F)

    o Battery voltage: More than 12.9V (At idle)

    o Selector lever: P or N

    o Electric load switch: OFF (Air conditioner, headlamp, rear window defogger)

    o Steering wheel: Neutral (Straight-ahead position)

    o Vehicle speed: Stopped

    o 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.
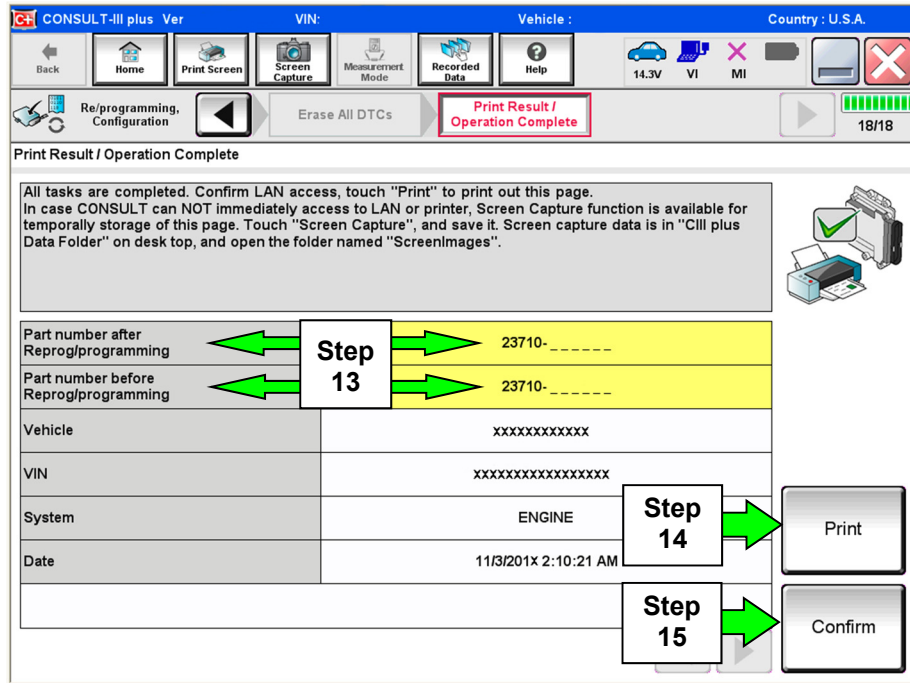
15. Select **Confirm**.

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