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# QUALITY ACTION

## CAMPAIGN BULLETIN

### Electronic Control Module (ECM) Reprogram Dealer Inventory

Reference: PC663  
Date: October 26, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2019 Altima (L34)	NA	<b>8,007</b>	October 26, 2018	<b>YES</b>

**\*\*\*\*\*Dealer Announcement\*\*\*\*\***

Nissan is issuing a quality hold and requiring dealers to update Electronic Control Module (ECM) software on **8,007** specific 2019 Altima vehicles identified in Service Comm. The current software installed may allow the Malfunction Indicator Lamp (MIL) to illuminate improperly during full throttle operation at high altitudes.

Affected vehicles are subject to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

**PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:**

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC663**
  - 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. Dealers must use the attached procedure to install the updated software prior to retail delivery of the vehicle to ensure emissions regulation compliance.
3. The service department should submit the applicable warranty claim for the action 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.

**Thank you for your prompt attention to this matter.**

**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION



# PC663 2019 ALTIMA (L34) ECM REPROGRAM

## SERVICE PROCEDURE

### REPROGRAM THE ECM

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

### NOTE:

- Most instructions for reprogramming with CONSULT-III plus (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 -100°C (158 -212°F)
  - Battery voltage: More than 12.9V (At idle)
  - Transmission: Warmed up
- After reprogramming is complete, you will be required to perform Throttle Valve Closed Position, Idle Air Volume Learn, Accelerator Closed Position, and DTC erase.



Figure A

### 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 such as exterior lights, interior lights, HVAC, blower, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc. 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 GR8 to the 12V battery and select **ECM Power Supply Mode**.

**IMPORTANT: The engine cooling fans will run on high during the reprogramming process.**

2. Turn the ignition ON with the engine OFF.

- **The engine must not start or run during the reprogramming procedure.**

3. Connect the CONSULT PC to the vehicle using the plus Vehicle Interface (plus VI) to begin the reprogramming procedure.

4. Start C-III plus.

5. Wait for the plus VI to be recognized / connected.

- The serial number will display when the plus VI is recognized / connected.

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

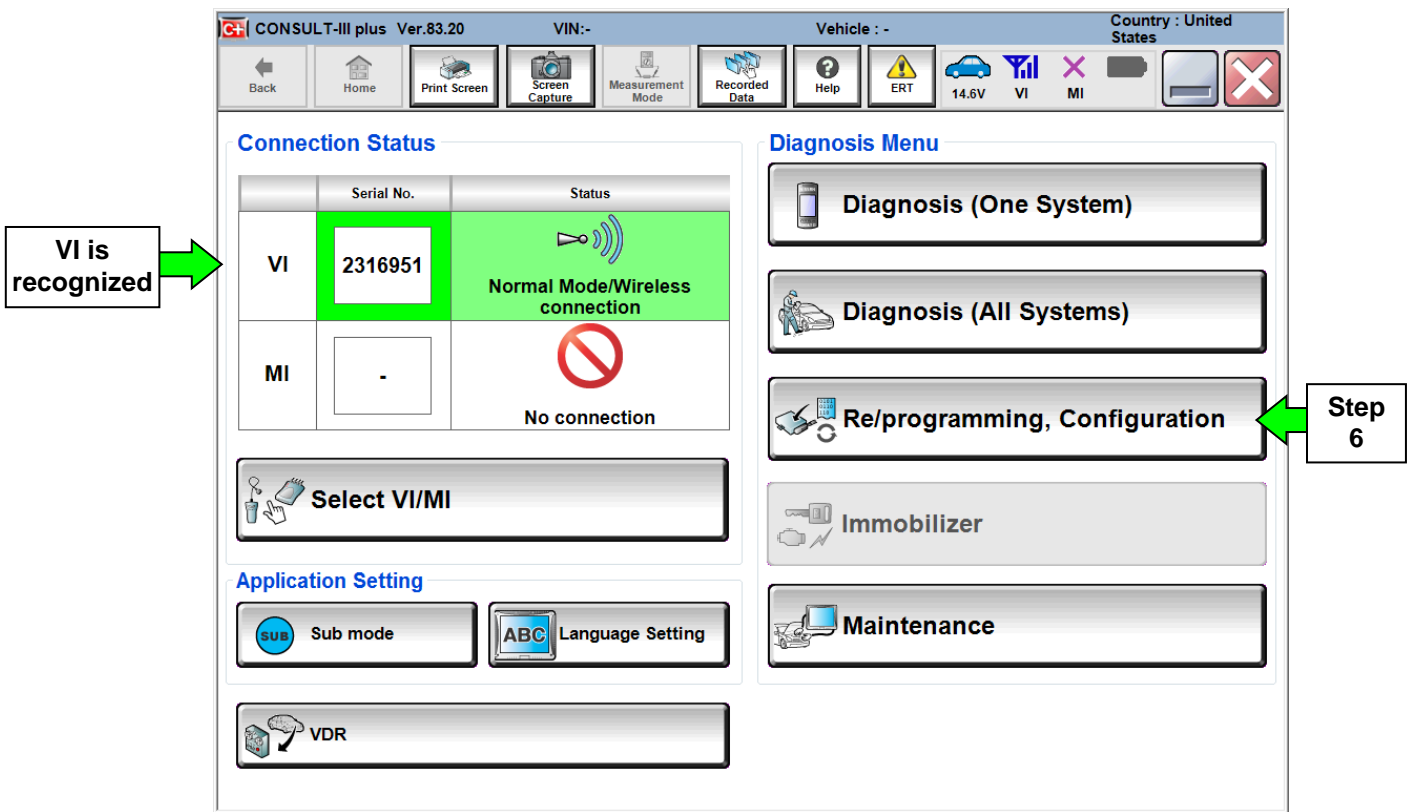


Figure 1

7. Use arrows (if needed) to view and read all precautions.
8. Check the box confirming the precautions have been read.
9. Select **Next**.

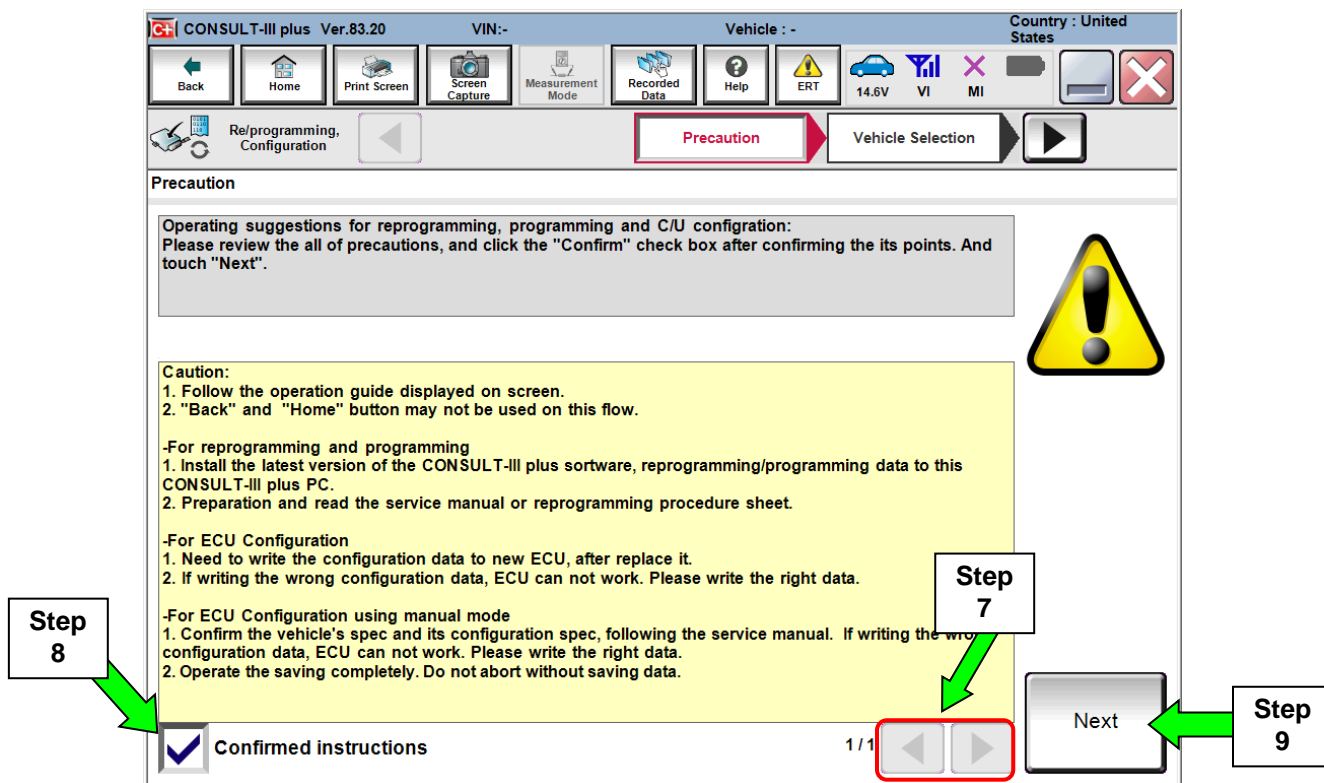


Figure 2

10. Use **Automatic Selection (VIN)** tab to select the vehicle (the screen in Figure 3 will display when complete).
11. Make sure **VIN or Chassis #** matches the vehicle's VIN.
12. If the correct VIN is displayed, select **Confirm**.

Step 11  
Verify here

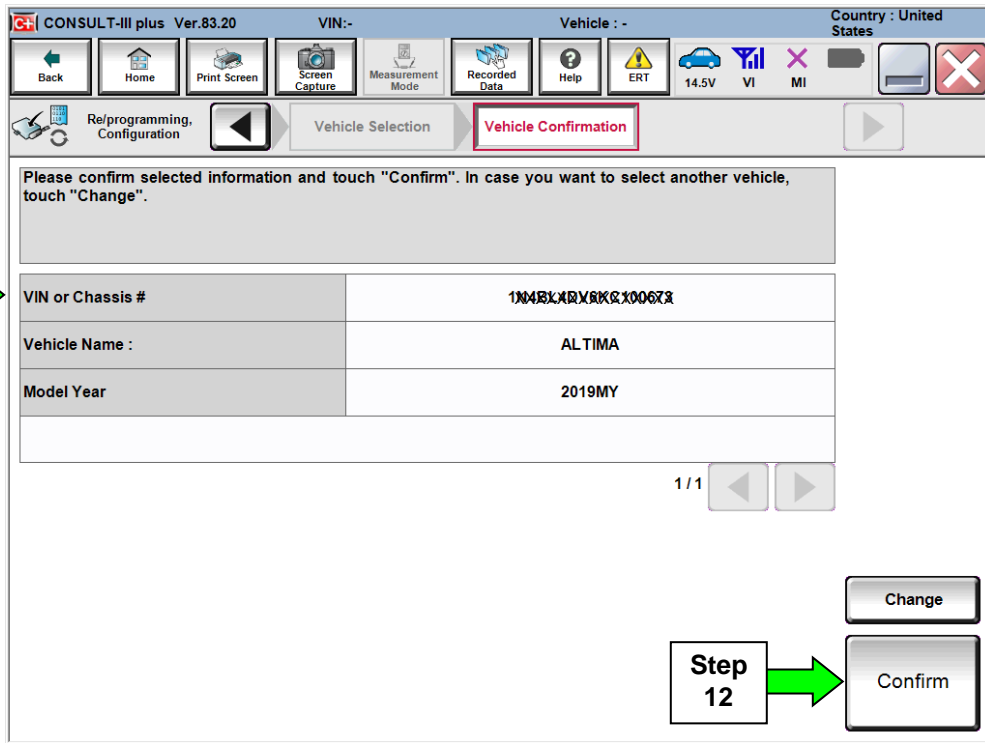


Figure 3

13. Select **Confirm**.

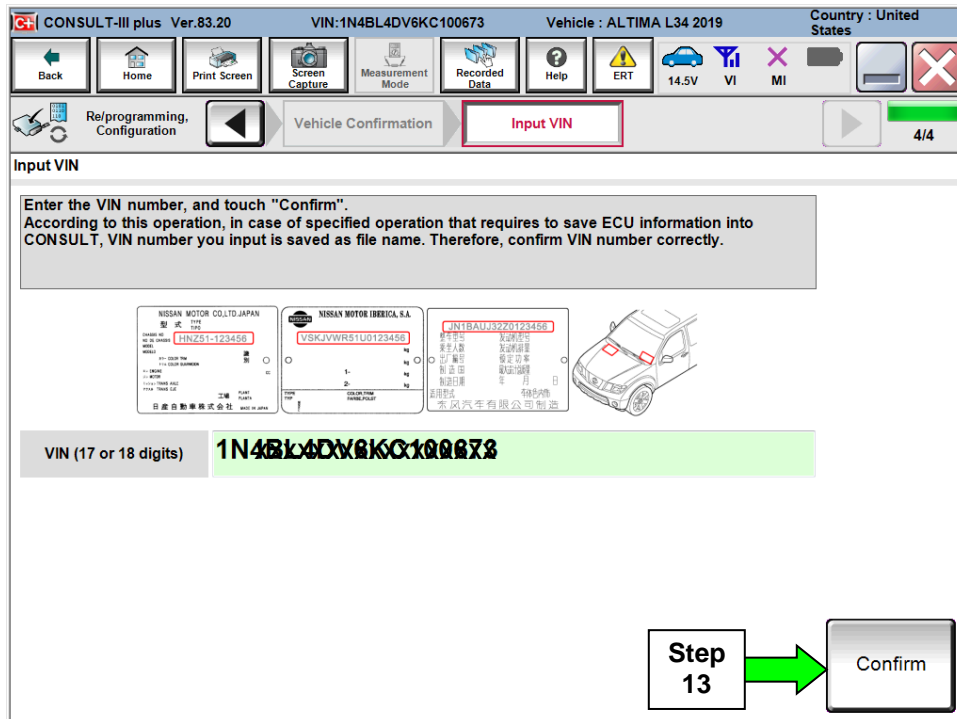


Figure 4

14. Select **ENGINE**.

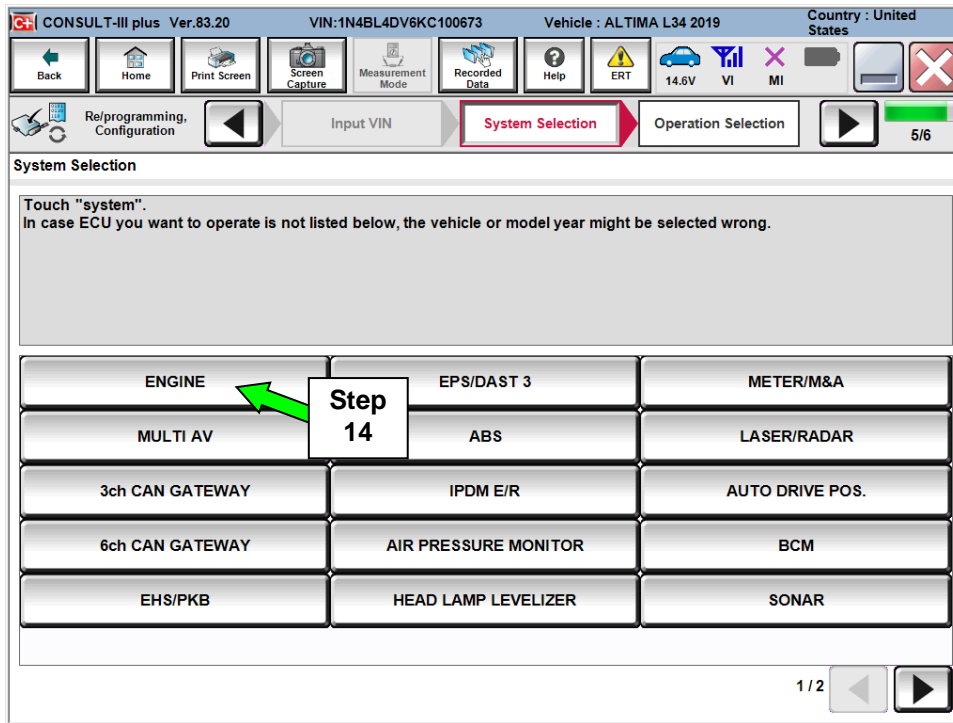


Figure 5

15. Select **Reprogramming**.

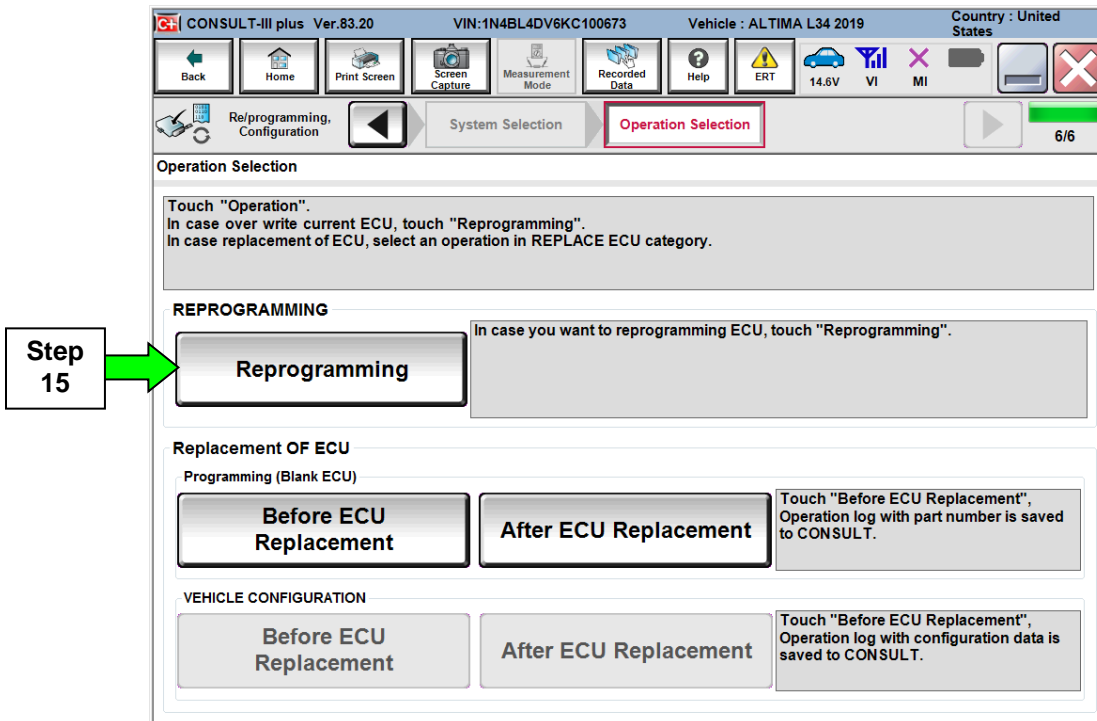


Figure 6

16. When you get to the screen shown in Figure 7, 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).

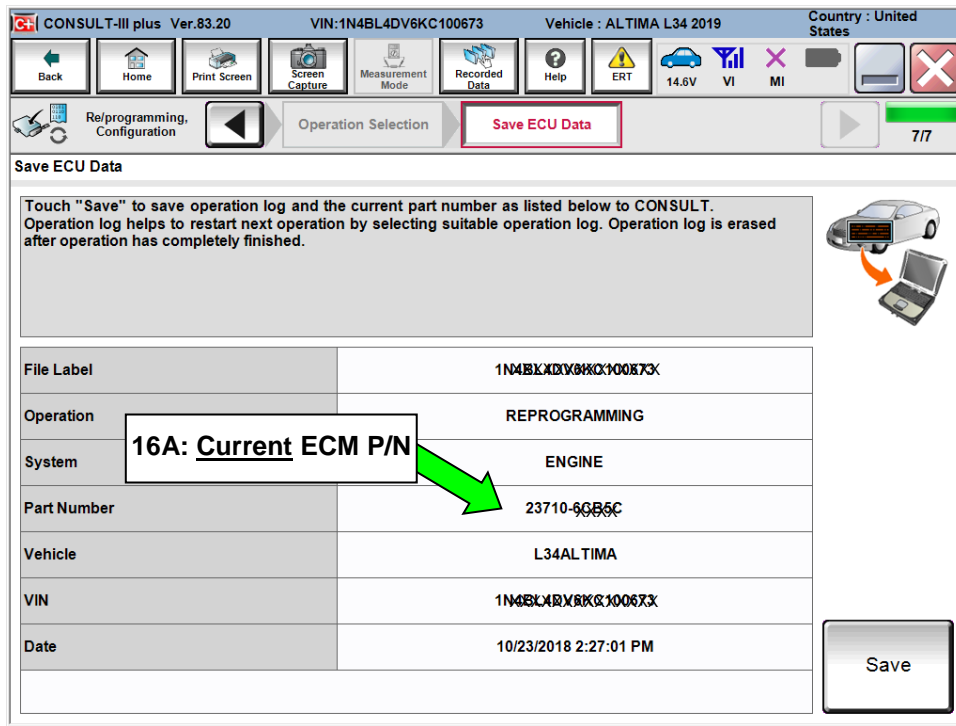


Figure 7

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. Proceed to Step 17.
- If there is not a match, reprogramming is not needed or it has already been done. Proceed to **CLAIMS INFORMATION** section for “Does Not Require ECM Reprogram”.

Table A

MODEL	CURRENT ECM PART NUMBER:
2019 Altima 23703-	6CA3A
2019 Altima 23710-	6CA7A, 6CA7B, 6CA7C, 6CA9A, 6CA9B, 6CA9C, 6CB5A, 6CB5B, 6CB5C, 6CB8A, 6CB8B, 6CC2A, 6CC2B

17. Use arrows (if needed) to view and read all precautions.
18. Check the box confirming the precautions have been read.
19. Select **Next**.

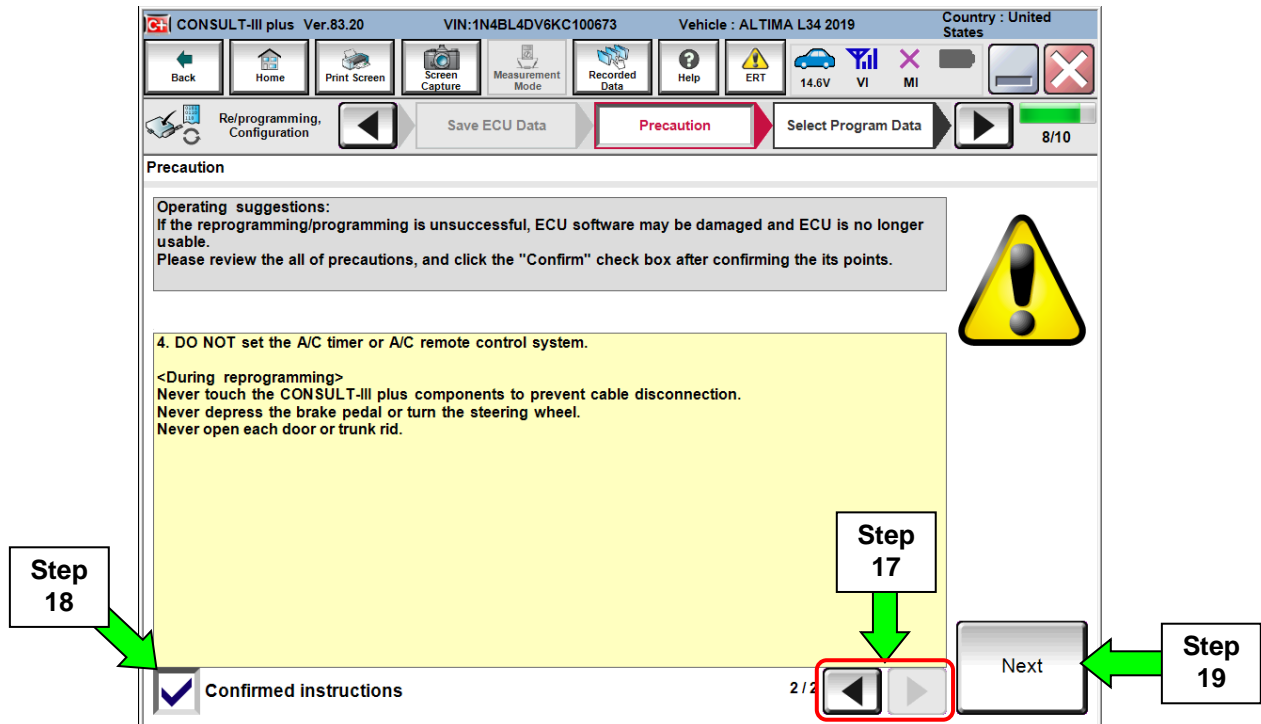


Figure 8

20. Read the **Current Part Number** and **Part Number After Reprogramming**. For this ECM reprogram, the numbers could be the same or different.

21. Select **Next**.

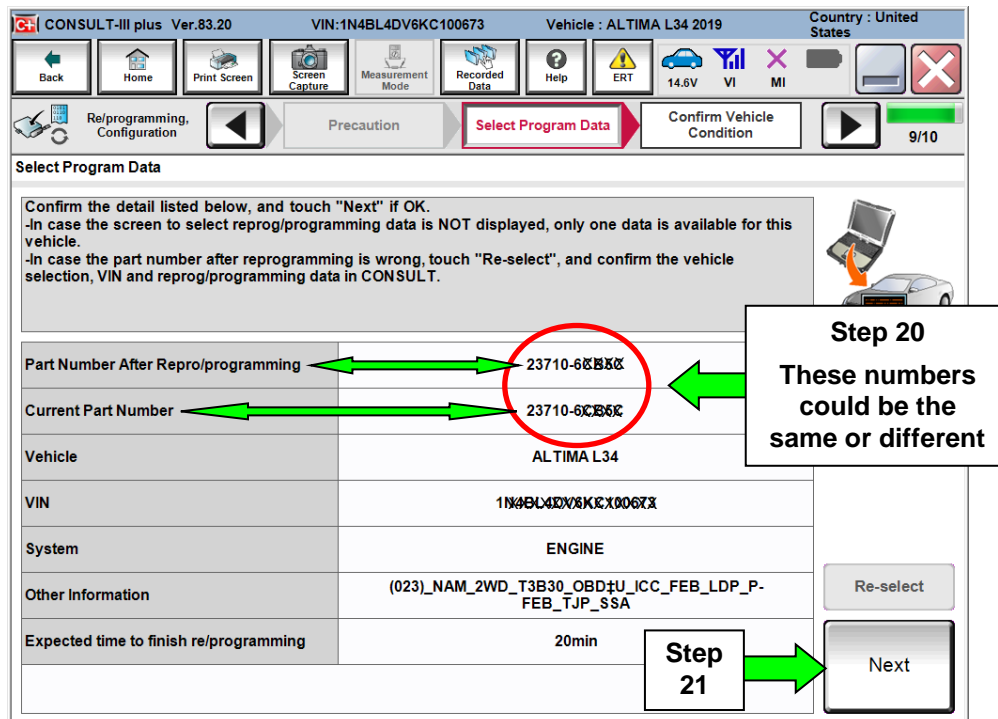


Figure 9



## IMPORTANT:

- In some cases, more than one new P/N for reprogramming is available.
  - In this case, the screen in Figure 10 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). Refer to the CLAIMS INFORMATION and submit a claim using OP-CODE PC6631 (Does Not Require ECM Reprogram).

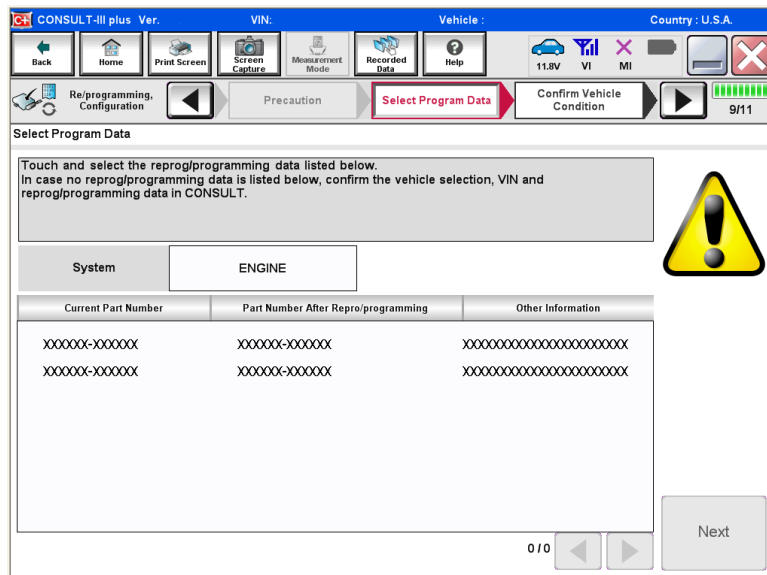


Figure 10

22. Make sure **OK** is highlighted **green** (battery voltage must be between **12.0 and 15.5 Volts**).

23. Select **Next**.

**IMPORTANT:** Battery voltage must stay between **12.0 and 15.5 Volts** during reprogramming or ECM reprogramming may be interrupted and ECM may be damaged.

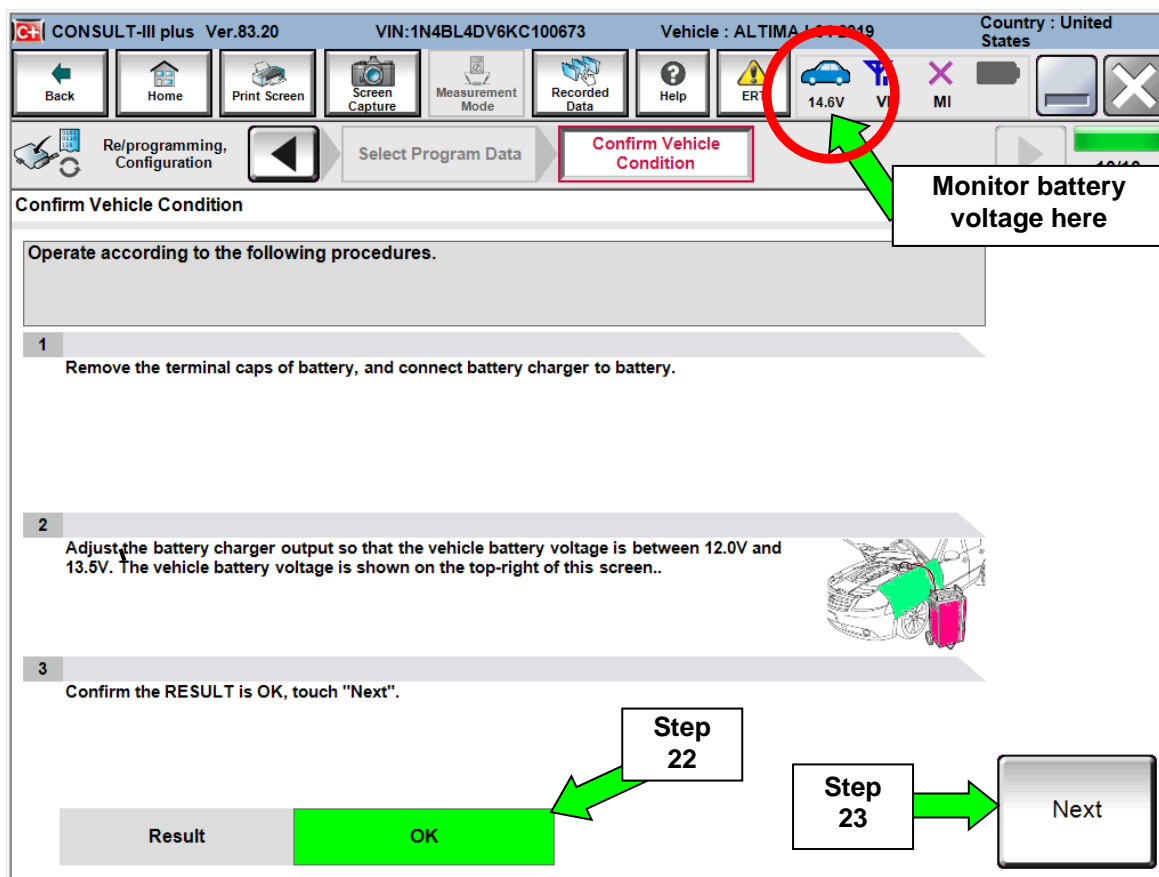


Figure 11

24. Make sure **OK** is highlighted **green** for all Judgements, then Select **Start**.

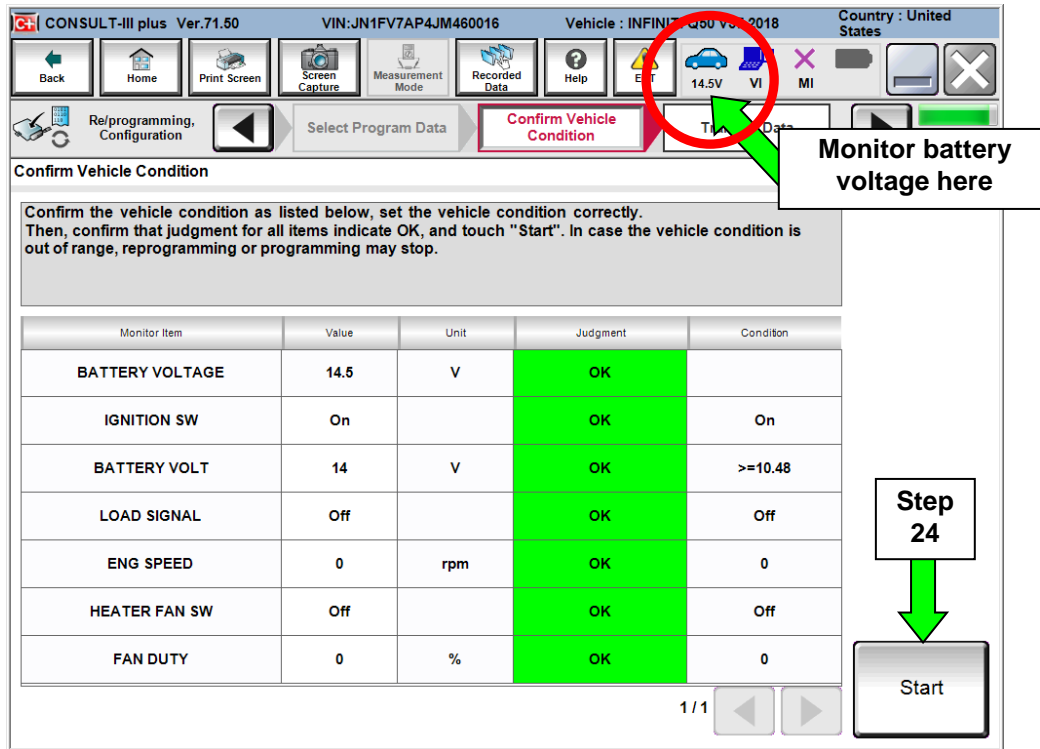


Figure 12

- 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.

**NOTE:** After your User Name and Password are verified, the reprogramming process will begin when **Submit** is selected.

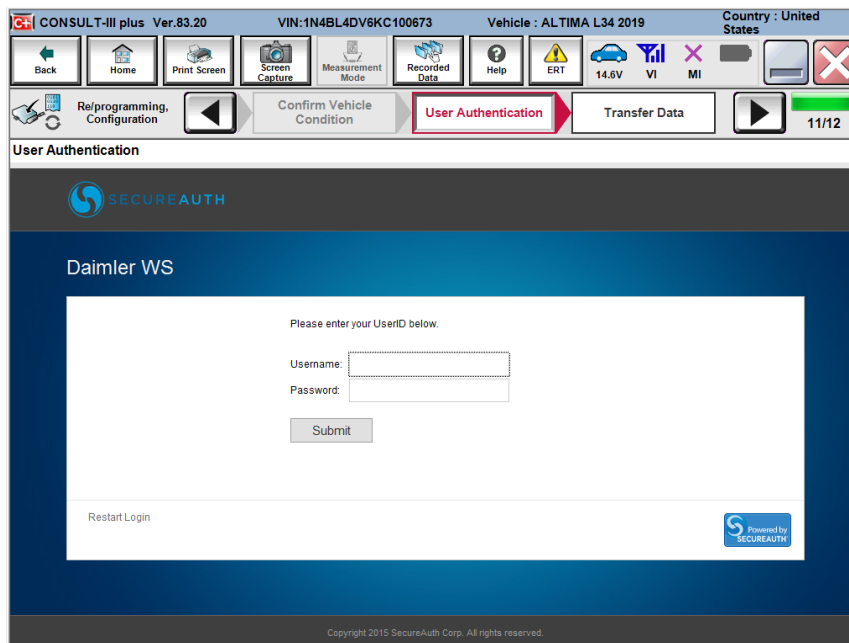


Figure 13

25. When the screen in Figure 14 displays, reprogramming is complete.

**NOTE:** If the screen in Figure 14 does not display (reprogramming does not complete), refer to the information on page 12.

26. Disconnect the GR8 (battery charger) from the vehicle.

27. Select **Next**.

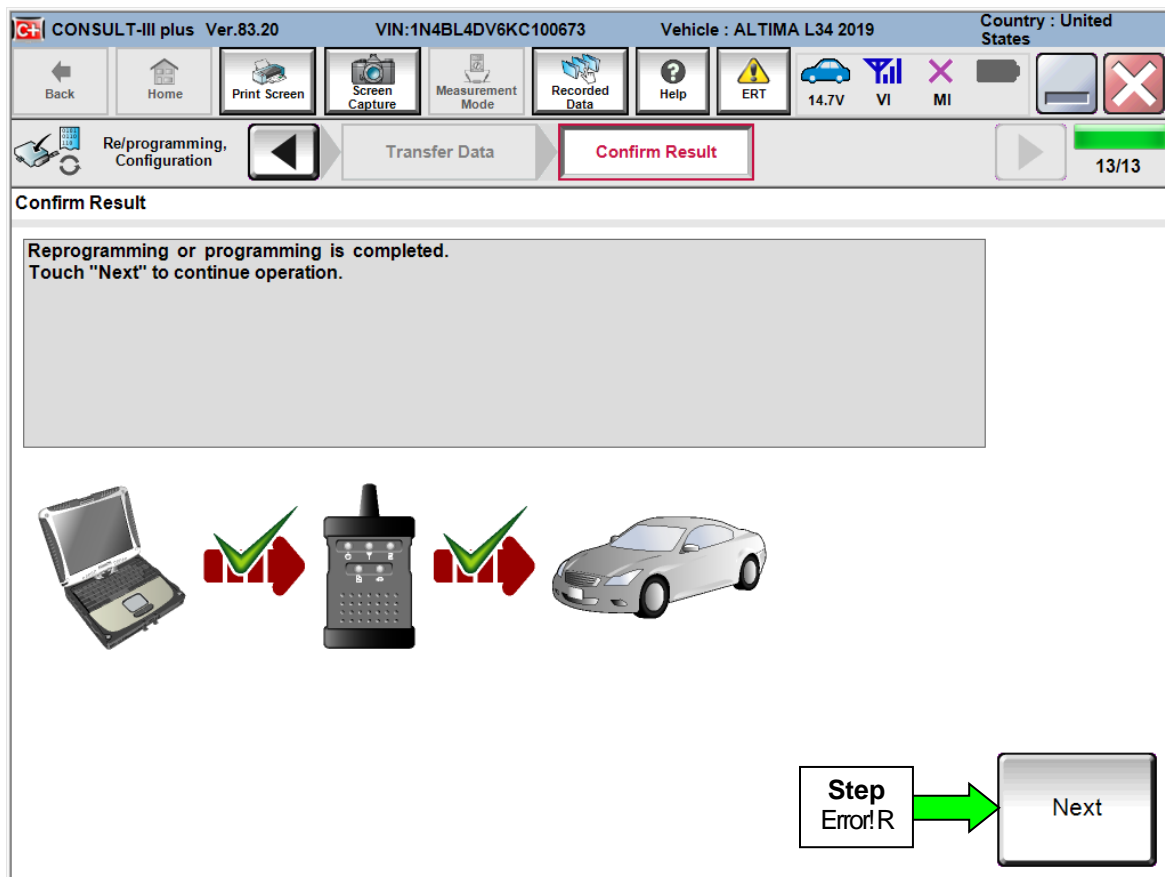


Figure 14

**NOTE:**

- In the next steps, starting on page 13, 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 15:

- 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.

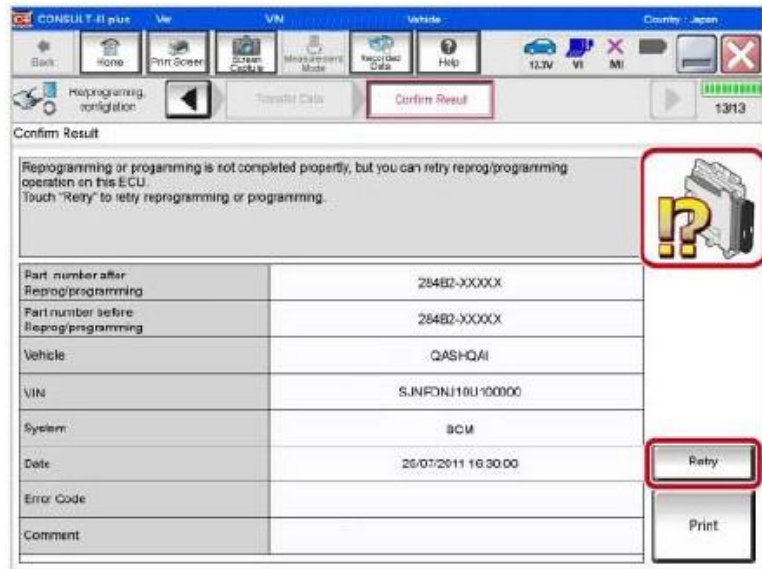


Figure 15

If reprogramming does not complete and the “X” icon displays as shown in Figure 16:

- 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.**

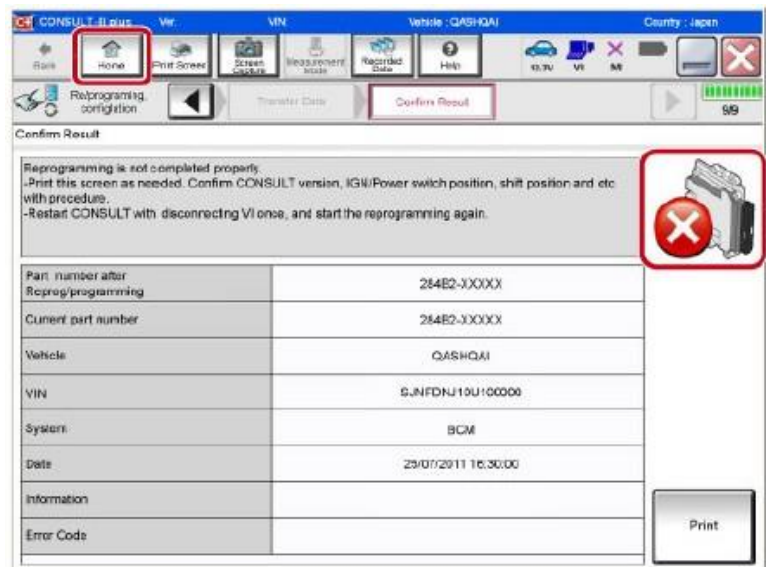


Figure 16

28. Perform **Throttle Valve Closed Position** procedure.

- Follow the on-screen instructions (**1, 2, and 3**) to complete the procedure.

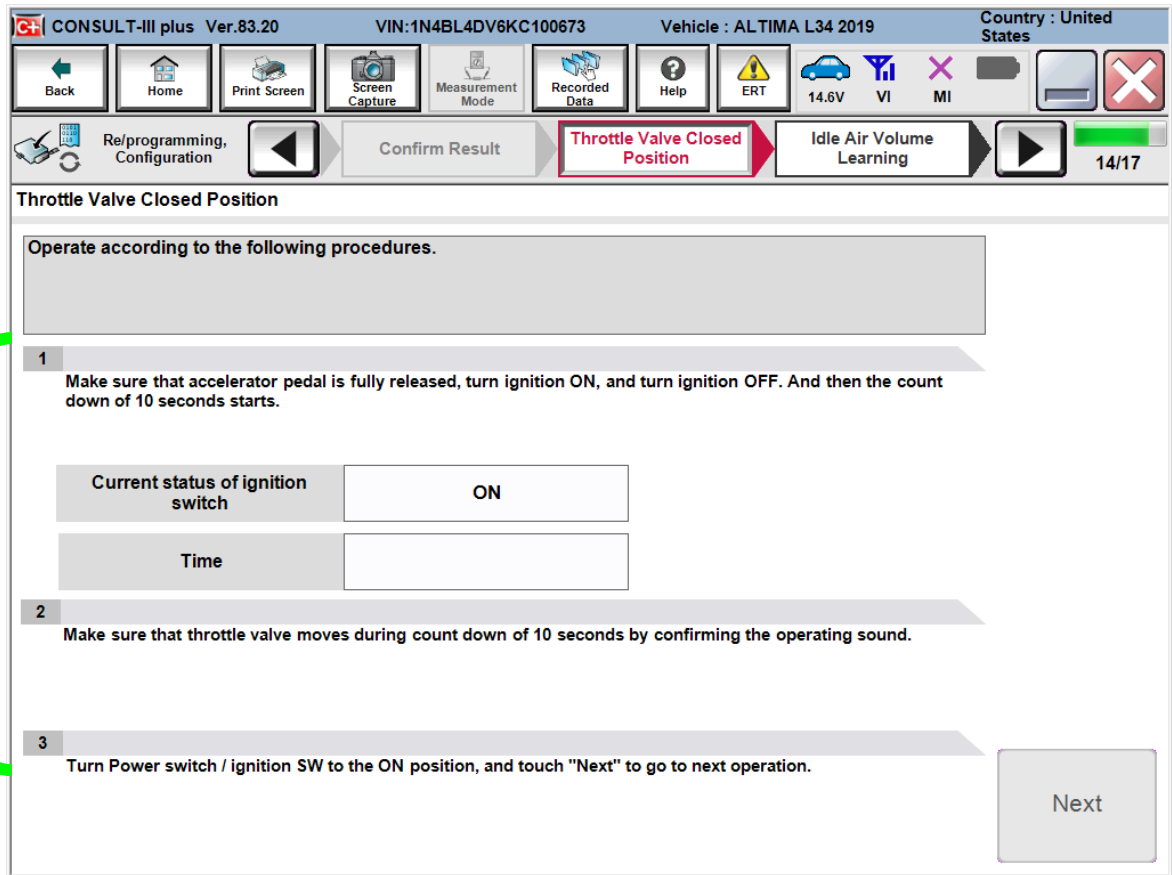


Figure 17

29. Perform **Idle Air Volume Learn (IAVL)**.

- a. Start the engine and let it idle.
- b. Select **Next**.

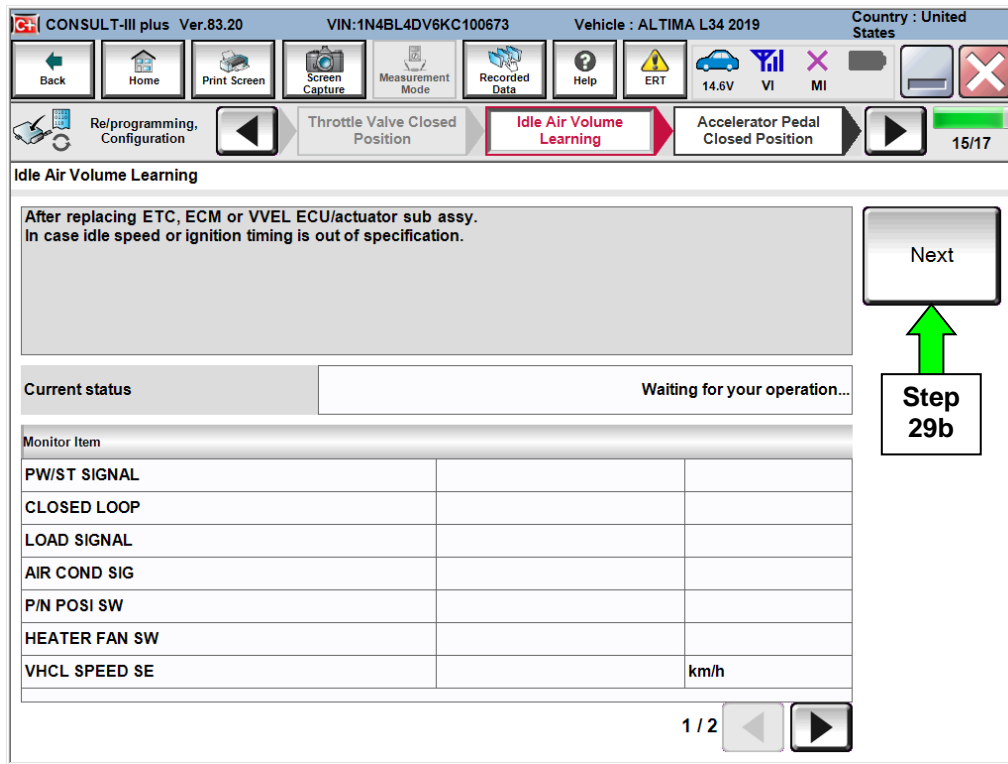


Figure 18

- c. Select **Start**.

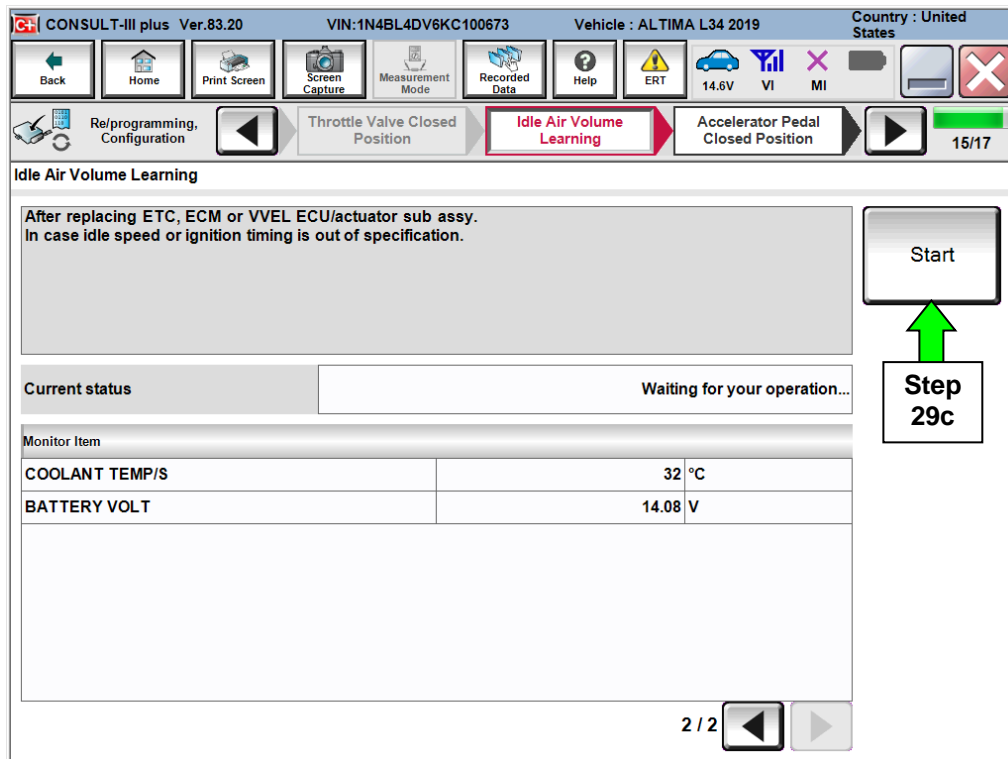


Figure 19

d. Wait for IAVL to complete (Screen in Figure 21 will be displayed).

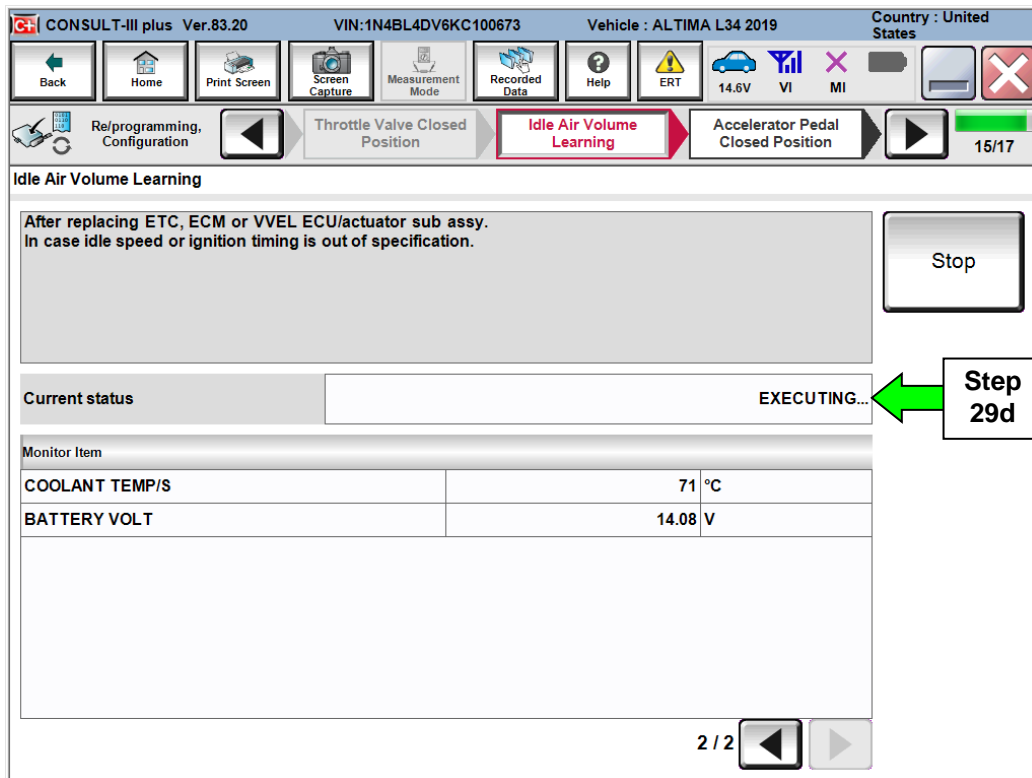


Figure 20

**NOTE:**

- Listed below are common required conditions for IAVL to complete.
- If IAVL does not complete within a few minutes, a condition may be out of range.
- Refer to the appropriate Electronic Service Manual (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



e. Select **Next**.

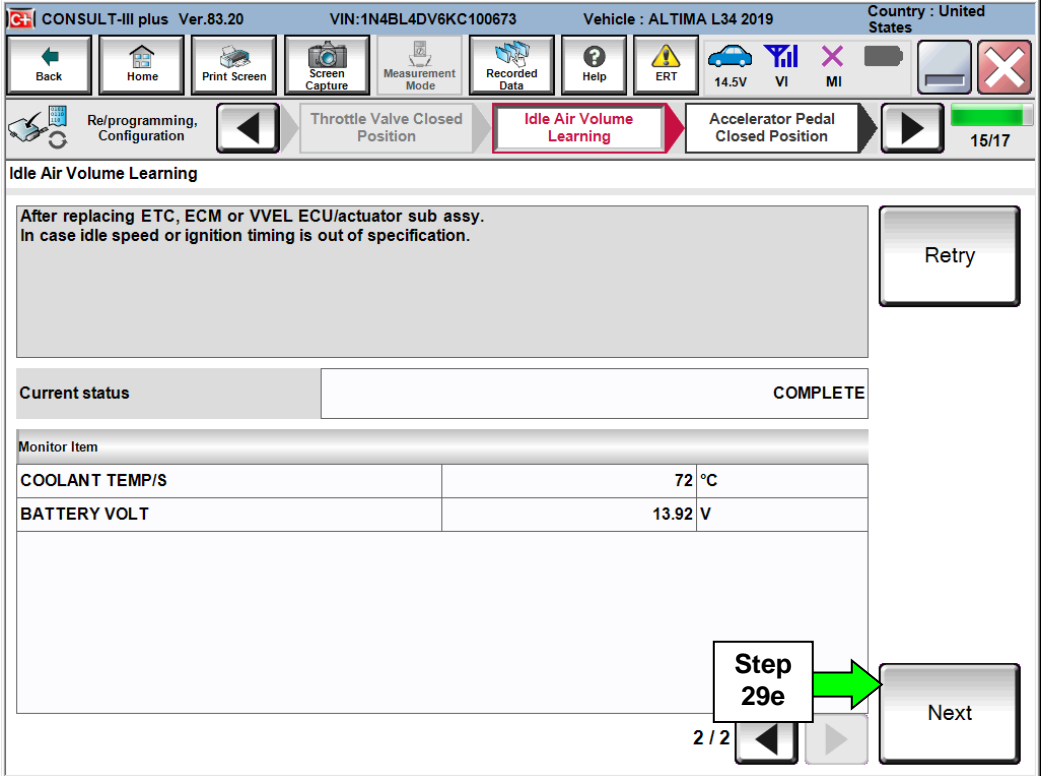


Figure 21

Continue to the next page.

30. Follow the on screen instructions to complete **Accelerator Pedal Close Position Learning**.

**Step 30**

CONSULT-III plus Ver.83.20 VIN:1N4BL4DV6KC100673 Vehicle : ALTIMA L34 2019 Country : United States

Back Home Print Screen Screen Capture Measurement Mode Recorded Data Help ERT 14.5V VI MI

Re/programming, Configuration Idle Air Volume Learning **Accelerator Pedal Closed Position** Confirmation Start up Engine 16/17

**Accelerator Pedal Closed Position**

According to the instruction below, perform Accelerator Pedal Close Position Learning procedure.

1. Turn ignition switch to the OFF position, and hold it for 10 seconds or more.
2. Turn ignition switch to the ON position, and hold it for 2 seconds or more.
3. Repeat the procedure (1) and (2) twice.
4. Turn ignition switch to the OFF position.

Current status of ignition switch	ON
Time (sec)	

IGN SW ON

IGN SW OFF

10 sec 10 sec 10 sec

2 sec 2 sec 2 sec

Figure 22

31. Confirm engine start-up.

- a. Select **Next**.

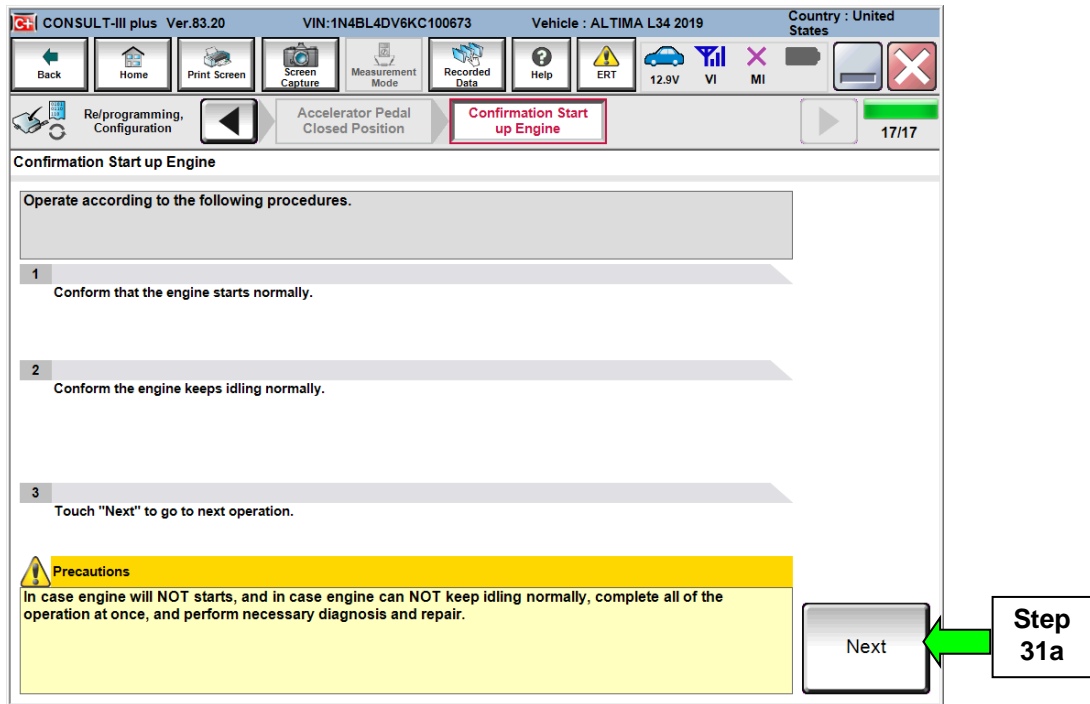


Figure 23

32. Erase all DTCs as follows:

- a. Turn the ignition OFF
- b. Turn the Ignition ON.
- c. Wait for DTC erase to complete.

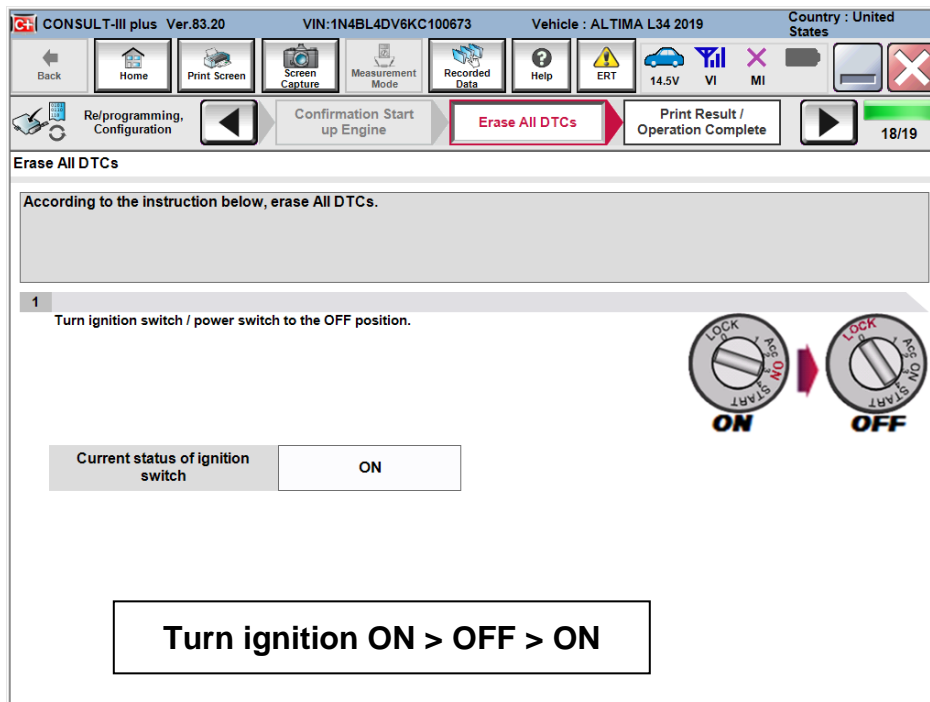


Figure 24

33. Print a copy of this screen (Figure 25) and attach it to the repair order.

**NOTE:** The before and after part numbers may be the same or different.

34. Select **Confirm**.

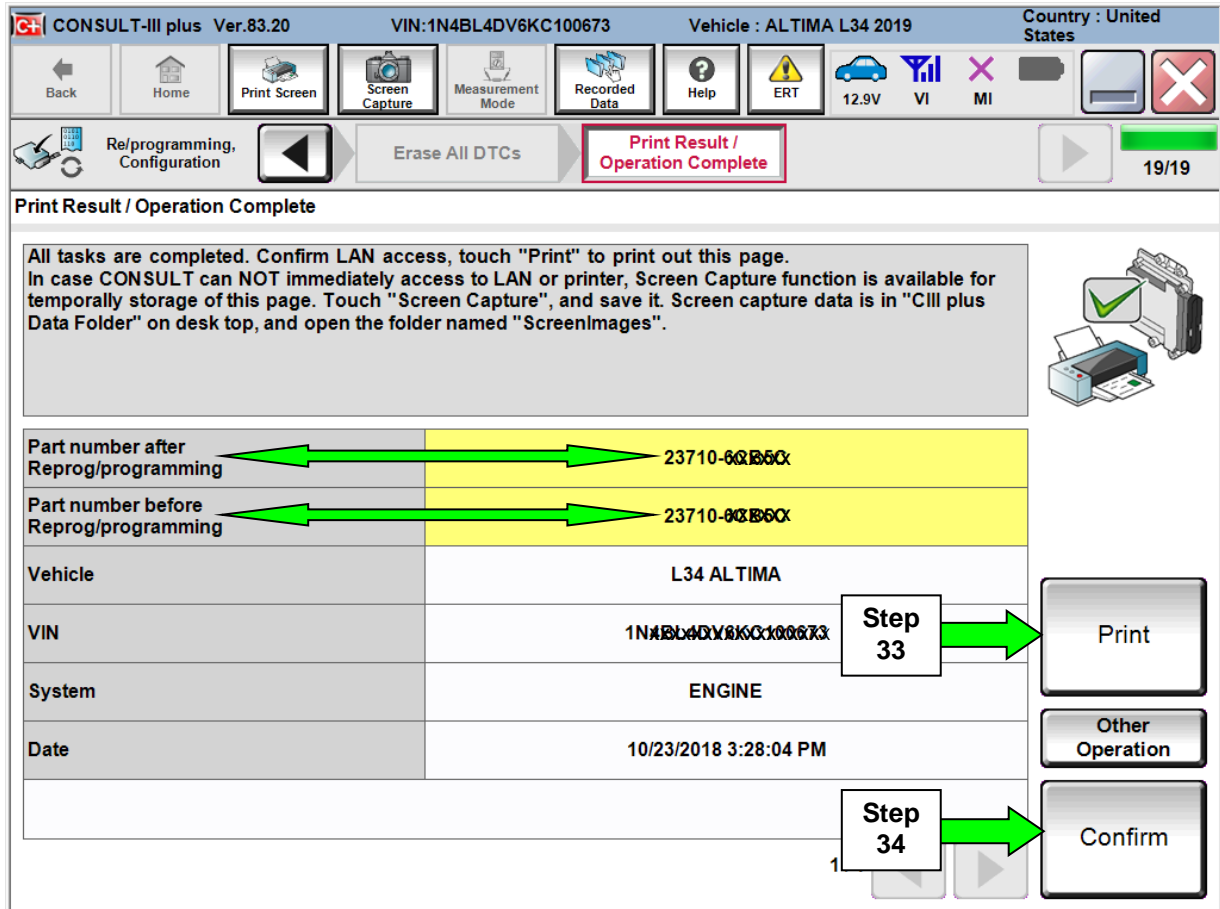


Figure 25

**NOTE:** If you cannot print the above screen:

- Select Screen Capture.
  - Name the file.
  - Save the file in My Documents.
- A copy of the screen is now saved in the CONSULT PC. It can be retrieved and printed at a later time.

35. Close C-III plus.

36. Turn the ignition OFF.

37. Disconnect the plus VI from the vehicle.

38. Repair is complete, submit a warranty claim per the **CLAIMS INFORMATION**.

**CLAIMS INFORMATION**

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC663

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PC663			
<b>Symptom:</b>	ZZ			
<b>Diagnosis:</b>	99			
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>	<b>Parts Required on claim</b>	<b>Expense Code Required</b>
Reprogram ECM	PC6630	0.4 Hr	No	No
Does Not Require ECM Reprogram	PC6631	0.3 Hr	No	No