



SERVICE BULLETIN

Classification:

GI18-003

Reference:

NTB18-069

Date:

October 12, 2018

TRANSMISSION & ENGINE AUTOMATED DATA COLLECTION AND DIAGNOSTIC REPORTING

APPLIED VEHICLES: All Nissan (excluding Leaf)

SERVICE INFORMATION

To support proper diagnosis and to promote Fixed-Right-First-Time – Nissan may review CONSULT-III plus (C-III plus) data relating to vehicle operation and function to help with vehicle diagnosis and diagnostic validation.

IMPORTANT: For transmission/engine repair or replacement, dealers are required to connect C-III plus and perform “Diagnosis (All Systems)”. Performing C-III plus “Diagnosis (All Systems)” is also required prior to contacting any Nissan call center (i.e. TECH-LINE, PCC, or WCC) for diagnostic support or claim pre-authorization.

NOTE: For additional information regarding Automated Vehicle Data Collection, refer to WBI/18-032.

To support Automated Vehicle Data Collection, your C-III plus must have the Diagnosis result reporting function-Setting turned ON.

If Diagnosis result reporting function-Setting is OFF:

- It may cause dealer consideration for Audit or the Anomalous Repair Control (ARC) program, where applicable.
- It may result in a repair being non-warrantable.

Refer to the Service Procedure on the next page to confirm your C-III plus “Diagnosis result reporting function-Setting” is turned ON.

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

Perform the following procedure to confirm your C-III plus “Diagnosis result reporting function-Setting” is turned ON.

1. Open C-III plus.
2. Select **Sub mode**.

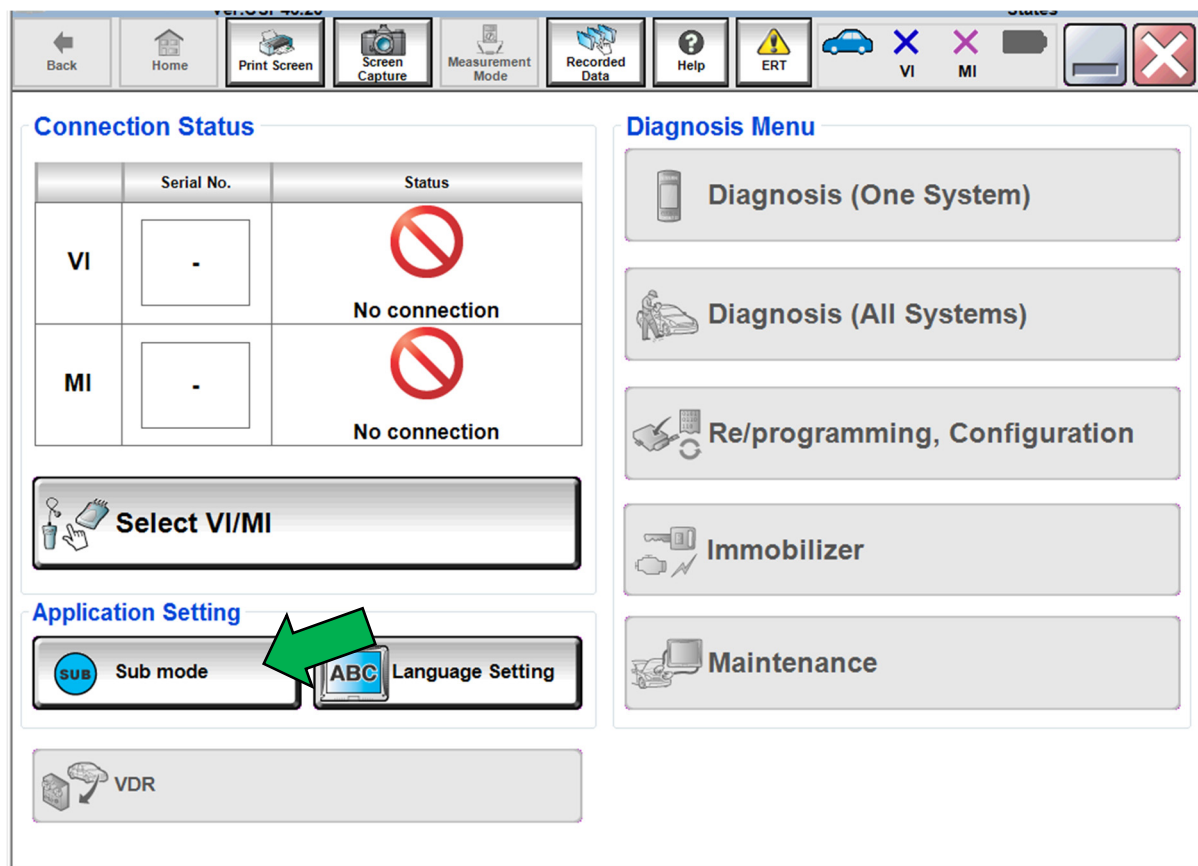


Figure 1

3. Select **Setting**.
4. Select **Country Selection**.

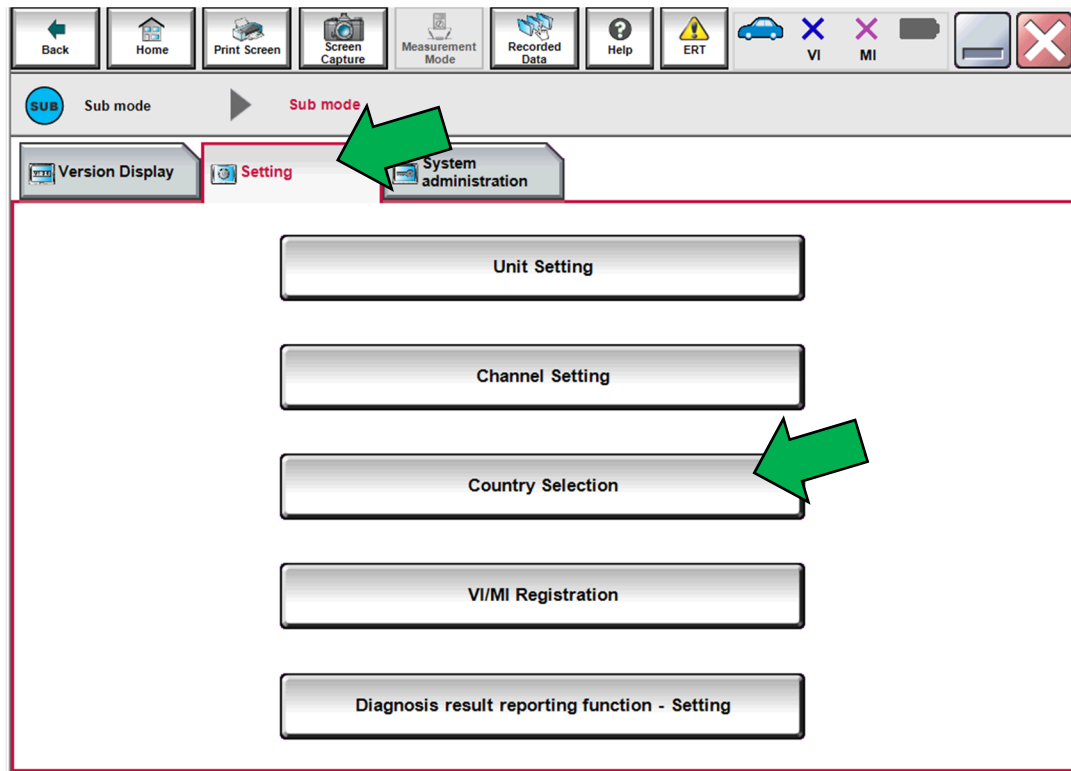


Figure 2

5. Confirm **Area – CURRENT SETTING** is North America.
6. Confirm **Country – CURRENT SETTING** is United States.

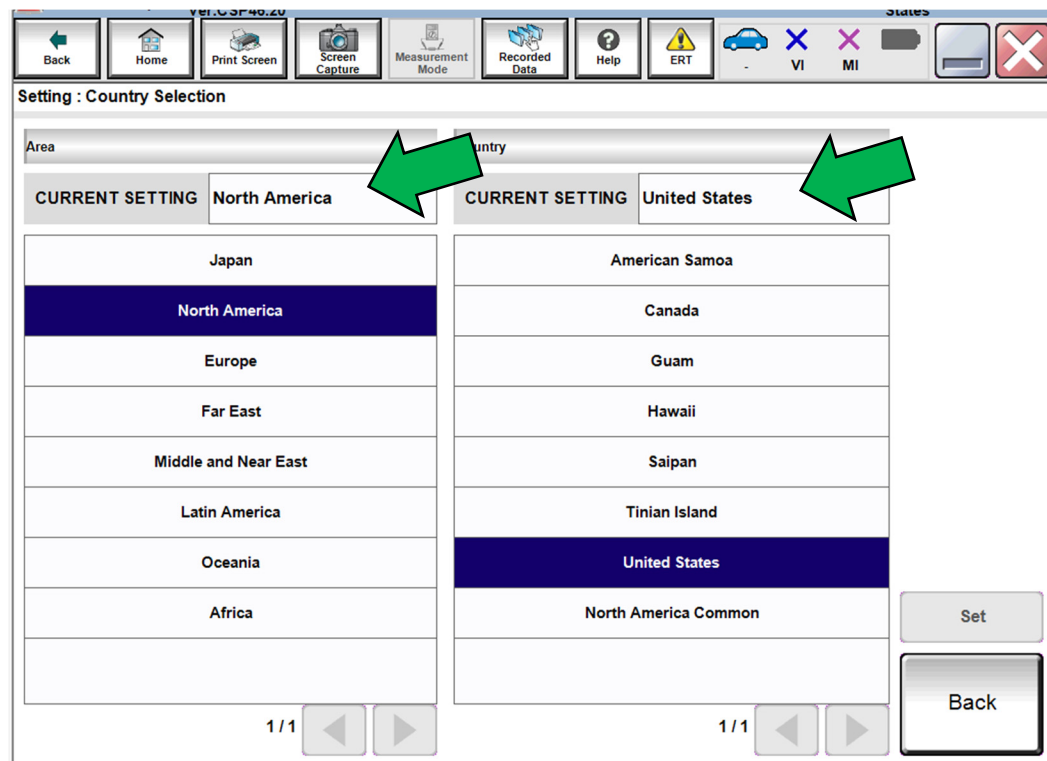


Figure 3

7. Select **Back**.

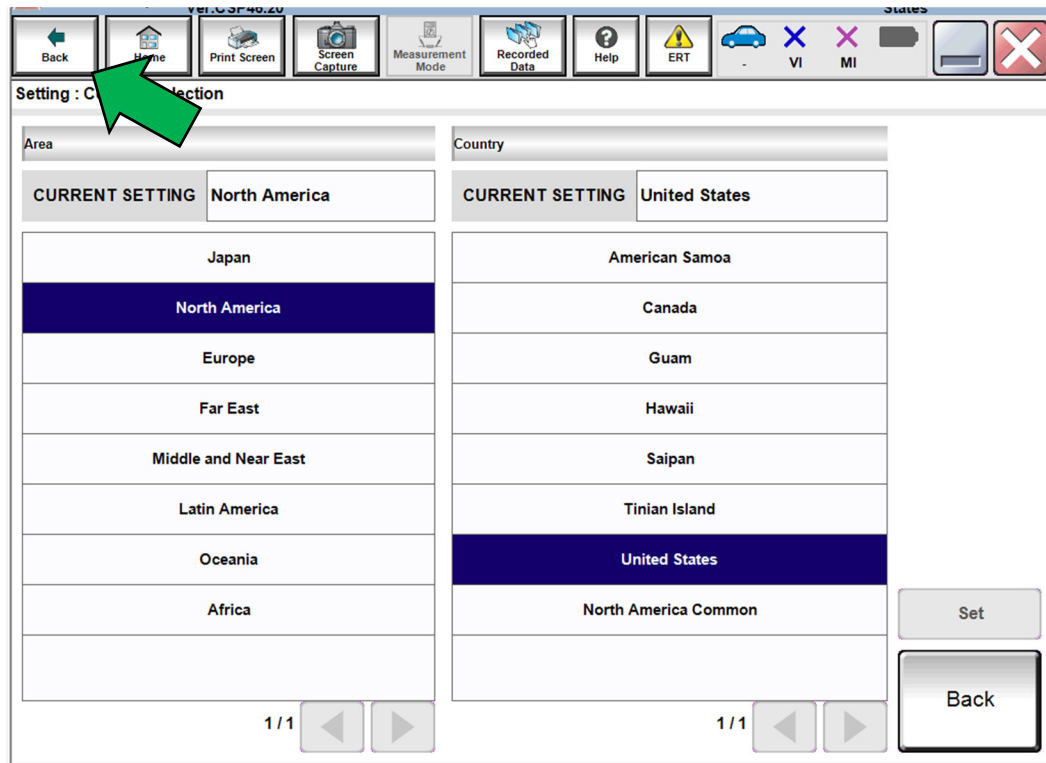


Figure 4

8. Select **Diagnosis result reporting function-Setting**.

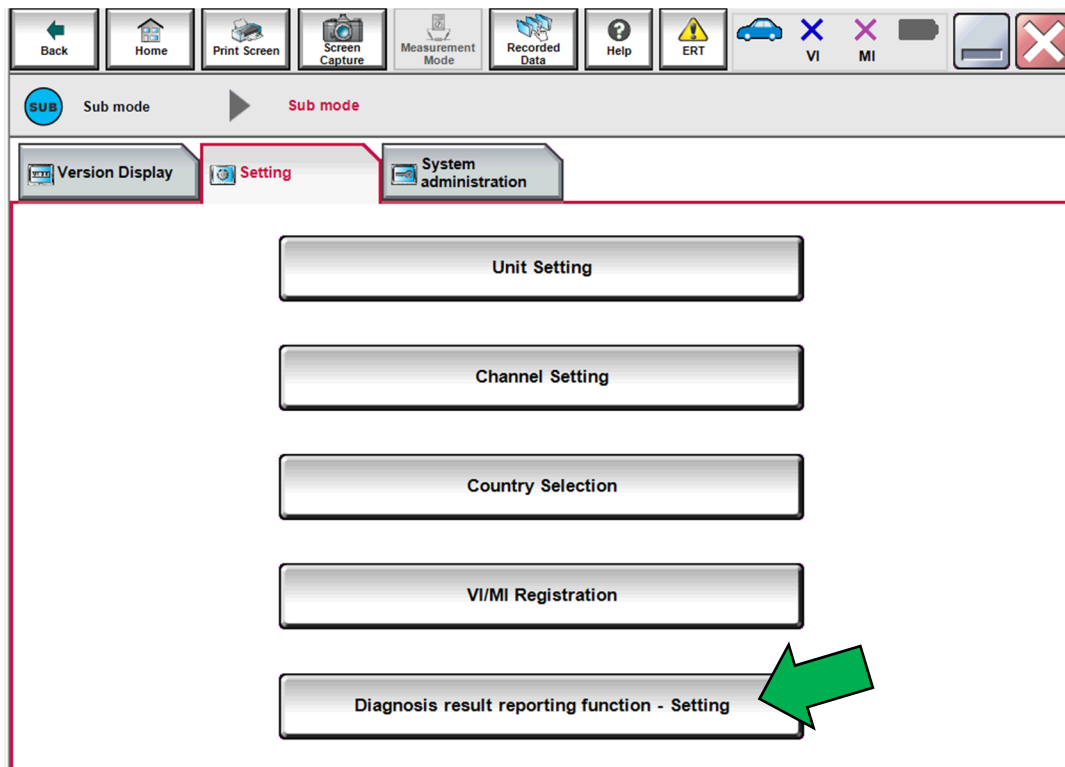
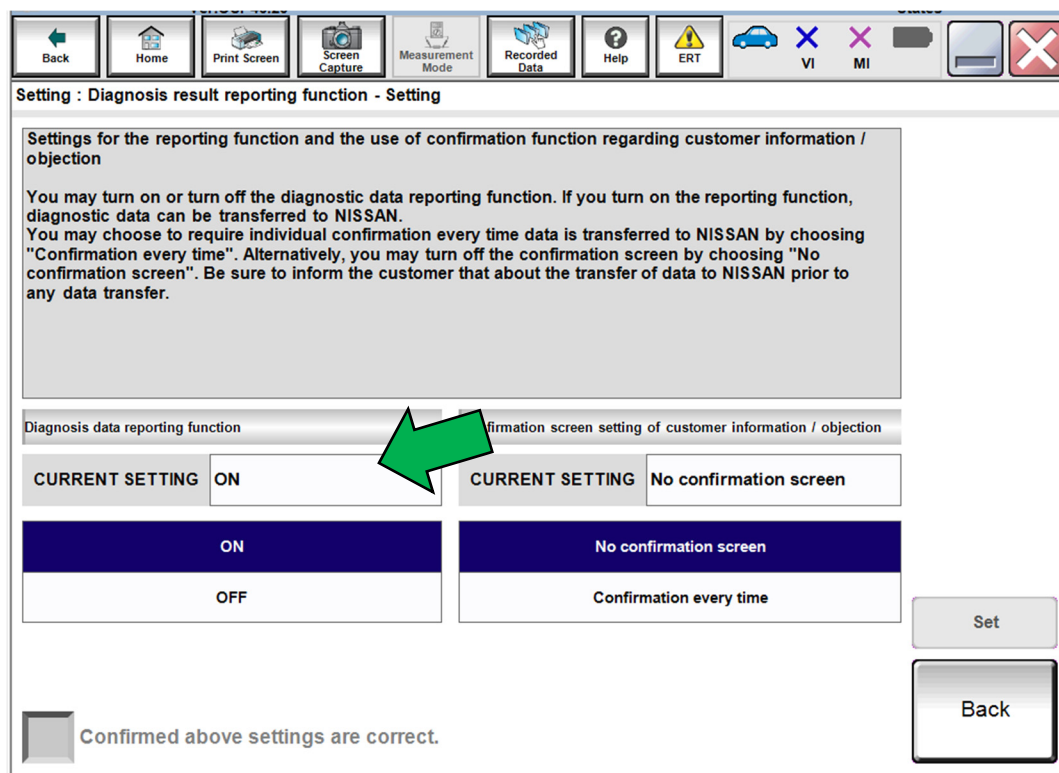


Figure 5

9. Confirm **Diagnosis result reporting function - CURRENT SETTING** is ON.



Setting : Diagnosis result reporting function - Setting

Settings for the reporting function and the use of confirmation function regarding customer information / objection

You may turn on or turn off the diagnostic data reporting function. If you turn on the reporting function, diagnostic data can be transferred to NISSAN. You may choose to require individual confirmation every time data is transferred to NISSAN by choosing "Confirmation every time". Alternatively, you may turn off the confirmation screen by choosing "No confirmation screen". Be sure to inform the customer that about the transfer of data to NISSAN prior to any data transfer.

Diagnosis data reporting function

CURRENT SETTING ON

ON

OFF

Confirmation screen setting of customer information / objection

CURRENT SETTING No confirmation screen

No confirmation screen

Confirmation every time

Set

Back

Confirmed above settings are correct.

Figure 6

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 12, 2018	NTB18-069	Original bulletin published