



SERVICE BULLETIN

Classification: EL19-055	Reference: NTB19-099	Date: October 31, 2019
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NO START CAUSED BY LOW BATTERY VOLTAGE

APPLIED VEHICLES: 2019 Armada (Y62)

IF YOU CONFIRM

An **APPLIED VEHICLE** will not start due to low battery voltage

OR

The customer commented that the vehicle would not start.

ACTION

- A. Test the vehicle's 12 volt battery using the Midtronics DSS-5000.
- B. Refer to step 2 on page 2 to confirm this bulletin applies to the vehicle you are working on.
- C. 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 entire 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

1. Test the vehicle's 12 volt battery using the Midtronics DSS-5000.
 - The DSS-5000 contains internal operating instructions accessed using its touch screen.
 - The DSS-5000 operating instructions are also found at <http://nissan.dss5000.com/>. These operating instructions include a Quick Start Guide and VIN scanning TIPS.
 - There is also an SIR video Vol. 551 that demonstrates the use of the DSS-5000 Battery Analyzer.

NOTICE

Continue to step 2 only after confirming "Good Battery" with the DSS-5000. If the battery voltage drops below 12.0 V, the reprogramming may be interrupted and the ECM may become damaged.

2. Using C-III plus, confirm the current ECM part number and write it on the repair order.
 - If it matches one of the part numbers in Table 1, continue to Step 3, on the next page.
 - If it does not match any of the part numbers in Table 1, this bulletin does not apply.

Table 1

MODEL	YEAR	CURRENT ECM PART NUMBER 23710-
Armada	2019	6JD0B, 6JD0C, 6JD0E 6JD1B, 6JD1C, 6JD1E

NOTICE

Perform the following before starting the reprogramming procedure to prevent damage to the control unit:

- Connect the AC Adapter to the CONSULT PC.
- Connect the CONSULT PC to the internet via Wi-Fi or a network cable.
- Ensure ASIST on the CONSULT PC has been synchronized (updated) to the current date and all C-III plus software updates (if any) have been installed.
- 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, the reprogramming may be interrupted.
- Turn OFF all vehicle electrical loads.
- Connect a battery maintainer or smart charger, set to reflash mode or a similar setting, to ensure the battery voltage stays between 12.0 V and 15.5 V.

HINT:

- 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 Learning conditions:
 - Engine coolant temperature: 70 - 100 °C (158 - 212 °F)
 - Battery voltage: More than 12.9 V (At idle)
 - Transmission: Warmed up
- When reprogramming is complete, you will be required to perform Throttle Valve Closed Position, Idle Air Volume Learning, Accelerator Closed Position and DTC erase.

3. Reprogram the ECM.

4. After completing Erase ALL DTCs, print a copy of the C-III plus screen showing the before and after part numbers of the control unit and attach it to the repair order.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
12 volt battery	(1)	1 (if needed)

(1) Reference the electronic parts catalog to determine the correct 12 volt battery for the vehicle you are working on.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram ECM	(1)	DE97AA	ZE	32	(2)
Test & Charge Battery		GB18AA			
Replace Battery		GB181A			

(1) Reference the electronic parts catalog and use the Engine Control Module (23703-*****) as the Primary Failed Part (PFP).

(2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated Flat Rate Time (FRT).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 31, 2019	NTB19-099	Original bulletin published