



Innovation that excites

QUALITY ACTION

CAMPAIGN BULLETIN

Transmission Control Module (TCM) Reprogram Dealer Inventory

Reference: PM942
Date: March 31, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2020 Sentra (B18)	NA	96	March 31, 2020	YES

*******Dealer Announcement*******

Nissan is conducting a dealer inventory quality action and requiring dealers to update the Transmission Control Module (TCM) software on **96** specific 2020 Sentra vehicles identified in Service Comm. The subject vehicles do not have the latest level of software installed.

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. **PM942**
 - 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. Please **do not drive, loan, sell or trade** the specific vehicles in Dealer Inventory subject to this Quality Action.
3. Dealers must use the attached procedure to install the updated software prior to retail delivery of the vehicle.
4. 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



PM942 - 2020 SENTRA TRANSMISSION CONTROL UNIT REPROGRAMMING

SERVICE PROCEDURE:

1. Verify vehicle is not in "Shipping Mode".
 - Remove Fuse J/B cover
 - Verify the Extended Storage Switch is pressed in as shown in Figure 1

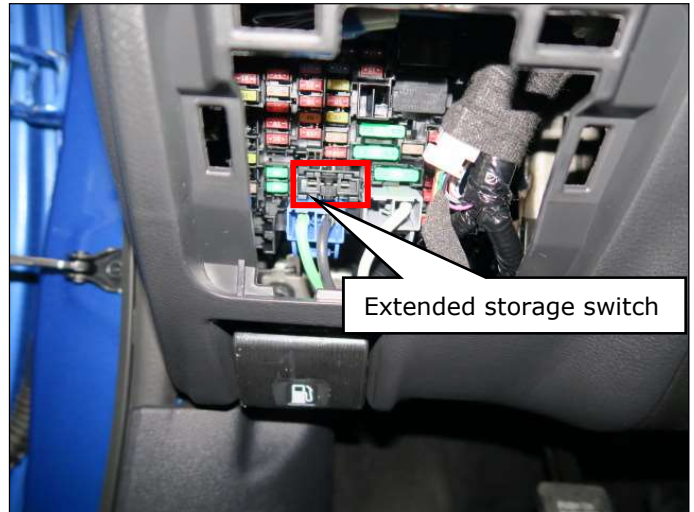


Figure 1

2. Connect a battery maintainer or smart charger to the 12V battery.

NOTICE

If the vehicle battery voltage drops below 12.0V or above 15.5V during reprogramming, the ECU may become damaged.

3. Prepare CONSULT 3+ (C3+) for reprogramming.
 - Connect C3+ VI2 to the DLC
 - Turn the ignition on
 - Turn the hazard lamps on to prevent the ignition from turning off
 - Open the C3+ program

4. On the C3+ Home page, select Re/programming, Configuration. (Figure 2)

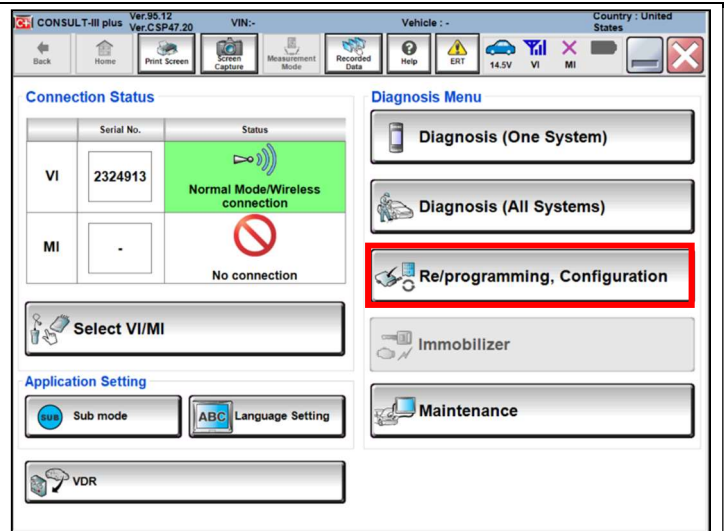


Figure 2

5. Review Precaution. (Figure 3)
- Check the "Confirmed Instructions" box
 - Select "Next"

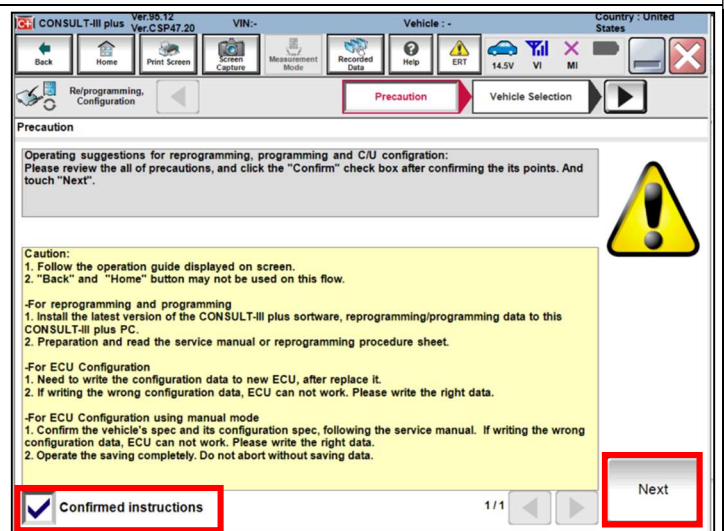


Figure 3

6. Perform Automatic VIN selection. (Figure 4)

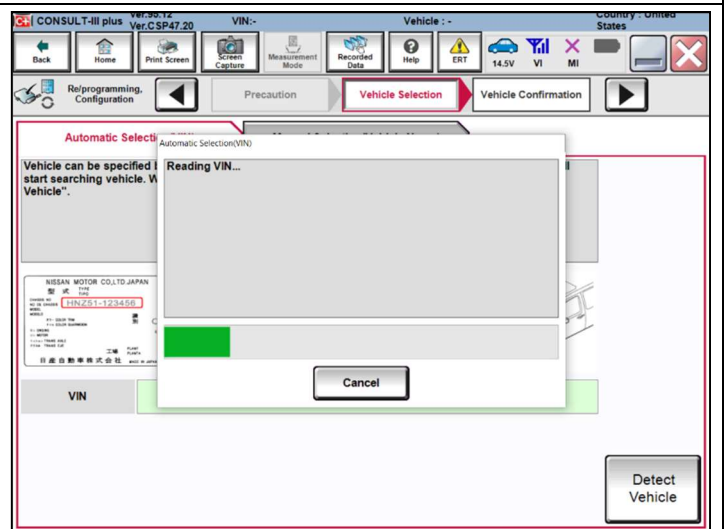


Figure 4

7. Confirm VIN, Model, and year are correct. (Figure 5)
- Select "Confirm"

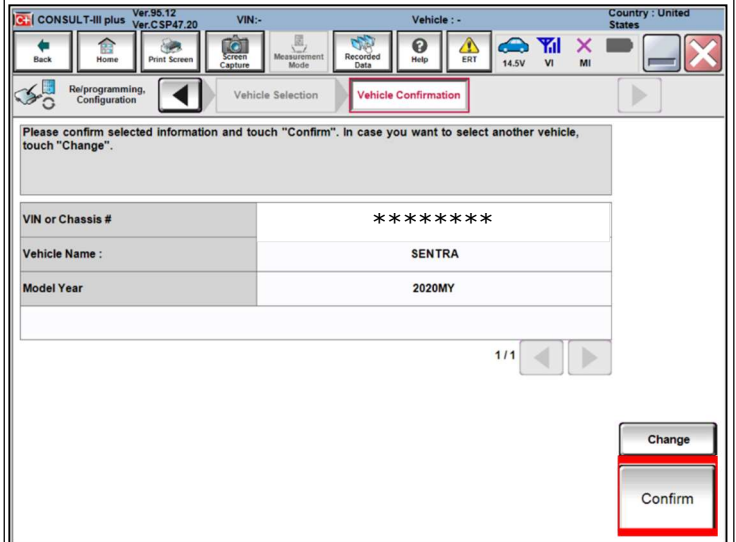


Figure 5

8. Confirm VIN. (Figure 6)
- Select "Confirm"

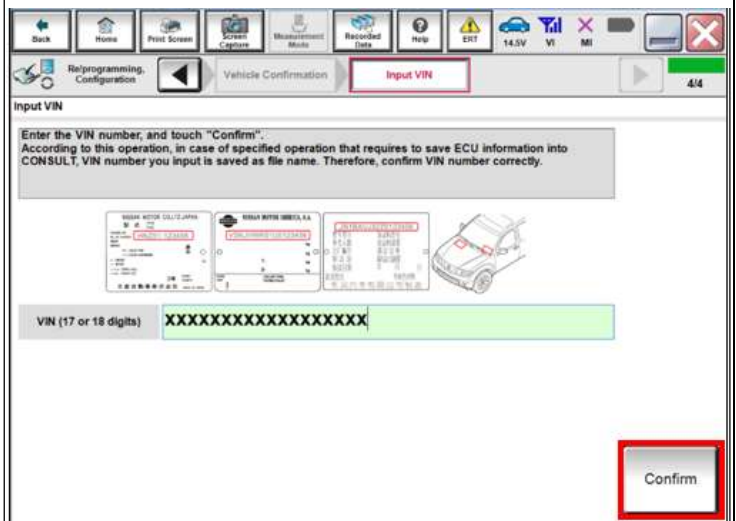


Figure 6

9. Locate and select "Transmission" from the available systems located on Page 2. (Figure 7)

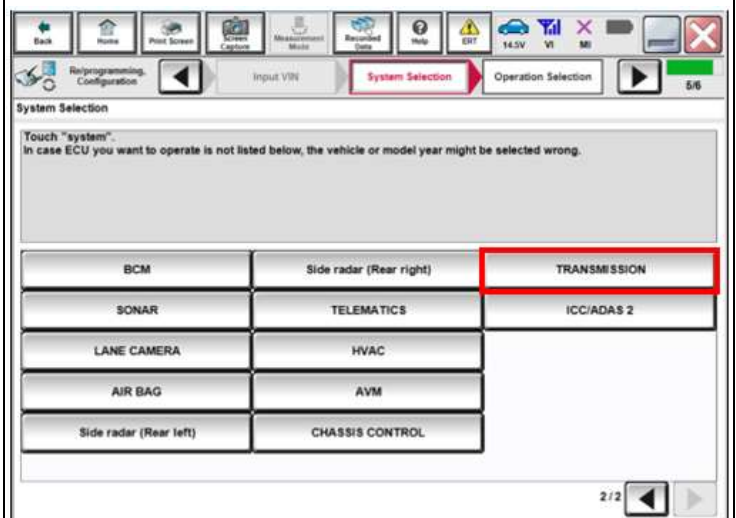


Figure 7

10. Select "Reprogramming". (Figure 8)

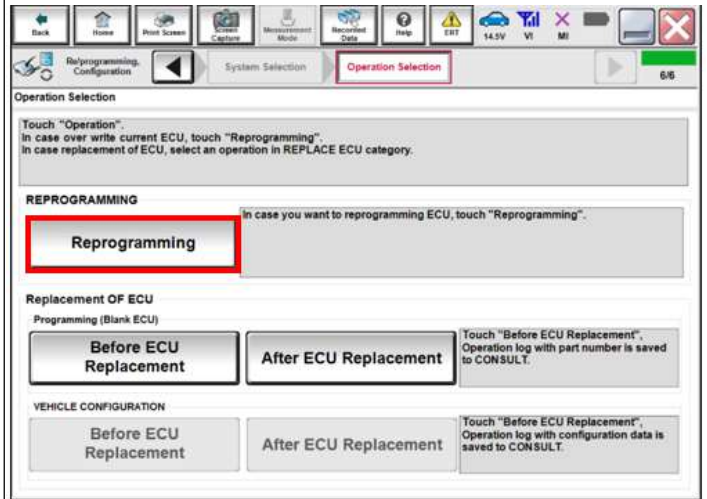


Figure 8

11. Check TCM part number. (Figure 9)

Is the TCM part number 31036-6LW0A?

- If **NO** Select "Save" to continue TCM reprogramming procedure on **Step 12.**
- If **YES**, Reprogramming is **NOT** needed. Continue to claims information and claim operation code PM9421 "Reprogram Not Needed".

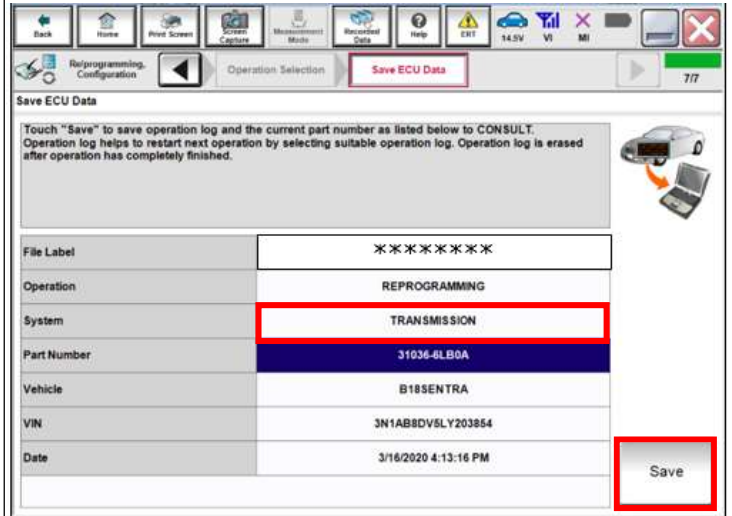


Figure 9

12. Review both pages of Precautions. (Figure 10)

- Check the "Confirmed Instructions box"
- Select "Next".

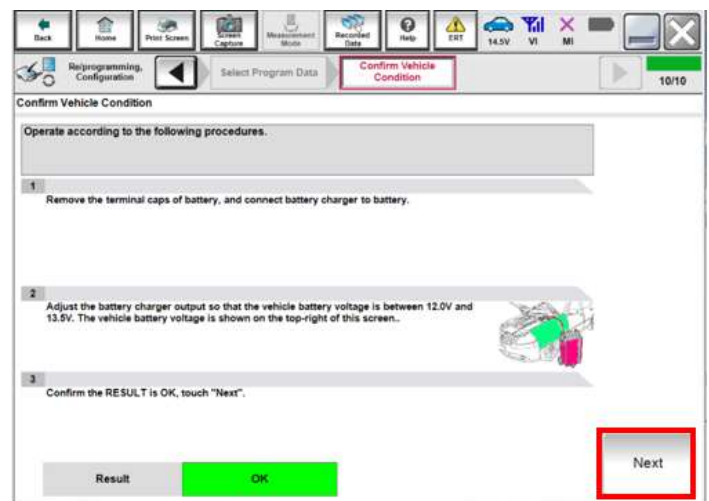


Figure 10

13. Select "Next".

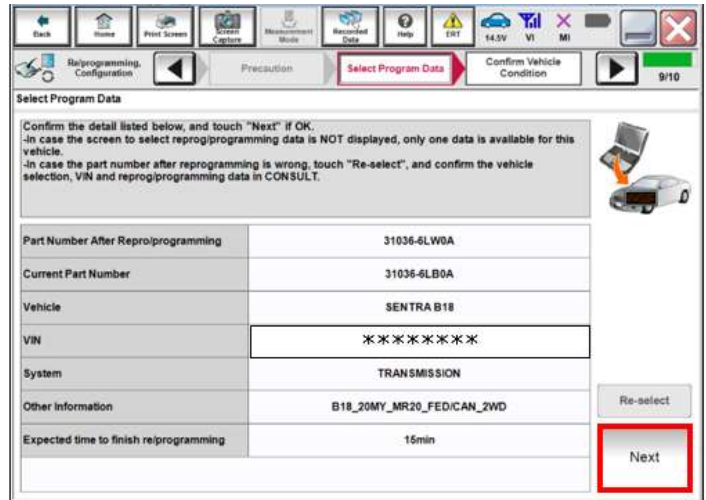


Figure 11

14. Confirm battery charger condition.
 (Figure 12)

- Select "Next"

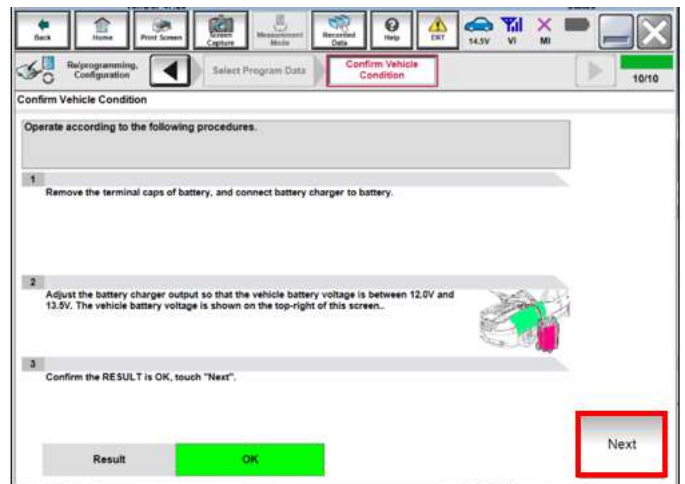


Figure 12

15. Confirm vehicle condition. (Figure 13)

- Select "Start"

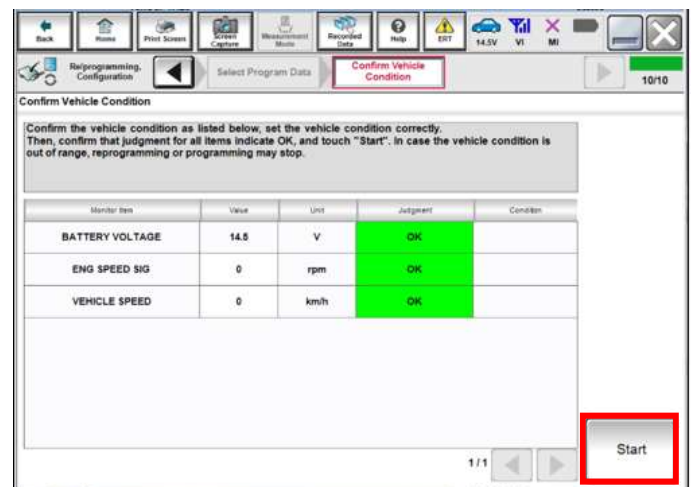


Figure 13

16. Enter login information. (Figure 14)

- Select "Submit"

Note: Reprogramming will start after successfully logging in. (Figure 15)

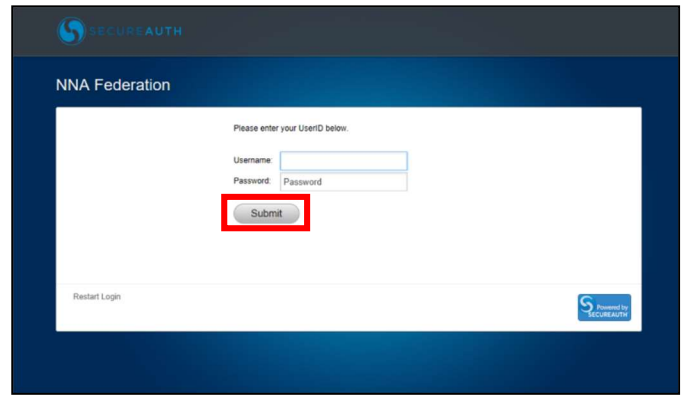


Figure 14

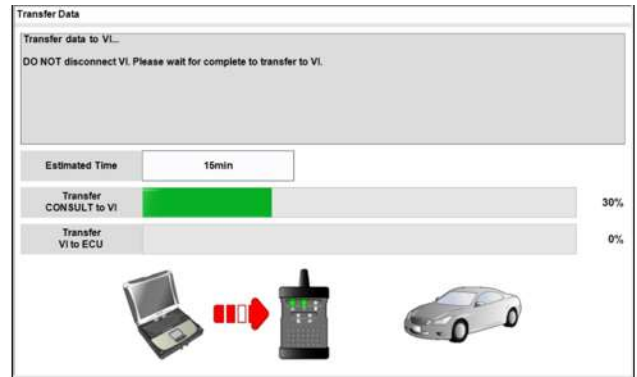


Figure 15

17. Select "Next". (Figure 16)

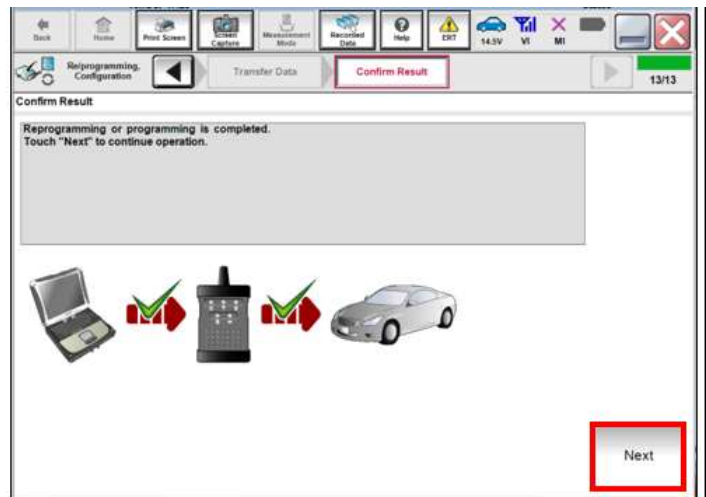


Figure 16

18. Cycle the ignition. (Figure 17)

- Turn the ignition OFF
- Turn the ignition ON
- DTC's will be erased

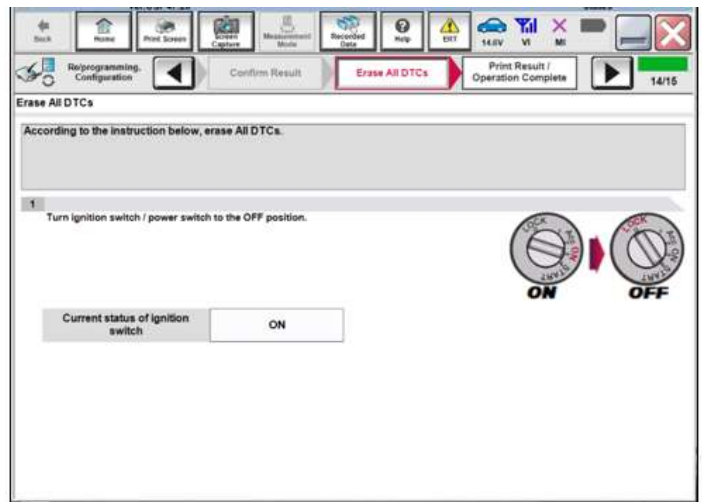


Figure 17

19. Reprogramming complete.

- Print reprogramming results and attach to repair order
- Select Confirm to return to C3+ Homepage (Figure 18)
- Turn the ignition off
- Remove the VI2 from the vehicle
- Remove the battery maintainer or smart charger from the vehicle

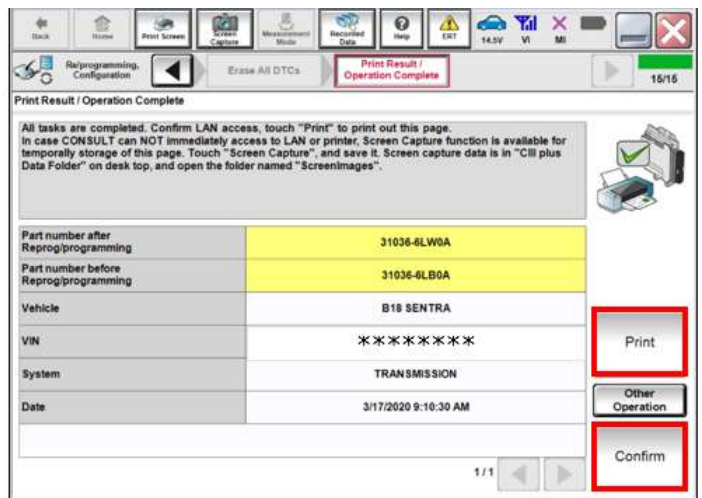



Figure 18

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PM942

Claim Type:	CM			
PNC:	PM942			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Reprogram TCM	PM9420	0.8 Hr	NO	NO
Reprogram Not Needed	PM9421	0.3 Hr	NO	NO