

## **QUALITY ACTION**

## BULLETIN Engine Control Module (ECM) Reprogram Dealer Inventory

Reference: PM945 Date: April 02, 2020

CAMPAIGN

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:		SERVICE COMM Activation date:	
MY2020 Kicks (P15)	NA	16,641	April 02, 2020	NO

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

Nissan is conducting a dealer inventory quality action to update the Engine Control Module (ECM) software on **16,641** specific MY2020 Kicks vehicles identified in Service Comm and National Service History – Open Campaigns. These vehicles are either currently in dealer inventory or assigned and in transit to the dealer.

The Engine Control Module (ECM) calibration change may affect alternator control and idle speed control optimization causing the engine to stall when coming to a stop.

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

#### PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

- Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. <u>PM945</u>
  - 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
  - <u>Please continue to check newly arriving inventory for campaign</u> <u>applicability.</u>
- 2. Use the attached procedure to remedy any vehicles affected by this quality action prior to sale to ensure customer satisfaction.
- 3. Once remedied, dealers may submit the applicable warranty claim for the action performed 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



## PM945 2020 KICKS ECM REPROGRAM

### SERVICE PROCEDURE

#### **REPROGRAM THE ECM**

#### **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 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

### NOTICE Connect a battery maintainer or smart charger to the 12V battery. If the vehicle battery voltage drops below 12.0V or above 15.5V during reprogramming, the ECM may be damaged. Be sure to turn OFF all vehicle electrical loads. 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 plus VI. If Bluetooth® signal waves are within range of the CONSULT PC or the plus VI during reprogramming, reprogramming may be interrupted and the ECM may be damaged.

- 1. Verify the extended storage switch is pushed IN.
  - a. Turn the ignition OFF.
  - b. Open the driver door and leave it open.
  - c. Locate the interior fuse panel and remove the cover.
  - d. Push the extended storage switch IN.
  - e. Wait at least 2 seconds and then turn the ignition ON.



Figure B

- f. Make sure the extended storage warning message is not displayed in the combination meter/display.
- 2. Connect a battery maintainer or smart charger to the 12V battery.

**NOTE:** The engine cooling fans may turn ON during the reprogramming process.

3. Connect the CONSULT PC to the vehicle 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**.

	CONSU	LT-III plus Ver.V12.	12.00 VIN:-	Vehicle : -		Country : U.S.A.	
	Back	Home Print So		Recorded Data	11.8V VI MI		
	Connec	ction Status -		Diagnosis Menu	ı		
		Serial No.	Status	Diagno:	sis (One Syste	em)	
VI is recognized	VI	2300727	Normal Mode/Wireless connection	Diagnos	sis (All Systen	ns)	
	м	-	$\otimes$				
			No connection		gramming, Co	nfiguration	Step 6
		Select VI/MI			lizer		
		ion Setting Sub mode	Language Setting	Mainter	nance		
	(17)	/DR					
			-	· · · · · · · · · · · · · · · · · · ·			

- Figure 1
- 7. Follow the on-screen instructions and navigate the C-III plus to the screen shown in Figure 2 on the next page.

- 8. 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).

CONSULT-III plus Ver VIN	Vehicle :	Country : U.S.A.
Back Home Print Screen Capture	Measurement Mode	🚓 🏋 🗙 🖿 🔛 🔀
Re/programming, Configuration	tion Selection Save ECU Data	717
Save ECU Data		
Touch "Save" to save operation log and th Operation log helps to restart next operatio after operation has completely finished.	e current part number as listed below to CO n by selecting suitable operation log. Operat	
File Label	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	
Operation	REPROGRAMMING	
System 8A: Current ECM I	P/N ENGINE	
Part Number	23710	
Vehicle	*******	
VIN	xxxxxxxxxxxxxxxxxxxxxxx	
Date	11/1/201× 1:22:16 AM	Save
1	E: 0	

Figure 2

- 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**, this bulletin <u>applies</u>. Continue with the reprogramming procedure
  - If there is **not a match**, reprogramming is not needed or it has already been done. Refer to Service COMM to confirm this campaign applies to the vehicle you are working on

Table A	
MODEL	CURRENT ECM PART NUMBER: 23710-
2020 Kicks	5RW2D, 5RW3D

9. Follow the on-screen instructions to navigate C-III plus and reprogram the ECM.

#### NOTE:

- 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 <u>does not</u> 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. Close C-III plus and refer back to ASIST for further diagnosis

CONSULT-III plus Ver.	VIN:	Vehicle :		Country : U.S.A.
Back Home Prin	Screen Screen Mode	Recorded Data	11.8V VI MI	
Re/programming, Configuration	Precaution	Select Program Data	Confirm Vehicle Condition	9/11
Select Program Data				
	rog/programming data listed be mming data is listed below, confi in CONSULT.		and	
System	ENGINE			
Current Part Number	Part Number After Repr	o/programming C	ther Information	
XXXXXX-XXXXXXX	XXXXXX-XXXXXXX	xxxxxxxxx	xxxxxxxxxxxxxx	
XXXXXX-XXXXXXXX	X00000X-X00000X	00000000	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	
			0/0	Next

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

Ver.CSP44.21	TH. 114-160-11102-12100	Territore . ALL TIMA Set	San Loo Lon S	itates
Back Emergence Print Screen	Screen Capture	Help AL ERT 12		
Configuration	Confirm Vehicle Condition	Authentication	Fransfer Data	11/12
User Authentication				
SECUREAUTH				
Daimler WS				
	Please enter your UserID below.			
	Usemame:			
	Password:			
	Submit			
Restart Login				
	Copyright 2015 SecureAuth Corp	. All rights reserved.		

Figure 4 5/10

10. When the screen in Figure 5 displays, reprogramming is complete.

**NOTE:** If the screen in Figure 5 does <u>not</u> display (reprogramming did <u>not</u> complete), refer to the information on page 7.

- 11. Disconnect the battery charger from the vehicle.
- 12. Select Next.

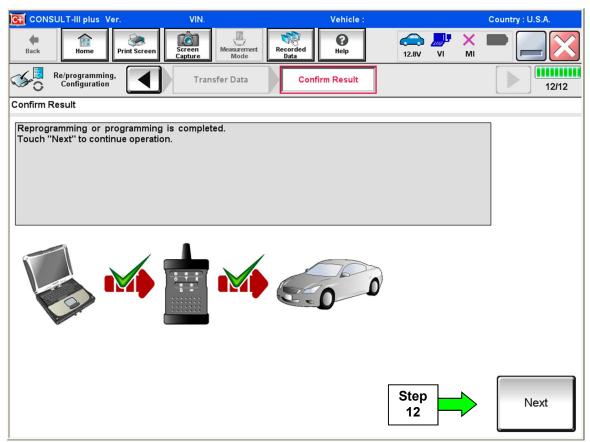


Figure 5

#### NOTE:

- In the next steps, starting on page 8, 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 <u>not</u> 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<sup>®</sup> devices are OFF
- All electrical loads are OFF
- Select <u>retry</u> and follow the on screen instructions
- <u>"Retry" may not go</u> <u>through on first attempt</u> <u>and can be selected</u> <u>more than once</u>

CONSULT IL plus Ver	WM Service Control Con	County - Jacob
Ball Hone Prin Sceen	Anter Hands Hall	
Son nerkytelsen	Confirm Reput	1313
Confirm Result		
Reprogramming or programming is not operation on his ECU Touch "Recty" to retry reprogramming o	completed property, but you can retry repr or programming	og (programming
Part number after Reprograngesimming	26482-XX	XXX
Part number before Reprog/programming	284B2-XX	юх
Vehicle	QASHQ	Al
SIN	S.INFONJ10U	100000
VIN Syeam	SJNFON/10U	100000
System	BCM	

Figure 6

# If reprogramming does <u>not</u> 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 <u>Home</u>, and restart the reprogram procedure from the beginning

CONSULT IL BUS VY	VIN Vehicle : GASH	QAI County Japan
Bare Hone Post Screet	Creen Hotessment Rest	an v x =
Belprograming antigetion	Transfer Com	× 1
onfirm Result		
with precedure.	ing CONSULT version, XGN/Power switch positi VI once, and start the reprogramming again	
Part number after		
Reprog/programming	284E2-XXX	XX
Reprog/programming	28482-333	
Reprog/programming Current part number		xx
Reprograngiannning Cuinent part number Valticle	284E2-3X3	oxx u
Reprograngsamming Current part number Vahicle	28482-XX QASHQ	oxx u
Reprograngsamming Current part number Valitele Villi System	28482-330 QASHQ S.NFDN 100	0XX 90 1000000
	24482-3XX QASHQJ SJNFDN190 BCM	0XX 90 1000000



13. 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
  - 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
  - If IAVL still does not complete, check the idle speed adjustment with C-III plus Work Support and confirm that the idle is set to 0 rpm. Once the idle speed is set to 0 rpm, IAVL can be completed

## • Accelerator Pedal Close Position Learning

• Erase DTCs

Continue to the next page.

- 14. When the entire reprogramming process is complete, the screen Figure 8 will display.
- 15. Verify the before and after part numbers are different.
- 16. Print a copy of this screen (Figure 8) and attach it to the repair order for warranty documentation.

#### 17. Select **Confirm**.

💽 CONSULT-III plus Ver V	IN: Vehicle :	Country : U.S.A.
Back Home Print Screen	n Measurement Recorded Help	← ↓ × ► ↓ × × ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓
Configuration	Frase All DTCs Print Result / Operation Complete	18/18
Print Result / Operation Complete		
In case CONSULT can NOT immediately	cess, touch "Print" to print out this page. access to LAN or printer, Screen Capture fun Screen Capture", and save it. Screen capture older named "ScreenImages".	ction is available for data is in "CIII plus
Part number after Reprog/programming St Part number before		
Reprog/programming	5 <u>23710-</u>	
Vehicle	*****	
VIN	*****	
System	ENGINE	Step
Date	11/3/201x 2:10:2	
		Step 17 Confirm

Figure 8

- 18. Close C-III plus.
- 19. Turn the ignition OFF.
- 20. Disconnect the plus VI from the vehicle.
- 21. If storage switch was pushed in, pull OUT the storage switch to place vehicle back into storage mode.
- 22. The repair is complete, release the vehicle.
- 23. Submit a warranty claim using the Claims Information below.

### **CLAIMS INFORMATION**

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

## Campaign: PM945

Claim Type:	СМ			
PNC:	PM945		NISSAN	
Symptom:	ZZ			
Diagnosis:	99		Innovation that excites	
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
			NO	NO
Reprogram ECM	PM9450	0.4 Hr	NO	NO