

NTB20-086

December 1, 2020

Date:

PERMANENT DTC SET IN TCM AND WILL NOT ERASE

APPLIED VEHICLES:

2019 Sentra (B17) 2019 Versa Note (E12) 2019 Versa Sedan (N17)

APPLIED TRANSMISSION: CVT (RE0F11A)

IF YOU CONFIRM

One or more of the following DTCs are stored in the permanent DTC screen (Figure 1):

P1890, P2768, P17F3, P17F4, P188F

And

The DTCs will not erase when following the ESM procedure.

NOTE:

If DTCs other than those listed above are stored, this bulletin **does not apply**. •

All DTC	ems) All	Hag	N DIAG	RT & P-DTC)		
P	ermanent DTC Status	- 0 307		System	Monitor Item	Value	Unit
Turn ignit	ion switch to the OFF	position, wait for at l	east 10 seconds,	ENGINE	COOLANT TEMP/S		°C
and then to pdate st For driving	turn ignition switch to atus. g pattern B and D, refe	the ON position. Rep r to the Service Man	eat procedure to	ENGINE	A/F ALPHA-B1	- 19	%
System	Permanent DTC	Driving Pattern B	Driving Pattern D	ENGINE	ENG SPEED		rpm
SSION	COLUMN STREET	-		ENGINE	B/FUEL SCHDL	- 19	ms
				ENGINE	VEHICLE SPEED		km/
				TRANSMIS	PVIGN VOLT	16.0	v
				TRANSMIS	VEHICLE SPEED		km/
				TRANSMIS	HIDLIT DOL		



ACTION

Replace the TCM.

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 gualified 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. Replace the TCM with a new, blank, TCM.
 - For TCM replacement, refer to the Electronic Service Manual (ESM), section TRANSMISSION & DRIVELINE > TRANSAXLE & TRANSMISSION > CVT: RE0F11A > REMOVAL AND INSTALLATION > TCM.

NOTE: Before replacing the TCM, be sure to save the TCM data on CONSULT before removing the TCM.

Obtain VIN Specific Configuration

- 2. Open the EPC and type in the VIN.
- 3. Select **F POWER TRAIN**.



Figure 2

4. Select **310 AUTO TRANSMISSION, TRANSAXLE & FITTING**.



5. Select part 31039 (PROGRAM DATA).





6. Select the correct TCM ROM by clicking on the blue CONSULT button that corresponds to the vehicle's production date.

Part Option R	lessiver - 2 resu	lits					-					x
T	Lookup	Part _	Number	Description	Applicability	Spec. Co	Specification	Qty 1/C	From	To	Retail	
- 1 +		31039	31039-9AE28	ROM - DATA ID, ID NO FOR PROGRAMMING TOM	*CV7	YEAR9, 201 9 YM EMIS 510NS	PROGRAM DATA	÷	09/2018	01/2019		
- T -	8	11039	31039-94E2C	ROM - DATA ID, ID NO FOR PROGRAMMING TOM	•CVT	YEAR9 : 201 9 VM EMIS SIONS	PROGRAM DATA	/	01/2019	03/2019		
			CONS	SULT button		Produ	iction date	es			-	1



- 7. Load the CSV file onto a thumb drive.
 - After selecting the blue CONSULT button in step 6, a screen showing your computer's desktop with the CSV file should display (see Figure 6, this is the VIN specific configuration file).
 - Do not change the file name or the file type.
 - Load/save this CSV file onto a thumb drive.

NOTE: It is recommended, at the start, that the thumb drive be blank; all other files erased. This will make it easier to find the file later in this procedure.



Figure 6

8. Plug the thumb drive (with the configuration file) into the CONSULT PC.



Figure 7

Configure the <u>New</u> TCM

IMPORTANT: Before starting, make sure:

- ASIST on the CONSULT PC has been synchronized (updated) to the current date.
- All C-III plus software updates (if any) have been installed.

NOTICE

- Connect a battery maintainer or smart charger set to reflash mode or a similar setting. If the vehicle battery voltage drops below <u>12.0V or rises above 15.5V</u> during reprogramming, <u>the TCM may be damaged</u>.
- Be sure to turn OFF all vehicle electrical loads.
 If a vehicle electrical load remains ON, <u>the TCM may be damaged</u>.
- Be sure to connect the AC Adapter.
 If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the TCM 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 or VI during reprogramming, reprogramming may be interrupted and <u>the TCM may be damaged</u>.

NOTE: The following steps are to be performed <u>after</u> the TCM has been replaced.

- 9. Connect a battery maintainer or smart charger to the vehicle.
- 10. Connect the VI to the vehicle.
- 11. Turn the ignition ON.
- 12. Open / start C-III plus.
- 13. Wait for the VI to be recognized.
 - The serial number will display when the VI is recognized.
- 14. Select **Re/programming, Configuration**.

	Connection Status Serial No.	Status	Diagnosis Menu	1
is nized	VI 2300727	Normal Mode/Wireless	Diagnosis (All Systems)	וו
	MI -	No connection	Re/programming, Configuration	
	Select VI/M	1	Immobilizer	
	Application Setting Sub mode	ABC Language Setting	Maintenance]
	VDR			

Figure 8

15. Check the box to confirm the precaution instructions have been read, and then select **Next**.

NOTE: Use the arrows (if needed) to view and read all the precautions.

Precaution					
					_
Operating sugges Please review the	tions for reprogramming, p all of precautions, and click	the "Confirm" ch	C/U configration: neck box after confi	ming the its points. And	
touch "Next".					
Cautions					
1. Follow the ope	ration quide displayed on e	creen			
a 110 - 1-11 4 111	radori guide displayed on a	and any distant			
2. "Back" and "H	lome" button may not be us	ed on this flow.			
2. "Back" and "H -For reprogrammi 1. Install the lates	ng and programming t version of the CONSULT-II	l plus sortware, re	programming/prog	amming data to this	
2. "Back" and "H -For reprogrammi 1. Install the lates CONSULT-III plus 2. Preparation an	inden and programming tyresion of the CONSULT-II PC. d read the service manual of	ed on this flow. I plus sortware, re or reprogramming	programming/prog	ramming data to this	
2. "Back" and "F -For reprogramm 1. Install the lates CONSULT-III plus 2. Preparation an -For ECU Configu	inden guide displayed on a ng and programming t version of the CONSULT-II PC. d read the service manual o uration	eed on this flow. I plus sortware, re or reprogramming	programming/prog	ramming data to this	
2. "Back" and "H -For reprogrammi 1. Install the lates CONSULT-III plus 2. Preparation an -For ECU Configu 1. Need to write t 2. If writing the w	and in guide days and the us ng and programming t version of the CONSULT-II PC. d read the service manual of iration he configuration data to new configuration data, EC	eed on this flow. I plus sortware, re or reprogramming w ECU, after repla U can not work. I	programming/prog procedure sheet ice it. Please write the rigi	ramming data to this nt data.	
2. "Back" and "F -For reprogrammi 1. Install the lates CONSULT-III plus CONSULT-III plus CONSULT-III plus CONSULT-III plus CONSULT-III plus For ECU Configu -For ECU Configu	and one button may not be us ng and programming t version of the CONSULT-II PC. d read the service manual of uration he configuration data to her rong configuration data, EC uration using manual mode	eed on this flow. I plus sortware, re or reprogramming w ECU, after repla 'U can not work. I	programming/prog procedure sheet. Ice it. Please write the rigi	ramming data to this nt data.	
2. "Back" and "F -For reprogrammi 1. Install the lates CONSULT-III plus 2. Preparation an -For ECU Configu 1. Need to write th 2. If writing the w -For ECU Configu 1. Confirm the veloconfiguration dat	and on guide any not be us ng and programming t version of the CONSULT-II PC. d read the service manual of reation he configuration data to new rong configuration data, EC uration using manual mode nicle's spec and its configur a, ECU can not work. Pleas:	eed on this flow. Il plus sortware, re or reprogramming w ECU, after repla U can not work. I ation spec, follow e write the right d	sprogramming/prog procedure sheet. Ice it. Please write the rigi ing the service man lata.	ramming data to this nt data. ual. If writing the wrong	

Figure 9

- 16. If the screen in Figure 10 displays, select Automatic Selection(VIN).
 - If the screen in Figure 10 does not display, skip to step 17 on page 8.

Configuration	ng,	Presaution	Vehicle Selection	Vehicle Confirmation	
Automatic S	election(VIN)	Manual Select	ion(Vehicle Name)		
Vehicle Name :			1	Model Year :	Sales C
*MURANO Camp:P8201	JUKE	QUEST			N
350Z	LEAF	ROGUE			It
370Z	MAXIMA	SENTRA			
370Z Convertible	MURANO	TITAN			
ALTIMA	MURANO Cross Cabriolet	TITAN			
ALTIMA Hybrid	NISSAN GT-R	VERSA Hatchback			
ARMADA	NV	VERSA Sedan			_
CUBE	PATHFINDER	XTERRA			C
FRONTIER	PATHFINDER	X-TRAIL			(

Figure 10

17. Confirm the VIN or Chassis # matches the vehicle's VIN, and then select Confirm.

Configuration	Vehicle Selection Vehicle Confirmation	
ease confirm selected information a uch "Change".	nd touch "Confirm". In case you want to select another vehicle	ie.
N or Chassis #	x002402442024420244202	
shicle Name :	82828	
odel Year	2810	
	1/1	1
		-
		Change

Figure 11

18. Select Confirm.

Back Horne	Print Screen Cepts	Minimerchers re Minimerchers Recorded Data	0 Help	11.8V VI MI	
Configuration	Yei	icie Confirmation	Input VIN	System Selection	4/6
put VIN					
Enter the VIN number, According to this oper CONSULT, VIN number	and touch "Conf ation, in case of s r you input is save	rm". becified operation that req d as file name. Therefore, NNULY SETURE SEC. EX. CONVENTION OF A SEC. EX. CONVENTION	uires to save EC confirm VIN nun	U information into nber correctly.	
VIN (17 or 18 digits)	JOXEXX	AND		19	
					Confirm



19. Select **TRANSMISSION**.

Re/programming, Configuration	Input VIN System Selection	Operation Selection 5/6
election	,	
system". ECU you want to operate is not	listed below the vehicle or model year might be	selected wrong
	nated below, the vehicle of model year might be	Stretted wrong.
ENGINE		AIR BAG
ENGINE		AIR BAG
ENGINE MULTI AV	AIR PRESSURE MONITOR	AIR BAG HVAC
ENGINE MULTI AV EPS/DAST 3	AIR PRESSURE MONITOR METER/M&A LASER/RADAR	AIR BAG HVAC AVM
ENGINE MULTI AV EPS/DAST 3	AIR PRESSURE MONITOR METER/M&A LASER/RADAR	AIR BAG HVAC AVM
ENGINE MULTI AV EPS/DAST 3 ABS	AIR PRESSURE MONITOR METER/M&A LASER/RADAR BCM	AIR BAG HVAC AVM CHASSIS CONTROL

Figure 13

20. Select After ECU Replacement, under Programming (Blank ECU).

Back Home Print Screen	m Measurement Mode Mode	RT 12.7V VI MI
Re/programming, Configuration	ystem Selection Operation Selection	6/6
peration Selection		
Fouch "Operation". n case over write current ECU, touch "I n case replacement of ECU, select an op	Reprogramming". eration in REPLACE ECU category.	
REPROGRAMMING		
Reprogramming	In case you want to reprogramming ECU	, touch "Reprogramming".
Replacement OF ECU Programming (Blank ECU)		
Before ECU Replacement	After ECU Replacement	Operation log with part number is saved to CONSULT.
VEHICLE CONFIGURATION		
Before ECU Replacement	After ECU Folacement	Touch "Before ECU Replacement", Operation log with configuration data is saved to CONSULT.

21. Select EPC linked.

Back Home Print Screen	Screen Capture	Recorded Help	ERT 12.11		
Re/programming, Configuration	Operation Selection	Writing metho selection	d		7/7
Writing method selection					
Select an operation from the foll Touch "EPC linked" or "Manual s	owing list. election".				
EPC linked	Touch "EPC linked" to generated in EPC.	o select automatic sel	lection for writii	ng data using	the file
Manual selection	Touch "Manual select	ion" to select writing	data manually.		

Figure 15

22. Select File Selection.

Back Rome Print	Screen Capture M	easurement Mode	Help	RT 12.1V			$\mathbf{\times}$
Re/programming, Configuration	Writing r select	nethod lion EPC	C linked search				9/9
EPC linked search							
Data is written by using th Touch "File Selection", and Check that the Part Number	e EPC linked function d select the file gene r(EPC) and VIN (EPC)	n. rated by EPC . The C) are correct, and	e information re touch "Write".	corded by E	PC is displ	ayed.	
					_	File Selec	
VIN					XXX AZZMI	49FM28/1695	
VIN (EPC)							
Part Number (EPC)							
						Write	•

Figure 16

- 23. Navigate your CONSULT PC to the thumb drive and select the configuration file (see example in Figure 17).
 - This will be the file that was loaded onto the thumb drive in step 7 on page 4.

NOTE:

- Navigating a computer to a file on a thumb drive is a common function, but can vary depending on the thumb drive and the individual computer set up.
- If you are unsure how to navigate to the file on your thumb drive, ask an associate in your shop who is more familiar with this process.

24. Select **Open**.

r 🕨 KINGSTON (G:)	▼ ↓ Search . P
lder	III • 🗌 🙆
* ************************************	
Example	;
	er • KINGSTON (G.)

Figure 17

25. Select Write.

Back Home Prin	t Screen Capture Mode	Recorded Data		12.1V VI	Х 🔳	• 📃 🔀
Re/programming, Configuration	Writing method selection	EPC linked	search		[9/9
EPC linked search						
Data is written by using tr Touch "File Selection", ar Check that the Part Numbe	e EPC linked function. d select the file generated by er(EPC) and VIN (EPC) are co	EPC . The inform rrect, and touch "	nation record 'Write''.	ded by EPC is	displayed	l.
						File Selection
VIN				8N.*	AZANDSK	¥2641885
VIN (EPC)						••••
Part Number (EPC)					•••••	••••
						Write

Figure 18

26. Select the ROM Data ID and then select **Next**.

Back Home Print Screen	treen Measurement Mode Recorded Data Per	-
Re/programming, Configuration	Precaution Select Program Data Confirm Vehicle Condition	11/12
Select Program Data		
Select the ROM Data ID listed below a Corresponding ID can be searched by ID is already indicated in the box, ent When corresponding ROM Data ID is m data) may not exist in CONSULT.	nd touch "Next". entering the ROM Data ID into the box below. If a part of ROM Data er the remaining part. tot listed, system may be selected incorrectly or ROM Data (program	
Blank ECU Part Number	31036-50XA00X	- di
ROM Data ID	Other Information	
31036- 50%XIX	JESZIMICZISKICK X EKOLOWICKIOK ZOWOWICKIO	0
31036- 34 XXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	
		Clear
	1/1	Next

Figure 19

27. Wait for the data to transfer.



Figure 20

28. Select Next.



Figure 21

29. Clear any DTCs that may have stored during the procedure.

- 30. Select Home.
- 31. Select **Re/programming, Configuration**.

		Serial No.	Status	
VI is cognized	VI	2300727	له المحالي (المحالي) Normal Mode/Wireless	Diagnosis (One System)
ginzeu	м		connection	Diagnosis (All Systems)
	[No connection	≪ Re/programming, Configuration
	15	Select VI/M		Immobilizer
	Sus	Sub mode	Language Setting	Maintenance
	9	VDR		

32. Follow the on-screen instructions to navigate C-III plus to the screen shown in Figure 23 and reprogram the TCM.

NOTE:

- In some cases, more than one new P/N for reprogramming is available.
 - > If more than one new P/N is available, the screen in Figure 23 displays.
 - Select and use the reprogramming option that does <u>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. The repair is complete. Proceed to the claims information on page 19.

CONSULT-III plus Ver.	VIN.	Vehicle :	Country : U.S.
Home Print Se	reen Screen Monie Recer	ded Help 11	
Re/programming, Configuration	Piecaulian S	elect Program Data	onfirm Vehicle Condition
t Program Data			
system	TRANSMISSION	venicle selection, viN and	
Current Part Number	Part Number After Repro/progr	amming Other	Information
x00000X-X00000X x00000X-X00000X	x000000-x00000x x000000-x000000x	x000000000x x000000000	xxxxxxxxxxxx xxxxxxxxxxxx

Figure 23

- 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.

33. When the screen in Figure 24 displays, reprogramming is complete. Disconnect the battery maintainer/smart charger from the vehicle.

HINT: If the screen in Figure 24 does <u>not</u> display (indicating that reprogramming did <u>not</u> complete), refer to the information on the next page.

34. Select Next.

G CONS	ULT-III plus	/er_	VIN.			Vehicle :		c	ountry : U.S.A.
de Dack	Home	Print Screen	Screen Capture	Messarement Mode	Recorded Data	() Help	12.8V VI	MI	🔀
50	Re/programmin Configuration	ıg.	Tran	Ifer Data	Conf	irm Result			12/12
Confirm R	esult								
		ו		M)	6	0 0)		
								→	Next

Figure 24

HINT:

- In the next step (page 18) you will perform **Erase All DTCs**.
- DTC erase is required before C-III plus will provide the final reprogramming confirmation report.

Do not disconnect VI or shut down C-III plus if reprogramming does not complete.

If reprogramming does <u>not</u> complete and the "!?" icon displays as shown in Figure 25:

- Check battery voltage (12.0–15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- Select <u>retry</u> and follow the on screen instructions.
- <u>"Retry" may not go through on</u> <u>first attempt and can be</u> <u>selected more than once</u>.

CONSULT II pue Ver	MIN	Unitiple	Country Jacon
Base Hono Print Scoper	anter Mada	Name Hold	123V VI MI
senigiation	June put	Contine Resol	13/13
onfirm Result			
Reprogramming or programming is no operation on this ECU. Touch "Reny" to letly reprogramming	completed propertly, t	but you can retry reprogram	
Read an and some first			
Replociprogramming		XXXXXXXXX	x
Pan nimeeraner Reprogrprogramming Pani number behre Reprogramming		XXXXXXXXX XXXXXXXXXX	x
Pan number amer Reprogramming Pan number tehre Reprogramming Vehicle		XXXXXXXX XXXXXXXXX XXXXXXX	×
Part minister amer Reproprised amming Part multiple settine Reprogramming Vehicle		XXXXXXXXX XXXXXXXXX XXXXXXXX XXXXXXXX XXXX	×
An number and Reproprised memory Partnumber before Reprograd pregnamming Vehicle VIN		XXXXXXXXXXX XXXXXXXXXX XXXXXXXXX XXXXXX	x
Part muniter aner Reproprisorsmittig Part number before Reprograginegramming Vehicle VIN System Dete		XXXXXXXXX XXXXXXXXX XXXXXXX	X
An number amer Reproprior semming Part number before Reprograginegramming Vehicle VIN System Bete Error Code		XXXXXXXXX XXXXXXXXX XXXXXXXX XXXXXXXXX	X XX XX XX XX XX XX XX XX XX XX XX XX X

Figure 25

If reprogramming does <u>not</u> complete and the "X" icon displays as shown in Figure 26:

- 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 WY	VIN Vehide; QASHQAI	County Haten
a Relynganting	Alers similar Macrided Hele Carlos	* * * •
onfirm Rosult		
Reprogramming a ref completed properly Amit this screen as needed. Confirm CON with procedure. -Restart CONSULT with disconnecting VI of	ISULT version. IGW/Power switch position, shift position once, and start the reprogramming again	ard dt
Part municeration	address (1963)	
Reprog/programming	XXXXXXXXXX	
Reprogramming Current part number	XMXXXXXXX	-
Reprogramming Current part number Vehicle	XNNXXXXXXX XNNXXXXXX XXXXXXXX	-
Reprogramming Current part number Vehicle VIN	XMMXXXXXXX XMXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	
Reprogragyprogramming Current part number Vehicle VIN Systerit	XXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	
Reprograpprogramming Current part number Vehicle VIN System Desc	XNEXXXXXXX XNEXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	
Reprograngenopelationning Current part number Vehicole VIN System Date Information	XNEXXXXXXX XNEXXXXXX XXXXXXXX XXXXXXXXXX	

Figure 26

- 35. Follow the on-screen instructions to **Erase All DTCs**.
 - When the entire reprogramming process is complete, the screen in Figure 27 will display.
- 36. Verify the before and after part numbers are different.
- 37. Print a copy of the screen shown in Figure 27 and attach it to the repair order for warranty documentation.

38. Select Confirm.

CONSULT-III plus Ver	VIN	Vehicle :	Country ; U.S.A.
Hark Barne Print Screen	Screen Capture Minde	Resorded Help 14.3	🔊 🧈 🗙 🖿 🛄 🔀
Configuration	Erase All DTCs	Print Result / Operation Complete	18/18
Print Result / Operation Complete			
All tasks are completed. Confirm In case CONSULT can NOT imme temporally storage of this page. T Data Folder" on desk top, and ope	LAN access, touch "Pri diately access to LAN o ouch "Screen Capture", n the folder named "Scr	int" to print out this page. r printer, Screen Capture function i and save it: Screen capture data in eenImages".	s available for s in "Clil plus
Part number after Reprog/programming		31036	-
Part number before Reprog/programming		31036	_
Vehicle		*****	
VIN		*****	
System		TRANSMISSION	Print
Date		11/3/201× 2:10:21 AM	
		1/1	Confirm

Figure 27

DESCRIPTION	PART NUMBER	QUANTITY
Hardware Unit – Transmission Control (TCM)	310F6-5RD0B	1

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace A/T Control Unit	(1)	JE34AA	70	20	(2)
Reprogram A/T Control Unit		JE99AA	20	32	(2)

(1) Reference the electronic parts catalog and use the HARDWARE UNIT – TRANSMISSION CONTROL (310F6-XXXXX) 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
December 1, 2020	NTB20-086	Original bulletin published