

SERVICE BULLETIN

EC20-031

NTB21-001

January 6, 2021

Date:

2020-2021 TITAN/TITAN XD; TCM COMMUNICATION ERROR CAUSING A NO START CONDITION

APPLIED VEHICLES:

2020-2021 Titan/Titan XD (A61)

IF YOU CONFIRM

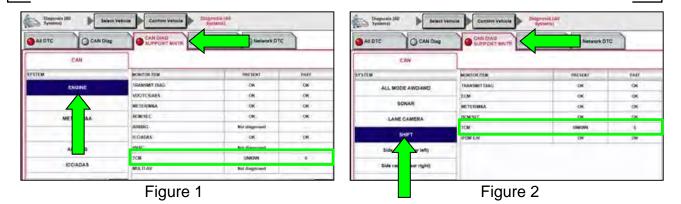
The customer states the engine will not crank and will not start. (The incident may be intermittent.)

And

There is a U0101 DTC (Lost Comm TCM) in the Engine Control Unit (ECU) and/or the Shifter Control Unit (SCU). This DTC may be in a PAST or CURRENT status.

Or

The TCM shows "UNKWN" in the **PRESENT** column or "0" in the **PAST** column under the **CAN DIAG SUPPORT MNTR** tab within the ECU (**ENGINE**) or the SCU (**SHIFT**) in CONSULT-III PLUS (C-III plus). See Figure 1 and Figure 2.



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.

ACTION

1. Confirm the current TCM part number.

NOTE: If the Park indicator is not seen in the Driver Information Center (DIC) and C-III plus does not display the current TCM part number after a 2 minute wait with the ignition ON, engine OFF, this TSB **<u>does not apply</u>**. Refer to the ESM for further diagnostic information.



Figure 3

- 2. Reprogram the TCM, if applicable.
- 3. Confirm the current ECM part number.
- 4. Reprogram the ECM, if applicable.

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.

SERVICE PROCEDURE

Confirm the current TCM part number

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 or ECM may be damaged</u>.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, <u>the TCM or ECM 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 <u>the TCM or ECM may be damaged</u>.
- 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 or ECM may be damaged</u>.
- 1. Connect a battery maintainer/smart charger to the vehicle.
- 2. Connect the VI to the vehicle.
- 3. Start C-III plus.
- 4. Wait for the VI to be recognized.
 - The serial number will display when the VI is recognized.

5. Select **Re/programming, Configuration**.

	Connection Status		Diagnosis Menu
	Serial No.	Status	Diagnosis (One System)
he VI is cognized	VI 232665 2	کر (سی اللہ کی کہ ک Connection	Diagnosis (All Systems)
	MI -	No connection	Re/programming,
	Select VI/M	I	Immobilizer
	Application Setting	Language Setting	Maintenance
	VDR		

Figure 4

6. 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.

e Back	Home	Print Screen	Screen Canture	Measureme nt Mode	Recorded Data	() Help	ERT	14.6V		MI	
S O R	e/programmi Configuratio	ng,			Pr	recaution		Vehicl	e Sele	ction	
ecauti	ion										
lease oints.	ing sugges review the And touch cautions	ations for re all of preca "Next".	programi autions, a	ming, prog nd click th	ramming a e "Confirm	nd C/U co n" check	onfigrat box af	ion: ter conf	irming) the its	
2. "Bac For rep I. Insta lata to	w the oper k" and "Ho programmi all the lates this CONS	ation guide me" buttor ng and prog t version of ULT-III plus d read the s	ramming the CON PC.	be used o SULT-III p	n this flow. Ius sortwa	are, repro			gramn	ning	
1. Need 2. If writ	ting the wro	ration e configura ong configu ration using	iration da	ita, ECU ca			e write 1	the righ	t data.		
1. Conf writing	firm the veh the wrong o	configuration using	and its co on data, E	onfiguratio	ot work. P	lease wri	he serv te the ri	vice mai ght data	nual. I a.	lf	lext
V c	onfirmed in	structions						1/:	4		

Figure 5

7. Select Automatic Selection(VIN).

Re/programmin Configuration	ng,	Precaution	Vehicle Selection	Vehicle Confirmation	
Automatic Se	election(VIN)	ect	ion(Vehicle Name)		
ehicle Name :				Model Year :	Salès Channel
*MURANO Camp:P8201	JUKE	QUEST			NISSAN
350Z	LEAF	ROGUE			INFINITI
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			CLEAR
FRONTIER	PATHFINDER ARMADA	X-TRAIL			Select

Figure 6

8. Allow C-III plus to perform automatic VIN selection.

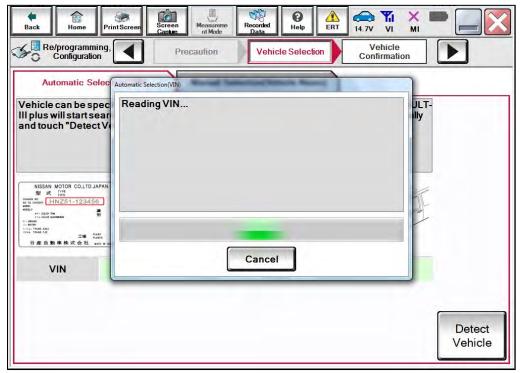


Figure 7

9. Confirm the VIN or Chassis # is correct, and then select Confirm.

Back Home Print Screen Capture	Measureme nt Mode	•
Configuration	Icle Selection Vehicle Confirmation	
Please confirm selected information vehicle, touch "Change".	and touch "Confirm". In case you want to select another	
VIN or Chassis #	XIN KADOCKAI KX2088002X	
Vehicle Name :	TITAN	
Model Year	2020MY	
	1/1	
		Change
		Confirm

Figure 8

10. Allow the System call to be performed.

Back Home P	int Screen Carber Measureme nt Mode Recorded Data Pelp A. 70 VI MI	
Configuration	Vehicle Selection Vehicle Confirmation	
Please confirm sele vehicle, touch "Chai	System Call	
	System call performing Please wait	
VIN or Chassis #		
Vehicle Name :		
ModelYear		
	73%	
	Cancel	
	Change	
	Confirm	

Figure 9

11. Confirm the VIN is correct for the vehicle, and then select **Confirm**.

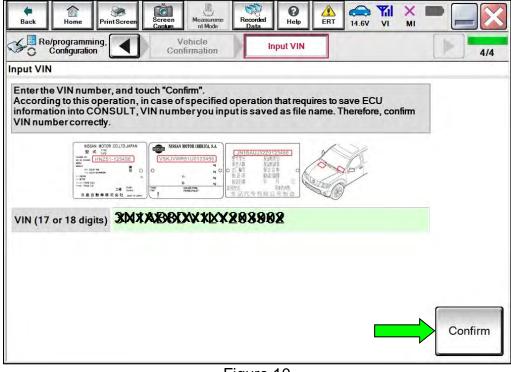


Figure 10

12. Select TRANSMISSION.

	out VIN System Selection	Operation Selection 5
m Selection		
ich "system". ase ECU you want to operate is not listed	below, the vehicle or model year might t	e selected wrong.
ENGINE	METER/M&A	HVAC
	BCM	TRANSMORION
MULTI AV	BCM	TRANSMISSION
ABS	CAN GATEWAY	
ABS		
IPDM E/R	EV/HEV	
	EV/HEV AIR BAG	

Figure 11

13. Select Reprogramming.

Operation Selection		
Touch "Operation". In case over write current ECU, toucl In case replacement of ECU, select an	n "Reprogramming". operation in REPLACE ECU category.	
REPROGRAMMING	In case you want to reprogramming ECU	. touch "Reprogramming".
Reprogramming		
Keprogrammig		
Replacement OF ECU Programming (Blank ECU)		
Replacement OF ECU	After ECU Replacement	Touch "Before ECU Replacement", Operation log with part number is sa to CONSULT.
Replacement OF ECU Programming (Blank ECU) Before ECU	After ECU Replacement	Operation log with part number is sa

Figure 12

14. Find the TCM Part Number and write it on the repair order, and then select Save.NOTE: This is the current Part Number (P/N).

Back Rome Print Screen Capture	Messurement Mode Mode Mode	•
Configuration	ation Selection Save ECU Data	8/8
Save ECU Data		
	e current part number as listed below to CONSULT. In by selecting suitable operation log. Operation log is erased	
File Label	36XABABAXAXXXXXXXXXXXX	
Operation	REPROGRAMMING	
System	тсм	
Part Number	JEKIKKKI KIK	
Vehicle	TITAN	
VIN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	_
Date	XKKXXXXXXXXXXXX	Save

Figure 13

- 15. Compare the Part Number you wrote down in step 14 on page 8 to the numbers in the **Current TCM Part Number** column in Table A below.
 - If there is a <u>match</u>, skip to step 16 on page 10 to continue the reprogramming procedure.
 - If there is <u>not a match</u>, reprogramming is <u>not needed</u>. Refer to the ESM for further diagnostic information.

NOTE: If TCM regprogramming is not required, ECM reprogram is not required and this TSB does not apply.

Table A	4
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MODEL YEAR	CURRENT TCM PART NUMBER BEFORE REPROGRAMMING: 31039 -
	9FV1A, 9FV1B, 9FV1D, 9FV1E
2020	9FV3A, 9FV3B, 9FV3D, 9FV3E
	9FV7A, 9FV7B, 9FV7D, 9FV7E
	9FV5A
	9FV4B, 9FV8B
2021	9FV1D, 9FV1E
	9FV3D, 9FV3E
	9FV7D, 9FV7E

16. Follow the on-screen instructions to navigate C-III plus 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 14 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.

Back Re/programming, Configuration	Sereen Screen Muserment Recorded	ed Image: Section 2016 and the s	9/11
	og/programming data listed below. ming data is listed below, confirm the n CONSULT.	vehicle selection, VIN and	
System Current Part Number	TRANSMISSION Part Number After Repro/progra	unming Other Information	
x00000-x00000x x00000-x00000x	x00000X-X00000X	x0000000000000000000000000000000000000	
		010	Next

Figure 14

17. Select **USA/CANADA Dealers** from the drop down menu, and then select **OK**.



Figure 15

- 18. Login using your NNAnet credentials.
 - 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. •

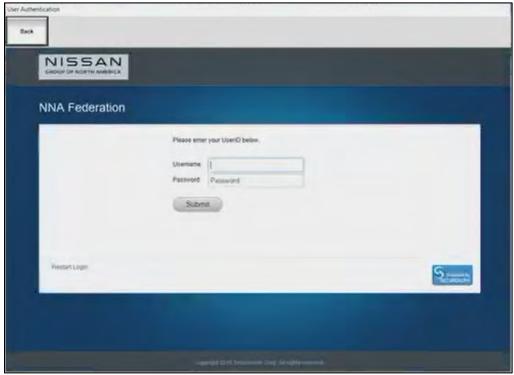


Figure 16

19. Select **Next**, and then proceed to step 20 on page 14.

NOTE: When the screen in Figure 17 displays, TCM reprogramming is complete. If the screen in Figure 17 does <u>not</u> display (indicating that reprogramming did <u>not</u> complete), refer to the information on the next page.

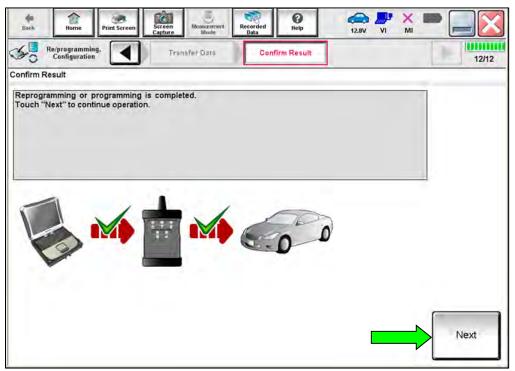


Figure 17

TCM Recovery:

Do not disconnect the 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 18:

- Check battery voltage (12.0 V 15.5 V).
- Ignition is ON, engine is 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 plus Ver	WH.	Unitide	Comin Jacan
Sau Hono PrintScorer	and Management	and then the second sec	12.3V VI MI
sentigiiter	Same Fall	Contine Resol	13/13
onfirm Result			
Reprogramming or progamming is not operation on this ECU. Touch "Reny" to retry reprogramming o		it you can retry reprograpiogra	
Part number after Replog/programming		хжжжх	
Parl number before Roprog/programming		хжхжхх	
Reprog/programming		XXXXXX XXXXXX	
Roprog/programming Vehicle		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
Ropisglpogramming Vehicle VIN		XXXXX	_
Roprogiprogramming Vehicle VIN System		XXXXXX XXXXXXXXXX	Rety
		XXXXXX XXXXXXXXXX XXX	

Figure 18

If reprogramming does <u>not</u> complete and the "X" icon displays as shown in Figure 19:

- Check battery voltage (12.0 V 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine is 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-ILIBUS Wr	VIN Vehicle (CASHGA)	County Haban
A Point Screen	an Alexandre Ale	🐙 💥 🖿 🛄 🔯
Belgrograming confightion	Confine Resul	949
confirm Rosult		
with procedure.	N MSULT version, IGN/Power switch position, shift position lonse, and starf the reprogramming again	nard etc
	XXXXXX	
Reprog/programming	XXXXXXX XXXXXXX	-
Reprog/programming Current part number		-
Part manseraliter Reprogramming Current part number Vehicle Vill	хжхжх	
Roprogramming Current part number Valsole	××××××	
Reprogramming Current part number Vehicle VIN	××××××× ×××××× ××××××	
Reprograppingtamming Current part number Vehicle VIN Systerit	xxxxxx xxxxxx xxxxxxx xxxxxxxx xxx	

Figure 19

- 20. Follow the on-screen instructions to **Erase All DTCs**.
 - When the entire reprogramming process is complete, the screen in Figure 20 will display.
- 21. Verify the before and after part numbers are different.
- 22. Print a copy of this screen (Figure 20) and attach it to the repair order for warranty documentation.
- 23. Select **Confirm**, and then proceed to step 24 on page 15 to confirm the ECM part number.

Back Nome Print Screen S	creen Messansert Recorded Data	14.3V VI MI	• _ 🔀
Configuration	Erase All DTCs Print Result / Operation Compl		18/18
Print Result / Operation Complete			
In case CONSULT can NOT immediate temporally storage of this page. Toucl Data Folder" on desk top, and open th		ture function is available for capture data is in "Cili plus	
Part number after Reprog/programming	31039 - <u>31039</u> - <u>3109</u> - <u>3100</u> -		
Part number before Reprog/programming	31039 - <u></u>		
Vehicle	******	XXXX	
VIN	*****	XXXXXXX	
System	TRANSMI		Print
Date	11/3/201× 2:	10:21 AM	
			Confirm
		1/1	1

Figure 20

Confirm the current ECM part number

- 24. Return to the home screen and perform steps 5 11 on pages 4 7.
- 25. Select **ENGINE**.

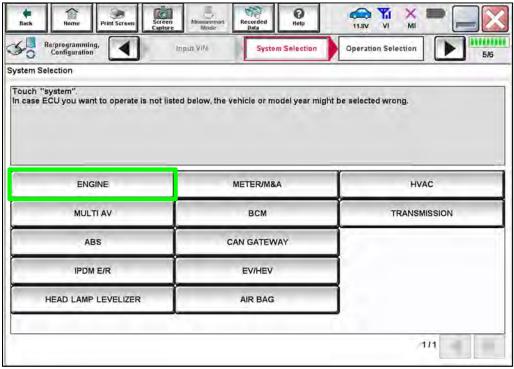


Figure 21

26. Select Reprogramming.

	System Selection Operation Selection	
Operation Selection		
Touch "Operation". In case over write current ECU, touch In case replacement of ECU, select an o		
REPROGRAMMING	In case you want to reprogramming ECU	touch "Reprogramming".
Reprogramming		
Reprogramming Replacement OF ECU Programming (Blank ECU)		
Replacement OF ECU	After ECU Replacement	Touch "Before ECU Replacement", Operation log with part number is sav to CON SULT.
Replacement OF ECU Programming (Blank ECU) Before ECU	After ECU Replacement	Operation log with part number is sav

Figure 22

27. Find the ECM Part Number and write it on the repair order, and then select Save.NOTE: This is the current Part Number (P/N).

Re/programming,	Operation Selection Save ECU Data	
Configuration	Speradon Selection	8/8
ave ECU Data		
	and the current part number as listed below to CONSULT. peration by selecting suitable operation log. Operation log is erased id	0
File Label	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	
and the second sec	DATE A CONTRACTOR	
Operation	REPROGRAMMING	
	REPROGRAMMING ECM	
Operation System Part Number	(in the name is	
System	ECM	
System Part Number	ECM	

Figure 23

- 28. Compare the Part Number you wrote down in step 27 to the numbers in the **Current ECM Part Number** column in Table B below.
 - If there is a <u>match</u>, continue to step 29 on page 17 to continue the reprogramming procedure.
 - If there is <u>not a match</u>, reprogramming is <u>not needed</u> and the procedure is complete. Review **CLAIMS INFORMATION**.

MODEL YEAR	CURRENT ECM PART NUMBER BEFORE
	REPROGRAMMING: 23710 -
2020	9FV8C, 9FV9C
2020	EZ91B, EZ92B, EZ93B, EZ94B
	9FW1B, 9FW1C, 9FW2B, 9FW2C
2021	9FW3B, 9FW3C, 9FW4B, 9FW4C
	9FW5B, 9FW5C, 9FW6B, 9FW6C

29. 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.

- > If more than one new P/N is available, the screen in Figure 24 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.

Back None Print Ser	een Screen Munaarmert Re Capiture Pracaution	Select Program Data	Confirm Vehicle Condition	9/11
Select Program Data				
In case no reprog/programmi reprog/programming data in C			and	
System	ENGINE Part Number After Repro/pro	gramming 0	ther information	
X00000X-X00000X	x000000-x000000x	x0000000	xxxxxxxxxxxxxxxx xxxxxxxxxxxxxxxxxx	
			0/0	Next

Figure 24

30. Select USA/CANADA Dealers from the drop down menu, and then select OK.



Figure 25

- 31. Login using your NNAnet credentials.
 - 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.

Bek NISSAN		
NNA Federation		
	Please errer your UperiD below. Upername Password Robertal	
Restart Logen		Second

Figure 26

32. Select **Next**, and then proceed to step 33 on page 21.

NOTE: When the screen in Figure 27 displays, ECM reprogramming is complete. If the screen in Figure 27 does <u>not</u> display (indicating that reprogramming did <u>not</u> complete), refer to the information on the next page.

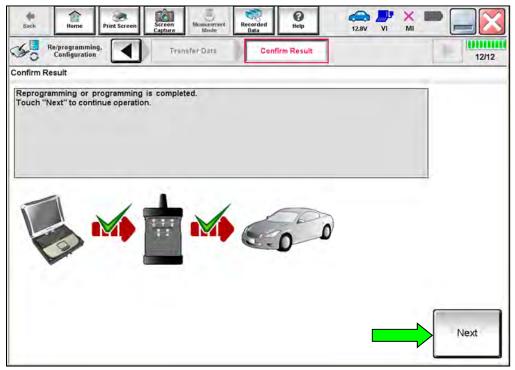


Figure 27

ECM Recovery:

Do not disconnect the 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 28:

- Check battery voltage (12.0 V 15.5 V).
- Ignition is ON, engine is 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-IL plus Ner	VN Vebice	Country Jacon
Ban Hana Pin Scen	ne Marte ant Marte Char	📻 🧶 🗶 🖿 🔚 🚺
senigation	Contine Based	13/13
confirm Result		
Reprogramming or programming is not co operation on this ECU. Touch "Reny" to retry reprogramming or p	xrpløted propertly, but you can retny reprogriprogra programming.	
	XXXXXX	
Rephorprogramming Part number before	XXXXXX XXXXXX	
Reprogramming Parl number tehre Reprogramming		
Reptopforodommina Pari number before Reptogforogramming Vehicle	XXXXXX	
Reptopfototammina Pari numbar before Reptogfprogramming Vehicle	ХЖЖЖХ	
Bart number after Reproprogramming Part number before Reprogramming Vehicle VIN System Dete	×***** ×*****	Retry
Reproproductionming Part number before Reprogramming Vehicle VIN System	XXXXXXX XXXXXX XXXXXXXXXX XXXXXXXXXX XXX	

Figure 28

If reprogramming does <u>not</u> complete and the "X" icon displays as shown in Figure 29:

- Check battery voltage (12.0 V 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine is 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-ILIEUS Wr.	VIN	Vehicle (CASHQA)	County Heben
B Rone Phit Scree	Brinden Alexis remains	Nacinal Help	? X = _ 2
Relprograming		Confine Resul	919
onfirm Rosult			
Reprogramming is not completed pro Print this screen as needed. Confirm with procedure. Restain CONSULT with disconnectiv	n CONSULT version, K	Bil/Power switch position, shift position e reprogramming again	ard dr.
Part number after		XXXXXX	
Reprogramming		XXXXXX	
		XXXXXX	-
Cument part number			
Current part number Webscle		XXXXXXX	
Cumon' part number Veltacle VIN	-	XXXXX	
Reprographogramming Current part number Vehicle VIN System Desc		XXXXXX XXXXX XXXXXXXXXXXXXXXXXXXXXXXXX	
Cumorf part number Vehicle VIN System		XXXXX XXXX XXXXXX XXXXXXXXX XXXXXXXXX XXX	



- 33. Follow the on-screen instructions to **Erase All DTCs**.
 - When the entire reprogramming process is complete, the screen in Figure 30 will display.
- 34. Verify the before and after part numbers are different.
- 35. Print a copy of this screen (Figure 30) and attach it to the repair order for warranty documentation.
- 36. Select **Confirm.**

Back Home Print Screen	n Mouse arment Recorded Data	🚓 🍠 🗙 🗩 📕	
Configuration	Print Result / Operation Complete	- P	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 Screen Capture", and save it. Screen capt older named "ScreenImages".	function is available for	
Part number after Reprog/programming	23710		
Part number before Reprog/programming	23710		
Vehicle	*****	1	
VIN	*******	xxx	
System	ENGINE	P	rint
Date	11/3/201x 2:10:21	AM	
		1/1 Co	onfirm

Figure 30

37. Disconnect the battery maintainer/smart charger from the vehicle.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram A/T Control Unit (TCM)	(1)	JE99AA	ZE	22	(2)
Reprogram Engine Control Module (ECM)	(1)	DE97AA		32	(2)

(1) Reference the electronic parts catalog and use the Valve Control Assy (31705-****) 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
January 6, 2021	NTB21-001	Original bulletin published