



QUALITY ACTION

CAMPAIGN BULLETIN

Engine Control Module (ECM) Reprogram Dealer Inventory

Reference: PM968
Date: February 2, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2021 Versa (N18) Equipped with Manual Transmission	NA	625	February 2, 2021	YES

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

Nissan is conducting a quality action to update the Engine Control Module (ECM) software on **625** specific model year 2021 Nissan Versa (N18) equipped with manual transmission. Due to a program logic concern, a malfunction indicator light (MIL) for the coolant temperature sensor may illuminate unnecessarily.

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 INSPECTION INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PM968**
 - 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. Use the attached procedure to remedy any vehicles affected by this quality action.
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

****** Scroll down for attached Repair Instructions ******



PM968 – 2021 VERSA ECM REPROGRAMMING

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. Confirm the HVAC air flow control dial is **NOT** set to defrost or defrost/foot mode.



Make sure dial is **NOT** set to defrost or defrost/foot mode

Figure 1

2. 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.
 - f. Make sure the extended storage warning message is not displayed in the combination meter/display.

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

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

4. Connect the CONSULT PC to the vehicle to begin the reprogramming procedure.

5. Start C-III plus.

6. Wait for plus VI to be recognized/connected.

- The serial number will display when the plus VI is recognized/connected

7. Select Re/programming, Configuration.

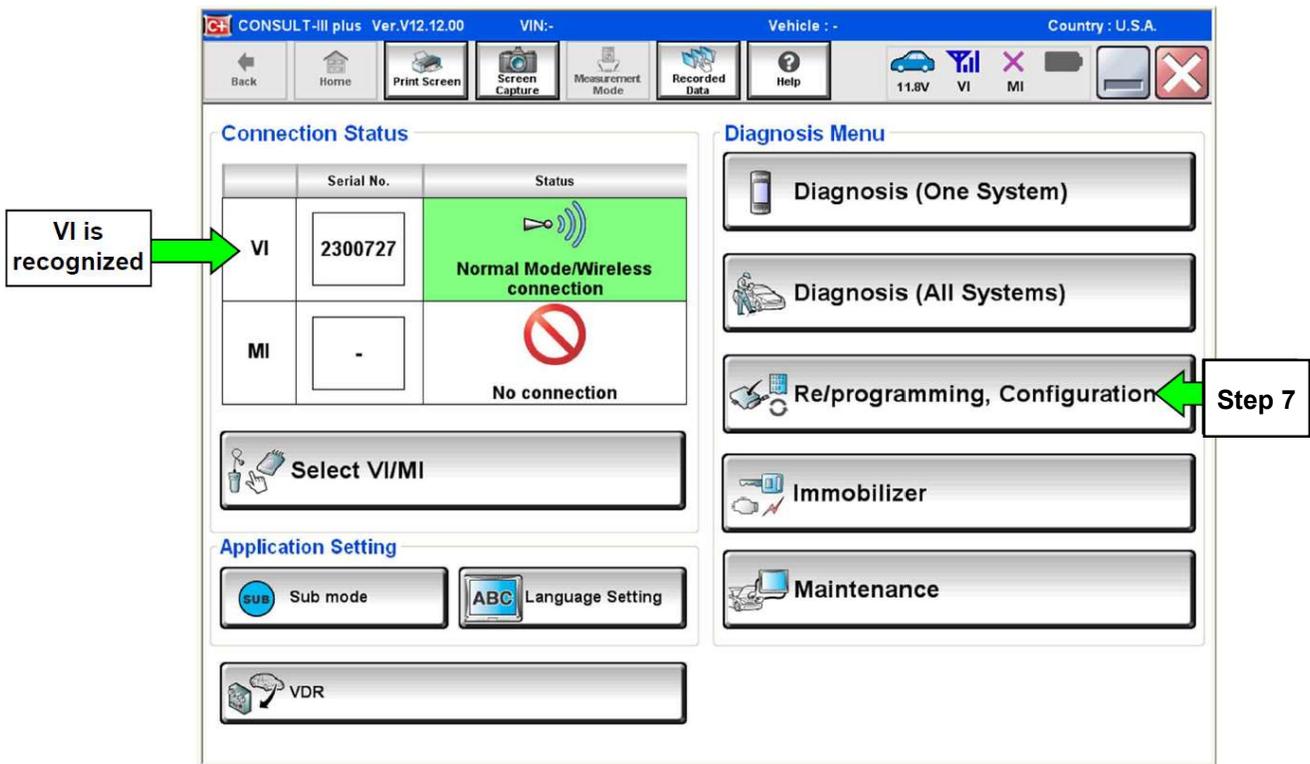


Figure 2

8. Follow the on-screen instructions and navigate the C-III plus to the screen shown in Figure 3.

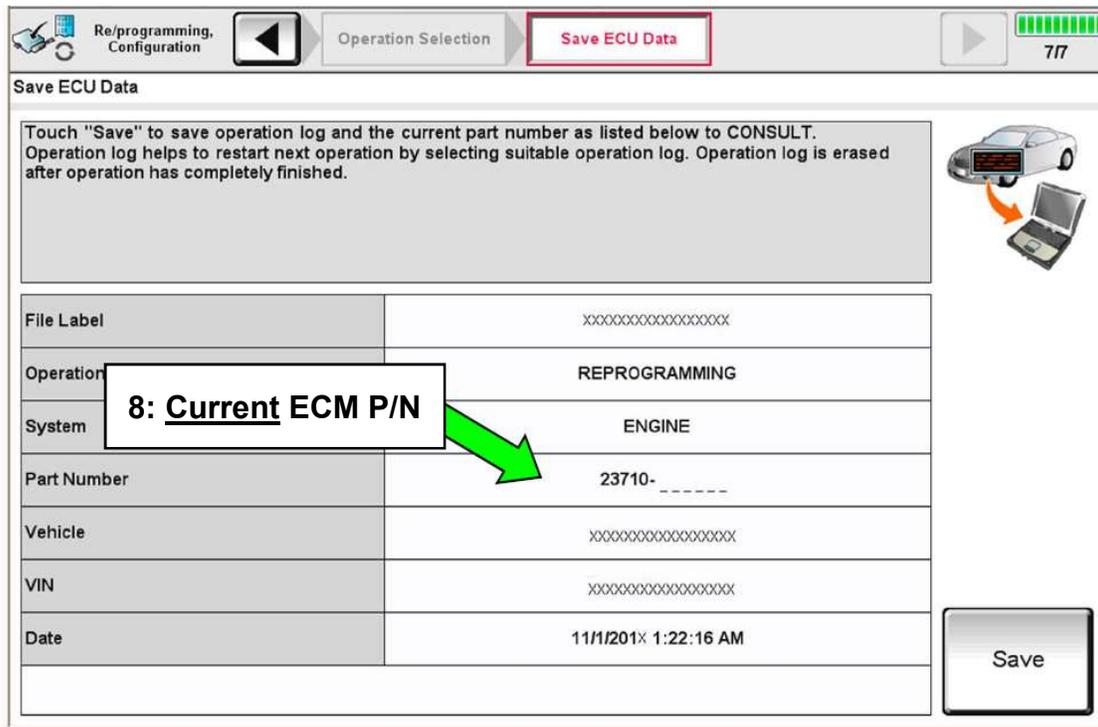


Figure 3

9. 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 applies. 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-
2021 Versa	5ED0C, 5ED1C 5ED4C, 5ED5C

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

- 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

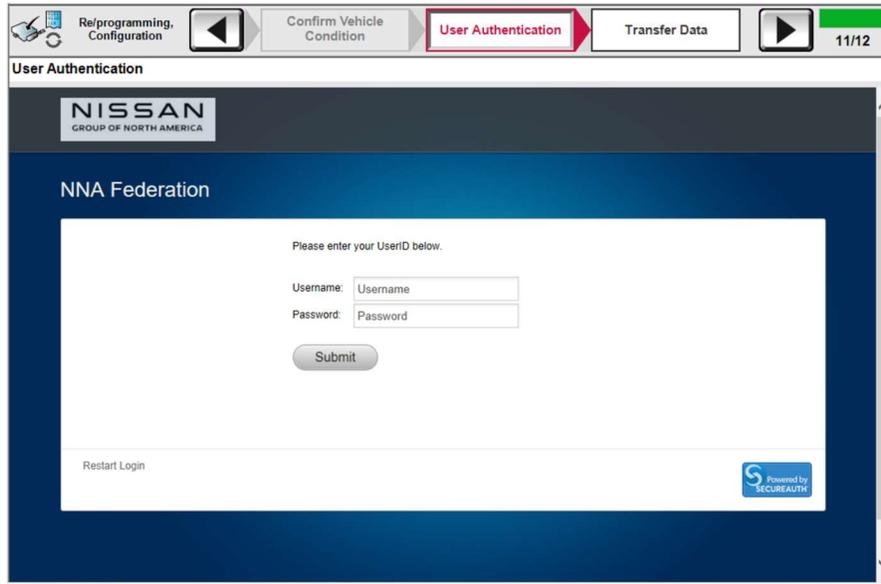


Figure 4

NOTE: If unable to start the reprogram (the Start button is greyed out), refer to Figure 1 on page 2 and confirm the HVAC air flow control dial is NOT set to defrost or defrost/foot mode.

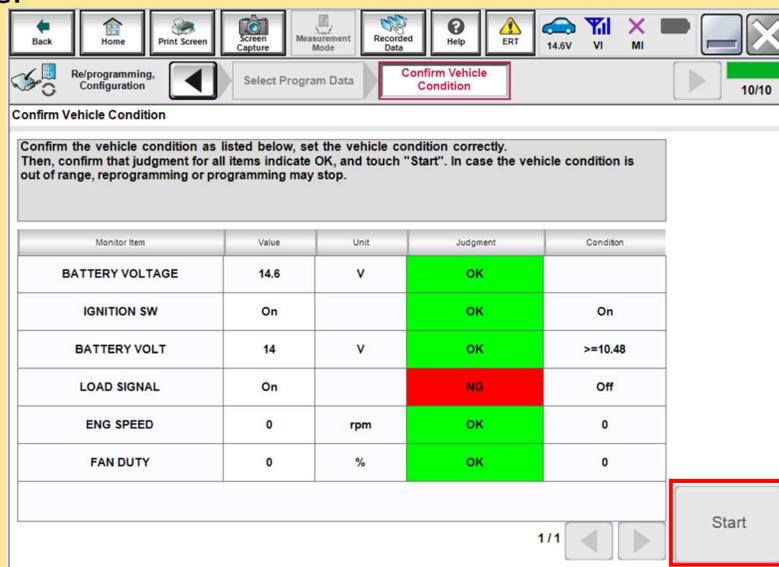


Figure 5

11. When the screen in Figure 6 displays, reprogramming is complete.

NOTE: If the screen in Figure 6 does **not** display (reprogramming did not complete), refer to the ECM Recovery information on Page 9.

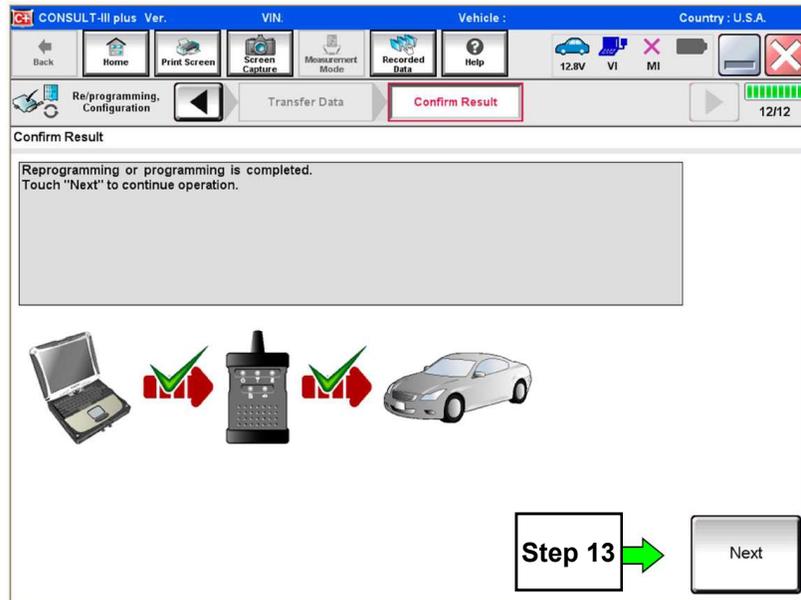


Figure 6

12. Disconnect the battery charger from the vehicle.

13. Select Next.

NOTE:

- In the next steps, 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

14. Follow the on-screen instructions to perform the following:

- Throttle Valve Closed Position
- Idle Air Volume Learn (IAVL)
- Accelerator Pedal Close Position Learning
- Erase DTCs

15. When the entire reprogramming process is complete, the screen Figure 7 will display.
16. Verify the before and after part numbers are different.
17. Print a copy of this screen (Figure 7) and attach it to the repair order for documentation.
18. Select Confirm, see claims information on Page 8.

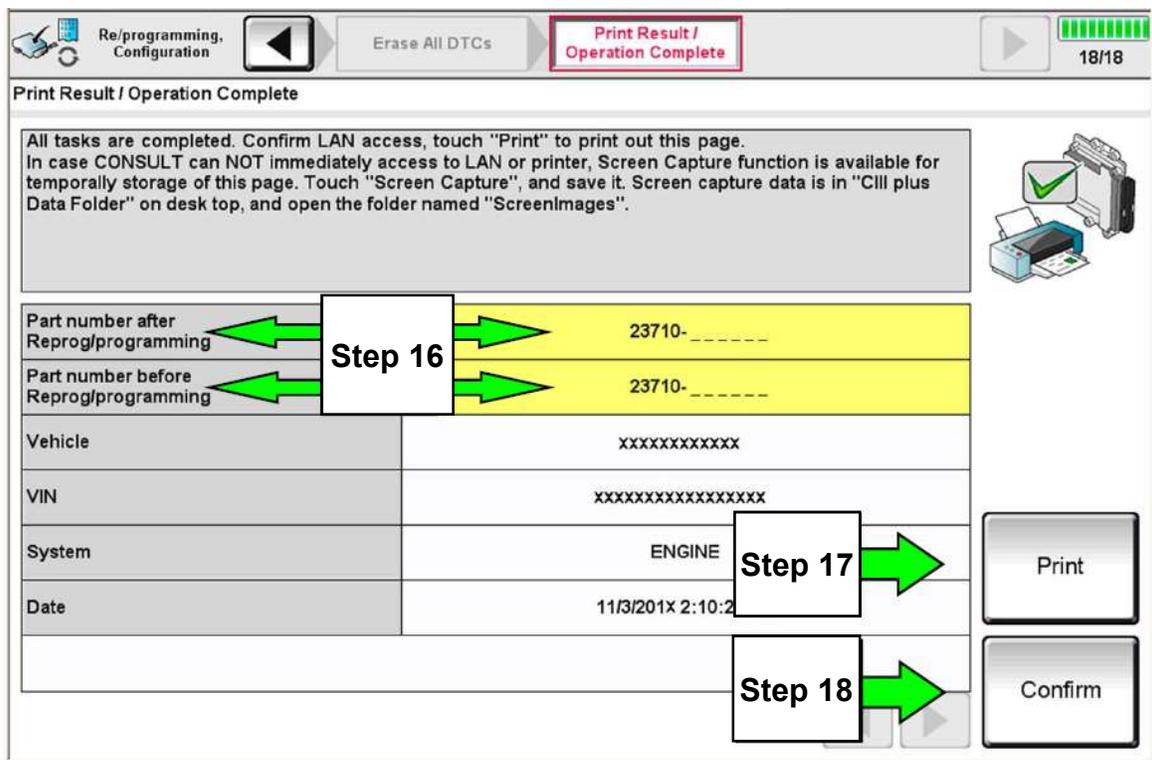


Figure 7

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

Campaign ("CM") ID	Description:	Op Code	FRT
PM968	Reprogram ECM	PM9680	0.4 Hr
	Reprogram Not Needed	PM9681	0.3 Hr

ECM recovery:

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

If reprogramming does not complete and the “!?” icon displays as shown in Figure 8:

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

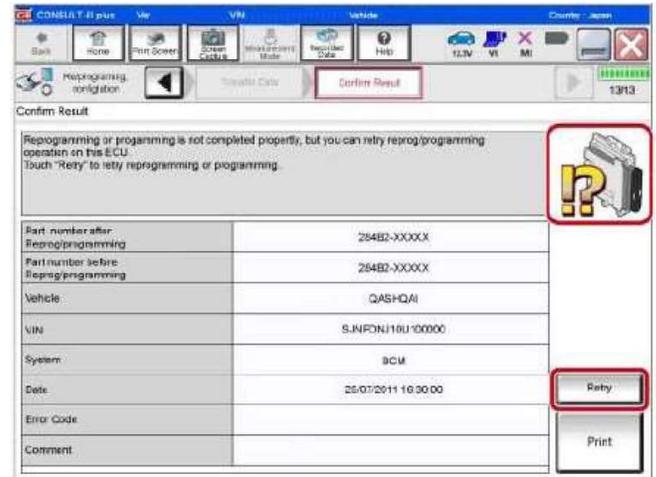


Figure 8

If reprogramming does not complete and the “X” icon displays as shown in Figure 9:

- 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 Home, and restart the reprogram procedure from the beginning**

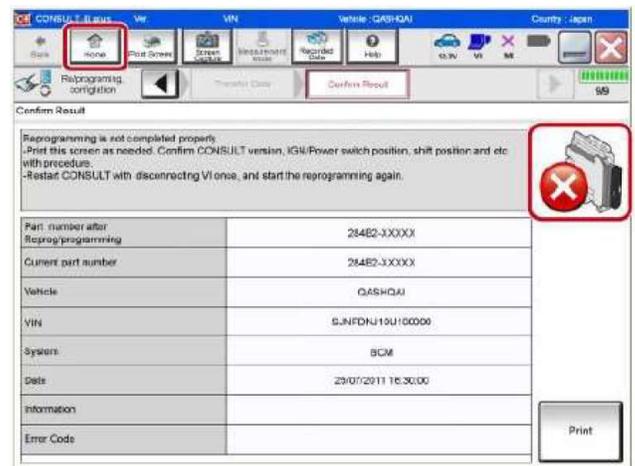


Figure 9