



# QUALITY ACTION

# CAMPAIGN BULLETIN

## Body Control Module (BCM)

Reference: PD124

Date: August 30, 2024

**Attention: Dealer Principal, Sales, Service & Parts Managers**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect:
2025 Altima (L34)	NA	790	August 22, 2024	<b>YES</b>

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

To ensure continued customer satisfaction and confidence, Nissan is now updating the temporary hold on specific model year 2025 Altima vehicles identified in Service Comm to a dealer inventory quality action to update the software to the Body Control Module (BCM). On affected vehicles, the battery can potentially be drained due to the BCM waking up periodically when ignition is off.

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 INSTRUCTIONS:**

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PD124**
  - 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
  - **Some vehicles may still be in transit. Please continue to check newly arriving inventory for 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 prior to sale.
4. The service department should submit the applicable warranty claim for the action performed to close the campaign in Service Comm and release the vehicle.

**NISSAN NORTH AMERICA, INC.**

Total Customer Satisfaction



# PD124– 2025 ALTIMA BCM REPROGRAM

Release Date: 08/29/2024

Version #1

## **SERVICE PROCEDURE:**

### **Reprogram the BCM**

#### **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)

## **NOTICE**

- Most instructions for reprogramming with CONSULT-III plus (C-III plus) are displayed on the CONSULT PC screen
- Connect a battery maintainer or smart charger to the 12V battery. If the vehicle battery voltage drops below 12.0V or rises above 15.5V during reprogramming, the BCM may be damaged.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, the BCM 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 BCM 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 BCM may be damaged.
- **Turn the Hazard Warning Flashers ON.**

1. Verify the extended storage switch is pushed **IN** (Figure 1).

- a. Turn the ignition OFF.
- b. Open the driver's door.
- c. Locate the fuse panel cover (Left of steering column).
- d. Remove the fuse panel cover.
- e. Push the extended storage switch **IN**.
- f. Wait at least 2 seconds.
- g. Turn the ignition ON.
- h. Make sure the extended storage warning message is **not** displayed in the combination meter/display.

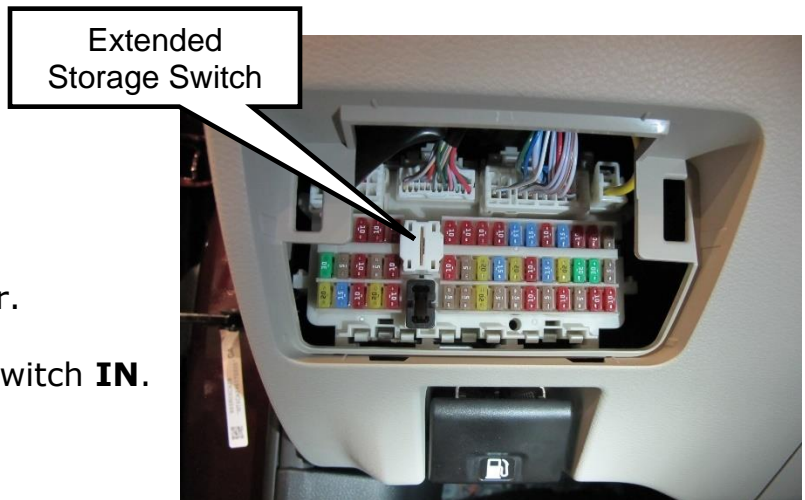


Figure 1

2. Connect the CONSULT PC to the vehicle to begin the reprogramming procedure.
3. Start C-III plus.
4. Wait for plus VI to be recognized/connected.
  - The serial number will display when the plus VI is recognized/connected
5. Select Re/programming, Configuration.

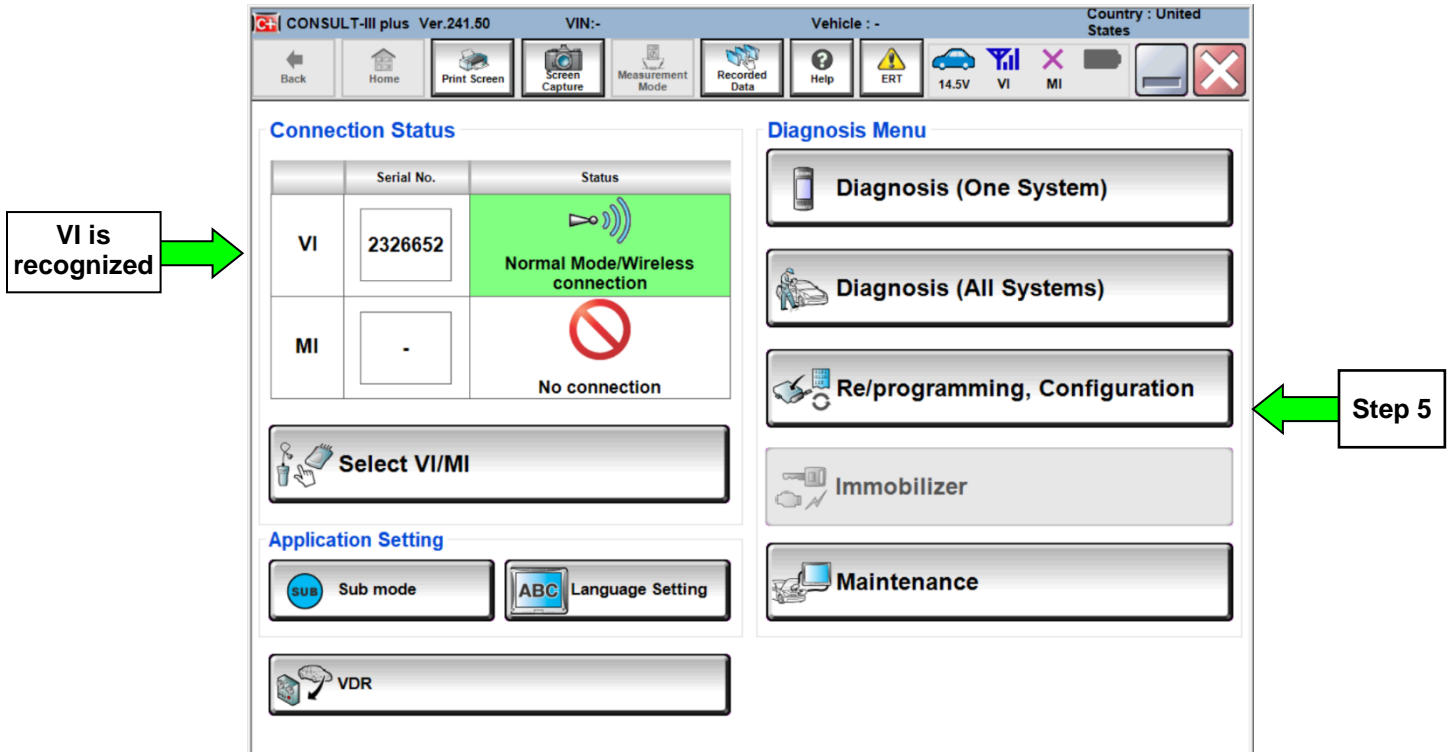


Figure 2

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.

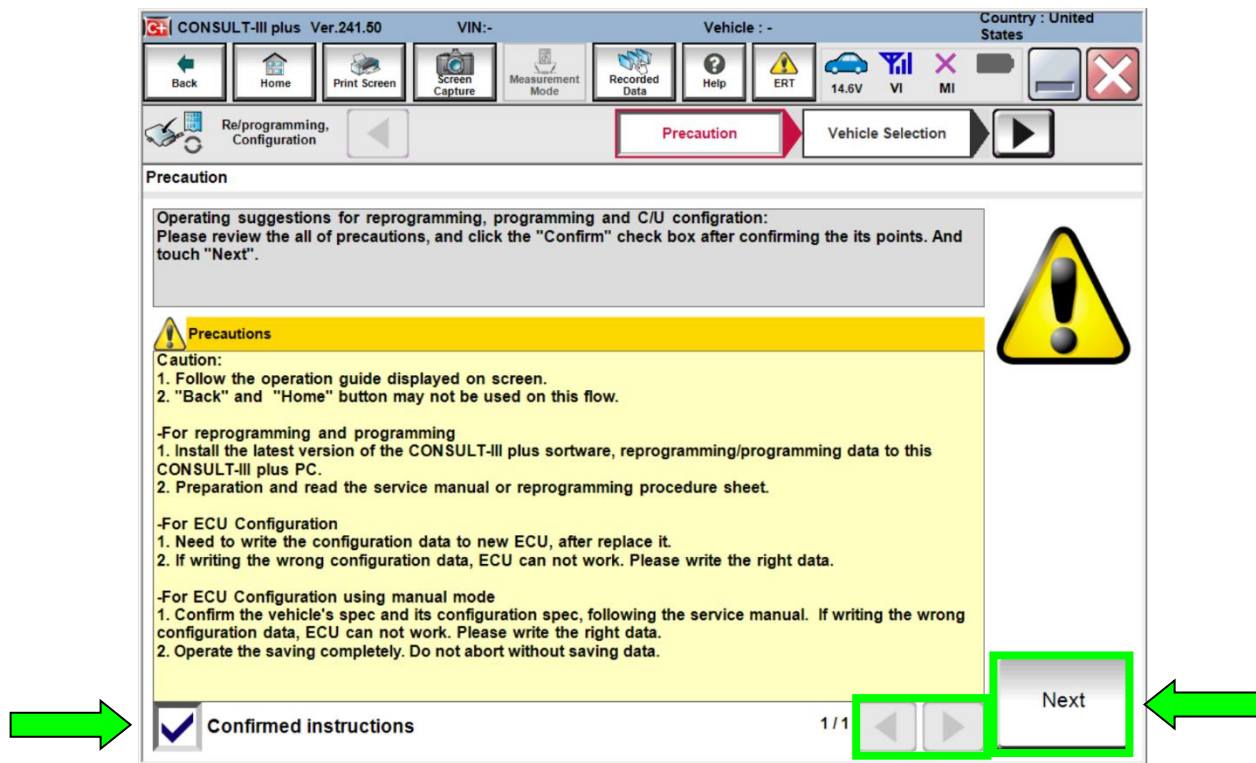


Figure 3

7. Select **Automatic Selection(VIN)**.

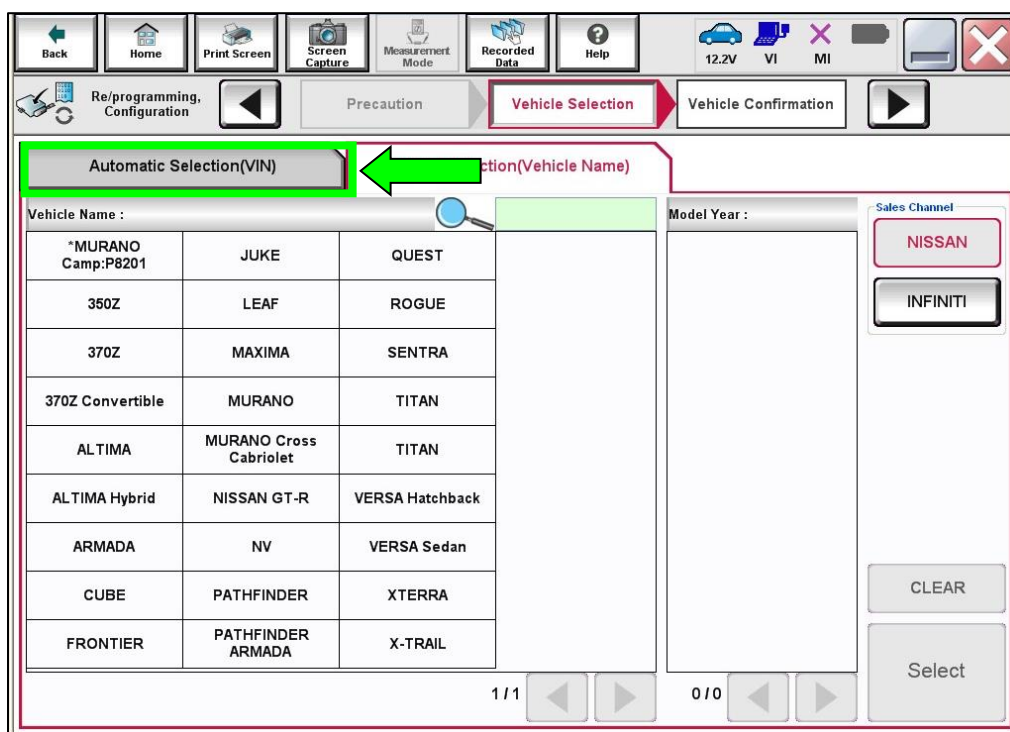


Figure 4

8. Allow the CONSULT to perform automatic VIN selection.

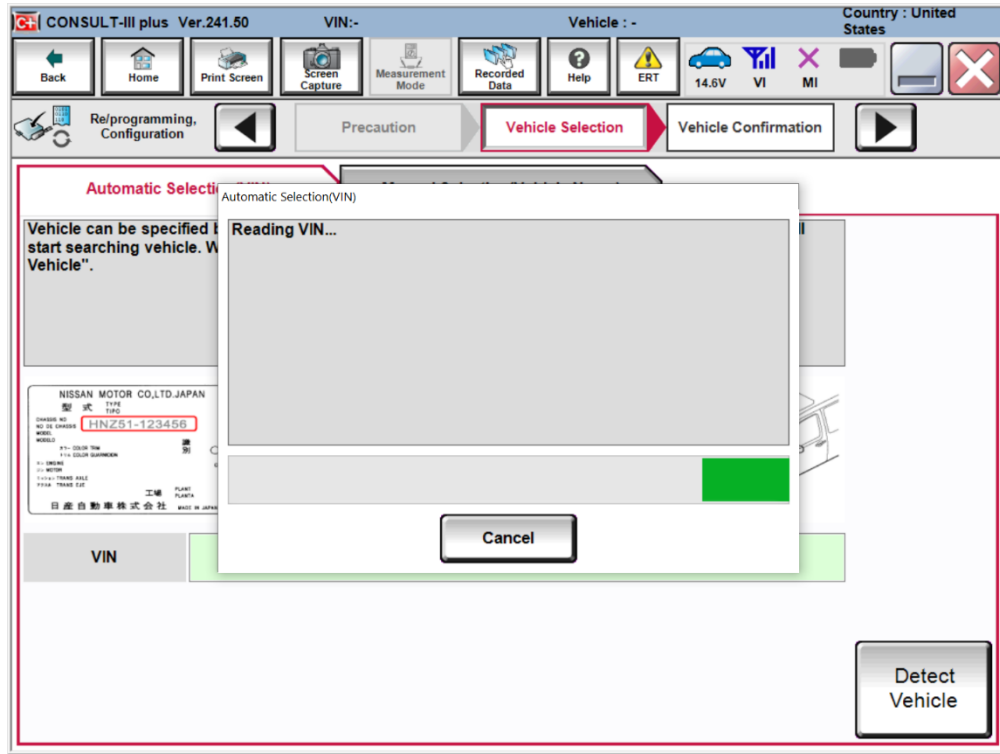


Figure 5

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

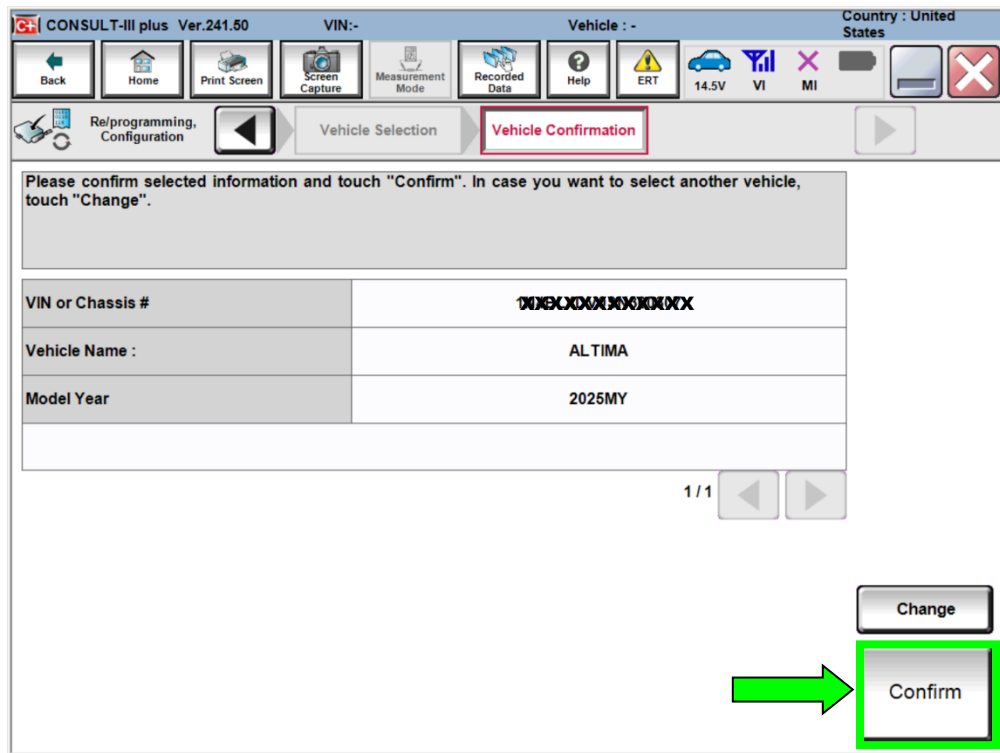


Figure 6

10. Allow the System call to be performed.

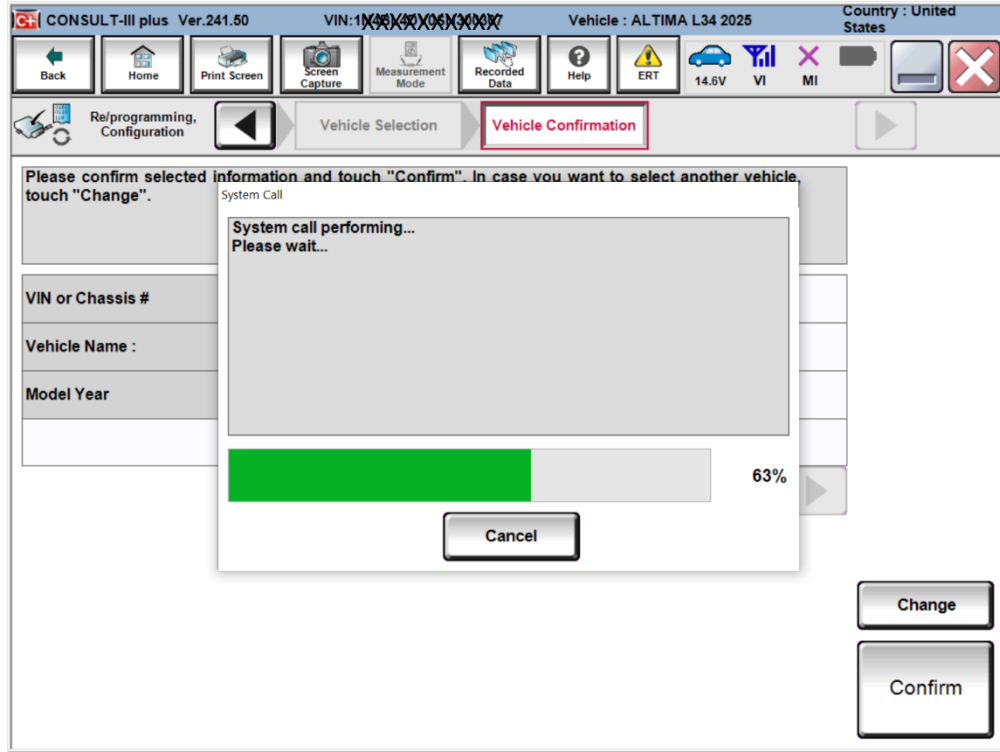


Figure 7

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

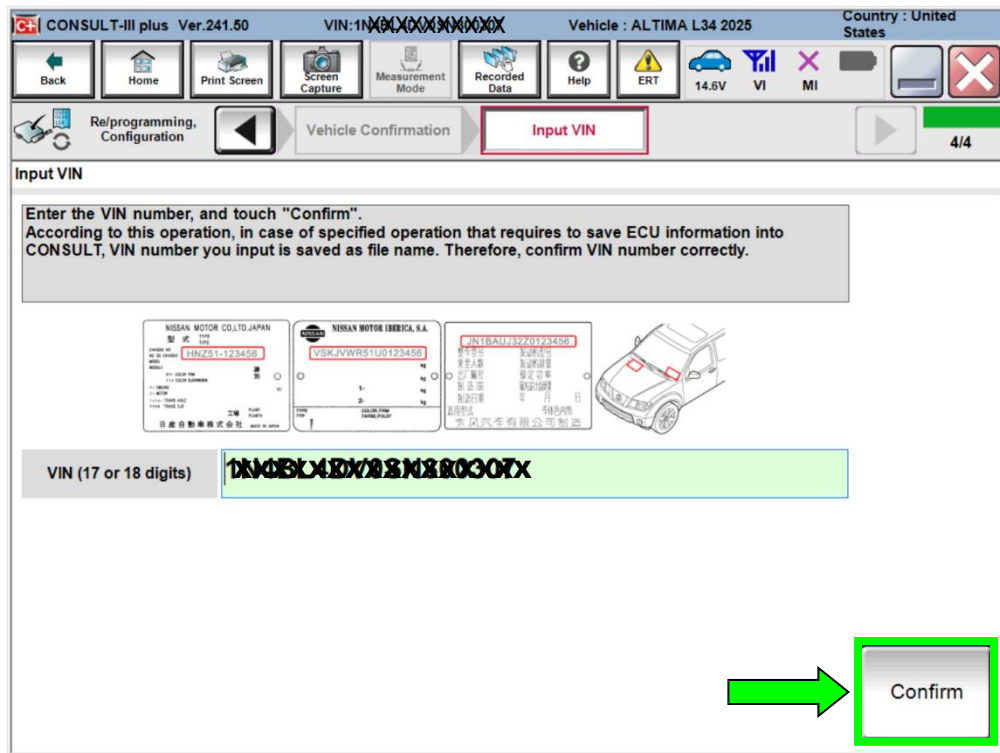


Figure 8

12. Navigate to the second screen and select **BCM**.

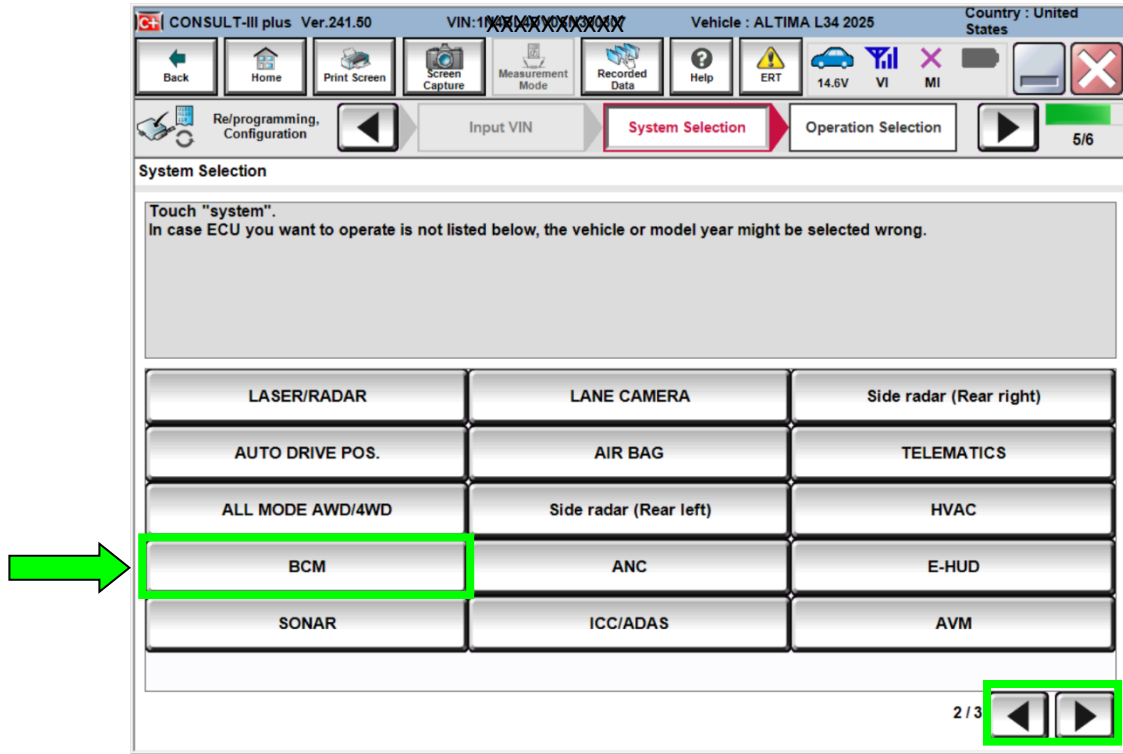


Figure 9

13. Select **Reprogramming**.

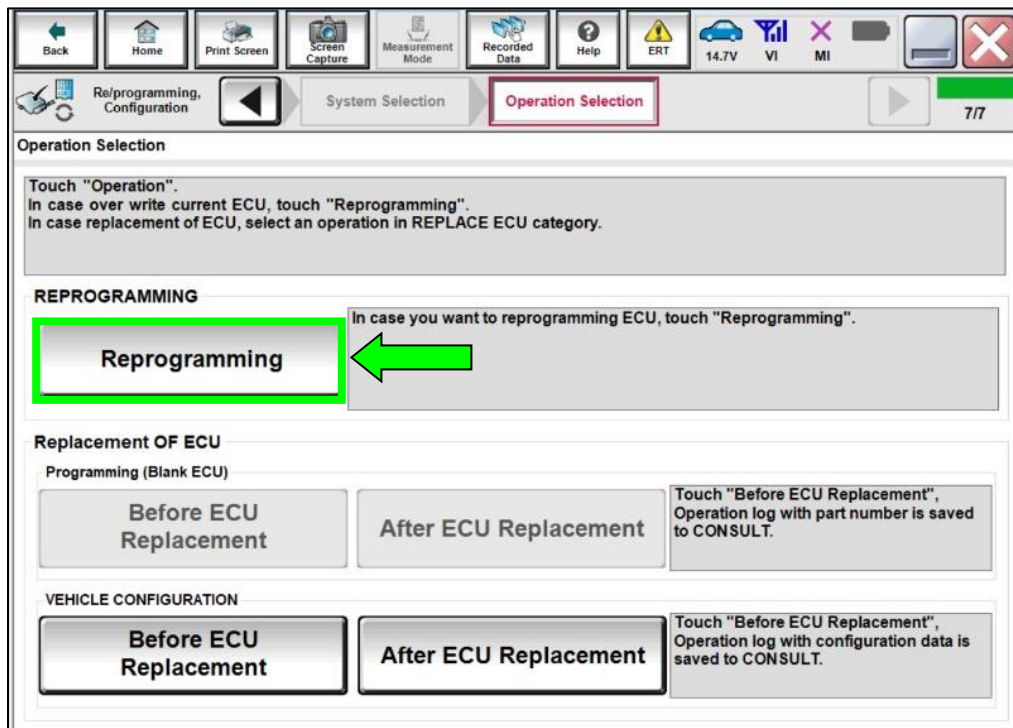


Figure 10

14. Find the BCM **Part Number** and write it on the repair order.

**NOTE:** This is the current Part Number (P/N).

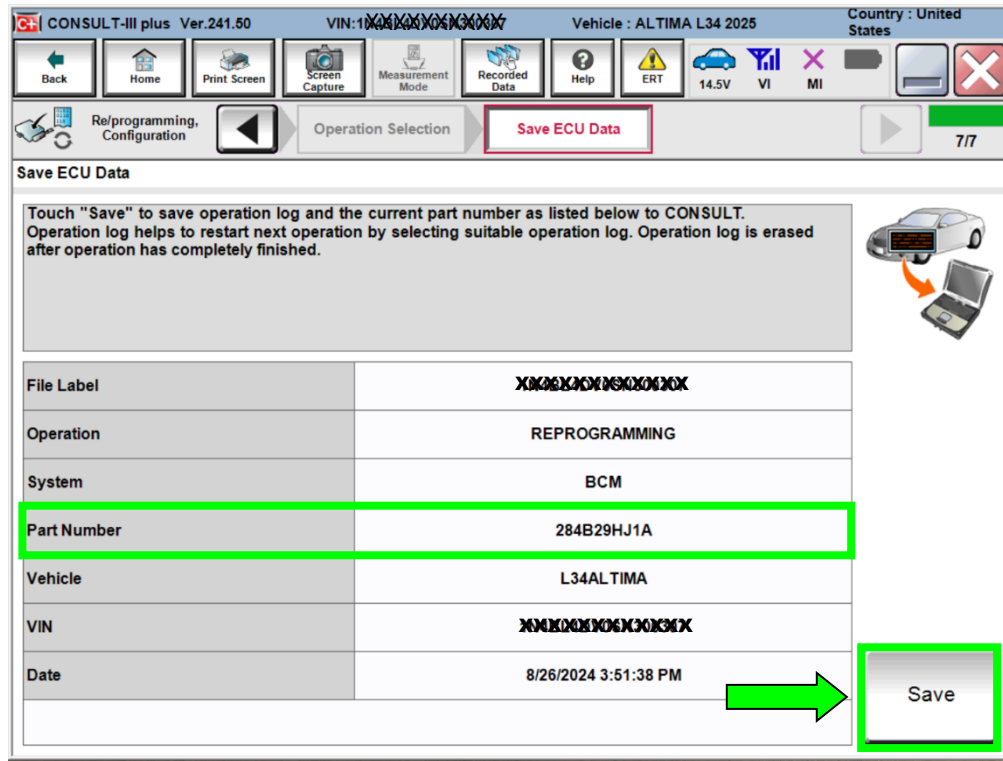


Figure 11

15. Compare the P/N you wrote down to the numbers in the Current BCM Part Number column in Table A, below.

- If there is a match, this service procedure applies. Continue with the reprogramming procedure by selecting **Save**.
- 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 BCM PART NUMBER: 284B2-
2025 Altima	9HJ1A



18. Confirm the battery charger is ON and the battery voltage is between 12V-15.5V, and then select **Next**.

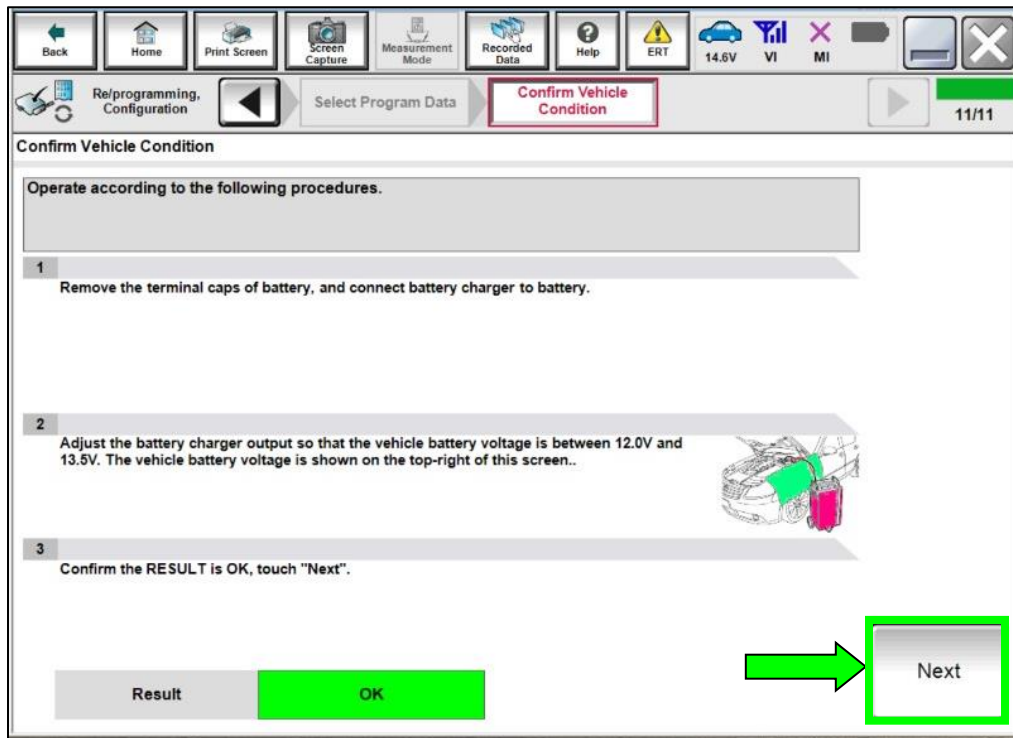


Figure 14

19. Confirm the battery voltage Judgment is OK, and then select **Start**.

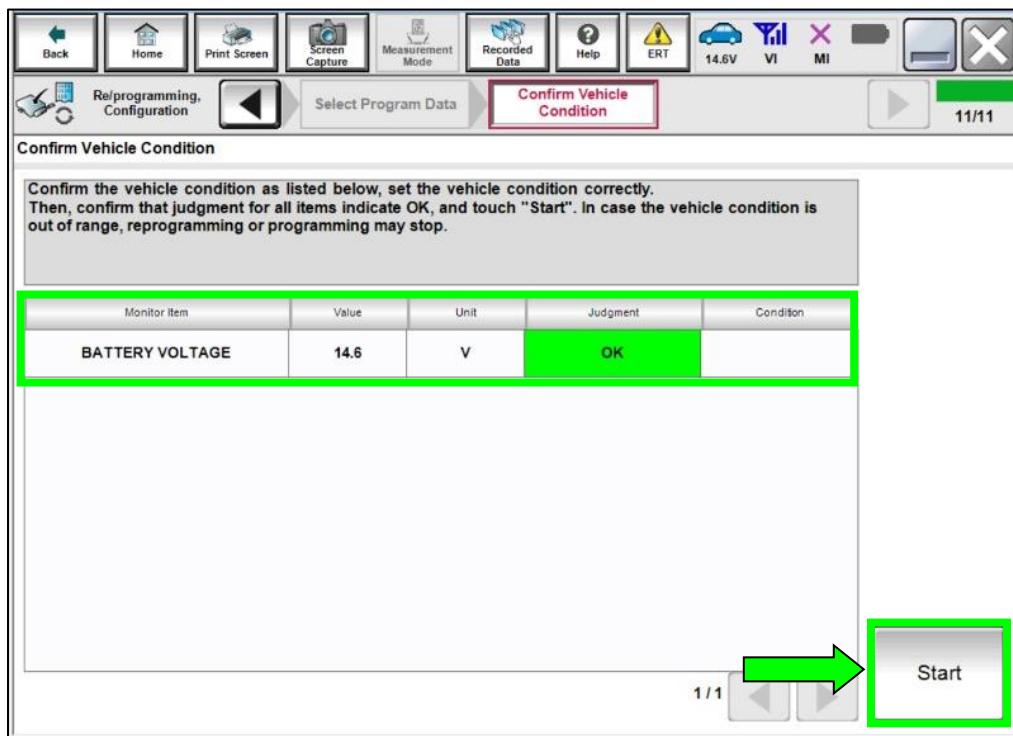


Figure 15

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

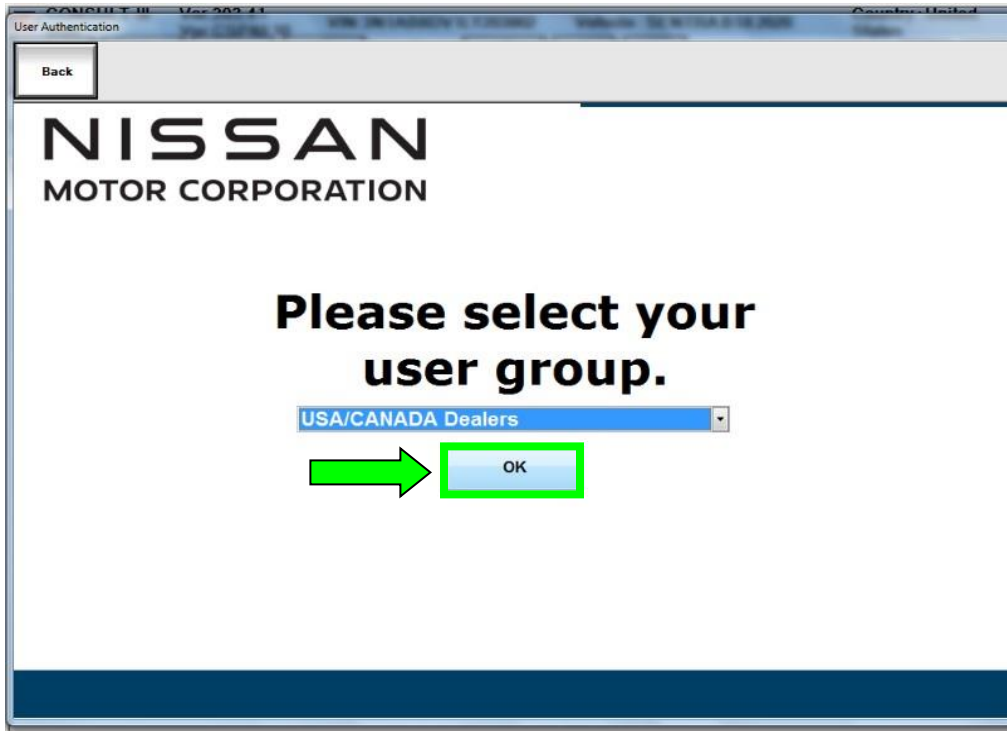


Figure 16

21. Login using your NNAnet credentials. Select **Submit**.

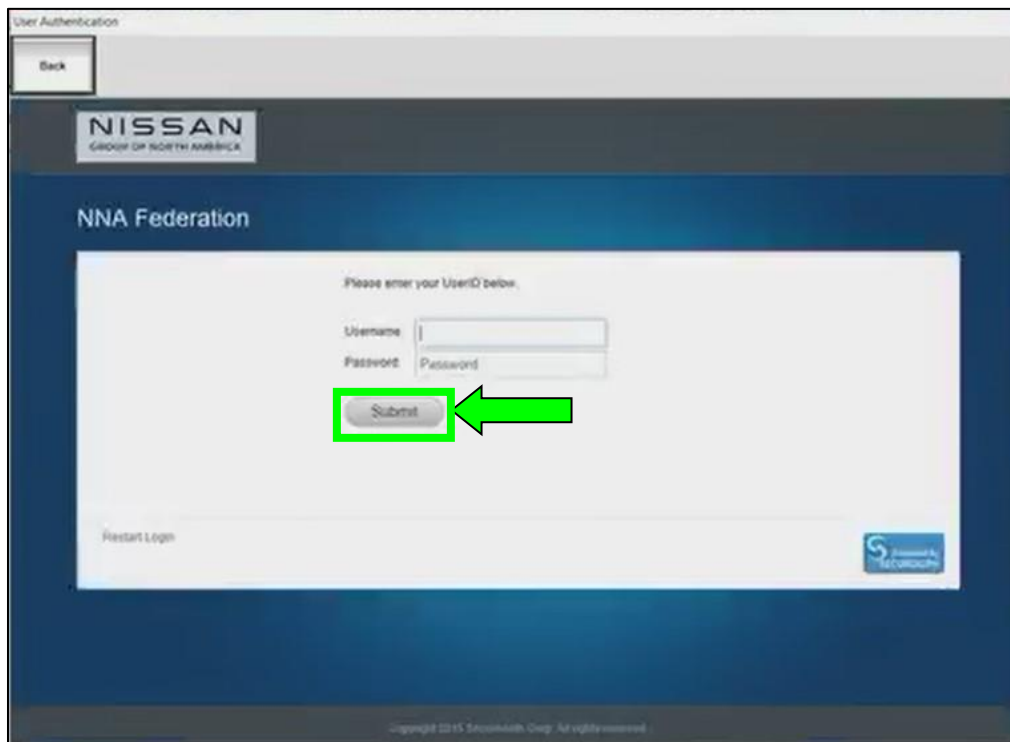


Figure 17

22. Allow CONSULT to reprogram the BCM.

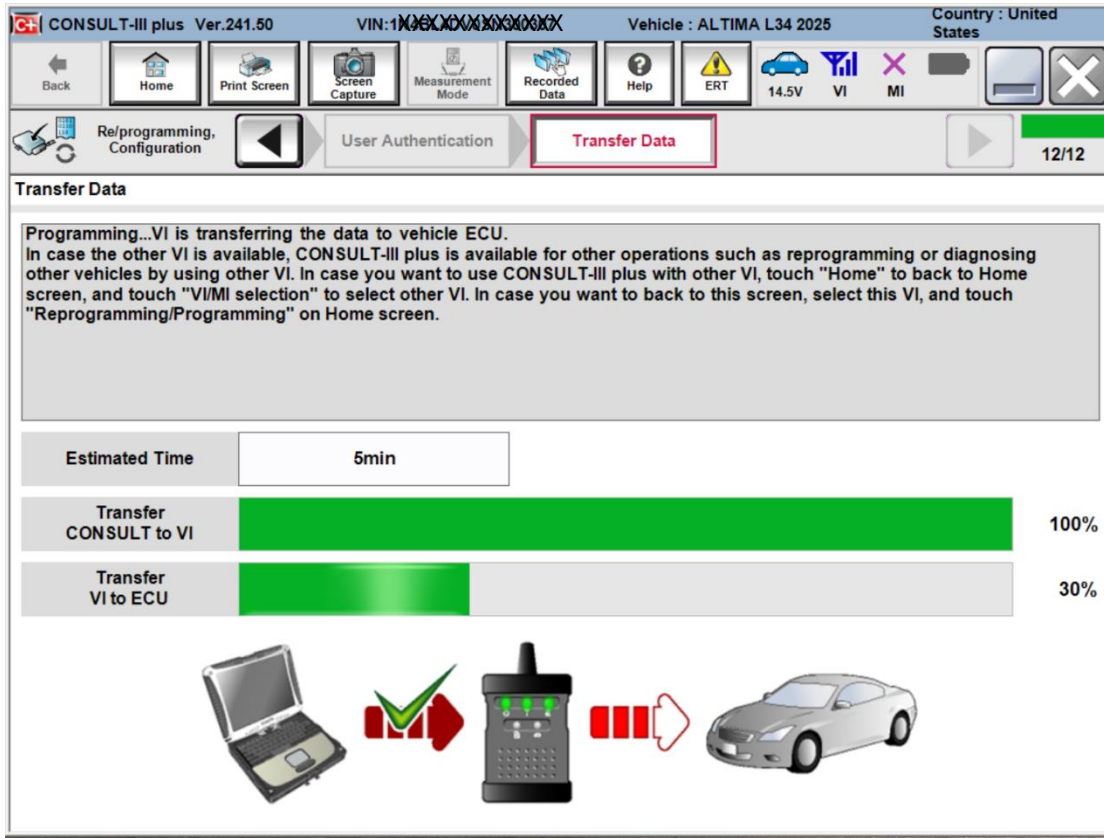


Figure 18

**IMPORTANT:** If the screen in Figure 19 does **not** display (reprogramming did not complete), refer to the BCM Recovery information on Page 15.

**For BCM recovery: Do not disconnect VI or shut down Consult III plus if reprogramming does not complete.**

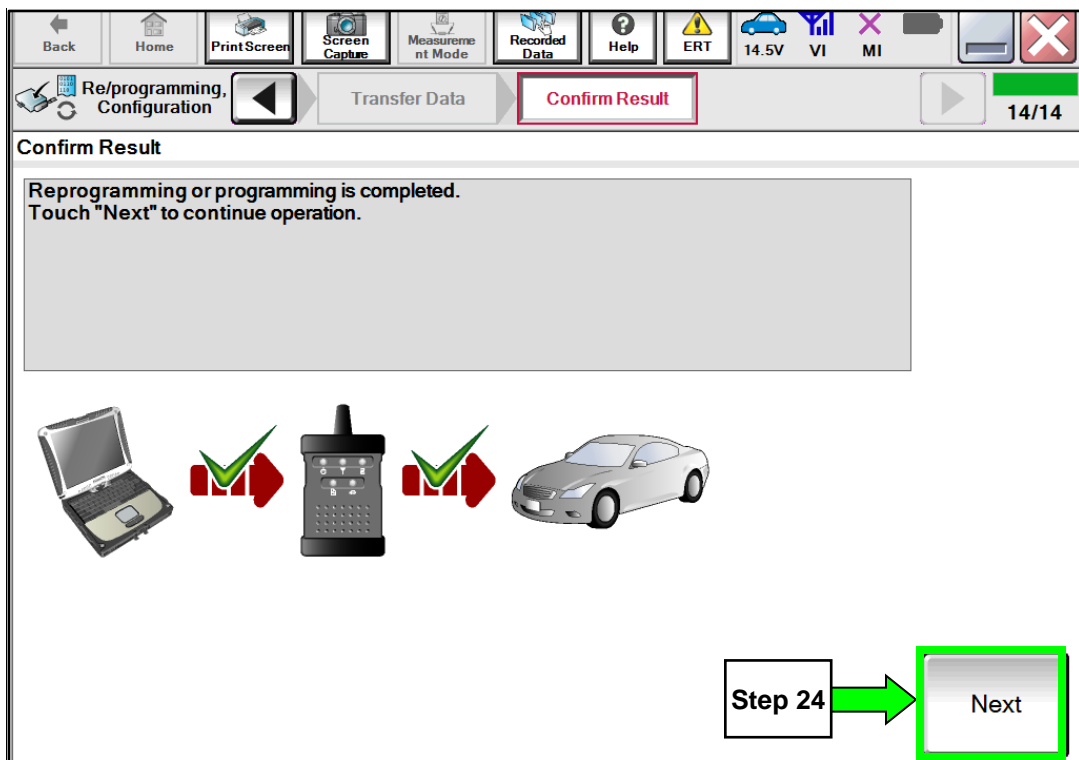


Figure 19

23. Disconnect the battery charger from the vehicle.
24. Select **Next** and follow on screen prompts to erase DTC's.

25. When the entire reprogramming process is complete, the screen shown in Figure 20 will display.
26. Verify the before and after part numbers are different.
27. Print a copy of this screen (Figure 20) and attach it to the repair order for documentation.
28. Reprogramming is complete, select **Confirm**, see claims information on Page 16.

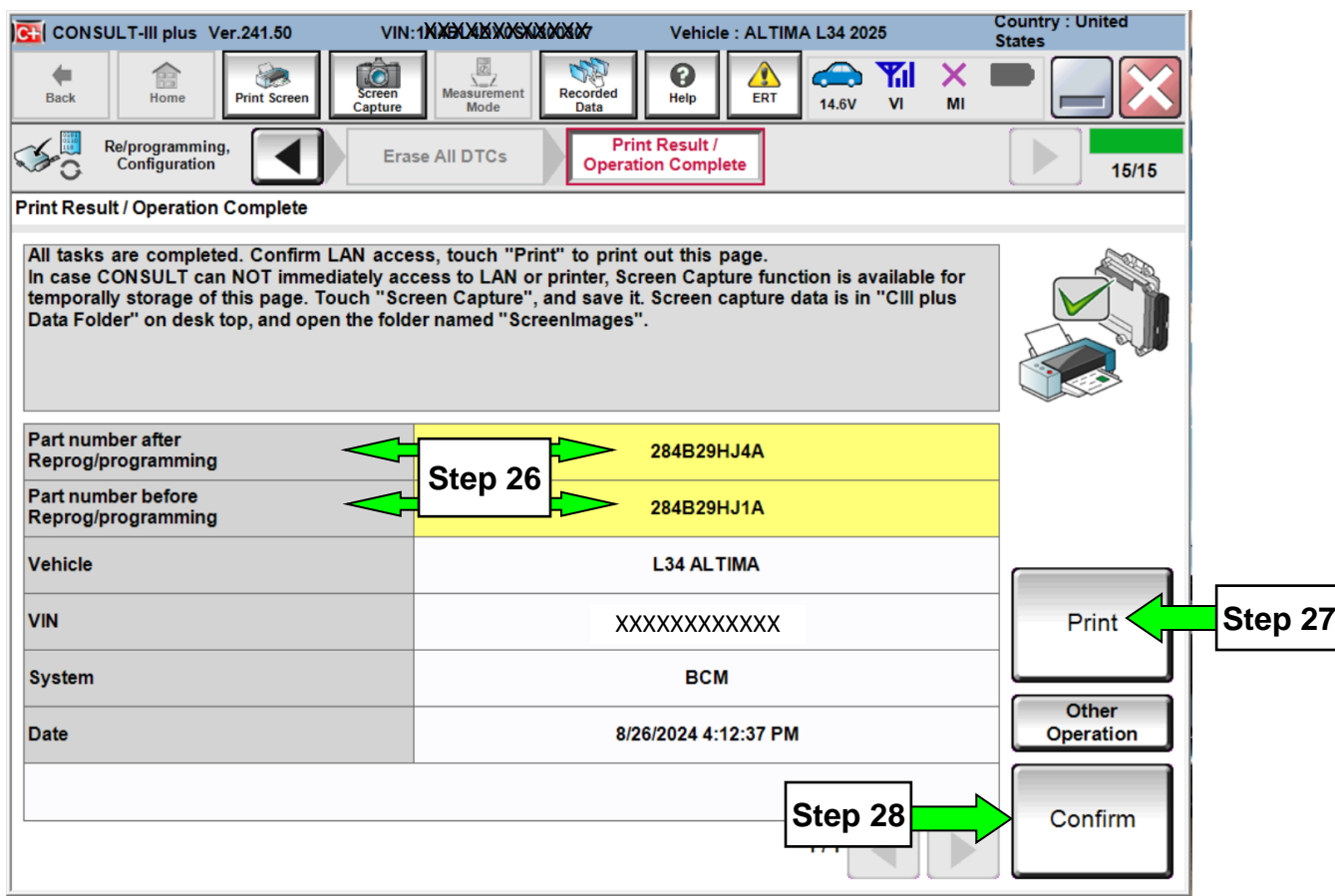


Figure 20

29. Turn Hazard Warning Flashers **OFF**.

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

**BCM Recovery:**

If reprogramming does not complete and the “!?” symbol displays as shown in Figure 21:

- Check battery voltage (12.0 – 15.5V).
- Ignition is ON, Engine is OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- Select **Retry** and follow the on screen instructions.

**NOTE:** **Retry** may not go through on first attempt and can be selected more than once.

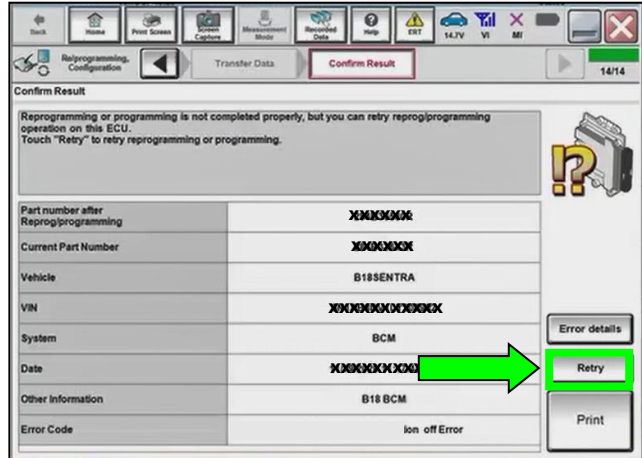


Figure 21

If reprogramming does not complete and the “X” symbol displays as shown in Figure 22:

- **Do not disconnect the VI or shut down C-III plus if reprogramming does not complete.**
- Check battery voltage (12.0 – 15.5V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, Engine is OFF.
- Transmission in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- Select **Home**, and then restart the reprogram procedure from the beginning.

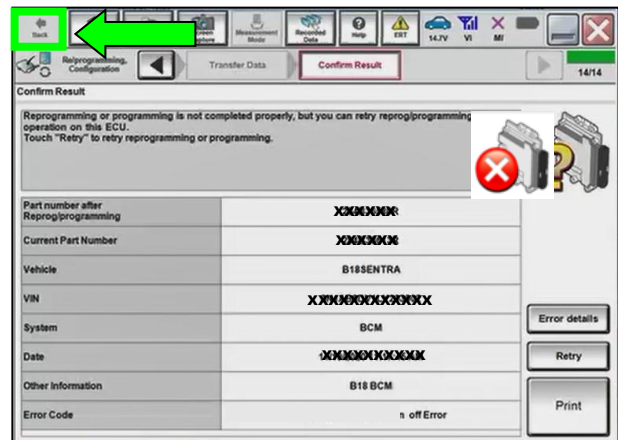


Figure 22

## CLAIMS INFORMATION

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

CLAIMS INFORMATION:			
Submit a "CM" line claim using the following claims coding:			
Campaign ("CM") ID	Description:	Op Code	FRT
PD124	Reprogram BCM	PD1240	0.6 Hr
	Reprogram Not Needed	PD1241	0.3 Hr

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
August 29, 2024	PD124	Original bulletin published

