



VOLUNTARY SERVICE CAMPAIGN

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| Classification: HA24-001 | Reference: NTB24-048 | Date: October 29, 2024 |
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VOLUNTARY SERVICE CAMPAIGN 2018-2025 LEAF; HVAC REPROGRAM

CAMPAIGN ID #: P4A17
APPLIED VEHICLES: 2018-2025 LEAF (ZE1)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Nissan is conducting this voluntary service campaign on certain specific model year 2018-2025 LEAF vehicles to inspect the current HVAC part number and, if applicable, reprogram the HVAC. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number P4A17 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

Dealers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a dealer's inventory.

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.

SERVICE PROCEDURE

IMPORTANT: Before starting, make sure:

- All C-III plus software updates (if any) have been installed.
- The CONSULT PC is connected to the internet (Wi-Fi or cable).

NOTICE

- Make sure the VI is securely connected. If the VI connection is loose during reprogramming, reprogramming may be interrupted and the HVAC control unit 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 HVAC control unit may be damaged.
 - Do NOT use a standard battery charger for Hybrid/Electric vehicles. Make sure to connect the battery maintainer/smart charger securely to the 12V battery. Make sure the battery voltage stays between 12.0V and 13.5V during reprogramming. If the battery voltage does NOT stay between 12.0V and 13.5V during reprogramming, the HVAC control unit 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 the HVAC control unit may be damaged.
1. Connect the VI to the vehicle.
 2. Connect the AC Adapter to the CONSULT PC.
 3. Turn the vehicle ON (not Ready mode) by pressing the power switch two (2) times WITHOUT depressing the brake pedal.
 - Verify the radio, headlamps and HVAC are all turned OFF.
 - Turn the hazard warning lamps ON and leave them on for the duration of the reprogram.
 4. Start C-III plus.
 5. If prompted, select **USA/CANADA Dealers** from the drop down menu, and then select **OK**.

6. Login using your NNAnet credentials.

IMPORTANT: If not prompted to enter your username and password, the CONSULT PC may not be connected to Wi-Fi. Close C-III plus, confirm the CONSULT PC is connected to Wi-Fi, and then reopen C-III plus.

7. If the Script Error shown in Figure 1 is present, select **Yes**.

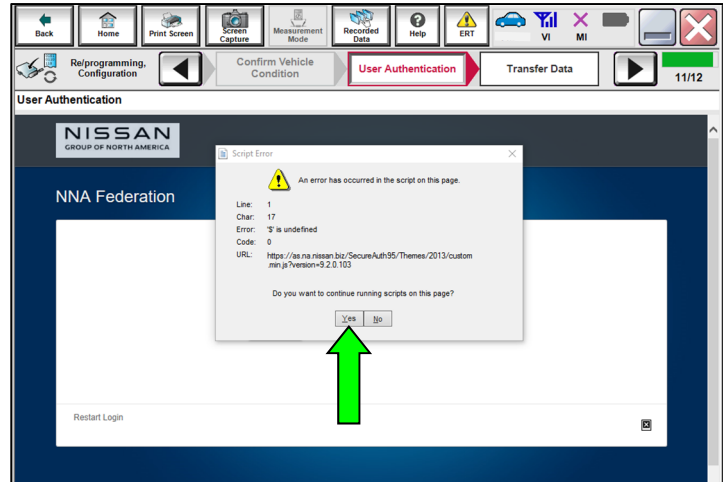


Figure 1

8. Wait for the VI to be recognized (Figure 2).

- The serial number will display when the VI is recognized.

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

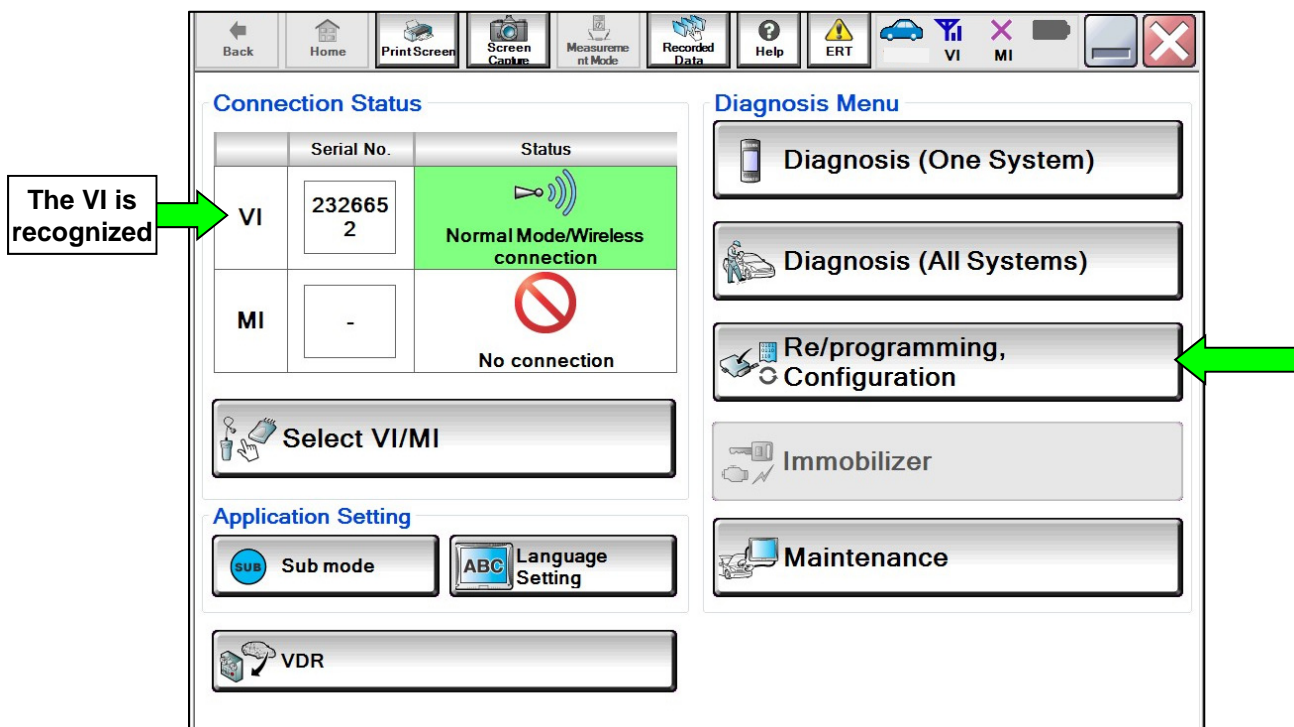


Figure 2

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

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

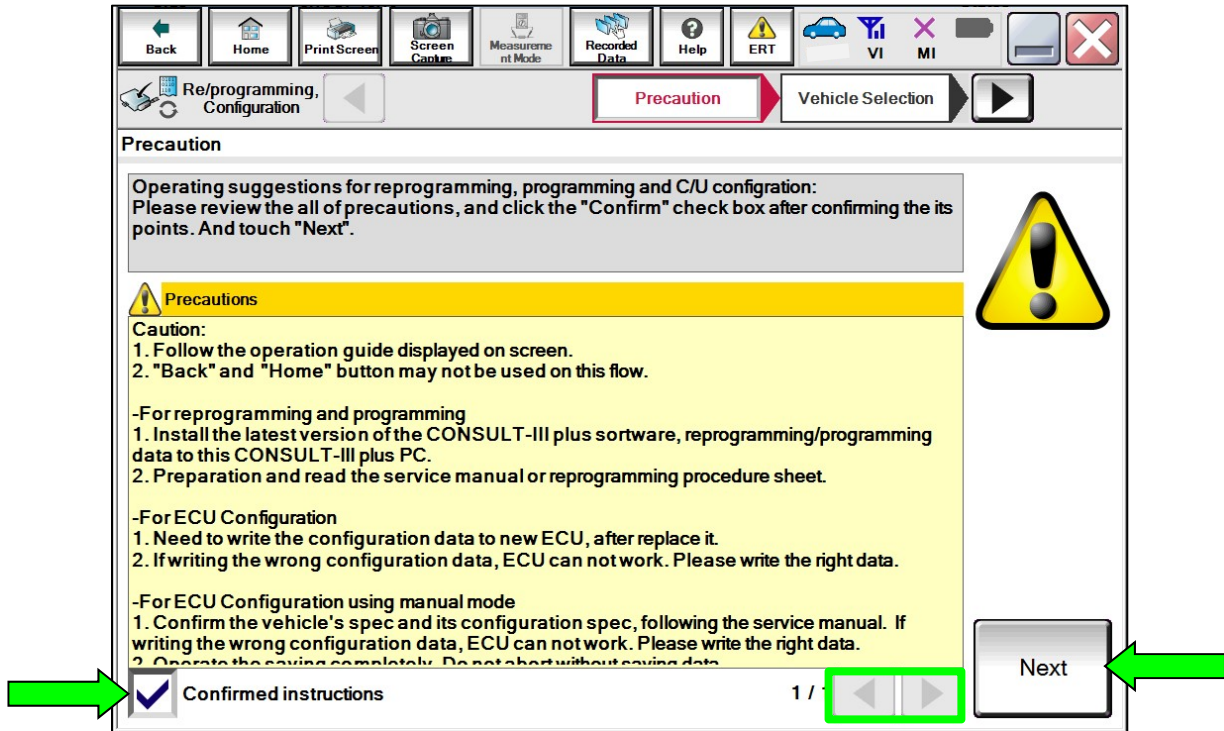


Figure 3

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

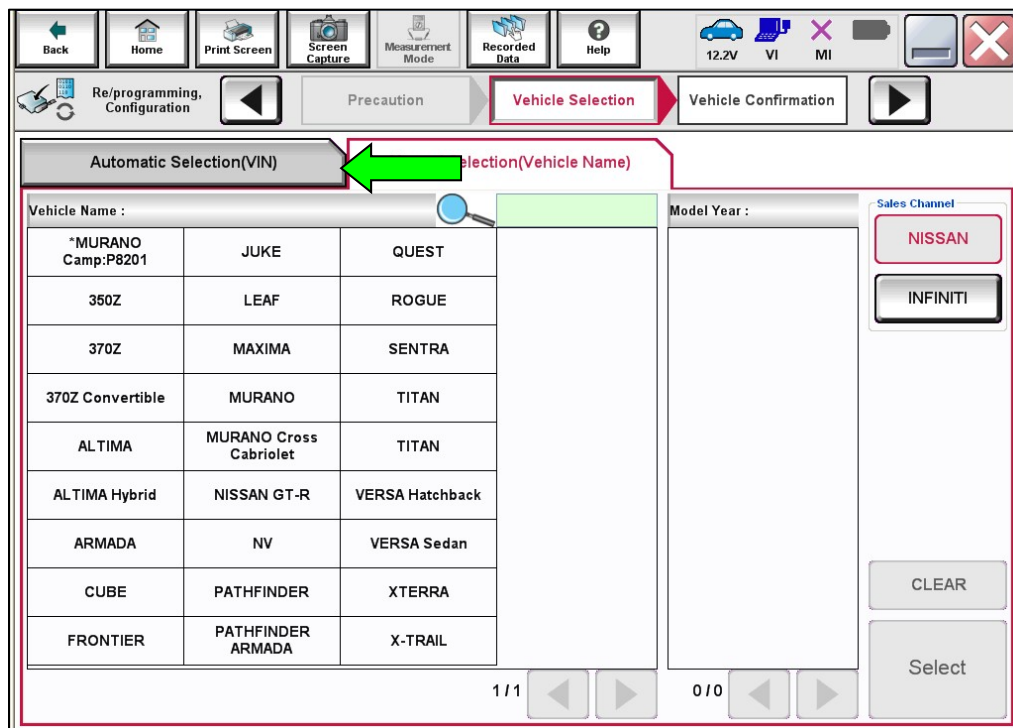


Figure 4

12. Allow the VIN to be detected.

- If the VIN is not automatically detected, select **Detect Vehicle**.

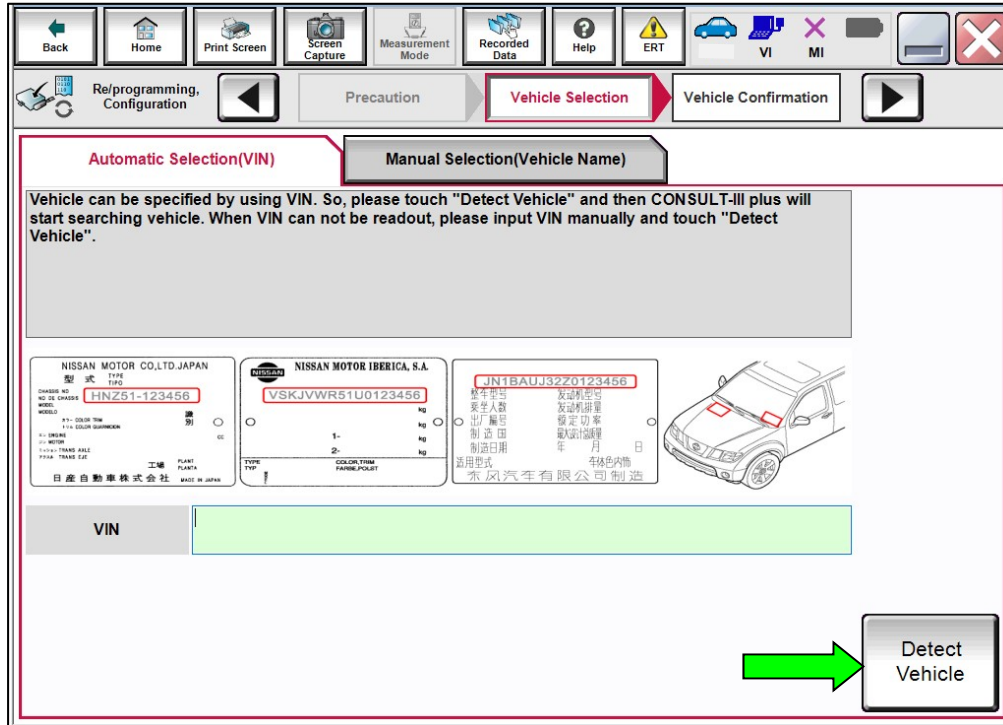


Figure 5

13. Confirm the **VIN or Chassis #**, **Vehicle Name**, and **Model Year** are correct for the vehicle you are working on, and then select **Confirm**.

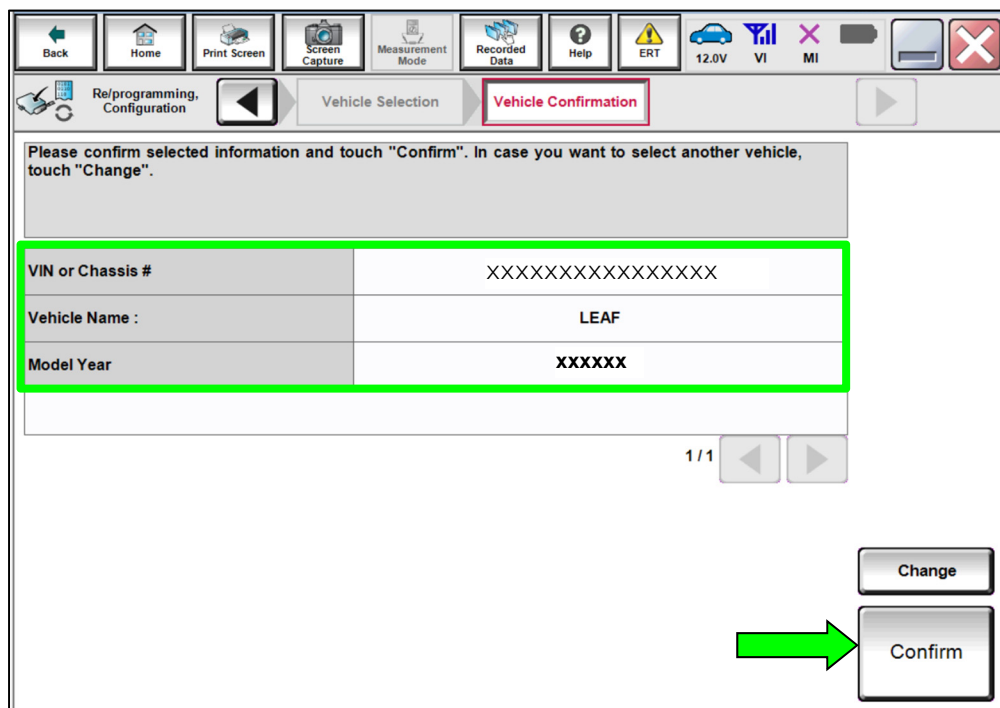


Figure 6

14. Verify the **VIN** displayed is correct for the vehicle you are working on, and then select **Confirm**.

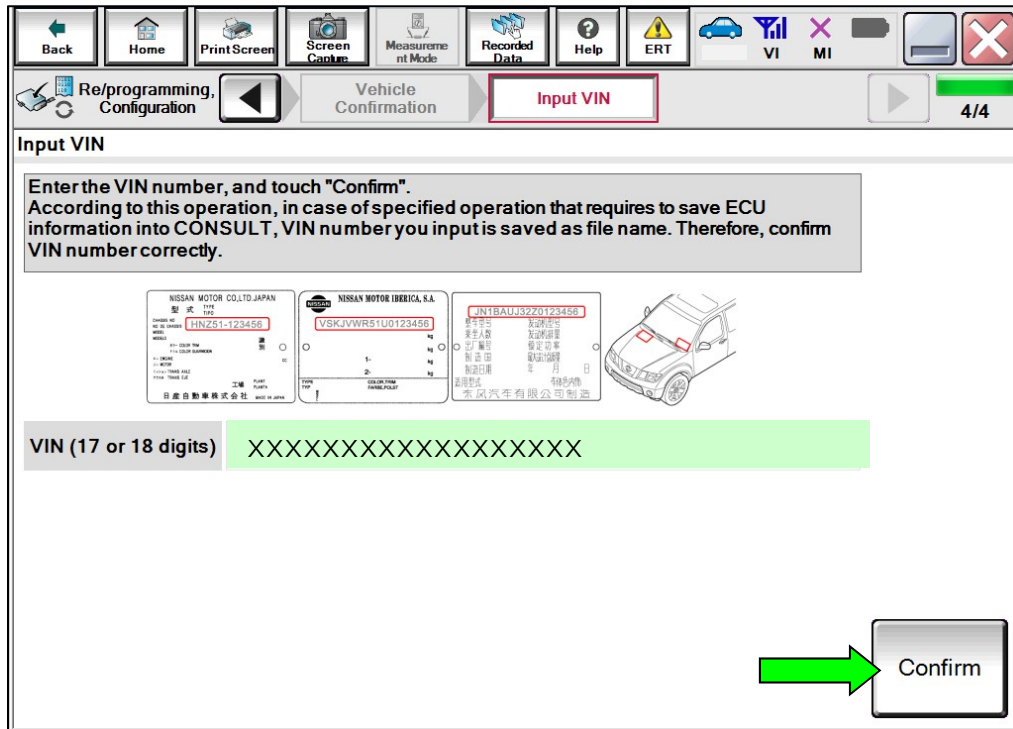


Figure 7

15. Select **HVAC**.
 - Scroll to page 2 to select **HVAC**.

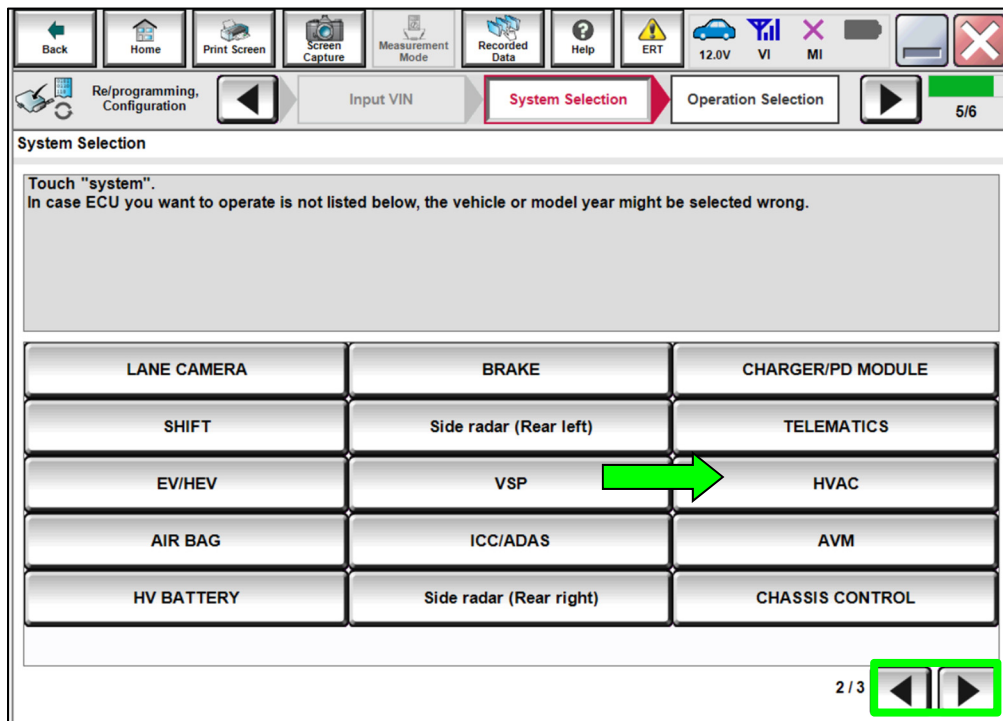


Figure 8

16. Select **Reprogramming**.

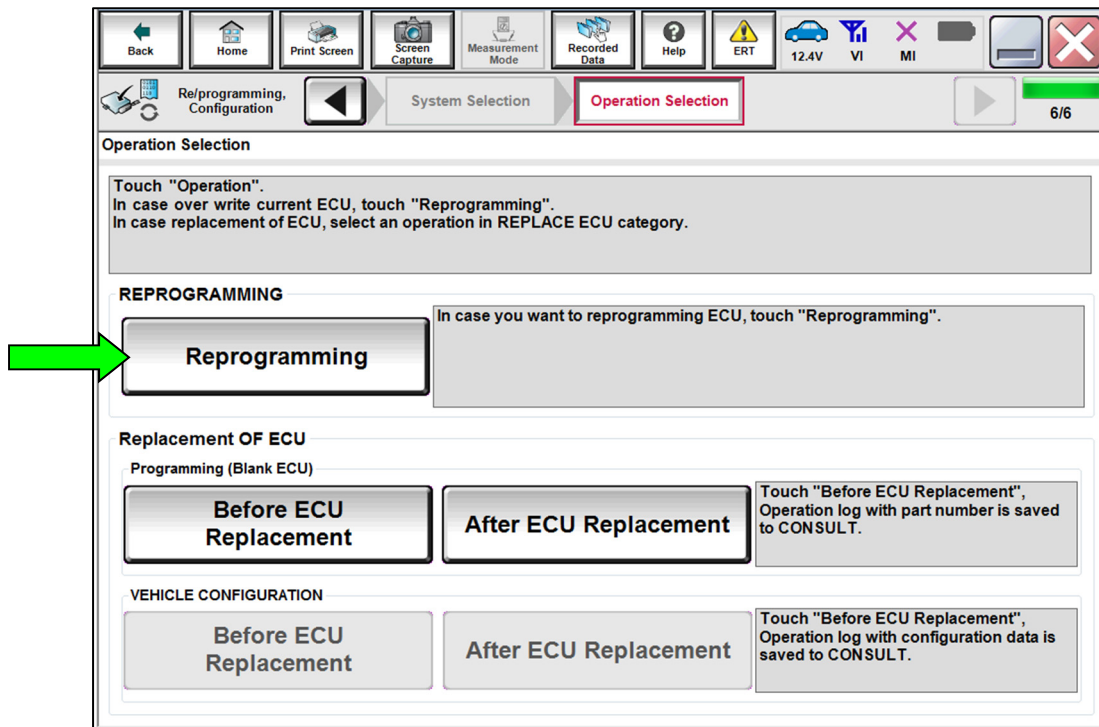


Figure 9

17. Find the HVAC **Part Number** and write it on the repair order, and then select **Save**.

- This is the current Part Number (P/N).

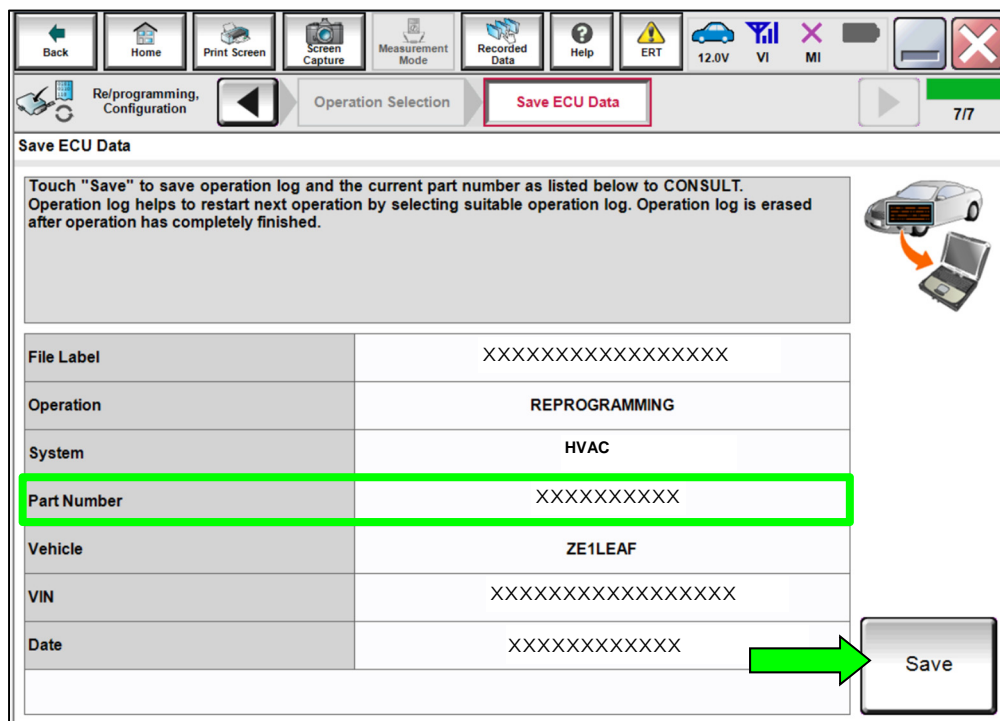


Figure 10

18. Compare the Part Number you wrote down in step 17 on page 7 to the numbers listed in **Table A** below.
- If there is a match, proceed to step 19 on page 9 to continue the reprogramming procedure.
 - If there is not a match, reprogramming is not needed. Skip to **CLAIMS INFORMATION** on the last page.

Table A

| Control Unit | Current HVAC Part Number: (27500-*****) |
|---------------------|--|
| HVAC | 5SA0A, 5SE0A, 5SE0B, 6WK0A, 6WK4A |

19. Review the precaution instructions.

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

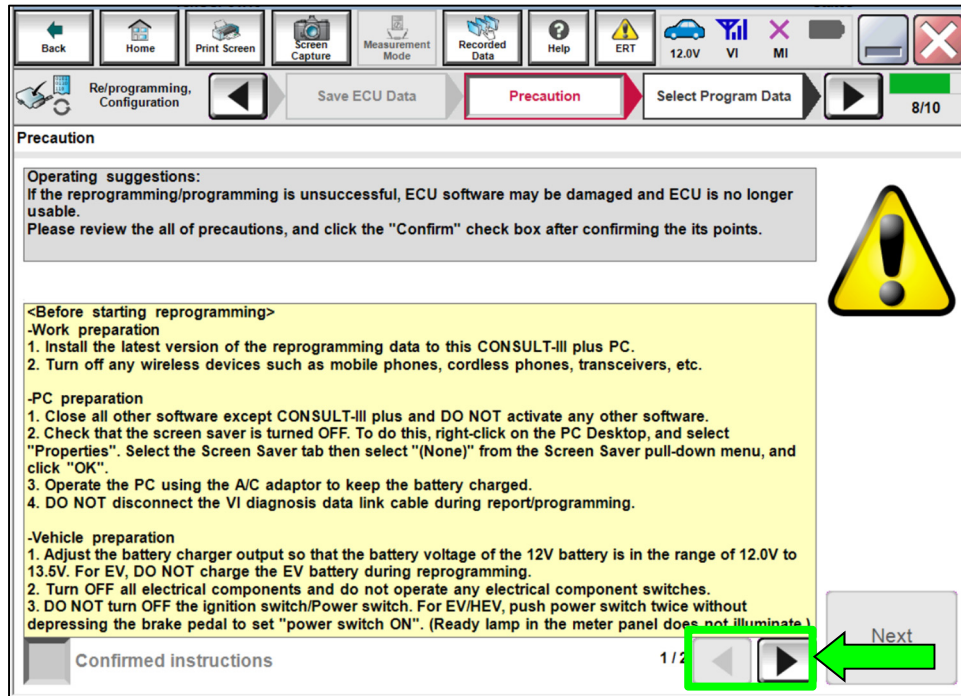


Figure 11

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

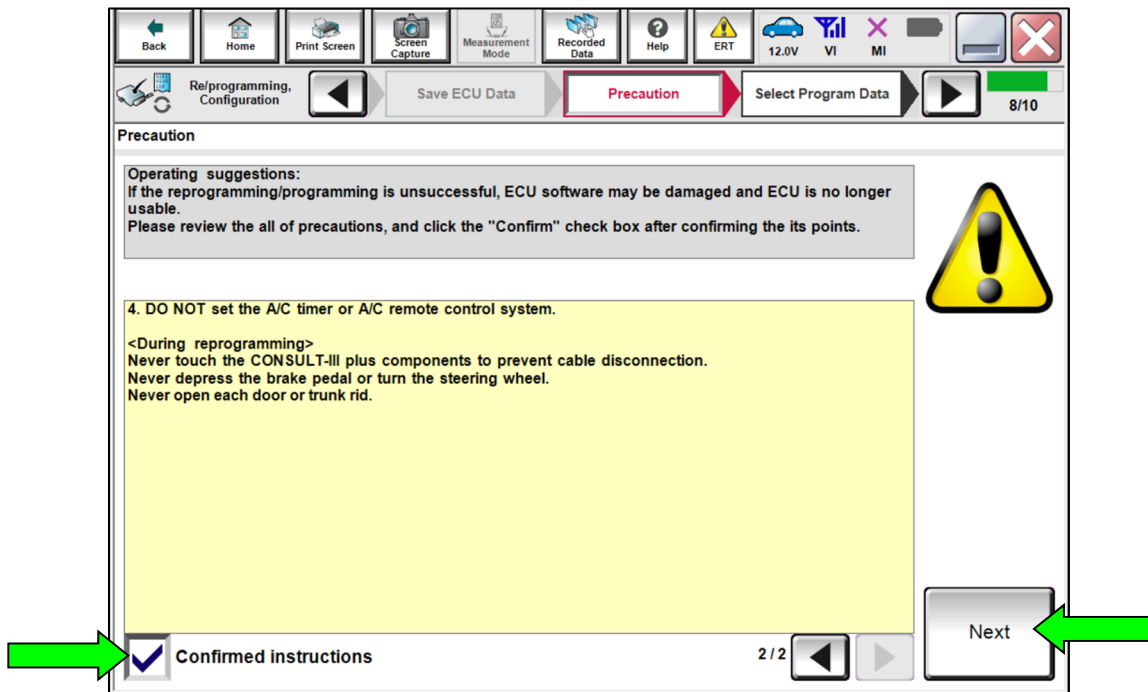


Figure 12

21. Select **Next**.

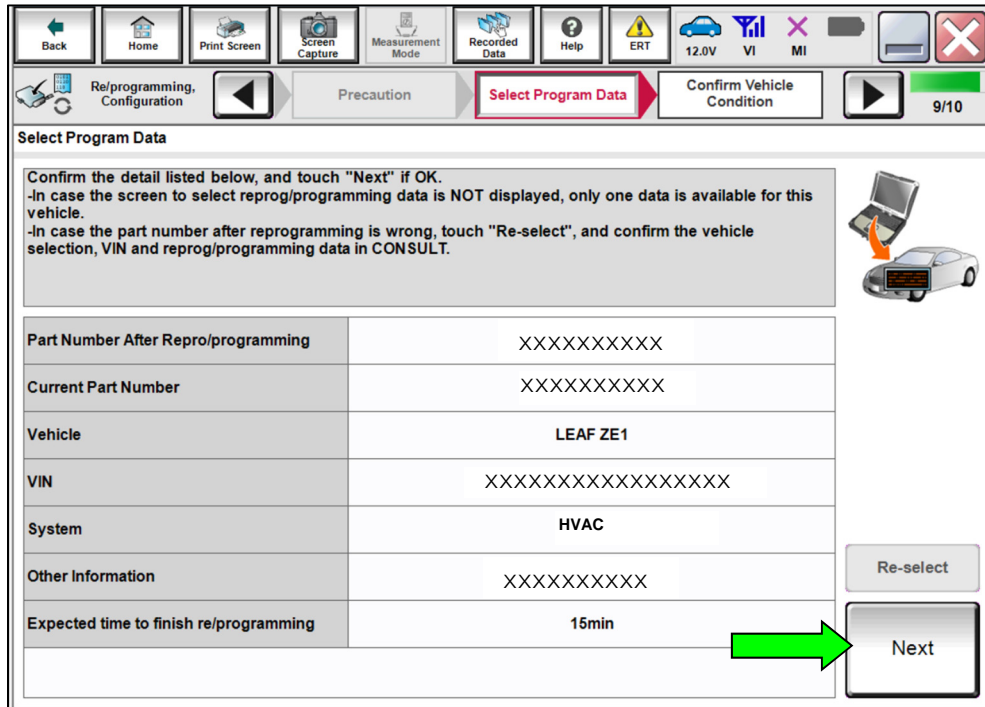


Figure 13

22. Confirm the battery voltage result is **OK**, and then select **Next**.

- If the battery voltage result is **NG**, verify the battery maintainer/smart charger is turned ON and is securely connected to the 12V battery.

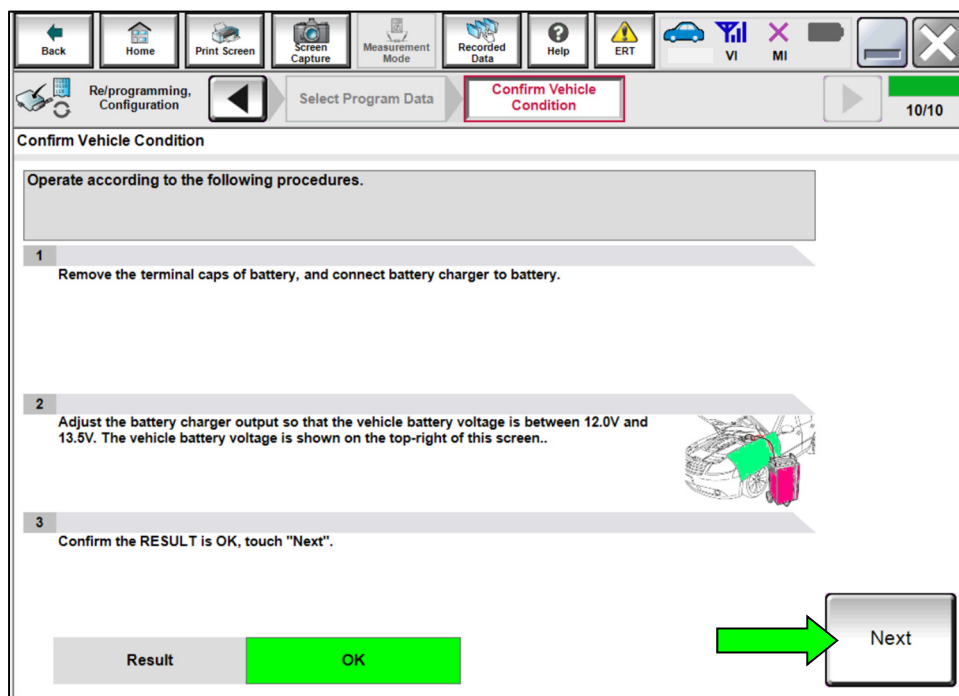


Figure 14

23. Confirm all items listed have a judgement of **OK**, and then select **Start**.

- The reprogramming process will take approximately 5 minutes.
- If any of the items shown in Figure 15 display a status of **NG**, verify the battery maintainer/smart charger is turned ON and is securely connected to the 12V battery, and ensure the vehicle is NOT in Ready mode.

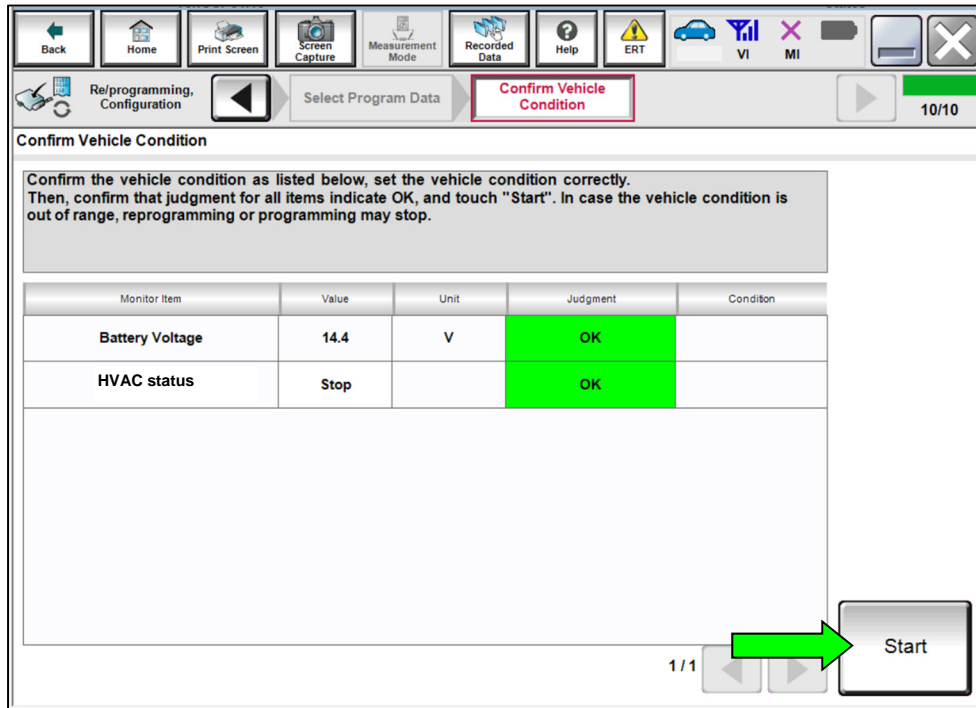


Figure 15

24. Once the screen in Figure 16 displays, the reprogramming is complete. Select **Next**.

- If the screen in Figure 16 does NOT display, indicating that reprogramming did not complete, refer to **HVAC Recovery** on page 15.

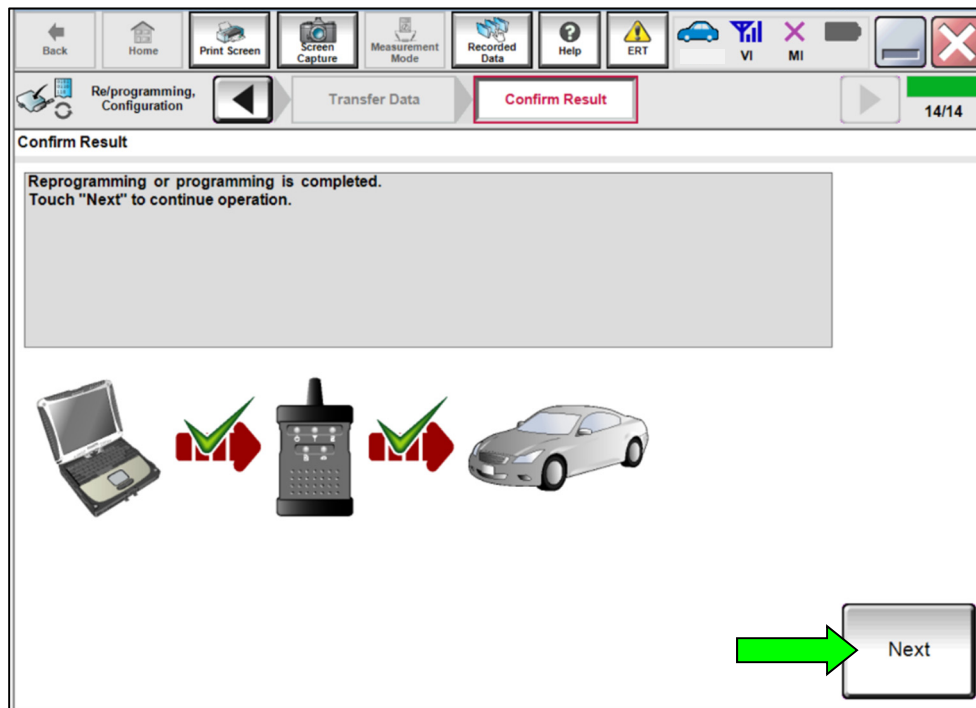


Figure 16

25. Press the power switch one (1) time to turn the EV system OFF (Figure 17), and then go to step 26 immediately.

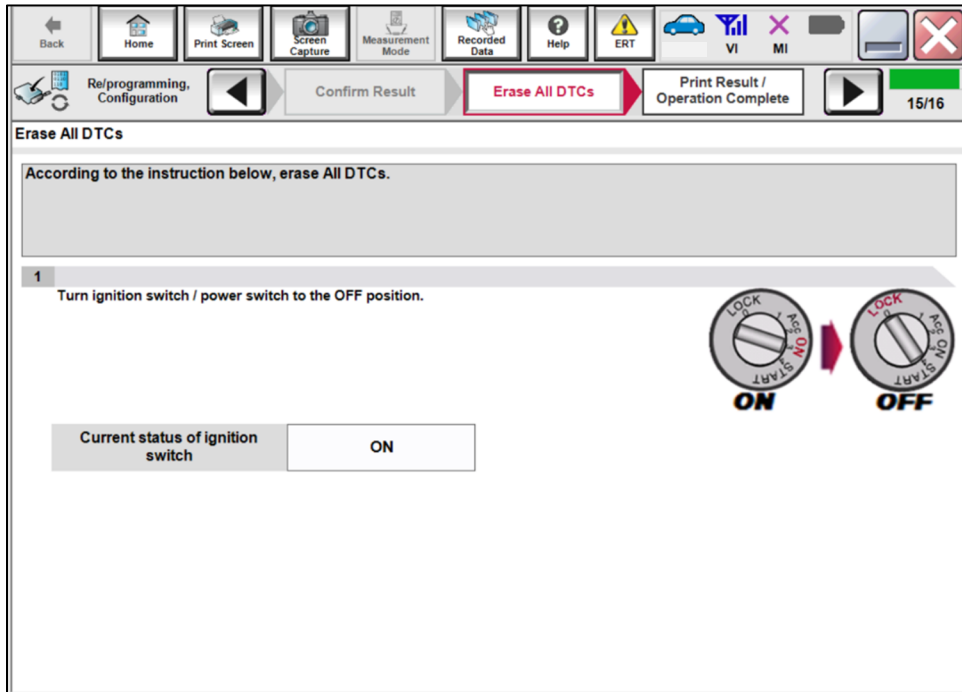


Figure 17

26. Turn the vehicle ON (not Ready mode) by pressing the power switch two (2) times WITHOUT depressing the brake pedal (Figure 18).
- C-III plus will automatically proceed to **Erase All DTCs**.
 - If the current status of the ignition switch displayed on the screen differs from the status of the actual vehicle ignition switch, select **Next** to go to the next screen.

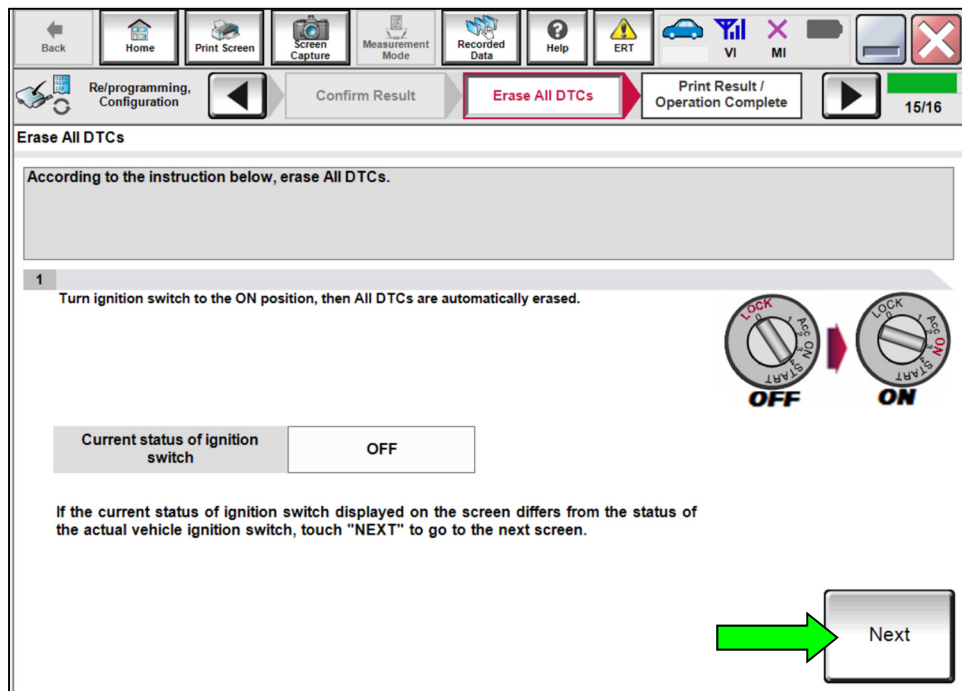


Figure 18

27. Print the results and attach them to the repair order, and then select **Confirm**.

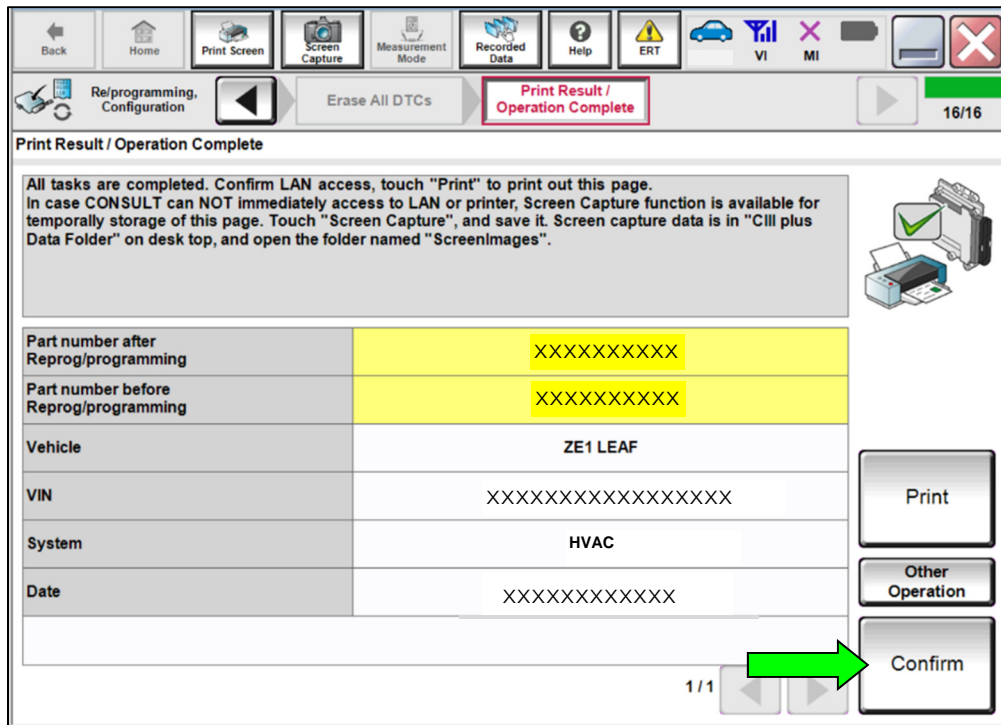


Figure 19

28. Select **Home**.

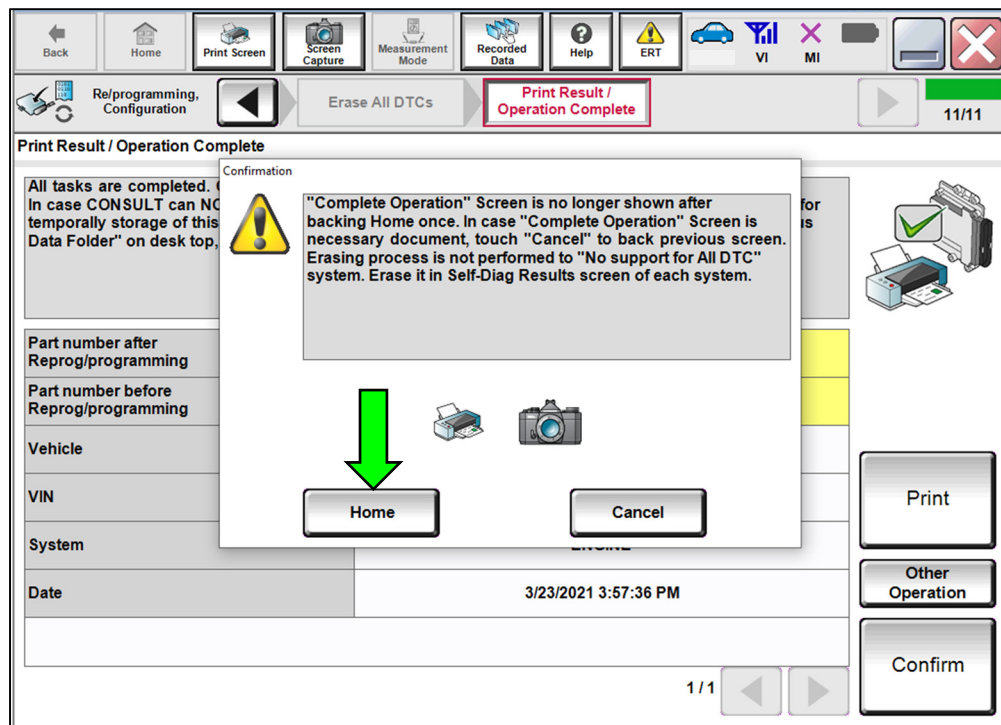


Figure 20

29. Disconnect the battery maintainer/smart charger from the vehicle.
30. Select **Diagnosis (All Systems)** and perform System Call.

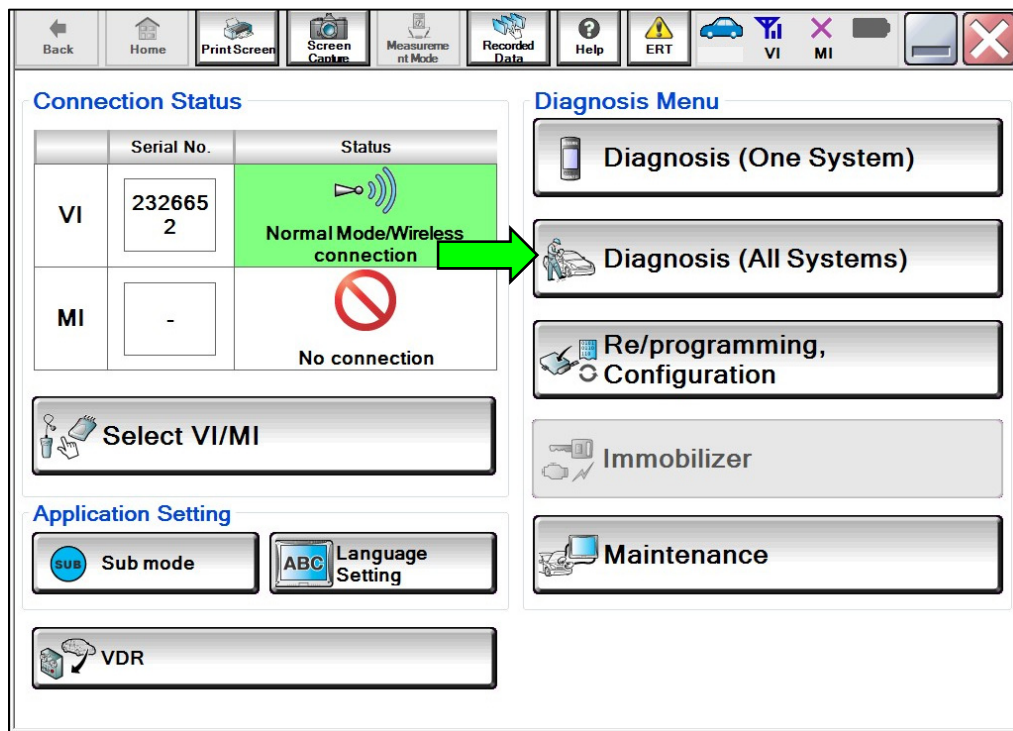


Figure 21

31. Follow the on-screen instructions to **Erase All DTCs**.
 - Verify all DTCs erase normally.
32. Turn the EV system OFF.
33. Disconnect the VI from the DLC and remove it from the vehicle.
34. Close the hood.

HVAC Recovery:

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

If reprogramming does not complete and the “!?” icon displays, as shown in Figure 22:

- Check battery voltage (12.0 V – 13.5 V).
- EV system is ON (Not Ready).
- 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.

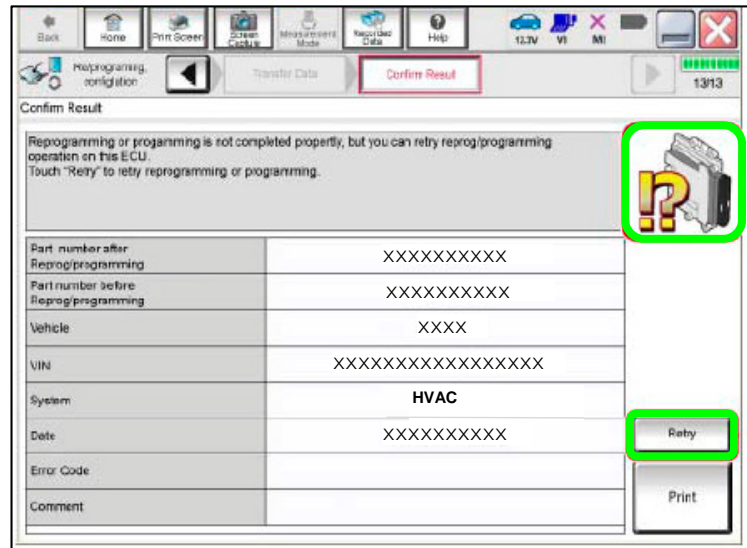


Figure 22

If reprogramming does not complete and the “X” icon displays, as shown in Figure 23:

- Check battery voltage (12.0 V – 13.5 V).
- CONSULT A/C adapter is plugged in.
- EV system is ON (Not Ready).
- 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.

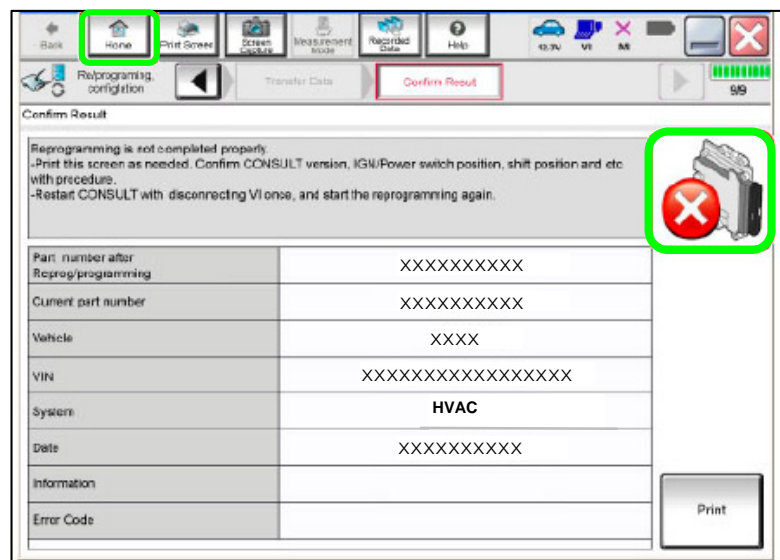


Figure 23

CLAIMS INFORMATION

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

| CAMPAIGN ("CM") ID | DESCRIPTION | OP CODE | FRT |
|---------------------------|----------------------|----------------|------------|
| P4A17 | Reprogram HVAC | P4A170 | 0.5 |
| | Reprogram Not Needed | P4A171 | 0.3 |

AMENDMENT HISTORY

| PUBLISHED DATE | REFERENCE | DESCRIPTION |
|-----------------------|------------------|-----------------------------|
| October 29, 2024 | NTB24-048 | Original bulletin published |

