SERVICE CAMPAIGN BULLETIN

Reference:	**Date:**
NTB16-121a	January 23, 2017

VOLUNTARY SERVICE CAMPAIGN
2013-2016 ALTIMA AND 2014-2016 ROGUE;
TCM REPROGRAMMING

> **This bulletin has been amended. A link for using the BOSCH MTS 6513 to perform the reprogramming has been added. No other changes have been made.**
> **Please discard previous versions of this bulletin.**

CAMPAIGN ID #: PC490

APPLIED VEHICLES: 2013-2016 Altima (L33)
2014-2016 Rogue (T32)

Check Service COMM to confirm campaign eligibility.

INTRODUCTION

Nissan is conducting this voluntary service campaign to reprogram the Transmission Control Module (TCM) for the transmission on certain specific 2013-2016 Altima and 2014-2016 Rogue vehicles. This TCM reprogram will be performed at no charge for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number PC490 to this campaign. This number must appear on all communications 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.

SERVICE PROCEDURE

NOTE:

- The primary reprograming method for this campaign is using CONSULT-III plus, stating below

- An alternative method for reprogramming is available using the BOSCH MTS 6513.

- If you would like to use the alternative method Click Here. This will link you to the instructions for using the BOSCH MTS 6513.

Reprogram the TCM

1. Before continuing, it is IMPORTANT to make sure:

   - **ASIST on the CONSULT PC has been freshly synchronized (updated) to the current date.**
   - **All CONSULT related software updates (if any) have been installed.**

     NOTE: The CONSULT PC automatically gets all reprogramming software during ASIST synchronization.

CAUTION:

- Connect the GR8 to the vehicle 12 volt battery and set to ECM power supply mode.
  If the vehicle battery voltage drops below 12.0V or rises above 15.5V during reprogramming, the TCM may be damaged.

- Be sure to turn OFF all vehicle electrical loads.
  If a vehicle electrical load remains ON, the TCM 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 TCM 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 during reprogramming, reprogramming may be interrupted and the TCM may be damaged.

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2. Once all ASIST and CONSULT related updates have been performed, attach the CONSULT PC to the vehicle.

   - Connect the plus VI to the vehicle.
   - Connect the AC adapter to the CONSULT PC.

3. Turn ON the CONSULT PC, and then open CONSULT III plus (C-III plus).

   NOTE: Make sure all applications other than C-III plus are closed.

4. Turn the ignition ON (engine OFF, not running).

   - The meter and gauges will illuminate.

5. Check for stored DTCs in all systems as follows:
   a. Wait for the plus VI to be recognized.
   b. Select **Diagnosis (All Systems)**.
   c. Wait for **System Call** to complete.
   d. Check for stored DTCs.
      - If no DTCs found, go to step 6.
      - If any DTCs are found stored:
        ➢ Perform diagnosis and repairs related to the stored DTC(s), and then erase the DTC(s).
        ➢ When completed, go to step 6.

6. Go to **Re/programming, Configuration.**
   a. Select the **Home** button, and then **YES** to return to the screen shown in Figure 1.
   b. Select **Re/programming, Configuration.**
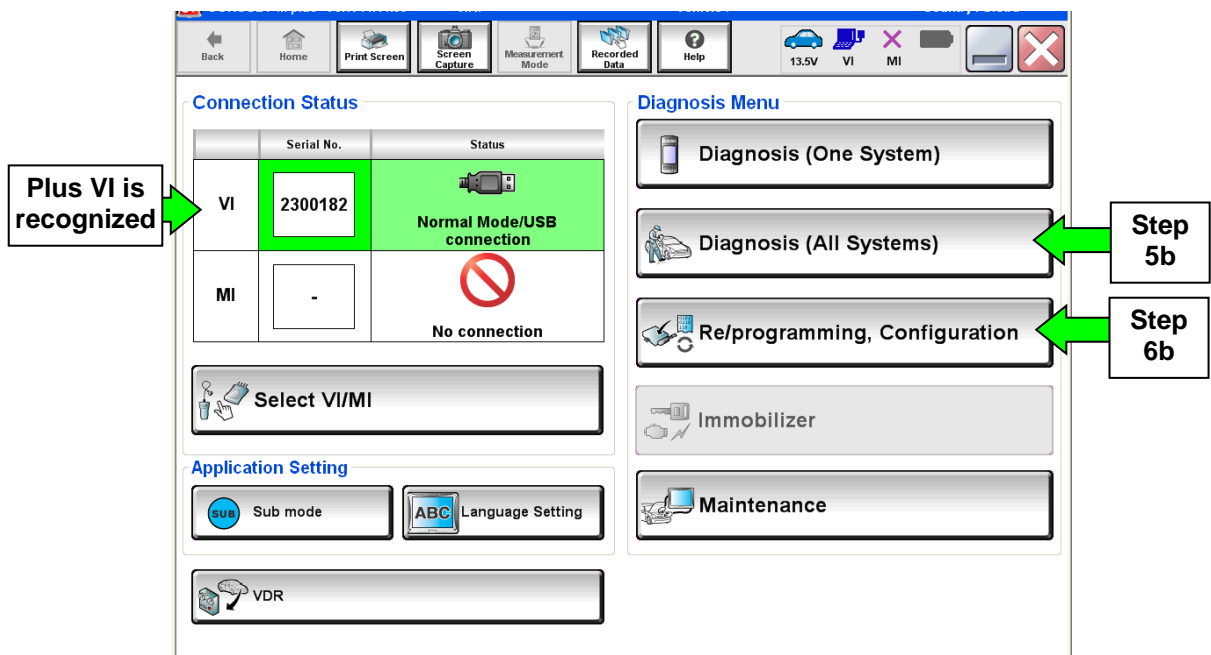
Figure 1

7. Use arrows (if needed) to view and read all precautions.

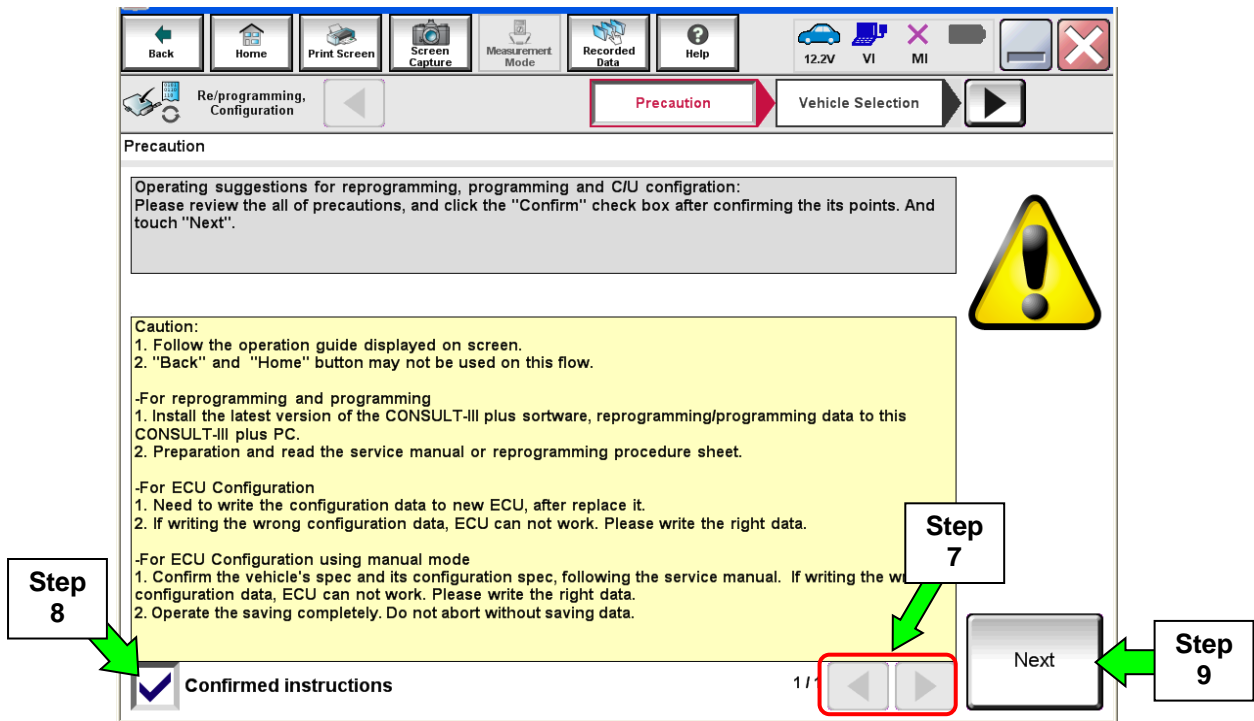8. Check the box confirming the precautions have been read.

9. Select **Next**.

Figure 2

10. Select **Nissan**, **Vehicle Name,** and then the correct **Model Year**.

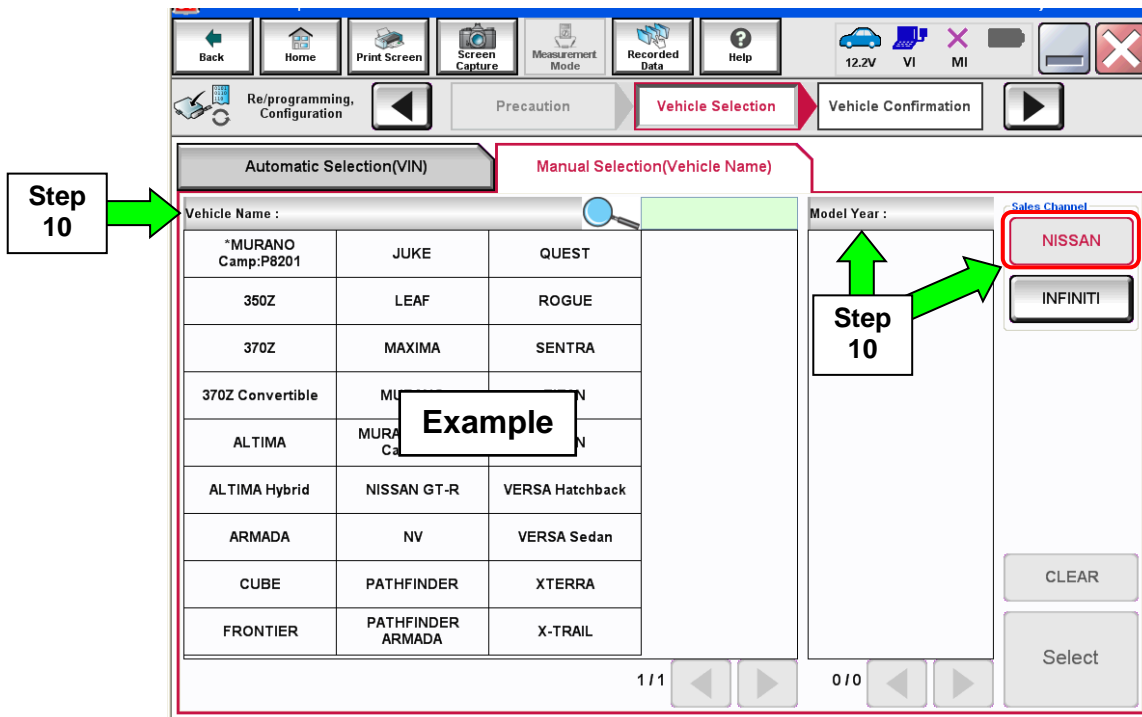- If the screen in Figure 4 does not display, skip to step 11.

Figure 3

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11. Make sure **VIN or Chassis #** matches the vehicle VIN.
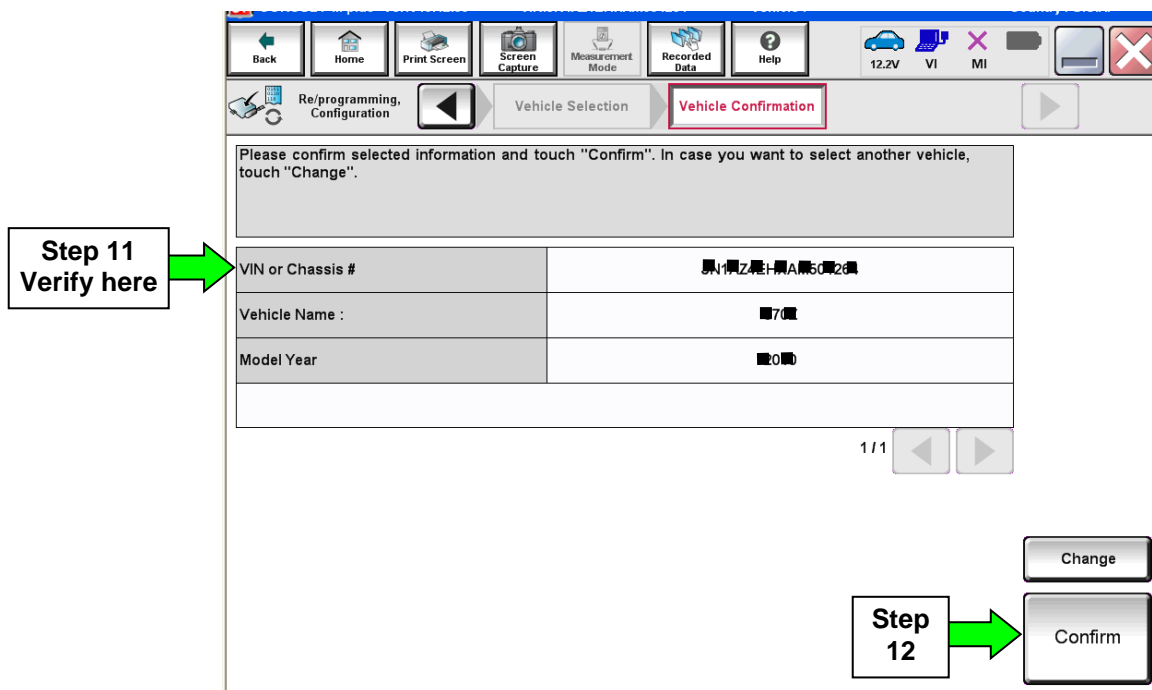
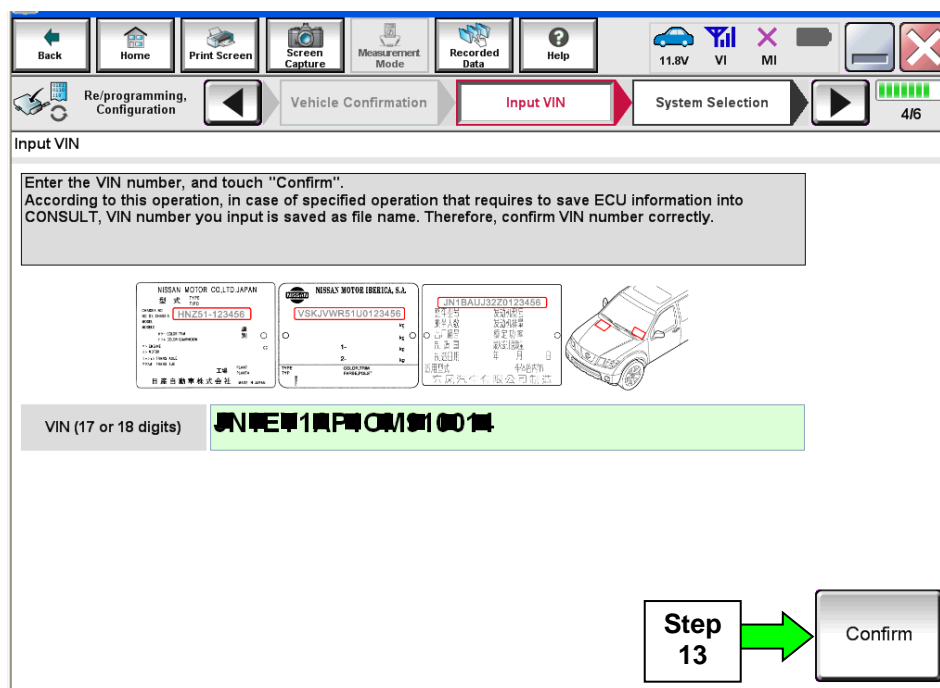12. If the correct VIN is displayed, select **Confirm**.

Figure 4

13. Select **Confirm**.
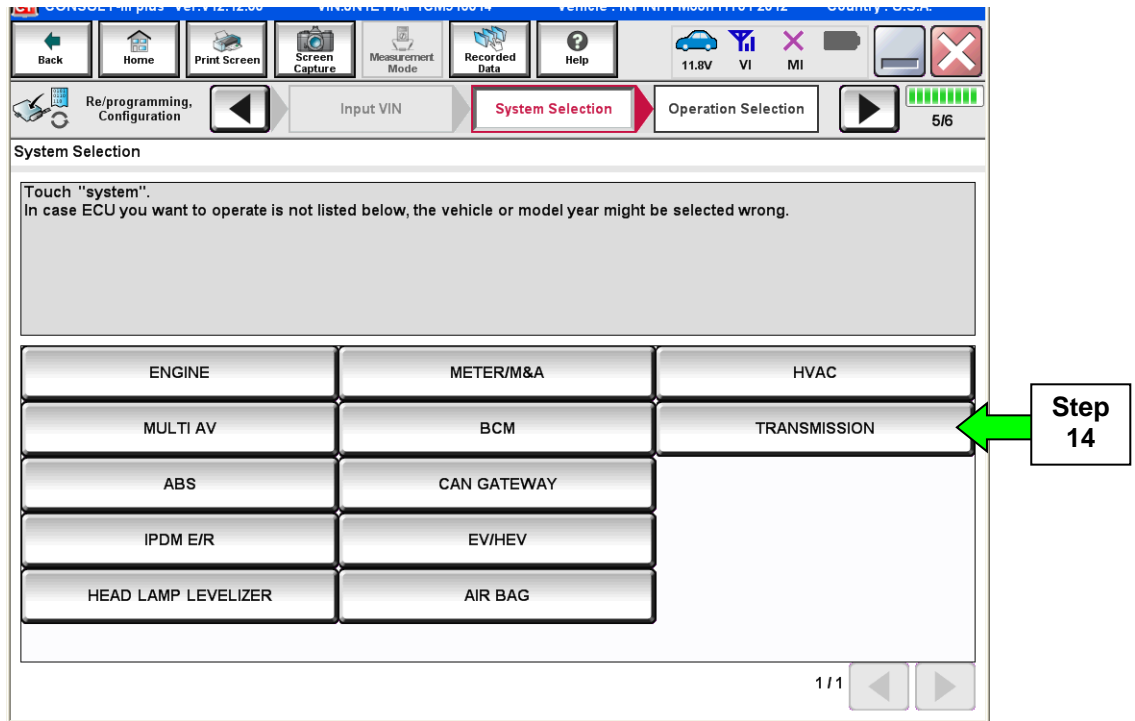

Figure 5

14. Select **TRANSMISSION**.

Figure 6

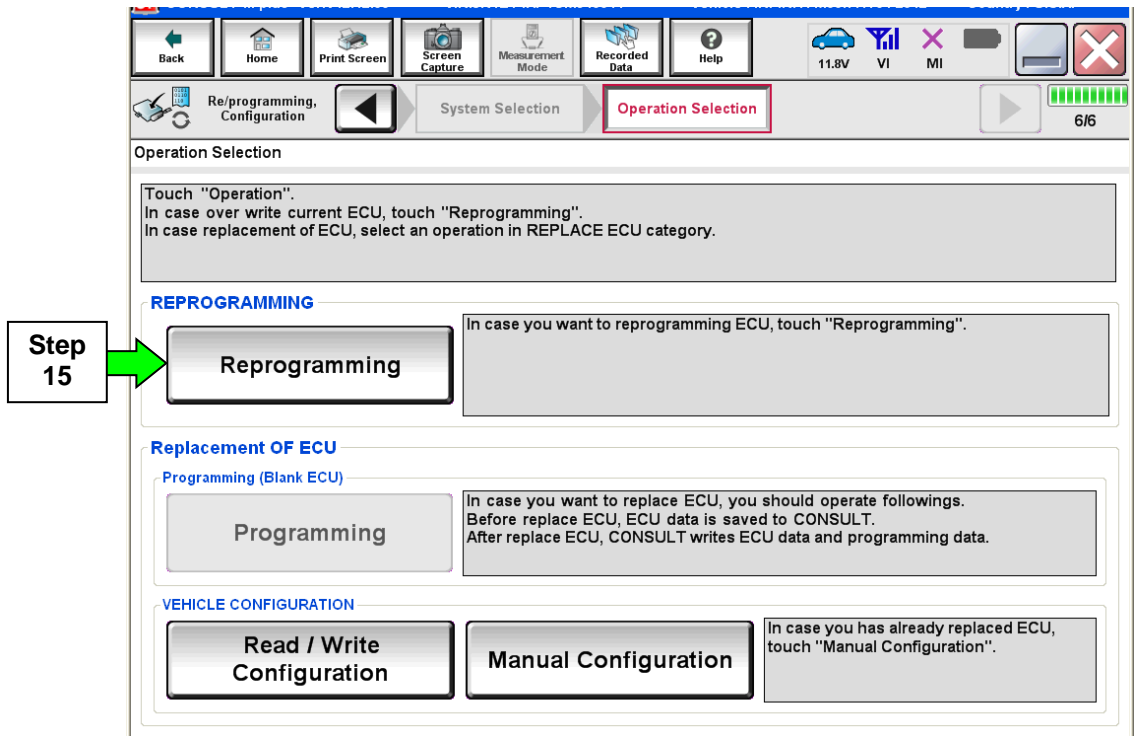15. Wait for System Call to complete, and then select **Reprogramming**.

Figure 7

16. When you get to the screen shown in Figure 8, confirm this bulletin applies as follows.

    a. Find the TCM **Part Number** and write it on the repair order.

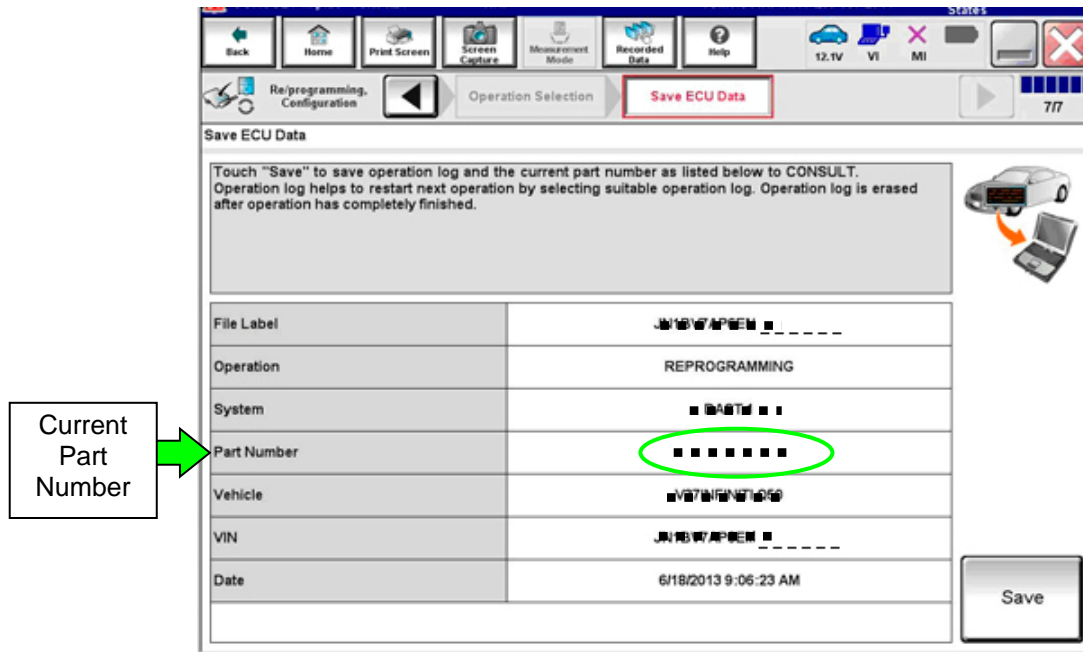   **NOTE:** This is the <u>current</u> TCM Part Number (P/N).

Figure 8

    b. Compare the P/N you wrote down to the numbers in the **Current TCM Part Number** column in **Table A** on the next page.

- If there is a match, continue with the reprogramming procedure. Proceed to step 17.

- If there is <u>not a match</u>, reprogramming is not needed. Proceed to **CLAIMS INFORMATION** section for "Reprogram Not Needed".

Table A

MODEL	MODEL YEAR	CURRENT TCM PART NUMBER BEFORE REPROGRAMMING: 31036 -
Altima	2013	3TY0A, 3TY0B, 3TY0C 3TY1A, 3TY1B, 3TY1C 3TA0A 3TA4A, 3TA4B, 3TA4C 3TA9C
	2014 and 2015	9HM0A, 9HM0C, 9HM0D, 9HM0E 9HM3A
	2016	3TE0C, 3TE0D 3TE2C, 3TE2D
Rogue	2014	4BA0A, 4BA0B 4BA5A, 4BA5B 4BA8A 4BA9A, 4BA9B, 4BA9C
	2015	9TA0A, 9TA0B, 9TA0C, 9TA0D 9TA5A 5HA0A, 5HA0B, 5HA0C 5HA5A
	2016	5HJ0A, 5HJ0B, 5HJ0C 6FJ0A, 6FJ0B, 6FJ0C

17. Select **Save**.
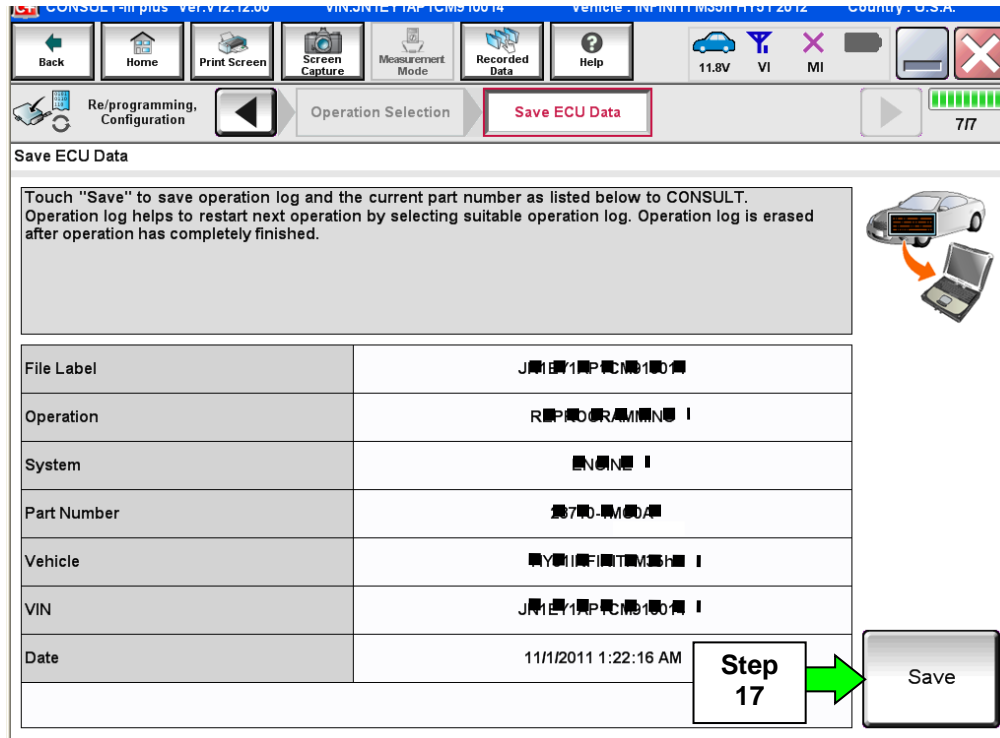
Figure 9

18. Select **Next**.

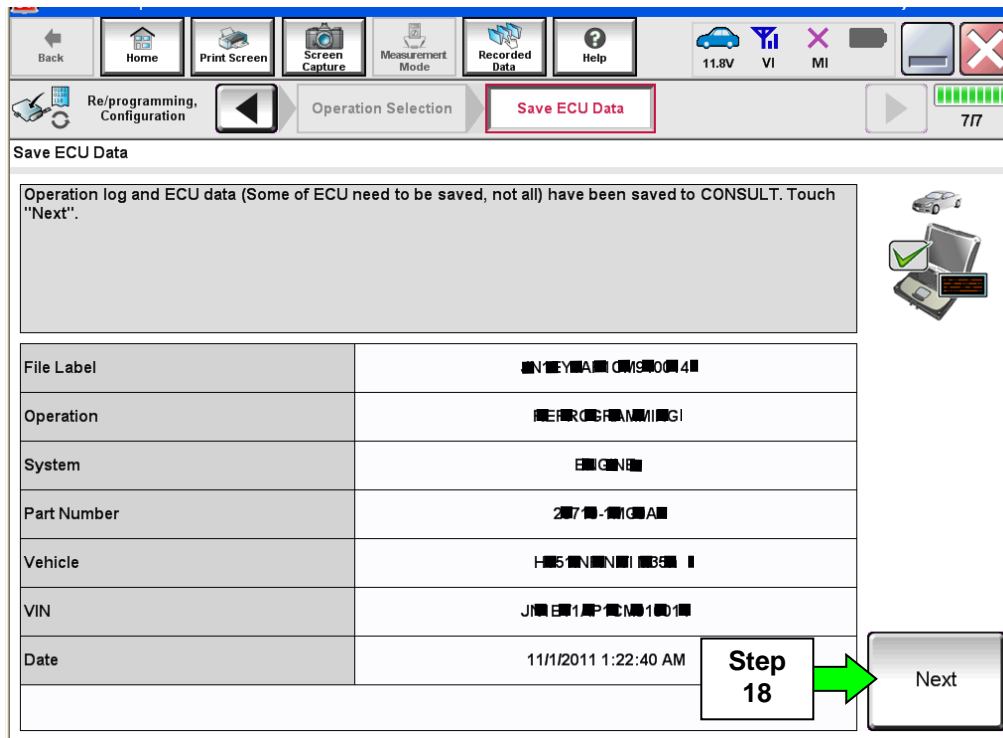Figure 10

19. Use arrows (if needed) to view and read all precautions.
20. Check the box confirming the precautions have been read.
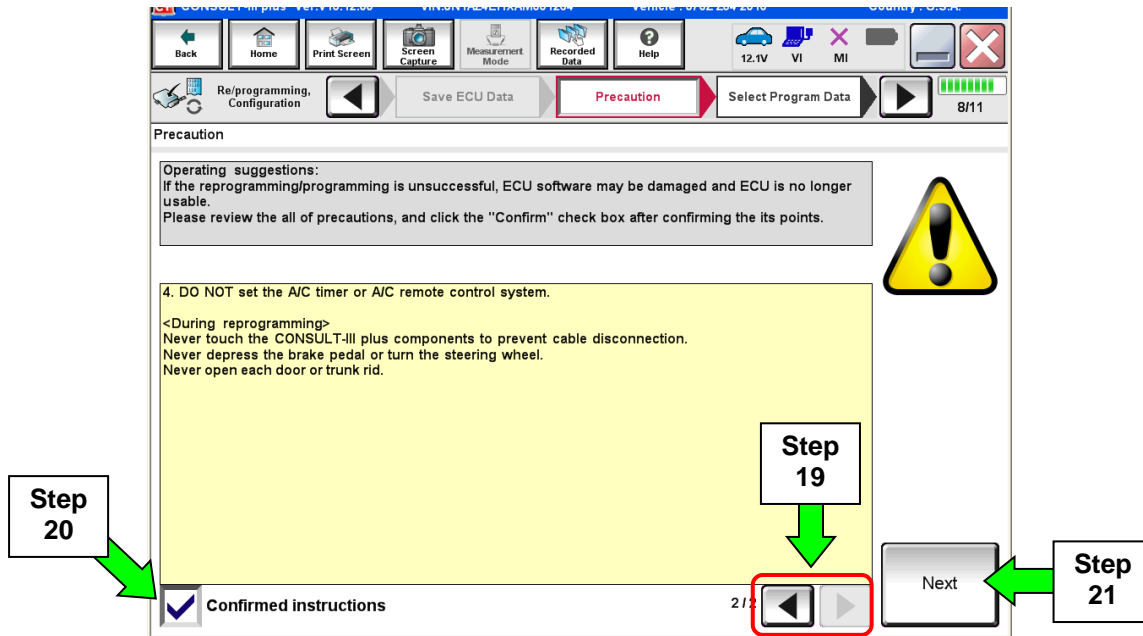21. Select **Next**.

Figure 11

NOTE:

- In some cases, more than one new P/N for reprogramming is available.

    ➢ In this case, the screen in Figure 12 displays.

    ➢ Select and use the reprogramming option that **does not** 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. Close C-III plus and refer back to ASIST for further diagnosis.
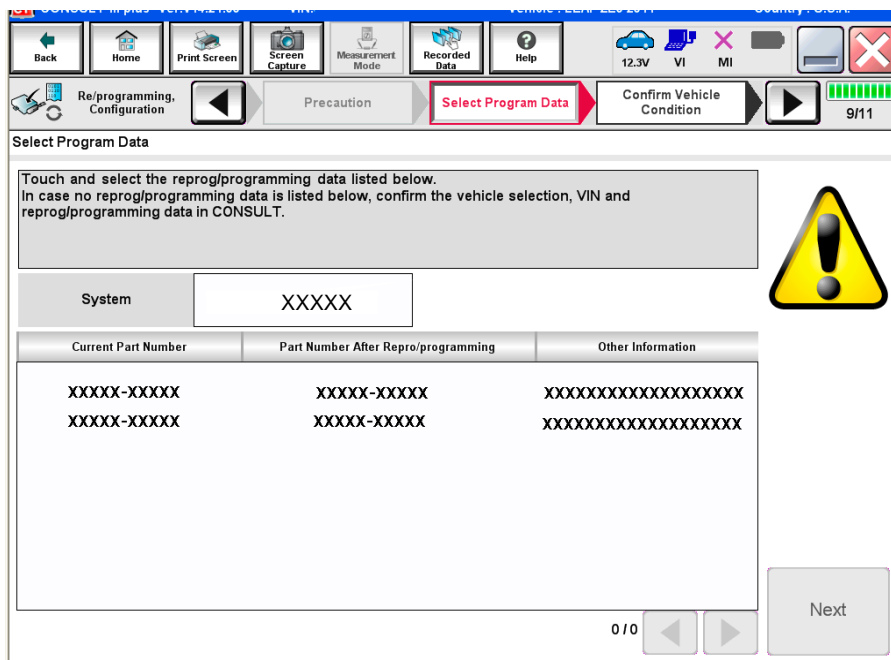

Figure 12

22. Verify the **Current Part Number** matches the P/N written down in step 16, and then select **Next**.

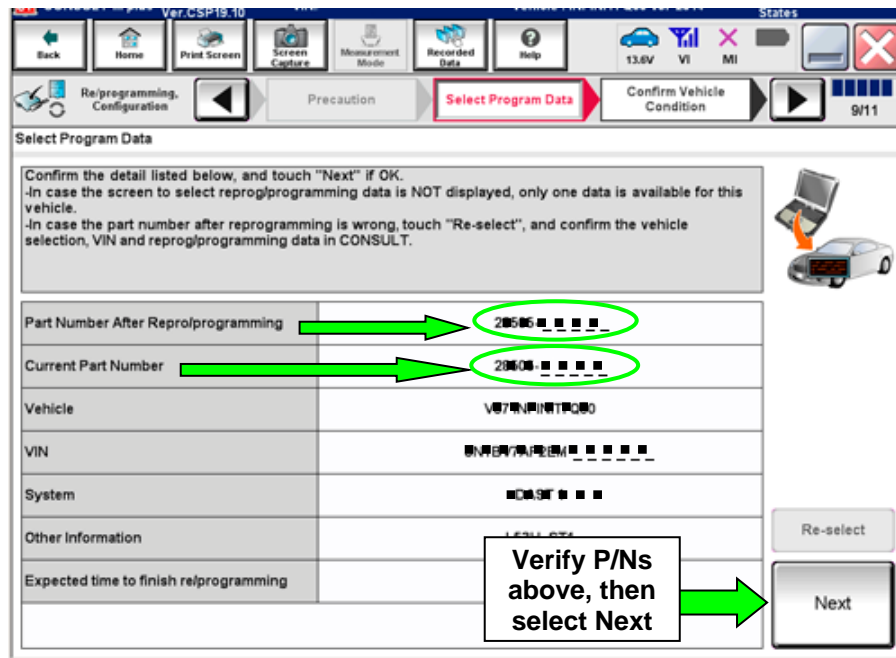**Verify P/Ns above, then select Next**

Figure 13

23. Confirm battery voltage is correct, and then select **Next**.

NOTE: Battery voltage must stay within the specified range to make the indicator turn green.
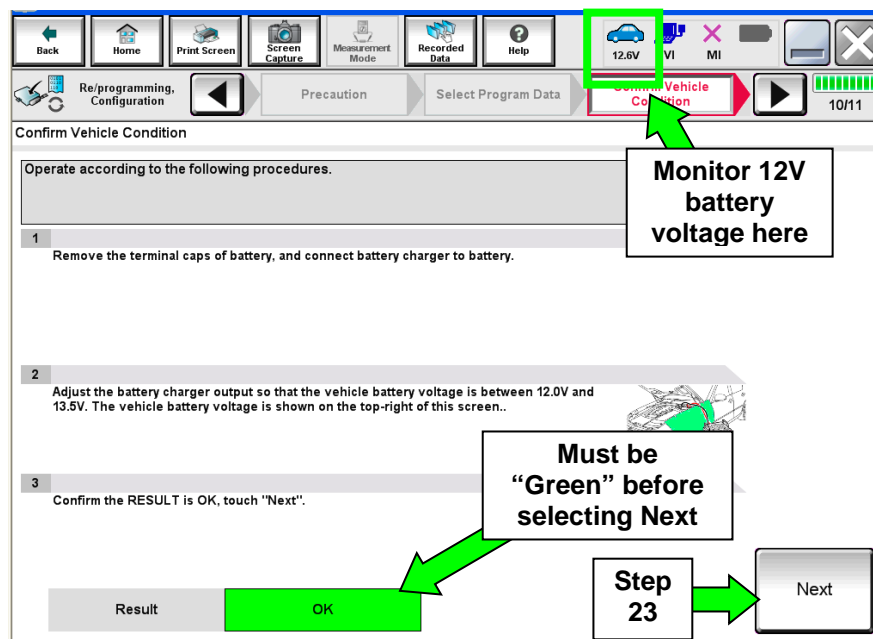

Monitor 12V battery voltage here

Must be "Green" before selecting Next

Step 23

Figure 14

24. Confirm all items on the C-III plus screen are OK (green), then select **Start**.

- The reprogramming process begins when **Start** is selected.

  NOTE: For reprogramming to continue, vehicle 12V battery voltage must stay within 12 volts and 15.5 volts.
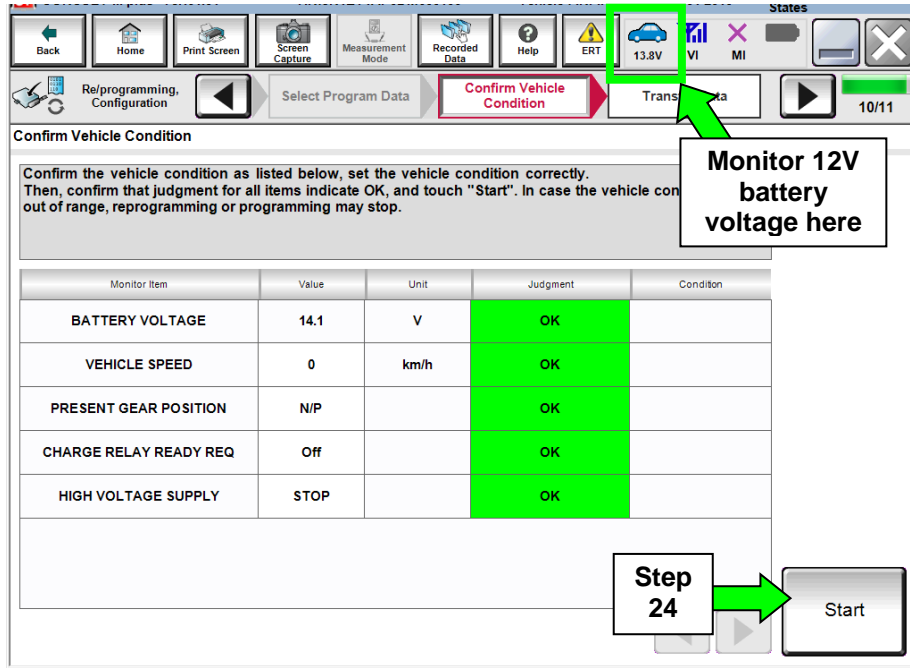

Figure 15

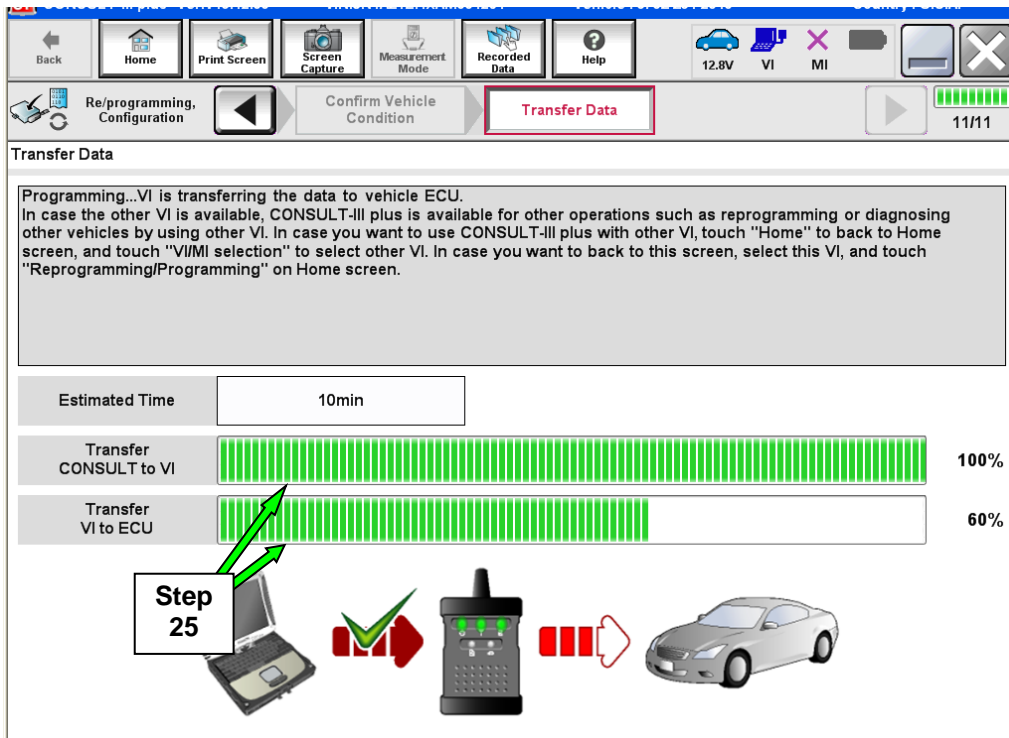25. Wait for both progress bars to complete.

Figure 16

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NOTE: If the message shown in Figure 17 appears, there is data stored in the plus VI. Select "**Yes**" to proceed with reprogramming.
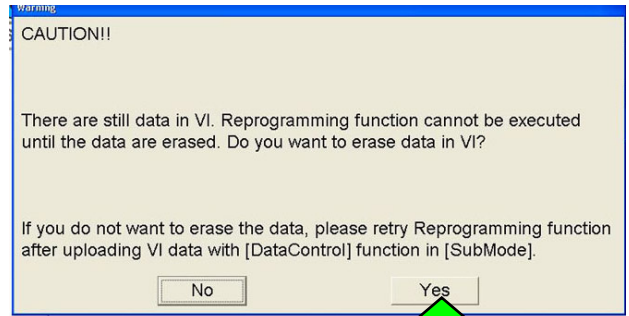

Figure 17

26. When the screen in Figure 18 displays, reprogramming is complete.

    NOTE: If the screen in Figure 18 does <u>not</u> display (indicating that reprogramming did <u>not</u> complete), refer to the information on page 14.
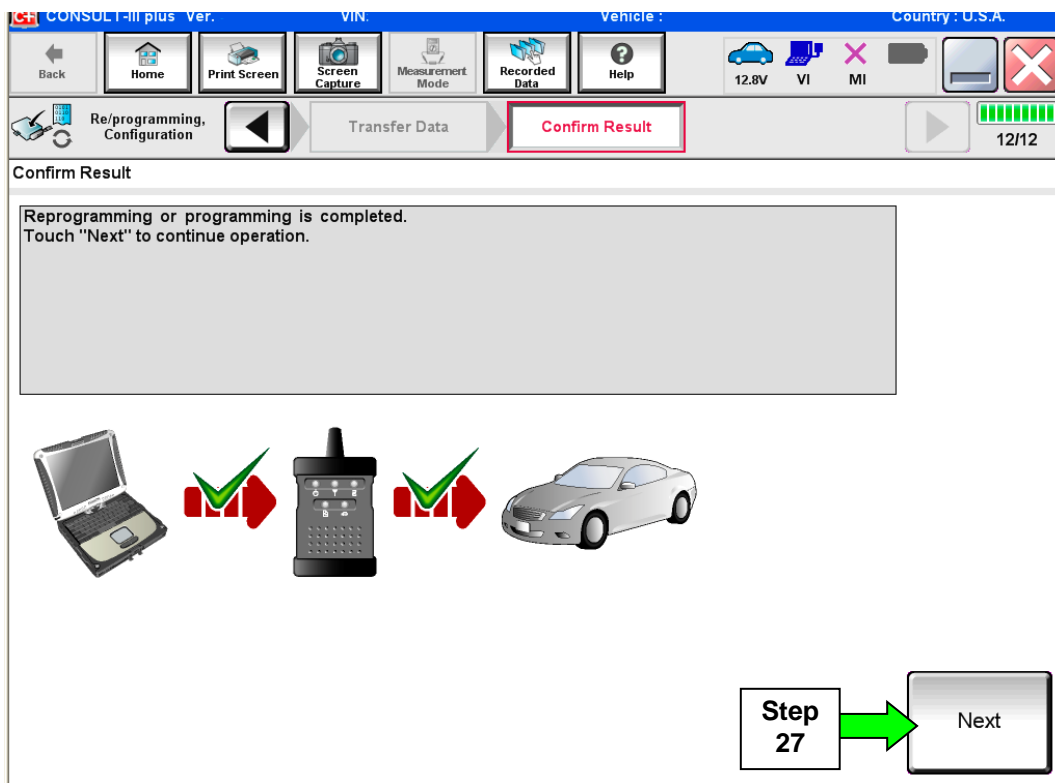
27. Select **Next**.

Figure 18

NOTE:

- In the next step, on page 15, you will perform DTC erase.
- DTC erase is required before C-III plus will provide the final reprogramming confirmation report.

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TCM recovery:

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

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

- 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.**

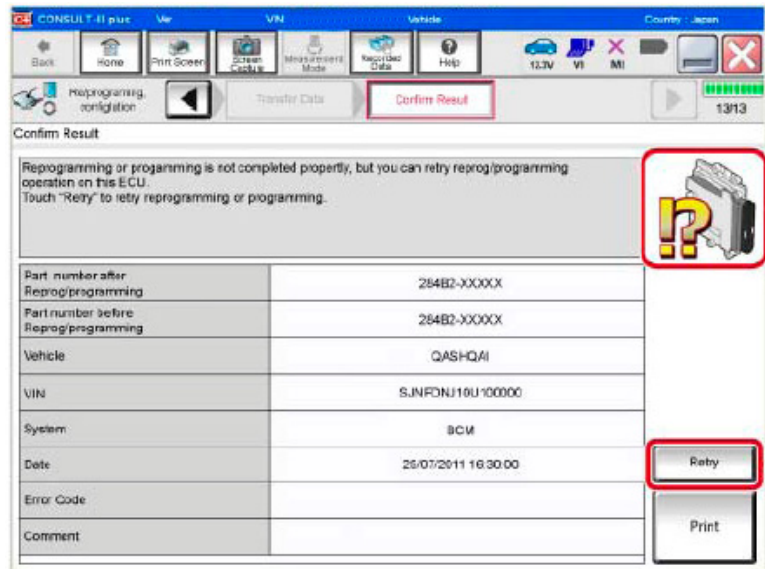- <u>"Retry" may not go through on first attempt and can be selected more than once</u>.

Figure 19

If reprogramming does <u>not</u> complete and the "X" icon displays as shown in Figure 20:

- 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.

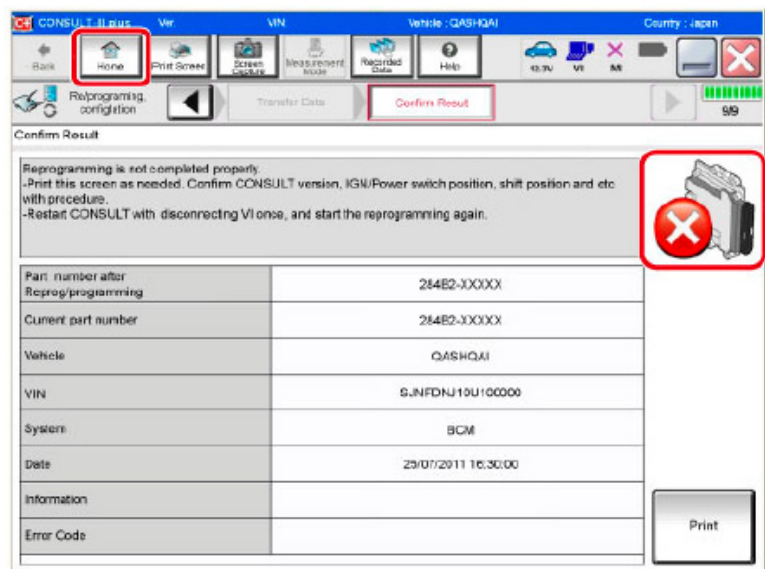- **Select <u>Home</u>, and restart the reprogram procedure from the beginning.**

Figure 20

28. Erase all DTCs as follows:

a. Turn the ignition OFF.

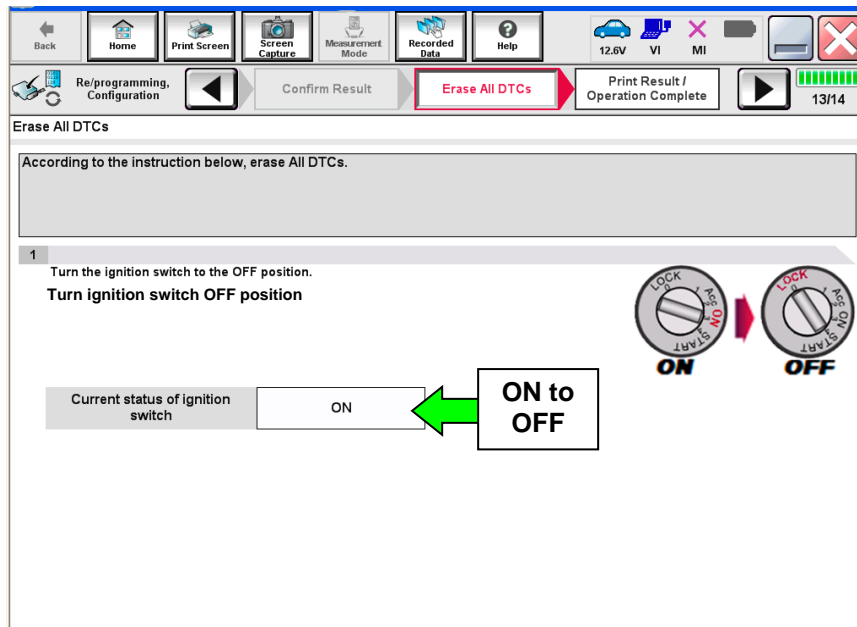- The screen in Figure 21 will read OFF when the ignition is turned OFF.

Figure 21

b. Turn the ignition ON (engine OFF, not running).

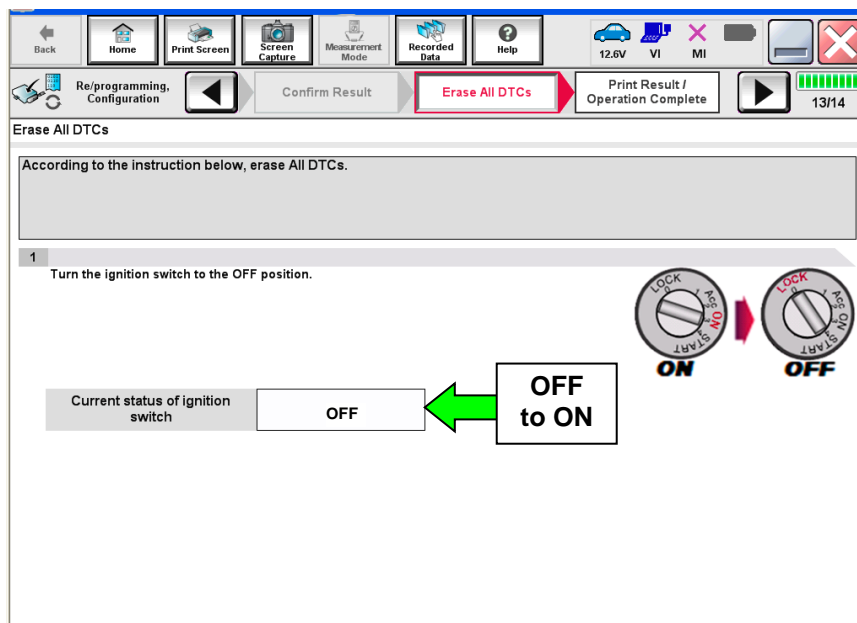- The screen in Figure 22 will read **ON** after pressing the power switch <u>twice</u>.

Figure 22

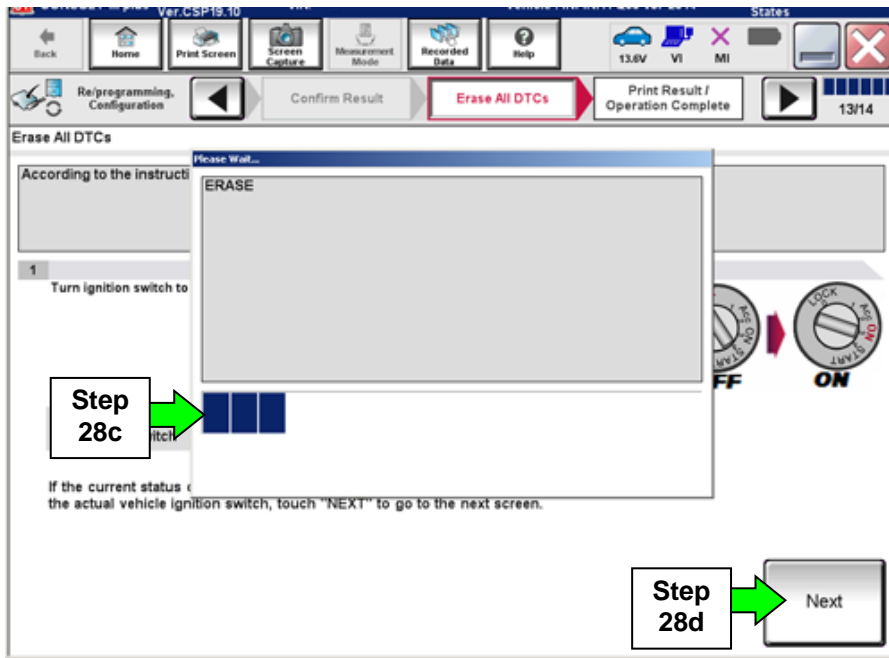c. Wait for the bar graph in the **ERASE** window to complete 100%.

d. Select **Next**.

Figure 23

29. Verify the P/N has changed (before and after reprogramming P/Ns should be different).

   a. Print a copy of the screen shown in Figure 24 by selecting **Print**.

   b. Attach the copy to the repair order.

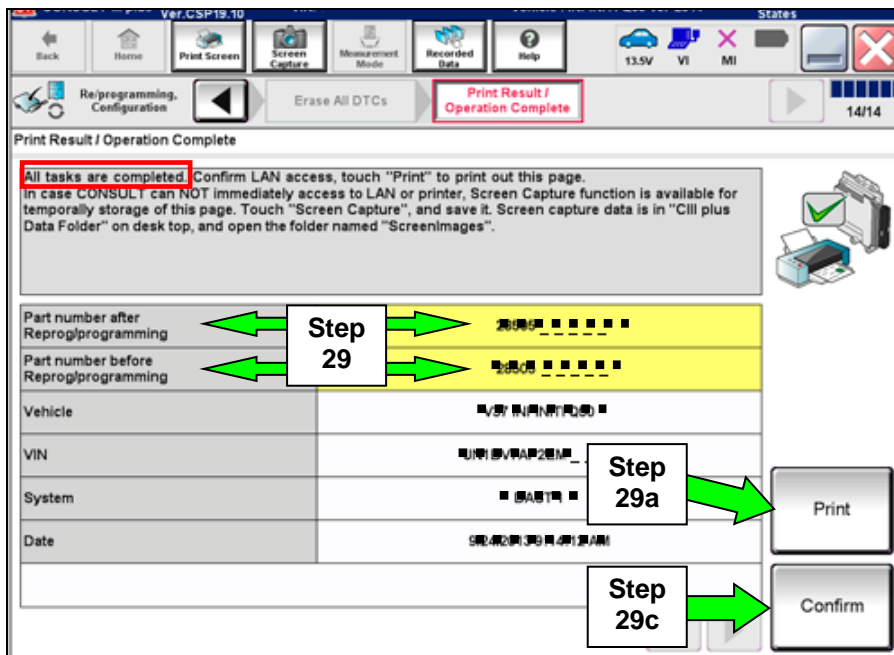   c. Once a copy has been printed, select **Confirm**.

Figure 24

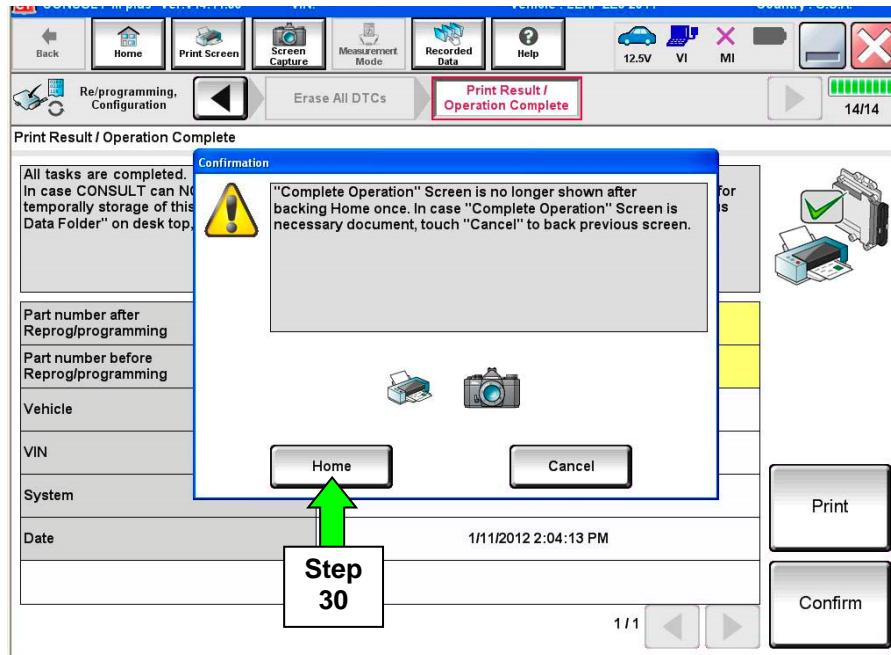30. After confirmation has completed, select **Home**.

Figure 25

31. Disconnect C-III plus from the vehicle.

32. Turn the ignition OFF.

33. Disconnect the battery charger from the vehicle.

CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

Campaign ("CM") ID	DESCRIPTION	OP CODE	FRT
PC490	Reprogram Transmission Control Module	PC4900	0.4
	Reprogram Not Needed	PC4901	0.3