NISSAN

Innovation that excites

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2016-17 Titan XD(A61D)	NA	4,907	November 10, 2016	**NO**

***** Detailed Information *****

Nissan is conducting a dealer inventory service action to reprogram and, if necessary calibrate, the Transmission Control Module (TCM) on specific MY2016-17 Titan XD (A61D) vehicles identified in SERVICE COMM. These vehicles are either currently in dealer inventory or assigned and in transit to the dealer. No parts are required for this action.

***** What Dealers Should Do *****

1. Verify if vehicles currently in **dealer inventory** are affected by this inventory service action using Service Comm I.D. **PC507.**

2. Use the attached procedure to reprogram and, if necessary, calibrate the TCM.

   Note: **Dealers should continue to check new arriving inventory for applicability.**

3. Dealers are requested to remedy any affected vehicle in dealer new or pre-owned inventory to ensure customer satisfaction.

Thank you for your prompt attention to this matter.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

PC507 - 2016-2017 TITAN XD
TCM REPROGRAM

SERVICE PROCEDURE

NOTE:

- Most instructions for reprogramming with CONSULT-III plus (C-III plus) are displayed on the CONSULT PC screen.

- For the Titan XD Diesel, the GR8 set to ECM power supply mode can be attached to either 12 volt battery.

CAUTION:

- Connect the GR8 to the 12V battery and set to ECM power supply mode.
  If the vehicle battery voltage goes below <u>12.0V or above 15.5V</u> during reprogramming, <u>the TCM may be damaged</u>.

- Be sure to turn OFF all vehicle electrical loads.
  If a vehicle electrical load remains ON, <u>the TCM 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 may be damaged</u>.

- 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 <u>the TCM may be damaged</u>.

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1. Park vehicle in a safe location and set the parking brake.

2. Connect the plus VI to the vehicle and open/start CONSULT-III plus.

3. Confirm the ignition is ON, with engine OFF.

4. Confirm the plus VI is recognized.

   - The **Serial No.** will display when the plus VI is recognized.

5. Select **Re/programming, Configuration.**
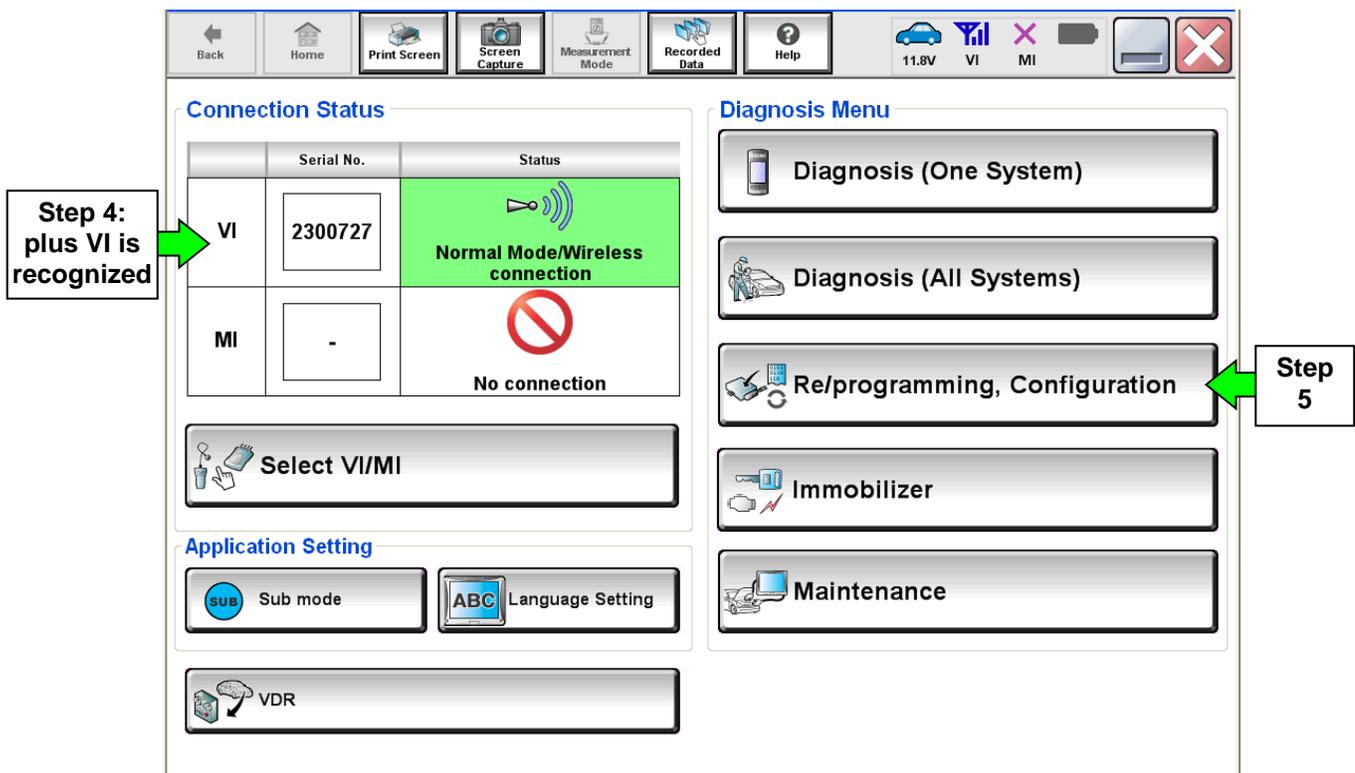
Figure 1

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

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

8. Select **Next.**
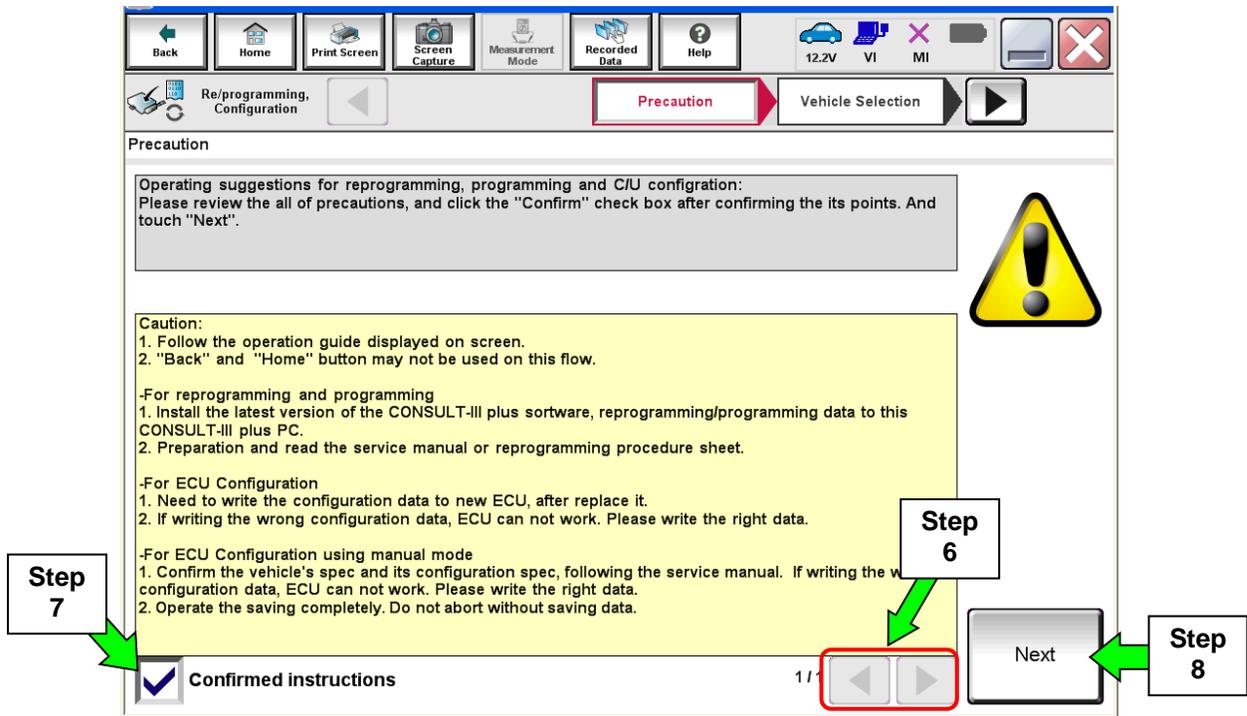
Figure 2

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

   - If the screen in Figure 3 does not display, skip to step 10.
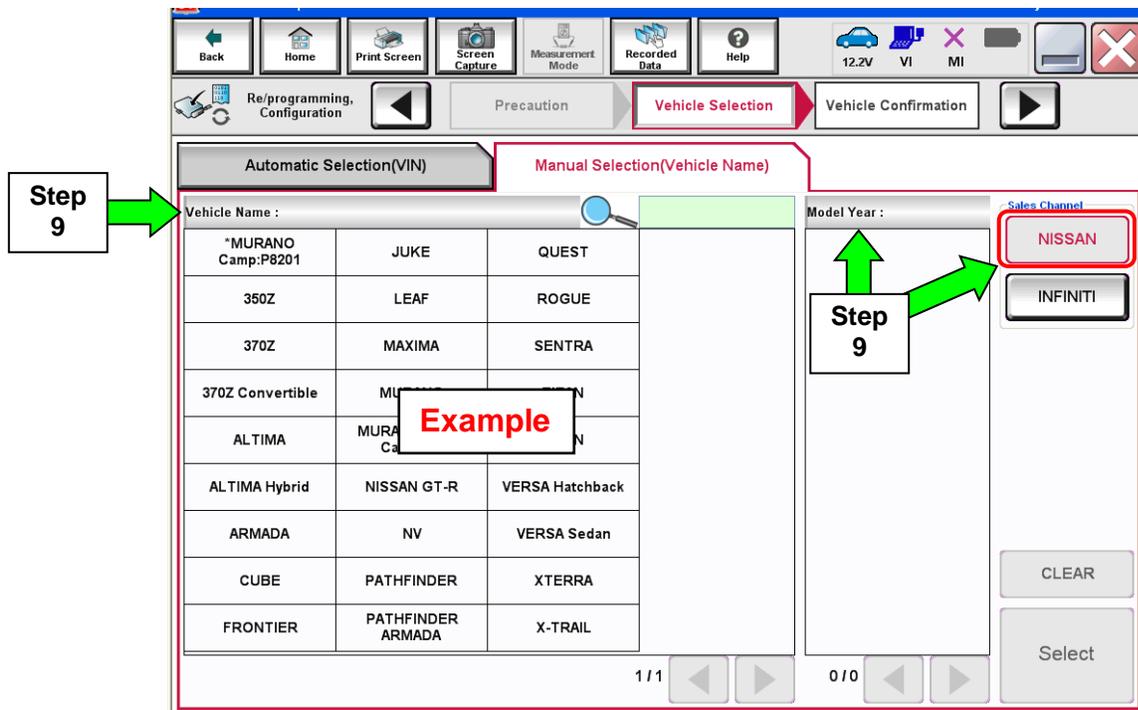
Figure 3

10. Make sure **VIN or Chassis #** matches the vehicle VIN.

11. If the correct VIN is displayed, select **Confirm**.
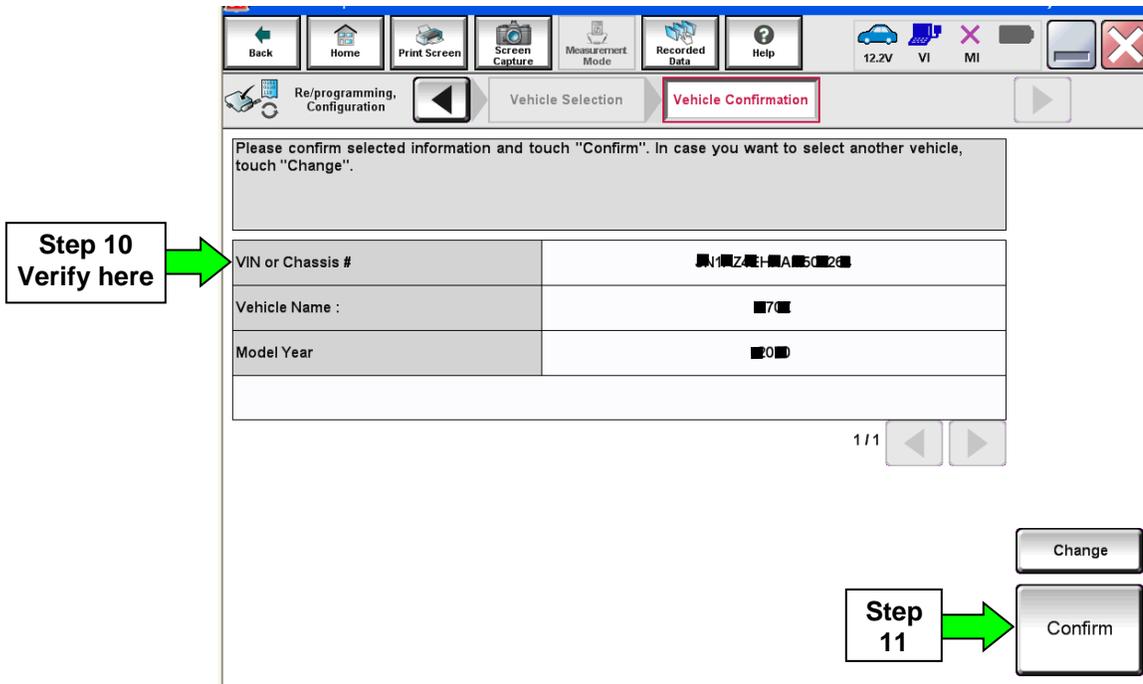
Figure 4

12. Select **Confirm**.
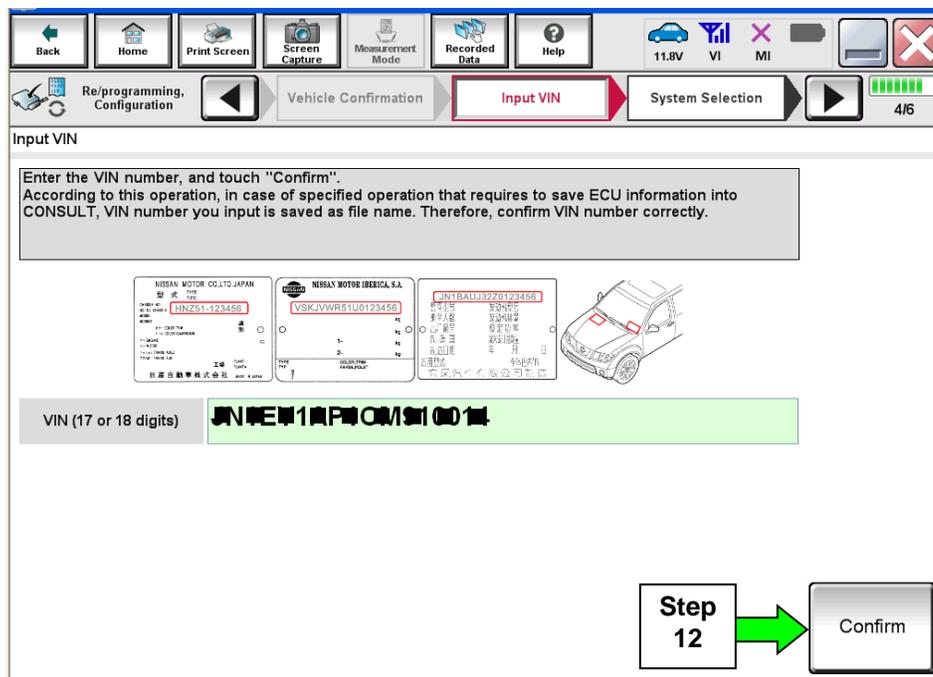
Figure 5

13. Select **TRANSMISSION** on page 2.
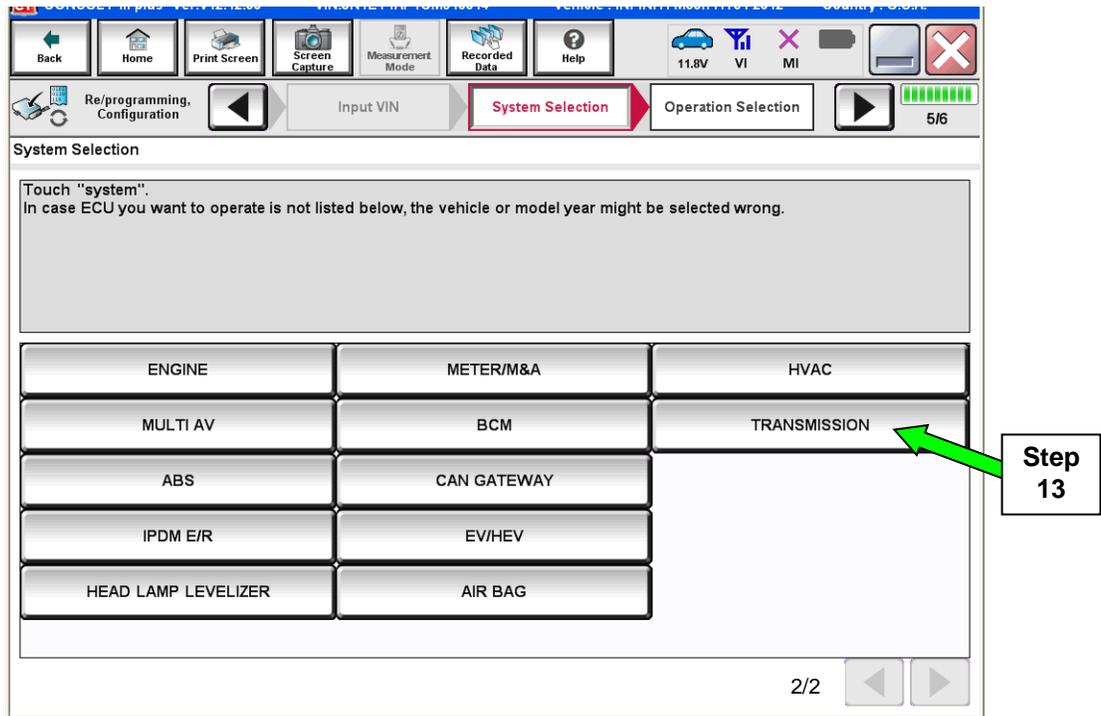
Figure 6

14. Select **Reprogramming.**
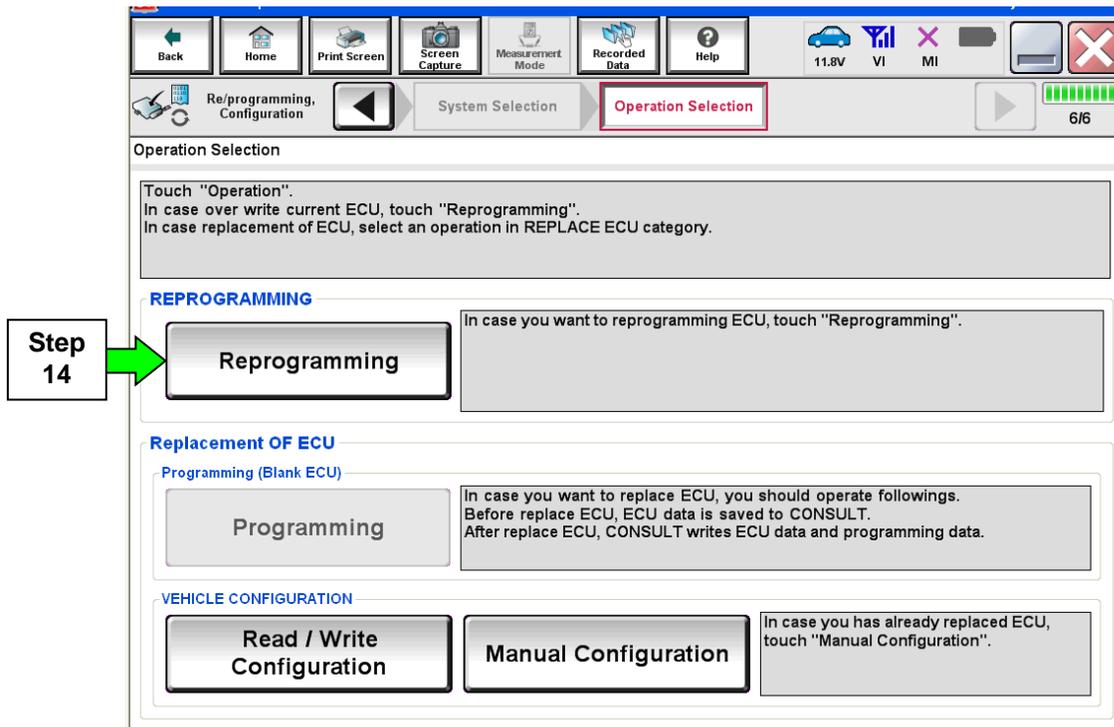
Figure 7

15. 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).
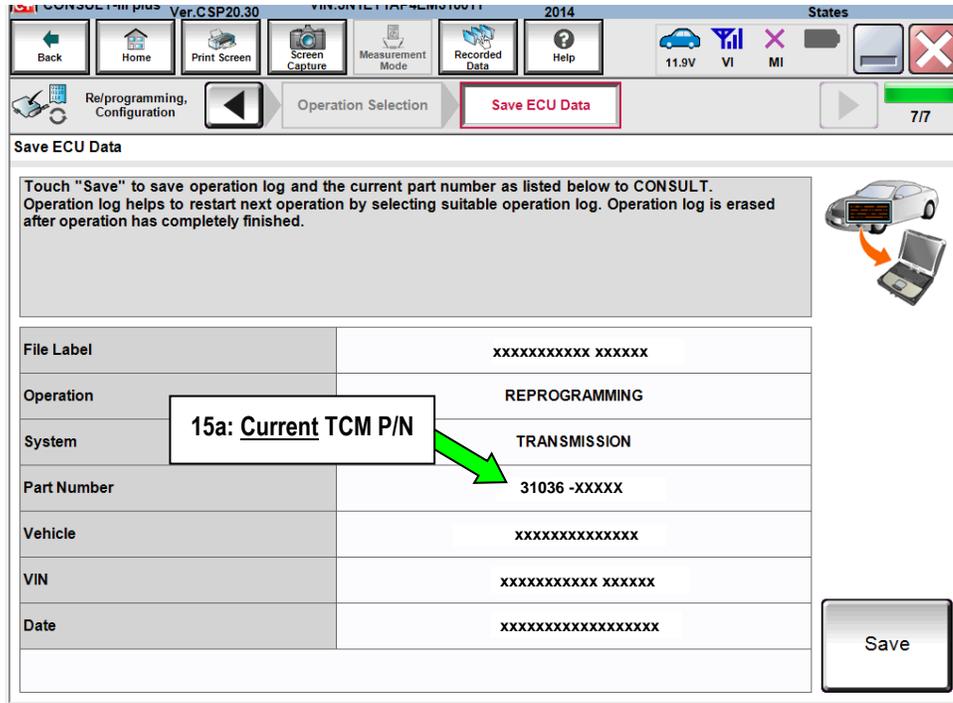
Figure 8

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

- If there is a **<u>match</u>**, follow the instructions in Table A.
- If there is **<u>not a match</u>**, this bulletin **<u>does not apply</u>**. Refer to ASIST for further diagnosis.

Table A

Current TCM Part Number: 31036 -	Instructions
EZ02B, EZ02D, EZ03B, EZ03D	1. Complete the Reprogramming. 2. Perform Transmission Calibration.
EZ04B, EZ04D	1. Complete the Reprogramming **only**. • No other procedures in this bulletin are required.

16. Select **Save**.
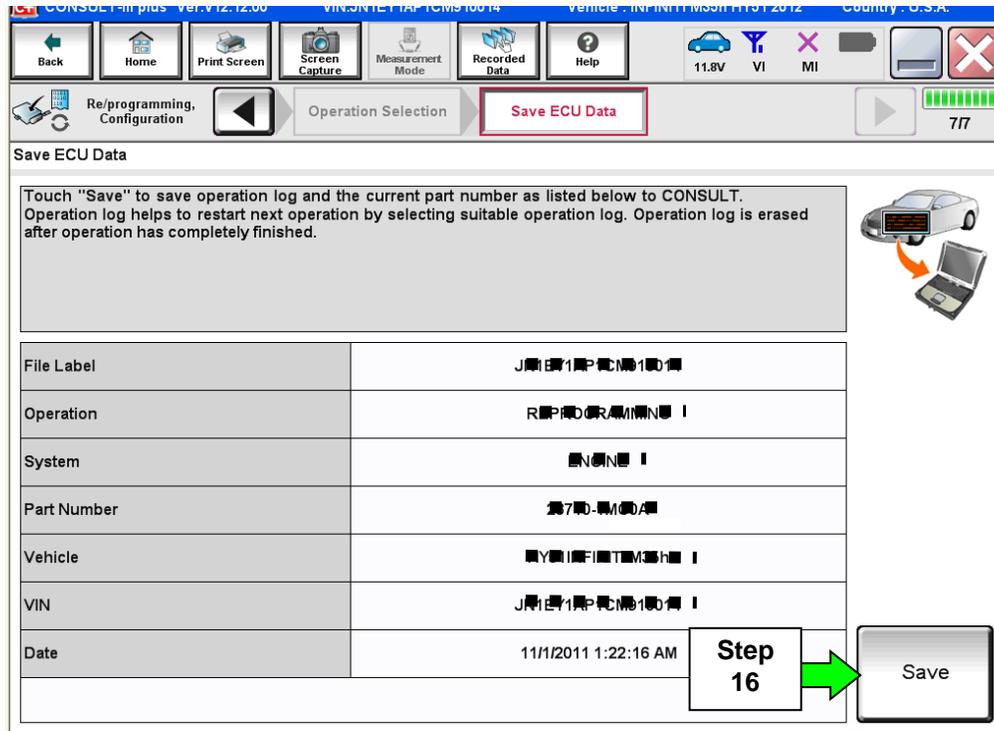
Figure 9

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

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

19. Select **Next.**
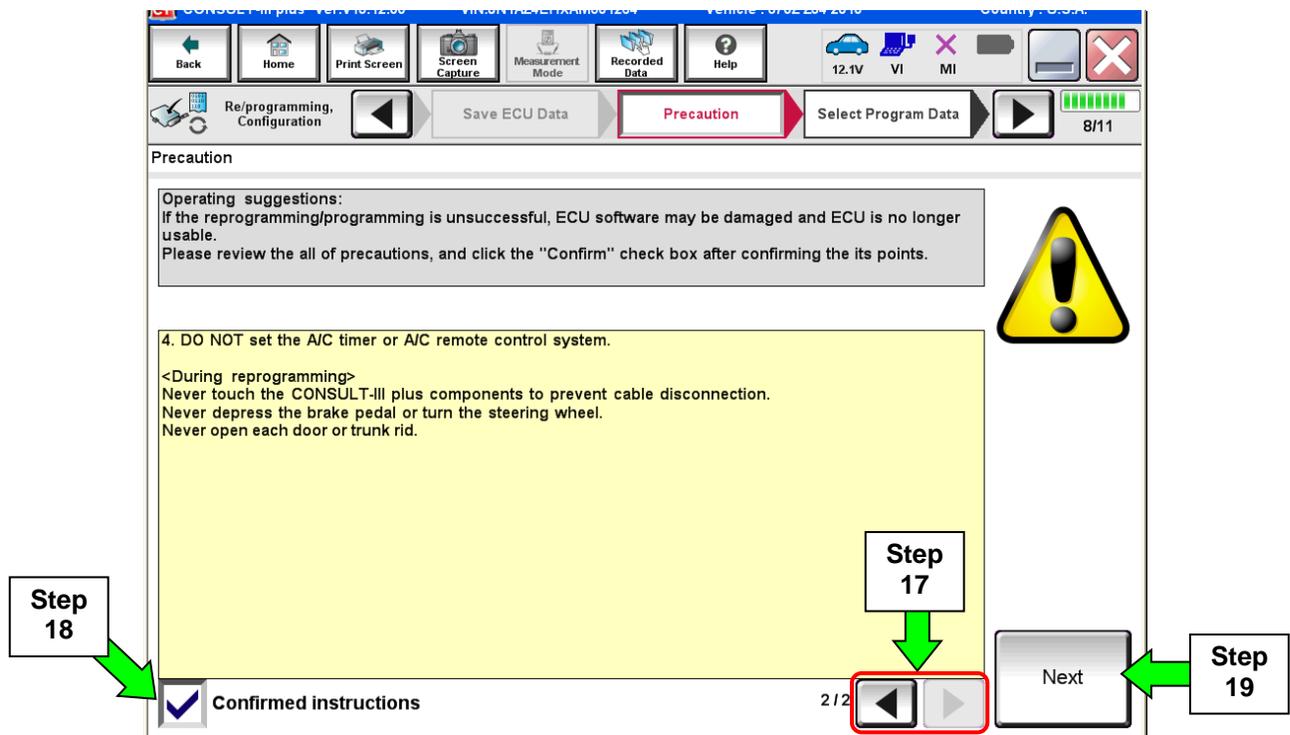
Figure 10

20. Read the **Current Part Number** and **Part Number After Reprogramming**. They should be different.

21. Select **Next**.
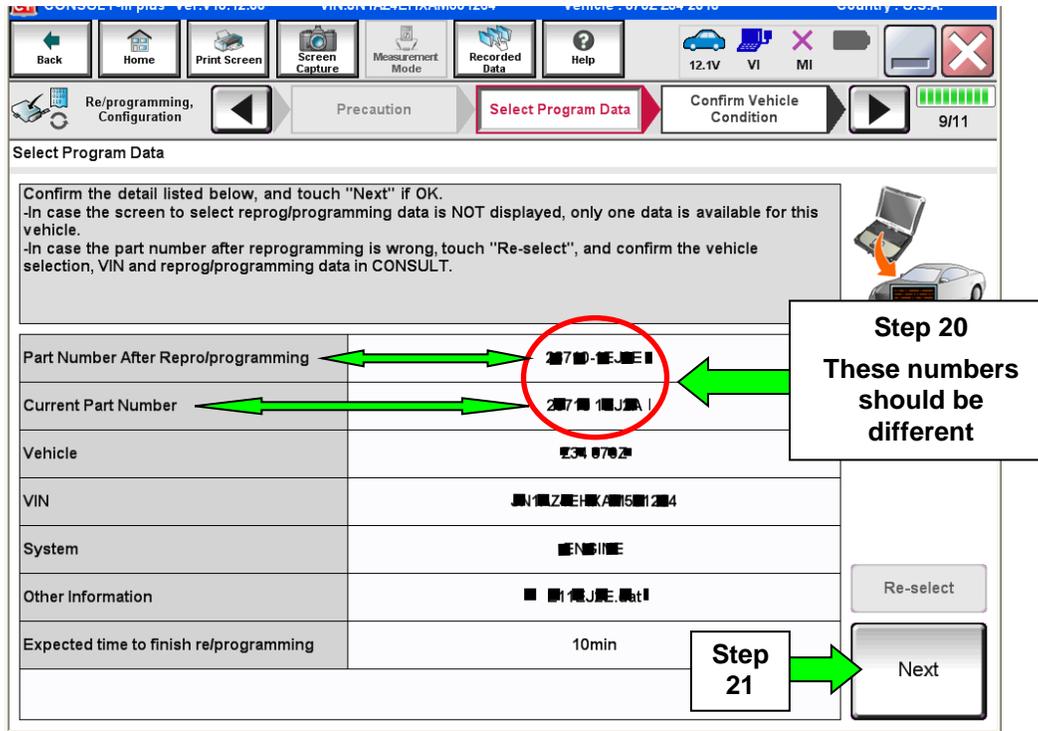
Figure 11

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 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.
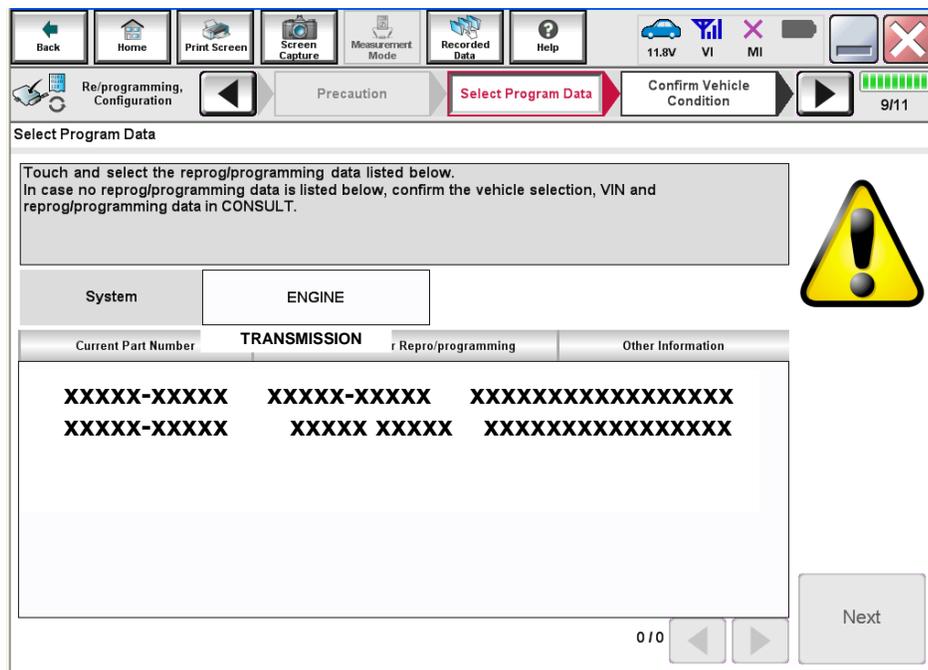
Figure 12

22. Make sure **OK** is highlighted **green** (battery voltage must be between **12.0 and 15.5 Volts**).

23. Select **Next**.

IMPORTANT: Battery voltage must stay between **12.0 and 15.5 Volts** during reprogramming or ECM reprogramming may be interrupted and ECM may be damaged.
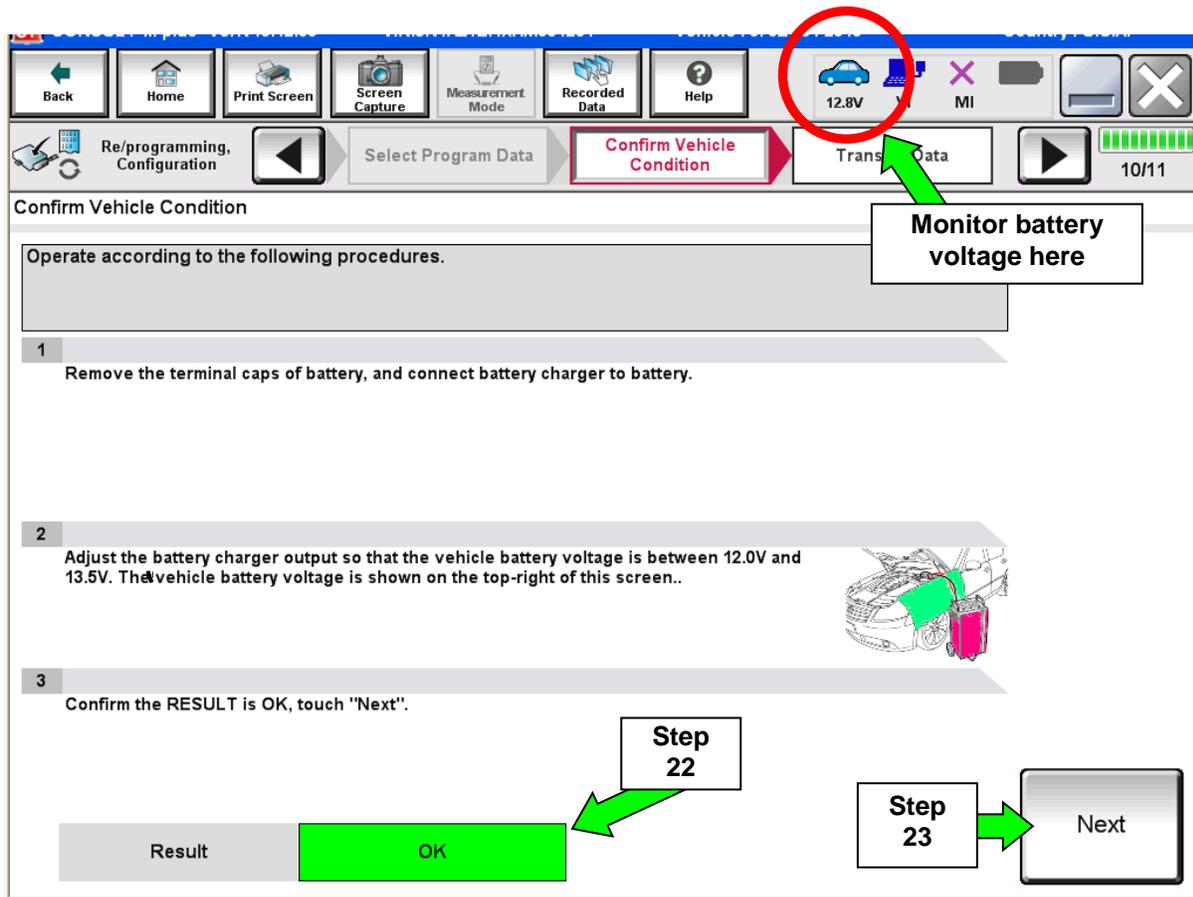
Figure 13

24. Change the ignition to **ACC mode**.

- Make sure the IGN status judgement changes to **OK**. See Figure 14 & 15.
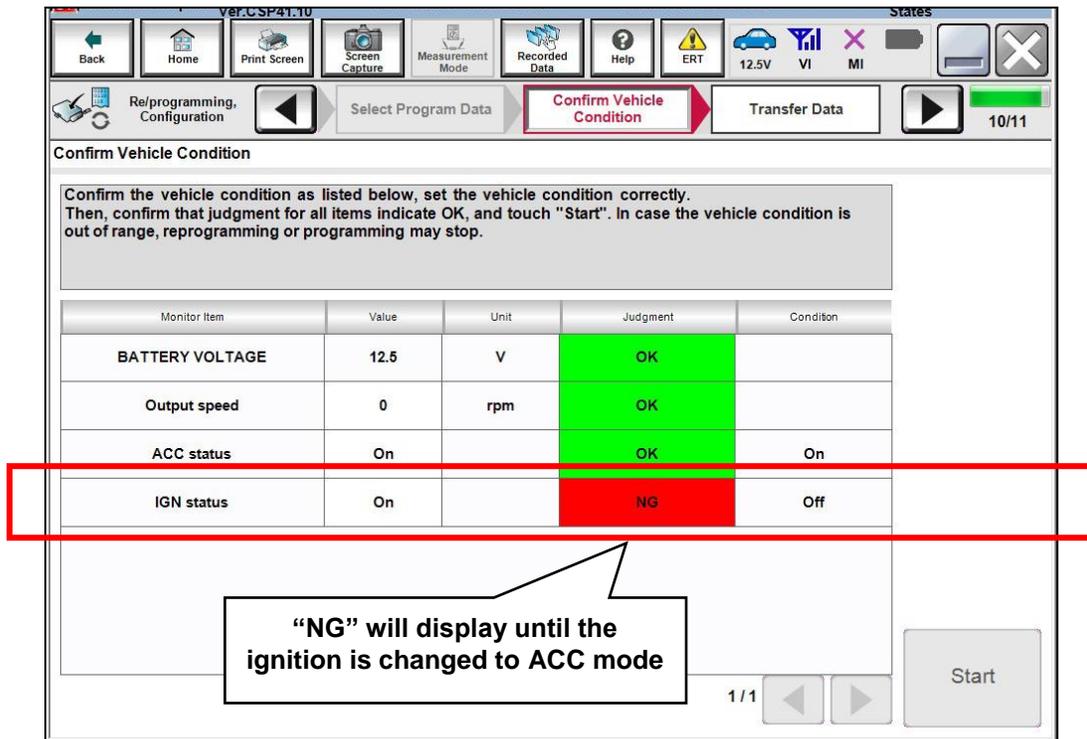
Figure 14

NOTE: In the next step, the reprogramming process will begin when **Start** is selected.

25. Select **Start.**
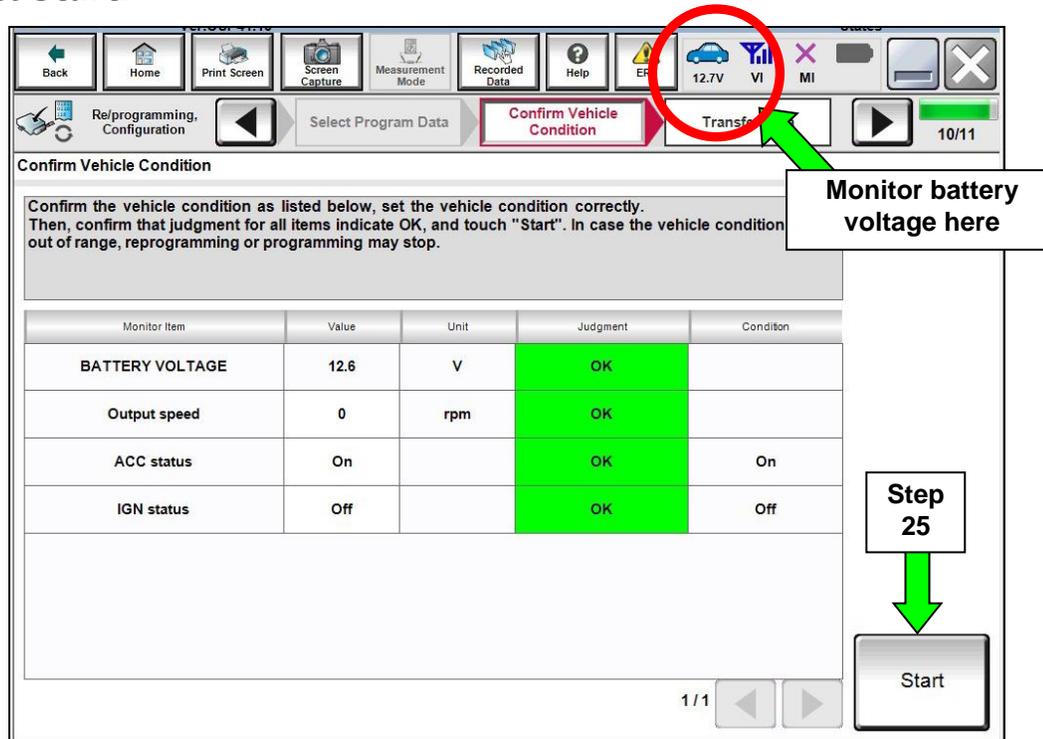
Figure 15

26. Wait for both progress bars to complete.
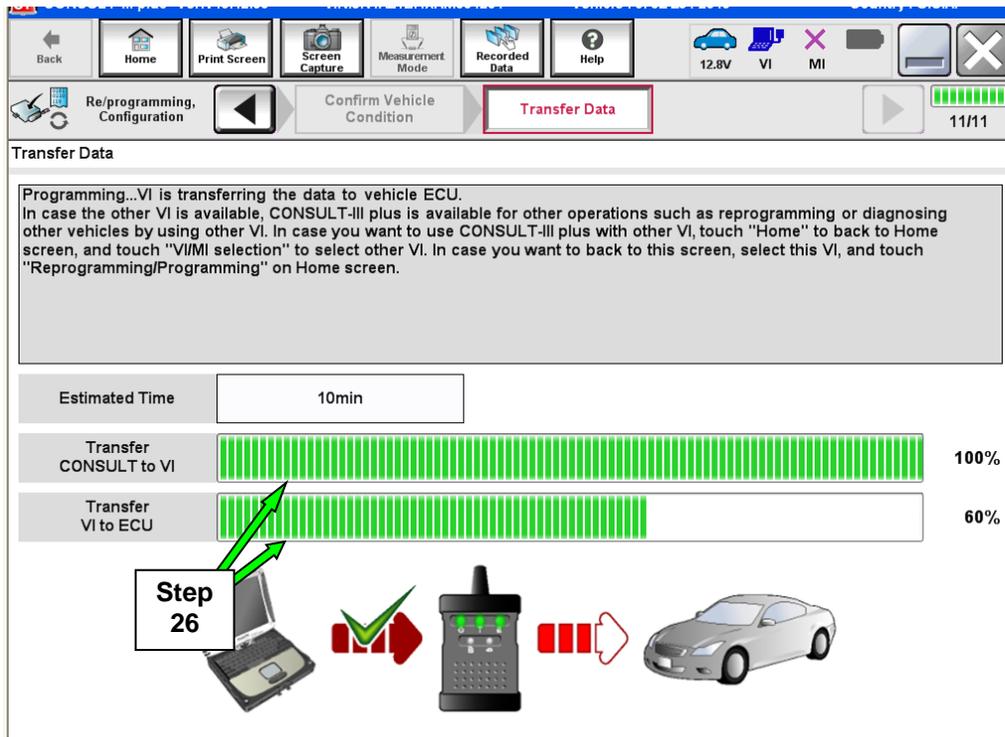
Figure 16

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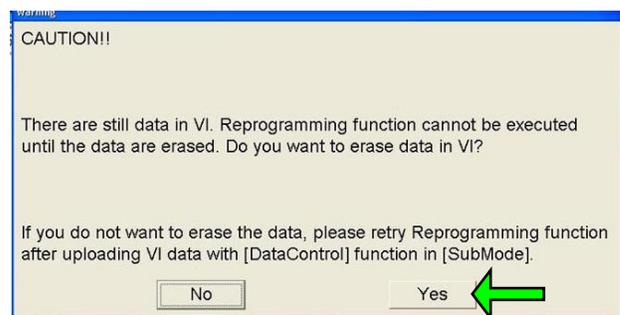
Figure 17

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

NOTE: If the screen in Figure 18 does not display (indicating that reprogramming did not complete), refer to ECM recovery on the next page.

28. Select **Next**.
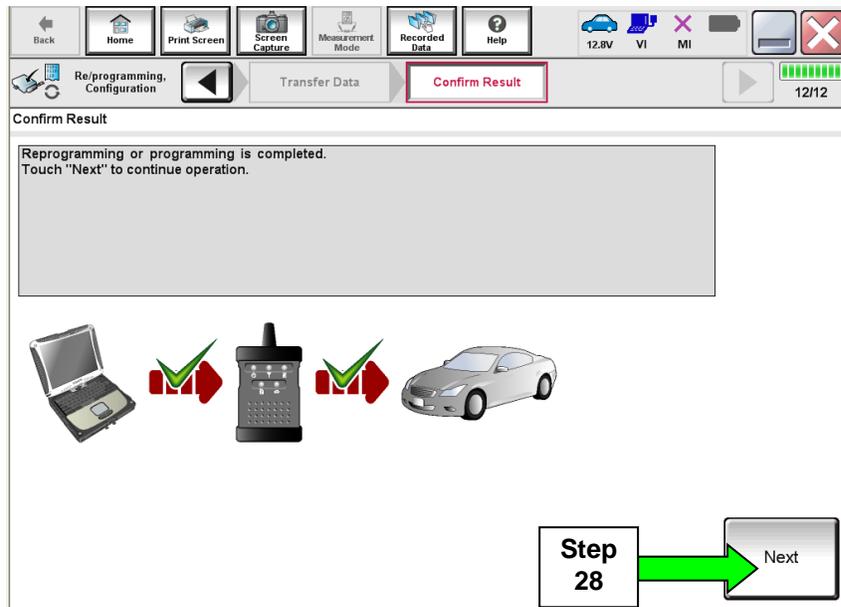
Figure 18

29. Follow the on-screen instructions and change the ignition to **ON mode**.
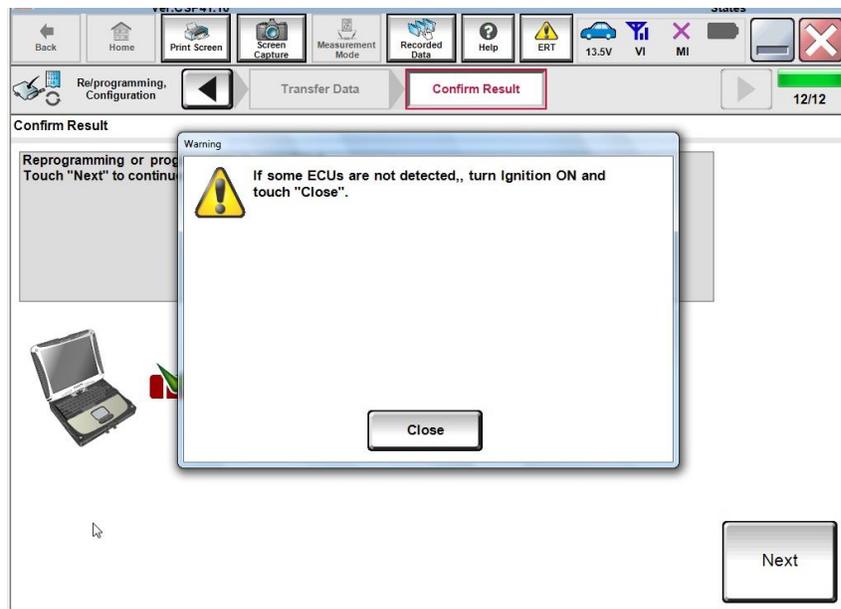
Figure 19

NOTE:
- In the next step (page 15), you will perform DTC erase.
- This operation is required before C-III plus will provide the final reprogramming confirmation report.

ECM Recovery

Do not disconnect the plus 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 20:

- 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.
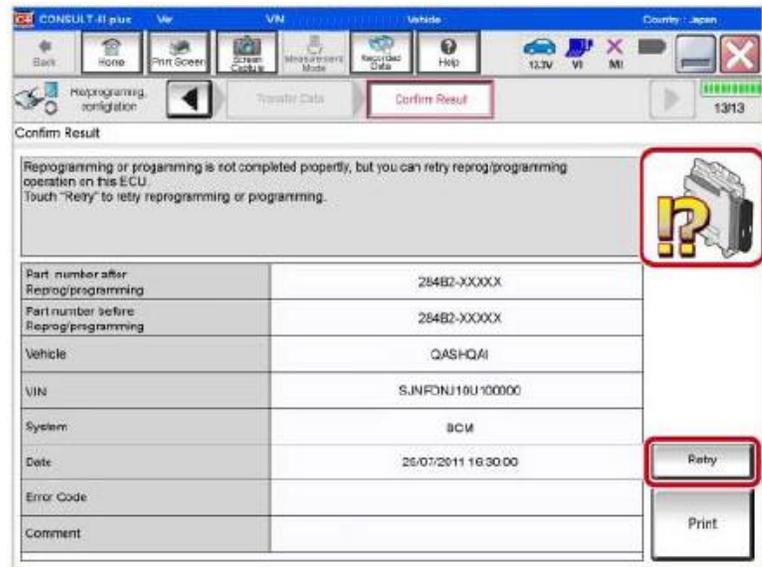
Figure 20

If reprogramming does not complete and the "X" icon displays as shown in Figure 21:

- 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.**
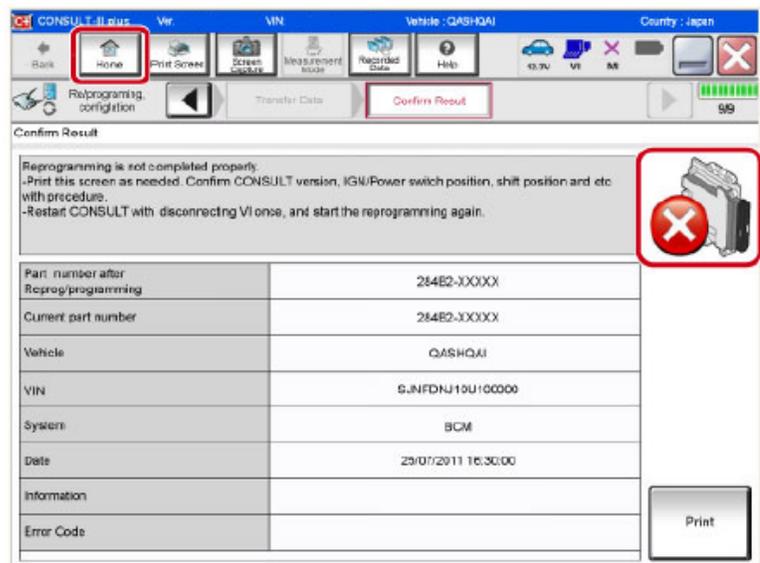
Figure 21

30. Follow the on-screen instructions to **Erase DTCs**.

31. When the entire reprogramming process is complete, the screen in Figure 22 will display.

32. Verify the **before** and **after** part numbers are different.

33. Print a copy of this screen (Figure 22) and attach it to the repair order for warranty documentation.

34. Select **Confirm**.
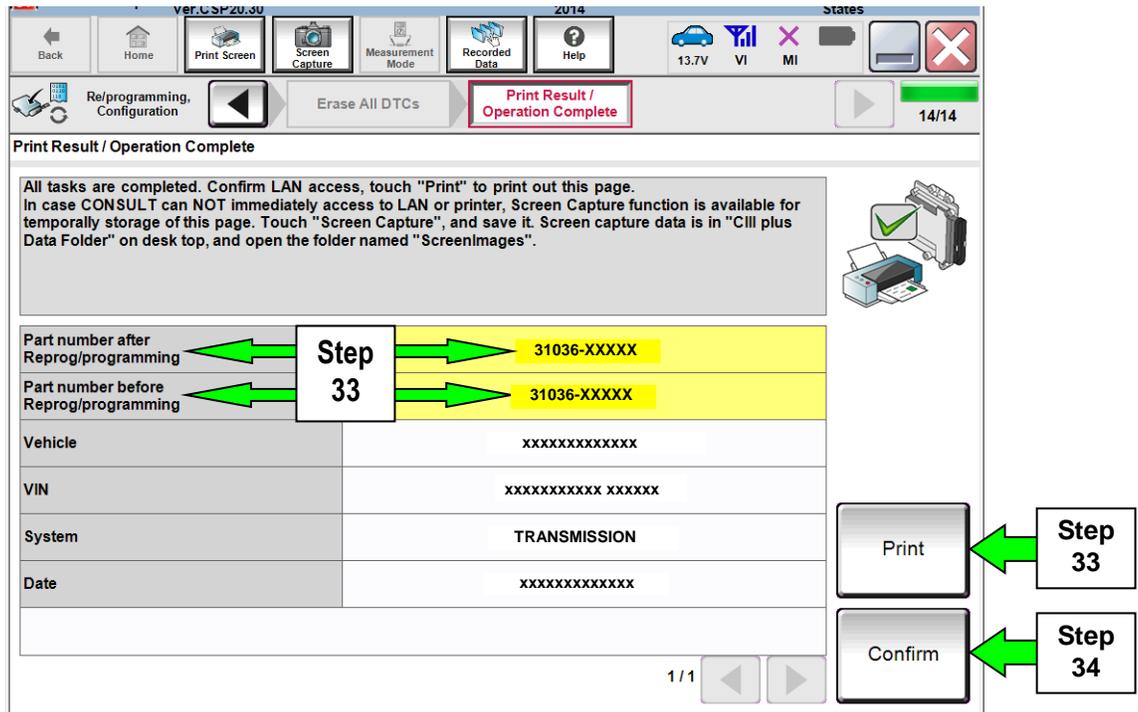
Figure 22

35. Disconnect the GR8 (battery charger) from the vehicle.

36. Continue to the next page – **Transmission Calibration**.

Transmission Calibration

1. Make sure the transmission is warm.

   - It may be helpful to take the vehicle for a drive (approximately 10 minutes) to warm the transmission.

2. Confirm the transmission fluid level is correct.

   - Follow the procedure for Checking the AT Fluid Level in the Electronic Service Manual (ESM), section TM-Transaxle & Transmission.

3. Set the parking brake.

4. Chock the wheels.

5. Connect the CONSULT PC to the vehicle with the plus VI.

6. Start the engine.

7. Turn the A/C system OFF.

8. Start CONSULT-III plus (C-III plus).

9. When the VI is recognized, select **Diagnosis (One System)**.

VI is recognized

Step 9
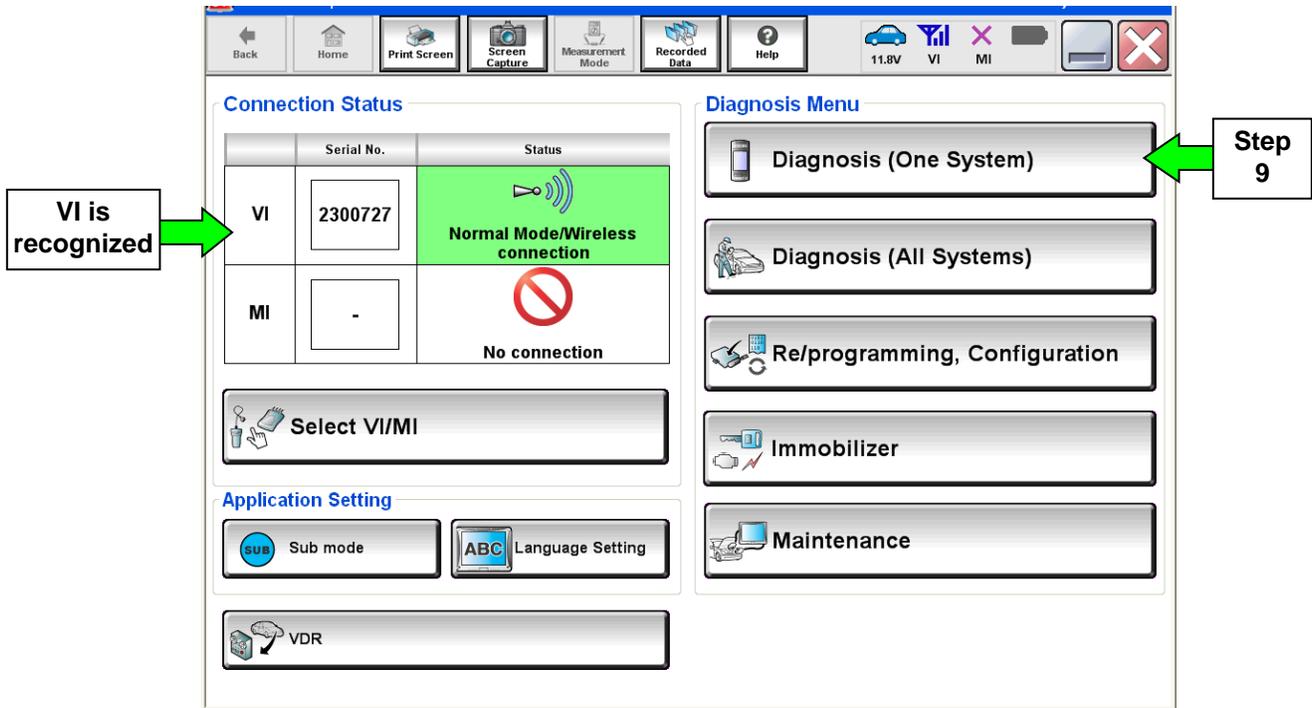
Figure 23

10. Navigate C-III plus to **Transmission** > **Work support**.

11. Select **Transmission adjustment**.

12. Select **Start**.

Step 11

Step 12
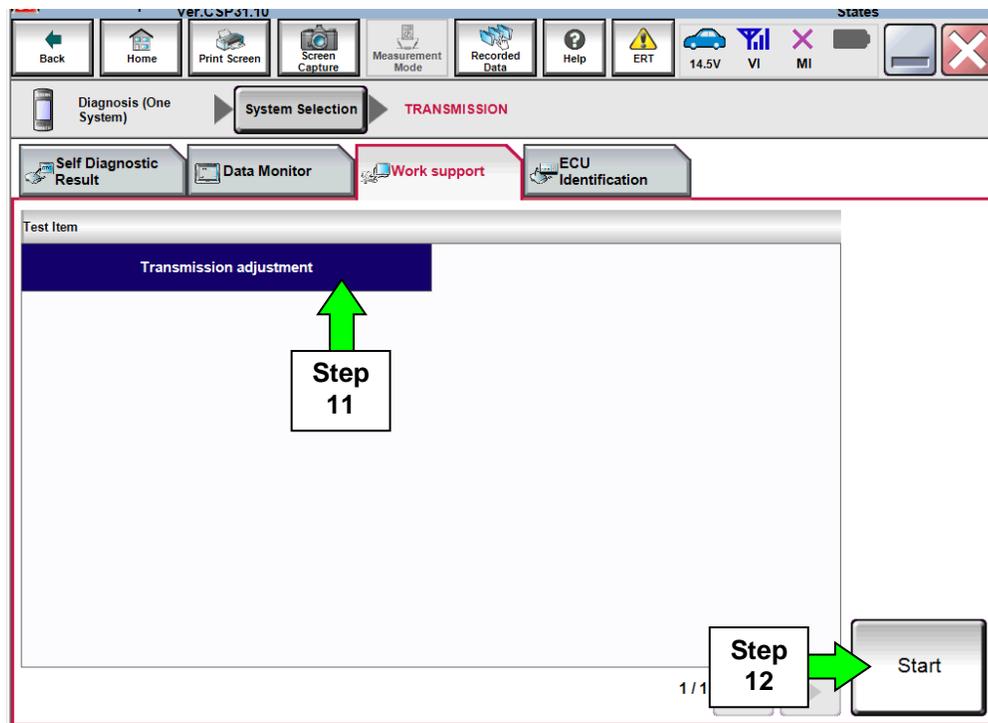
Figure 24

NOTE:

- While performing the Transmission Adjustment procedure, a screen like the one in Figure 25 will display.

- Review the call outs in Figure 25 explaining the information on this screen.

- This information will be helpful as you perform the Transmission Adjustment procedure.

- While C-III plus is performing automatic adjustments, you will hear and feel the transmission changing gear position.

Instructions for current step or action.

If the procedure stops or is interrupted, the action needed to continue the procedure will be displayed here.

Scroll to see all instructions for current step or action.

Waiting indicates input or action from you is needed.
Executing indicates C-III plus is performing actions.

Other items indicating status such as engine speed not ready, or brake switch not ready may be displayed here.

Figure 25

Arrow will turn blue indicating procedure progress.

NOTE: There are 4 adjustment procedures within the Transmission Adjustment.

First Adjustment Procedure

13. Confirm the following conditions (refer to the C-III plus screen):

    - Shift position: D

    - Transmission fluid temperature: 75°C (167°F) – 90°C (194°F)

    - Output speed: 0 rpm

    - Engine speed (control): 600 tr/min (rpm) or more

    - Brake switch (control): On

14. When the above conditions are met, select **Start**.

    - Current status will change from Waiting to **EXECUTING**.

      NOTE: If current status indicates EXECUTING, wait (about 3 minutes) for the first adjustment procedure to complete.

15. Wait for the first adjustment procedure to complete (about 3 minutes).

    - When complete, current status will change to **Waiting**.

Figure 26

Second Adjustment Procedure

16. Confirm the following conditions (refer to the C-III plus screen):

   - Shift position: D
   - Transmission fluid temperature: 75°C (167°F) – 90°C (194°F)
   - Output speed: 0 rpm
   - Engine speed (control): 1,250 – 1,750 tr/min (rpm)
   - Brake switch (control): On

17. When the above conditions are met:
   - Current status will change from Waiting to **EXECUTING.**
   - **Keep the rpm about 1,500** so that when the rpm drops, caused by transmission shifts, it will not interrupt the procedure.
   - If the procedure is interrupted, follow the on screen instructions (which includes turning the ignition OFF and back ON) and then start from the beginning (step 13).

     NOTE: Keeping the rpm in the correct range is a bit challenging, and may take a few tries (practice) to get it right.

18. Wait for the second adjustment procedure to complete.
   - When complete, current status will change to **Waiting**.
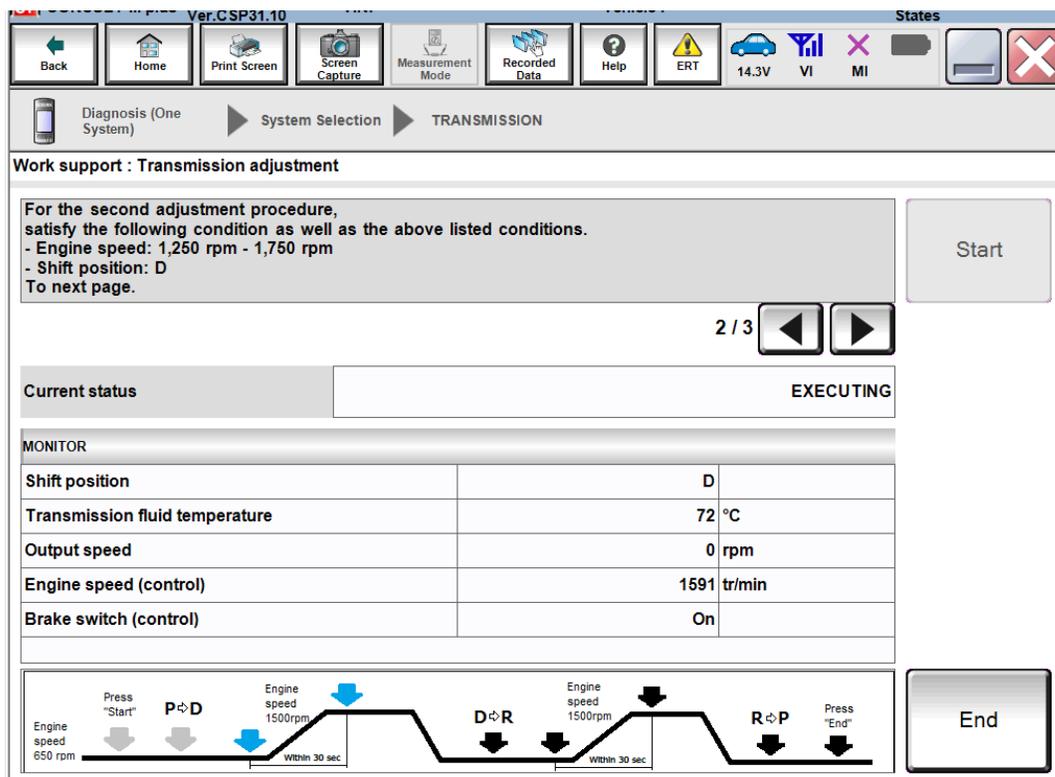
Figure 26

Third Adjustment Procedure

19. Confirm the following conditions (refer to the C-III plus screen):

    - Shift position: **R**

    - Transmission fluid temperature: 75°C (167°F) – 90°C (194°F)

    - Output speed: 0 rpm

    - Engine speed (control): 600 tr/min (rpm) or more

    - Brake switch (control): On

20. When the above conditions are met:

    - Current status will change from Waiting to **EXECUTING.**

21. Wait for the third adjustment procedure to complete.

    - When complete, current status will change to **Waiting**.
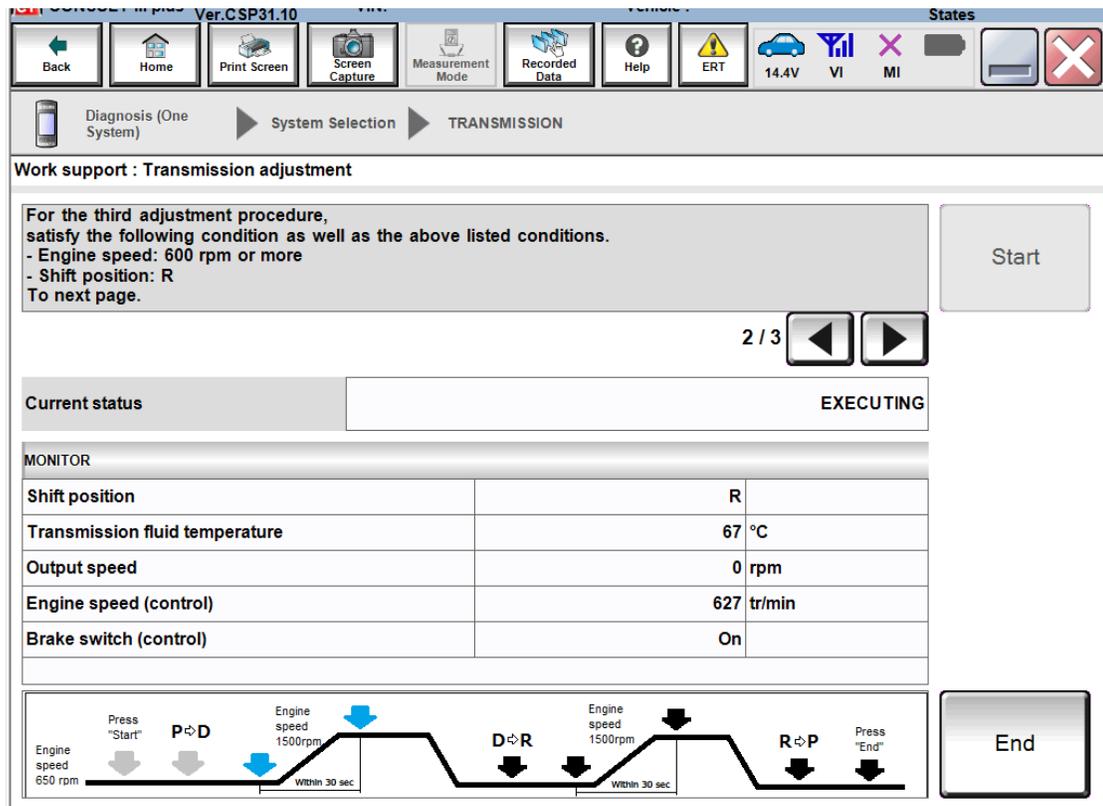
Figure 27

Fourth Adjustment Procedure

22. Confirm the following conditions (refer to the C-III plus screen):

- Shift position: R

- Transmission fluid temperature: 75°C (167°F) – 90°C (194°F)

- Output speed: 0 rpm

- Engine speed (control): 1,250 – 1,750 tr/min (rpm)

- Brake switch (control): On

23. When the above conditions are met:

- Current status will change from Waiting to **EXECUTING.**

- **Keep the rpm about 1,500** so that when the rpm drops, caused by transmission shifts, it will not interrupt the procedure.

- If the procedure is interrupted, follow the on screen instructions and start from the beginning (step 13).

24. Wait for the fourth adjustment procedure to complete.

- When complete the screen in Figure 29 (next page) will display.
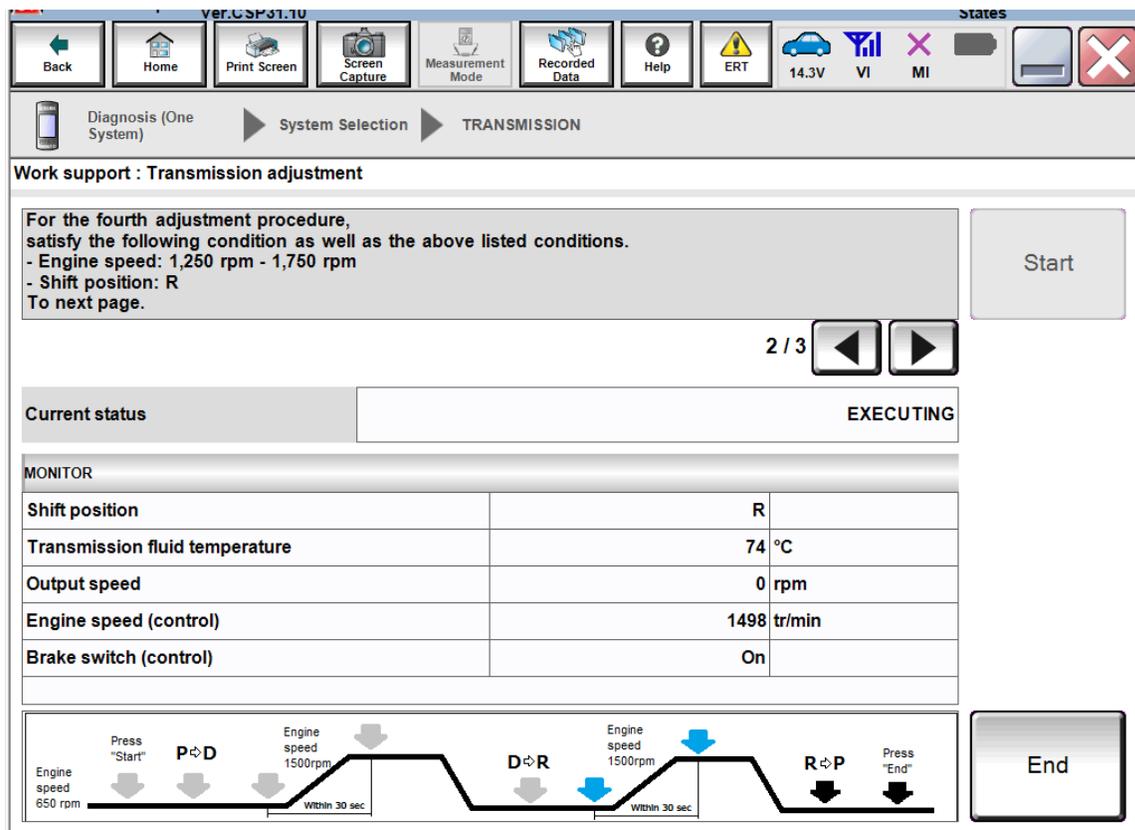
Figure 28

25. When the Transmission Adjustment has completed (see Figure 29), shift the transmission to Park.

26. Turn the ignition OFF.

27. Select **End**.
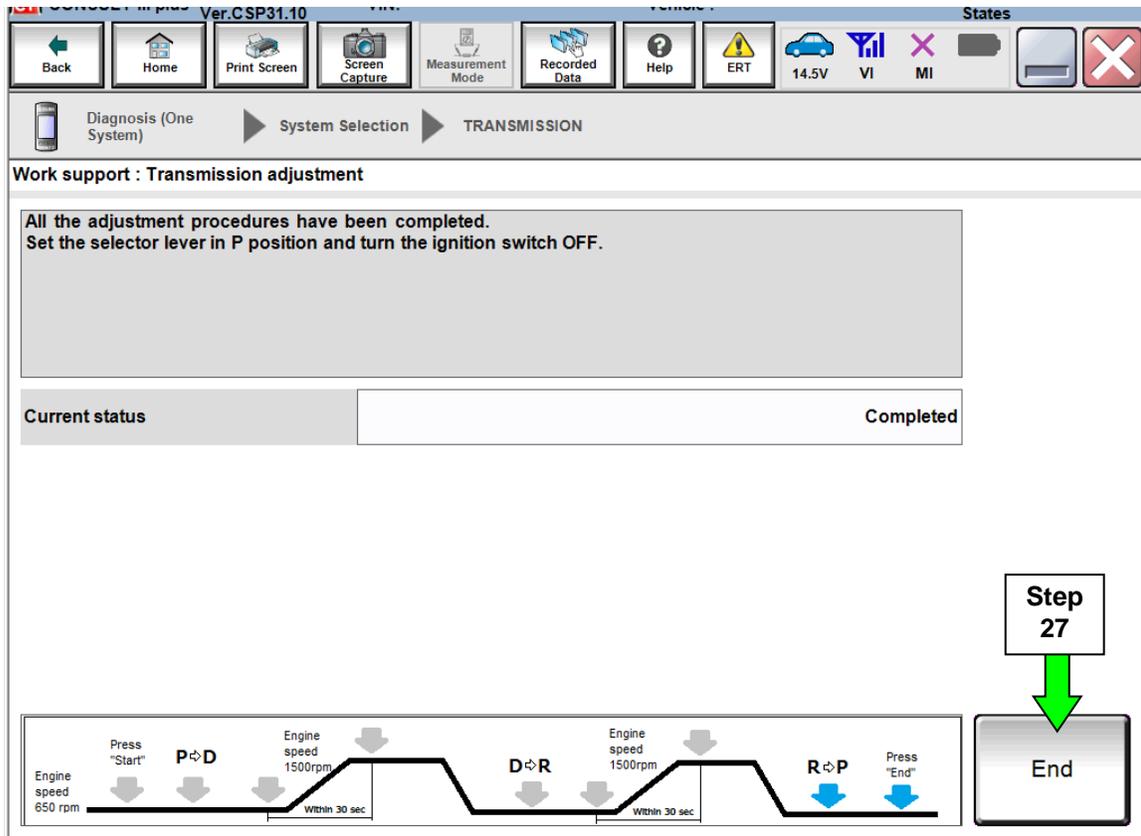
Figure 29

28. Disconnect the Consult III from the vehicle, release the vehicle and submit claim using the claims information below.

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC507

Claim Type:		CM
PNC:		PC507
Symptom:		ZZ
Diagnosis:		99
Description:	Op Codes	Flat Rate Time
Reprogram Transmission Control Module	PC5070	0.6 Hr
Reprogram Transmission Control Module and Perform Adjustments	PC5071	1.1 Hrs