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QUALITY ACTION

CAMPAIGN BULLETIN

Transmission Control Module Reprogram

Reference: PC604

Date: December 19, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2016-17 Titan & Titan XD(A61)	NA	11,807	December 19, 2017	NO

******* Quality Action Summary *******

Nissan is conducting a dealer inventory quality action to reprogram and, if necessary calibrate, the Transmission Control Module (TCM) on specific MY2016-17 Titan XD (A61) vehicles identified in SERVICE COMM and National Service History – Open Campaigns. These vehicles are either currently in dealer inventory or assigned and in transit to the dealer.

The software update will prevent one or more of the following concerns:

- Transmission shift shock when accelerating enough to create a 7➡3 downshift
- Engine RPM fluctuation while driving at a steady speed
- Lack of power under light acceleration at low speeds (may be described as hesitation; feeling like the transmission is in too high of a gear)

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

1. Verify if vehicles currently in **dealer inventory** are affected by using Service Comm or National Service History – Open Campaign I.D. **PC604**.
 - 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. Use the attached procedure to reprogram the TCM and, if applicable, the ECM.
 - If reprogramming issues arise, use CONSULT III Software version 73.10
 - Use the following claims information for vehicles identified in Service Comm or DBS National Service History – Open Campaigns ID PC604

CM I.D.	DESCRIPTION	OP CODE	FRT
PC604	Update TCM Software	PC6040	0.8 hrs.
	TCM Software does not require update	PC6044	0.3 hrs.

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

Thank you for your prompt attention to this matter.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION



PC604 2017 TITAN AND TITAN XD TCM AND ECM REPROGRAMMING VK56VD (Gasoline V8)

SERVICE PROCEDURE

IMPORTANT: This reprogramming procedure has some steps in a different order than usual. Make sure to follow all the steps in the specific order listed to properly complete the TCM and ECM reprogramming.

IMPORTANT:

- This procedure requires reprogramming of the TCM **FIRST** and then ECM .
- Failure to complete the reprogramming in the specified order may result in the TCM or ECM being damaged or other programming errors.

NOTE:

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

IMPORTANT: Before starting, make sure:

- ASIST on the CONSULT PC has been synchronized (updated) to the current date.
- All C-III plus software updates (if any) have been installed.
- The CONSULT PC is connected to the internet (Wi-Fi, or cable).

TCM Reprogram

Preparation for Reprogramming

CAUTION:

- Connect the GR8 to the 12V battery and set to ECM power supply mode. If the vehicle battery voltage goes below 12.0V or 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.

1. Connect the plus VI to the vehicle and open/start C-III plus.
2. Confirm the ignition is ON, with engine OFF.
3. Confirm the plus VI is recognized.
 - The **Serial No.** will display when the plus VI is recognized.
4. Select **Re/programming, Configuration**.

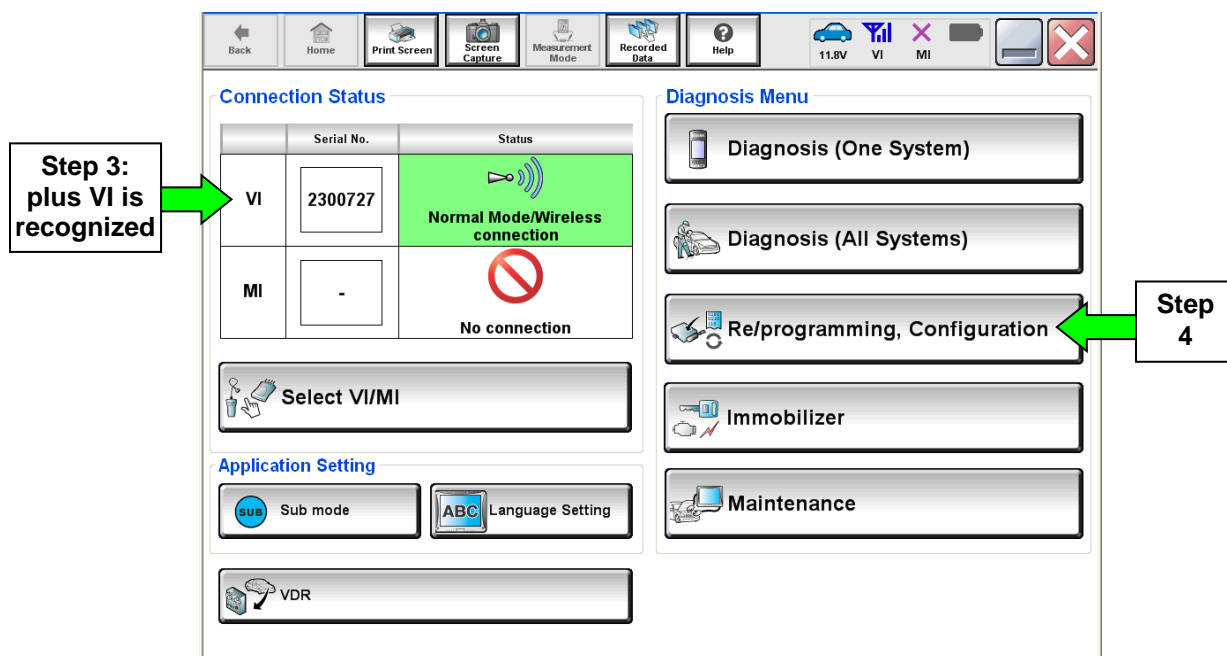


Figure 1

5. Follow the on-screen instructions and navigate C-III plus to the screen shown in Figure 2 below.
 6. When you get to the screen shown in Figure 2, confirm TCM reprogram applies as follows.
 - A. Find the TCM **Part Number** and write it on the repair order.
- NOTE:** This is the current TCM Part Number (P/N).

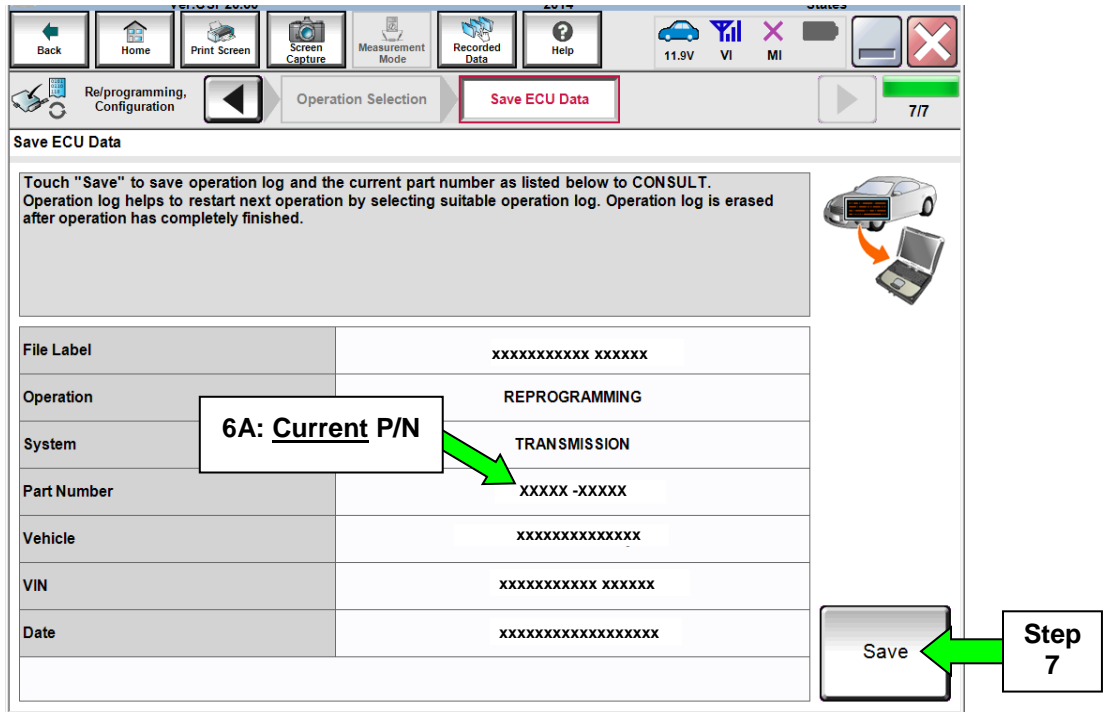


Figure 2

- B. Compare the P/N you wrote down to the numbers in the **CURRENT TCM PART NUMBER** column in **Table B** below.
 - If there is a match, continue with the reprogramming procedure.
 - If there is not a match, TCM reprogramming does not apply. Go to ECM reprogram on page 8.

Table B

MODEL	CURRENT TCM PART NUMBER: 31039 -
2017 Titan and Titan XD	26X2A, 26X2B, 26X2C, 26X2D
	X046A, X046B
	X048A, X048B, X048C, X048D
	X049A, X049B
	X052A, X052B
	X058A, X058B, X058C, X058D

7. Select **Save**.

8. Follow the on-screen instructions to navigate C-III plus and reprogram the TCM.

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 3 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 blank (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.

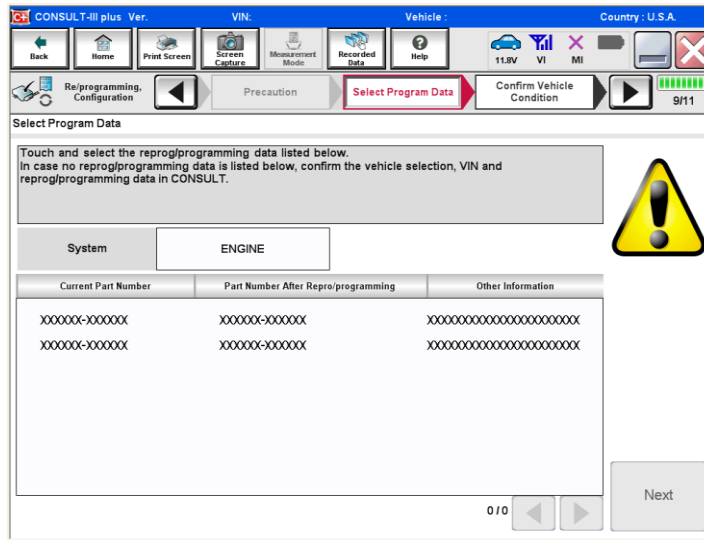


Figure 3

- 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.

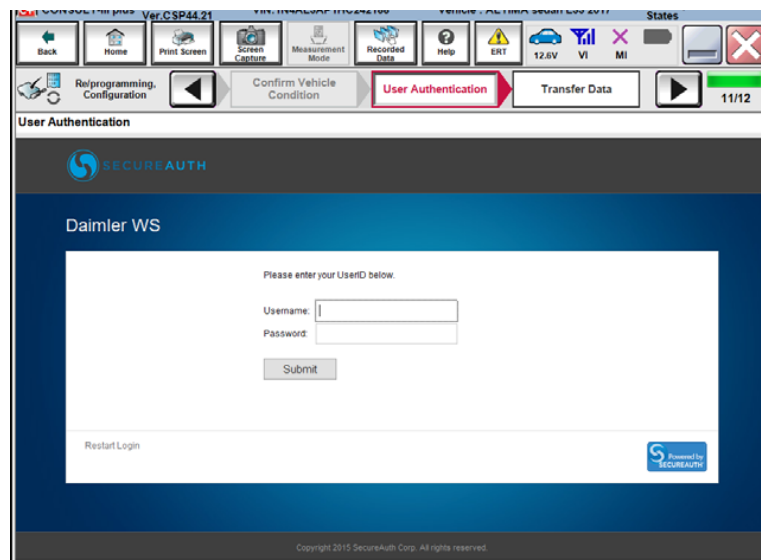


Figure 4

9. When the screen in Figure 5 displays, reprogramming is complete.

NOTE: If the screen in Figure 5 does not display (indicating that reprogramming did not complete), refer to TCM Recovery on the next page.

10. Select **Next**.

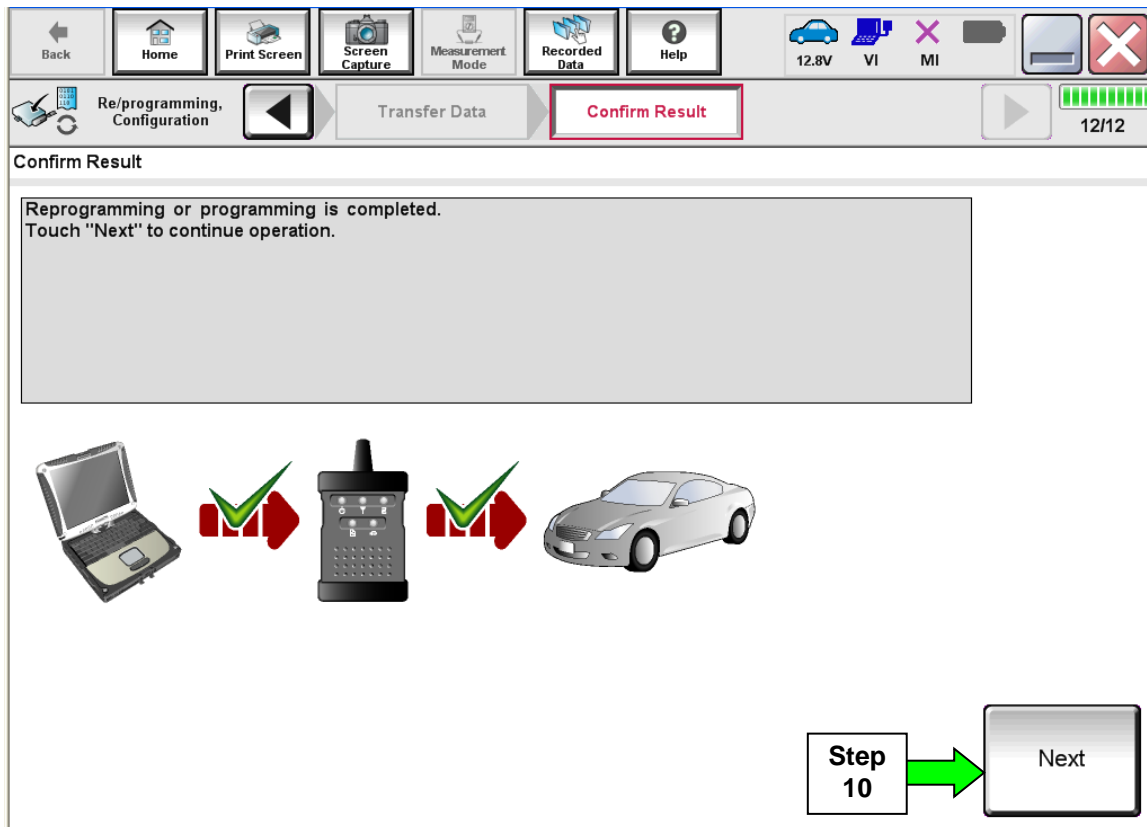


Figure 5

NOTE: Additional steps on page 7 are required before C-III plus will provide the final reprogramming confirmation report.

TCM 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 6:

- 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.

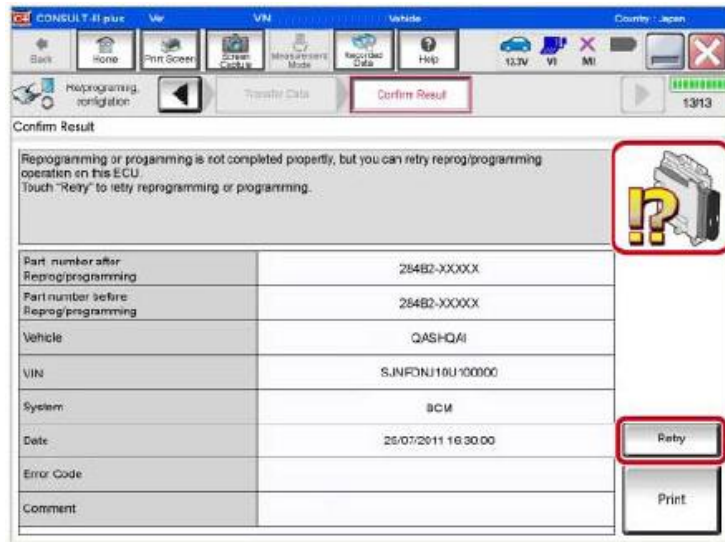


Figure 6

If reprogramming does not complete and the “X” icon displays as shown in Figure 7:

- 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.**

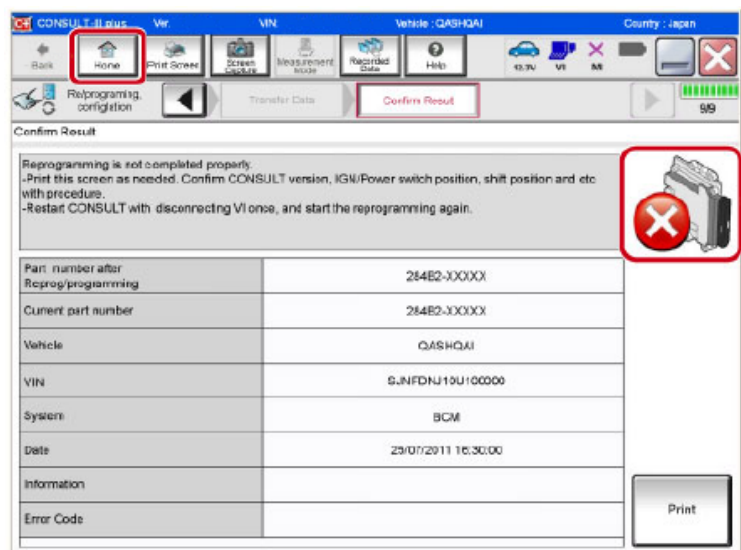


Figure 7

- 11. Follow the on-screen instructions to **Confirm Shift Lever Position Display**.
- 12. Follow the on-screen instructions to **Erase DTCs**.
- 13. When the entire reprogramming process is complete, the screen in Figure 8 will display.
- 14. **Verify the before and after part numbers are different.**
- 15. Print a copy of this screen (Figure 8) and attach it to the repair order for warranty documentation.

NOTE: If you cannot print the below screen:

- a. Select Screen Capture.
- b. Name the file.
- c. Save the file in My Documents.
- A copy of the screen is now saved in the CONSULT PC. It can be retrieved and printed at a later time

16. Select **Confirm**.

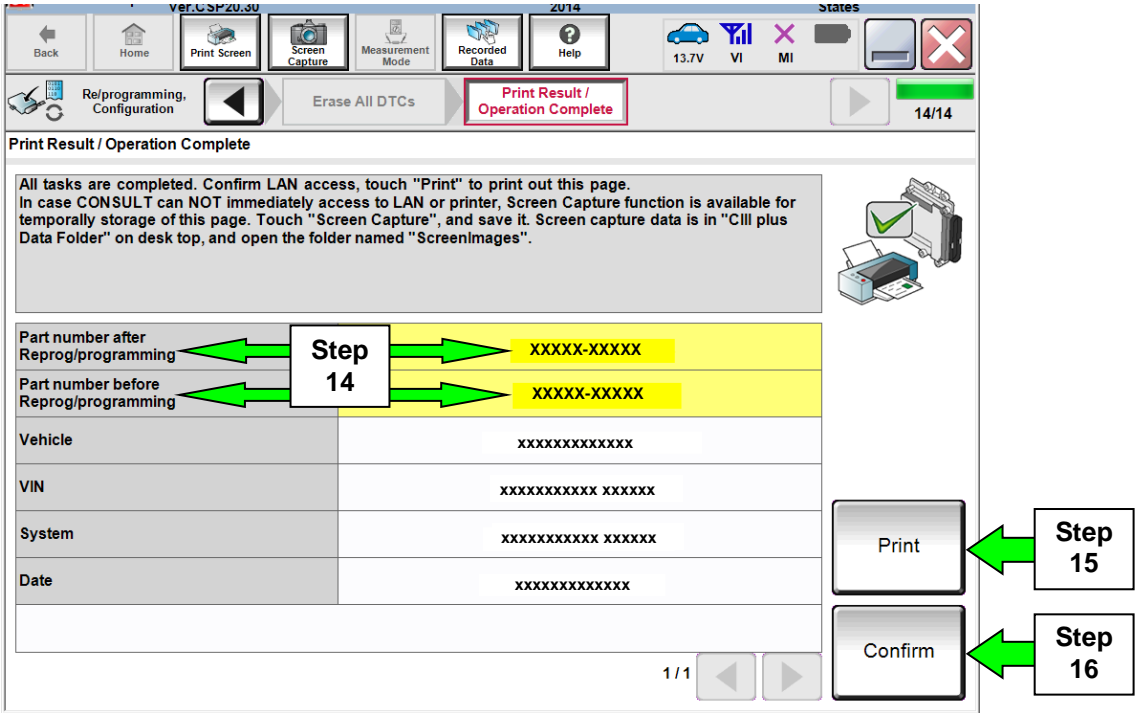


Figure 8

- 17. Return C-III plus to the Home screen.
- 18. Go to ECM Reprogram on the next page.

ECM Reprogram

Preparation for Reprogramming

- 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



Figure A

NOTE:

- After ECM reprogramming is complete, you will be required to perform Throttle Valve Closed Position, IAVL, and Accelerator Closed Position.
- The above conditions are required for the IAVL to complete.

CAUTION:

- Connect the GR8 to the 12V battery and set to ECM power supply mode. If the vehicle battery voltage goes 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 during reprogramming, reprogramming may be interrupted and the ECM may be damaged.

19. Confirm C-III plus is on the Home Screen (see Figure 9).

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

21. Confirm the plus VI is recognized.

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

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

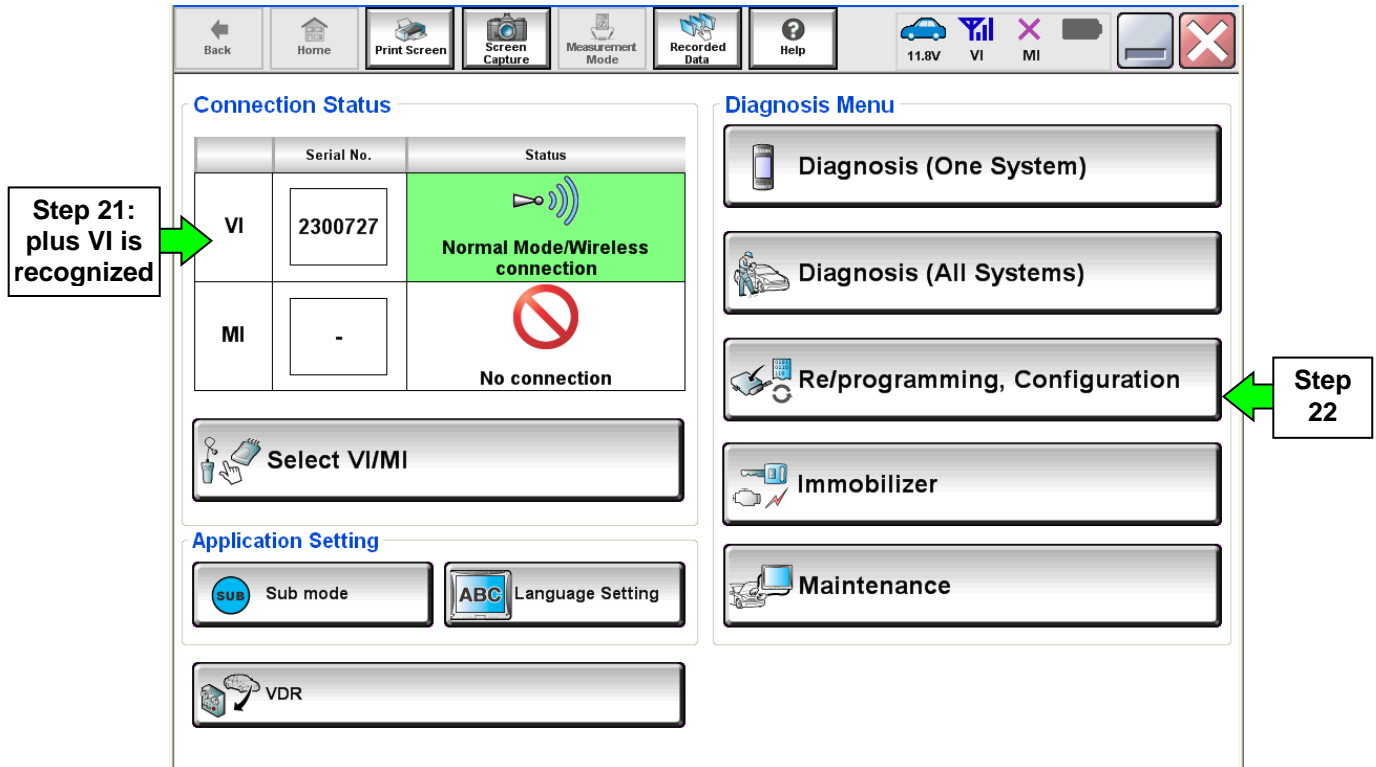


Figure 9

23. Follow the on-screen instructions and navigate C-III plus to the screen shown in Figure 10 on the next page.

24. When you get to the screen shown in Figure 10, confirm ECM reprogramming applies as follows.

A. Find the ECM **Part Number** and write it on the repair order.

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

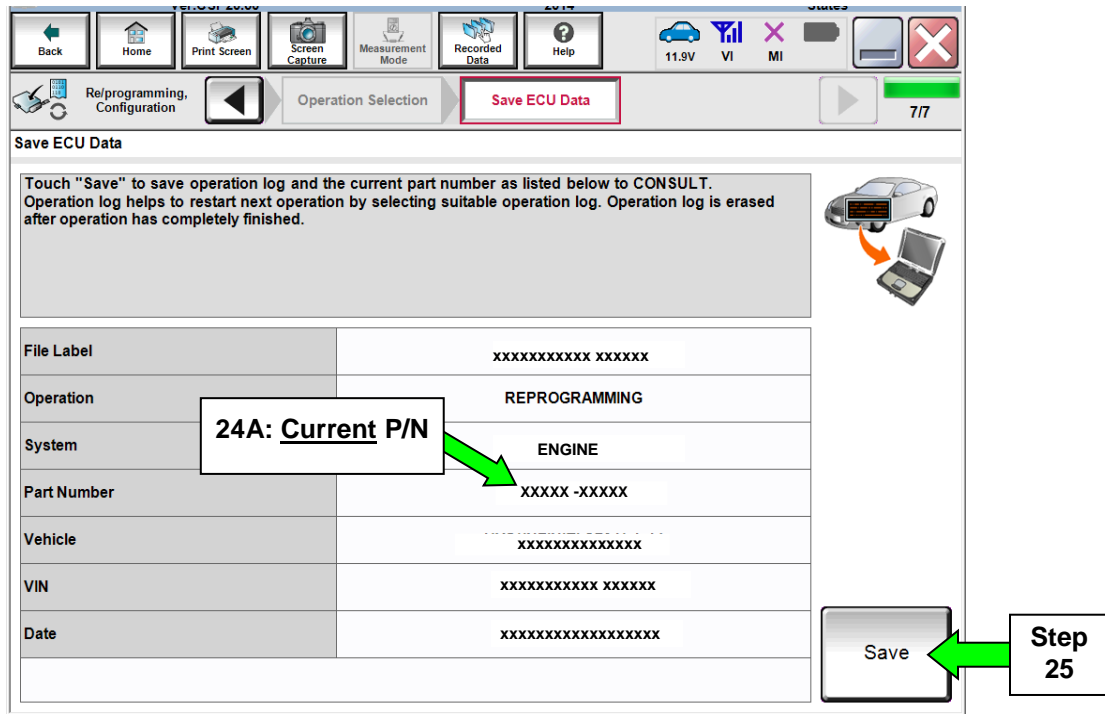


Figure 10

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

- If there is a match, continue with the ECM reprogramming procedure.
- If there is not a match, ECM reprogramming does not apply. Go to step 48.

Table A

Model	Current ECM Part Number: 23710 -
2017 Titan and Titan XD	EZ01A, EZ02A, EZ03A, EZ04A, EZ05A, EZ06A, EZ07A, EZ08A
	EZ10A, EZ11A, EZ13A, EZ14A, EZ16A, EZ17A, EZ19A, EZ24A
	EZ26A, EZ27A, EZ28A, EZ29A
	EZ36A, EZ37A, EZ38A, EZ39A
	EZ01B, EZ02B, EZ03B, EZ04B, EZ05B, EZ06B, EZ07B, EZ08B
	EZ10B, EZ11B, EZ13B, EZ14B, EZ16B, EZ17B, EZ19B, EZ24B
	EZ26B, EZ27B, EZ28B, EZ29B
	EZ36B, EZ37B, EZ38B, EZ39B
	EZ10C, EZ11C, EZ13C, EZ14C, EZ16C, EZ17C, EZ19C, EZ24C
	EZ10D, EZ11D, EZ13D, EZ14D, EZ16D, EZ17D, EZ19D, EZ24D
	EZ10E, EZ11E, EZ13E, EZ14E, EZ16E, EZ17E, EZ19E, EZ24E

25. Select **Save**.

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

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 11 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 blank (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.

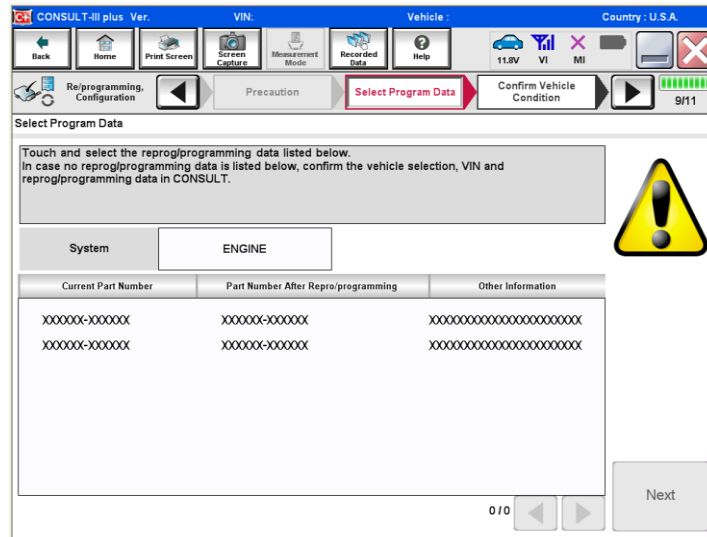


Figure 11

- Before reprogramming will start, you may 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.

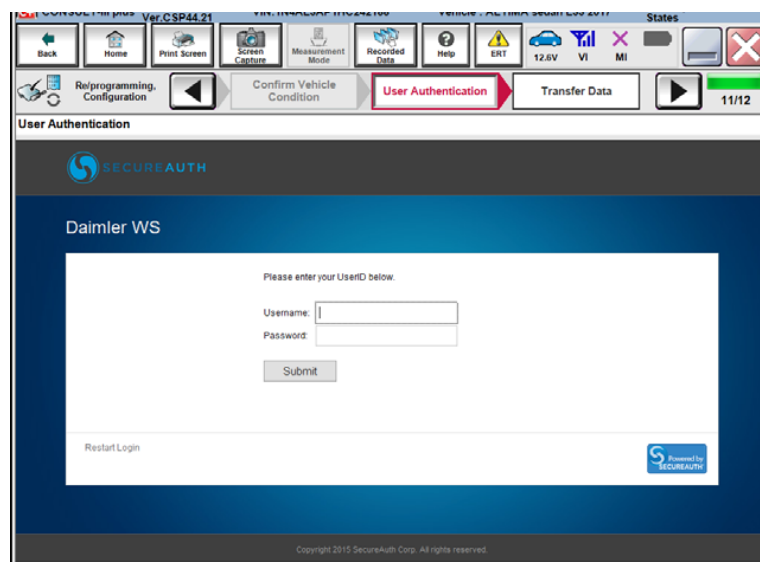


Figure 12

27. When the screen in Figure 13 displays, reprogramming is complete.

NOTE: If the screen in Figure 13 does not display (indicating that reprogramming did not complete), refer to ECM Recovery on the next page.

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

29. Select **Next**.

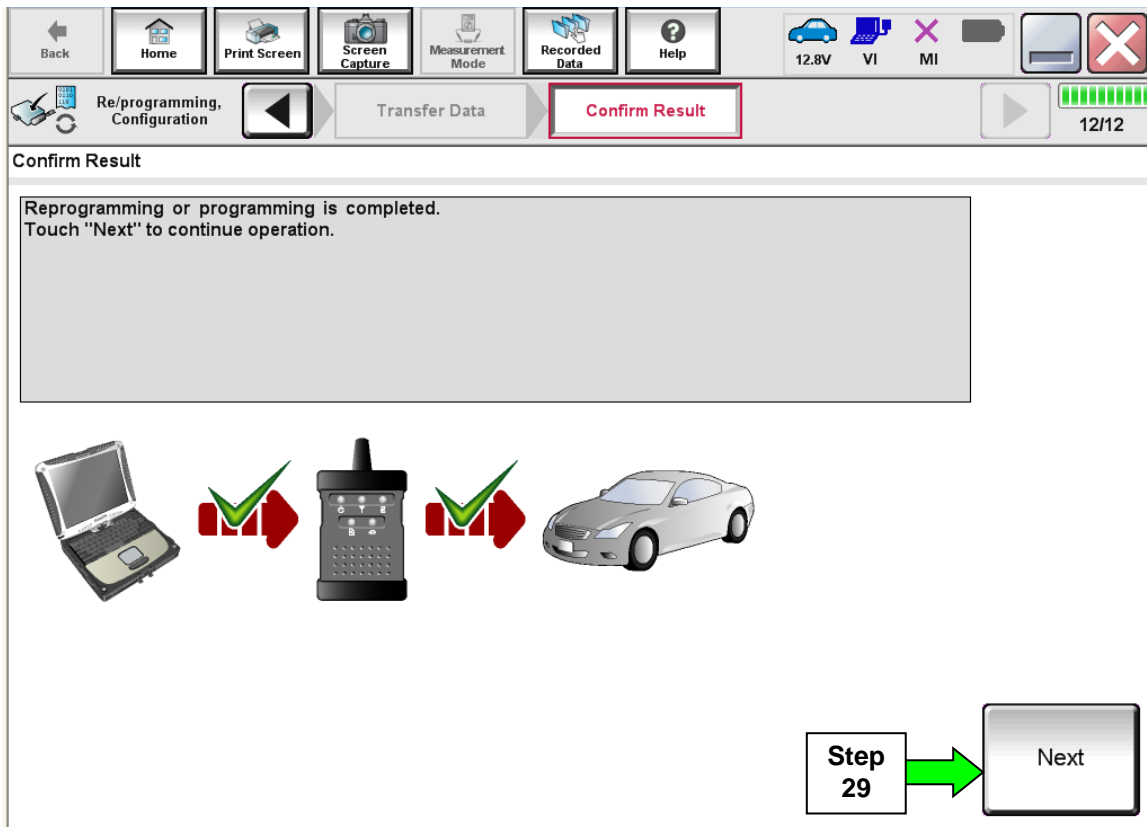


Figure 13

NOTE: Additional steps on page 14 are 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 14:

- 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.

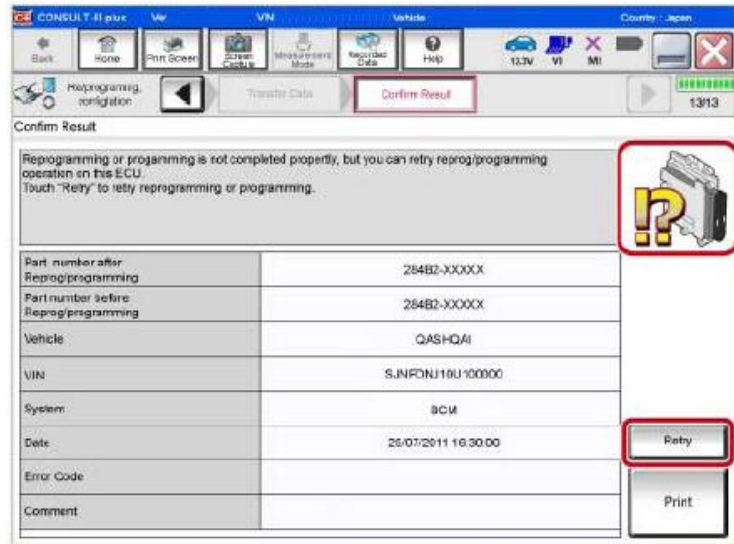


Figure 14

If reprogramming does not complete and the “X” icon displays as shown in Figure 15:

- 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.**

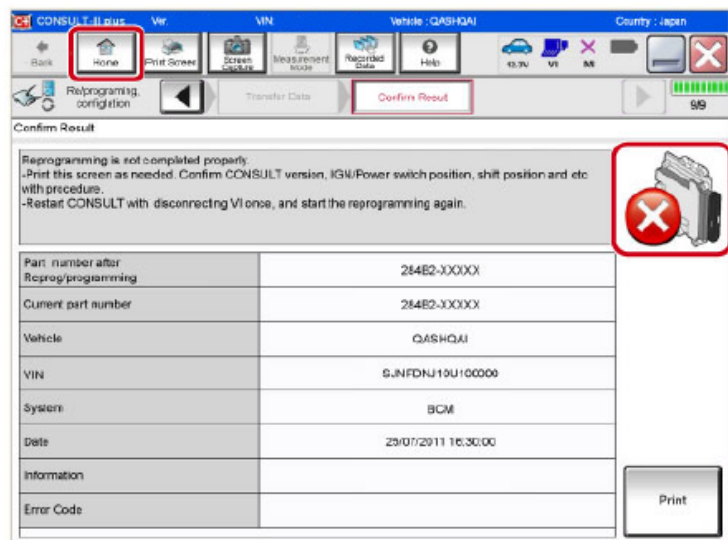


Figure 15

Throttle Valve Closed Position

30. Follow the on-screen instructions to perform **Throttle Valve Closed Position** procedure.

- Follow the on-screen instructions (**1, 2, and 3**) to complete the procedure.

Back Home Print Screen Screen Capture Measurement Mode Recorded Data Help 12.8V VI MI 13/16

Re/programming, Configuration Confirm Result **Throttle Valve Closed Position** Idle Air Volume Learning

Throttle Valve Closed Position

Operate according to the following procedures.

1
Make sure that accelerator pedal is fully released, turn ignition ON, and turn ignition OFF. And then the count down of 10 seconds starts.

Current status of ignition switch	ON
Time	

2
Make sure that throttle valve moves during count down of 10 seconds by confirming the operating sound.

3
Touch "Next" to go to next operation.

Next

Figure 16

IMPORTANT: The next step is to perform **Idle Air Volume Learn (IAVL)**. However, at this time it will **NOT** complete correctly and **will error**. IAVL will be completed later after DTC clear at Step 39.

31. For ECM reprogramming: Perform **Idle Air Volume Learn (IAVL)** as described in Steps a through c until error occurs.

a. Turn the ignition ON (**ENGINE OFF**).

b. Select **Next**.

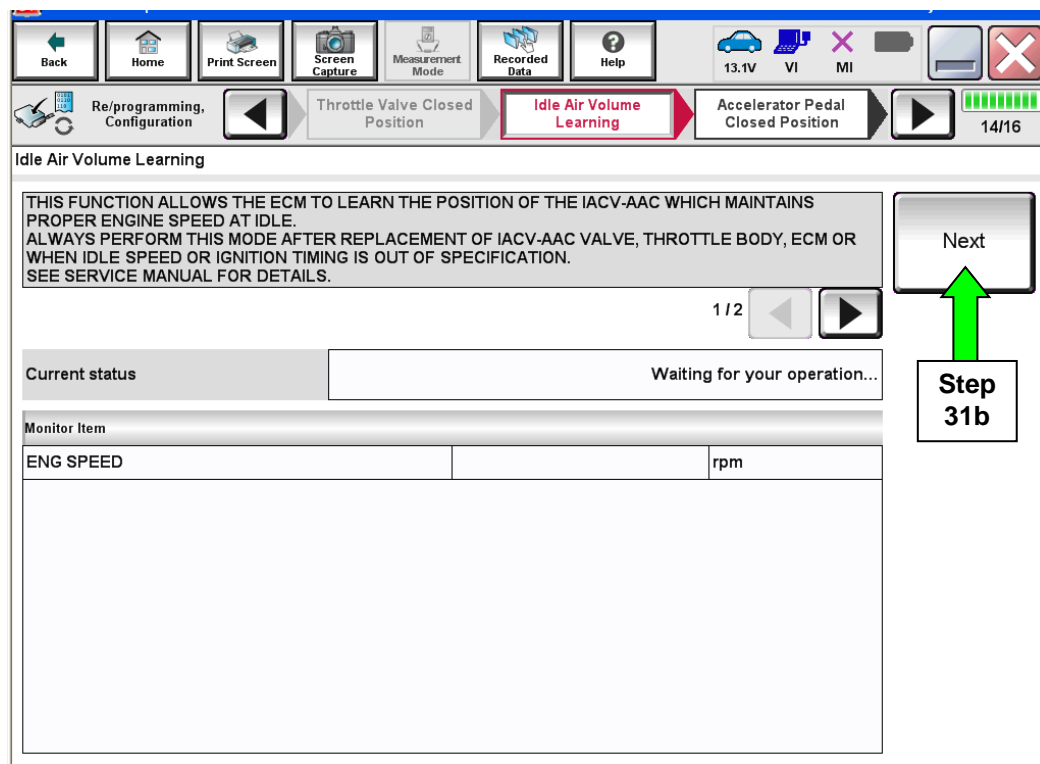


Figure 17

c. Select **Start**.

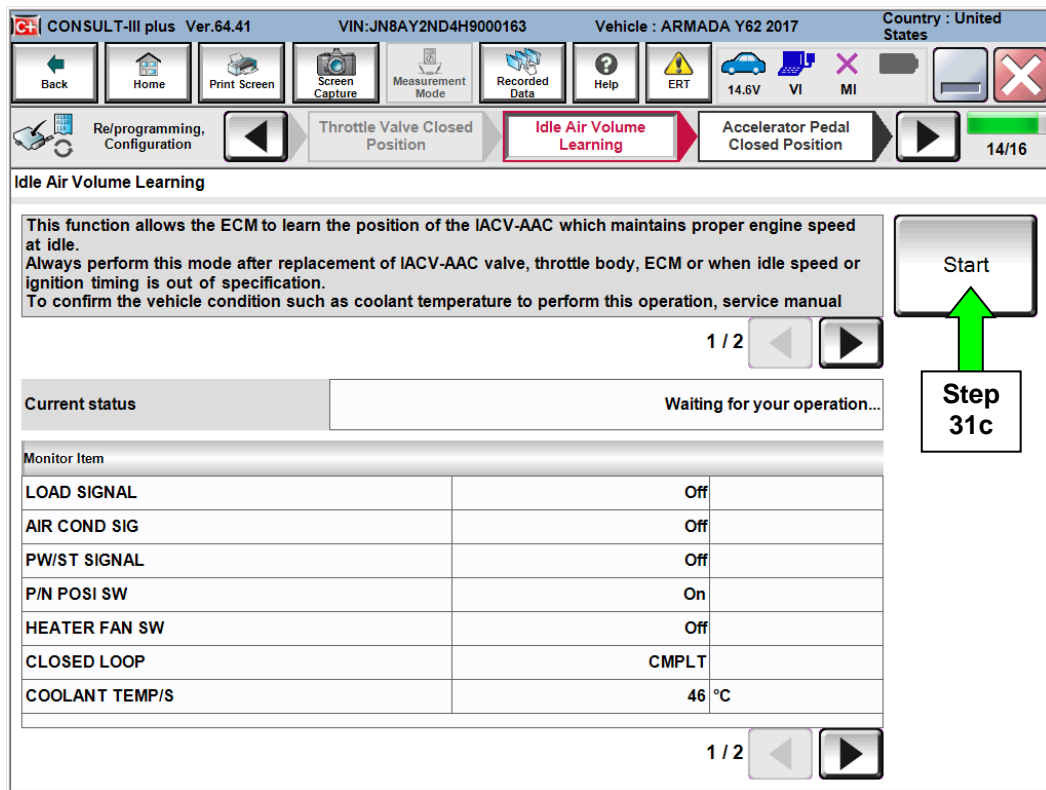


Figure 18

d. Wait for Current Status to change to **Error**.

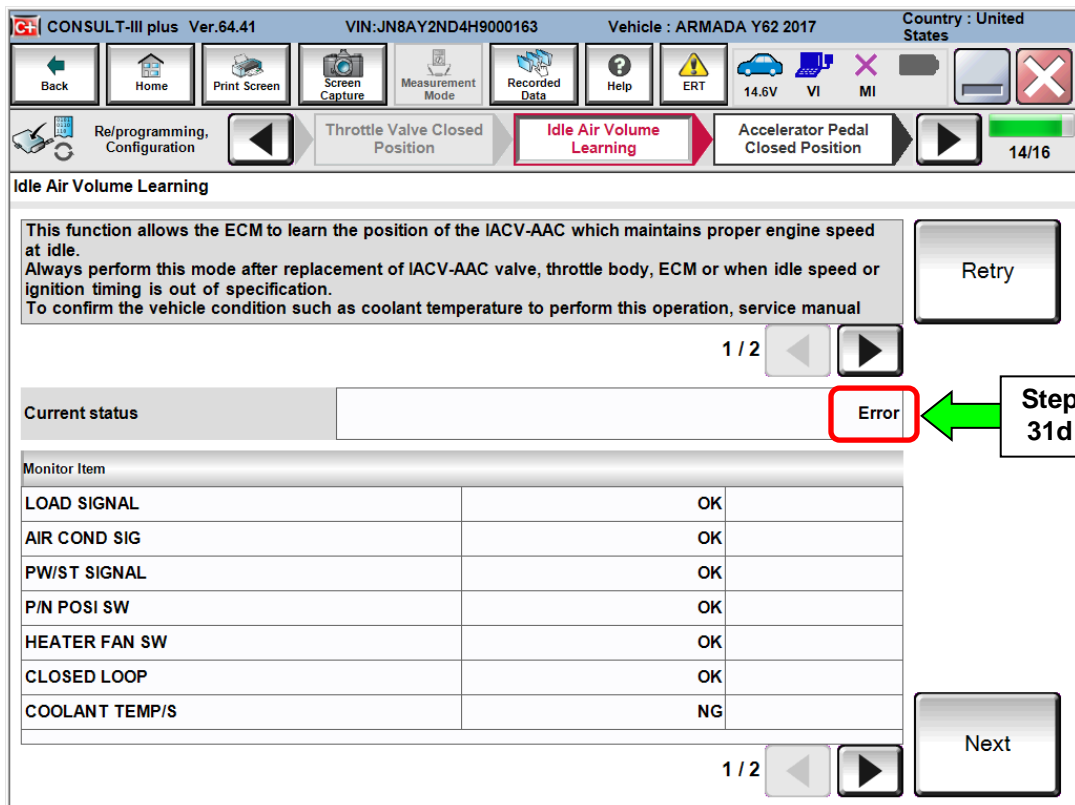


Figure 19

e. Select **Next**.

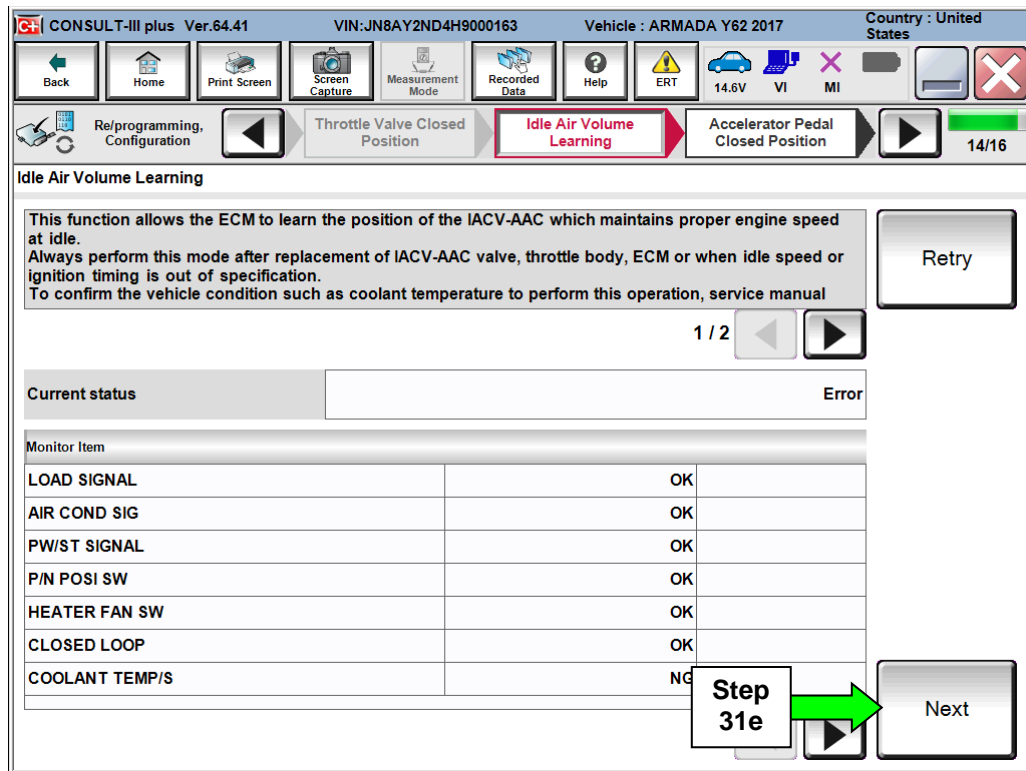


Figure 20

Accelerator Pedal Close Position Learning

32. Follow the on screen instructions to complete **Accelerator Pedal Close Position Learning**.

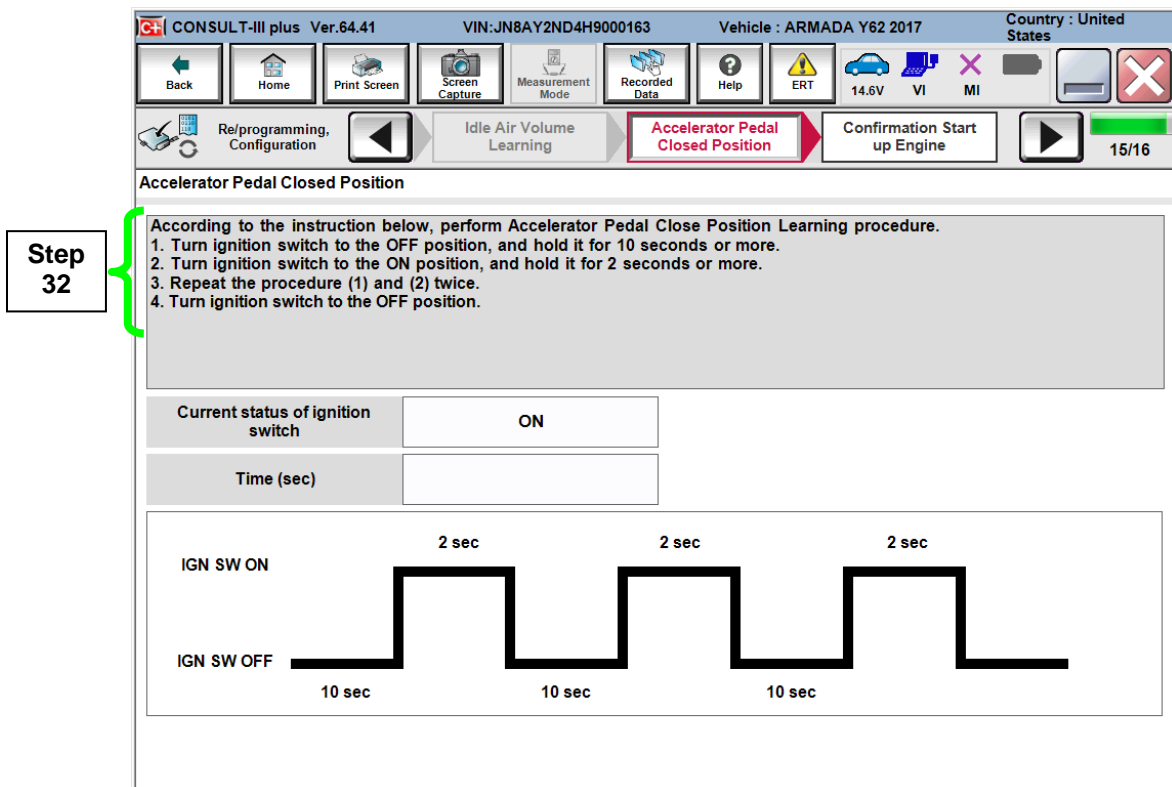


Figure 21

33. Confirm engine start-up.

- a. Select **Next**.

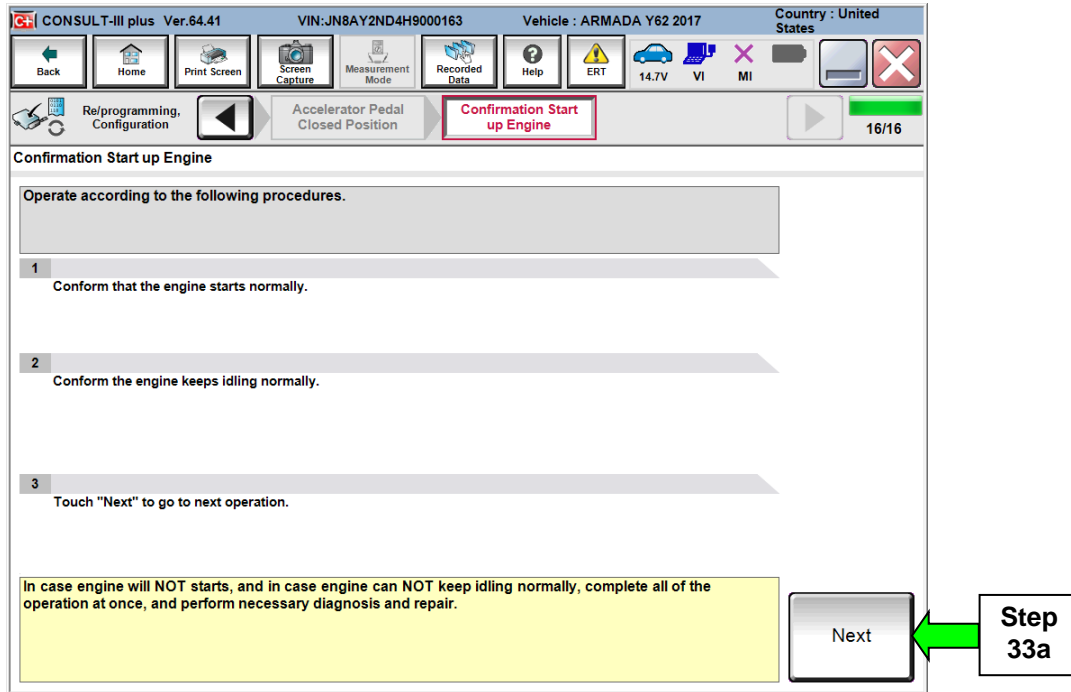


Figure 22

34. Erase all DTCs as follows:

- a. Turn the ignition OFF
- b. Turn the Ignition ON with engine off.
- c. Wait for DTC erase to complete.

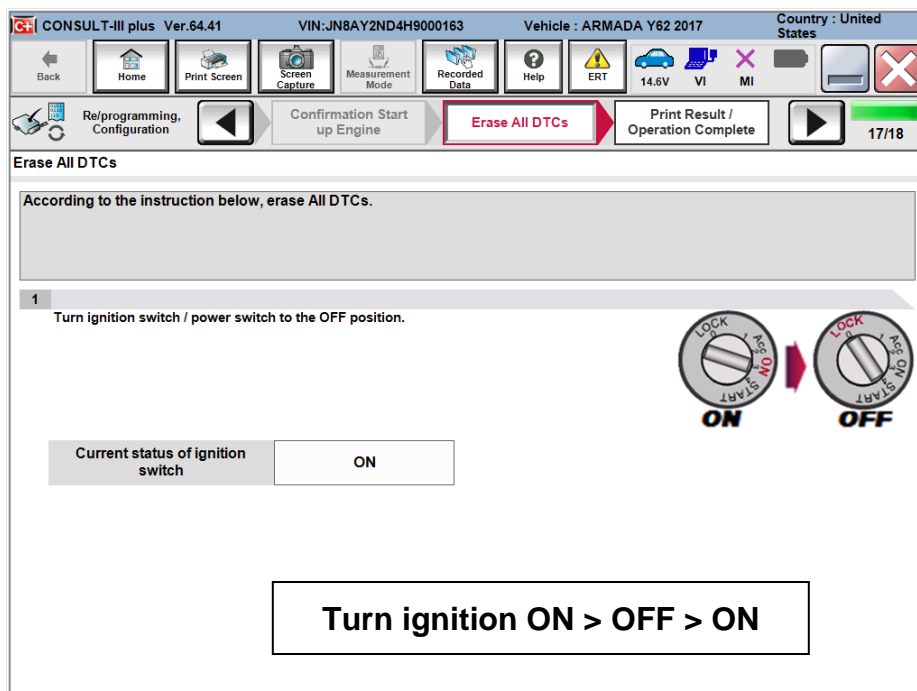


Figure 23

35. When the entire reprogramming process is complete, the screen in Figure 24 will display.

36. Verify the before and after part numbers are different.

37. Print a copy of this screen (Figure 24) and attach it to the repair order for warranty documentation.

NOTE: If you cannot print the below screen:

- Select Screen Capture.
 - Name the file.
 - Save the file in My Documents.
- A copy of the screen is now saved in the CONSULT PC. It can be retrieved and printed at a later time

38. Select **Confirm**.

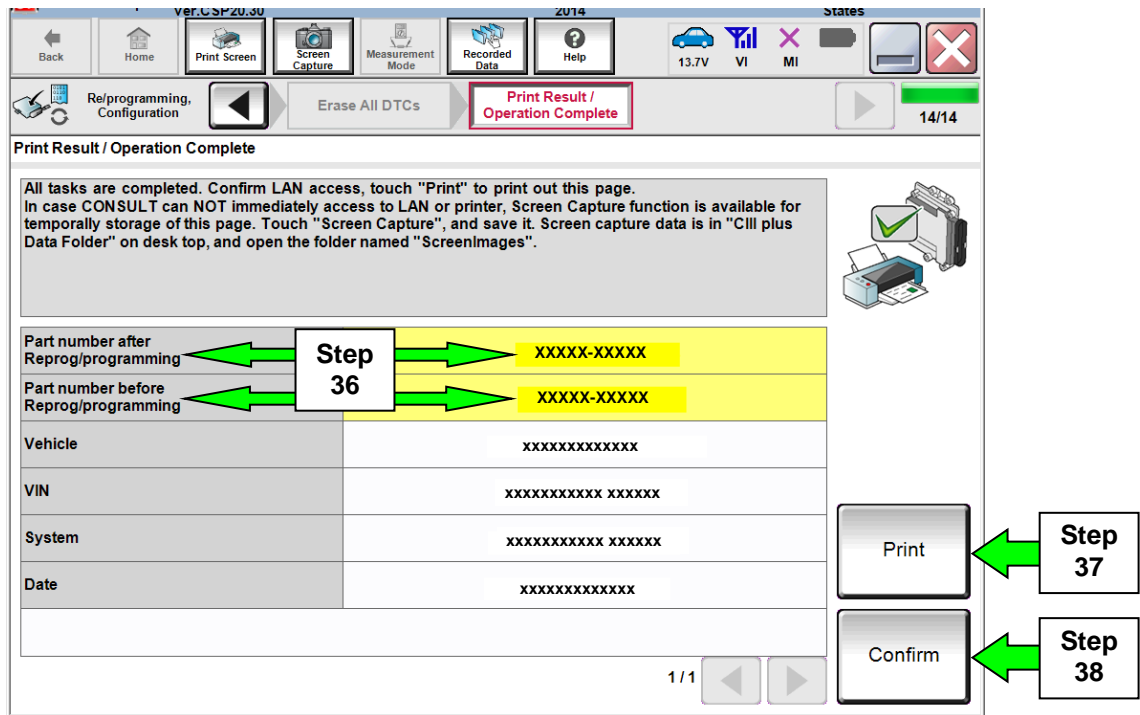


Figure 24

Idle Air Volume Learn (IAVL)

39. After selecting **Confirm** in the previous step, the CONSULT- III plus Home screen below will be displayed.

40. Select **Diagnosis (One System)**.

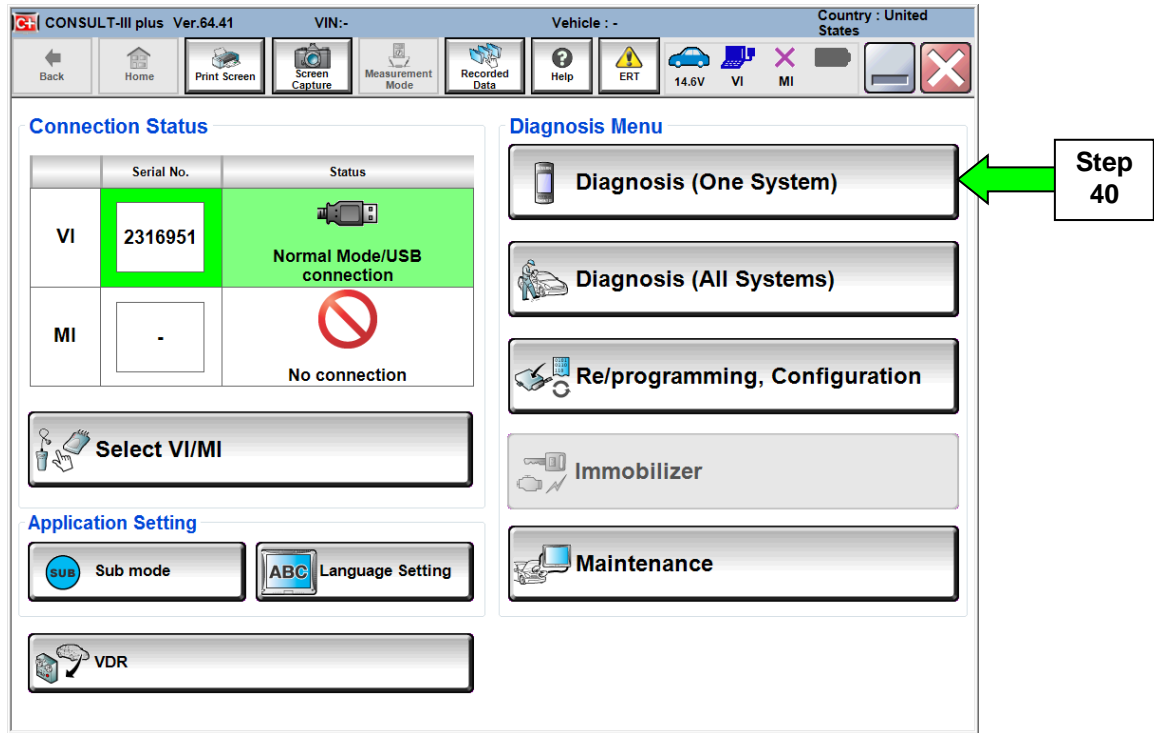


Figure 25

41. Select **ENGINE**.

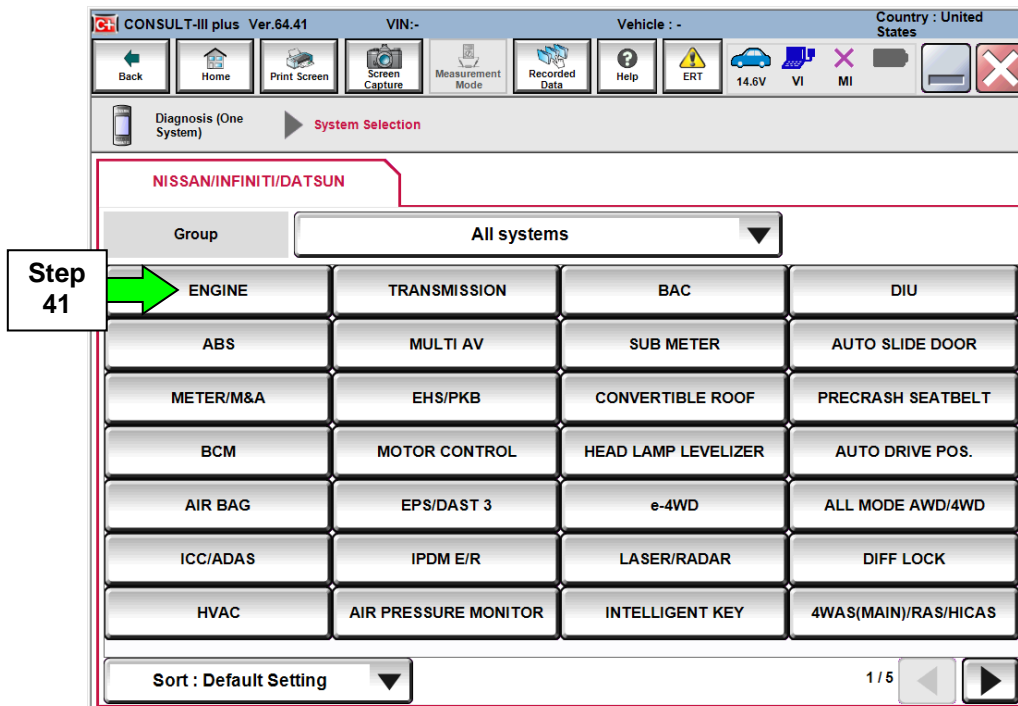


Figure 26

42. Select the **Work support** tab.

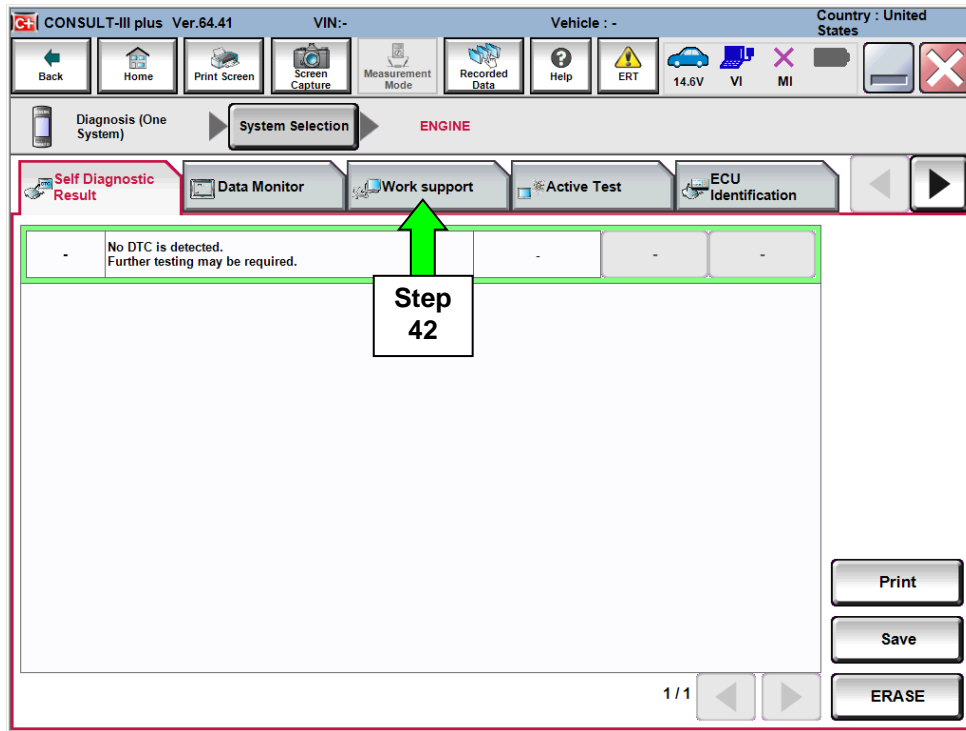


Figure 27

43. Select **IDLE AIR VOL LEARN**.

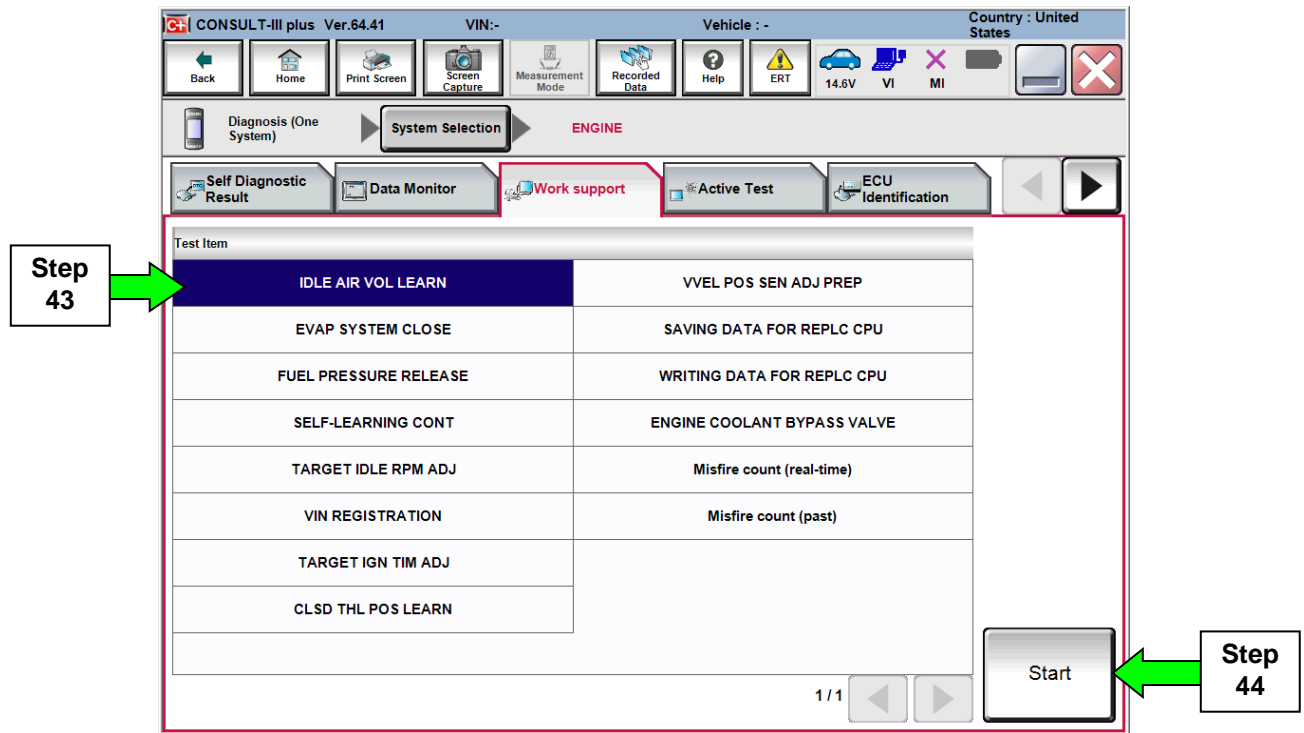


Figure 28

44. Select **Start**.

45. Perform **Idle Air Volume Learn (IAVL)**.

- a. Start the engine and let it idle.
- b. Select **Next**.

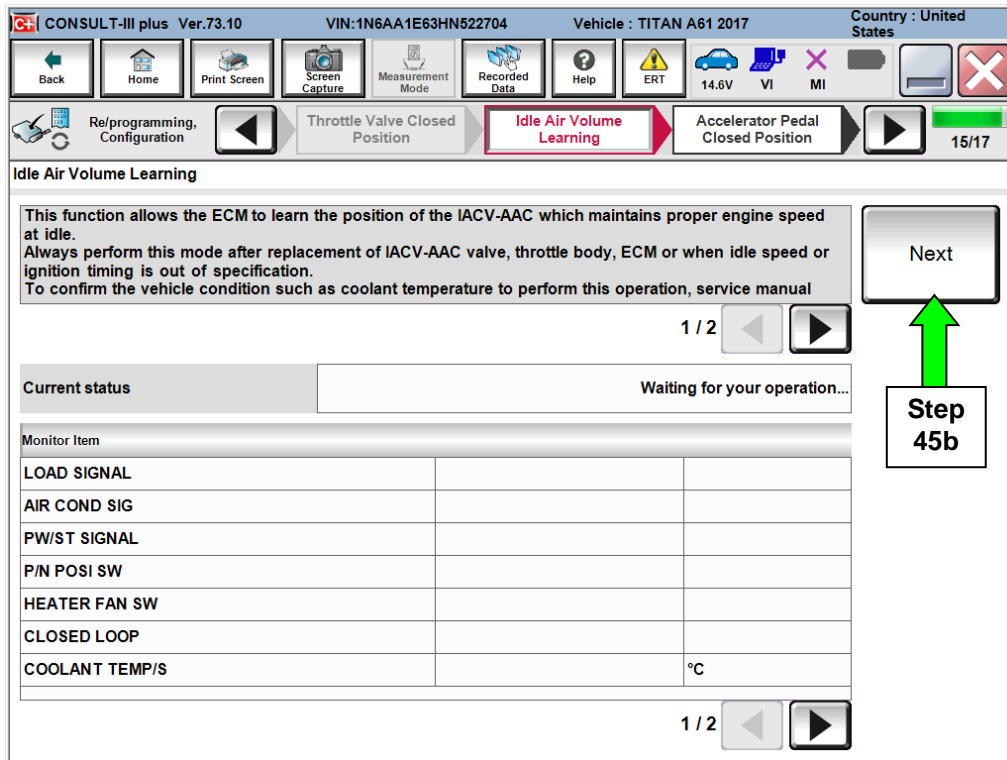


Figure 29

c. Select **Start**.

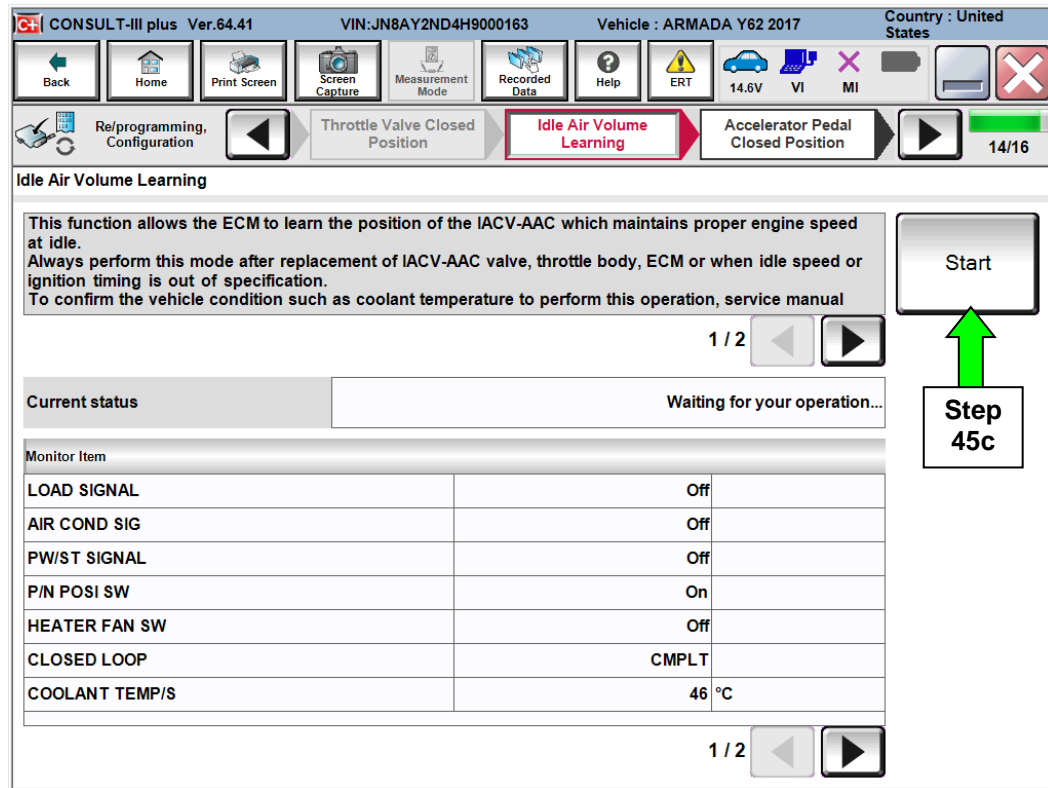


Figure 30

NOTE:

- **Listed below are the conditions required for IAVL to complete.**
- **If IAVL does not complete within a few minutes, a condition may be out of range.**
 - Engine coolant temperature: 70 -105° C (158 -221°F)
 - Battery voltage: More than 12.9V (At idle)
 - Selector lever: P or N
 - Electric load switch: OFF (Air conditioner, headlamp, rear window defogger)
 - Steering wheel: Neutral (Straight-ahead position)
 - Vehicle speed: Stopped
 - Transmission: Warmed up (ATF TEMP SE less than 0.9V)

d. Wait for IAVL to complete.

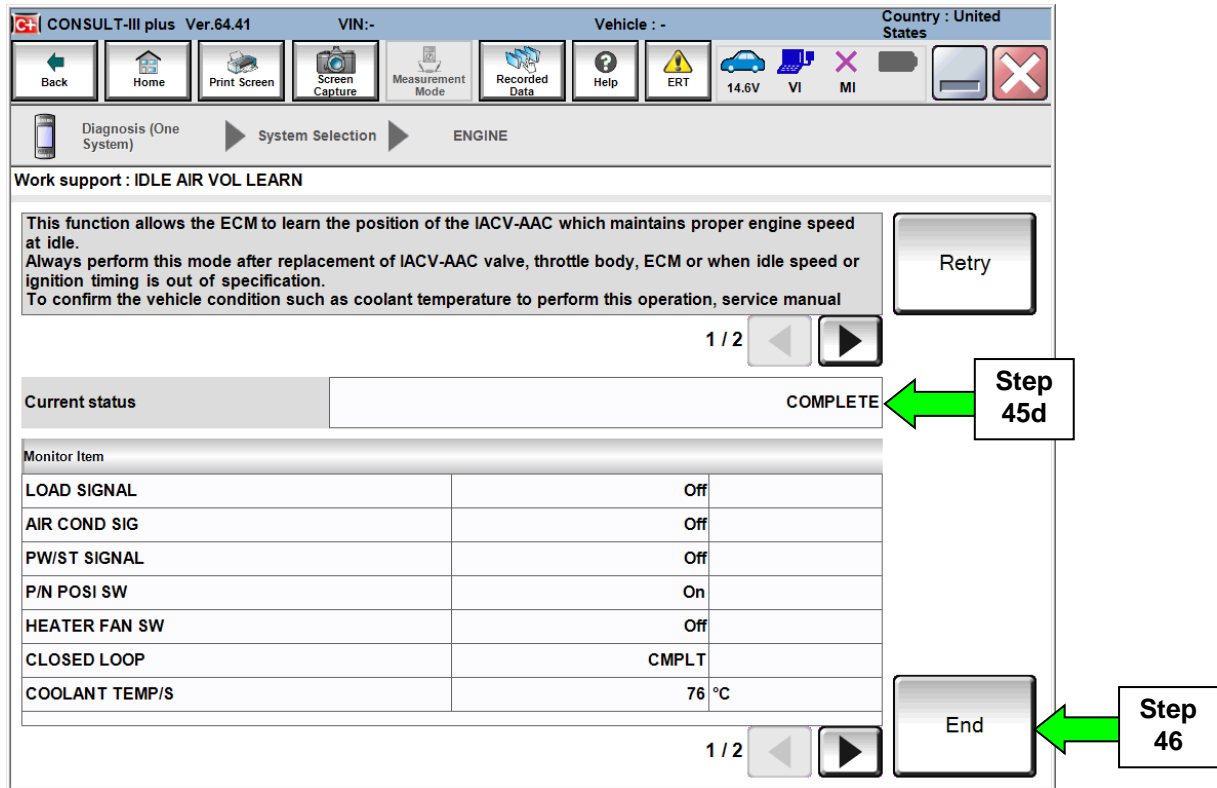


Figure 31

46. Select **End**.

47. **Make sure both the TCM and ECM have been checked and reprogrammed, if needed.**

48. Close C-III plus.

49. Turn the ignition OFF.

50. Disconnect the plus VI from the vehicle.

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC604	Reprogram TCM and ECM	PC6040	0.8 hrs.
	Does Not Require Reprogram	PC6044	0.3 hrs.