Technical Bulletin

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SERVICE BULLETIN

Classification:	Reference:	Date:
EC20-031	NTB21-001	January 6, 2021

2020-2021 TITAN/TITAN XD; TCM COMMUNICATION ERROR CAUSING A NO START CONDITION

APPLIED VEHICLES: 2020-2021 Titan/Titan XD (A61)

IF YOU CONFIRM

The customer states the engine will not crank and will not start.
(The incident may be intermittent.)

And

There is a U0101 DTC (Lost Comm TCM) in the Engine Control Unit (ECU) and/or the Shifter Control Unit (SCU). This DTC may be in a PAST or CURRENT status.

Or

The TCM shows "UNKWN" in the **PRESENT** column or "0" in the **PAST** column under the **CAN DIAG SUPPORT MNTR** tab within the ECU (**ENGINE**) or the SCU (**SHIFT**) in CONSULT-III PLUS (C-III plus). See Figure 1 and Figure 2.
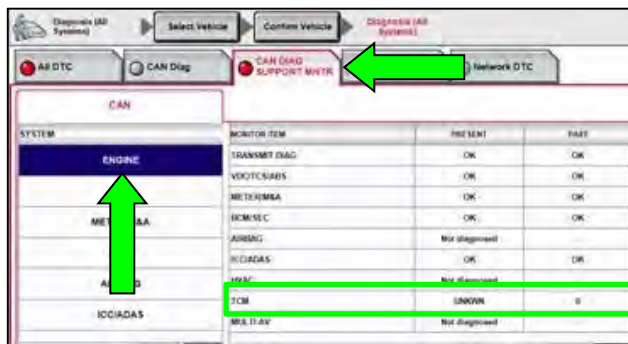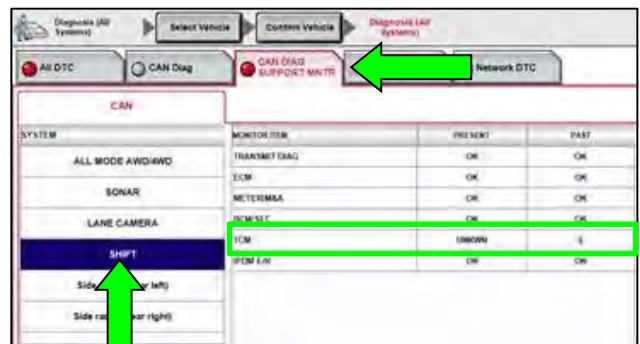

Figure 1

Figure 2

Nissan 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.

ACTION

1.   Confirm the current TCM part number.

      NOTE: If the Park indicator is not seen in the Driver Information Center (DIC) and C-III plus does not display the current TCM part number after a 2 minute wait with the ignition ON, engine OFF, this TSB **does not apply**. Refer to the ESM for further diagnostic information.

Figure 3

2.   Reprogram the TCM, if applicable.

3.   Confirm the current ECM part number.

4.   Reprogram the ECM, if applicable.

IMPORTANT: The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You MUST closely follow the entire SERVICE PROCEDURE as it contains information that is essential to successfully completing this repair.

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SERVICE PROCEDURE

Confirm the current TCM part number

    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.

NOTICE

- Connect a battery maintainer or smart charger set to reflash mode or a similar setting. If the vehicle battery voltage drops below <u>12.0V or rises above 15.5V</u> during reprogramming, <u>the TCM or ECM may be damaged</u>.

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

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

1.   Connect a battery maintainer/smart charger to the vehicle.

2.   Connect the VI to the vehicle.

3.   Start C-III plus.

4.   Wait for the VI to be recognized.

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

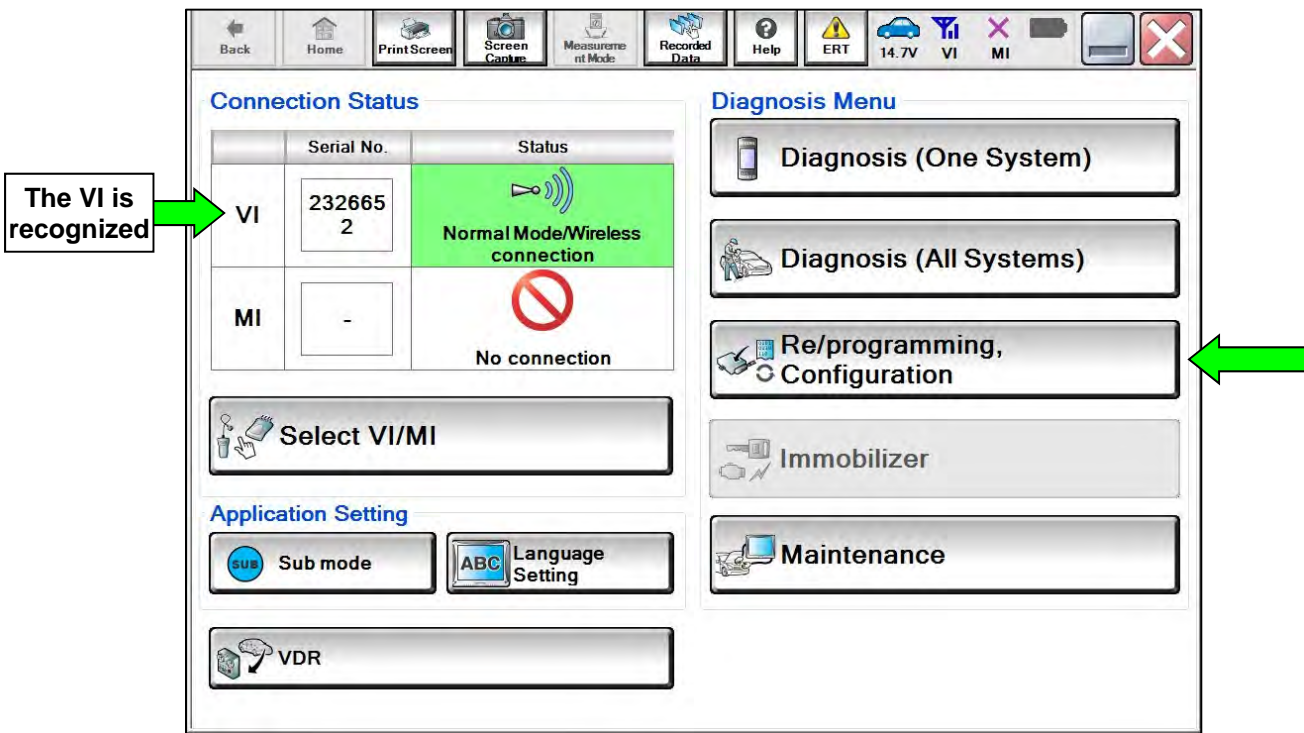5. Select **Re/programming, Configuration**.

Figure 4

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.
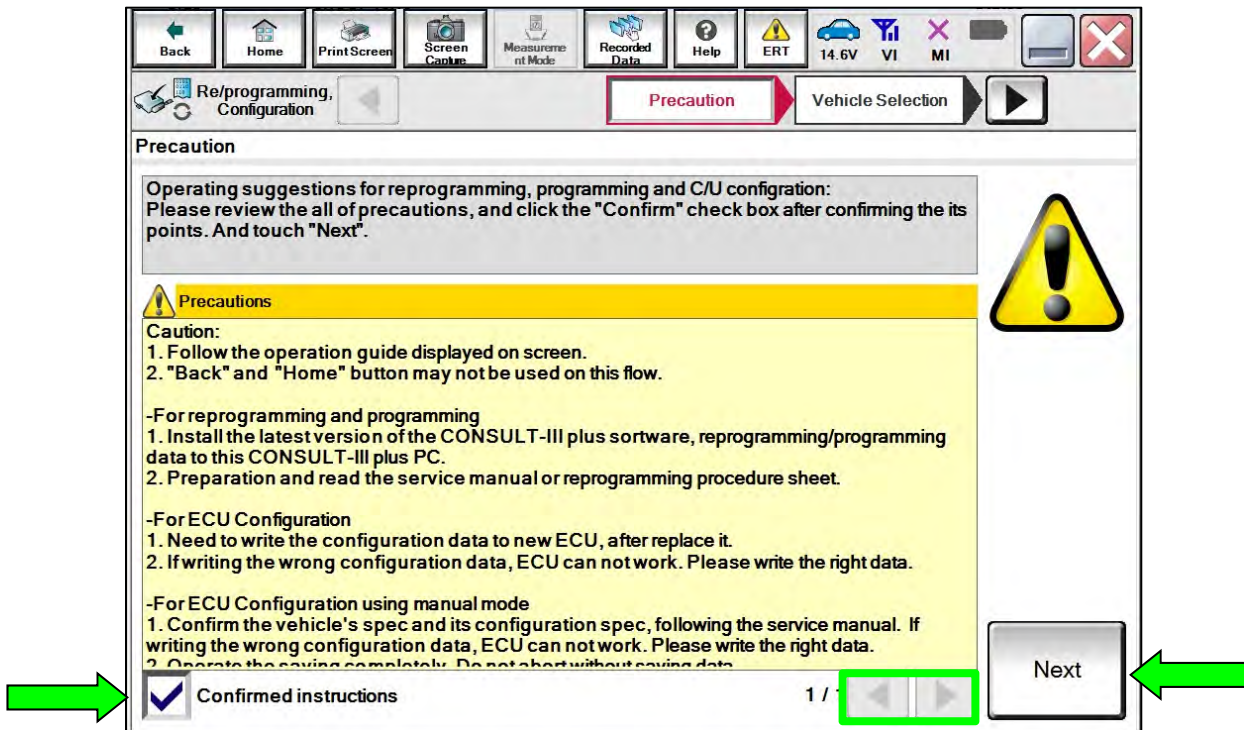

Figure 5
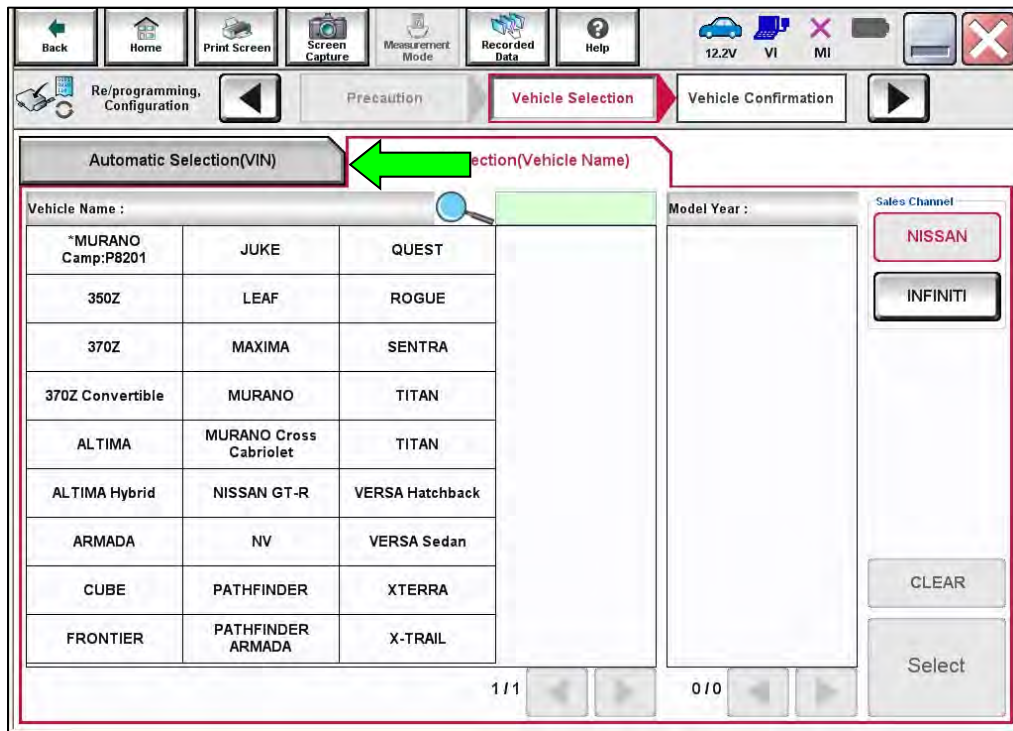
7. Select **Automatic Selection(VIN)**.

Figure 6

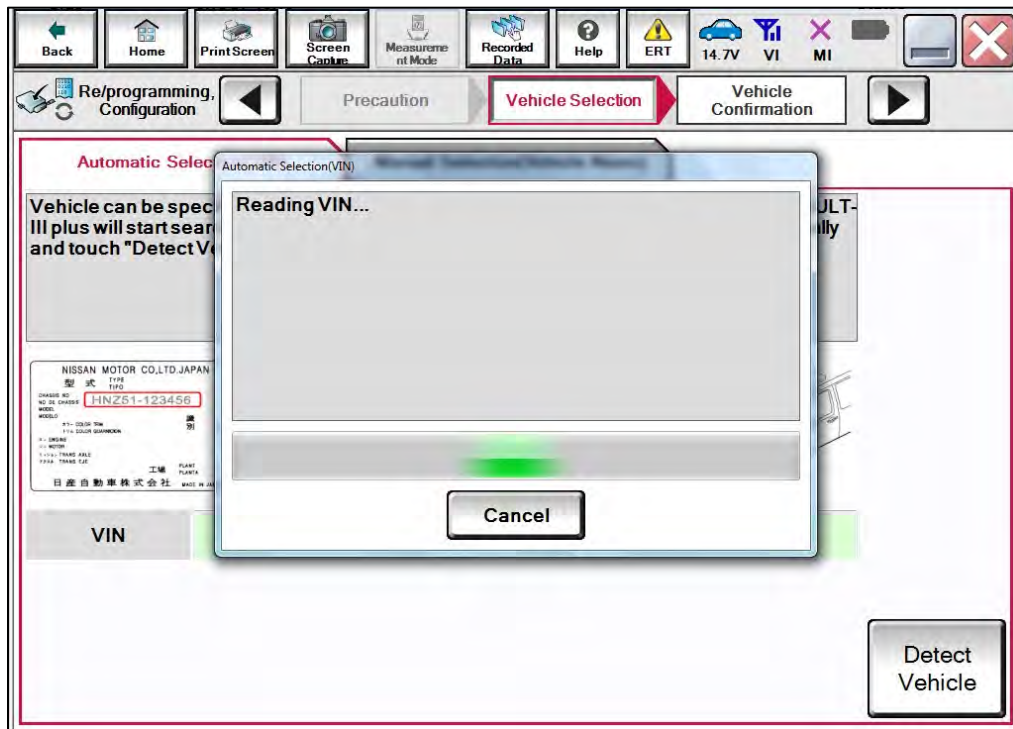8. Allow C-III plus to perform automatic VIN selection.

Figure 7

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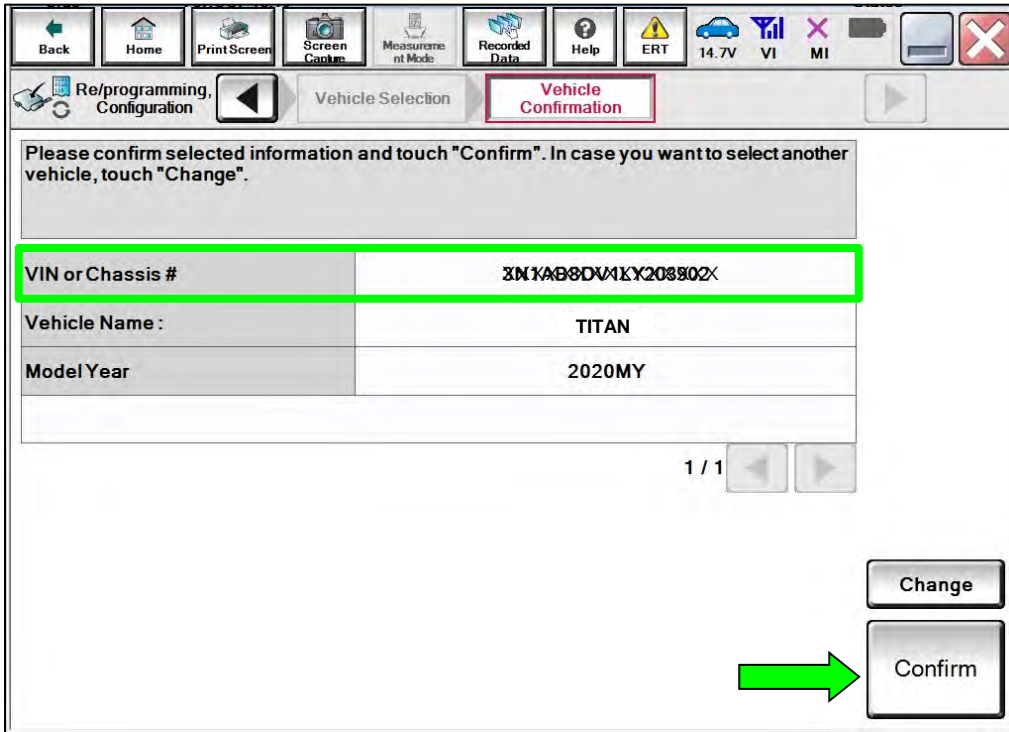

Figure 8

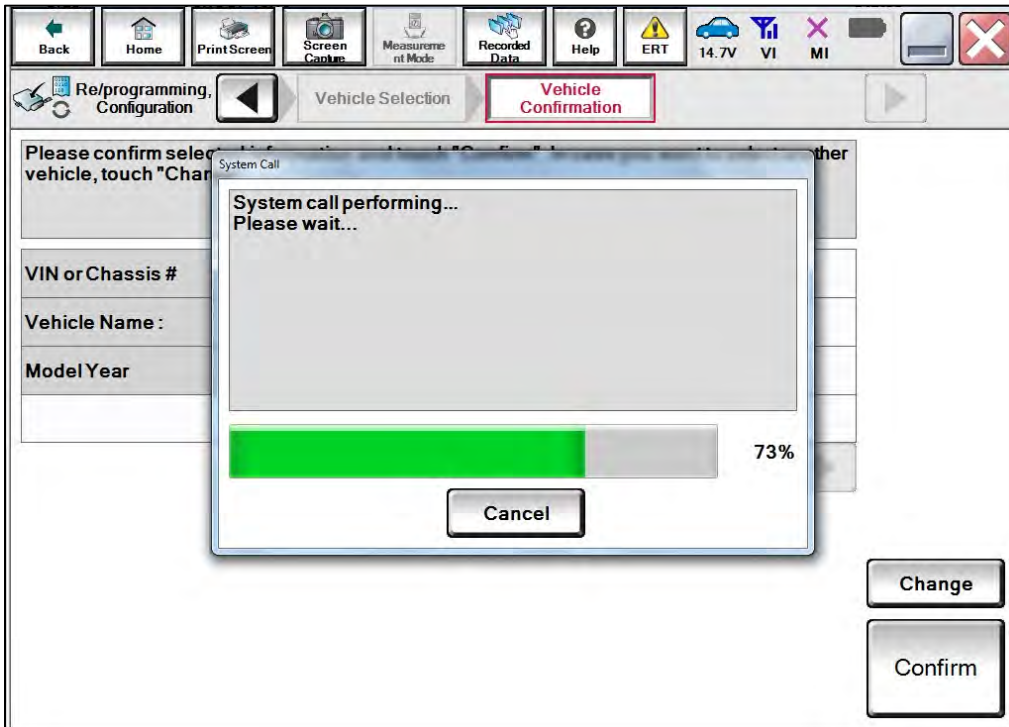10. Allow the System call to be performed.

Figure 9

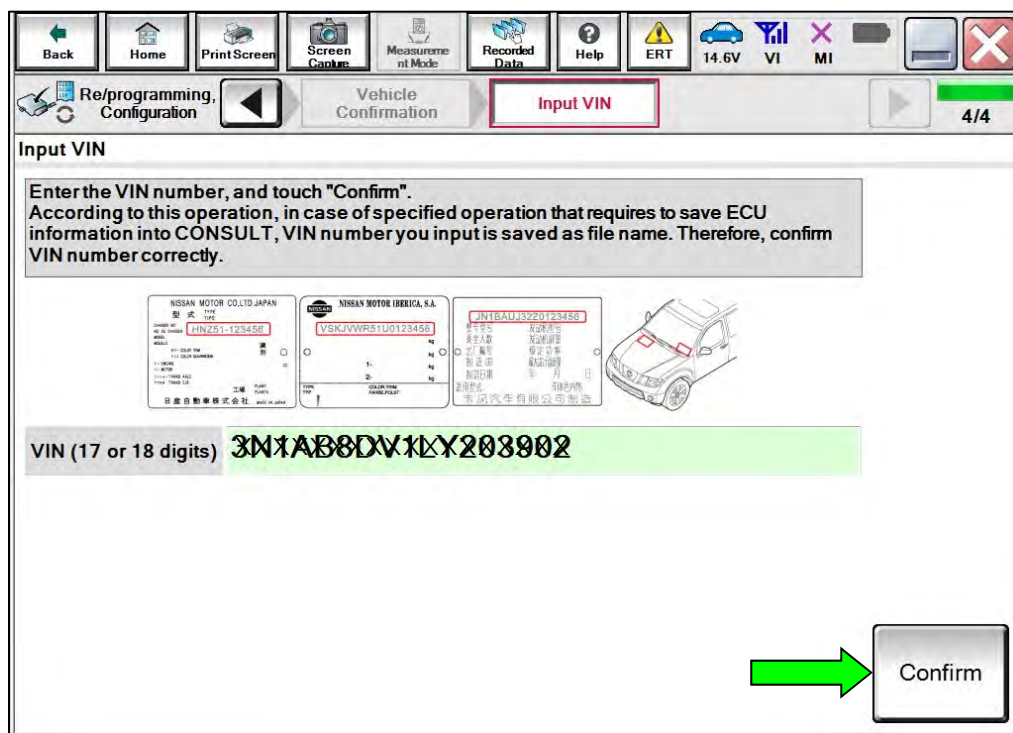11. Confirm the VIN is correct for the vehicle, and then select **Confirm**.

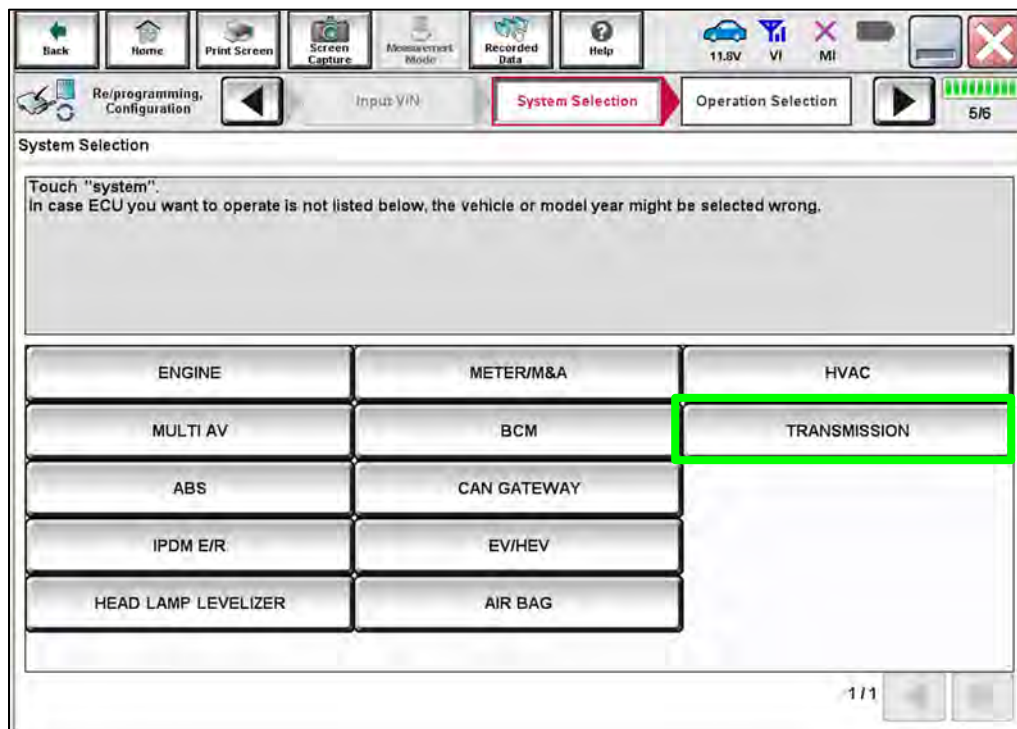Figure 10

12. Select **TRANSMISSION**.

Figure 11

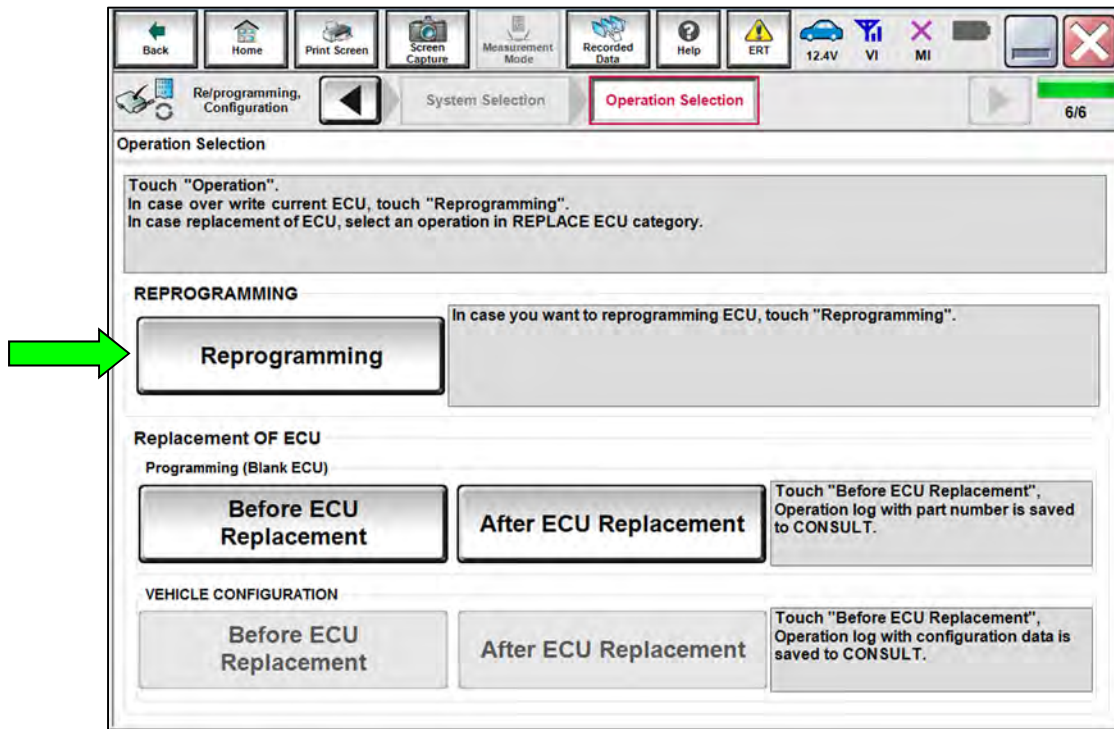NTB21-001

13. Select **Reprogramming**.

Figure 12

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

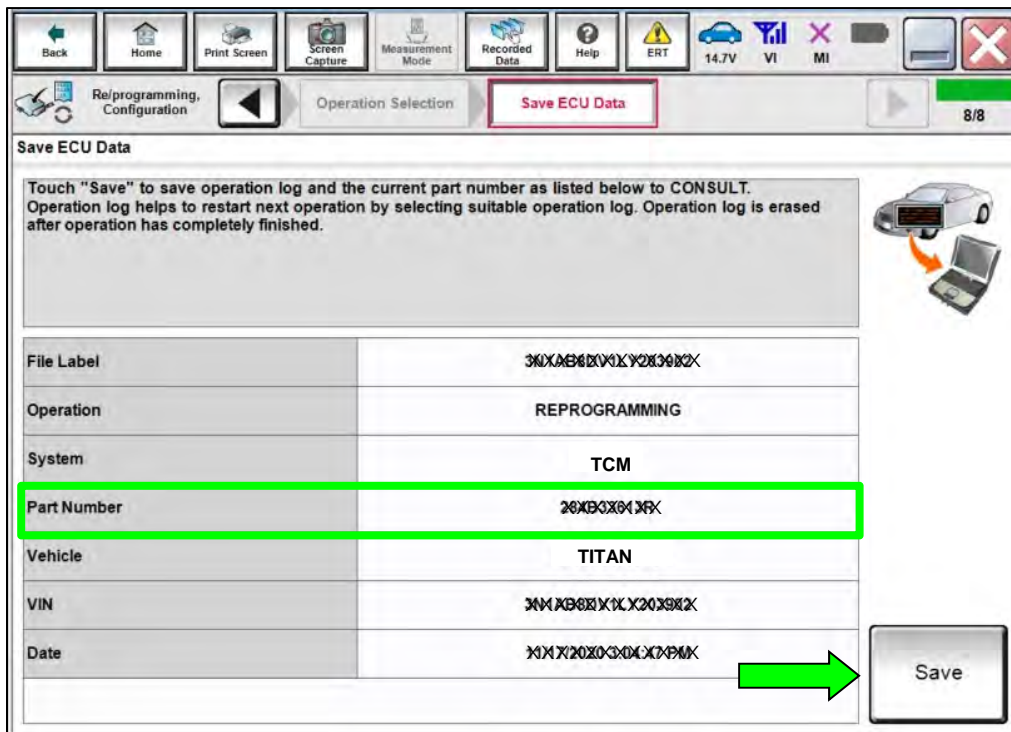   **NOTE:** This is the current Part Number (P/N).

Figure 13

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15. Compare the Part Number you wrote down in step 14 on page 8 to the numbers in the **Current TCM Part Number** column in Table A below.

- If there is a <u>match</u>, skip to step 16 on page 10 to continue the reprogramming procedure.

- If there is <u>not a match</u>, reprogramming is <u>not needed</u>. Refer to the ESM for further diagnostic information.

  NOTE: If TCM regprogramming is not required, ECM reprogram is not required and this TSB does not apply.

Table A

MODEL YEAR	CURRENT TCM PART NUMBER BEFORE REPROGRAMMING: 31039 -
2020	9FV1A, 9FV1B, 9FV1D, 9FV1E 9FV3A, 9FV3B, 9FV3D, 9FV3E 9FV7A, 9FV7B, 9FV7D, 9FV7E
2021	9FV5A 9FV4B, 9FV8B 9FV1D, 9FV1E 9FV3D, 9FV3E 9FV7D, 9FV7E

Reprogram the TCM

16. 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 14 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.
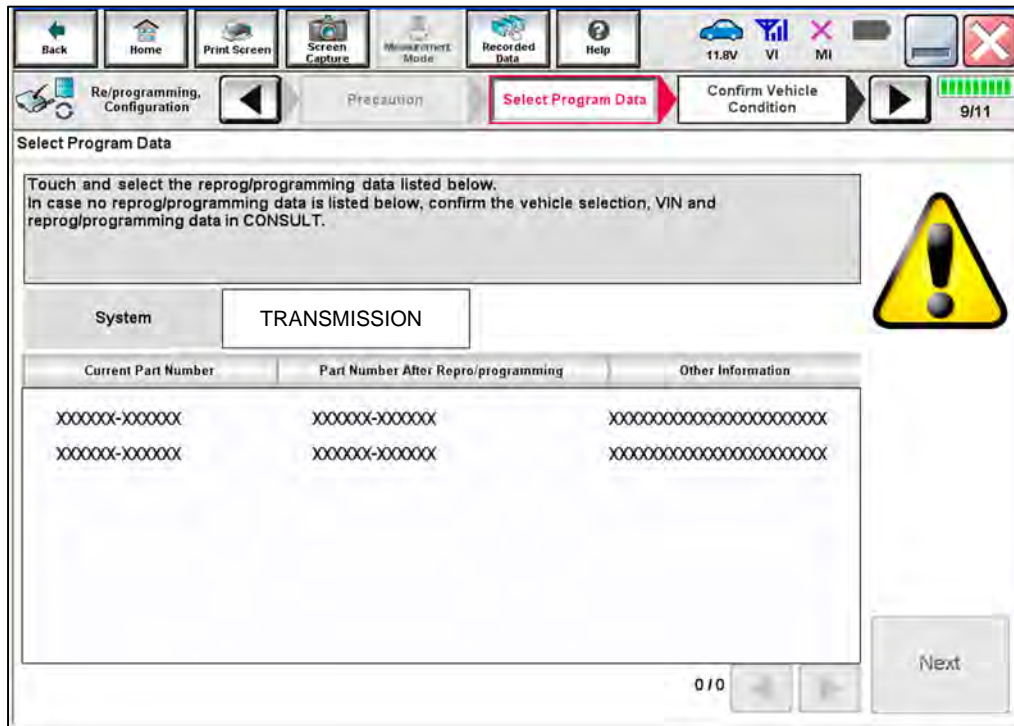

Figure 14

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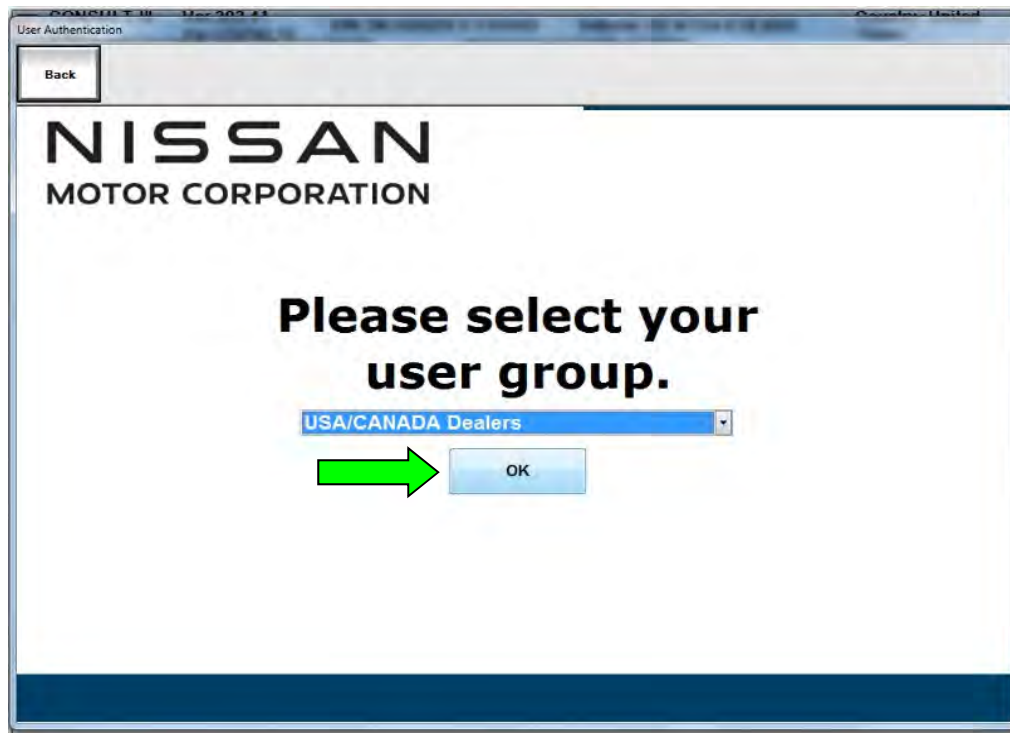

Figure 15

18. Login using your NNAnet credentials.

- The CONSULT PC must be connected to the Internet (Wi-Fi or cable).

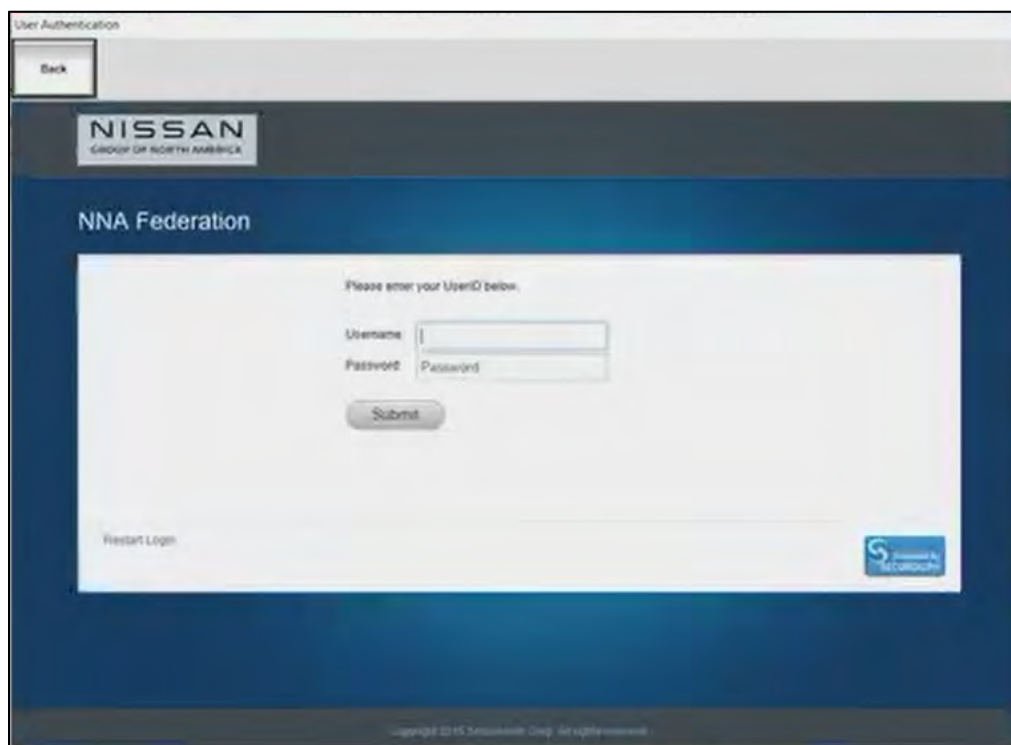- If you do not know your User Name and Password, contact your service manager.

Figure 16

19. Select **Next**, and then proceed to step 20 on page 14.

NOTE: When the screen in Figure 17 displays, TCM reprogramming is complete. If the screen in Figure 17 does <u>not</u> display (indicating that reprogramming did <u>not</u> complete), refer to the information on the next page.
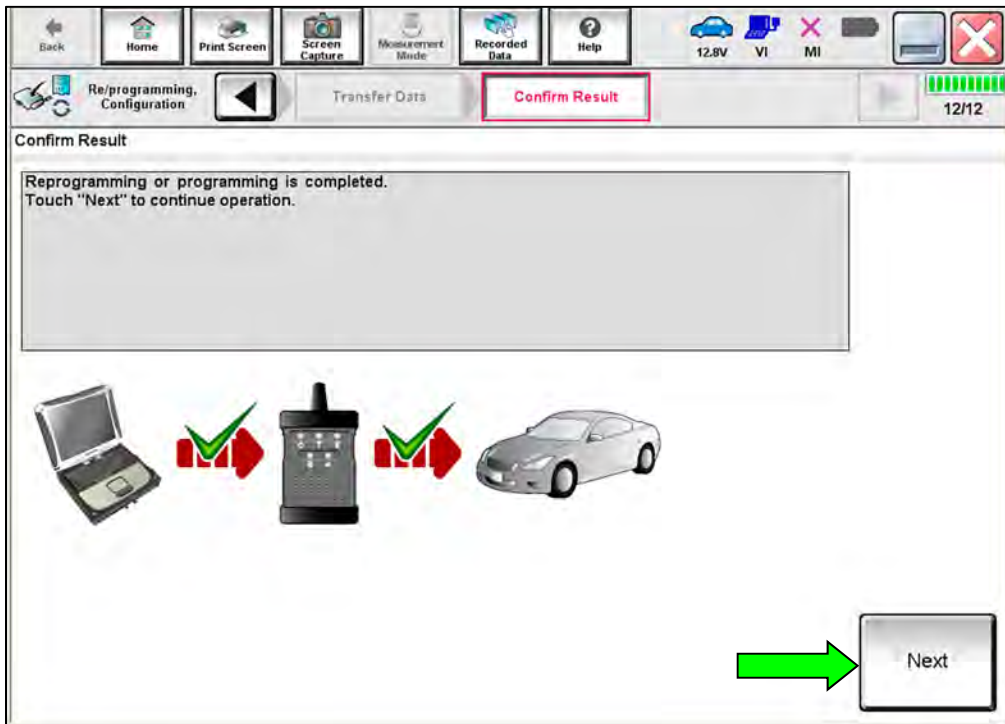

Figure 17

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TCM Recovery:

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

If reprogramming does <u>not</u> complete and the "!?" icon displays as shown in Figure 18:

- Check battery voltage (12.0 V – 15.5 V).

- Ignition is ON, engine is OFF.

- External Bluetooth® devices are OFF.

- All electrical loads are OFF.

- Select <u>retry</u> and follow the on screen instructions.

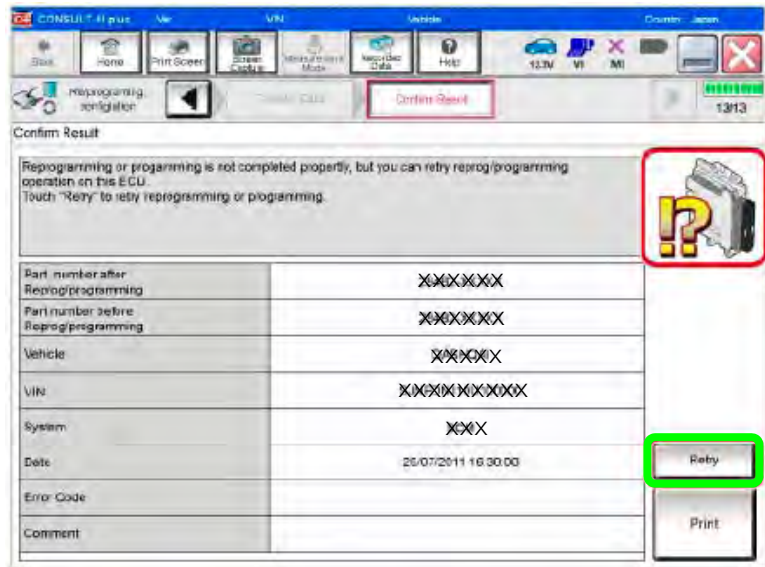- <u>"Retry" may not go through on first attempt and can be selected more than once</u>.

Figure 18

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

- Check battery voltage (12.0 V – 15.5 V).

- CONSULT A/C adapter is plugged in.

- Ignition is ON, engine is OFF.

- Transmission is in Park.

- All C-III plus / VI cables are securely connected.

- All C-III plus updates are installed.

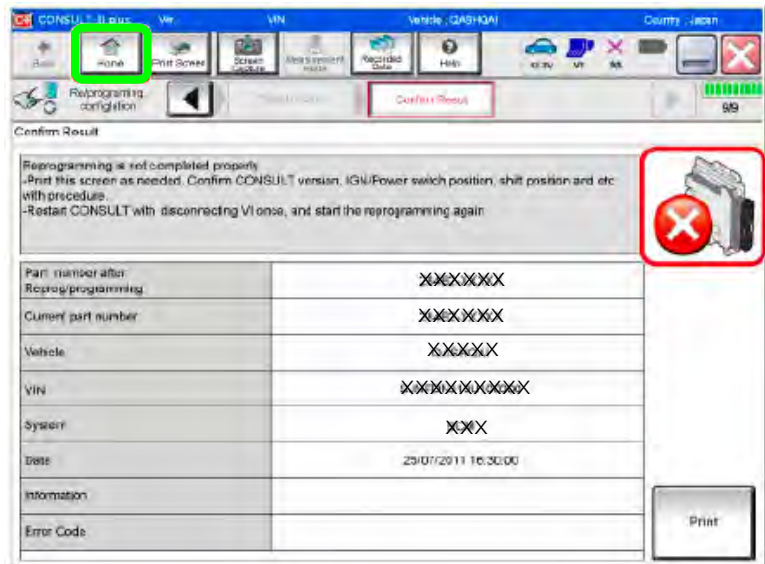- Select <u>Home</u>, and restart the reprogram procedure from the beginning.

Figure 19

20. Follow the on-screen instructions to **Erase All DTCs**.

- When the entire reprogramming process is complete, the screen in Figure 20 will display.

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

22. Print a copy of this screen (Figure 20) and attach it to the repair order for warranty documentation.

23. Select **Confirm**, and then proceed to step 24 on page 15 to confirm the ECM part number.
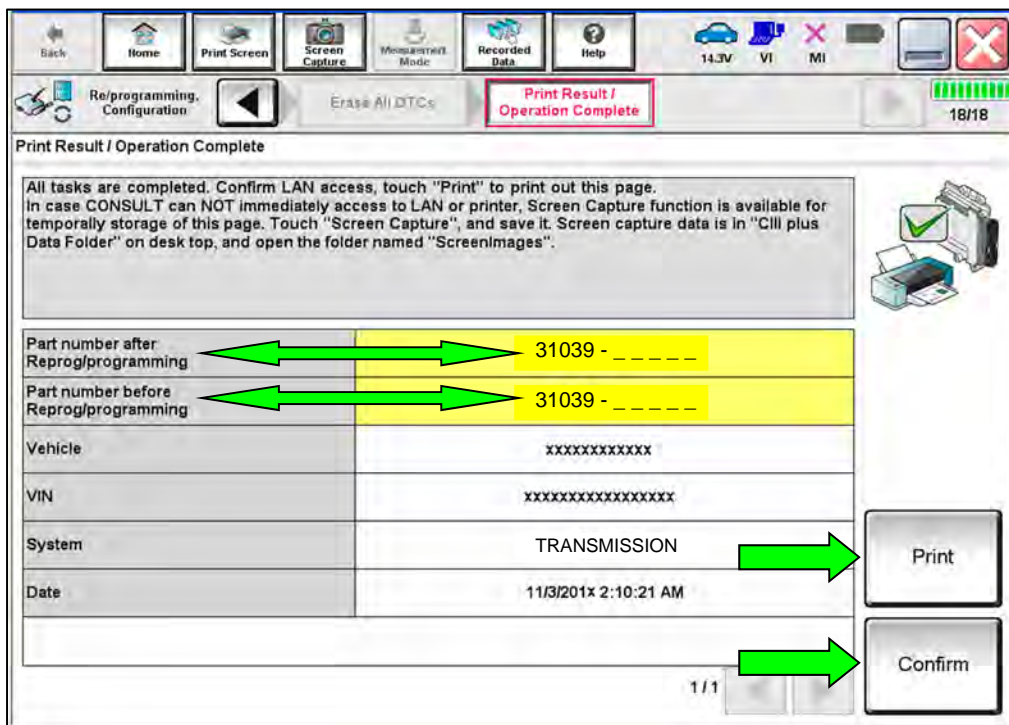

Figure 20

Confirm the current ECM part number

24. Return to the home screen and perform steps 5 - 11 on pages 4 - 7.
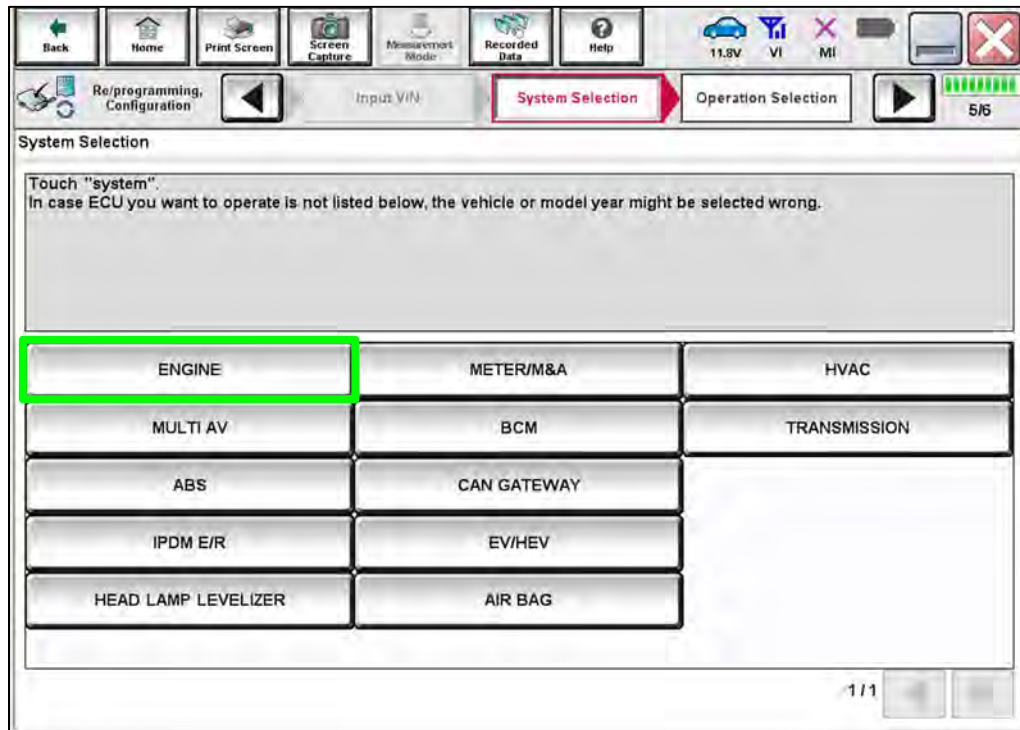
25. Select **ENGINE**.
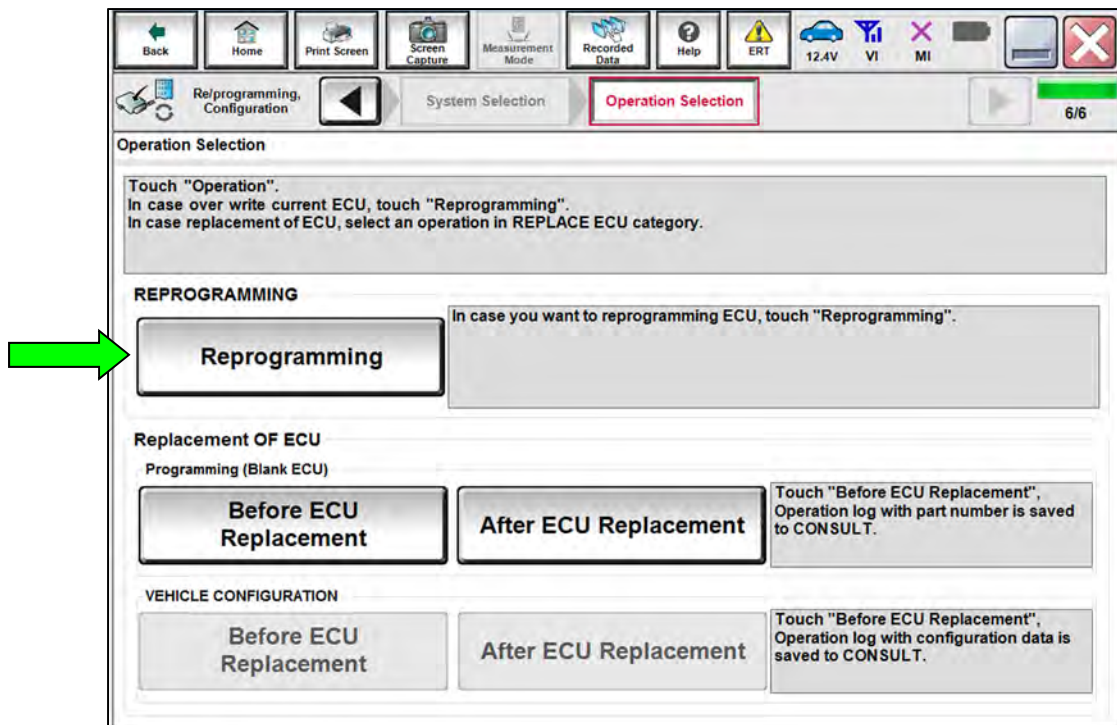

Figure 21

26. Select **Reprogramming**.

Figure 22

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

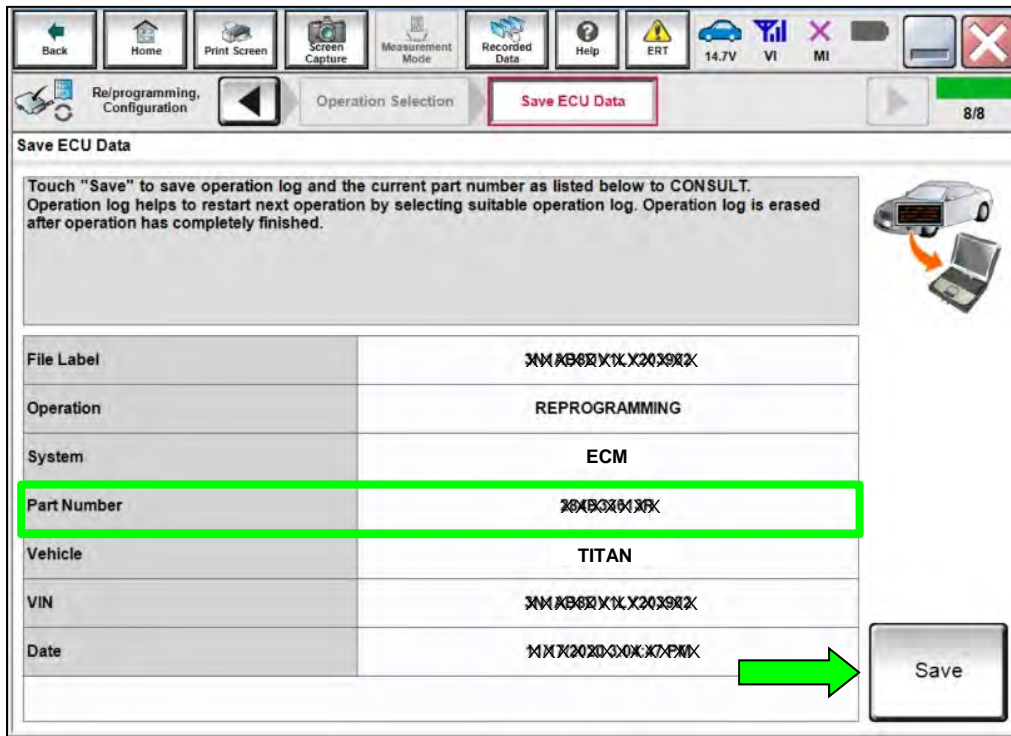   **NOTE:** This is the current Part Number (P/N).

Figure 23

28. Compare the Part Number you wrote down in step 27 to the numbers in the **Current ECM Part Number** column in Table B below.

    - If there is a <u>match</u>, continue to step 29 on page 17 to continue the reprogramming procedure.

    - If there is <u>not a match</u>, reprogramming is <u>not needed</u> and the procedure is complete. Review **CLAIMS INFORMATION**.

Table B

MODEL YEAR	CURRENT ECM PART NUMBER BEFORE REPROGRAMMING: 23710 -
2020	9FV8C, 9FV9C EZ91B, EZ92B, EZ93B, EZ94B
2021	9FW1B, 9FW1C, 9FW2B, 9FW2C 9FW3B, 9FW3C, 9FW4B, 9FW4C 9FW5B, 9FW5C, 9FW6B, 9FW6C

Reprogram the ECM

29. 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 24 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.
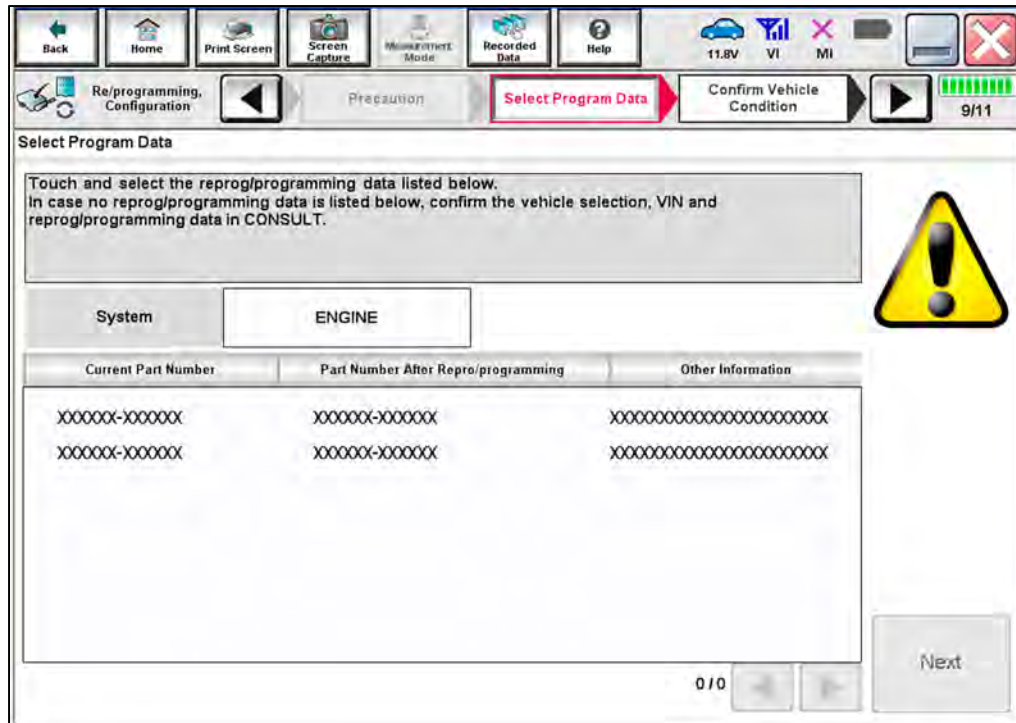

Figure 24

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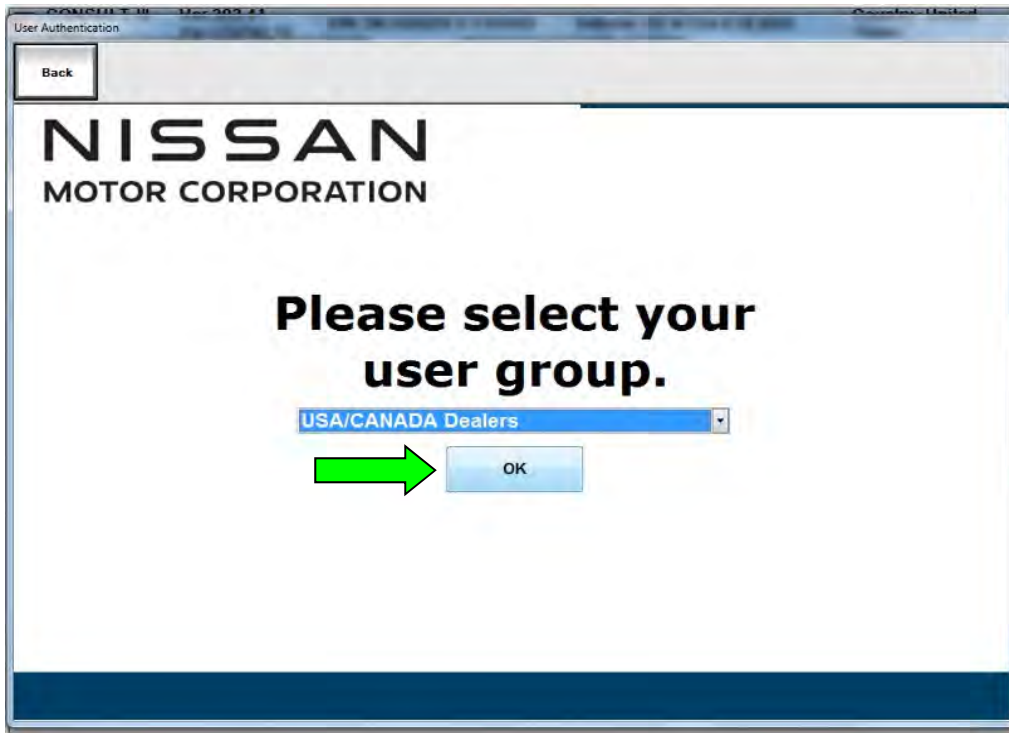

Figure 25

31. Login using your NNAnet credentials.

   - The CONSULT PC must be connected to the Internet (Wi-Fi or cable).

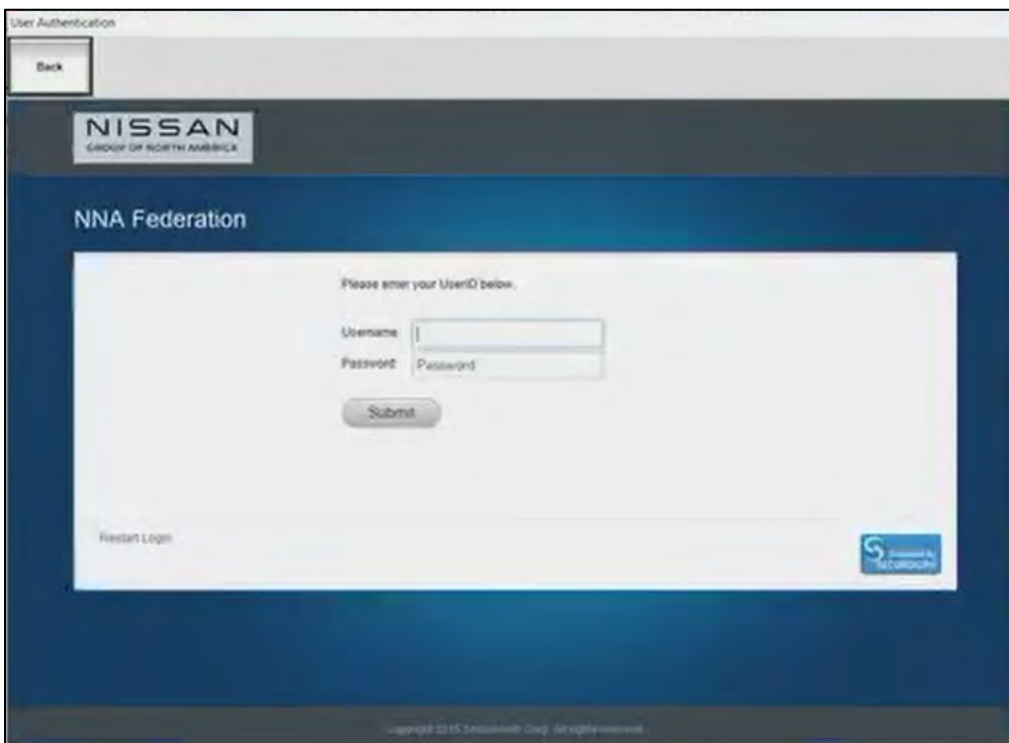   - If you do not know your User Name and Password, contact your service manager.

Figure 26

32. Select **Next**, and then proceed to step 33 on page 21.

   NOTE: When the screen in Figure 27 displays, ECM reprogramming is complete. If the screen in Figure 27 does <u>not</u> display (indicating that reprogramming did <u>not</u> complete), refer to the information on the next page.
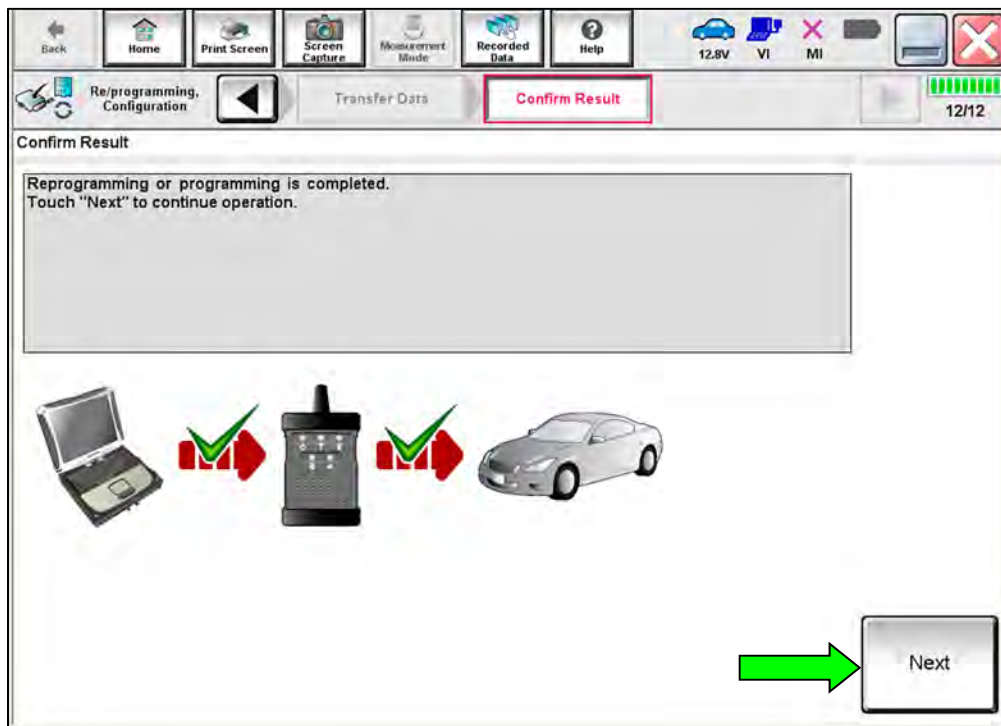

Figure 27

ECM 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 28:

- Check battery voltage (12.0 V – 15.5 V).

- Ignition is ON, engine is OFF.

- External Bluetooth® devices are OFF.

- All electrical loads are OFF.

- Select retry and follow the on screen instructions.

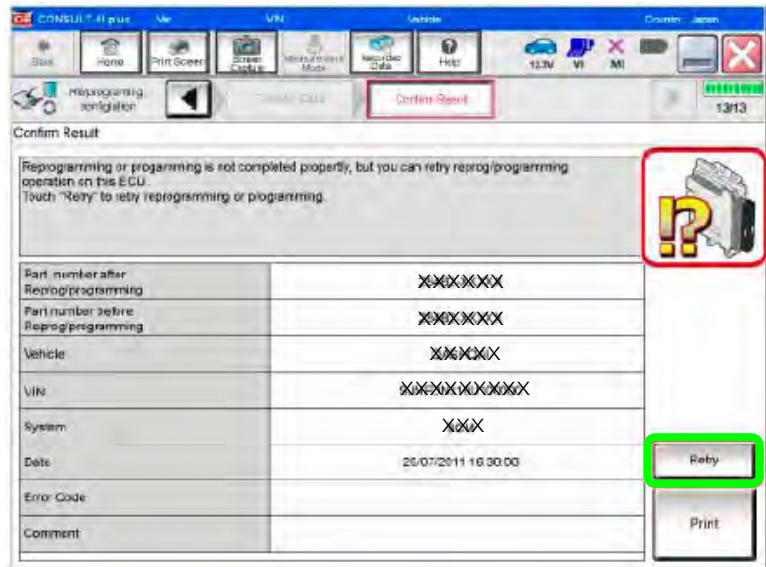- "Retry" may not go through on first attempt and can be selected more than once.

Figure 28

If reprogramming does not complete and the "X" icon displays as shown in Figure 29:

- Check battery voltage (12.0 V – 15.5 V).

- CONSULT A/C adapter is plugged in.

- Ignition is ON, engine is 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.
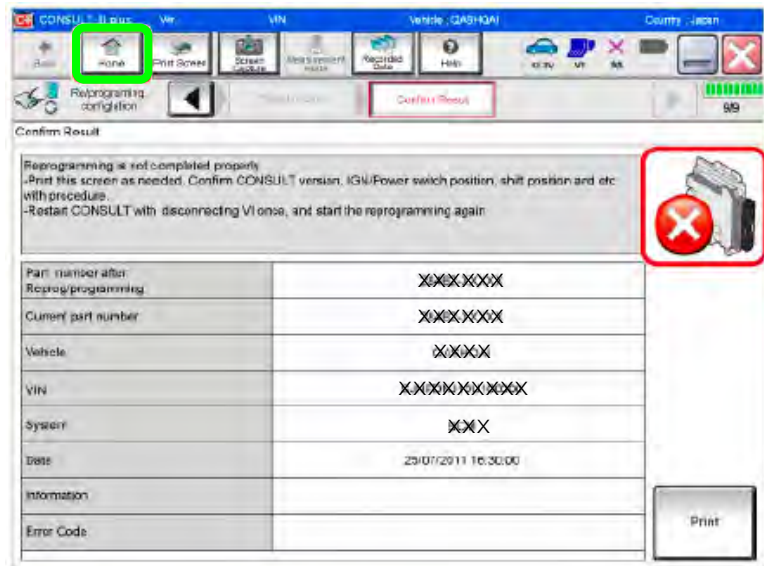

Figure 29

33. Follow the on-screen instructions to **Erase All DTCs**.

- When the entire reprogramming process is complete, the screen in Figure 30 will display.

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

35. Print a copy of this screen (Figure 30) and attach it to the repair order for warranty documentation.
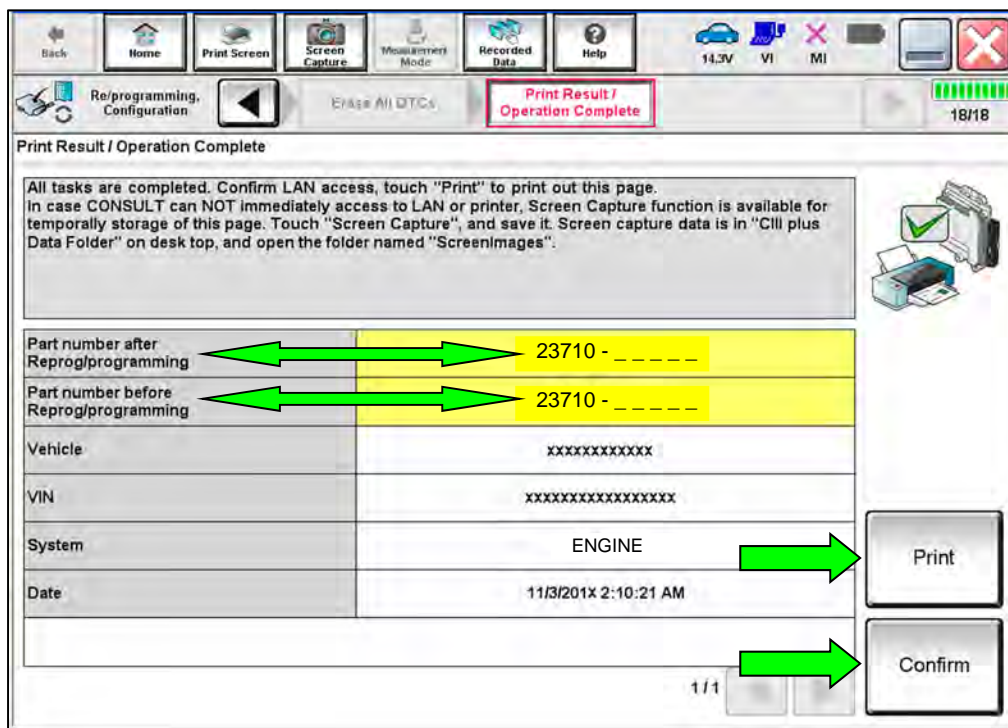
36. Select **Confirm.**

Figure 30

37. Disconnect the battery maintainer/smart charger from the vehicle.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram A/T Control Unit (TCM)	(1)	JE99AA	ZE	32	(2)
Reprogram Engine Control Module (ECM)		DE97AA			

(1) Reference the electronic parts catalog and use the Valve Control Assy (31705-*****) as the Primary Failed Part (PFP).

(2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated Flat Rate Time (FRT).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
January 6, 2021	NTB21-001	Original bulletin published