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# SERVICE CAMPAIGN BULLETIN

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Reference:

NTB12-081

Date:

September 27, 2012

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## VOLUNTARY SERVICE CAMPAIGN 2013 ALTIMA TCM REPROGRAM

**CAMPAIGN ID #:** PC186**APPLIED VEHICLES:** 2013 Altima (L33) with QR25 engine only**Check Service COMM to confirm campaign eligibility.**

### INTRODUCTION

Nissan is conducting this voluntary service campaign to reprogram the Transmission Control Unit (TCM) on certain specific 2013 Model Year Altima vehicles equipped with the QR25 engine. This TCM reprogram will improve transmission durability and will be performed at no charge for parts or labor.

### IDENTIFICATION NUMBER

Nissan has assigned identification number PC186 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.

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.

## SERVICE PROCEDURE

- Most instructions for reprogramming with CONSULT-III plus (C-III plus) are displayed on the CONSULT PC screen.
- If you are not familiar with the reprogramming procedure, [click here](#). This will link you to the "CONSULT- III plus (C-III plus) Reprogramming" general procedure.

### Preparation for Reprogramming

#### CAUTION:

- Connect a battery charger to the vehicle battery.  
The vehicle battery voltage must stay between 12.0V and 15.5V during reprogramming, or 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 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 CONSULT PC** to the vehicle to begin the reprogramming procedure.
2. Open ASIST on the CONSULT PC and start C-III plus.
3. Wait for the plus VI to be recognized / connected.
  - Serial number will display when the plus VI is recognized / connected.
4. Select **Re/programming, Configuration**.

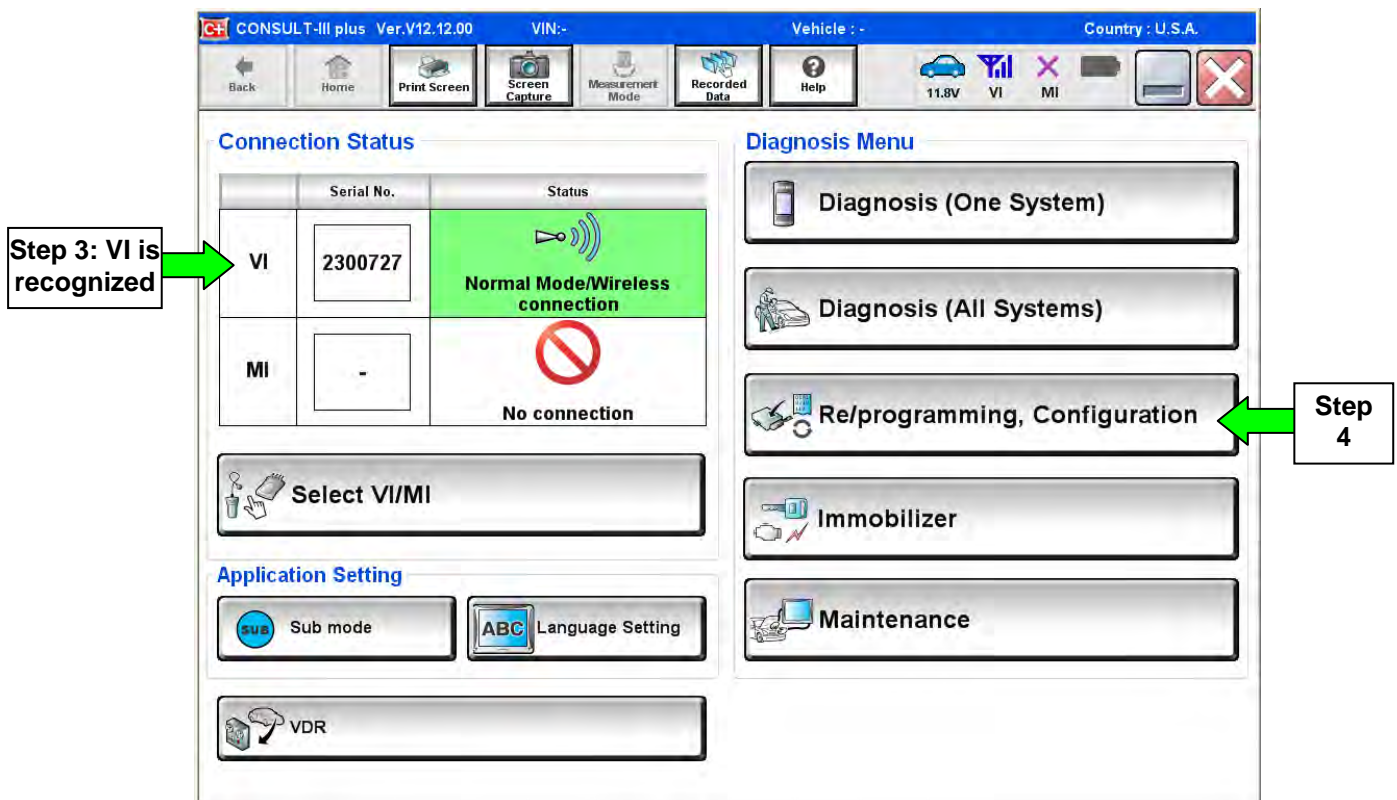


Figure 1

5. Follow the C-III plus on-screen instructions and navigate to the screen shown in Figure 2 on the **next page**.

## IMPORTANT:

During the initial “Reprogramming Confirmation” set-up, if you get this screen (Figure 1A):

1. Select **Delete**, then
2. Select **Other Operation**, then
3. Continue with the reprogramming procedure.

**NOTE:** If reprogramming does not complete, this screen can display for reprogramming recovery. Do not select Delete if this screen displays during reprogram recovery.

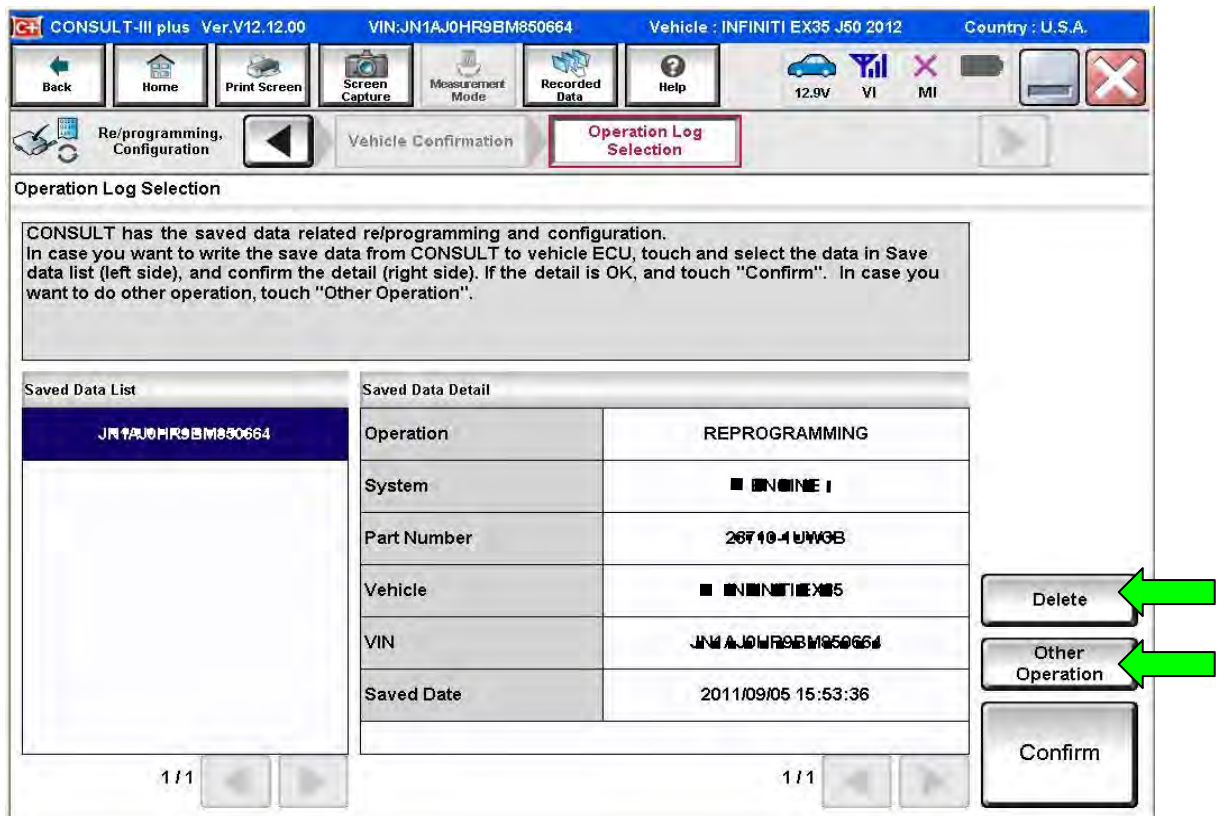


Figure 1A

6. When you get to the screen shown in Figure 2, confirm this bulletin 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).

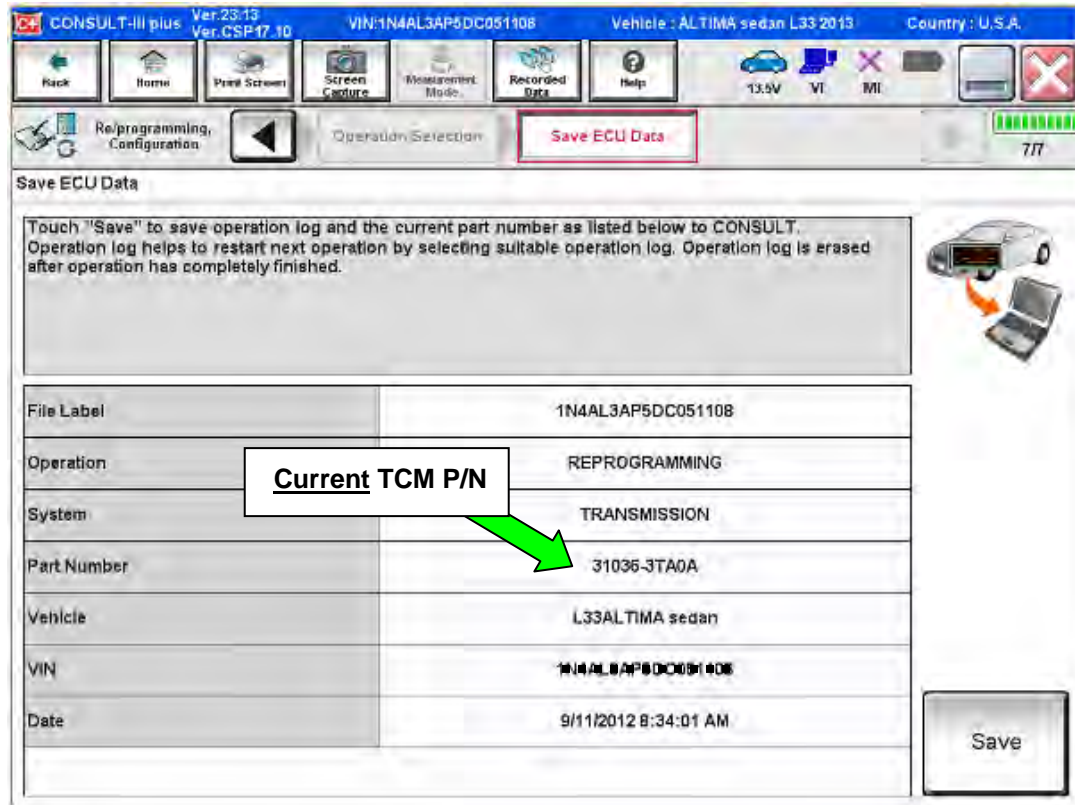


Figure 2

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

- If there is a match, this bulletin applies. Continue with the reprogramming procedure.
- If there is not a match, this campaign does not apply, or it has already been done. Check Service COMM to confirm campaign eligibility.

**Table A**

Model	Current <u>TCM</u> Part Number:
2013 Altima with QR25	31036 – 3TA0A

7. 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.
  - In this case, 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.

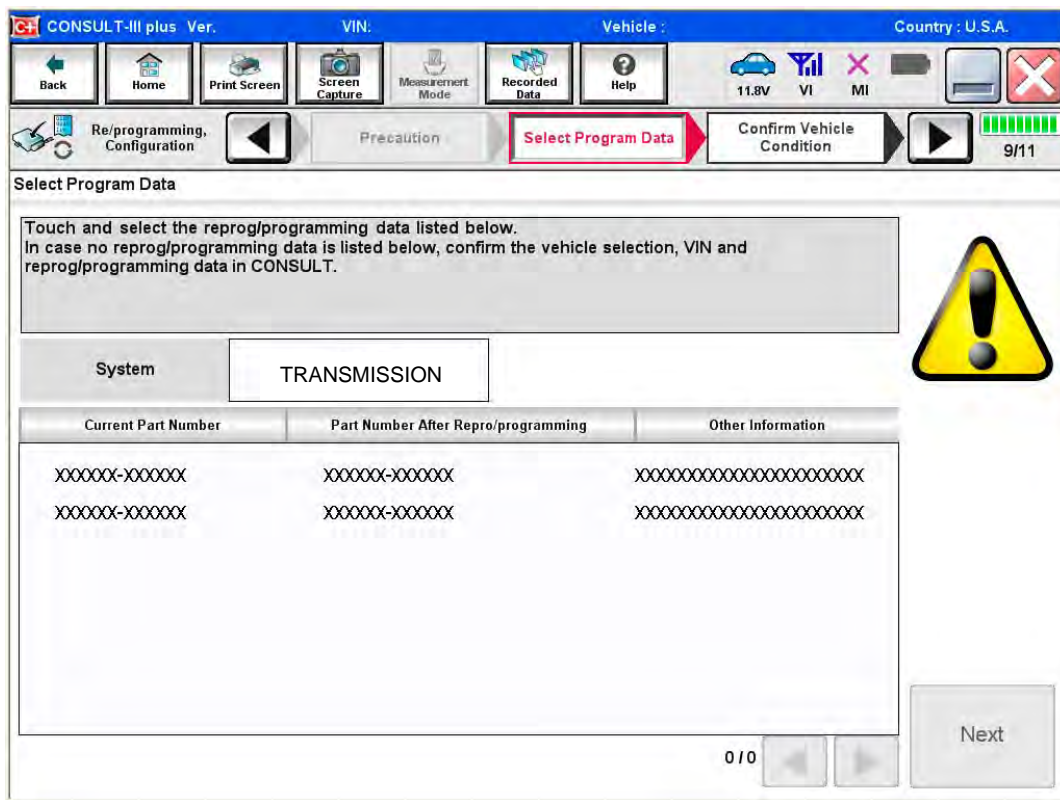


Figure 3

8. When the screen in Figure 4 displays, reprogramming is complete.

**NOTE:** If the screen in Figure 4 does not display (reprogramming does not complete), refer to the information on the next page.

9. Disconnect the battery charger from the vehicle.

10. Select **Next**.

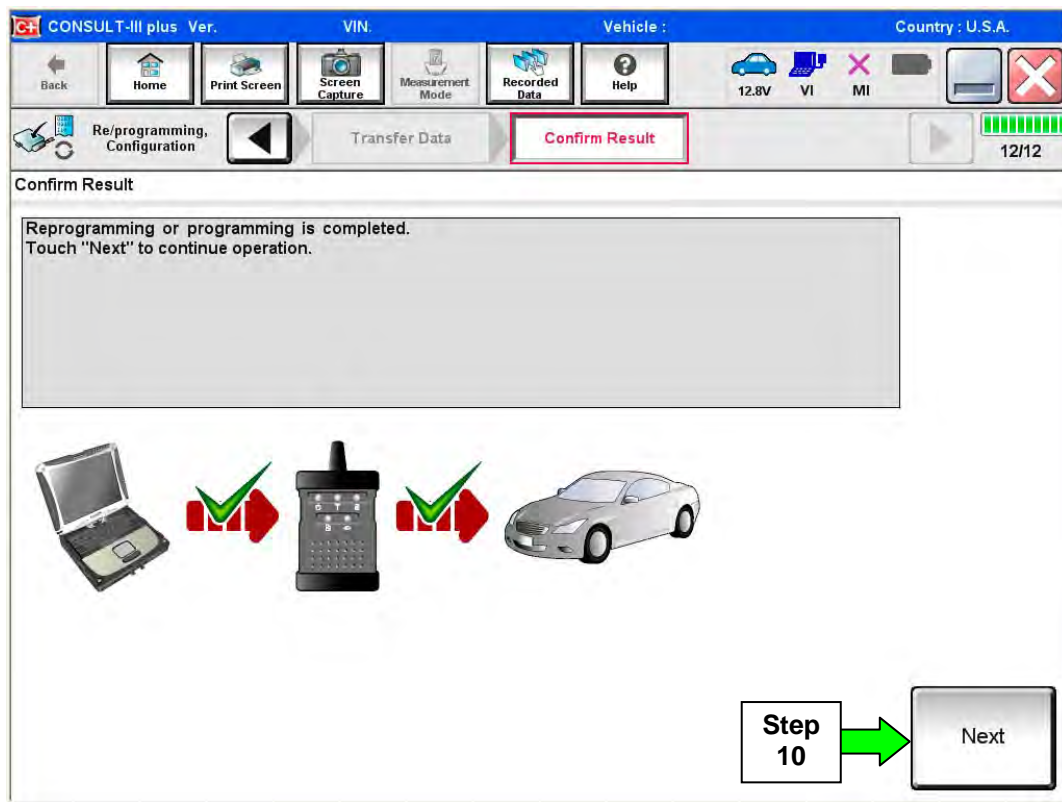


Figure 4

**NOTE:**

- In the next step (page 9), you will perform DTC erase.
- DTC erase is required before C-III plus will provide the final reprogramming confirmation report.

## ECM recovery:

**Do not disconnect 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 5:

- 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.

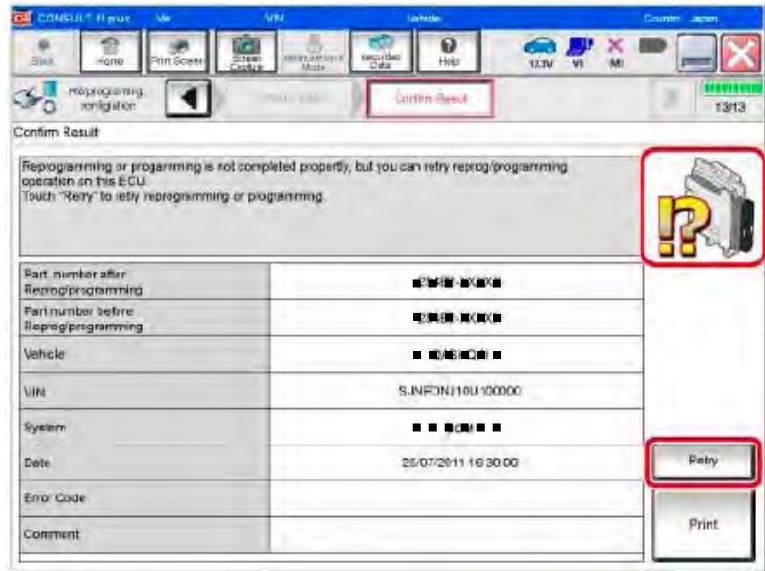


Figure 5

If reprogramming does not complete and the “X” icon displays as shown in Figure 6:

- 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.**

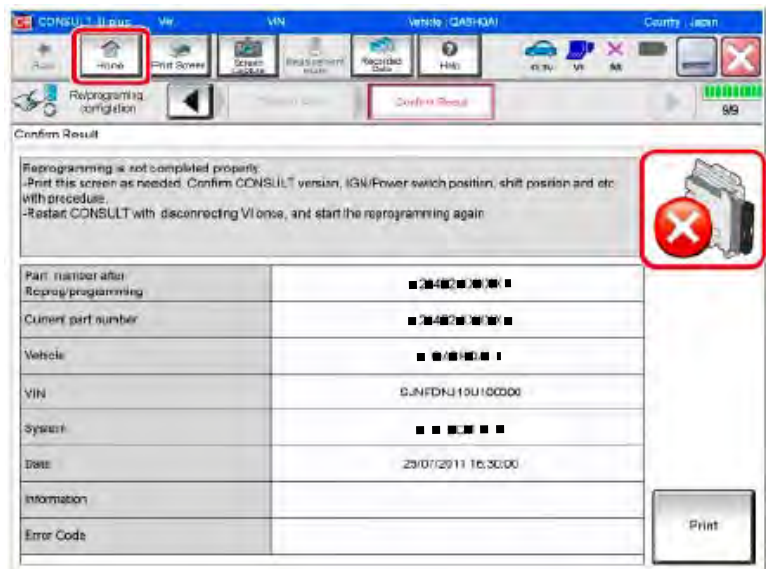


Figure 6



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

12. When the entire reprogramming process is complete, the screen in Figure 7 will display.

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

14. Print a copy of this screen (Figure 7) and attach it to the repair order for warranty documentation.

15. Select **Confirm**.

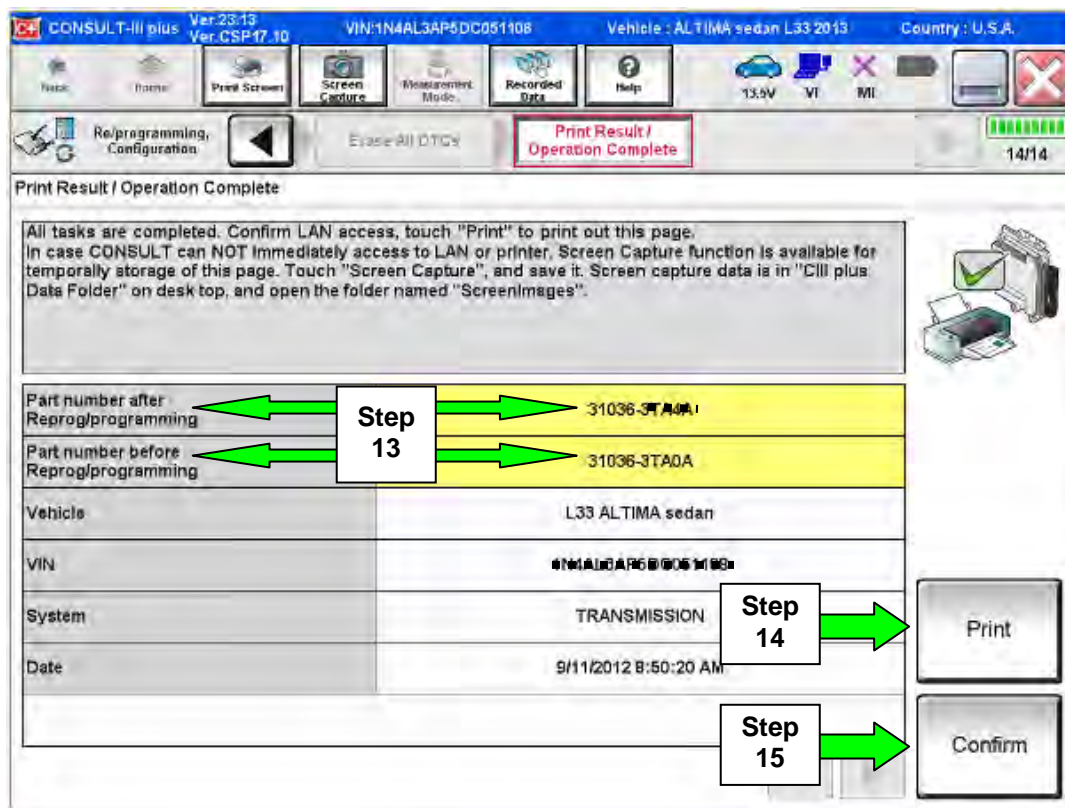


Figure 7

16. Close C-III plus.

17. Turn the ignition OFF.

18. Disconnect the plus VI from the vehicle.

**CLAIMS INFORMATION**

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

<b>CAMPAIGN (CM) I.D. #</b>	<b>DESCRIPTION</b>	<b>OP CODE</b>	<b>FRT</b>
PC186	TCM Reprogram	PC1860	0.6 hrs.

## OWNER'S LETTER

Dear Altima Owner:

Nissan is committed to providing the highest levels of product quality and customer satisfaction. We believe that our current and future success depends on your continued satisfaction with Nissan. With that in mind, we want to bring to your attention important information regarding your 2013 Altima.

### REASON FOR SERVICE CAMPAIGN

Under certain unique driving conditions, the Continuously Variable Transmission (CVT) belt may slip in some affected 2013 Nissan Altima vehicles. An indicator that the CVT belt has slipped is a shaking or a "judder" from the CVT when coasting. Continuing to drive the vehicle in this condition can lead to accelerated wear and damage to the CVT. Reprogramming of the Transmission Control Module (TCM) will prevent the CVT belt slip condition from occurring. This is not a safety issue, and the vehicle still meets and/or exceeds all applicable safety standards.

### WHAT NISSAN WILL DO

To assure your continued satisfaction and confidence in your vehicle, and prevent possible future damage to the CVT, your Nissan dealer will reprogram the Transmission Control Module (TCM) **at no charge to you for parts or labor**. The service should take less than an hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

### WHAT YOU SHOULD DO

Nissan encourages you to contact your Nissan dealer at your earliest convenience in order to arrange an appointment. **Failure to have this reprogramming performed in a timely manner could result in future damage to your vehicle's transmission.** If repair or replacement of the transmission becomes necessary outside of the powertrain warranty period, the resulting repair costs will be at the owner's expense. This service campaign does not extend the duration of your new vehicle limited powertrain warranty.

**To ensure the least inconvenience for you, it is important that you have an appointment before bringing your vehicle to the Nissan dealer for service.** Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer.

If the dealer fails, or is unable to complete the service free of charge, you may contact the National Consumer Affairs Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261).

Thank you for providing us an opportunity to ensure on-going satisfaction with your Nissan vehicle.