



# SERVICE BULLETIN

Classification: EC03-030b	Reference: NTB04-004b	Date: May 26, 2004
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## ALTIMA OR SENTRA W/QR25 ENGINE; NO-START AFTER 'COLD SOAK'

This bulletin has been amended to revise the Claims Information.  
Please discard all previous copies of NTB04-004.

- APPLIED VEHICLES:** 2002-2004 Altima (L31)  
2002-2004 Sentra (B15)
- APPLIED ENGINE:** QR25DE ONLY
- APPLIED VINS:** Altima; vehicles built up to 1N4AL11D(\*)4C181189  
Sentra; ALL
- APPLIED DATES:** Altima; vehicles built up to 12-17-2003  
Sentra; ALL

### IF YOU CONFIRM

- After a 'cold soak', \* the engine cranks (turns with starter), but does not start.  
\*Cold soak: Engine has cooled down to ambient (outside) temperature, regardless of summer or winter seasonal variations.
- The engine may start if it is cranked for an extended period (more than 5 seconds) or if the throttle is opened during cranking.
- After starting and operating for a few minutes the engine runs normally.

### ACTIONS

- Replace the starter motor.
- Add 1 can of Nissan Fuel System Cleaner into the fuel tank.
- Perform ECM Part Number Check to see if the vehicle you are working on needs ECM Reprogramming.
- Perform ECM Reprogramming, if needed.

**IMPORTANT:** The purpose of "ACTIONS" (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire Service Procedure (starting on page 2) as it contains information that is essential to successfully completing this repair.

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.

## CLAIMS INFORMATION

If **ONLY** the starter motor is replaced, submit a **Primary Failed Part (PP)** line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace Starter Assy	(1)	GA10AA	AA	32	(2)

1. Reference the Parts Information table and use the indicated starter motor assy P/N as the PFP.
2. Reference the current Nissan Warranty Flat Rate Manual and use the indicated FRT.

## OR

If the starter motor is to be replaced **AND** the ECM is to be reprogrammed, submit a **Primary Failed Part (PP)** line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram ECM per TSB	(1)	DE98AA	AA	32	0.5
Replace Starter Assy		GA10AA			(2)

1. Reference the final CONSULT print out and use the indicated new ECM P/N as the PFP.
2. Reference the current Nissan Warranty Flat Rate Manual and use the indicated FRT.

## PARTS INFORMATION

DESCRIPTION	PART #	QUANTITY
Starter Motor Assembly (A/T)	23300-8J001R	1
Starter Motor Assembly (M/T)	23300-8J011R	1
Nissan In-Tank Fuel System Cleaner*	999MP-FSC00P	1

\*Chemical products, such as Nissan In-Tank Fuel System Cleaner, are to be ordered through the "Nissan Direct Ship Chemical Care Product Program" as follows:

Phone: 1.800.811.0502, Fax: 1.770.218.0148

Website: Order via link in Dealer Portal or at [www.NissanChemicals.com](http://www.NissanChemicals.com)

## SERVICE PROCEDURE

### Replace Starter, Add Cleaner

1. Replace the starter motor.
  - Use the part number from the Parts Information section of this bulletin.
  - Refer to section SC, "STARTING SYSTEM, Removal and Installation" in the applicable Nissan Electronic Service Manual (ESM).
2. Add one full can of Nissan In-Tank Fuel System Cleaner to the fuel.

**NOTE:** If the fuel tank is less than  $\frac{3}{4}$  full, instruct the customer to fill the tank as soon as it is convenient after the repair. Driving with the Cleaner installed and low fuel level will not harm the fuel system or engine, but will reduce the effectiveness of the cleaning process.

3. Continue to **ECM Part Number Check** (next page).

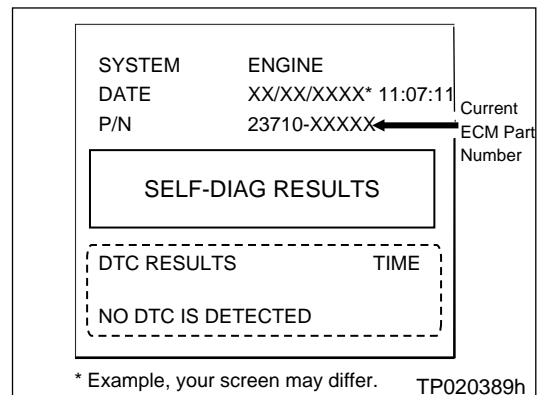
## ECM Part Number Check

1. With CONSULT-II "ON", print the Self-DIAG Results as follows:

**START(Nissan)** >> **ENGINE** >> **Self-DIAG Results** >> **PRINT**

2. Attach this printout to the Repair Order.

- The Self-DIAG Results that you've printed contains the ECM Part Number (P/N).
- At right is a Self-DIAG Results printout example.



**NOTE:** Repairs for stored DTCs are not part of this bulletin. If stored DTCs are found, refer to the appropriate ESM for diagnostic assistance, and apply standard Warranty Claims procedures. Repair any stored DTCs before continuing with bulletin.

3. Using the printout from Step 1:

- Compare the vehicle's current ECM P/N to those shown under Current ECM P/N in Chart 1, below:
- This comparison will allow you to determine if the ECM needs to be reprogrammed.

**Chart 1, Current ECM P/N's:**

VEHICLE	PACKAGE	NATS?	CURRENT ECM P/N
02-04 Altima	A/T, ASCD	YES	23710-9J305, -9J003, -9J002, -9J001, -9J000, -8J001, -8J000
	M/T, ASCD	YES	23710-9J315, -9J013, -9J012, -9J011, -9J010, -8J061, -8J060
	A/T, no ASCD	YES	23710-9J300, -9J008, -9J007, -9J006, -9J005, -8J011, -8J010
	M/T, no ASCD	YES	23710-9J310, -9J018, -9J017, -9J016, -9J015, -8J071, -8J070
02-03 Sentra	A/T	YES	23710-8U542, -8U541, -8U540, -8U041, 8U040
		NO	23710-8U502, -8U501, -8U500, -8U001, 8U000
	5 M/T	YES	23710-8U562, -8U561, -8U560, -8U061, -8U060
		NO	23710-8U512, -8U511, -8U510, -8U011, -8U010
02 Sentra	6 M/T	YES	23710-8U072, -8U071, -8U070
		NO	23710-8U022, -8U021, -8U020
03 Sentra	6 M/T	YES	23710-8U572, -8U571, -8U570
		NO	23710-8U522, -8U521, -8U520

**NOTE:** The 2004 Sentra ECM does not need to be reprogrammed for this bulletin.

A. If your vehicle's ECM P/N **matches** a P/N in the chart above:

- Perform **ECM Reprogramming** (page 4).

B. If your vehicle's ECM P/N **does not match** a P/N in the chart above:

- ECM Reprogramming is not necessary, bulletin complete / end here.

# ECM REPROGRAMMING

## Vehicle ECM Reprogramming Overview

There are four basic steps:

1. Download reprogramming data (transfer it) from ASIST into CONSULT-II.
  2. "Preparation" steps before reprogramming.
  3. Reprogram the vehicle ECM.
  4. "Wrap-up" after reprogramming is finished.
- If you're not familiar with the latest ECM reprogramming procedure, click [here](#). This will link you to the "ECM Reprogramming For Nissan Vehicles" general procedure. Or, refer to Attachment A in the print copy of this bulletin.
  - For those familiar with ECM Reprogramming, please review the following steps and use them as a Quick Reference for ECM reprogramming.

### Step One: Download (Transfer) Data From ASIST Into CONSULT-II

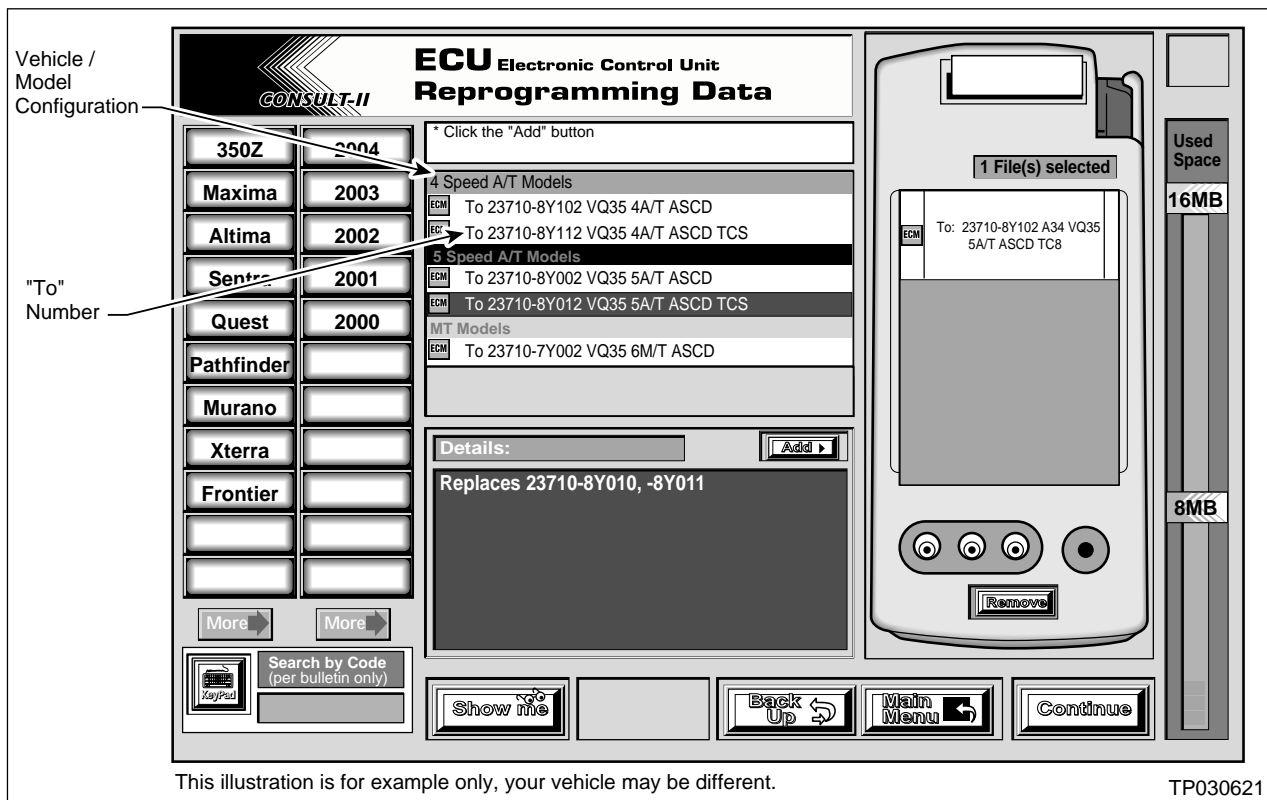


Figure A

1. Select vehicle model and model year (Example: Altima, 2003).
2. Select the correct reprogramming data:
  - a. Locate the specific "Model Configuration" (Example: A/T ASCD).

**NOTE:** Model Configuration may include items such as engine type, transmission type, and vehicle options such as ASCD, NATS, etc.
  - b. Select (click on) the "To" number. (Write the "To" number on the repair order.)

**NOTE:** The "To" number will read: 23710-XXXXX.

3. Click on the "Add" button.
  - This will add the data you selected to the "File(s) Selected" list.
4. Click on "Continue" and follow directions to perform "data transfer" (download) from ASIST into CONSULT-II.

### Step Two: Preparation for Reprogramming ECM

1. Connect a battery charger on trickle (low) charge setting to the vehicle's battery.

**CAUTION: For numbers 2 and 3 below: DO NOT connect the CONSULT-II AC power supply.**

2. Press **SUB MODE** (see Figure B) then:

- a. Form the listed items, find and select **BATTERY CHARGE**.

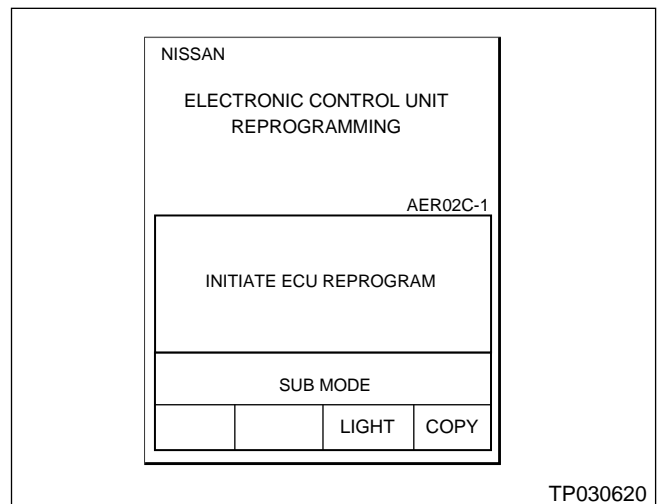


Figure B

3. Check the CONSULT-II's "Charger Input" reading (see Figure C).

**NOTE:**

- "Battery Voltage" is the voltage level of CONSULT-II's battery.
- "Charger Input" is the voltage level of the vehicle's battery. **(It must be above 12 volts.)**

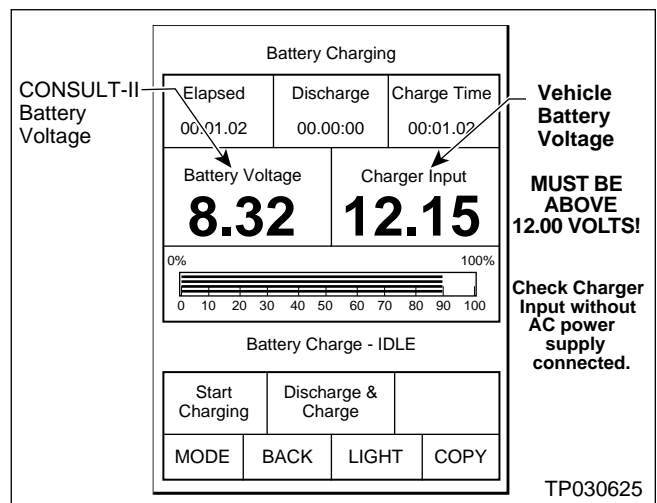


Figure C

**CAUTION:** If the "Charger Input" is below 12 volts:

- Click [here](#) to link to the "ECM Reprogramming For Nissan Vehicles" general procedure.
- Or refer to Attachment A in the print copy of this bulletin.

**NOTE:** This general procedure includes a list of items to check for when "Charger Input" voltage is below 12V.

### Step Three: Reprogram the Vehicle ECM

### Step Four: “Wrap-up” After Reprogramming is Finished

1. Turn the ignition switch "OFF" and CONSULT-II “OFF”.
2. Wait more than 10 seconds, then:
  - a. Turn the ignition switch "ON" for 1 second, then
  - b. Turn the ignition switch "OFF" again for 10 seconds (see Figure D).
    - This will reset ECM “self learned” Data.

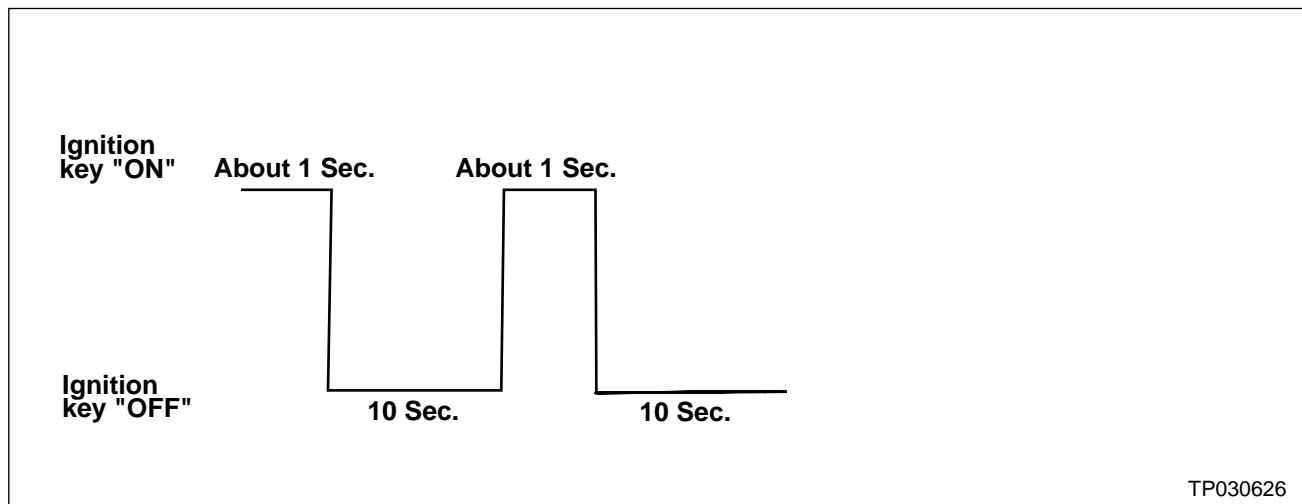


Figure D

3. Start the engine and check the idle speed.
  - If idle speed is too low, perform Idle Air Volume Learning (IAVL). See the appropriate ESM for this procedure.

**NOTE:** If the engine will not idle, hold the engine RPM at about 2000, then slowly bring it down to an idle. IAVL can now be performed.
4. Confirm the engine is operating normally.
5. Make sure the “Check Engine Light “ (MIL) is not “ON”.
  - If it is still on, use CONSULT-II with the Diagnostic (red/white) Card to erase any DTCs that may have stored during the reprogramming procedure.