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#### ERVICE BU ETIN Reference:

**Technical Bulletin** 

Classification:

EL11-015b

NTB11-041b

December 11, 2012

Date:

# 2011 – 2012 LEAF; NO TELEMATICS CONNECTION

This bulletin has been amended. Applied VIN and Applied Date information has been added. The A/V control unit update has been removed. TCU software has been updated to version 3NA0000628 and has a new Op Code. Please discard all previous copies.

**APPLIED VEHICLES:** APPLIED VINS: **APPLIED DATES:** 

2011 – 2012 LEAF (ZEO) Vehicles built before JN1AZ0CT(\*)CP 022503 Vehicles built before May 18, 2012

## **IF YOU CONFIRM**

The vehicle had a proper telematics signal/connection and operation previously, but now the telematics symbol indicates no signal/connection in any location or there is no symbol at all. \*\*\*\*\*\*

No telematics connection =



DTCs U1A03 and/or U1A05 are present.

C		
		فتحمد ومالية فالمعاد ومعاد ومعاد والمعاد والمع
	Favorites	Update Stations
••	All Information Feeds	CARWINGS Settings
	History	



## ACTION

Perform Section 1 of the SERVICE PROCEDURE ("Software Version Check of TCU") to determine if this bulletin applies.

If this bulletin does apply, perform software updates for the Telematics Control Unit (TCU) as instructed in the SERVICE PROCEDURE.

**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.

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**

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
REPROGRAM TCU	(1)	RX2YAA	ZE	32	0.4

(1) Refer to the electronic parts catalog (FAST) and use the appropriate Telematics Communication Unit part number (283B0-XXXX) as the primary part.

#### SERVICE PROCEDURE

This SERVICE PROCEDURE contains four (4) sections:

- Section 1 Software Version Check of TCU ... [page 3]
- Section 2 Software Update: TCU (if applicable) ... [page 7]
- Section 3 Software Version Check: TCU ... [ page 19 ]
- Section 4 Confirm Telematics Connection Is Restored ... [page 23]

## Section 1 - Software Version Check: TCU

- 1. Set the parking brake.
- 2. Push the vehicle power switch twice to **ON** mode.
- 3. Select **OK** on the Navigation screen.
- 4. Push the **MAP/VOICE** button one (1) time.



Figure 2

5. If the radio is ON, push the **Audio system ON/OFF** button one (1) time. Audio should now be OFF.



Figure 3

6. Push the **MAP/VOICE** button three (3) times.





7. Push the Audio system ON/OFF button two (2) times.



Figure 5

8. Push the MAP/VOICE button one (1) time.



Figure 6

9. Select Confirmation/Adjustment.

**NOTE:** If the screen shown in Figure 7 is not displayed, perform steps 4-8 again.

10. Select the **down arrow** to skip to

the next screen.













11. Select Version Information.

12. Check the TCU Software version. See Figure 10.



Figure 10

If the TCU Software version is 3NA0000628 or higher:

• This bulletin **does not** apply. Refer to ASIST for further diagnostic information.

If the TCU Software version is not 3NA0000628 or higher:

1. Push the BACK button two times to return to the **Confirmation/Adjustment** menu.

Then

- 2. Clear any DTCs from TCU with CIII plus.
  - If hard codes are present:
    - a. Turn ignition off.
    - b. Wait for <u>at least</u> 5 minutes (additional DTCs may be set if the battery is disconnected before 5 minutes. Refer to TSB NTB11-034a).
    - c. Disconnect and then reconnect 12V battery negative terminal.
    - d. Erase any remaining past codes with CIII plus.
- 3. Perform Section 2 Software Update: TCU on the next page.

## Section 2 - Software Update: TCU (if applicable)

#### **IMPORTANT:**

- Perform this procedure <u>ONLY</u> if instructed to in step 12 on page 6.
- Make sure ASIST on the CONSULT PC is freshly synchronized and all CONSULT related updates, if any, are installed.

This section has three (3) parts:

Part A: Turn OFF the TCU Part B: Update the TCU Software Part C: Turn ON the TCU

## Part A: Turn OFF the TCU

- A-1. Connect the C-III plus VI to the vehicle.
- A-2. Start CONSULT-III (C-III) plus.
- A-3. Select Diagnosis (One System).

CONSU	LT-III plus Ver.	VIN:-	Vehicle : - Countr A.
Hack.	Home Print S	Green Canture nº Model	Recorded Help 13.3V VI M
Conne	action Status		Diagnosis Menu
-	Serial No	Status	Diagnosis (One System)
VI	230000 2	Normal Mode/Wireless	Diagnosis (All Systems)
		0	
MI		No connection	Re/programming, Configuration
18	Select VI/N	AI .	Immobilizer
Applica	ation Setting Sub mode	ABC Language	Maintenance
~	_		]
07	VDR		

Figure 11

CONSULT-III plus Ver.05.17.00	VIN:-	VIN:- Vehicle:-		
atk Hame Print Screen	Streen Gapture Mode De	rided Help		
Diagnosis (Onn System)	am Selection			
NISSAMINFINITI	Rer	mult	adge	
Group	All syster	ns 🔻	$\overline{\mathbf{V}}$	
LANE CAMERA	AUTO BACK DOOR	TOTAL ILLUM C/U	TELEMATICS	
ADAPTIVE LIGHT	Diag Data Recorder	OCCUPANT DETECTION	SVT	
AUTO SLIDE DOOR RIGHT	4WAS(FRONT)	BRAKE	BSW	
CAN GATEWAY	E-SUS	SIDE RADAR LEFT	NATS IMMU	
SHIFT	SONAR	MULTI DISPLAY	SMART ENTRANCE	
EV/HEV	ACCELE PEDAL ACT	SIDE RADAR RIGHT	AIR LEVELIZER	
POP UP HOOD	HV BATTERY	CHARGER	REARVIEW CAMERA	

Figure 12

A-4. Select **Telematics** on page 2 of the all systems list.

dettoder in plus ver.	Vehicle :-	Country : U.S.A.
Back Home Print Screen Cature It Mode	Recorded Date	1 X P 📃 🕅
Diagnosis (One System Selection 16L	EMATICS	
Self Diagnostic Data Monitor	support ECU	
NoDTC is detected.		
Further testing maybe required		
-		
		Print
		Print Save

Figure 13



Figure 14





A-5. Select Work Support.

- A-6. Select TCU Activate Setting.
- A-7. Select Start.

A-8. Select Start.

CONSULT-III plus Ver. Vehicle: VIN: Country : U.S.A. 13.1V VI MI Recorde () Help SCIPPO . Back 合 Print Seree Diegnosis (One System) System Selection TELEMATICS Vork support : TCU ACTIVATE SETTING Change TCU activate setting. Off On Start Current status On End

Figure 16

CONSULT-III plus Ver.	VIN:-	Vehicle : -		Country: U.S.A.
Back Barne Sint Greever	reen Measurere I	Recorded Help	133V VI M	
Diagnosis (Or System)	lection TELEMAT	nes		
Self Diagnostic Data M	Work supp	ECU identification		
Test Item				_
SAVE VIN DATA				
CENTER CONNECTION SET	TING			
TCU ACTIVATE SETTIN	G			
WRITE VIN DATA				
WRITE VIN DATA (MANU)	AL)			
				-
				Churt
			1/1	Sian

Figure 17

- A-9. Select **OFF** to turn OFF the TCU.
- A-10. Select END.

A-11. Select Home.

## Part B: Update the TCU Software

B-1. Push the vehicle power switch to **OFF** mode.

- B-2. Open the hood and connect the **GR8 Multitasking Battery Diagnostic Station** (battery tester/charger) to the 12-volt battery. See Figure 18.
  - For battery charger/tester set-up, refer to **GR8 Multitasking Battery Diagnostic Station Set-Up** on page 24.

#### CAUTION:

- Battery voltage must stay between 12 volts and 13.5 volts during reprogramming.
- Do not charge the High Voltage (HV) Lithium Ion battery during reprogramming.



Figure 18

B-3. Push the vehicle power switch twice to **ON** mode.

**IMPORTANT:** <u>DO NOT</u> step on the brake pedal during this step.

Image: Normal Mode/Wireless connection       Diagnosis (All System)         Mi       .         No connection	ittiy : 0.55a.
Serial Mo.     Status       VI     2300090       Normal Mode/Wireless connection       MI     Image: Select VI/MI	
Status     Diagnosis (One System)       VI     2300090       Normal Mode/Wireless connection     Diagnosis (All System)       MI <ul> <li>No connection</li> <li>No connection</li> <li>Re/programming, Configuration</li> <li>Select VI/MI</li> <li>Immobilitier</li> </ul>	
VI     2300090     Normal Mode/Wireless connection       MI     Image: Select VI/MI	
MI . ORE/programming, Configu	-
Select VI/MI	uration
sub mode	

Figure 19

B-4. Select **Re/programming**, **Configuration**.

B-5. Read the General Precaution.

When finished, select **Next**.

	VIN-	venicles -	Country : U.SJA.
Back Horne Print Screen	Screen Missireret Reco	arded Help	🚓 🏹 🗙 📟 🔜 🚺
Ke/programming, Configuration		Precaution	Vehicle Selection
recaution			
General Precaution According to guidance function screen. "Back" or "Home" is disable fo In case of reprogramming/pros	n, necessary operation is guided or some of screens. gramming, update CONSULT fo	d on screen. Follow its ins ir latest released version	truction on
Precaution for Configuration in case you want to configure f Diagnosis (All Systems). When replacing ECU, you mus Complete the procedure of "W	for Renault vehicle, back to Hom at perform "Write Configuration" /rite Configuration" in order.	e screen, and start from t with CONSULT.	ouching

Figure 20

1

10 Recorded 0 Re/programming, Configuration 4 Vehicle Confirmation Please confirm selected information and touch "Confirm". In case you want to select another vehicle, touch "Chance". VIN or Chassis # JN1AZC LEAF Vehicle Name : Model Year 2011 1/1 Change Confin

Figure 21

	1.12.00 VIN:	Vehicle :	Country U.S.A.
Back Rome Print	Streen Screen Moder Mode	arded Refp 12.4V	
Configuration	Vehicle Continuation	Operation Log Selection R	
peration Log Selection			
Consolation and the saved of in case you want to write the data list (left side), and con want to do other operation,	state related reprogramming and co re save data from CONSULT to vehic firm the detail (right side), if the deta touch "Other Operation",	Inguration. cle ECU, touch and select the data all is OK, and touch "Confirm". In i	in Save case you
Saved Data List	Saved Data Detail		
JN1A	Operation	REPROGRAMMING	
JN1A	Operation System	REPROGRAMMING	
JN1A	Operation System Part Number	REPROGRAMMING TELEMATICS 283B0-3NA0A	
AFRU	Operation System Part Number Vehicle	REPROGRAMMING TELEMATICS 283B0-3NA0A LEAF	Delete
AMA	Operation System Part Number Vehicle VIN	REPROGRAMMING TELEMATICS 283B0-3NA0A LEAF JN1A	Delete
ATAL	Operation System Part Number Vehicle ViN Saved Date	REPROGRAMMING TELEMATICS 283B0-3NA0A LEAF JN1A 5/22/2011 10:19:06 P	Delete Other Operation
ATA	Operation System Part Number Vehicle VIN Saved Date	REPROGRAMMING TELEMATICS 28380-3NA0A LEAF JN1A 5/22/2011 10-19-08 /	Delete Operation

Figure 22

Confirm **LEAF** is displayed as B-6. the Vehicle Name.

When finished, select **Confirm**.

See Figure 22. If this screen is B-7. not displayed, proceed to step B-8.

If this screen is displayed:

- Select **Delete** to clear the • fields.
- Next, select Other Operation.

B-8. Confirm the correct VIN is displayed.

When finished, select Confirm.

**NOTE:** If the VIN displayed is incorrect, input the correct VIN. When finished, select **Confirm**.

CONSU	LT-III plus V	er:05.17.00							Countrys	J.S.A.
Back	Home	Print Screen	Screen Captura	Masternert	Recorded	() Help	13.2V		-	
	e/programmin Configuration		) Vencie	Confirmation	In	aut VIN	Syste	m Selection		4/6
nput VIN					-					
1							and the second s			
VIN (17	or 18 digits	JN1/	AZ(		= 0					
			1	ſ					_	
									Ca	onfirm
					~	^				

Figure 23



Figure 24



Figure 25

## B-9. Select **Telematics**.

B-10. Select Reprogramming.

CONSULT-III plus Ver.05.17.0	00			Country : U.S.A.
Back Nome Print Scr	een Sei cen Mania concri.	Recorded Bala	13.2V VI MI	
Configuration	Operation Selection	Save ECU Data		7/7
ave ECU Data				
Touch "Save" to save operat Operation log helps to restart after operation has completely	ion log and the current part next operation by selecting finished.	number as listed below i suitable operation log. O	o CONSULT. peration log is erased	
File Label		JN1A		
Operation		Reprogrammir	g	
System		TELEMATICS		
Part Number		283B0-3NA04		
Vehicle		ZEOLEAF		
VIN		JN1A		1
Date		4/12/2011 10:22:4	2 AM	Cause
				Save
	Fig	ure 26		
	i igi			

TO . Recorded 0 13.2V Yil 合 VE Configuration 7/7 4 Save ECU Data ône) mon Se Save ECU Data Operation log and ECU data (Some of ECU need to be saved, not all) have been saved to CONSULT. Touch "Next". 2.0 File Label JN1A Operation Reprogramming System TELEMATICS Part Number 283B0-3NA0A Vehicle ZEOLEAF VIN JN1A Date 4/12/2011 10:22:57 AM Nex

Figure 27



Figure 28

B-11. Select Save.

B-12. Select Next.

B-13. Read the General Precaution.

When finished, select Next.



Figure 29



Figure 30



Figure 31

## B-14. Select Next.

B-15. C-III plus will check the battery voltage.

If result is OK: Select Next.

If result is **NG**: Follow the instructions on the screen until the result changes to **OK**. When finished, select **Next**.

B-16. Confirm **OK** is displayed in the Judgment column.

When finished, select Start.

**NOTE:** If **NG** is displayed in the Judgment column, follow the instructions on the screen until the result changes to **OK**. When finished, select **Start**.

- B-17. Wait for the software update to complete (approximately 6 minutes).
  - The screen shown in Figure 32 will display when the update has successfully completed.

When complete, select Next.

**NOTE:** If the update does not successfully complete, follow the instructions on the screen until successful. When complete, select **Next**.

B-18. Erase all DTC	S.
---------------------	----

• Follow the instructions on the screen.

12/12

Figure 32

GONSULT-III plus Ver.05.17.00				Country : U.S.A.
Bick Nome Print Screen	Sereen Cypture Mode	Recorded Bala	13.2V VI MI	-
Configuration	Confirm Result	Erase All DTCs	Print Result / Operation Complete	13/14
Erase All DTCs				
Turn the ignition switch to the OFF Current status of ignition switch	position. ON		ON	) () OFF

Figure 33

ST CONS	CONSULT-III plus Ver. V06:12:00							Country	U.S.A.	
da Dath	Anner Horme	Print Screen	Screen Capitare	idoacererant Monter	Recorded Data	() Help	12.5V VI	×		
50	Re/programming Configuration	•	Enas	e fill DTCs	Prin Operati	t Result / ion Complete				15/15
Print Resu	ult / Operation	Complete								
in case ( tempora Data Fol	CONSULT car lly storage of ider" on desk	n NOT imme this page. To top, and ope	diately acc buch "Scra n the folde	ess to LAN o een Capture" r named "Sc	r printer, Scr , and save it reenimages"	reen Capture f Screen captu	unction is avail re data is in "Ci	able for Il plus	L	
Part nun Reprogly	nber after programming				283B0-3NA0C					
Part num Reprogh	nber before programming	4			283B0-3NA0A					
Vehicle					ZEO LEAF					
VIN					JN1	A	-		_	
System					TELEMATICS				Print	
Date					6/1-	4/2011 4:31:48	1:31:48 PM			
									J.	Confirm
							1			John M
							-			

Figure 34

- B-19. Complete the TCU software update procedure.
  - If needed, select Print.
  - Select **Confirm** to finish the software update procedure.

GONSULT-III plus Ver.05.17.00				Country : U.S.A.
Sicia Berne Prind Scree	n Screen Monamer	Recorded Data	12.2V VI	x 💻 💻 🔀
Re/programming, Configuration	Erase All DTCs	Print Result / Operation Complete		14/14
Print Result / Operation Complete				
All tasks are completed. In case CONSULT can No temporally storage of this Data Folder" on desk top.	"Complete Operation" backing Home once. In necessary document, I	Screen is no longer sho i case "Complete Opera touch "Cancel" to back	own after tion" Screen is previous screen.	
Part number after Reprog/programming				
Part number before Reprog/programming	2	cân.		
Vehicle	45			
VIN	Home	Can	:el	
System				Print
Date		4/15/2011 3:32:10	PM	
		$\checkmark$	1/1	Confirm
	Figu	re 35		

B-20. Select Home.

- B-21. Push the vehicle power switch to **OFF** mode.
- B-22. Disconnect the battery tester/charger from the 12-volt battery.
  - Refer to **GR8 Multitasking Battery Diagnostic Station Set-Up** on page 24 for instructions.

C-1. Select Diagnosis (One System).



Figure 36

Diagnosis (One System) System	em Selection				
NISSAN/INFINITI	Rer	nault	adge		
Group	All system	ns 🔻	$\overline{\mathbf{V}}$		
LANE CAMERA	AUTO BACK DOOR	TOTAL ILLUM C/U	TELEMATICS		
ADAPTIVE LIGHT	Diag Data Recorder	OCCUPANT DETECTION	SVT		
NUTO SLIDE DOOR RIGHT	4WAS(FRONT)	BRAKE	BSW		
CAN GATEWAY	E-SUS	SIDE RADAR LEFT	NATS IMMU		
SHIFT	SONAR	MULTI DISPLAY	SMART ENTRANCE		
EV/HEV	ACCELE PEDAL ACT	SIDE RADAR RIGHT	AIR LEVELIZER		
POP UP HOOD	HV BATTERY	CHARGER	REARVIEW CAMERA		

Figure 37



Figure 38

C-2. Select **Telematics** on page 2 of the all systems list.

C-3. Select Work Support.

CONSULT-III plus () Help (13.3V VI MI . Back 合 Ċ Recorde Diagnosis (One System) TELEMATICS b System Se Self Diagnostic Result - ECU Identification Data Monito Work support Test Item SAVE VIN DATA CENTER CONNECTION SETTING TCU ACTIVATE SETTING WRITE VIN DATA WRITE VIN DATA (MANUAL) Start

Figure 39

CONSULT-III plus	Ver	VINa	-	Vehicle : -	-	Count	iy:U.S.A.
Back Back	Prind Screen	Screen M	Mode: Data	nd Help	13.1V VI	× 🚥	
Diagnosis (Onn System)	<b>b</b> Syste	m Selection	TELEMATICS				
ork support : TCU A	CTIVATE SET	TING					
hange TCU activate	e setting.						оп
							On
urrent status				w	aiting for your oper	ation	Start
		Ļ				5	
					×	, ,	
						-	_
							End
000001						L	_

Figure 40

SULT-III plus V O ↔ 🖬 🗙 🔳 合 Recon Diagnosis (One System Selection TELEMATICS Work support : TCU ACTIVATE SETTING Change TCU activate setting. NO. On Start Current status Off End

Figure 41

Select Start. C-6.

C-7. Select **ON** to turn ON the TCU.

Select TCU Activate Setting.

Select Start.

- C-8. Select END.
- Proceed to Section 3 -C-9. Software Version Check: TCU on page 19.

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C-4.

C-5.

## Section 3 - Software Version Check: TCU

- 1. Push the vehicle power switch twice to **ON** mode.
- 2. Select **OK** on the Navigation screen.
- 3. Push the MAP/VOICE button one (1) time.



Figure 42

4. If the radio is ON, push the **Audio system ON/OFF** button one (1) time. Audio should now be OFF.





5. Push the **MAP/VOICE** button three (3) times.



Figure 44

6. Push the Audio system ON/OFF button two (2) times.



Figure 45

7. Push the MAP/VOICE button one (1) time.



Figure 46





#### 8. Select Confirmation/Adjustment.

NOTE: If the screen shown in Figure 47 is not displayed, perform steps 3-7 again.

9. Select the **down arrow** to skip to the next screen.













10. Select Version Information.

12. Select the **down arrow** to skip to the next screen.

13. Confirm the **TCU Software** version is 3NA0000628 or higher. See Figure 51.

**NOTE:** If the TCU software version <u>is not</u> 3NA0000628 or higher, perform Section 3 - Software Update: TCU again.

System Diagnostic Menu - Version Infor	3:36 <b>Э</b> ВАСК
Voice Synthesis Engine:5.0.0.3-PS-P2 Voice Recognition Grammar Version:00001080 Voice Synthesis Data Version:00003000 Record Data Version:00001026 Part Number:3NA0A XM Satellite Radio Software:012 Switch Software:030000 TCU Software:3NA0000628 Map Version:10/08/12/01	
Figure 51	

- 14. Push the **BACK** button three (3) times.
- 15. Proceed to Section 4 Confirm Telematics Connection Is Restored on page 23.

1. Push the **ZERO EMISSION** button.



Figure 52

MENU S BACK O Driving Update Nearby Energy Range Stations Stations Info. A/C-Heater Charging CARWINGS Settings Timer Timer Figure 53





CARWINGS



**D** BACK

V.

## ---- If Needed for Section 2 - Software Update: TCU ----

## **GR8 Multitasking Battery Diagnostic Station Set-Up**

- 1. Confirm the vehicle is OFF.
- 2. Connect the battery tester/charger to the 12-volt battery, positive cable first.
- 3. Plug in the battery tester/charger (AC voltage supply).
- 4. Turn ON the battery tester/charger.
- 5. Select the preferred language, then select NEXT.
- 6. Select the USER, then select NEXT.
- 7. Confirm the USER, then select NEXT.
- 8. Select System Test, and then select the down arrow.
- 9. Select the Manual icon, then select NEXT.
- 10. Select REGULAR FLOODED, then select NEXT.
- 11. Select LIMIT VOLTAGE, then select NEXT.
- 12. Set MIN VOLTAGE to 12.40 volts, then select NEXT.
  - Use the arrows to raise and lower the voltage setting.
- 13. Set the charging time for 40 minutes, then select NEXT.
- 14. Wait for the system to go through Test mode and Advanced Test mode.
- 15. Perform TCU software update.
- 16. Once the TCU software update has completed:
  - a) Push the vehicle power switch once to OFF mode.
  - b) Select STOP on the battery tester/charger.
  - c) Push the power switch to OFF.
  - d) Unplug the battery tester/charger from the AC voltage supply.

**NOTE:** For further details on battery tester/charger connection and set-up, refer to the battery tester/charger's instruction manual.