



# SERVICE CAMPAIGN BULLETIN

Reference:

NTB17-077

Date:

July 13, 2017

## VOLUNTARY SERVICE CAMPAIGN 2011-2015 LEAF; 2G TELEMATICS HARDWARE DEACTIVATION

**CAMPAIGN ID #:** P7332

**APPLIED VEHICLES:** 2011-2015 LEAF (ZE0)

**Refer to Service COMM to confirm campaign eligibility.**

### INTRODUCTION

Nissan is conducting a Voluntary Service Campaign (in the U.S. ONLY) on certain specific 2011-2015 LEAF vehicles equipped with 2G Telematics Hardware to disable the 2G Telematics Control Unit (TCU). The 2G cellular service is no longer active in the United States and the subject TCUs are no longer connected to telematics services (Nissan Connect EV™) and no longer perform any function in the affected vehicles. This campaign is being performed out of abundance of caution to help prevent potential cybersecurity issues.

- Applied vehicles equipped with the 2G Telematics Control Unit (TCU) that enter the service department for any reason should have the subject TCU deactivated. This campaign will be performed at no charge to the customer for parts or labor.
- For customers interested in the TCU update as opposed to deactivation, please refer to NTB17-015.

### IDENTIFICATION NUMBER

Nissan has assigned identification number P7332 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

### Confirm if TCU is 2G or 3G

1. Check the TCU ID number on the vehicle information screen as follows:
  - a. Press the hard button labeled **Menu**.
  - b. Press the “**CARWINGS**” soft button on the center display screen.
  - c. Press the “**CARWINGS Settings**” soft button on the center display screen.
  - d. Select the down arrow on the center display screen.
  - e. Press “**Unit ID information**” soft button on the center display screen.
  - f. Look at the digit in the 5th position of the TCU ID number.
    - If the digit in the 5th position in the TCU ID is a “1” then it is a 3G TCU and no further action is necessary. **Inspection complete.**
    - If the digit in the 5th position in the TCU ID is a number other than 1, it is a 2G TCU. Proceed to **Turn OFF the TCU** on the next page.

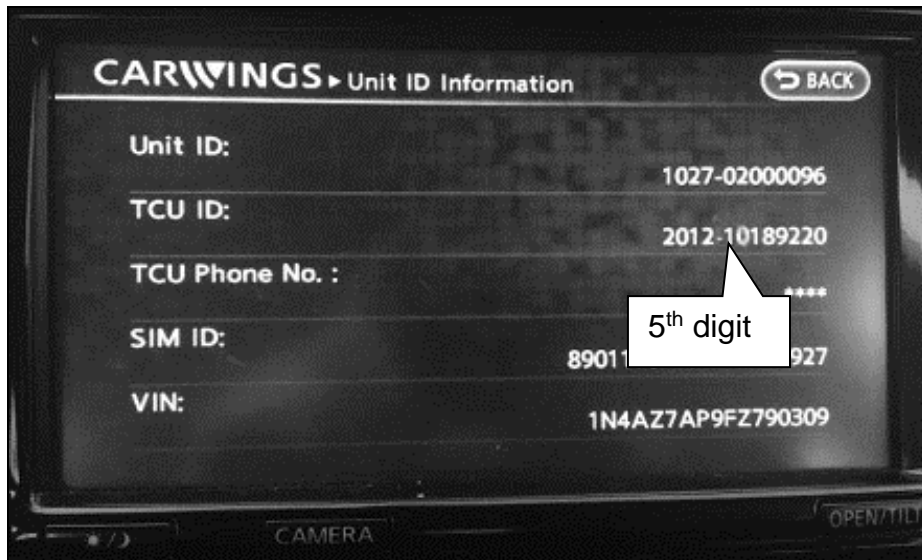


Figure 1

## Turn OFF the TCU (disable)

2. Connect the C-III plus VI to the vehicle.
3. Set the parking brake.
4. Push the vehicle power switch twice to READY mode.
5. Launch C-III plus on the CONSULT PC.
6. Select **Diagnosis (One System)**.

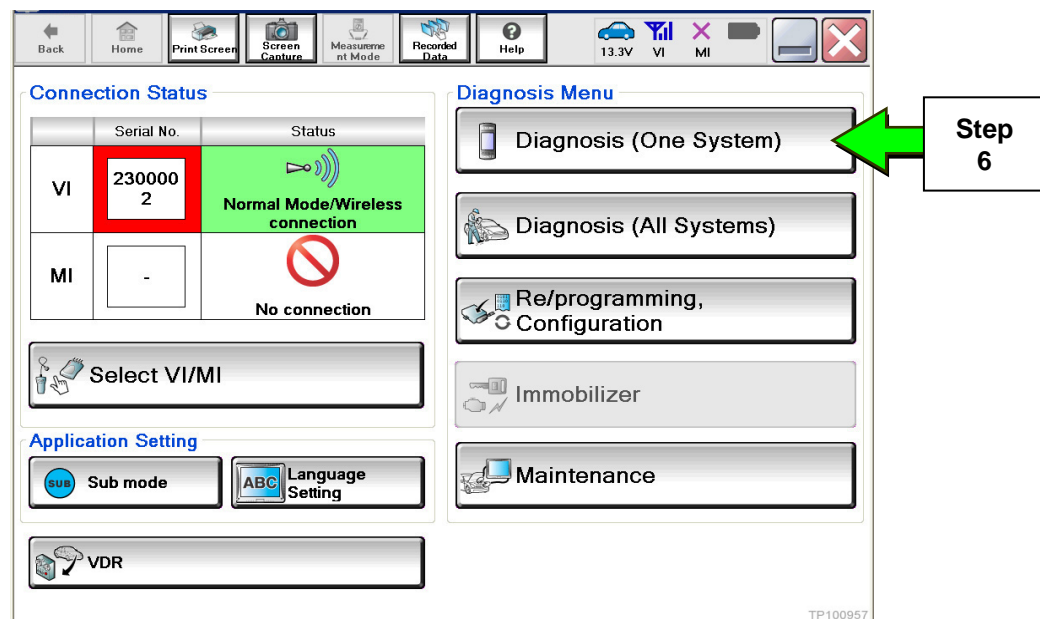


Figure 2

7. Select **TELEMATICS** on page 2 of the all systems list.

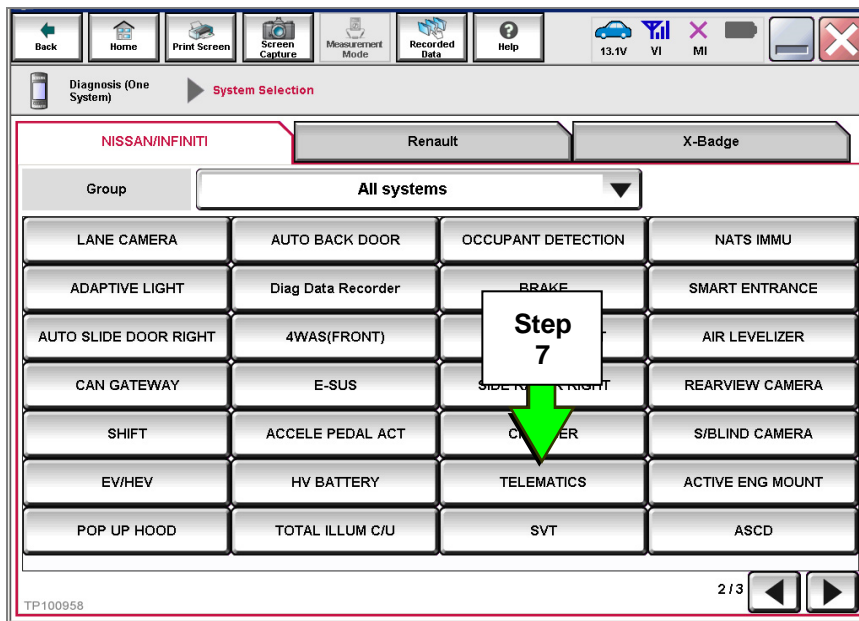


Figure 3

8. Select **Work support**.

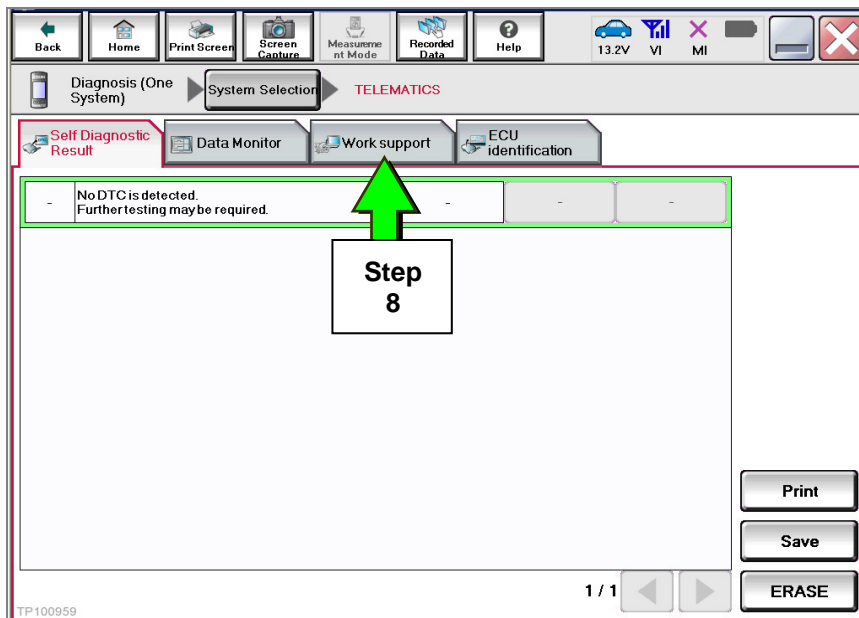


Figure 4

9. Select **TCU ACTIVATE SETTING**.

10. Select **Start**.

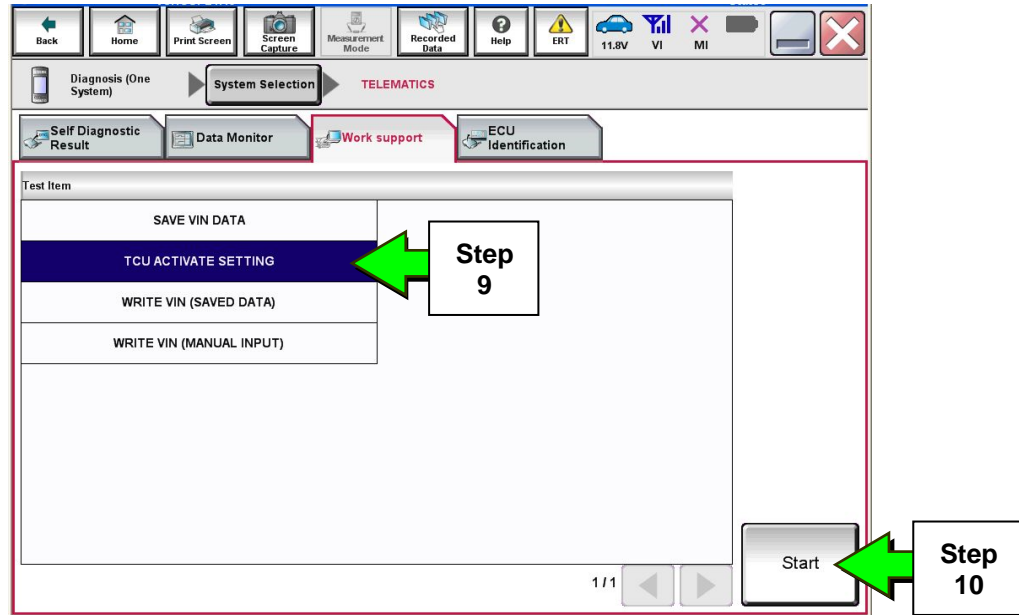


Figure 5

11. Select **Start**.

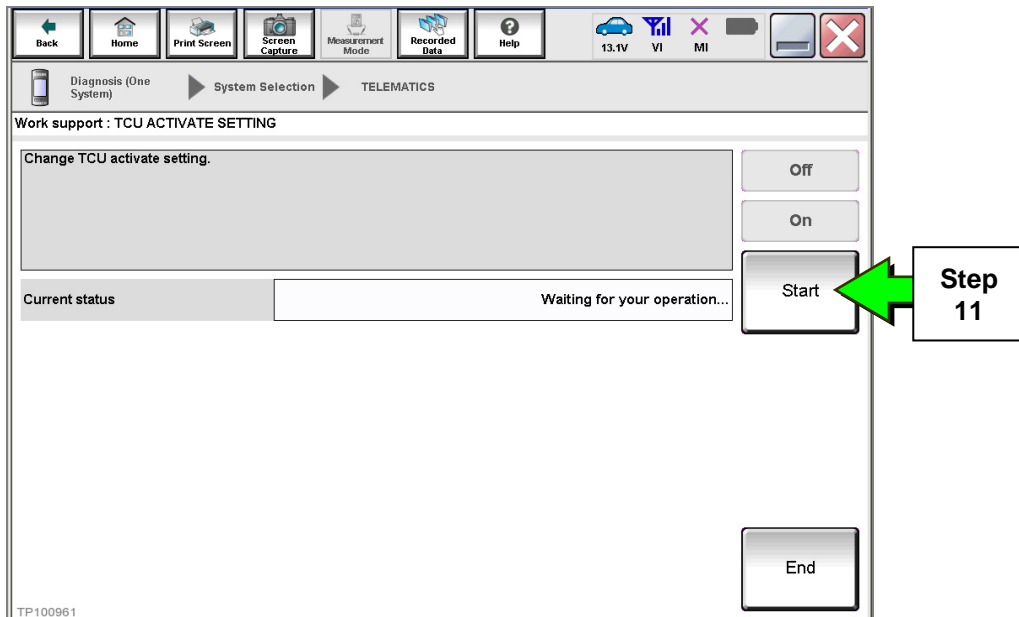


Figure 6

12. Select **Off** to turn OFF the TCU.

13. Select **End**.

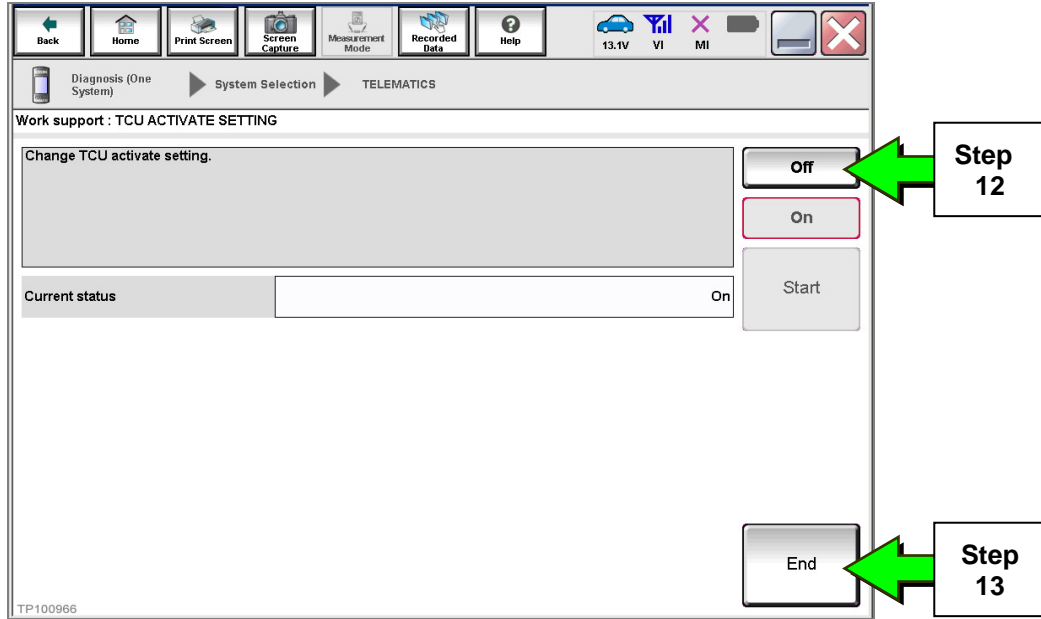


Figure 7

14. Select **Start**.

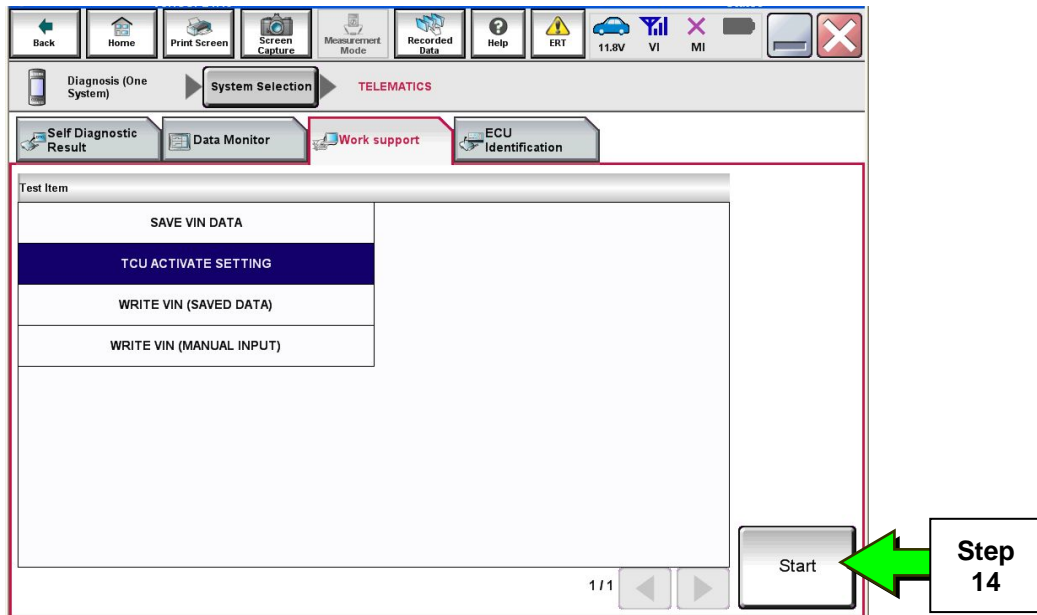


Figure 8

15. Select **Start**.

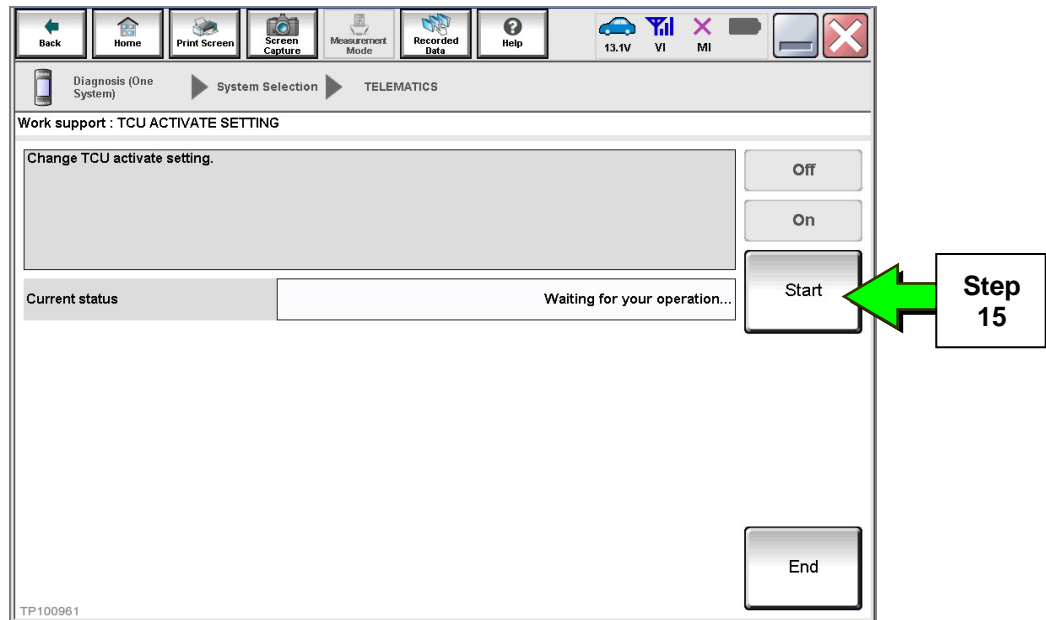


Figure 9

16. Confirm "**Off**" is displayed in the **Current status** field.

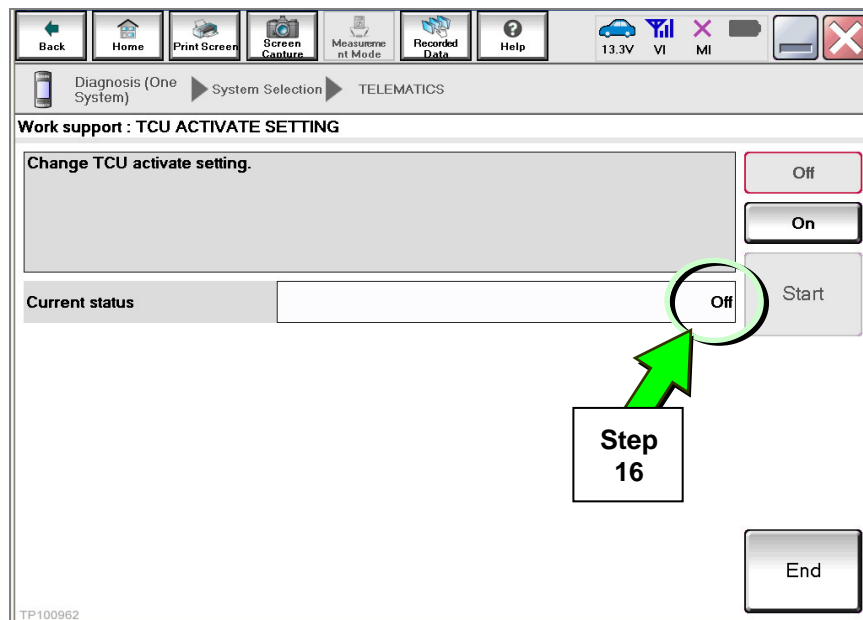


Figure 10

## CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
P7332	Inspect TCU part number and deactivate 2G Telematics Hardware	P73320	0.2 hrs.
	Inspect TCU part number only (2G Telematics Hardware already deactivated)	P73321	