



Innovation that excites

# SERVICE CAMPAIGN

# CAMPAIGN BULLETIN

Disabling the 2G TCU  
Voluntary Service Campaign

Reference: P7332  
Date: July 14, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2011-15 LEAF (ZE0)	44,883	3	July 14, 2017	<b>NO</b>

### \*\*\*\*\* Campaign Summary\*\*\*\*\*

Nissan is conducting a Voluntary Service Campaign on certain specific 2011-2015 LEAF vehicles to disable (turn off) the 2G Telematics Control Unit ("2G TCU"). The subject LEAF vehicles are equipped with Continental GEN1 TCU devices transmitting at 2/2.5G (GSM/GPRS/UMTS) frequencies and are designed to work with 2G cellular service. The 2G cellular service is no longer active in the United States. The subject 2G TCUs are no longer connected to telematics services and no longer perform any function in the affected vehicles. This campaign is being performed out of abundance of caution to help safeguard against potential cybersecurity issues.

- **All eligible vehicles that enter the service department for any reason should have the subject 2G TCU deactivated. This campaign will be performed at no charge to the customer for parts or labor.**
- **Vehicles that have been upgraded to 3G TCUs are not subject to this campaign.**
- **For customers interested in the 3G TCU upgrade as opposed to deactivation, please refer to NTB17-015 (PC449 or PC450).**

### \*\*\*\*\* What Dealers Should Do \*\*\*\*\*

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm I.D. **P7332**.
2. Dealers are requested to remedy any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
3. Dealers should use **NTB17-077** to disable the 2G TCU, for any vehicles subject to this campaign.
  - Service Consultants should verify which TCU the vehicle is equipped with during repair order creation
    - Steps for 2G TCU identification are included in NTB17-077 on page 2
    - **Dealers should not disable 3G TCUs**
  - Customers may also elect to upgrade to a 3G TCU. A co-pay may apply. Please refer to announcement for campaign IDs PC449 or PC450 for additional details.
    - Dealers do not need to disable customer's 2G TCU if electing to upgrade. Instead, dealers should forward a copy of a completed repair order for the 3G

TCU upgrade to [campaignannouncements@nissan-usa.com](mailto:campaignannouncements@nissan-usa.com) and request manual closure of campaign ID P7332.

4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

**\*\*\*\*\* Release Schedule \*\*\*\*\***

<b>Parts</b>	Dealers will disable the 2G Telematics Control Unit ("2G TCU") <ul style="list-style-type: none"><li>• Parts should not be required for this activity</li></ul>
<b>Special Tool</b>	<ul style="list-style-type: none"><li>• CONSULT III</li></ul>
<b>Repair</b>	<ul style="list-style-type: none"><li>• <b>NTB17-077</b></li></ul>
<b>Owner Notification</b>	All eligible vehicles that enter the service department for any reason should have the subject TCU deactivated. Dealers should make customers aware of this action if any affected vehicle should enter the service drive.

**\*\*\*\*\* Dealer's Responsibility \*\*\*\*\***

It is the dealer's responsibility to check Service Comm using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this Voluntary Service Campaign which for any reason enters the service department.

**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION

**Frequently Asked Questions (FAQ):**

**Q. Is this a Stop Sale?**

A. No.

**Q. Is this a safety recall?**

A. No, all eligible vehicles that enter the service department for any reason should have this campaign performed.

**Q. What is the reason for this Voluntary Service Campaign?**

A. The subject LEAF vehicles are equipped with Continental GEN1 Telematics Control Unit (TCU) devices transmitting at 2/2.5G (GSM/GPRS/UMTS) frequencies and are designed to work with 2G cellular service. The 2G cellular service is no longer active in the United States. The subject TCUs are no longer connected to telematics services 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.**

**Q. What will be the corrective action?**

A. Dealers should disable the 2G Telematics Control Unit (TCU), for any vehicles subject to this campaign.

**Q. What is the difference between this activity and the 3G Telematics Control Unit (TCU) upgrade Customer Satisfaction Initiative?**

A. Interested customers continue to be eligible for previously offered 3G TCU upgrade. This campaign is intended for customers that have not upgraded to 3G and are not interested in telematics service. The purpose of this campaign is to deactivate idle 2G TCUs **to help prevent potential cybersecurity issues.**

If customers are interested in an upgrade to 3G TCU, please refer to announcement for campaign IDs PC449 or PC450 for additional details.

**Q. How long will the corrective action take?**

A. This service, which is conducted at no charge to you for parts and labor, should take approximately one (1) hour to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

**Q. How will vehicle owners be notified?**

A. Nissan is asking dealers to inform affected customers of this action. All eligible vehicles that enter the service department for any reason should have the subject Telematics Control Unit (TCU) deactivated.

**Q. Are parts readily available?**

A. No parts are necessary for this campaign.

**Q. I did not receive a letter, how can I tell if my vehicle is affected?**

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this Voluntary Service Campaign.

**Q. Is my vehicle safe to drive?**

A. Yes.

**Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?**

A. No alternative transportation is necessary for this campaign as dealers can readily perform the campaign.

**Q. Is there anything owners can do to mitigate the condition?**

A. Yes. Eligible customers (<https://www.nissanusa.com/recalls-vin>) are encouraged to schedule an appointment with their dealer, at their earliest convenience, to have their 2G Telematics Control Unit (TCU) disabled at no cost.

**Q. Is there any charge for the repair?**

A. No, the 2G Telematics Control Unit (2G TCU) deactivation will be performed for the customer free of charge for parts and labor.

**Q. Will I have to take my vehicle back to the selling dealer to have the service performed?**

A. No, any authorized Nissan dealer is able to perform this Voluntary Service Campaign.  
**For Consumer Affairs:** Please inform us of the dealer where you would like to have the corrective action completed.

**Q. What model year vehicles are involved?**

A. Certain 2011-15 Nissan LEAF vehicles equipped with a 2G Telematics Control Unit (2G TCU) that are no longer functional are affected.

**Q. How many vehicles are involved in this first service campaign?**

A. Approximately 45,000 Nissan LEAF vehicles are affected.

**Q. Are you experiencing this condition on any other Nissan (or Infiniti) models?**

A. Yes, approximately 300,000 Infiniti vehicles in US are eligible for this 2G TCU deactivation.