



SERVICE BULLETIN

Classification: EL10-044g	Reference: NTB10-135g	Date: January 17, 2018
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2011-2017 LEAF; TELEMATICS SERVICE INFORMATION

This bulletin has been amended. The APPLIED VEHICLES section has been revised. No other changes have been made. Please discard all previous versions of this bulletin.

APPLIED VEHICLES: 2011-2017 LEAF (ZE0)

SERVICE INFORMATION

This bulletin contains important service procedures that must be performed in order to set-up and maintain the Nissan LEAF Telematics system.

See the Telematics Overview, below, and the Bulletin Overview starting on page 2 for more information.

NOTE: Detailed Telematics system information outside the scope of this bulletin can be found in the AV–Audio Visual & Navigation System section of the Electronic Service Manual (ESM).

TELEMATICS OVERVIEW

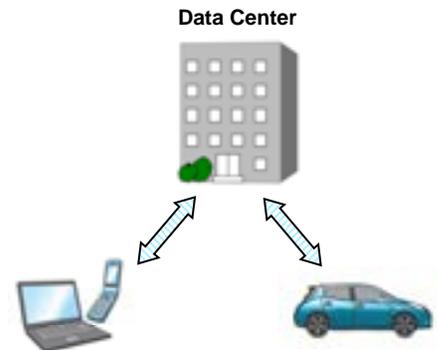
IMPORTANT: New LEAF nomenclature has been introduced; CARWINGSsm has been changed to “NissanConnectsm EV”. 2011-2015 vehicles will still use the term CARWINGS in the onboard settings menu and 2016-2017 vehicles will use the term NissanConnect Services.

The Nissan LEAF is equipped with a wireless communication device called a Telematics Communication Unit (TCU).

The connection between the TCU and the Data Center, along with an active NissanConnect EV or NissanConnect Mobile Apps subscription, allows for various services. Availability is dependent on vehicle model, trim level, packaging, and/or options.

For example:

- Some vehicle information and functions are available to the vehicle owner via personal computer or internet-enabled smart phone.
- For 2011-2015 vehicles, additional information is displayed on the navigation screen in the CARWINGS section.
- For 2016-2017 vehicles, the additional information is displayed on the navigation screen in the NissanConnect Services section.



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.

BULLETIN OVERVIEW

During Pre-Delivery Inspection (PDI):

- The TCU is OFF when delivered to the dealership and will need to be turned ON during PDI.
- Use CONSULT-III plus (C-III plus) to turn ON the TCU.
- See **Turning ON the TCU During PDI** on page 4 for detailed instructions.

When replacing a TCU:

- If the TCU requires replacement for any reason:
 1. Turn OFF the original TCU using C-III plus.
 2. Save the VIN DATA using C-III plus.
 3. Remove the original TCU from the vehicle.
 4. Deactivate (unregister) the original TCU by calling Nissan LEAF TCU Replacement Support.
 5. Activate (register) the replacement TCU by calling Nissan LEAF TCU Replacement Support.
 6. Install the replacement TCU in the vehicle.
 7. Write the VIN DATA using C-III plus.
 8. For **2016-2017 model years only**, Perform “After ECU Replacement” and manually input TCU configuration.
 9. Turn ON the replacement TCU using C-III plus.
 10. Resend the NissanConnect EV/CARWINGS User ID and Password.
- Each TCU is registered to a specific Vehicle Identification Number (VIN). TCUs cannot be “swapped” between vehicles.
- The replacement TCU must come from Nissan North America parts supply.

- Contact Nissan LEAF TCU Replacement Support at 1-800-922-1528 to deactivate the original TCU and activate the replacement TCU.
- See **When a TCU Needs to be Replaced** on page 10 for detailed instructions.

After replacing an Audio/Visual (A/V) Control Unit:

- After a replacement A/V control unit has been installed, the NissanConnect EV/CARWINGS User ID and Password must be entered into the new A/V control unit.
- The vehicle owner was provided with this information during the initial NissanConnect EV/CARWINGS registration.
- See **After A/V Control Unit Replacement - Enter NissanConnect EV/CARWINGS User ID and Password** on page 19 for detailed instructions.

Turning ON the TCU During PDI

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

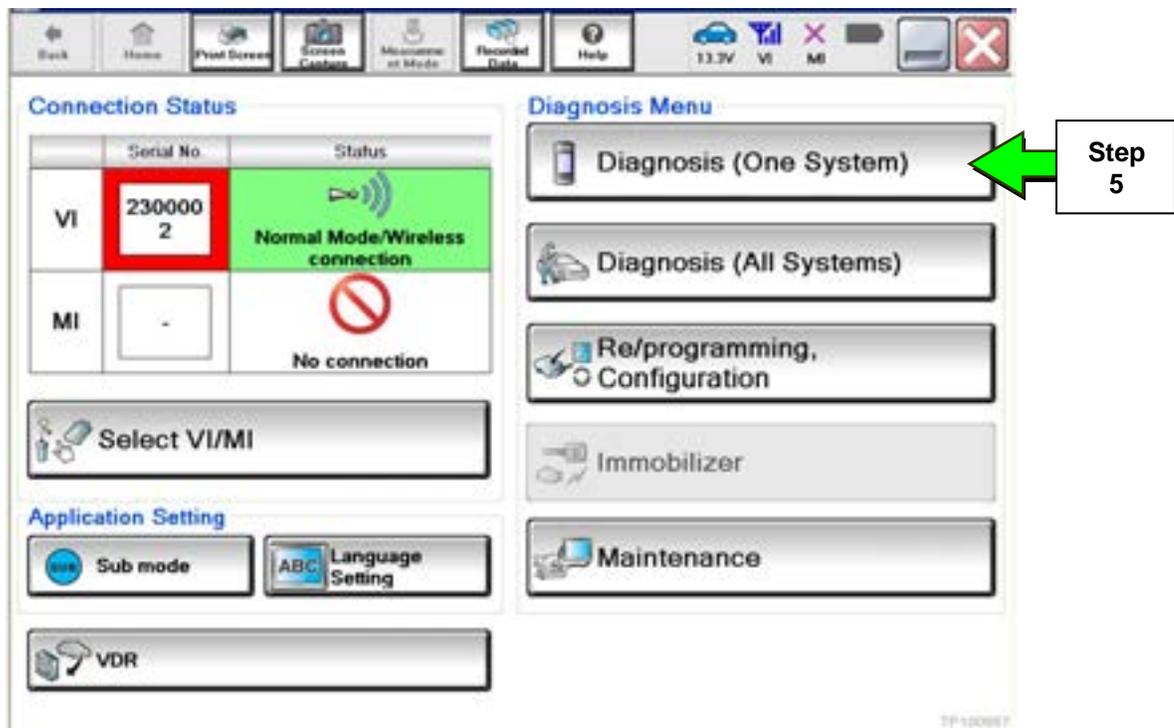


Figure 1

NOTE: If **Diagnosis (One System)** is grayed out and not available to select:

- a) Minimize the C-III plus screen.



Figure 2

- b) Select the **Safely Remove Hardware** icon on the taskbar.



Figure 3

- c) Select **Eject SCR243_PCMCIA Smart_Card_Reader**

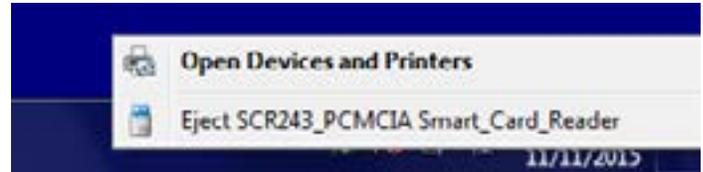


Figure 4

- d) Wait for the **Safe To Remove Hardware** message to appear.



Figure 5

- e) Disengage/pop-out the C-III Card Adapter with Immobilizer Card by pressing the ejector button.
- f) Maximize the C-III plus screen.

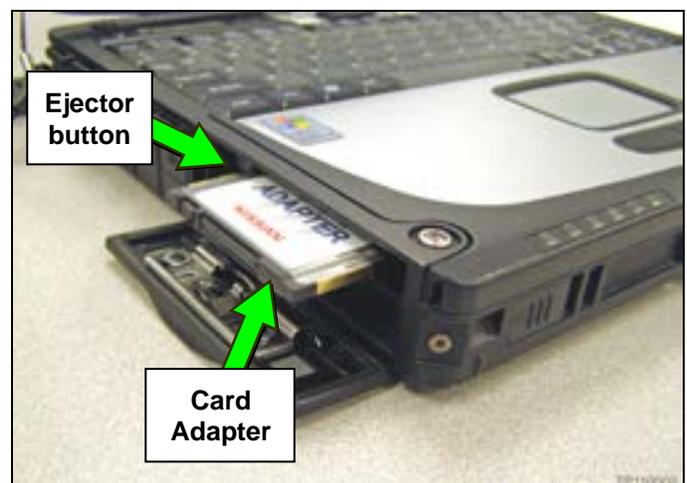


Figure 6

Diagnosis (One System) should now be available to select.

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

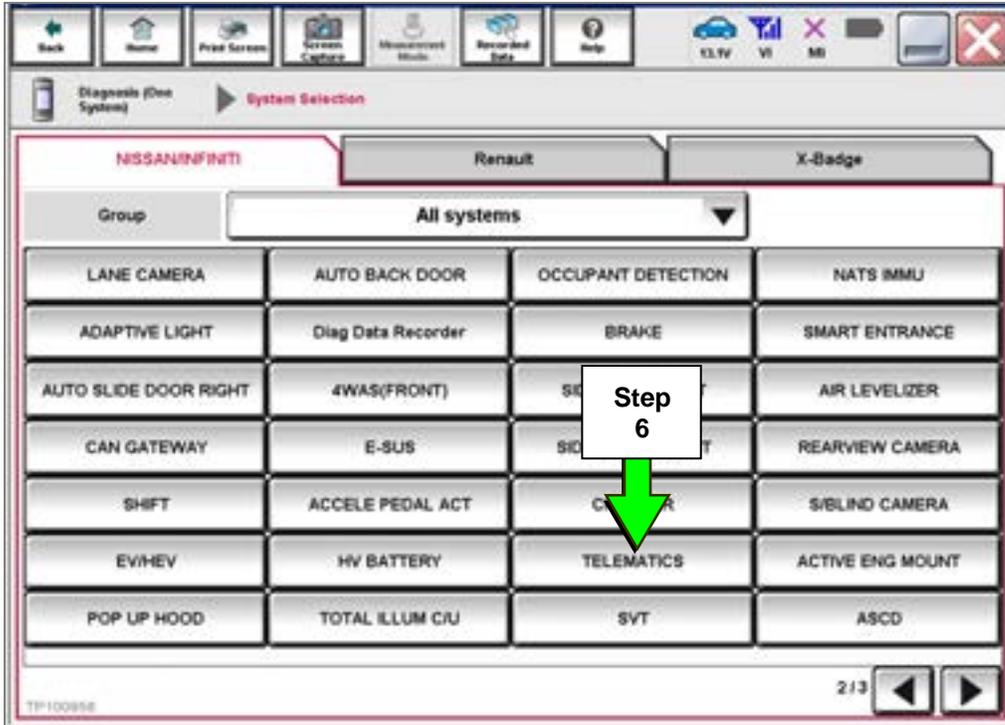


Figure 7

7. Select **Work support**.

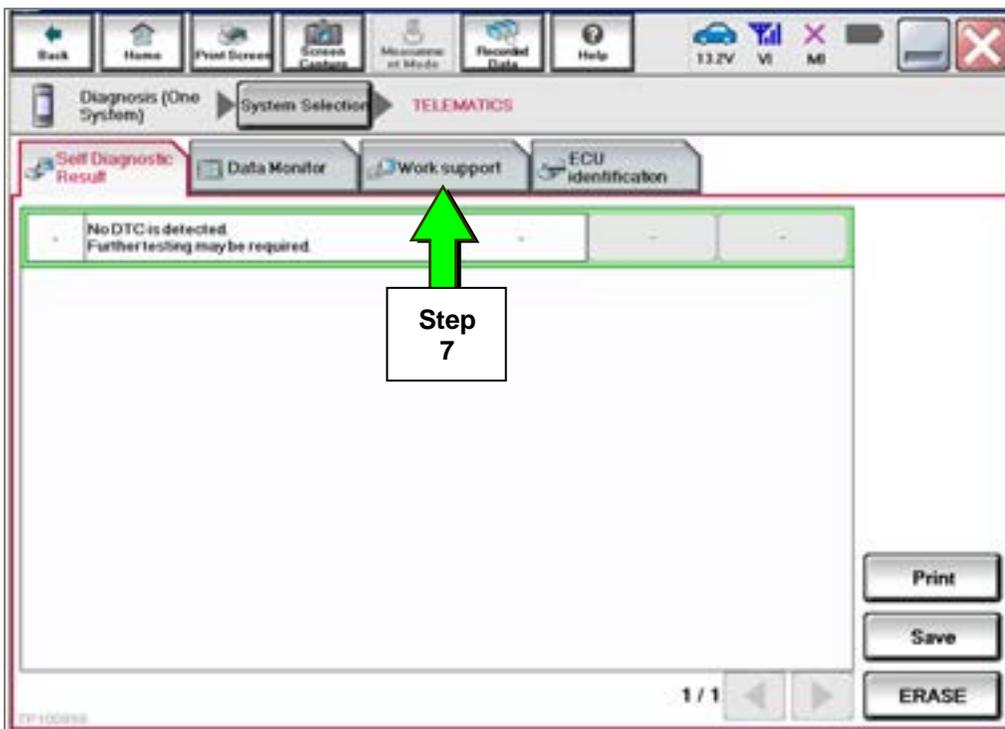


Figure 8

8. Select **TCU ACTIVATE SETTING**.

9. Select **Start**.

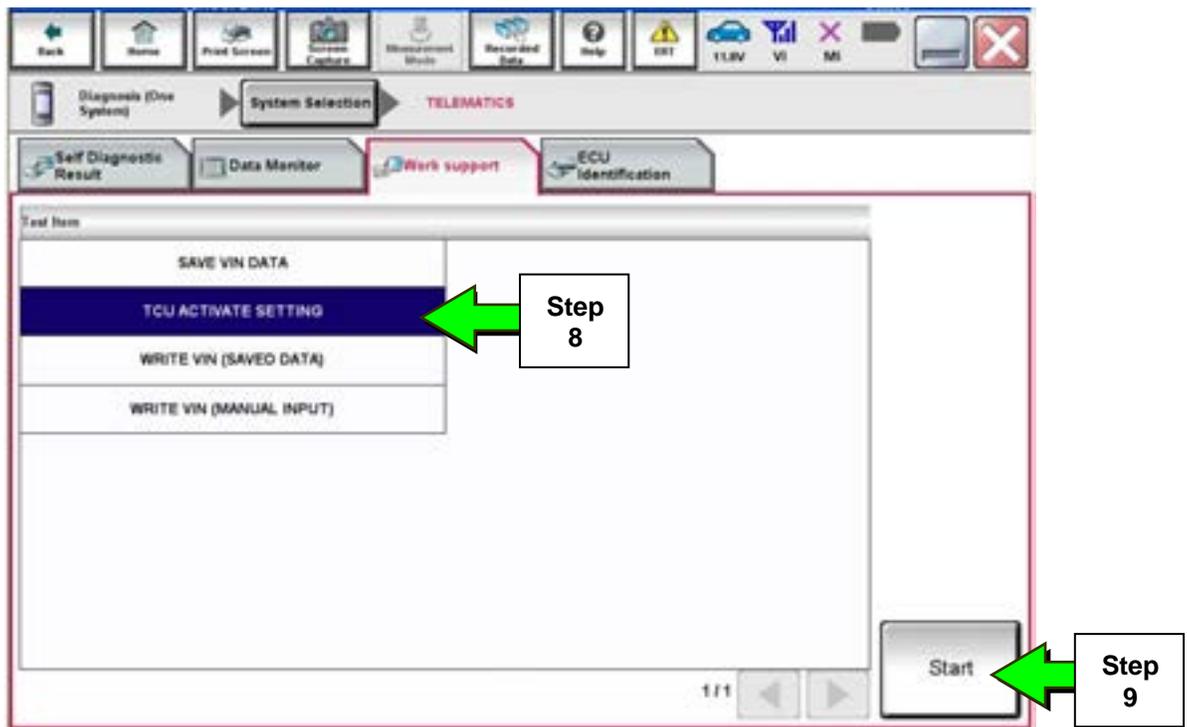


Figure 9

10. Select **Start**.

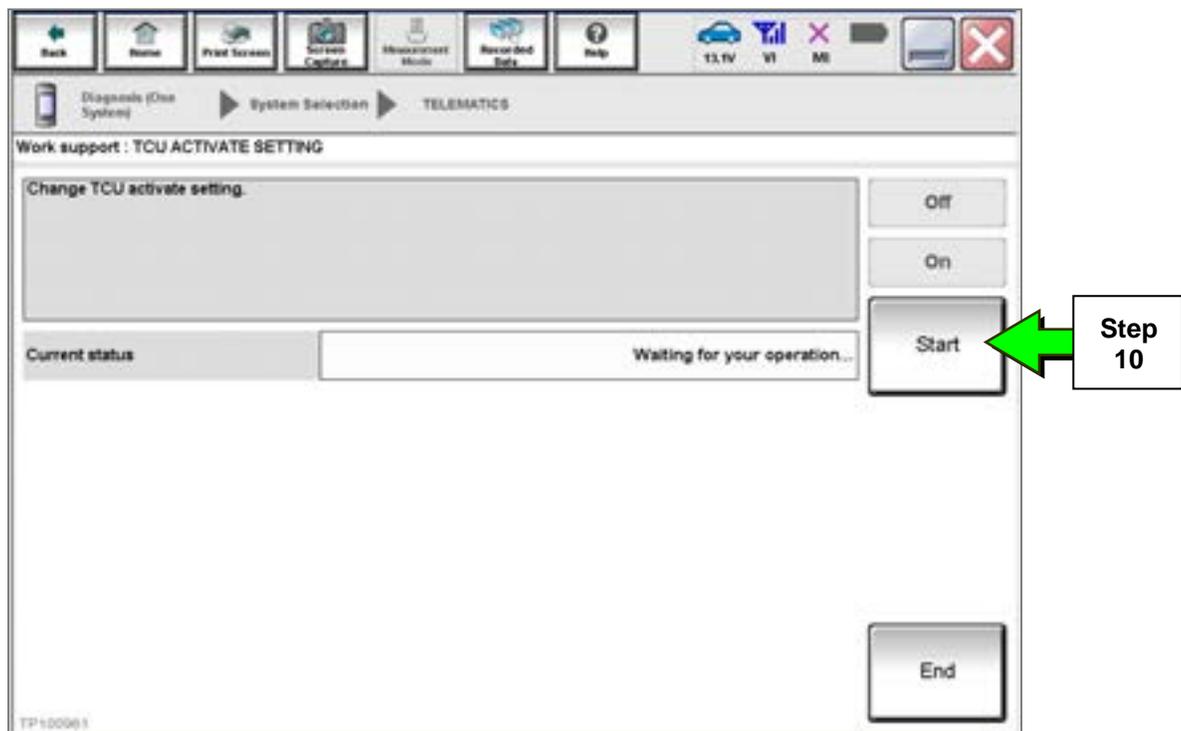


Figure 10

11. Select **On** to turn ON the TCU.

12. Select **End**.

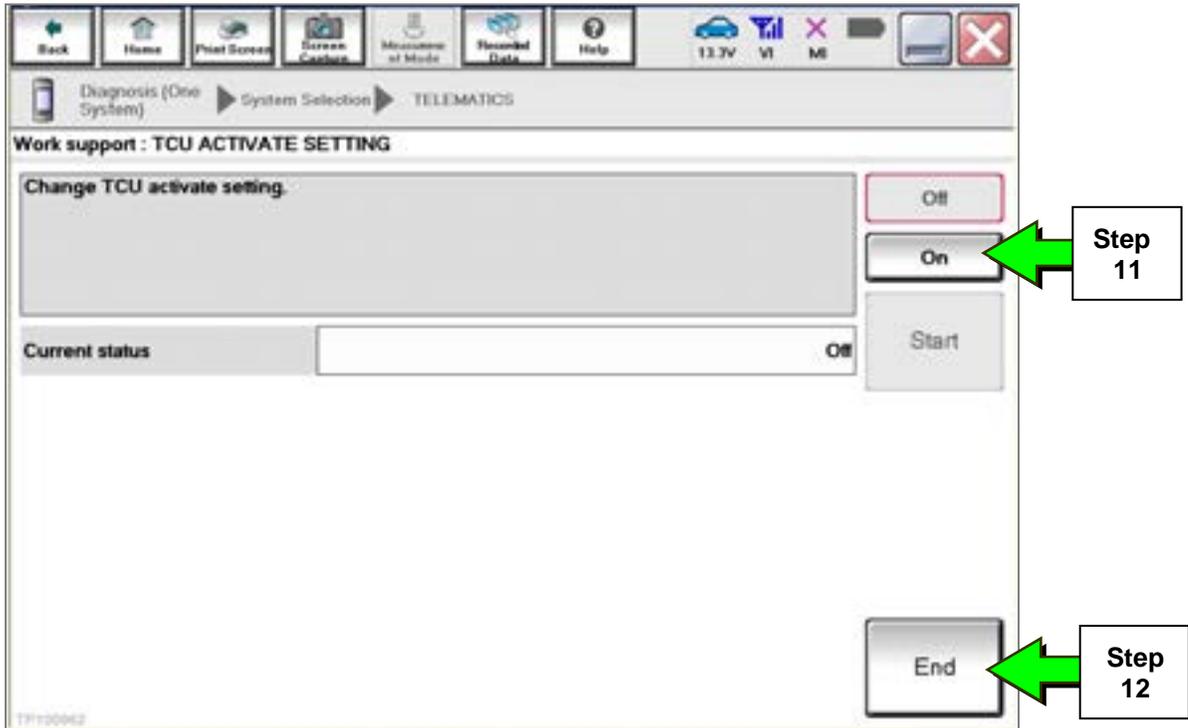


Figure 11

13. Select **Start**.

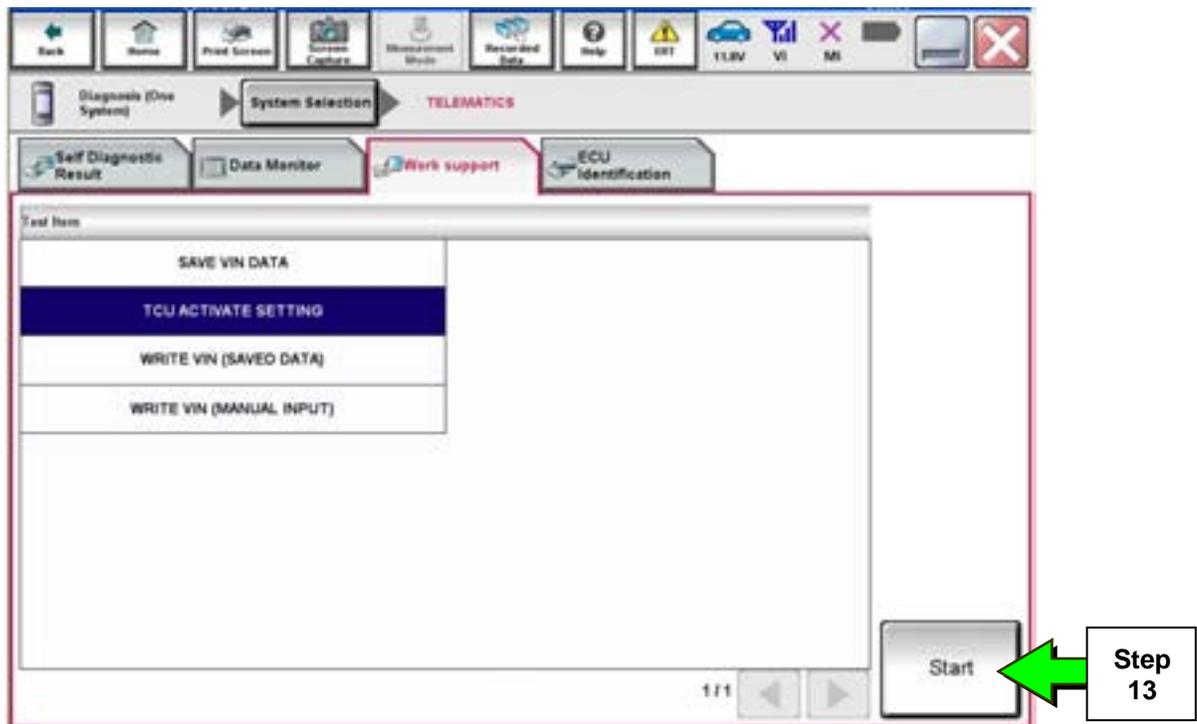


Figure 12

14. Select **Start**.

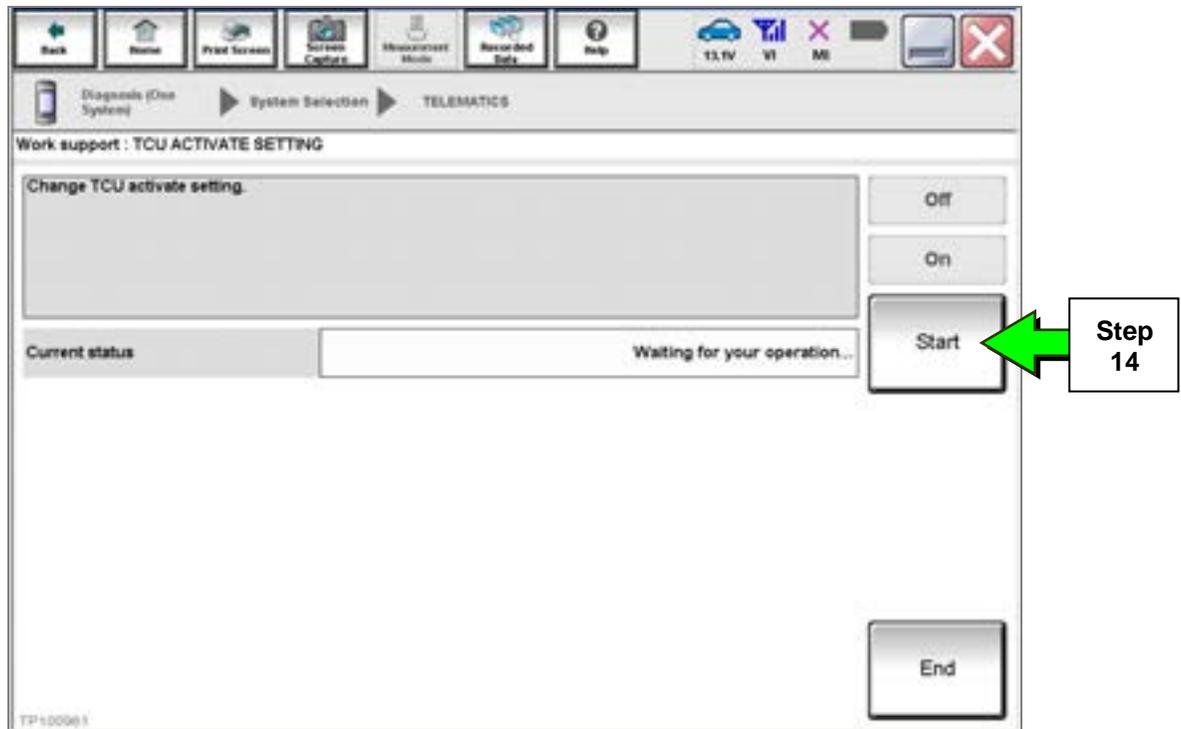


Figure 13

15. Confirm “**On**” is displayed in the **Current status** field.

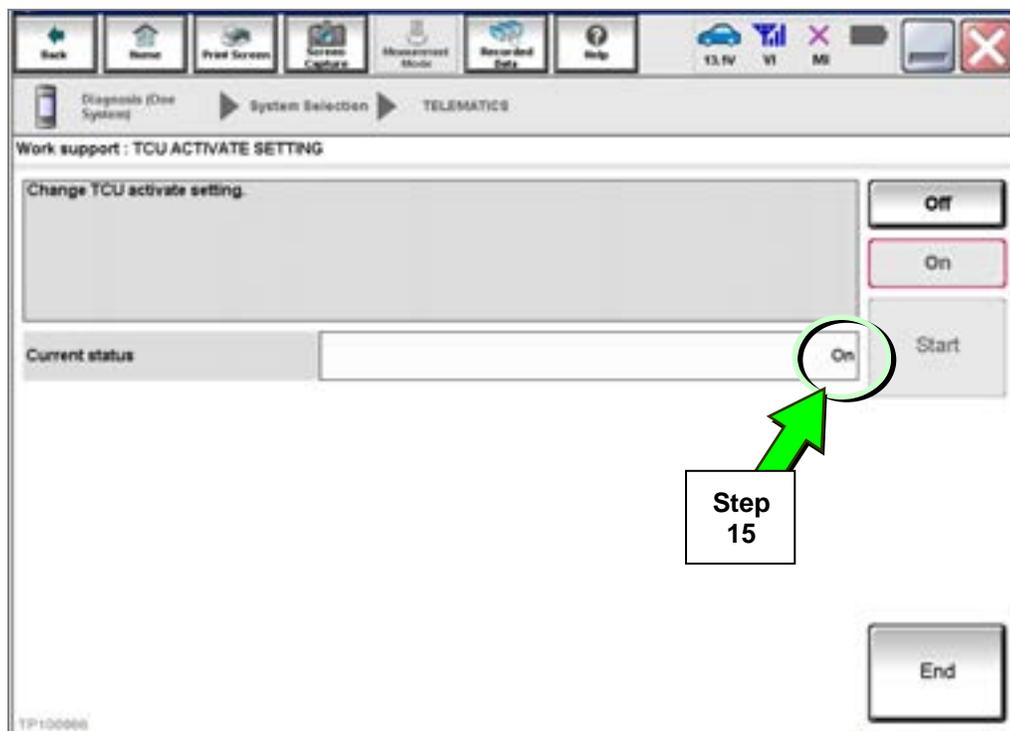


Figure 14

16. Reinsert the C-III Card Adapter with Immobilizer Card, if removed.

When a TCU Needs To Be Replaced

NOTE:

- Each TCU is registered to a specific VIN. TCUs cannot be “swapped” between vehicles.
- The replacement TCU must come from Nissan North America parts supply.

1. Turn OFF the TCU using C-III plus.

- Perform steps 1-15 of the **Turning ON the TCU During PDI** procedure starting on page 4.

NOTE:

- Instead of selecting “On” in step 11, select “Off.”
- In step 15, confirm the current status is displayed as “Off.”
- After step 15, select **End**.

2. Select **SAVE VIN DATA**.

3. Select **Start**.

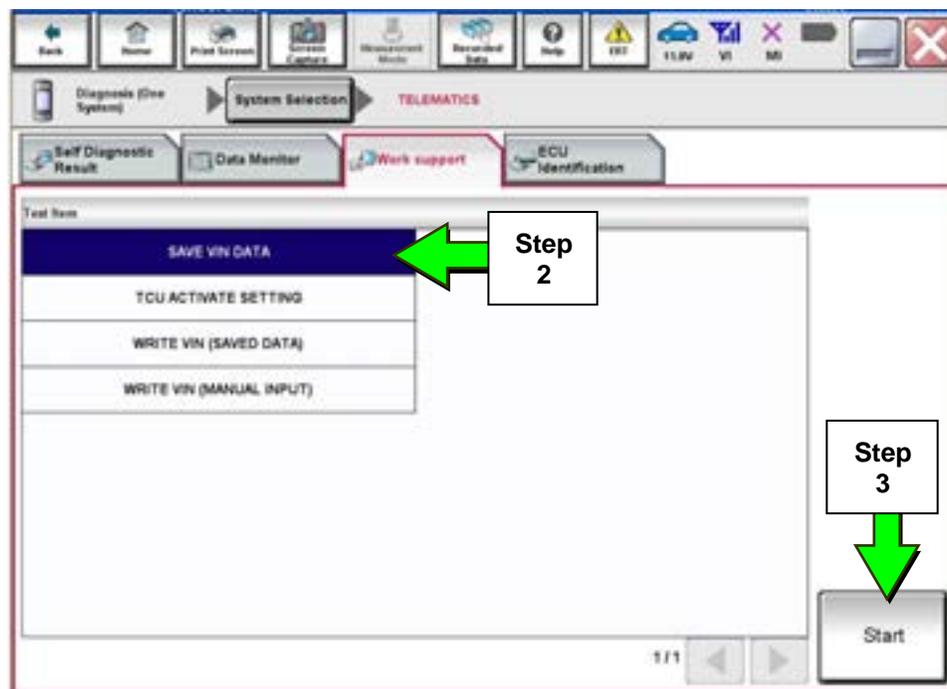


Figure 15

4. Select **Start**.

NOTE: If the VIN data cannot be saved, you will have to manually enter the VIN later in this procedure.



Figure 16

5. Select **End**.

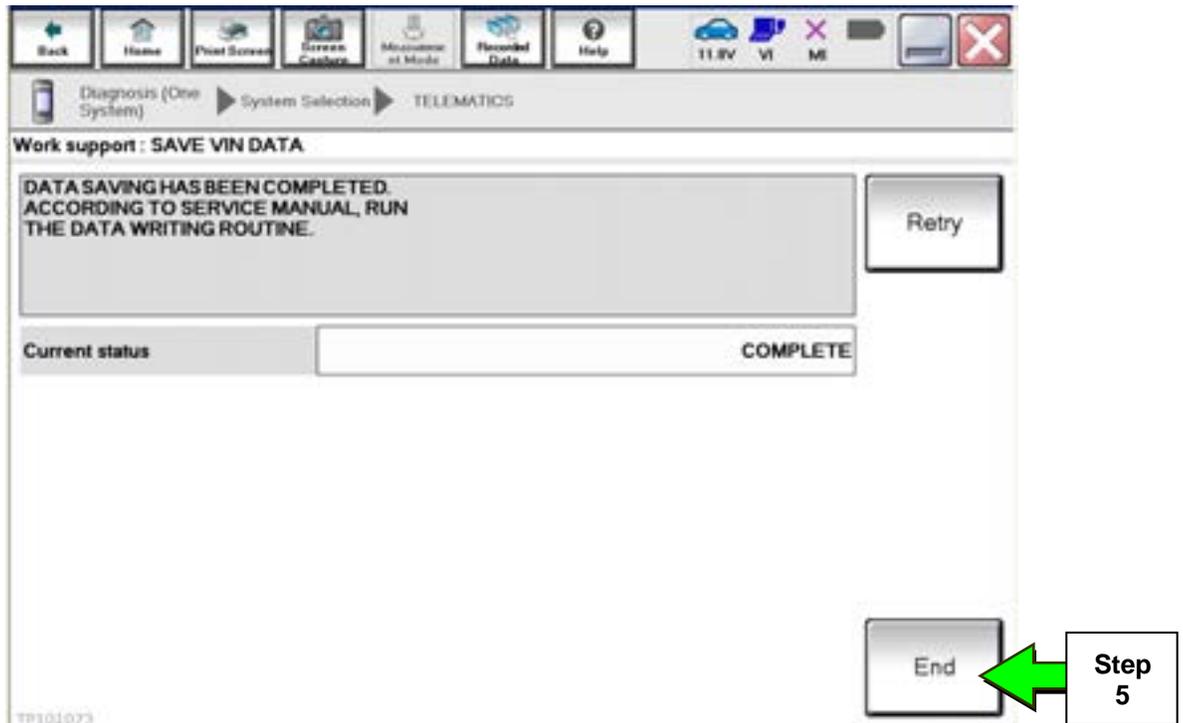


Figure 17

6. Remove the TCU from the vehicle.

- Refer to the ESM, section **AV – Audio Visual & Navigation System**, for removal information.

Steps 7 and 8 must be performed AFTER the original TCU is removed from the vehicle and BEFORE the replacement TCU is installed.

7. Collect and have ready the following information:

- a) VIN.
- b) International Mobile Equipment Identity Number (IMEI) of the original TCU. This number is located on the TCU.
- c) IMEI Number of the replacement TCU. This number is located on the TCU.
- d) Serial Number of the replacement TCU. This number is located on the TCU.

LABEL ON TCU

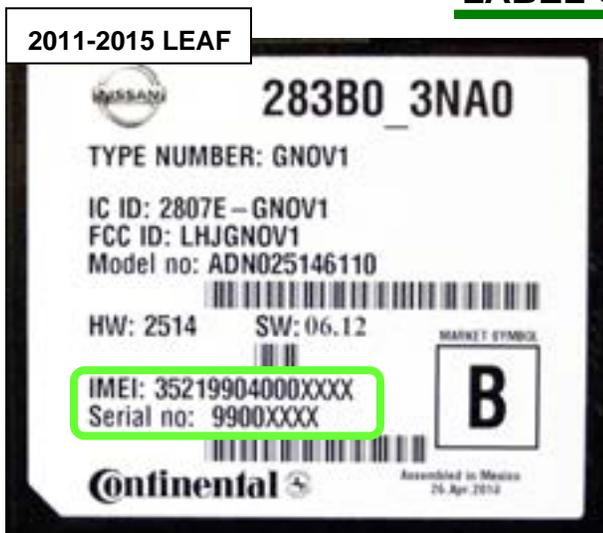


Figure 18



Figure 19

8. Call Nissan LEAF TCU Replacement Support at **1-800-922-1528**. (Hours of operation are listed at the bottom of the page.)

NOTE: The phone number shown above is for TCU activation and deactivation **ONLY**. The Support Center agent is unable to assist with matters unrelated to TCU activation and deactivation.

During this call:

- You will be asked for your name, dealership name, and all of the information collected in step 7.
- The Support Center agent will deactivate the original TCU and activate the replacement TCU.

IMPORTANT: Step 8 **MUST** be performed to activate the replacement TCU. If it is not performed the TCU will not be able to communicate with the NissanConnect Global Data Center.

9. Install the replacement TCU into the vehicle.
 - Refer to the ESM, section **AV – Audio Visual & Navigation System**, for installation information
10. Perform steps 1-7 of the **Turning ON the TCU During PDI** procedure, starting on page 4.

Nissan LEAF TCU Replacement Support – Hours of Operation (Central Time Zone)

Monday – Friday: 7AM – 10PM Saturday: 8AM – 5PM

Special Holiday Hours:

Closed Thanksgiving, Christmas, and New Year's Day

Christmas Eve: 7AM – 7PM

New Year's Eve: 7AM – 7PM

11. Select **WRITE VIN (SAVED DATA)**.

NOTE: If VIN DATA could not be saved in step 4, proceed to **Manually Enter VIN Data (if needed)** on page 16.

12. Select **Start**.

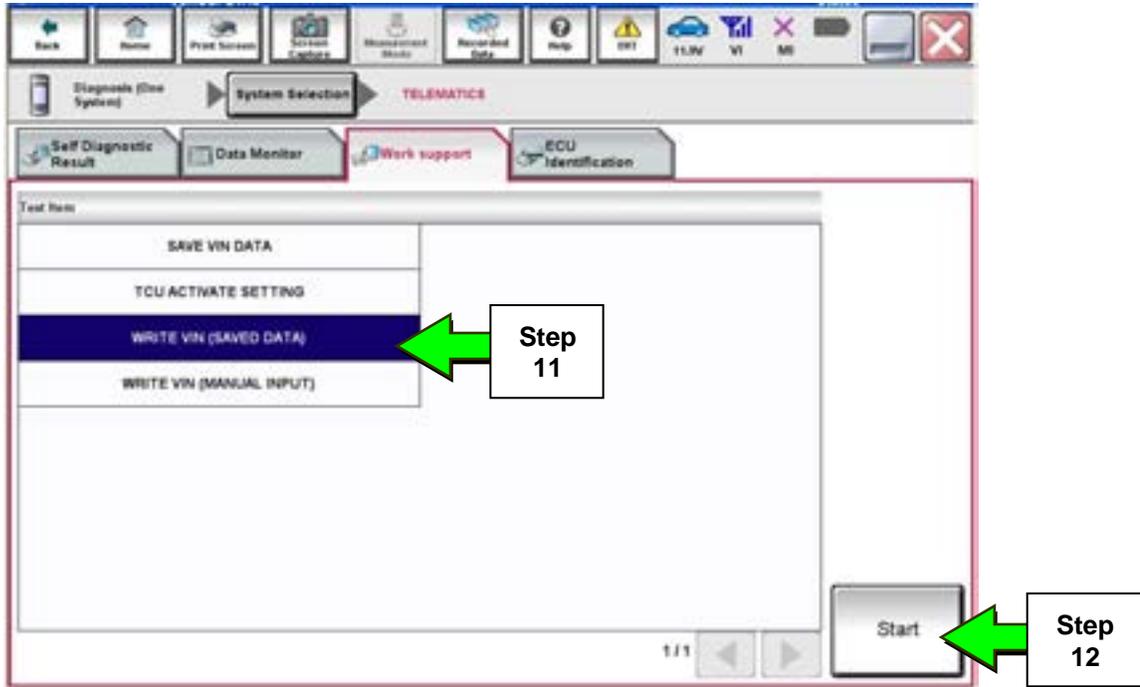


Figure 20

13. Select **Start**.

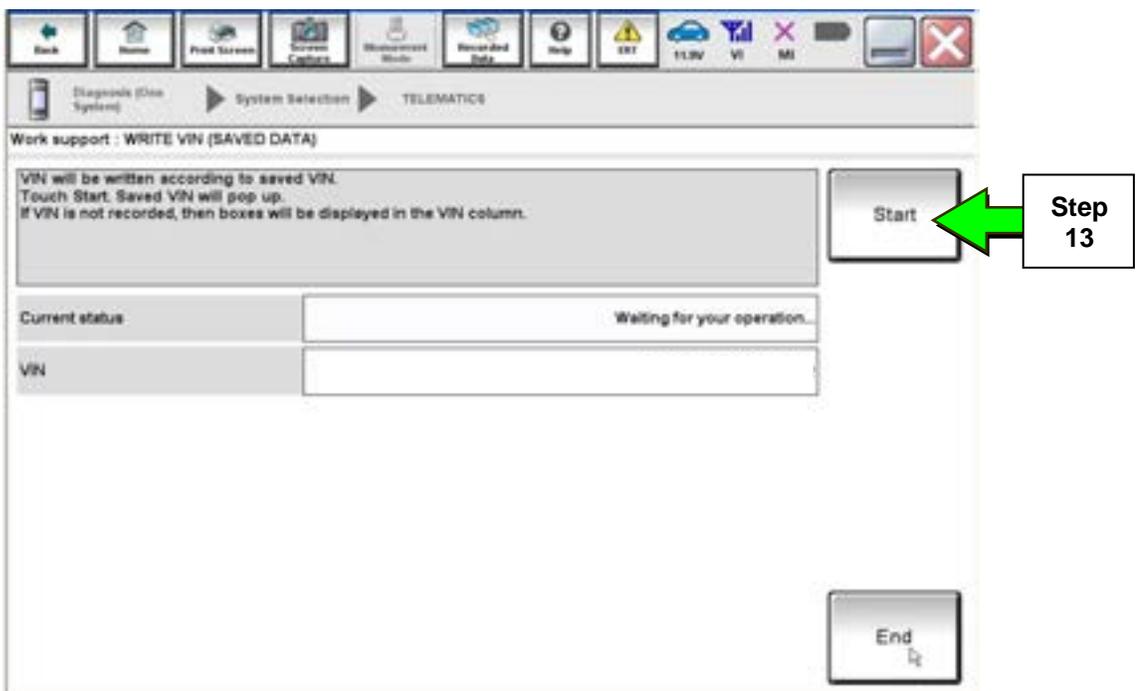


Figure 21

14. Select **End**.

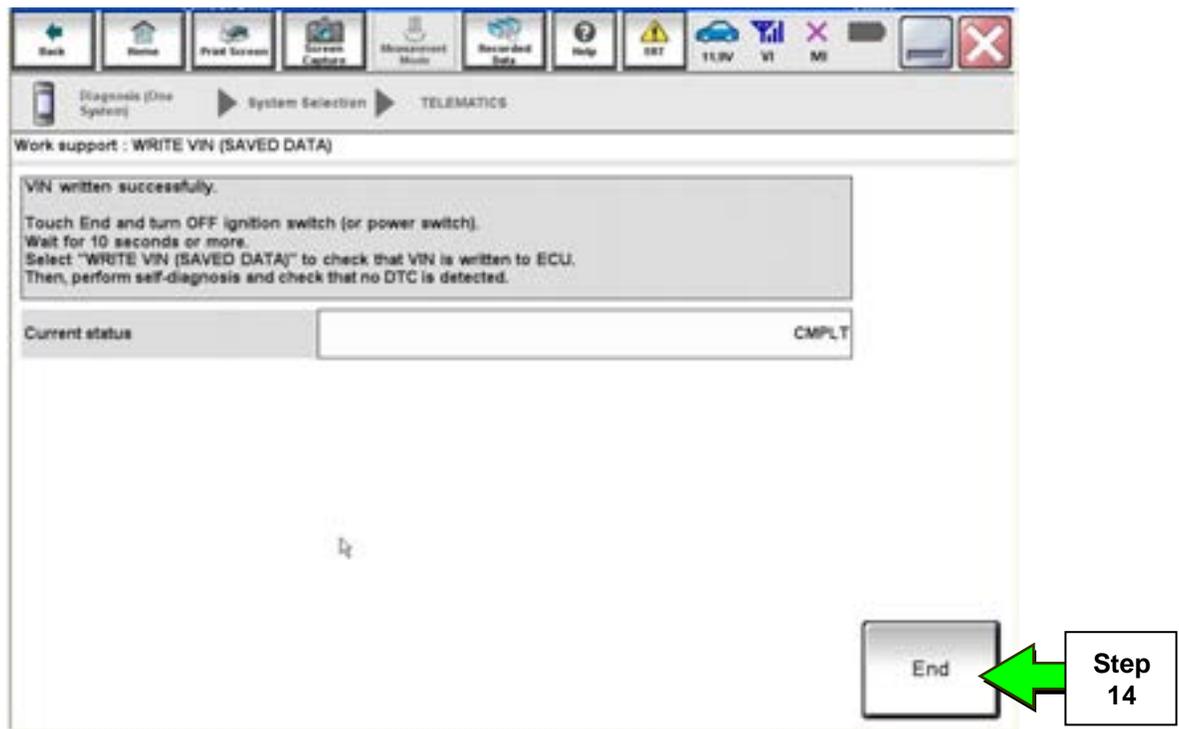


Figure 22

15. Proceed to step 19 on page 17.

Manually Enter VIN Data (if needed)

16. Select **WRITE VIN (MANUAL INPUT)**.

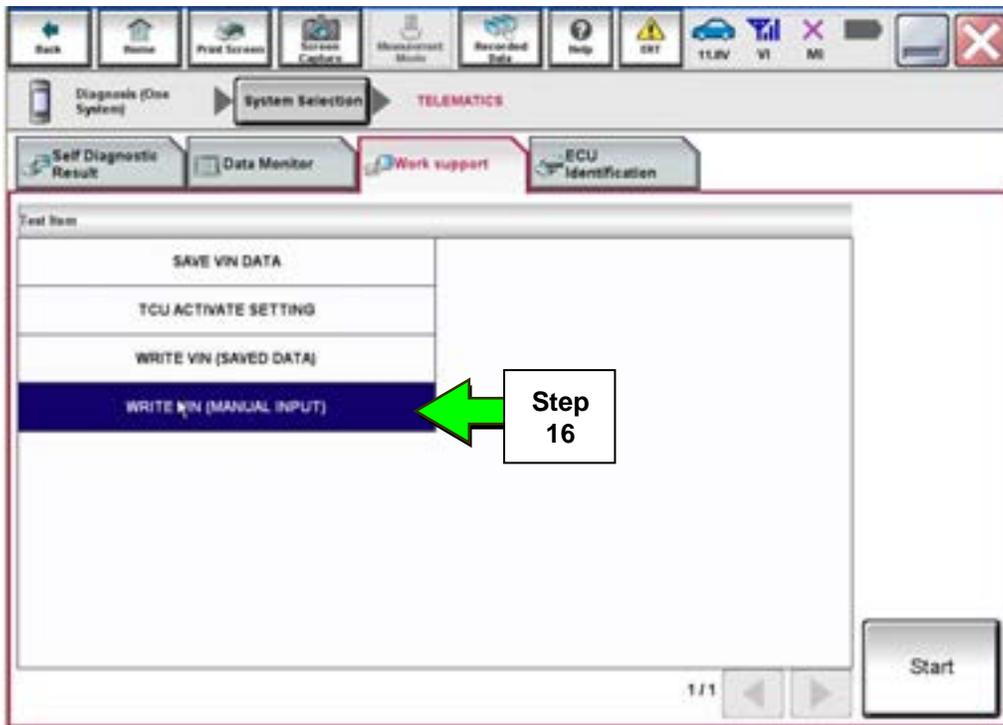


Figure 23

17. Enter the VIN.

- Select the **VIN (1ST TIME)** input field and type in the VIN.
- Select the **VIN (2ND TIME)** input field and type in the VIN again.
- Select **Start**.

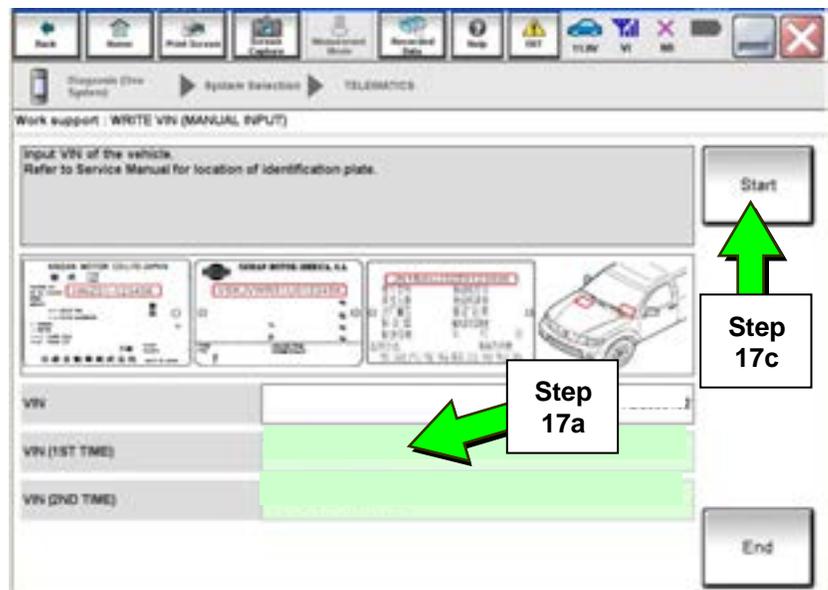


Figure 24

18. Select **End**.

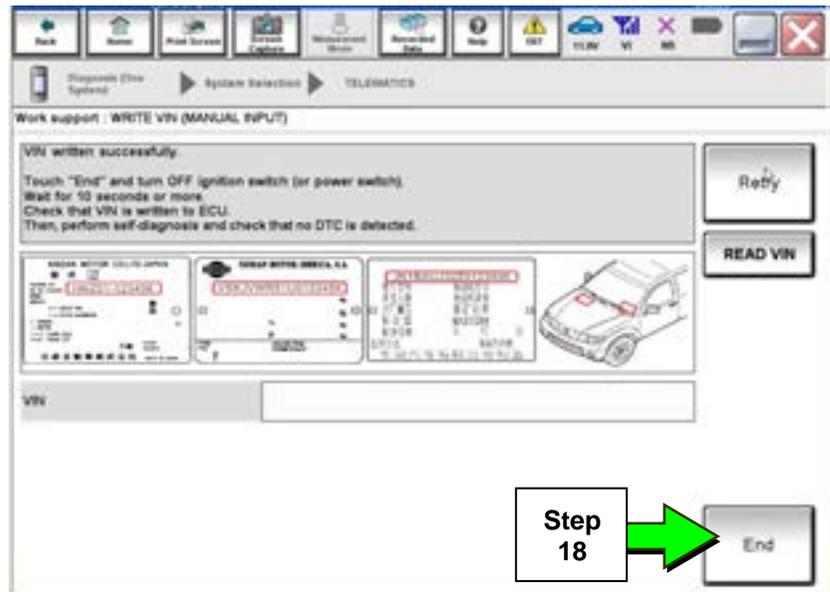


Figure 25

19. Is the vehicle a 2016-2017 model year?

YES: Perform “After ECU Replacement” with C-III plus and manually configure TCU (refer to page 22 for manual configuration), and then proceed to step 20.

NO: Proceed to step 20.

20. Turn ON the TCU.

- Perform the **Turning ON the TCU During PDI** procedure, starting on page 4.

21. Sign in to TCU with customer's User ID and Password:

- **2011-2015 LEAF** first press the **Zero Emission button** (Figure 26) on the Multifunction Control Panel.
- **2016-2017 LEAF** first select **Settings** on the touch screen (Figure 27).



Figure 26



Figure 27

22. Select **CARWINGS** or **NissanConnect Services**:

- **2011-2015 LEAF** select **CARWINGS** (Figure 28) and then **CARWINGS Settings**.
- **2016-2017 LEAF** scroll to screen 2 and then select **NissanConnect Services** (Figure 29).



Figure 28



Figure 29

23. Select **Sign in**.



Figure 30

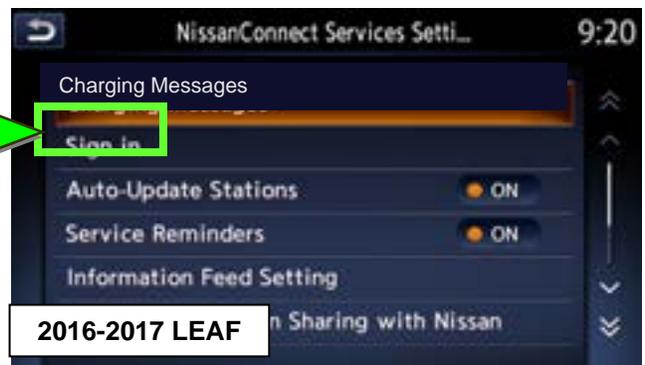


Figure 31

24. Select **Send ID and password** to resend the NissanConnect EV/CARWINGS User ID and Password.

NOTE: The NissanConnect EV/CARWINGS User ID and Password already should be entered into the fields. If these fields are blank, perform the **After A/V Control Unit Replacement - Enter NissanConnect EV/CARWINGS User ID and Password** procedure, starting on page 19.

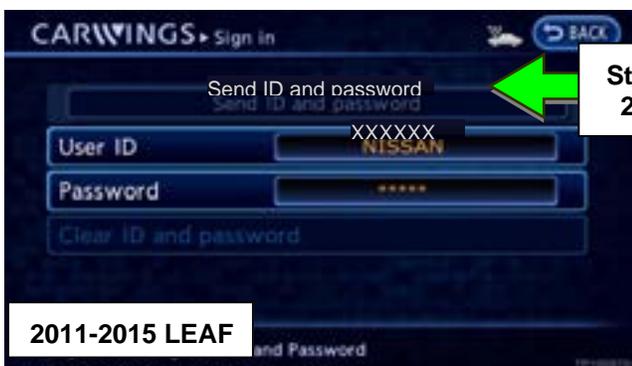


Figure 32

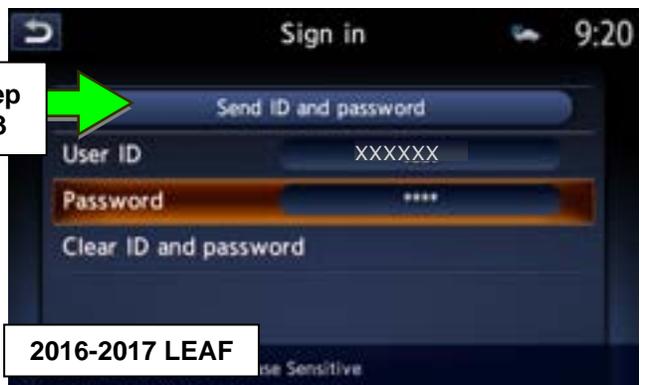


Figure 33

After A/V Control Unit Replacement - Enter NissanConnect EV/CARWINGS User ID and Password

NOTE:

- During this process, the vehicle owner must enter the **NissanConnect EV/CARWINGS User ID (PIN) and Password** into the new A/V Control Unit. This step is necessary to finalize the repair.
 - The owner was provided with the NissanConnect EV/CARWINGS User ID and Password during the initial NissanConnect EV/CARWINGS registration.
 - The NissanConnect EV/CARWINGS User ID and Password are different from the www.nissanusa.com/nowners/ account User ID and Password. Make sure the owner understands which User ID and Password is being requested.
 - If the owner cannot remember the NissanConnect EV/CARWINGS User ID and Password, inform them it can be viewed in the **Manage Account** area at www.nissanusa.com/nowners/.
 - The NissanConnect EV/CARWINGS User ID and Password input fields are case sensitive. Make sure the owner takes note of which letters of the User ID and Password are lowercase and which are uppercase.
 - The NissanConnect EV/CARWINGS services will not function until the NissanConnect EV/CARWINGS User ID and Password are entered into the navigation system.
1. Sign in to TCU with customer's User ID and Password:
- **2011-2015 LEAF** first press the **Zero Emission button** (Figure 34) on the Multifunction Control Panel.
 - **2016-2017 LEAF** first select **Settings** on the touch screen (Figure 35).

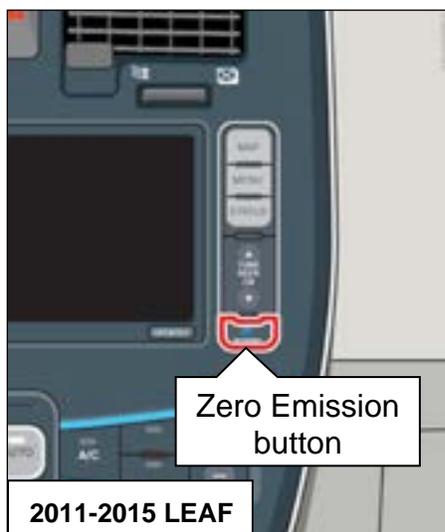


Figure 34



Figure 35

2. Select **CARWINGS** or **NissanConnect Services**:

- **2011-2015 LEAF** select **CARWINGS** (Figure 36) and then **CARWINGS Settings**.
- **2016-2017 LEAF** scroll to screen 2 and then select **NissanConnect Services** (Figure 37).



Figure 36



Figure 37

3. Select **Sign in**.

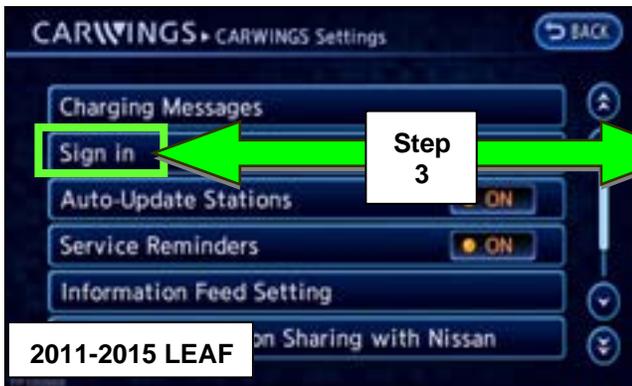


Figure 38

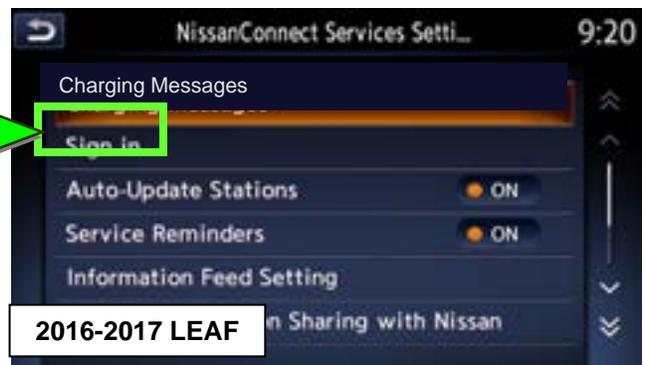


Figure 39

4. Have the owner enter the NissanConnect EV/CARWINGS User ID and Password (Figure 40 and Figure 41).

- Touch the input fields one at a time to enter the information using the onscreen keyboard.
- The input fields are case sensitive. Example: "HpcWnYE" must be entered as "HpcWnYE" not "HPCWNYE" or "hpcwnye".



Figure 40

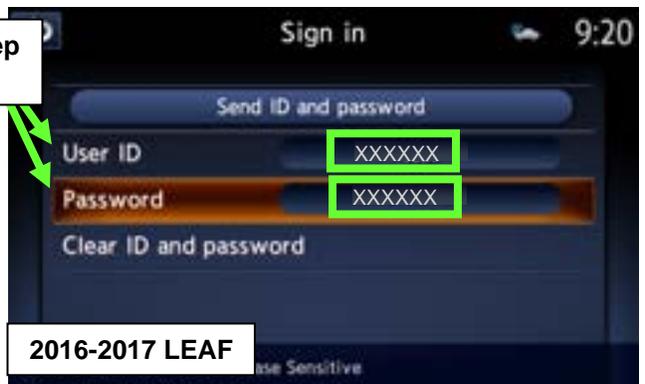


Figure 41

5. Select **Send ID and password** to resend the NissanConnect EV/CARWINGS User ID and Password.

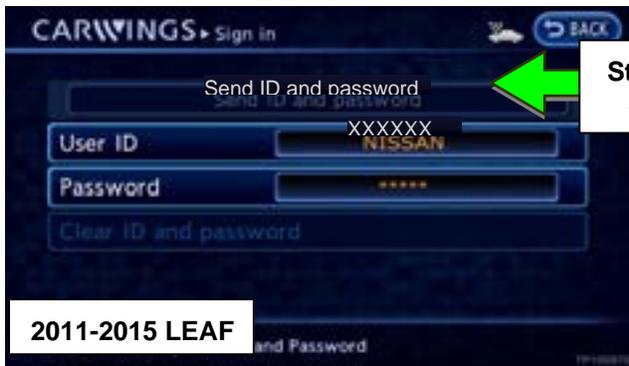


Figure 42



Figure 43

Manual TCU Configuration (2016-2017 model years only)

1. Select **Re/programming, Configuration**.

NOTE: Screen shots for steps 2-4 not shown.

2. Read the precautions on C-III plus screen and then select **Next**.
3. Select **LEAF** and **2016 or 2017** model year.
4. Select **Select** and then **Confirm**.
5. Select **TELEMATICS**.

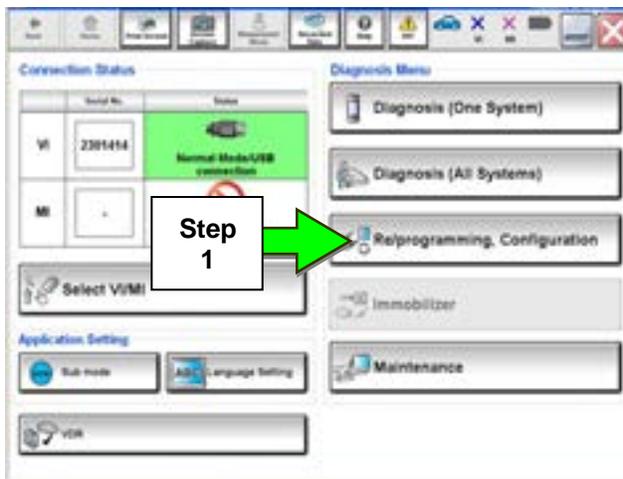


Figure 44

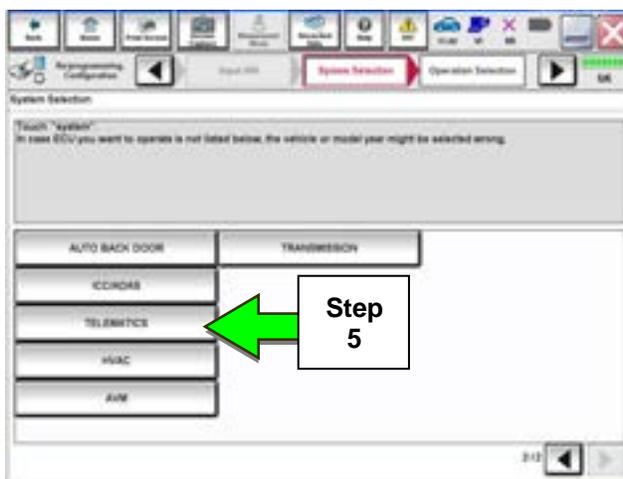


Figure 45

6. Select **After ECU Replacement**.

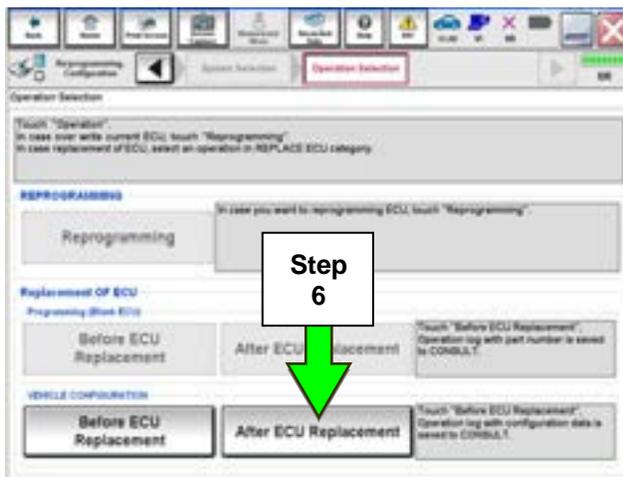


Figure 46

7. Select **Manual selection**.

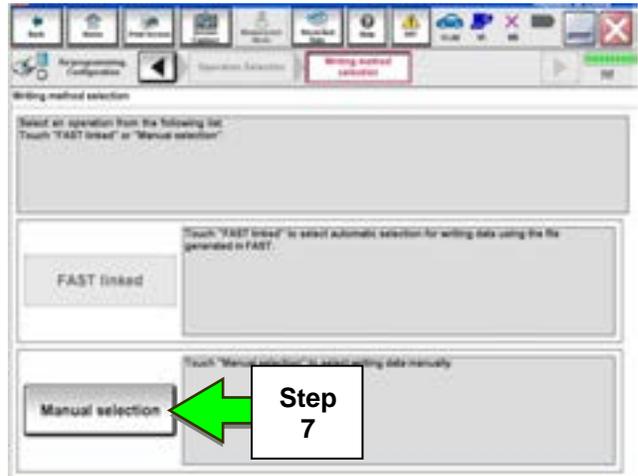


Figure 47

8. Select **28277-4NP0A**.

9. Select **Next**.

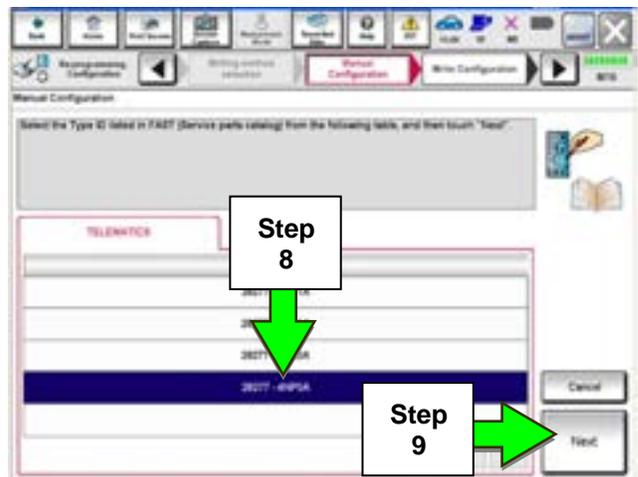


Figure 48

10. Select **OK**.

11. Proceed to step 21 on page 17 to sign in to TCU with customer's User ID and Password.

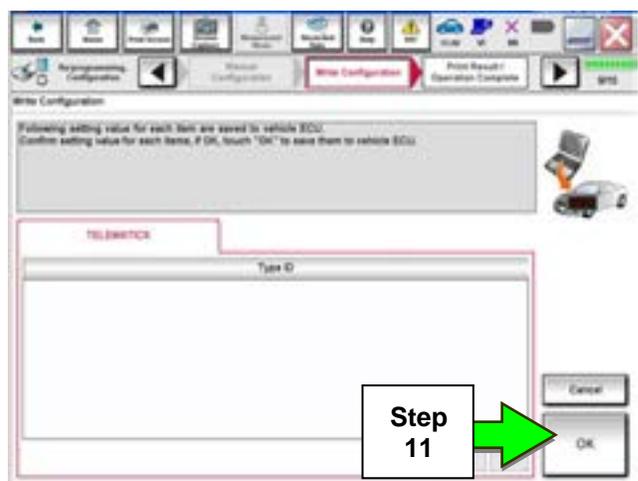


Figure 49