

EL20-009a

NTB20-029a

Date: July 6, 2020

2020 TITAN AND TITAN XD; **TELEMATICS (IVC) SERVICE INFORMATION**

APPLIED VEHICLES: 2020 Titan and Titan XD (A61) **APPLIED TRIM:** SV, SL, Platinum Reserve, and PRO-4X

SERVICE INFORMATION

The vehicles listed under **APPLIED VEHICLES** that come equipped with a factory installed SOS switch, located near the overhead map lamp, also come equipped with a wireless communication device called a Telematics Communication Unit (TCU). With an active NissanConnect Services[™] subscription, the TCU communicates with the Nissan Data Center to provide various security and convenience services.

This bulletin contains important service procedures that must be performed properly in order to set up and maintain the telematics/in-vehicle communications (IVC) system for the vehicles listed under APPLIED VEHICLES.

- A table has been provided, on the next page, that lists the steps required to successfully configure a TCU after it has been replaced.
- A check-off sheet has been provided in this bulletin to print and check off steps as they are completed. Staple the completed check-off sheet to the repair order.

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.

REQUIRED ACTIONS

IMPORTANT: After TCU replacement (steps 1-12):

- If all of the steps in this bulletin are not completed, telematics services <u>will not</u> operate properly.
- Follow all of the steps in this bulletin and use the check-off sheet provided on page 13.
- If the TCU is replaced and the steps are not followed, the warranty claim will be denied.

	1ST	2ND	3RD
ORDER OF COMPLETION	CONFIGURE TCU	WRITE VIN	REGISTER INTELLIGENT KEYS
	\checkmark	\checkmark	\checkmark

TCU REPLACEMENT

NOTICE

To avoid damage to the vehicle, only install new, unused TCUs into a vehicle. Each TCU is registered to a specific VIN and will not function if swapped into another vehicle.

IMPORTANT:

- During this procedure, Intelligent Key registration must be performed. You <u>MUST</u> have ALL customer Intelligent Keys collected.
- The new/replacement TCU must come from Nissan North America parts supply.
- TCU configuration is required after replacement. Refer to step 13 on page 7.

NOTICE

Configuration must be done prior to performing Write VIN. If Write VIN is performed prior to configuration, the TCU may not function properly and might need replacement.

NOTE: The warranty claim will be denied if this is not followed correctly.

NOTICE

Perform the following before saving the VIN data and configuration to prevent damage to the TCU.

- Connect the AC Adapter to the CONSULT PC.
- Connect the CONSULT PC to the Internet via Wi-Fi or a network cable.
- Ensure ASIST on the CONSULT PC has been synchronized (updated) to the current date and all C-III plus software updates (if any) have been installed.
- Turn OFF all external Bluetooth[®] devices (e.g., cell phones, printers, etc.) within
 range of the CONSULT PC and the plus VI. If Bluetooth[®] signal waves are within
 range of the CONSULT PC or plus VI during reprogramming, the reprogramming
 may be interrupted.
- Turn OFF all vehicle electrical loads.
- Turn ON the hazard warning lamps.
- Connect a battery maintainer or smart charger, set to reflash mode or a similar setting, to ensure the battery voltage stays between 12.0 V and 15.5 V.

Save VIN Data from Original TCU

- 1. Set the parking brake.
- 2. Connect C-III plus and the plus VI to the vehicle.
- 3. Turn the ignition ON with the engine OFF.
- 4. Launch C-III plus on the CONSULT PC.
- 5 () Help 12.0V VI MI Screen 5. Select Diagnosis (One 1 Home -Back System). **Connection Status Diagnosis Menu** Status Serial No. Diagnosis (One System) VI 2300727 Normal Mode/Wireless connection 🖍 Diagnosis (All Systems) \sim МІ -🐝 🗏 Re/programming, Configuration No connection Select VI/MI Immobilizer Application Setting / Maintenance Sub mode ABC Language Setting

Figure 1

6. Select IVC.

NOTE: If the VIN data cannot be saved, proceed to step 11 on page 6. You will be instructed to manually enter the VIN at step 40 on page 14.

Diagnosis (One System Selection					
NISSAN/INFINITI/DA	TSUN				
Group	All system	s 🔻			
Intelligent battery senso	r Trailer recognition control unit	LED H/L control module RH	H/L control module LH		
Upper control panel con unit	t Occupant classification unit	LED H/L co	IVC		
EC mirror compass	ICC sensor	Side radar RH	(TBD)Security Gateway Gen3		
Universal garage door opener	Parking assist	Side radar LH	(TBD)Passenger Sheet Control Unit		
Light & rain sensor	Steering column cont module	Front camera unit	wcs		
Overhead control panel u	nit Steering wheel switch pad	PT cont module	DAB		
Electronic ign switch cor unit	Radar sensor	H/L control module RH	TELEMATICS 2		
Sort : Default Setti	ng 🔻		5/6		
		•			

Figure 2

7. Select Work Support.

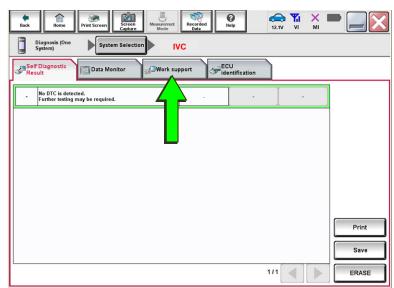


Figure 3

8. Select **SAVE VIN DATA**, and then select **Start**.

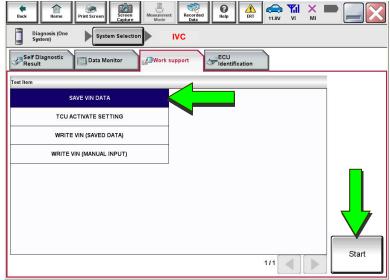


Figure 4

9. Select Start.

NOTE: If the VIN data cannot be saved, proceed to step 11 on page 6. You will be instructed to manually enter the VIN at step 40 on page14.

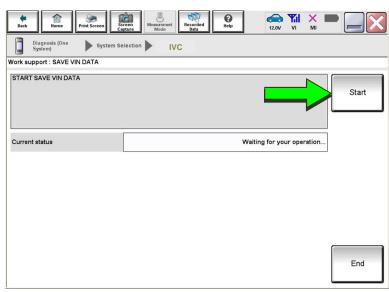


Figure 5

10. Select End.

Rack Home Drint Screen Sc	reen pture Mose remet Mode Recorded Data	12.0V VI MI	•
System)	IVC		
Work support : SAVE VIN DATA			
DATA SAVING HAS BEEN COMPLETE ACCORDING TO SERVICE MANUAL, R THE DATA WRITING ROUTINE.			Retry
Current status		CMPLT	
			End

Figure 6

Remove the Original TCU

- 11. Remove the TCU from the vehicle.
 - Refer to the ESM for removal information: DRIVER INFORMATION & MULTIMEDIA > AUDIO VISUAL & NAVIGATION SYSTEM > REMOVAL AND INSTALLATION > TCU.

Install the New TCU

NOTICE

Configuration must be done prior to performing Write VIN. If Write VIN is performed prior to configuration, the TCU may not function properly and might need replacement.

NOTE: The warranty claim will be denied if this is not followed correctly.

- 12. Install the new / replacement TCU into the vehicle.
 - Refer to the ESM for installation information: DRIVER INFORMATION & MULTIMEDIA > AUDIO VISUAL & NAVIGATION SYSTEM > REMOVAL AND INSTALLATION > TCU.

Configure the TCU

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

NOTE: C-III plus screens for steps 14-16 are not shown.

- 14. Read the precautions on the C-III plus screen, and then select **Next**.
- 15. Select the model and model year.
- 16. Select **Select**, and then select **Confirm**.

H Back	Norme Print S	icreen Sereen Mode Re	
Connec	tion Status		Diagnosis Menu
	Serial No.	Status	Diagnosis (One System)
vi	2301414	Normal Mode/USB	Diagnosis (All Systems)
м	•		Re/programming, Configuration
	Select VI/MI		Immobilizer
	ion Setting	Language Setting	Maintenance
1 1 1	VDR		

Figure 7

(1) 0 Til e Back Configuration ◀ Operation Sel System Se System Selection Touch "system". In case ECU you want to operate is not listed below, the vehicle or model year might be selected wrong. CAN monitor unit ENGINE Side radar (Front left) MULTI AV кв IVC 3ch CAN GATEWAY (TBD)Security Gateway Gen3 EPS/DAST 3 6ch CAN GATEWAY Side radar (Front right) ABS FSCM HD MAP DATA MODULE IPDM E/R 1/3

Figure 8

18. Select After ECU Replacement.

Back Rome Print Screen	een Measurement Recorded Hote	🔊 🚓 🥔 X 🖿 🗾 🔀
Configuration	System Selection Operation Selection	6/6
Operation Selection		
Touch "Operation". In case over write current ECU, touch ' In case replacement of ECU, select an o		
REPROGRAMMING		
Reprogramming	In case you want to reprogramming ECU	l, touch "Reprogramming".
Replacement OF ECU Programming (Blank ECU)		
Before ECU Replacement	After ECU Replacement	Touch "Before ECU Replacement", Operation log with part number is saved to CONSULT.
VEHICLE CONFIGURATION		Touch "Before ECU Replacement".
	After ECU Replacement	Operation log with configuration data is saved to CONSULT.
		,

Figure 9

17. Select IVC.

19. Select Manual selection.

	n Screen Measurement Capture Mode	Recorded Help	ERT 11.4V VI	MI
Configuration	Operation Selection	Writing methor selection	d	717
Writing method selection				
Select an operation from the for Touch "FAST linked" or "Manua	bllowing list. al selection".			
[Touch "FAST linked"	to select automatic se	election for writing dat	a using the file
FAST linked	generated in FAST.			
[Truck Witnessel as last	lantika aslaskoviklara	data association	
Manual selection	Touch "Manual select	ion" to select writing	data manualiy.	

Figure 10

- 20. Select the applicable Type ID.
 - For 2020 Titan (WITH Remote Engine Start): 28277-9FV0A
 - For 2020 Titan (WITHOUT Remote Engine Start): 28277-9FV2A

NOTE: If C-III plus automatically selects the Type ID, there will be no options shown under **Type ID** (see Figure 11). Skip to step 22.

Back Home Pri	int Screen Capture	Measurement Mode Recorder Data	Help	14.2V VI	× = _ ×
Re/programming, Configuration		lanual figuration	te Configuration	Print Result Operation Comp	blete 6/7
Write Configuration					
Setting value that CONSI Touch "OK".	ULT automatically s	elect is saved to veh	icle ECU.		
IVC					
		Type ID			
					Cancel

Figure 11

- 21. Select Next (not shown).
- 22. Select OK.

Write the VIN to the TCU

NOTICE

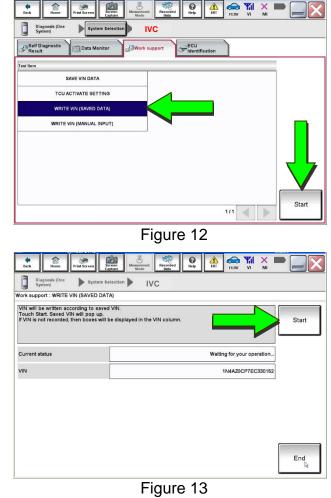
Configuration must be done prior to performing Write VIN. If Write VIN is performed prior to configuration, the TCU may not function properly and might need replacement.

NOTE: The warranty claim will be denied if this is not followed correctly.

23. Navigate to IVC Work support.

- Refer to steps 1-7 on pages 4-5.
- 24. Select WRITE VIN (SAVED DATA).

NOTE: If the VIN DATA could not be saved in step 9, proceed to **Manually Enter VIN Data (if needed)** at step 40 on page 14.



- 25. Select Start.
- 26. Select Start.

27. Select End.

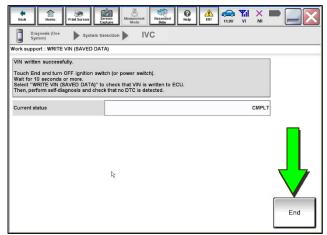


Figure 14

- 28. Turn the ignition OFF, and then wait for 10 minutes.
- 29. Turn the ignition ON with the engine OFF.
- 30. Turn the hazard warning lights ON, and then wait for 15 minutes.
- 31. Turn the ignition OFF, and then wait for 10 minutes.
- 32. Turn the ignition ON with the engine OFF, and then wait for 15 minutes.

Intelligent Key Registration

- 33. Perform Intelligent Key registration for <u>all</u> customer Intelligent Keys.
 - Refer to the C-III plus operations manual for Intelligent Key registration instructions.

Verify Telematics Function

34. From the home page, select Info.





35. Select System Information.





36. Select Software Update.





37. Select Start Software Update.



Figure 18

• Locating new software should display as shown in Figure 19.



Figure 19

 To confirm telematics functionality, ensure the screen in either Figure 20 or Figure 21 is displayed.

• If the screen matches Figure 20 or Figure 21, the procedure is complete.







Figure 21

 If the screen matches Figure 22, (There is no current WI-Fi connection) repeat steps 28-32 on page 10 and verify telematics function starting at step 34.



Figure 22

39. Turn the ignition OFF.

CHECK-OFF SHEET

IMPORTANT:

- Follow all of the steps in this bulletin and use the check-off sheet provided below.
- Staple the completed check-off sheet to the repair order.

Perform the following if the TCU has been replaced:

- Complete the actions below in the order listed.
- Check off each action when it is completed.

	CHECK BOX	ACTION
1		Configure TCU (1)
2		Write VIN to TCU (2)
3		Register Intelligent Key (3)

- (1) Refer to page 7, section **Configure TCU**.
- (2) Refer to page 9, step 23, section Write VIN to TCU.
- (3) Refer to page 10, step 33, section Intelligent Key Registration.

Manually Enter VIN Data (if needed)

NOTICE

If manually entering the VIN, double check that the VIN is correct before saving. Saving the incorrect VIN to the TCU can result in services not working and the TCU may need to be replaced, even after correcting the wrong VIN.

NOTE: The warranty claim will not be paid if the **NOTICE** above is not followed.

The following is <u>only needed</u> if automatic "SAVE VIN DATA" or "WRITE VIN (SAVED DATA)" did not complete correctly.

40. Select WRITE VIN (MANUAL INPUT), and then select Start.

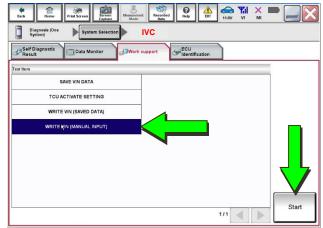


Figure 23

- 41. Enter the VIN:
 - a. Touch the **VIN (1ST TIME)** input field and type in the VIN.
 - b. Touch the VIN (2ND TIME) input field and type in the VIN again.
- 42. Select Start.

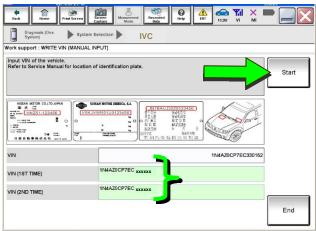


Figure 24

1 ent Sere 0 () Help A FRI 👄 🌇 × Diagnosis (One System Selection IVC ork support : WRITE VIN (MANUAL INPUT) VIN written successfully. h "End" and turn OFF ignition switch (or power switch). for 10 seconds or more. & that VIN is written to ECU. , perform self-diagnosis and check that no DTC is detected Retry READ VIN AN MOTOR COLLTD JAPAN ----HNZ51-123456 . 0 - DRAM VIN End

Figure 25

43. Select End.

Return to step 28 on page 10.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 6, 2020	NTB20-029	Original bulletin published
July 6, 2020	NTB20-029a	Changes to page 1 and to steps 34-42