

# RECALL CAMPAIGN BULLETIN

AN20-009c

NISSAN

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February 3, 2021

# 2021 MAXIMA AND ROGUE, 2020-2021 TITAN AND TITAN XD; TELEMATICS (IVC) SERVICE INFORMATION

This bulletin has been amended. See AMENDMENT HISTORY on the last page. Discard all previous versions of this bulletin.

APPLIED VEHICLES: 2021 Maxima (A36) – All 2021 Rogue (T33) – Platinum, SL W/Premium Package 2020-2021 Titan/Titan XD (A61) – SV W/Convenience Package, SL, Platinum Reserve, 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<sup>™</sup> subscription, the TCU communicates with the Nissan Data Center to provide various security and convenience services.

This bulletin contains important service procedures that <u>must</u> 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		
COMPLETION	$\checkmark$	$\checkmark$	$\checkmark$		

# **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<sup>®</sup> devices (e.g., cell phones, printers, etc.) within
  range of the CONSULT PC and the plus VI. If Bluetooth<sup>®</sup> 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 ,в)

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 44 on page 15.

Back     Image: Diagnosis (One System)     System Selection								
NISSAN/INFINITI/DAT	NISSAN/INFINITI/DATSUN							
Group	All system	s 🔻						
Intelligent battery sensor	Trailer recognition control unit	LED H/L control module RH	H/L control module LH					
Upper control panel cont unit	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 un	it Steering wheel switch pad	PT cont module	DAB					
Electronic ign switch cont Radar sensor H/L control module RH TELEMATICS 2								
Sort : Default Settin	Sort : Default Setting 🔻							
		-						

Figure 2

7. Select Work Support.

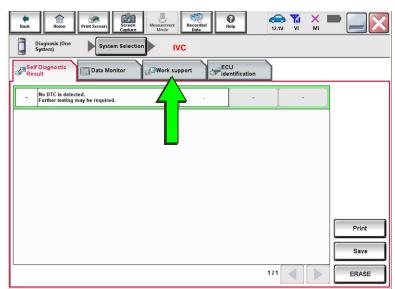


Figure 3

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

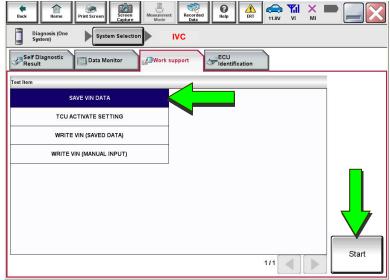


Figure 4

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 44 on page 15.

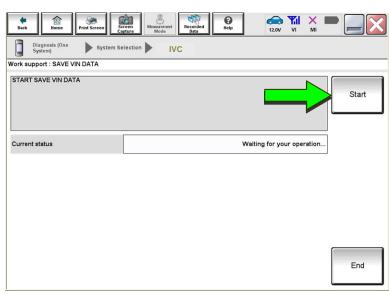


Figure 5

10. Select End.

Back Home Print Screen Sc	reen Messremert Data		-					
Diagnosis (One System Selection VC								
Work support : SAVE VIN DATA	Nork support : SAVE VIN DATA							
DATA SAVING HAS BEEN COMPLETE ACCORDING TO SERVICE MANUAL, R THE DATA WRITING ROUTINE.	D. UN		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

17. Select IVC.

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**.

Back	Horne Print	Screen Capture	Measurement Mode	orded ata	ERT		X VI	MI	
Connec	tion Status			Diagnos	is Menu				
	Serial No.	Statu	\$	10	iagno	sis (On	e Sy	stem)	_
VI	2301414	Normal Mo connec	de/USB		iagno	sis (All	Sys	tems)	
м	•	6			_	_	_	_	guration
80	Select VI/M	1			nmobi	lizer			
	ion Setting	ABC	uage Setting	<b>N</b>	lainter	nance			
\$ ?	VDR								

Figure 7

Ô 0 会 🎢 ¢ Back Re/programming, Configuration ◀ ion 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. ENGINE Side radar (Front left) CAN monitor unit MULTI AV IVC РКВ EPS/DAST 3 3ch CAN GATEWAY (TBD)Security Gateway Gen3 Side radar (Front right) 6ch CAN GATEWAY ABS FSCM HD MAP DATA MODULE IPDM E/R 1/3 

Figure 8

- 18. Is the vehicle a Rogue?
  - YES: Select Configuration.
  - NO: Skip to step 22 on page 9.

Back Home Print Screen Screen Messurement Mode Data Heip E	
Relprogramming, Configuration System Selection Operation Selection	6/6
peration Selection	
Touch "Operation". In case over write current ECU, touch "Reprogramming". In case replacement of ECU, select an operation in REPLACE ECU category.	
REPROGRAMMING	, touch "Reprogramming".
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	
Configuration	Touch "Before ECU Replacement", Operation log with configuration data is saved to CONSULT.

19. Sign into Server authentication.



Figure 10

20. Select START.

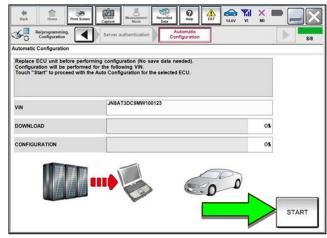


Figure 11

21. Select **End** when complete, and then skip to step 27 on page 10.

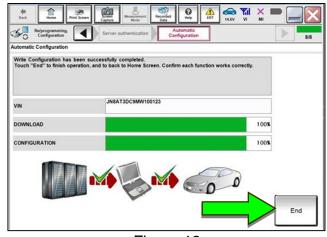
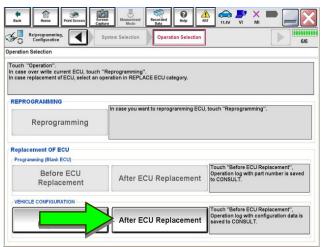


Figure 12

22. Select After ECU Replacement.





23. Select Manual selection.

e Back	Home	Print Screen	Screen Capture	Measurement Mode	Recorded Data	<b>O</b> Help	ERT	11.4V	VI	Х	-	
<b>\$</b> 0	Re/programmin Configuration	9. <b>(</b>	Operat	ion Selection	Writi	ng method election						717
Writing n	nethod selection	on										
Touch	an operation f "FAST linked"	from the foll or "Manual :	Touch "F	'AST linked'' t d in FAST.	o select aut	omatic sele	ection f	or writing	g data i	using t	the file	
	FAST lin	ked										
м	anual sel	ection	Touch "M	lanual selecti	on" to selec	t writing da	ata man	ually.				

Figure 14

- 24. Select the applicable **Type ID**.
  - For 2021 Maxima: 28277-9DL0A
  - For 2020-2021 Titan (WITH Remote Engine Start): 28277-9FV4A or 28277-9FV0A
  - For 2020-2021 Titan (WITHOUT Remote Engine Start): 28277- 9FV2A or 28277-9FV6A

**NOTE:** If C-III plus automatically selects the Type ID, there will be no options shown under **Type ID** (see Figure 15). Skip to step 26.

- 25. Select Next (not shown).
- 26. Select OK.

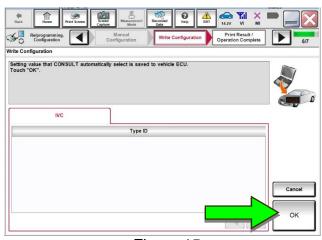


Figure 15

#### 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.

- 27. Navigate to IVC Work support.
  - Refer to steps 1-7 on pages 4-5.
- 28. 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 44 on page 15.

(11.9V VI MI () Help ERT **e** Back Print Screen Ĩ. 1 ٦ System Sele IVC Diagnosis (One ECU Self D Result Data Monito Work support SAVE VIN DATA TCU ACTIVATE SETTING WRITE VIN (SAVED DATA) WRITE VIN (MANUAL INPUT) Star 1/1

Figure 16

- 29. Select Start.
- 30. Select Start.

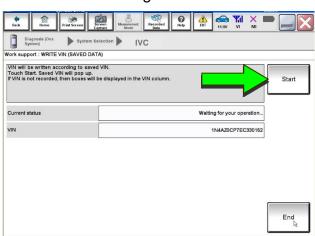
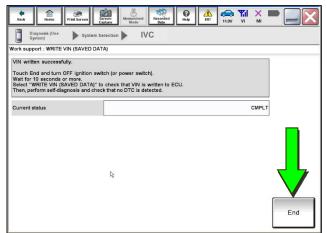


Figure 17





31. Select End.

- 32. Turn the ignition OFF, and then wait for 10 minutes.
- 33. Turn the ignition ON with the engine OFF.
- 34. Turn the hazard warning lights ON, and then wait for 15 minutes.
- 35. Turn the ignition OFF, and then wait for 10 minutes.
- 36. Turn the ignition ON with the engine OFF, and then wait for 15 minutes.

# **Intelligent Key Registration**

- 37. 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**

38. From the home page, select **Info**.



Figure 19

39. Select System Information.



Figure 20

40. Select Software Update.





41. Select Start Software Update.



Figure 22

• Locating new software should display as shown in Figure 23.



Figure 23

- 42. To confirm telematics functionality, ensure the screen in either Figure 24 or Figure 25 is displayed.
  - If the screen matches Figure 24 or Figure 25, the procedure is complete.







Figure 25

• If the screen matches Figure 26, (There is no current WI-Fi connection) repeat steps 32-36 on page 11 and verify telematics function starting at step 38.



Figure 26

43. 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 10, step 27, section Write VIN to TCU.
- (3) Refer to page 11, step 37, 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.

( Back 1

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**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.

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

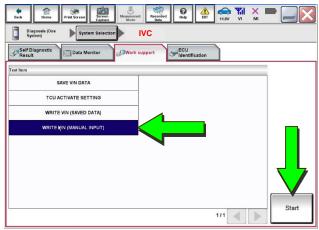


Figure 27

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- 45. 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.
- 46. Select Start.

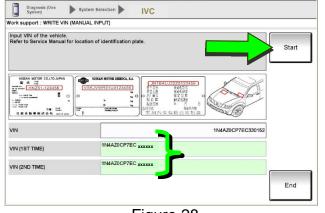


Figure 28

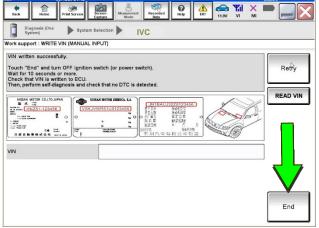


Figure 29

47. Select End.

# **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
January 27, 2021	NTB20-029b	Updated APPLIED VEHICLES. Added part numbers to step 20.
February 3, 2021 NTB20-029c		Classification number updated