

Classification:

Reference:

Date:

AN18-006A

NTB18-023A

March 11, 2021

NISSAN; MICROPHONE DOES NOT WORK

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

APPLIED VEHICLES:	2018 Altima (L33)	2018 Rogue (T32)		
	2018 Maxima (A36)	2018 Rogue Hybrid (T32)		
	2018 Pathfinder (R52)	2018 Armada (Y62)		
	2018 Murano (Z52)	2018 Titan and Titan XD (A61)		
APPLIED SYSTEM	Vehicles equipped with Telematics			

IF YOU CONFIRM

The microphone of an applied vehicle does not work.

• The person receiving your call through Bluetooth[®] cannot hear you.

And

Voice Recognition does not respond to any commands.

NOTE: DTCs U1A01 and/or U1A02 may be found stored.

ACTION

- 1. Confirm TCU reprogramming will resolve the issue.
 - Refer to "Issue Confirmation" on page 2.
- 2. If confirmed, reprogram the TCU.

IMPORTANT: The purpose of Action (above) is to give you a quick idea of the work you will be performing. You MUST closely follow the <u>entire</u> Service Procedure as it contains information that is essential to successfully completing this repair.

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

Issue Confirmation

- 1. Disconnect the negative battery cable, wait at least 30 seconds, and then reconnect the negative battery cable.
 - Wait at least two (2) minutes before going to step 2.
- 2. Reset/reinitialize systems, as needed, now.
 - Refer to the appropriate section of the Electronic Service Manual (ESM) for a listing of systems that require reset/initialization after reconnecting the 12 V battery.
 - Armada: GENERAL INFORMATION > GENERAL INFORMATION > BASIC INSPECTION > INSPECTION AND ADJUSTMENTS > ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL
 - Applied vehicles except Armada: ELECTRICAL & POWER CONTROL > POWER SUPPLY, GROUND & CIRCUIT ELEMENTS > BASIC INSPECTION > INSPECTION AND ADJUSTMENT > ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL
 - This list often includes items such as the audio system, power windows, auto-air conditioning, moonroof, etc.
- 3. Use the microphone:
 - If the microphone works (the person receiving your call can hear you, or Voice Recognition responds to your commands), reprogram the TCU.
 - ➢ Go to "Reprogram TCU" below.
 - If the microphone does not work, stop here. Go to ASIST for further diagnosis.

Reprogram TCU

IMPORTANT: Before starting, make sure:

- ASIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT-III plus (C-III plus) software updates (if any) have been installed.
- The CONSULT PC is connected to the Internet (Wi-Fi or cable).

1. Connect the plus VI to the vehicle.

CAUTION: Make sure the plus VI is securly connected. If the plus VI connection is loose during reprogramming, the process will be interrupted and the <u>**TCU may be**</u> <u>**damaged**</u>.

2. Connect the AC Adapter to the CONSULT PC.

CAUTION: Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the <u>**TCU may be**</u> <u>**damaged**</u>.

- 3. Connect the GR-8 to the vehicle battery:
 - Set the GR-8 to "Power Supply" mode.

CAUTION : <u>DO NOT</u> use a standard battery charger for Hybrid vehicles. Make sure to connect the GR-8 securely to the 12V battery. Make sure the battery voltage stays between <u>12.0V and 15.5V</u> during reprogramming. If the battery voltage goes out of this range during reprogramming, the <u>TCU may be damaged</u>.

4. Turn OFF all external Bluetooth[®] devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the plus VI.

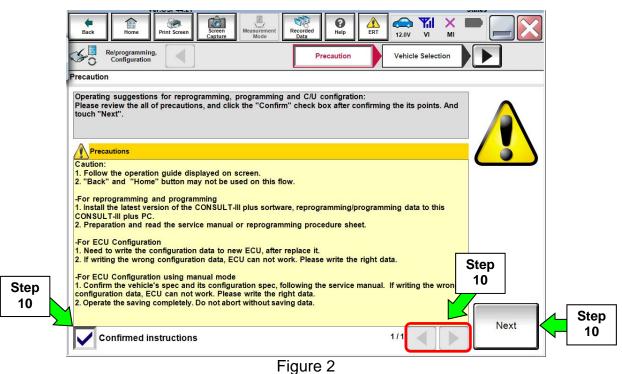
CAUTION: Make sure to turn OFF all external Bluetooth[®] devices. If Bluetooth[®] signal waves are within range of the CONSULT PC and the VI during reprogramming, reprogramming may be interrupted and the <u>**TCU** may be damaged</u>.

- 5. Turn the ignition ON with the engine OFF or "not ready".
- 6. Turn the hazard lights ON.
- 7. Start C-III plus.
- 8. Wait for the plus VI to be recognized.
 - The serial number will display when the plus VI is recognized.
- 9. Select Re/programming, Configuration.

		001100	er in plus - ver v	12.12.00 VIN		Veniloie		oodinity . 0.0.A.	1	
		Back	Home	int Screen Screen Mode	Recorded Data	Help	(11.8V VI	× = _ X		
		Connec	ction Status			Diagnosis M	enu			
Step 8: plus			Serial No.	Status		Diag	nosis (One Sy	/stem)		
VI is		vi	2300727	∞>)))				· · ·		
recognized		•	2300727	Normal Mode/Wireless connection			nosis (All Sys	stems)		
				\bigcirc		Mag 2.00g		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
		мі	-	No connection		Re/n	rogramming	Configuration		Step
				No connection		C Kerp	rogrammig,	configuration		9
	1	°€	Select VI/N	лі	LI	mmc	obilizer			
		nnligat	ion Setting -				55m20r			
	ſ	<u> </u>	Sub mode	ABC Language Setting		Main	tenance			
	l	SUB S	sub mode		J					
	ſ	<u>7</u>	/DR		1					
	ľ	s 7 .								

Figure 1

10. Use the arrows (if needed) to view and read all precautions, check the **Confirmed Instructions** box, and then select **Next**.



11. Select Automatic Selection(VIN).

• If the screen in Figure 4 does not display, skip to step 12.

	F Back Home	Print Screen	en Measurement Re	corded Help	← ↓ × 12.2V VI MI	-
	Re/programmi Configuratio	ing,	Precaution	Vehicle Selection	Vehicle Confirmation	
Step 11	Automatic S	election(VIN)	Manual Select	ion(Vehicle Name)		_
	Vehicle Name :				Model Year :	Sales Channel
	*MURANO Camp:P8201	JUKE	QUEST			NISSAN
	350Z					INFINITI
	370Z					
	370Z Convertible		Examp	ole		
	ALTIMA					
	ALTIMA Hybrid					
	ARMADA					
	CUBE	PATHFINDER	XTERRA			CLEAR
	FRONTIER	PATHFINDER ARMADA	X-TRAIL			Select
					0/0	

Figure 3

12. If the VIN or Chassis # matches the vehicle's VIN, select Confirm.

Back Home Print Screen Screen Capture	Mesurement Mode Recorded Data	
Re/programming, Configuration Vehi	cle Selection	
Please confirm selected information and to touch "Change".	buch "Confirm". In case you want to select another vehicle,	
VIN or Chassis #	5N1AZ2MHXJN YOX KORX X	
Vehicle Name :	MURANO	
Model Year	XX2018X	
	1/1	
	Step 12	Change

Figure 4

13. Select Confirm.

Back		nt Screen Capture	Measurement Mode		A ERT 12.0V		
\$ 0	Re/programming, Configuration	Vehicle	Confirmation	Input VIN			4/4
Input VIN	I						
Accord	ing to this operation	nd touch "Confirm' on, in case of spec	ified operation that re	equires to save E	CU informatio	n into	
CONSU	JLT, VIN number y	ou input is saved a	s file name. Therefor	re, confirm VIN nu	imber correctly	ι.	
	(
	NISSAN MOTO W R. 1774 Counts of Ni in (Annue) HNZ5 WEEL WEEL	NISSION	NOTOR IBERICA, S.A. R51U0123456 41 41 41 第二人族	13220123456 发动机型号 发动机器量	()		
	Annual an- coupy the +	* 0	1- 2- 1- 1- 1) 适田 1) 适田 1) 适田	教定功率 0 取正指明 年 月 日			
	日盘白動車務	工程 natis 式会社 woll m ants	man And And And And And And And And And An	科的情 有限公司制造	Ľ		
VIN ((17 or 18 digits)	5N1AZ2M	HXJNXXXXXXXX	8XX			
					St	-	Confirm
					1	3	



14. Select TELEMATICS.

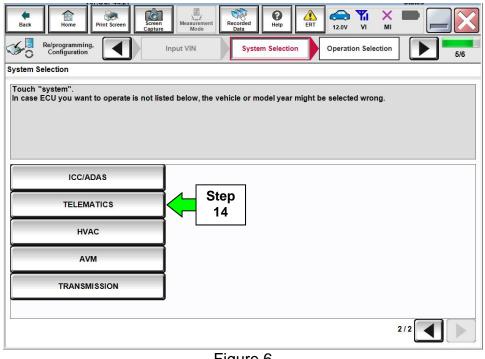


Figure 6

15. Select Reprogramming.

	Back Print Screen Screen Messurement Recorded Print Screen Print Screen
Step 15	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 Before ECU Replacement After ECU Replacement Touch "Before ECU Replacement", Operation log with configuration data is saved to CONSULT.

Figure 7

- 16. When you get to the screen shown in Figure 8, confirm this bulletin applies as follows.
 - A. Find the TCU **Part Number** and write it on the repair order.

NOTE: This is the <u>current</u> TCU Part Number (P/N).

Back Re/programming, Configuration Opera	Measurement Recorded Data	7/7				
	e current part number as listed below to CONSULT. n by selecting suitable operation log. Operation log is erased					
File Label	5N1AZ2MHXJN %0%0%% X					
Operation	REPROGRAMMING					
System	TELEMATICS					
Part Number	tNumber 16A: Current 28275-060x0xxx Step 16B					
Vehicle	Z52MURANO					
VIN	5N1AZ2MHXJN X000XXX X					
Date 2/27.27.87.855.855.855.855.855.855.855.855.855						
	E: 0					

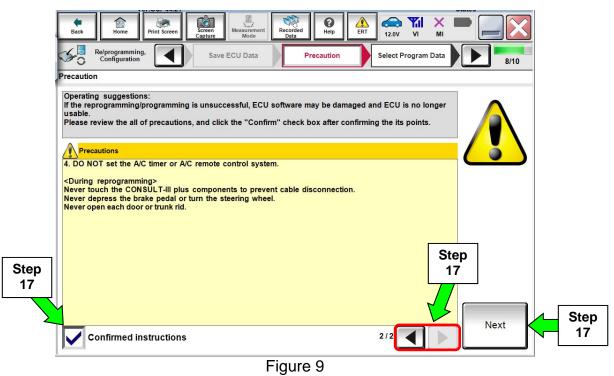
Figure 8

- B. Compare the P/N you wrote down to the numbers in the **Current TCU Part Number** column in **Table A** below.
 - If there is a <u>match</u>, select **Save**, and then continue with the reprogramming procedure on page 7.
 - If there is <u>not a match</u>, <u>this bulletin does not apply</u>. Refer to ASIST for further diagnostic and repair information.

Table A

MODEL	CURRENT TCU PART NUMBER:
All Models	28275-6FL0A

17. Use the arrows (if needed) to view and read all precautions, check the **Confirmed Instructions** box, and then select **Next**.



18. Verify the **Current Part Number** and **Part Number After Reprogramming** are different, and then select **Next**.

Back Home Print Screen Capture	Measurement Mode Recorded Data Pierre Recorded Data Pierre Recorded Help Recorded Recorded Help Recorded Recorded Recorded Recorded Recorded Record R		
Re/programming, Configuration	Precaution Select Program Data Confirm Vehicle Condition	9/10	1
elect Program Data Confirm the detail listed below, and touch	"Nave" # OK		1
-In case the screen to select reprog/program vehicle.	mming data is NOT displayed, only one data is available for this ng is wrong, touch "Re-select", and confirm the vehicle		
Part Number After Repro/programming	28275- NPLXH XX		1
Current Part Number	28275 BHINKXX		1
Vehicle	MURANO Z52		1
VIN	5N1AZ2MHXJN XXXIXXXX		1
System	TELEMATICS		1
Other Information	XICKRASERBUZBX	Re-select	l
Expected time to finish re/programming	25min	Next	∕_ St
		Ivext	<u>√</u> 1

Figure 10

19. Verify **OK** is highlighted **green** (battery voltage must be between **12.0 and 15.5 volts**), and then select Next.

IMPORTANT: Battery voltage must stay between **12.0 and 15.5 volts** during reprogramming. If not, reprogramming may be interrupted and the TCU may be damaged.

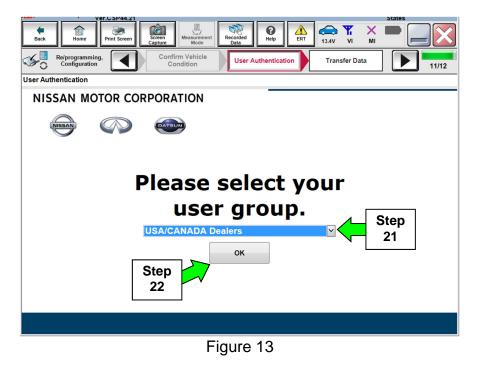
Back Home Print Screen Capture Mode Later Heip Err 12.2V	
Re/programming, Configuration Select Program Data Confirm Vehicle Condition	10/10
Confirm Vehicle Condition	
Operate according to the following procedures.	Monitor battery voltage here
1 Remove the terminal caps of battery, and connect battery charger to battery.	
2 Adjust the battery charger output so that the vehicle battery voltage is between 12.0V and 13.5V. The vehicle battery voltage is shown on the top-right of this screen.	
3 Confirm the RESULT is OK, touch "Next".	
Result OK	Next Step 19
Figure 11	

20. Verify all items listed under Confirm Vehicle Condition are OK, and then select Start.

Back Refprogramming, Confirm Vehicle Condition as Then, confirm that judgment for al out of range, reprogramming or pro-	Screen Capture Select Progra	t the vehicle co OK, and touch "	d Help ERT	Monitor I voltage		
Monitor Item BATTERY VOLTAGE	Value 12.2	Unit V	Judgment OK	Condition		
		ify these s are OK				
			1	1/1	Start	Step 20

Figure 12

- 21. Select USA/CANADA Dealers.
- 22. Select OK.



NOTE:

- The above screen may not display if the CONSULT PC has remained ON since the last reprogramming.
- If the CONSULT PC is not connected to the Internet, the screen in Figure 14 will display.

Offline operation screen	And Calment and Andrew Wilson and Buff
Offline menu	
Touch the required operation.	
Internet connection	Connect to the internet.
Manual input	Enter manually.
Home	Back to Home screen.

Figure 14

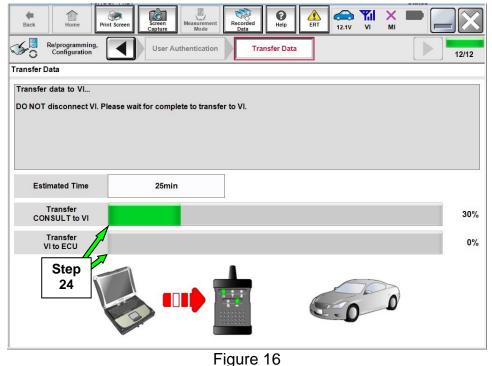
NOTE:

- Before reprogramming will start, you will be required to enter your **Username** and **Password**.
- The CONSULT PC must be connected to the Internet (Wi-Fi or cable).
- If you do not know your **Username** and **Password**, contact your service manager.
- 23. Start the reprogramming process by selecting **Submit**.

Back Re/programming, Configuration	Image: Screen Measurement Mode Image: Screen Measurement Mode Image: Screen Measurement Mode Image: Screen Measurement Mode Image: Screen Measurement Measurement Measurement Measurement Mode Image: Screen Measurement Measure	
User Authentication		_
SECUREAUTH		
Daimler WS		
then select Submit	Please enter your UserID below. Username: Password: Submit	in the second se
Restart Login	Secureal by	

Figure 15

24. Wait for both progress bars to complete.



rigare re

- 25. When the screen in Figure 17 displays, TCU reprogramming is complete.NOTE: If the screen in Figure 17 does not display (indicating that reprogramming did not complete), refer to the information on the next page.
- 26. Disconnect the battery charger from the vehicle battery.
- 27. Select Next.

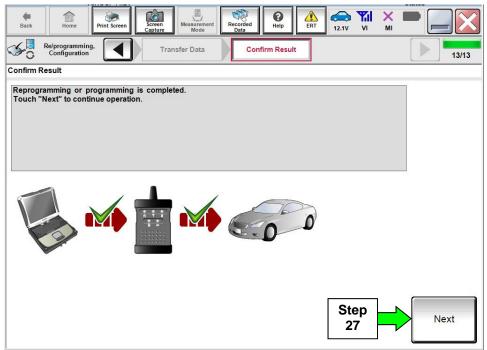


Figure 17

Do not disconnect the plus VI or shut down C-III plus if reprogramming does not complete.

If reprogramming does <u>not</u> complete and the "!?" icon displays as shown in Figure 18:

- Check battery voltage (12.0–15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth[®] devices are OFF.
- All electrical loads are OFF.
- Select <u>retry</u> and follow the on screen instructions.
- <u>"Retry" may not go through</u> on first attempt and can be selected more than once.

CONSULT-II pue Ver	VN Vaticie	Country : Japan
Back Hone Print Sceen	Catego Catego Catego Mode	12.3V VI MI
rechargering.	Transfer Data Confirm Resul	1313
Confirm Result		
Reprogramming or progamming is no operation on this ECU. Touch "Reity" to reity reprogramming	t completed propertly, but you can retry repro or programming.	
Part number after	28482-200	XX
Reprog/programming		
Reprogramming Part number before Reprogramming	28482-XXX	
Part number before	284B2-XXX QASHQA	xx
Part number before Reprog/programming		NXX II
Part number before Reprog/programming Vehicle	QASHQA	NXX II
Part number before Reprogramming Vehicle VIN	QASHQA SJNFDNJ10U1	
Part number before Reprogressmmning Vehicle VIN System	QASHQA SJNFDNJ10U1 BCM	

Figure 18

If reprogramming does <u>not</u> complete and the "X" icon displays as shown in Figure 19:

- Check battery voltage (12.0 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF.
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- Select <u>Home</u>, and restart the reprogram procedure from the beginning.

Back Hone Capture	Measurement Recorded Help 43.9V	VI M
Configition	Confirm Resul	9/5
onfirm Result		
Reprogramming is and completed property. Print this screen as needed. Confirm CONS with precedure. Restart CONSULT with disconnecting VI on	ULT version, IGWPower switch position, shift position se, and start the reprogramming again.	ard etc
Part number after Reprog/programming	284E2-XXXXX	
Current part number	284E2-XXXXX	
Vahiela	QASHQAI	
	SJNFDNJ10U100000	
VIN		
	BCM	
System	BCM 25/07/2911 18:30:00	
VIN System Date		

Figure 19

- 28. Erase all DTCs as follows:
 - a. Turn the ignition OFF.

Back	Home	Print Screen	Screen Capture	Measurement Mode	Recorded Data	() Help	ERT	12.2V		× MI		
4 0	Re/programming, Configuration		Conf	firm Result	Era	ase All DTC	s	Print Operatio	t Result on Com			14/15
Erase All	DTCs											
Accord	ing to the instru	ction below	, erase All I	DTCs.								
1												
Tur	n ignition switch	/ power swit	ich to the O	FF position.					O	Proc UN))(OFF
	Current status switch			ON								

Figure 20

- b. Turn the ignition ON.
- c. Wait for DTC erase to complete, and then select Next.

Back Home	Print Screen	Screen Capture	Recorded Data	ERT 12.2V V		
Re/programmir Configuration	ng,	Confirm Result	Erase All DTC:	Print Re Operation C		14/15
Erase All DTCs						
According to the inst	ruction below, e	erase All DTCs.				
1	ah ta tha ON paci	ition, then All DTCs are	automatically oracod		-	0
run ginuon swid		uon, unen An Diros are	automaticany eraseu.	(OFF	UN CON
Current statu swit		OFF				
		switch displayed on th n, touch "NEXT" to go				
				Step 28c		Next

Figure 21

- 29. When the entire reprogramming process is complete, the screen in Figure 22 will display.
- 30. Verify the before and after part numbers are different.
- 31. Print a copy of this screen (Figure 22) and attach it to the repair order for warranty documentation.
- 32. Select Confirm.

Back Home Print Screen Capture						
Re/programming, Configuration	ase All DTCs Print Result / Operation Complete	15/15				
Print Result / Operation Complete	rint Result / Operation Complete					
In case CONSULT can NOT immediately a temporally storage of this page. Touch "S	All tasks are completed. Confirm LAN access, touch "Print" to print out this page. In case CONSULT can NOT immediately access to LAN or printer, Screen Capture function is available for temporally storage of this page. Touch "Screen Capture", and save it. Screen capture data is in "CIII plus Data Folder" on desk top, and open the folder named "ScreenImages".					
Part number after Reprog/programming						
Part number before Reprog/programming	Part number before 30 20275 650 20275					
Vehicle	Z52 MURANO					
VIN	5N1AZ2MHXJN10000t&x Step 31	Print				
System	TELEMATICS					
Date	2/27/2018/8/2000×ADIX	Other Operation				
1/1 Step 1/1 32 Confirm						

Figure 22

- 33. Close C-III plus.
- 34. Turn the ignition OFF.
- 35. Disconnect the plus VI from the vehicle.
- 36. Disconnect the GR-8 from the battery.

CLAIMS INFORMATION

Submit a Primary Part (PP) type claim using the following claims coding:

	_		-	_	
DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Inspect Microphone Operation – Reprogram TCU	(1)	RX6BAA	ZE	22	0.6
Inspect Microphone Operation – No TCU Reprogram	(1)	RX6CAA	20	32	0.3

(1) Reference FAST and use the Telematic Box (28275-****) part number as the PFP.

(2) The FRT allows adequate time to access DTC Codes. No other diagnostic procedures subsequently required. Do Not claim any other diagnostic operation codes with this claim.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 9, 2018	NTB18-023	Original bulletin published
March 11, 2021	NTB18-023A	Classification Number updated