

August 3, 2021

Date:

# FALSE MAINTENANCE ALERT NOTIFICATION

NTB21-011A

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

**APPLIED VEHICLES:** 2020-2021 Titan/Titan XD (A61) - SV w/Convenience Package, SL, Platinum Reserve, PRO-4X

**APPLIED DATE:** Built before November 6, 2020

HINT: The APPLIED VEHICLES are 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. To determine if a vehicle is equipped with a TCU, look for the SOS button near the overhead map lamp.

# **IF YOU CONFIRM**

AN21-001A

The customer receives a Maintenance Alert from NissanConnect Services, notifying them that the oil pressure warning light or the service engine warning light is on,

# AND

There are no warning lights ON in the instrument panel,

#### AND

There are no related DTCs stored.

# ACTION

Update the TCU to the latest software version.



Figure 1

**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 entire 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

**IMPORTANT:** Before starting, make sure:

- ASIST on the CONSULT PC has been synchronized (updated) to the current date.
- All C-III plus software updates (if any) have been installed.

# NOTICE

- Connect a battery maintainer or smart charger set to reflash mode or a similar setting. If the vehicle battery voltage drops <u>below 12.0V or rises above 15.5V</u> during reprogramming, <u>the TCU may be damaged</u>.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, <u>the TCU may be damaged</u>.
- Be sure to connect the AC Adapter.
   If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and <u>the TCU may be damaged</u>.
- Turn OFF all external Bluetooth<sup>®</sup> devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI. If Bluetooth<sup>®</sup> signal waves are within range of the CONSULT PC or VI during reprogramming, reprogramming may be interrupted and <u>the TCU may be damaged</u>.
- 1. Connect a battery maintainer/smart charger to the vehicle.
- 2. Turn ON the ignition and the hazard warning lights.
- 3. Connect the VI to the vehicle.
- 4. Start C-III plus.
- 5. Wait for the VI to be recognized.
  - The serial number will display when the VI is recognized (see Figure 2 on page 3.

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

	Back	Home Prints	Screen Canture Measureme nt Mode	Conted Data ERT 4.7V VI MI	
	Conne	ction Status	6	Diagnosis Menu	
		Serial No.	Status	Diagnosis (One System)	
The VI is recognized	VI	232665 2	⊳>>))) Normal Mode/Wireless connection	Diagnosis (All Systems)	
	мі	-	No connection	Re/programming,	
	8.00	Select VI/I	мі		
	Applica	ation Setting Sub mode	Language Setting	Maintenance	
	87 V	/DR			

Figure 2

7. Check the box to confirm the precaution instructions have been read, and then select **Next**.

**NOTE:** Use the arrows (if needed) to view and read all of the precautions.

		Print Screen	Screen Capture	Measurement Mode	Recorded Data	Heip	ERT	13.8V	VI	M			
50	Re/programmine Configuration	<sup>g,</sup>			Pr	recaution		Vehicle	Selecti	on		J	
Precaution	n												
Operatin Please re touch "N	g suggestion eview the all o lext".	ns for reprog of precaution	ramming, p ns, and click	orogramming the "Confin	and C/U o m" check b	configration ox after cor	firmin	g the its	points.	And			
·													
												Ō	
1. Follow 2. "Back	v the operatio	on guide dis e" button ma	olayed on s ly not be us	screen. sed on this fl	low.								
-For rep	rogramming the latest ver	and program	nming CONSULT-II	l plus sortwa	are, reprogr	amming/pro	aramn	ning data	to this				
I. Install							9						
CONSUL 2 Prepa	T-III plus PC	ad the servi	ce manual o	or reprogram	ming proce	edure sheet							
-For ECL	T-III plus PC ration and re	ad the servi on	ce manual (	or reprogram	nming proce	edure sheet	•						
-For ECU 1. Need	T-III plus PC ration and re J Configurati to write the c	ad the servio on configuration	data to ne	or reprogram w ECU, after	replace it.	edure sheet	aht da	ita					
-For ECU 2. If writi	T-III plus PC ration and re J Configurati to write the c ing the wrong	ad the servio on configuration g configuration	data to ne on data, EC	or reprogram w ECU, after :U can not w	ming proce replace it. vork. Please	edure sheet e write the r	ght da	ıta.					
-For ECU -For ECU 1. Need 2. If writi -For ECU 1. Confir	T-III plus PC ration and re J Configurati to write the c ng the wrong J Configurati m the vehicle	ad the servie on configuration g configuration con using ma con using ma con using ma	data to ne on data, EC nual mode its configur	or reprogram w ECU, after U can not w ration spec, f	replace it. vork. Please	edure sheet e write the r e service m	ght da anual.	ıta. If writinç	the w	rong			
-For ECU -For ECU 1. Need 1 2. If writi -For ECU 1. Confir configure 2. Operat	T-III plus PC ration and re J Configurati to write the c ing the wrong J Configurati m the vehicle ation data, Ec te the saving	ad the servic on configuration g configuration on using ma l's spec and CU can not v completely. I	data to ne on data, EC nual mode its configur work. Pleas Do not abor	or reprogram w ECU, after U can not w ration spec, f e write the ri t without sav	replace it. vork. Please following the ight data. ving data.	edure sheet write the r e service m	ght da anual.	ata. If writing	the w	rong			
-For ECU 2. Prepa -For ECU 1. Need 2. If writi -For ECU 1. Confir configur 2. Operat	T-III plus PC ration and re J Configurati to write the c ing the wrong J Configurati m the vehicle ation data, E te the saving	ad the servin on configuration g configuration on using ma spec and CU can not completely. I	data to ne on data, EC nual mode its configu work. Pleas Do not abor	or reprogram w ECU, after tU can not w ration spec, f e write the ri t without sav	ming proce replace it. vork. Please following th ight data. ving data.	edure sheet write the r e service m	ght da anual.	ıta. If writinç	) the w	rong	[	Next	

Figure 3

- 8. Select the correct Vehicle Name and Model Year.
- 9. Select **OK**.

G	CONSULT-III plus	VIN:-	Vehicle : -	Country : United States
C C	Vehicle Selection	VIN corresponds to multiple Select the corresponding veh	vehicles. icle.	
Ve st Ve		Vehicle Name :		Model Year :
		ARMADA		2021MY
	-	TITAN		
888				
100 100 100 100 100				
	-			
-			1/1	1/1
		ок		Cancel

Figure 4

- 10. Verify the correct VIN is populated.
- 11. Select **Confirm**.

	VIN:-	Vehicle : -		Country : United States
Back Home Print Screen	Screen Capture	Recorded Data	🕋 🌇 🗙 13.7V VI MI	
Re/programming, Configuration	Vehicle Selection	Vehicle Confirmation		
Please confirm selected informa touch "Change".	tion and touch "Confirm	i". In case you want to select an	nother vehicle,	
VIN or Chassis #		X XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	(X	
Vehicle Name :		TITAN		
Model Year		2020MY		_
		1	/1	]
				Change
				Confirm

Figure 5

#### 12. Select Confirm.



Figure 6

#### 13. Select IVC.

CONSULT-III plus	VIN:	Vehicle	: TITAN A	61 2020		Country : Uni States
Back Fine Print Screen	Screen Capture	corded Data	ERT	13.7V		
Re/programming, Configuration	Input VIN	System Selection		Operation	Selection	
System Selection						
			1.22.1			
ENGINE	Eł	1S/PKB	ſ		MET	ER/M&A
ENGINE MULTI AV	EF	IS/PKB S/DAST 3	-		MET	ER/M&A R/RADAR
ENGINE MULTI AV 3ch CAN GATEWAY	EF	HS/PKB S/DAST 3 ABS		A	MET LASEI	ER/M&A R/RADAR DE AWD/4WD
ENGINE MULTI AV 3ch CAN GATEWAY 6ch CAN GATEWAY	EPS	HS/PKB S/DAST 3 ABS DM E/R		A	METI LASEI LL MOD	ER/M&A R/RADAR DE AWD/4WD BCM

Figure 7

# 14. Select Reprogramming.

CONSULT-III plus	VIN:	Veh	icle : TITAN	A61 2020	)		Country : Unit States
Back Home Print Screen	Screen Capture	Recorded Data	ERT	14.5V		×	
Re/programming, Configuration	System Selection	Operation Sele	ection				
Operation Selection							
Touch "Operation". In case over write current ECU, In case replacement of ECU, sele	touch "Reprogramming" ect an operation in REPLA	ACE ECU category.					
REPROGRAMMING							
	In case you wa	nt to reprogrammin	g ECU, tou	ich "Rep	rogram	nming	".
Reprogramming	g	nt to reprogrammir	ng ECU, tou	ich "Rep	rogran	nming	
Reprogramming Replacement OF ECU	g In case you wa	nt to reprogrammir	ng ECU, tou	ich "Rep	rogram	nming	
Reprogramming Replacement OF ECU Programming (Blank ECU)	g	nt to reprogrammir	ng ECU, tou	ich "Rep	rogram	nming	".
Reprogramming Replacement OF ECU Programming (Blank ECU) Before ECU Replacement	g In case you wa	nt to reprogrammir CU Replacem	ng ECU, tou	ouch "Rep ouch "Be peration o CONSU	rogram efore E log wit LT.	CU Re	". eplacement", t number is sav
Reprogramming Replacement OF ECU Programming (Blank ECU) Before ECU Replacement VEHICLE CONFIGURATION	g In case you wa	nt to reprogrammir CU Replacem	ng ECU, tou Ient	ouch "Bep peration CONSU	rogram efore Ei log wit LT.	CU Re	". eplacement", t number is sav

Figure 8

15. Find the TCU Part Number and write it on the repair order, and then select Save.NOTE: This is the current Part Number (P/N).

CONSULT-III plus VIN	: Vehicle : TITAN A61 2020	Country : United States
Back Reme Print Screen Capture	Messurement Mode Data Per Help Control	
Configuration	ation Selection	717
Save ECU Data		
Operation log helps to save operation log and the Operation log helps to restart next operation after operation has completely finished.	ie current part number as listed below to CONSULT. In by selecting suitable operation log. Operation log is erased	
File Label	XXXXXXXXXXXXX	
Operation	REPROGRAMMING	
System	IVC	
▶ Part Number	%%%%%%%%	
Vehicle	A61TITAN	
VIN	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	
Date	XXXXXXXXXXXXXXX	Save
	·	
1	<b>—</b> ;	

Figure 9

16. Use the arrows (if needed) to view and read all of the precautions.

	VIN:	Vehicle : TITAN A61 202	0 Country : United States
Back Home Print	t Screen Capture Measurement	Recorded Data	
Re/programming, Configuration	Save ECU Data	Precaution Select F	Program Data
Precaution			
If the reprogramming/progr usable. Please review the all of pre	ramming is unsuccessful, ECU s ecautions, and click the "Confirn	software may be damaged and ECU n" check box after confirming the its	is no longer points.
<before reprogra<br="" starting="">-Work preparation 1. Install the latest version 2. Turn off any wireless de -PC preparation 1. Close all other software</before>	mming> of the reprogramming data to t evices such as mobile phones, except CONSULT-III plus and D	this CONSULT-III plus PC. cordless phones, transceivers, etc. 00 NOT activate any other software	
2. Check that the screen sa "Properties". Select the Sc click "OK". 3. Operate the PC using th 4. DO NOT disconnect the	aver is turned OFF. To do this, no reen Saver tab then select "(Nor ie A/C adaptor to keep the batte	ght-click on the PC Desktop, and sel ne)" from the Screen Saver pull-dow ery charged.	ect n menu, and
-vehicle preparation 1. Adjust the battery charg 13.5V. For EV, DO NOT ch 2. Turn OFF all electrical c 3. DO NOT turn OFF the ign depressing the brake pedia	er output so that the battery vol arge the EV battery during repr components and do not operate nition switch/Power switch. For / al to set "power switch ON". (Re	tage of the 12V battery is in the rang ogramming. . any electrical component switches EV/HEV, push power switch twice w eady lamp in the meter panel does	e of 12.0V to thout not illuminate.)
Confirmed instru	ctions	1/2	

Figure 10

17. Check the box to confirm the precaution instructions have been read, and then select **Next**.



Figure 11

18. Review the data on the screen, and then select **Next**.

Back Home Print Screen Capture	Messurement Mode	
Re/programming, Configuration	ecaution Select Program Data Confirm Vehicle Condition	9/10
Select Program Data		
Confirm the detail listed below, and touch " -In case the screen to select reprog/program vehicle. -In case the part number after reprogrammin selection, VIN and reprog/programming data	Next" if OK. ming data is NOT displayed, only one data is available for this ig is wrong, touch "Re-select", and confirm the vehicle in CONSULT.	
Part Number After Repro/programming	28275-5SNXX	
Current Part Number	28275-5SNXX	
Vehicle	TITAN A61	
VIN	*****	
System	IVC	
Other Information	A61_20-21MY_A-IVC	Re-select
Expected time to finish re/programming	XXXmin	Next

Figure 12

19. Follow the on-screen instructions, and then select **Next**.



Figure 13



- To avoid damage to the TCU, ensure the ignition is ON and the hazard warning lights are also ON, as the update will take approximately 4 hours to complete.
- To avoid damage to the TCU, ensure a battery maintainer or smart charger set to reflash mode or a similar setting is connected.
- To avoid damage to the TCU, ensure the AC Adapter is connected to the CONSULT PC.
- 20. Confirm the battery voltage is within acceptable limits, and then select Start.

CONSULT-III plus	VIN:		Vehicle : TITAN	A61 2020	Country : United States
Back Home Print Screen	Screen Capture	urement lode	Help	13.6V VI M	
Re/programming, Configuration	Select Progra	m Data	nfirm Vehicle Condition		10/10
Confirm Vehicle Condition					
Confirm the vehicle condition as	listed below, set	the vehicle cond	dition correctly.		
out of range, reprogramming or p	rogramming may	stop.	tart". In case the ve	nicle condition is	
Monitor Item	Value	Unit	ludoment	Conditon	
	Value	Unit	ougment	Condition	
BATTERY VOLTAGE	13.8	V	ОК		
				1/1	> Start

Figure 14

21. Select your user group from the drop down menu, and then select **OK**.



Figure 15

22. Enter your Username and Password, and then select Submit.

Back	Home	Print Screen	Screen Capture	surement Mode	ded Help	ERT	(13.6V V	I × MI		
<b>\$</b> 0	Re/programming, Configuration		Transfer I	Data	ser Authentic	ation	Transfer	Data		3/4
User Au	thentication									
	S SECURE.	AUTH								Â
	Daimler WS									
			Please enter	your UserID below.						
	(		Username: Password:	Username Password						
			Submi	t						
	Restart Login								Secure Auth	
										Ŧ

Figure 16

- 23. Allow **Transfer Data** to complete.
  - The update will take approximately four (4) hours to complete.
  - The infotainment screen in the vehicle may go blank during the reprogram. This is a normal condition, do not try to stop or restart the process.

CONSULT-III plus	VIN:	Vehicle : TITAN	A61 2020	Country : United States
Back Home Pri	int Screen Capture Mode	Recorded Data	13.9V VI MI	
Re/programming, Configuration	User Authentication	Transfer Data		12/12
Transfer Data				
Transfer data to VI DO NOT disconnect VI. P	lease wait for complete to transf	er to VI.		
Estimated Time	XXXmin			
Transfer CONSULT to VI				0%
Transfer VI to ECU				0%
		• • • • • •	-00	Ì

Figure 17

24. Once the update completes, select **Next**.

Back       Image: Description of the programming, Configuration       Image: Description of the programming of the programming of the programming is completed.         Confirm Result       Reprogramming or programming is completed.         Touch "Next" to continue operation.	Image: Second
Relprogramming, Configuration Transfer Data Confirm Re Confirm Result Reprogramming or programming is completed. Touch "Next" to continue operation.	Result 13/13
Confirm Result Reprogramming or programming is completed. Touch "Next" to continue operation.	
Reprogramming or programming is completed. Touch "Next" to continue operation.	
	Next

Figure 18

# 25. Erase all DTCs.

• Follow the on-screen instructions as shown in Figure 19 and Figure 20.

	VIN:	Vehicle : TITAN	N A61 2020	Country : United States
Back Back Print Screen	Screen Capture	Recorded Data	14.2V VI MI	
Re/programming, Configuration	Confirm Result	Erase All DTCs	Print Result / Operation Complete	14/15
Erase All DTCs				
According to the instruction below, of a second sec	erase All DTCs.		CIN CIN	
Current status of ignition switch	ON			

Figure 19

• Select Next.



Figure 20

# 26. Allow Erase All DTCs to complete.

	ULT-III plus	VIN:		٧	/ehicle : TITAN	A61 2020		Country : United States
Back	Home	nt Screen Capture	Measurement Mode	corded H		12.6V		
<b>\$</b> 0	Re/programming, Configuration	Confirm	m Result	Erase All	DTCs	Print R Operation	esult / Complete	14/15
Erase All I	DTCs							
Accordin 1 Turr () If the	ng to the instruction in ignition switch to Current status of i switch e current status of actual vehicle ign	Please Wait	NEXT" to go to 1	the next sci	reen.		A A A A A A A A A A A A A A A A A A A	
								Next
Figure 21								

27. Follow the on-screen instructions, and then select **Confirm**.

	VIN:	Vehicle : TITAN A61 2020	Country : United States		
Back Home Print Screen	Screen Capture Mode Recorded	Help			
Re/programming, Configuration	Erase All DTCs Opera	int Result / ation Complete	15/15		
Print Result / Operation Complete					
All tasks are completed. Confirm LAN In case CONSULT can NOT immediat temporally storage of this page. Touc Data Folder" on desk top, and open th	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		282755SNXX			
Part number before Reprog/programming		282755SNXX			
Vehicle		A61 TITAN			
VIN	XXX	IN MAXIER XIXIGNOR X	Print		
System		IVC			
Date	XX	XX20XXXX9(96X9MXXX	Other Operation		
1/1 Confirm					

Figure 22

#### 28. Select Home.

GI CONSULT-III plus	VIN:	Vehicle : TITAN A61 2020	Country : United States	
Back Home Prin	nt Screen Capture Measurement Mode	Recorded Data	× • • • •	
Re/programming, Configuration	Erase All DTCs	Print Result / Operation Complete	15/15	
Print Result / Operation Con	nplete			
All tasks are completed. ( In case CONSULT can NC temporally storage of this Data Folder" on desk top, Part number after Reprog/programming	Confirmation "Complete Operation" backing Home once. In necessary document, Erasing process is no' system. Erase it in Sel	Screen is no longer shown after n case "Complete Operation" Screen is touch "Cancel" to back previous screen. t performed to "No support for All DTC" f-Diag Results screen of each system.	for is	
Part number before Reprog/programming Vehicle				
	Home	Cancel	Print	
System			Other	
Date		1/13/2021 1:19:55 PM	Operation	
		1/1	Confirm	
	Figure 23			

29. The TCU software has been successfully updated. Please note, and inform the customer, that it may take a few drive cycles for the NissanConnect Services app and web portal to update and clear any existing Maintenance Alerts.

# **CLAIMS INFORMATION**

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Perform TCU Software Update	(1)	RX9RAA	ZE	32	0.5

(1) Reference the electronic parts catalog and use the Telematics Control Unit (28275-\*\*\*\*\*) as the Primary Failed Part (PFP).

#### AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 17, 2021	NTB21-011	Original bulletin published
August 3, 2021	NTB21-011A	APPLIED DATE added