SERVICE BULLETIN

Classification:	Reference:	Date:
AN21-001A	NTB21-011A	August 3, 2021

FALSE MAINTENANCE ALERT NOTIFICATION

> **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

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

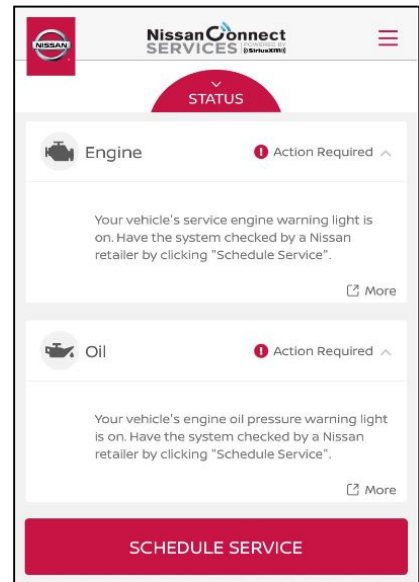Update the TCU to the latest software version.

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 below 12.0V or rises above 15.5V during reprogramming, the TCU may be damaged.

- Be sure to turn OFF all vehicle electrical loads.
  If a vehicle electrical load remains ON, the TCU may be damaged.

- Be sure to connect the AC Adapter.
  If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the TCU may be damaged.

- Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI. If Bluetooth® signal waves are within range of the CONSULT PC or VI during reprogramming, reprogramming may be interrupted and the TCU may be damaged.

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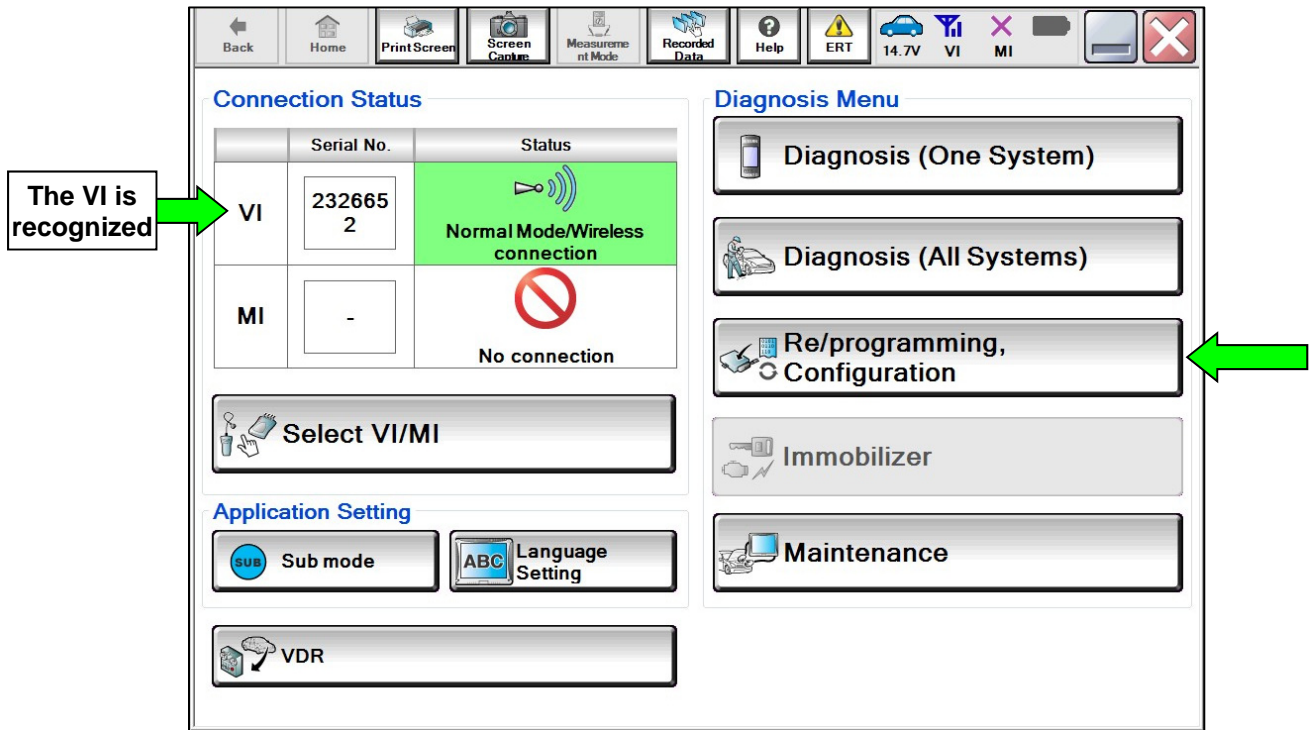
6. Select **Re/programming, Configuration**.

Figure 2

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

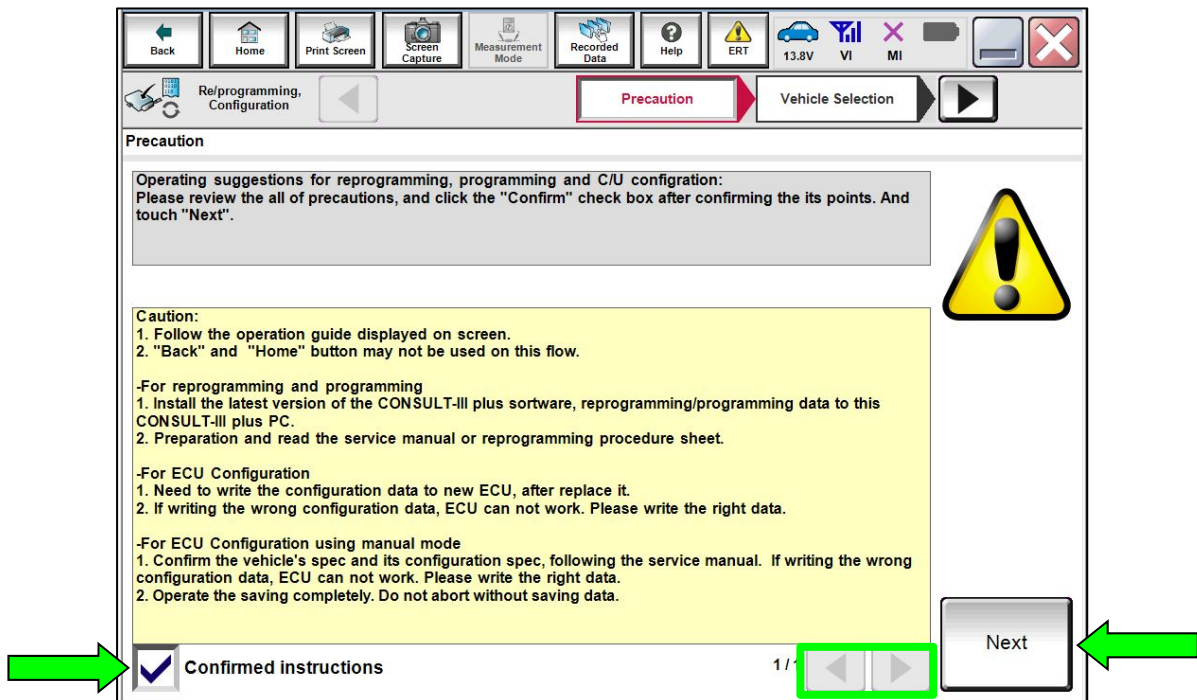   **NOTE:** Use the arrows (if needed) to view and read all of the precautions.

Figure 3

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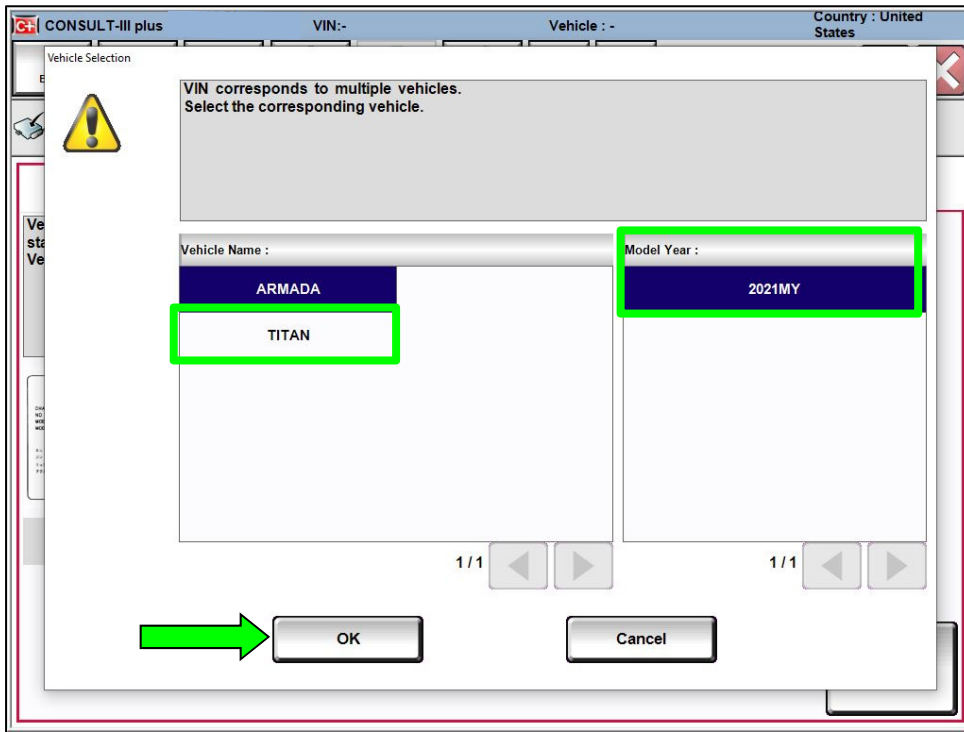
9. Select **OK**.

Figure 4

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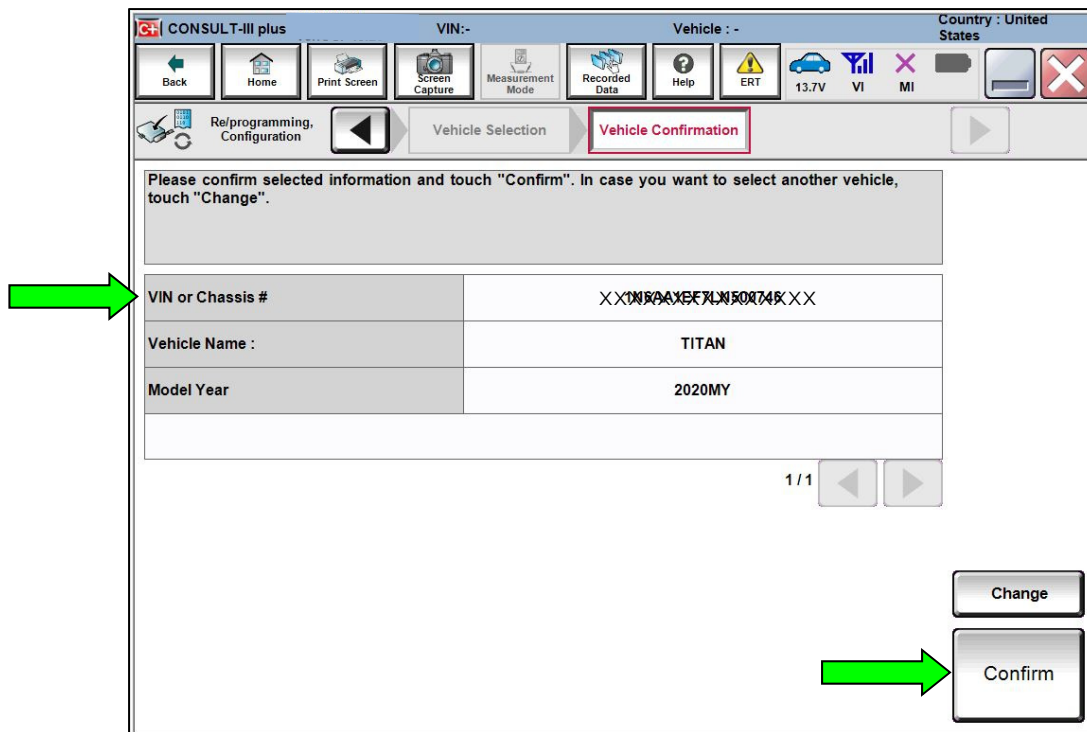
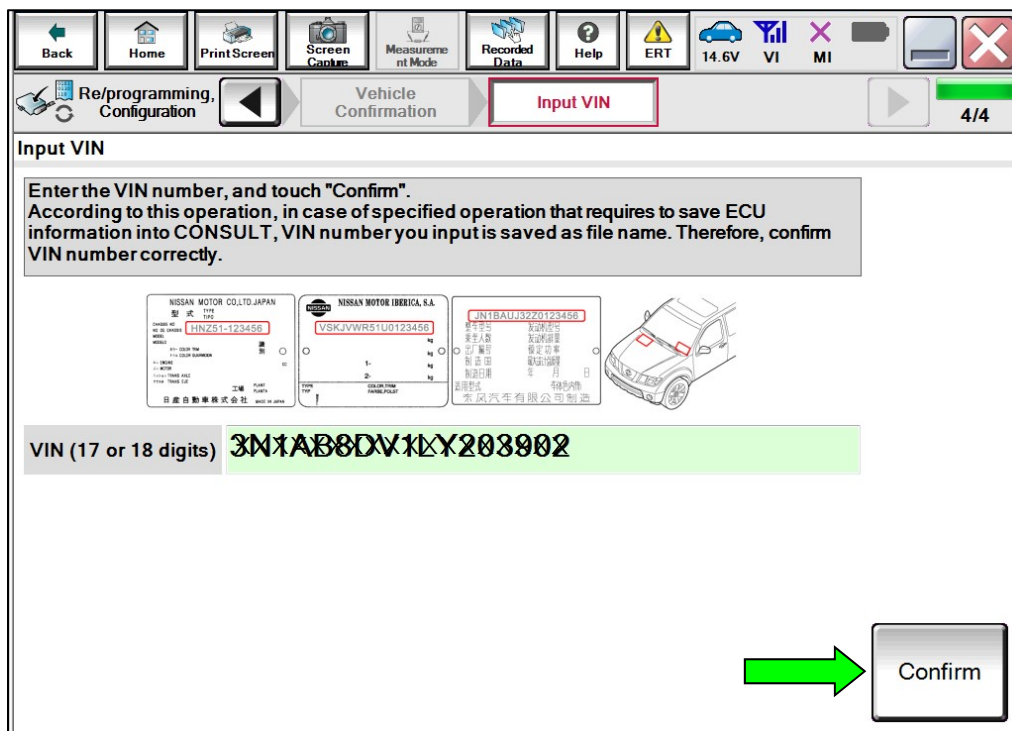11. Select **Confirm**.

Figure 5

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12. Select **Confirm**.

Figure 6

13. Select **IVC**.
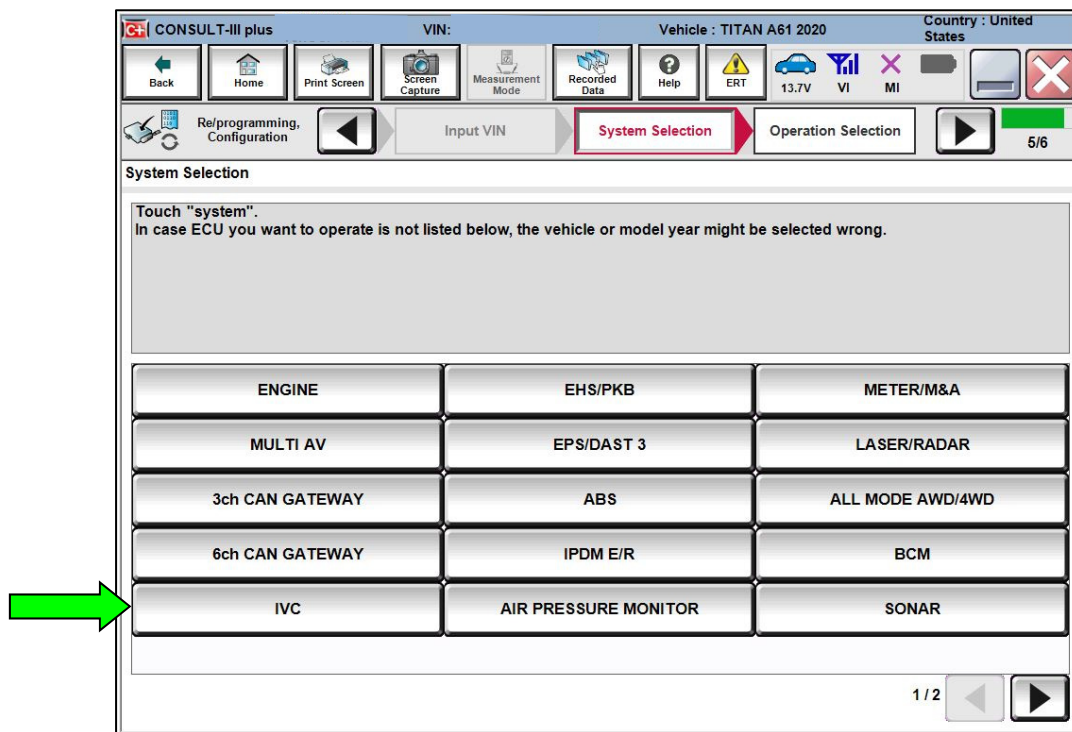
Figure 7

14. Select **Reprogramming**.
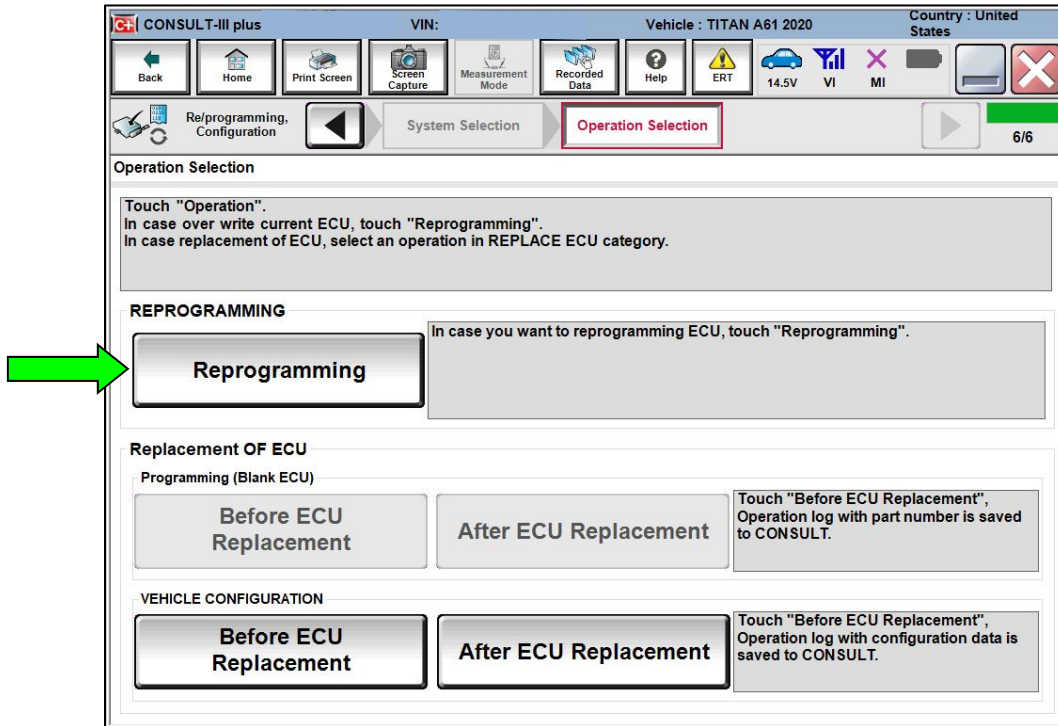
Figure 8

15. Find the TCU **Part Number** and write it on the repair order, and then select **Save**.

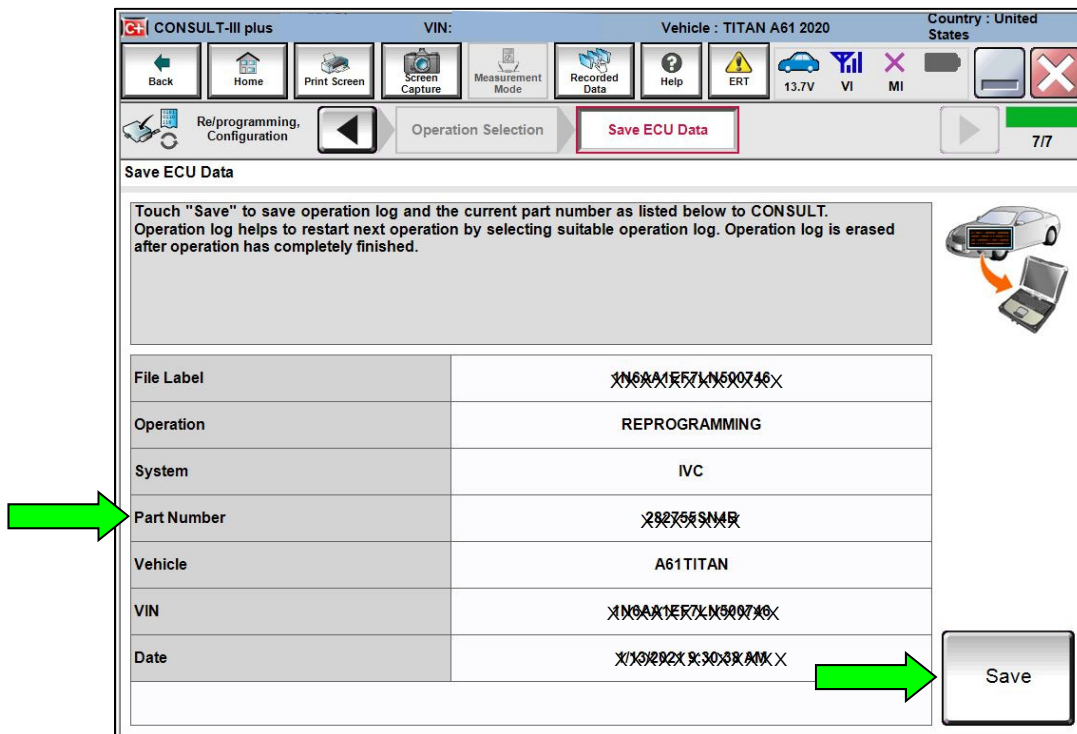**NOTE:** This is the current Part Number (P/N).

Figure 9

16. Use the arrows (if needed) to view and read all of the precautions.
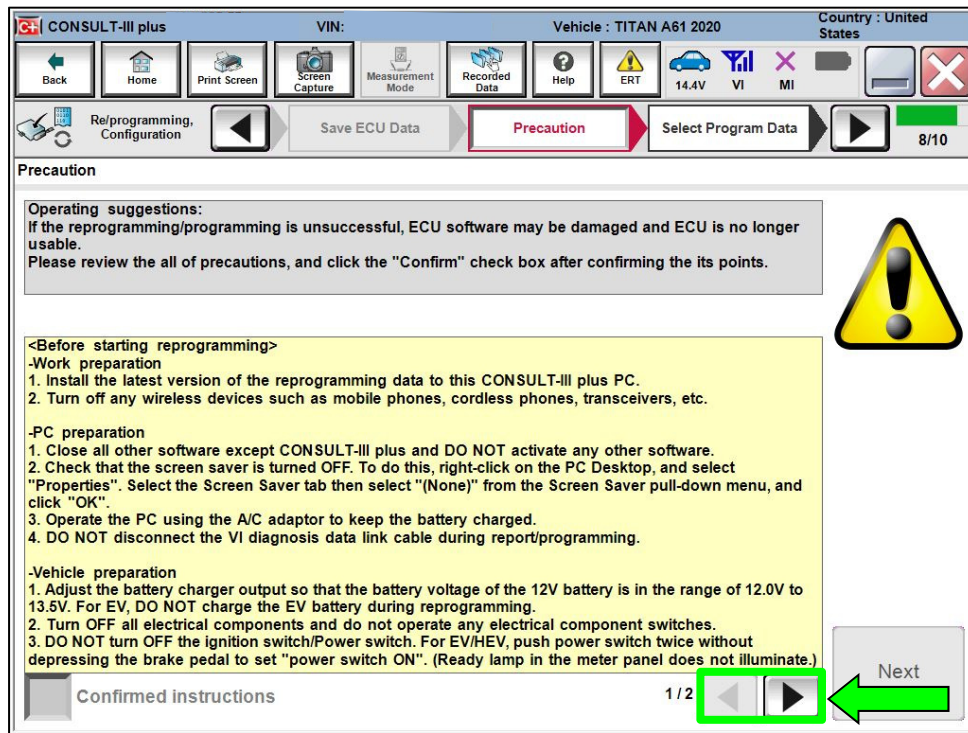
Figure 10

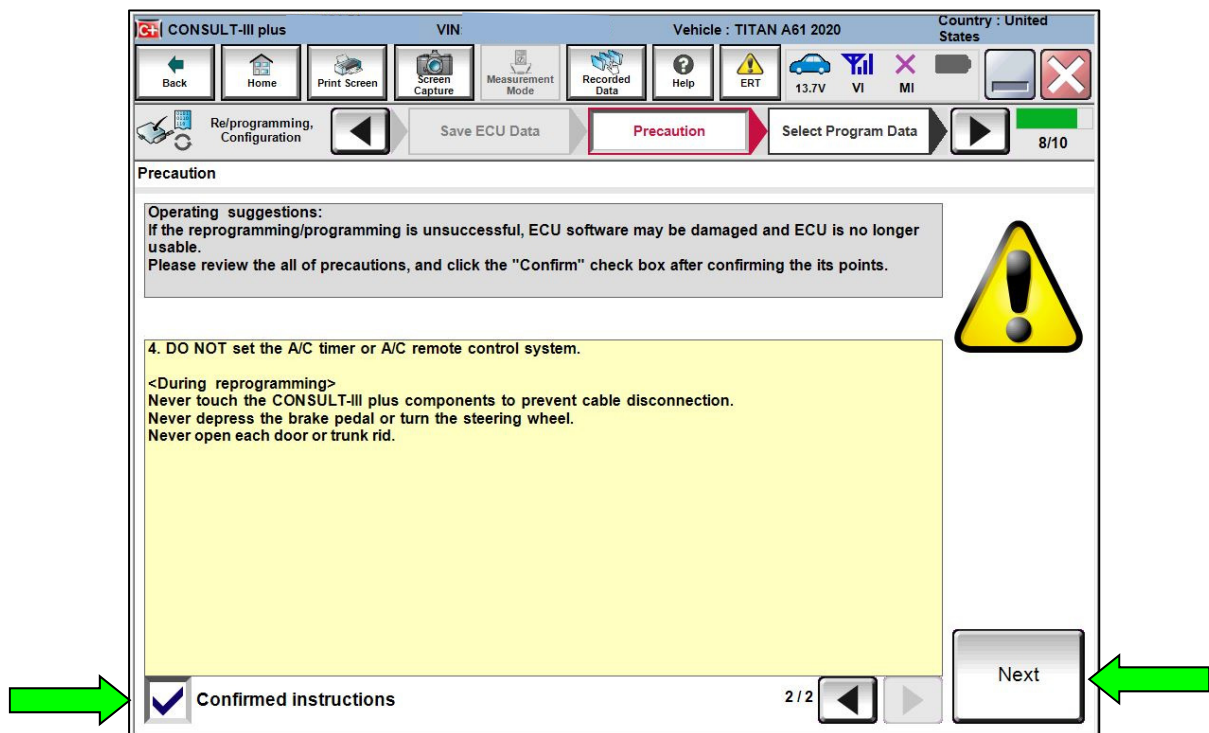17. Check the box to confirm the precaution instructions have been read, and then select **Next**.

Figure 11

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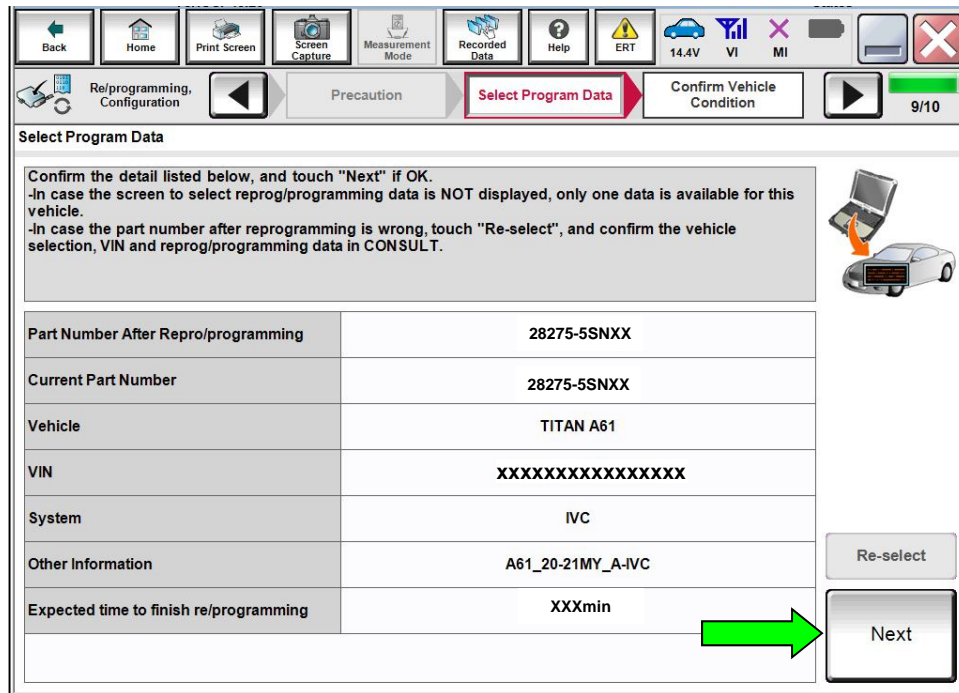

Figure 12

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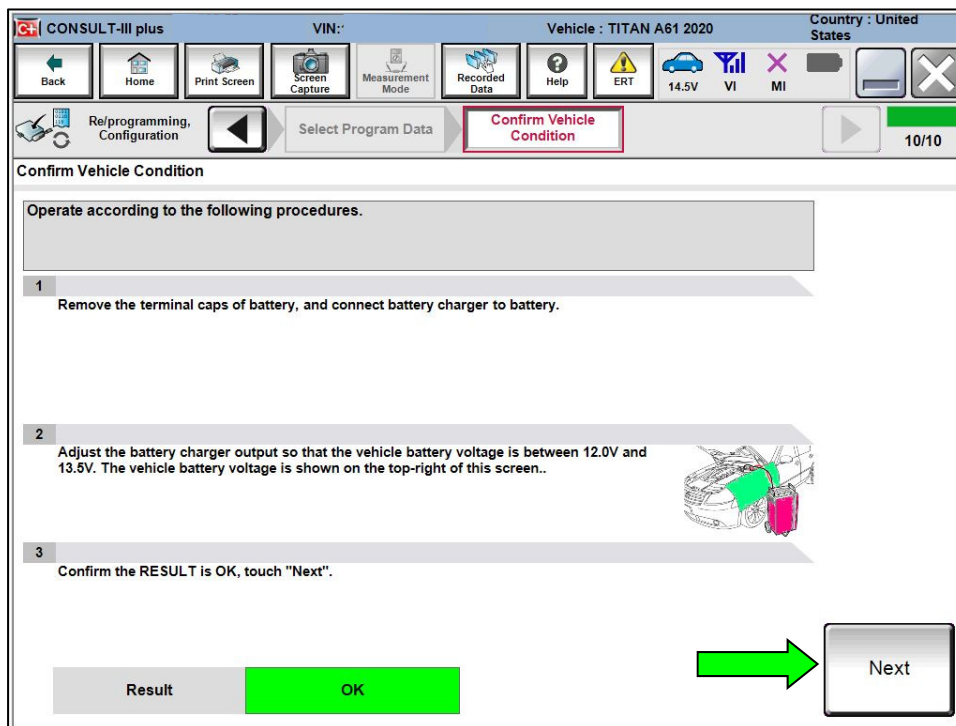

Figure 13

NOTICE

- 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**.
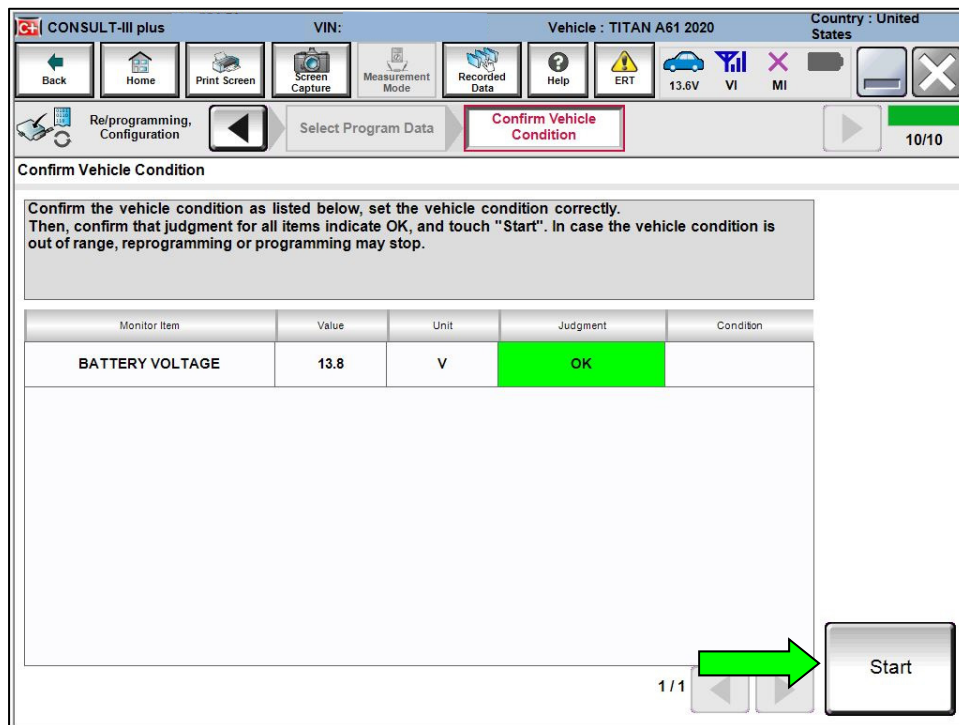

Figure 14

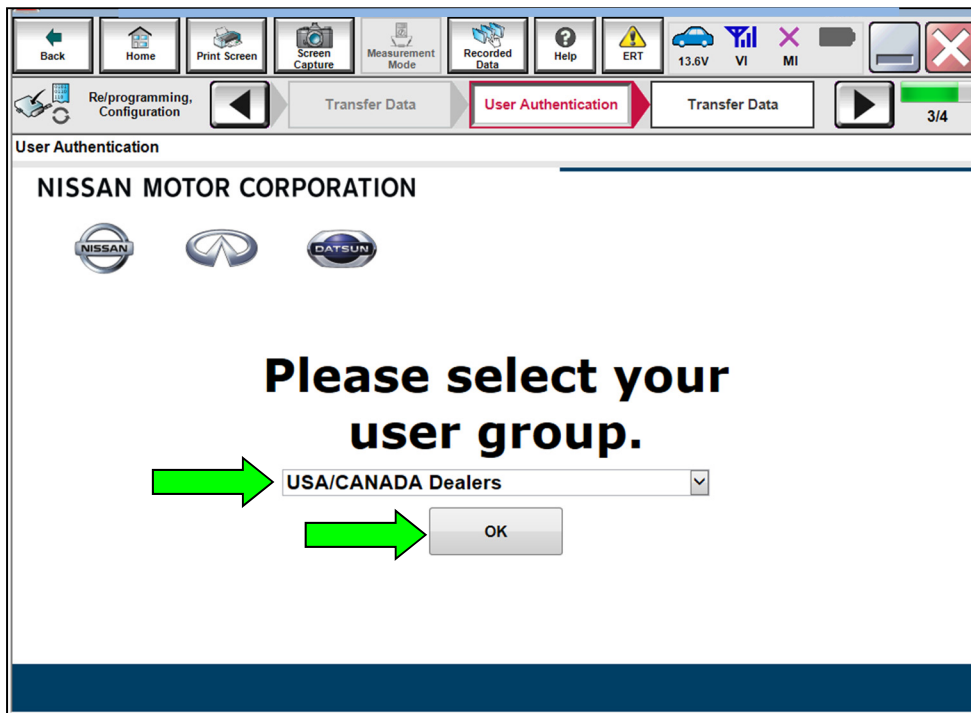21. Select your user group from the drop down menu, and then select **OK**.

Figure 15

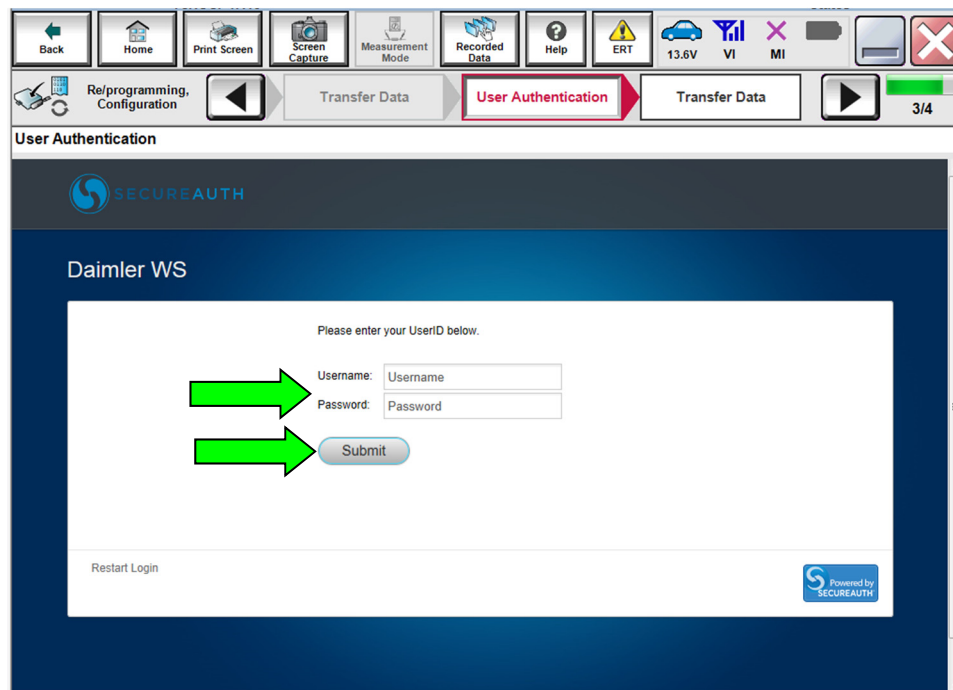22. Enter your **Username** and **Password**, and then select **Submit**.

Figure 16

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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.
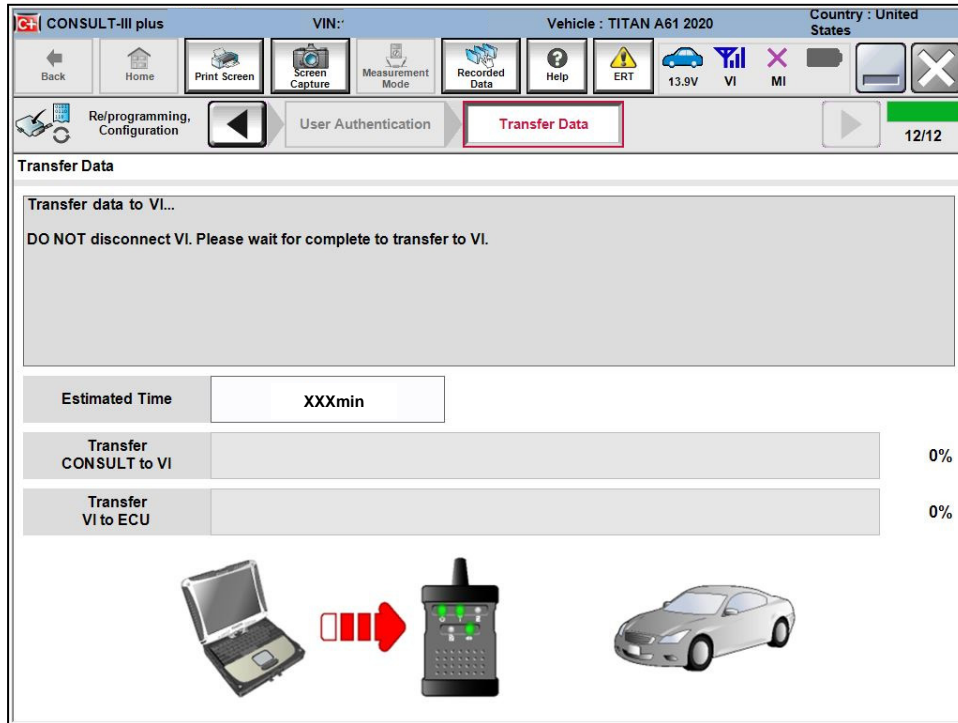

Figure 17

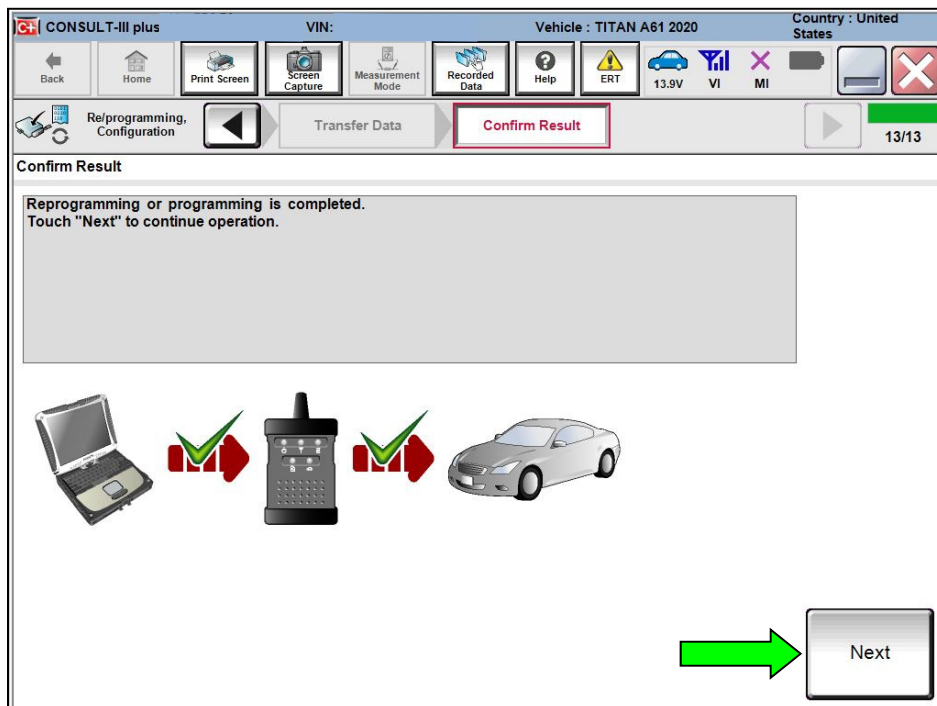24. Once the update completes, select **Next**.

Figure 18

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25. Erase all DTCs.

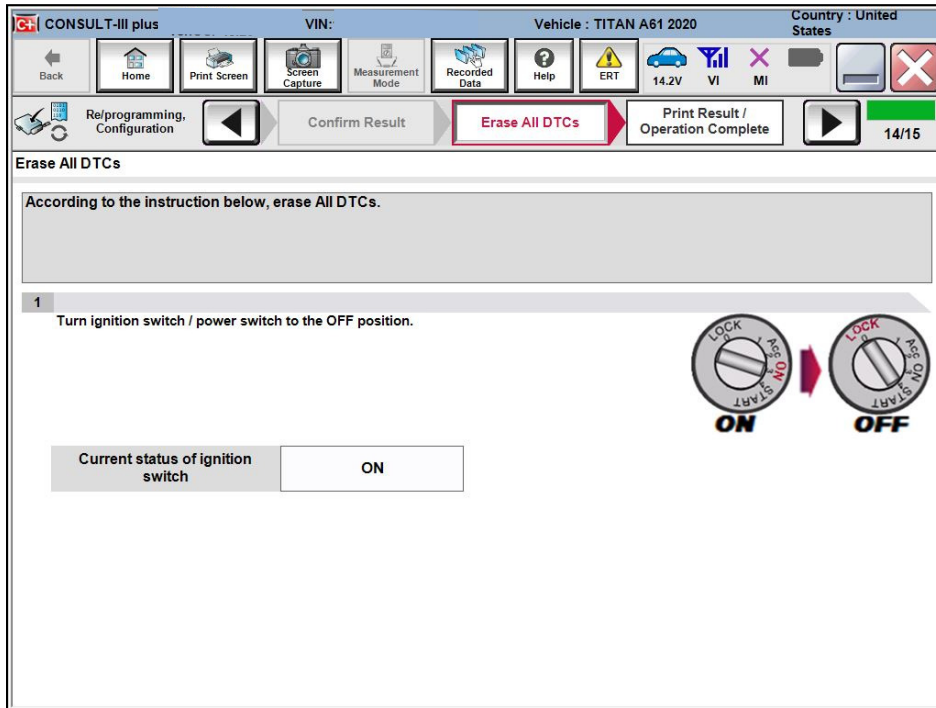- Follow the on-screen instructions as shown in Figure 19 and Figure 20.
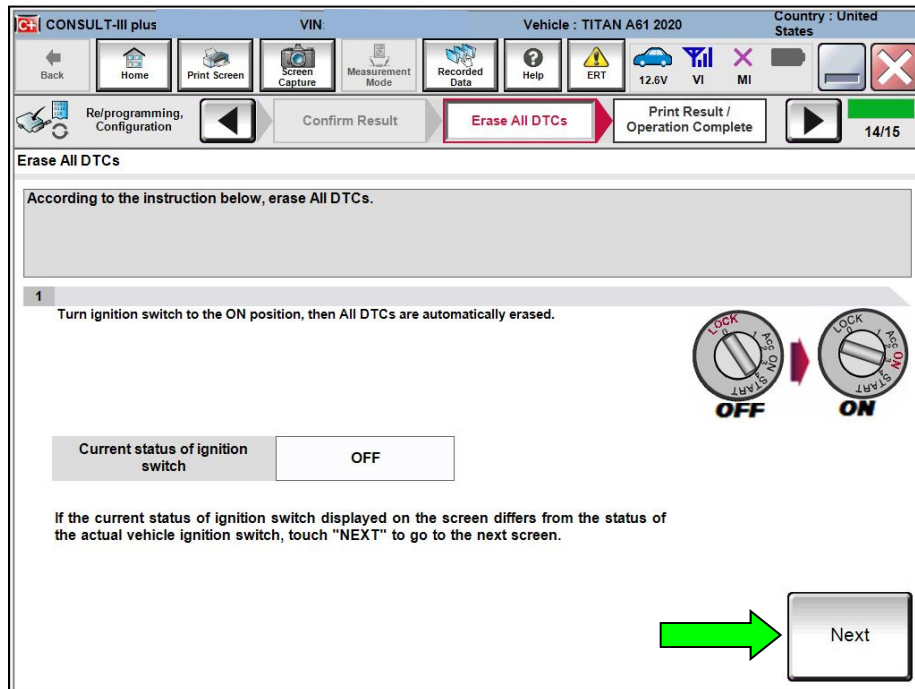

Figure 19

- Select **Next**.

Figure 20

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26. Allow **Erase All DTCs** to complete.
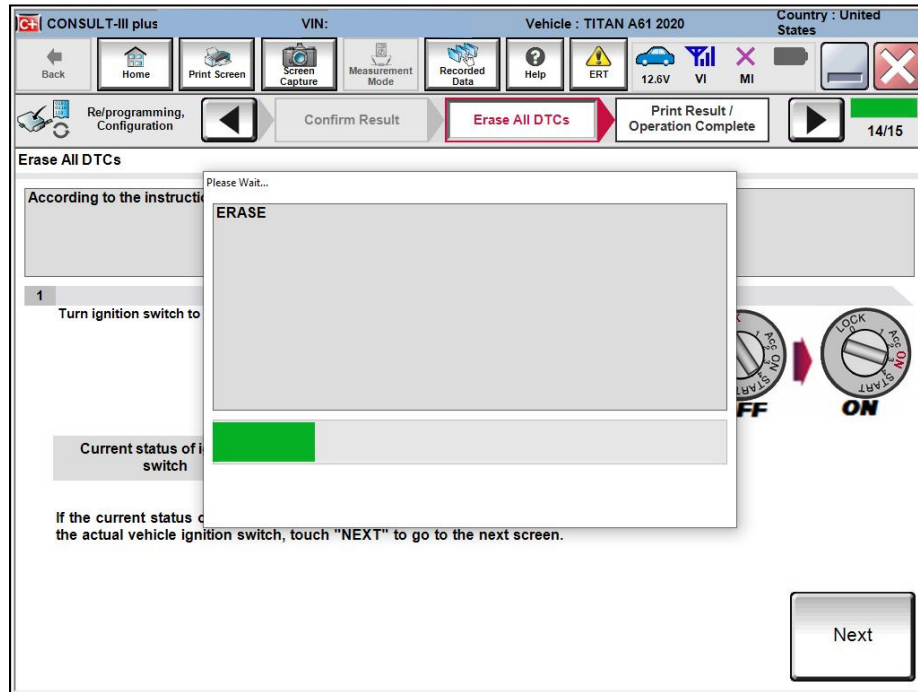

Figure 21

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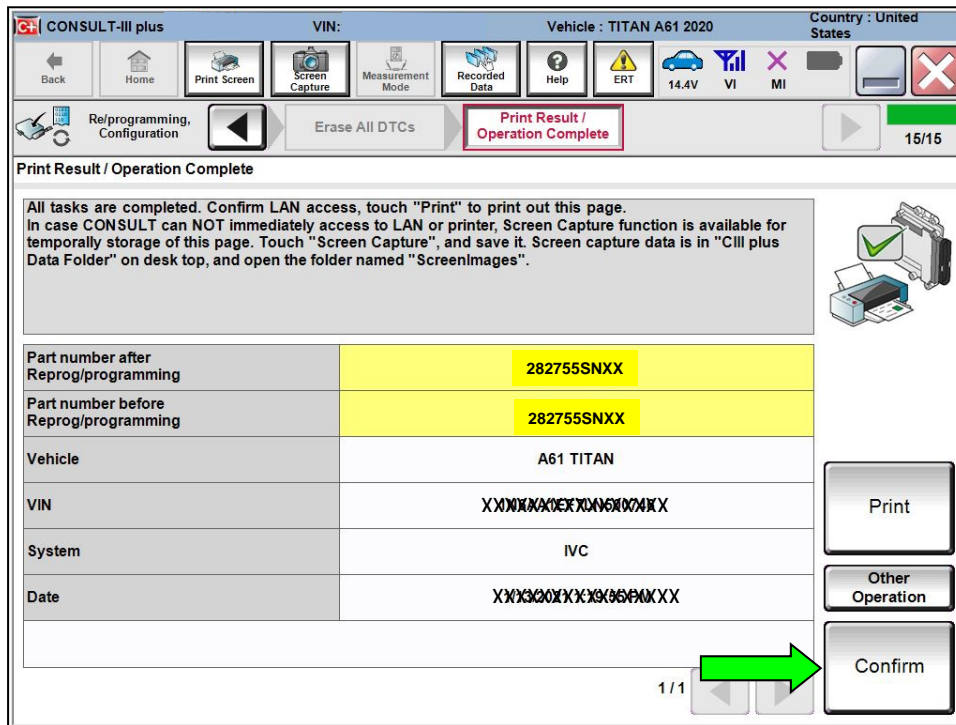

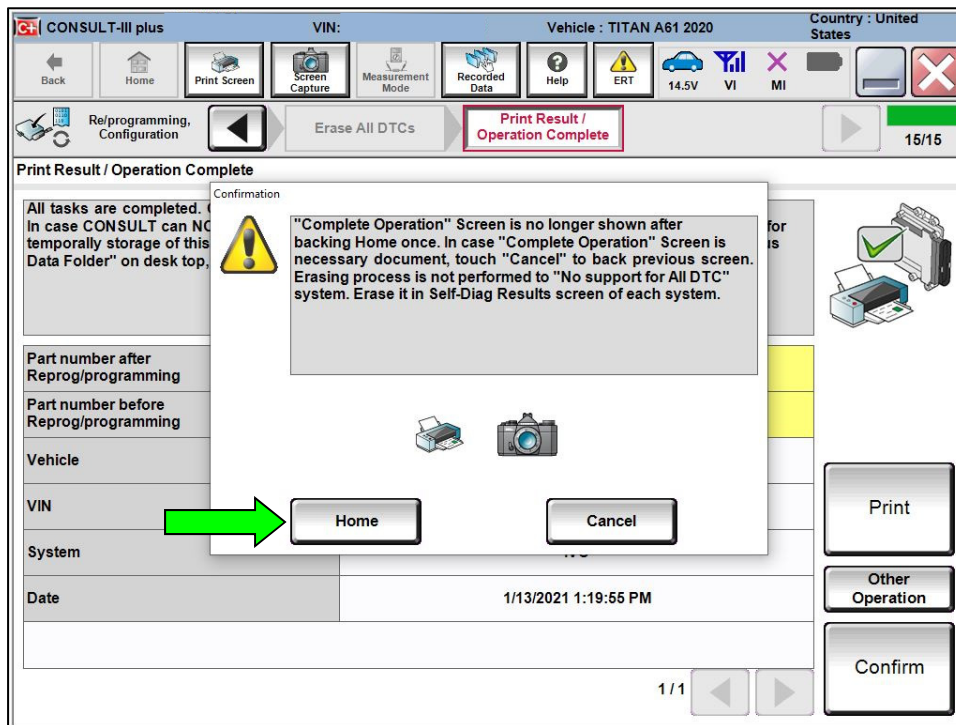
Figure 22

28. Select **Home**.

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