



TECHNICAL SERVICE BULLETIN

Classification: AN20-009F	Reference: NTB20-029F	Date: November 1, 2022
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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: 2023 Altima (L34)
2021-2022 Armada (Y62)
2022-2023 Frontier (D41)
2021-2023 Kicks (P15)
2021-2023 Maxima (A36)
2022-2023 Pathfinder (R53)
2021-2023 Rogue (T33)
2021-2022 Sentra (B18)
2020-2023 Titan/Titan XD (A61)
2023 Z (Z34)

HINT: If the customer experiences Wi-Fi hotspot related concerns only, DO NOT replace the TCU. Have the customer contact the AT&T Support line at 1 (888) 719-7242.

SERVICE INFORMATION

The **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**.

- An **Order of Completion** 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 on page 21. 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 1-17):

- If all of the steps in this bulletin are not completed, telematics services will not operate properly.
- Follow all of the steps in this bulletin and use the check-off sheet provided on page 21.
- If the TCU is replaced and the steps are not followed, the warranty claim will be denied.

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

TCU REPLACEMENT

HINT: Each TCU is registered to a specific Vehicle Identification Number (VIN). TCUs cannot be “swapped” between vehicles. Once a TCU is registered to a vehicle, the TCU cannot be used in another vehicle.

IMPORTANT:

- During this procedure, Intelligent Key registration must be performed. You **MUST** 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 18 on page 7.

NOTICE

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

HINT: 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 VI. If Bluetooth® signal waves are within range of the CONSULT PC or VI during reprogramming, the reprogramming may be interrupted.
- Turn OFF all vehicle electrical loads.
- Turn ON the hazard warning lights.
- 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 the Original TCU

1. Set the parking brake.
2. Connect the VI to the vehicle.
3. Turn the ignition ON, with the engine OFF.
4. Confirm that the CONSULT PC is connected to Wi-Fi.
5. Launch C-III plus.
6. If prompted, select **USA/CANADA Dealers** from the drop down menu, and then select **OK**.
7. Login using your NNAnet credentials.

IMPORTANT: If not prompted to enter your username and password, the CONSULT PC may not be connected to Wi-Fi. Close C-III plus, confirm the CONSULT PC is connected to Wi-Fi, and then reopen C-III plus.

8. Wait for the VI to be recognized.

- The serial number will display when the VI is recognized.

9. Select **Diagnosis (One System)**.

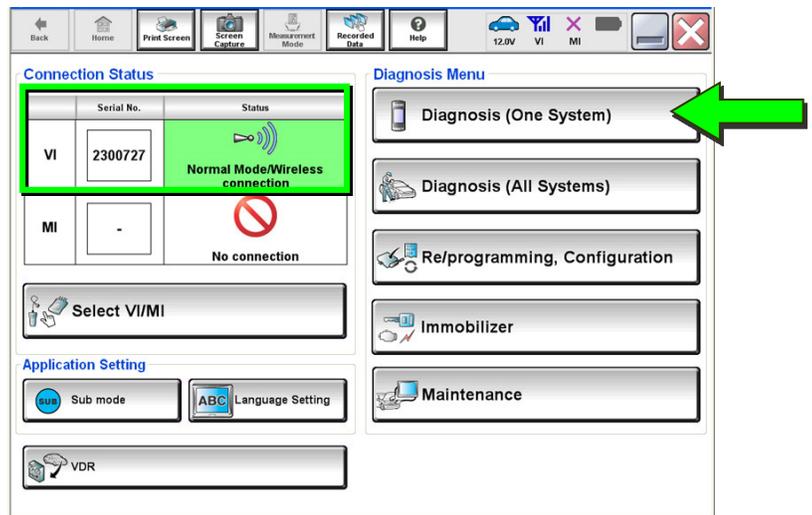


Figure 1

10. Select **IVC**.

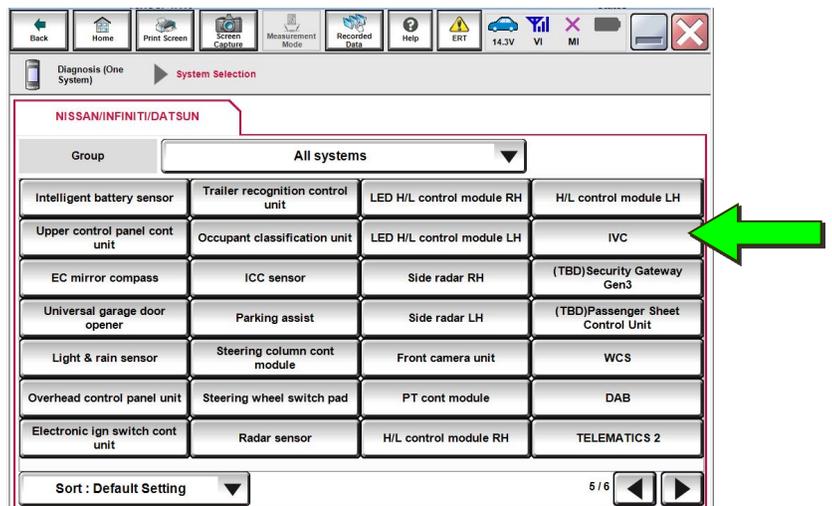


Figure 2

11. Select **Work Support**.

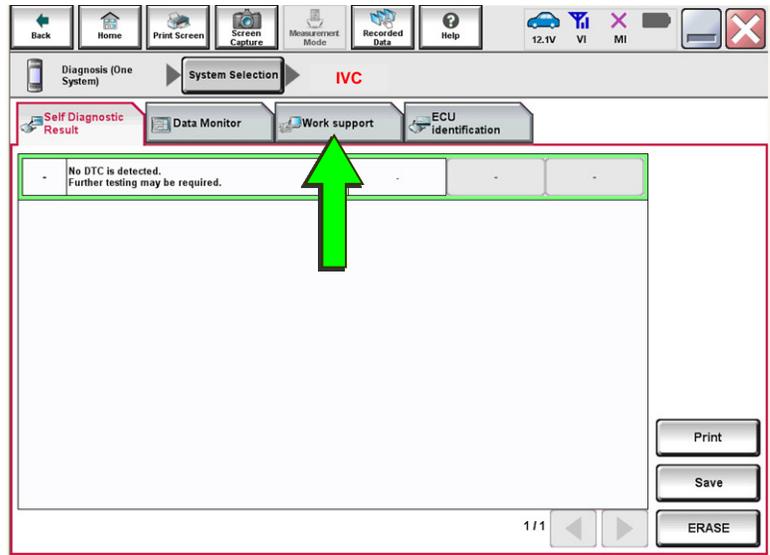


Figure 3

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

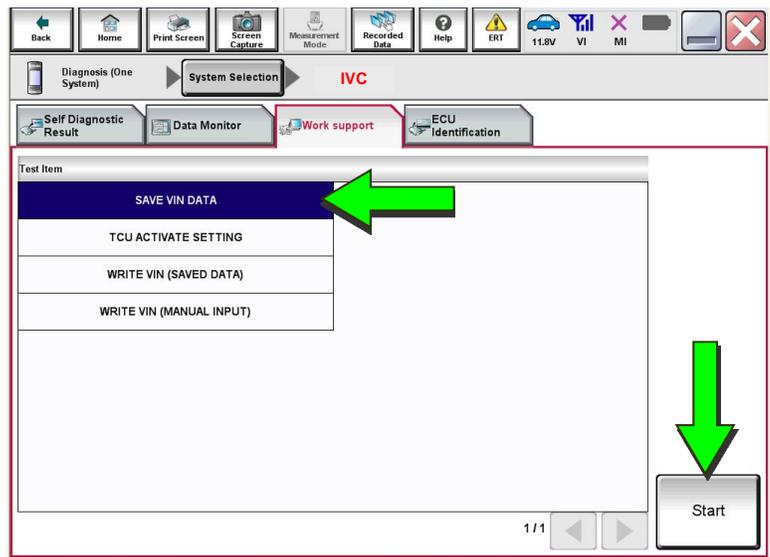


Figure 4

13. Select **Start**.

HINT: If the VIN data cannot be saved, skip to step 15 on page 6. (You will be instructed to manually enter the VIN at step 55 on page 22.)

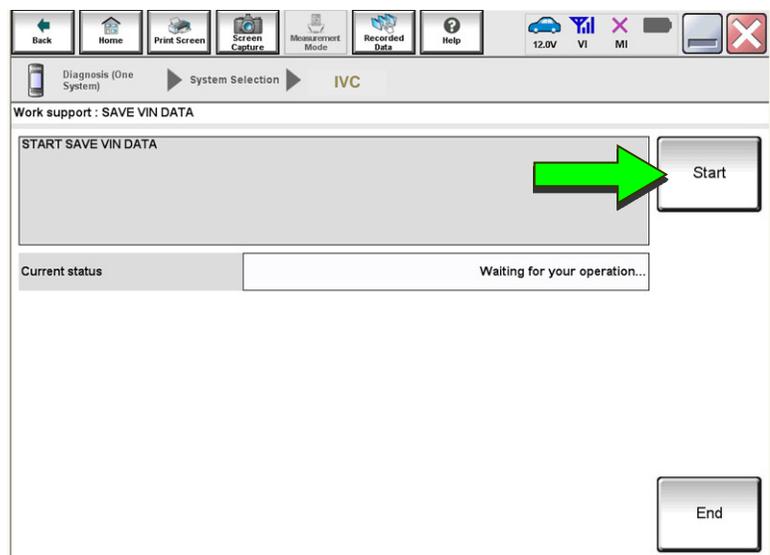


Figure 5

14. Select **End**.

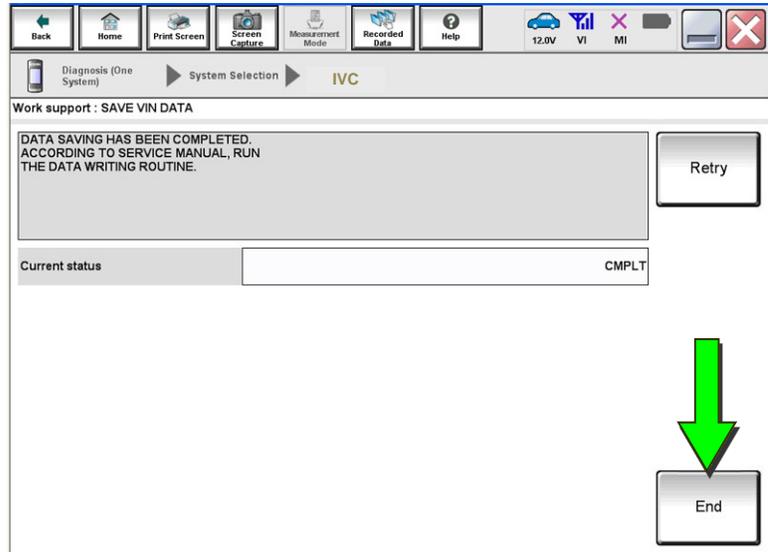


Figure 6

Remove the Original TCU

15. Remove the TCU from the vehicle.

- Refer to the ESM: **DRIVER INFORMATION & MULTIMEDIA > AUDIO VISUAL & NAVIGATION SYSTEM > REMOVAL AND INSTALLATION > TCU**

Install the New TCU

NOTICE

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

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

16. Write down the part number listed on the new/replacement TCU (Figure 7).

- The TCU part number will be needed later in this bulletin.

17. Install the new/replacement TCU into the vehicle.

- Refer to the ESM: **DRIVER INFORMATION & MULTIMEDIA > AUDIO VISUAL & NAVIGATION SYSTEM > REMOVAL AND INSTALLATION > TCU**

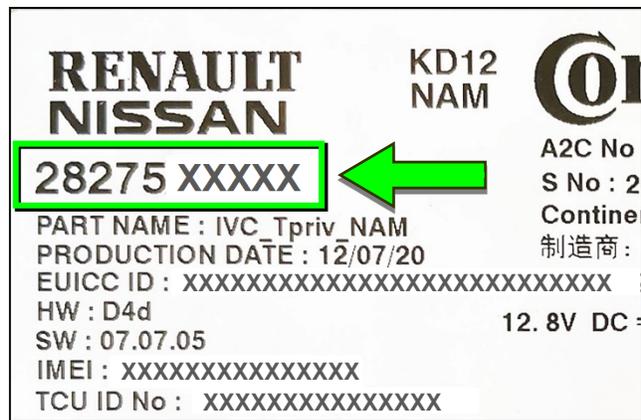


Figure 7

Configure the TCU

18. Select **Re/programming, Configuration**.
HINT: C-III plus screens for steps 19-21 are not shown.
19. Read the precautions on the C-III plus screen, and then select **Next**.
20. Select the model and model year.
21. Select **Select**, and then select **Confirm**.

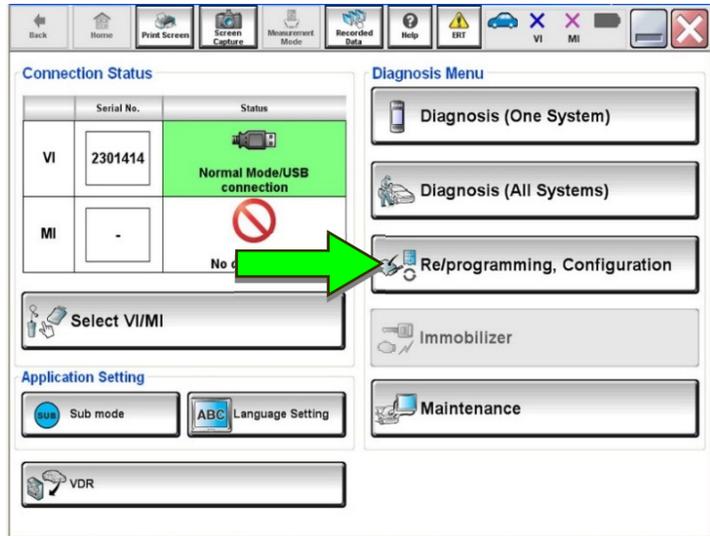


Figure 8

22. Select **IVC**.

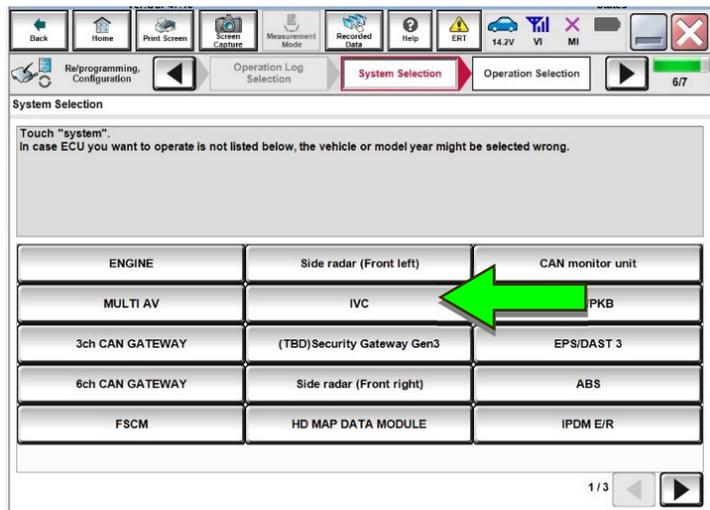


Figure 9

23. Is the vehicle a Rogue?
YES: Select **Configuration**.
NO: Skip to step 26 on page 9.

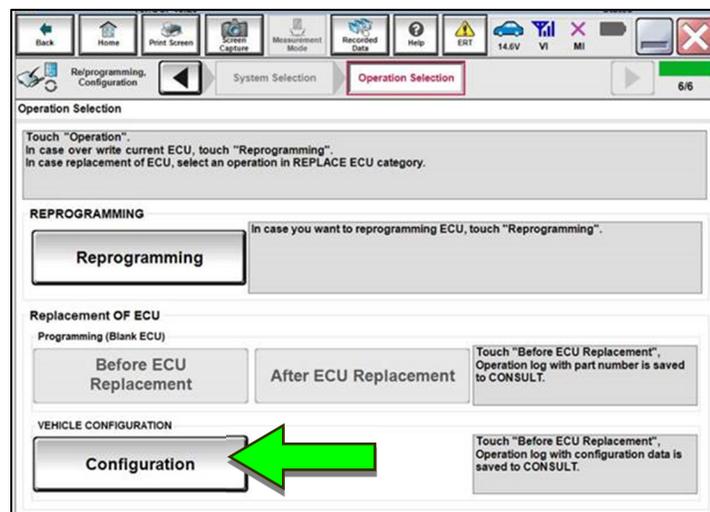


Figure 10

24. Select **START**.

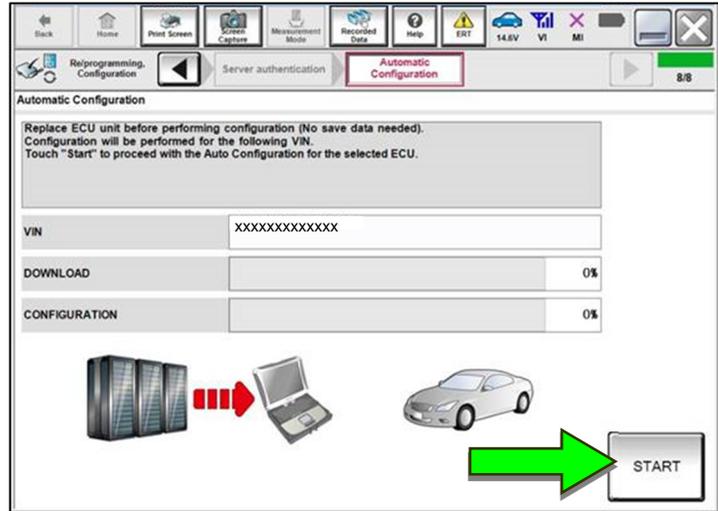


Figure 11

25. Select **End** when complete, and then skip to step 31 on page 11.

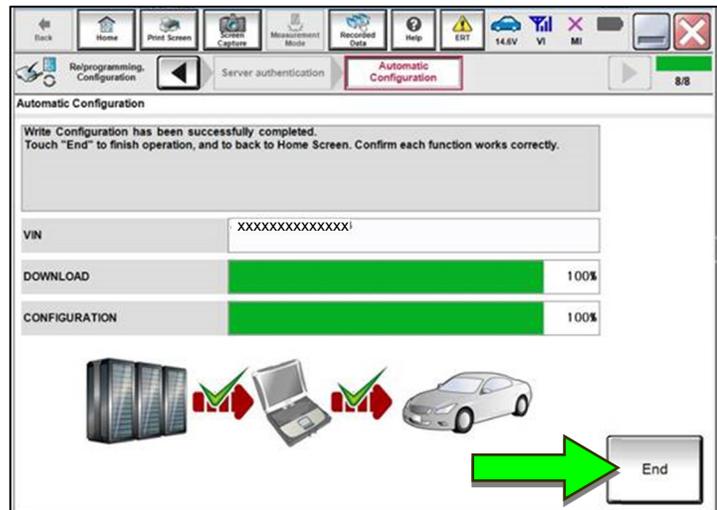


Figure 12

26. Select After ECU Replacement.

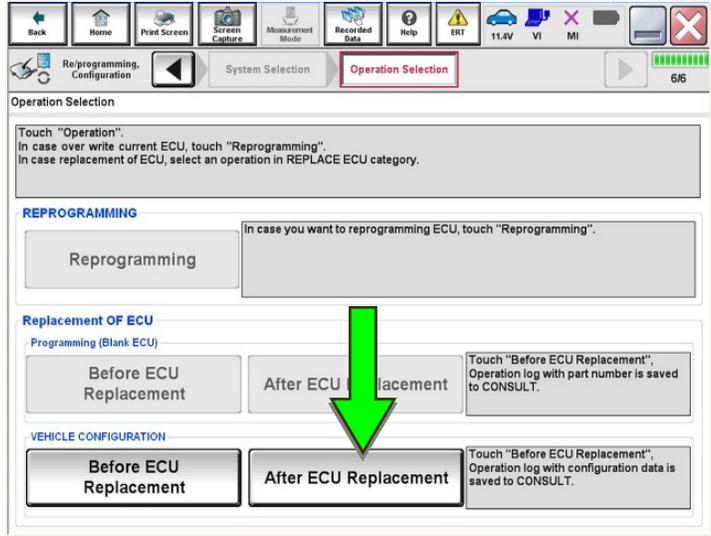


Figure 13

27. Select Manual selection.

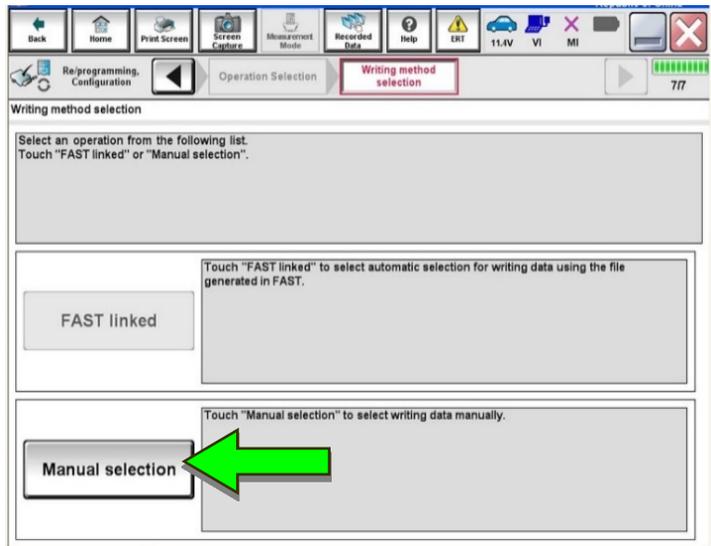


Figure 14

28. Use the chart below to select the applicable **Type ID**.

VEHICLE	SYSTEM	TYPE ID
2023 Altima	All	28277-9HF0A
2021-2022 Armada	All	28277-6JL0A
2022-2023 Frontier	With Remote Engine Start	28277-9BU0A
	Without Remote Engine Start	28277-9BU1A
2021-2023 Kicks	With Remote Engine Start	28277-5R00A
	Without Remote Engine Start	28277-5R00B
2021-2023 Maxima	All	28277-9DL0A
2022 Pathfinder	All	282A2-6TA1A
2023 Pathfinder	All	282A2-6TA2A
2021-2022 Sentra	With Remote Engine Start	28277-6LB0A
	Without Remote Engine Start	28277-6LB0C
2020-2023 Titan/Titan XD	With Remote Engine Start	28277-9FV0A
	Without Remote Engine Start	28277-9FV2A
2023 Z	All	28277-6GP0A

HINT: If C-III plus automatically selects the Type ID, there will be no options shown under **Type ID** (see Figure 15). Skip to step 30.

29. Select **Next** (not shown).

30. Select **OK**.

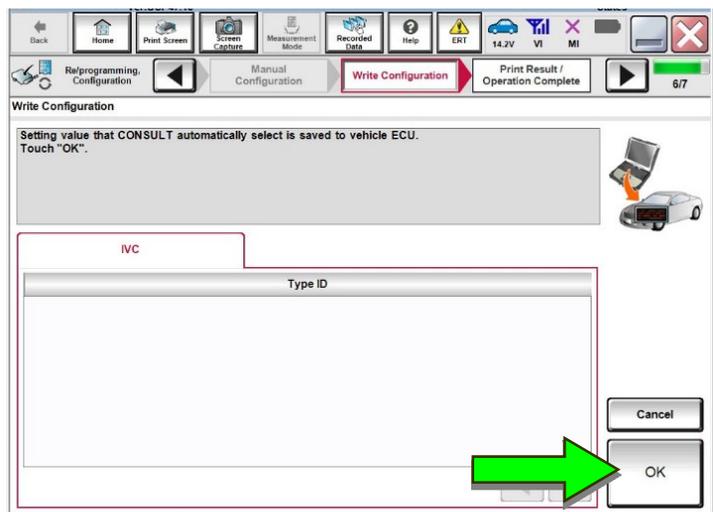


Figure 15

Write the VIN to the TCU

NOTICE

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

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

31. Navigate to **IVC Work support**.

- Refer to steps 1-11 on pages 4-5.

32. Select **WRITE VIN (SAVED DATA)**.

HINT: If the VIN DATA could not be saved in step 13, skip to **Manually Enter VIN Data (if needed)** at step 55 on page 22.

33. Select **Start**.

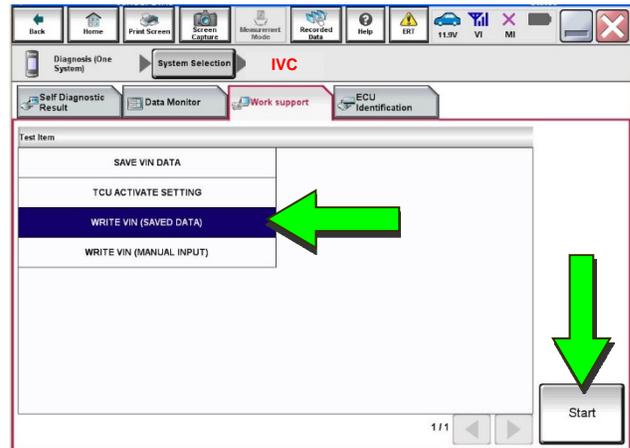


Figure 16

34. Select **Start**.

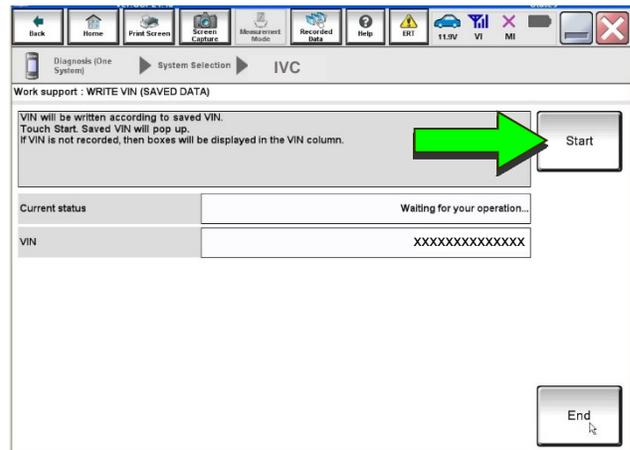


Figure 17

35. Select **End**.

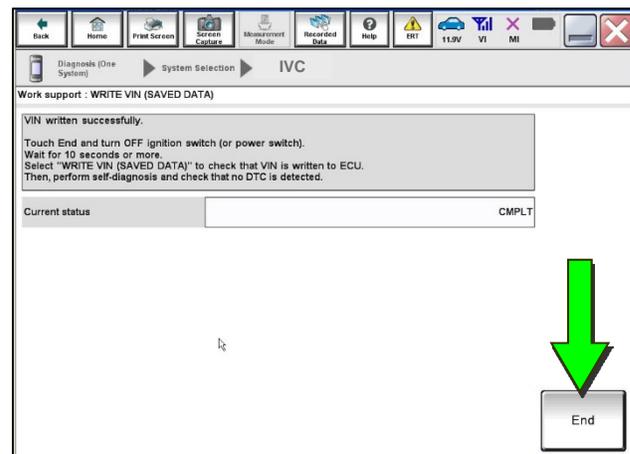


Figure 18

36. Review the TCU part number written down in step 16.
 - If the part number **is** 28275-5SN0B, 28275-5SN0F, or 28275-5SN4B:
 - Skip to **Verify Telematics Function (if needed)**, beginning on page 15.
 - If the part number **is not** 28275-5SN0B, 28275-5SN0F, or 28275-5SN4B:
 - Perform **Confirm Network Initial Settings (if needed)**, below.

Confirm Network Initial Settings (if needed)

37. Select **Diagnosis (One System)**.

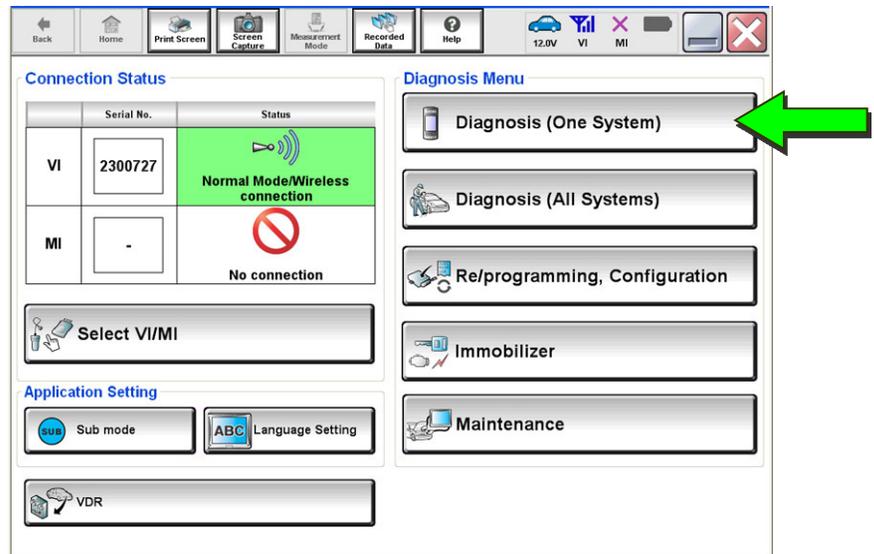


Figure 19

38. Select **IVC**.

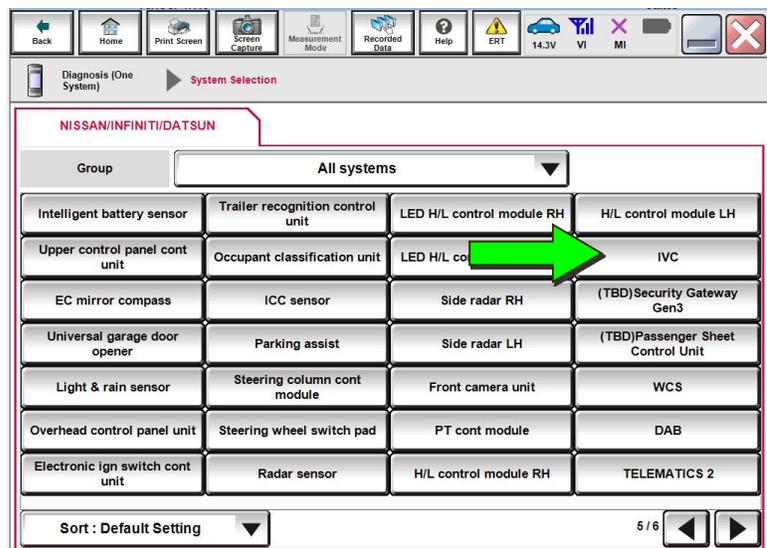


Figure 20

39. Select **Work Support**.

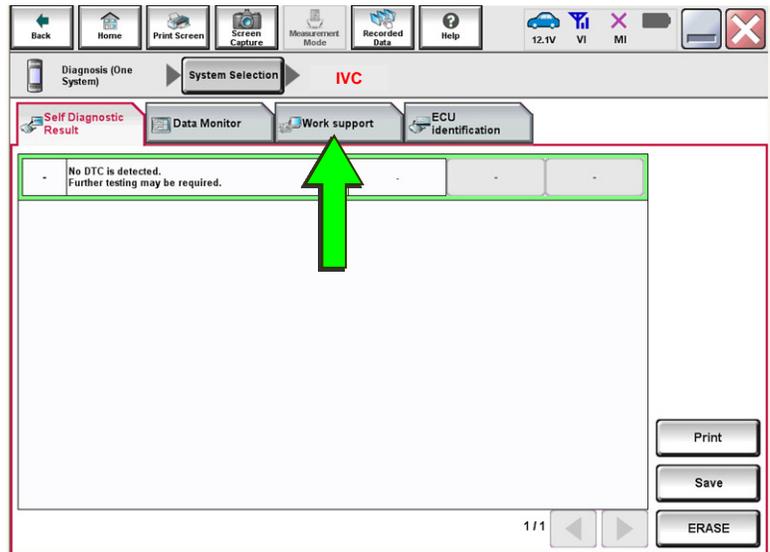


Figure 21

40. Select **Network initial settings**.

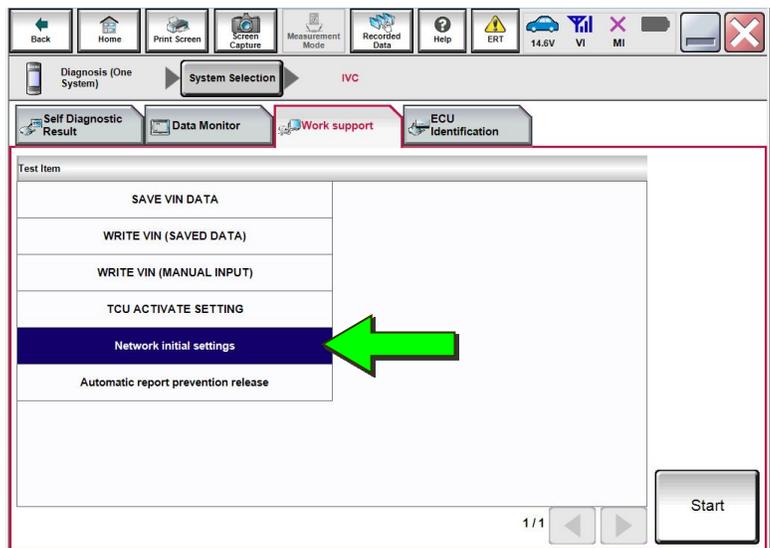


Figure 22

41. Select **Start**.

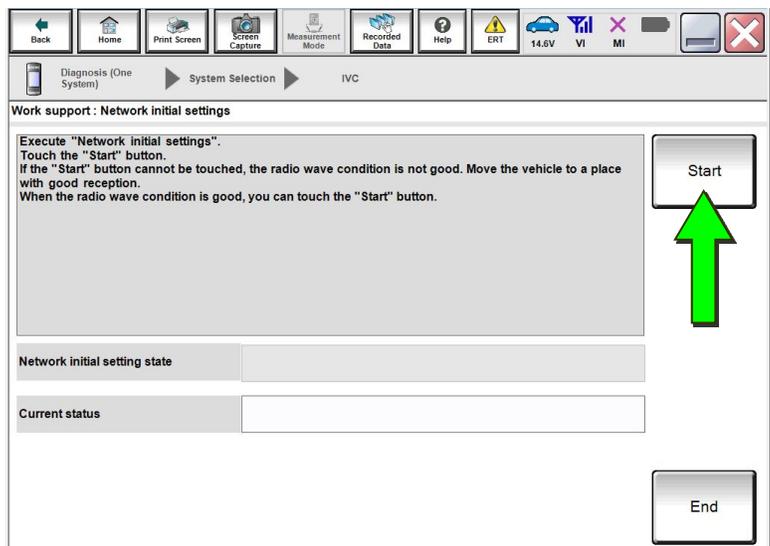


Figure 23

42. Check the **Network initial setting state** field (Figure 24).

HINT: It may take up to 15 minutes for the result described below to display.

- If the result is “100%”:
 - a. Confirm “Completed” displays in the **Current status** field.
 - b. Select **End**.
 - c. Skip to **Intelligent Key Registration and Confirmation** on page 18.

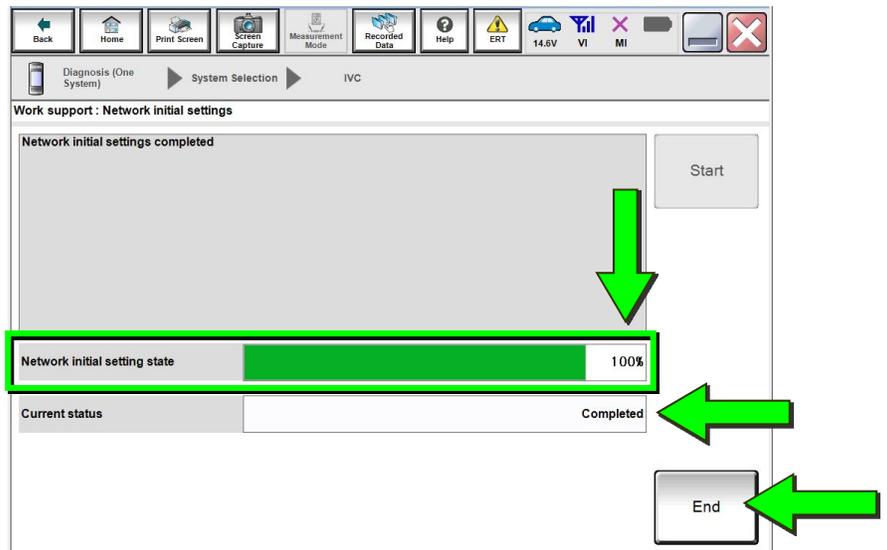


Figure 24

- If the result is “0”:
 - a. Confirm the VIN is written correctly.
 - b. Skip to **Verify Telematics Function (if needed)**, beginning on page 15.

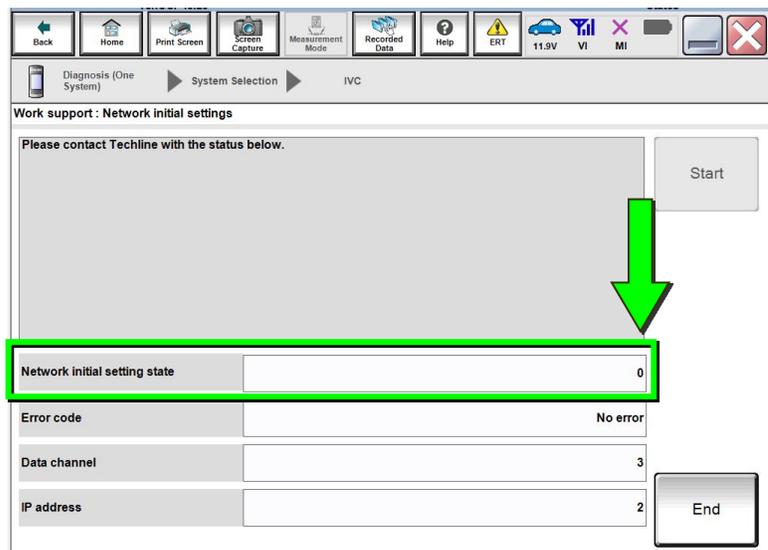


Figure 25

- If the result is a number between 1 and 5:
 - a. Wait 24 hours and then perform steps 37-42 again.
 - If a number between 1 and 5 displays again, contact the Nissan Owner Services call center at (855) 426-6628, between the hours of 8am and 7pm Central Standard Time (CST), Monday through Friday.

During the call, the agent will request the following:

- Owner name, dealer name, dealer code, and dealer employee name and contact information.

Verify Telematics Function (if needed)

43. Turn the ignition OFF, and then wait for 10 minutes.
44. Turn the ignition ON with the engine OFF.
45. Turn the hazard warning lights ON, and then wait for 15 minutes.
46. Turn the ignition OFF, and then wait for 10 minutes.
47. Turn the ignition ON with the engine OFF, and then wait for 15 minutes.

48. From the **MENU**, select **Info**.

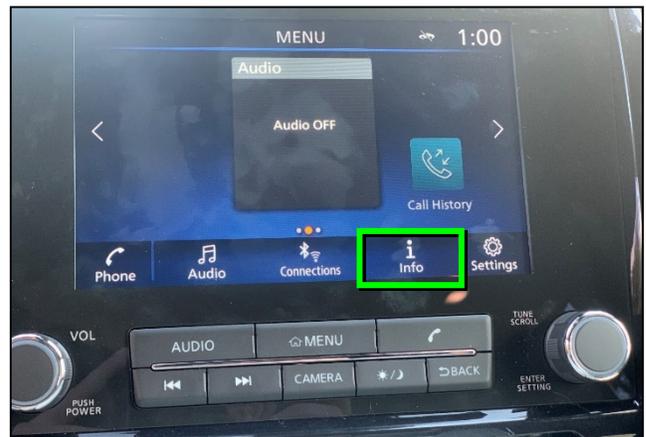


Figure 26

49. Select **System Information**.



Figure 27

50. Select **Software Update**.



Figure 28

51. Select **Start Software Update**.



Figure 29

- “Locating new software...” should display, as shown in Figure 30.



Figure 30



Figure 31

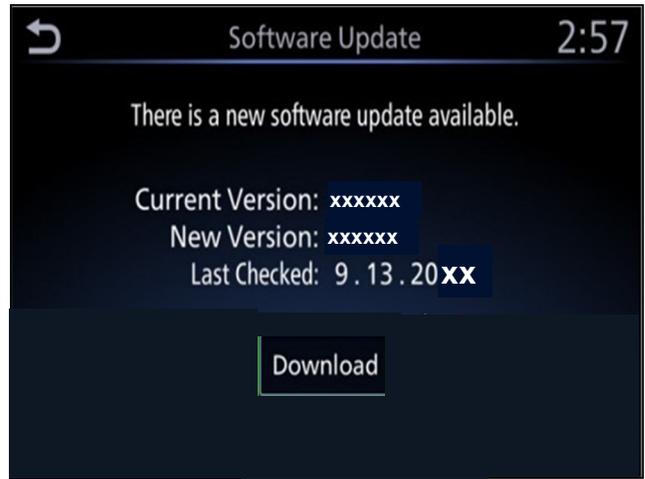


Figure 32

52. To confirm telematics functionality, ensure the screen in either Figure 31 or Figure 32, above, is displayed.

- If the screen matches Figure 31 or Figure 32, the procedure is complete.

- If the screen matches Figure 33, (“There is no current Wi-Fi connection”) perform steps 43-52 again.

- If Figure 33 displays after performing steps 43-52 two times, wait 24 hours and then perform steps 43-52 a third time.

- If Figure 33 displays after the third attempt, contact the Nissan Owner Services call center at (855) 426-6628, between the hours of 8am and 7pm Central Standard Time (CST), Monday through Friday.



Figure 33

During the call, the agent will request the following:

- Owner name, dealer name, dealer code, and dealer employee name and contact information.

Intelligent Key Registration and Confirmation

53. Perform Intelligent Key registration for all customer Intelligent Keys.
 - Refer to the C-III plus operations manual for Intelligent Key registration instructions.
54. Confirm Intelligent Key registration was successful.

- a. Select **Diagnosis (All Systems)**.

HINT: C-III plus screens for steps 54b - 54c are not shown.

- b. Select **Automatic Selection(VIN)**.
- c. Select **Confirm**.

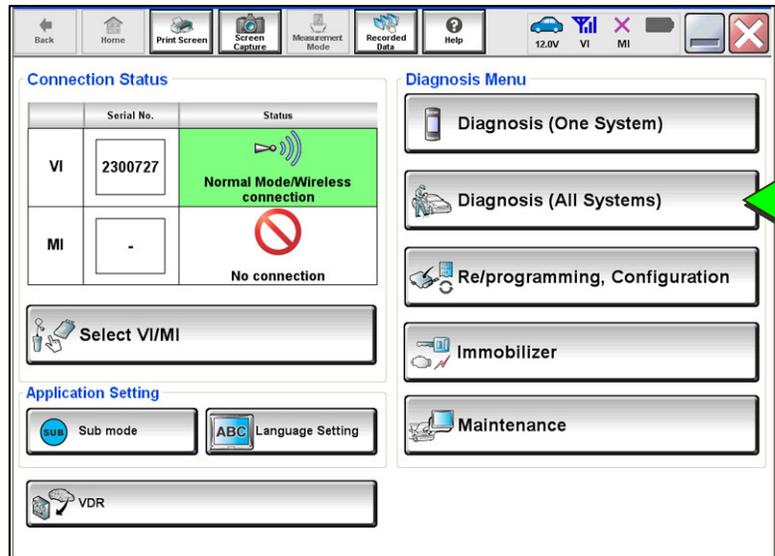


Figure 34

- d. Select **BCM**.

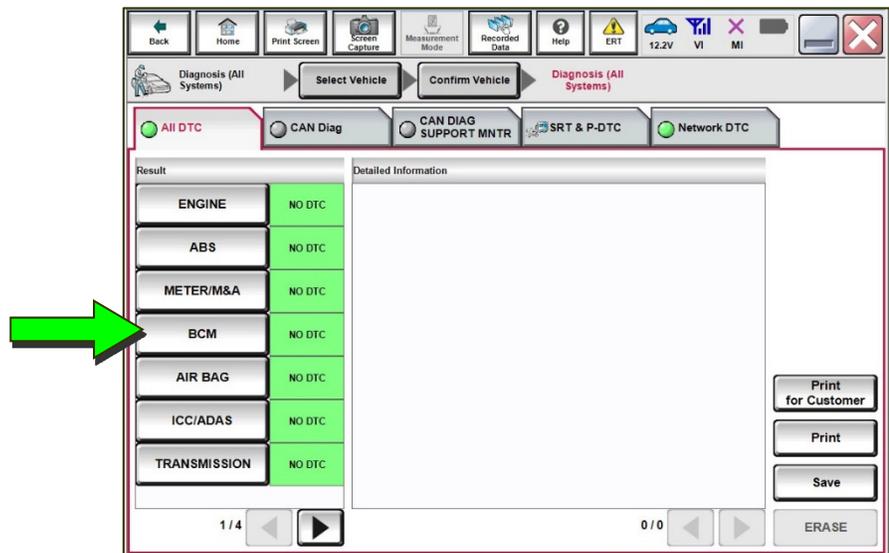


Figure 35

e. Select **IMMU**.

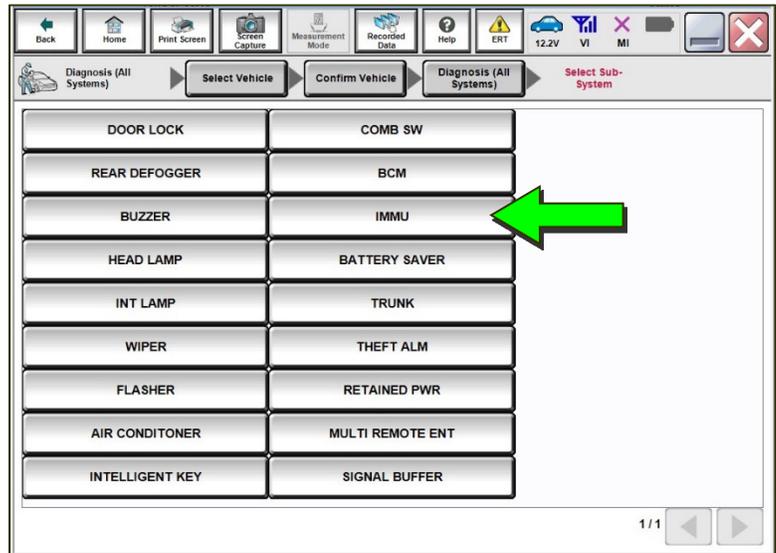


Figure 36

f. Select **Data Monitor**.

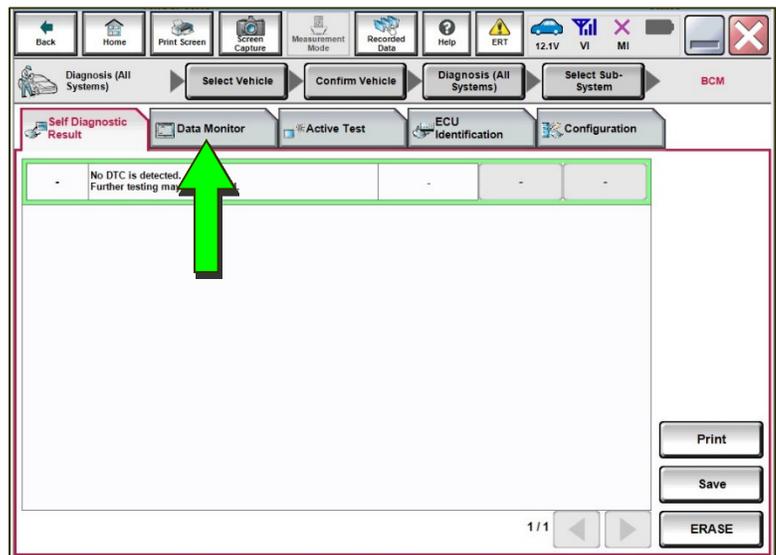


Figure 37

- g. Select **TCU ID**.
- h. Select **START**.

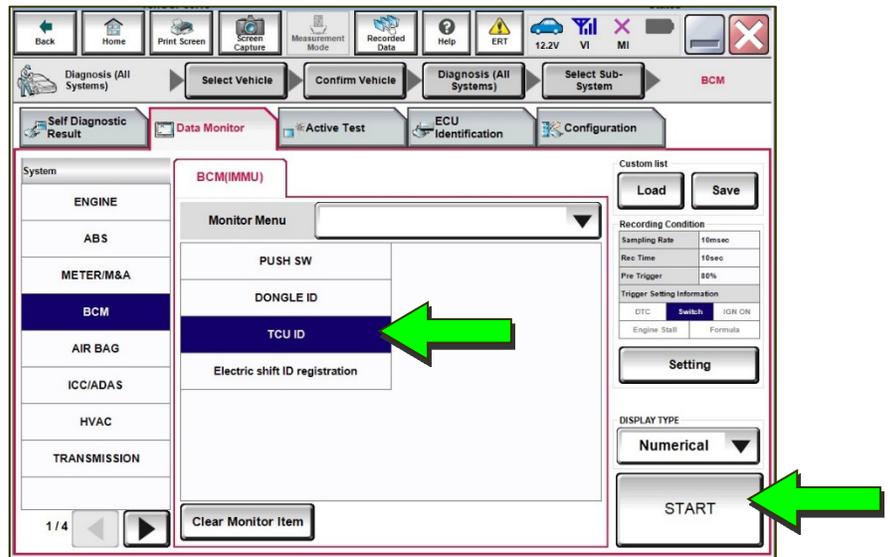


Figure 38

- i. Check the TCU ID status (Figure 39).

YES: If the status is “Done”, no further action is needed.

NO: If the status is “Yet”, clear all DTCs and repeat steps 53-54.

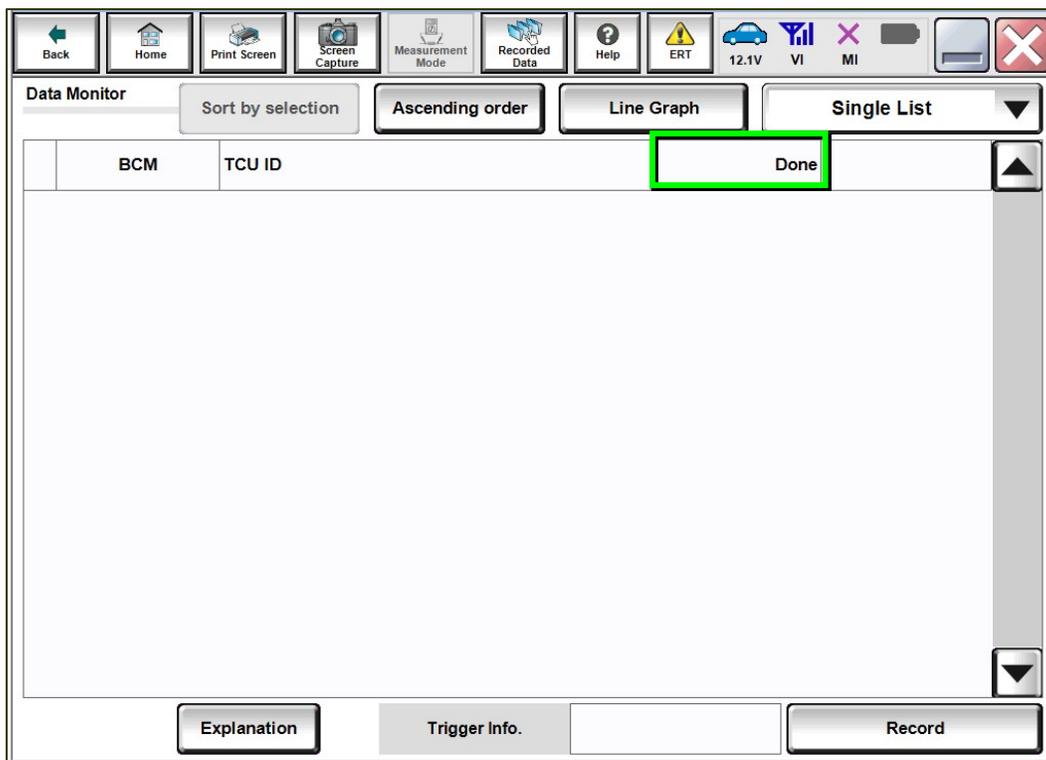


Figure 39

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, step 18, section **Configure the TCU**.
- (2) Refer to page 11, step 31, section **Write the VIN to the TCU**.
- (3) Refer to page 18, step 53, section **Intelligent Key Registration and Confirmation**.

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.

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

The following is only needed if automatic **SAVE VIN DATA** or **WRITE VIN (SAVED DATA)** did not complete correctly.

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

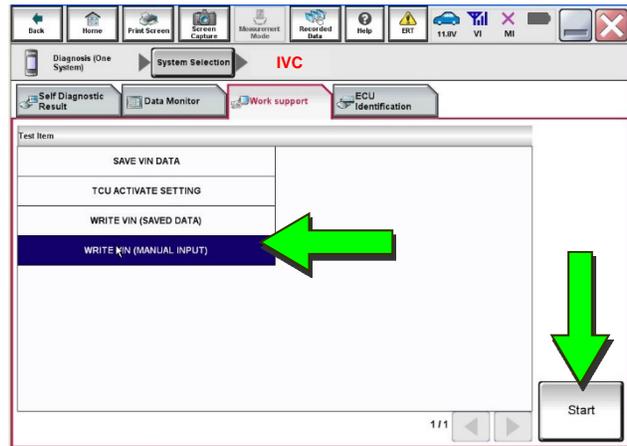


Figure 40

56. 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.

57. Select **Start**.

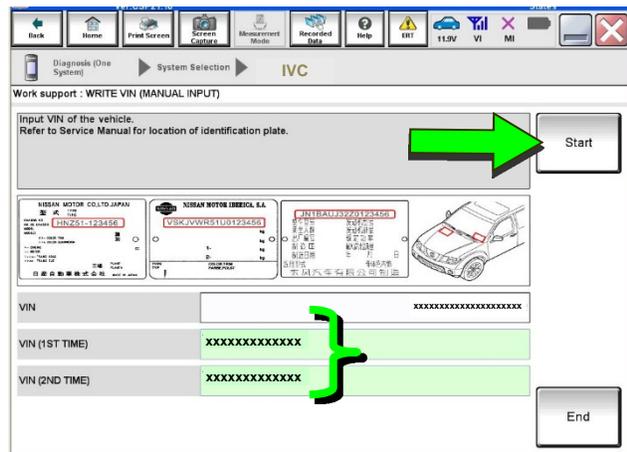


Figure 41

58. Select **End**.

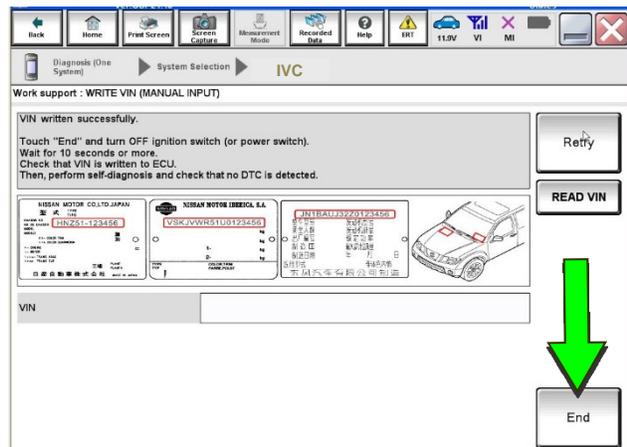


Figure 42

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 and added part numbers to step 20
February 3, 2021	NTB20-029C	Classification number updated
April 21, 2021	NTB20-029D	Changes made throughout
March 3, 2022	NTB20-029E	APPLIED VEHICLES revised, changes made on page 10, and Verify NissanConnect® Services Enrollment and Subscriptions (if needed) section removed
November 1, 2022	NTB20-029F	Changes made to APPLIED VEHICLES and pages 3, 4, and 10; confirmation procedure added to Intelligent Key Registration and Confirmation

