

# **TECHNICAL SERVICE BULLETIN**

Classification:

NISSAN

Reference:

Date:

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# DTC B2E01-96 (INTERNAL BATTERY) STORED AS CURRENT IN IVC

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

APPLIED VEHICLES: 2021-2023 Armada (Y62) 2022-2023 Frontier (D41) 2021-2023 Kicks (P15) 2021-2023 Maxima (A36) 2022-2023 Pathfinder (R53) 2021-2023 Rogue (T33) 2021-2023 Sentra (B18) 2020-2023 Titan/Titan XD (A61) 2023 Versa (N18) 2023 Z (Z34)

#### 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<sup>®</sup> Services subscription, the TCU communicates with the Nissan Data Center to provide various security and convenience services.

CONSULT has been updated to allow DTC B2E01-96 (Internal battery) to be cleared in the TCU.

If DTC B2E01-96 is Current/Active in the TCU, and no additional Current/Active DTCs are present in the TCU, perform the **SERVICE PROCEDURE** starting on page 2.

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 CONSULT-III 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 the TCU may be damaged.
- 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. Confirm that the CONSULT PC is connected to Wi-Fi.
- 2. Turn the ignition ON.
- 3. Connect the VI to the vehicle.
- 4. Start CONSULT-III.
- 5. If prompted, select **USA/CANADA Dealers** from the drop down menu, and then select **OK.**
- 6. 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.

- 7. Wait for the VI to be recognized.
  - The serial number will display when the VI is recognized (Figure 1 on page 3).

8. Select **Diagnosis (All Systems)**.

	Back Home Print Screen	Screen Capture nt Mode	rordad ata
	Connection Status		Diagnosis Menu
	Serial No.	Status	Diagnosis (One System)
The VI is recognized	VI 232665 2 No	کرہ سے prmal Mode/Wireless connection	Diagnosis (All Systems)
	MI	$\bigcirc$	
		No connection	Re/programming, Configuration
	Select VI/MI		Immobilizer
	Application Setting        Sub mode          Language		Maintenance
	VDR		

Figure 1

- 9. Verify the correct **VIN or Chassis #** is populated (Figure 2).
- 10. Select Confirm.

Back Home Print Screen Capture	Measurement Mode Recorded Data			
Diagnosis (All Select Vehicle Confirm Vehicle				
Please confirm selected information and to touch "Change".	uuch "Confirm". In case you want to select another vehicle,			
VIN or Chassis #	*****			
Vehicle Name :	XXXXXXXX			
Model Year	XXXXXXX			
	1/1			
	Change			
	Confirm			

Figure 2

- 11. Confirm that DTC B2E01-96 for Internal battery is "CRNT" in the IVC.
  - If only DTC B2E01-96 is present, select **IVC** (Figure 3) and then proceed to step 12.
  - If additional DTCs, other than B2E01-96, are present in the **IVC**, refer to the ESM for further diagnostic information and repair first, and then proceed to step 12.

**HINT:** Diagnosis and repair of DTCs other than B2E01-96 are not covered by this bulletin.

	Back Home	Print Screen	Screen Capture      Measurement Mode      Recorded Bata      Main      Main      Main
	Diagnosis (All Systems)	Selec	t Vehicle Diagnosis (All Systems)
	All DTC	CAN Diag	CAN DIAG SUPPORT MNTR
	Result		Detailed Information
<b></b> /		CRNI	B2E01-96 Internal battery CRNT FFD DTC Expla
		NO DTC	
	ABS	NO DTC	
	METER/M&A	NO DTC	
	всм	NO DTC	Print
	AIR BAG	NO DTC	Print
	ICC/ADAS	NO DTC	Save
	1/4		

Figure 3

12. Select Work support.

Back Rime Print Screen Capture Mode	nt Recorded Help Lat VI VI MI			
Diagnosis (All Systems) Select Vehicle Con	Diagnosis (All Systems) VC			
Self Diagnostic	support ECU Identification			
Test Item				
SAVE VIN DATA				
WRITE VIN (SAVED DATA)				
WRITE VIN (MANUAL INPUT)				
TCU ACTIVATE SETTING				
Network initial settings				
Automatic report prevention release				
TCU Backup Battery Reset				
	Start			

Figure 4

13. Select TCU Backup Battery Reset, and then select Start.

Back Result of the second seco	ent Recorded Data
Diagnosis (All Select Vehicle Con Systems)	firm Vehicle Diagnosis (All Systems) IVC
Self Diagnostic Data Monitor	support Configuration
Test Item	
SAVE VIN DATA	
WRITE VIN (SAVED DATA)	
WRITE VIN (MANUAL INPUT)	
TCU ACTIVATE SETTING	
Network initial settings	
Automatic report prevention release	
TCU Backup Battery Reset	
	1/1 Start
	Figure 5

14. Verify that the Current status indicates "Waiting", and then select Start.





15. When the **Current status** has changed to "Completed", select **End**.



Figure 7

- 16. Select **Self Diagnostic Result** and confirm that DTC **B2E01-96 Internal battery** is "PAST", and then select **ERASE**.
  - If **B2E01-96 Internal battery** <u>will not</u> change to "PAST", refer to the ESM for further diagnostic information.



Figure 8

- 17. Select **Diagnosis (All Systems)**, where shown in Figure 9.
- 18. In **Diagnosis (All Systems)**, confirm that **B2E01-96 Internal battery IVC** has not returned, and then select **Home**.
  - If **B2E01-96 Internal battery** returns as "CRNT" or <u>will not</u> **ERASE**, refer to the ESM for further diagnostic information.

	Home	Print Screen	Screen And Massurament Capture		
<	Diagnosis (All Systems) Select Vehicle Cc Diagnosis (All Systems)				
	All DTC	CAN Diag	CAN DIAG SUPPORT MNTR		
	Result		Detailed Information		
	ENGINE	NO DTC			
	ABS	NO DTC			
	METER/M&A	NO DTC			
	всм	NO DTC			
	AIR BAG	NO DTC	Print		
	ICC/ADAS	NO DTC	Print		
	TRANSMISSION	NO DTC	Save		
	1/4		0/0 ERASE		

Figure 9

### **CLAIMS INFORMATION**

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reset TCU Backup Battery	(1)	RXA9AA	ZE	32	0.4

(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
April 12, 2022	NTB22-027	Original bulletin published
January 18, 2023	NTB22-027A	APPLIED VEHICLES and SERVICE INFORMATION revised, and login steps moved to page 2