

February 17, 2023

EL22-018

NTB23-014

Date:

### WIRELESS CHARGER DOES NOT CHARGE IPHONE 12 OR NEWER

APPLIED VEHICLES:	2021-2023 Rogue (T33)
	2021-2023 Frontier (D41)
	2021-2023 Armada (Y62)
APPLIED GRADES:	Rogue – Platinum
	Frontier – Pro4X
	Armada – SV, SL, Platinum

#### IF YOU CONFIRM

The customer states that their Wireless Charger does not charge an iPhone 12 or newer.

**HINT:** The customer may describe that when an iPhone is placed on the Wireless Charger, the indicator light illuminates orange, but after approximately 15 seconds it flashes and turns off, and does not charge the phone.

#### ACTION

- 1. Confirm the current Wireless Charger part number is in **Table 1** on page 4.
- 2. Reprogram the Wireless Charger, if applicable.

**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.

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 <u>12.0V or rises above 15.5V</u> during reprogramming, <u>the Wireless Charger may be damaged</u>.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, the Wireless Charger 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 <u>the Wireless Charger 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 Wireless Charger may be damaged</u>.
- 1. Confirm that the CONSULT PC is connected to Wi-Fi.
- 2. Connect the VI to the vehicle.
- 3. Start CONSULT-III plus (C-III plus).

**IMPORTANT:** While the VI is being recognized by C-III plus, C-III plus will require a user credential sign in (Figure 1 and Figure 2 on page 3).

- o If a sign in is not displayed, the CONSULT PC is not connected to Wi-Fi.
  - a. Close C-III plus,
  - b. Connect the CONSULT PC to Wi-Fi,
  - c. And then reopen C-III plus.

4. Select **USA/CANADA Dealers** from the drop down menu, and then select **OK**.



- 5. Login using your NNAnet credentials.
  - Enter a Username, Password, and then select **Submit**.

NNA Federation	Please enter your UserID below. Username: Password Submit	
Restart Login		

Figure 2

- 6. Wait for the VI to be recognized.
  - The serial number will display when the VI is recognized.

7. Using C-III plus, navigate to **Diagnosis (All Systems) > WL CHG**, and then confirm the current Wireless Charger (WL CHG) part number and write it on the repair order.

HINT: Figure not shown for step 7.

- If it matches one of the part numbers in **Table 1**, continue to step 8 below.
- If it does not match one of the part numbers in **Table 1**, this bulletin does not apply. Go back to ASIST for further diagnostic and repair information.

#### Table 1

MODEL	CURRENT WL CHG PART NUMBER: 28342-
2021 Rogue	6RA1A
2021 Frontier	9BU0A
2021 Armada	9BU0A

#### 8. Select **Re/programming, Configuration**.

inie	Serial No.	Status	Diagnosis (One System)
VI	232665 2	いです。 Normal Mode/Wireless connection	Diagnosis (All Systems)
<b>/</b> 1	-	No connection	Re/programming,
S.	Select VI/M	ИІ	
	ation Setting Sub mode	Language Setting	Maintenance
0			

Figure 3

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

HINT: Use the arrows (if needed) to view and read all the precautions.

~ 0				
Precauti	1			
Operat Please points.	y suggestions for reprogramming view the all of precautions, and o id touch "Next".	g, programming and C/U co click the "Confirm" check	onfigration: box after confirming t	he its
Prec	tions			
2. "Bac -For rep 1. Insta	and "Home" button may not be u gramming and programming he latest version of the CONSUL	LT-III plus sortware, repro	gramming/programmi	ing

Figure 4

10. Select Automatic Selection(VIN).

Configuratio	ng,	Precaution	Vehicle Selection	Vehicle Confirmation	
Automatic S	election(VIN)	Manual Select	ion(Vehicle Name)		
Vehicle Name :				Model Year :	Sales Char
*MURANO Camp:P8201	JUKE	QUEST			NIS
350Z	LEAF	ROGUE			INF
370Z	MAXIMA	SENTRA			
370Z Convertible	MURANO	TITAN			
ALTIMA	MURANO Cross Cabriolet	TITAN			
ALTIMA Hybrid	NISSAN GT-R	VERSA Hatchback			
ARMADA	NV	VERSA Sedan			-
CUBE	PATHFINDER	XTERRA			CLI
FRONTIER	PATHFINDER ARMADA	X-TRAIL			

Figure 5

11. Allow C-III plus to perform the automatic VIN selection.

Back Rome Pri	Meas nt Screen Capture Meas nt Meas	areme Recorded Data	ERT 14.7V VI	
Configuration	Precautio	Vehicle Selec	tion Confirmat	tion
Automatic Selec	Automatic Selection(VIN)	al Salarius/Result Ro		
Vehicle can be spec III plus will start sear and touch "Detect V	Reading VIN			JLT- Ily
Image and File         FN2551-123456           Image and File         第           Image and File         第           Image and File         1           Image and File         1           Image and File         1           Image and File         1           VIN         VIN		Cancel		
				Detect Vehicle

Figure 6

12. Confirm the VIN or Chassis # is correct, and then select Confirm.

ehicle, touch "Change".	ion and touch "Confirm". In case you want to select another
'IN or Chassis #	*****
/ehicle Name :	хххххх
lodel Year	хххххх
	1/1

Figure 7

13. Allow the System call to be performed.

Back Home Pr	Image: Screen Carbon     Image: Carbon     <	
Please confirm selec vehicle, touch "Char VIN or Chassis # Vehicle Name : Model Year	System Call System call performing Please wait 73% Cancel	
	Confirm	

Figure 8

14. Confirm the VIN is correct for the vehicle, and then select **Confirm**.

An er the VIN number, and touch "Confirm". According to this operation, in case of specified operation that requires to save ECU formation into CONSULT, VIN number you input is saved as file name. Therefore, confirm N number correctly.	
ter the VIN number, and touch "Confirm". cording to this operation, in case of specified operation that requires to save ECU ormation into CONSULT, VIN number you input is saved as file name. Therefore, confirm I number correctly.	
Image: State Stat	
THE REAL REAL PROPERTY AND A REAL PROPERTY AND	
B產自動車每至全社 maxame 【 图式在自然公司制造】 《 [1] [1] [1]	
I (17 or 18 digits) XXXXXXXXXXXXXXXXXXXXXXX	
0	nfirm

Figure 9

#### 15. Select WL CHG.

election		
system". ECU you want to operate is not listed	below, the vehicle or model year might	be selected wrong.
	-	r
ENGINE	Audio amp.	WL CHG
ENGINE MULTI AV	Audio amp. IVC	EPS/DAST 3
ENGINE MULTI AV HANDS FREE MODULE	Audio amp. IVC 8ch GW 2	EPS/DAST 3 ABS
ENGINE MULTI AV HANDS FREE MODULE Electric VTC	Audio amp. IVC 8ch GW 2 PSCU	WE CHG EPS/DAST 3 ABS IPDM E/R

Figure 10

### 16. Select Reprogramming.

	System Selection Operation Selection	
Operation Selection		
Touch "Operation". In case over write current ECU, touch In case replacement of ECU, select an o	"Reprogramming". peration in REPLACE ECU category.	
REPROGRAMMING	In case you want to reprogramming ECU	touch "Reprogramming"
Reprogramming		
Destaurant OF FOUL		
Programming (Blank ECU)		
Programming (Blank ECU) Before ECU Replacement	After ECU Replacement	Touch "Before ECU Replacement", Operation log with part number is save to CONSULT.
Programming (Blank ECU) Before ECU Replacement	After ECU Replacement	Touch "Before ECU Replacement", Operation log with part number is save to CONSULT.

Figure 11

#### 17. Select Save.

ve ECU Data ouch "Save" to save operation log an operation log helps to restart next oper fter operation has completely finished.	d the current part number as listed below to CONSULT. ation by selecting suitable operation log. Operation log is erased	
ouch "Save" to save operation log an peration log helps to restart next oper ter operation has completely finished.	d the current part number as listed below to CONSULT. ation by selecting suitable operation log. Operation log is erased	
ter operation has completely finished.		
e Label	*****	
peration	REPROGRAMMING	
tem	WL CHG	
stem	WL CHG	
rstem art Number	WL CHG XXXXXXXX	
ystem art Number shicle	WL CHG XXXXXXXX XXXXXXXX	
ystem art Number ehicle IN	WL CHG XXXXXXXX XXXXXXXXX XXXXXXXXXXXXXXXXX	

Figure 12

#### 18. Select Next.

Back Home Print Screen Capture Mo	Model Dela Help ERT 12.4V VI MI
Configuration Precaut	Select Program Data Condition 9/10
elect Program Data	
Confirm the detail listed below, and touch "Next in case the screen to select reprog/programming vehicle. In case the part number after reprogramming is selection, VIN and reprog/programming data in CO	" If OK. g data is NOT displayed, only one data is available for this wrong, touch "Re-select", and confirm the vehicle ONSULT.
Part Number After Repro/programming	xxxxxxxx
Current Part Number	XXXXXXXX
/ehicle	XXXXXXXX
/IN	****
a second s	WL CHG
System	
System Other Information	XXXXXXXXX Re-select
System Other Information Expected time to finish re/programming	XXXXXXXXX Re-select

Figure 13

19. Confirm the battery charger is ON and the battery voltage is between 12.0V-15.5V, and then select **Next**.

Sec.	K Home Print Scree	n Screen Capture	Measurement Mode	Recorded Data	Help Help	ERT	14.6V				11/1	1	
Confin	m Vehicle Condition							1 5	balle	ery		_	
Oper	ate according to the follow	ing procedure	s.					V	olta	ge			
								L		-	_		
1	Remove the terminal caps of	battery, and cor	nnect battery c	harger to ba	attery.								
2													
2	Adjust the battery charger or	Itput so that the	vehicle batter	y voltage is	between 12	2.0V and							
2	Adjust the battery charger of 13.5V. The vehicle battery voi	itput so that the tage is shown o	vehicle batter	y voltage is of this scre	between 12 een	2.0V and	No.		the second				
2	Adjust the battery charger o 13.5V. The vehicle battery vo	rtput so that the tage is shown o	vehicle batter n the top-right	y voltage is of this scre	between 12 en	2.0V and	C. S.		H				
2	Adjust the battery charger o 13.5V. The vehicle battery vol	itput so that the tage is shown o	vehicle batter; n the top-right	y voltage is of this scre	between 12 een	2.0V and			5				
2	Adjust the battery charger or 13.5V. The vehicle battery voi Confirm the RESULT is OK, 1	ntput so that the tage is shown o ouch "Next".	vehicle batter n the top-right	y voltage is of this scre	between 12 een	2.0V and			j				
2	Adjust the battery charger o 13.5V. The vehicle battery vol Confirm the RESULT is OK, 1	itput so that the tage is shown o ouch "Next".	vehicle batter n the top-right	y voltage is of this scre	between 12 een	2.0V and			5				
2	Adjust the battery charger or 13.5V. The vehicle battery vol Confirm the RESULT is OK, 1	rtput so that the tage is shown o ouch "Next".	vehicle batter	y voltage is of this scre	between 12 ren	2.0V and							
3	Adjust the battery charger or 13.5V. The vehicle battery vol Confirm the RESULT is OK, 1	itput so that the tage is shown o ouch "Next".	vehicle batter n the top-right	y voltage is	between 12 een	2.0V and				N	lext		

Figure 14

20. Confirm the **BATTERY VOLTAGE** Judgment is "OK", and then select **Start**.

in the vehicle condition as		the suchiste see	distant a summark		1
range, reprogramming or pro	ll items indicate ( ogramming may	the vehicle con OK, and touch "S stop.	Start". In case the veh	icle condition is	
Monitor Item	Value	Unit	Judgment	Condition	
BATTERY VOLTAGE	14.6	v	ок		

Figure 15

21. Allow C-III plus to reprogram the Wireless Charger.



Figure 16

22. Select **Next**, and then proceed to step 23 on page 13.

**HINT:** When the screen in Figure 17 displays, Wireless Charger reprogramming is complete. If the screen in Figure 17 does <u>not</u> display (indicating that reprogramming did <u>not</u> complete), refer to the information on the next page.



Figure 17

## Do not disconnect the VI or shut down CONSULT 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. Or if EV in Ready Mode.
- External Bluetooth<sup>®</sup> devices are OFF.
- All electrical loads are OFF.
- Select **Retry** and follow the on screen instructions.
- <u>Retry may not go through on first</u> <u>attempt and can be selected more</u> <u>than once</u>.



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. Or if EV in Ready Mode.
- Transmission is in Park.
- All CONSULT VI cables are securely connected.
- All C-III plus updates are installed.
- Select **Home**, and restart the reprogram procedure from the beginning.

CONSULT-IL DUS Ver	VIN Vehicle (CASHOA)	County Japan
a Phit Scree	Screen Alers spectral Alego and Alers spectral Alers spectral Alers and Aler	🚓 🍠 💥 🖿 🛄 🔀
	Confine Resul	919
Confirm Rosult		
Reprogramming a red completed pro .Print this somen as needed. Confirm with procedure. .Restart CONSULT with disconnection	sorty CCNSULT version, IGN/Power switch position, shi Vionce, and start the reprogramming again	t position and etc
Part number after Reprog/programming		
Current part number		
Vehicle	<b>FXAMPI F</b>	
VIN		
System		
Date	2001201110.0000	
Information		(
Error Code		Print

Figure 19

#### 23. Perform Erase All DTCs as follows:

- a. Turn the ignition OFF.
- b. Turn the ignition ON.
- c. Wait for Erase All DTCs to complete.

işar b	tiome	Print Screen	Screen Capture	Mismixerret Mode	Recorded Data	() Help	13.6V	VI MI	
50	Re/programmin Configuration	g.	Confirm Up E	ation Stari Ingine	Eras	e All DTCs	Print Operatio	Result <i>Í</i> n Complete	17/18
Erase All	DTCs				-				
Accordi 1 Tur	ng to the instr	uction below,	erase All D	TCs. All DTCs are a	utomatically	rerased.			
R	Current status switc	of ignition th		ON			_	OFI	= ON
	Т	urn igr	nition	ON >	OFF	> ON			

Figure 20

- 24. Verify the before and after part numbers are different.
- 25. Print a copy of this screen (Figure 21) and attach it to the repair order for warranty documentation.
- 26. Select Confirm.

Configuration	Operation Complete	18/18
int Result / Operation Complete		
II tasks are completed. Confirm LAN acc case CONSULT can NOT immediately ac imporally storage of this page. Touch "Sc ata Folder" on desk top, and open the fol-	ress, touch "Print" to print out this page. ccess to LAN or printer, Screen Capture function is available fo creen Capture", and save it. Screen capture data is in "Cill plus der named "Screenimages".	
Part number after Reprog/programming	28342	
Part number after Reprog/programming Part number before Reprog/programming	28342 28342	
Part number after Reprog/programming Part number before Reprog/programming /ehicle	28342	
Part number after Reprog/programming Part number before Reprog/programming /ehicle	28342	
Part number after Reprog/programming Part number before Reprog/programming Vehicle /IN	28342	Print

Figure 21

- 27. Close the C-III plus application.
- 28. Remove the VI from the vehicle.

#### **CLAIMS INFORMATION**

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram Wireless Charger	(1)	RXD1AA	ZE	32	0.5

(1) Reference the electronic parts catalog and use the Wireless Charger Assy (28342-\*\*\*\*) as the Primary Failed Part (**PFP**).

#### AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 17, 2023	NTB23-014	Original bulletin published