



# TECHNICAL SERVICE BULLETIN

Classification: AN21-008D	Reference: NTB21-037D	Date: August 15, 2024
------------------------------	--------------------------	--------------------------

## DTCS B2E4B-06, B2E60-06, B2E61-06 DISPLAYED AS CRNT IN THE TCU

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

**APPLIED VEHICLES:** 2023-2024 ARIYA (FE0)  
2022-2024 Pathfinder (R53)  
2021-2024 Rogue (T33)  
2021-2024 Sentra (B18)

### IF YOU CONFIRM

The customer experiences an issue with the NissanConnect® Service remote commands,

### AND

Any of the following DTCs are displayed as CRNT in the Telematics Control Unit (TCU):

- B2E4B-06
- B2E60-06
- B2E61-06

**HINT:** These DTCs are caused by an issue with a cloud-server that is related to the TCU.

### ACTION

1. Do NOT replace the TCU. Replacing the TCU will not resolve the concern.
2. Send an email to NTB21-037@Nissan-Usa.com.

**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:** Do NOT replace the TCU. Replacing the TCU will not resolve the concern.

1. Send an email to [NTB21-037@Nissan-Usa.com](mailto:NTB21-037@Nissan-Usa.com). In the email, please provide the following:
  - Name
  - Phone Number
  - Dealer Name
  - Dealer Code
  - VIN
  - DTC(s) displayed as CRNT
  - Photo of the **Unit ID Information** screen (Figure 1).
    - The **Unit ID Information** screen can be found at: **Settings > NissanConnect® Services > Unit ID Information**.

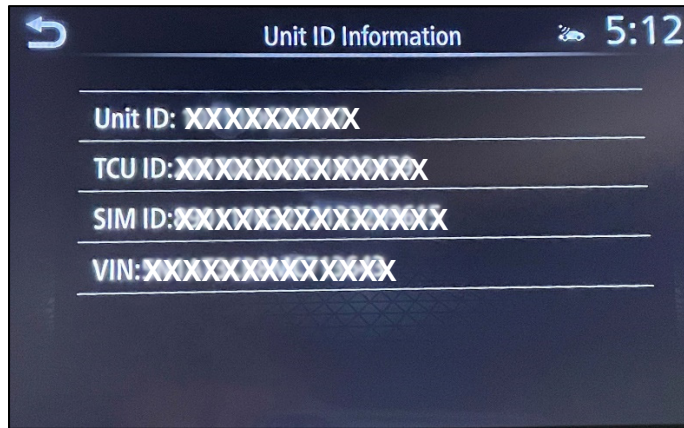


Figure 1

**HINT:** Please allow up to 48 business hours (M-F) for an email response with next steps. Do NOT replace any parts.

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
May 6, 2021	NTB21-037	Original bulletin published
August 5, 2021	NTB21-037A	<b>APPLIED VEHICLES</b> revised
December 19, 2022	NTB21-037B	<b>APPLIED VEHICLES</b> revised
July 31, 2023	NTB21-037C	<b>TITLE, APPLIED VEHICLES, IF YOU CONFIRM,</b> and Step 1 revised, NOTE references changed to HINT
August 15, 2024	NTB21-037D	<b>APPLIED VEHICLES</b> revised

