



# SERVICE BULLETIN

Classification: EL17-003b	Reference: NTB17-015b	Date: November 30, 2018
------------------------------	--------------------------	----------------------------

## CUSTOMER SATISFACTION INITIATIVE 2G TELEMATICS HARDWARE REPLACEMENT

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

**APPLIED VEHICLE:** 2011-2015 LEAF (ZE0) - **With navigation only**

### SERVICE INFORMATION

On February 26, 2016 Nissan announced that it was sending a reminder notification to owners affected by AT&T's planned discontinuation of the 2G cellular network. At this time, Nissan is beginning the process of making 3G compatible hardware available to owners of affected vehicles as identified above. This upgrade may require an owner to make a co-payment in order to receive the 3G hardware update. Please refer to the CLAIMS INFORMATION below to determine if an owner co-pay is required. This customer satisfaction initiative will cover some or all of the parts and labor cost required to upgrade the vehicle's telematics hardware to be 3G compatible.

**You MUST use Service Comm to confirm bulletin Applicability.**

### Dealer's Responsibility

It is the dealer's responsibility to check SERVICE COMM using the appropriate Service Comm I.D. for the status on each vehicle falling within the range of this customer satisfaction initiative which for any reason enters the service department. If a vehicle subject to this customer satisfaction activity was part of a dealer trade, the letter associated with that vehicle should be forwarded to the appropriate dealer for upgrade completion.

#### NOTE:

- Vehicle eligibility will be viewed on the second page of Service Comm. This activity is not displayed on the main page of Service Comm because it is optional for customers to participate.
- Vehicles without Navigation are ineligible as they are not equipped with TCUs.

### CO-PAY INFORMATION

MODEL	MODEL YEAR	CO-PAY AMOUNT	SERVICE COMM I.D.
LEAF	2011-2014	\$199	PC449
	2015	\$0	PC450

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

1. Verify if vehicle is affected by this customer satisfaction initiative using Service Comm I.D. (REF) **PC449 and PC450**.

- PC449 and PC450 will be found on the second page of Service Comm (examples shown in Figure A and Figure B).

**Figure A**

Example only of Service Comm page 2

REF number

Manufacture date

Co-Pay amount

Figure B

REF number

Manufacture date

Co-Pay amount

Figure A and Figure B show two examples of a Service Comm page 2. Both examples are for a 2016-10-10 LEAF ELECTRIC vehicle with a manufacture date of 09/25/13. The examples show the REF number (PC449 and PC450) and the Co-Pay amount (\$199 and \$0 respectively). The examples also show the description of the update and the applicable remarks.

2. If the vehicle is affected by this customer satisfaction initiative, use the **MANUFACTURE DATE** in Service Comm and note which new part number, shown in the PARTS INFORMATION below, will be used and then proceed to step 3.

**IMPORTANT:** TCUs are year range specific and cannot be interchanged.

## PARTS INFORMATION

MODEL	DATE RANGE	DESCRIPTION	NEW PART NUMBER	QUANTITY
2011-2015 LEAF	Built from <b>11/01/2010 to 09/19/2011</b>	TCU	283B0-3NA1B	1
	Built from <b>09/20/2011 to 11/30/2012</b>	TCU	283B0-3NA2B	1
	Built from <b>12/1/2012 to 09/30/2015</b>	TCU	283B0-3NF2B	1

3. The notice for PC449 and PC450 on page 2 of Service Comm is not VIN specific and does not disappear after a vehicle has been upgraded.
  - Service Advisors should verify if the vehicle is still eligible for an upgrade before informing a customer as follows:

**Verify applicability using one of the following methods:**

1. Check vehicle service history for previous repair (PC449 or PC450).
2. Check the TCU ID number on the vehicle information screen.
  - a. Press the hard button labeled Menu.
  - b. Press the “**CARWINGS**” soft button on the center display screen.
  - c. Press the “**CARWINGS Settings**” soft button on the center display screen.
  - d. Select the down arrow on the center display screen.
  - e. Press “**Unit ID information**” soft button on the center display screen.
  - f. Look at the digit in the 5th position of the TCU ID number.
    - If the digit in the 5th position in the TCU ID is a “1” then it is a 3G TCU and **does not** require an update
    - If the digit in the 5th position in the TCU ID is a number other than 1, it is a 2G TCU and requires replacement.

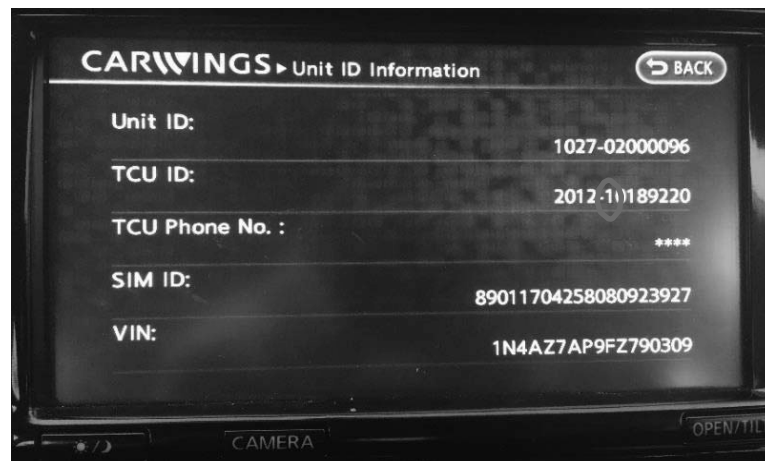


Figure 1

4. If applicable, dealers should ensure customers are informed of the 3G upgrade option when bringing their vehicle in for service **and that customers understand a co-pay may be involved.**

5. Dealers must obtain customer approval in advance of the upgrade being performed. If a customer approves, update the vehicle using the procedure included with this bulletin.
  - If a customer elects to have a 3G compatible Telematics Control Unit installed, the dealer is responsible for collecting the co-pay from the customer.
  - Upon completion of the installation of the 3G hardware, dealers will file a warranty claim for the parts and labor.
    - Dealers will initially be paid for the full amount of the claim.
    - Nissan will subsequently debit the dealers Non Vehicle Account for the amount of the co-pay they collected from the customer.
    - Dealers will be able to view debits on their monthly Dealer Claims Status Reports.
  
6. If it is verified that the vehicle is eligible for an updated TCU and the customer approves, proceed to page 5.

**IMPORTANT:** The steps in **RED** below, under Service Procedure Overview, **MUST** be performed in the order listed for the new TCU to operate correctly.

**Service Procedure Overview:**

1. Turn OFF the original TCU using CONSULT-III plus (C-III plus) (page 6).
2. **Save the VIN DATA using C-III plus** (page 11).
3. Remove the original TCU from the vehicle (page 12).
4. **Deactivate (unregister) the original TCU and Activate (register) the replacement TCU by calling LEAF TCU Replacement Support Call Center** (page 15).
5. Install the replacement TCU in the vehicle (page 16).
6. Turn ON the replacement TCU using C-III plus (page 16).
7. **Write the VIN DATA using C-III plus** (page 16).
8. **Sign in to TCU with customer's User ID and Password** (page 18).

**Proceed to the next page.**

## Turn OFF the TCU

1. Connect the C-III plus VI to the vehicle.
2. Set the parking brake.
3. Push the vehicle power switch twice to READY mode.
4. Launch C-III plus on the CONSULT PC.
5. Select **Diagnosis (One System)**.

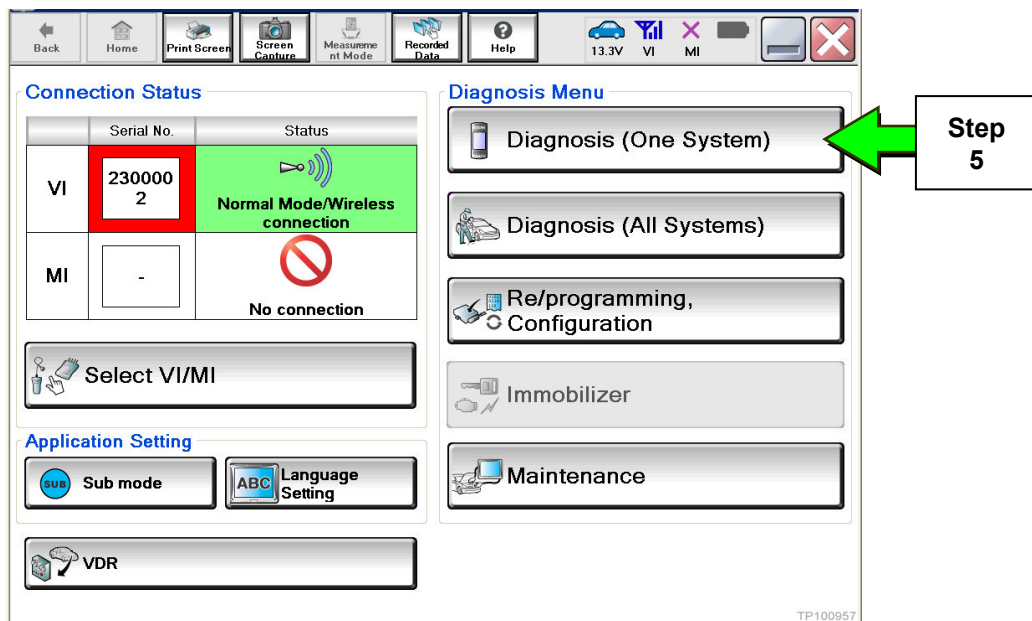


Figure 2

6. Select **TELEMATICS** on page 2 of the all systems list.

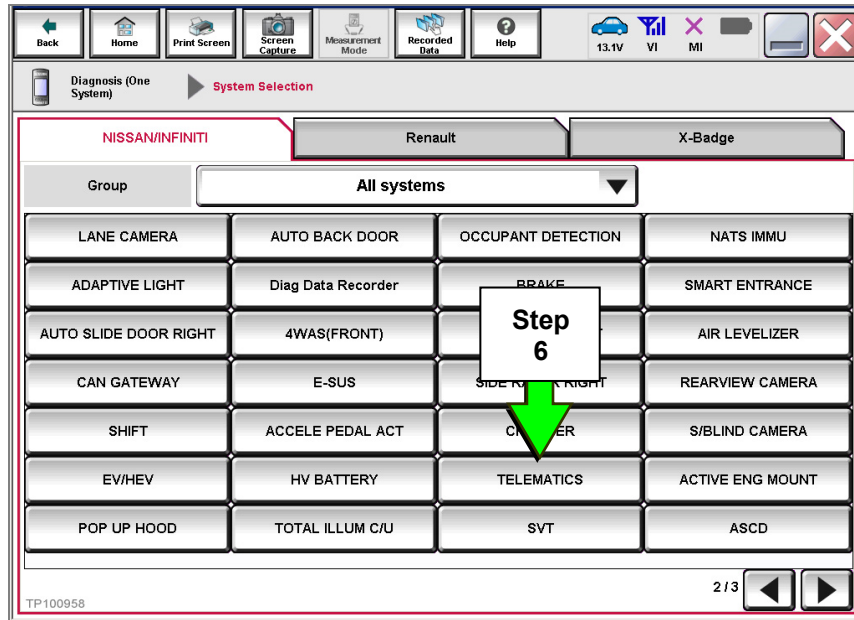


Figure 3

7. Select **Work support**.

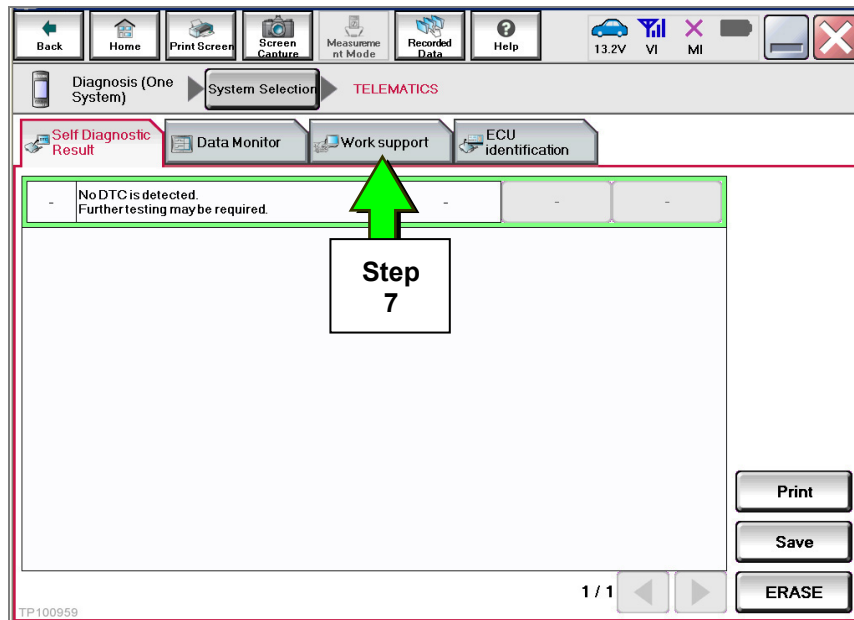


Figure 4

8. Select **TCU ACTIVATE SETTING**.

9. Select **Start**.

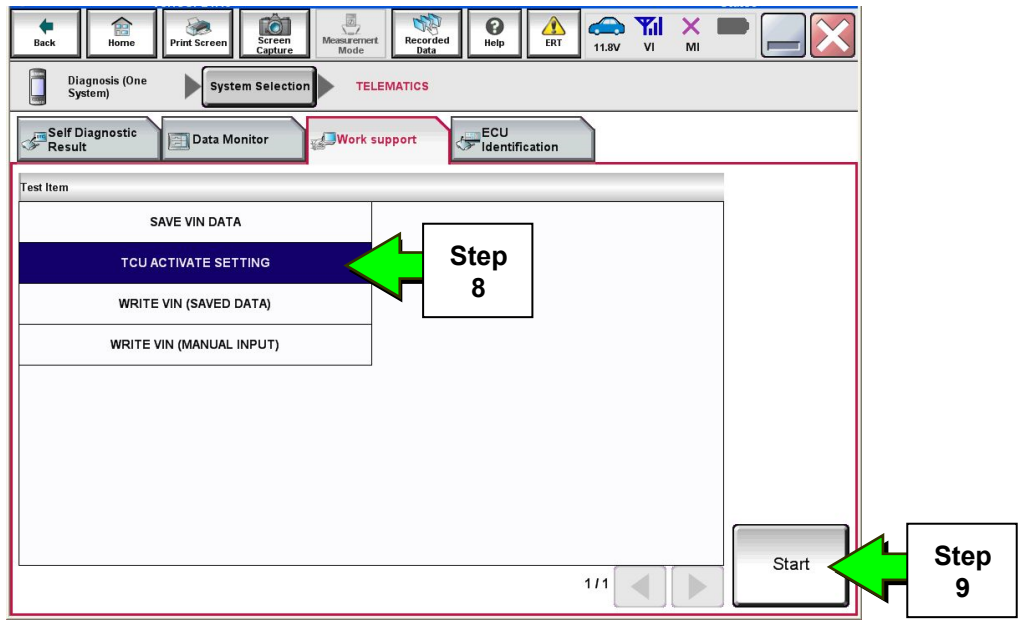


Figure 5

10. Select **Start**.

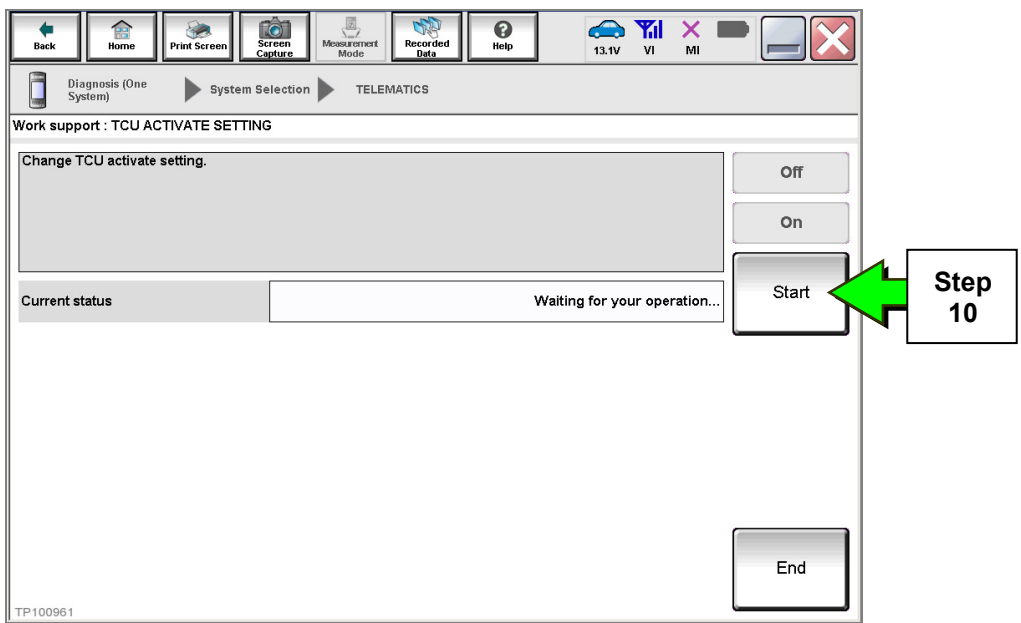


Figure 6



11. Select **Off** to turn OFF the TCU.

12. Select **End**.

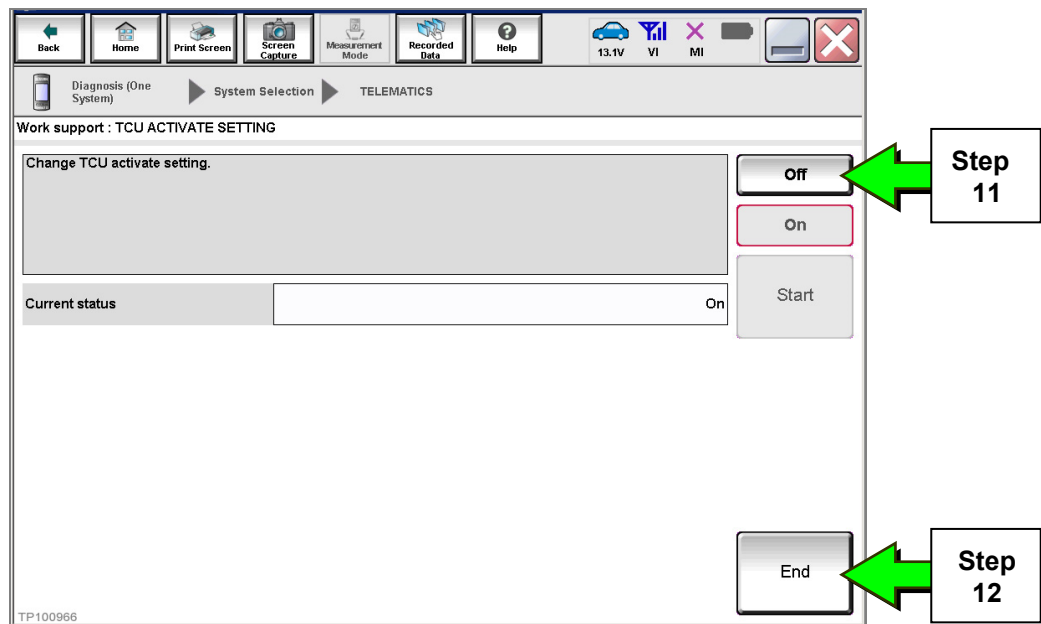


Figure 7

13. Select **Start**.

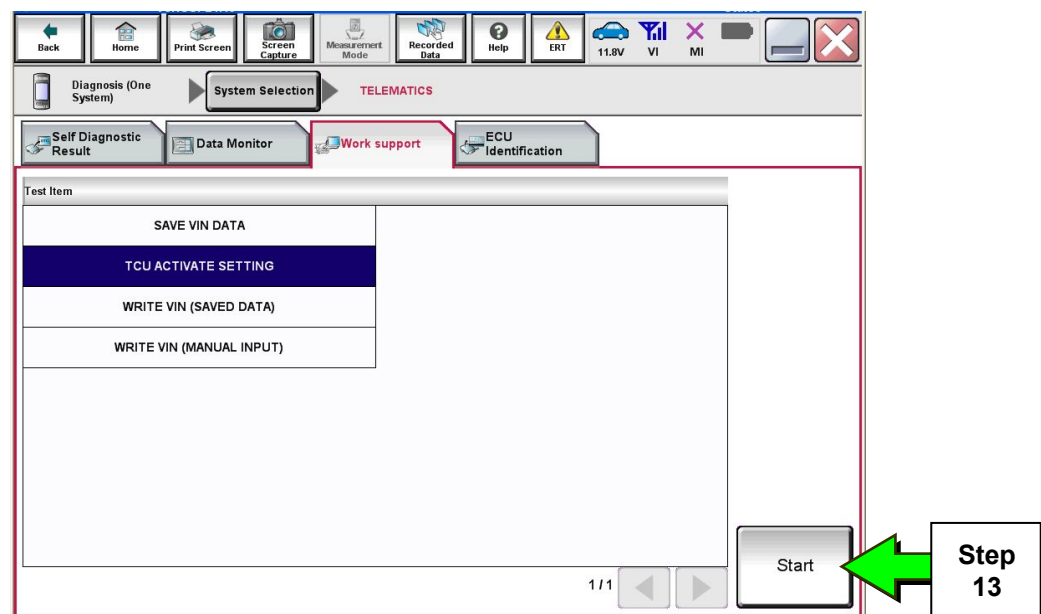


Figure 8

14. Select **Start**.

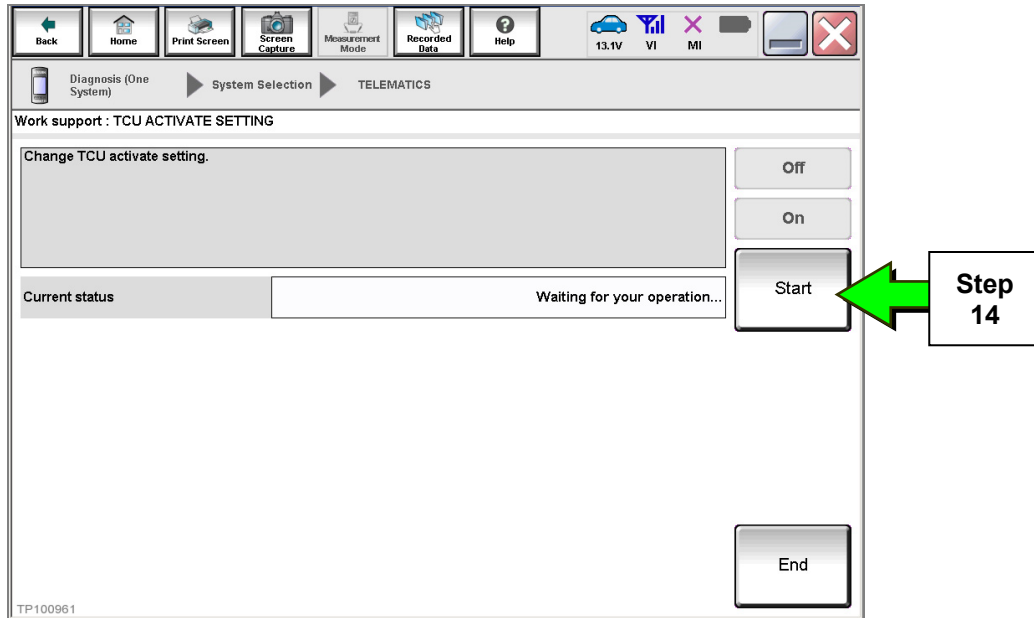


Figure 9

15. Confirm "**Off**" is displayed in the **Current status** field.

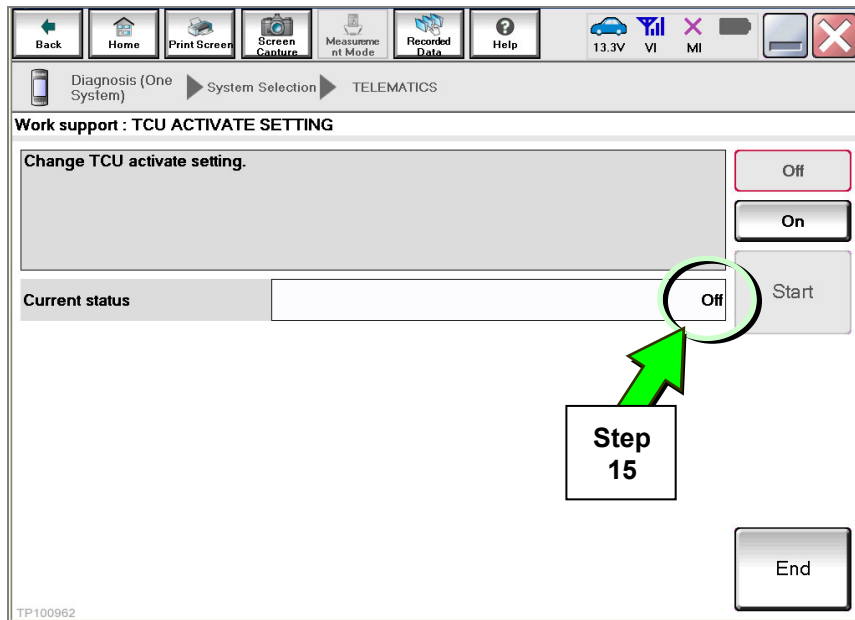


Figure 10

## Save VIN Data

1. Select **SAVE VIN DATA**.
2. Select **Start**.

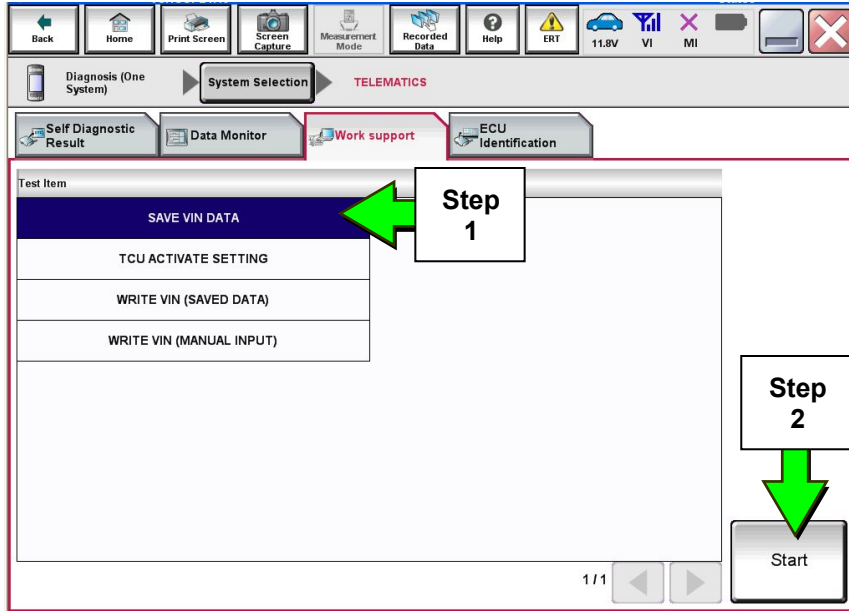


Figure 11

3. Select **Start**.

**NOTE:** If the VIN data cannot be saved, you will have to manually enter the VIN later in this procedure.

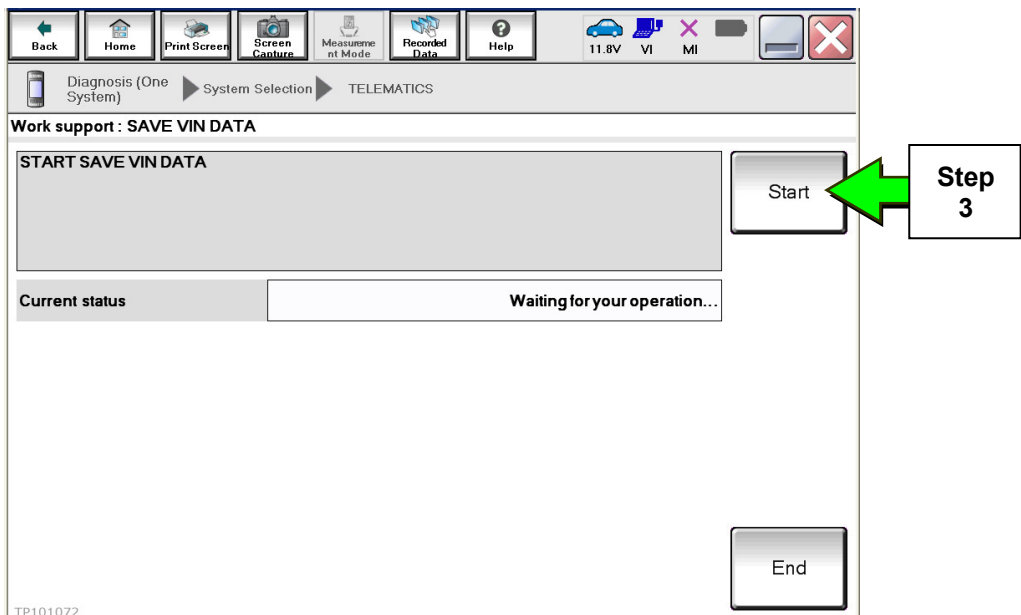


Figure 12

4. Select **End**.

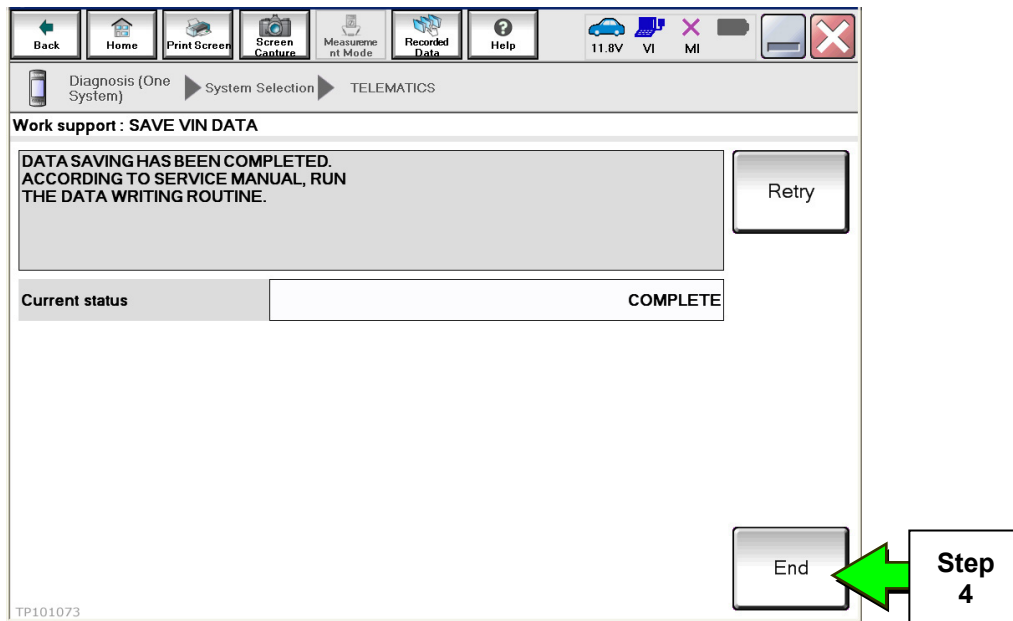


Figure 13

**Remove the TCU from the Vehicle**

1. Remove the glove box lid.
  - a. Open the glove box lid.
  - b. Disengage the pawl, then remove damper pin on left side.

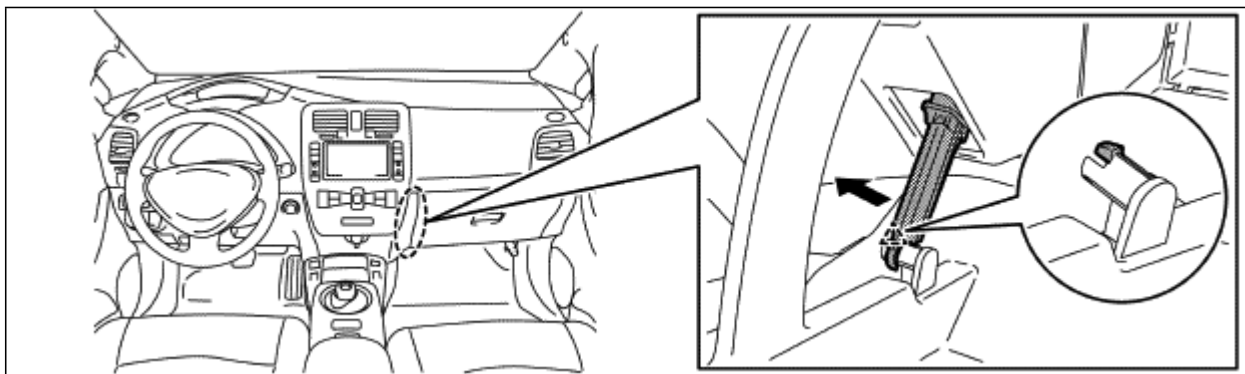



Figure 14

 : Pawl

**CAUTION: Do not excessively pull string of glove box damper.**

2. Pull glove box lid (1) toward vehicle rear, then disengage the joint from glove box cover assembly (2).

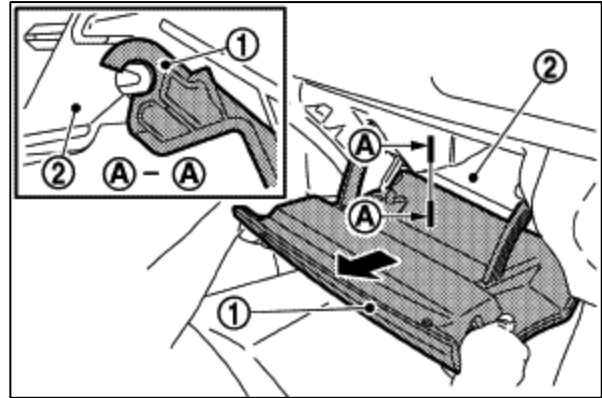




Figure 15

3. Remove glove box cover assembly.
  - a. Remove screws (A).
  - b. Pull back the glove box cover assembly while holding the lower side and disengage the pawl and metal clips according to numerical order 1 → 3 as shown.

 : Pawl  
 : Metal clip

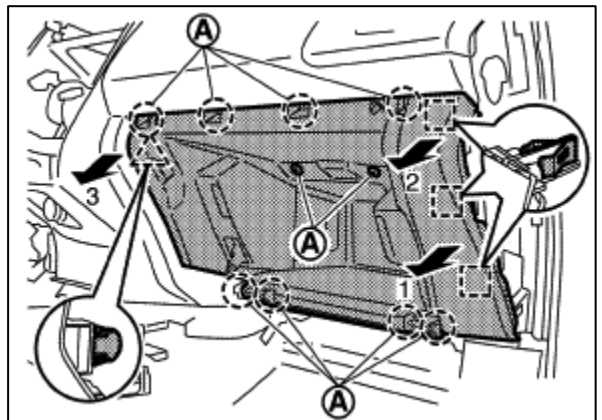


Figure 16

4. Remove the three sheet metal screws (Figure 17) that attach the TCU bracket to the right hand side of the steering member.

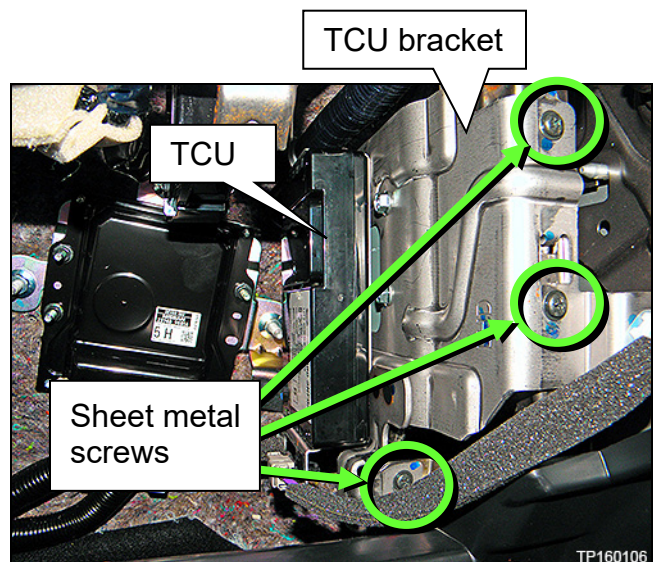


Figure 17

5. Disconnect three harness connectors from the TCU (Figure 18).

**NOTE:** Leave harnesses attached to the bracket.

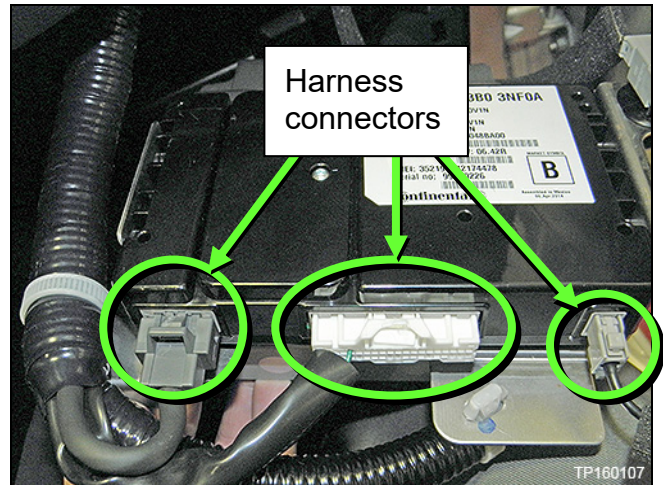


Figure 18

6. Remove the four screws (T20) shown in Figure 19 and Figure 20 (two from each side) that attach the TCU to the mounting bracket and remove TCU from bracket.

**NOTE:** Do not install the new TCU yet.

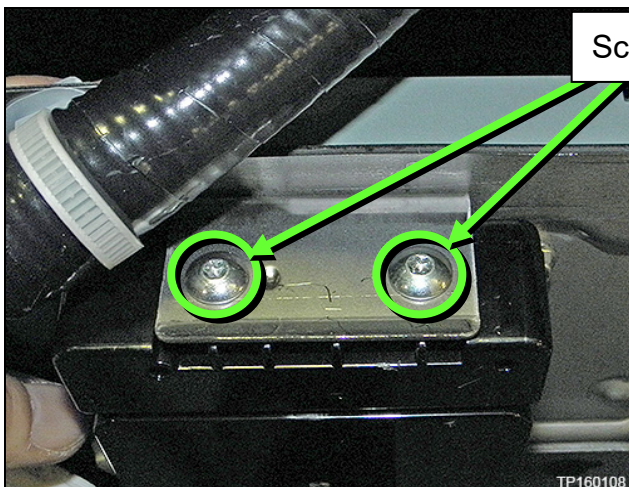


Figure 19

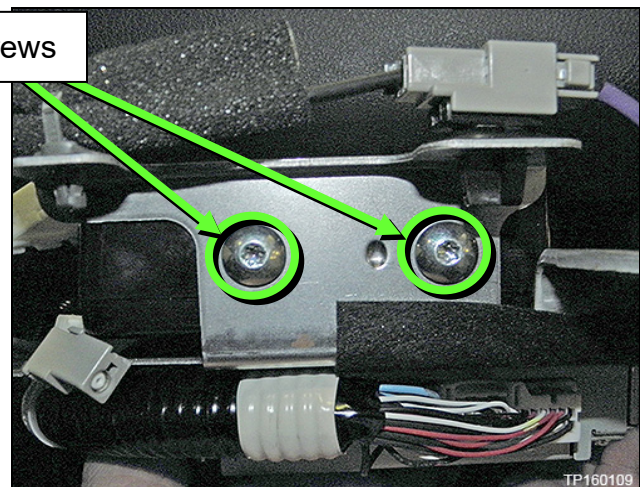


Figure 20

## Deactivate the Old TCU and then Activate the New TCU

Steps 1 and 2 must be performed **AFTER** the original TCU is removed from the vehicle and **BEFORE** the new TCU, chosen on page 2, is installed.

1. Collect and have ready the following information:

- a. VIN.
- b. International Mobile Equipment Identity Number (IMEI) of the original TCU. This number is located on the TCU.
- c. IMEI Number of the replacement TCU. This number is located on the TCU.
- d. Serial Number of the replacement TCU. This number is located on the TCU.



Figure 21

2. Call Nissan LEAF TCU Replacement Support at **1-800-922-1528**. (Hours of operation are listed at the bottom of the page.)

**NOTE:** The phone number shown above is for TCU activation and deactivation **ONLY**. The Support Center agent is unable to assist with matters unrelated to TCU activation and deactivation.

During this call:

- You will be asked for your name, dealership name, and all of the information collected in step 1, above.
- The Support Center agent will deactivate the original TCU and activate the replacement TCU.

**IMPORTANT:** Step 2 **MUST** be performed to activate the replacement TCU. If it is not performed the TCU will not be able to communicate with the NissanConnect Global Data Center.

### **Nissan LEAF TCU Replacement Support – Hours of Operation (Central Time Zone)**

Monday – Friday: 7AM – 10PM      Saturday: 8AM – 5PM

Special Holiday Hours:

Closed Thanksgiving, Christmas, and New Year's Day

Christmas Eve: 7AM – 7PM

New Year's Eve: 7AM – 7PM

## Install Replacement TCU

1. Install the new TCU chosen in step 2 on page 2 in the reverse order of removal.
2. Install the glove box in the reverse order of removal.

## Turn TCU ON

1. Perform steps 1-15 of **Turn OFF the TCU** procedure, starting on page 6, to turn the TCU ON and then confirm the **Current status** field shows “On”.

**IMPORTANT** Leave the vehicle ignition ON until the Telematics icon turns white and is not crossed out as shown in Figure 22.

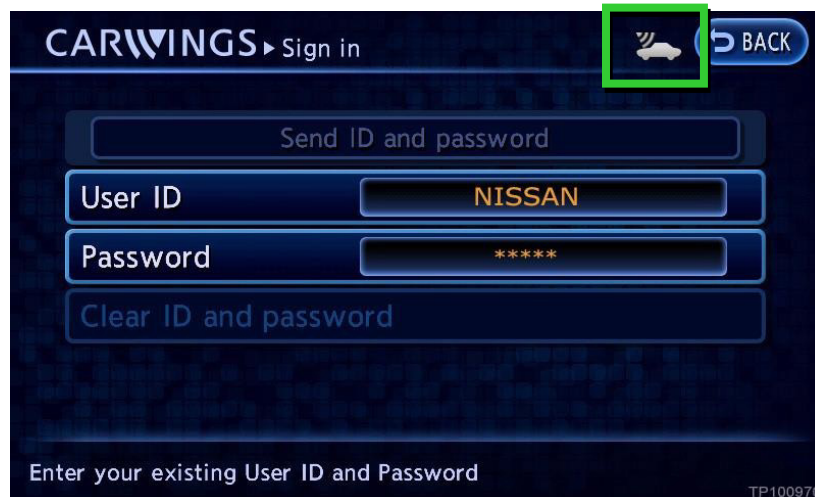


Figure 22

## Write VIN Data

1. Select **WRITE VIN (SAVED DATA)**.
2. Select **Start**.

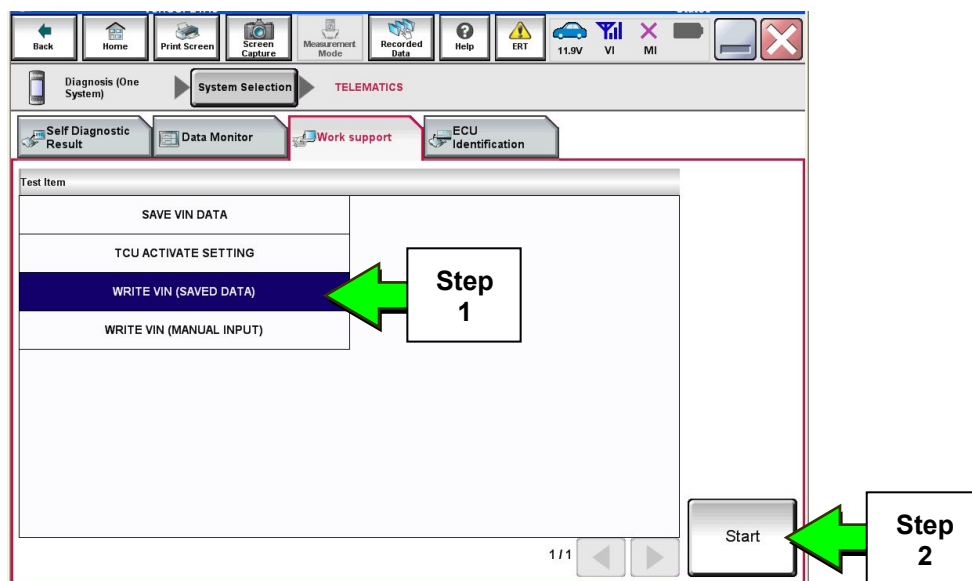


Figure 23



### 3. Select **Start**.

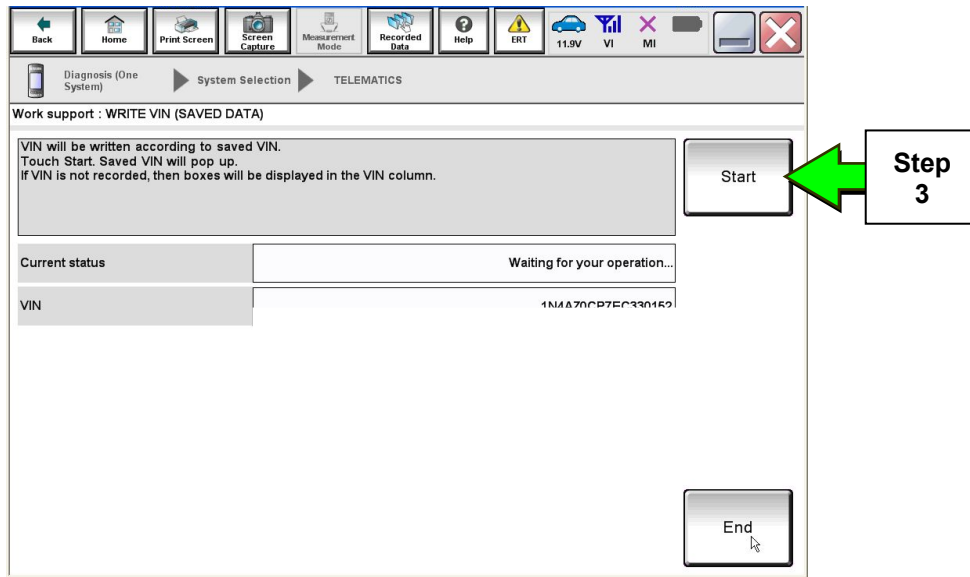


Figure 24

### 4. Select **End**.

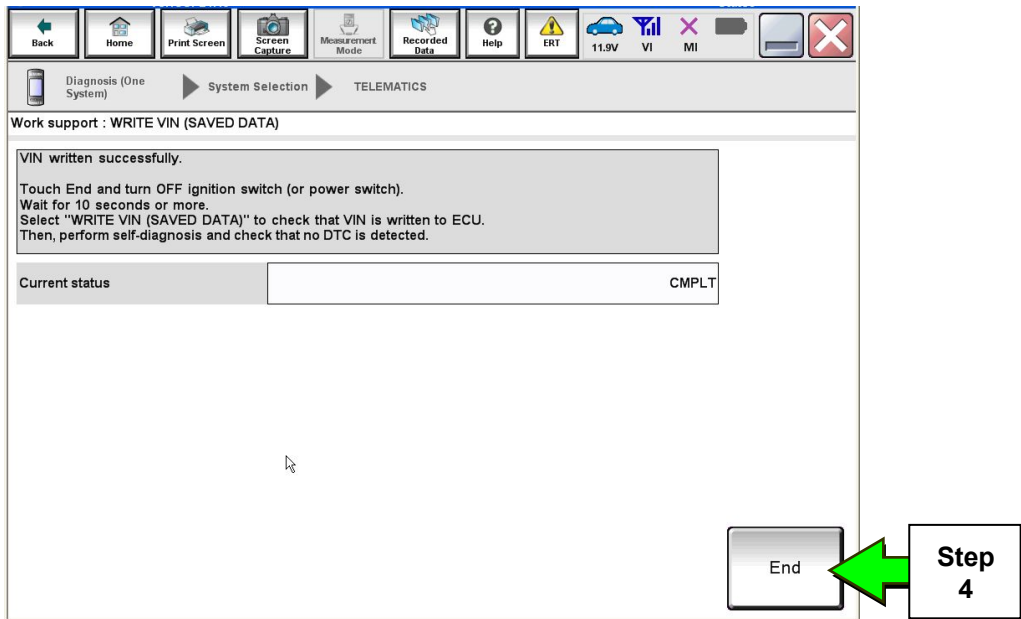


Figure 25

**IMPORTANT:** Wait at least 2 minutes after the ignition is turned ON before checking for DTCs. If DTCs are checked prior to this a U1000 may be stored.

## Sign in to TCU with Customer's User ID and Password

### NOTE:

- The following steps are for customers with an existing NissanConnect EV account.
- For customers without an existing account, refer to Customers without an Existing NissanConnect EV Account on the next page.

1. Press the **Zero Emission** button on the Multifunction Control Panel (Figure 26).



Figure 26

2. Select **CARWINGS**) and then **CARWINGS Settings**.



Figure 27

3. Select **Sign in**.

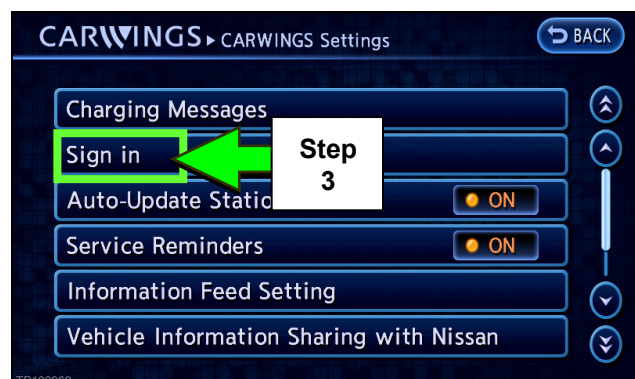


Figure 28

4. Select **Send ID and password** to resend the NissanConnect EV/CARWINGS User ID and Password.

**NOTE:** The NissanConnect EV/CARWINGS User ID and Password will automatically be entered into these fields after Write VIN Data is performed.

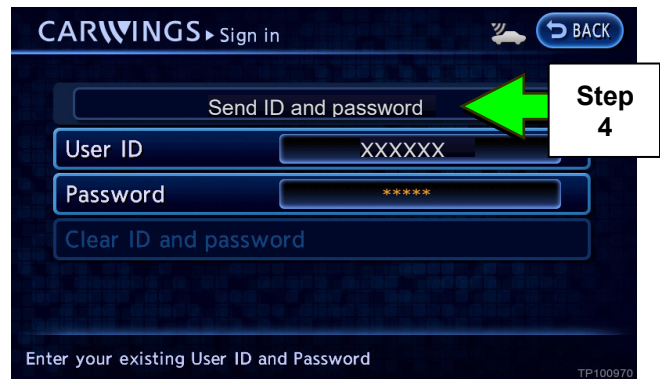


Figure 29

## Customers without an Existing NissanConnect EV Account

### IMPORTANT:

If an owner **does not** have an existing NissanConnect EV account, the owner will have to create an account as follows, then sign into the TCU in their vehicle using their User ID and Password.

1. Create a Nissan Owner Portal account (<https://owners.nissanusa.com/nowners/>).
2. Add your contact information and VIN.
3. Agree to the Terms & Conditions.
4. Press the Confirm button to obtain the instructions for providing your User ID and Password for the vehicle's information screen.
5. Download the NissanConnect EV companion app and log in using your Nissan Owner Portal ID & Password.

## CLAIMS INFORMATION

Submit a CM line claim using the following claims coding:

SERVICE COMM ("CM") ID	DESCRIPTION	OP CODE	FRT
PC449	Replace Telematics Control Unit (\$199 Co-Pay)	PC4490	1.1 hrs.
PC450	Replace Telematics Control Unit (No Co-Pay)	PC4500	1.1 hrs.

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 16, 2017	NTB17-015	Original bulletin published.
April 19, 2017	NTB17-015a	CO-PAY INFORMATION section revised.
November 30, 2018	NTB17-015b	PARTS INFORMATION section revised.

