



QUALITY ACTION

CAMPAIGN BULLETIN

Expiration Notification – 2G Telematics Hardware Replacement

Reference: PC449 & PC450
Date: December 22, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

Campaign ID	Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Expiration date:
PC449	2011 – 2014 LEAF	N/A	N/A	December 22, 2020
PC450	2015 LEAF			

***** Campaign Summary*****

In 2016, Nissan launched a Customer Satisfaction Initiative (CSI) that provided clients with an opportunity to update the Telematics Control Unit (TCU) in vehicles equipped with a TCU designed to connect to the 2G cellular network. AT&T stopped accepting enrollments on the 2G cellular network, and discontinued its 2G cellular network coverage on December 31, 2016. Once the 2G cellular network was discontinued, there was no access to the NissanConnect features without a TCU hardware upgrade.

Because AT&T will shut down its 3G network on December 31, 2021, Nissan is discontinuing this Customer Satisfaction Initiative to upgrade from 2G to 3G compatible hardware effective immediately. 3G services will continue to be provided until December 31, 2021.

Vehicles equipped with a TCU that connects to the 3G cellular network will have no access to the NissanConnect EV features, including Remote Charge Status Check, Remote Climate Control and Driving History after that time.

***** What Dealers Should Do *****

1. Service Comm will deactivate PC449 and PC450 on any VINs on December 22, 2020. No further dealer action is required.

***** Release Schedule *****

Repair	<ul style="list-style-type: none"> • Campaign bulletin NTB17-015 has been updated to reflect expiration of this customer service initiative. Please discard older copies.
Owner Notification	<ul style="list-style-type: none"> • Nissan sent owners notification of this customer service initiative the week of November 28, 2016 via U.S. Mail. • Nissan will notify potentially affected customers of the 3G network shutdown at a later date as the plans are still being finalized.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

- Q.** AT&T discontinued its 2G cellular network coverage on December 31, 2016. How does this affect my access to NissanConnect EV (formerly CARWINGS)?
- A.** AT&T discontinued its 2G cellular network coverage on December 31, 2016. Like all cellular-equipped devices designed to connect to the 2G cellular network, Nissan LEAF vehicles with a 2G-compatible telematics control unit (TCU) will be unable to use or receive services from that device after December 31, 2016. Without an upgrade to the TCU (and enrollment), NissanConnect EV App features will not be available after that time and may be impacted prior to that date depending upon AT&T's proprietary decisions regarding discontinuing 2G network coverage. Also AT&T stopped accepting new enrollments on the 2G network on July 1, 2016. If an affected vehicle has not had a hardware upgrade and was not enrolled in NissanConnect EV before June 30, 2016, then it will not have access to the available NissanConnect EV features, including Remote Climate Control and Driving History.
- Q:** What is 2G cellular network access?
- A:** 2G refers to "2nd Generation" digital cellular telephone technology; it is the name of a specific network that mobile telephone equipment uses to provide connectivity.
- Q.** Which vehicles have 2G compatible TCUs?
- A.** All model year 2011-2015 Nissan LEAF (SV and SL trims only) were equipped with a 2G TCU.
- Q:** Will the new TCU hardware work with the 4G cellular network?
- A:** No. The TCU hardware is designed to connect to the current AT&T 3G cellular network technology.
- Q.** Why is Nissan using 3G technology rather than 4G?
- A.** Nissan has studied how to integrate newer technology into your vehicle and developed solutions aimed at delivering a hardware update option with the least inconvenience to owners. The 3G network is supported throughout the U.S. by AT&T until December 31, 2021. However, Nissan has no control over availability of any cellular network.
- Q:** Will my vehicle's navigation system feature be affected by the discontinuation of the 2G cellular network?
- A:** No. If your vehicle is equipped with a Nissan Navigation system, the navigation system is unaffected by the discontinuation of AT&T's 2G cellular network.

Q. When were vehicle owners notified about this Customer Service Initiative?

A. Nissan sent owners notification of this customer service initiative the week of November 28, 2016 via U.S. Mail.

Nissan will notify potentially affected customers of the 3G network shutdown at a later date as the plan are still being finalized.

Owners may contact Nissan Owner Services at 877-664-2738 to verify if their vehicle is affected by this issue.

Q. Does this issue affect any other Nissan (or Infiniti) models?

A. Model year 2013-15 and select model year 2016 Infiniti M37, M56, JX35, QX56, Q50, Q70, QX60 and QX80 vehicles are also affected.

Q. Who can I call with Telematics system specific questions?

A. Contact the Nissan Owner Services call center @ 877-664-2738. The call center is operational between 11AM-7PM CST Monday through Saturday.