SERVICE BULLETIN

Classification:	Reference:	Date:
EL20-009b	NTB20-029b	January 27, 2021

2021 MAXIMA AND ROGUE, 2020-2021 TITAN AND TITAN XD; TELEMATICS (IVC) SERVICE INFORMATION

APPLIED VEHICLES:　2021 Maxima (A36) – All
2021 Rogue (T33) – Platinum, SL W/Premium Package
2020-2021 Titan/Titan XD (A61) – SV W/Convenience Package, SL, Platinum Reserve, PRO-4X

SERVICE INFORMATION

The vehicles listed under **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 Services™ subscription, the TCU communicates with the Nissan Data Center to provide various security and convenience services.

This bulletin contains important service procedures that <u>must</u> be performed properly in order to set up and maintain the telematics/in-vehicle communications (IVC) system for the vehicles listed under **APPLIED VEHICLES**.

- A table has been provided, on the next page, that lists the steps required to successfully configure a TCU after it has been replaced.

- A check-off sheet has been provided in this bulletin to print and check off steps as they are completed. **Staple the completed check-off sheet to the repair order.**

REQUIRED ACTIONS

IMPORTANT: After TCU replacement (steps 1-12):

- If all of the steps in this bulletin are not completed, telematics services <u>will not</u> operate properly.

- Follow all of the steps in this bulletin and use the check-off sheet provided on page 13.

- If the TCU is replaced and the steps are not followed, the warranty claim will be denied.

	1ST	2ND	3RD
ORDER OF COMPLETION	**CONFIGURE TCU**	**WRITE VIN**	**REGISTER INTELLIGENT KEYS**
	✓	✓	✓

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TCU REPLACEMENT

NOTICE
To avoid damage to the vehicle, only install new, unused TCUs into a vehicle. Each TCU is registered to a specific VIN and will not function if swapped into another vehicle.

IMPORTANT:

- During this procedure, Intelligent Key registration must be performed. You <u>MUST</u> have ALL customer Intelligent Keys collected.

- The new/replacement TCU must come from Nissan North America parts supply.

- TCU configuration is required after replacement. Refer to step 13 on page 7.

NOTICE
Configuration must be done prior to performing Write VIN. If Write VIN is performed prior to configuration, the TCU may not function properly and might need replacement.

NOTE: The warranty claim will be denied if this is not followed correctly.

NOTICE
Perform the following before saving the VIN data and configuration to prevent damage to the TCU.

- Connect the AC Adapter to the CONSULT PC.

- Connect the CONSULT PC to the Internet via Wi-Fi or a network cable.

- Ensure ASIST on the CONSULT PC has been synchronized (updated) to the current date and all C-III plus software updates (if any) have been installed.

- Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the plus VI. If Bluetooth® signal waves are within range of the CONSULT PC or plus VI during reprogramming, the reprogramming may be interrupted.

- Turn OFF all vehicle electrical loads.

- Turn ON the hazard warning lamps.

- Connect a battery maintainer or smart charger, set to reflash mode or a similar setting, to ensure the battery voltage stays between 12.0 V and 15.5 V.

Save VIN Data from Original TCU

1. Set the parking brake.

2. Connect C-III plus and the plus VI to the vehicle.

3. Turn the ignition ON with the engine OFF.

4. Launch C-III plus on the CONSULT PC.
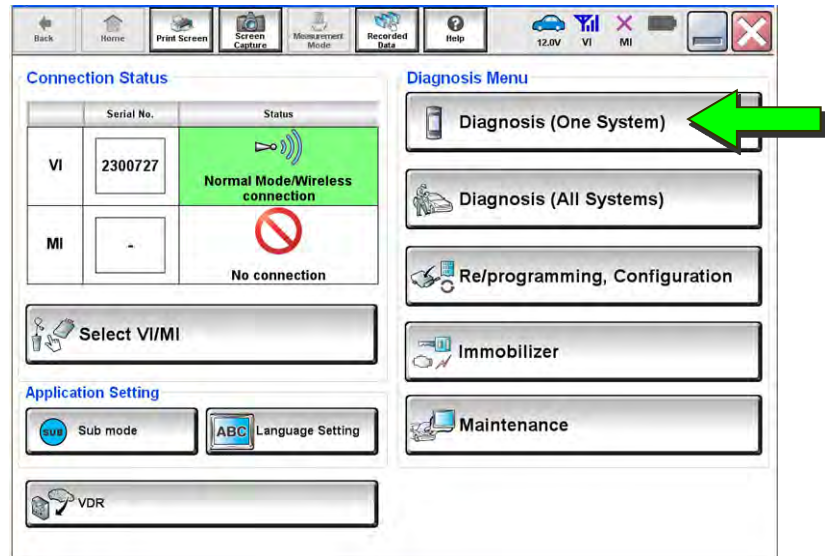
5. Select **Diagnosis (One System)**.

Figure 1

6. Select **IVC**.

   NOTE: If the VIN data cannot be saved, proceed to step 11 on page 6. You will be instructed to manually enter the VIN at step 44 on page 15.
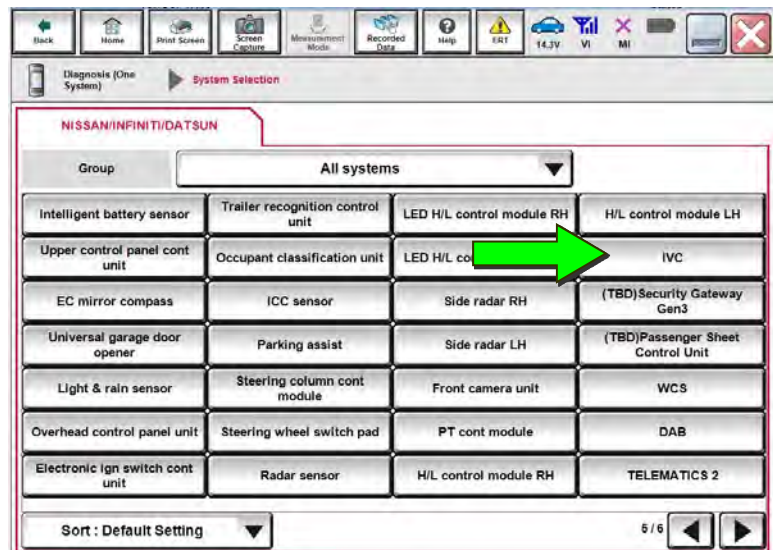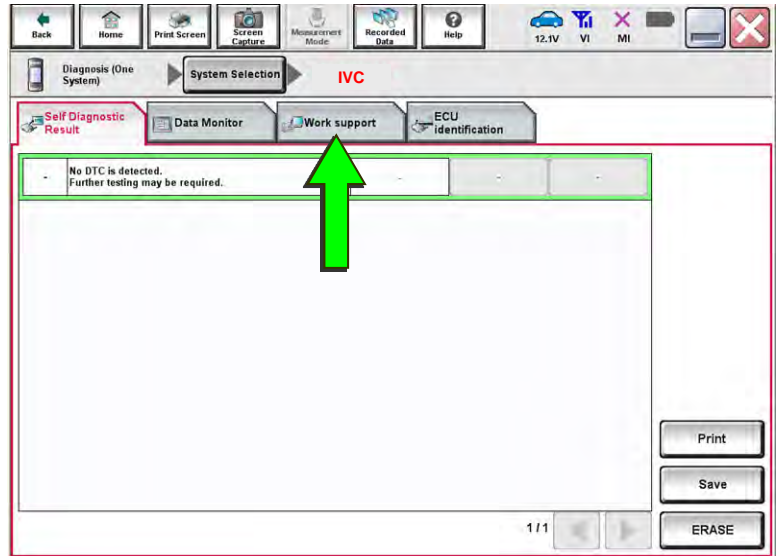

Figure 2

7. Select **Work Support**.

Figure 3

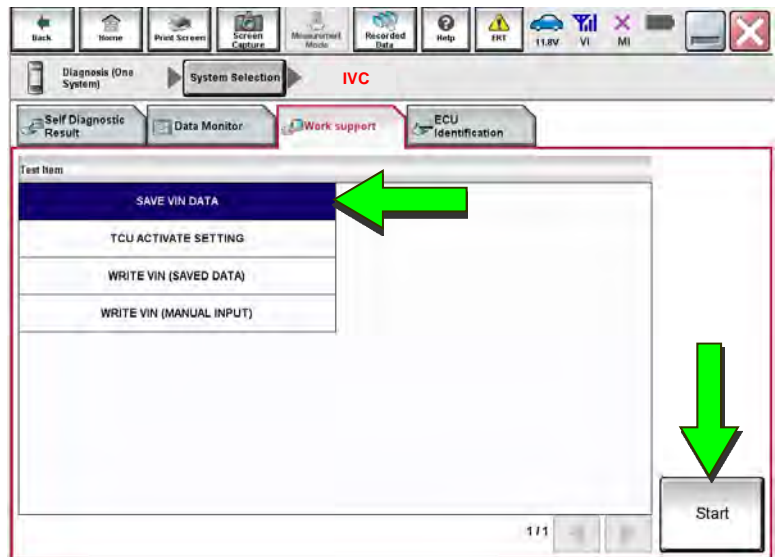8. Select **SAVE VIN DATA,** and then select **Start**.

Figure 4

9. Select **Start**.

   NOTE: If the VIN data cannot be saved, proceed to step 11 on page 6. You will be instructed to manually enter the VIN at step 44 on page 15.
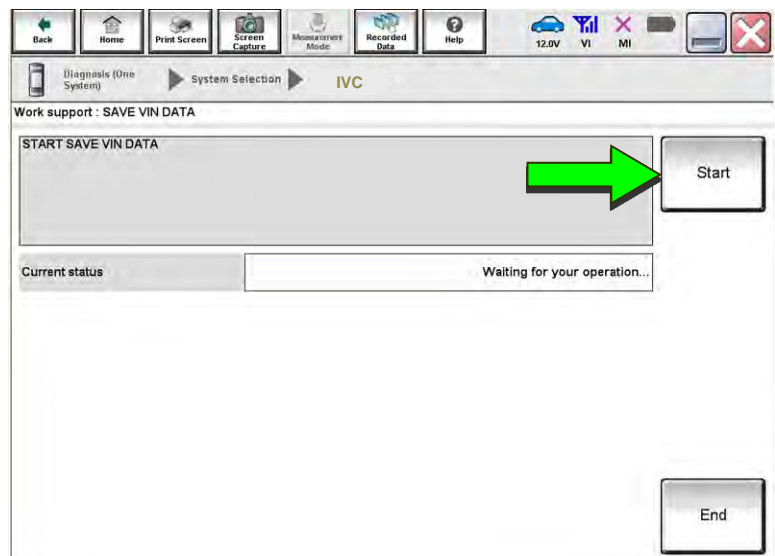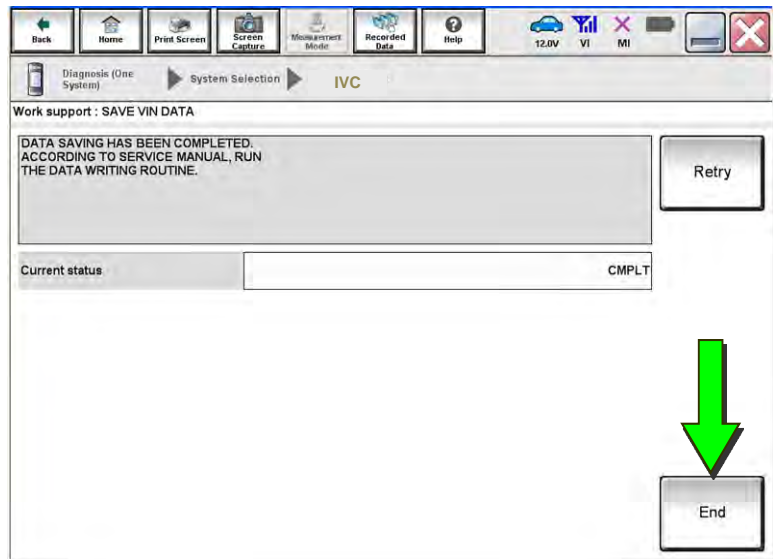

Figure 5

10. Select **End**.

Figure 6

Remove the Original TCU

11. Remove the TCU from the vehicle.

- Refer to the ESM for removal information: **DRIVER INFORMATION & MULTIMEDIA > AUDIO VISUAL & NAVIGATION SYSTEM > REMOVAL AND INSTALLATION > TCU**.

Install the New TCU

NOTICE

Configuration must be done prior to performing Write VIN. If Write VIN is performed prior to configuration, the TCU may not function properly and might need replacement.

   NOTE: The warranty claim will be denied if this is not followed correctly.

12. Install the new / replacement TCU into the vehicle.

- Refer to the ESM for installation information: **DRIVER INFORMATION & MULTIMEDIA > AUDIO VISUAL & NAVIGATION SYSTEM > REMOVAL AND INSTALLATION > TCU**.

Configure the TCU

13. Select **Re/programming, Configuration**.

    NOTE: C-III plus screens for steps 14-16 are not shown.

14. Read the precautions on the C-III plus screen, and then select **Next**.

15. Select the model and model year.

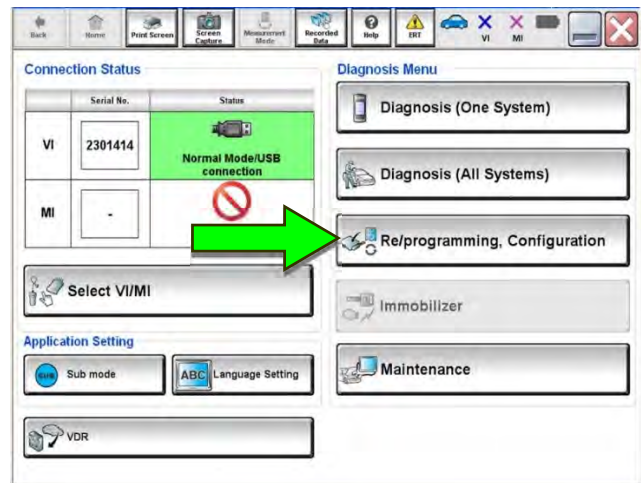16. Select **Select**, and then select **Confirm**.
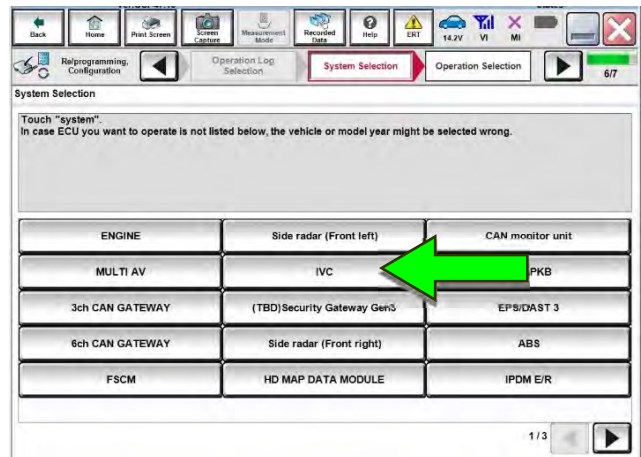
Figure 7

17. Select **IVC**.

Figure 8

18. Is the vehicle a Rogue?

    - **YES:** Select **Configuration**.
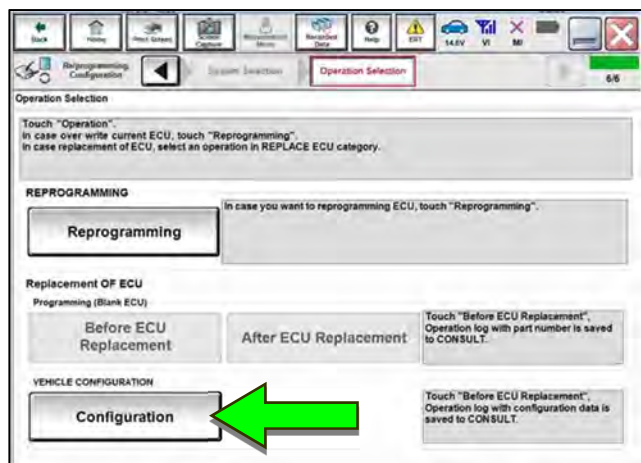
    - **NO:** Skip to step 22 on page 9.

Figure 9

19. Sign into **Server authentication**.
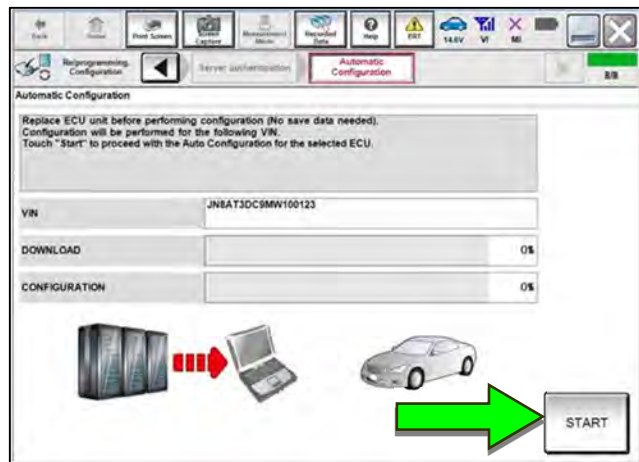

Figure 10

20. Select **START**.

Figure 11

21. Select **End** when complete, and then skip to step 27 on page 10.

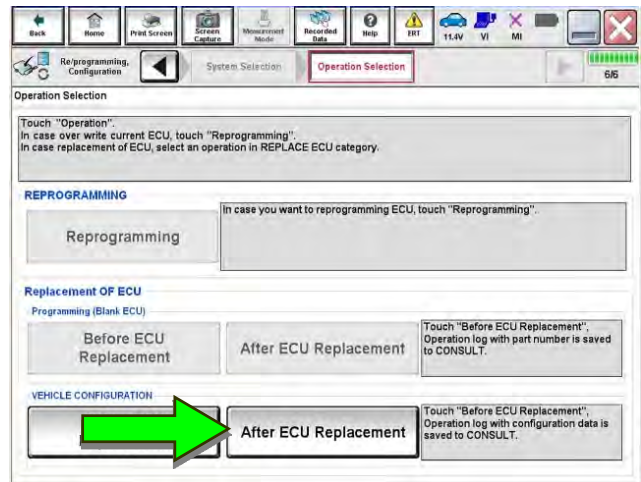Figure 12

22. Select **After ECU Replacement**.

Figure 13

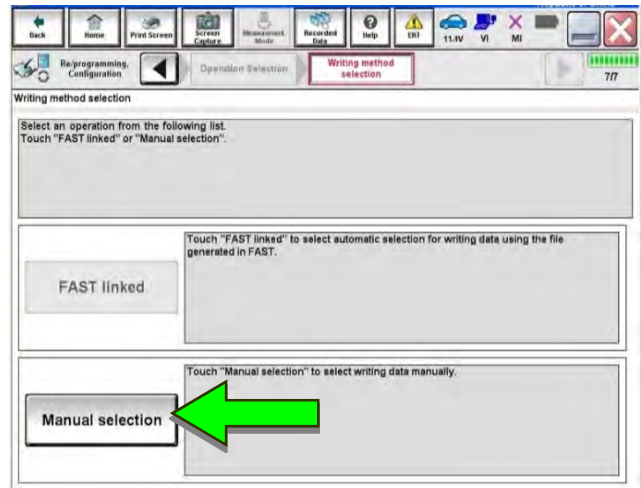23. Select **Manual selection**.

Figure 14

24. Select the applicable **Type ID**.

- For 2021 Maxima:
  28277-9DL0A

- For 2020-2021 Titan (WITH
  Remote Engine Start):
  28277-9FV4A or 28277-9FV0A

- For 2020-2021 Titan (WITHOUT
  Remote Engine Start):
  28277- 9FV2A or 28277-9FV6A

NOTE: If C-III plus automatically
selects the Type ID, there will be no
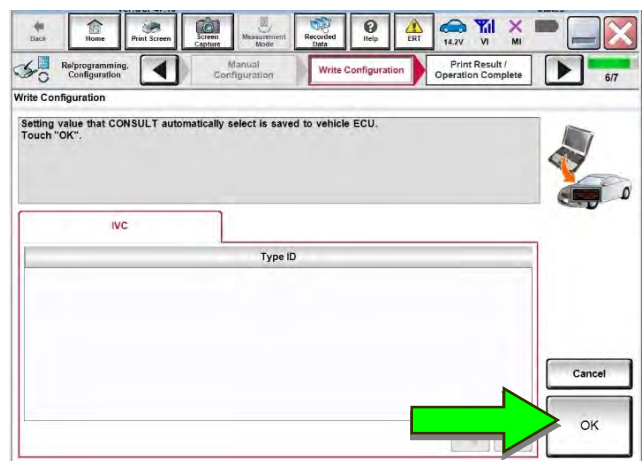options shown under **Type ID** (see
Figure 15). Skip to step 26.

25. Select **Next** (not shown).

26. Select **OK**.

Figure 15

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Write the VIN to the TCU

NOTICE

Configuration must be done prior to performing Write VIN. If Write VIN is performed prior to configuration, the TCU may not function properly and might need replacement.

NOTE: The warranty claim will be denied if this is not followed correctly.

27. Navigate to **IVC Work support**.

   - Refer to steps 1-7 on pages 4-5.

28. Select **WRITE VIN (SAVED DATA)**.

   NOTE: If the VIN DATA could not be saved in step 9, proceed to **Manually Enter VIN Data (if needed)** at step 44 on page 15.
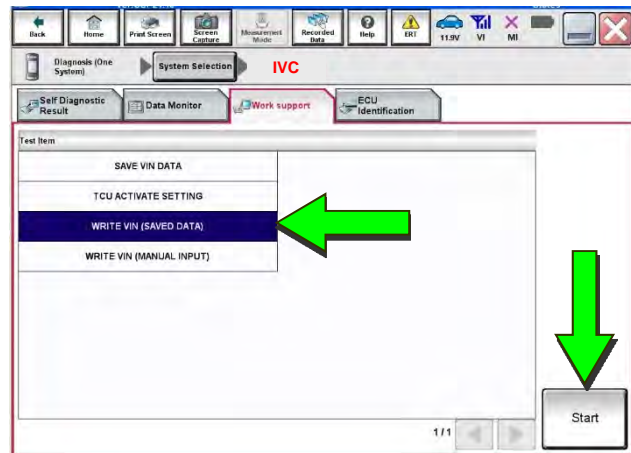
29. Select **Start**.

Figure 16
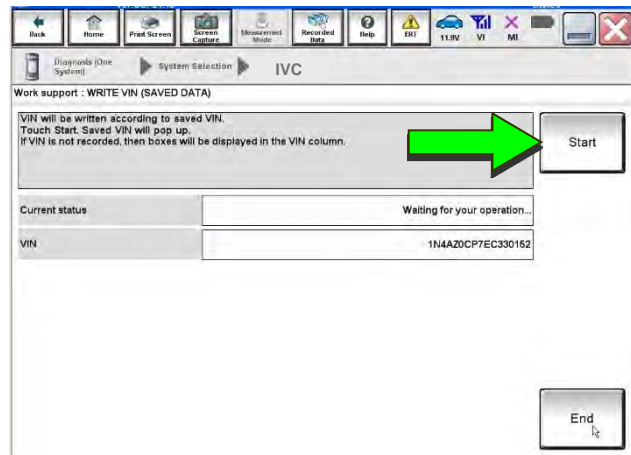
30. Select **Start**.

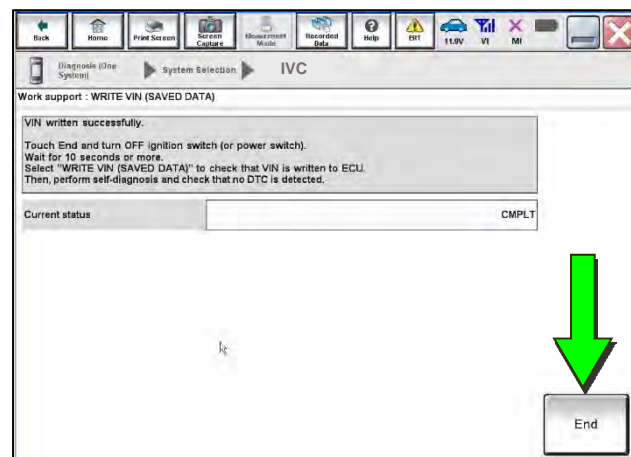Figure 17

31. Select **End**.

Figure 18

32. Turn the ignition OFF, and then wait for 10 minutes.

33. Turn the ignition ON with the engine OFF.

34. Turn the hazard warning lights ON, and then wait for 15 minutes.

35. Turn the ignition OFF, and then wait for 10 minutes.

36. Turn the ignition ON with the engine OFF, and then wait for 15 minutes.

Intelligent Key Registration

37. Perform Intelligent Key registration for <u>all</u> customer Intelligent Keys.

   • Refer to the C-III plus operations manual for Intelligent Key registration instructions.

Verify Telematics Function

38. From the home page, select **Info**.

Figure 19

39. Select **System Information**.

Figure 20

40. Select **Software Update**.

Figure 21

41. Select **Start Software Update**.

Figure 22

- **Locating new software** should display as shown in Figure 23.

Figure 23

42. To confirm telematics functionality, ensure the screen in either Figure 24 or Figure 25 is displayed.

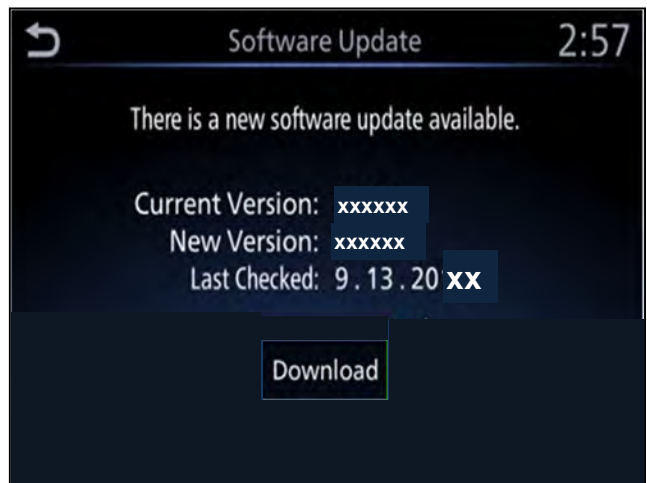- If the screen matches Figure 24 or Figure 25, the procedure is complete.

Figure 24

Figure 25

- If the screen matches Figure 26, (**There is no current WI-Fi connection**) repeat steps 32-36 on page 11 and verify telematics function starting at step 38.

Figure 26

43. Turn the ignition OFF.

CHECK-OFF SHEET

IMPORTANT:

- Follow all of the steps in this bulletin and use the check-off sheet provided below.

- **Staple the completed check-off sheet to the repair order.**

Perform the following if the TCU has been replaced:

- Complete the actions below in the order listed.

- Check off each action when it is completed.

	CHECK BOX	ACTION
1		Configure TCU **(1)**
2		Write VIN to TCU **(2)**
3		Register Intelligent Key **(3)**

(1) Refer to page 7, section **Configure TCU**.

(2) Refer to page 10, step 27, section **Write VIN to TCU**.

(3) Refer to page 11, step 37, section **Intelligent Key Registration**.

Manually Enter VIN Data (if needed)

NOTICE

If manually entering the VIN, double check that the VIN is correct before saving. Saving the incorrect VIN to the TCU can result in services not working and the TCU may need to be replaced, even after correcting the wrong VIN.

   NOTE: The warranty claim will not be paid if the **NOTICE** above is not followed.

The following is <u>only needed</u> if automatic "SAVE VIN DATA" or "WRITE VIN (SAVED DATA)" did not complete correctly.

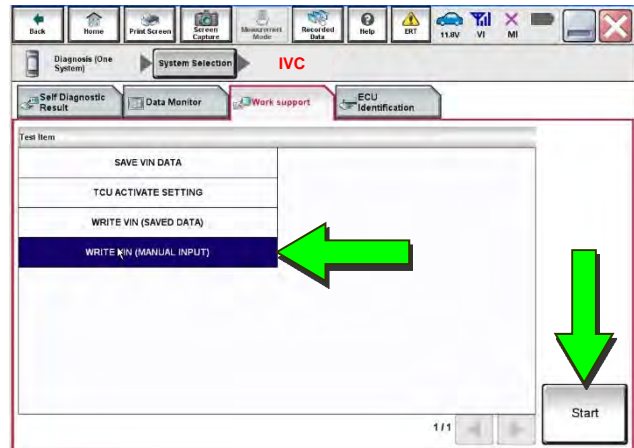44.   Select **WRITE VIN (MANUAL INPUT)**, and then select **Start**.

Figure 27

45.   Enter the VIN:

   a. Touch the **VIN (1ST TIME)** input field and type in the VIN.

   b. Touch the **VIN (2ND TIME)** input field and type in the VIN again.
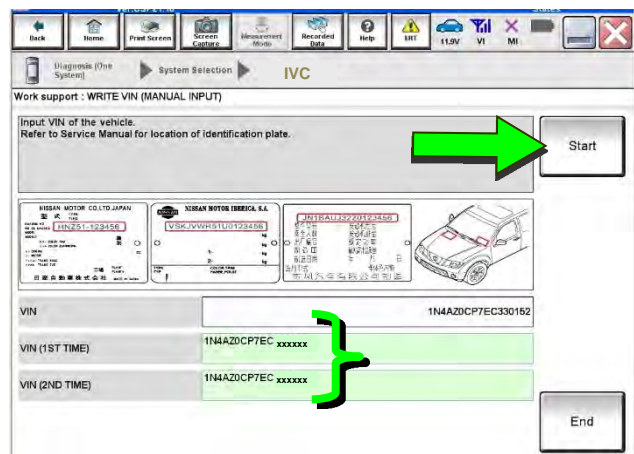
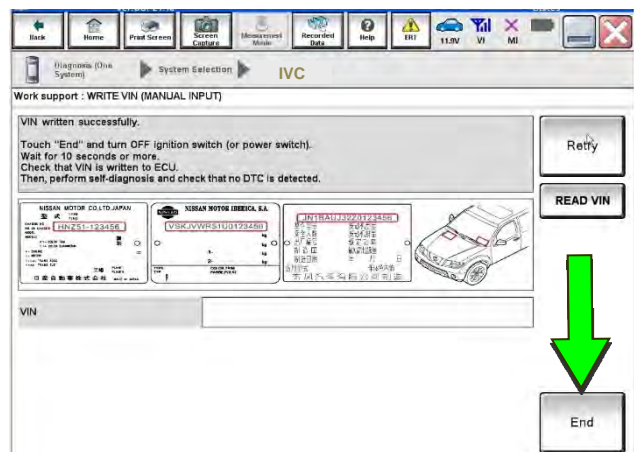46.   Select **Start**.

Figure 28

47.   Select **End**.

Figure 29

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 6, 2020	NTB20-029	Original bulletin published
July 6, 2020	NTB20-029a	Changes to page 1 and to steps 34-42
January 27, 2021	NTB20-029b	Updated APPLIED VEHICLES. Added part numbers to step 20.