



# SERVICE BULLETIN

Classification: AN17-008B	Reference: NTB17-097B	Date: March 12, 2021
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## 2016-2018 ROGUE AND 2017-2018 ROGUE SPORT; WHISTLE NOISE TRANSMITTED TO CALL RECIPIENT WHEN USING BLUETOOTH HANDS-FREE PHONE SYSTEM

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

**APPLIED VEHICLES:** 2017-2018 Rogue Sport (J11)  
2016-2018 Rogue (T32)

**APPLIED VIN AND DATE:** 2017-2018 Rogue Sport built before **JN1BJ1C(\*\*)JW600257** / July 19, 2018  
2016-2018 Rogue built before **JN8AT2M(\*\*)JW490249** / July 20, 2018  
2016-2018 Rogue VIN starting with **5N1** All

**NOTE: Does not apply if VIN starts with KNM**

### IF YOU CONFIRM

While using the Bluetooth® Hands-Free Phone System:

- The call recipient (the person receiving the phone call) hears a whistle noise through their phone’s speaker during the call.
- The whistle noise is not heard by the call sender (Nissan customer) during the call.
- The whistle noise increases when the engine RPM of the call sender’s vehicle is raised.

### ACTION

See the Repair Overview on page 2 for Applied Vehicle specific Service Procedure.

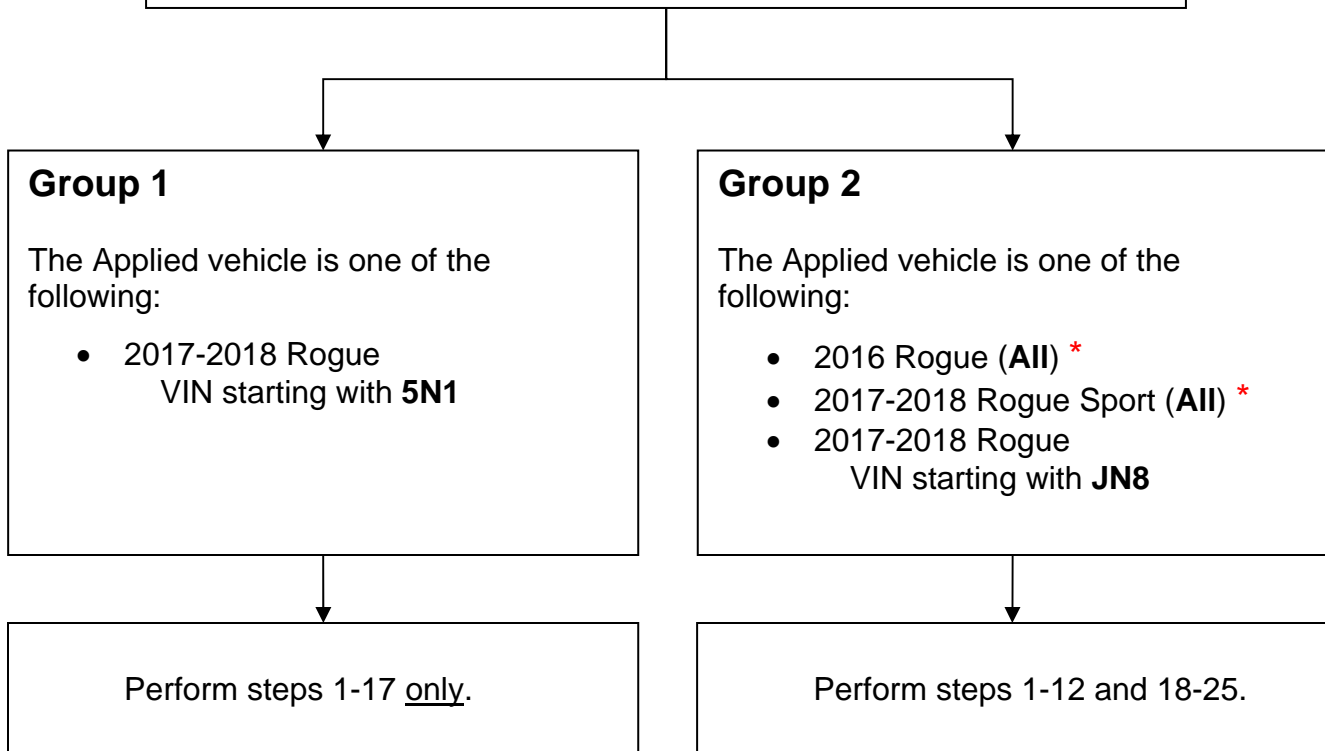
**IMPORTANT:** The purpose of **ACTION** (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire **SERVICE PROCEDURE** as it contains information that is essential to successfully completing this repair.

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.

## Repair Overview

An Applied Vehicle has one or more of the following symptoms while using the Bluetooth® Hands-Free Phone System:

- The call recipient (the person receiving the phone call) hears a whistle noise through their phone's speaker during the call.
- The whistle noise is not heard by the call sender (Nissan customer) during the call.
- The whistle noise increases when the engine RPM of the call sender's vehicle is raised.



\* Bulletin does not apply if VIN starts with KNM.

## SERVICE PROCEDURE

### Groups 1 and 2

(See page 2 for group identification)

1. Turn the ignition switch OFF.
2. Remove the complete glove box from the instrument panel assembly.
  - Refer to Electronic Service Manual (ESM), **Interior** section, for removal information.



Figure 1

3. Remove the two screws that hold the "Telematics Control Unit" (TCU).

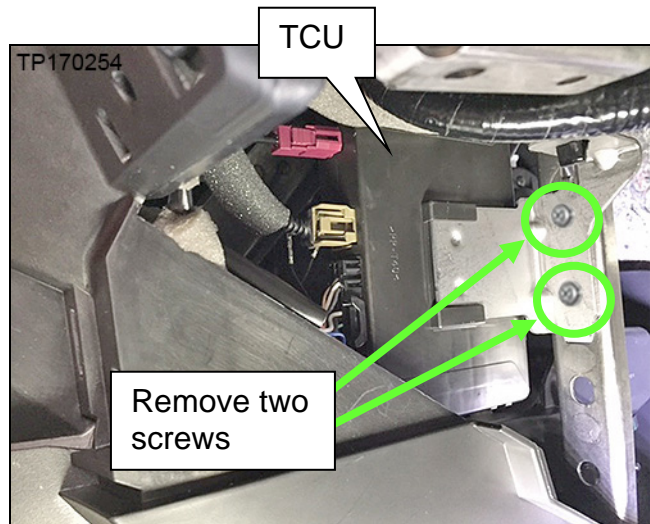


Figure 2

4. Remove the 40 pin harness connector from the TCU.

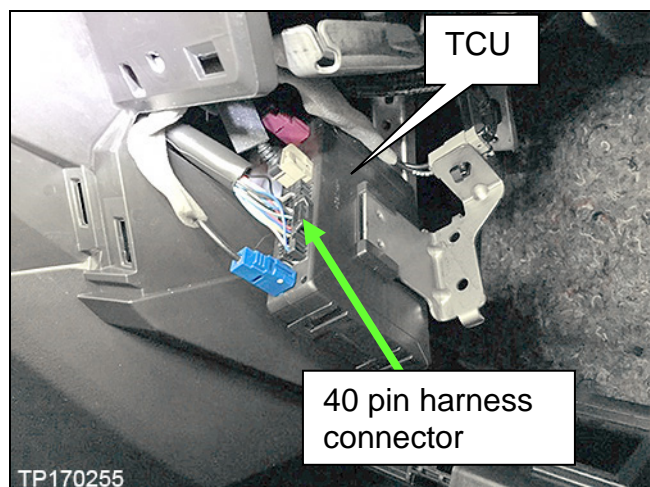


Figure 3

5. Remove the 40 pin harness connector front terminal retainer.

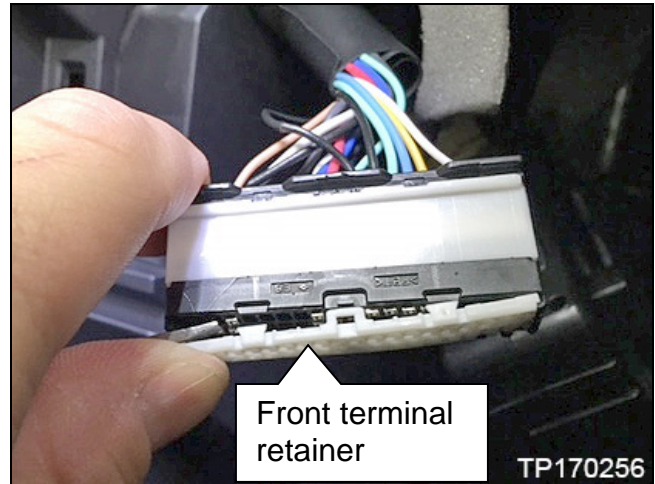


Figure 4

- Figure 5 shown without the front terminal retainer.

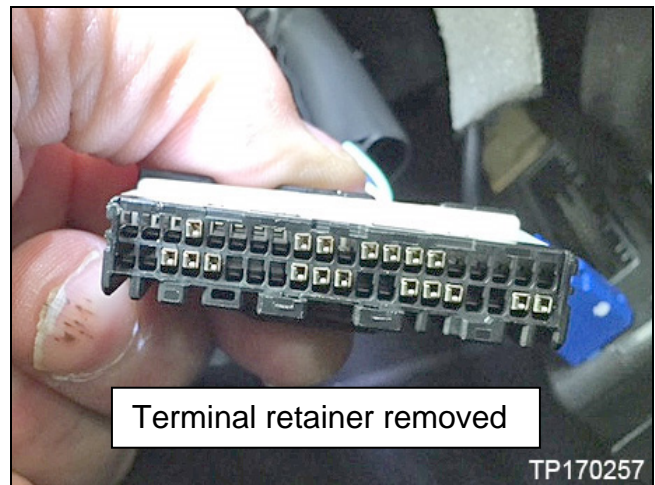


Figure 5

6. Unlock the 40 pin harness connector "side terminal retainer".

- Slide the side terminal retainer to unlock as shown in Figure 6.

**NOTE:** If needed, refer to **ASIST / Tech-Mate / Tech-Mate Tools & Equipment / Users Guides / Harness Repair Kit Users Guide / TH Family (126, 129)** for procedure to unlock side terminal retainer.

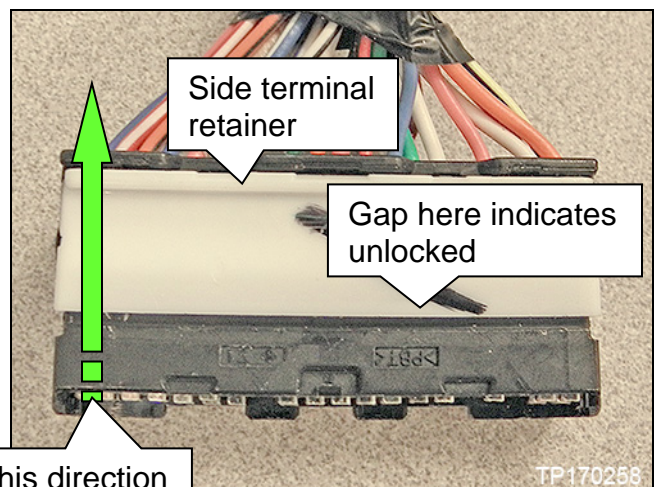


Figure 6

7. Using a terminal tool (J-48817-1, blade #07A), carefully remove the two existing wires shown in Figure 7.

- Terminals 16 and 11 locations shown in Figure 8, from harness side.

**NOTE:** If needed, refer to **ASIST / Tech-Mate / Tech-Mate Tools & Equipment / Users Guides / Harness Repair Kit Users Guide / TH Family (126, 129)** for procedure to remove pins.

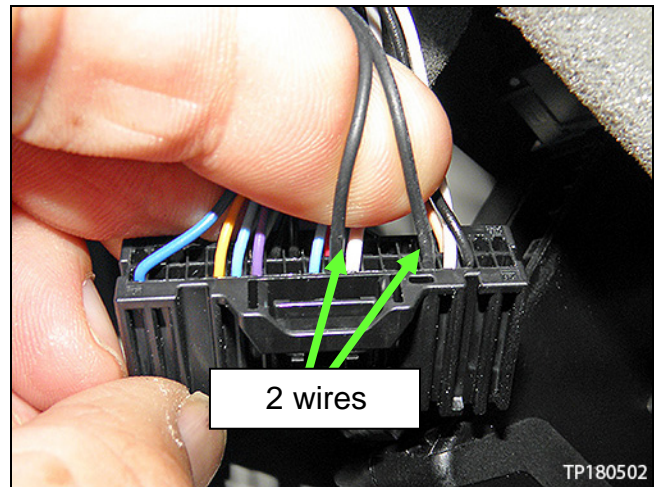


Figure 7

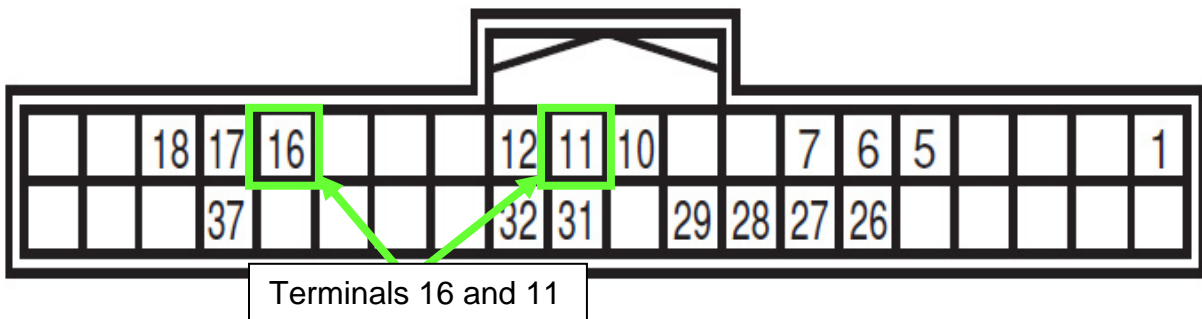


Figure 8

- Press down on locking fingers (Figure 9) to release each terminal.

**IMPORTANT:** Locking fingers are fragile.

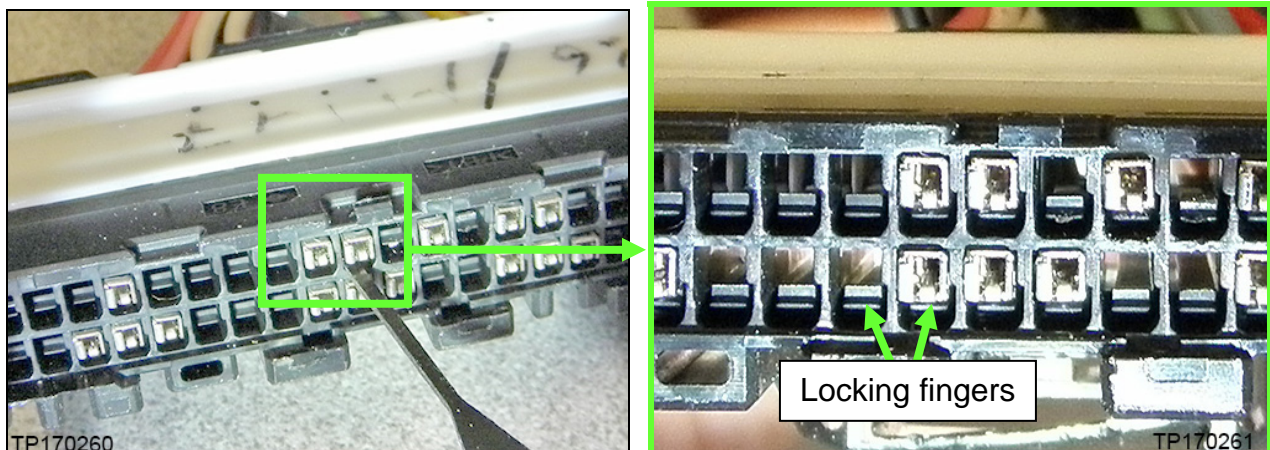


Figure 9

8. Cut off the terminal ends of the two wires removed in step 7 (terminals 16 and 11).

9. Strip approximately 10 mm of insulation from each wire and then twist them together.

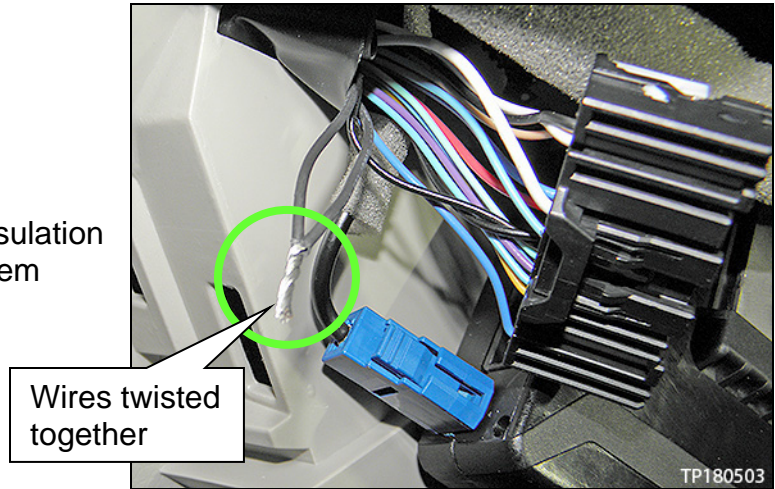


Figure 10

10. Slide a red solder sleeve over the end of the twisted pair and position the red solder sleeve connector so that the solder ring is in over the two twisted wires as shown in Figure 11.

- Refer to the **PARTS INFORMATION** for solder sleeve connectors.

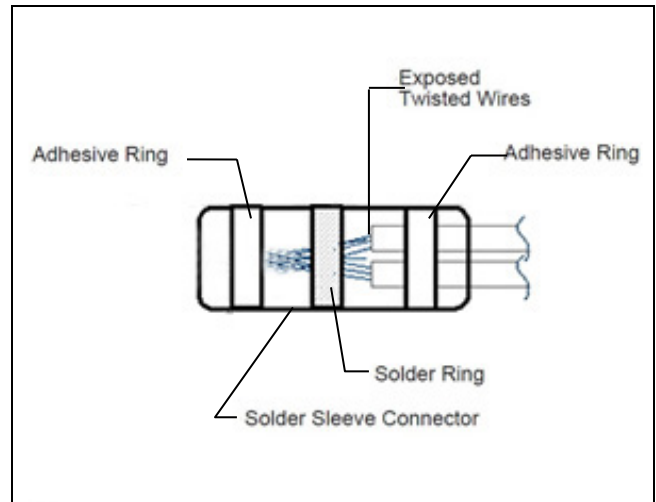


Figure 11

**CAUTION:** For the next step, do not use an electric type soldering tool. An electric type soldering tool may generate a current that may damage the ECU.

11. “Install” the solder sleeve connector by shrinking it to the wire with essential tool Flameless Heat Gun J-46538 or similar flameless heating tool (see Figure 12 and 13).

“Installing” the solder sleeve connector will:

- Melt the solder (silver ring inside the solder sleeve connector) into the exposed twisted wire area,
- Melt the sealant (red rings inside the solder sleeve connector) onto the wires, and
- Shrink the remainder of the solder sleeve connector to the wire.

**NOTE:** Tool J-46538 can be purchased from TECH-MATE at 1-800-662-2001.

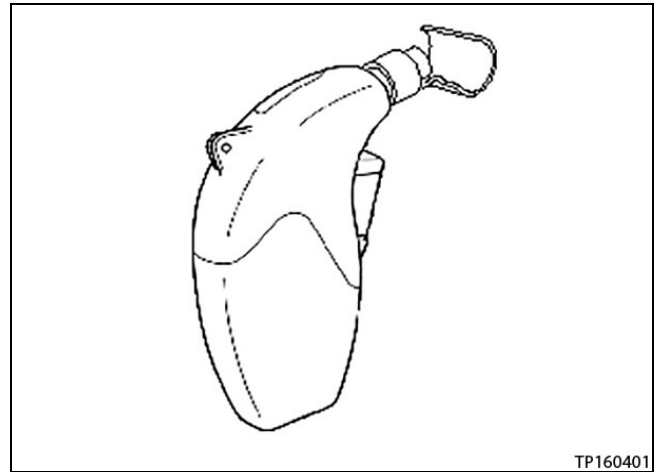


Figure 12

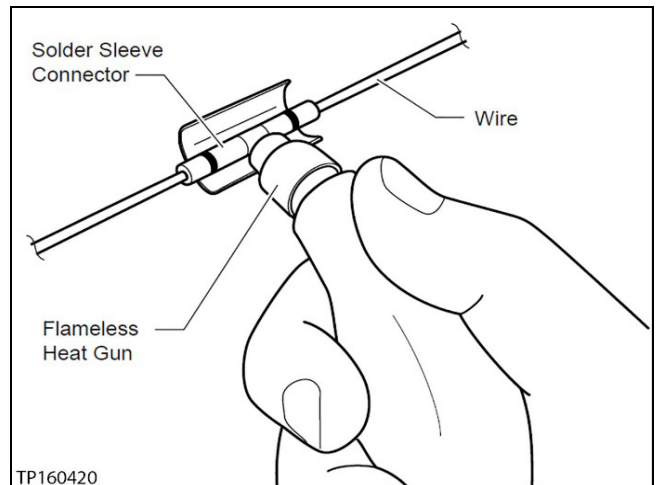


Figure 13

12. Is the vehicle in **Group 1** or **Group 2**?  
(See page 2).

- **Group 1:** Install the side terminal retainer, the front terminal retainer and then proceed to step 13.
- **Group 2:** Skip to step 18 (Do not install retainers at this time).

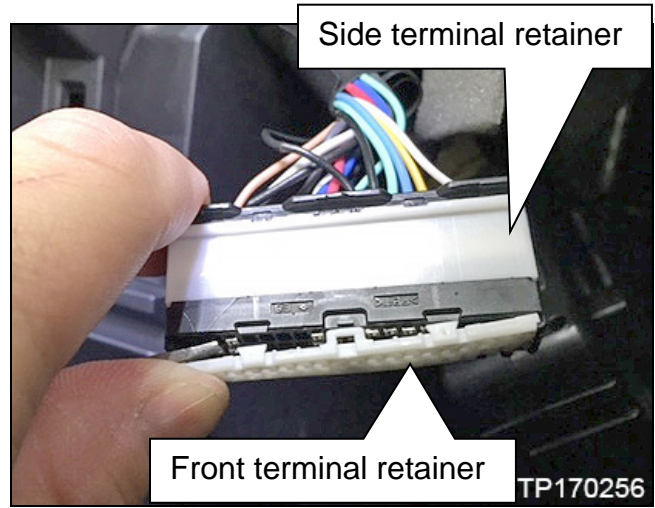


Figure 14

13. Fold the two (2) wires back along the harness.

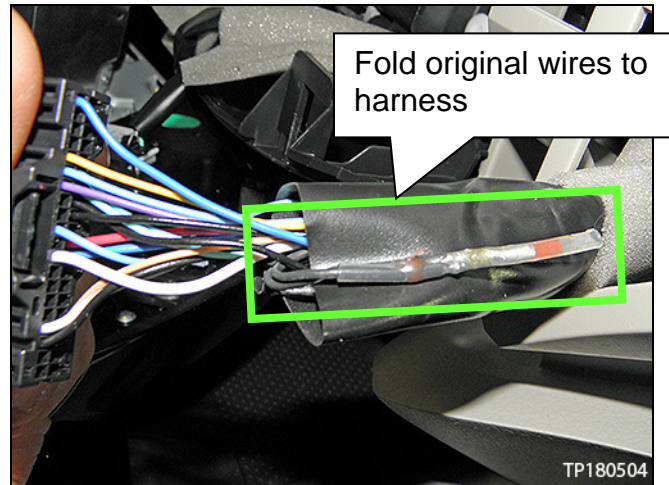


Figure 15

14. Tape the wires to the harness as shown in Figure 16.

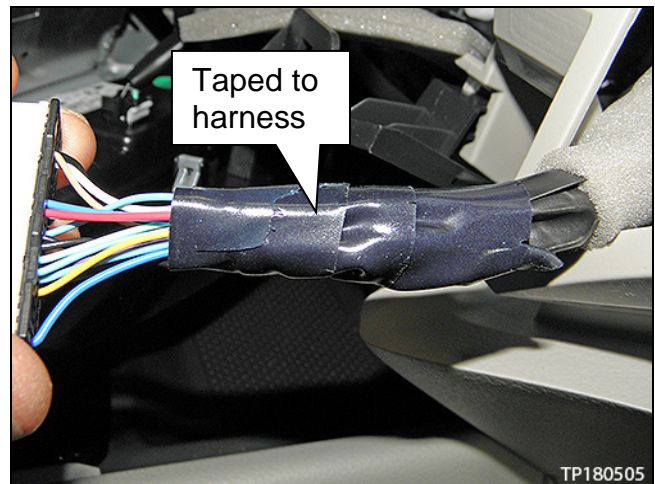


Figure 16



15. Plug the 40 pin TCU harness connector back into the TCU.
- Confirm that all connections are secure.

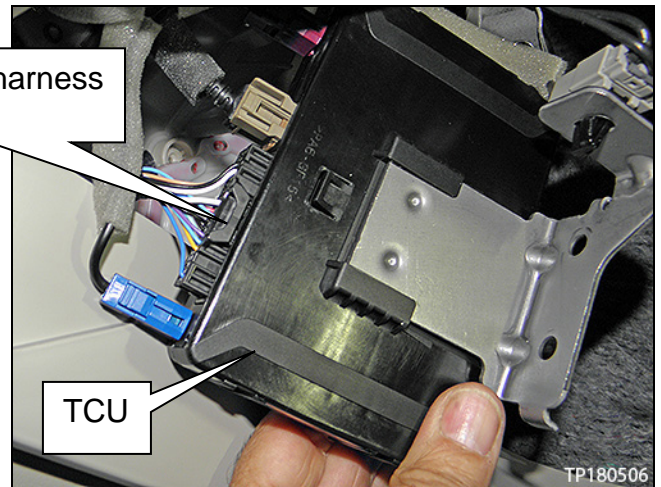


Figure 17

16. Reinstall the TCU with two screws.

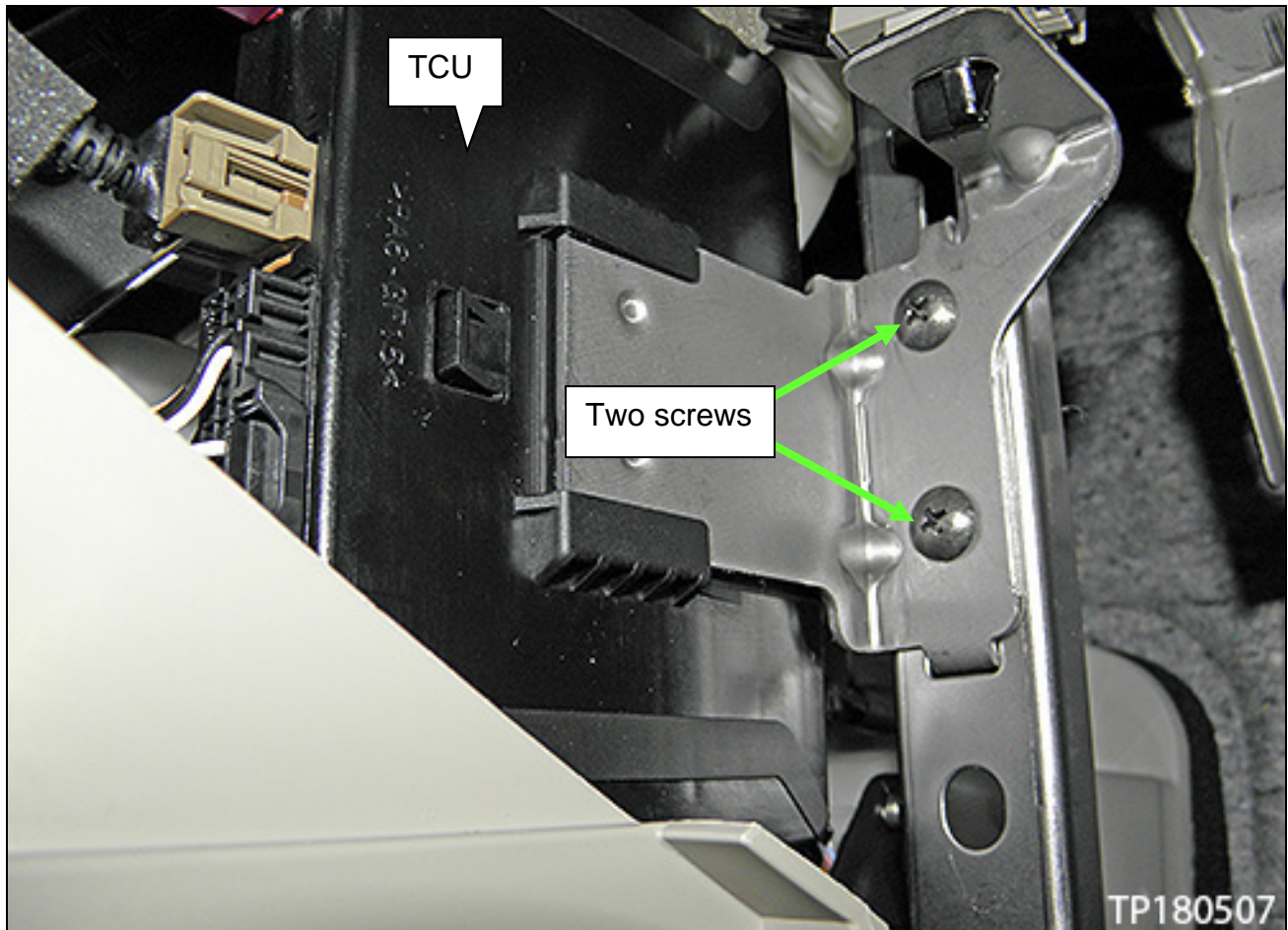


Figure 18

17. Re-install the glove box assembly.

**Group 1:** Stop here. Procedure complete.

**Group 2:** Skip steps 13-17 and proceed to step 18 on the next page.

**Group 2 Only**

18. Using a terminal tool (J-48817-1, blade #07A), carefully remove the two existing black ground wires shown in Figure 19.

- 2 black ground wires; terminals 29 and 28 locations shown in Figure 20, from harness side.

**NOTE:** If needed, refer to **ASIST / Tech-Mate / Tech-Mate Tools & Equipment / Users Guides / Harness Repair Kit Users Guide / TH Family (126, 129)** for procedure to remove pins

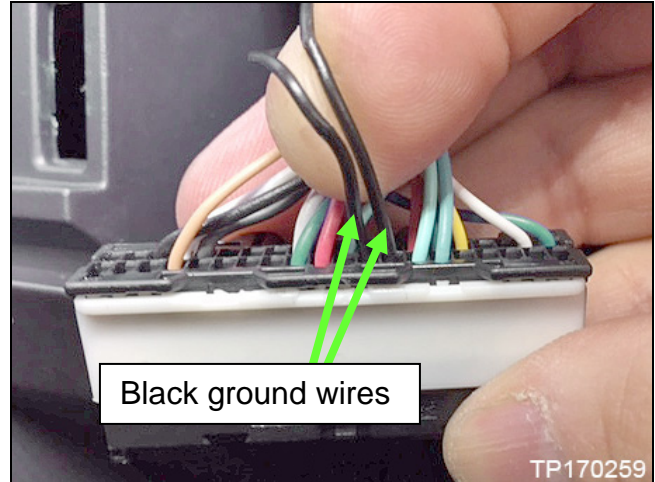


Figure 19

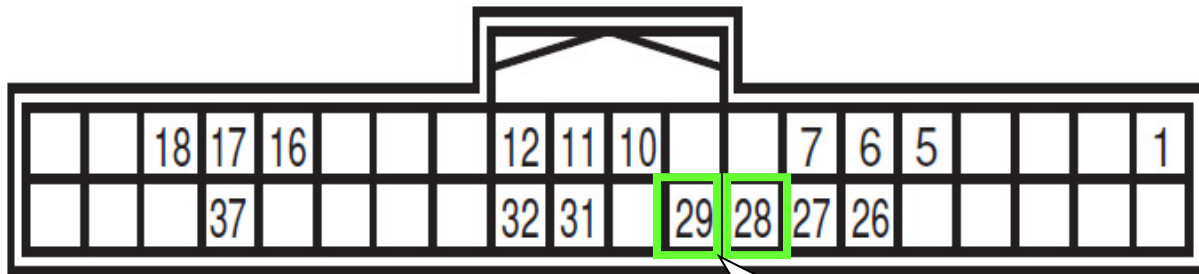


Figure 20 Terminals 29 and 28

- Press down on locking fingers (Figure 21) to release each terminal.

**IMPORTANT:** Locking fingers are fragile.

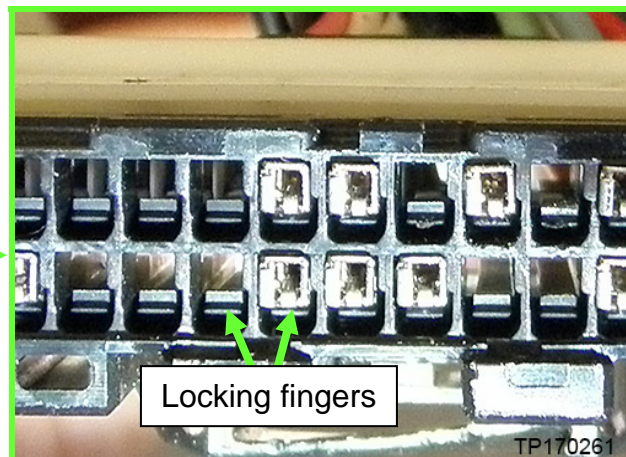
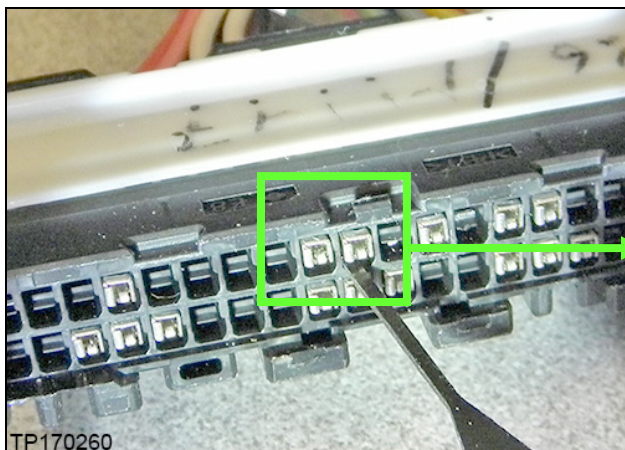


Figure 21

- Figure 22 shows the existing ground wires removed.

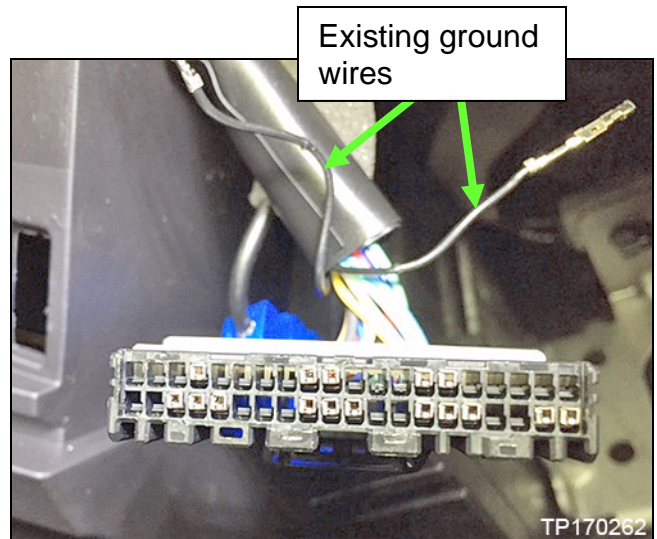


Figure 22

19. Insert the two pins of the new sub-harness, from Parts Information, where the black ground wires were just removed from terminals 29 and 28.
  - It does not matter which wire is in which cavity.
  - Refer to Figure 20 on previous page for harness connector cavity locations.

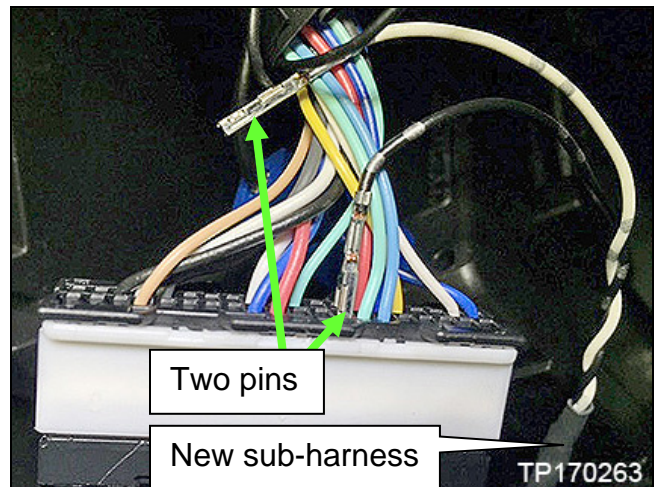


Figure 23

20. Install the side terminal retainer and then the front terminal retainer.

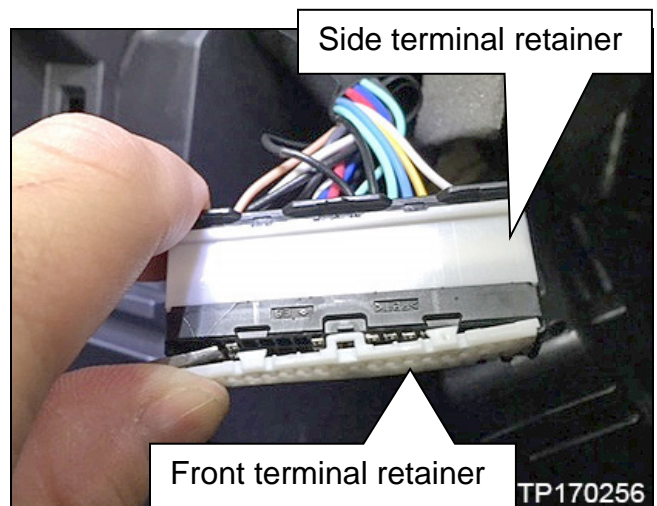


Figure 24

21. Fold the original ground wires and the two (2) wires removed from the harness connector in step 7 to the harness as shown in Figure 25.

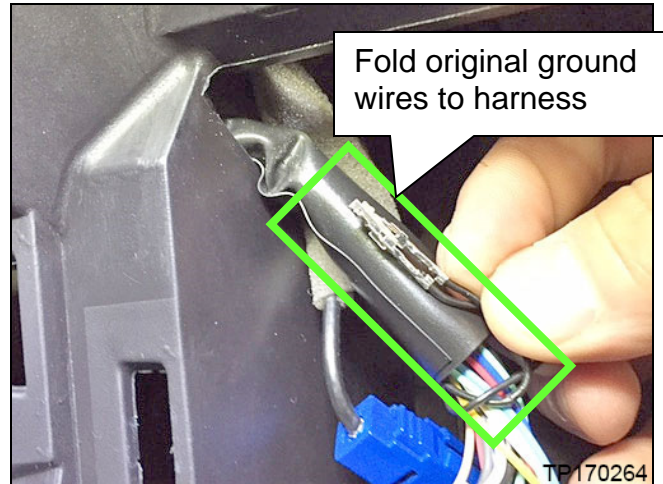


Figure 25

22. Tape the wires from step 21 to the harness. Figure 26.

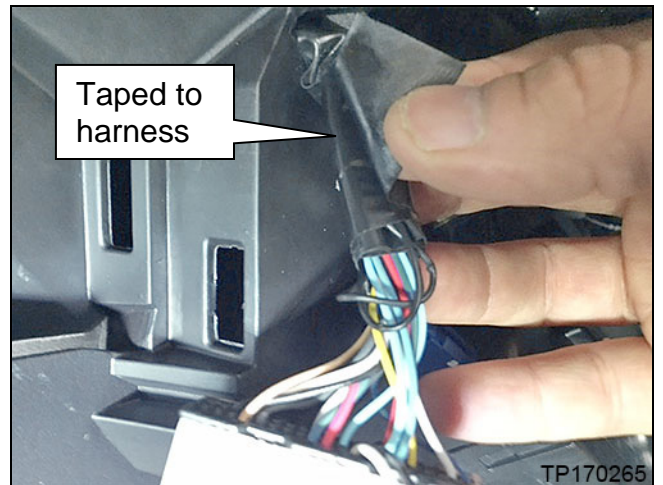


Figure 26

23. Plug the 40 pin TCU harness connector back into the TCU.
- Confirm that all connections are secure.

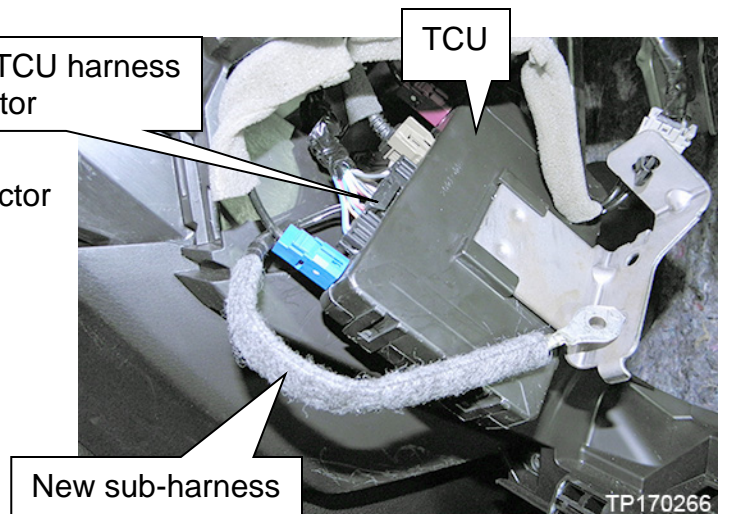


Figure 27

24. Reinstall the TCU with two screws.

- Attach the eyelet of the new sub-harness to the upper TCU mounting screw.

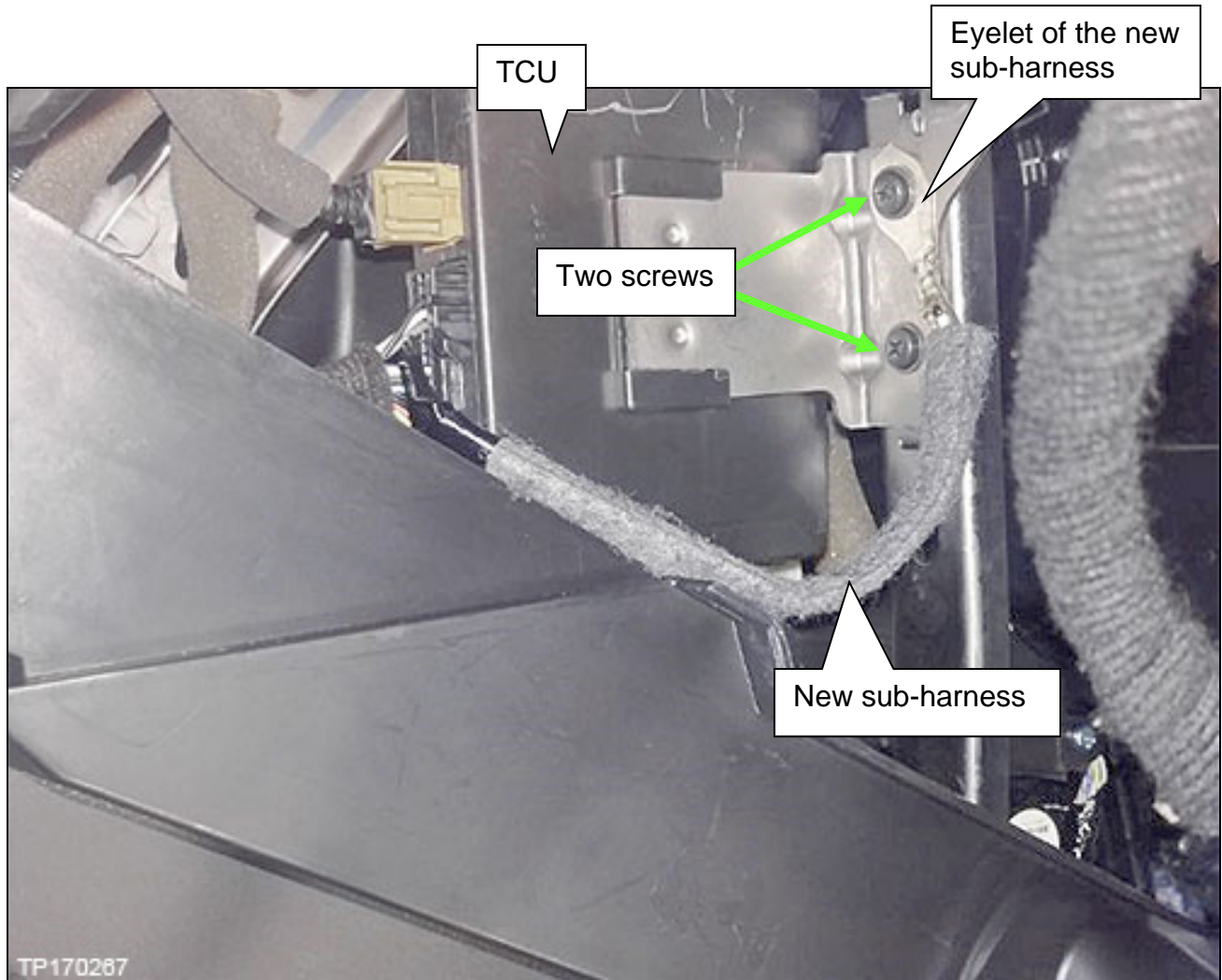


Figure 28

25. Reinstall the glove box assembly.

**PARTS INFORMATION**

DESCRIPTION	PART NUMBER	QUANTITY
HARNESS SUB (Sub-harness)	24168-9TB1C	1
Red Solder Sleeve	24361-7990A	1

- Figure 29 shows sub-harness.

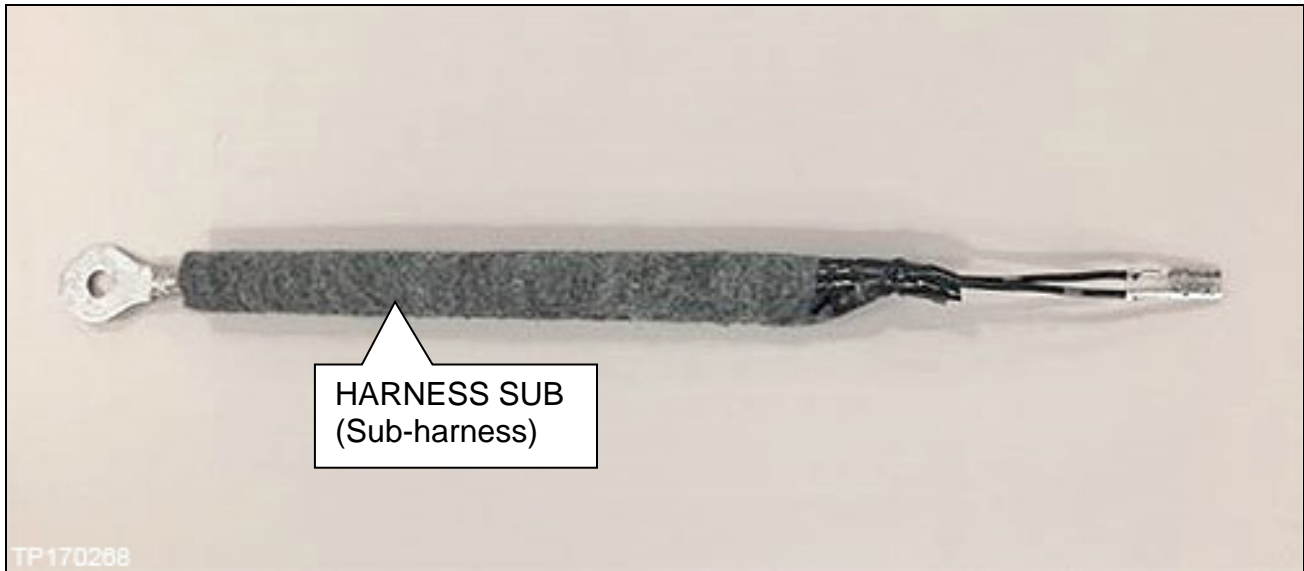


Figure 29

**CLAIMS INFORMATION**

**GROUP 1 \***

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Solder Circuits 16 and 11 Together	24361-7990A	RX6GAA	ZE	32	0.5

\* (See page 2 for group identification)

**GROUP 2 \***

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Install Sub-harness	24168-9TB1C	RX5PAA	ZE	32	0.5
Solder Circuits 16 and 11 Together		RX6HAA	ZE	32	0.6

\* (See page 2 for group identification)

## AMENDMENT HISTORY

<b>PUBLISHED DATE</b>	<b>REFERENCE</b>	<b>DESCRIPTION</b>
August 23, 2017	NTB17-097	Original bulletin published
August 29, 2018	NTB17-097A	Changes made throughout
March 12, 2021	NTB17-097B	Classification number updated

