



# SERVICE BULLETIN

Classification: AN20-009D	Reference: NTB20-029D	Date: April 21, 2021
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## TELEMATICS (IVC) SERVICE INFORMATION

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

**APPLIED VEHICLES:** 2021 Armada (Y62) – All  
2021 Kicks (P15) – SR with Technology Package  
2021 Maxima (A36) – All  
2021 Rogue (T33) – Platinum, SL with Premium Package  
2021 Sentra (B18) – SR with Premium Package  
2020-2021 Titan/Titan XD (A61) – SV with Convenience Package,  
SL, Platinum Reserve, PRO-4X

**NOTE:**

- If the customer experiences Wi-Fi hotspot related concerns only, **DO NOT** replace the TCU. Have the customer contact the AT&T Support line at 1 (888) 719-7242.
- If the customer experiences other telematics related concerns, prior to any part replacement, confirm that the vehicle is enrolled in NissanConnect® Services, and is subscribed to the service(s) the customer states is not functioning. See **Verify NissanConnect® Services Enrollment and Subscriptions (if needed)** on page 20.

### 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 must be performed properly in order to set up and maintain the telematics/in-vehicle communications (IVC) system, for the vehicles listed under **APPLIED VEHICLES**.

- An Order of Completion 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 on page 19. Print and check off steps as they are completed. **Staple the completed check-off sheet to the repair order.**

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.

## REQUIRED ACTIONS

**IMPORTANT:** After TCU replacement (steps 1-13):

- If all of the steps in this bulletin are not completed, telematics services will not operate properly.
- Follow all of the steps in this bulletin and use the check-off sheet provided on page 19.
- If the TCU is replaced and the steps are not followed, the warranty claim will be denied.

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

## 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 **MUST** 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 14 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 VI. If Bluetooth® signal waves are within range of the CONSULT PC or VI during reprogramming, the reprogramming may be interrupted.
- Turn OFF all vehicle electrical loads.
- Turn ON the hazard warning lights.
- 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 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)**.

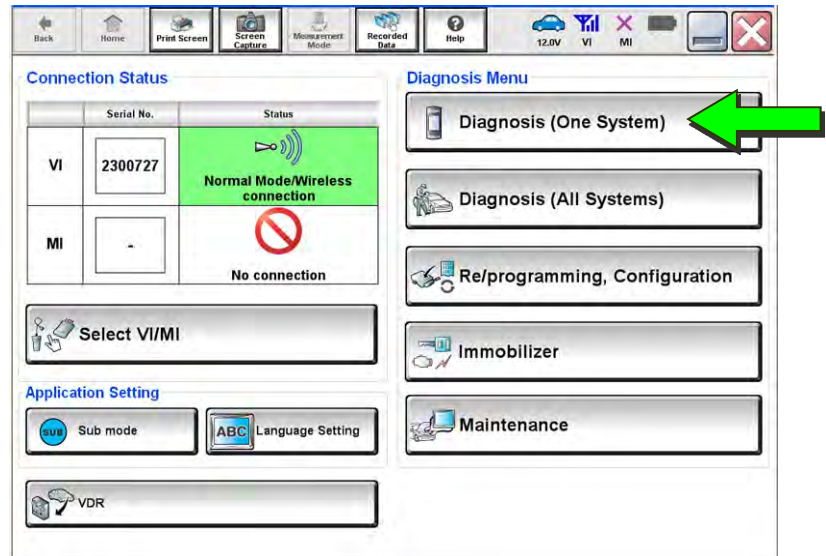


Figure 1

6. Select **IVC**.

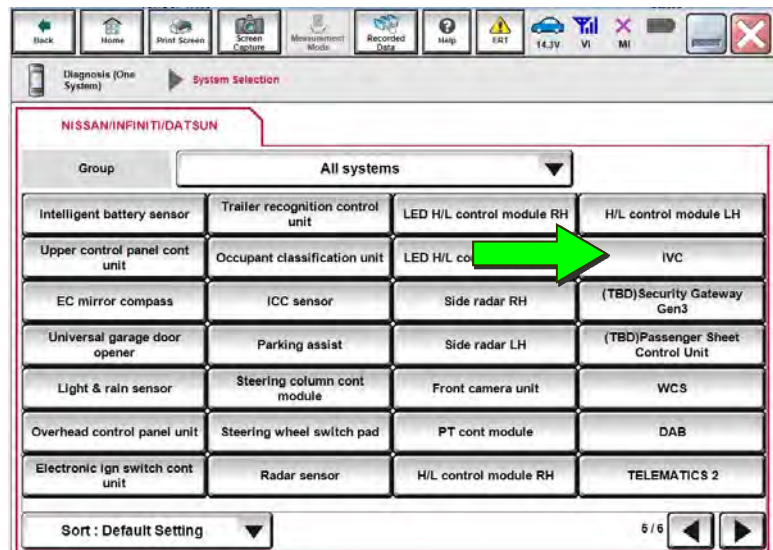


Figure 2

7. Select **Work Support**.

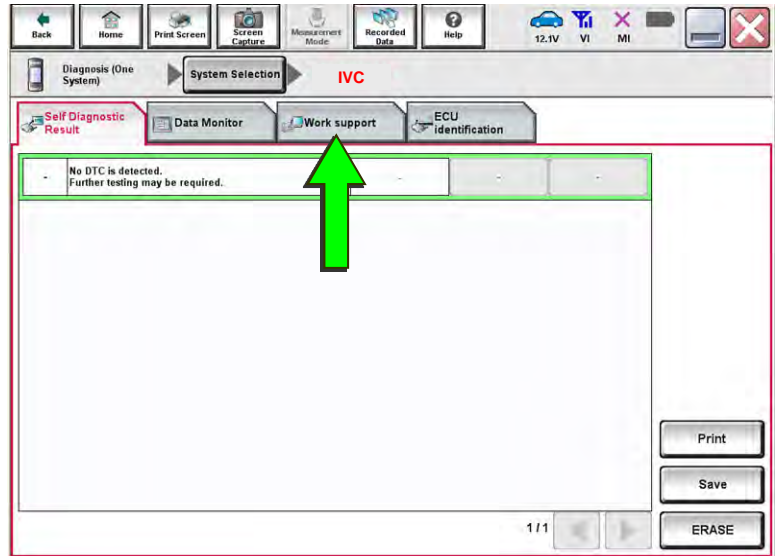


Figure 3

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

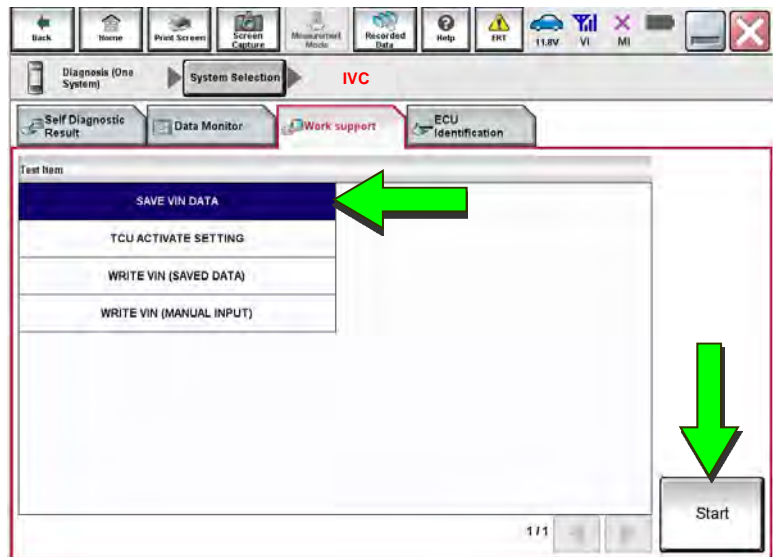


Figure 4

9. Select **Start**.

**NOTE:** If the VIN data cannot be saved, skip to step 11 on page 6. You will be instructed to manually enter the VIN at step 53 on page 22.

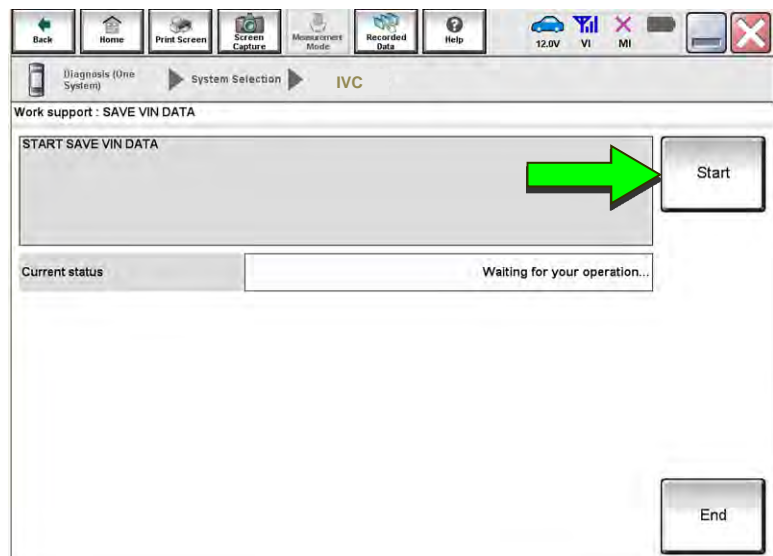


Figure 5

10. Select **End**.

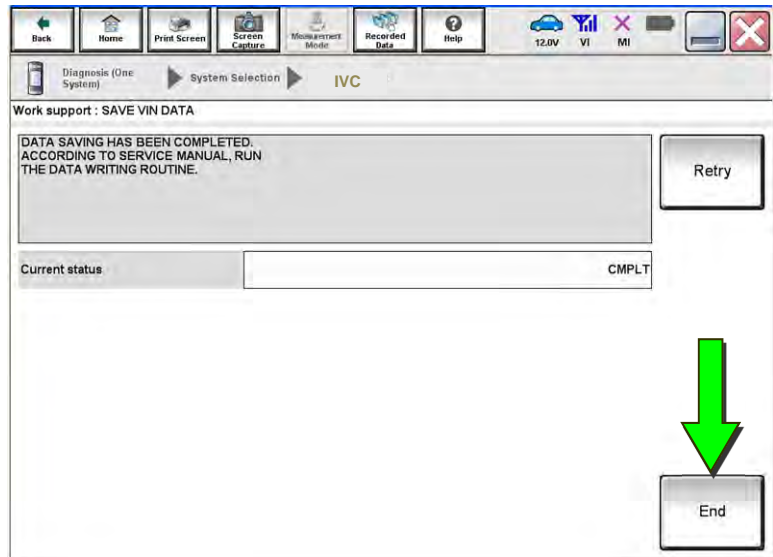


Figure 6

### 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. Write down the part number listed on the new / replacement TCU (Figure 7).

- The TCU part number is needed later in this bulletin.

13. 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.**

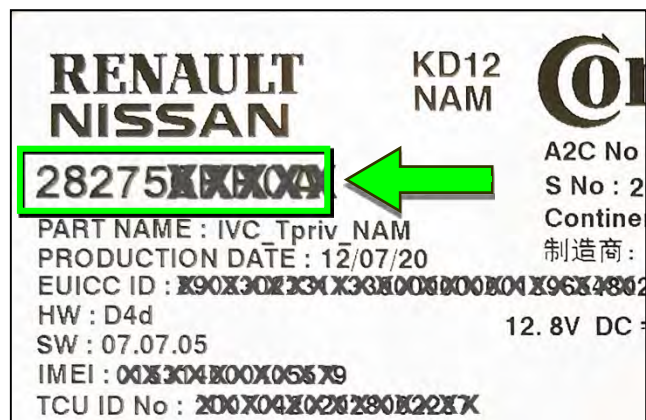


Figure 7

## Configure the TCU

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

**NOTE:** C-III plus screens for steps 15-17 are not shown.

15. Read the precautions on the C-III plus screen, and then select **Next.**
16. Select the model and model year.
17. Select **Select**, and then select **Confirm.**

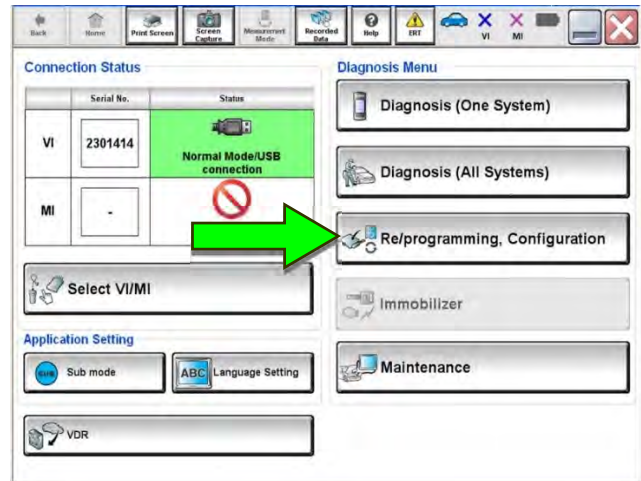


Figure 8

18. Select **IVC.**

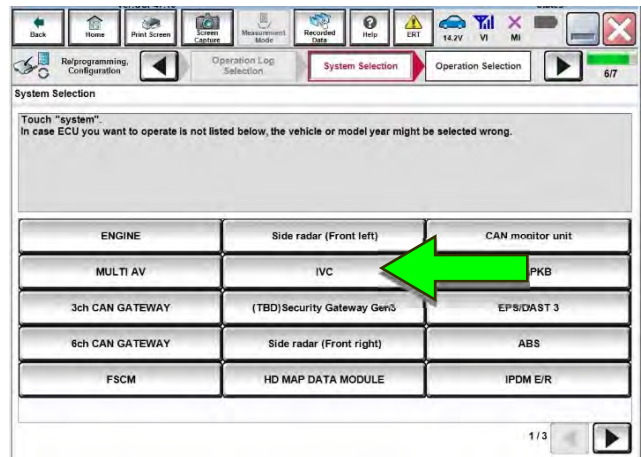


Figure 9

19. Is the vehicle a Rogue?

- **YES:** Select **Configuration.**
- **NO:** Skip to step 23 on page 9.

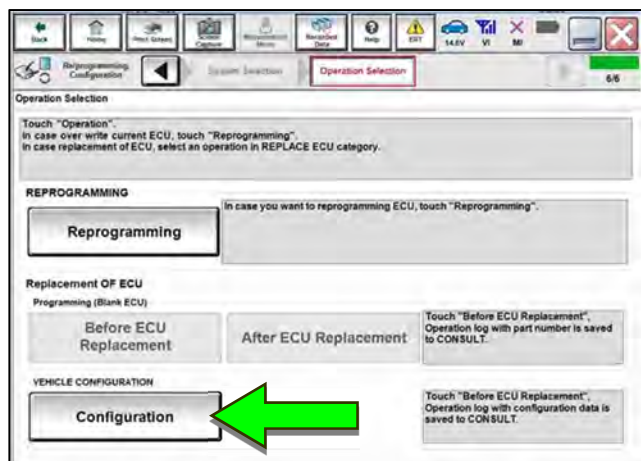


Figure 10

20. Sign into **Server authentication**.



Figure 11

21. Select **START**.

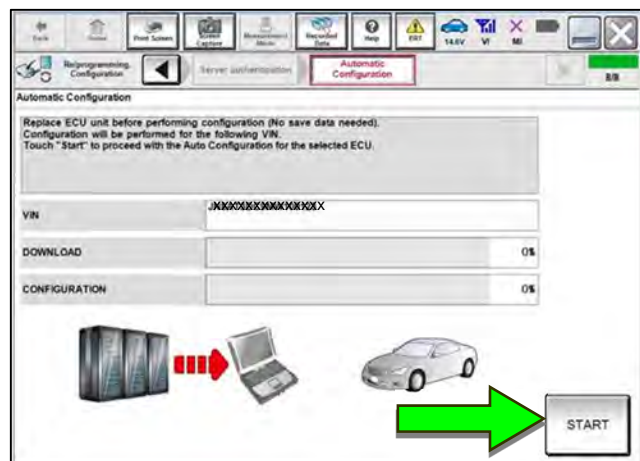


Figure 12

22. Select **End** when complete, and then skip to step 28 on page 11.



Figure 13



23. Select **After ECU Replacement**.

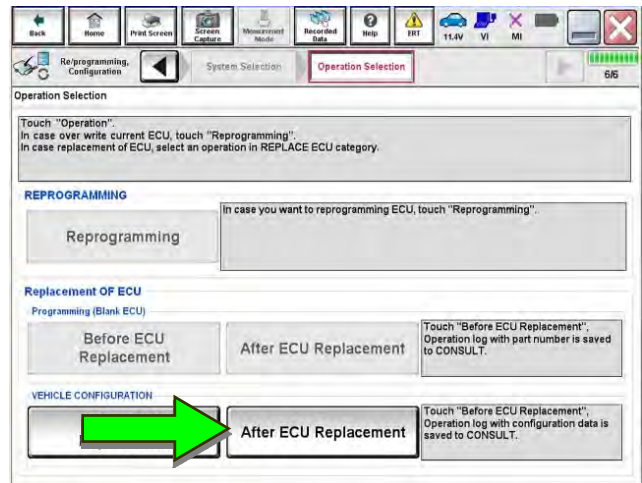


Figure 14

24. Select **Manual selection**.

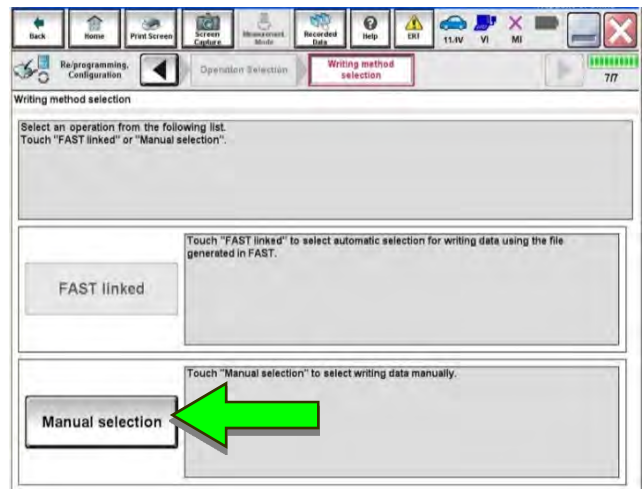


Figure 15

25. Select the applicable **Type ID**.

VEHICLE	SYSTEM	TYPE ID
2021 Armada	-	28277-6JL0A
2021 Kicks	With Remote Engine Start	28277-5R00A
	Without Remote Engine Start	28277-5R00B
2021 Maxima	-	28277-9DL0A
2021 Sentra	With Remote Engine Start	28277-6LB0A
	Without Remote Engine Start	28277-6LB0C
2020-2021 Titan/Titan XD	With Remote Engine Start	28277-9FV4A or 28277-9FV0A
	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 16). Skip to step 27.

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

27. Select **OK**.

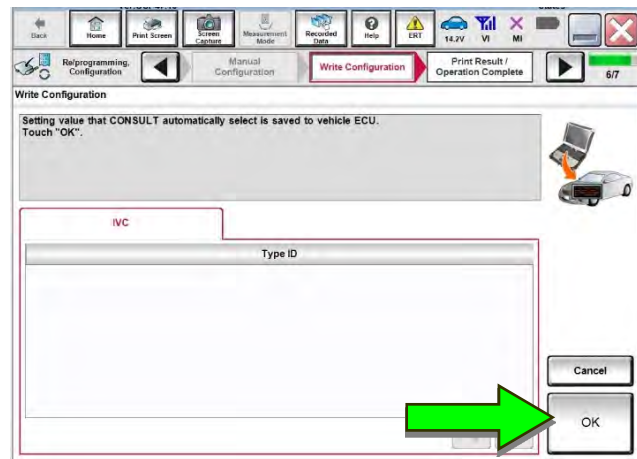


Figure 16

## 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.

28. Navigate to **IVC Work support**.
  - Refer to steps 1-7 on pages 4-5.

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

**NOTE:** If the VIN DATA could not be saved in step 9, skip to **Manually Enter VIN Data (if needed)** at step 53 on page 22.

30. Select **Start**.

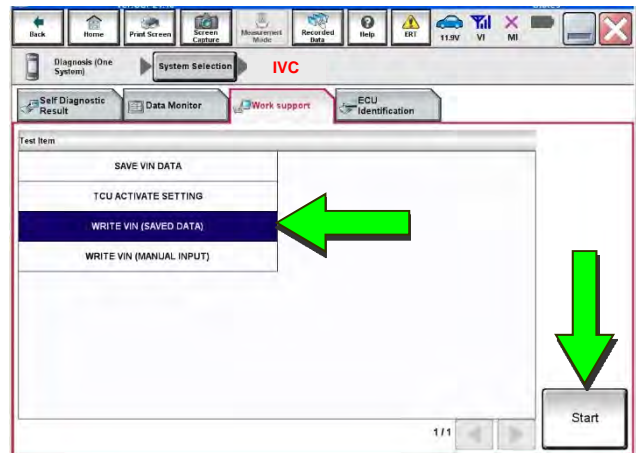


Figure 17

31. Select **Start**.

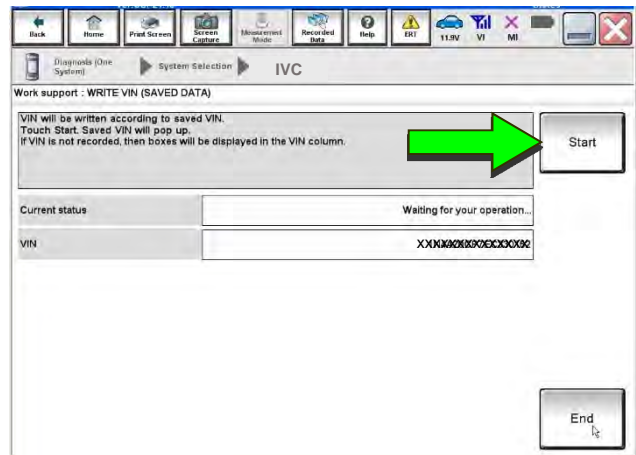


Figure 18

32. Select **End**.

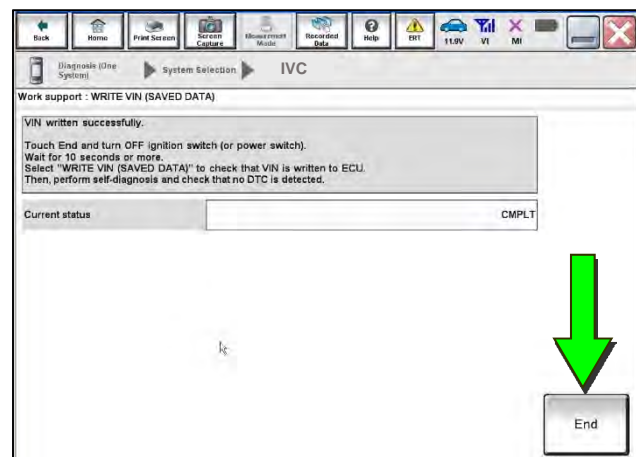


Figure 19

33. Review the TCU part number written down in step 12.
- If the part number **is** 28275-5SN0B, 28275-5SN0F, or 28275-5SN4B:
    - Skip to **Verify Telematics Function (if needed)**, beginning on page 15.
  - If the part number **is not** 28275-5SN0B, 28275-5SN0F, or 28275-5SN4B:
    - Perform **Confirm Network Initial Settings (if needed)**, below.

### Confirm Network Initial Settings (if needed)

34. Select **Diagnosis (One System)**.

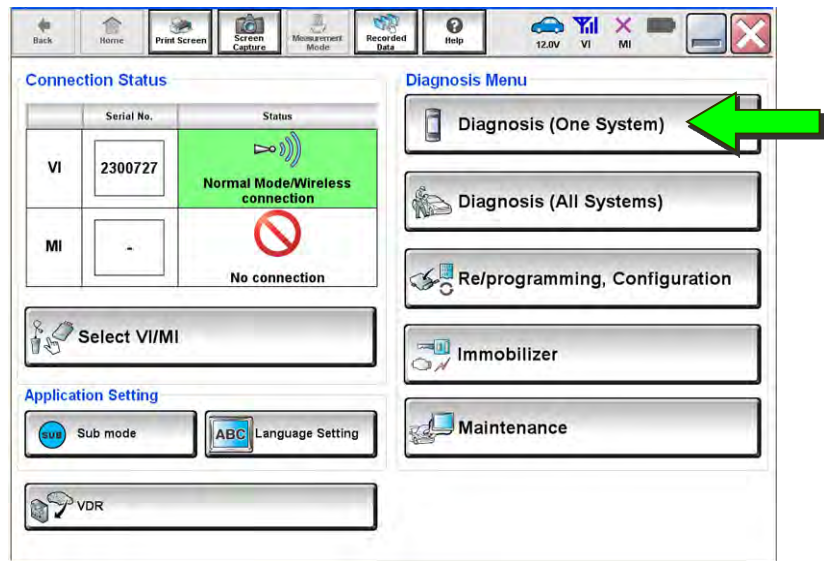


Figure 20

35. Select **IVC**.

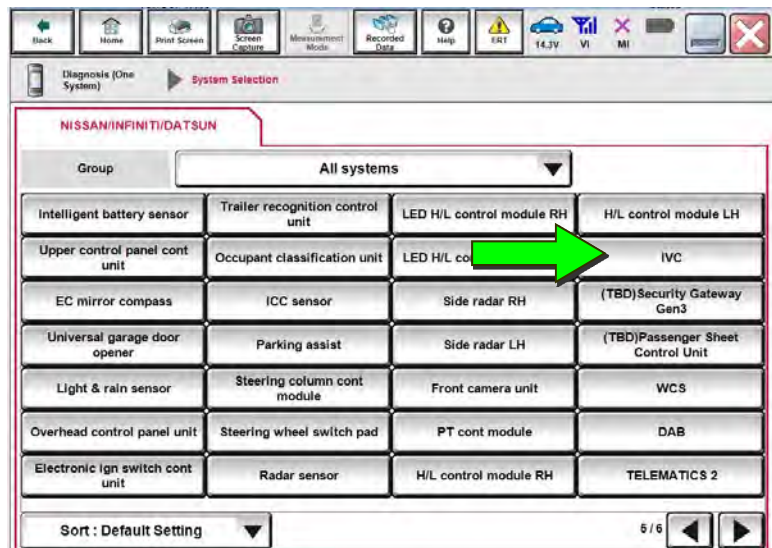


Figure 21

36. Select **Work Support**.

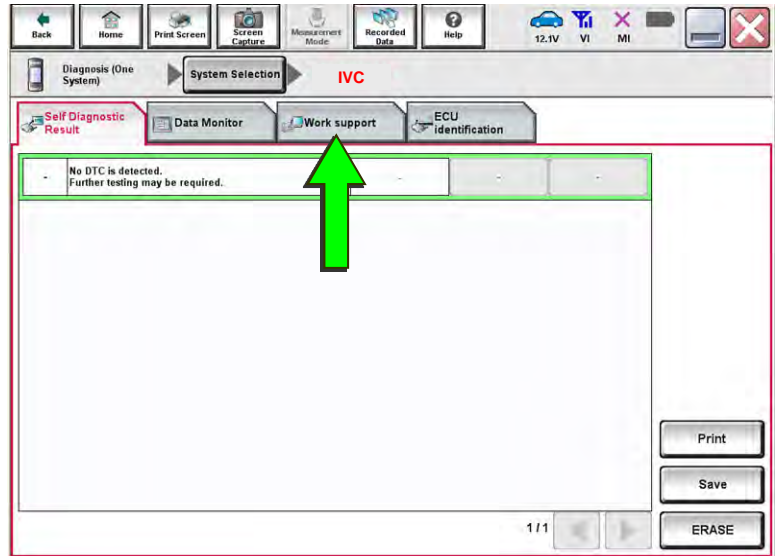


Figure 22

37. Select **Network initial settings**.

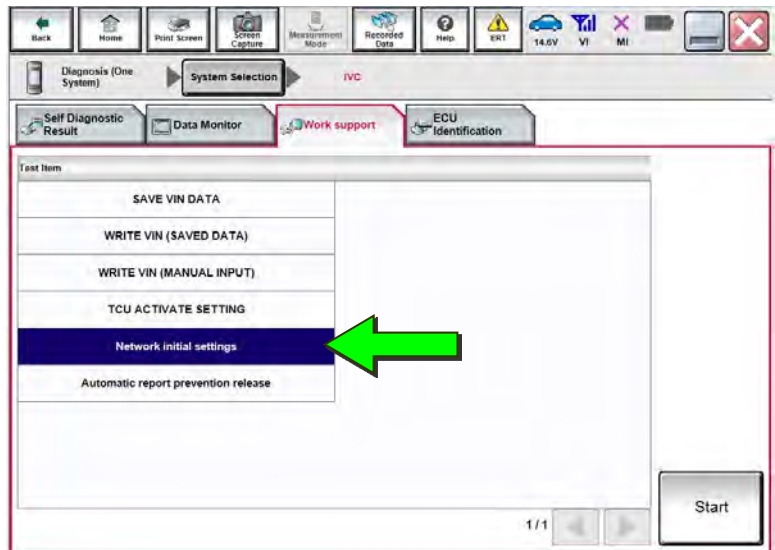


Figure 23

38. Select **Start**.

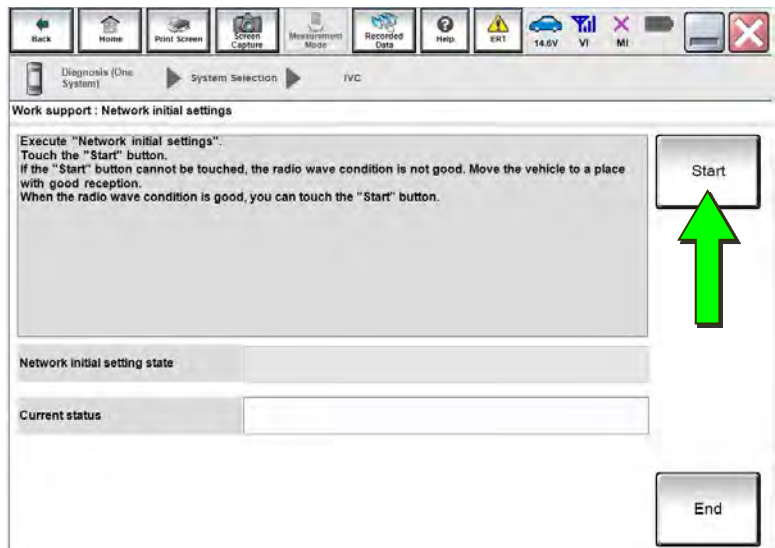


Figure 24

39. Check the **Network initial setting state** field (Figure 25).

**NOTE:** It may take up to 15 minutes for the result described below to display.

- If the result is **100%**:
  - a. Confirm “**Completed**” displays in the **Current status** field.
  - b. Select **End**.
  - c. Skip to **Intelligent Key Registration** on page 18.

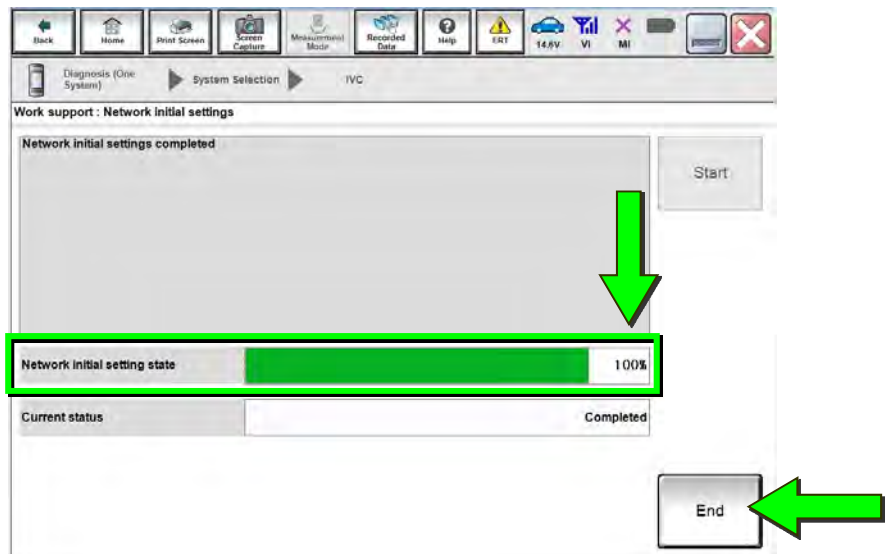


Figure 25

- If the result is **0**:
  - a. Confirm the VIN is written correctly.
  - b. Skip to **Verify Telematics Function (if needed)**, beginning on page 15.

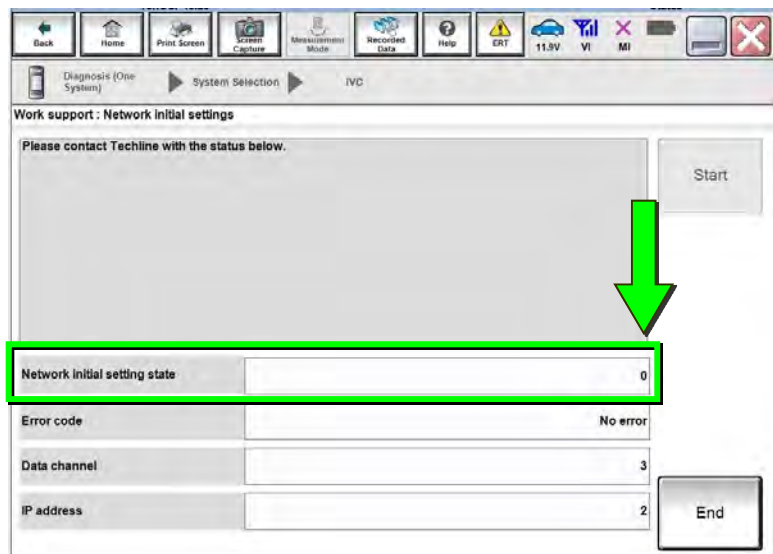


Figure 26

- If the result is **1-5**:
  - a. Wait 24 hours and then perform steps 34-39 again.
    - If **1-5** displays again, contact the Nissan Owner Services call center at (855) 426-6628, between the hours of 8am and 7pm Central Standard Time (CST), Monday through Friday.

During the call, the agent will request the following:

- Owner name, dealer name, dealer code, and dealer employee name and contact information.

## Verify Telematics Function (if needed)

40. Turn the ignition OFF, and then wait for 10 minutes.
41. Turn the ignition ON with the engine OFF.
42. Turn the hazard warning lights ON, and then wait for 15 minutes.
43. Turn the ignition OFF, and then wait for 10 minutes.
44. Turn the ignition ON with the engine OFF, and then wait for 15 minutes.
45. From the home page, select **Info**.



Figure 27

46. Select **System Information**.



Figure 28

47. Select **Software Update**.



Figure 29

48. Select **Start Software Update**.



Figure 30

- **Locating new software** should display as shown in Figure 31.



Figure 31





Figure 32



Figure 33

49. To confirm telematics functionality, ensure the screen in either Figure 32 or Figure 33, above, is displayed.

- If the screen matches Figure 32 or Figure 33, the procedure is complete.

- If the screen matches Figure 34, (“**There is no current WI-FI connection**”) perform steps 40-49 again.

- If Figure 34 displays after performing steps 40-49 two times, wait 24 hours and then perform steps 40-49 a third time.

- If Figure 34 displays after the third attempt, contact the Nissan Owner Services call center at (855) 426-6628, between the hours of 8am and 7pm Central Standard Time (CST), Monday through Friday.



Figure 34

During the call, the agent will request the following:

- Owner name, dealer name, dealer code, and dealer employee name and contact information.

## Intelligent Key Registration

50. Perform Intelligent Key registration for all customer Intelligent Keys.
  - Refer to the C-III plus operations manual for Intelligent Key registration instructions.

## 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.

	<b>CHECK BOX</b>	<b>ACTION</b>
1		Configure TCU <b>(1)</b>
2		Write VIN to TCU <b>(2)</b>
3		Register Intelligent Key <b>(3)</b>

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

**(2)** Refer to page 11, step 28, section **Write VIN to TCU**.

**(3)** Refer to page 18, step 50, section **Intelligent Key Registration**.

## Verify NissanConnect® Services Enrollment and Subscriptions (if needed)

51. Go to <https://owners.nissanusa.com/nowners/vinlookup/dealervinlookup>.
52. Enter the VIN.

### Vehicle is shown as **not** enrolled:

- The customer is not enrolled in NissanConnect® Services. Have the customer enroll, and then confirm the services function as intended.

**NOTE:** It may take up to 24 hours for the services to be activated after enrollment is completed. Ensure the customer is informed that NissanConnect® Services features may not be available for up to 24 hours.

### “VIN not found” displays:

- The vehicle needs to be registered in the Nissan Owner Portal and enrolled in NissanConnect® Services. Have the customer register and enroll, and then confirm the services function as intended.

**NOTE:** It may take up to 24 hours for the services to be activated after enrollment is completed. Ensure the customer is informed that NissanConnect® Services features may not be available for up to 24 hours.

### Vehicle is shown as enrolled:

- Confirm the customer’s NissanConnect® Services subscription.

The customer can find this information two ways:

Method #1:

1. Log into to the NissanConnect® Services portal.
2. Locate **Manage Subscription** on the first page.
3. Select **Package Features**.
4. Confirm the features the customer states are not functioning are part of the current package.

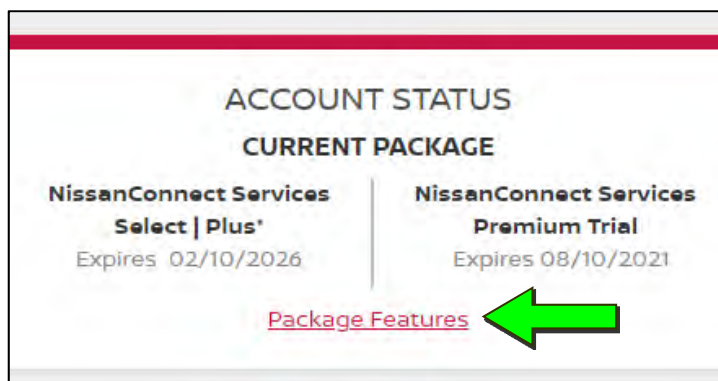


Figure 35

OR

Method #2:

1. Log into the NissanConnect® Services mobile app.
2. Select **Vehicle Information**.
3. Select **Package Info**.
4. Select the 'i' symbol in the upper right.
5. Confirm the features the customer states are not functioning are part of the current package.

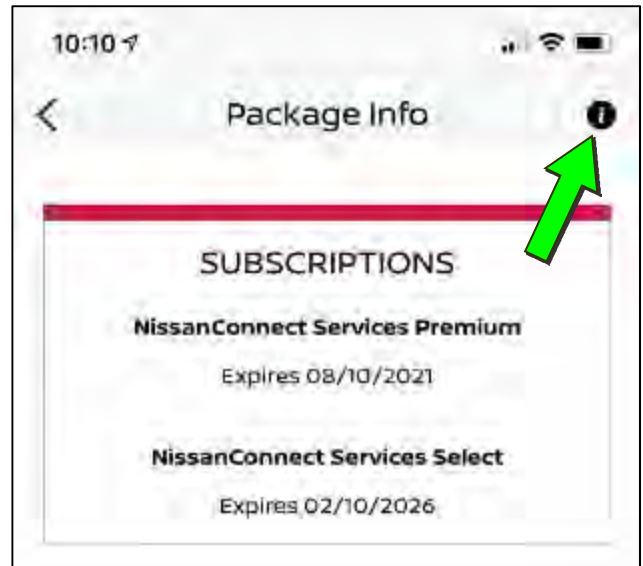


Figure 36

## 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 be denied if this is not followed correctly.

The following is only needed if automatic “SAVE VIN DATA” or “WRITE VIN (SAVED DATA)” did not complete correctly.

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

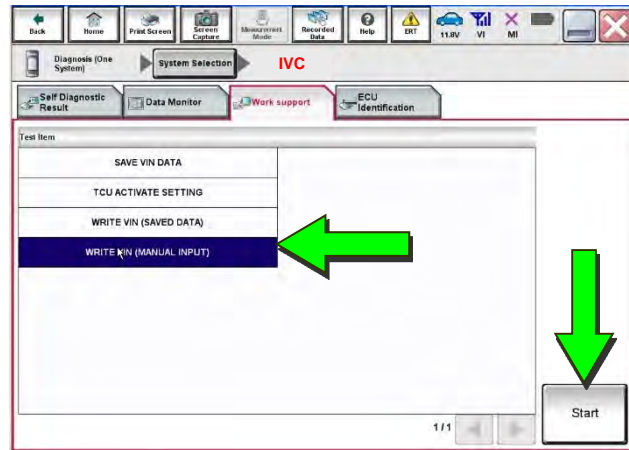


Figure 37

54. 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.

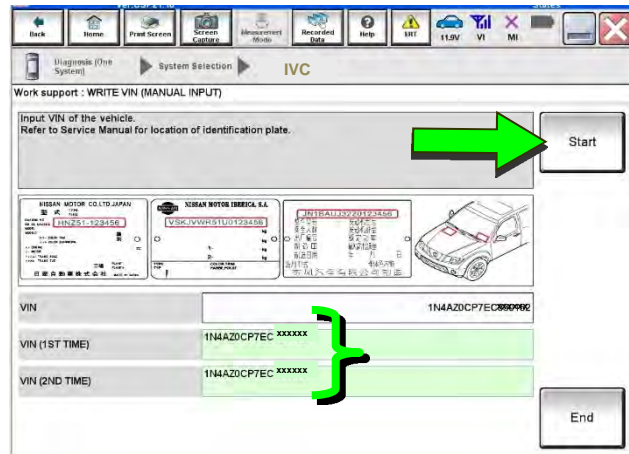


Figure 38

55. Select **Start**.

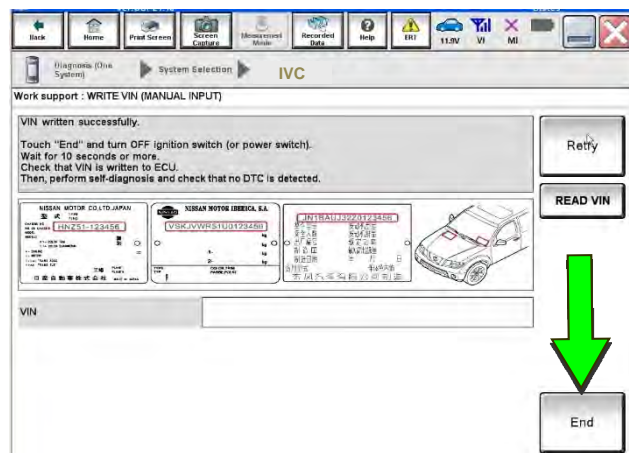


Figure 39

56. Select **End**.

## AMENDMENT HISTORY

<b>PUBLISHED DATE</b>	<b>REFERENCE</b>	<b>DESCRIPTION</b>
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 and added part numbers to step 20
February 3, 2021	NTB20-029C	Classification number updated
April 21, 2021	NTB20-029D	Changes made throughout

