



SERVICE BULLETIN

Classification: AN21-007	Reference: NTB21-036	Date: April 28, 2021
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INFOTAINMENT SCREEN TURNS ON AFTER TURNING VEHICLE OFF

APPLIED VEHICLES: 2021 Maxima (A36)

IF YOU CONFIRM

The infotainment screen turns ON after the vehicle's ignition is turned OFF and the door is opened,

And

The current telematics control unit (TCU) part number is 28275-5SN9B.

ACTION

Reprogram the telematics control unit (TCU).

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.

SERVICE PROCEDURE

Reprogram the TCU

IMPORTANT: Before starting, make sure:

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

NOTICE

- Connect a battery maintainer/smart charger set to reflash mode or a similar setting. If the vehicle battery voltage drops below 12.0V or rises above 15.5V during reprogramming, the TCU may be damaged.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, the TCU may be damaged.
- Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the TCU may be damaged.
- 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, reprogramming may be interrupted and the TCU may be damaged.

1. Connect a battery maintainer/smart charger to the vehicle.
2. Turn ON the ignition and the hazard warning lights.
3. Connect the VI to the vehicle.
4. Start C-III plus.
5. Wait for the VI to be recognized.
 - The serial number will display when the VI is recognized.

6. Select Re/programming, Configuration.

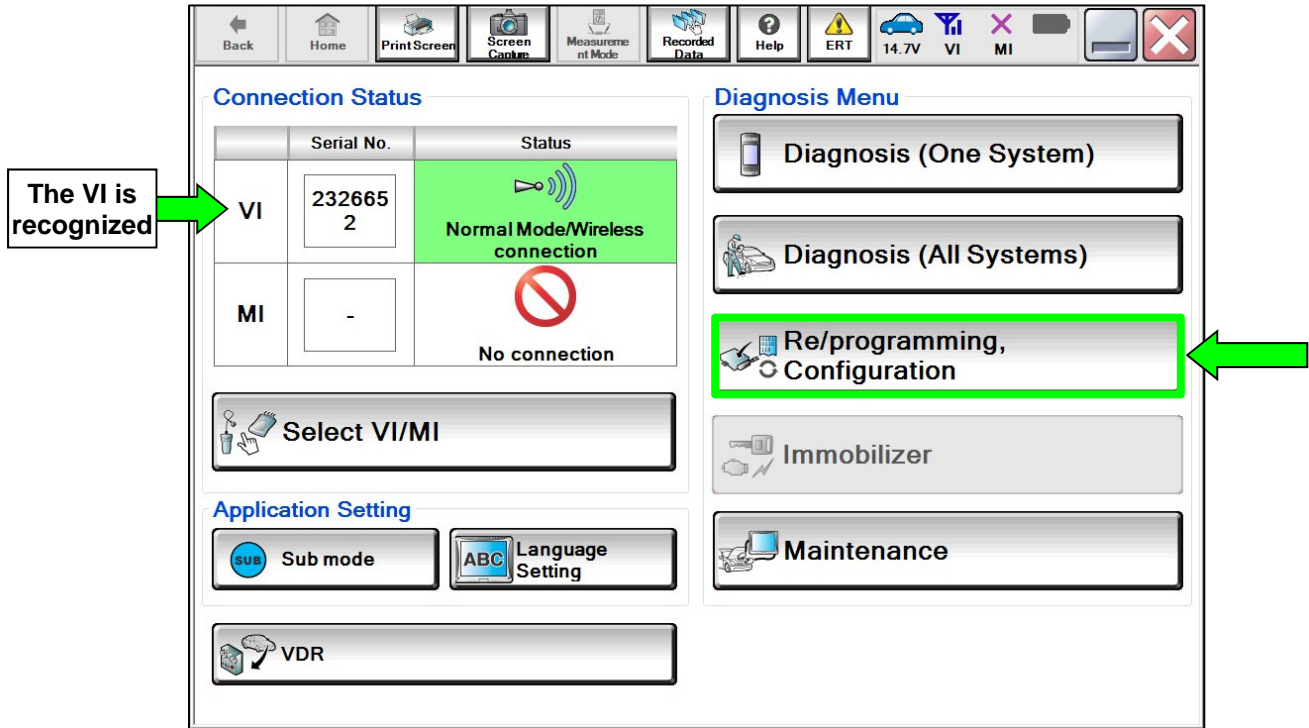


Figure 1

7. Check the box to confirm the precaution instructions have been read, and then select Next.

NOTE: Use the arrows (if needed) to view and read all of the precautions.

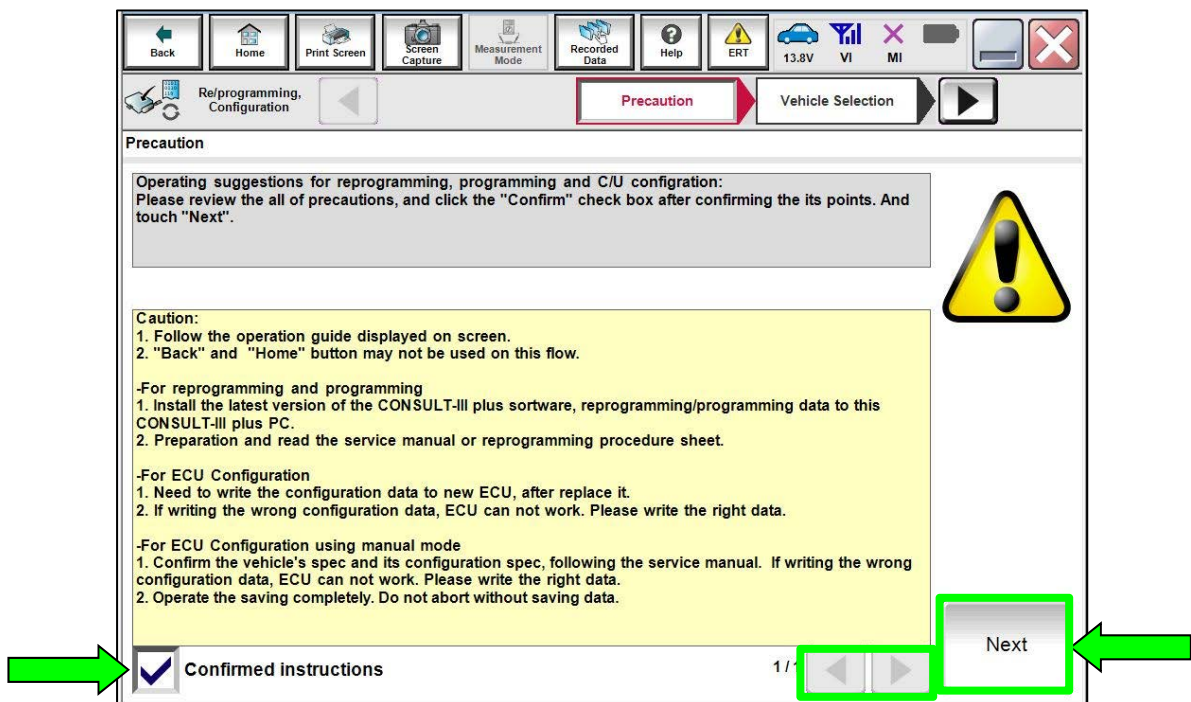


Figure 2

8. Select Automatic Selection(VIN).

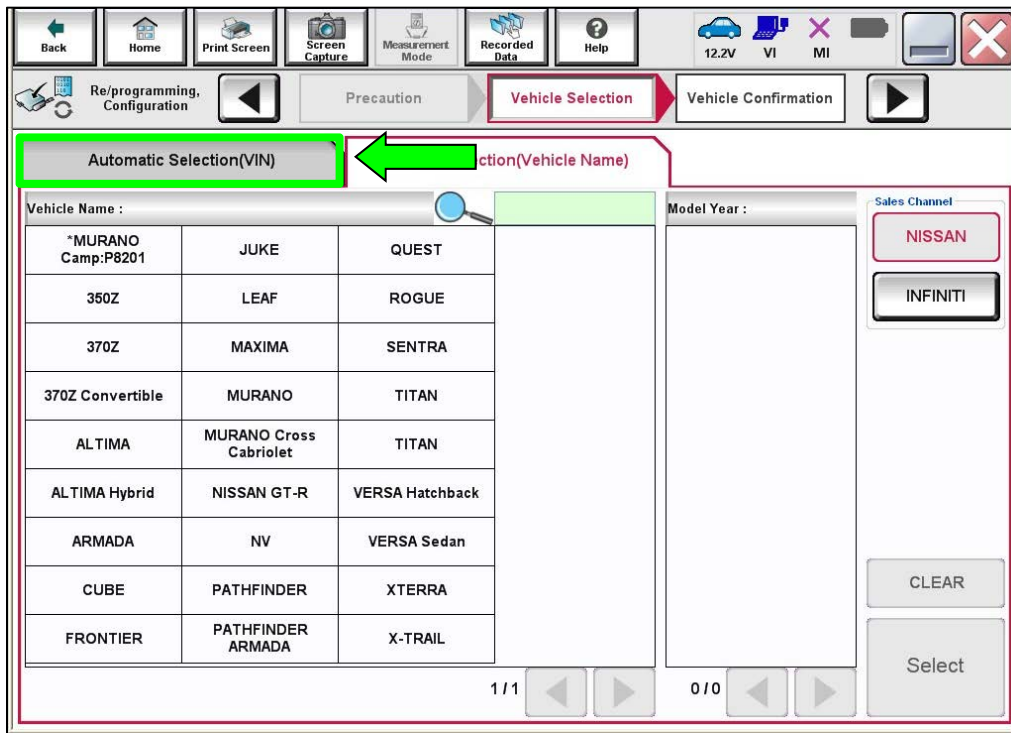


Figure 3

9. Confirm the VIN or Chassis # is correct, and then select Confirm.

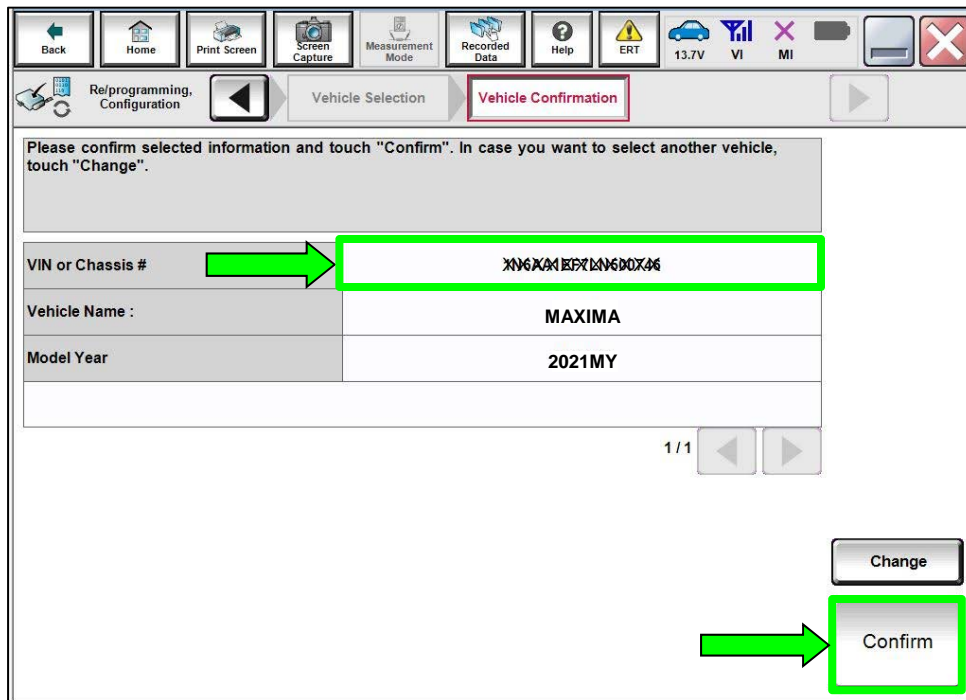


Figure 4

12. Select **Reprogramming**.

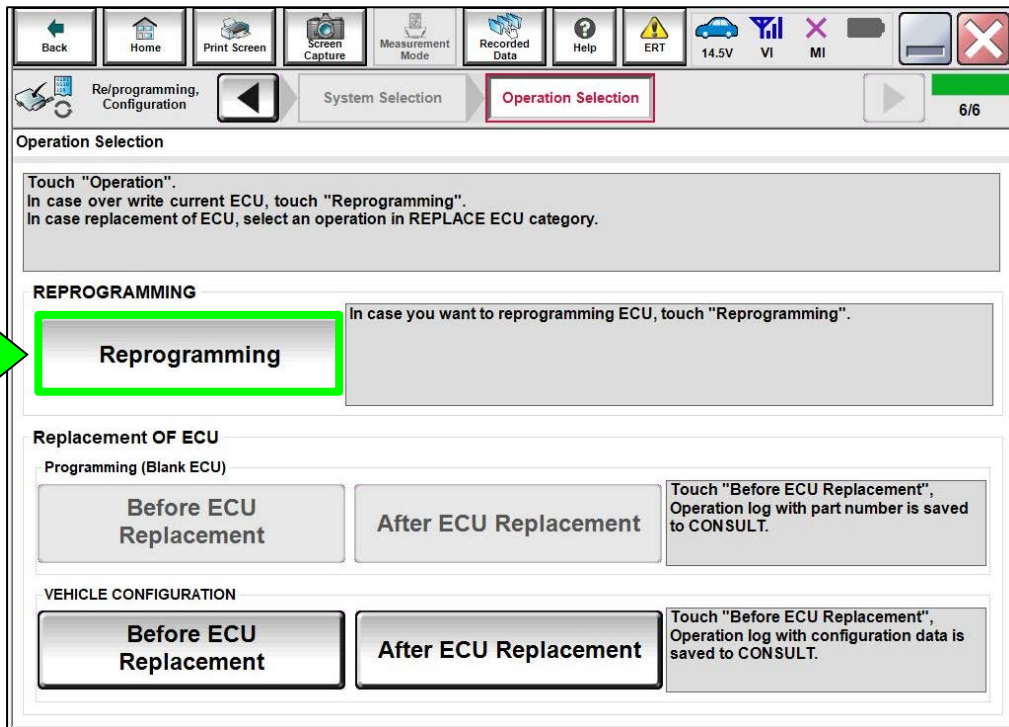


Figure 7

13. Find the TCU **Part Number** and write it on the repair order, and then select **Save**.

NOTE: This is the current Part Number (P/N).

- If the current TCU part number is 28275-5SN9B, proceed to step 14 on page 7.
- If the current TCU part number is not 28275-5SN9B, reprogramming is not required. Refer to the ESM for further diagnostic information.

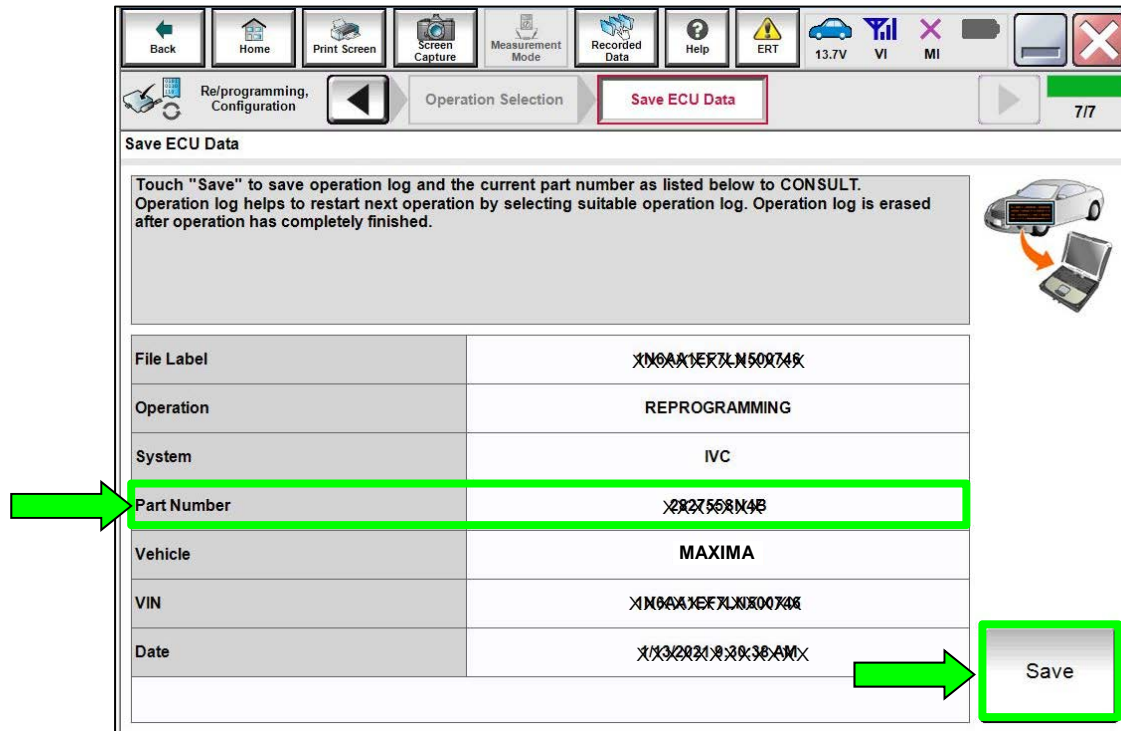


Figure 8

- Check the box to confirm the precaution instructions have been read, and then select **Next**.

NOTE: Use the arrows (if needed) to view and read all the precautions.

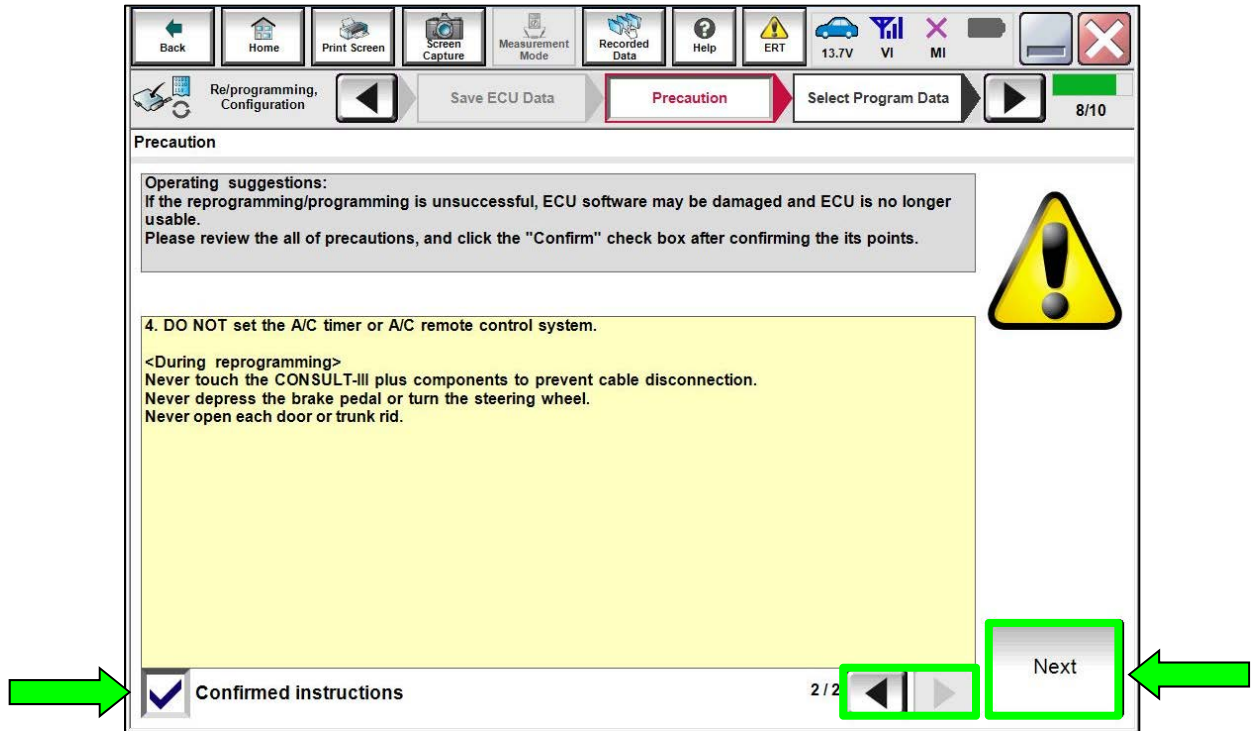


Figure 9

- Read the **Current Part Number** and **Part Number After Repro/programming**. They should be different, and then select **Next**.

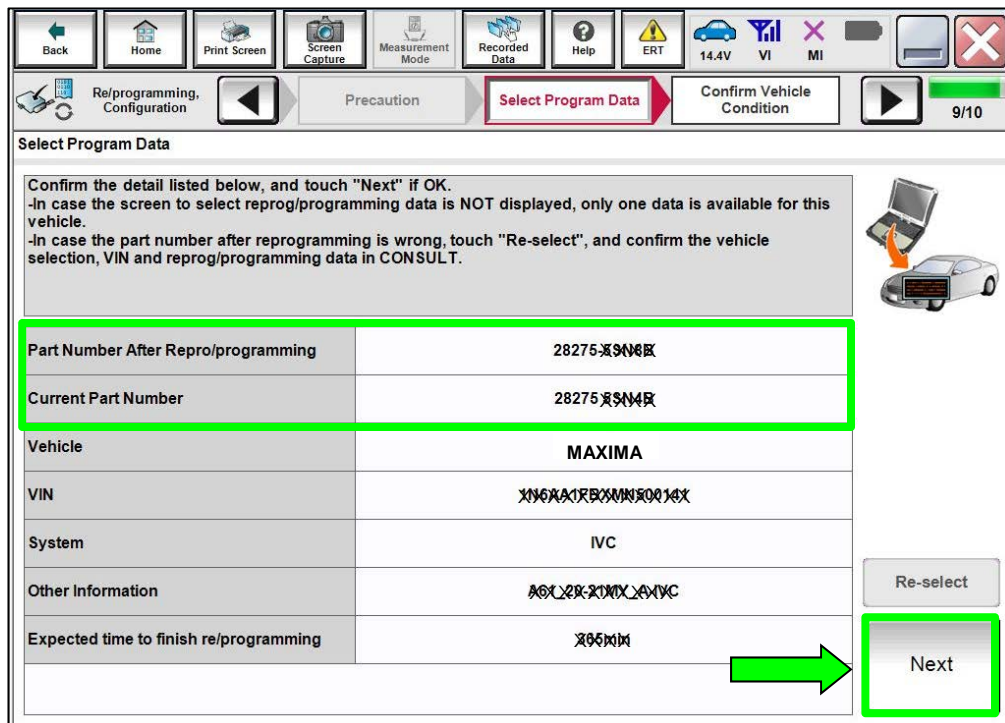


Figure 10

16. Confirm the battery charger is ON and the battery voltage is between 12V-15.5V, and then select **Next**.

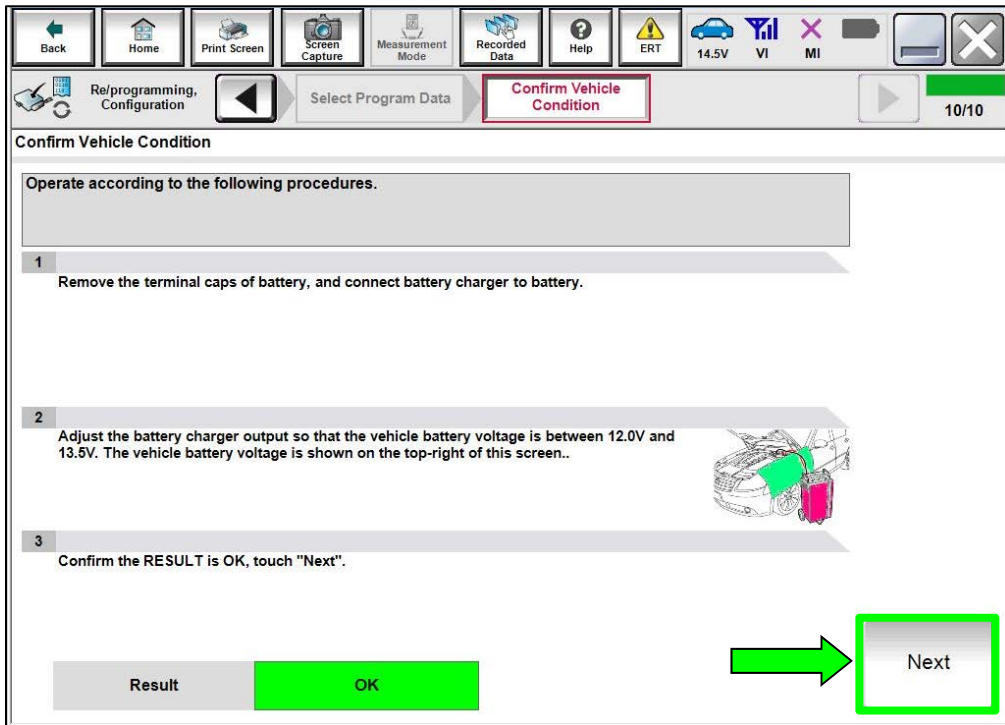


Figure 11

NOTICE

- To avoid damage to the TCU, ensure the ignition is ON and the hazard warning lights are also ON, as **the update will take approximately 45 minutes to complete.**
- To avoid damage to the TCU, ensure a battery maintainer or smart charger set to reflash mode or a similar setting is connected.
- To avoid damage to the TCU, ensure the AC Adapter is connected to the CONSULT PC.

17. Confirm the battery voltage Judgment is OK, and then select **Start**.

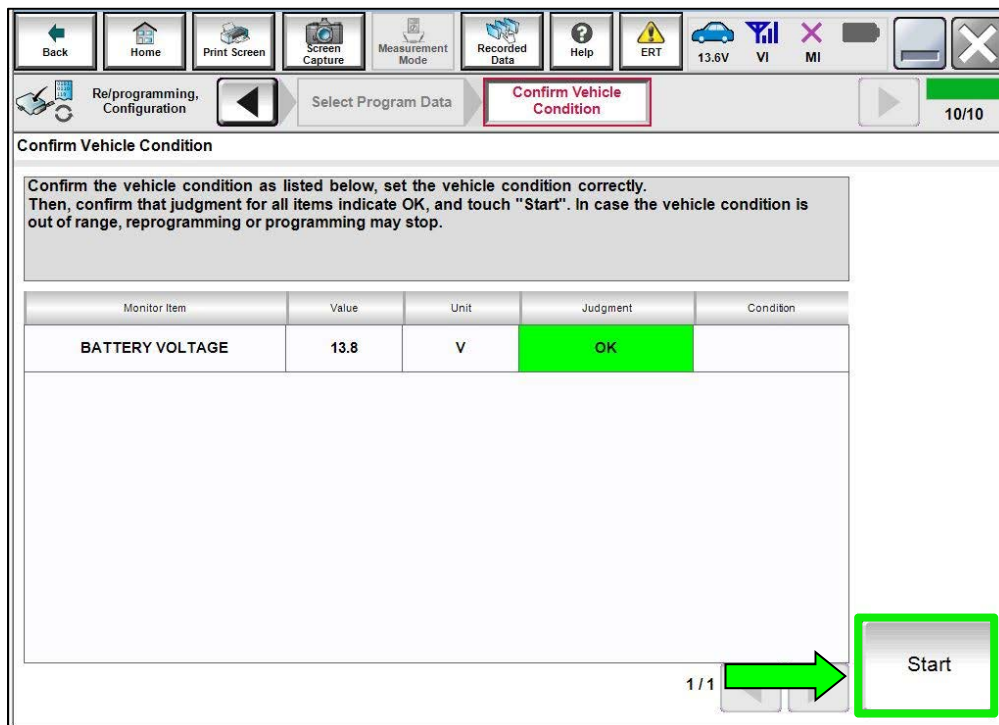


Figure 12

18. Select **USA/CANADA Dealers** from the drop down menu, and then select **OK**.

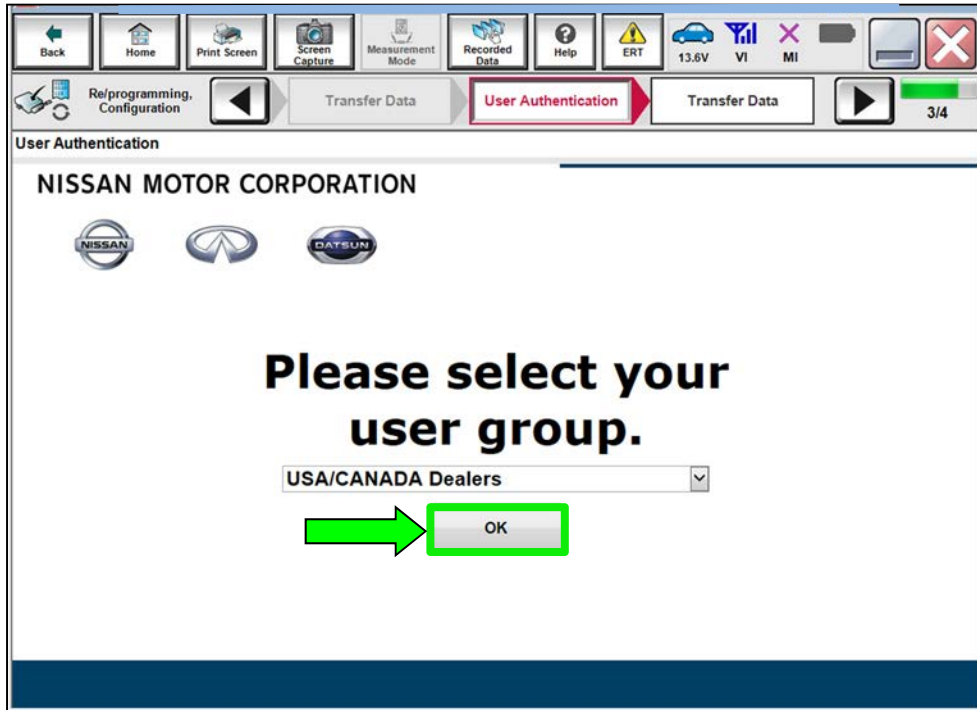


Figure 13

19. Login using your NNAnet credentials.

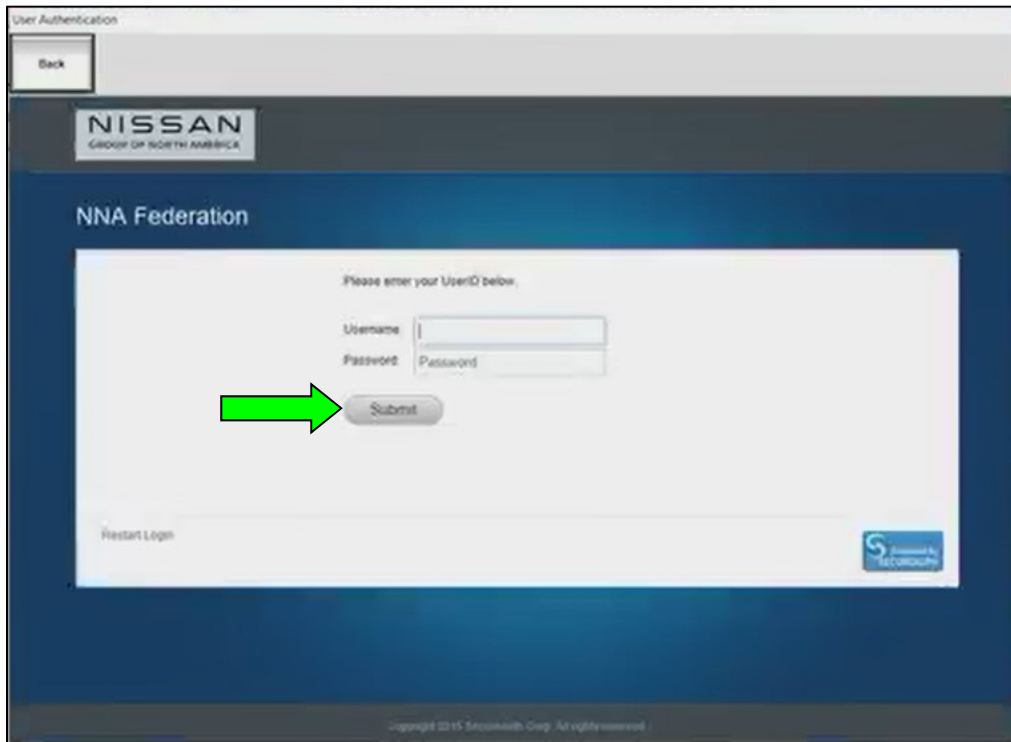


Figure 14

20. Allow **Transfer Data** to complete.

- The update will take approximately 45 minutes to complete.

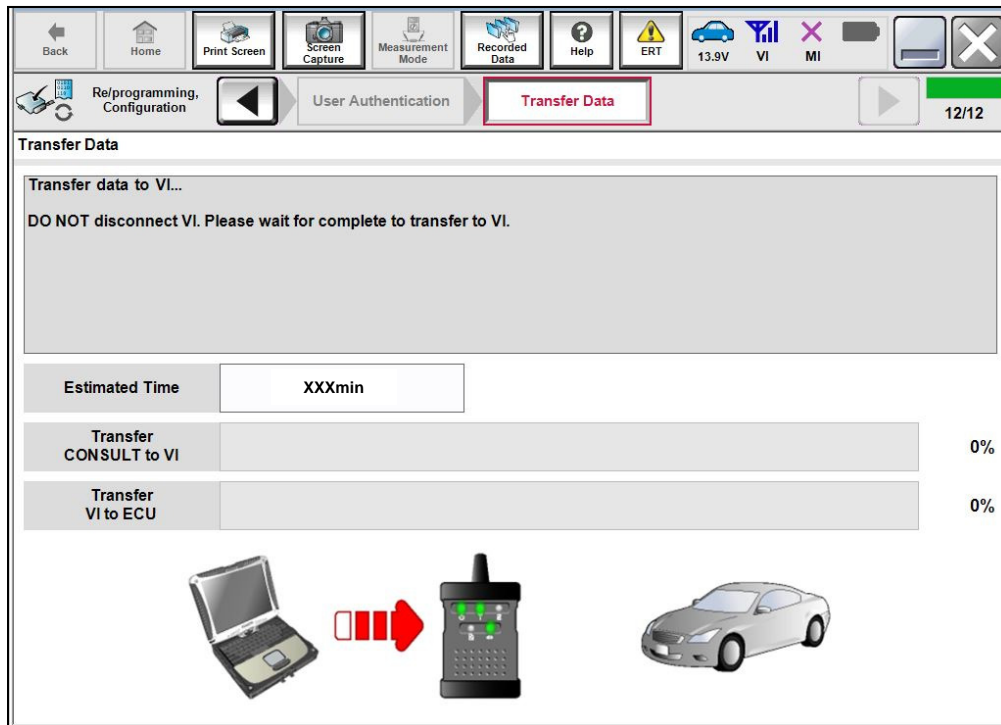


Figure 15

21. Once the update completes, select **Next**.

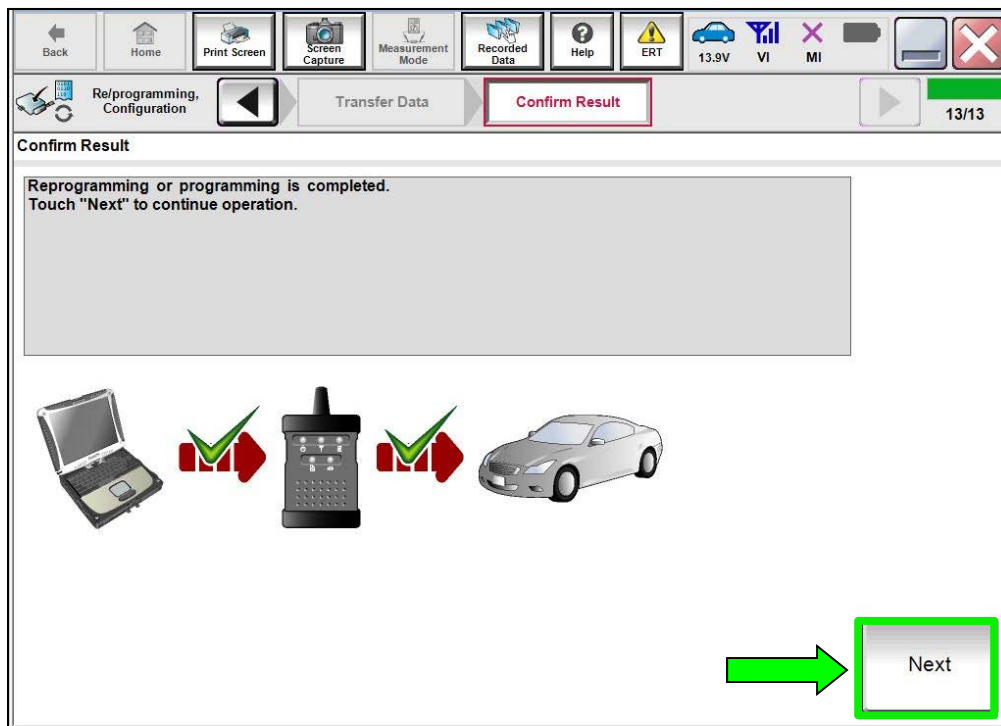


Figure 16

Erase DTCs

22. Erase All DTCs.

- Follow the on-screen instructions as shown in Figure 17 and Figure 18.

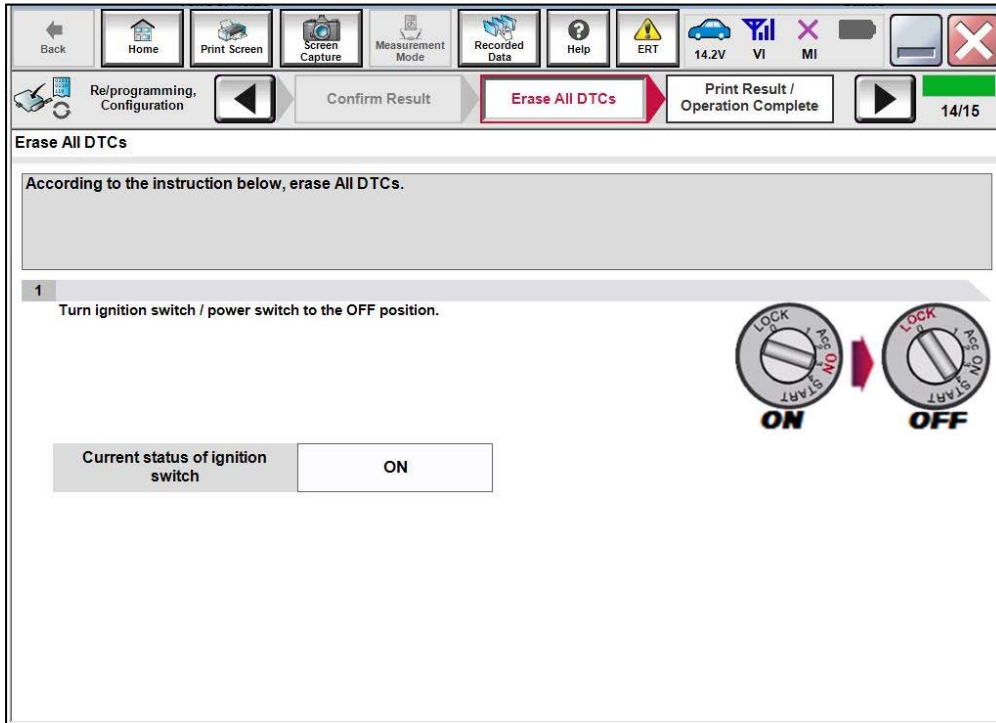


Figure 17

- Select **Next**.

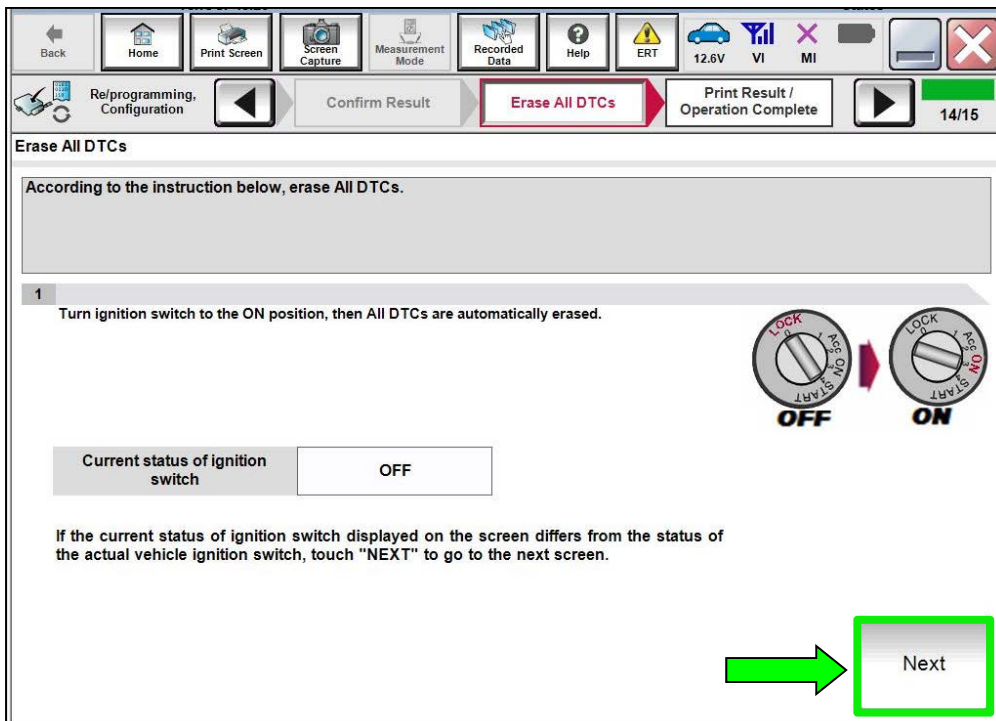


Figure 18

23. Allow **Erase All DTCs** to complete.

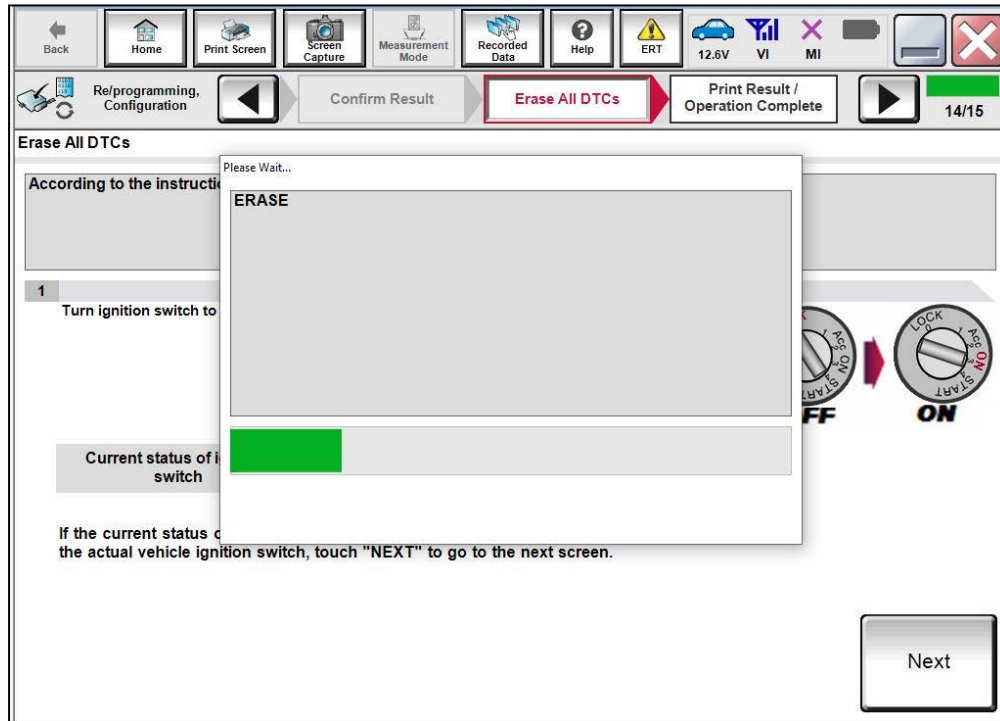


Figure 19

24. Follow the on-screen instructions and select **Confirm**.

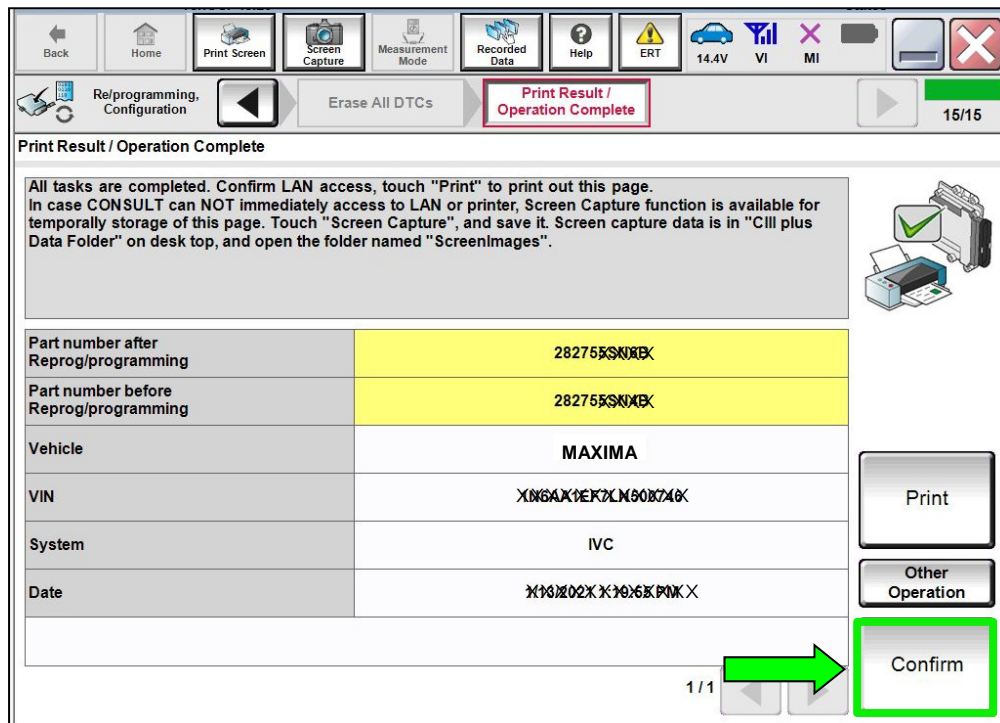


Figure 20

25. Select **Home**.

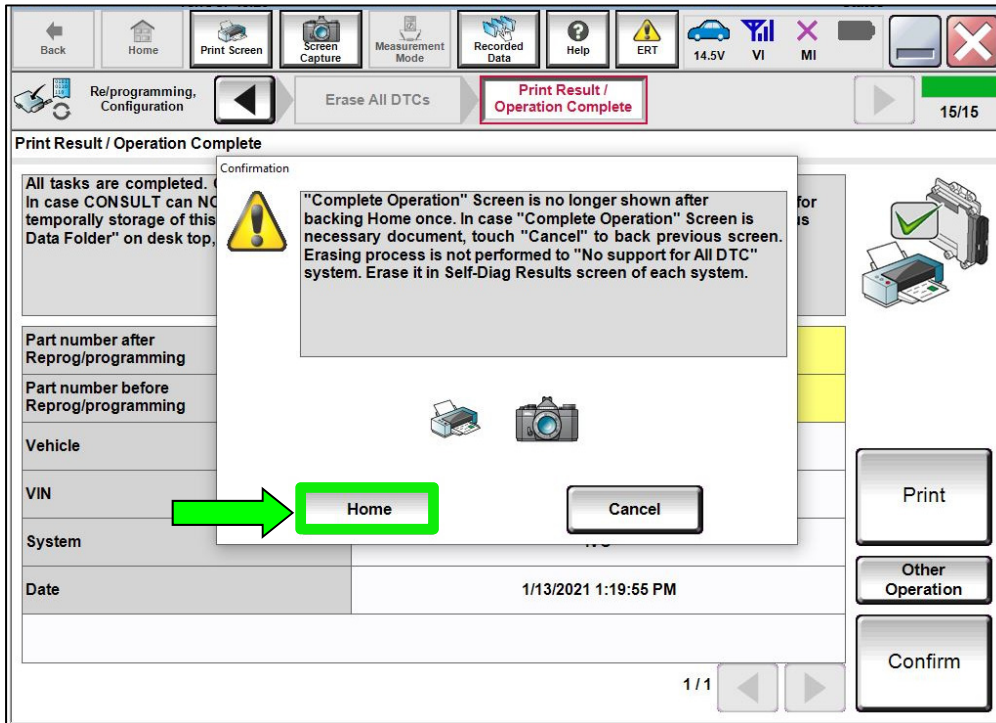


Figure 21

26. Remove the battery maintainer/smart charger.

27. Close the C-III plus application.

28. Remove the VI from the vehicle.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram Telematics Control Unit (TCU)	(1)	RS01AA	ZE	32	(2)

- (1) Reference the electronic parts catalog and use the Telematics Control Unit (28275-*****) as the Primary Failed Part (PFP).
- (2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated Flat Rate Time (FRT).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 28, 2021	NTB21-036	Original bulletin published