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# SERVICE BULLETIN

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Classification: AN21-008	Reference: NTB21-037	Date: May 6, 2021
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## 2021 ROGUE AND SENTRA; DTCS B2E4B-06, B2E60-06, B2E61-06 STORED IN THE TCU

**APPLIED VEHICLES:** 2021 Rogue (T33)  
2021 Sentra (B18)

### IF YOU CONFIRM

The customer experiences an issue with the NissanConnect® Service remote commands,

**And**

Any of the following DTCs are present in the Telematics Control Unit (TCU):

- B2E4B-06
- B2E60-06
- B2E61-06

**NOTE:** These DTCs are caused by an issue with a cloud-server that is related to the TCU. The DTC diagnosis was mistakenly added to the ESM and should be ignored.

### ACTION

1. Do NOT replace the TCU. Replacing the TCU will not resolve the concern.
2. Send an email to [NTB21-037@Nissan-Usa.com](mailto:NTB21-037@Nissan-Usa.com).

**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

**IMPORTANT:** Do NOT replace the TCU. Replacing the TCU will not resolve the concern.

1. Send an email to [NTB21-037@Nissan-Usa.com](mailto:NTB21-037@Nissan-Usa.com). In the email, please provide the following:
  - Name
  - Phone Number
  - Dealer Name
  - Dealer Code
  - VIN
  - DTC(s) present
  - Photo of the **Unit ID Information** screen (Figure 1).
    - The **Unit ID Information** screen can be found at: **Settings > NissanConnect® Services > Unit ID Information**
  - Please allow up to 48 business hours (M-F) for an email response with next steps. Do not replace any parts.

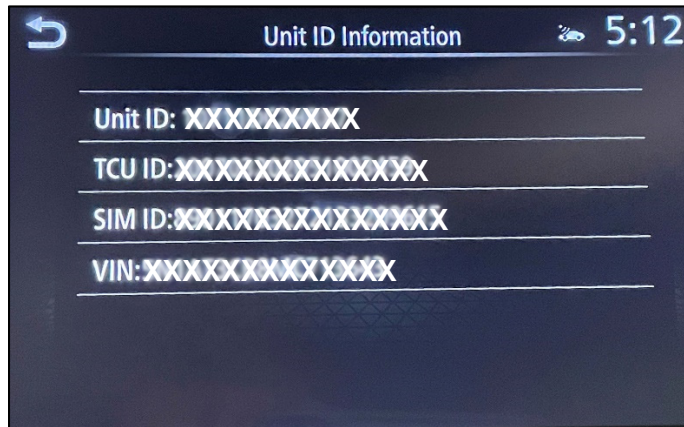


Figure 1

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
May 6, 2021	NTB21-037	Original bulletin published