Technical Bulletin

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SERVICE BULLETIN

Classification:	Reference:	Date:
EL11-015b	NTB11-041b	December 11, 2012

2011 – 2012 LEAF; NO TELEMATICS CONNECTION

> **This bulletin has been amended. Applied VIN and Applied Date information has been added.**
> **The A/V control unit update has been removed.**
> **TCU software has been updated to version 3NA0000628 and has a new Op Code.**
> **Please discard all previous copies.**

APPLIED VEHICLES: 2011 – 2012 LEAF (ZE0)
APPLIED VINS: Vehicles built before JN1AZ0CT(*)CP 022503
APPLIED DATES: Vehicles built before May 18, 2012

IF YOU CONFIRM

- The vehicle had a proper telematics signal/connection and operation previously, but now the telematics symbol indicates no signal/connection in any location or there is no symbol at all.

  No telematics connection =

Figure 1

- DTCs U1A03 and/or U1A05 are present.

ACTION

- Perform Section 1 of the SERVICE PROCEDURE ("**Software Version Check of TCU**") to determine if this bulletin applies.

If this bulletin does apply, perform software updates for the Telematics Control Unit (TCU) as instructed in the 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.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
REPROGRAM TCU	(1)	RX2YAA	ZE	32	0.4

(1) Refer to the electronic parts catalog (FAST) and use the appropriate Telematics Communication Unit part number (283B0-XXXXX) as the primary part.

SERVICE PROCEDURE

This SERVICE PROCEDURE contains four (**4**) sections:

Section 1 - **Software Version Check of TCU** … [page 3]

Section 2 - **Software Update: TCU** (if applicable) … [page 7]

Section 3 - **Software Version Check: TCU** … [page 19]

Section 4 - **Confirm Telematics Connection Is Restored** … [page 23]

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Section 1 - Software Version Check: TCU

1. Set the parking brake.

2. Push the vehicle power switch twice to **ON** mode.

3. Select **OK** on the Navigation screen.

4. Push the **MAP/VOICE** button one (**1**) time.

Figure 2

5. If the radio is ON, push the **Audio system ON/OFF** button one (**1**) time. Audio should now be OFF.

Figure 3

6. Push the **MAP/VOICE** button three (**3**) times.

Figure 4

7. Push the **Audio system ON/OFF** button two (**2**) times.

Figure 5

8. Push the **MAP/VOICE** button one (**1**) time.

Figure 6

9. Select **Confirmation/Adjustment**.

   NOTE: If the screen shown in Figure 7 is not displayed, perform steps 4-8 again.

Figure 7

10. Select the **down arrow** to skip to the next screen.

Figure 8

11. Select **Version Information**.
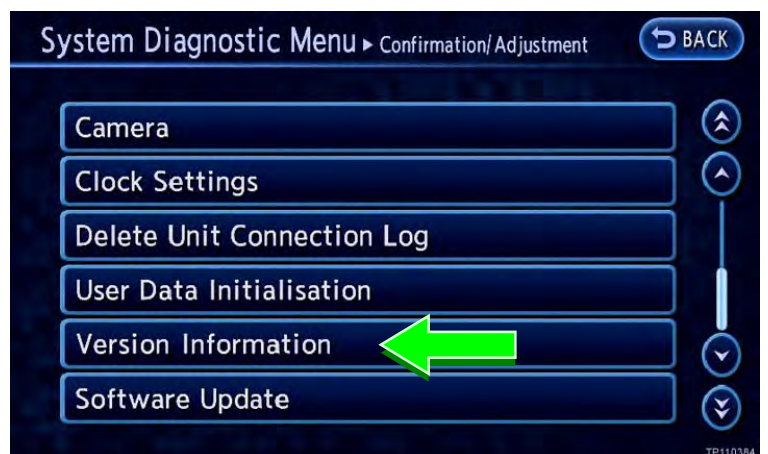
Figure 9

12. Check the **TCU Software** version. See Figure 10.
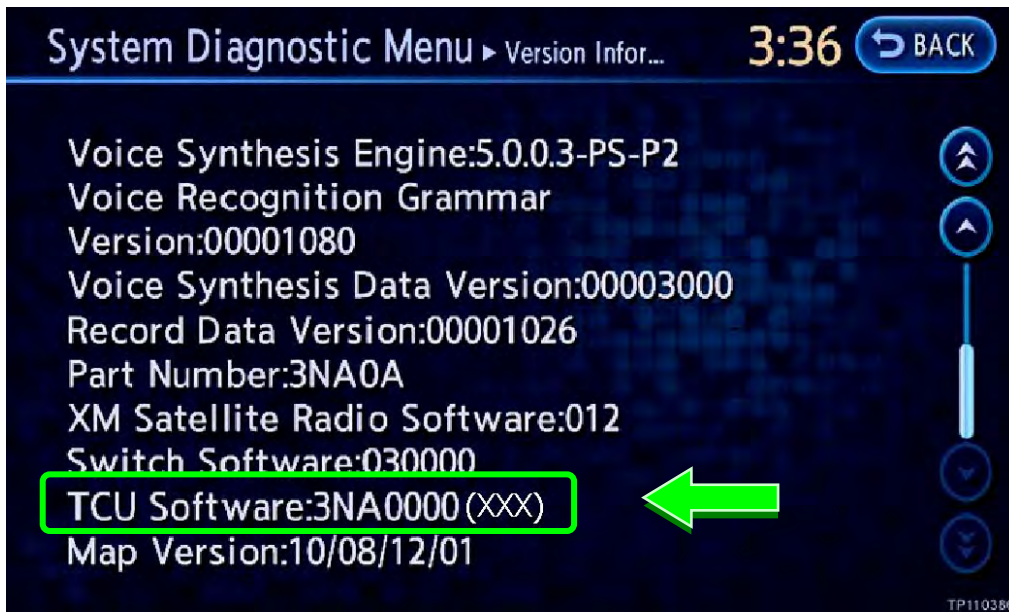
Figure 10

If the TCU Software version is 3NA00006**28** or higher:

- This bulletin **does not** apply. Refer to ASIST for further diagnostic information.

If the TCU Software version is not 3NA00006**28** or higher:

1. Push the BACK button two times to return to the **Confirmation/Adjustment** menu.

Then

2. Clear any DTCs from TCU with CIII plus.
   - ➢ If hard codes are present:
     - a. Turn ignition off.
     - b. Wait for at least 5 minutes (additional DTCs may be set if the battery is disconnected before 5 minutes. Refer to TSB NTB11-034a).
     - c. Disconnect and then reconnect 12V battery negative terminal.
     - d. Erase any remaining past codes with CIII plus.
3. Perform **Section 2 - Software Update: TCU** on the next page.

Section 2 - Software Update: TCU (if applicable)

IMPORTANT:

- Perform this procedure ONLY if instructed to in step 12 on page 6.
- Make sure ASIST on the CONSULT PC is freshly synchronized and all CONSULT related updates, if any, are installed.

This section has three (**3**) parts:

Part A: Turn OFF the TCU
Part B: Update the TCU Software
Part C: Turn ON the TCU

Part A: Turn OFF the TCU

A-1.   Connect the C-III plus VI to the vehicle.

A-2.   Start CONSULT-III (C-III) plus.

A-3.   Select **Diagnosis (One System)**.
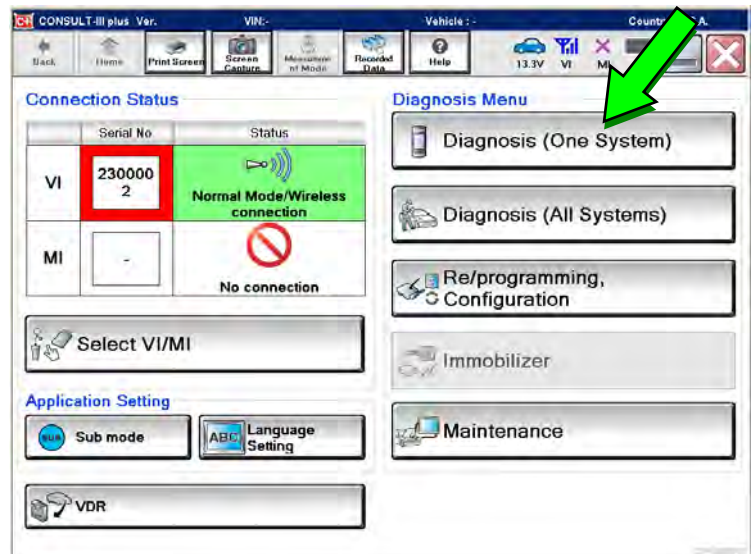
Figure 11

A-4.   Select **Telematics** on page 2 of the all systems list.
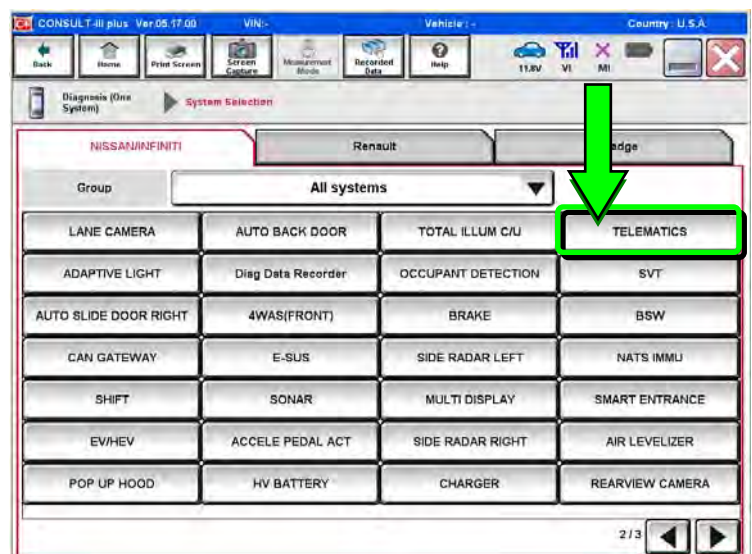
Figure 12

Figure 13

A-5.   Select **Work Support**.
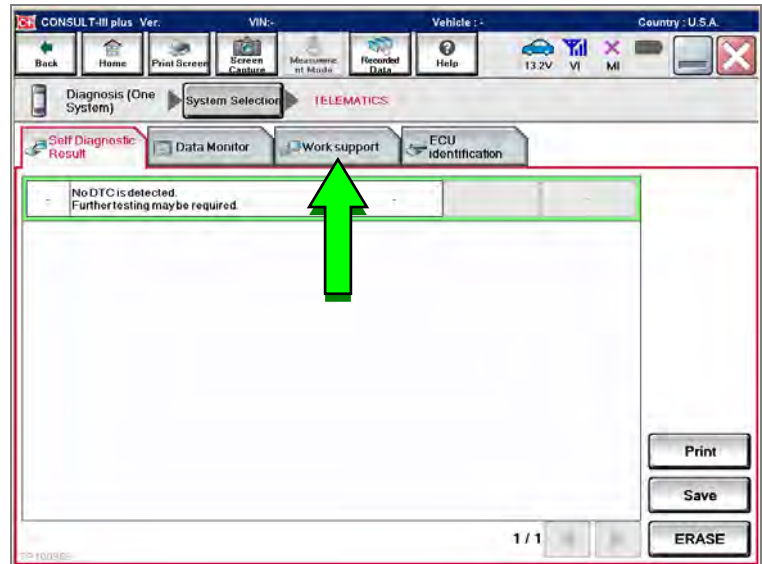
Figure 14

A-6.   Select **TCU Activate Setting**.

A-7.   Select **Start**.
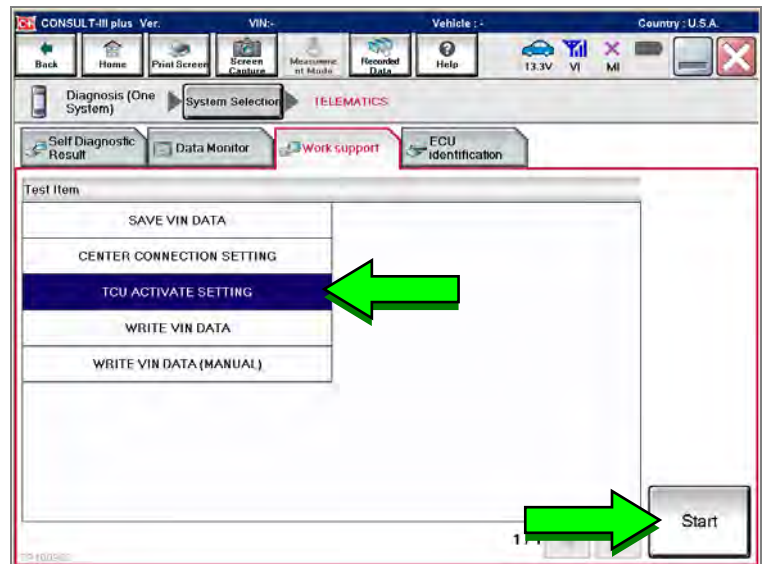
Figure 15

A-8.   Select **Start**.
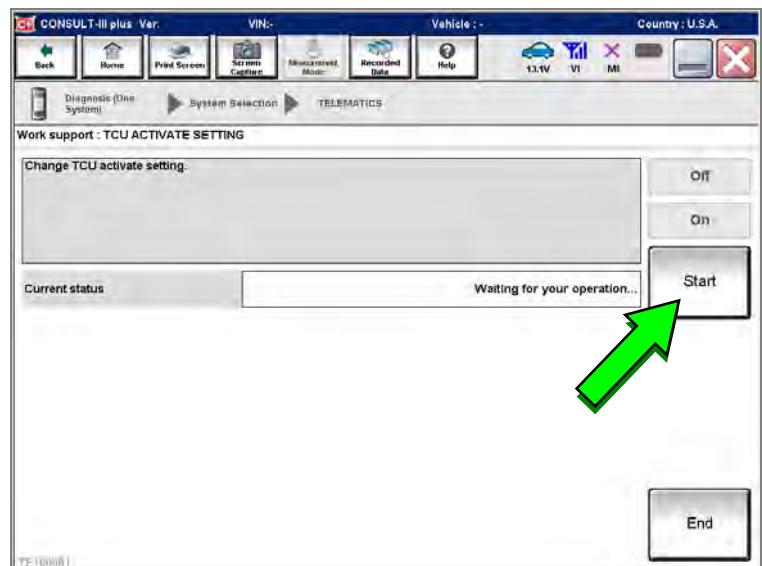
Figure 16

A-9. Select **OFF** to turn OFF the TCU.

A-10. Select **END**.
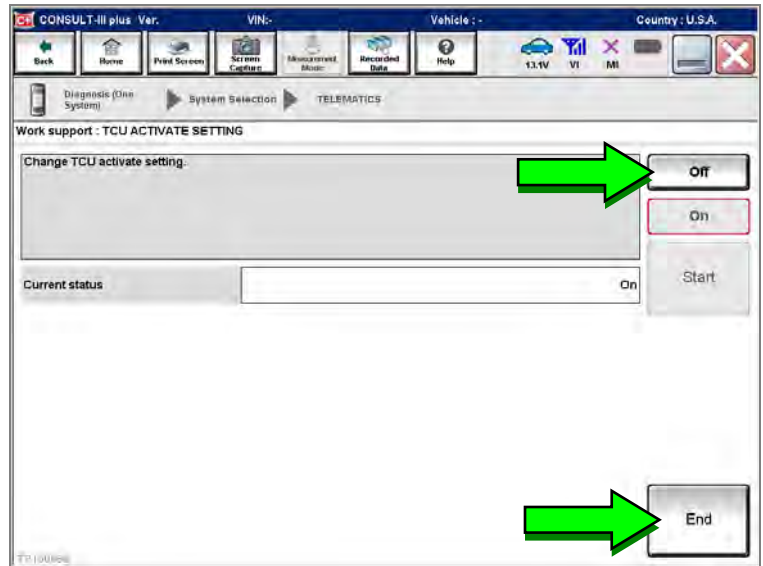
A-11. Select **Home**.
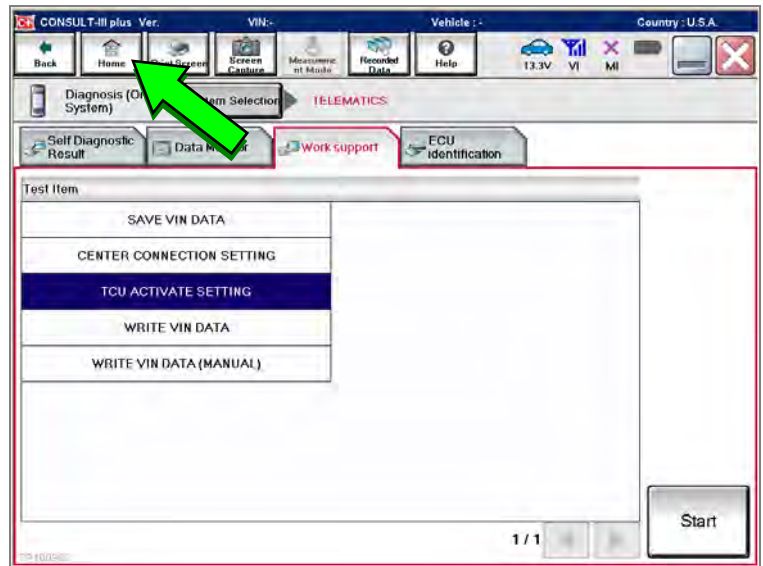
Figure 17

Part B: Update the TCU Software

B-1. Push the vehicle power switch to **OFF** mode.

B-2.   Open the hood and connect the **GR8 Multitasking Battery Diagnostic Station** (battery tester/charger) to the 12-volt battery. See Figure 18.

- For battery charger/tester set-up, refer to **GR8 Multitasking Battery Diagnostic Station Set-Up** on page 24.

   CAUTION:

- Battery voltage must stay between 12 volts and 13.5 volts during reprogramming.

- Do not charge the High Voltage (HV) Lithium Ion battery during reprogramming.

Connect to 12-volt battery

DO NOT CHARGE during **reprogramming**
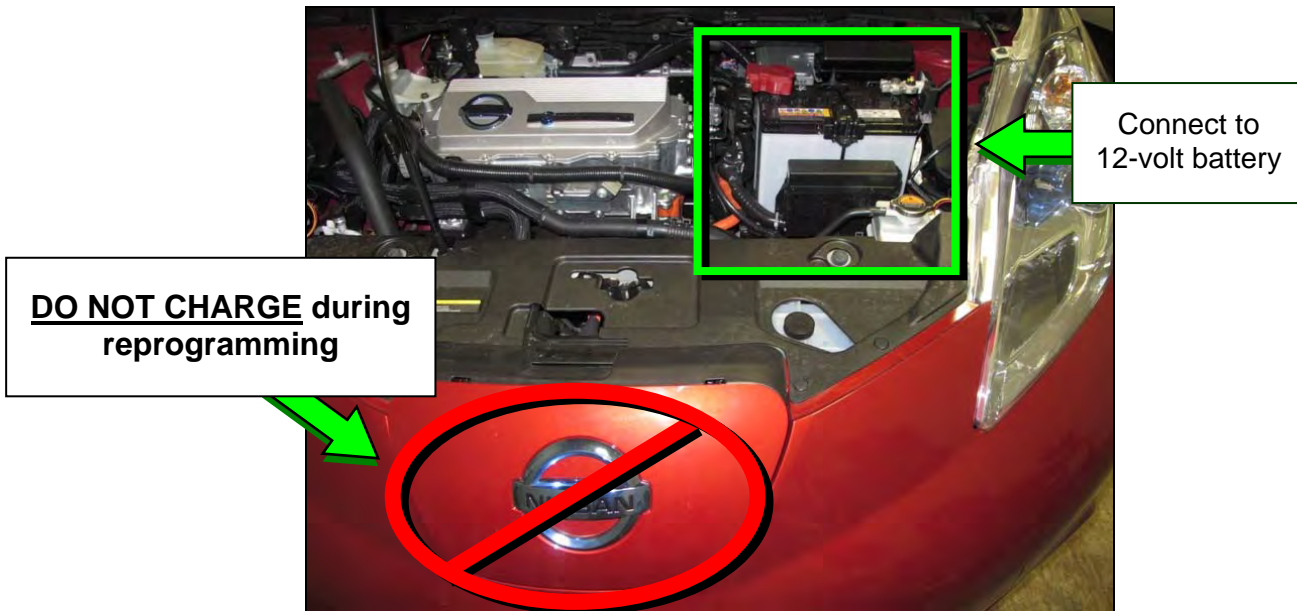
Figure 18

B-3.   Push the vehicle power switch twice to **ON** mode.

   IMPORTANT: DO NOT step on the brake pedal during this step.

B-4.   Select **Re/programming, Configuration.**
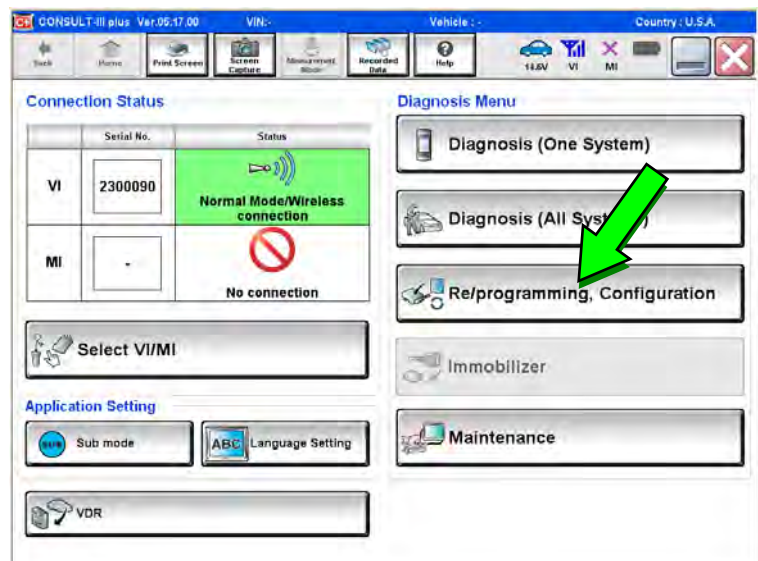
Figure 19

B-5. Read the General Precaution.

When finished, select **Next**.
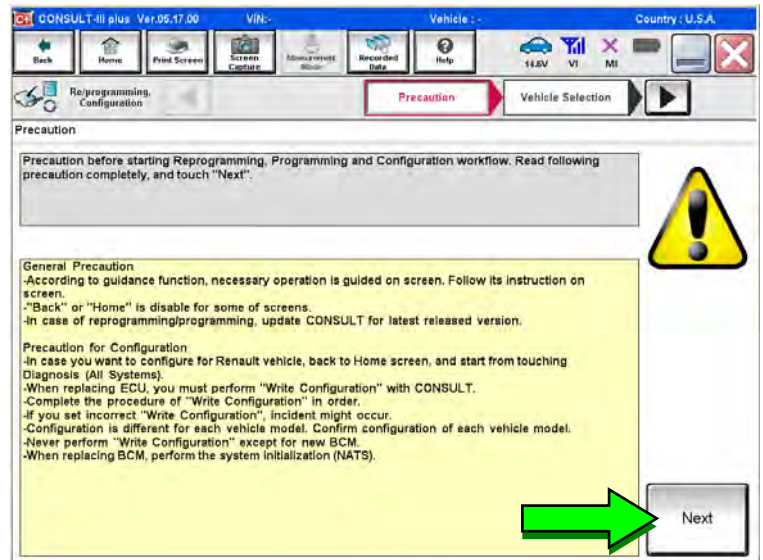
Figure 20

B-6. Confirm **LEAF** is displayed as the Vehicle Name.

When finished, select **Confirm**.
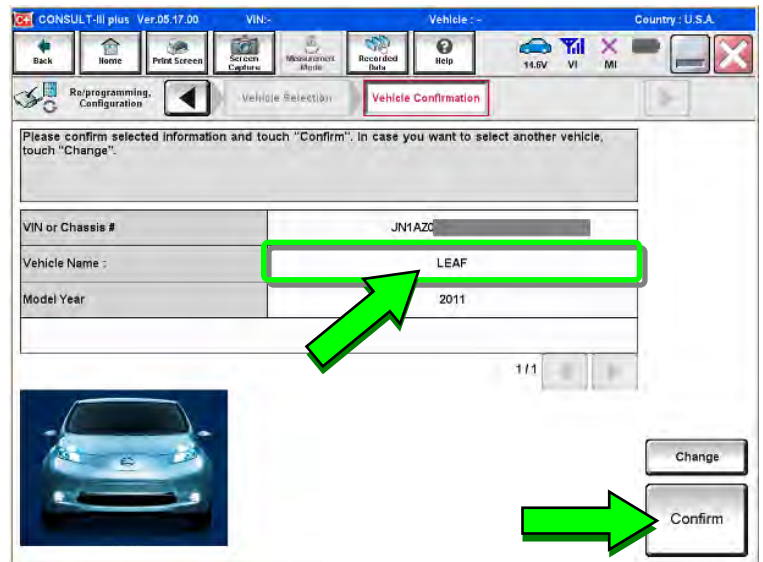
Figure 21

B-7. See Figure 22. If this screen is not displayed, proceed to step B-8.

If this screen is displayed:

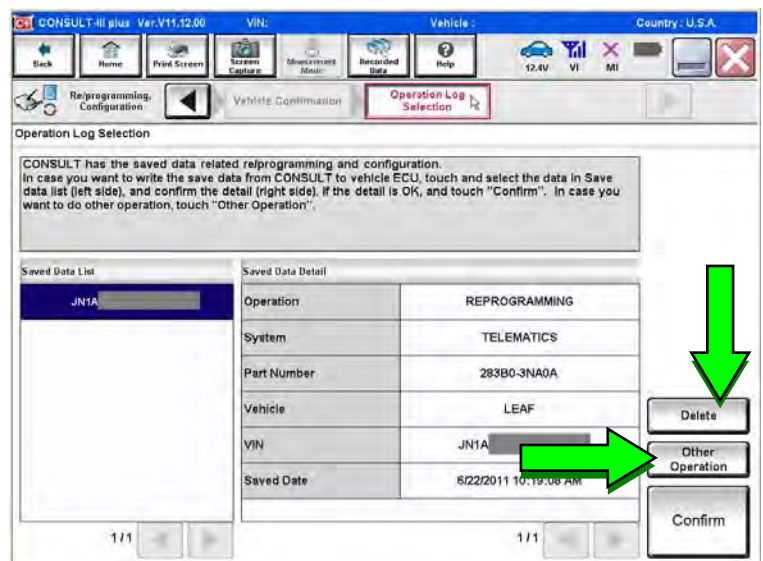- Select **Delete** to clear the fields.

- Next, select **Other Operation**.

Figure 22

B-8. Confirm the correct VIN is displayed.

When finished, select **Confirm**.

NOTE: If the VIN displayed is incorrect, input the correct VIN. When finished, select **Confirm**.
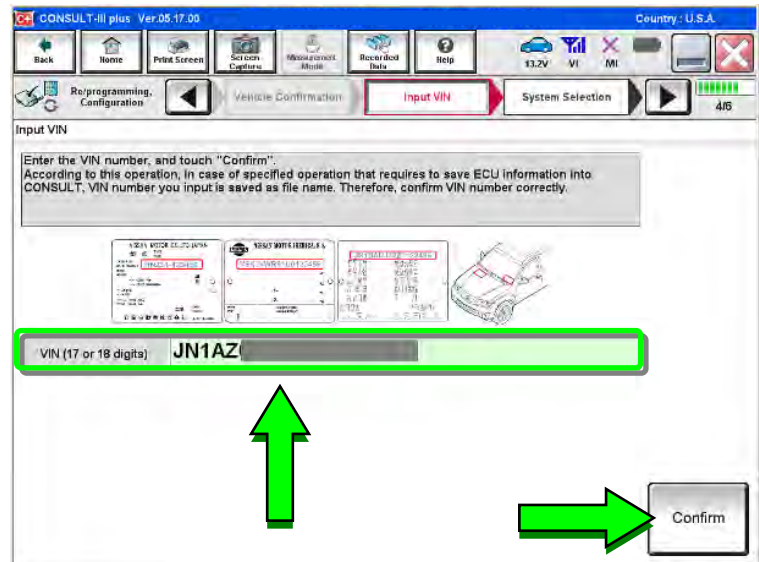
Figure 23

B-9. Select **Telematics**.
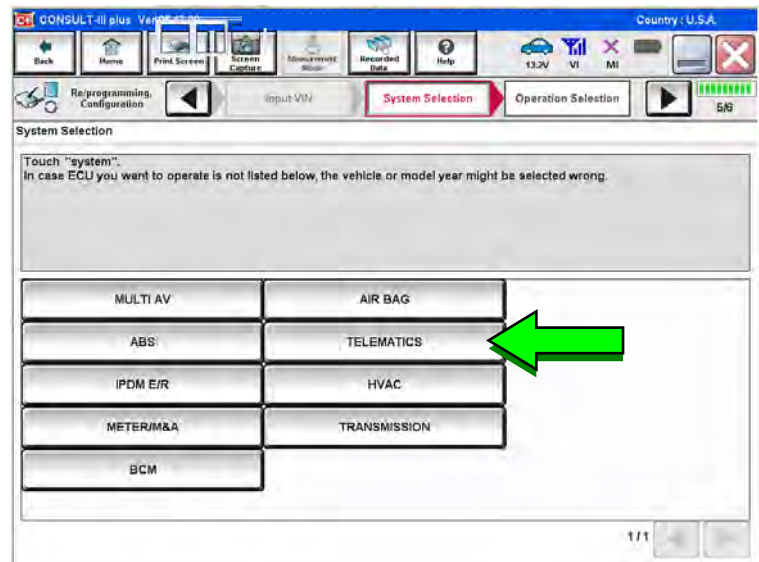
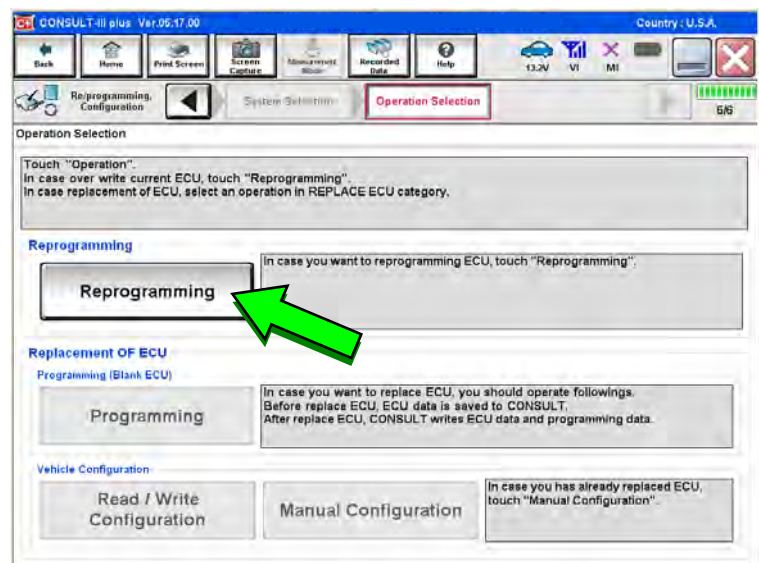Figure 24

B-10. Select **Reprogramming**.
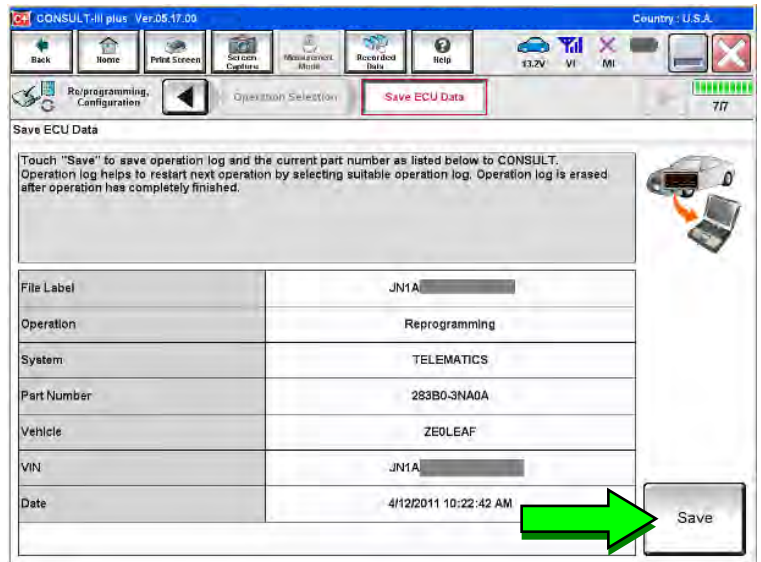

Figure 25

B-11. Select **Save**.

Figure 26

B-12. Select **Next**.
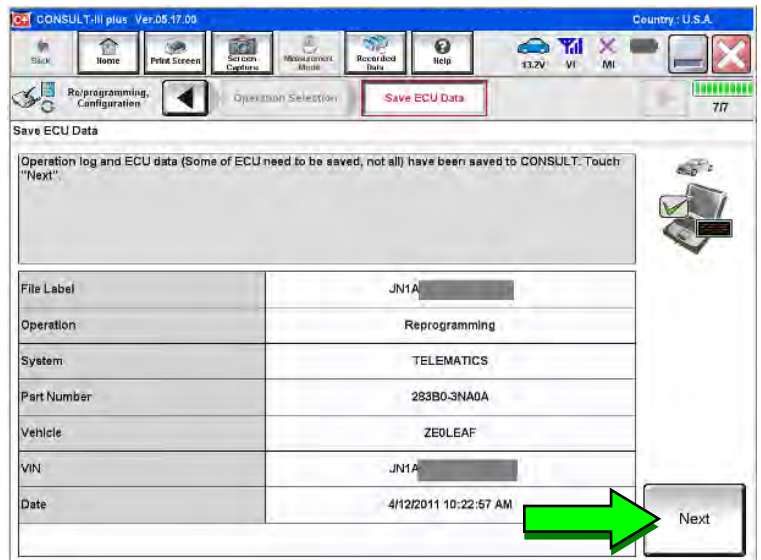
Figure 27

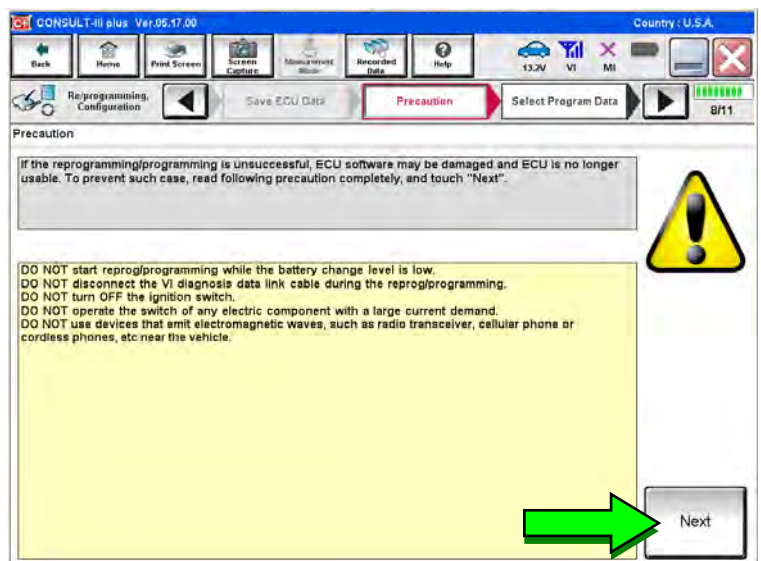B-13. Read the General Precaution.

When finished, select **Next**.

Figure 28

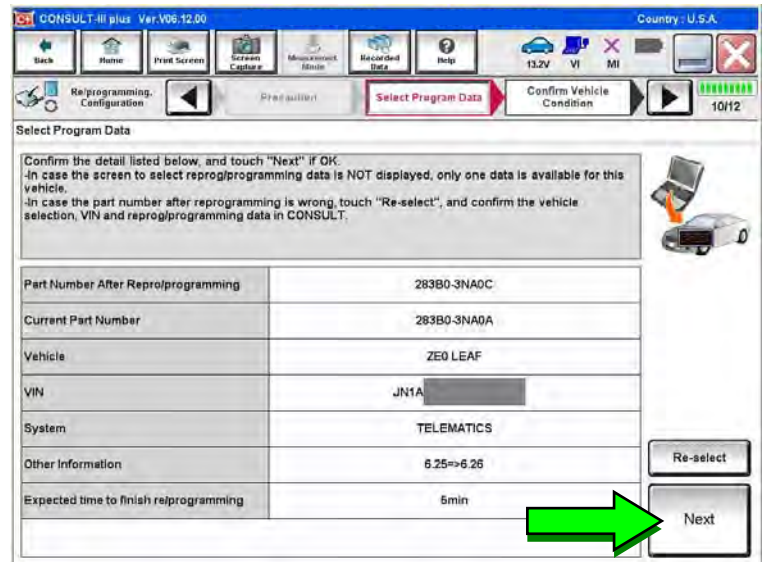**B-14.** Select **Next**.

Figure 29

B-15. C-III plus will check the battery voltage.

    If result is **OK**: Select **Next**.

    If result is **NG**: Follow the instructions on the screen until the result changes to **OK**. When finished, select **Next**.
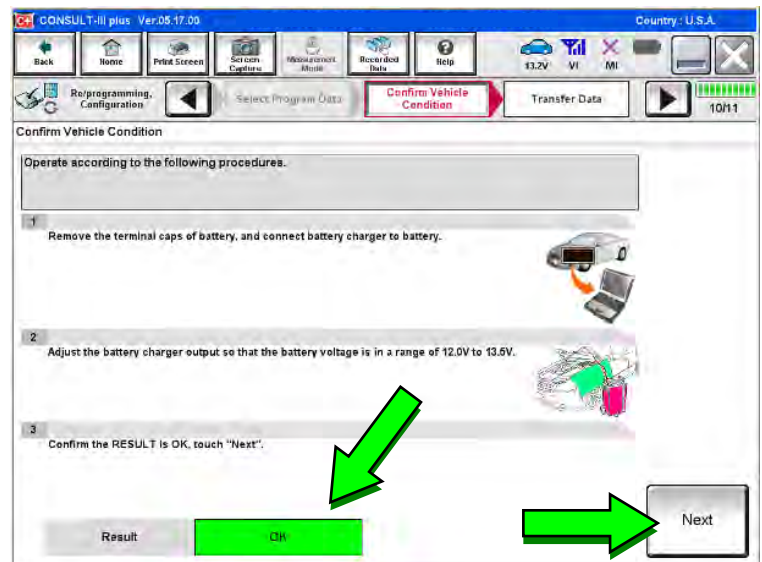

Figure 30

B-16. Confirm **OK** is displayed in the Judgment column.

    When finished, select **Start**.

    NOTE: If **NG** is displayed in the Judgment column, follow the instructions on the screen until the result changes to **OK**. When finished, select **Start**.
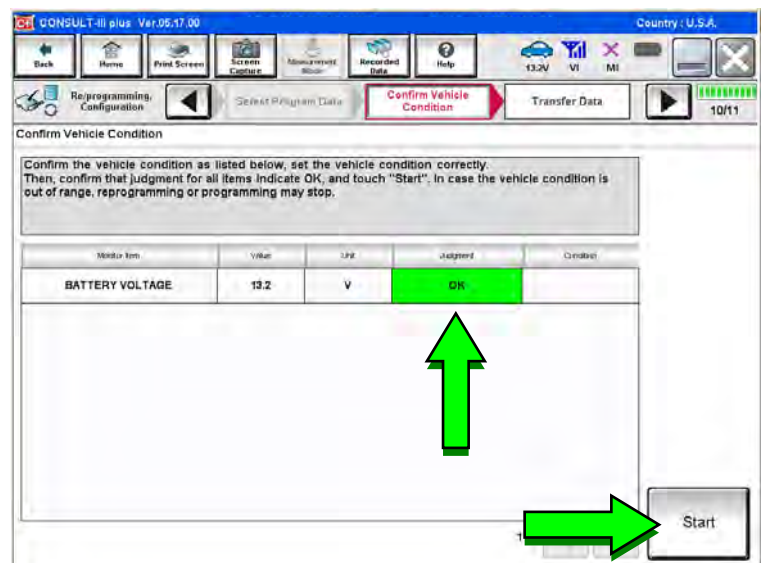

Figure 31

B-17. Wait for the software update to complete (approximately 6 minutes).

- The screen shown in Figure 32 will display when the update has successfully completed.

  When complete, select **Next**.

  NOTE: If the update does not successfully complete, follow the instructions on the screen until successful.
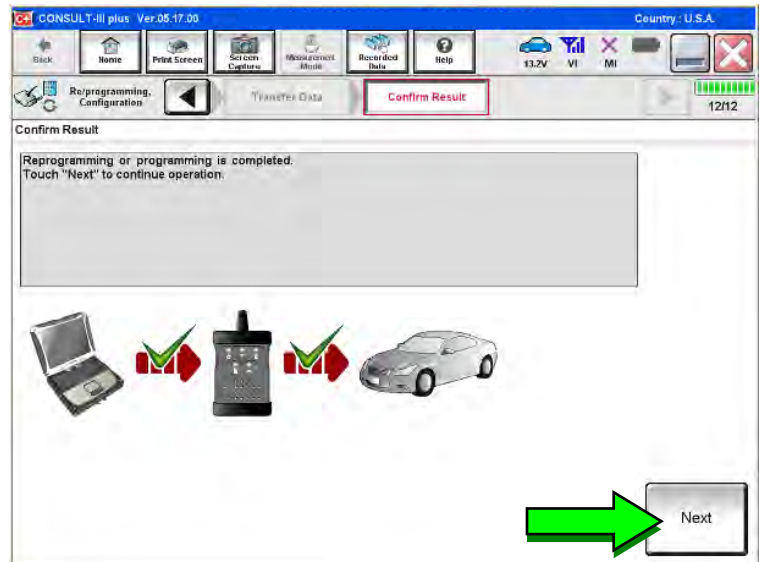 When complete, select **Next**.

Figure 32

B-18. Erase all DTCs.
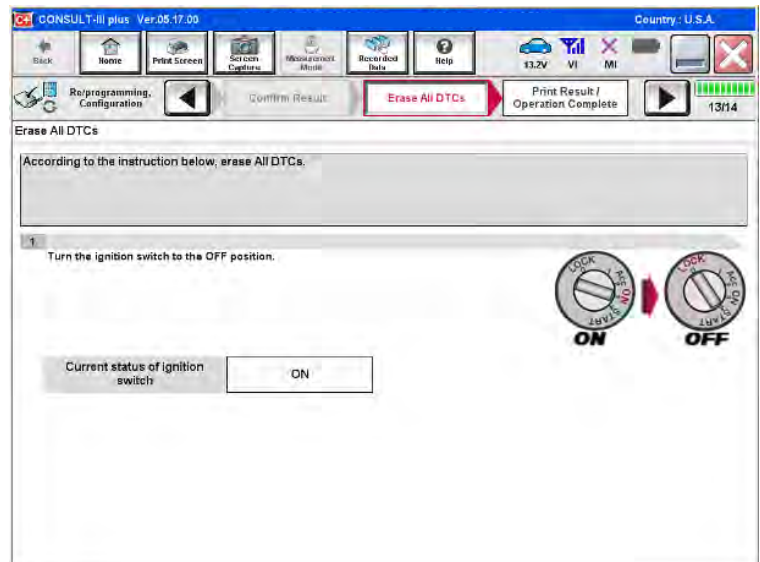
- Follow the instructions on the screen.

Figure 33

B-19. Complete the TCU software update procedure.

- If needed, select **Print**.

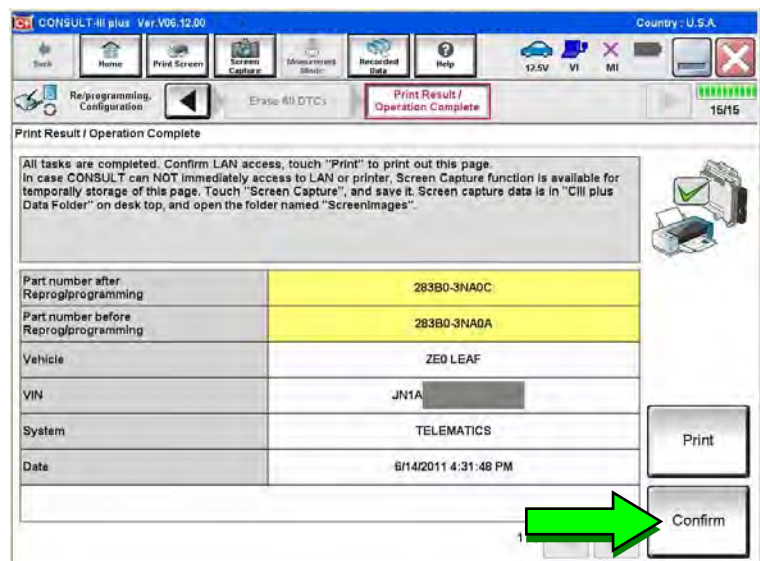- Select **Confirm** to finish the software update procedure.
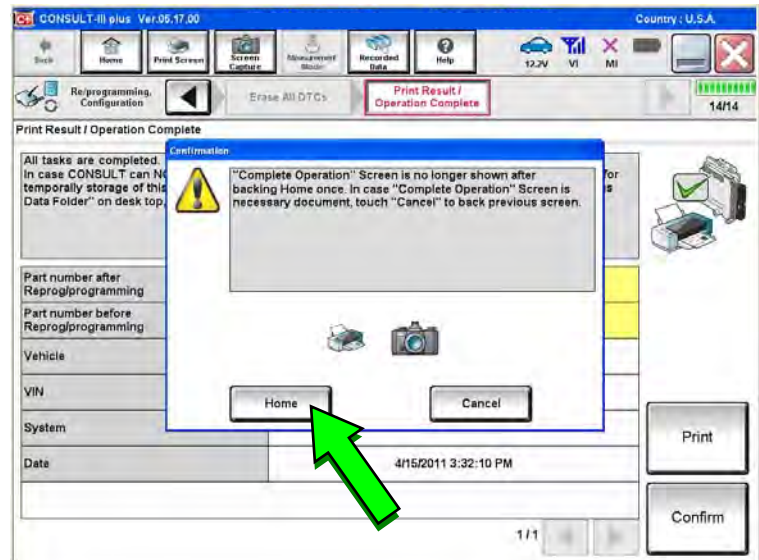

Figure 34

Figure 35

B-20. Select **Home**.

B-21. Push the vehicle power switch to **OFF** mode.

B-22. Disconnect the battery tester/charger from the 12-volt battery.

- Refer to **GR8 Multitasking Battery Diagnostic Station Set-Up** on page 24 for instructions.

Part C: Turn ON the TCU

C-1.   Select **Diagnosis (One System).**
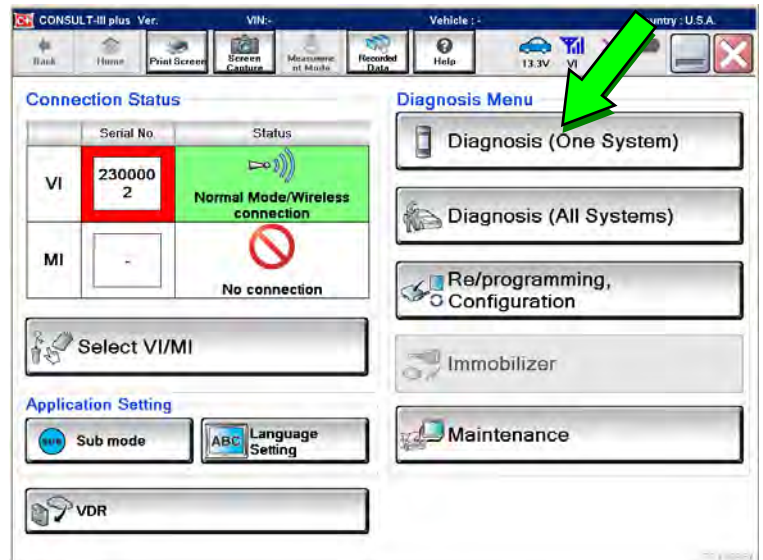
Figure 36

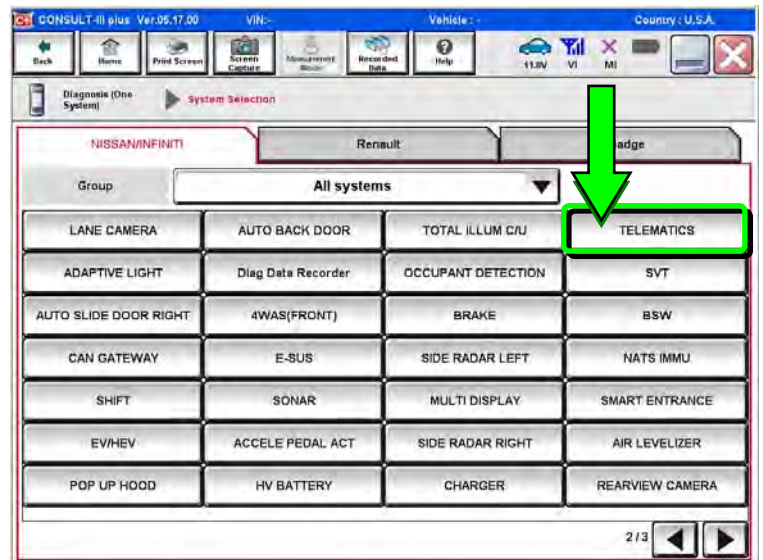C-2.   Select **Telematics** on page 2 of the all systems list.

Figure 37

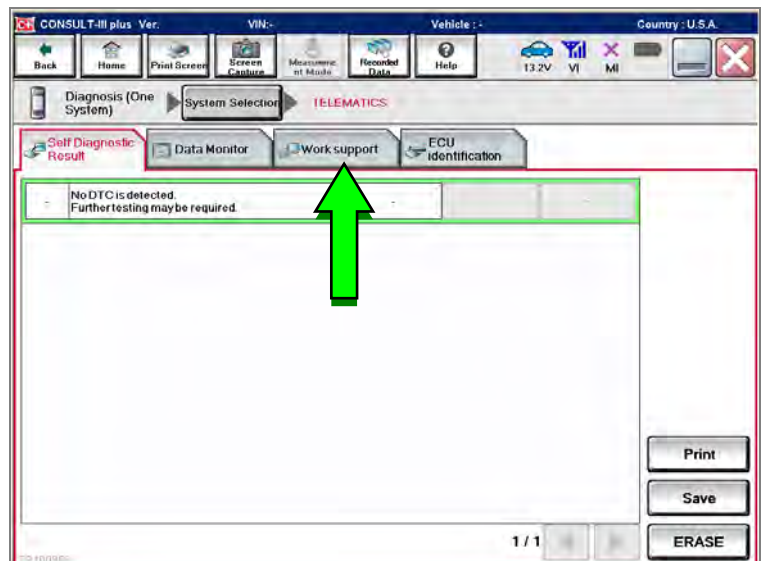C-3.   Select **Work Support**.

Figure 38

C-4. Select **TCU Activate Setting**.

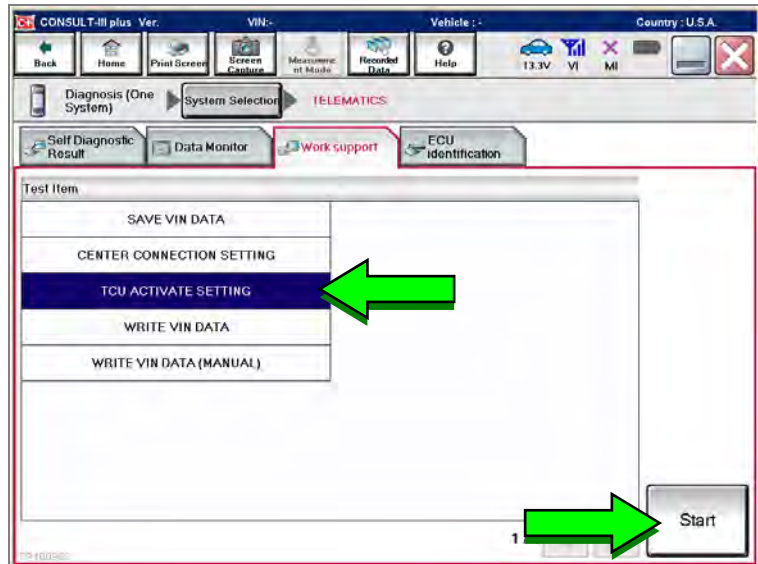C-5. Select **Start**.

Figure 39
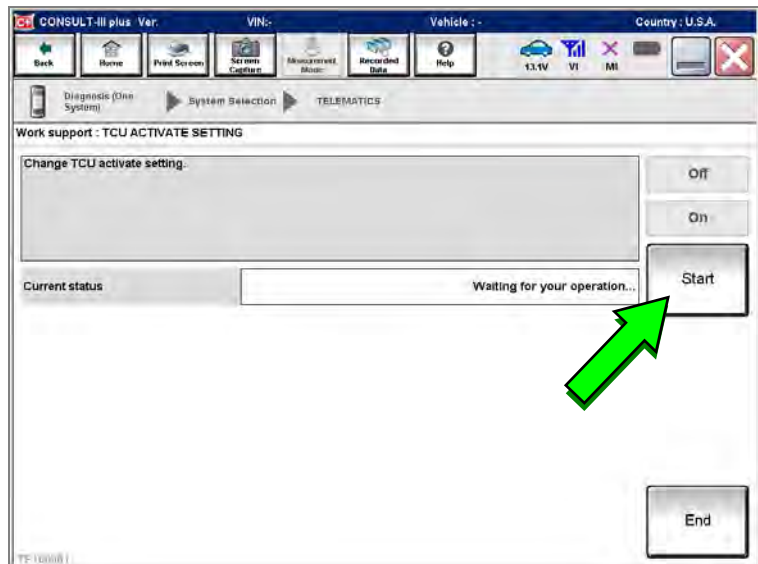
C-6. Select **Start**.

Figure 40

C-7. Select **ON** to turn ON the TCU.

C-8. Select **END**.

C-9. Proceed to **Section 3 - Software Version Check: TCU** on page 19.

Figure 41

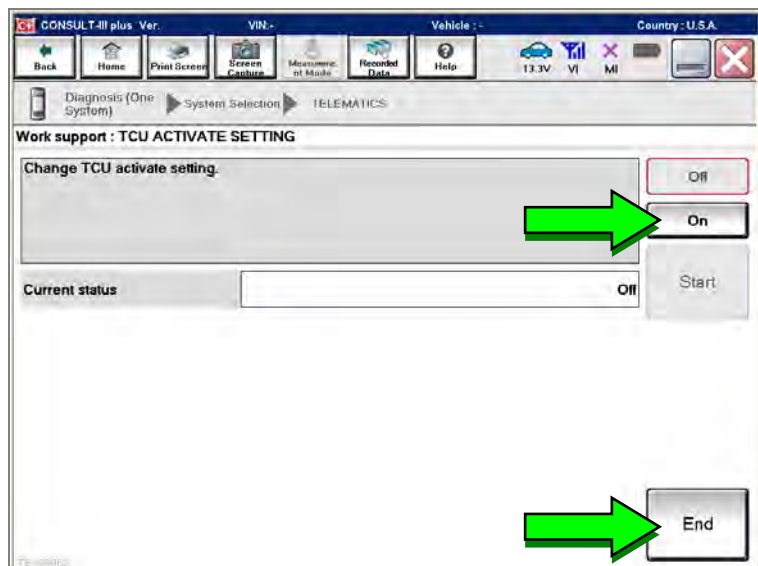## Section 3 - Software Version Check: TCU

1. Push the vehicle power switch twice to **ON** mode.

2. Select **OK** on the Navigation screen.

3. Push the **MAP/VOICE** button one (**1**) time.

Figure 42

4. If the radio is ON, push the **Audio system ON/OFF** button one (**1**) time. Audio should now be OFF.

Figure 43

5. Push the **MAP/VOICE** button three (**3**) times.

Figure 44

6. Push the **Audio system ON/OFF** button two (**2**) times.

2 times

Figure 45

7. Push the **MAP/VOICE** button one (**1**) time.

1 time

Figure 46

8. Select **Confirmation/Adjustment**.

    NOTE: If the screen shown in Figure 47 is not displayed, perform steps 3-7 again.

System Diagnostic Menu   ⮌ BACK
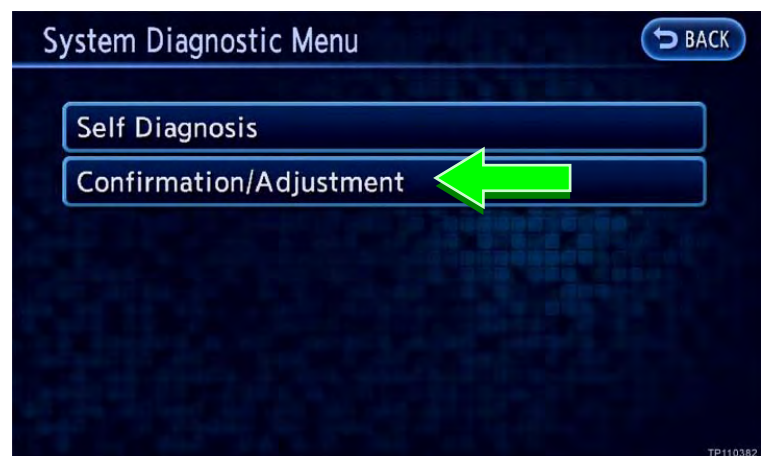
Self Diagnosis

Confirmation/Adjustment

Figure 47

9. Select the **down arrow** to skip to the next screen.

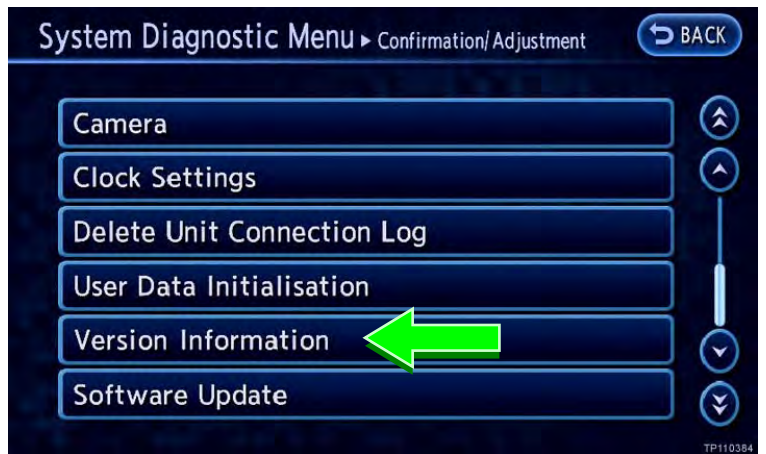Figure 48

10. Select **Version Information**.

Figure 49

12. Select the **down arrow** to skip to the next screen.
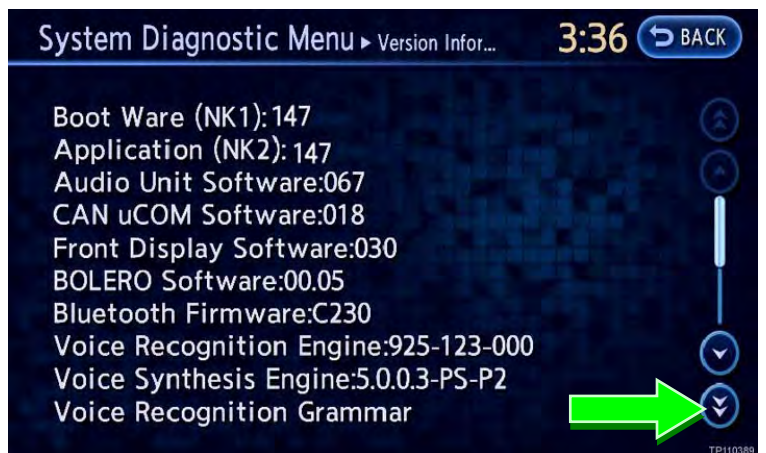

Figure 50

13. Confirm the **TCU Software** version is 3NA000006**28** or higher. See Figure 51.

    NOTE: If the TCU software version <u>is not</u> 3NA000006**28** or higher, perform **Section 3 - Software Update: TCU** again.
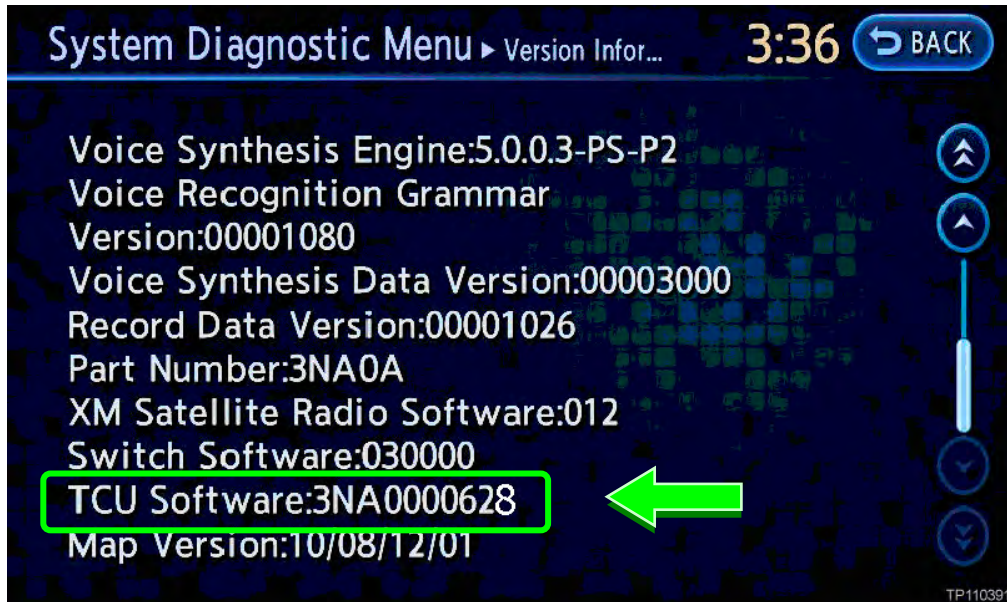

Figure 51

14. Push the **BACK** button three (**3**) times.

15. Proceed to **Section 4 - Confirm Telematics Connection Is Restored** on page 23.

Section 4 - Confirm Telematics Connection Is Restored

1. Push the **ZERO EMISSION** button.
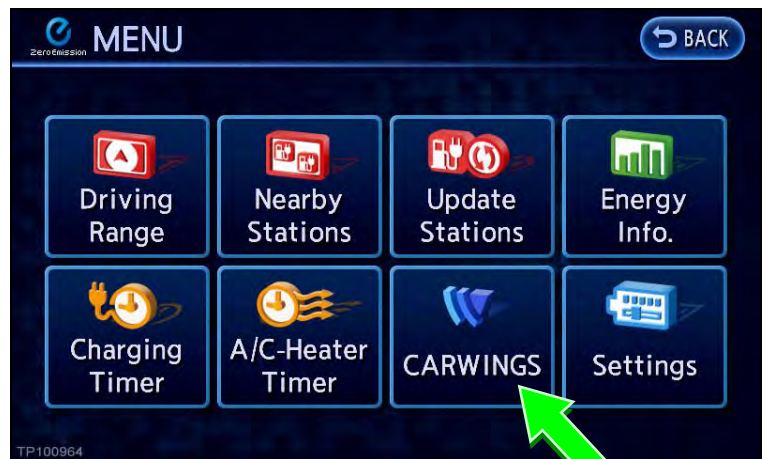

Figure 52

2. Select **CARWINGS**.

Figure 53

3. Confirm the telematics symbol indicates the vehicle telematics features are connected.

Telematics connected =

Figure 54

---- If Needed for Section 2 - Software Update: TCU ----

GR8 Multitasking Battery Diagnostic Station Set-Up

1. Confirm the vehicle is OFF.

2. Connect the battery tester/charger to the 12-volt battery, <u>positive cable first</u>.

3. Plug in the battery tester/charger (AC voltage supply).

4. Turn ON the battery tester/charger.

5. Select the preferred language, then select NEXT.

6. Select the USER, then select NEXT.

7. Confirm the USER, then select NEXT.

8. Select System Test, and then select the down arrow.

9. Select the Manual icon, then select NEXT.

10. Select REGULAR FLOODED, then select NEXT.

11. Select LIMIT VOLTAGE, then select NEXT.

12. Set MIN VOLTAGE to 12.40 volts, then select NEXT.

    - Use the arrows to raise and lower the voltage setting.

13. Set the charging time for 40 minutes, then select NEXT.

14. Wait for the system to go through Test mode and Advanced Test mode.

15. Perform TCU software update.

16. Once the TCU software update has completed:

    a) Push the vehicle power switch once to **OFF** mode.
    b) Select STOP on the battery tester/charger.
    c) Push the power switch to OFF.
    d) Unplug the battery tester/charger from the AC voltage supply.

    NOTE: For further details on battery tester/charger connection and set-up, refer to the battery tester/charger's instruction manual.