



TECHNICAL SERVICE BULLETIN

Classification:	Reference:	Date:
AN21-008D	NTB21-037D	August 15, 2024

DTCS B2E4B-06, B2E60-06, B2E61-06 DISPLAYED AS CRNT IN THE TCU

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

APPLIED VEHICLES: 2023-2024 ARIYA (FE0)
2022-2024 Pathfinder (R53)
2021-2024 Rogue (T33)
2021-2024 Sentra (B18)

IF YOU CONFIRM

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

AND

Any of the following DTCs are displayed as CRNT in the Telematics Control Unit (TCU):

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

HINT: These DTCs are caused by an issue with a cloud-server that is related to the TCU.

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.

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. In the email, please provide the following:
 - Name
 - Phone Number
 - Dealer Name
 - Dealer Code
 - VIN
 - DTC(s) displayed as CRNT
 - Photo of the **Unit ID Information** screen (Figure 1).
 - The **Unit ID Information** screen can be found at: **Settings > NissanConnect® Services > Unit ID Information**.

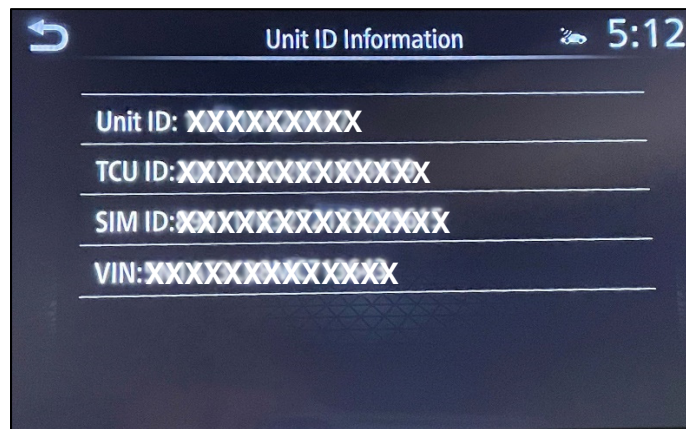


Figure 1

HINT: Please allow up to 48 business hours (M-F) for an email response with next steps. Do NOT replace any parts.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
May 6, 2021	NTB21-037	Original bulletin published
August 5, 2021	NTB21-037A	APPLIED VEHICLES revised
December 19, 2022	NTB21-037B	APPLIED VEHICLES revised
July 31, 2023	NTB21-037C	TITLE, APPLIED VEHICLES, IF YOU CONFIRM, and Step 1 revised, NOTE references changed to HINT
August 15, 2024	NTB21-037D	APPLIED VEHICLES revised

