NISSAN; LOCK/UNLOCK REQUEST BUTTON ON OUTSIDE DOOR HANDLE DOES NOT RESPOND

APPLIED VEHICLES:  Nissan vehicles
With user configurable “Intelligent Key Lock/Unlock on outside door handle”

SERVICE INFORMATION

The “Lock / Unlock request buttons” that are located on the outside door handles of vehicles with Intelligent Key can be disabled (or enabled) through either the "Comfort & Conv." settings of the Audio/Visual/Navigation system, or through the “Combination Meter settings” depending on the vehicle model, year and trim level.

IMPORTANT:

• See the owner’s manual for model and year specific user configurable options.

• Not all vehicles that have Intelligent Key or lock/unlock request buttons located on the outside door handles have a user configurable option to allow this feature to be enabled or disabled.

If the lock/unlock request buttons do not operate, but the intention is for this feature to be active:

• Confirm that “Intelligent Key Lock / Unlock” (Audio/Visual/Navigation system) or “I-Key Door Lock” (Combination Meter), has been enabled and is “ON” in the Comfort & Conv. Settings or Combination Meter vehicle settings as applicable.

• See figures 1, 2, 3 and 4 on page 2 for examples.

NOTE: In some instances this feature may be unintentionally disabled. Please verify the status of this feature before any further diagnostic is performed.
User configurable lock/unlock request buttons through Audio/Visual/Navigation system

Figures 1 and 2 are examples of a vehicle with user configurable settings found in the Audio/Visual/Navigation system and are for reference only.

To access Intelligent Key Lock / Unlock through applicable Audio/Visual/Navigation systems:

(See the owner’s manual for model and year specific user configurable options)

- Select: Settings / Comfort & Conv., and then confirm that Intelligent Key Lock / Unlock is “ON”.
- If it is not ON and it is the intent to enable this feature, change this setting from “OFF” to “ON” and then BACK out of Settings.
- Confirm that the Lock/Unlock request buttons are now functioning.
- If this feature is already enabled or after being enabled the Lock/Unlock request buttons will not respond, further diagnostic may be necessary.
  ➢ Refer to the appropriate diagnostic section of the Electronic Service Manual for further diagnostics.
User configurable lock/unlock request buttons through Combination Meter

Figures 3 and 4 are examples of a vehicle with user configurable settings found in the Combination Meter system and are for reference only.

To access Intelligent Key Lock / Unlock through applicable Combination Meter systems:

(See the owner’s manual for model and year specific user configurable options)

- Select “Settings” with “Page up” button for Vehicle Information Display on steering wheel and then select ENTER (Figure 5).

- Once in Settings, Scroll to “Vehicle Settings” with up/down toggle on steering wheel and then select ENTER again.

- Scroll through Vehicle Settings until “I-Key Door Lock” is highlighted and confirm that it is “ON”.

- If it is not ON and it is the intent to enable this feature, change this setting from “OFF” to “ON” and then BACK out of Settings.

- Confirm that the Lock/Unlock request buttons are now functioning.

- If this feature is already enabled or after being enabled the lock/unlock request buttons will not respond, further diagnostic may be necessary.
  
  ➢ Refer to the appropriate diagnostic section of the Electronic Service Manual for further diagnostics.