

SERVICE BULLETIN

Classification:

EL15-006i

Reference:

Date: October 10, 2016

TELEMATICS SERVICE INFORMATION

NTB15-049i

This bulletin has been amended. Information for 2017 Altima, Murano, Pathfinder, Sentra, and Titan/Titan XD vehicles has been applied. No other changes have been made. Please discard previous versions of this bulletin.

APPLIED 2016-2017 Altima (L33) – SL with Technology Package
 2016 Rogue (T32) – SL
 2016-2017 Sentra (B17) – SR and SL with Technology Package
 2016-2017 Maxima (A36) – Platinum
 2017 GT-R (R35)
 2017 Murano (Z52) – Platinum
 2017 Pathfinder (R52) – Platinum, SV and SL with Tech Package, SL with Premium Package
 2016-2017 Titan/Titan XD (A61) – SL and Platinum, Pro-4X with Convenience Package, SV with Comfort and Convenience Package

SERVICE INFORMATION

The Applied Vehicles are equipped with a wireless communication device called a Telematics Communication Unit (TCU). With an active NissanConnectSM Services subscription, the TCU communicates with the NissanConnectSM Services Data Center to provide various security and convenience services.

This bulletin contains important service procedures that <u>must</u> be performed properly in order to set-up and maintain the telematics system for the Applied Vehicles.

Service procedures in this bulletin:

- Turning ON the TCU During PDI (Pre-Delivery Inspection) Page 2
- When a TCU Needs To Be Replaced Page 10

NOTE: If the "Turning ON the TCU During PDI" procedure is not followed correctly, the vehicle cannot the be used in Dealer Demo mode or enrolled in NissanConnectSM Services. Should this occur, the "Turning ON the TCU During PDI" process will need to be performed again.

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.

Turning ON the TCU During PDI

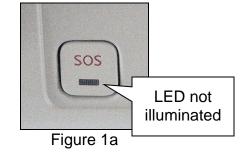
For TCU replacement instructions, refer to page 10.

NOTE: In most instances, the TCU is OFF when delivered to the dealership and will need to be turned ON during PDI.

1. With the ignition ON, check whether or not the green LED on the SOS button is illuminated (see Figure 1a).

NOTE: It may be difficult to tell if the green LED is illuminated if the vehicle is outside in bright sunlight.

 If the green LED <u>is</u> illuminated, the process to turn ON the TCU is complete and no further action is needed.



- If the green LED <u>is not illuminated</u>, proceed to step 2.
- 2. Place the vehicle in non-shipping mode (extended storage switch pushed IN).
 - a. Open the driver's door and leave it open.
 - b. With the battery connected and ignition OFF, remove the fuse panel located to the left of the steering wheel. For Titan and Titan XD vehicles, the fuse panel is located in the glove box.
 - c. Push the white extended storage switch IN.
 - d. Turn the ignition ON.
 - e. Turn the ignition OFF.
 - f. Wait at least 2 seconds, and then turn the ignition ON.
 - g. Make sure the extended storage warning message is not displayed in the combination meter/display.

- 3. Connect the C-III plus VI to the vehicle.
- 4. Set the parking brake and confirm the ignition is ON.
- 5. Launch C-III plus on the CONSULT PC.
- 6. Select Diagnosis (One System).

CONSULT-III plus Ver.15	.11.00 VIN:-	Vehicle : -	Country : U.S.A.			
Back Home Prin	t Screen Capture Mode	rorded Help 12.0V				
Connection Status		Diagnosis Menu				
Serial No.	Status	Diagnosis (Or	ne System)			
VI 2300727	کر ا Normal Mode/Wireless connection	Diagnosis (Al	Systems) Step			
мі _	\otimes		6			
	No connection					
Select VI/M	Select VI/MI					
pplication Setting Sub mode ABC Language Setting Maintenance						
VDR						

Figure 2a

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

CONSULT-III plus Ver.15.11.00	VIN:-	Vehicle : -	Country : U.S.A.				
Back Home Print Screen	Screen Capture	rded Help					
Diagnosis (One System) System Selection							
NISSAN/INFINITI Renault X-Badge							
Group	All system	ıs 🔻					
SONAR	POP UP HOOD	TOTAL ILLUM C/U	PTC HEATER				
LANE CAMERA	AUTO BACK DOOR		TELEMATICS				
ADAPTIVE LIGHT	Diag Data Recorder	Step 🗲	емсм				
AUTO SLIDE DOOR RIGHT	4WAS(FRONT)	SID	SVT				
CAN GATEWAY	E-SUS	MULTI DISPLAY	BSW				
SHIFT	ACCELE PEDAL ACT	SIDE RADAR RIGHT	AVM				
EV/HEV	HV BATTERY	CHARGER	сіл				
			2/3				

Figure 3a

8. Select Work Support.

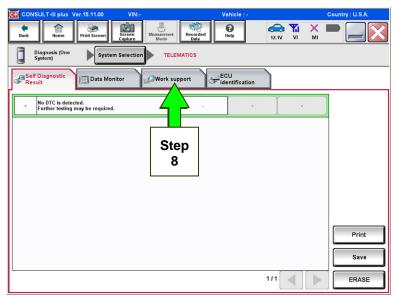


Figure 4a

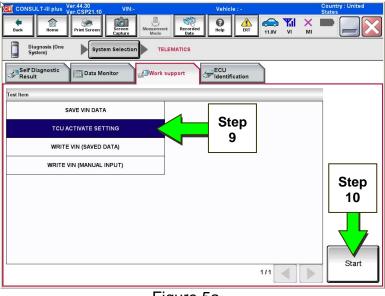


Figure 5a

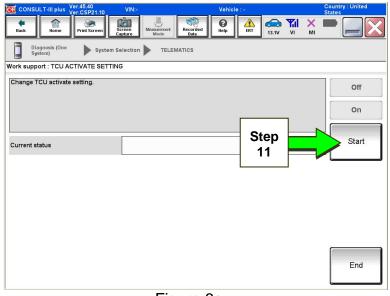


Figure 6a

9. Select TCU ACTIVATE SETTING.

10. Select Start.

11. Select Start.

- 12. Select **ON** to turn ON the TCU.
- 13. Select END.

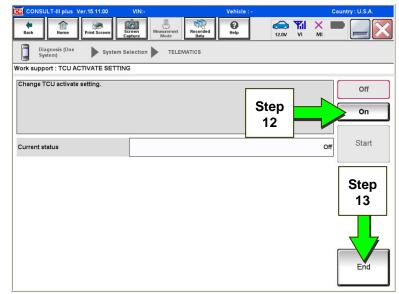


Figure 7a

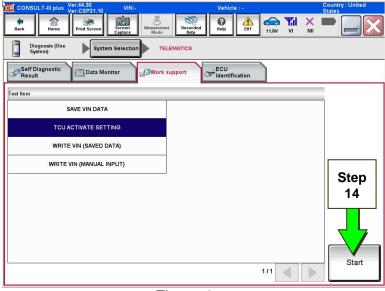


Figure 8a

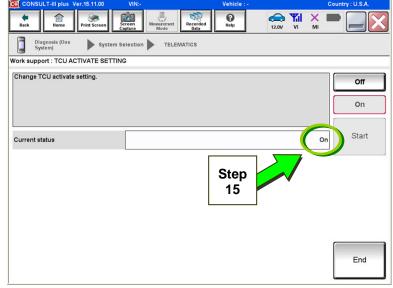


Figure 9a

14. Select Start.

15. Confirm "**On**" is displayed in the **Current status** field.

16. Check for TCU cellular reception.

NOTE: It may take up to 3 minutes for the vehicle icon to turn white after the ignition is turned ON.

Check TCU cellular reception - Maxima, Murano, and GT-R:



If vehicle icon is white, vehicle has cellular reception.



If vehicle icon is gray and has a red slash through it, move the vehicle to a different location with good reception.





Check TCU cellular reception – Altima, Rogue, Sentra, and Titan/Titan XD:



If vehicle icon does not have a white slash through it, vehicle has cellular reception.



If vehicle icon does have a white slash through it, move the vehicle to a different location with good reception.

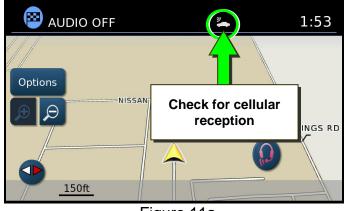


Figure 11a

Check TCU cellular reception – Pathfinder:



If vehicle icon is white, vehicle has cellular reception.



If vehicle icon is gray and has a gray slash through it, move the vehicle to a different location with good reception.



Figure 12a

17. Press the Info or APPS button.

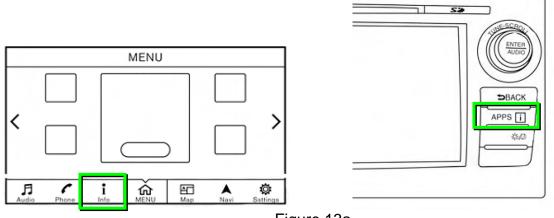
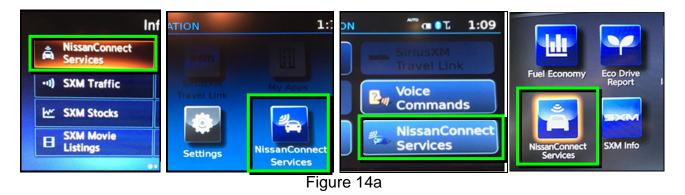


Figure 13a

18. Select NissanConnect Services.



19. Select Connected Search.



20. Enter a POI (Point of Interest) location, and select "OK" or "Search".

Example: "Starbucks"

Connected Search 🛥 1:16
STARBUCKS_
Q W E R T Y U I O P AZ
A S D F G H J K L & AÉB
Z X C V B N M · - 123
Lowercase History Space Search
d Search ⊗ Delete 6 7 8 9 0 Y U I O P H J K L &
H J K L & A
CAPS History Secret

Figure 16a

- 21. Confirm the POI location displays.
 - If the "Connected Search" does not complete successfully, call SXM support at 1-844-631-2928.

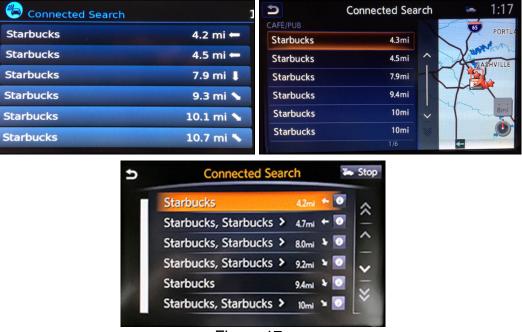


Figure 17a

22. Turn the ignition OFF.

23. Pull OUT the extended storage switch to return the vehicle to shipping mode.

NOTE:

- Before delivery, make sure the vehicle is in non-shipping mode (extended storage switch pushed IN). The customer will not be able to enroll in NissanConnectSM Services if the vehicle is in shipping mode.
- If the "Turning ON the TCU During PDI" procedure is not followed correctly, the vehicle cannot the be used in Dealer Demo mode or enrolled in NissanConnectSM Services. Should this occur, the "Turning ON the TCU During PDI" process will need to be performed again.

NOTE:

- For Altima, Maxima, Murano, Pathfinder and Titan/Titan XD vehicles ONLY: You <u>MUST</u> have ALL customer keys before beginning this procedure.
- Each TCU is registered to a specific Vehicle Identification Number (VIN).
 <u>TCUs cannot be "swapped" between vehicles.</u> Once a TCU is registered to a vehicle, the TCU cannot be used in another vehicle.
- The VIN <u>MUST</u> be written to the replacement TCU after installation.
- The replacement TCU must come from Nissan North America parts supply.
- CONSULT-III plus Ver.15.11.00 VIN: () Help 12.0V VI 1. Connect the C-III plus VI to × Home int Ser Back the vehicle. **Connection Status Diagnosis Menu** Serial No Statu Diagnosis (One System) VI 2300727 Normal Mode/Wireless connection Step Diagnosis (All Systems) 5 м 2. Set the parking brake. -🐝 🗏 Re/programming, Configuration No connectio Select VI/MI Immobilizer Application Setting 🚛 Maintenance 3. Turn the ignition ON. ABC Language Setting Sub mode Figure 1b
- 4. Launch C-III plus on the CONSULT PC.
- 5. Select Diagnosis (One System).
- 6. Select **Telematics** on page 2 of the all systems list.

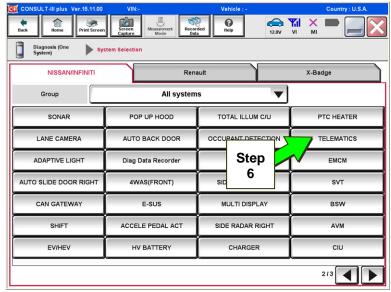


Figure 2b

7. Select Work Support.

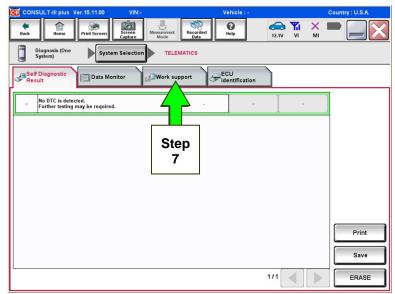


Figure 3b

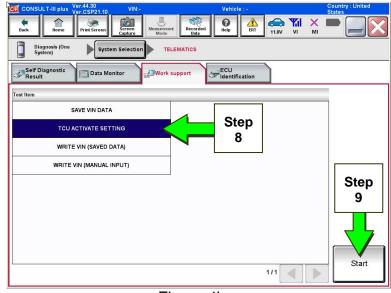


Figure 4b

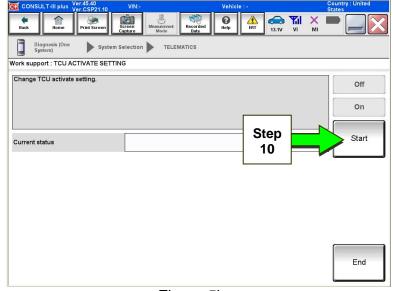


Figure 5b

- 8. Select TCU ACTIVATE SETTING.
- 9. Select Start.

10. Select Start.

- 11. Select **Off** to turn OFF the TCU.
- 12. Select END.

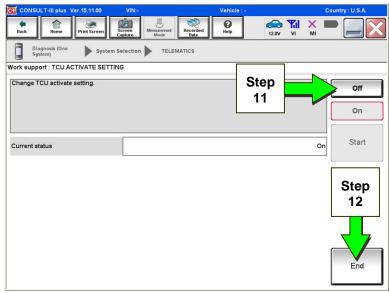


Figure 6b

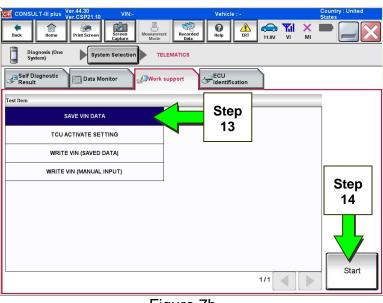


Figure 7b

CONSULT-III plus Ver.15.11.00		/ehicle : -	Country : U.S.A.
Back Home Drint Screen SC	reen pture Measurement Mode Data	Image: Weight Heip Image:	
Diagnosis (One System) System Se	TELEMATICS		
Work support : SAVE VIN DATA			
START SAVE VIN DATA		Step 15	Start
Current status		Waiting for your operation	n
			_
			End
	— ; a)		

Figure 8b

13. Select **SAVE VIN DATA**.

14. Select Start.

15. Select Start.

NOTE: If the VIN data cannot be saved, you will have to manually enter the VIN later in this procedure. 16. Select End.

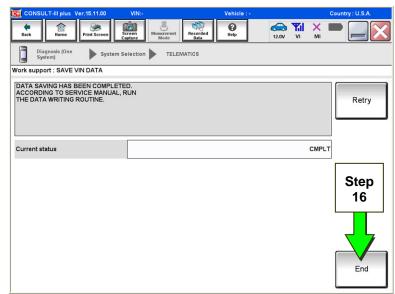


Figure 9b

17. Remove the TCU from the vehicle.

 Refer to the Electronic Service Manual (ESM), section AV–Audio, Visual & Navigation System, for removal information.

Step 18 must be performed <u>AFTER</u> the original TCU is removed from the vehicle and <u>BEFORE</u> the replacement TCU is installed.

- 18. Write down the following information:
 - a) VIN.
 - b) International Mobile Equipment Identity Number (IMEI) of the <u>original TCU</u>. This number is located on the TCU.
 - c) IMEI Number of the <u>replacement TCU</u>. This number is located on the TCU.
 - d) Serial Number of the <u>replacement TCU</u>. This number is located on the TCU.

LABEL ON TCU

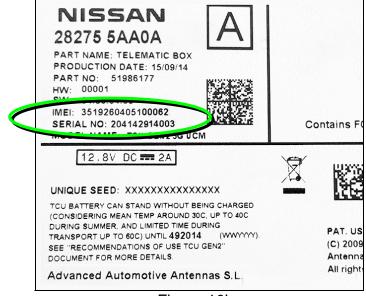


Figure 10b

19. Install the replacement TCU into the vehicle.

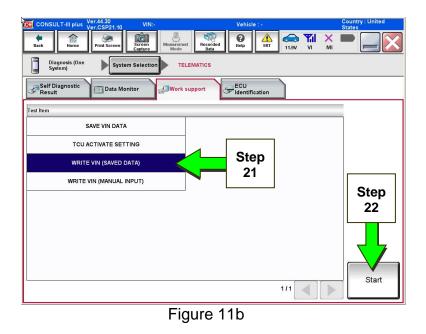
• Refer to the ESM, section AV–Audio, Visual & Navigation System, for installation information.

20. Perform steps 1-7, beginning on page 10, to access Work Support.

21. Select WRITE VIN (SAVED DATA).

NOTE: If VIN DATA could not be saved in step 15, proceed to **Manually Enter VIN Data (if needed)** on page 22.

22. Select Start.





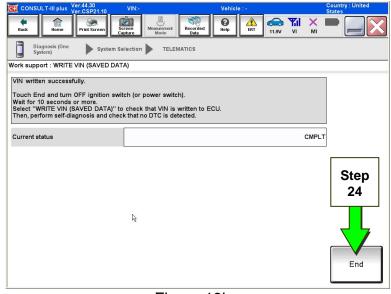
23. Select Start.

CONSULT-III plus Ver.44.30 Ver.CSP21.10	VIN:-	Vehicle : -	Country : United States
Park Hama Dint France	reen pture Measurement Mode Recorded Data		× 💻 🥅 🔀
Diagnosis (One System) System Se	TELEMATICS		
Work support : WRITE VIN (SAVED DAT)	A)		
VIN will be written according to saved Touch Start. Saved VIN will pop up. If VIN is not recorded, then boxes will b		Step 23	Start
Current status		Waiting for your operat	ion
VIN			
			End R



- 24. Select End.
- 25. For Altima, Maxima, Murano, Pathfinder, and Titan/Titan XD vehicles ONLY: Perform Intelligent Key registration for all customer keys.

NOTE: The Remote Engine Start and Stolen Vehicle Locator features (if so equipped) of NissanConnectSM Services will not function if Intelligent Key registration is not completed.





Step 26 must be performed <u>AFTER</u> all customer Intelligent Keys have been registered (step 25; Altima, Maxima, Murano, Pathfinder, and Titan/Titan XD vehicles ONLY).

26. Call SiriusXM at 1-844-631-2928. (Hours of operation are listed below.)

During this call:

- You will be asked for your name, dealership name, and all of the information collected in step 18.
- The Call Center agent will de-register the original TCU and register the replacement TCU.

27. Wait for the SiriusXM Call Center agent to call back, confirming TCU registration.

- This step may take 1-2 hours.
- TCU registration does <u>not</u> enroll the customer in NissanConnectSM Services.

NOTE: The TCU will not be able to communicate with the NissanConnectSM Services Data Center if step 26 and 27, above, are not completed.

SiriusXM Call Center – Hours of Operation (Eastern Time Zone)

Monday thru Friday: 8 A.M. – 11 P.M. Saturday: 8 A.M. – 8 P.M. Holidays: 8 A.M. – 8 P.M. Step 28 must be performed <u>AFTER</u> the SiriusXM Call Center agent has called back, confirming TCU registration (see step 27 on the previous page).

28. Turn ON the TCU.

- a. Connect the C-III plus VI to the vehicle.
- b. Set the parking brake and confirm the ignition is ON.
- c. Launch C-III plus on the CONSULT PC.
- d. Select Diagnosis (One System).

🚺 сомѕи	ILT-III plus Ver.15.1	1.00 VIN:-	Vehicle : -	Country : U.S.A.	
Hack	Home Print S	creen Screen Mode	Recorded Help		
Connee	ction Status		Diagnosis Menu		
	Serial No.	Status	Diagnosis (One	System)	
VI	2300727	Normal Mode/Wireless	Diagnosis (All s	Systems) Step	
мі	-	\otimes		28d	
		No connection	Re/programmin	g, Configuration	
	Select VI/MI		Immobilizer		
-	tion Setting Sub mode	Language Setting	Maintenance		
VDR					

Figure 14b

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

CONSULT-III plus Ver.15.11.00	VIN:-	ded Help	Country : U.S.A.					
Diagnosis (One System Selection								
NISSAN/INFINITI	NISSAN/INFINITI Renault X-Badge							
Group	Group All systems							
SONAR	POP UP HOOD	TOTAL ILLUM C/U	PTC HEATER					
LANE CAMERA	AUTO BACK DOOR		TELEMATICS					
ADAPTIVE LIGHT	Diag Data Recorder	Step	ЕМСМ					
AUTO SLIDE DOOR RIGHT	4WAS(FRONT)		SVT					
CAN GATEWAY	E-SUS	MULTI DISPLAY	BSW					
SHIFT	ACCELE PEDAL ACT	SIDE RADAR RIGHT	AVM					
EV/HEV	HV BATTERY	CHARGER	сіџ					
			2/3					

Figure 15b

f. Select Work Support.

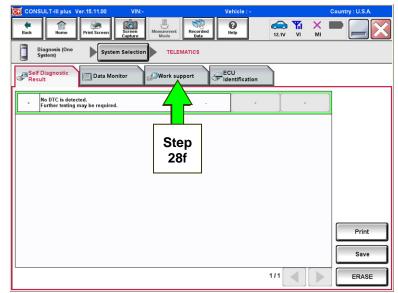


Figure 16b

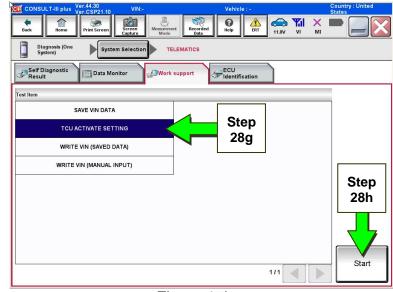


Figure 17b

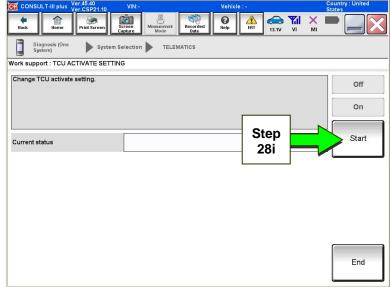


Figure 18b

- g. Select TCU ACTIVATE SETTING.
- h. Select Start.

i. Select Start.

- j. Select **ON** to turn ON the TCU.
- k. Select END.

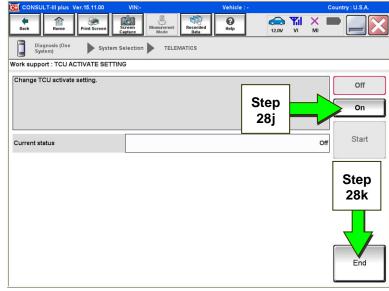


Figure 19b

I. Select Start.

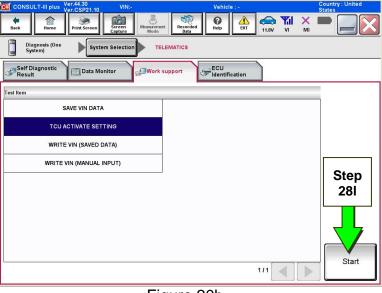


Figure 20b

Recorded 12.0V VI MI Screen () Help Home 8 Diagnosis (One System) System Selection TELEMATICS Work support : TCU ACTIVATE SETTING Change TCU activate setting. Off On Start Current status On Step 28m End

Figure 21b

m. Confirm "**On**" is displayed in the **Current status** field.

29. Check for TCU cellular reception.

NOTE: It may take up to 3 minutes for the vehicle icon to turn white after the ignition is turned ON.

Check TCU cellular reception – Maxima, Murano, and GT-R:



If vehicle icon is white, vehicle has cellular reception.



If vehicle icon is gray and has a red slash through it, move the vehicle to a different location with good reception.





Check TCU cellular reception – Altima, Rogue, Sentra, and Titan/Titan XD:



If vehicle icon does not have a white slash through it, vehicle has cellular reception.



If vehicle icon <u>does</u> have a white slash through it, move the vehicle to a different location with good reception.

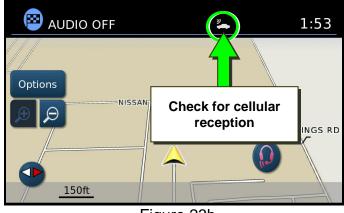


Figure 23b

Check TCU cellular reception – Pathfinder:



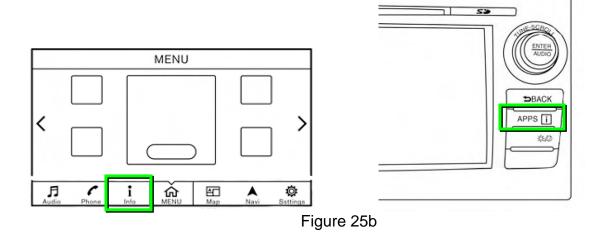
If vehicle icon is white, vehicle has cellular reception.



If vehicle icon is gray and has a gray slash through it, move the vehicle to a different location with good reception.



30. Press the Info or APPS button.



31. Select NissanConnect Services.



32. Select Connected Search.





33. Enter a POI (Point of Interest) location, and select "OK" or "Search".

Example: "Starbucks"

Search STARBUCKS OK	ŋ			c	onne	cted	l Sea	arch		\$	1:16
123 / ABC Delete History	STA	RBU	JCK	S_							
Q W E R T Y U I O P	Q	w	E	R	T	Y	U	1	0	P	A-Z
A S D F G H J K L	A	s	D	F	G	н	J	к	L	8	AÉB
- Z X C V B N M , .	z	:)	ĸ	c	v	3	1	4			123
@ ' : Space & ()	Low	verca	50	н	istory		Sp	ace		Sear	ch
STARBUCKS	d Search		_	SD							
STARBUCKS	6 7		B	⊗D 9	elete 0						
STARBUCKS			_	-	elete						
STARBUCKS	6 7	8	_	9	elete 0						
STARBUCKS 1 2 3 4 5 Q W E R T	6 7 Y U H J	8	B 	9	elete 0 P &						

Figure 28b

34. Confirm the POI location displays.

• If the "Connected Search" does not complete successfully, call SXM support at 1-844-631-2928.

😂 Connected Search		Connected Search A 1:17
Starbucks	4.2 mi 🖛	CAFÉ/PUB Starbucks 4.3mi
Starbucks	4.5 mi 🖛	Starbucks 4.5mi
Starbucks	7.9 mi 🖡	Starbucks 7.9mi
Starbucks	9.3 mi 💊	Starbucks 9.4mi
Starbucks	10.1 mi 💊	Starbucks 10mi
Starbucks	10.7 mi 🍾	Starbucks 10mi 1/6 ←
5	Connecter Starbucks	42mi for a stop
	Starbucks	4.2mi ← 🔍 🔿
	Starbucks, Starbu	
	Starbucks, Starbu	icks > 8.0mi > 🖸 💭
	Starbucks, Starbu	icks > 9.2mi > 🖸 🧹
1 C C C C C C C C C C C C C C C C C C C	Starbucks	9.4mi 👻 💽 😓
	Starbucks, Starbu	cks > 10mi > 🖸 🗠
	Figure	e 29b

35. Turn the ignition OFF.

Manually Enter VIN Data

(If step 15 on page 12 was unsuccessful)

- 1. Select WRITE VIN (MANUAL INPUT).
- 2. Select Start.

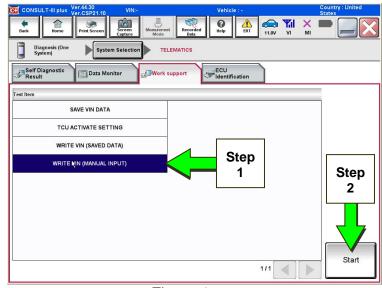


Figure 1c

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 11.9V VI

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- 3. Enter the VIN.
 - a) Touch the **VIN (1ST TIME)** input field and type in the VIN.
 - b) Touch the **VIN (2ND TIME)** input field and type in the VIN again.
 - c) Select Start.

Diagnosis (On System) TELEMATICS Sys m Selection 📄 Work support : WRITE VIN (MANUAL INPUT) Input VIN of the vehicle. Refer to Service Manual for location of identification plate. Start NISSAN MOTOR COLLTD JAPAN VSKJV -- 03.04 164 0 HILL EDUDE 1. ESSAL 2. HOTOR 1.545 TRANS ADUE 7245 TRANS EAT Step IS 100-日產自動車株式会社 www. 3c VIN VIN (1ST TIME) VIN (2ND TIME) Step 3a End

Figure 2c

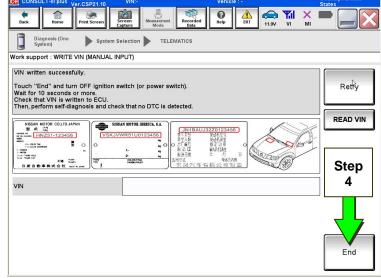


Figure 3c

- 4. Select End.
- 5. Perform steps 25-29, beginning on page 15.