# SERVICE BULLETIN

| Classification: | Reference: | Date: |
|---|---|---|
| EL15-006i | NTB15-049i | October 10, 2016 |

## TELEMATICS SERVICE INFORMATION

> **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 VEHICLES:**

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 NissanConnect<sup>SM</sup> Services subscription, the TCU communicates with the NissanConnect<sup>SM</sup> 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:

- o **Turning ON the TCU During PDI (Pre-Delivery Inspection)** – Page 2

- o **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 NissanConnect<sup>SM</sup> Services. Should this occur, the "Turning ON the TCU During PDI" process will need to be performed again.

## 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 **is** illuminated, the process to turn ON the TCU is complete and no further action is needed.

   - If the green LED **is not illuminated**, proceed to step 2.



LED not illuminated
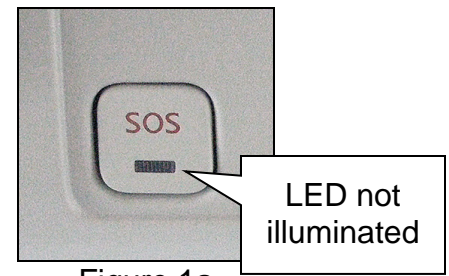
Figure 1a

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.
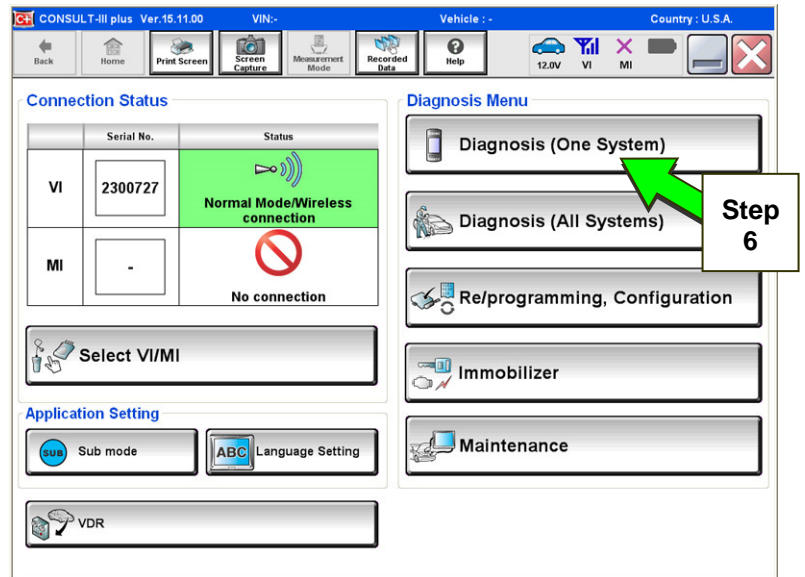
6. Select **Diagnosis (One System)**.



Figure 2a

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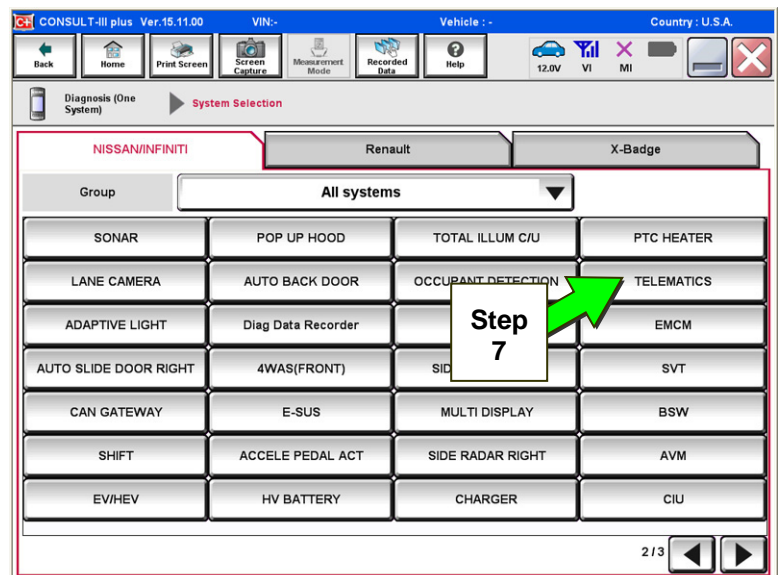


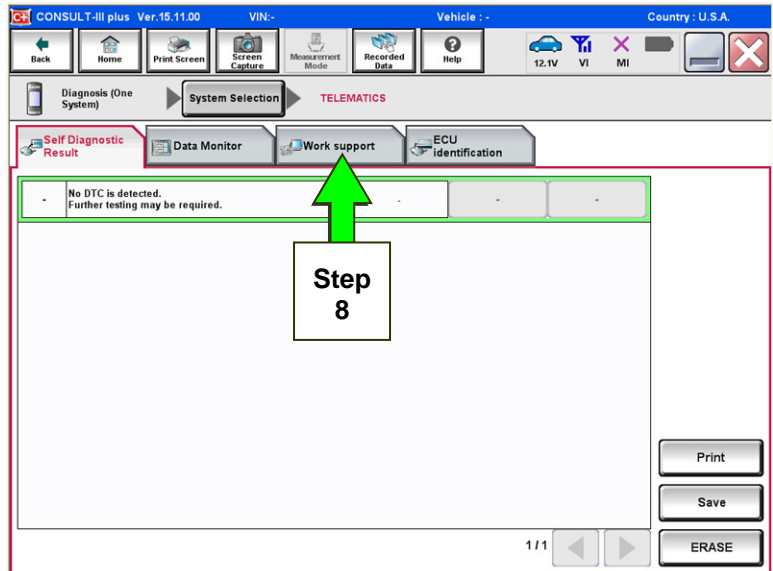Figure 3a

8. Select **Work Support**.


Figure 4a

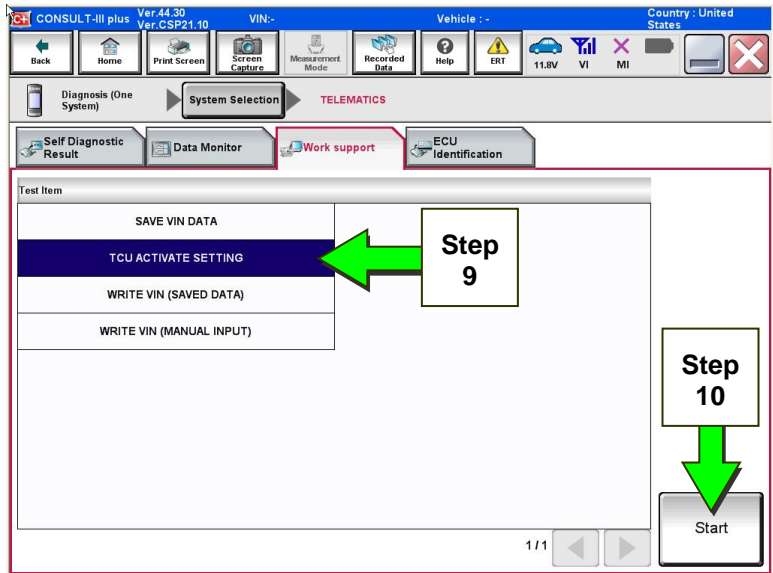9. Select **TCU ACTIVATE SETTING**.
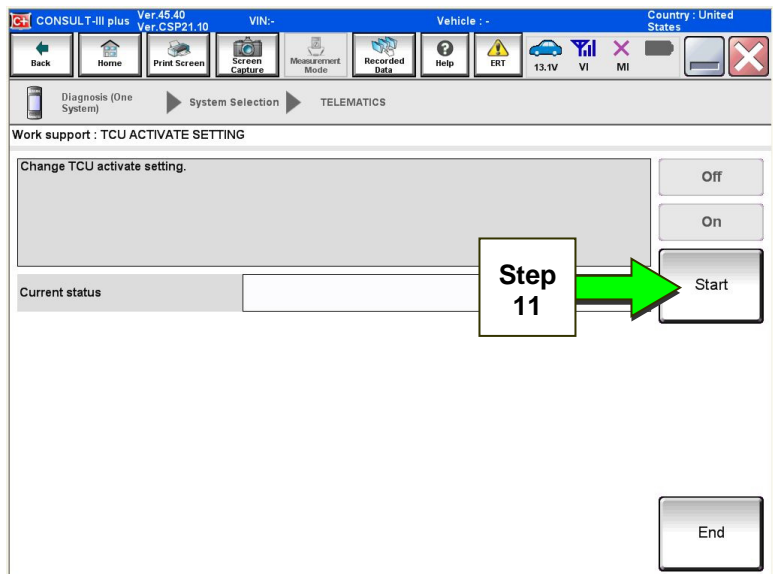
10. Select **Start**.


Figure 5a

11. Select **Start**.


Figure 6a
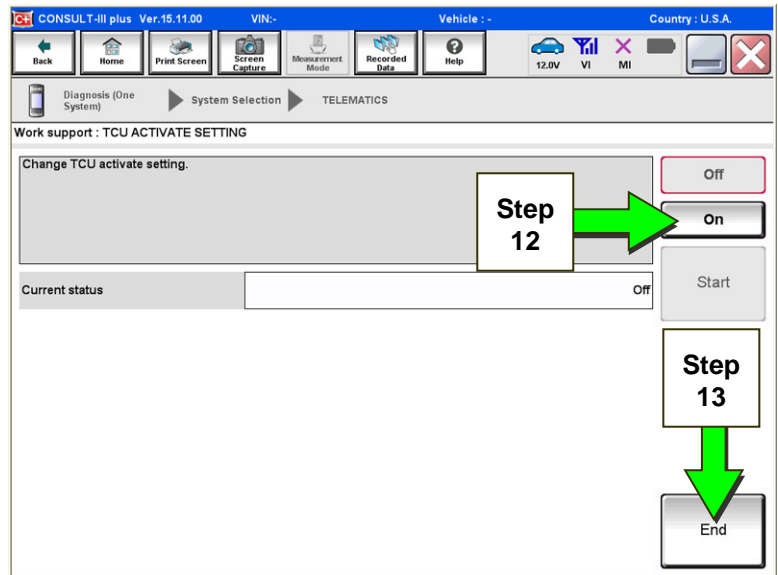
NTB15-049i

12. Select **ON** to turn ON the TCU.

13. Select **END**.



Figure 7a
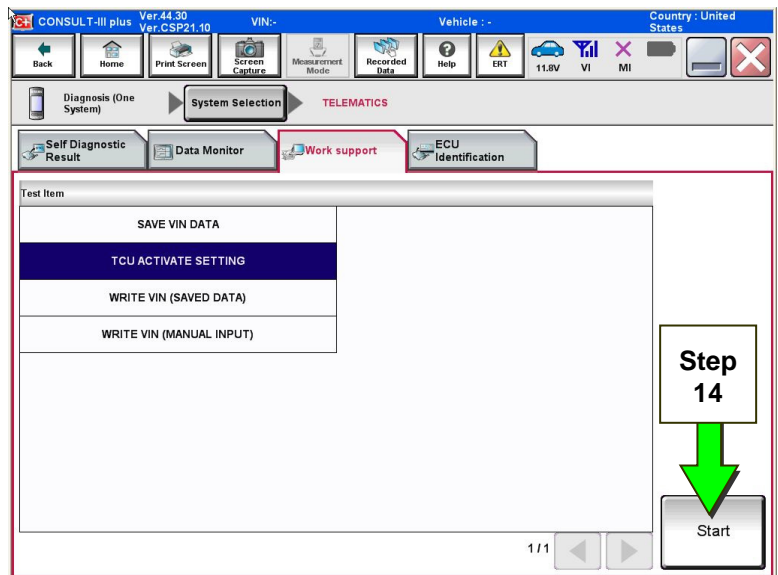
14. Select **Start.**



Figure 8a

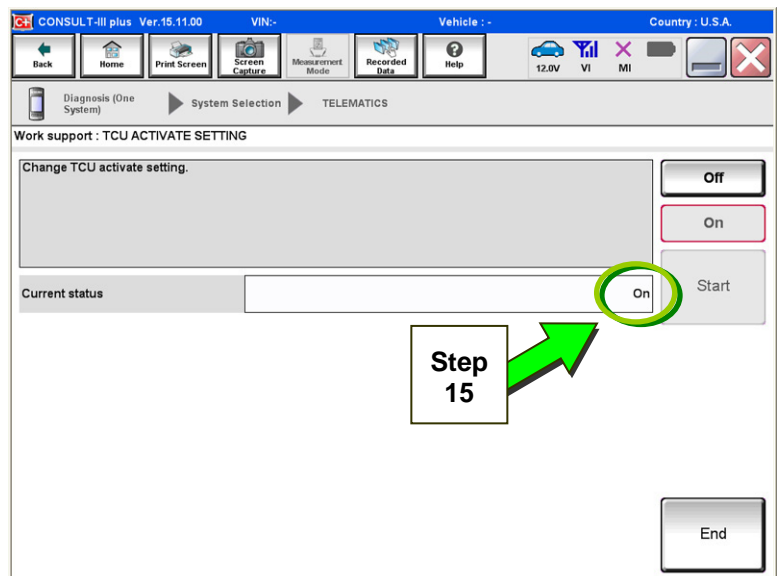15. Confirm "**On"** is displayed in the **Current status** field.



Figure 9a

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.
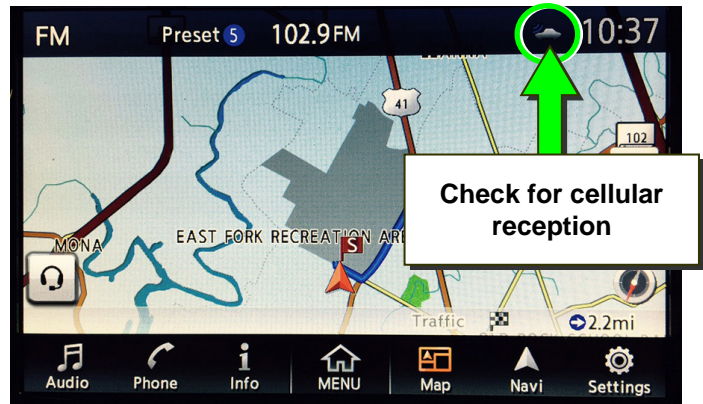


Figure 10a

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.
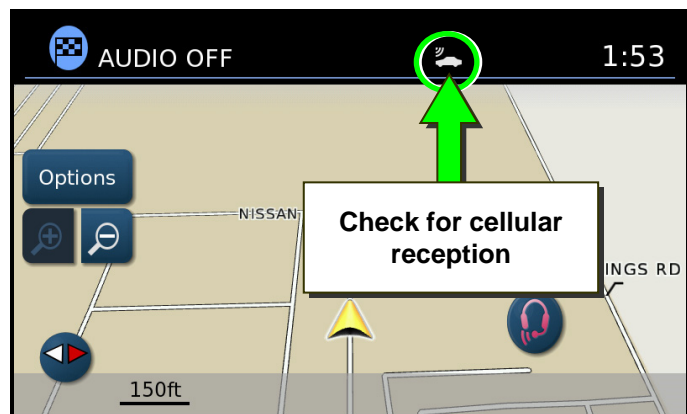


Figure 11a

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.
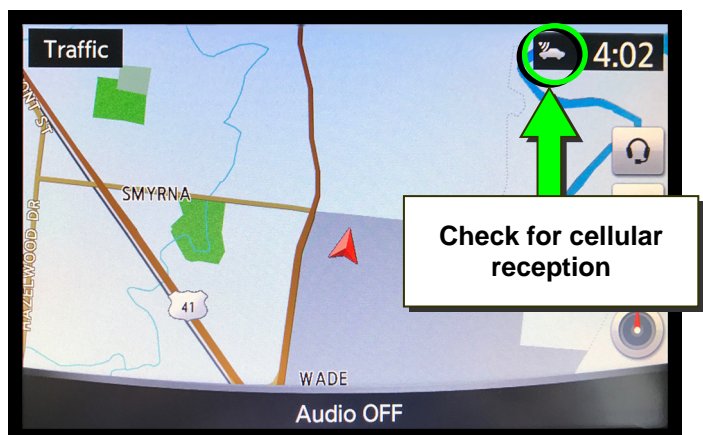


Figure 12a

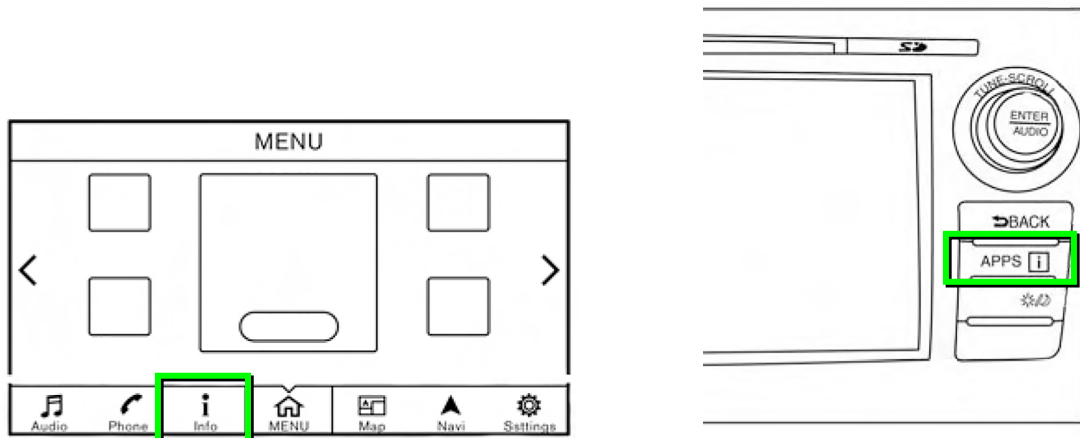17. Press the **Info** or **APPS** button.



Figure 13a

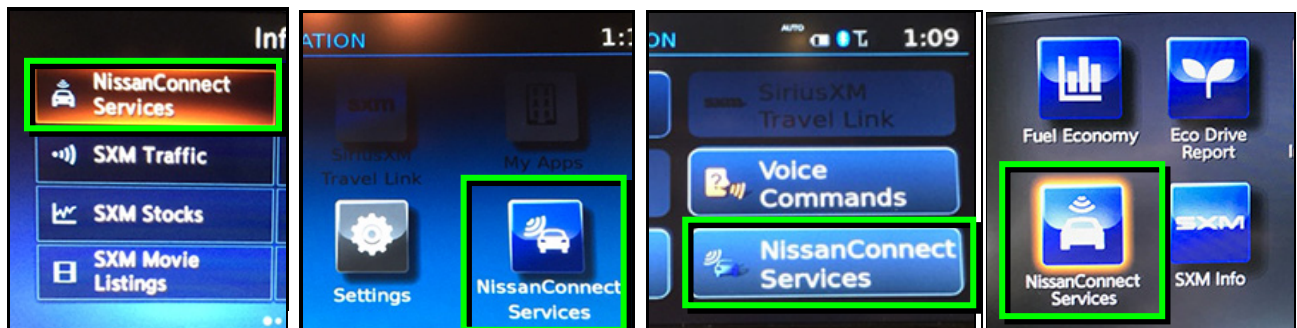18. Select **NissanConnect Services**.



Figure 14a

19. Select **Connected Search**.



Figure 15a

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

Example: "**Starbucks**"



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 NissanConnect<sup>SM</sup> 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 NissanConnect<sup>SM</sup> Services. Should this occur, the "Turning ON the TCU During PDI" process will need to be performed again.

## When a TCU Needs To Be Replaced

**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). **TCUs cannot be "swapped" between vehicles.** 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.

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



Figure 1b

2. Set the parking brake.

3. Turn the ignition ON.
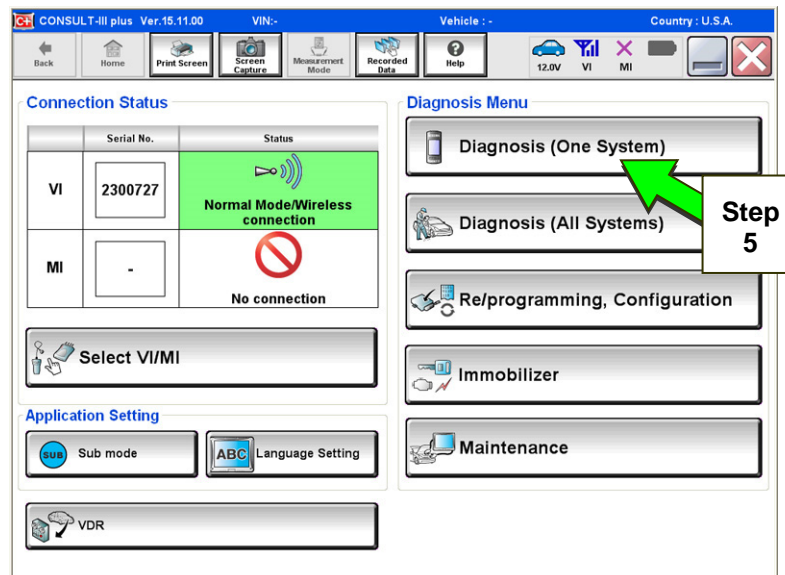
4. Launch C-III plus on the CONSULT PC.

5. Select **Diagnosis (One System)**.

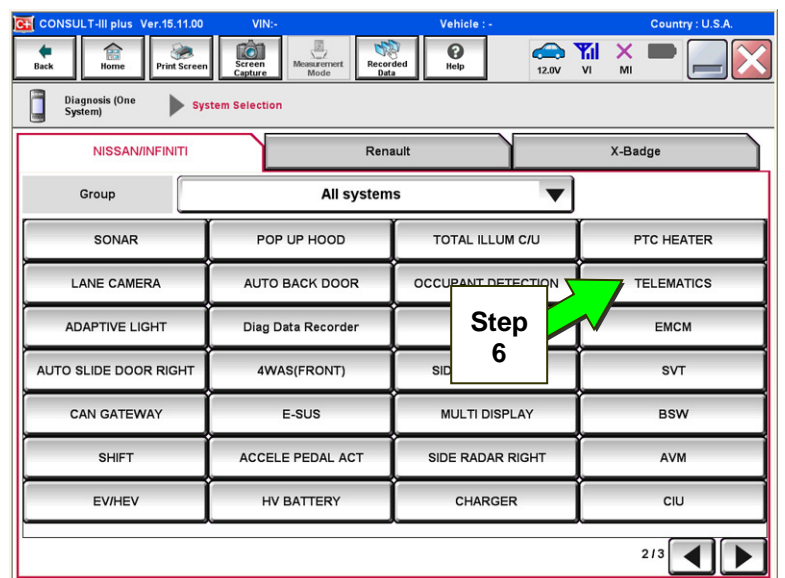6. Select **Telematics** on page 2 of the all systems list.
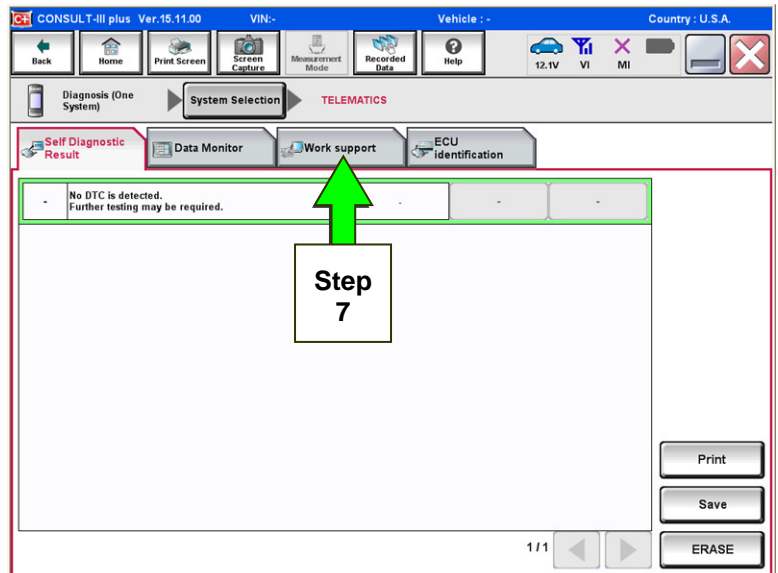


Figure 2b

7. Select **Work Support**.

Figure 3b
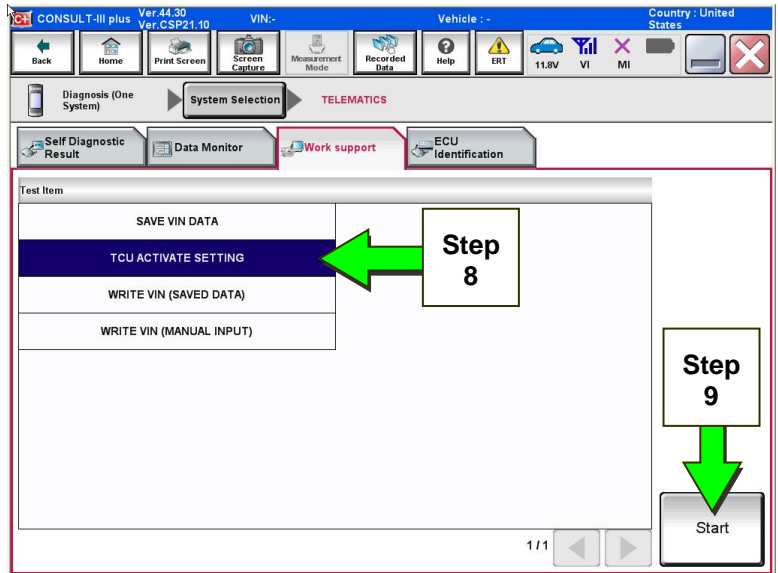
8. Select **TCU ACTIVATE SETTING**.

9. Select **Start**.
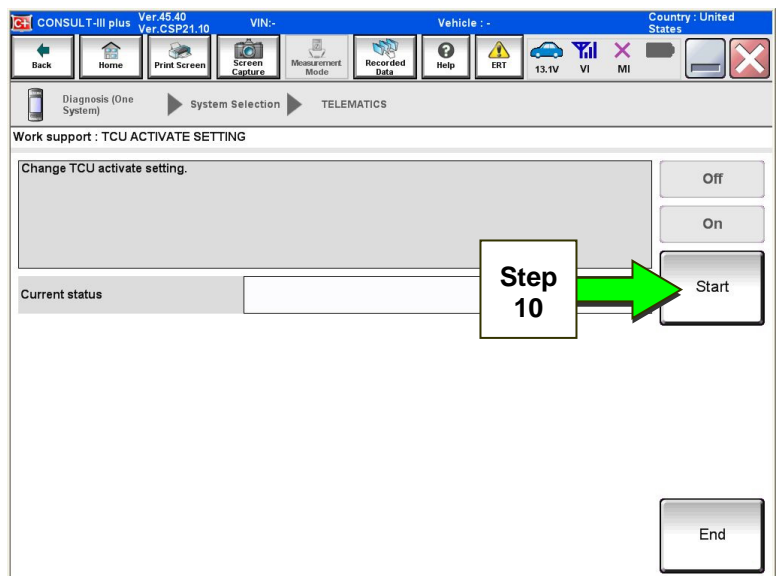
Figure 4b

10. Select **Start**.

Figure 5b

11. Select **Off** to turn OFF the TCU.

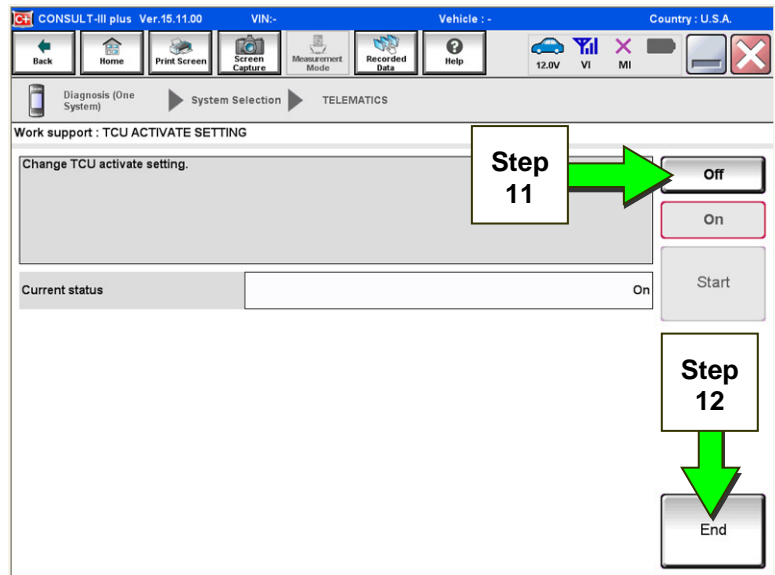12. Select **END**.



Figure 6b

13. Select **SAVE VIN DATA**.
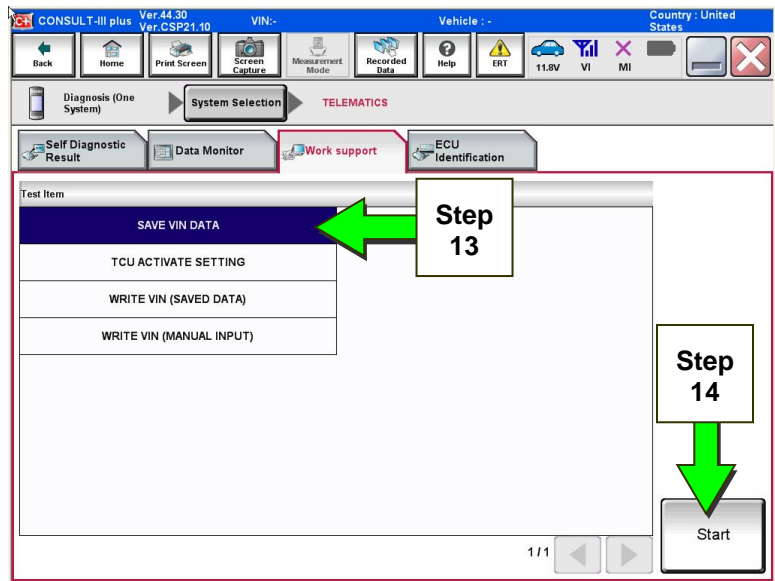
14. Select **Start**.



Figure 7b

15. Select **Start**.

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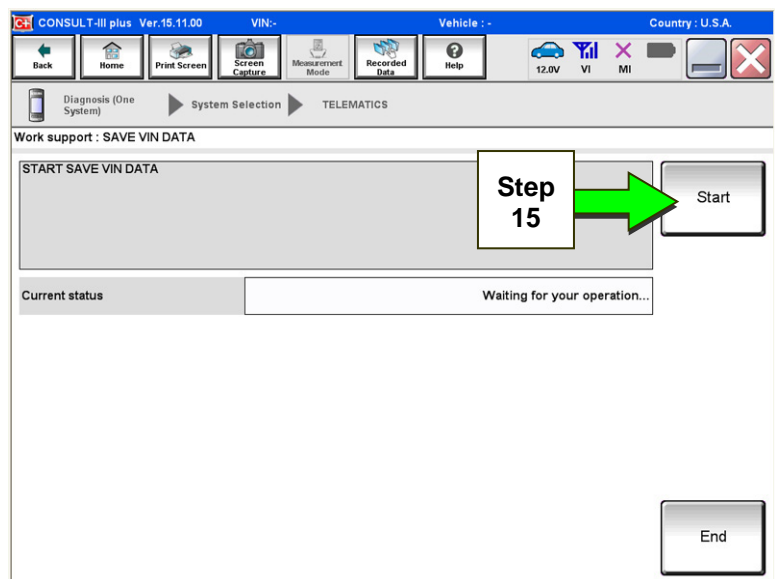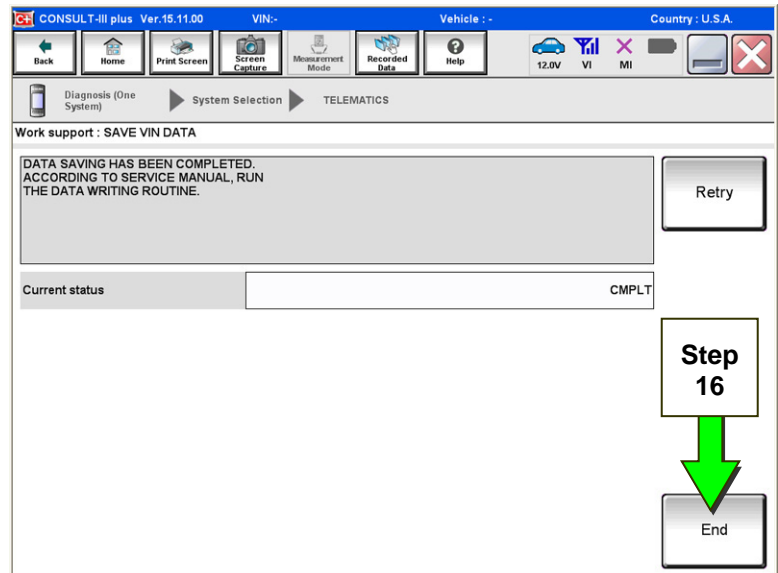


Figure 8b

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 **original TCU**.
This number is located on the TCU.

c) IMEI Number of the **replacement TCU**.
This number is located on the TCU.

d) Serial Number of the **replacement TCU**.
This number is located on the TCU.
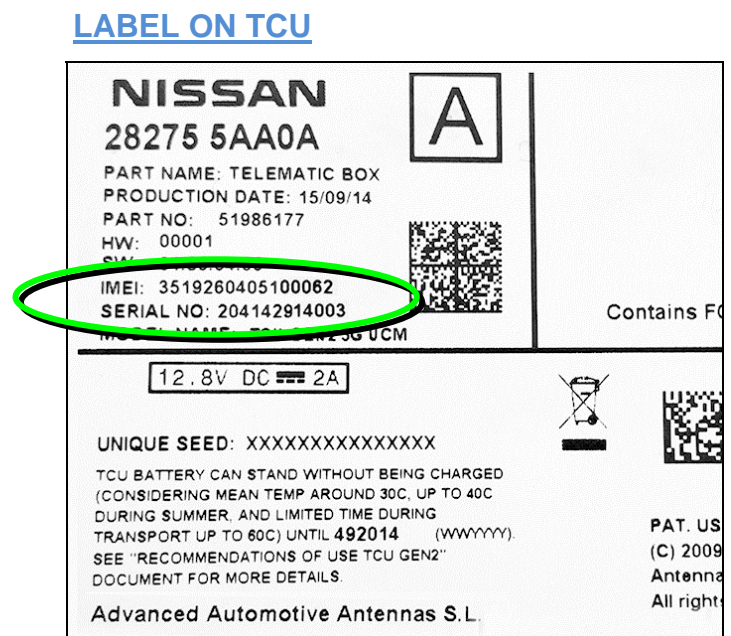
**LABEL ON TCU**


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.
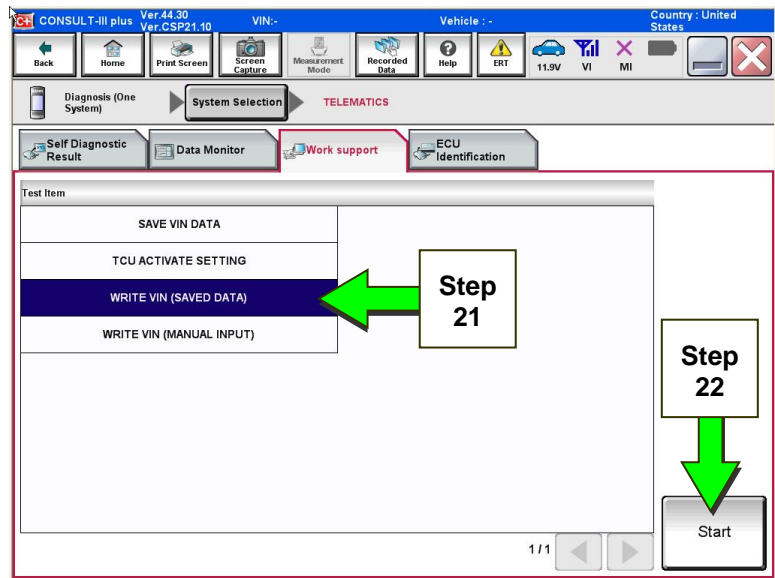
22. Select **Start**.



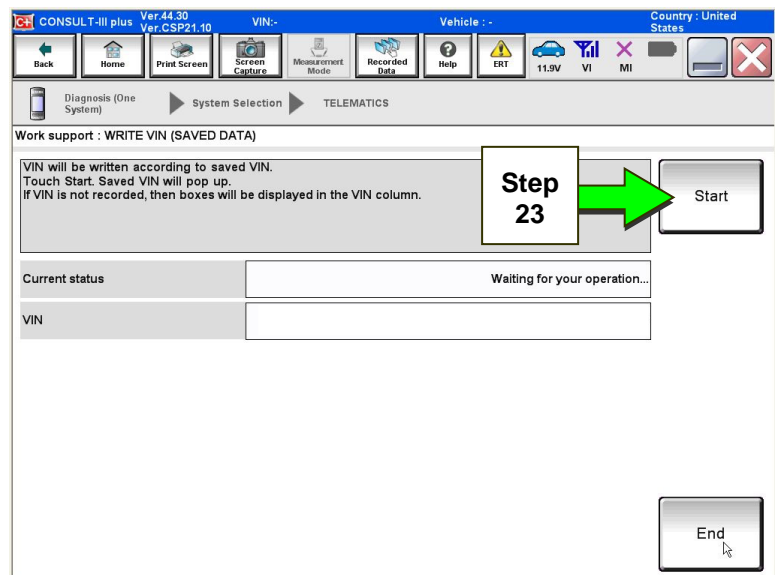Figure 11b

23. Select **Start**.



Figure 12b

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 NissanConnect[SM] Services will not function if Intelligent Key registration is not completed.
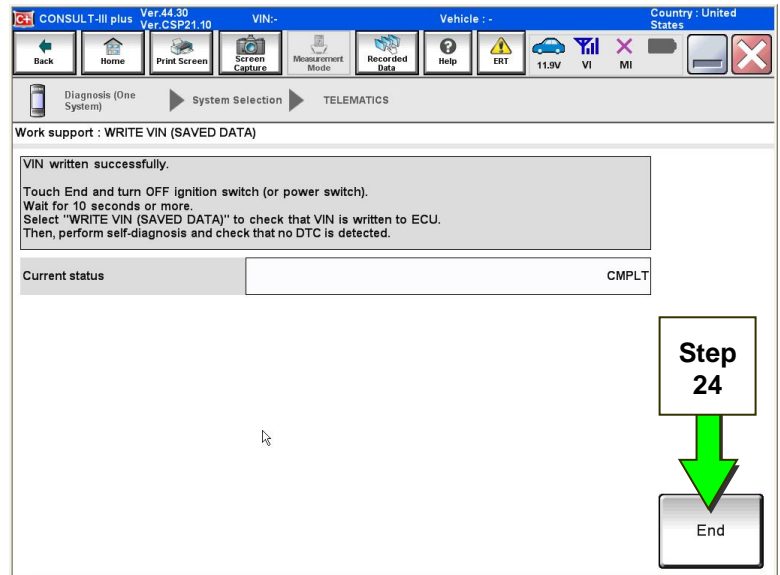


Figure 13b

**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 NissanConnect[SM] Services.

**NOTE:** The TCU will not be able to communicate with the NissanConnect[SM] 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.
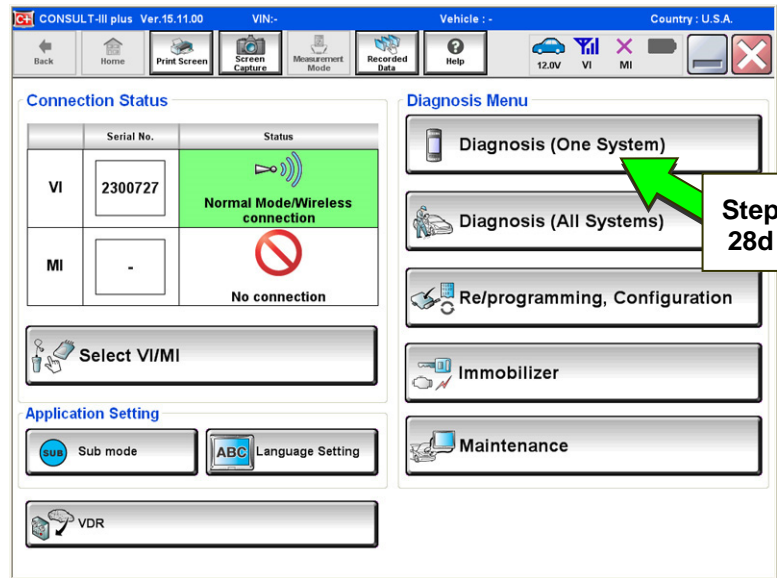
    d. Select **Diagnosis (One System)**.


Figure 14b

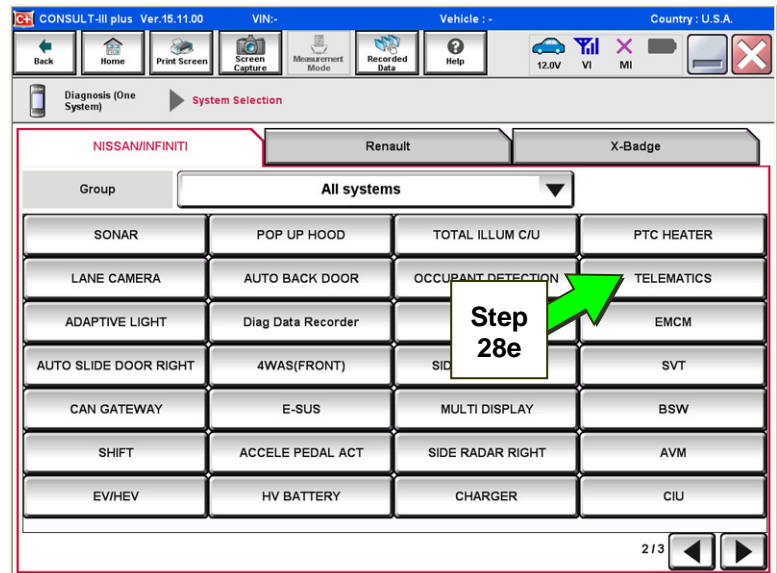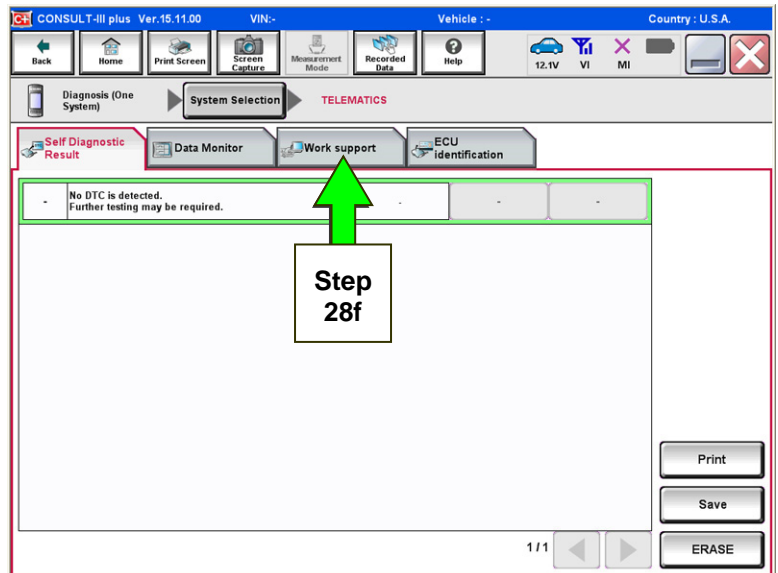    e. Select **Telematics** on page 2 of the all systems list.


Figure 15b

f. Select **Work Support**.


Figure 16b

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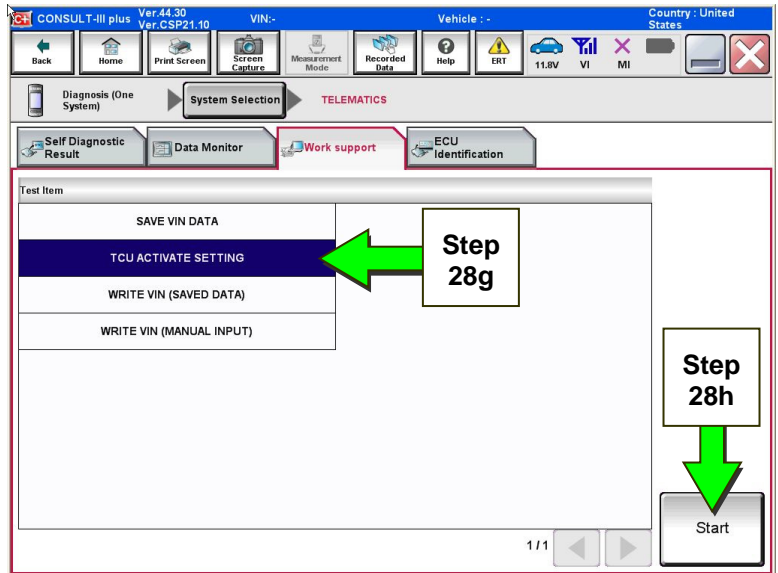
h. Select **Start**.


Figure 17b

i. Select **Start**.
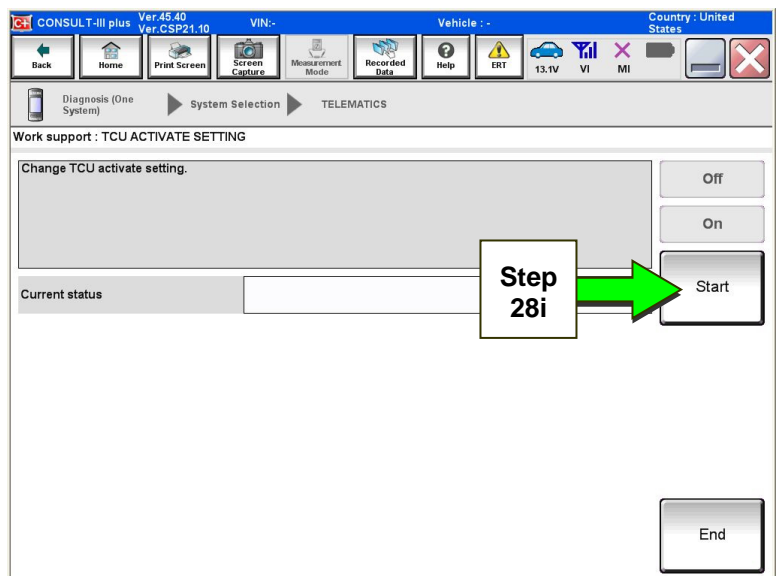

Figure 18b

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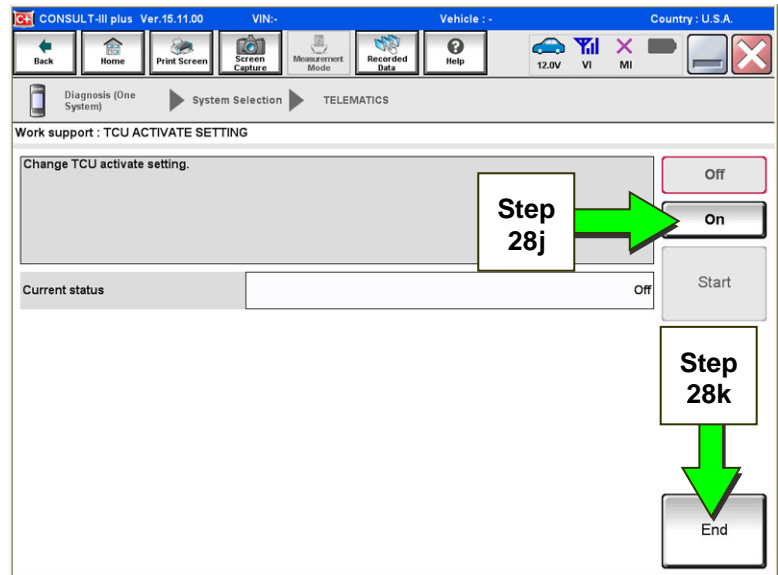
k.  Select **END**.



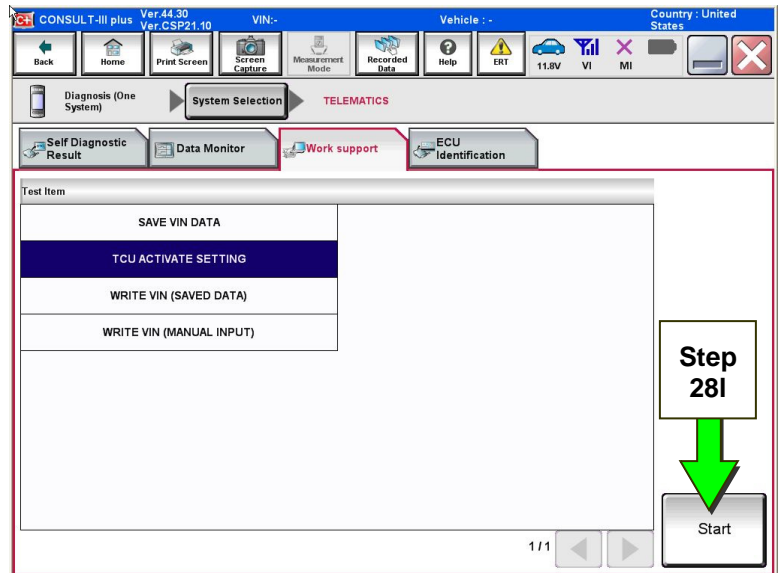Figure 19b

l.  Select **Start.**



Figure 20b

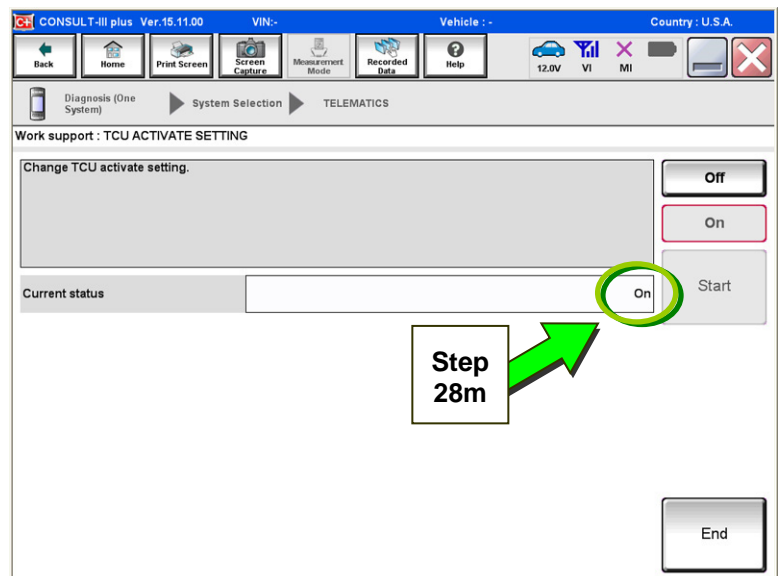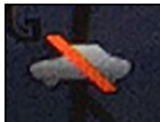m.  Confirm "**On"** is displayed in the **Current status** field.



Figure 21b

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.
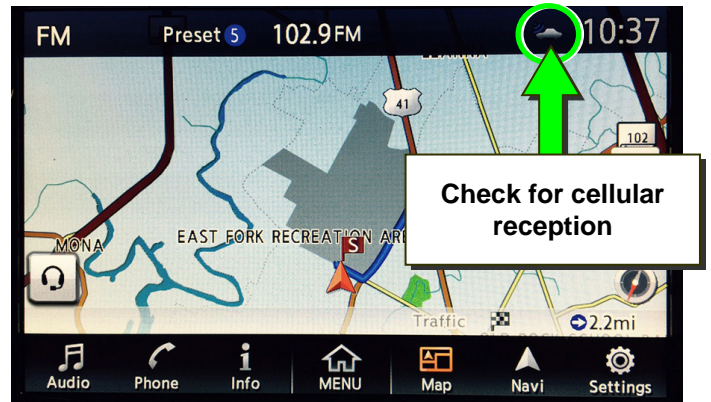
Figure 22b

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.
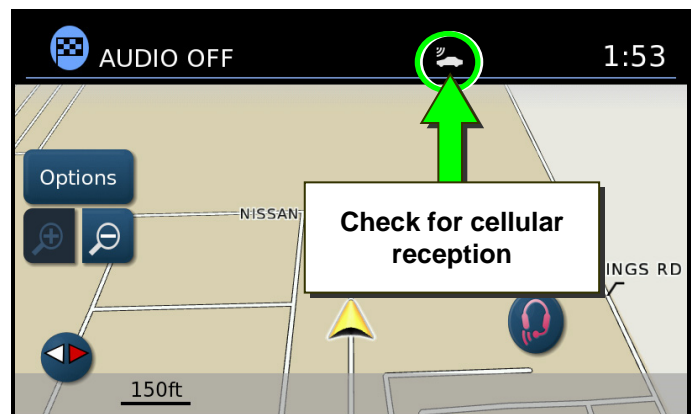
Figure 23b

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.
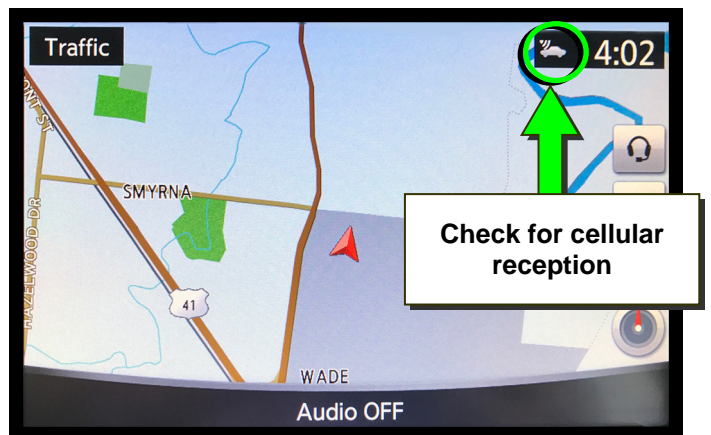
Figure 24b

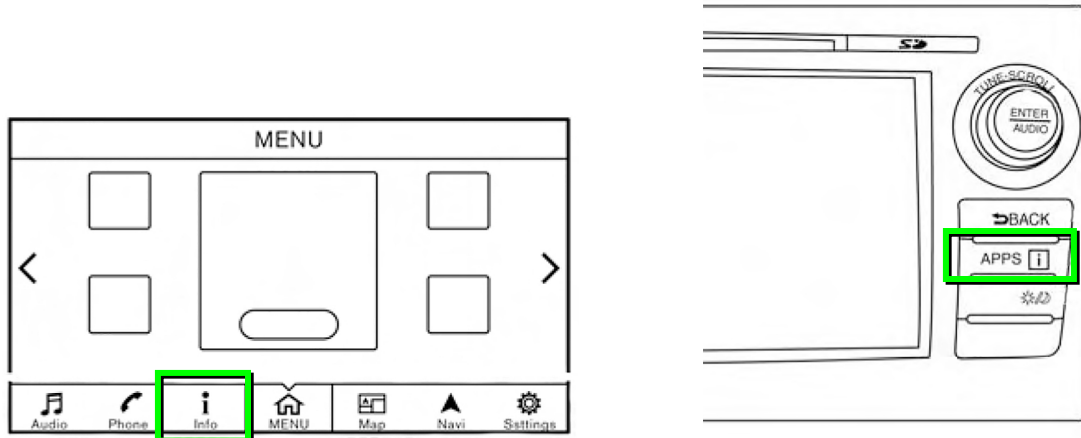30. Press the **Info** or **APPS** button.
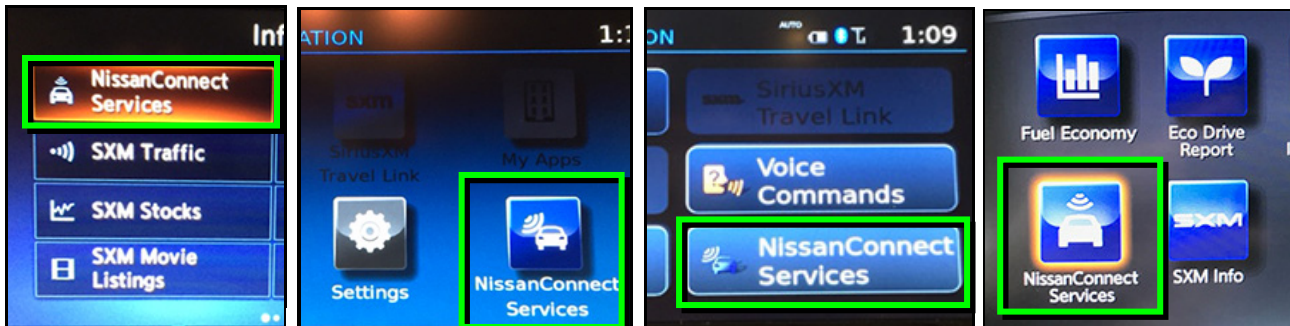


Figure 25b

31. Select **NissanConnect Services**.



Figure 26b

32. Select **Connected Search**.



Figure 27b

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

Example: "**Starbucks**"



Figure 28b

34. Confirm the POI location displays.

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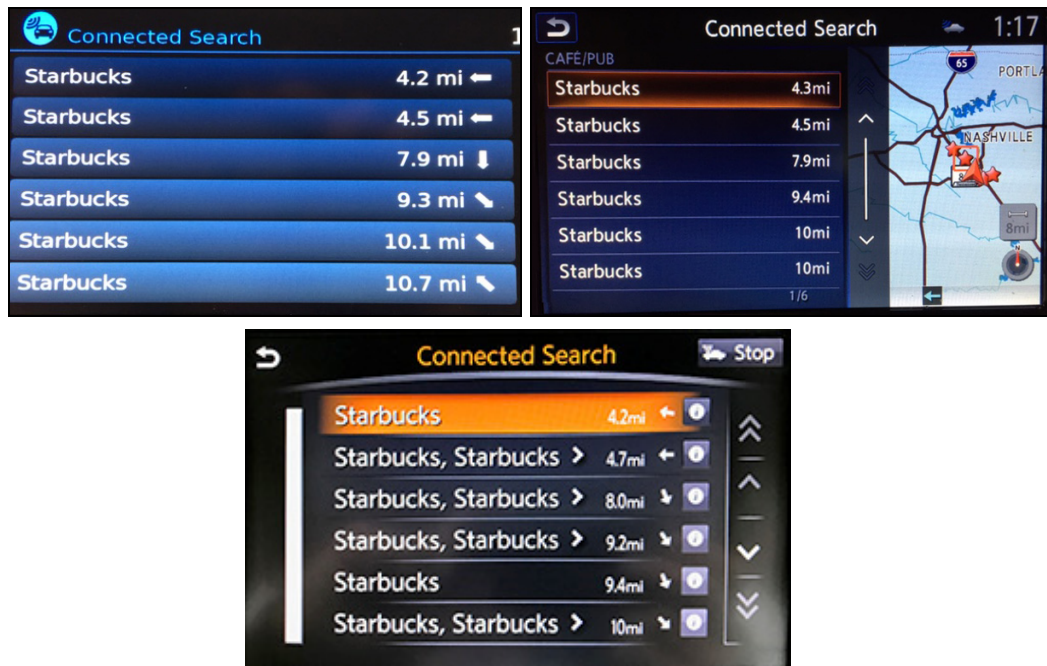


Figure 29b

35. Turn the ignition OFF.

## Manually Enter VIN Data

(If step 15 on page 12 was unsuccessful)

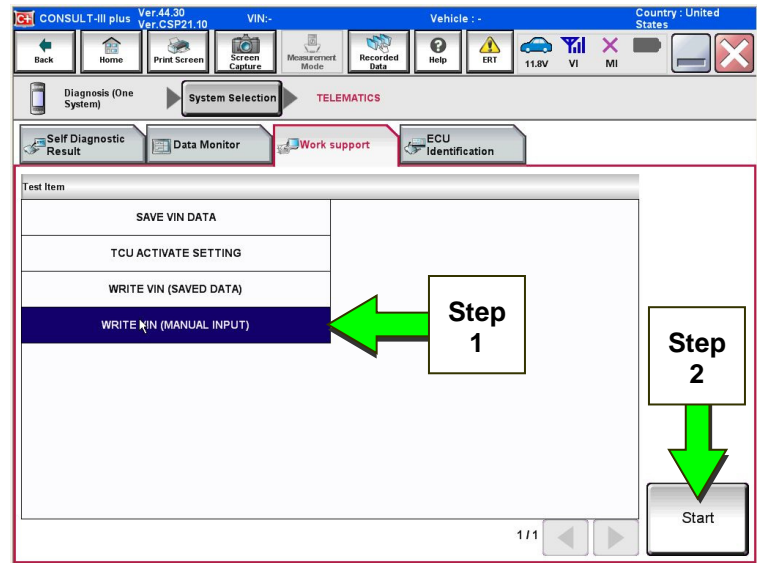1. Select **WRITE VIN (MANUAL INPUT)**.

2. Select **Start**.



Figure 1c

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.
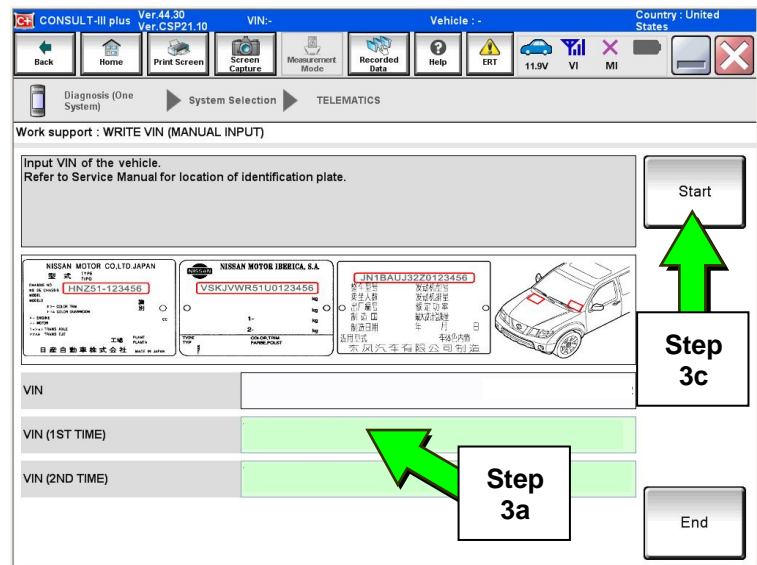
   c) Select **Start**.



Figure 2c

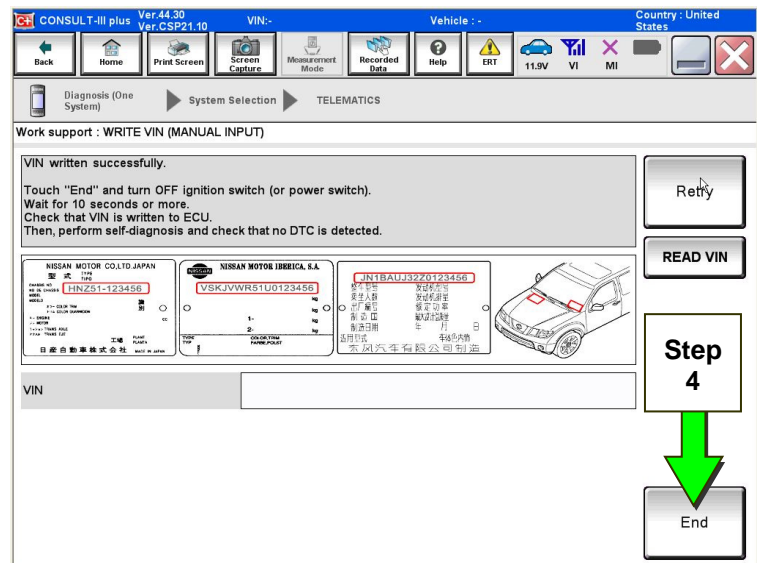4. Select **End**.

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



Figure 3c