

# SERVICE BULLETIN

Classification:

Reference:

Date: August 23, 2017

EL15-006k

NTB15-049k

# TELEMATICS SERVICE INFORMATION

This bulletin has been amended. The Applied Vehicles section has been revised and TCU Configuration section has been added. No other changes have been made. Please discard previous versions of this bulletin.

2016-2018 Altima (L33) - SL with Technology Package APPLIED 2018 Armada (Y62) VEHICLES: 2017 GT-R (R35) 2016-2017 Maxima (A36) - Platinum 2017 Murano (Z52) – Platinum 2017 Pathfinder (R52) -SV, and SL with Tech Package, SL with **Premium Package** 2018 Pathfinder (R52) - SL and Platinum 2016-2017 Rogue (T32) - SL 2017 Rogue Hybrid (T32) - SL 2017 Rogue Sport (J11) - SL and SV with Premium Package 2016-2017 Sentra (B17) – SR and SL with Technology 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
- 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.

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

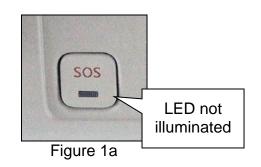
For TCU replacement instructions, refer to page 10.

**NOTE**: In most instances, the TCU is ON when delivered to the dealership. See Step 1, below, to determine if the TCU is ON or OFF.

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 **is not illuminated**, 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).

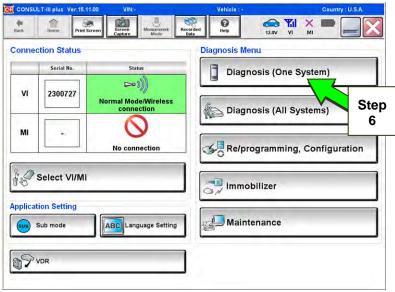


Figure 2a

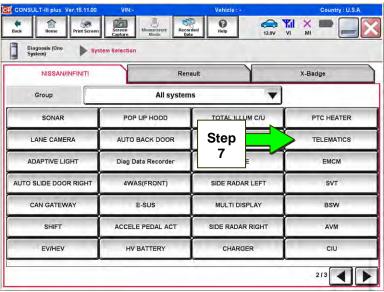


Figure 3a

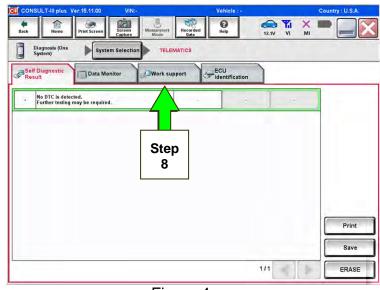
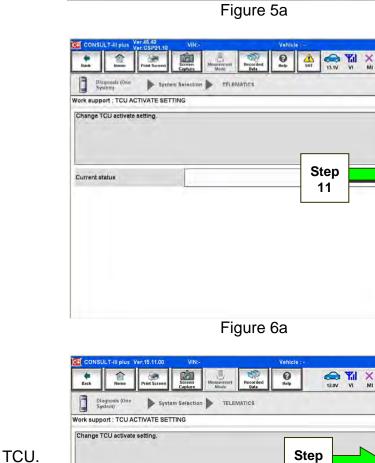


Figure 4a

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

8. Select Work Support.



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

11. Select Start.

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



End

12

Recorded Help

ECU

Step

9

TELEMATICS

Work support

Screen

System Selectio

Data Monitor

SAVE VIN DATA

TCU ACTIVATE SETTING

WRITE VIN (SAVED DATA) WRITE VIN (MANUAL INPUT)

C

Diagnosis (One System)

Self Diagnostie

(11.8V VI MI

1/1

Step 10

Start

on on

Start

End

Off

On

Start

Step 13

Off

Current status

CONSULT-III plus Ver.44.30 VIN:-	Vehicle :	Gauntry : United States
Rack Herrito Priek Screen Capture Model	Recorded Bata	1 🗙 🟴 🛄 🔀
Diagnosis (One System) System Selection TEL	MATICS	
Self Diagnostic Data Monitor	Identification	
Test Nem		
SAVE VIN DATA		
TCU ACTIVATE SETTING		
WRITE VIN (SAVED DATA)		
WRITE VIN (MANUAL INPUT)		
		Step
		14
		Start
	1/1	Start

Figure 8a

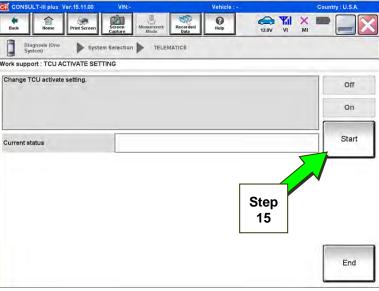
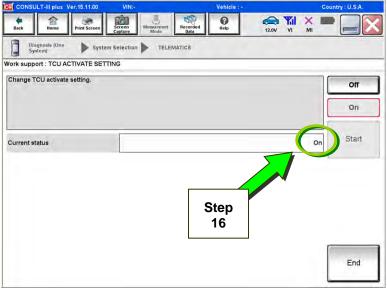


Figure 9a





14. Select Start.

15. Select Start.

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

# 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.

17. 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 11a

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.

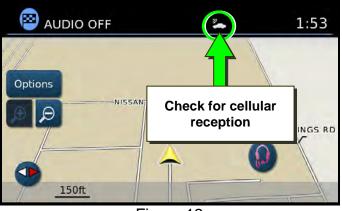


Figure 12a

Check TCU cellular reception – Armada and Pathfinder:



If vehicle icon is white, vehicle has cellular reception.

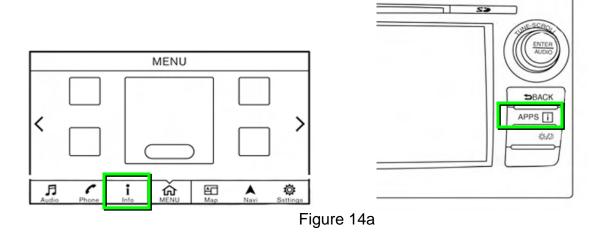


If vehicle icon is gray and has a gray slash through it, move the vehicle to a different location with good reception.

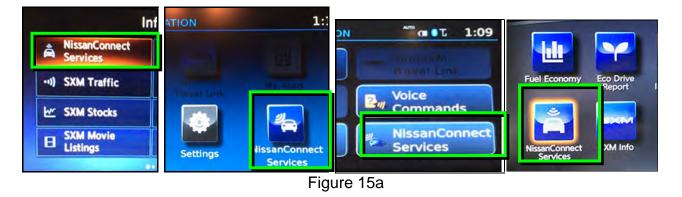


Figure 13a

18. Press the Info or APPS button.



# 19. Select NissanConnect Services.



### 20. Select Connected Search.



# Figure 16a

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

Example: "Starbucks"

*	1:16
1	
0 P	A-Z
L &	AEB
	123
Search	rch

Figure 17a

22. Confirm the POI location displays.

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



Figure 18a

23. Turn the ignition OFF.

24. 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, Armada, 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.
- () Help 12.0V VI 1. Connect the C-III plus VI to Ò Recorde 1 Home the vehicle. **Connection Status Diagnosis Menu** Serial No Status 8 Diagnosis (One System) DO 8) VI 2300727 ormal Mode/Wireless connection Step Diagnosis (All Systems) 5 2. Set the parking brake. MI 5 Re/programming, Configuration No connection Select VI/MI Immobilizer **Application Setting** Maintenance 3. Turn the ignition ON. ABC Language Setting Sub mode VDR 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.

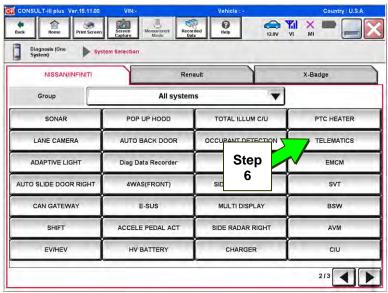


Figure 2b

7. Select Work Support.

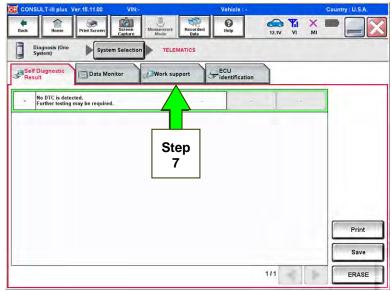


Figure 3b

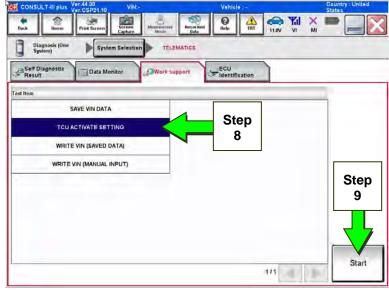
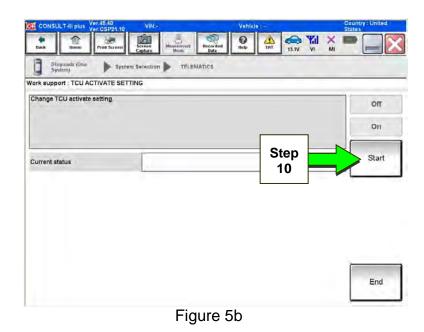


Figure 4b



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

10. Select Start.

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

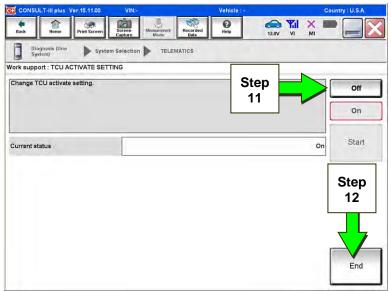


Figure 6b

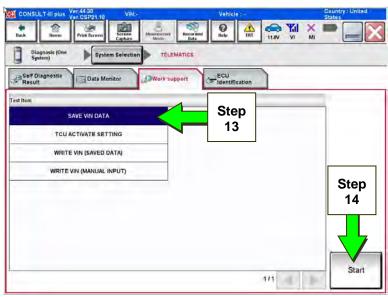


Figure 7b

CONSULT-III plus Ver.15.11.00	VIN:-	Vehicle : -	Country : U.S.A.
Back Rome Print Screen	Messacement Mode Recorded Data	PHelp 12.0V VI	х 🖿 🔚 🔀
Janenty P	TELEMATICS		
Vork support : SAVE VIN DATA			
START SAVE VIN DATA		Step 15	Start
Current status		Waiting for your ope	ration
			End
	<b>F</b> '		

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 (Page 22).

16. Select End.

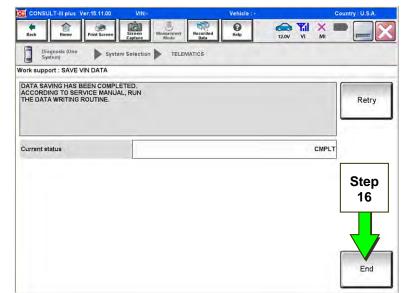


Figure 9b

# REPLACE TCU

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</u> <u>TCU</u>. This number is located on the TCU.
- d) Serial Number of the <u>replacement</u> <u>TCU</u>. This number is located on the

TCU.

# LABEL ON TCU

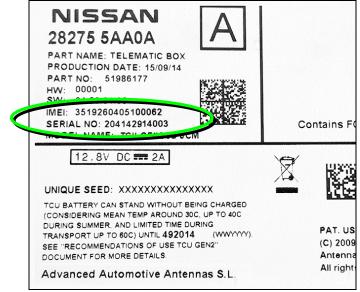


Figure 10b

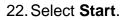
19. Install the replacement TCU into the vehicle.

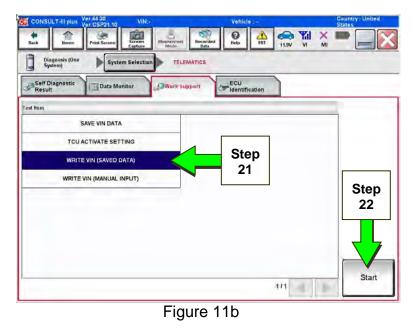
- Refer to the ESM, section AV–Audio, Visual & Navigation System, for installation information.
- 20. Perform steps 3-8, on pages 3 and 4, to access Work Support.

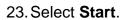
### WRITE VIN DATA

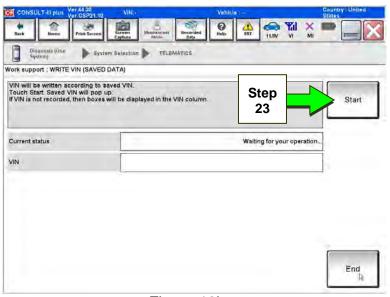
21. Select WRITE VIN (SAVED DATA).

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











- 24. Select End.
- 25. Is the vehicle you are working on a 2018 Altima or 2018 Pathfinder?

**YES:** Go to Manual TCU Configuration on page 23, then proceed to Step 26.

**NO:** Proceed to the next step (Step 26).

26. For Altima, Armada, Maxima, Murano, Pathfinder, and Titan/Titan XD vehicles ONLY: Perform Intelligent Key registration for all customer keys.

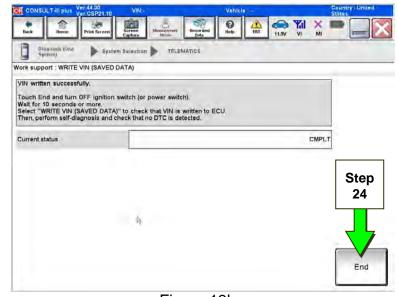


Figure 13b

**NOTE:** The Remote Engine Start and Stolen Vehicle Locator features (if so equipped) of NissanConnect<sup>SM</sup> Services will not function if Intelligent Key registration is not completed.

Step 27 must be performed <u>AFTER</u> all customer Intelligent Keys have been registered (step 26; Altima, Armada, Maxima, Murano, Pathfinder, and Titan/Titan XD vehicles ONLY).

# TCU REGISTRATION

27. 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.

28. 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<sup>SM</sup> Services.

**NOTE:** The TCU will not be able to communicate with the NissanConnect<sup>SM</sup> Services Data Center if step 27 and 28, 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.

### TURN ON THE TCU

# Step 29 must be performed <u>AFTER</u> the SiriusXM Call Center agent has called back, confirming TCU registration (see step 28 on the previous page).

29. 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**)**.

Back	Home Print	Screen Capture Mode	Recorded Data	
Connec	Serial No.	Status	Diagnosis (Or	ne System)
VI	2300727	کرہ کے Normal Mode/Wireless connection	Diagnosis (Al	Svstems) Ste
мі		No connection	Re/programm	ing, Configuration
86° :	Select VI/MI		immobilizer	
	tion Setting Sub mode	ABC Language Setting	Maintenance	
2	VDR		1	

Figure 14b

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

k Home Print Screen	Screen Mode Reco		
Diagnosis (One System)	em Selection		
NISSAN/INFINITI	Rer	nault	X-Badge
Group	All system	ns 🔻	
SONAR	POP UP HOOD	TOTAL ILLUM C/U	PTC HEATER
LANE CAMERA	AUTO BACK DOOR		TELEMATICS
ADAPTIVE LIGHT	Diag Data Recorder	Step	EMCM
AUTO SLIDE DOOR RIGHT	4WAS(FRONT)	29e	SVT
CAN GATEWAY	E-SUS	MULTI DISPLAY	BSW
SHIFT	ACCELE PEDAL ACT	SIDE RADAR RIGHT	AVM
EV/HEV	HV BATTERY	CHARGER	CIU

Figure 15b

f. Select Work Support.

g. Select TCU ACTIVATE

SETTING.

h. Select Start.

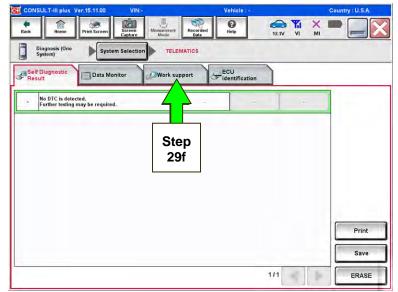
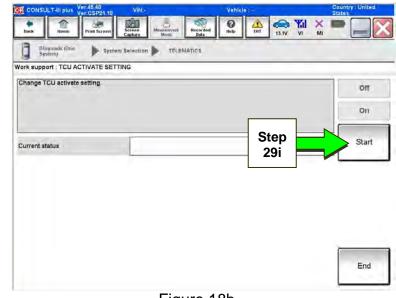


Figure 16b

O 11.8V VI 4 Back 合 ۲ Ten A BAT × đ Diagnosis (O System) TELEMATICS System Sel Self Diagnostic Result ECU Data Monit Work support Test Item SAVE VIN DATA Step TCU ACTIVATE SETTING 29g WRITE VIN (SAVED DATA) WRITE VIN (MANUAL INPUT) Step 29h Start 1/1 1.8

Figure 17b



i. Select Start.

Figure 18b

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

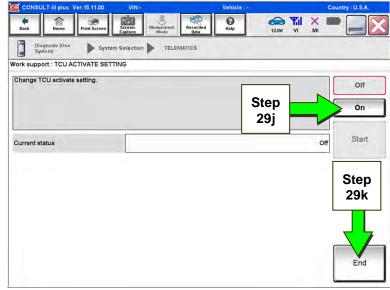


Figure 19b

I. Select Start.

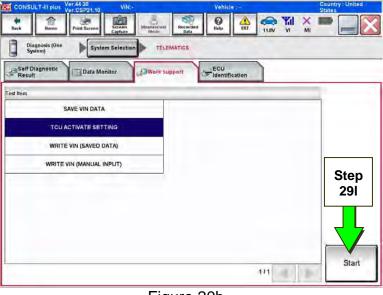
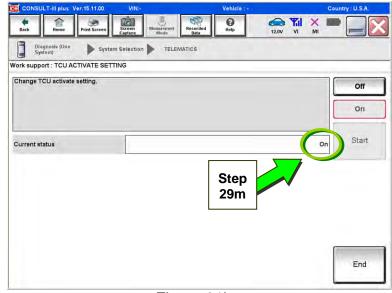


Figure 20b





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

# **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.

30. 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.



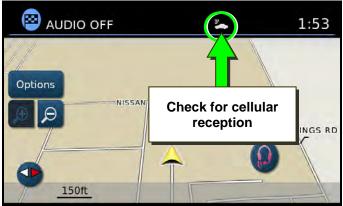
Check TCU cellular reception – Altima, Rogue, Sentra, and Titan/Titan XD:



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.





Check TCU cellular reception – Pathfinder and Armada:



If vehicle icon is white, vehicle has cellular reception.

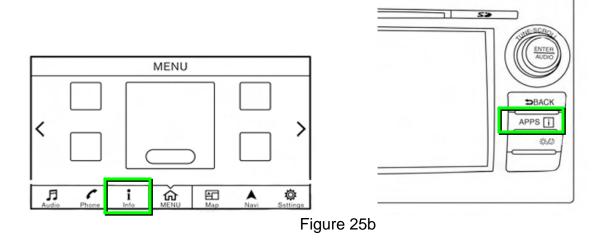


If vehicle icon is gray and has a gray slash through it, move the vehicle to a different location with good reception.

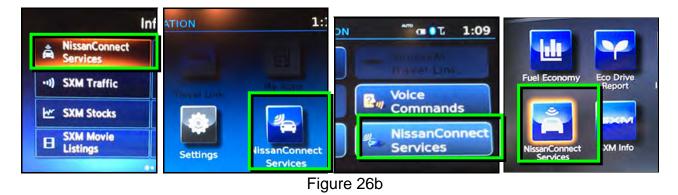




31. Press the Info or APPS button.



# 32. Select NissanConnect Services.



### 33. Select Connected Search.





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

Example: "Starbucks"

Search STARBUCKS OK	Connected Search 🖛 1:16
123 / ABC Delete	STARBUCKS_
Q W E R T Y U I O P	Q W E R T Y U I O P A-Z
ASDFGHJKL	A S D F G H J K L & AEB
- Z X C V B N M , .	Z X C V B N M 1 - 123
@ ' : Space & ( )	Lowercase History Space Search
STARBUCKS	d Search Solution
1   2   3   4   5	6   7   8   9   0
Q W E R T	YUIIOP
ASDIFG	HIJIKILI&
Z X C V E	N N M N ' I -
Symbols Space	CAPS History

Figure 28b

35. Confirm the POI location displays.

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

Connected Search 🛛 📥
4.3mi
4.5mi ^
7.9mi
9.4mi
10mi 🗸
10mi
0 0
🌤 Stop
0 ^

36. 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.

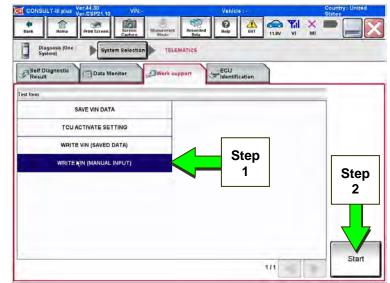


Figure 1c

- 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.

4. Select End.

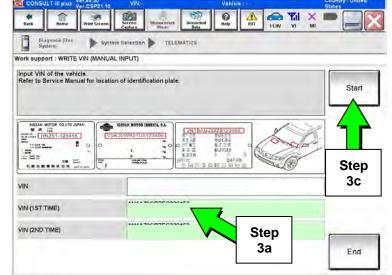


Figure 2c

0 ۳il TELEMATION C System Selection Vork support : WRITE VIN (MANUAL INPUT) VIN written successfully. Touch "End" and turn OFF ignition switch (or power switch). Wait for 10 seconds or more. Check that VIN is written to ECU. Then, perform self-diagnosis and check that no DTC is detected Retry READ VIN 1-125456 2 .... Step 4 VIN End



Perform steps 26-30, beginning on page 15.

# Manual TCU Configuration (2018 Altima and 2018 Pathfinder only)

1. Select **Re/programming**, **Configuration**.

**NOTE:** C-III plus screen for steps 2-4 not shown.

- 2. Read the precautions on C-III plus screen and then select **Next**.
- 3. Select model and model year.
- 4. Select **Select**, and then **Confirm**.

6. Select After ECU Replacement.

Serial Na. Status	Diagnosis (One System)
VI 2301414 Normal Moc connect	le/USB
MI · Step	Re/programming, Configuration
Select VI/MI	Immobilizer
Sub mode	age Setting Maintenance

Figure 1d

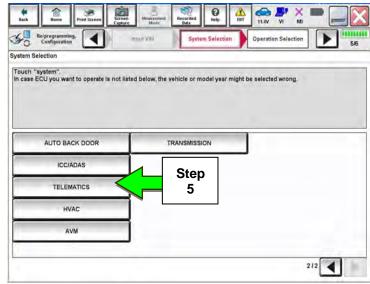


Figure 2d

Captu	re Mode Data	
Configuration	ythin Selection Operation Selection	6/6
peration Selection		
Touch "Operation": In case over write current ECU, touch "I In case replacement of ECU, select an op	Reprogramming". eration in REPLACE ECU category.	
REPROGRAMMING	In case you want to reprogramming ECU	Ltouch "Reorpgramming"
Reprogramming		, contraction of the second
Replacement OF ECU Pregramming (Blank ECU)	Step 6	
A STREET COMPANY OF CALLS		Touch "Before ECU Replacement", Operation log with part number is saved to CONSULT.
Programming (Blank ECU) Before ECU	6	Operation log with part number is saved

Figure 3d

5. Select **TELEMATICS**.

7. Select Manual selection.

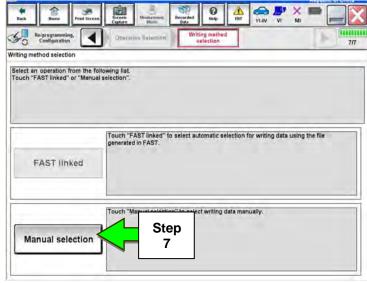


Figure 4d

0

Config

Select the Type ID listed in FAST (Service parts catalog) from the following table, and then touch "Next"

Type ID 28277 - 4NP1A 28277 - 4NR1A 28277 - 4NR0A

28277 - 1HKOA

ERT

Step

8

Step

9

11.4V VI

Write Configuration

×

Cancel

Next

8. Select the applicable Type ID:

For 2018 Altima and 2018 Pathfinder:

28277-6FL0D

9. Select Next.

Figure 5d

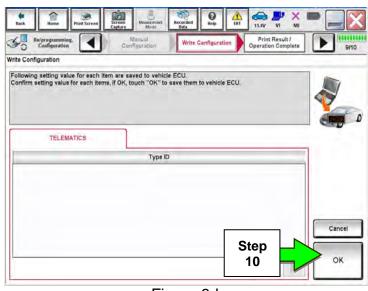


Figure 6d

- 10. Select OK.
- 11. Return to step 26 on page 15.

So Reiprogra

Manual Configuration

4

TELEMATICS