



SERVICE BULLETIN

Classification: EL15-006m	Reference: NTB15-049m	Date: November 14, 2017
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TELEMATICS SERVICE INFORMATION

This bulletin has been amended. Changes have been made throughout. You must read the entire bulletin to understand all the changed information. Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2016-2018 Altima (L33) – **SL with Technology Package**
2018 Armada (Y62)
2017-2018 GT-R (R35)
2016-2018 Maxima (A36) – **Platinum**
2017-2018 Murano (Z52) – **Platinum**
2017 Pathfinder (R52) – **SV, and SL with Tech Package, SL with Premium Package**
2018 Pathfinder (R52) – **SL and Platinum**
2016-2018 Rogue (T32) – **SL**
2017-2018 Rogue Hybrid (T32) – **SL**
2017-2018 Rogue Sport (J11) – **SL and SV with Premium Package**
2016-2018 Sentra (B17) – **SR and SL with Technology Package**
2016-2018 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 must be performed properly in order to set-up and maintain the telematics system for the Applied Vehicles.

Sections in this bulletin:

- **Turning ON the TCU During PDI (2016-2017 Applied Vehicles ONLY)** – Page 2
- **When a TCU Needs To Be Replaced** – Page 10
- **SOS Light Diagnosis Information** – Page 24

NOTE: If the “Turning ON the TCU During PDI” procedure is not followed correctly, the vehicle cannot 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

NOTE:

- **This procedure is for 2016-2017 Applied Vehicles ONLY.**
- In most instances, the TCU is ON when delivered to the dealership. See the steps below to determine if the TCU is ON or OFF.

1. With the vehicle in an area of known good reception, turn the ignition ON and check whether or not the green light on the SOS button is illuminated (see Figure 1a).

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

- If the green light **is** illuminated, the process to turn ON the TCU is complete and no further action is needed.
- If the green light **is not illuminated**, proceed to step 2.

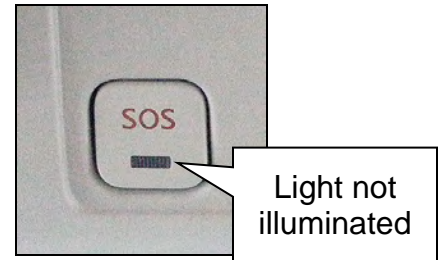


Figure 1a

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)**.

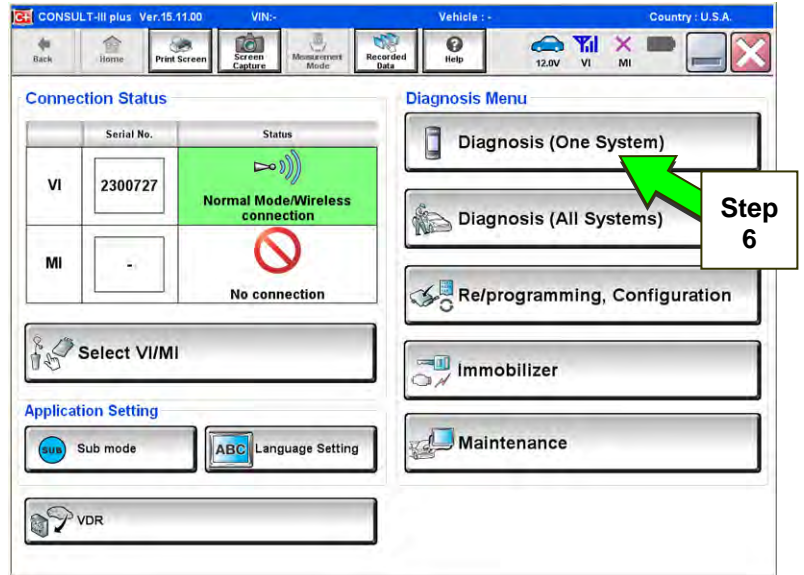


Figure 2a

7. Select **Telematics**.

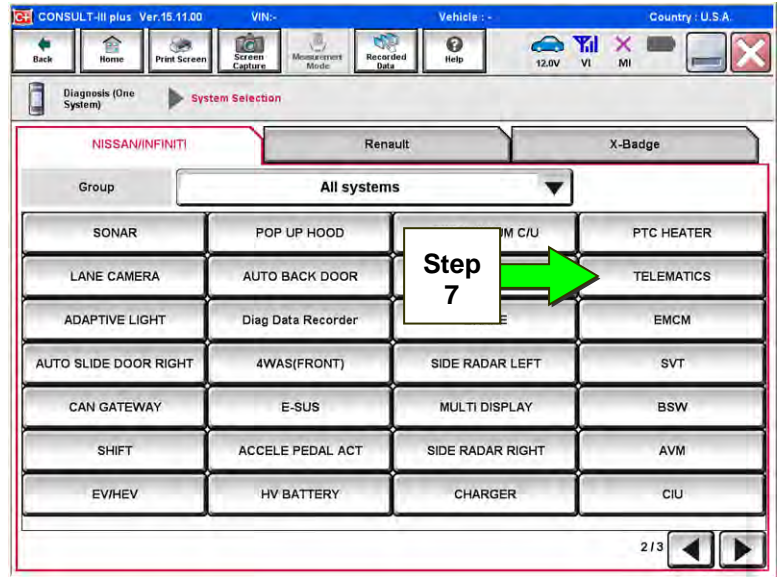


Figure 3a

8. Select **Work Support**.

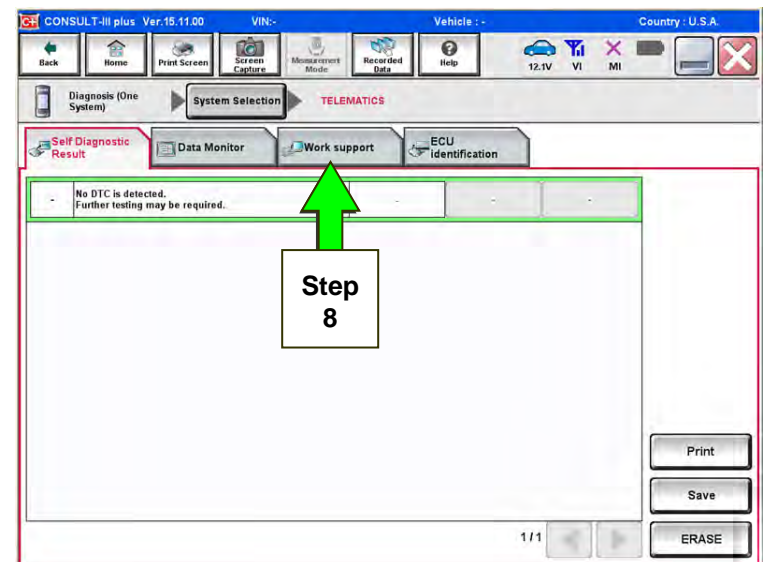


Figure 4a

9. Select **TCU ACTIVATE SETTING**.

10. Select **Start**.

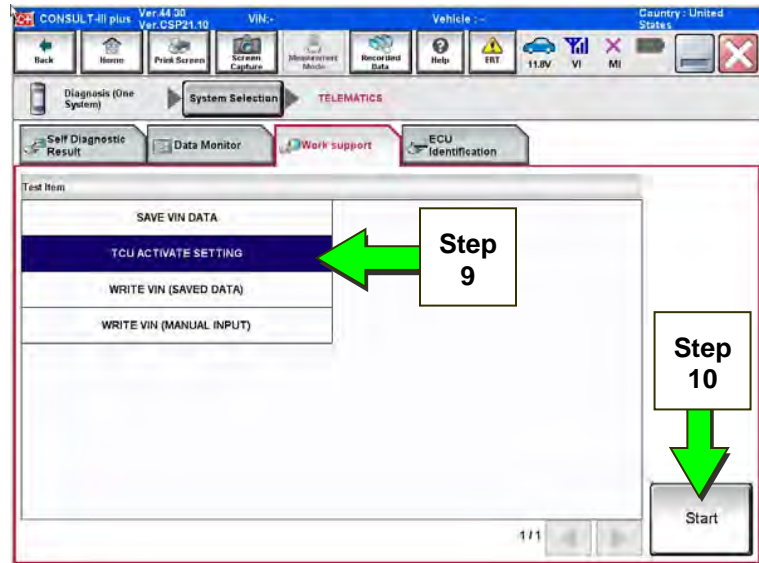


Figure 5a

11. Select **Start**.

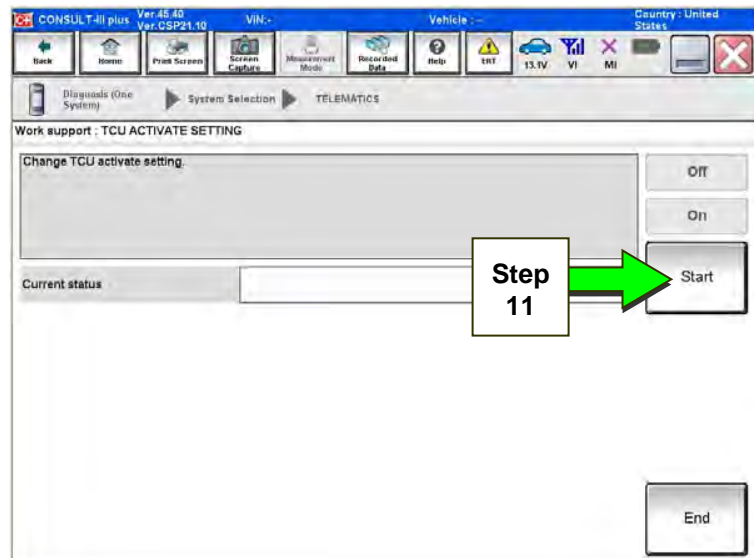


Figure 6a

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

13. Select **END**.

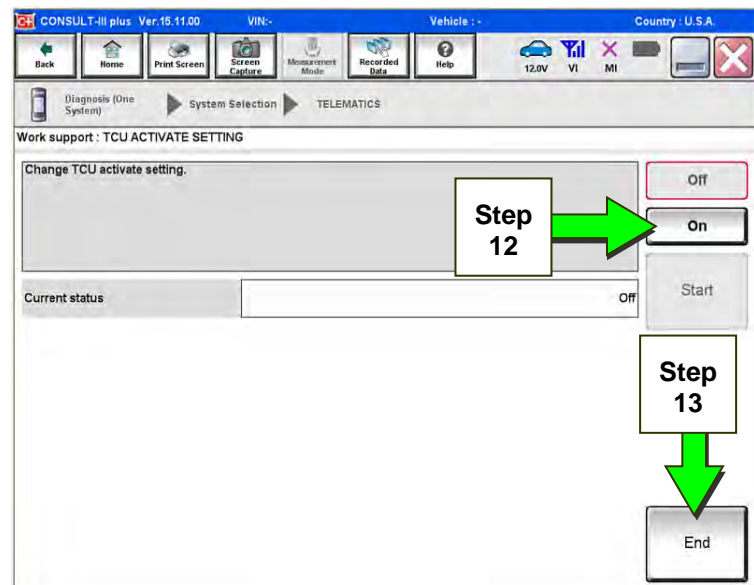


Figure 7a

14. Select **Start**.

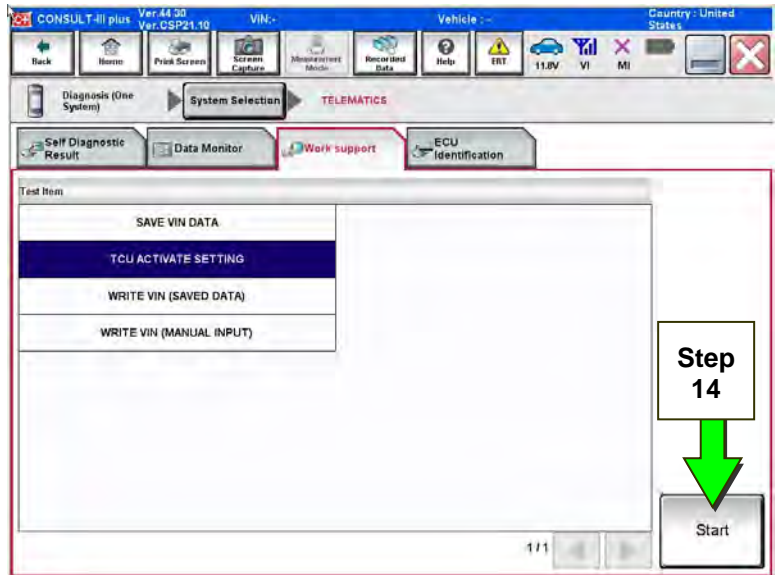


Figure 8a

15. Select **Start**.

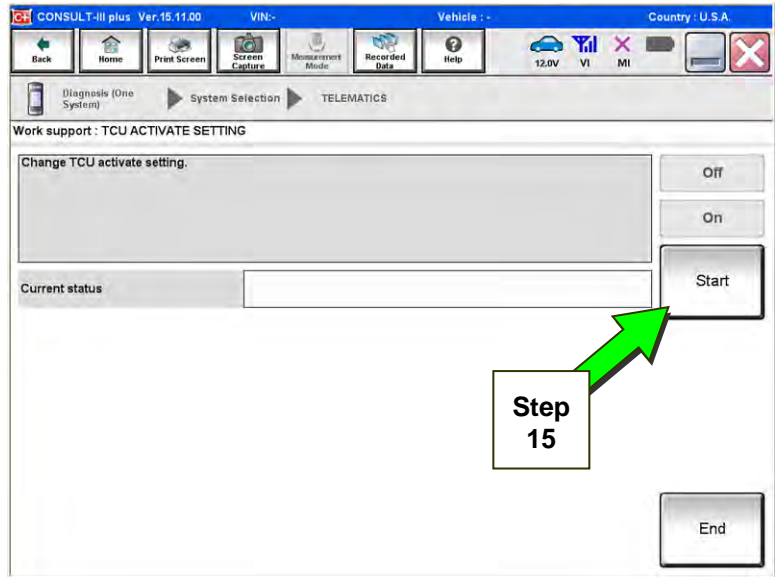


Figure 9a

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

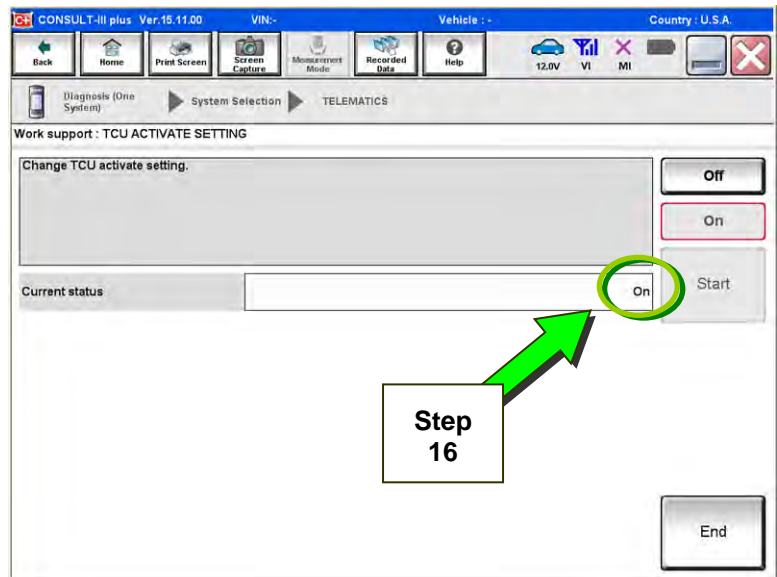


Figure 10a

17. Again, check whether or not the green light on the SOS button is illuminated.

- If the green light is still not illuminated, verify the vehicle is unsold.
 - If the vehicle has been sold, the customer will need to be enrolled in NissanConnectSM Services for the SOS light to be illuminated and for NissanConnectSM Services to be enabled. Refer to **SOS Light Diagnosis Information** on page 24.

Check TCU Cellular Reception

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

18. Check TCU cellular reception.

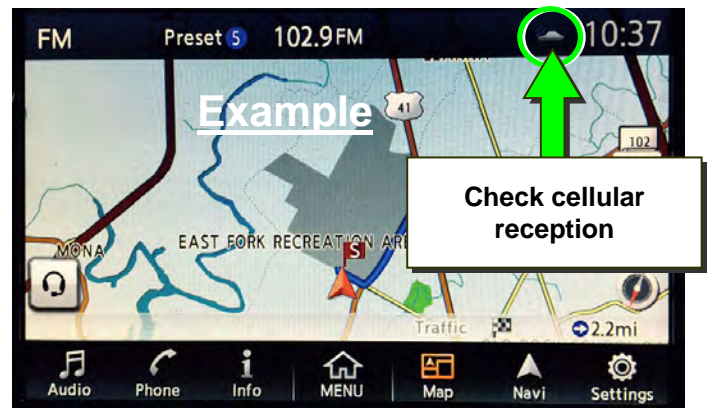


Figure 11a

Examples of **good** reception:



Figure 12a

Examples of **no/poor** reception:



Figure 13a

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

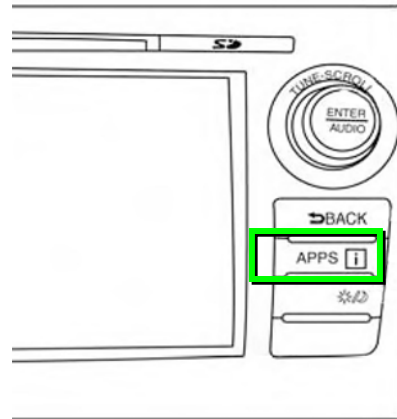
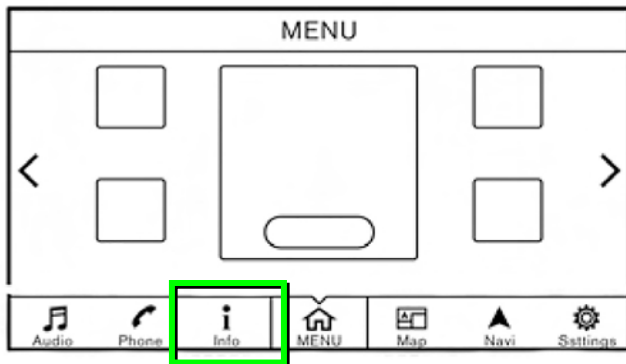


Figure 14a

20. Select **NissanConnect Services**.

EXAMPLE

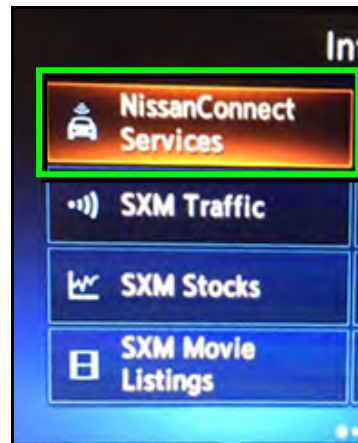


Figure 15a

21. Select **Connected Search**.

EXAMPLE

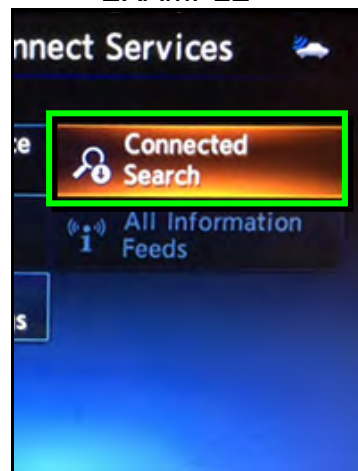


Figure 16a

22. Enter a POI (Point of Interest) location, and select “OK” or “Search”.

Example: “Starbucks”

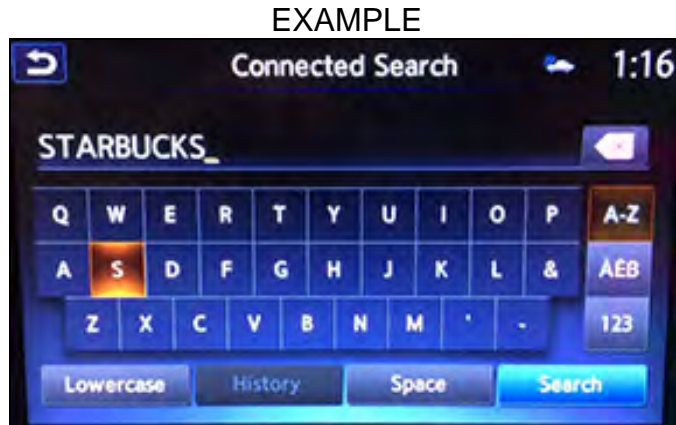


Figure 17a

23. Confirm the POI location displays.

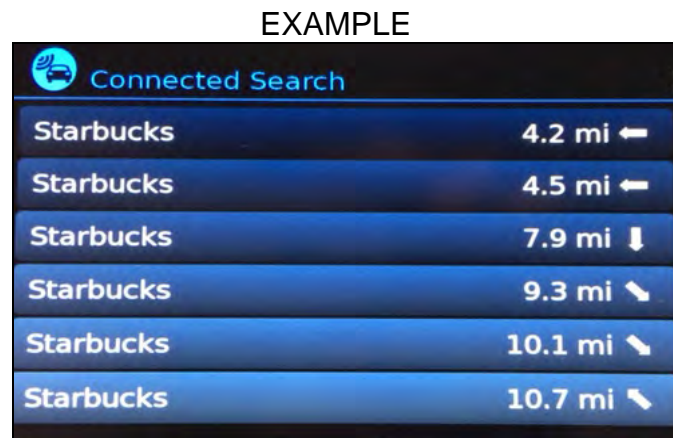


Figure 18a

24. If the “Connected Search” does not complete successfully and the vehicle has been confirmed as unsold, call SiriusXM support at 1-844-631-2928.

- If the vehicle has been sold, the customer will need to be enrolled in NissanConnectSM Services for the SOS light to be illuminated and for NissanConnectSM Services to be enabled. Refer to **SOS Light Diagnosis Information** on page 24.

25. Turn the ignition OFF.

26. 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 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.
- If the vehicle has been sold, the customer will need to be enrolled in NissanConnectSM Services for the SOS light to be illuminated and for NissanConnectSM Services to be enabled. Refer to **SOS Light Diagnosis Information** on page 24.

WHEN A TCU NEEDS TO BE REPLACED

NOTE:

- For Altima, Armada, Maxima, Murano, Pathfinder, 2018 Rogue, and Titan/Titan XD vehicles **ONLY**: You MUST have **ALL** customer keys before beginning this procedure.
- Certain TCUs require configuration after replacement. Refer to page 22.
- 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 MUST 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.

2. Set the parking brake.

3. Turn the ignition ON.

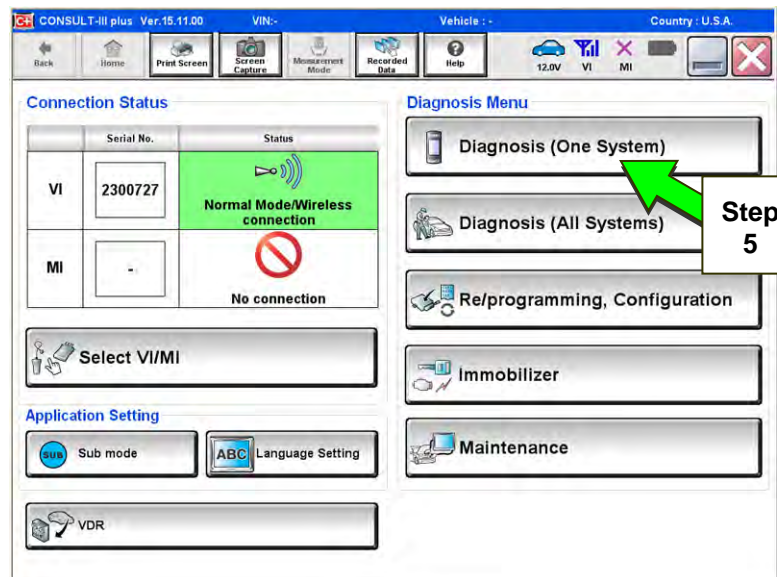


Figure 1b

4. Launch C-III plus on the CONSULT PC.

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

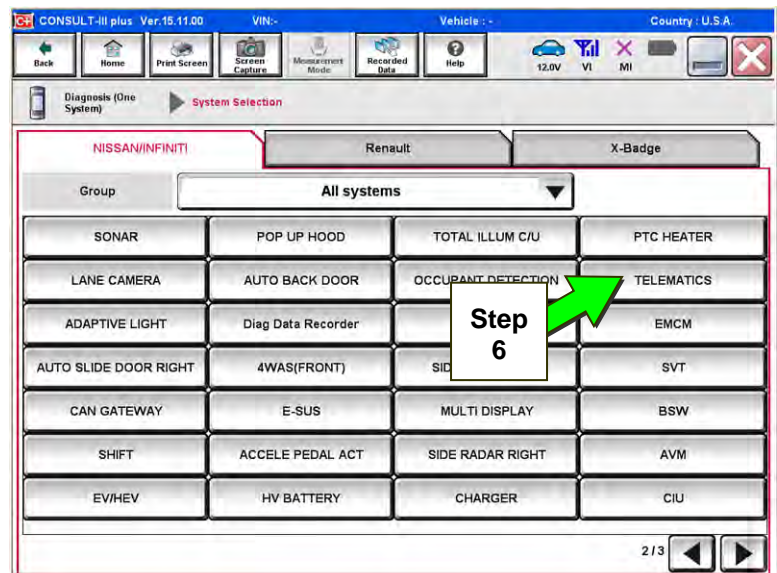


Figure 2b

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

7. Select **Work Support**.

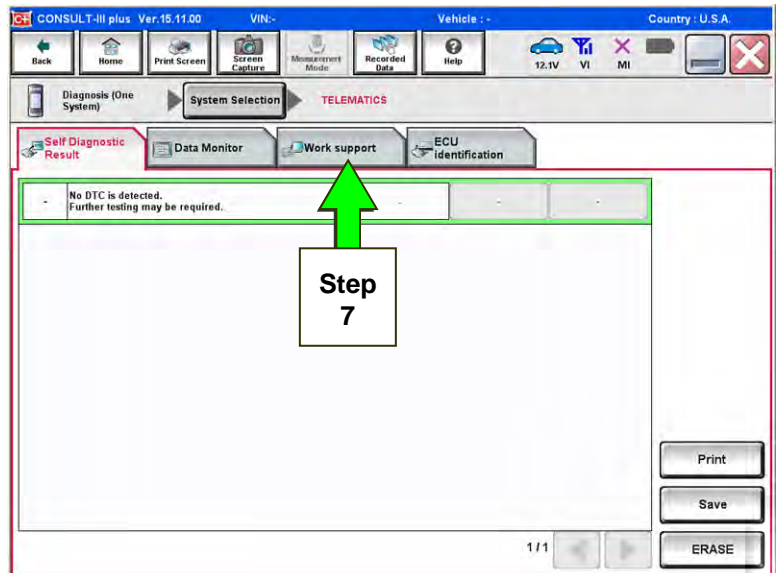


Figure 3b

8. Select **SAVE VIN DATA**.

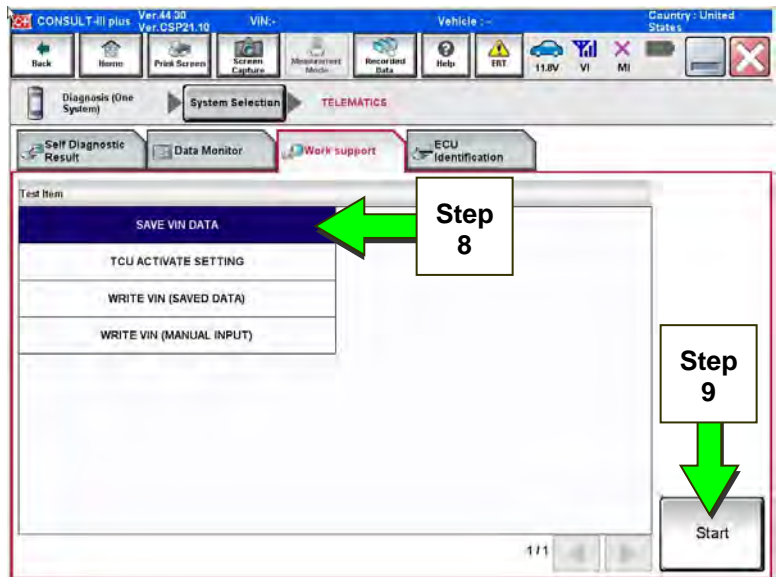


Figure 4b

9. Select **Start**.

10. Select **Start**.

NOTE: If the VIN data cannot be saved, you will have to manually enter the VIN later in this procedure (page 21).

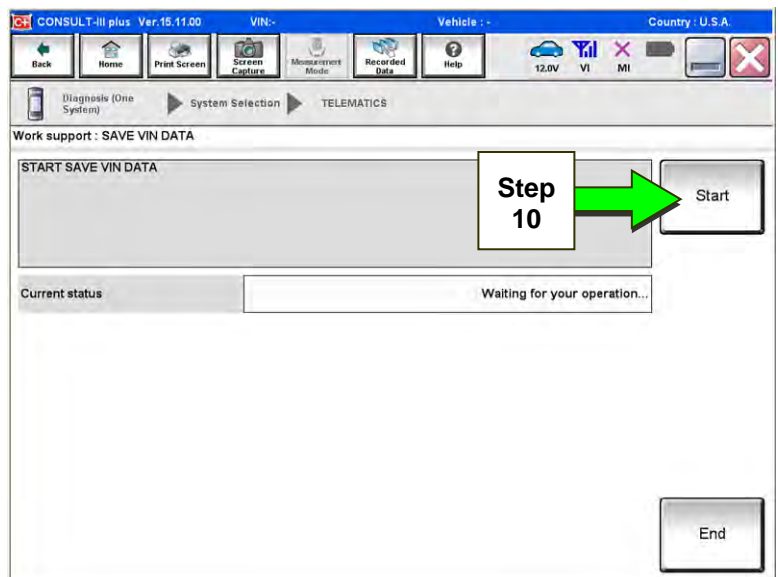


Figure 5b

11. Select **End**.

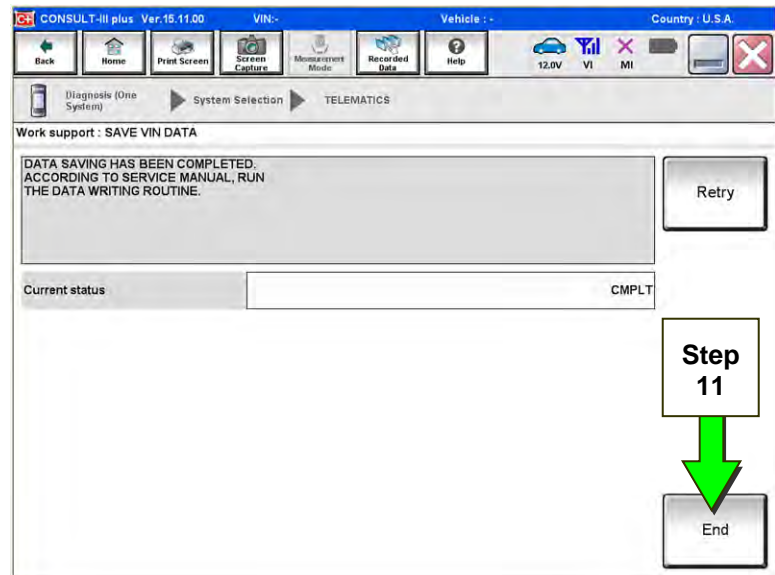


Figure 6b

Replace TCU

12. Remove the TCU from the vehicle.

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

Step 13 must be performed AFTER the original TCU is removed from the vehicle and BEFORE the replacement TCU is installed.

13. Write down the following information:

- VIN.
- International Mobile Equipment Identity Number (IMEI) of the **original TCU**.
This number is located on the TCU.
- IMEI Number of the **replacement TCU**.
This number is located on the TCU.
- Serial Number of the **replacement TCU**.
This number is located on the TCU.

LABEL ON TCU

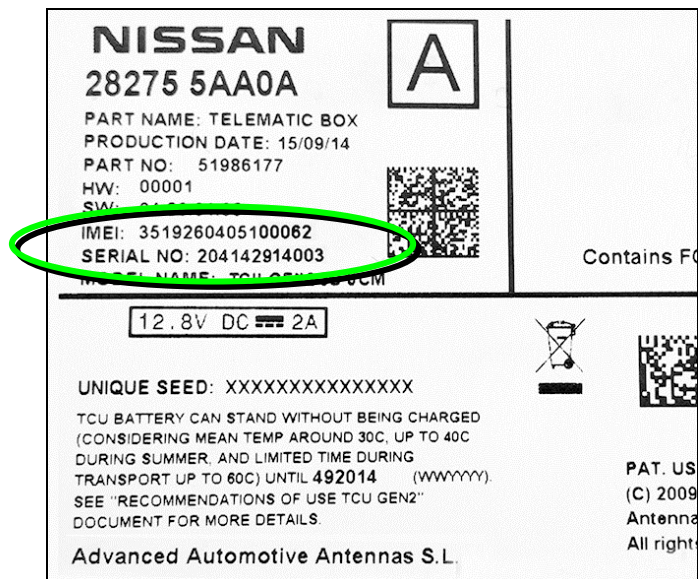


Figure 7b

14. Install the replacement TCU into the vehicle.

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

15. Perform steps 3-8, on pages 2 and 3, to access **Work Support**.

Write VIN Data

16. Select **WRITE VIN (SAVED DATA)**.

NOTE: If VIN DATA could not be saved in step 10, proceed to **Manually Enter VIN Data (if needed)** on page 21.

17. Select **Start**.

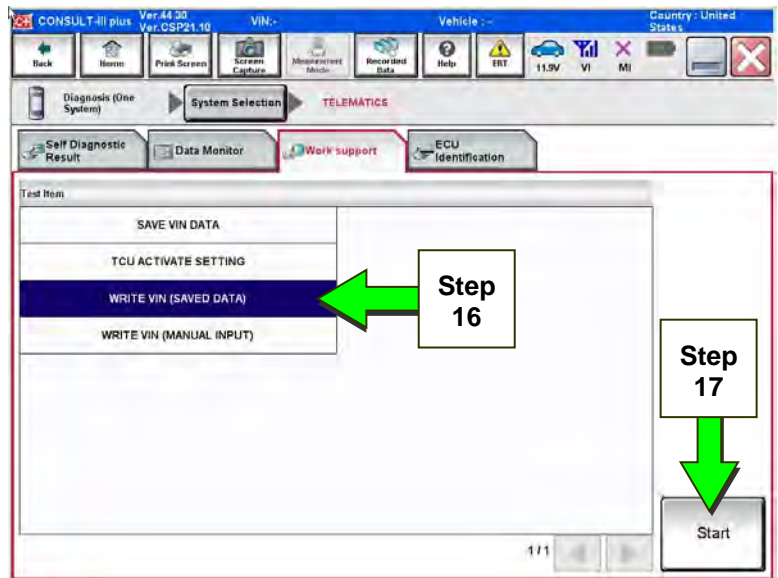


Figure 8b

18. Select **Start**.

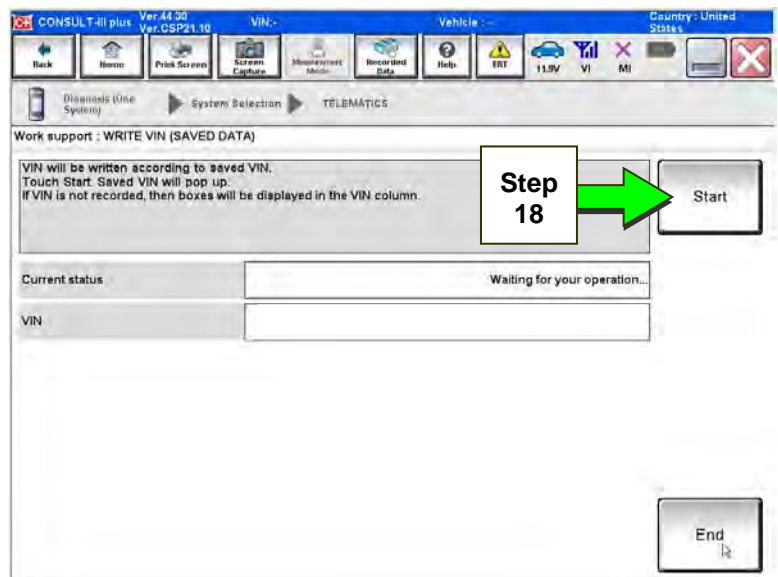


Figure 9b

19. Select **End**.

20. Is the vehicle you are working on a 2018 Altima, 2018 Maxima, 2018 Murano, 2018 Pathfinder, 2018 Rogue, 2018 Titan/Titan XD?

YES: Go to **Manual TCU Configuration** on page 22, then proceed to Step 22.

NO: Proceed to the next step (Step 21).

21. For **Altima, Armada, Maxima, Murano, Pathfinder, 2018 Rogue, 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 22 must be performed AFTER all customer Intelligent Keys for the vehicles listed in step 21 have been registered.

TCU Registration

22. 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 13.
- The Call Center agent will de-register the original TCU and register the replacement TCU.

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

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

NOTE: The TCU will not be able to communicate with the NissanConnectSM Services Data Center if steps 22 and 23, above, are not completed.

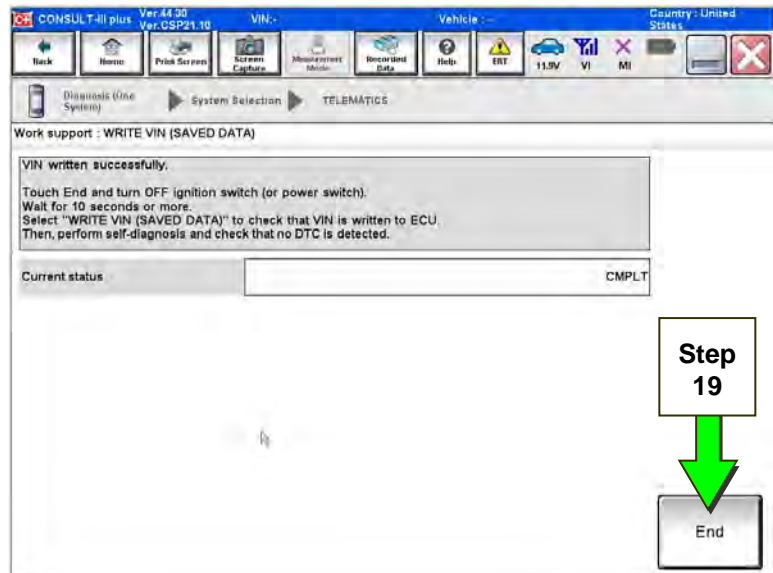


Figure 10b

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 24 must be performed AFTER the SiriusXM Call Center agent has called back, confirming TCU registration (see step 23 on the previous page).

24. 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)**.

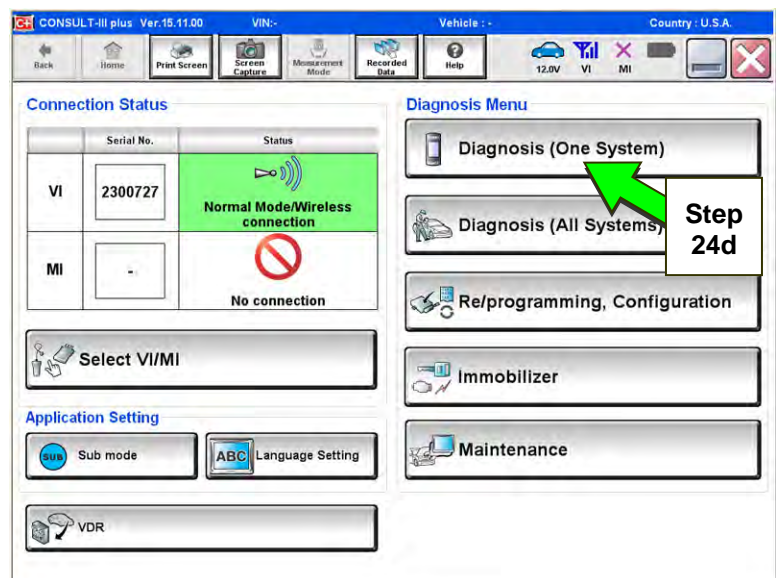


Figure 11b

e. Select **Telematics**.

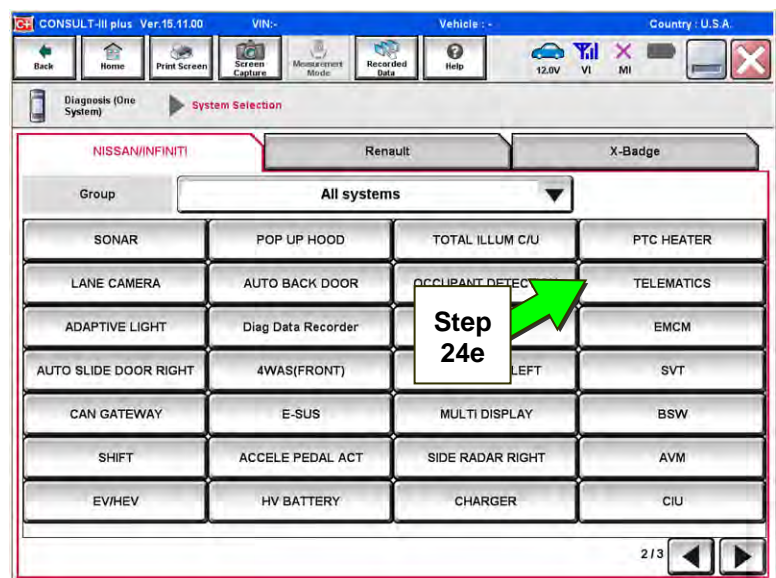


Figure 12b

f. Select **Work Support**.

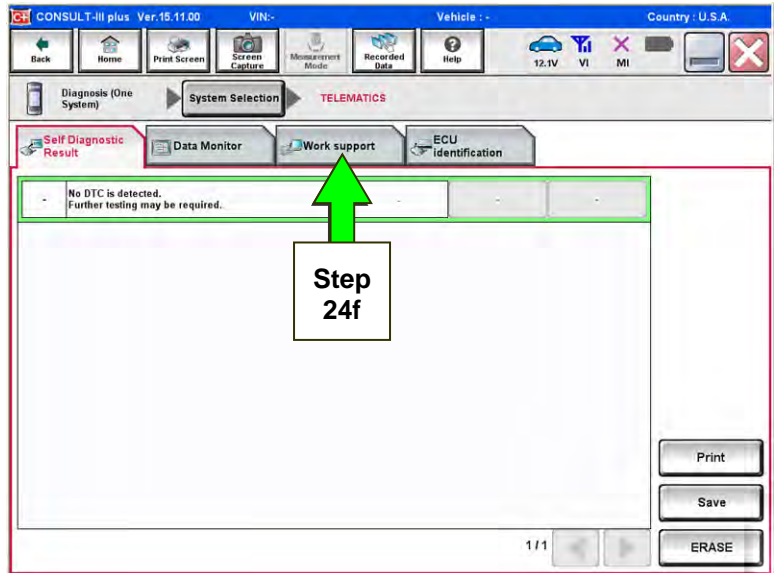


Figure 13b

g. Select **TCU ACTIVATE SETTING**.

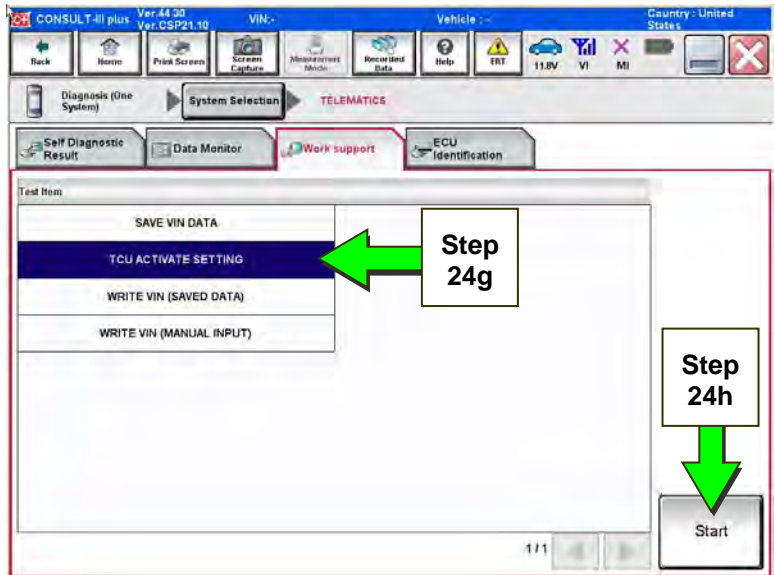


Figure 14b

i. Select **Start**.

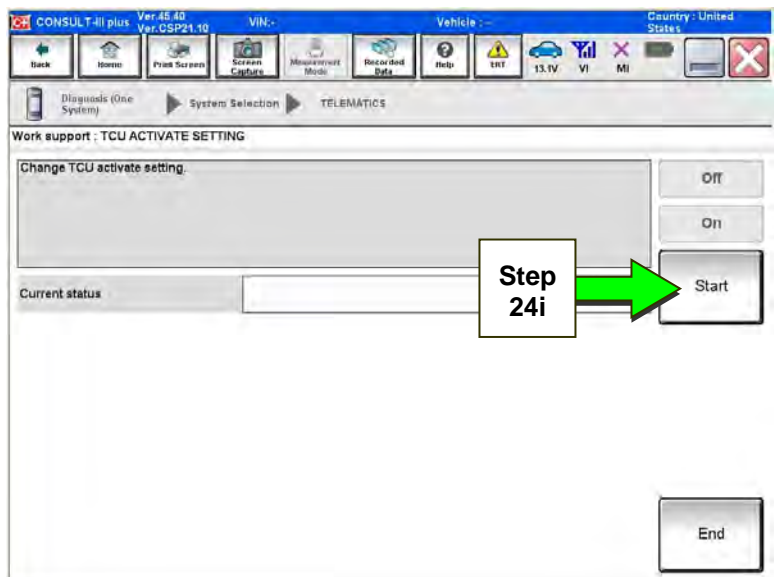


Figure 15b

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

k. Select **END**.

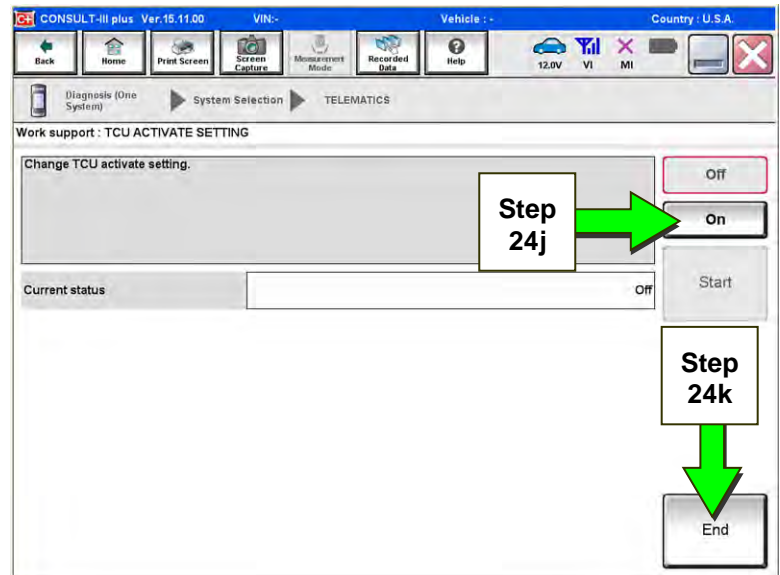


Figure 16b

l. Select **Start**.

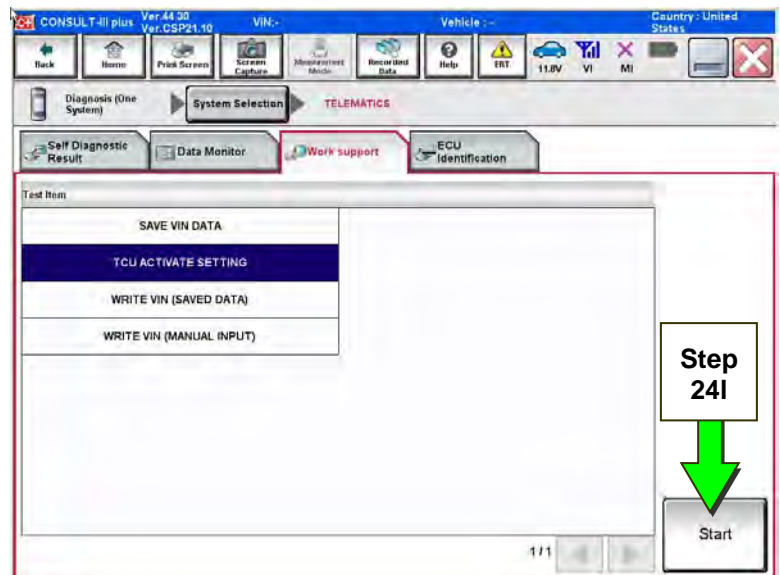


Figure 17b

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

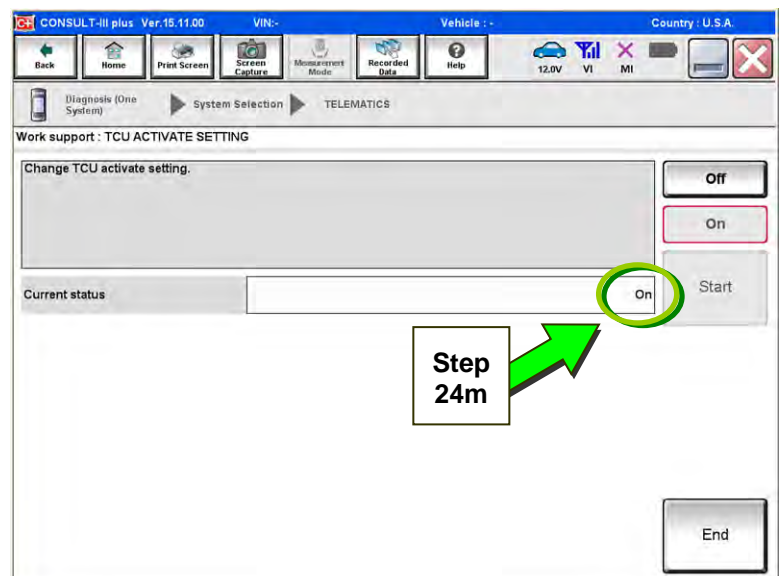


Figure 18b

Check TCU Cellular Reception

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

25. Check TCU cellular reception.

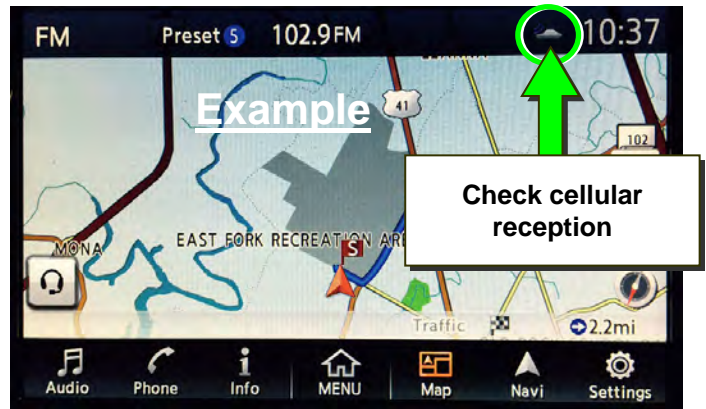


Figure 19b

Examples of **good** reception:



Figure 20b

Examples of **no/poor** reception:

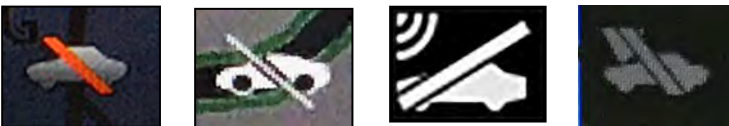


Figure 21b

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

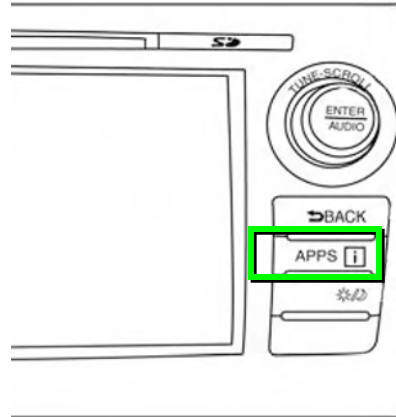
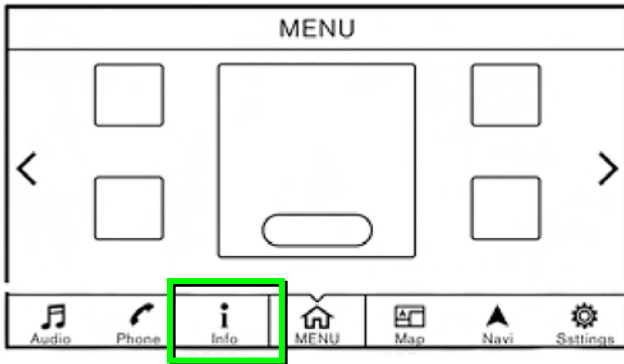


Figure 22b

27. Select **NissanConnect Services**.

EXAMPLE

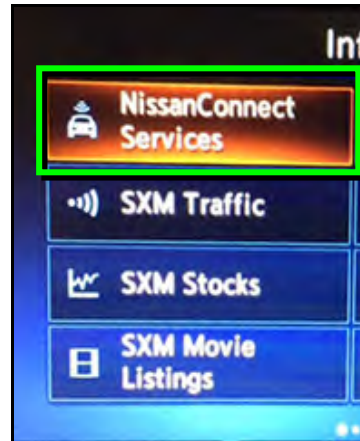


Figure 23b

28. Select **Connected Search**.

EXAMPLE

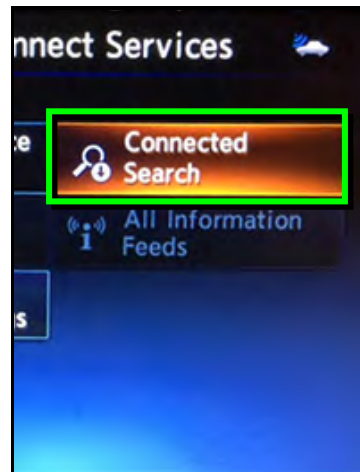


Figure 24b

29. Enter a POI (Point of Interest) location, and select “OK” or “Search”.

Example: “Starbucks”

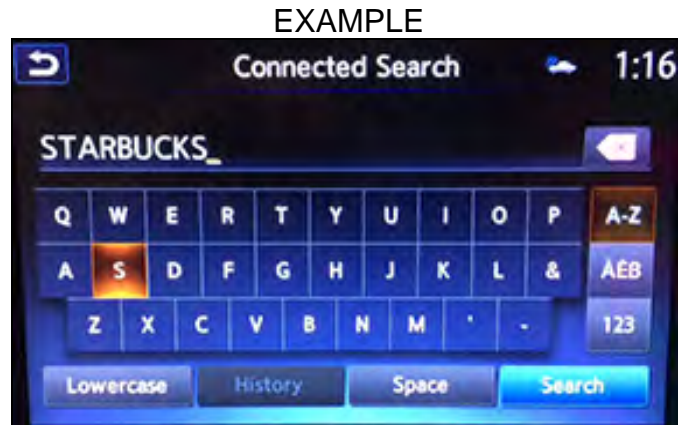


Figure 25b

30. Confirm the POI location displays.

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

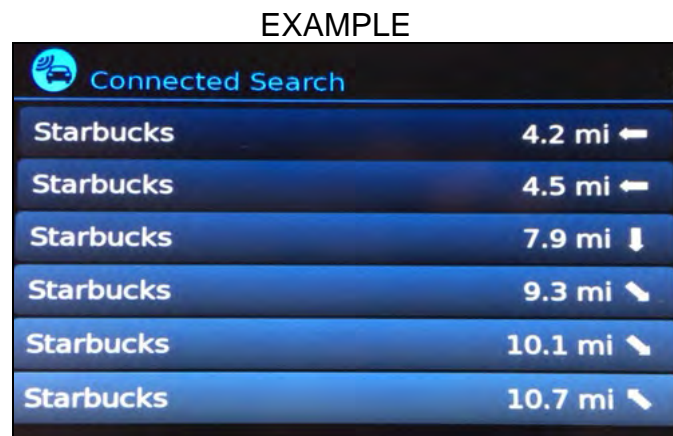


Figure 26b

31. Turn the ignition OFF.

Manually Enter VIN Data

(If step 10 on page 11 was unsuccessful.)

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

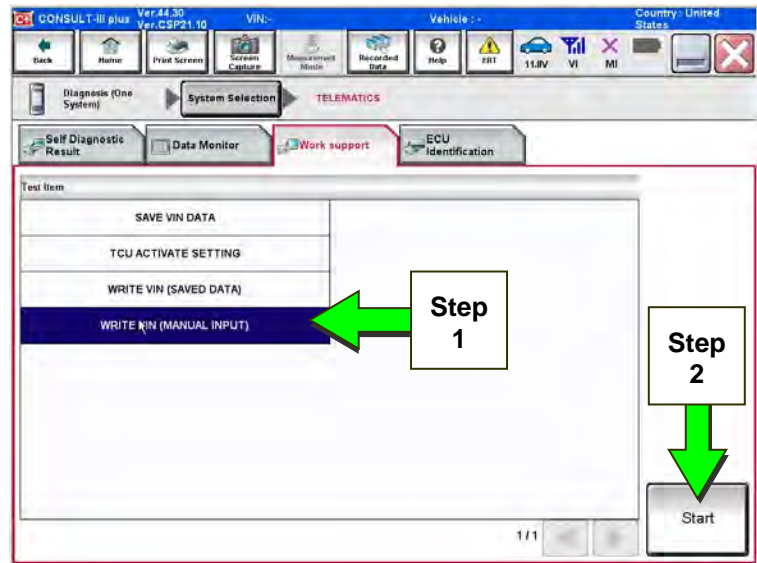


Figure 1c

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**.

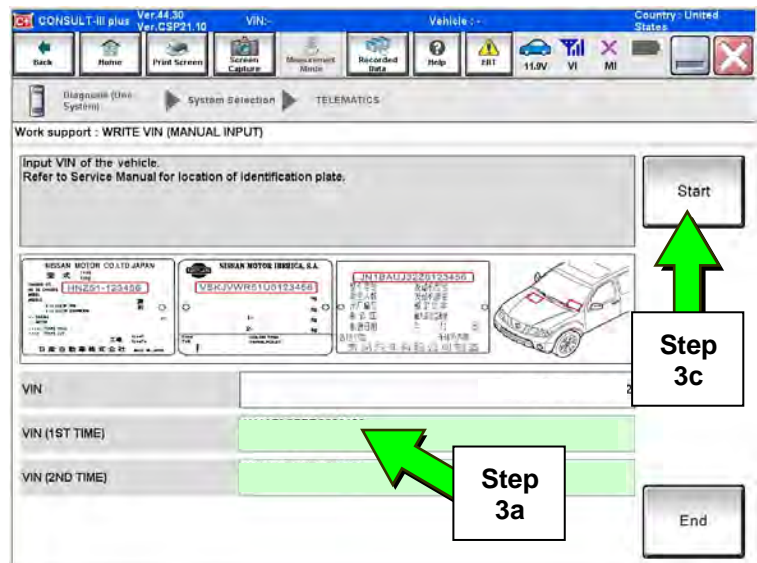


Figure 2c

4. Select **End**.
5. Perform steps 21-31, beginning on page 14.

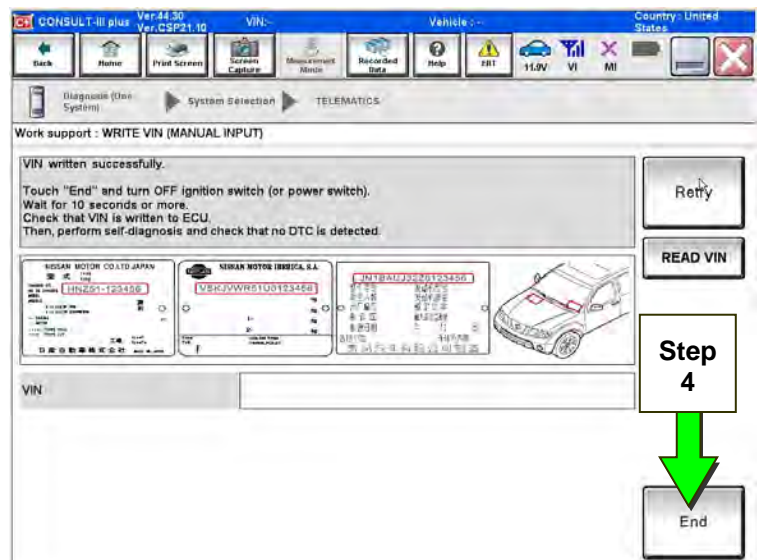


Figure 3c

Manual TCU Configuration (2018 Altima, 2018 Maxima, 2018 Murano, 2018 Pathfinder, 2018 Rogue, 2018 Titan/Titan XD Only)

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

NOTE: C-III plus screens for steps 2-4 are 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.**

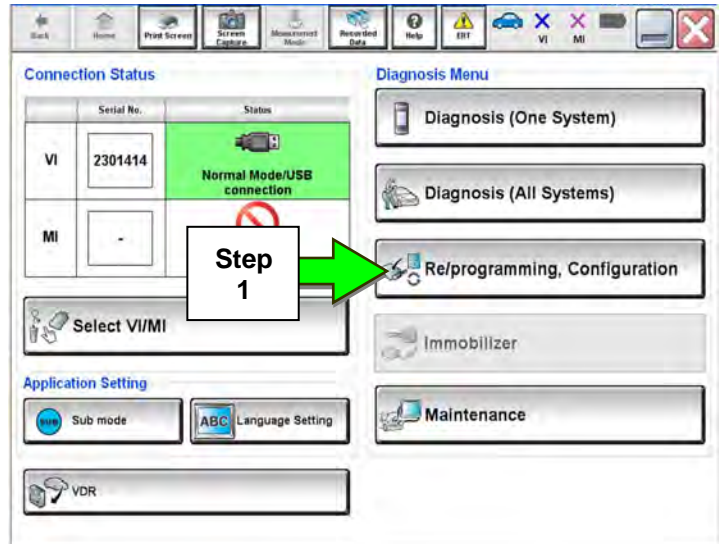


Figure 1d

5. Select **TELEMATICS.**

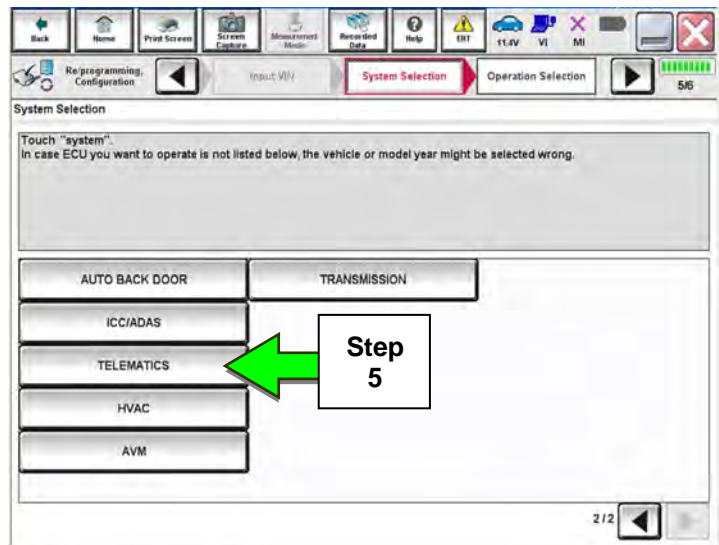


Figure 2d

6. Select **After ECU Replacement.**

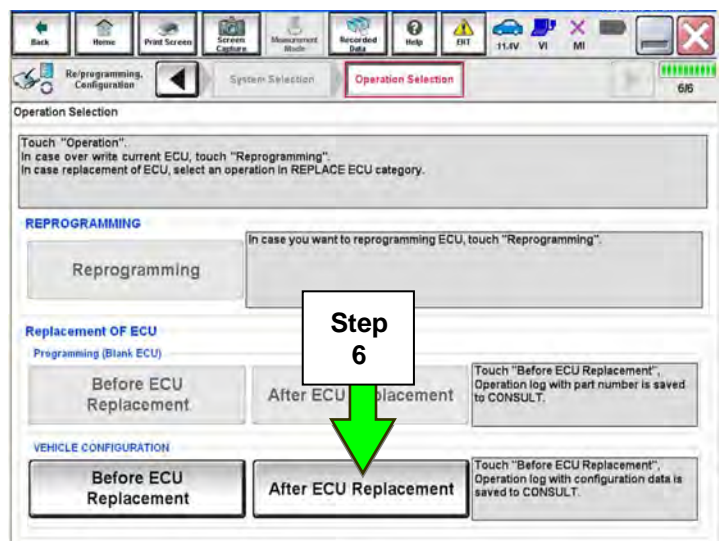


Figure 3d

7. Select **Manual selection**.

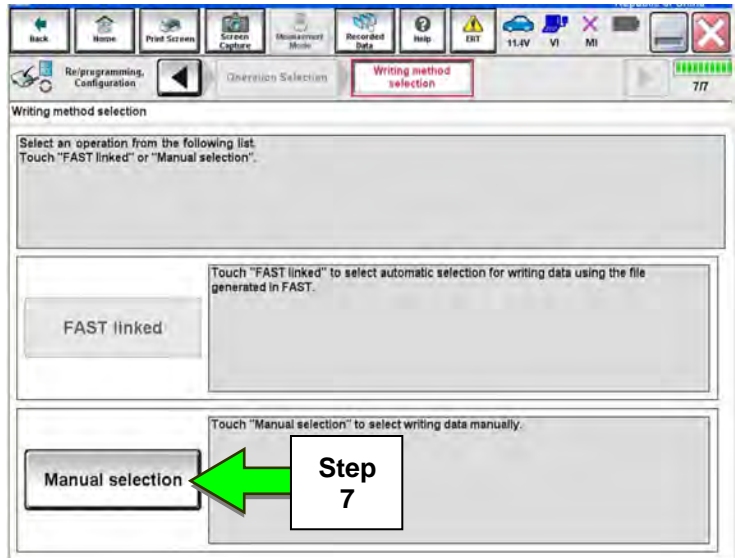


Figure 4d

8. Select the applicable Type ID:

For 2018 Altima, 2018 Maxima,
2018 Murano, 2018 Pathfinder,
and 2018 Titan/Titan XD:

28277-6FL0D

For 2018 Rogue:

28277-7FH5A

9. Select **Next**.

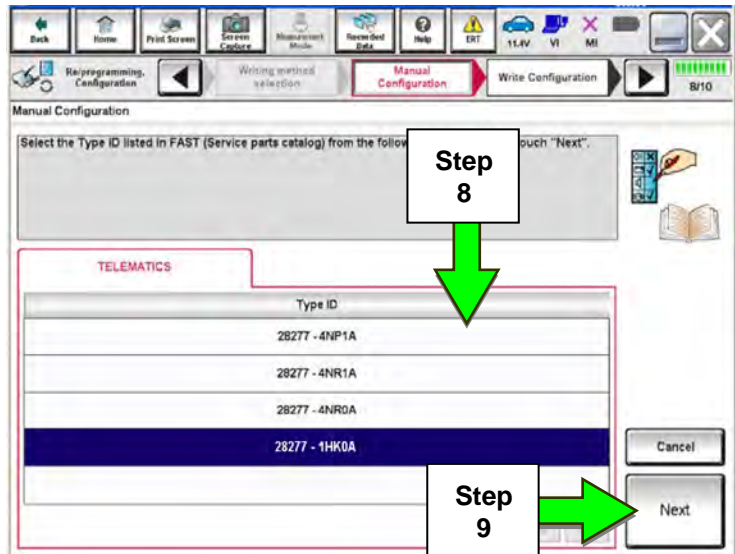


Figure 5d

10. Select **OK**.

11. Return to step 21 on page 14.

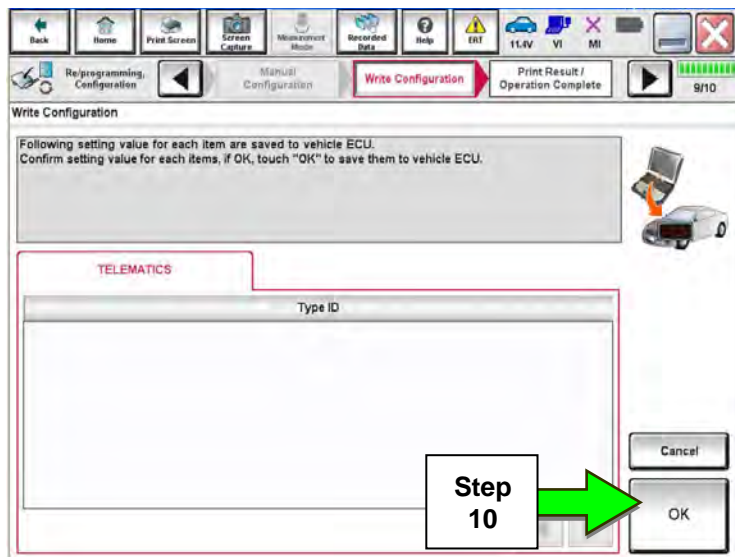
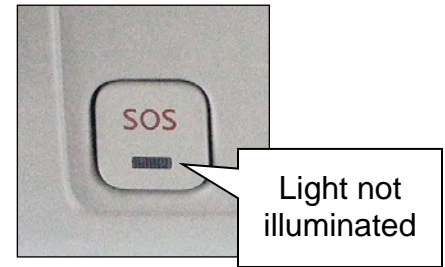


Figure 6d

SOS Light Diagnosis Information

Perform the steps below if the SOS light is not illuminated.

1. With the vehicle in an area of known good cellular reception, use C-III plus to confirm the TCU is turned ON.
2. Go to <https://owners.nissanusa.com/nowners/vinlookup/dealervinlookup>.
3. Enter the VIN.



Vehicle is shown as not enrolled:

- The customer is not enrolled in NissanConnectSM Services. Have the customer enroll and confirm the SOS light illuminates.

NOTE: It may take up to 24 hours for the services to be activated and the SOS light to illuminate after enrollment is completed.

“VIN not found” displays:

- The vehicle needs to be registered in the Nissan Owner Portal and enrolled in NissanConnectSM Services. Have the customer register and enroll and confirm the SOS light illuminates.

NOTE: It may take up to 24 hours for the services to be activated and the SOS light to illuminate after enrollment is completed.

Vehicle is shown as enrolled:

- Confirm the customer’s NissanConnectSM Services subscription.

The customer can find this information three ways:

- Log into to the NissanConnectSM Services portal and locate "**Subscription**" on the first page.
- Log into the NissanConnectSM Services mobile app and go to "**Vehicle Information**" > "**Package Info**".
- Call SiriusXM at NissanConnectSM Services at 1-844-543-2964.

If the customer is enrolled in the Premium or Premium Plus Package, call TECH LINE for diagnosis.

If the customer is enrolled in the Select Package, the SOS light **is not intended to illuminate**. No further action is needed.