Technical Bulletin

SERVICE BULLETIN

Classification:	Reference:	Date:
EL15-006p	NTB15-049p	August 3, 2018

TELEMATICS SERVICE INFORMATION

> **This bulletin has been amended. Changes have been made to page 10 for 2018 Armada.**
> **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)
2018 LEAF (ZE1)
2016-2018 Maxima (A36) – **Platinum**
2017-2018 Murano (Z52) – **Platinum**
2017 Pathfinder (R52) – **SV and Platinum, SL with Tech Package, SL with Premium Package**
2018 Pathfinder (R52) – **SL and Platinum, SV with Tech Package**
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 Tech Package**
2016-2018 Titan/Titan XD (A61) – **SL and Platinum, Pro-4X with Convenience Package**

SERVICE INFORMATION

The Applied Vehicles are equipped with a wireless communication device called a Telematics Communication Unit (TCU). With an active NissanConnect^{SM} Services subscription, the TCU communicates with the NissanConnect^{SM} 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.

<u>Sections in this bulletin:</u>

- **Turning ON the TCU During PDI** (2016-2017 Applied Vehicles ONLY) – Page 3

  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 NissanConnect^{SM} Services. Should this occur, the "Turning ON the TCU During PDI" process will need to be performed again.

- **Turn ON TCU** – Page 4

- **TCU Replacement** – Page 10

- **SOS Light Diagnosis Information** – Page 24

<u>Overview of required steps for TCU replacement:</u>

1. Save the VIN DATA using CONSULT-III Plus (C-III plus).

2. Write down the SIM ID number from the original TCU.

3. Remove the original TCU from the vehicle.

4. Write down the IMEI from the original TCU and replacement TCU.

5. Install the replacement TCU in the vehicle.

6. Write the VIN DATA using C-III plus.

7. Some models: perform Manual TCU Configuration.

8. Write down the SIM ID number from the new TCU.

9. Some models: register the Intelligent Keys.

10. Turn ON the TCU

11. Deactivate (unregister) the original TCU, and activate (register) the replacement TCU by calling 1-844-631-2928. For **LEAF** vehicles, call 1-800-922-1528.

12. Check TCU cellular reception.

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**, go to **Turn ON TCU** on the next page.

Light not illuminated

SOS

Figure 1a

2. After the TCU is turned ON, 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 NissanConnect^{SM} Services for the SOS light to be illuminated and for NissanConnect^{SM} Services to be enabled.

     ➢ Refer to **SOS Light Diagnosis Information** on page 24.

3. Perform steps to **Check TCU Cellular Reception** - see page 7.

4 Turn the ignition OFF.

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

   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 NissanConnect^{SM} Services. Should this occur, the "Turning ON the TCU During PDI" process will need to be performed again.

TURN ON TCU

1. Make sure the vehicle is **not** in shipping mode (shipping mode = extended storage switch pulled OUT).

    If needed, use the following steps to confirm the vehicle is **not** in shipping mode:

    a. Make sure the ignition is OFF.

    b. Open the driver's door and leave it open.

    c. Locate the interior fuse panel and remove the cover.

    d. Push the white extended storage switch IN.

    e. Turn the ignition ON.

    f. Turn the ignition OFF.

    g. Wait at least 2 seconds, and then turn the ignition ON.

    h. Make sure the extended storage warning message is not displayed in the combination meter/display.

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

3. Set the parking brake and confirm the ignition is ON.

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

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5. Select **Diagnosis (One System)**.
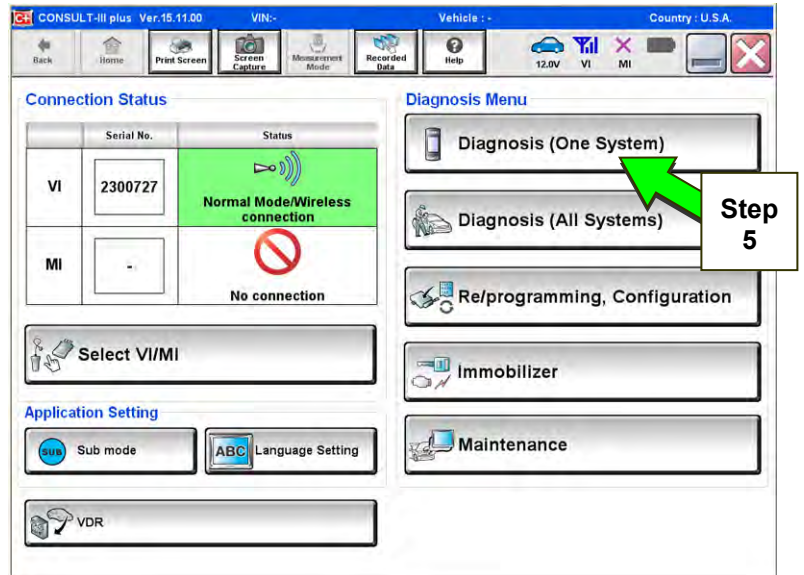
Figure 1b

6. Select **Telematics**.
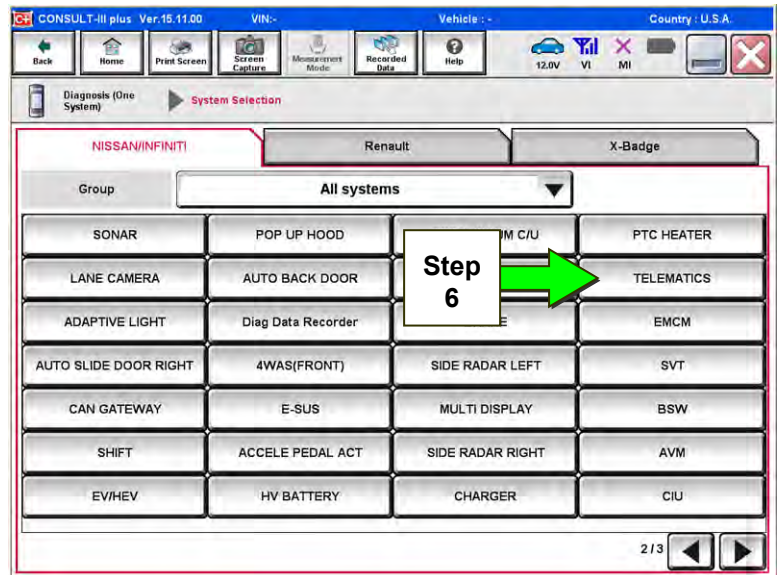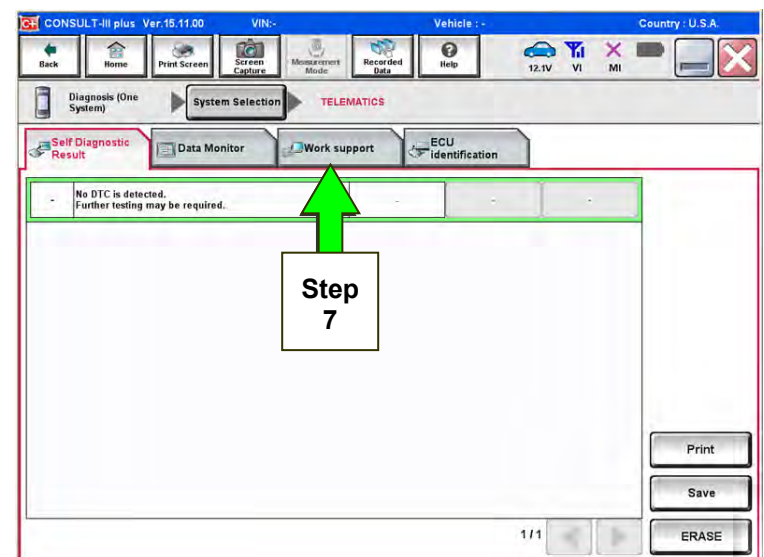

Figure 2b

7. Select **Work Support**.

Figure 3b

8. Select **TCU ACTIVATE SETTING**.

Figure 4b

9. Select **Start**.
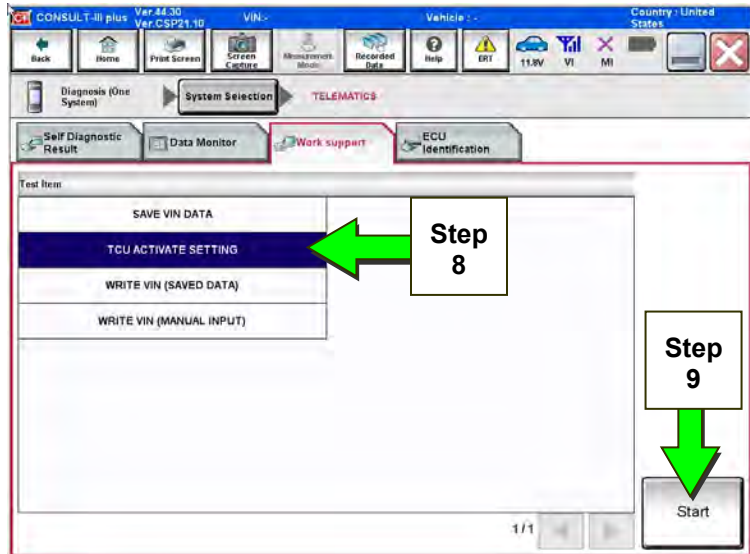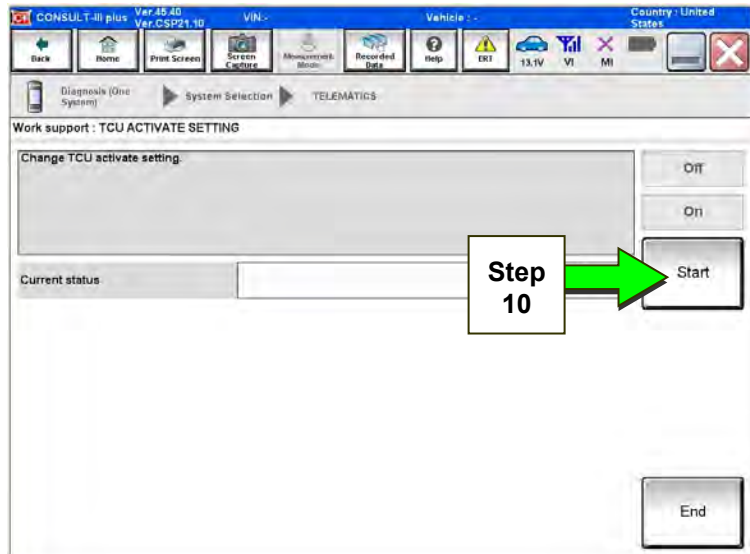
10. Select **Start**.

Figure 5b

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

12. Make sure Current status is ON.

13. Select **END**.

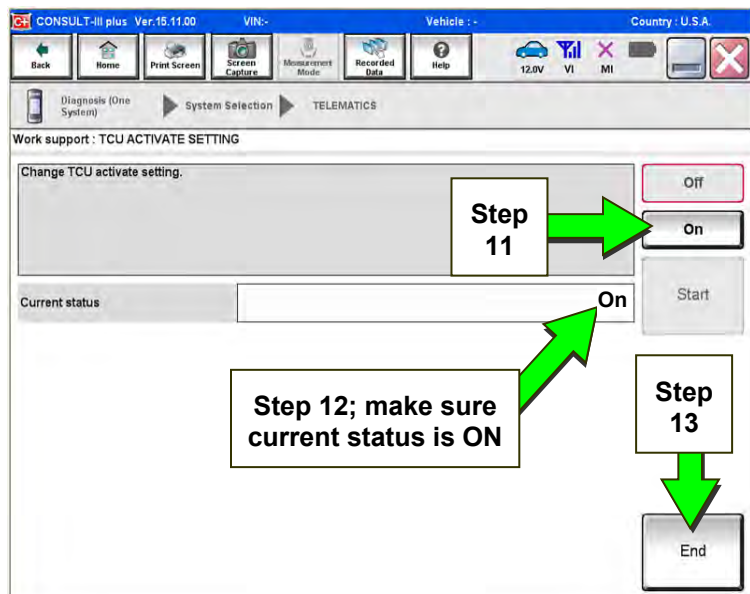Figure 6b

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.
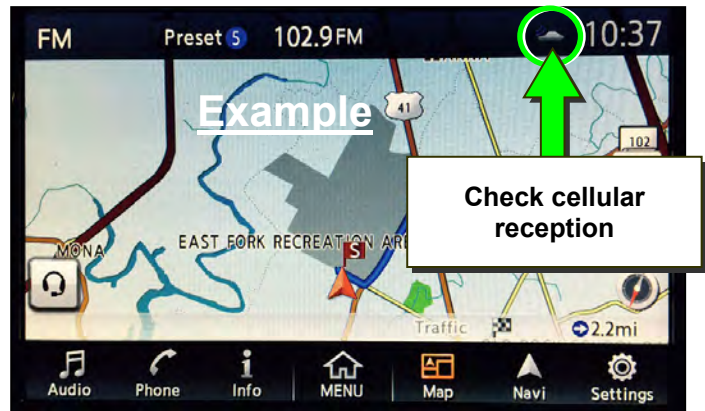
1. Check TCU cellular reception.

Figure 1c

Examples of **good reception**:

Figure 2c

Examples of **no/poor reception**:
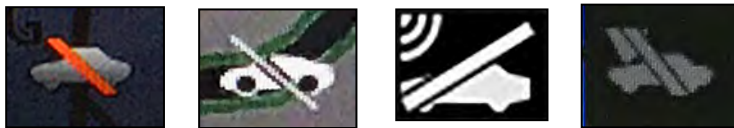

Figure 3c

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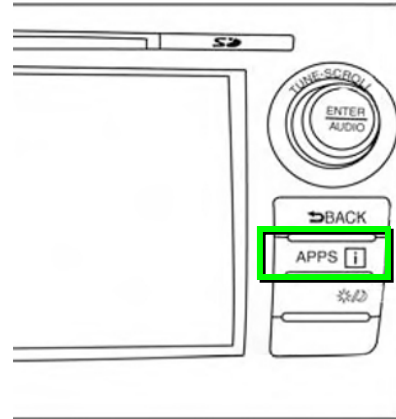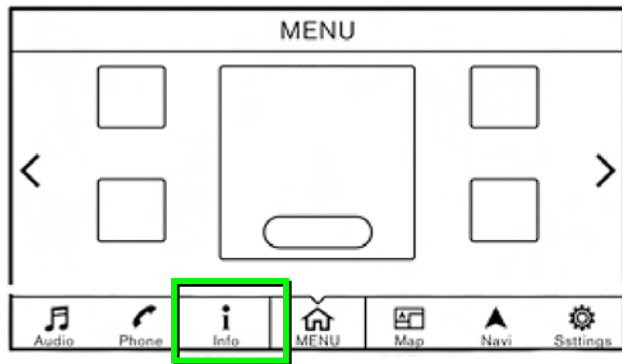2. Press the **Info** or **APPS** button.

Figure 4c

3. Select **NissanConnect Services**.
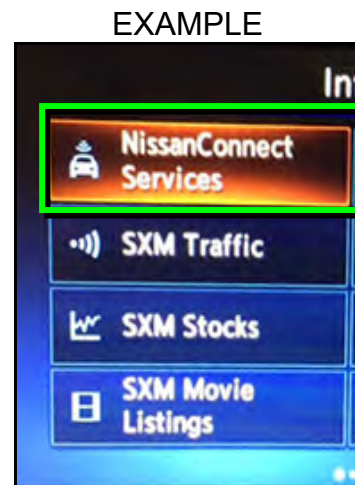
EXAMPLE

Figure 5c

4. Select **Connected Search**.

EXAMPLE

Figure 6c

NTB15-049p
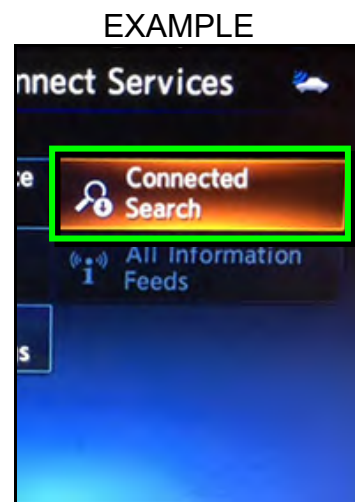
5. Enter a POI (Point of Interest) location, and select "**OK**" or "**Search**".
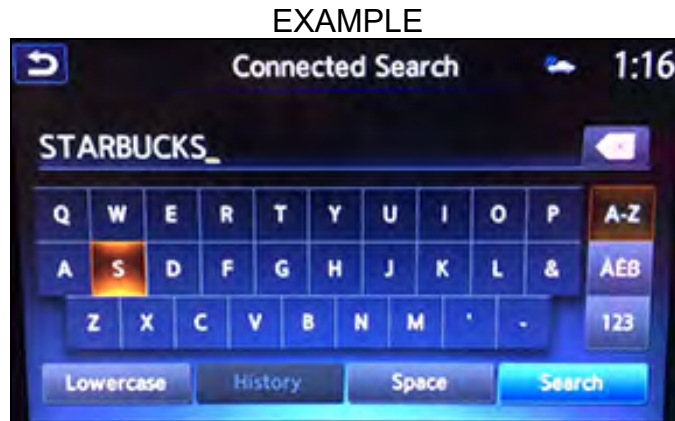
Example: "**Starbucks**"

EXAMPLE

Figure 7c

6. Confirm the POI location displays.

EXAMPLE

Figure 8c

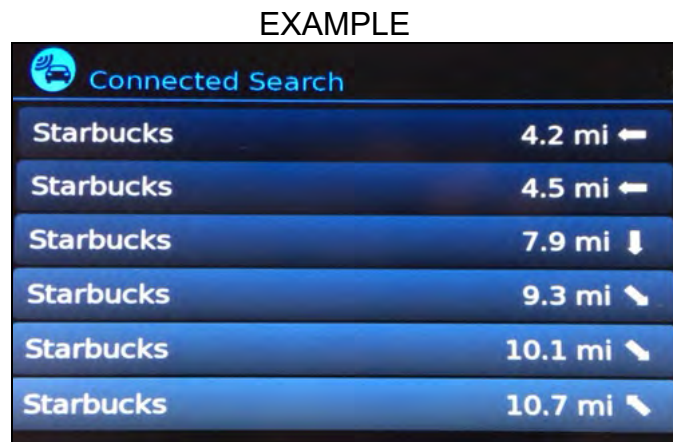7. If the "Connected Search" does not complete successfully:

- For an unsold vehicle, call NissanConnect[SM] Services Powered by SiriusXM at 1-844-631-2928.

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

TCU REPLACEMENT

NOTE:

- 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.

- During this procedure, Intelligent Key Registration must be performed for the vehicles listed in this table. You **<u>MUST</u>** have **ALL customer keys** collected.

2016 – 2018 Altima	**2017 – 2018 Murano**
2018 Armada	**2017 – 2018 Pathfinder**
2016 – 2018 Maxima	**2018 Rogue**
2016 – 2018 Titan / Titan XD	**2018.5 Rogue Sport ***

- The new/replacement TCU must come from Nissan North America parts supply.

- Some vehicles require **Manual TCU Configuration** after replacement. Refer to step 21 on page 16.

- The VIN MUST be written to the replacement TCU after installation.

* Intelligent Key Registration is required for 201**8.5** Rogue Sport vehicles ONLY. To determine if your vehicle applies, see step 12 on page 13 and locate the TCU ID number (Figure 7d). If the TCU ID number begins with "2047", all customer keys must be collected for registration.

IMPORTANT: Are you replacing the TCU in a 2018 Armada?

- No
  - ➢ Continue to step 1, below.

- Yes
  - ➢ Use C-III plus to check BCM part number.
  - ➢ Is the BCM part number 284B1-6GX0A?
    - ▪ No – Continue to step 1, below.
    - ▪ Yes – Replace the BCM and then continue to step 1 below.
      - • Refer to the Electronic Service Manual (ESM) section ELECTRICAL POWER CONTROL > BODY CONTROL SYSTEM > REMOVAL AND INSTALLATION > BCM for BCM replacement.

<u>Save VIN Data</u>

1. Set the parking brake.

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

3. Turn the ignition ON.

4. Launch C-III plus on the CONSULT PC.
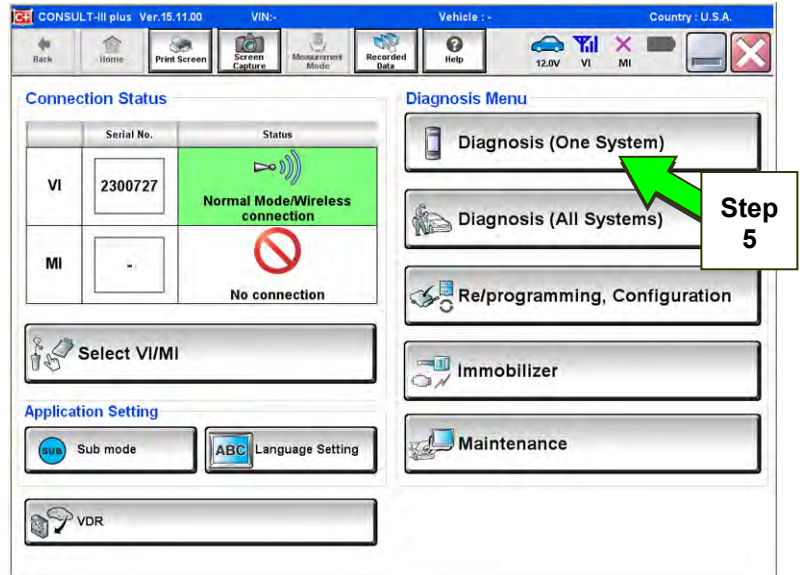
5. Select **Diagnosis (One System)**.
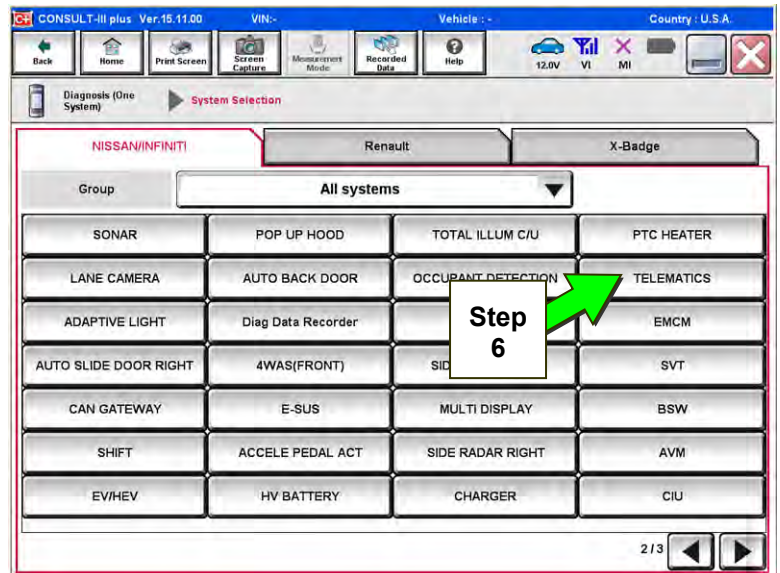

Figure 1d

6. Select **Telematics**.

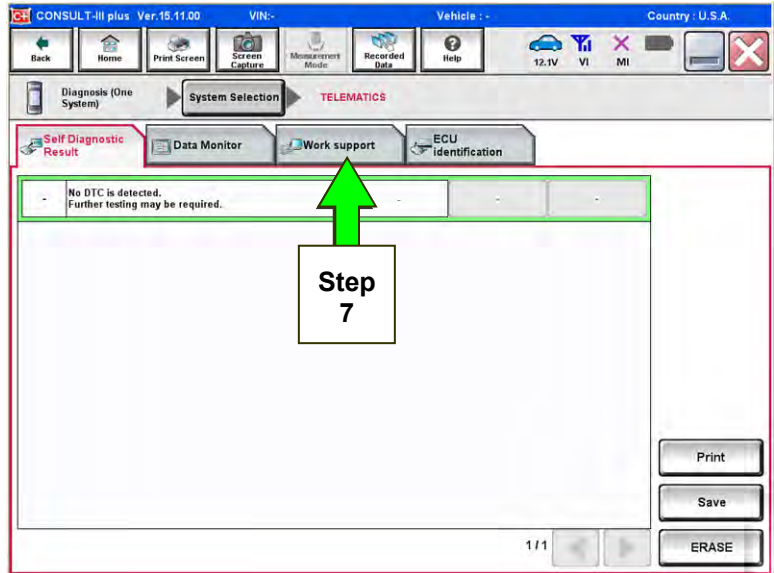Figure 2d

7. Select **Work Support**.

Figure 3d

8. Select **SAVE VIN DATA**.
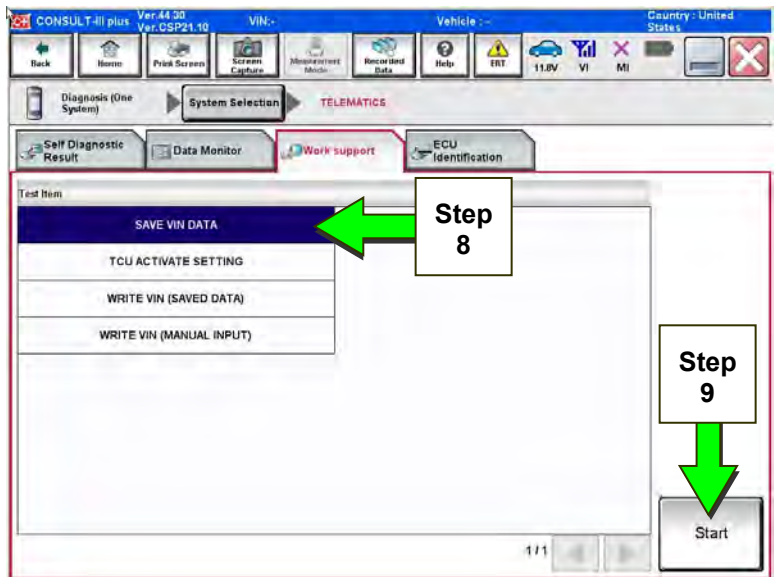
9. Select **Start**.

Figure 4d

10. Select **Start**.

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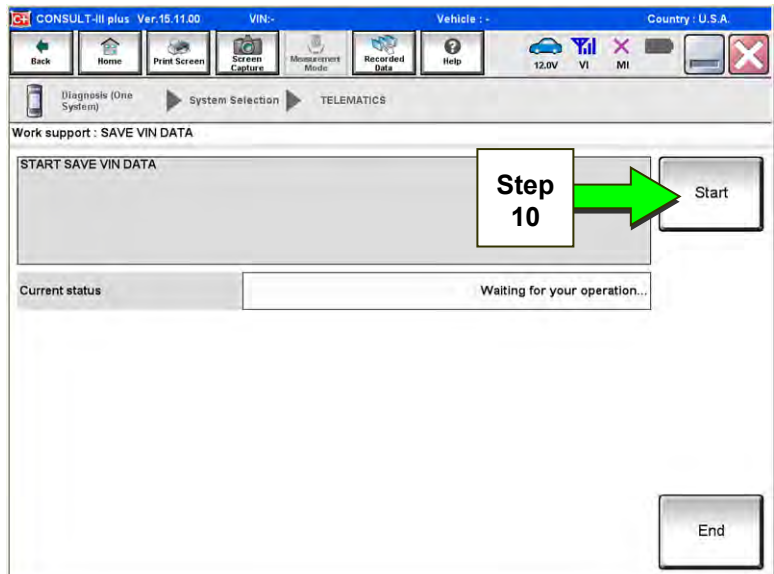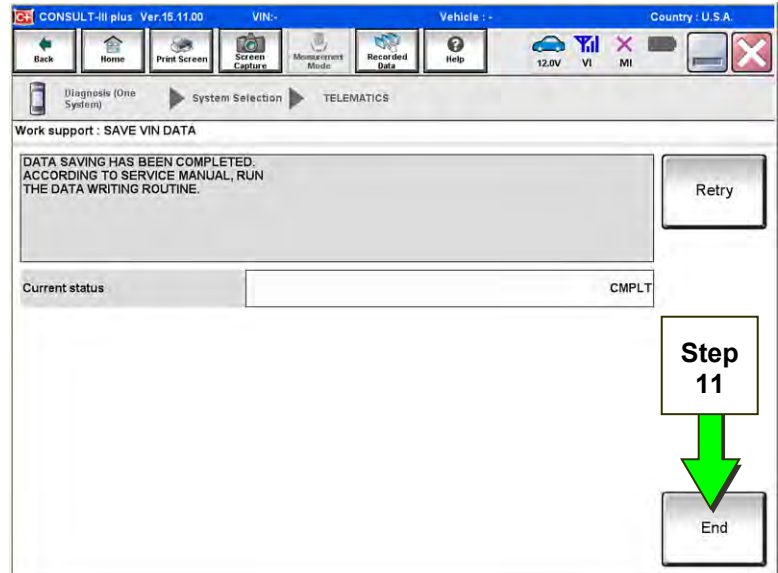

Figure 5d

11. Select **End**.

Figure 6d

Write Original SIM ID Number on the Repair Order

12. Write the original SIM ID number on the repair order.

    a. Navigate C-III plus to the screen shown in Figure 7d.

       Diagnosis (One System) > TELEMATICS > ECU Identification

    b. Locate the SIM ID number and write it on the repair order as "Original SIM ID".
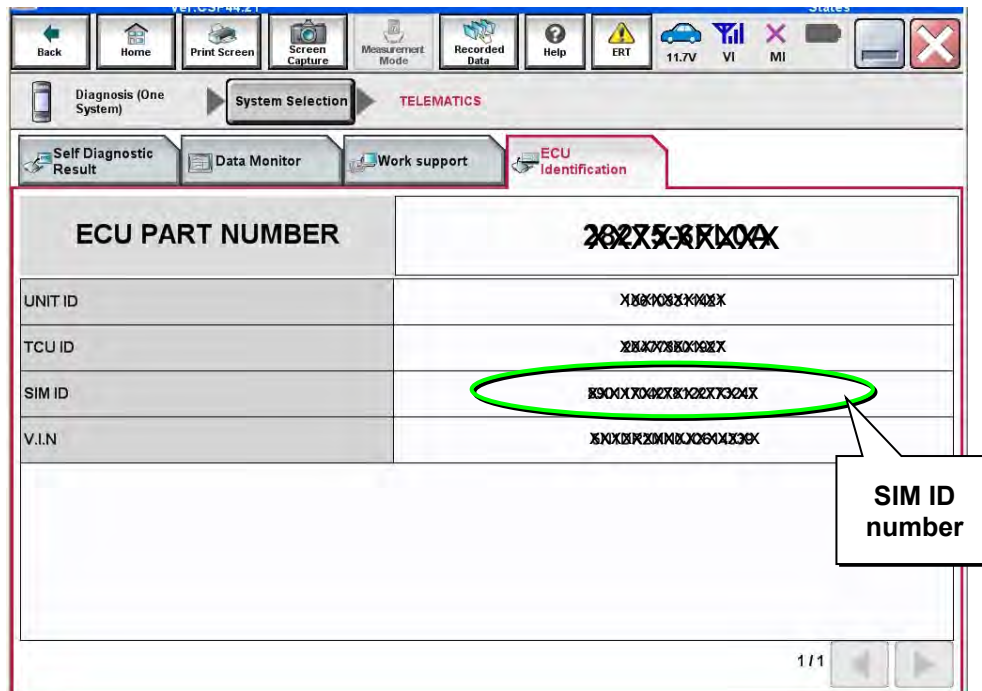

Figure 7d

Remove the Original TCU

13. Remove the TCU from the vehicle. Refer to the Electronic Service Manual (ESM) for removal information.

- For PDF ESM: section AV–Audio, Visual & Navigation System

- For Web ESM: DRIVER INFORMATION & MULTIMEDIA > AUDIO VISUAL & NAVIGATION SYSTEM > REMOVAL AND INSTALLATION > TCU

Step 14 must be performed <u>AFTER</u> the original TCU is removed from the vehicle and <u>BEFORE</u> the replacement TCU is installed.

14. 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.
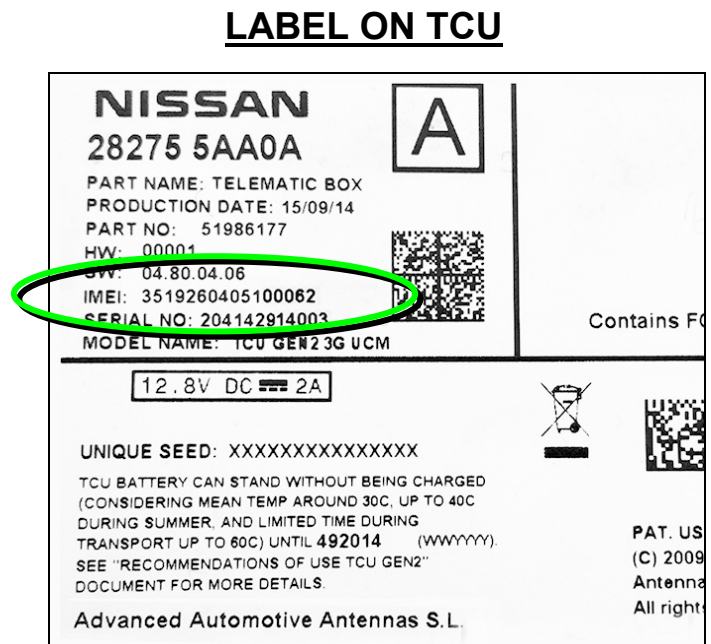
LABEL ON TCU

Figure 8d

Install the New TCU

15. Install the new / replacement TCU into the vehicle. Refer to the ESM for installation information.

   - For PDF ESM: section AV–Audio, Visual & Navigation System

   - For Web ESM: DRIVER INFORMATION & MULTIMEDIA > AUDIO VISUAL & NAVIGATION SYSTEM > REMOVAL AND INSTALLATION > TCU

Write VIN Data

16. Connect C-III plus and navigate to **Telematics Work support**.

   - Refer to steps 1-7 on pages 10-12.

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

   NOTE: If VIN DATA could not be saved in step 10, proceed to **Manually Enter VIN Data** on page 20.

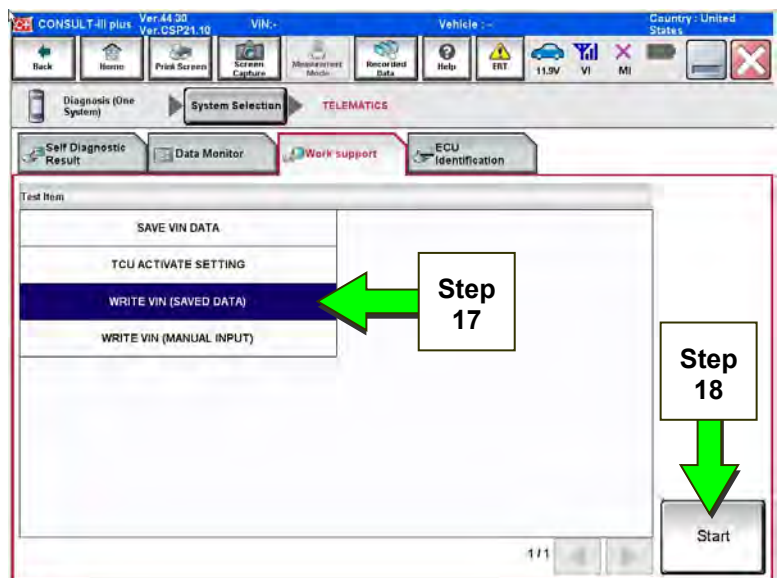18. Select **Start**.

Figure 9d
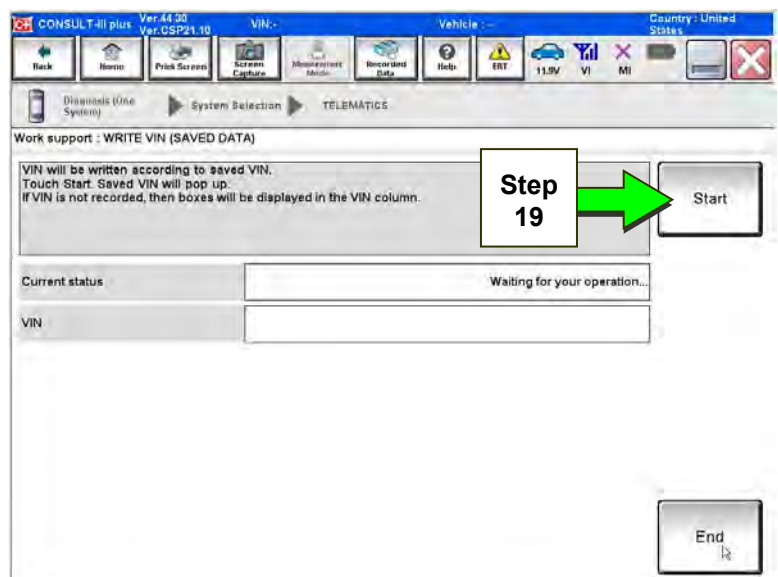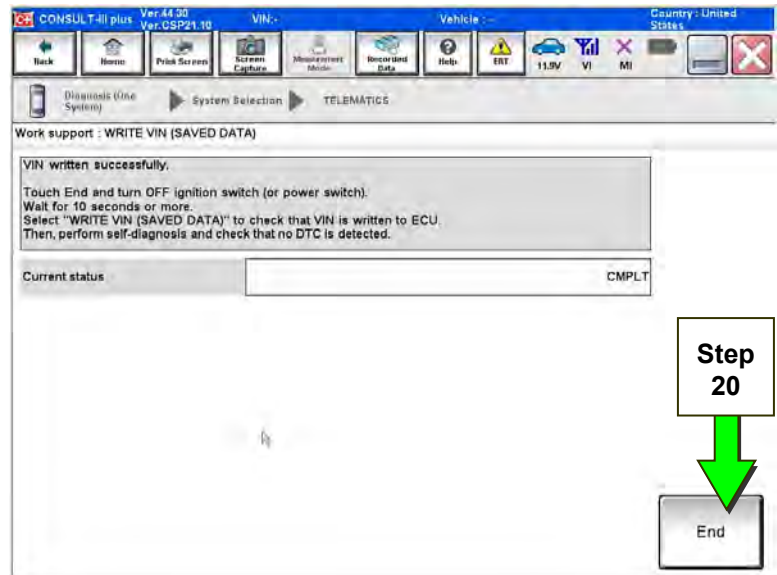
19. Select **Start**.

Figure 10d

20. Select **End**.

Figure 11d

Manual TCU Configuration (some vehicles)

21. If needed, perform **Manual TCU Configuration.**

- The vehicles listed in this table require Manual TCU Configuration.

2018 LEAF	2018 Pathfinder
2018 Altima	2018 Rogue
2018 Maxima	2018.5 Rogue Sport *
2018 Titan / Titan XD	2018.5 Armada *
2018 Murano	

* For Rogue Sport and Armada vehicles, Manual TCU Configuration is needed
  only if the TCU ID number (see Figure 12d) begins with "2047".

- If the vehicle you are working on is listed in the above table, go to page 21 and
  perform **Manual TCU Configuration**. Then return to step 22 on the next page.

- If the vehicle you are working on is not listed in the above table, go to step 22 on the
  next page.

Write New SIM ID Number on the Repair Order

22. Write the new SIM ID number on the repair order.

    a. Navigate C-III plus to the screen shown in Figure 12d.

      Diagnosis (One System) > TELEMATICS > ECU Identification

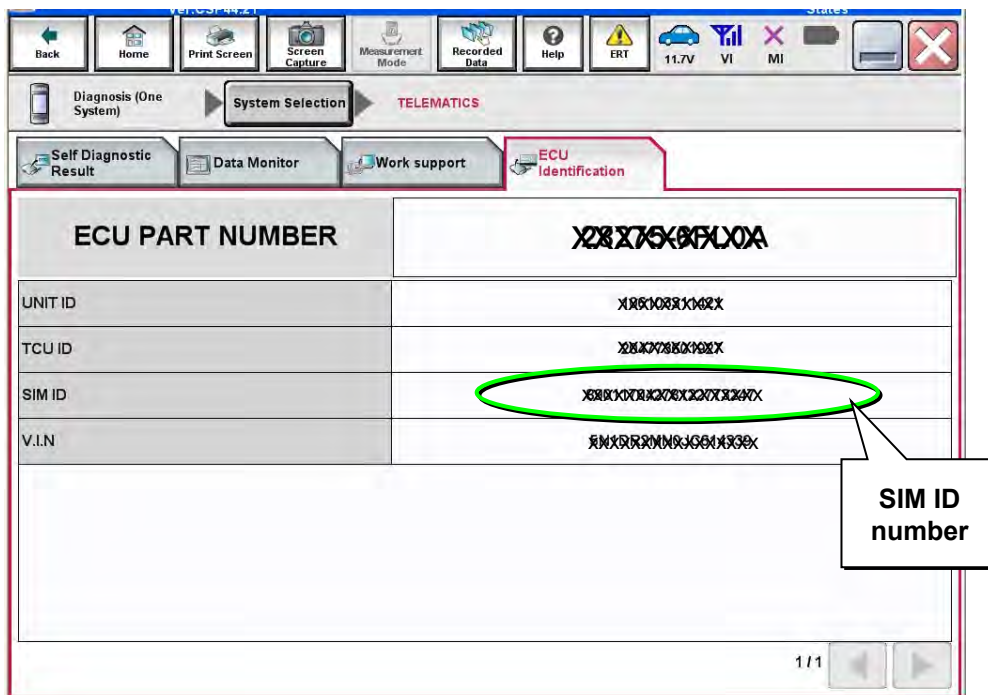   b. Locate the SIM ID number and write it on the repair order as "New SIM ID".

Figure 12d

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Intelligent Key Registration (some vehicles)

23. If needed, perform Intelligent Key registration for <u>all</u> customer keys.

- The vehicles listed in this table <u>require</u> Intelligent Key registration.

2016 – 2018 Altima	**2017 – 2018 Murano**
2018 Armada	**2017 – 2018 Pathfinder**
2016 – 2018 Maxima	**2018 Rogue**
2016 – 2018 Titan / Titan XD	**2018.5 Rogue Sport** *

- Refer to the C-III plus operations manual for key registration instructions.

- If the vehicle you are working on is not listed in the above table, key registration is not needed.

  NOTE: The Remote Engine Start and Stolen Vehicle Locator features (if so equipped) of NissanConnect[SM] Services will not function, and DTC B130C will be stored if Intelligent Key registration is not completed.

* For Rogue Sport vehicles, Intelligent Key Registration is needed only if the TCU ID number (see Figure 12d) begins with "2047".

Turn On the TCU

24. Turn ON the TCU.

- Refer to **TURN ON TCU** on page 4.

Before performing step 25 on the next page, make sure:
- New / replacement TCU is installed in the vehicle.
- WRITE SAVE DATA has been completed.
- If needed, Manual TCU Configuration has been performed.
- If needed, all customer Intelligent Keys have been registered.
- The TCU is turned ON.
- IMEI number for original and replacement TCU is written on the repair order.
- SIM ID number for original and replacement TCU is written on the repair order.

TCU Registration / Activation

25. Call NissanConnect^{SM} Services Powered by SiriusXM at **1-844-631-2928**.
    For **LEAF** vehicles, call 1-800-922-1528. Hours of operation are listed below.

    During this call:

    - You will be asked for your name, dealership name, and all of the information
      collected.

    - The agent will unregister the original TCU and register the replacement TCU. If
      needed, the agent will call back to confirm TCU registration has completed.

    - The vehicle may need to be moved outside if the cellular connection is not strong
      enough. See **Check TCU Cellular Reception** on page 7.

    NOTE:

    - The TCU will not be able to communicate with the NissanConnect^{SM} Services
      Data Center if step 25 is not completed.

    - TCU registration does <u>not</u> enroll the customer in NissanConnect^{SM} Services.

TCU Replacement Hours of Operation (Central Time Zone)

Monday thru Friday: 7 A.M. – 10 P.M.
Saturday: 8 A.M. – 5 P.M.
Christmas Eve and New Year's Eve: 7 A.M. – 7 P.M.
Closed Thanksgiving, Christmas, New Year's Day.

Check TCU Cellular Reception

26. Perform steps to **Check TCU Cellular Reception** - see page 7.

27. Turn the ignition OFF.

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Manually Enter VIN Data

This is needed <u>ONLY</u> if automatic "SAVE VIN DATA" or "WRITE VIN (SAVED DATA)" did not complete correctly.

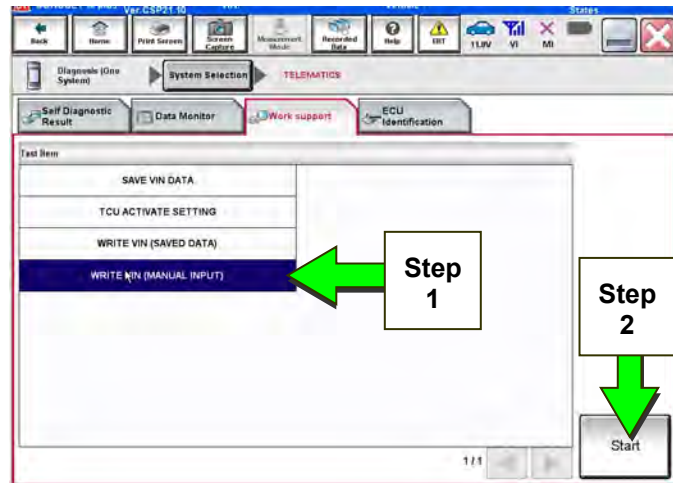1. Select **WRITE VIN (MANUAL INPUT)**.

2. Select **Start**.

Figure 1e

3. Enter the VIN.

   a) Touch the **VIN (1ST TIME)** input field and type in the VIN.

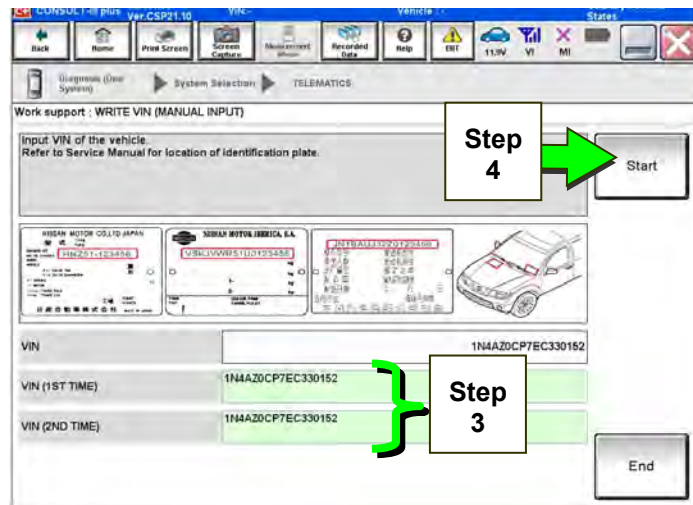   b) Touch the **VIN (2ND TIME)** input field and type in the VIN again.

4. Select **Start**.

Figure 2e
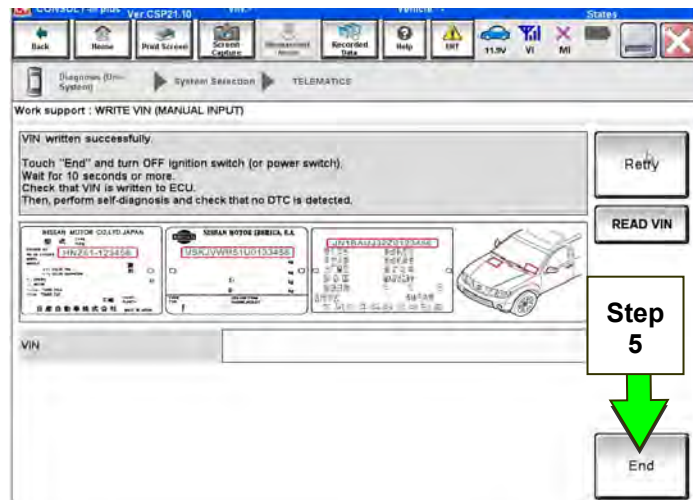
5. Select **End**.

6. Return to step 21 on page 16.

Figure 3e

Manual TCU Configuration (Some Vehicles)

- The vehicles listed in this table require Manual TCU Configuration.

2018 LEAF	**2018 Pathfinder**
2018 Altima	**2018 Rogue**
2018 Maxima	**2018.5 Rogue Sport** *
2018 Titan / Titan XD	**2018.5 Armada** *
2018 Murano	

* For Rogue Sport and Armada vehicles, Manual TCU configuration is needed only if the TCU ID number (see Figure 12d, page 17) begins with "2047".
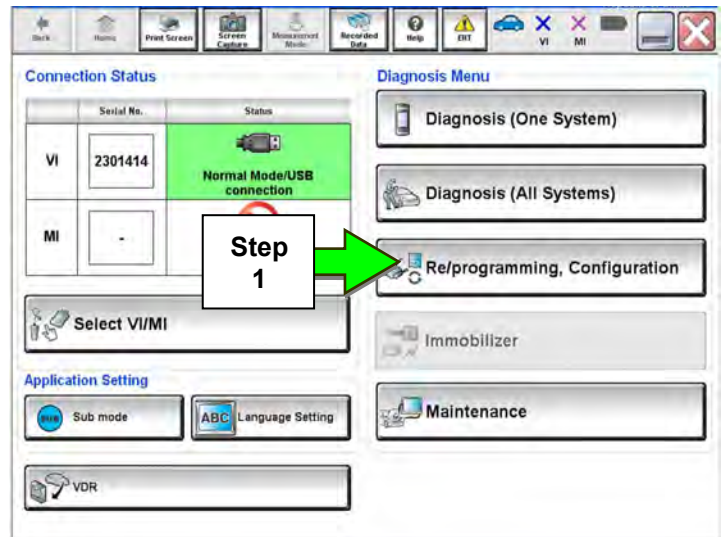
1. Select **Re/programming, Configuration**.

Figure 1f

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**.

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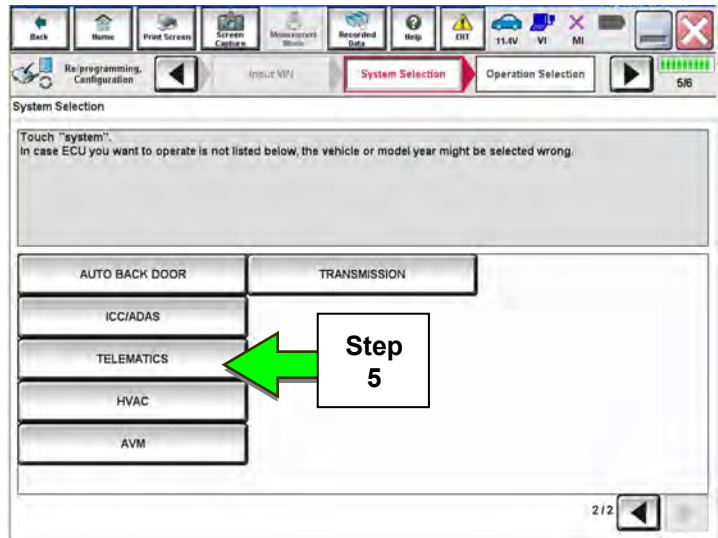5. Select **TELEMATICS**.

Figure 2f

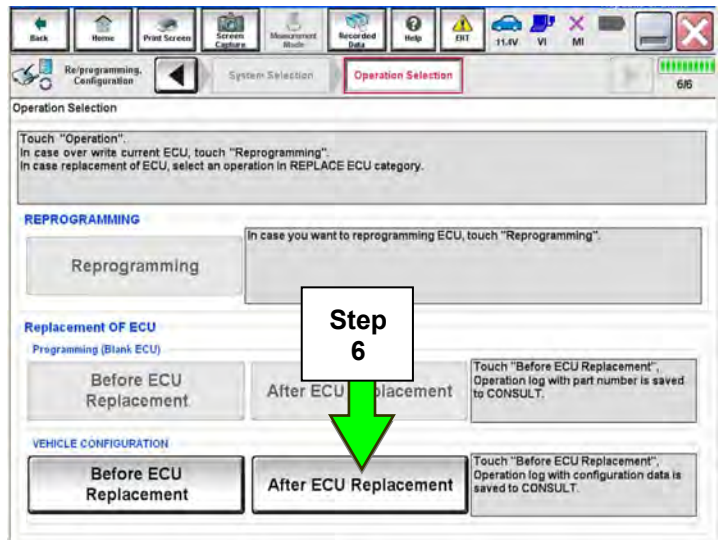6. Select **After ECU Replacement**.

Figure 3f

7. Select **Manual selection**.

8. Select the applicable Type ID:

   28277-6FL0D for:
   - 2018 Altima
   - 2018 Maxima
   - 2018 Murano
   - 2018 Pathfinder
   - 2018 Titan/Titan XD

   28277-6FL1D for:
   - 2018.5 Armada

   28277-7FH5A for:
   - 2018 Rogue
   - 2018.5 Rogue Sport

   28277-5SA2A for:
   - 2018 LEAF

   NOTE: If C-III plus automatically selects the Type ID, there will be no options shown under Type ID and Figure 5f will not display. Skip to step 10.

9. Select **Next.**

10. Select **OK**.
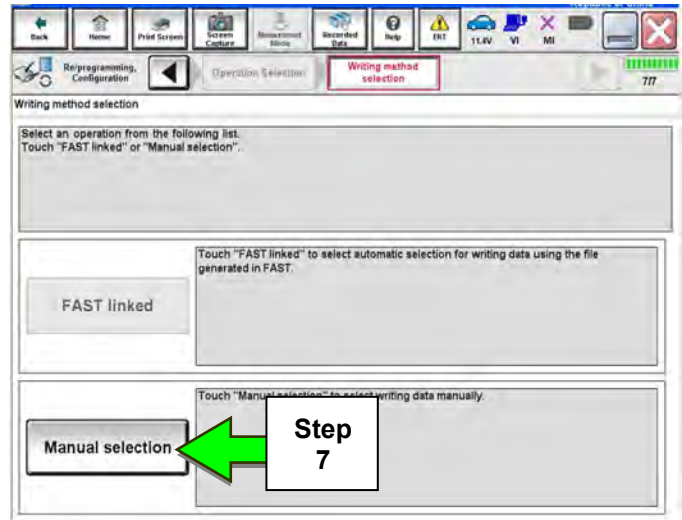
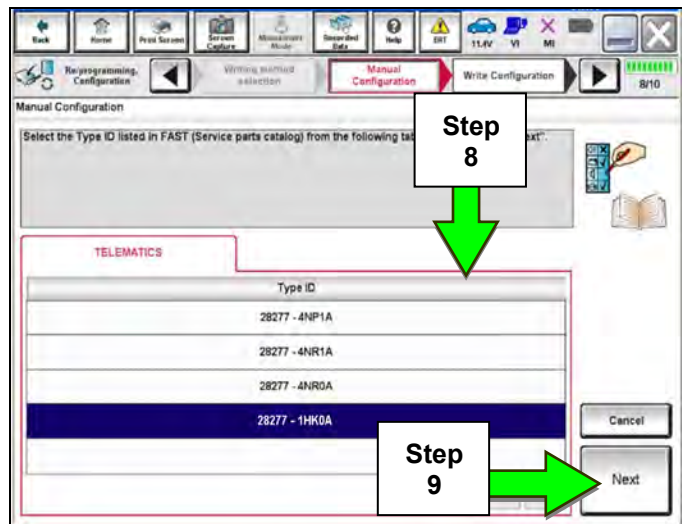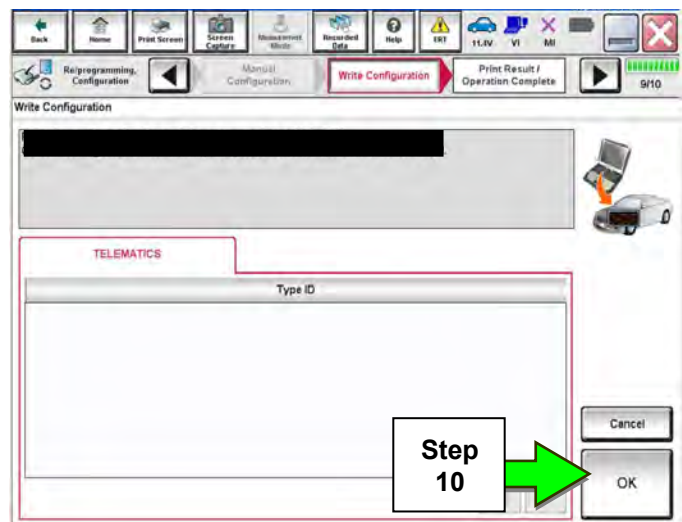11. Return to step 22 on page 17.

Figure 4f

Figure 5f

Figure 6f

SOS LIGHT DIAGNOSIS INFORMATION

Perform the steps below if the SOS light <u>is not</u> illuminated.

Light 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.
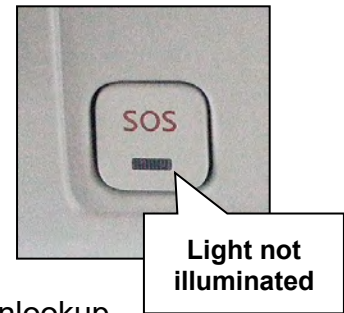
Vehicle is shown as <u>not</u> enrolled:

- The customer is not enrolled in NissanConnect^{SM} 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 NissanConnect^{SM} 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 NissanConnect^{SM} Services subscription.

   The customer can find this information three ways:

   - Log into to the NissanConnect^{SM} Services portal and locate "**Subscription**" on the first page.
   - Log into the NissanConnect^{SM} Services mobile app and go to "**Vehicle Information**" > "**Package Info**".
   - Call NissanConnect^{SM} Services Powered by SiriusXM at 1-844-631-2928.

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

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