



# SERVICE BULLETIN

Classification: EL15-006q	Reference: NTB15-049q	Date: September 11, 2018
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## TELEMATICS SERVICE INFORMATION

This bulletin has been amended to add a Required Actions by Model and Year table on page 2, a Check OFF Sheet on page 21 and to reorganize the information throughout. It is necessary for you to read this revised procedure to properly perform this Service Information. Please discard previous versions of this bulletin.

- APPLIED VEHICLES:**
- 2016-2018 Altima (L33) – **SL with Technology Package**
  - 2018-2019 Armada (Y62)
  - 2017-2019 GT-R (R35)
  - 2018-2019 LEAF (ZE1) – **With Navigation**
  - 2016-2018 Maxima (A36) – **Platinum**
  - 2017-2018 Murano (Z52) – **Platinum**
  - 2017 Pathfinder (R52) – **SV and Platinum, SL with Tech Package, SL with Premium Package**
  - 2018-2019 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**
  - 2016-2019 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<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 must be performed properly in order to set-up and maintain the telematics system for the Applied Vehicles.

- A table has been provided on the next page that lists the model and year specific steps required to successfully configure a TCU after it has been replaced.
- A check OFF sheet has been provided on page 21 to print and check off steps as they are performed. **Please staple completed Check OFF Sheet to repair order.**

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.

## Required Actions by Model and Year

**IMPORTANT:** After TCU replacement (steps 1-14)

- All steps below must be completed or TELEMATICS services will not operate properly.
- Follow all of the model/year specific steps in this bulletin and use the Check OFF Sheet provided at the end of this bulletin.
- If the TCU is replaced and the steps were not followed, the warranty claim will be charged back to the dealer.

ORDER OF COMPLETION		1ST	2ND	3RD	4TH	5TH
MODEL	YEAR	WRITE VIN	CONFIGURE TCU	REGISTER I-KEYS	TURN ON TCU	REGISTER TCU WITH SXM
Altima	2016-2017	✓		✓	✓	✓
	2018	✓	✓	✓	✓	✓
Armada**	2018	✓		✓	✓	✓
	2018.5*	✓	✓	✓	✓	✓
	2019	✓	✓	✓	✓	✓
GT-R	2017-2018	✓			✓	✓
	2019	✓	✓		✓	✓
LEAF	2018-2019	✓	✓		✓	✓
Maxima	2016-2017	✓		✓	✓	✓
	2018	✓	✓	✓	✓	✓
Murano	2017	✓		✓	✓	✓
	2018	✓	✓	✓	✓	✓
Pathfinder	2017	✓		✓	✓	✓
	2018-2019	✓	✓	✓	✓	✓
Rogue	2016-2017	✓			✓	✓
	2018	✓	✓	✓	✓	✓
Rogue Hybrid	2017-2018	✓			✓	✓
Rogue Sport	2017-2018	✓			✓	✓
	2018.5*	✓	✓	✓	✓	✓
Sentra	2016-2018	✓			✓	✓
Titan/Titan XD	2016-2017	✓		✓	✓	✓
	2018-2019	✓	✓	✓	✓	✓

\* For 2018.5 vehicles, Configuration is need only if the TCU ID number begins with "2047".

\*\* Confirm if BCM needs to be replaced.

**Table of Contents:**

- **Required Actions by Model and Year** ..... page 2
- **TCU Replacement** ..... page 4
- **Check OFF Sheet** ..... page 21
- **Manually Enter VIN Data** ..... page 22
- **SOS Light Diagnosis Information** ..... page 23
- **Turning ON the TCU During PDI (2016-2017 Applied Vehicles ONLY).....** 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 NissanConnect<sup>SM</sup> Services. Should this occur, the “Turning ON the TCU During PDI” procedure will need to be performed again.

## TCU Replacement

### NOTE:

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

<b>2016 – 2018 Altima</b>	<b>2017 – 2018 Murano</b>
<b>2018 – 2019 Armada</b>	<b>2017 – 2019 Pathfinder</b>
<b>2016 – 2018 Maxima</b>	<b>2018 Rogue</b>
<b>2016 – 2019 Titan / Titan XD</b>	<b>2018.5 Rogue Sport *</b>

\* Intelligent Key Registration is required for 2018.5 Rogue Sport vehicles ONLY. To determine if your vehicle applies, see step 32 on page 13 and locate the TCU ID number (Figure 17). If the TCU ID number begins with “2047”, all customer keys must be collected for registration.

- The new/replacement TCU must come from Nissan North America parts supply.
- Some vehicles require **TCU Configuration** after replacement. Refer to step 20 on page 9.
- The VIN **MUST** be written to the replacement TCU after installation.
- Replacement TCU must be registered with SXM.

### **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) for BCM removal information; **ELECTRICAL POWER CONTROL > BODY CONTROL SYSTEM > REMOVAL AND INSTALLATION > BCM.**

### Save VIN Data

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)**.

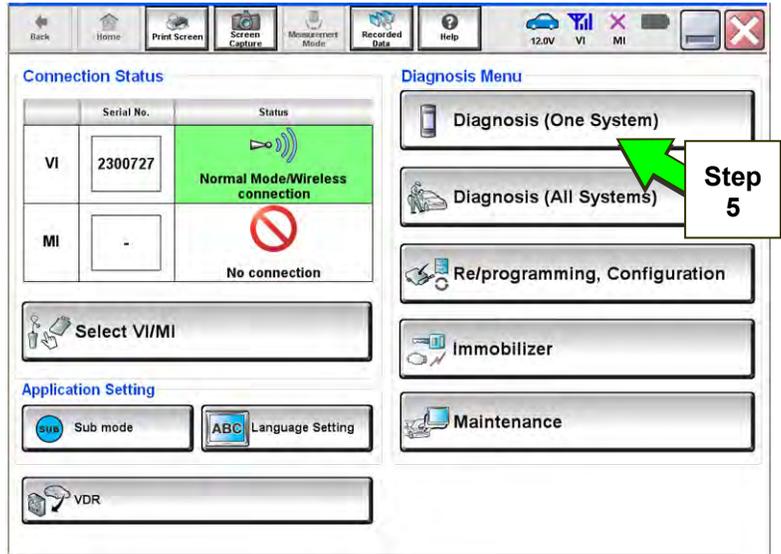


Figure 1

6. Select **Telematics**.

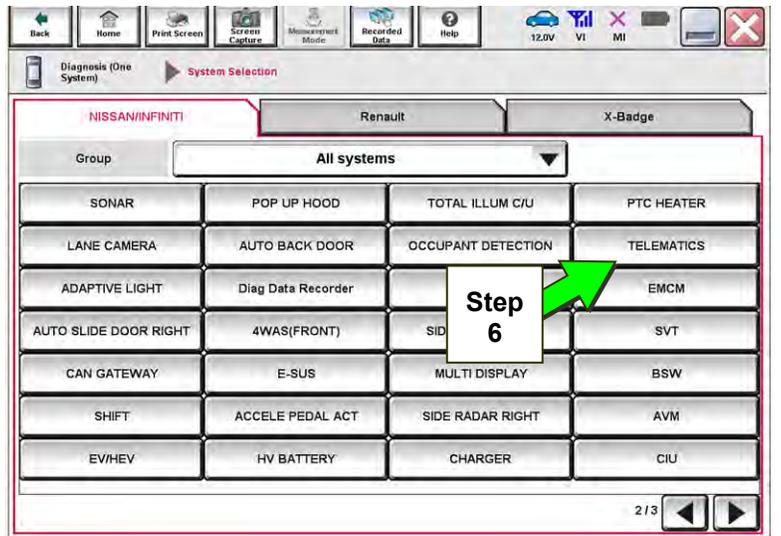


Figure 2

7. Select **Work Support**.

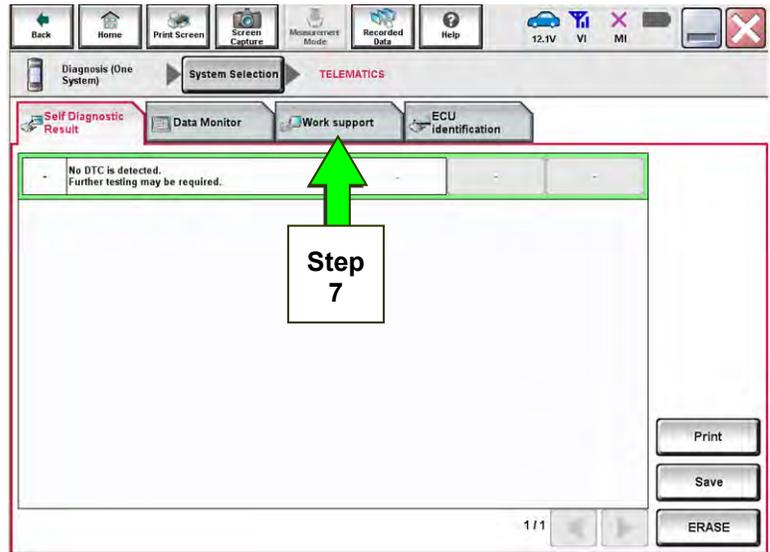


Figure 3

8. Select **SAVE VIN DATA**.

9. Select **Start**.

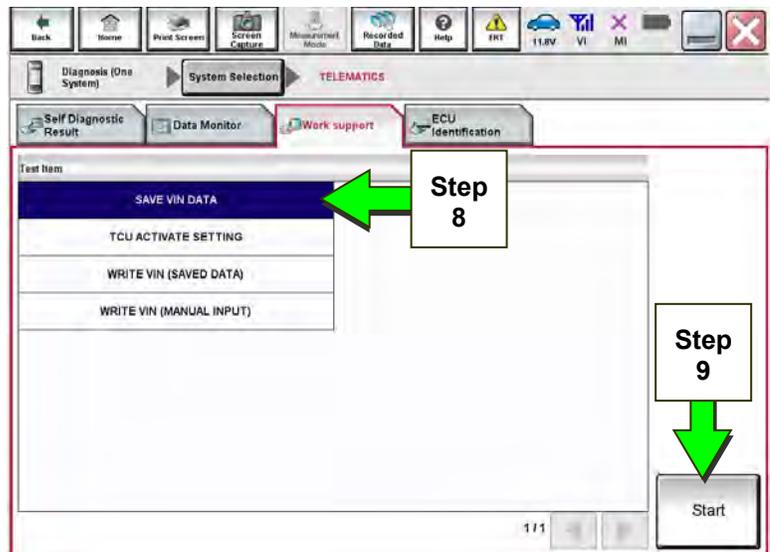


Figure 4

10. Select **Start**.

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



Figure 5

11. Select **End**.

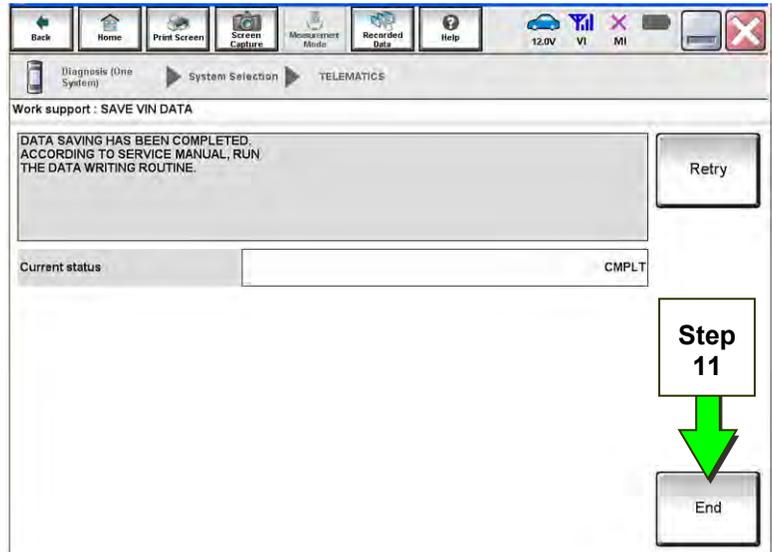


Figure 6

### Remove the Original TCU

12. Remove the TCU from the vehicle. Refer to the 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 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.

### LABEL ON TCU

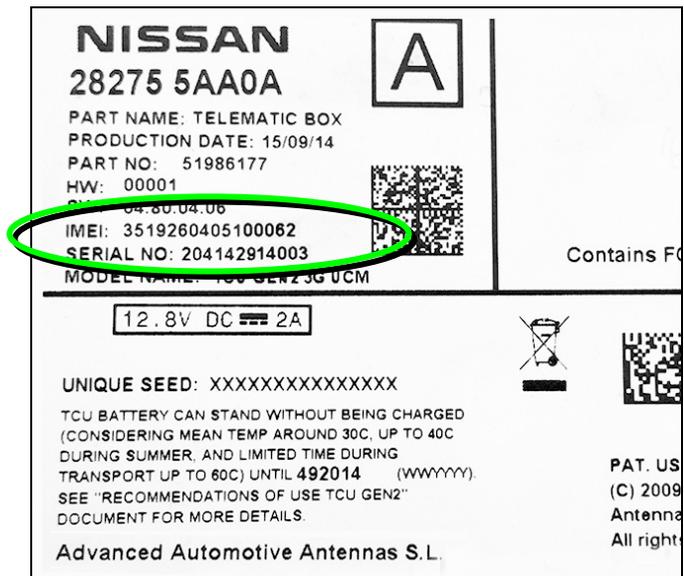


Figure 7

## Install the New TCU

14. 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 to TCU

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

- Refer to steps 1-7 on pages 4-6.

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

**NOTE:** If VIN DATA could not be saved in step 10, proceed to **Manually Enter VIN Data** on page 22.

17. Select **Start**.

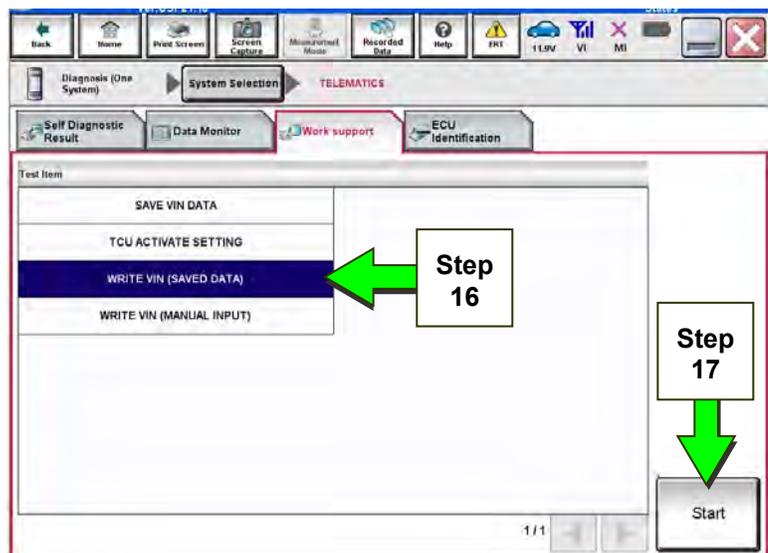


Figure 8

18. Select **Start**.

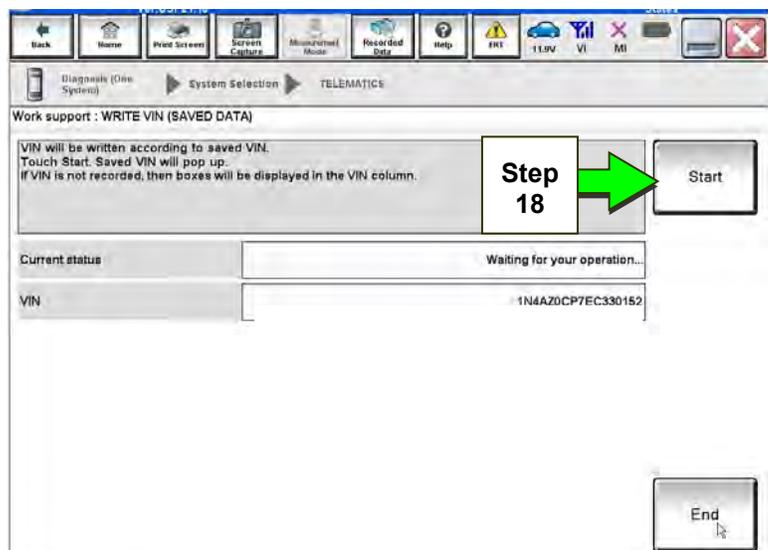


Figure 9

19. Select **End**.

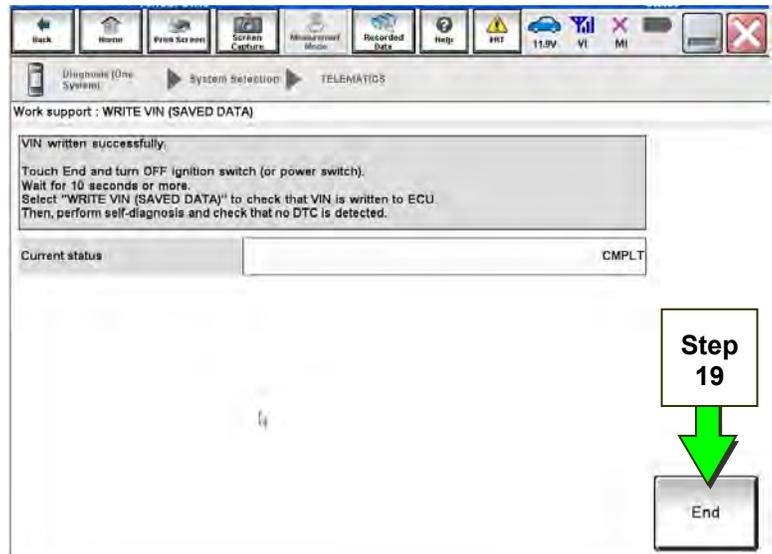


Figure 10

20. Is the vehicle in the table below?

- **YES:** Proceed to step 21.
- **NO:** proceed to step 31 on page 12.

<b>2018 – 2019 LEAF</b>	<b>2018 – 2019 Pathfinder</b>
<b>2018 Altima</b>	<b>2018 Rogue</b>
<b>2018 Maxima</b>	<b>2018.5 Rogue Sport *</b>
<b>2018 – 2019 Titan / Titan XD</b>	<b>2018.5 – 2019 Armada *</b>
<b>2018 Murano</b>	<b>2019 GTR</b>

\* For Rogue Sport and Armada vehicles, TCU Configuration is needed only if the TCU ID number begins with “2047” (see Figure 17 on page 12).

### Configure TCU

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

**NOTE:** C-III plus screens for steps 22-24 are not shown.

22. Read the precautions on C-III plus screen and then select **Next**.

23. Select the model and model year.

24. Select **Select**, and then **Confirm**.

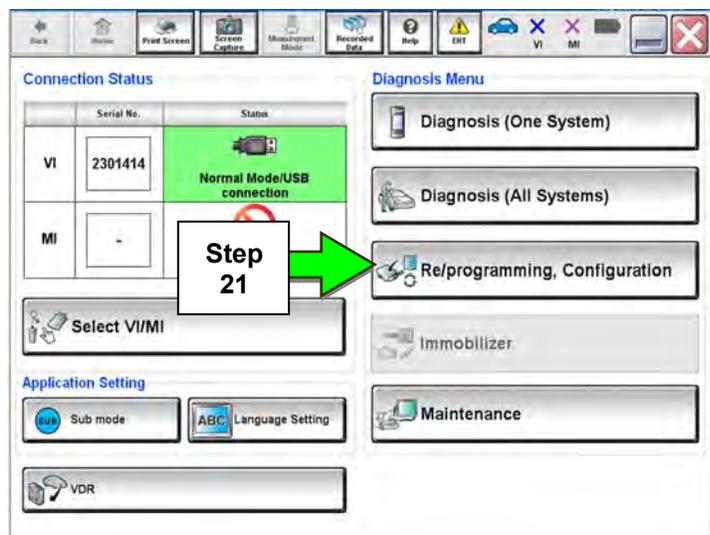


Figure 11

25. Select **TELEMATICS**.

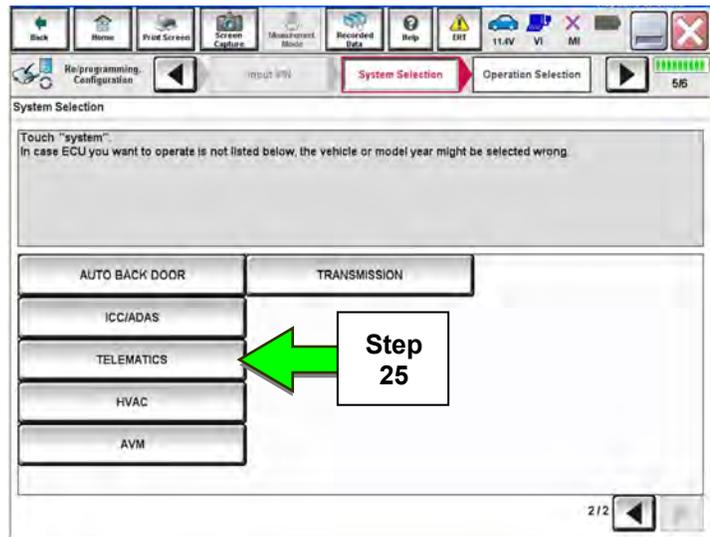


Figure 12

26. Select **After ECU Replacement**.

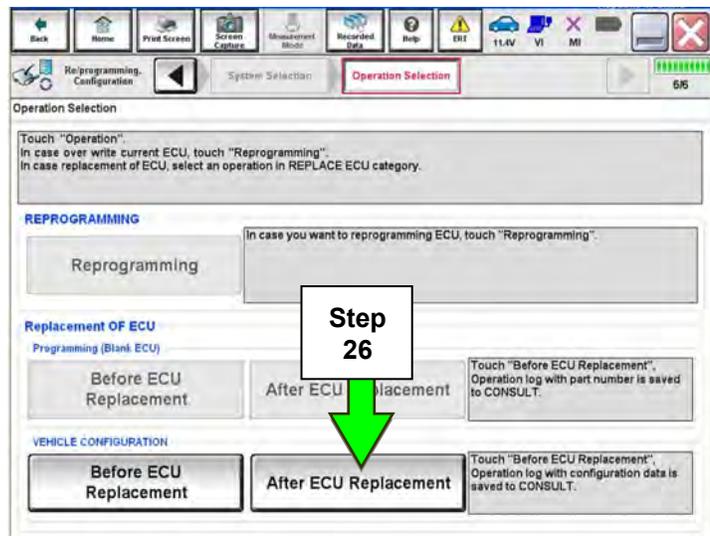


Figure 13

27. Select **Manual selection**.

28. Select the applicable Type ID:

**28277-6FL0D for:**

- 2018 Altima
- 2018 Maxima
- 2018 Murano
- 2018-2019 Pathfinder
- 2018-2019 Titan/Titan XD

**28277-6FL1D for:**

- 2018.5-2019 Armada

**28277-7FH5A for:**

- 2018 Rogue
- 2018.5 Rogue Sport

**28277-5SA2A for:**

- 2018-2019 LEAF

**28277-6FL0C for:**

- 2019 GTR

**NOTE:** If C-III plus automatically selects the Type ID, there will be no options shown under Type ID and Figure 15 will not display. Skip to step 30.

29. Select **Next**.

30. Select **OK**.

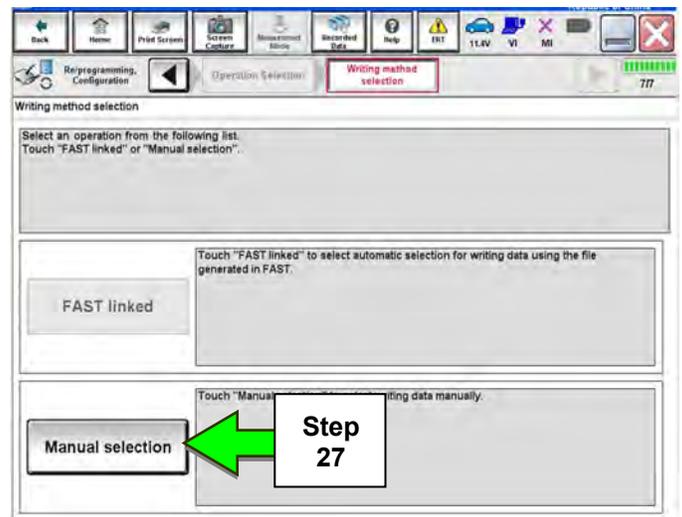


Figure 14

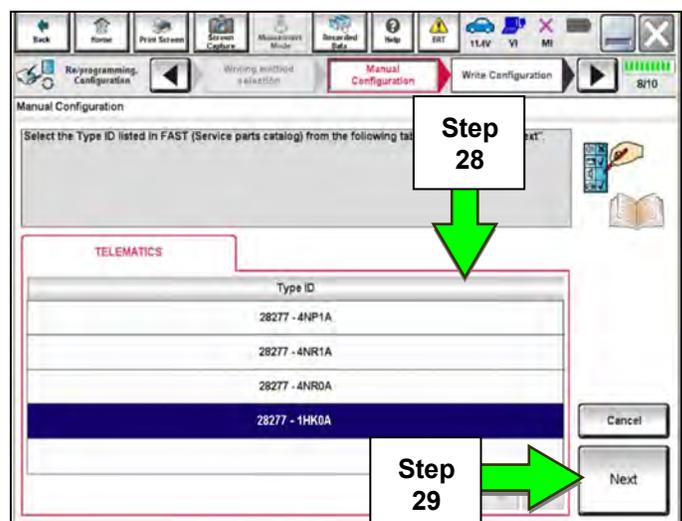


Figure 15

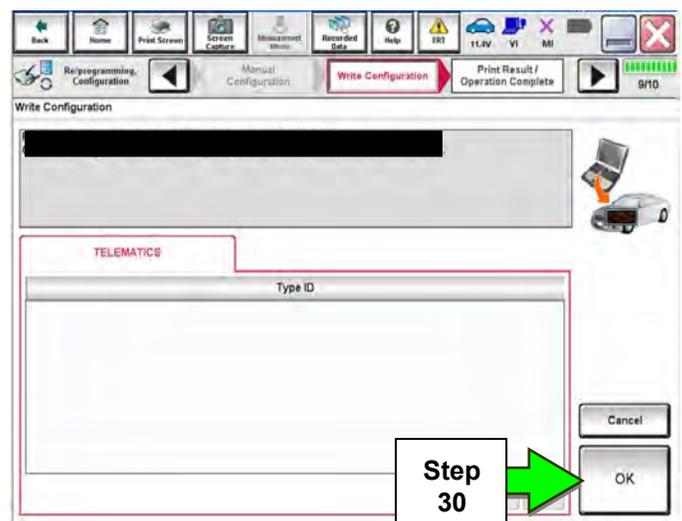


Figure 16

## Write New SIM ID Number on the Repair Order

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

a. Navigate C-III plus to the screen shown in Figure 17.

**Diagnosis (One System) > TELEMATICS > ECU Identification**

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

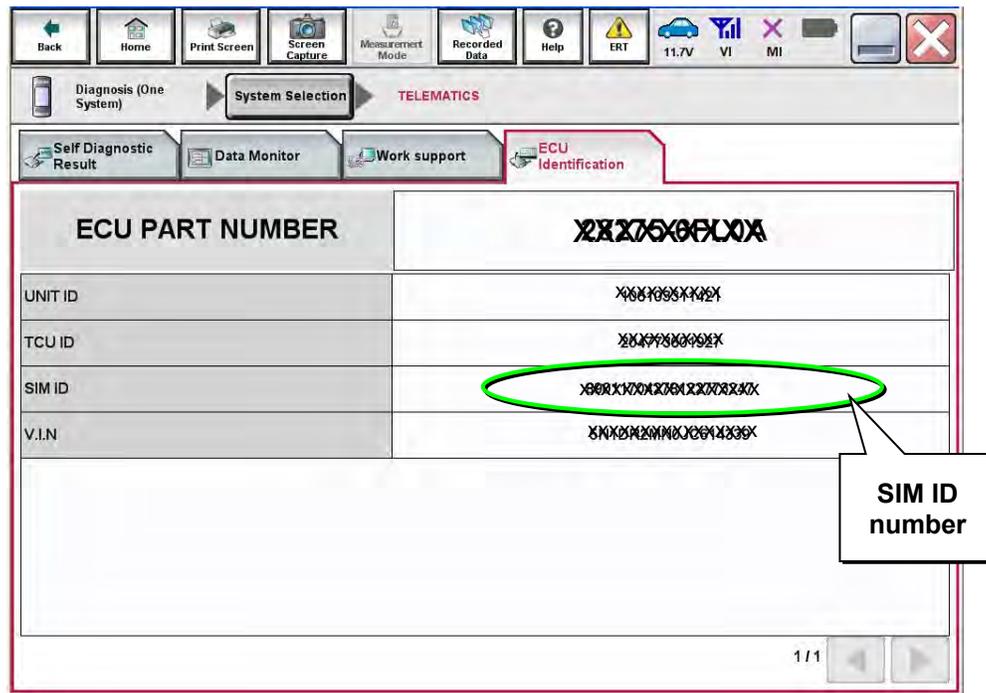


Figure 17

## **Intelligent Key Registration (some vehicles)**

32. If needed, perform Intelligent Key registration for all customer keys.

- The vehicles listed in this table require Intelligent Key registration.

<b>2016 – 2018 Altima</b>	<b>2017 – 2018 Murano</b>
<b>2018 – 2019 Armada</b>	<b>2017 – 2019 Pathfinder</b>
<b>2016 – 2018 Maxima</b>	<b>2018 Rogue</b>
<b>2016 – 2019 Titan / Titan XD</b>	<b>2018.5 Rogue Sport *</b>

\* For Rogue Sport vehicles, Intelligent Key Registration is needed only if the TCU ID number begins with “2047” (see Figure 17 on page 12).

- 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<sup>SM</sup> Services will not function, and DTC B130C will be stored if Intelligent Key registration is not completed.

## Turn ON TCU

33. 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.

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

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

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

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

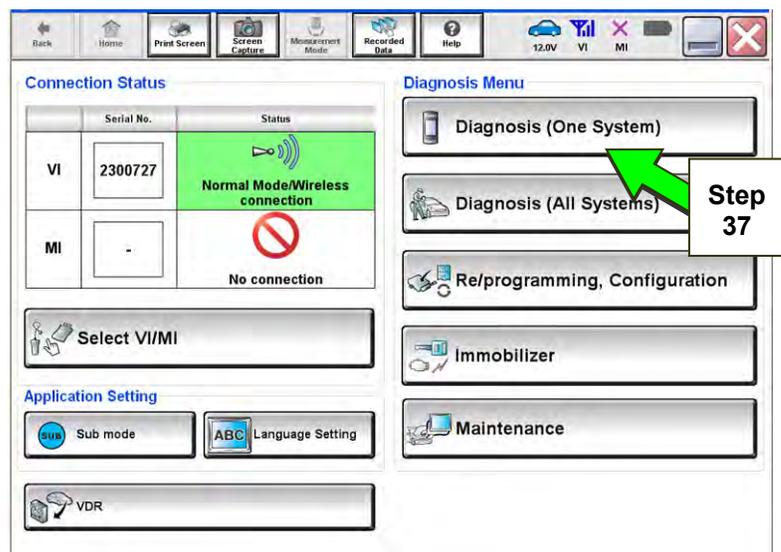


Figure 18

38. Select **Telematics**.

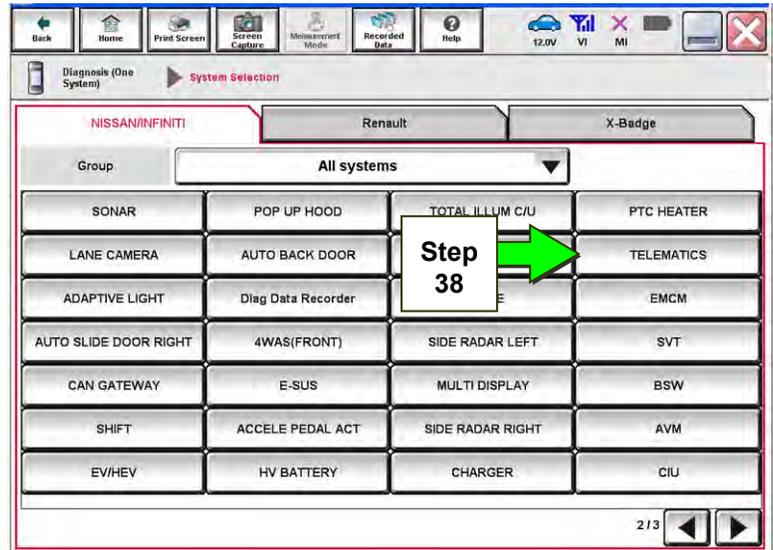


Figure 19

39. Select **Work Support**.

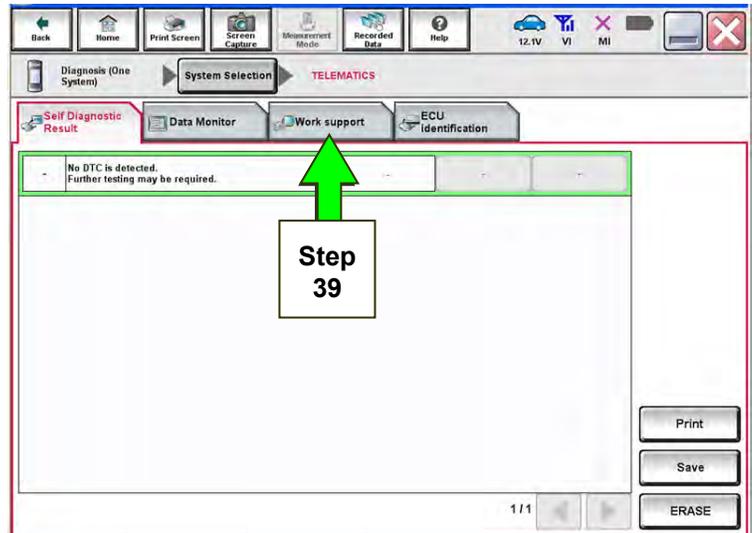


Figure 20

40. Select **TCU ACTIVATE SETTING**.

41. Select **Start**.

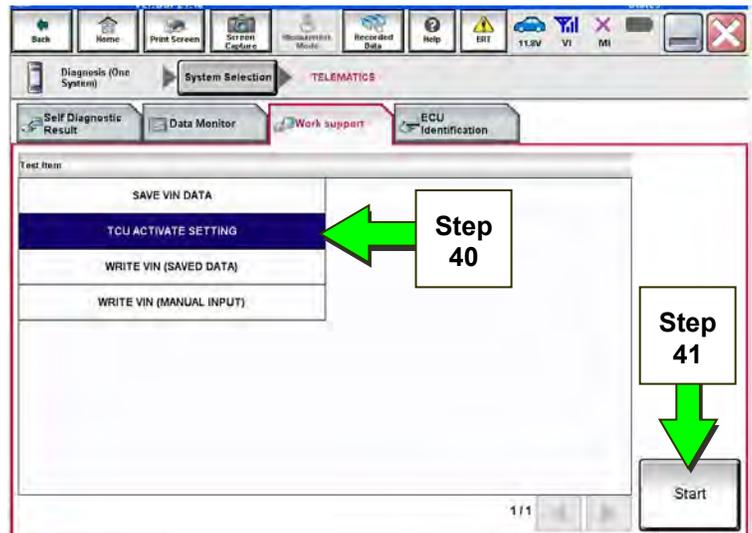


Figure 21

42. Select **Start**.

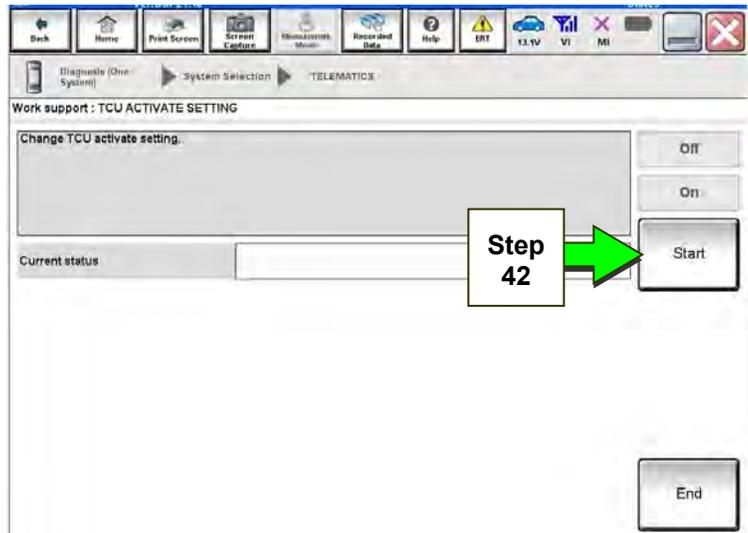


Figure 22

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

44. Make sure Current status is ON.

45. Select **END**.

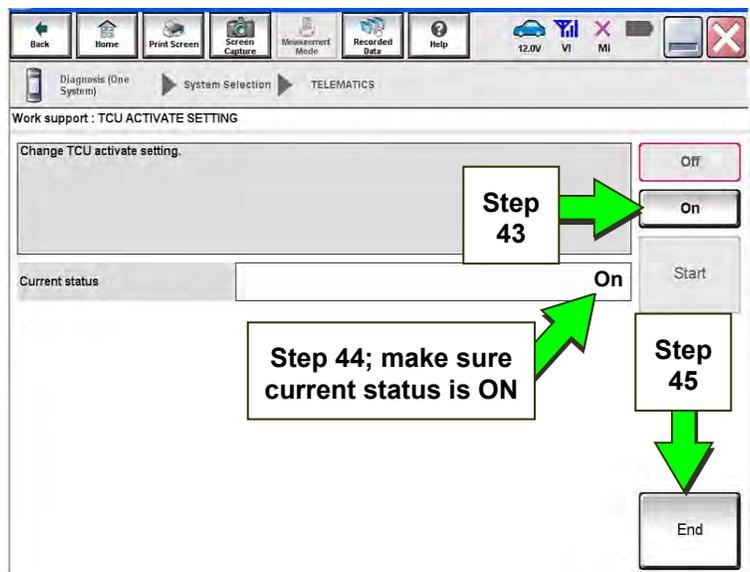


Figure 23

## TCU Registration

The following items must first be completed before calling SXM, or services may not function properly:

- New / replacement TCU is installed in the vehicle.
- WRITE VIN (SAVED 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 the replacement TCU is written on the repair order.

46. Call NissanConnect<sup>SM</sup> 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 18.

### **NOTE:**

- The TCU will not be able to communicate with the NissanConnect<sup>SM</sup> Services Data Center if step 46 is not completed.
- After registration, it may take up to 48 hours for services to be functional.
- TCU registration does not enroll the customer in NissanConnect<sup>SM</sup> 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

47. Select **Diagnosis (One System)** and then **TELEMATICS**.
48. Select **Data Monitor** and then **Cellular level**.
49. Select **START**.

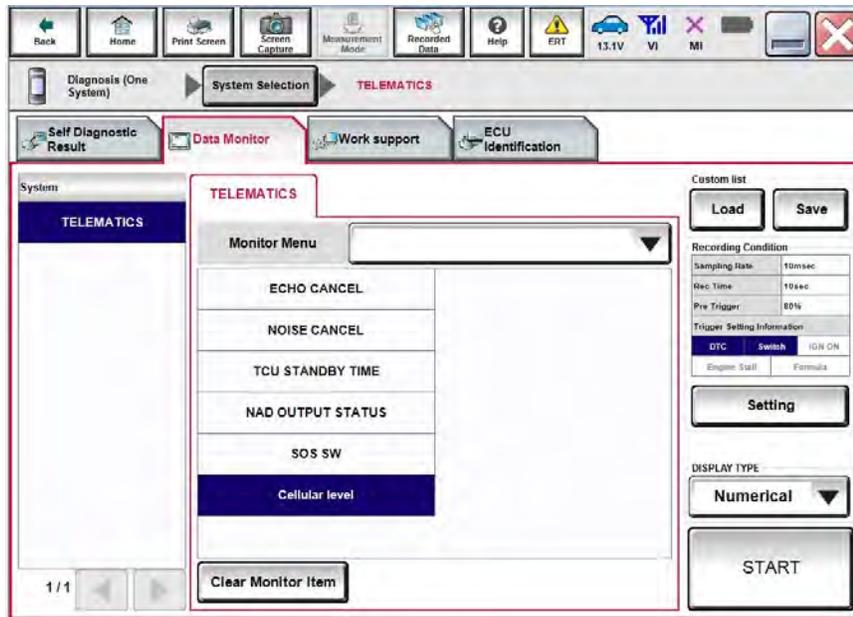


Figure 24

50. Check the **Cellular level** and confirm that it is “GOOD”.
51. If the **Cellular level** is MARGINAL or LOW move the vehicle to an area with good signal.

**NOTE:** The **Cellular level** constantly updates. Safely relocate the vehicle until a “GOOD” **Cellular level** is received.

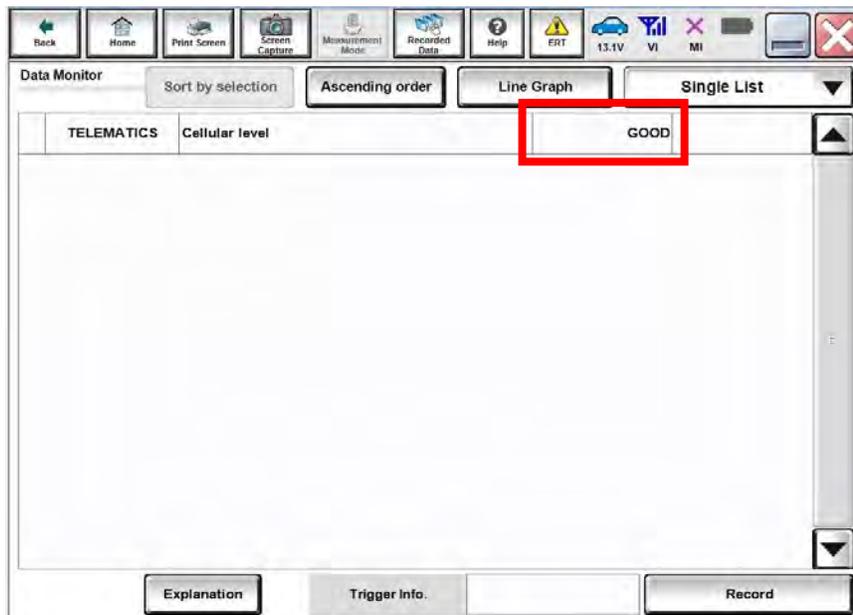


Figure 25

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

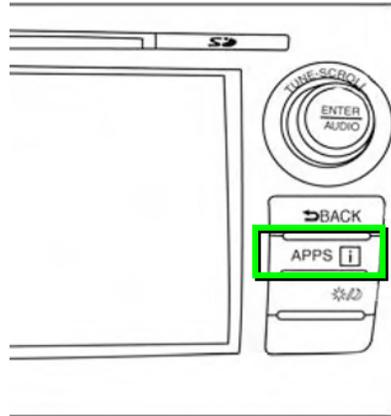
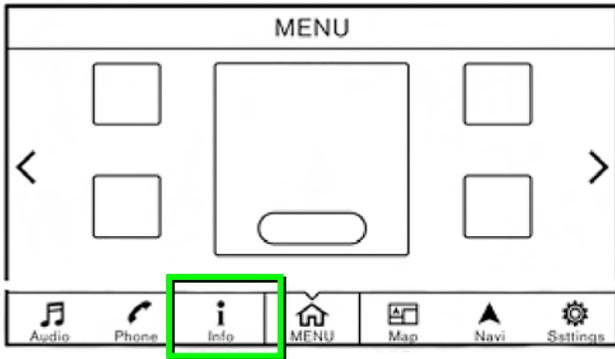


Figure 26

53. Select **NissanConnect Services**.

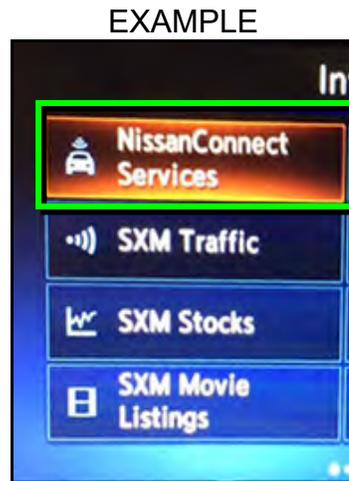


Figure 27

54. Select **Connected Search**.

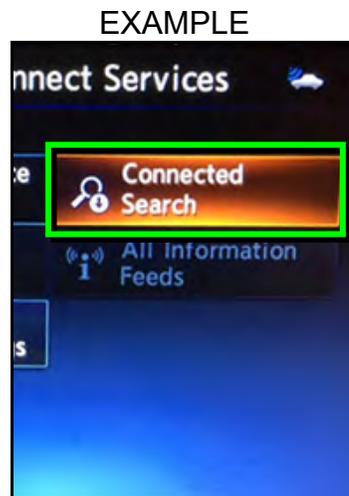


Figure 28

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

Example: “Starbucks”

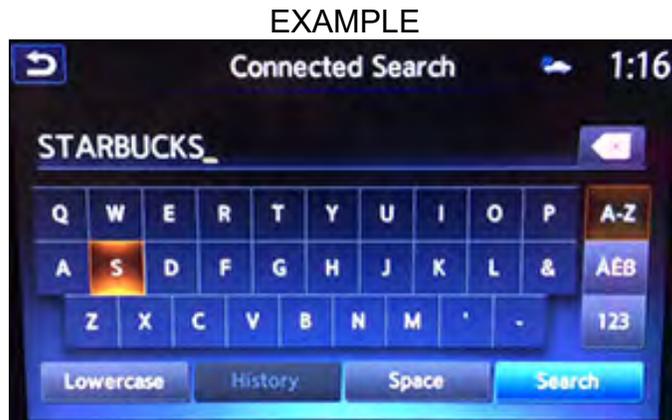


Figure 29

56. Confirm the POI location displays.

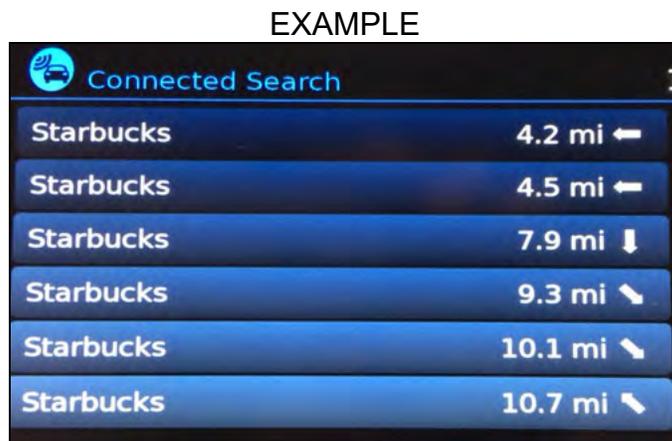


Figure 30

57. If the “Connected Search” does not complete successfully:

- If TCU registration with SXM has just been performed, please allow up to 48 hours and try again.
- For an unsold vehicle, call NissanConnect<sup>SM</sup> Services Powered by SiriusXM at 1-844-631-2928.
- If the vehicle has been sold, the customer will need to be enrolled in NissanConnect<sup>SM</sup> Services for the SOS light to be illuminated and for NissanConnect<sup>SM</sup> Services to be enabled. Refer to **SOS Light Diagnosis Information** on page 23.

58. Turn the ignition OFF.

## Check OFF Sheet

### IMPORTANT:

- If all of the steps below are not completed, TELEMATICS services will not operate properly.
- Follow all of the steps in this bulletin and use the Check OFF Sheet provided below.
- If the TCU is replaced and the steps were not followed, the warranty claim will be charged back to the dealer.
- **Please staple completed Check OFF Sheet to repair order.**

Perform the following if TCU has been replaced:

- Complete the Applied Vehicle specific Action in the order listed.
- Check OFF the Action as performed.

	CHECK BOX	APPLIED VEHICLES	ACTION
1		All Vehicles	Write VIN to TCU (1)
2		2018-2019 LEAF 2018 Altima 2018 Maxima 2018-2019 Titan/Titan XD 2018 Murano 2018-2019 Pathfinder 2018 Rogue 2018.5 Rogue Sport 2018.5-2019 Armada* 2019 GTR	Configure TCU (2)
3		2016-2018 Altima 2018-2019 Armada 2016-2018 Maxima 2016-2019 Titan/Titan XD 2017-2018 Murano 2017-2019 Pathfinder 2018 Rogue 2018.5 Rogue Sport*	Register Intelligent Key (3)
4		All Vehicles	Turn ON TCU (4)
5		All Vehicles	Register TCU with SXM (5)

(1) Refer to Page 8, Step 16, Section **Write VIN to TCU**

(2) Refer to Page 9, Section **TCU Configuration**

(3) Refer to page 13, Step 32, Section **Intelligent Key Registration**

(4) Refer to Page 14, Section **Turn ON TCU**

(5) Refer to page 17, Section **TCU Registration**

\* If TCU ID begins with "2047"

## Manually Enter VIN Data (if needed)

This is needed ONLY if automatic “SAVE VIN DATA” or “WRITE VIN (SAVED DATA)” did not complete correctly.

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

2. Select **Start**.

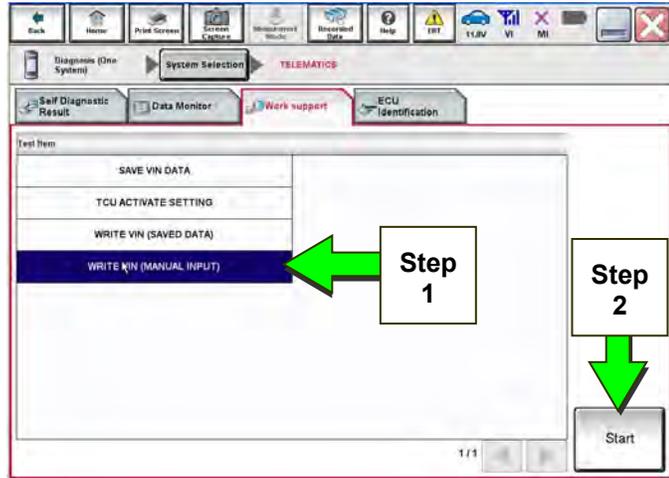


Figure 1a

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**.

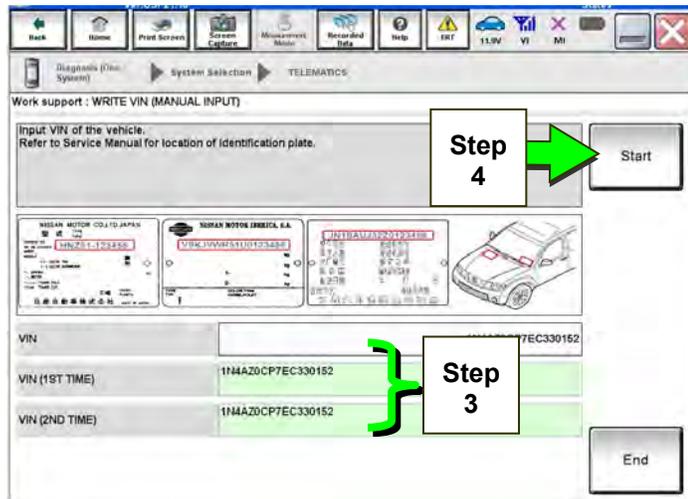


Figure 2a

5. Select **End**.

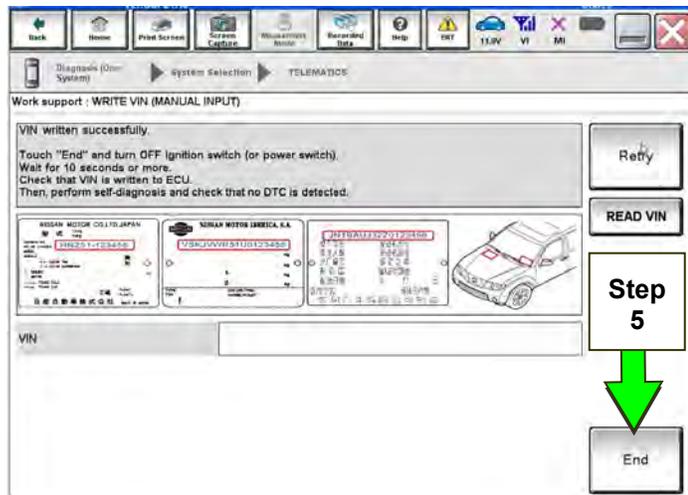


Figure 3a

Return to step 20 on page 9.

## SOS Light Diagnosis Information (if needed)

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.

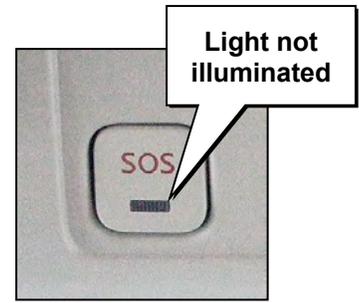


Figure 4a

### Vehicle is shown as not enrolled:

- The customer is not enrolled in NissanConnect<sup>SM</sup> Services. Have the customer enroll; and then confirm the SOS light illuminates.

**NOTE:** It may take up to 48 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<sup>SM</sup> Services. Have the customer register and enroll; and then confirm the SOS light illuminates.

**NOTE:** It may take up to 48 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<sup>SM</sup> Services subscription.

The customer can find this information three ways:

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

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.

## 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 5a).

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



Figure 5a

- 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 page 14.

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<sup>SM</sup> Services for the SOS light to be illuminated and for NissanConnect<sup>SM</sup> Services to be enabled.
  - Refer to SOS Light Diagnosis Information on page 23.

3. Perform steps to **Check TCU Cellular Reception** - see page 18.

- 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<sup>SM</sup> Services. Should this occur, the “Turning ON the TCU During PDI” procedure will need to be performed again.