SERVICE BULLETIN

Classification:	Reference:	Date:
EL15-006s	NTB15-049s	June 21, 2019

TELEMATICS SERVICE INFORMATION

> **This bulletin has been amended. See AMENDMENT HISTORY on the last page.**
> **Please discard previous versions of this bulletin.**

APPLIED VEHICLES:

2016-2018 Altima (L33) – **SL with Technology Package**
2019 Altima (L34) – **SL, Platinum, Platinum 2.0L, Edition ONE**
2018-2019 Armada (Y62)
2017-2019 GT-R (R35)
2018-2019 LEAF (ZE1) – **With Navigation**
2016-2019 Maxima (A36) – **Platinum**
2017-2019 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**
2016-2019 Rogue (T32) – **SL**
2017-2019 Rogue Hybrid (T32) – **SL**
2017-2019 Rogue Sport (J11) – **SL and SV with Premium/Technology
 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^{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.

> ➢ 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 the completed Check OFF Sheet to repair order.**

REQUIRED ACTIONS BY MODEL AND YEAR

IMPORTANT: After TCU replacement (steps 1-14)

- All steps below must be completed or telematics services <u>will not</u> 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 denied.

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	✓		✓	✓	✓
	2018-2019	✓	✓	✓	✓	✓
Armada**	2018	✓		✓	✓	✓
	2018.5*	✓	✓	✓	✓	✓
	2019	✓	✓	✓	✓	✓
GT-R	2017-2018	✓			✓	✓
	2019	✓	✓		✓	✓
LEAF	2018-2019	✓	✓		✓	✓
Maxima	2016-2017	✓		✓	✓	✓
	2018-2019	✓	✓	✓	✓	✓
Murano	2017	✓		✓	✓	✓
	2018-2019	✓	✓	✓	✓	✓
Pathfinder	2017	✓		✓	✓	✓
	2018-2019	✓	✓	✓	✓	✓
Rogue	2016-2017	✓			✓	✓
	2018-2019	✓	✓	✓	✓	✓
Rogue Hybrid	2017	✓			✓	✓
	2018-2019	✓	✓	✓	✓	✓
Rogue Sport	2017-2018	✓			✓	✓
	2018.5-2019*	✓	✓	✓	✓	✓
Sentra	2016-2018	✓			✓	✓
Titan/Titan XD	2016-2017	✓		✓	✓	✓
	2018-2019	✓	✓	✓	✓	✓

*   For 2018.5 vehicles, configuration is needed only if the TCU ID number begins with "2047".

** Confirm if the BCM needs to be replaced. Refer to the IMPORTANT note on page 4.

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TABLE OF CONTENTS:

  NOTE: If the green SOS light is OFF or has turned OFF, the vehicle may no longer be in Dealer Demo mode, and SXM has disabled all services. The vehicle will need to be enrolled for customer use. Do NOT replace the TCU.

  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" procedure will need to be performed again.

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

* Intelligent Key Registration is required for 2018**.5** Rogue Sport vehicles, not 2018 Rogue Sport vehicles. 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.

- The replacement TCU must be registered with SXM.

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

- No
  - ➢ Continue to step 1 on the next page.

- Yes
  - ➢ Use C-III plus to check the BCM part number.
  - ➢ Is the BCM part number 284B1-6GX0A?
    - ▪ No – Continue to step 1 on the next page.
    - ▪ Yes – Replace the BCM and then continue to step 1 on the next page.
      - • 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.

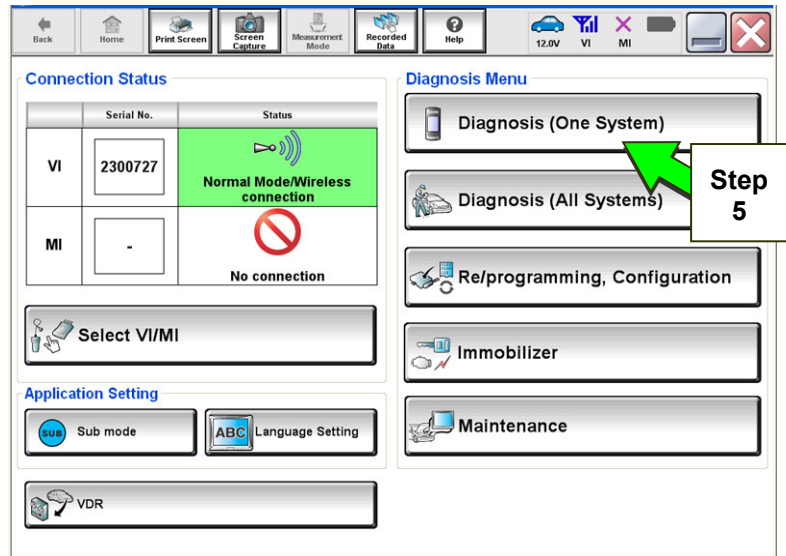5. Select **Diagnosis (One System)**.
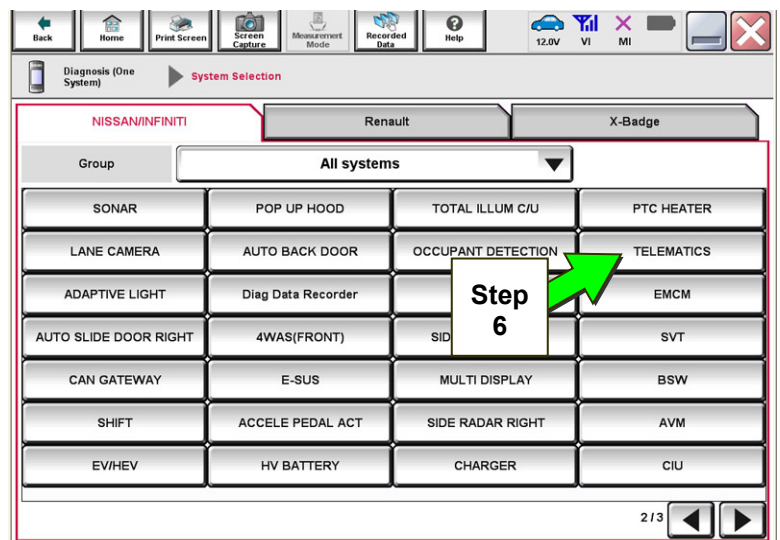

Figure 1

6. Select **Telematics**.

Figure 2

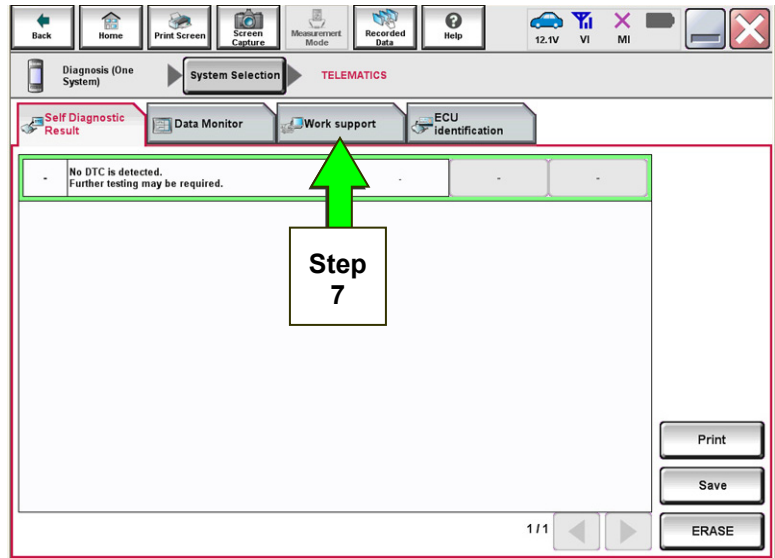NTB15-049s

7. Select **Work Support**.
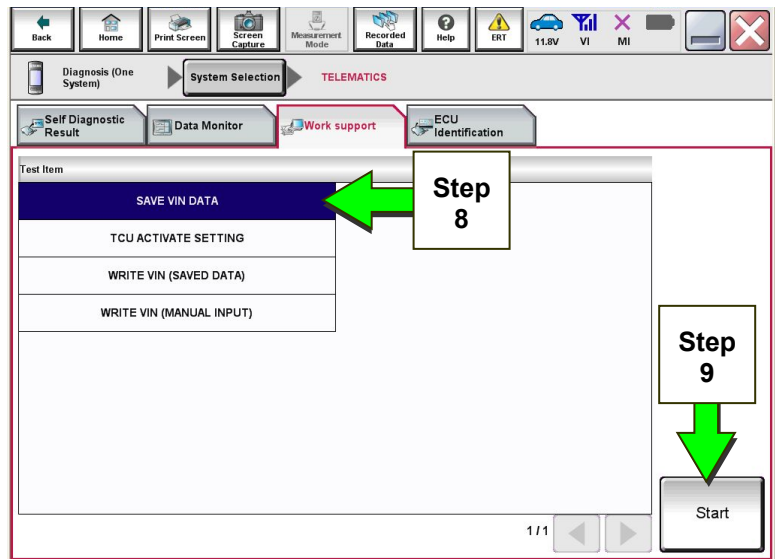

Figure 3

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.
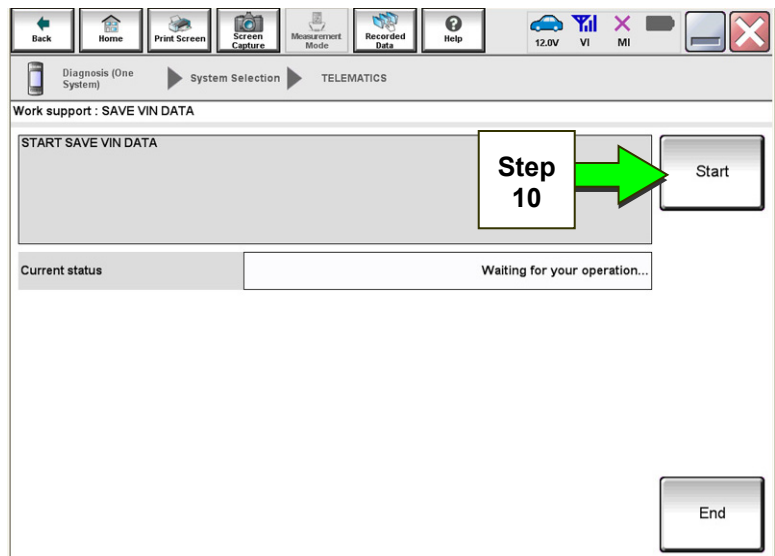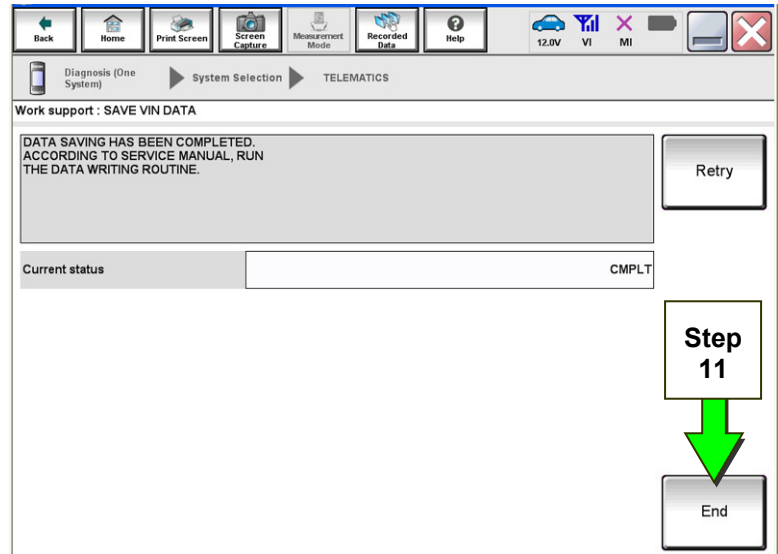

Figure 5

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 <u>AFTER</u> the original TCU is removed from the vehicle and <u>BEFORE</u> 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 5-6.

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.

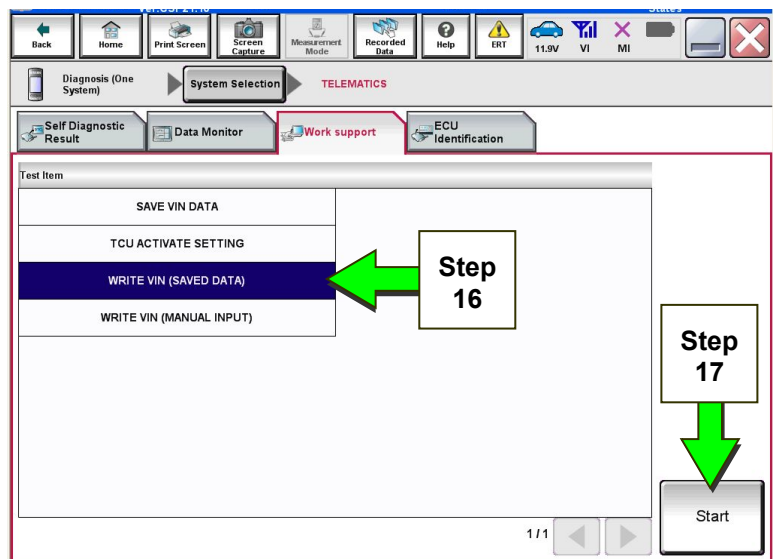17. Select **Start**.

Figure 8
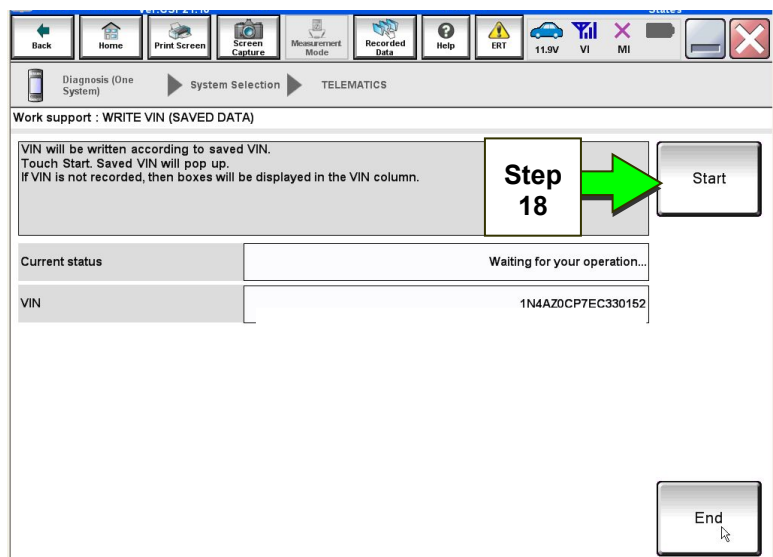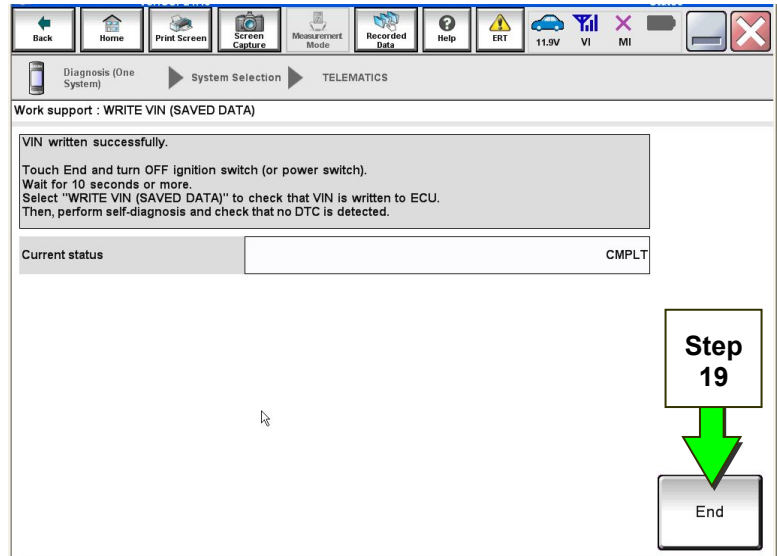
18. Select **Start**.

Figure 9

19. Select **End**.

Figure 10

20. Is the vehicle listed in the table below?

- **YES:** Proceed to step 21.

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

2018 – 2019 Altima	2018 – 2019 Pathfinder
2018.5 – 2019 Armada *	2018 – 2019 Rogue
2018 – 2019 LEAF	2018 – 2019 Rogue Hybrid
2019 GT-R	2018.5 – 2019 Rogue Sport *
2018 – 2019 Maxima	2018 – 2019 Titan / Titan XD
2018 – 2019 Murano	

* 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.

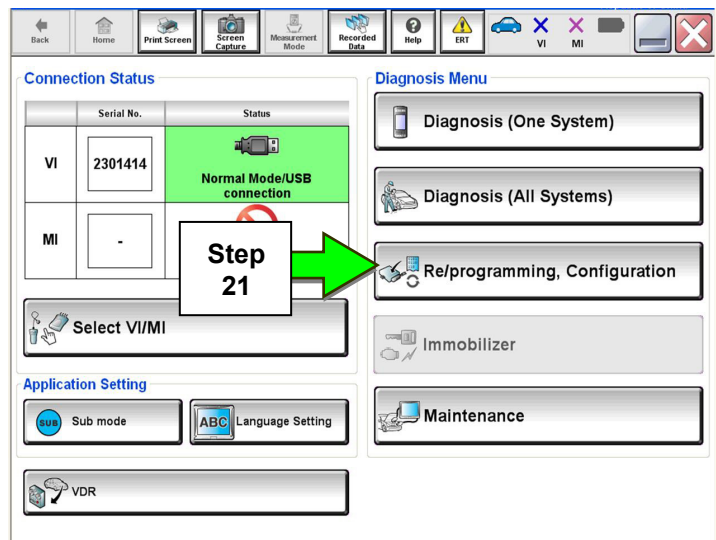24. Select **Select**, and then **Confirm**.

Figure 11

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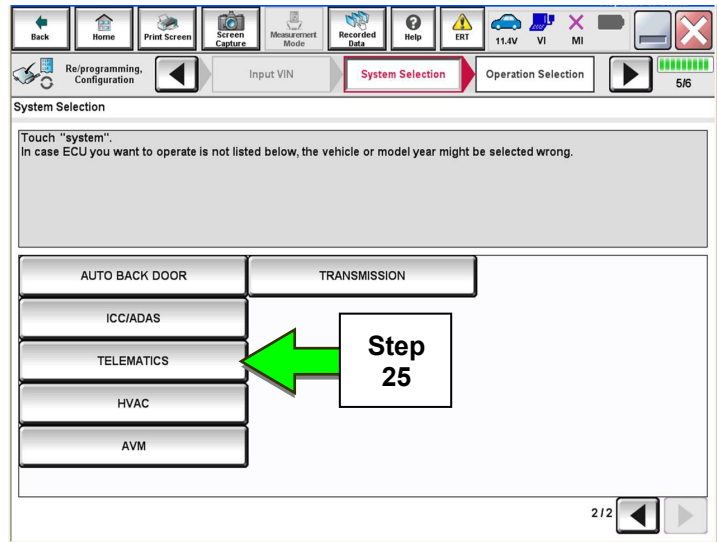25. Select **TELEMATICS**.

Figure 12

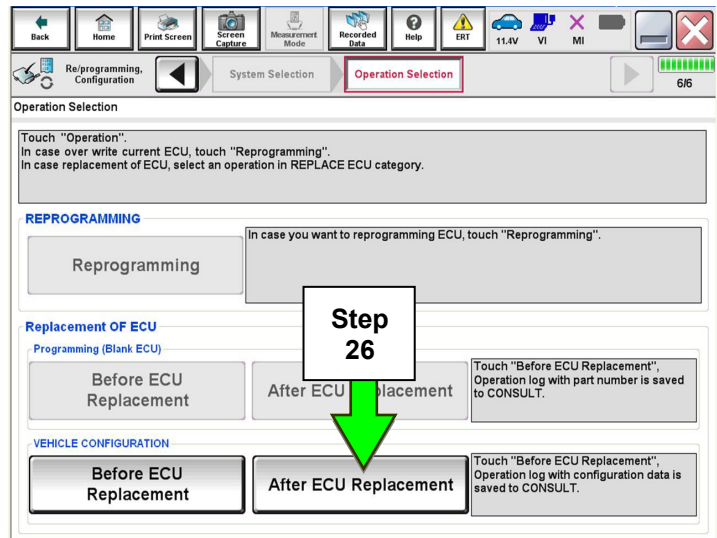26. Select **After ECU Replacement**.

Figure 13

27. Select **Manual selection**.

28. Select the applicable Type ID:

   28277-6FL0D for:
   - 2018 Altima
   - 2018-2019 Maxima
   - 2018-2019 Murano
   - 2018-2019 Pathfinder
   - 2018-2019 Titan/Titan XD

   28277-6FL1D for:
   - 2018.5-2019 Armada

   28277-7FH5A for:
   - 2018-2019 Rogue
   - 2018-2019 Rogue Hybrid
   - 2018.5-2019 Rogue Sport
   - 2019 Altima

   28277-5SA2A for:
   - 2018-2019 LEAF

   28277-6FL0C for:
   - 2019 GT-R

   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.
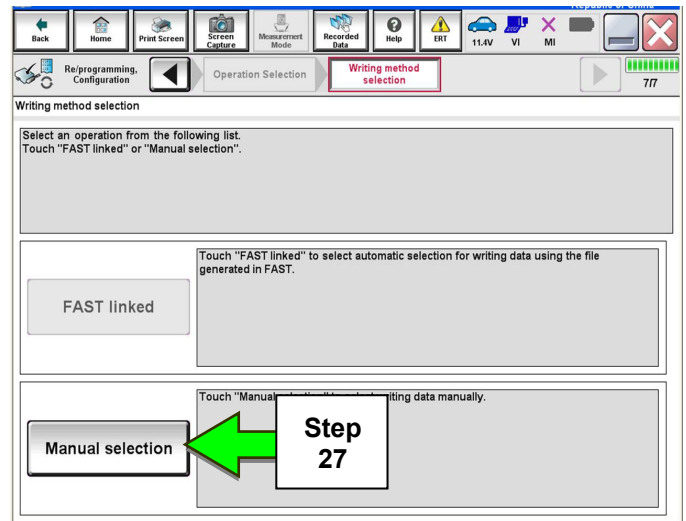
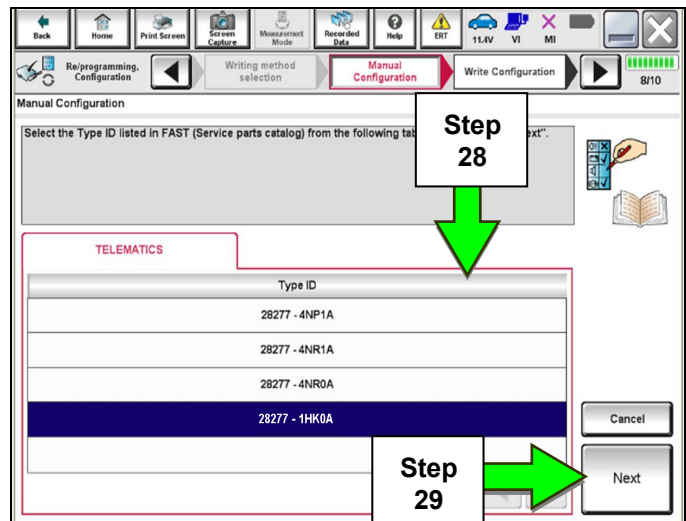29. Select **Next.**

30. Select **OK**.
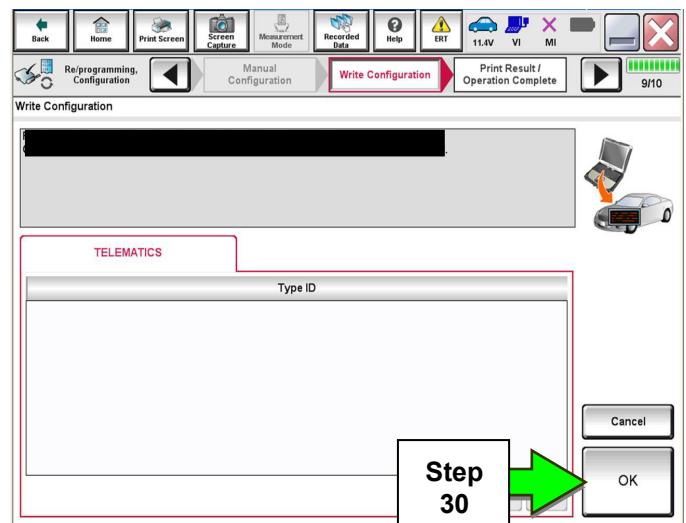

Figure 14

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

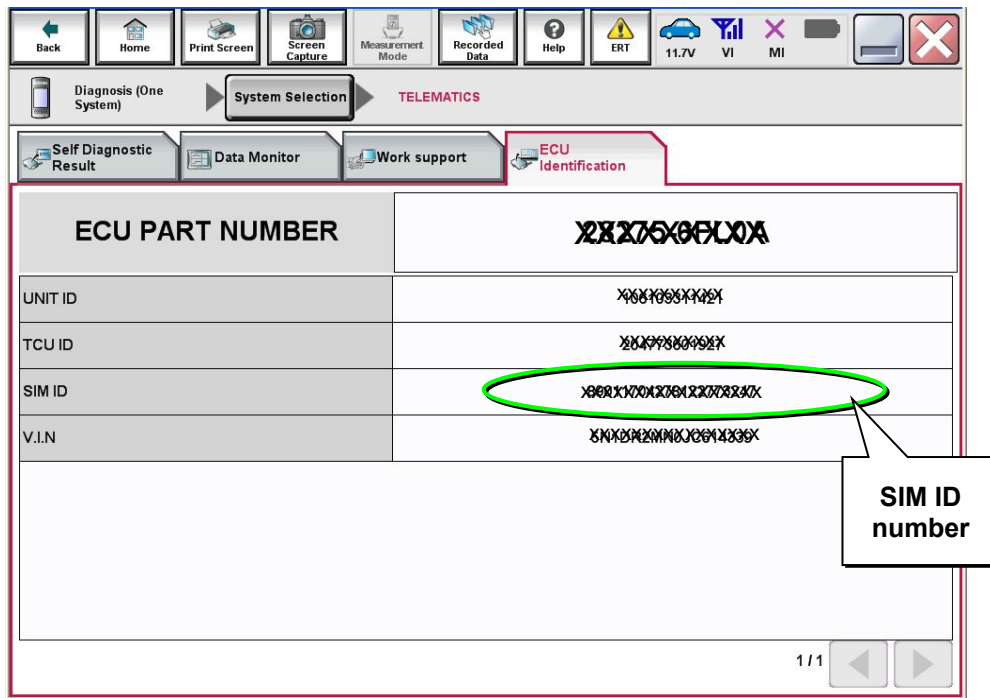   b. Locate the SIM ID number and write it on the repair order as "<u>New</u> SIM ID".

Figure 17

Intelligent Key Registration (some vehicles)

32. 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 – 2019 Altima	**2018 – 2019 Rogue**
2018 – 2019 Armada	**2018 – 2019 Rogue Hybrid**
2016 – 2019 Maxima	**2018.5 – 2019 Rogue Sport ***
2017 – 2019 Murano	**2016 – 2019 Titan / Titan XD**
2017 – 2019 Pathfinder	

* 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^{SM} 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.

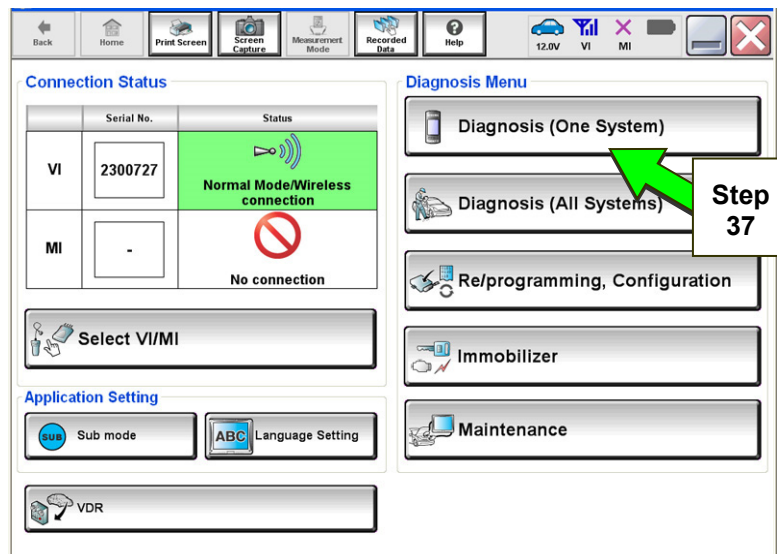37. Select **Diagnosis (One System)**.

Figure 18
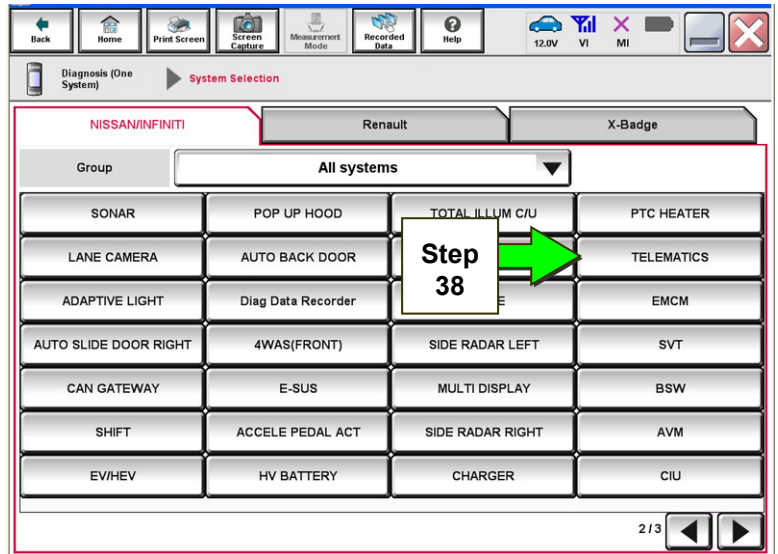
38. Select **Telematics**.

Figure 19

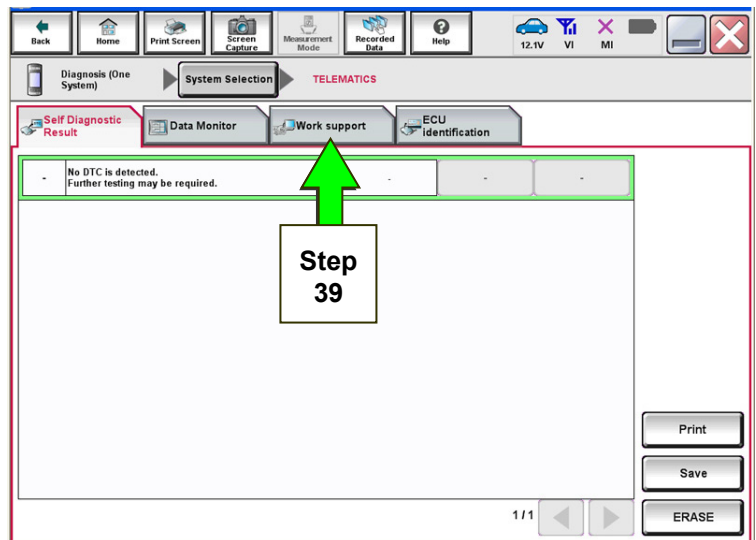39. Select **Work Support**.

Figure 20
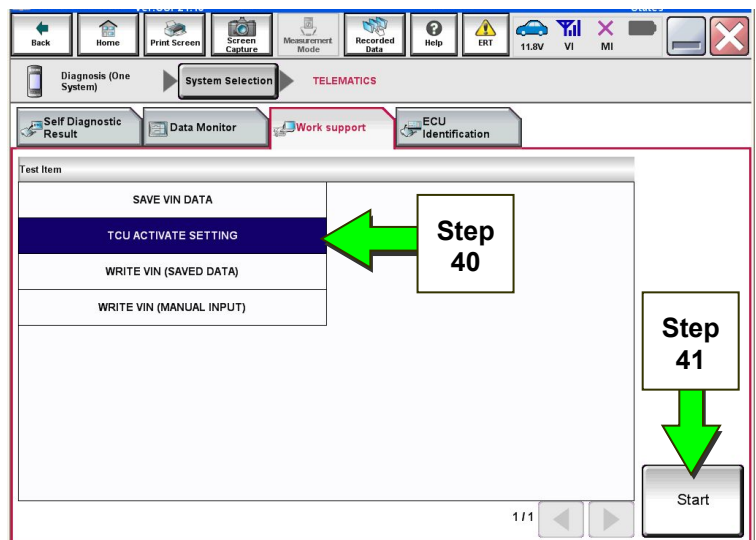
40. Select **TCU ACTIVATE SETTING**.

41. Select **Start**.
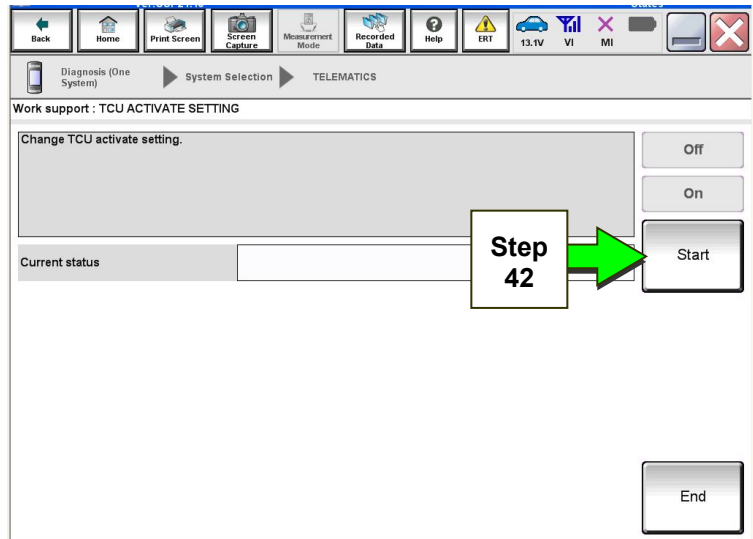

Figure 21

42. Select **Start**.

Figure 22

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

44. Make sure Current status is ON.
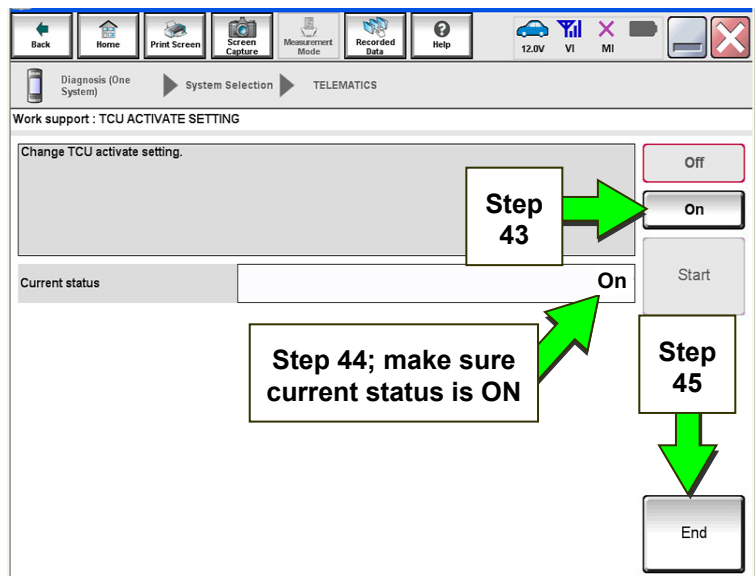
45. Select **END**.

Figure 23

TCU Registration

The following items must first be completed before calling NissanConnect^{SM} Services Powered by SiriusXM (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^{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 18.

NOTE:

- The TCU will not communicate with the NissanConnect^{SM} Services Data Center if step 46 is not completed.

- After registration, it may take up to 48 hours for services to be functional. If the customer is enrolled in NissanConnect^{SM} Services, make sure they are informed features may not be available for up to 48 hours.

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

NissanConnect^{SM} Services Powered by SiriusXM
Hours of Operation (Central Standard Time)
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**.
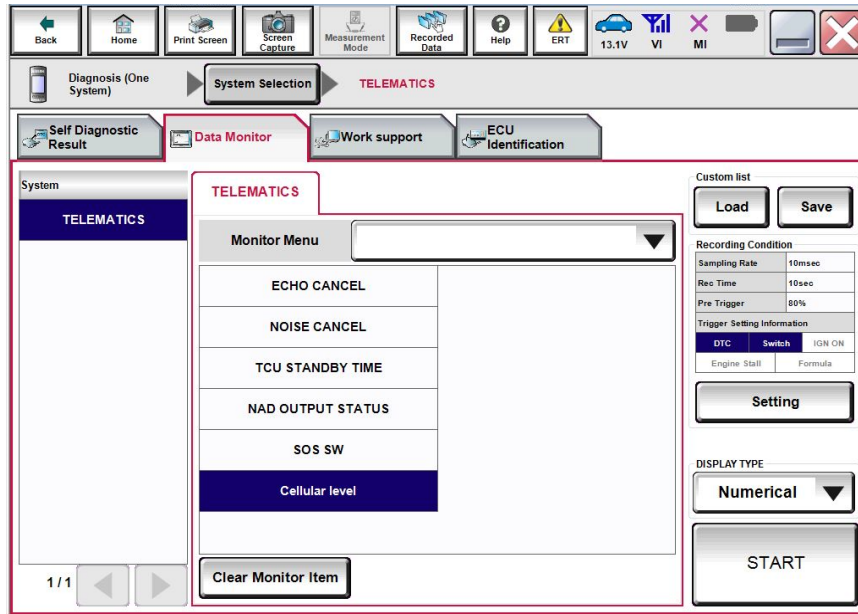
49. Select **START**.

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.
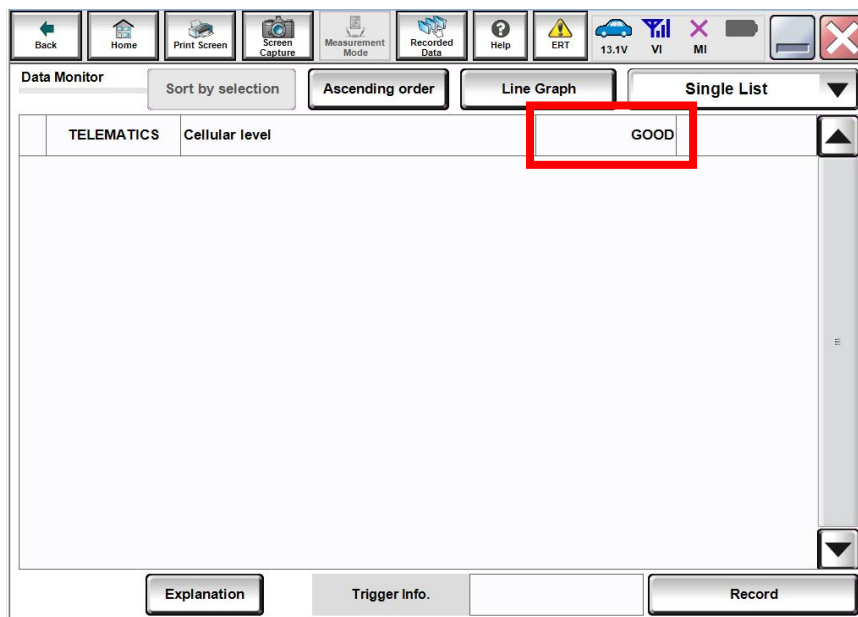

Figure 25

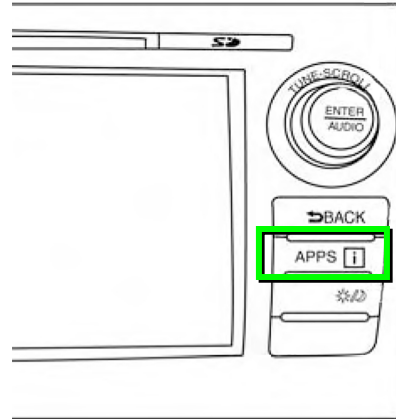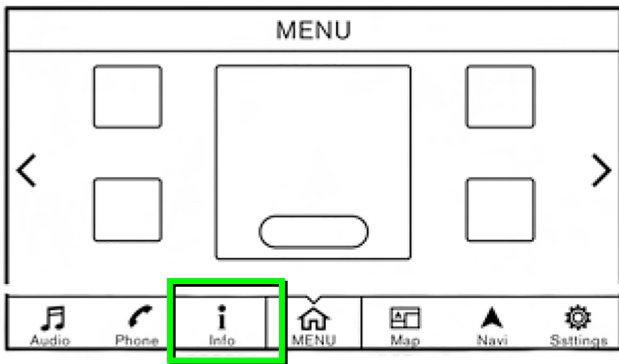52. Press the **Info** or **APPS** button.

Figure 26

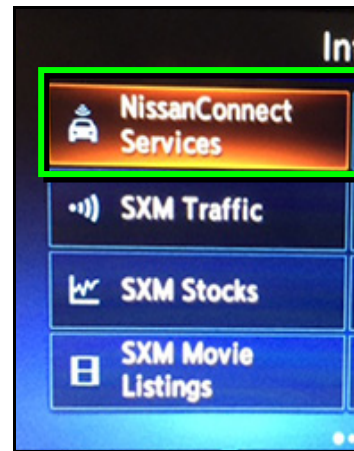53. Select **NissanConnect Services**.

EXAMPLE

Figure 27

54. Select **Connected Search**.

EXAMPLE
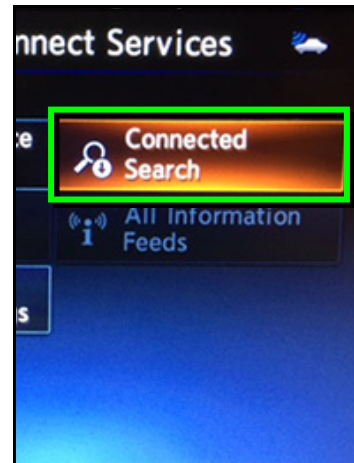
Figure 28

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

Example: "**Starbucks**"

EXAMPLE
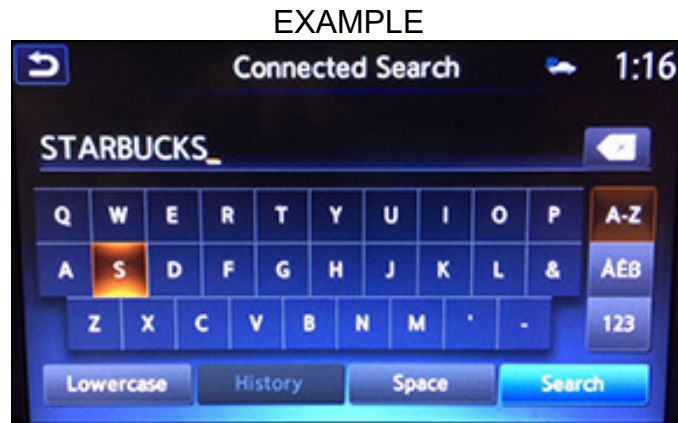
Figure 29

56. Confirm the POI location displays.

EXAMPLE
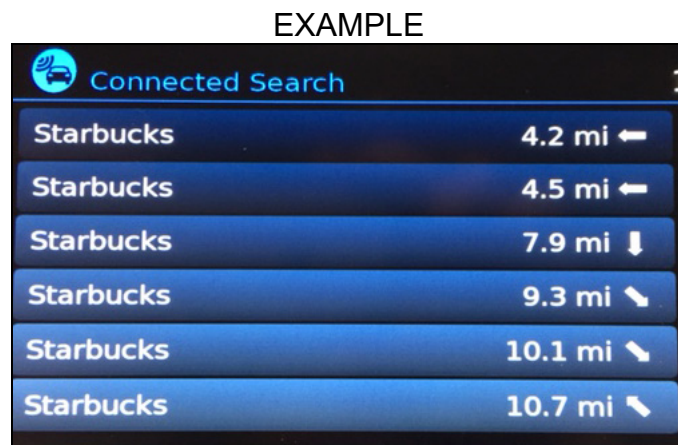
Figure 30

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

- 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 23.

- If TCU registration with SXM has just been performed, please allow up to 48 hours and try again. If the customer is enrolled in NissanConnect^{SM} Services, make sure they are informed features may not be available for up to 48 hours.

- For an unsold vehicle, call NissanConnect^{SM} Services Powered by SiriusXM at 1-844-631-2928.

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 was 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 Altima 2018.5 - 2019 Armada * 2019 GT-R 2018 - 2019 LEAF 2018 - 2019 Maxima 2018 - 2019 Murano 2018 - 2019 Pathfinder 2018 - 2019 Rogue 2018 - 2019 Rogue Hybrid 2018.5 - 2019 Rogue Sport * 2018 - 2019 Titan/Titan XD	Configure TCU (2)
3		2016 - 2019 Altima 2018 - 2019 Armada 2016 - 2019 Maxima 2017 - 2019 Murano 2017 - 2019 Pathfinder 2018 - 2019 Rogue 2018 - 2019 Rogue Hybrid 2018.5 - 2019 Rogue Sport* 2016 - 2019 Titan/Titan XD	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 **Configure TCU**
(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 <u>ONLY</u> if automatic "SAVE VIN DATA" or "WRITE VIN (SAVED DATA)" did not complete correctly.

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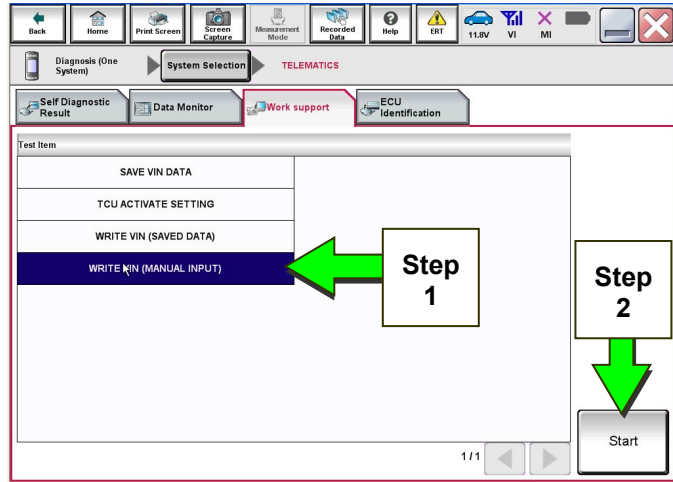
2. Select **Start**.

Figure 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.
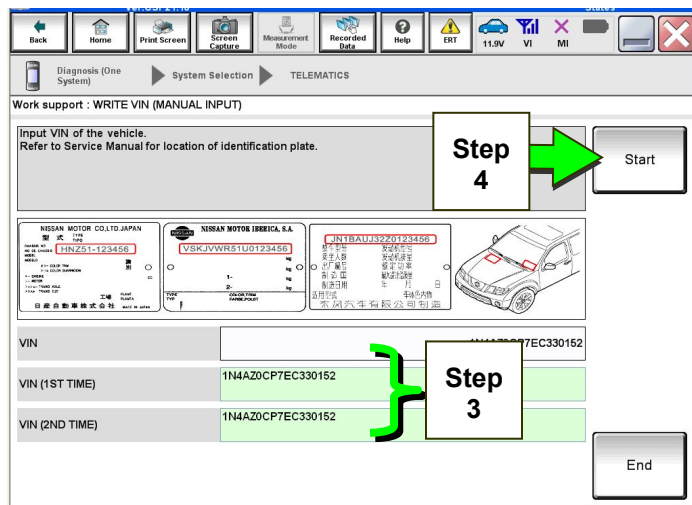
4. Select **Start**.

Figure 2a
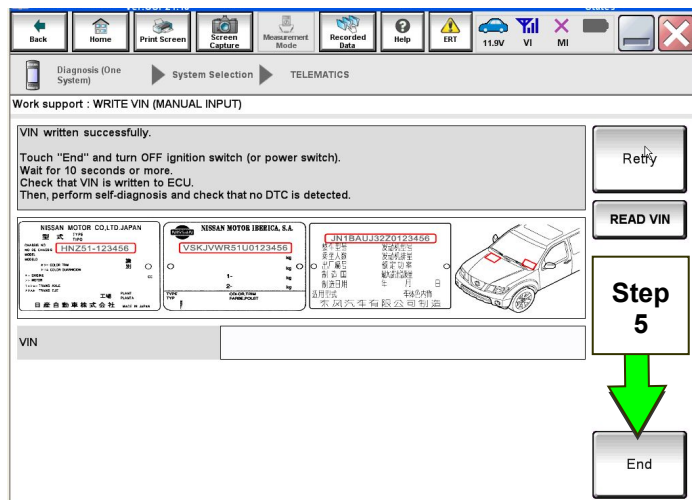
5. Select **End**.

Return to step 20 on page 9.

Figure 3a

SOS Light Diagnosis Information (if needed)

NOTE: Dealer Demo mode will expire two months after the Vehicle Build Date. All services will be disabled including the SOS light. Do NOT replace the TCU.
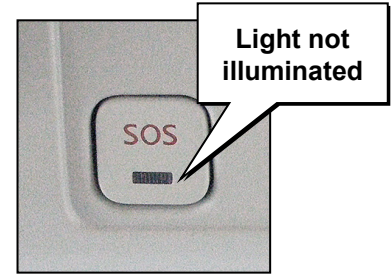

Light not illuminated

Figure 4a

Perform the steps below if the SOS light <u>is not</u> 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 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. Ensure the customer is informed that NissanConnect^{SM} Services features may not be available for up to 48 hours.

"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 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. Ensure the customer is informed that NissanConnect^{SM} Services features may not be available for up to 48 hours.

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.

  If the customer is enrolled in the Premium or Premium Plus Package, contact 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.

   - 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.

Light not illuminated

Figure 5a

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

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
May 22, 2015	NTB15-049	Original bulletin published.
June 8, 2015	NTB15-049a	APPLIED VEHICLES and Turning ON the TCU During Pre-Delivery Inspection (PDI) sections revised.
August 10, 2015	NTB15-049b	SERVICE INFORMATION and Turning ON the TCU During PDI sections revised.
September 21, 2015	NTB15-049c	APPLIED VEHICLES section and service procedures revised.
November 10, 2015	NTB15-049d	Intelligent Key Registration not needed for Rogue vehicles note added.
November 17, 2015	NTB15-049e	APPLIED VEHICLES section revised.
December 16, 2015	NTB15-049f	APPLIED VEHICLES section revised.
March 21, 2016	NTB15-049g	SERVICE INFORMATION section and service procedures revised.
June 3, 2016	NTB15-049h	APPLIED VEHICLES section revised, and steps to perform a Connected Search added.
October 10, 2016	NTB15-049i	Information for 2017 Altima, Murano, Pathfinder, Sentra, and Titan/Titan XD vehicles added.
November 14, 2016	NTB15-049j	Information for 2017 Rogue and Rogue Hybrid vehicles added.
August 23, 2017	NTB15-049k	APPLIED VEHICLES section revised, and TCU Configuration section added.
September 28, 2017	NTB15-049L	Information for several 2018 vehicles added.
November 14, 2017	NTB15-049m	Changes made throughout.
January 4, 2018	NTB15-049n	Correction made to page 23.
February 16, 2018	NTB15-049o	Changes made throughout.
August 3, 2018	NTB15-049p	Changes made to page 10.
September 11, 2018	NTB15-049q	Required Actions by Model and Year table added to page 2, Check OFF Sheet added to page 21, and information reorganized throughout.
January 24, 2019	NTB15-049r	Information for several 2019 vehicles added.
June 21, 2019	NTB15-049s	Changes made to pages 3, 17, 20, and 23.