



SERVICE BULLETIN

Classification:	Reference:	Date:
KS19-006a	NTB19-019a	February 9, 2021

CLOCK, AUDIO, HVAC OR NAVIGATION SETTINGS INTERMITTENTLY CHANGE ON THEIR OWN

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

APPLIED VEHICLES: 2017-2019 Pathfinder (R52)
2018-2019 Armada (Y62)
APPLIED SYSTEM: NissanConnect® (Intelligent Key)

SERVICE INFORMATION

An Intelligent Key, for the applied vehicles with NissanConnect®, has the ability to trigger specific customized settings for the radio, clock, heating and air conditioning (HVAC) and navigation that are unique to that key, and each Intelligent Key for a specific vehicle may have different settings stored.

EXAMPLE: The vehicle may be driven by more than one person, and each driver has a personal Intelligent Key. Each driver may adjust their preferred vehicle settings differently.

If two or more Intelligent Keys with different stored settings are unintentionally interchanged, one or more of the following perceived issues might be reported by the customer(s).

- **Radio** – Presets are lost or change
- **Clock** – Settings are not showing the correct time due to day-light savings or the selected region (time zone)
- **HVAC** – Controls are set differently
- **Navigation** – Settings suddenly altered

If any of these perceived issues are present:

- Confirm if there are multiple Intelligent Keys being used by the customer(s) interchangeably, and if so, verify that each key's settings are different.

NOTE: Customer may not recognize that different Intelligent Keys are linked differently.

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.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 28, 2019	NTB19-019	Original bulletin published
February 9, 2021	NTB19-019a	Classification number updated