SERVICE BULLETIN

Classification:	Reference:	Date:
KS16-015C	NTB16-028C	March 15, 2021

INTELLIGENT KEY BUTTONS INOPERATIVE
BUT REQUEST SWITCHES WORK

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

APPLIED VEHICLES:	2015-2018 Altima (L33)	2016 Murano Hybrid (Z52)
	2019 Altima (L34)	2015-2019 Pathfinder (R52)
	2018-2019 Kicks (P15)	2016-2019 Rogue (T32)
	2016-2019 Maxima (A36)	2017-2019 Rogue Hybrid (T32)
	2015-2019 Murano (Z52)	2017-2019 Rogue Sport (J11)

SERVICE INFORMATION

For the Applied Vehicles:

- If all buttons (lock / unlock / panic / trunk) on an Intelligent Key(s) do not work,

  AND

- With the Intelligent Key in range, the doors <u>will</u> lock and unlock when pressing either front door request switch (see Figure 1),

  THEN

Figure 1

Front door request switch

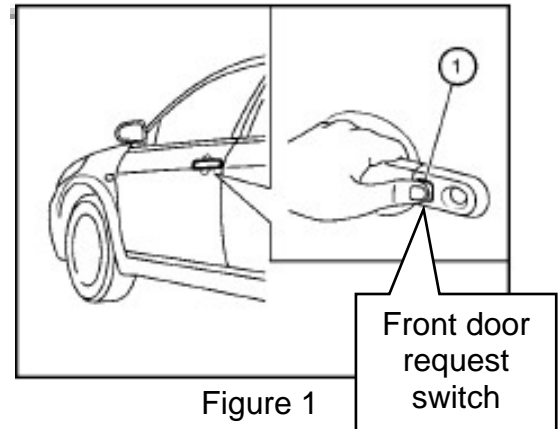- That specific Intelligent Key may have become de-synchronized with the vehicle.

NOTE:

- Intelligent Key de-synchronization may occur if the Intelligent Key is not used for an extended period of time, or if the Intelligent Key was not operating due to low battery condition and the battery has been replaced.

- **DO NOT** replace the BCM, Intelligent Key, or any other parts if an Intelligent Key only needs to be re-synchronized.

Test Intelligent Key Synchronization

1. Start the engine with the Intelligent Key inside the vehicle.

   - If successful: Turn the engine OFF, and then exit the vehicle. Proceed to step 2.

   - If unsuccessful: Push the ignition button to ON (engine OFF), and open the driver's side window. Proceed to step 4.

2. Press any button on the Intelligent Key to confirm that the vehicle responds correctly.

   - If OK: The issue is resolved and no further action is required.

   - If NG: Proceed to step 3.

3. Re-enter the vehicle with the Intelligent Key, push the ignition button to ON (engine OFF), and open the driver's side window.

4. Turn the ignition OFF and exit the vehicle.

5. Place the Intelligent Key outside the vehicle, a **minimum distance of 10 feet away** to avoid detection of the Intelligent Key by the vehicle. See Figure 2 below.
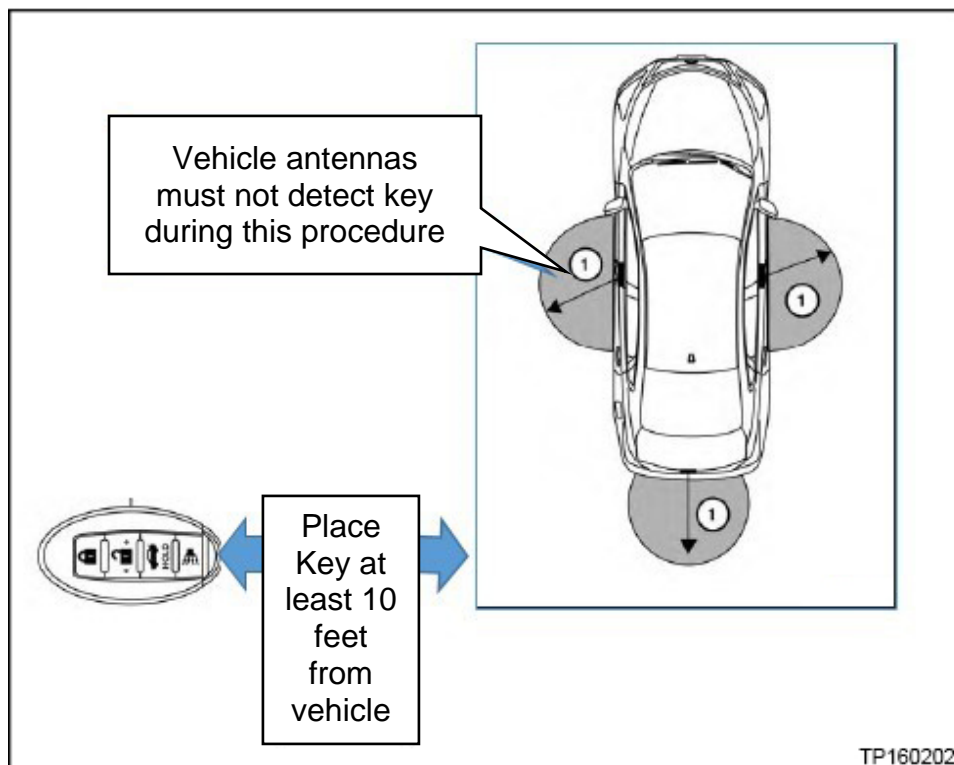

Vehicle antennas must not detect key during this procedure

Place Key at least 10 feet from vehicle

TP160202

Figure 2

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6. Re-enter the vehicle and close the door.

   NOTE: <u>DO NOT</u> open the driver's or passenger's side door during steps 7-9.

IMPORTANT: The next three steps <u>MUST</u> be performed in close time and sequence together in order for the test to be performed correctly. It is recommended that you read and understand the steps before continuing.

7. Press the ignition button, and then immediately perform step 8.

8. **Within 30 seconds,** have an associate hand the Intelligent Key to you through the open window, and then immediately perform step 9.

9. **Without pressing the ignition button**, place the Intelligent Key in front of the ignition button, as shown in Figure 3 (upper back of the key aligns with center of the ignition button), and listen for two short tones.

Figure 3

- <u>If two short tones are heard</u>: The Intelligent Key is now re-synchronized and should function normally again. Proceed to step 10 on the next page.

- <u>If no tones are heard, and the Intelligent Key buttons still do not work</u>: Refer to ASIST or the applicable Electronic Service Manual for further diagnosis.

10. Confirm **"PUSH BRAKE AND START BUTTON TO DRIVE"** is displayed in the vehicle information display in the combination meter (see Figure 4).
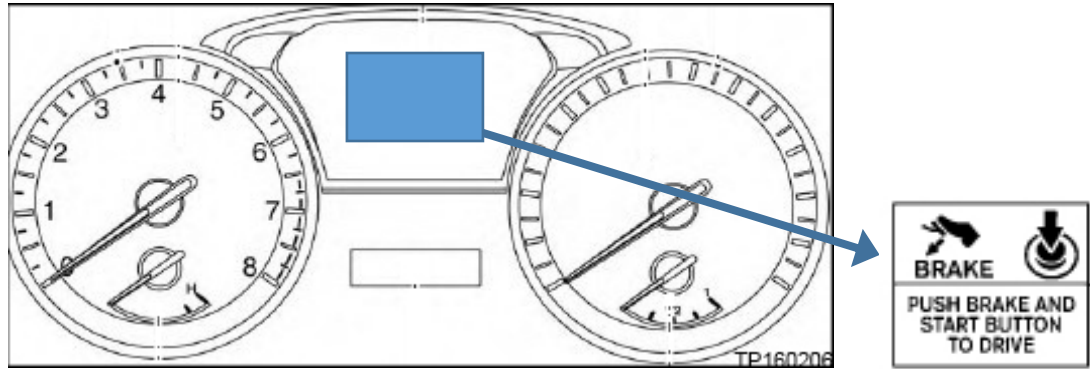

Figure 4

11. Confirm Intelligent Key operation by testing all the buttons.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 15, 2016	NTB16-028	Original bulletin published.
June 24, 2016	NTB16-028A	Title, SERVICE INFORMATION section, and page 3 revised.
February 4, 2019	NTB16-028B	APPLIED VEHICLES and Test Intelligent Key Synchronization procedure revised.
March 15, 2021	NTB16-028C	Classification Number updated