



SERVICE BULLETIN

Classification: KS16-015D	Reference: NTB16-028D	Date: June 7, 2021
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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)	2016-2020 Rogue (T32)
	2019-2021 Altima (L34)	2021 Rogue (T33)
	2015-2017 Juke (F15)	2017-2019 Rogue Hybrid (T32H)
	2018-2021 Kicks (P15)	2017-2021 Rogue Sport (J11)
	2016-2021 Maxima (A36)	2020-2021 Sentra (B18)
	2015-2021 Murano (Z52)	2016-2021 Titan/Titan XD (A61)
	2016 Murano Hybrid (Z52H)	2020-2021 Versa (N18)
	2015-2021 Pathfinder (R52)	

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 will lock and unlock when pressing either front door request switch (see Figure 1),

THEN

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

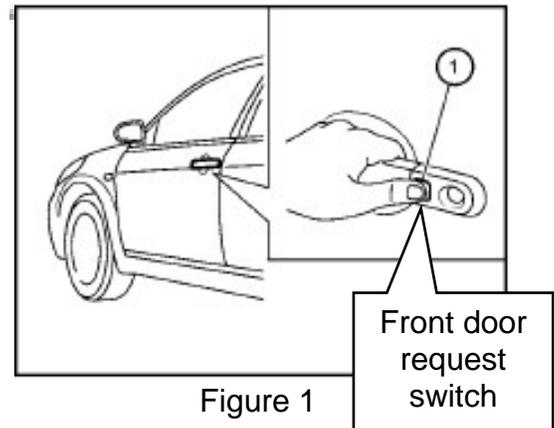


Figure 1

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.

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.

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. Skip 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.

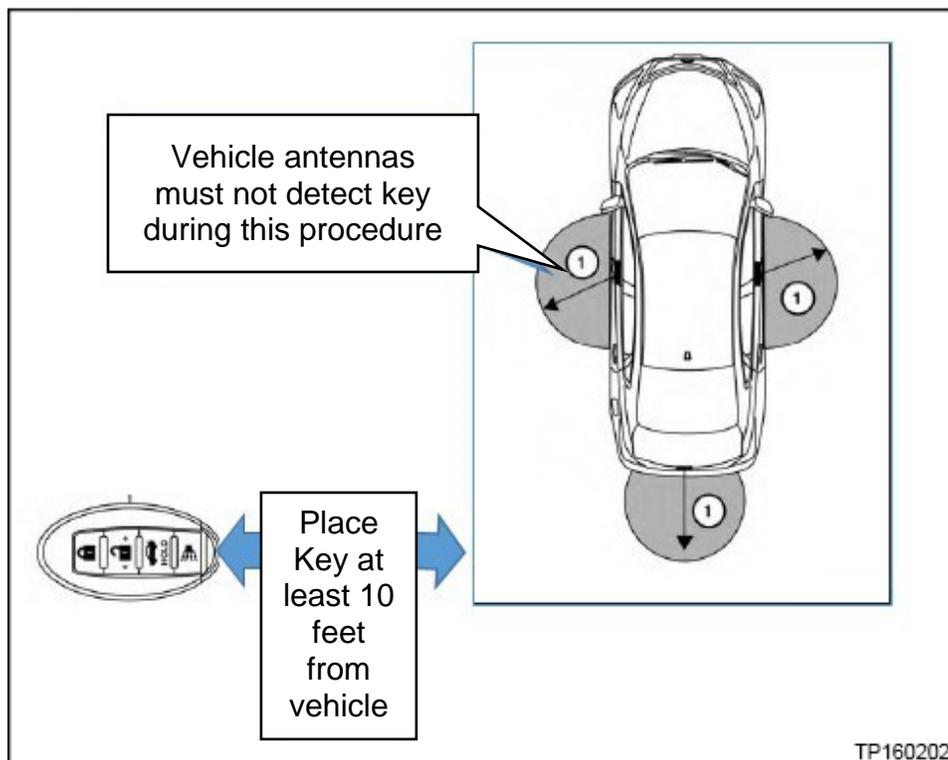


Figure 2

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

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

IMPORTANT: The next three steps MUST 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

- If two short tones are heard: The Intelligent Key is now re-synchronized and should function normally again. Proceed to step 10 on the next page.
- If no tones are heard, and the Intelligent Key buttons still do not work: 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).

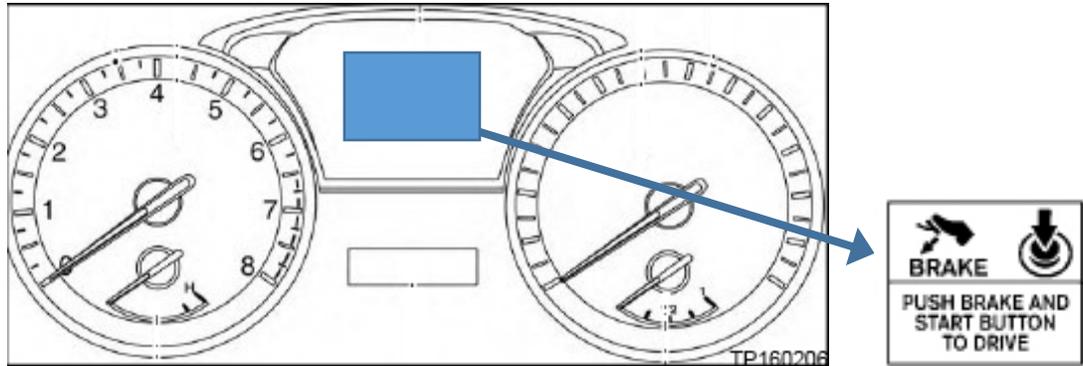


Figure 4

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
June 7, 2021	NTB16-028D	APPLIED VEHICLES revised