



TECHNICAL SERVICE BULLETIN

Classification:

AN15-006Y

Reference:

NTB15-049Y

Date:

November 14, 2022

TELEMATICS SERVICE INFORMATION

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

APPLIED VEHICLES: 2018 Altima (L33)
2019-2022 Altima (L34)
2018-2020 Armada (Y62)
2019-2021 GT-R (R35)
2018-2023 LEAF (ZE1)
2018-2020 Maxima (A36)
2018-2023 Murano (Z52)
2018-2020 Pathfinder (R52)
2018-2020 Rogue (T32)
2018-2019 Rogue Hybrid (T32H)
2018-2022 Rogue Sport (J11)
2018-2019 Titan/Titan XD (A61)

HINT: This bulletin applies to vehicles equipped with a 4G network compatible TCU. TCUs compatible with 3G network only are no longer supported.

SERVICE INFORMATION

The **APPLIED VEHICLES** that come equipped with a factory installed SOS switch, located near the overhead map lamp, also come equipped with a wireless communication device called a Telematics Communication Unit (TCU). With an active NissanConnect® Services subscription, the TCU communicates with the NissanConnect® 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. **Staple the completed CHECK-OFF SHEET to the 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.

IMPORTANT:

For 2018 Armada and 2018 Rogue Sport:

1. Navigate C-III plus to the screen shown in Figure 1.

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

2. Confirm the **TCU ID** number.

- If the **TCU ID** number begins with “2047”, this bulletin does apply.
- If the **TCU ID** number does not begin with “2047”, this bulletin does not apply.

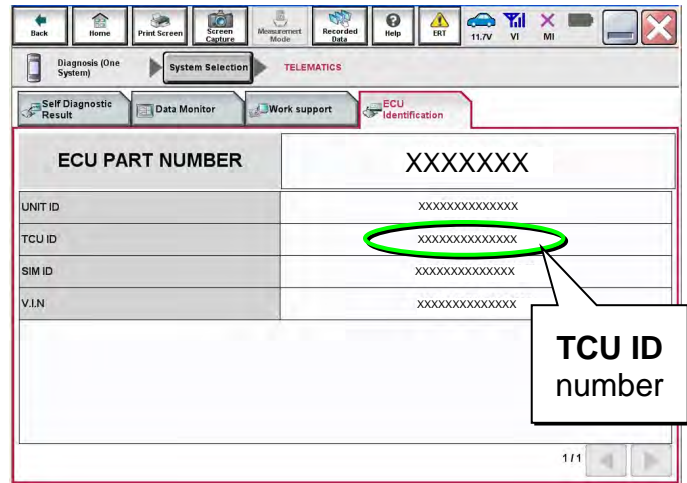


Figure 1

REQUIRED ACTIONS BY MODEL AND YEAR

IMPORTANT:

After installing the replacement TCU (steps 1-14 on pages 4-8):

- All steps below must be completed or telematics services will not operate properly.
- Follow all of the 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	2018-2022	✓	✓	✓	✓	✓
Armada*	2018-2020	✓	✓	✓	✓	✓
GT-R	2019-2021	✓	✓		✓	✓
LEAF	2018-2023	✓	✓		✓	✓
Maxima	2018-2020	✓	✓	✓	✓	✓
Murano	2018-2023	✓	✓	✓	✓	✓
Pathfinder	2018-2020	✓	✓	✓	✓	✓
Rogue	2018-2020	✓	✓	✓	✓	✓
Rogue Hybrid	2018-2019	✓	✓	✓	✓	✓
Rogue Sport*	2018-2022	✓	✓	✓	✓	✓
Titan/Titan XD	2018-2019	✓	✓	✓	✓	✓

*For 2018 Armada and 2018 Rogue Sport: Confirm the **TCU ID** number begins with "2047" (see top portion of this page). If the **TCU ID** number does not begin with “2047”, this bulletin does not apply.

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TCU REPLACEMENT

HINT:

- 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 the table below. You **MUST** have **ALL customer keys** collected.

2018-2022 Altima	2018-2020 Rogue
2018-2020 Armada*	2018-2019 Rogue Hybrid
2018-2020 Maxima	2018-2022 Rogue Sport*
2018-2023 Murano	2018-2019 Titan/Titan XD
2018-2020 Pathfinder	

*For 2018 Armada and 2018 Rogue Sport: Confirm the **TCU ID** number begins with "2047" (see top of page 2). If the **TCU ID** number does not begin with "2047", this bulletin does not apply.

- The new/replacement TCU must come from Nissan North America parts supply.
- The VIN **MUST** be written to the replacement TCU after installation.
- The replacement TCU must be registered with SXM.

Save VIN Data

1. Set the parking brake.
2. Connect the VI to the vehicle.
3. Turn the ignition ON.
4. Launch C-III plus on the CONSULT PC.

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

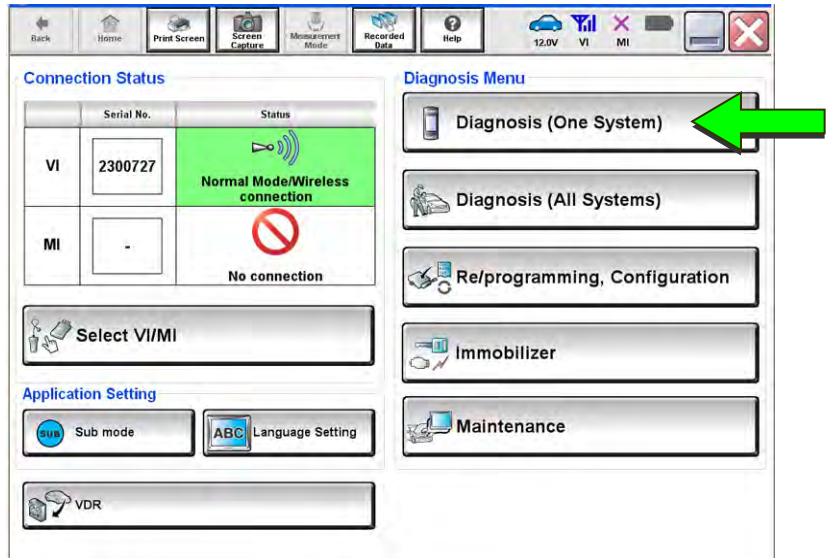


Figure 2

6. Select **TELEMATICS**.

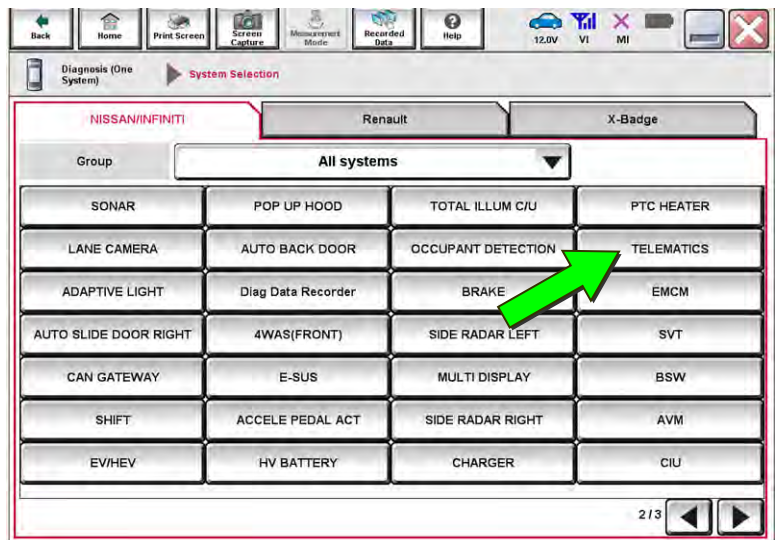


Figure 3

7. Select **Work support**.

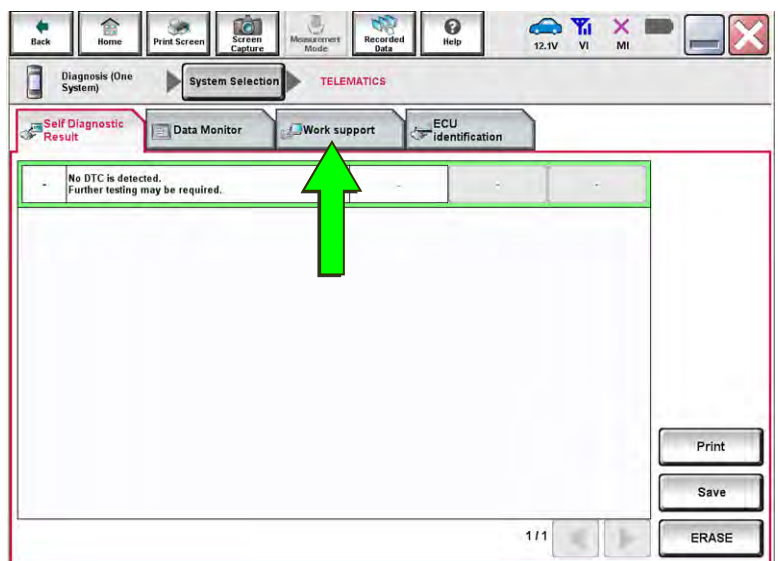
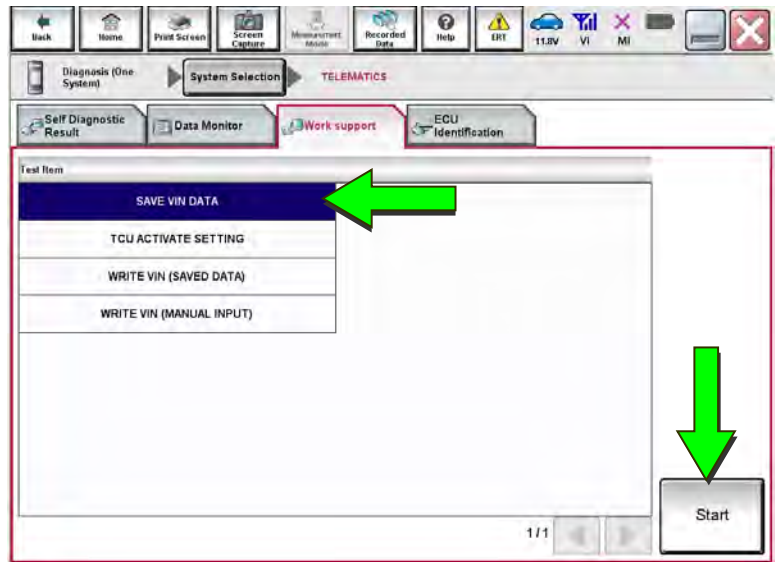


Figure 4

8. Select **SAVE VIN DATA**.



9. Select **Start**.

Figure 5

10. Select **Start**.

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

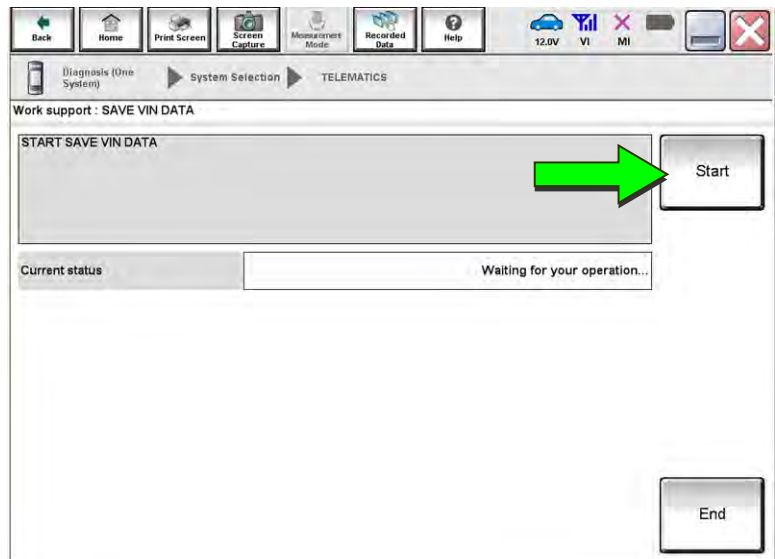


Figure 6

11. Select **End**.

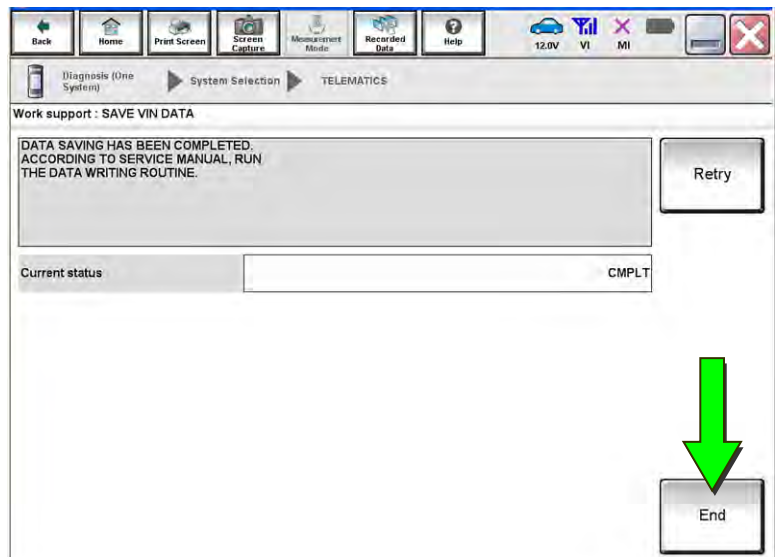


Figure 7

Remove the Original TCU

12. Remove the TCU from the vehicle. Refer to the ESM for removal information.

- Refer to the 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.



Figure 8

Install the New TCU

14. Install the new/replacement TCU into the vehicle. Refer to the ESM for installation information.

- Refer to the 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 4-5.

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

HINT: If VIN DATA could not be saved in step 10, proceed to **Manually Enter VIN Data (if needed)** on page 22.

17. Select **Start**.

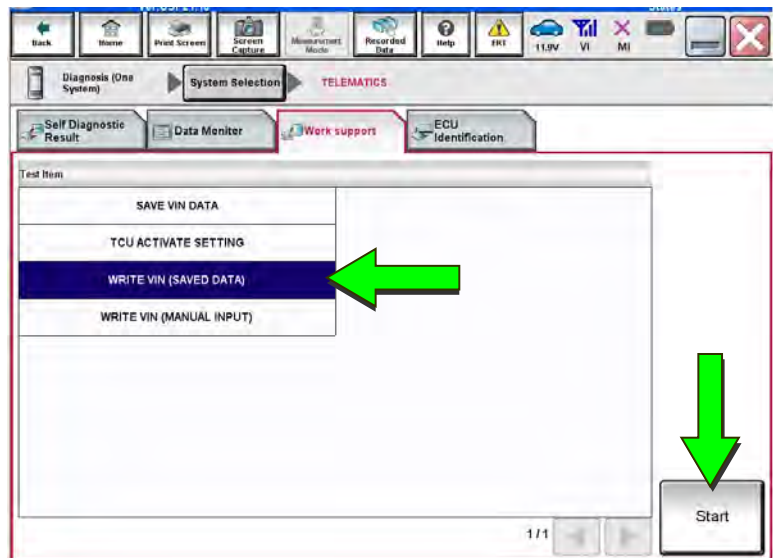


Figure 9

18. Select **Start**.

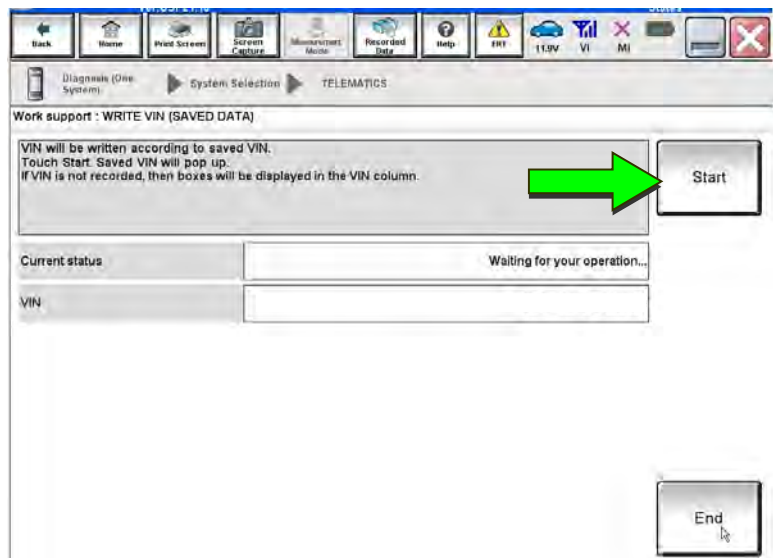


Figure 10

19. Select **End**.



Figure 11

Configure TCU

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

HINT: C-III plus screens for steps 21-23 are not shown.

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

22. Select the model and model year.

23. Select **Select**, and then select **Confirm**.

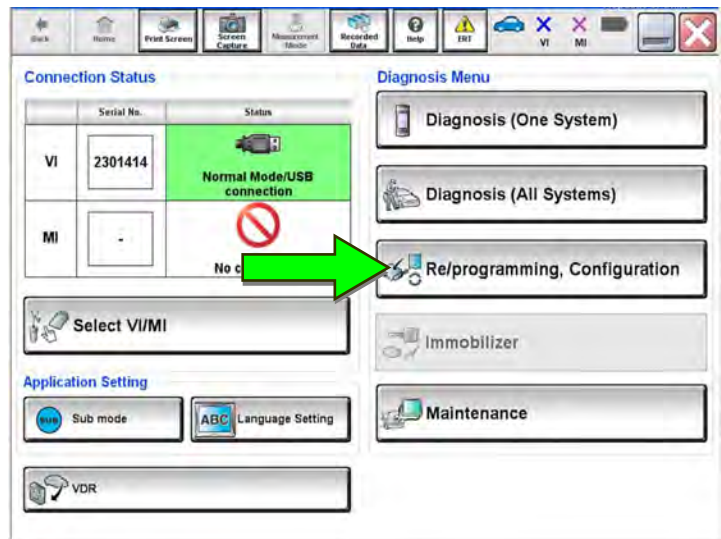


Figure 12

24. Select **TELEMATICS**.

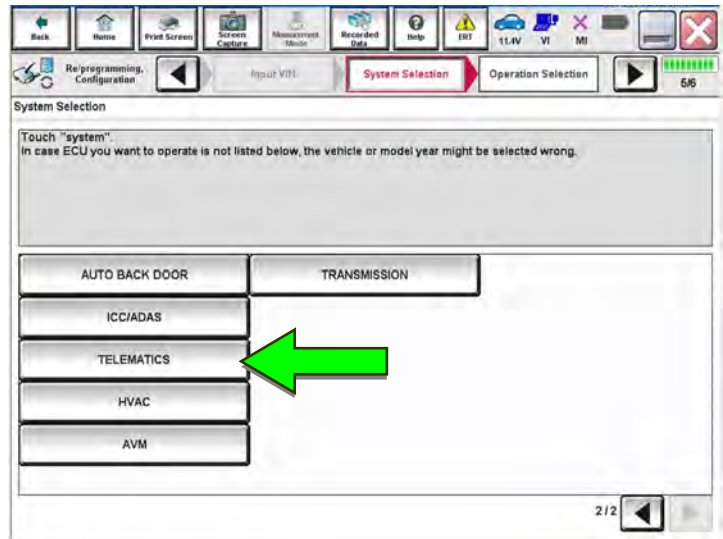


Figure 13

25. Select **After ECU Replacement**
under **VEHICLE CONFIGURATION**.

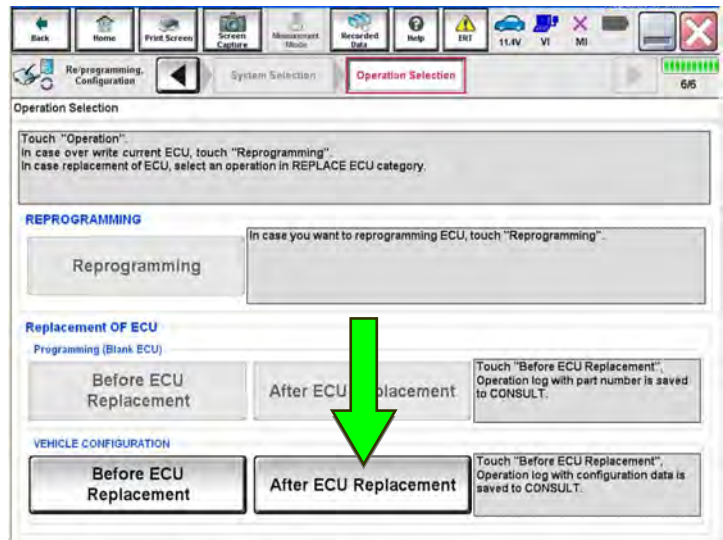


Figure 14

26. Select **Manual selection**.

27. Use the information below to select the applicable **Type ID**.

28277-6FL0D for:

- 2018 Altima
- 2018-2020 Maxima
- 2018-2023 Murano
- 2018-2020 Pathfinder
- 2018-2019 Titan/Titan XD

28277-6FL1D for:

- 2018-2020 Armada*

28277-7FH5A for:

- 2019-2022 Altima
- 2018-2020 Rogue
- 2018-2019 Rogue Hybrid
- 2018-2022 Rogue Sport*

28277-5SA2A for:

- 2018-2023 LEAF

28277-6FL0C for:

- 2019-2021 GT-R

HINT: If C-III plus automatically selects the Type ID, there will be no options shown under **Type ID** and Figure 16 will not display. Skip to step 29.

28. Select **Next**.

29. Select **OK**.

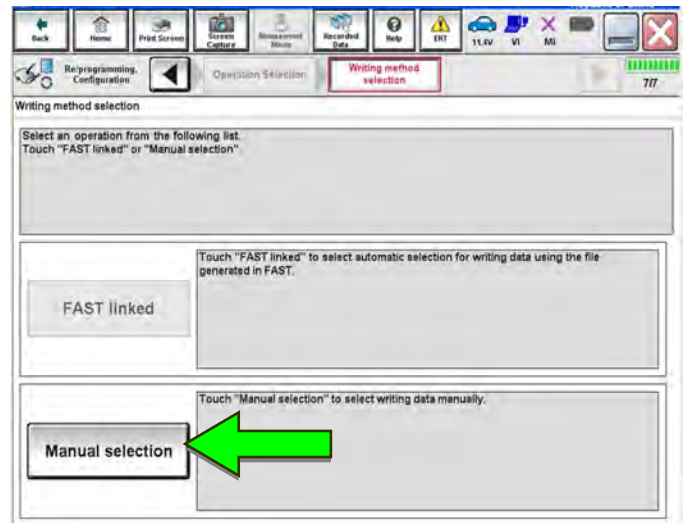


Figure 15

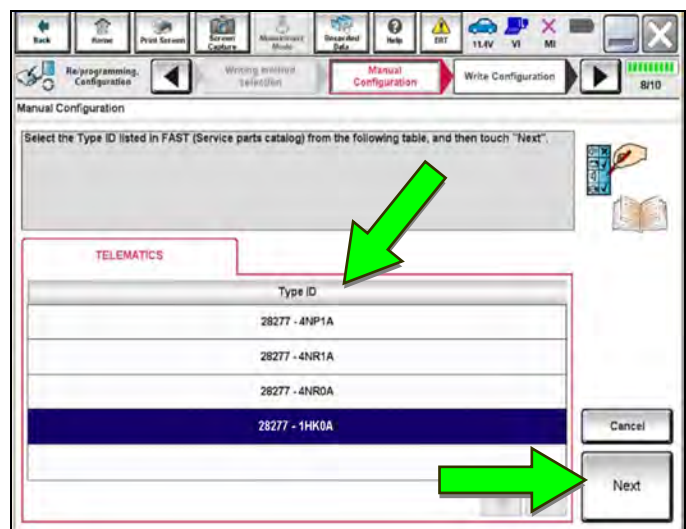


Figure 16

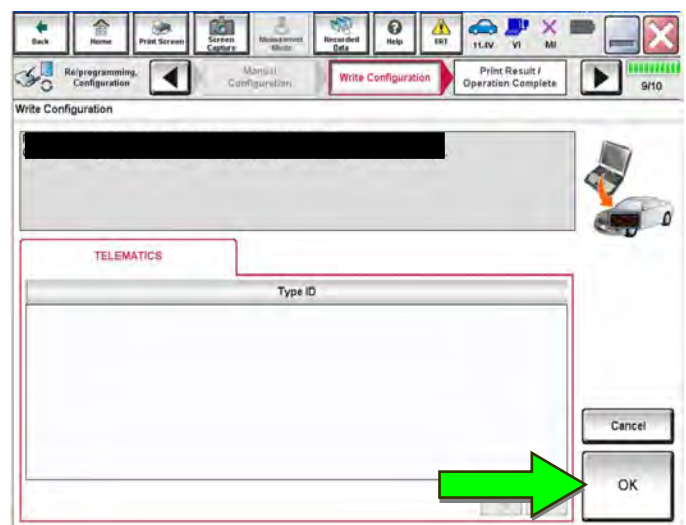


Figure 17

*For 2018 Armada and 2018 Rogue Sport: Confirm the **TCU ID** number begins with "2047" (see top of page 2). If the **TCU ID** number does not begin with "2047", this bulletin does not apply.

Write New SIM ID Number on the Repair Order

30. Write the new **SIM ID** number on the repair order.

- a. Navigate C-III plus to the screen shown in Figure 18.
 - o **Diagnosis (One System) > TELEMATICS > ECU Identification**
- b. Locate the **SIM ID** number and write it on the repair order as "New SIM ID".

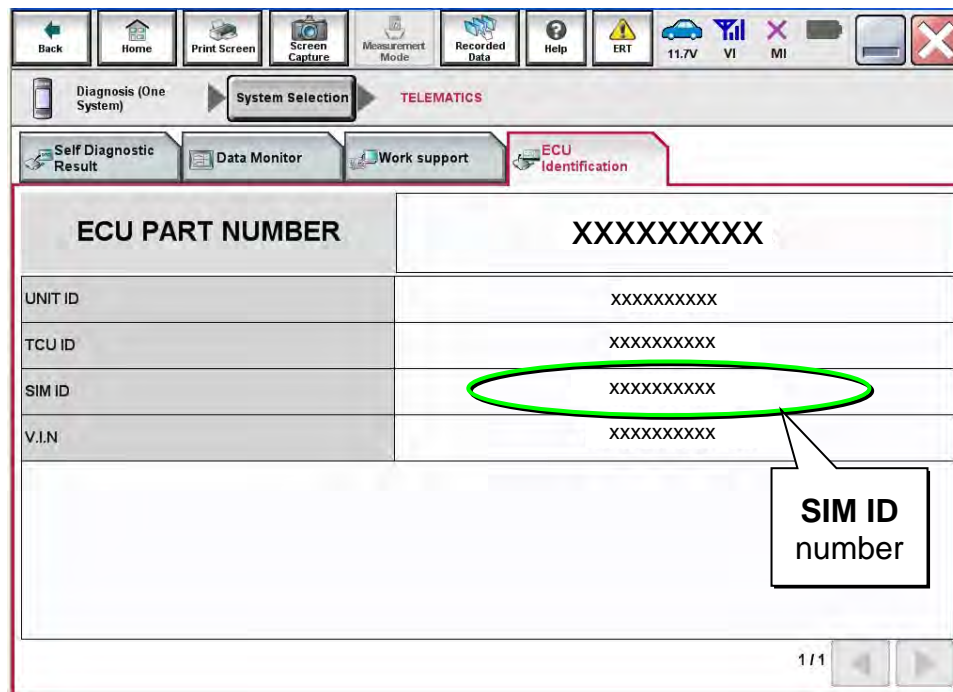


Figure 18

Intelligent Key Registration (some vehicles)

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

- The vehicles listed in the table below require Intelligent Key registration.

2018-2022 Altima	2018-2020 Rogue
2018-2020 Armada*	2018-2019 Rogue Hybrid
2018-2020 Maxima	2018-2022 Rogue Sport*
2018-2023 Murano	2018-2019 Titan/Titan XD
2018-2020 Pathfinder	

*For 2018 Armada and 2018 Rogue Sport: Confirm the **TCU ID** number begins with "2047" (see top of page 2). If the **TCU ID** number does not begin with "2047", this bulletin does not apply.

- 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.

HINT: The Remote Engine Start and Stolen Vehicle Locator features (if so equipped) of NissanConnect® Services will not function, and DTC B130C will be stored if Intelligent Key registration is not completed.

Turn ON TCU

32. 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.

33. Connect the VI to the vehicle.

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

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

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

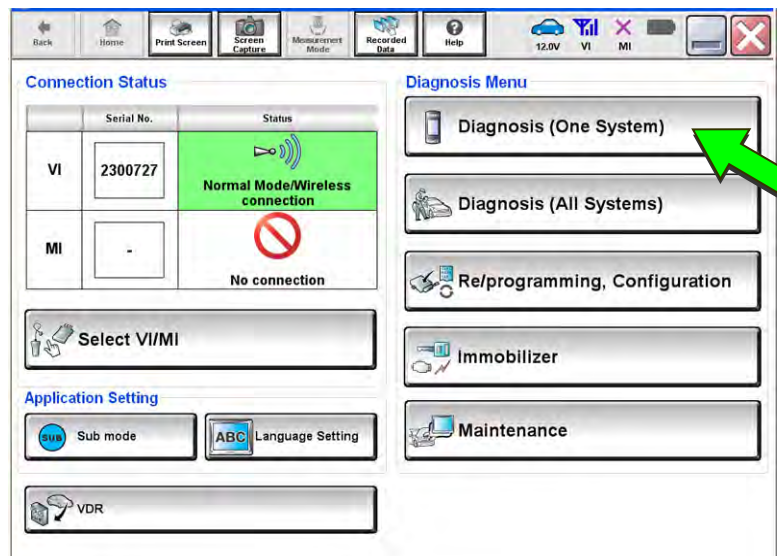


Figure 19

37. Select **TELEMATICS**.

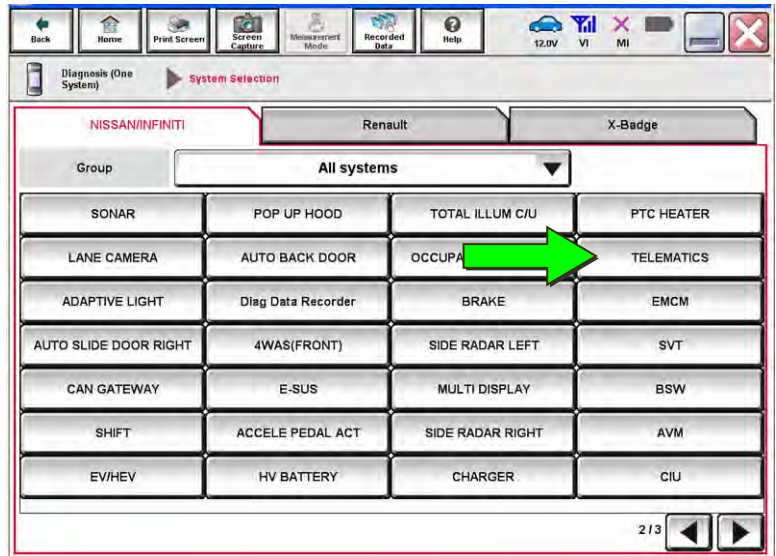


Figure 20

38. Select **Work support**.

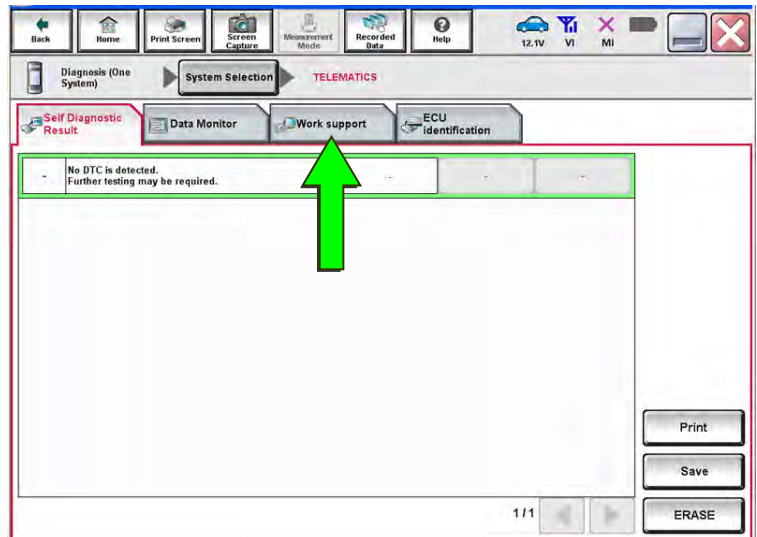


Figure 21

39. Select **TCU ACTIVATE SETTING**.

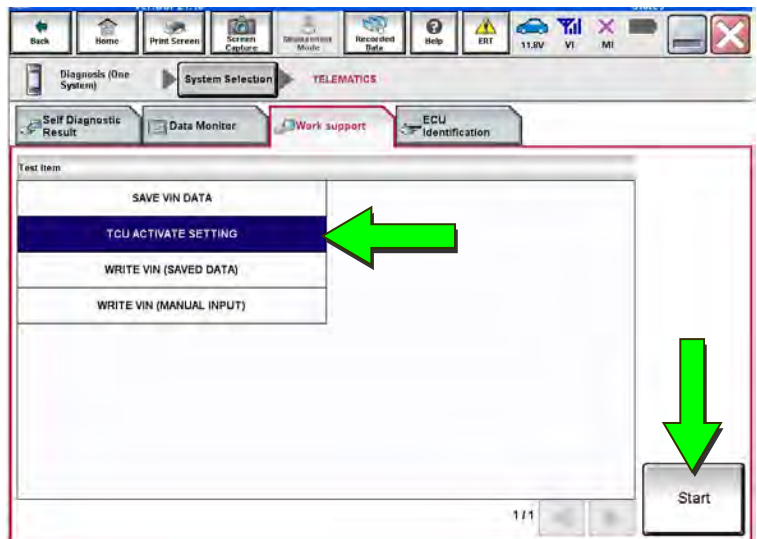


Figure 22

40. Select **Start**.

41. Select **Start**.

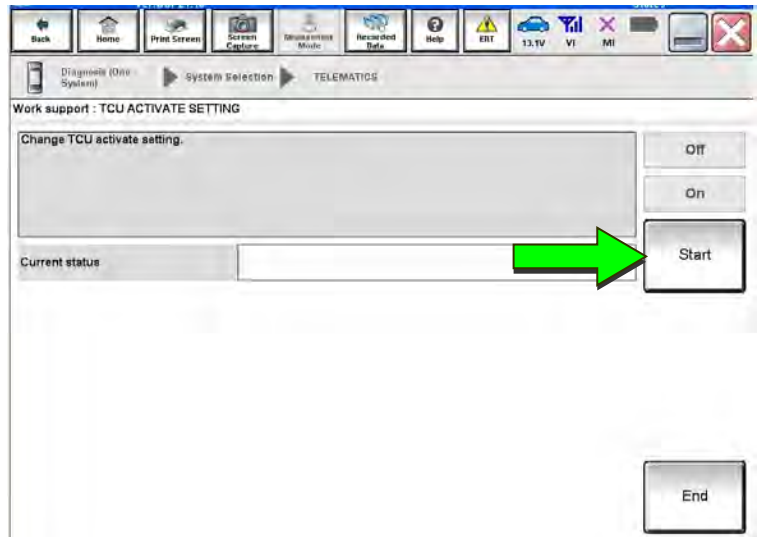


Figure 23

42. Select **On** to turn ON the TCU.

43. Make sure **Current status** is "On".

44. Select **End**.

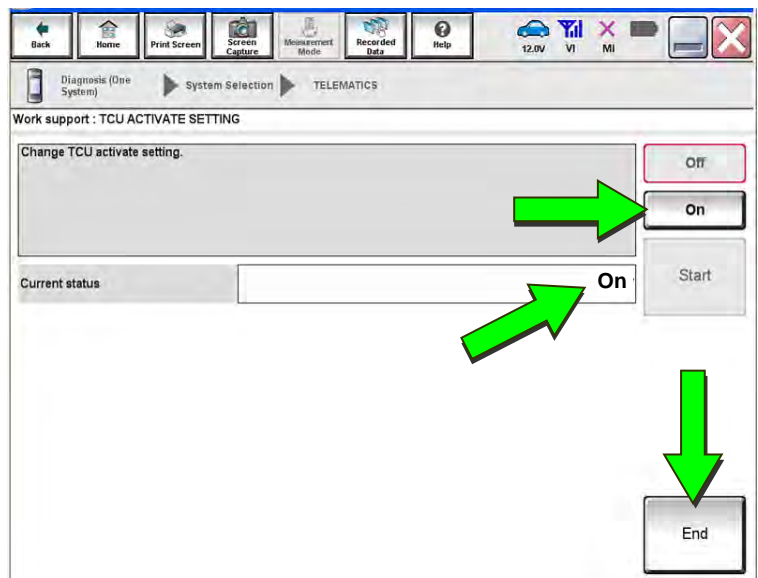


Figure 24

TCU Registration

The following items must be completed before calling NissanConnect® 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.
- 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.

45. Call NissanConnect® Services Powered by SiriusXM at **1-844-711-8100**.
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.

HINT:

- The TCU will not communicate with the NissanConnect® Services Data Center if step 45 is not completed.
- After registration, it may take up to 48 hours for services to be functional. If the customer is enrolled in NissanConnect® Services, make sure they are informed features may not be available for up to 48 hours.
- TCU registration does not enroll the customer in NissanConnect® Services.

NissanConnect® 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

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

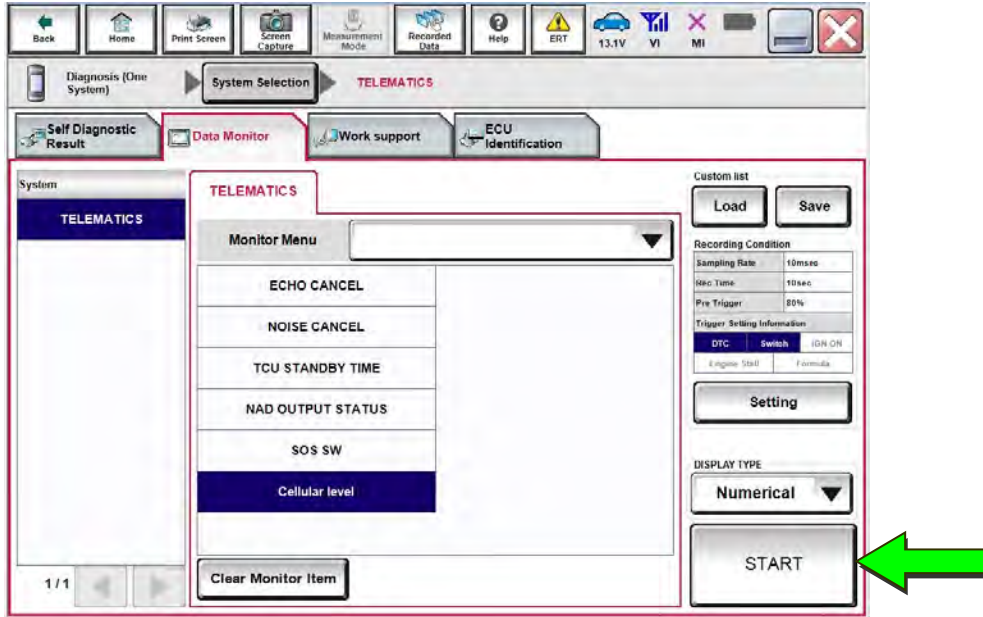


Figure 25

51. Check the **Cellular level** and confirm that it is "GOOD".
 52. If the **Cellular level** is "MARGINAL" or "LOW", move the vehicle to an area with a good signal.
- HINT:** The **Cellular level** constantly updates. Safely relocate the vehicle until a "GOOD" **Cellular level** is received.

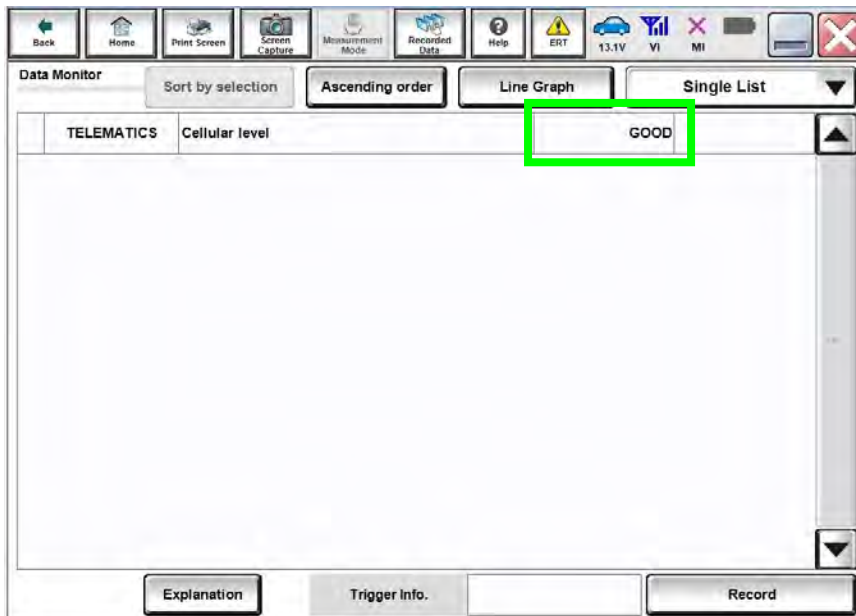


Figure 26

53. Press the **Info** or **APPS** icon/button.

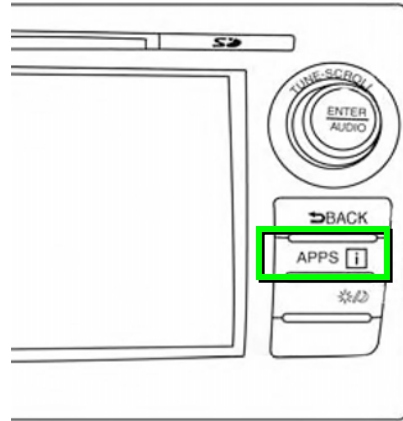
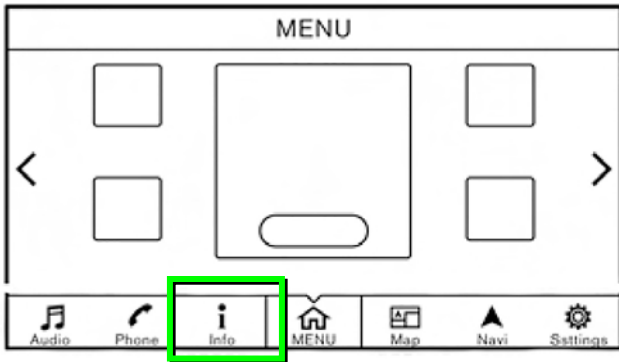


Figure 27

54. Select **NissanConnect Services**.

EXAMPLE

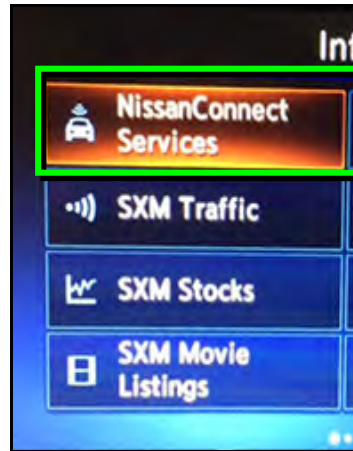


Figure 28

55. Select **Connected Search**.

EXAMPLE

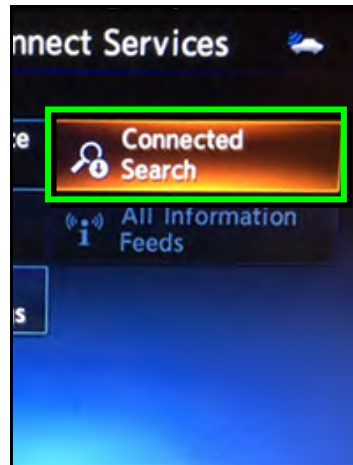


Figure 29

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

Example: “**Starbucks**”

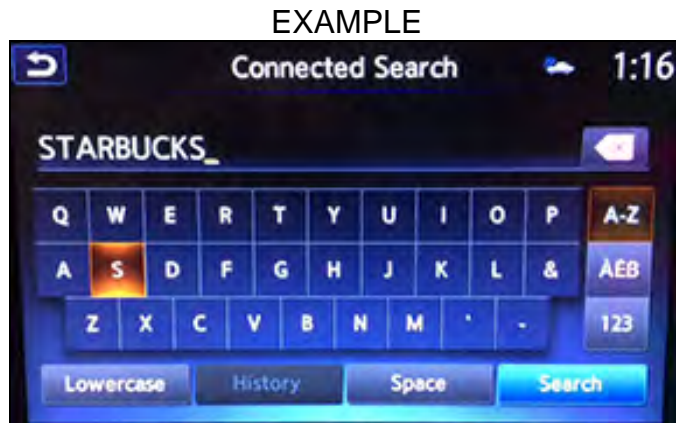


Figure 30

57. Confirm the POI location displays.

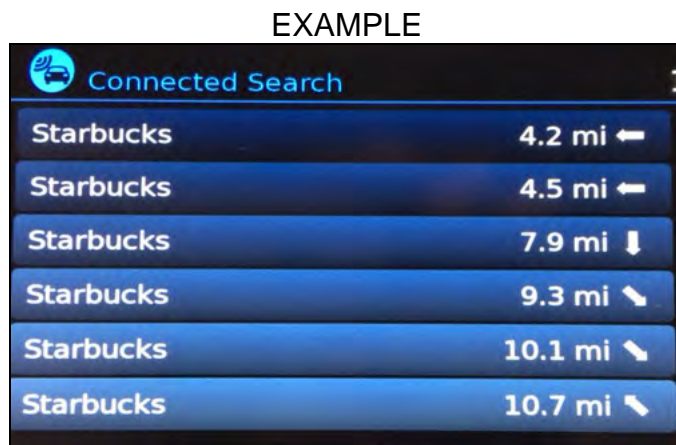


Figure 31

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

- If the vehicle has been sold, the customer will need to be enrolled in NissanConnect® Services for the SOS light to be illuminated and for NissanConnect® Services to be enabled.
- If TCU registration with SXM has just been performed, allow up to 48 hours and try again. If the customer is enrolled in NissanConnect® Services, make sure they are informed features may not be available for up to 48 hours.
- For an unsold vehicle, call NissanConnect® Services Powered by SiriusXM at 1-844-711-8100.

59. Turn the ignition OFF.

CHECK-OFF SHEET

IMPORTANT:

- Follow all of the steps in this bulletin and use the **CHECK-OFF SHEET** provided below.
- If all of the steps below are not completed, telematics services will not operate properly.
- If the TCU was replaced and the steps were not followed, the warranty claim will be charged back to the dealer.
- **Staple the completed CHECK-OFF SHEET to the repair order.**

Perform the following if TCU has been replaced:

- Complete the vehicle-specific action in the order listed.
- Check off each action when it is completed.

	CHECK BOX	APPLIED VEHICLES	ACTION
1		All Vehicles	Write VIN to TCU (1)
2		All Vehicles	Configure TCU (2)
3		2018-2022 Altima 2018-2020 Armada* 2018-2020 Maxima 2018-2023 Murano 2018-2020 Pathfinder 2018-2020 Rogue 2018-2019 Rogue Hybrid 2018-2022 Rogue Sport* 2018-2019 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 step 16 on page 8, Section **Write VIN to TCU**

(2) Refer to step 20 on page 9, section **Configure TCU**

(3) Refer to step 31 on page 13, section **Intelligent Key Registration**

(4) Refer to step 32 on page 14, section **Turn ON TCU**

(5) Refer to step 45 on page 17, section **TCU Registration**

*For 2018 Armada and 2018 Rogue Sport: Confirm the **TCU ID** number begins with "2047" (see top of page 2). If the **TCU ID** number does not begin with "2047", this bulletin does not apply.

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**.

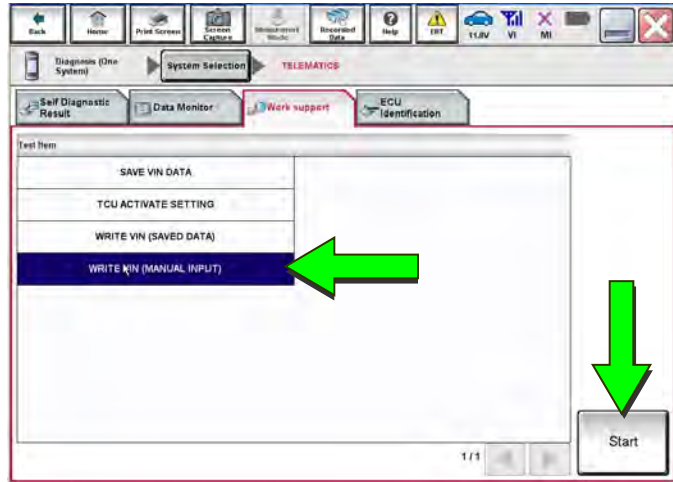


Figure 32

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**.

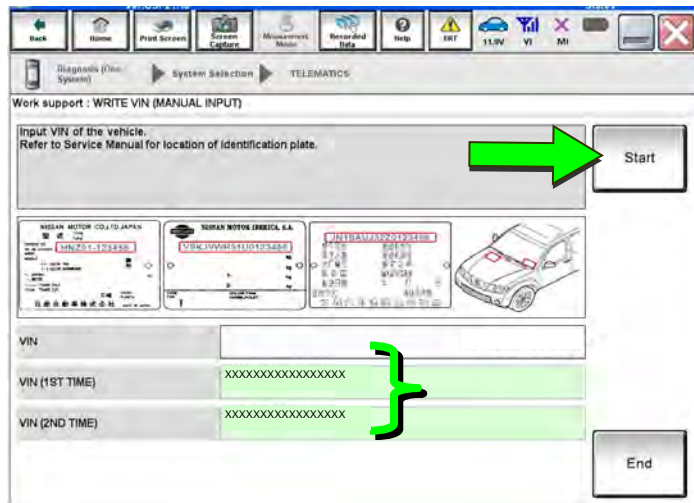


Figure 33

5. Select **End**.

Return to step 20 on page 9.

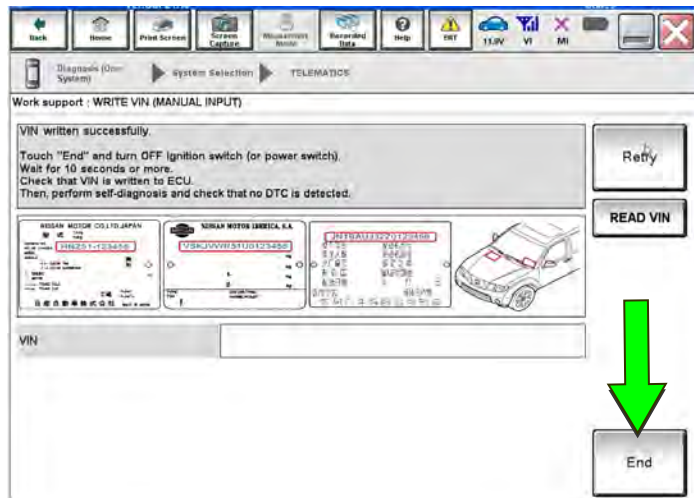


Figure 34

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 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 added for 2017 Altima, Murano, Pathfinder, Sentra, and Titan/Titan XD
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 information 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
February 4, 2020	NTB15-049T	Model years updated on pages 1, 2, 4, 9, 11, 13, and 21.

Continued on next page.

AMENDMENT HISTORY (continued)

PUBLISHED DATE	REFERENCE	DESCRIPTION
June 4, 2020	NTB15-049U	SiriusXM phone number changed on pages 17, 20, and 23
January 27, 2021	NTB15-049V	Added 2021 models to APPLIED VEHICLES and throughout the bulletin
March 24, 2021	NTB15-049W	Classification number updated
March 3, 2022	NTB15-049X	APPLIED VEHICLES revised, SOS Light Diagnosis Information (if needed) section removed, and changes made on pages 2-4, 9, 11, 13, and 21
November 14, 2022	NTB15-049Y	APPLIED VEHICLES revised to add new vehicles and remove older vehicles with TCUs compatible with 3G network only (no longer supported), Turning ON the TCU During PDI section removed, and changes made on pages 1-4, 9, 11, 13, and 21

