



# SERVICE BULLETIN

Classification: EL15-006L	Reference: NTB15-049L	Date: September 28, 2017
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## TELEMATICS SERVICE INFORMATION

**This bulletin has been amended. Information for several 2018 models has been added. No other changes have been made. Please discard previous versions of this bulletin.**

- APPLIED VEHICLES:**
- 2016-2018 Altima (L33) – **SL with Technology Package**
  - 2018 Armada (Y62)
  - 2017-2018 GT-R (R35)
  - 2016-2018 Maxima (A36) – **Platinum**
  - 2017 Murano (Z52) – **Platinum**
  - 2017 Pathfinder (R52) – **SV, and SL with Tech Package, SL with Premium Package**
  - 2018 Pathfinder (R52) – **SL and Platinum**
  - 2016-2018 Rogue (T32) – **SL**
  - 2017-2018 Rogue Hybrid (T32) – **SL**
  - 2017 Rogue Sport (J11) – **SL and SV with Premium Package**
  - 2016-2018 Sentra (B17) – **SR and SL with Technology Package**
  - 2016-2018 Titan/Titan XD (A61) – **SL and Platinum, Pro-4X with Convenience Package, SV with Comfort and Convenience Package**

### SERVICE INFORMATION

The Applied Vehicles are equipped with a wireless communication device called a Telematics Communication Unit (TCU). With an active NissanConnect<sup>SM</sup> Services subscription, the TCU communicates with the NissanConnect<sup>SM</sup> 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.

Service procedures in this bulletin:

- **Turning ON the TCU During PDI (Pre-Delivery Inspection) – Page 2**
- **When a TCU Needs To Be Replaced – Page 10**

**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<sup>SM</sup> Services. Should this occur, the “Turning ON the TCU During PDI” process will need to be performed again.

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.

## **TURNING ON THE TCU DURING PDI**

For TCU replacement instructions, refer to page 10.

**NOTE:** In most instances, the TCU is ON when delivered to the dealership. See Step 1, below, to determine if the TCU is ON or OFF.

1. With the ignition ON, check whether or not the green LED on the SOS button is illuminated (see Figure 1a).

**NOTE:** It may be difficult to tell if the green LED is illuminated if the vehicle is outside in bright sunlight.

- If the green LED **is** illuminated, the process to turn ON the TCU is complete and no further action is needed.
- If the green LED **is not illuminated**, proceed to step 2.

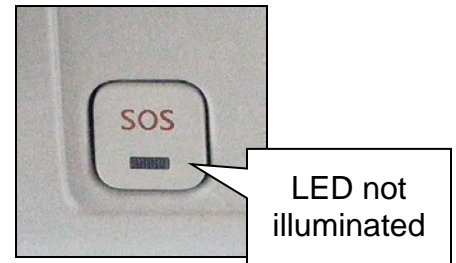


Figure 1a

2. Place the vehicle in non-shipping mode (extended storage switch pushed IN).
  - a. Open the driver's door and leave it open.
  - b. With the battery connected and ignition OFF, remove the fuse panel located to the left of the steering wheel. For Titan and Titan XD vehicles, the fuse panel is located in the glove box.
  - c. Push the white extended storage switch IN.
  - d. Turn the ignition ON.
  - e. Turn the ignition OFF.
  - f. Wait at least 2 seconds, and then turn the ignition ON.
  - g. Make sure the extended storage warning message is not displayed in the combination meter/display.
3. Connect the C-III plus VI to the vehicle.
4. Set the parking brake and confirm the ignition is ON.
5. Launch C-III plus on the CONSULT PC.

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

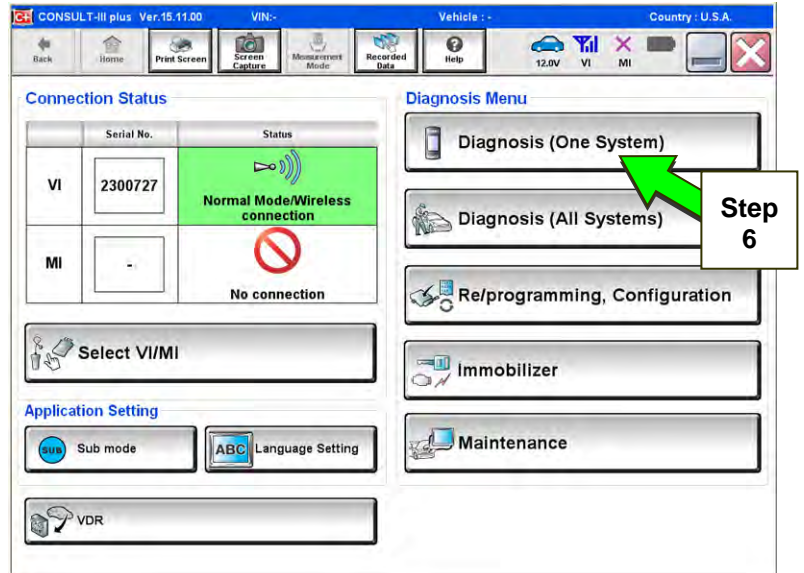


Figure 2a

7. Select **Telematics** on page 2 of the all systems list.

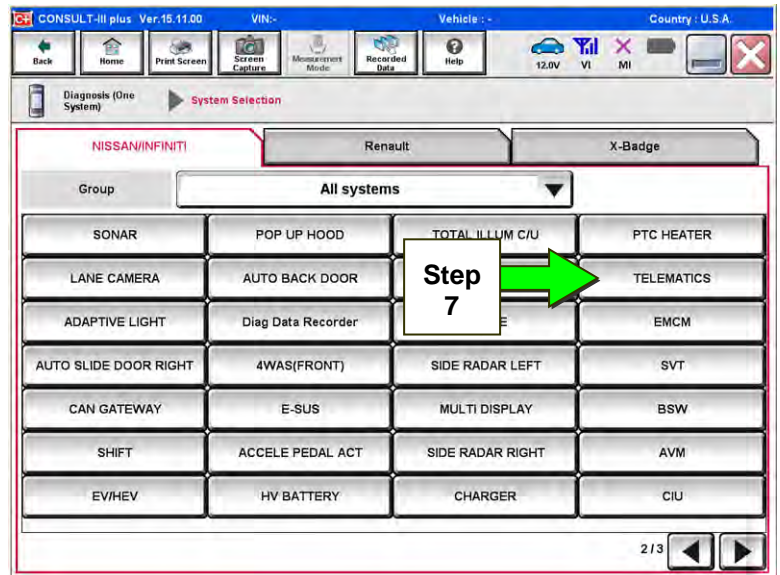


Figure 3a

8. Select **Work Support**.

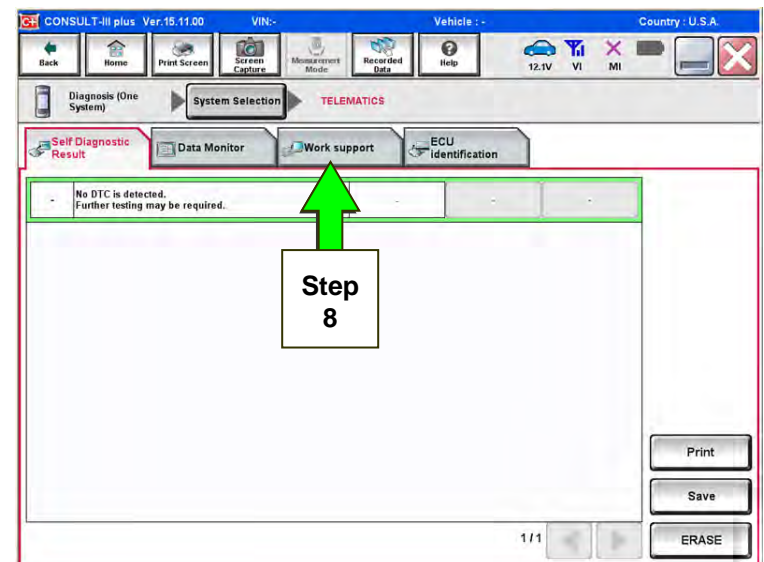


Figure 4a

9. Select **TCU ACTIVATE SETTING**.

10. Select **Start**.

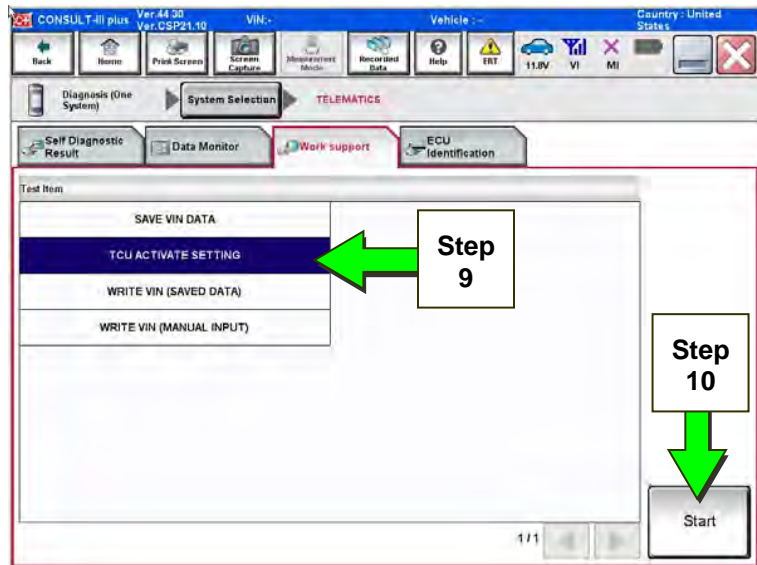


Figure 5a

11. Select **Start**.

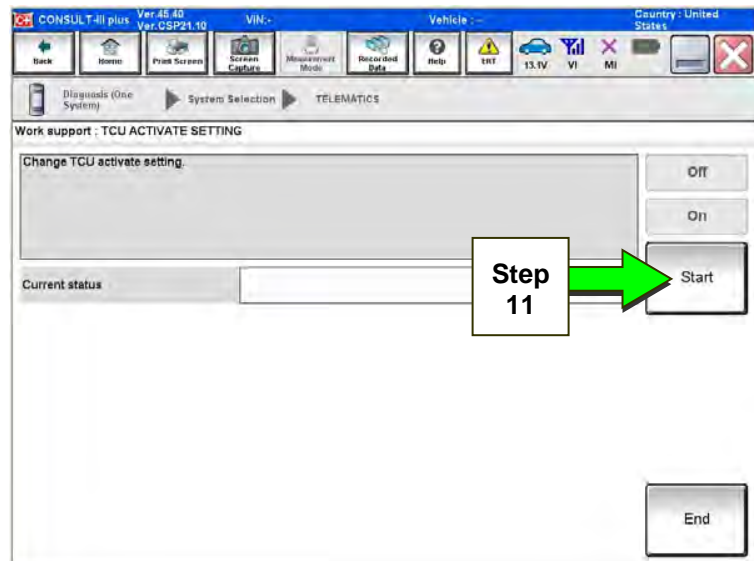


Figure 6a

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

13. Select **END**.

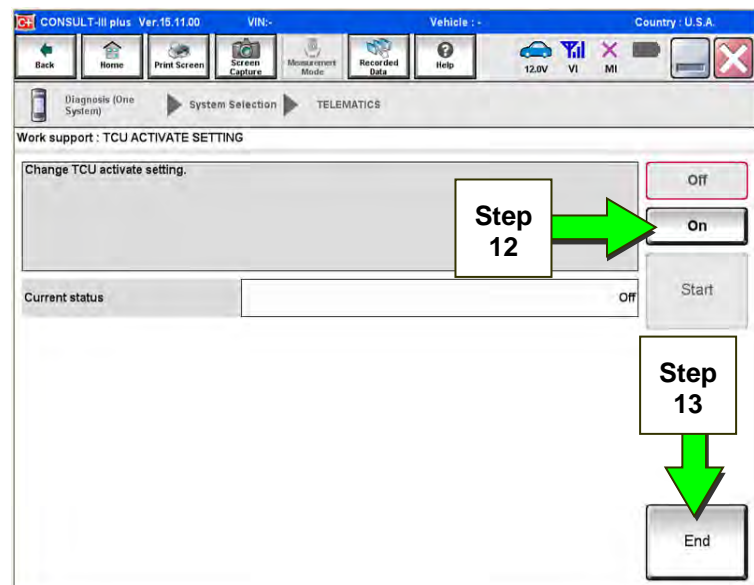


Figure 7a

14. Select **Start**.

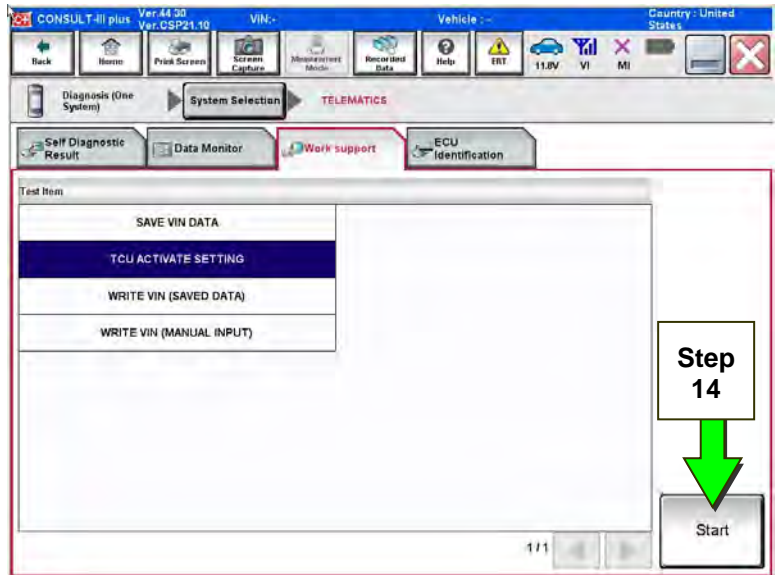


Figure 8a

15. Select **Start**.

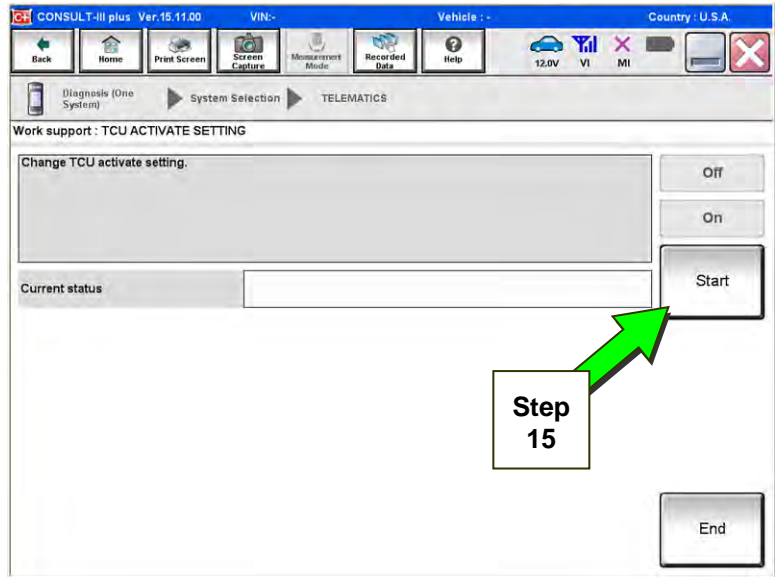


Figure 9a

16. Confirm "On" is displayed in the **Current status** field.

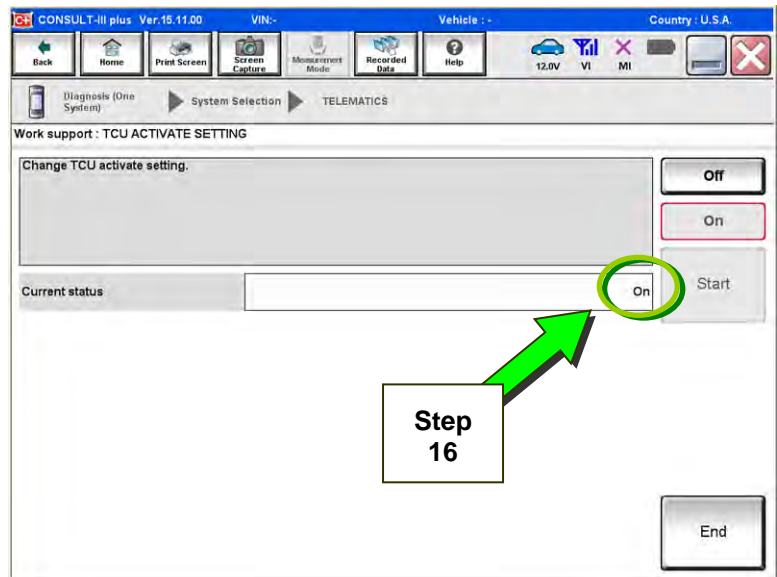


Figure 10a

**CHECK FOR TCU CELLULAR RECEPTION.**

**NOTE:** It may take up to 3 minutes for the vehicle icon to turn white after the ignition is turned ON.

**17. Check TCU cellular reception - Maxima, Murano, GT-R, and 2018 Rogue:**



If vehicle icon does not have a red or white slash through it, vehicle has cellular reception.



If vehicle icon does have a red or white slash through it, move the vehicle to a different location with good reception.

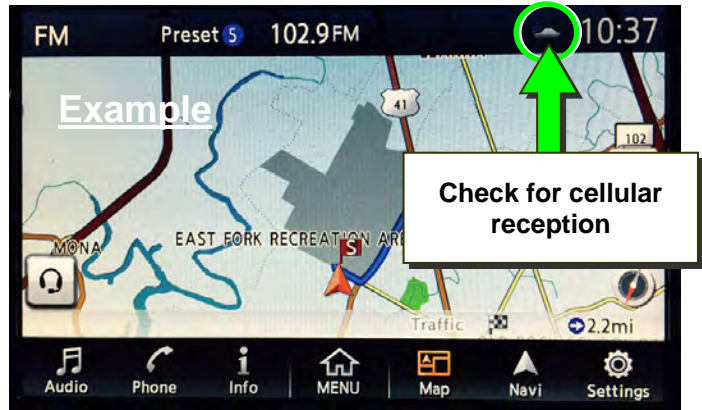


Figure 11a

**Check TCU cellular reception - Altima, 2016-2017 Rogue, Sentra, and Titan/Titan XD:**



If vehicle icon does not have a white slash through it, vehicle has cellular reception.



If vehicle icon does have a white slash through it, move the vehicle to a different location with good reception.

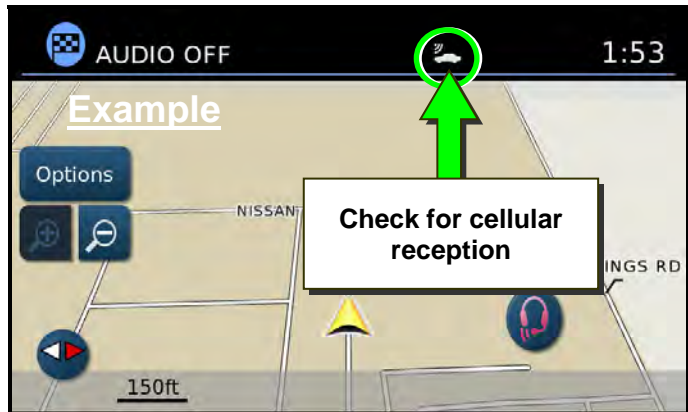
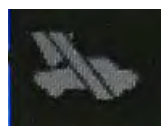


Figure 12a

**Check TCU cellular reception - Armada and Pathfinder:**



If vehicle icon is white, vehicle has cellular reception.



If vehicle icon is gray and has a gray slash through it, move the vehicle to a different location with good reception.

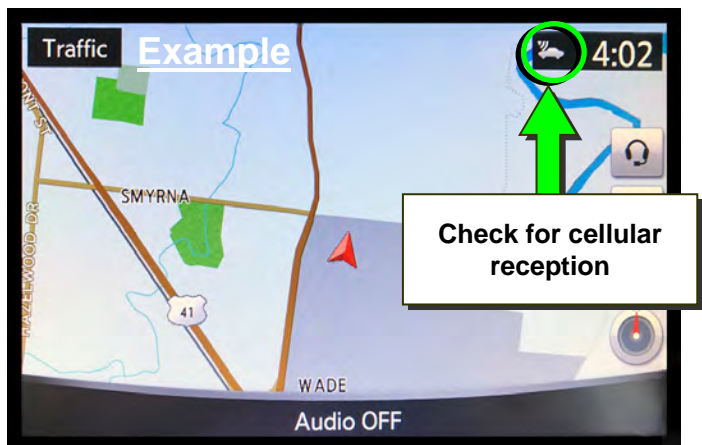


Figure 13a

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

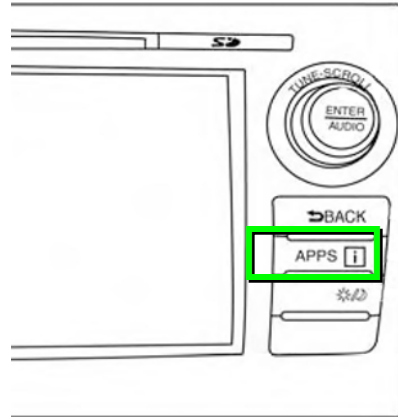
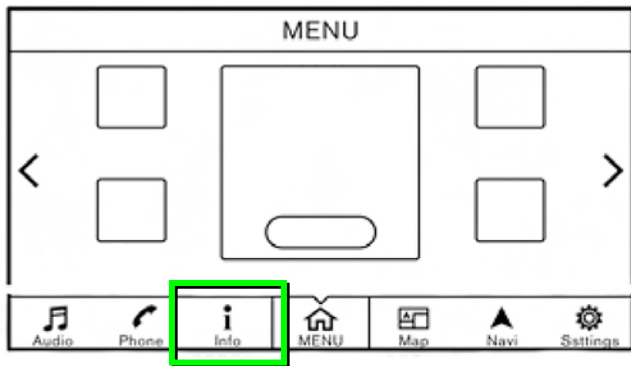


Figure 14a

19. Select **NissanConnect Services**.

EXAMPLE

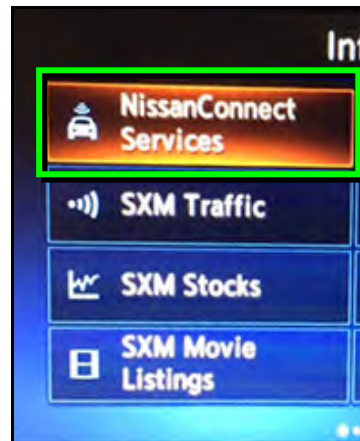


Figure 15a

20. Select **Connected Search**.

EXAMPLE

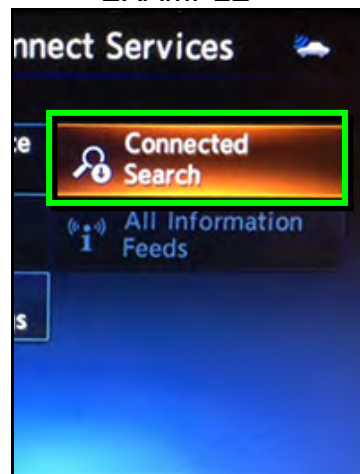


Figure 16a

21. Enter a POI (Point of Interest) location, and select “OK” or “Search”.

Example: “Starbucks”

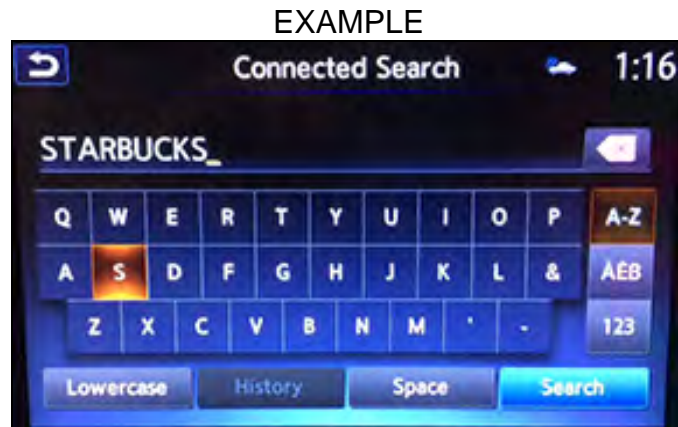


Figure 17a

22. Confirm the POI location displays.

- If the “Connected Search” does not complete successfully, call SiriusXM support at 1-844-631-2928.

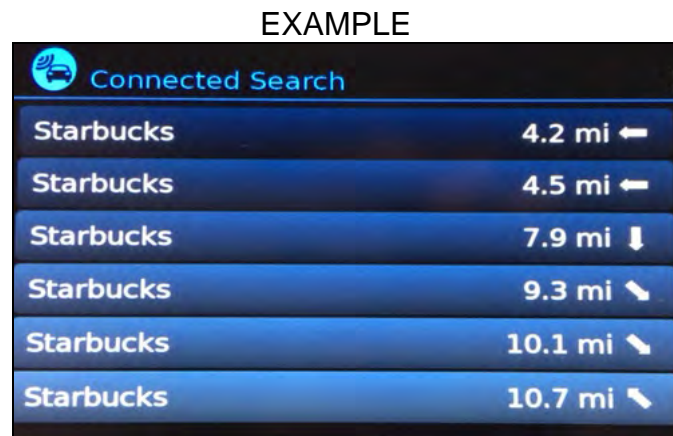


Figure 18a



23. Turn the ignition OFF.

24. Pull OUT the extended storage switch to return the vehicle to shipping mode.

**NOTE:**

- Before delivery, make sure the vehicle is in non-shipping mode (extended storage switch pushed IN). The customer will not be able to enroll in NissanConnect<sup>SM</sup> Services if the vehicle is in shipping mode.
- 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<sup>SM</sup> Services. Should this occur, the “Turning ON the TCU During PDI” process will need to be performed again.

## WHEN A TCU NEEDS TO BE REPLACED

### NOTE:

- For Altima, Armada, Maxima, Murano, Pathfinder, 2018 Rogue, and Titan/Titan XD vehicles **ONLY**: You **MUST** have **ALL** customer keys before beginning this procedure.
- 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.
- The VIN **MUST** be written to the replacement TCU after installation.
- The replacement TCU must come from Nissan North America parts supply.

1. Connect the C-III plus VI to the vehicle.

2. Set the parking brake.

3. Turn the ignition ON.

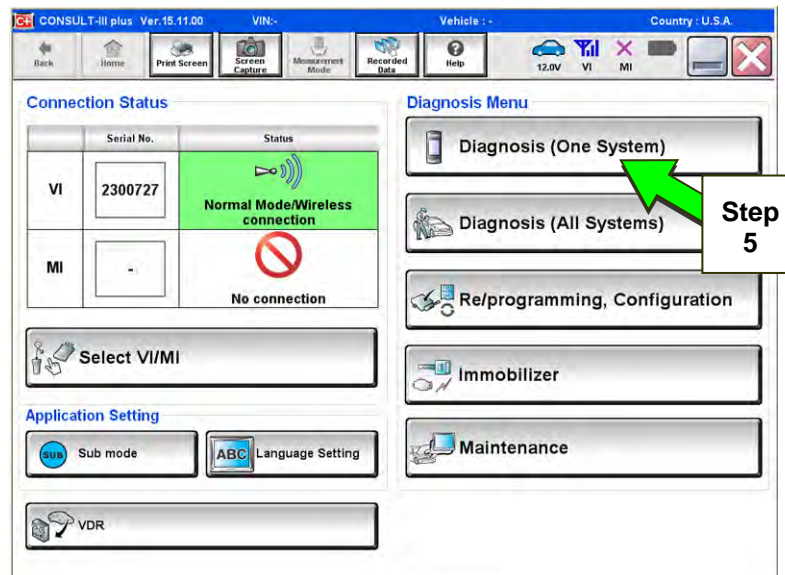


Figure 1b

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

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

6. Select **Telematics** on page 2 of the all systems list.

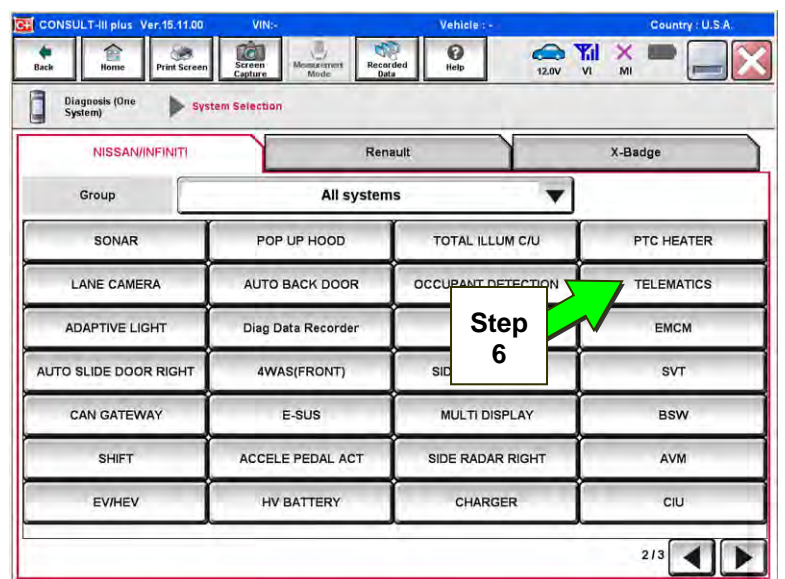


Figure 2b

7. Select **Work Support**.

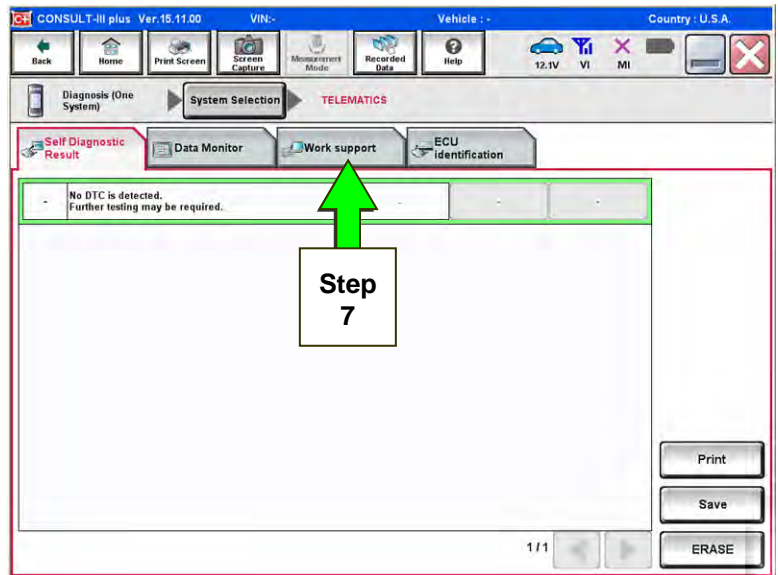


Figure 3b

8. Select **TCU ACTIVATE SETTING**.

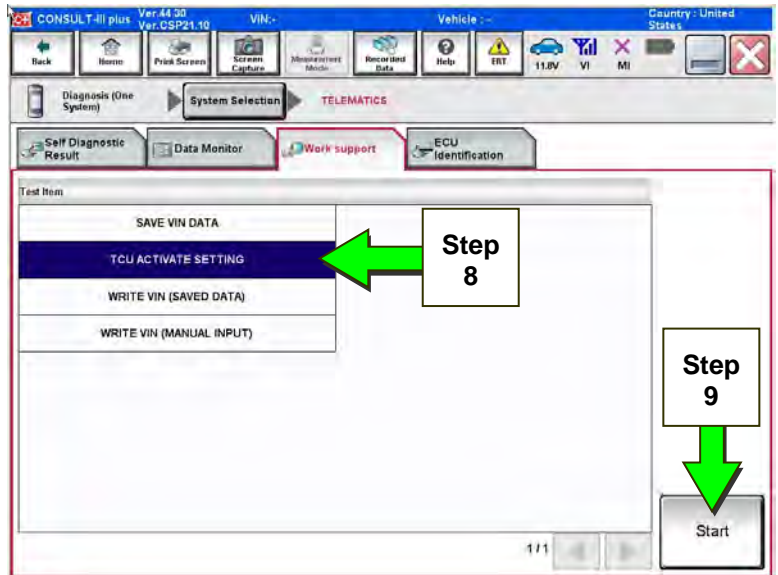


Figure 4b

10. Select **Start**.

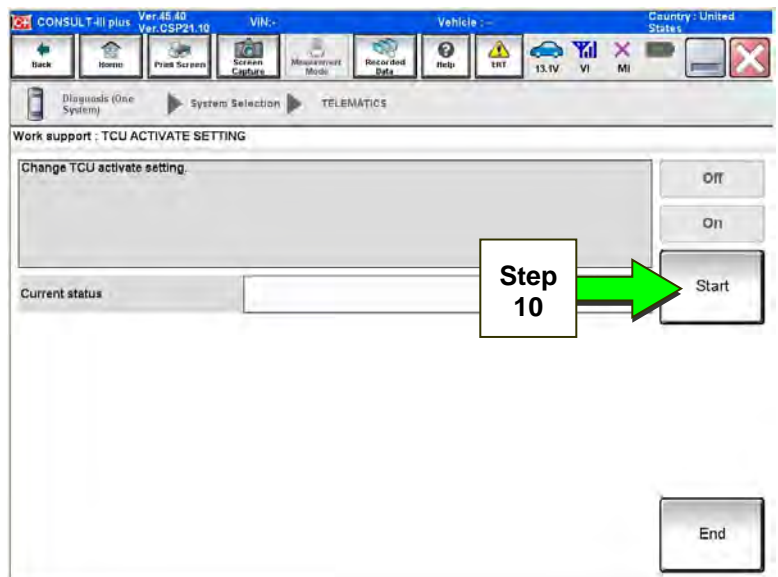


Figure 5b

11. Select **Off** to turn OFF the TCU.

12. Select **END**.

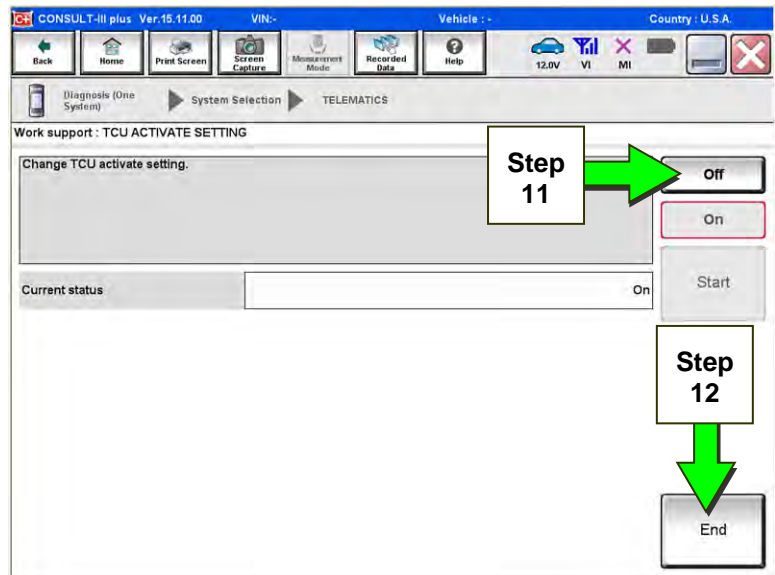


Figure 6b

13. Select **SAVE VIN DATA**.

14. Select **Start**.

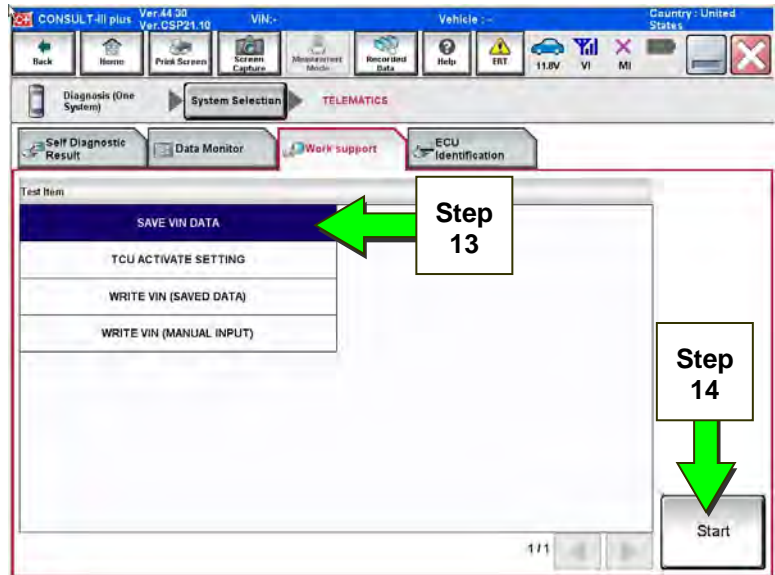


Figure 7b

15. Select **Start**.

**NOTE:** If the VIN data cannot be saved, you will have to manually enter the VIN later in this procedure (page 22).

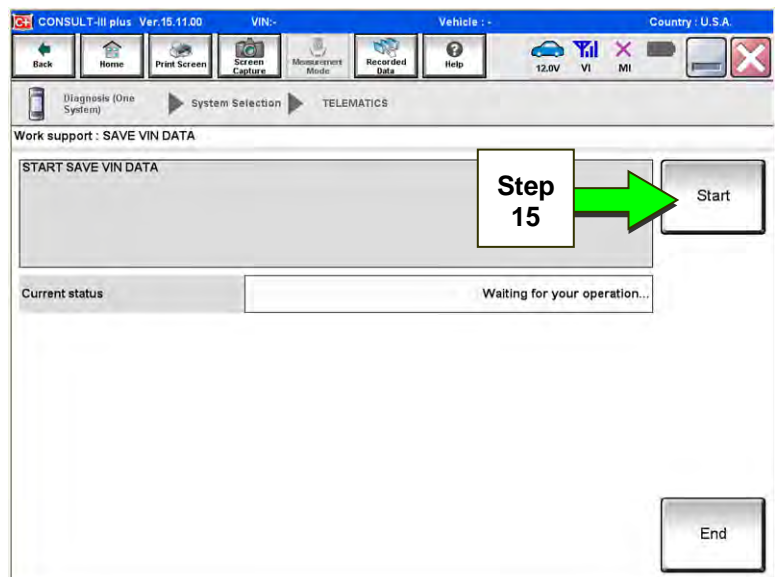


Figure 8b

16. Select **End**.

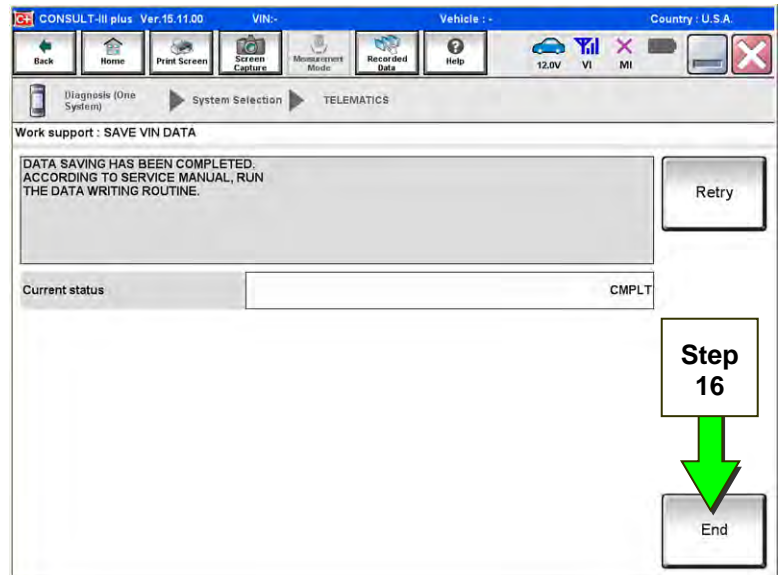


Figure 9b

## REPLACE TCU

17. Remove the TCU from the vehicle.

- Refer to the Electronic Service Manual (ESM), section AV–Audio, Visual & Navigation System, for removal information.

**Step 18 must be performed AFTER the original TCU is removed from the vehicle and BEFORE the replacement TCU is installed.**

18. Write down the following information:

- a) VIN.
- b) International Mobile Equipment Identity Number (IMEI) of the **original TCU**.  
This number is located on the TCU.
- c) IMEI Number of the **replacement TCU**.  
This number is located on the TCU.
- d) Serial Number of the **replacement TCU**.  
This number is located on the TCU.

### LABEL ON TCU

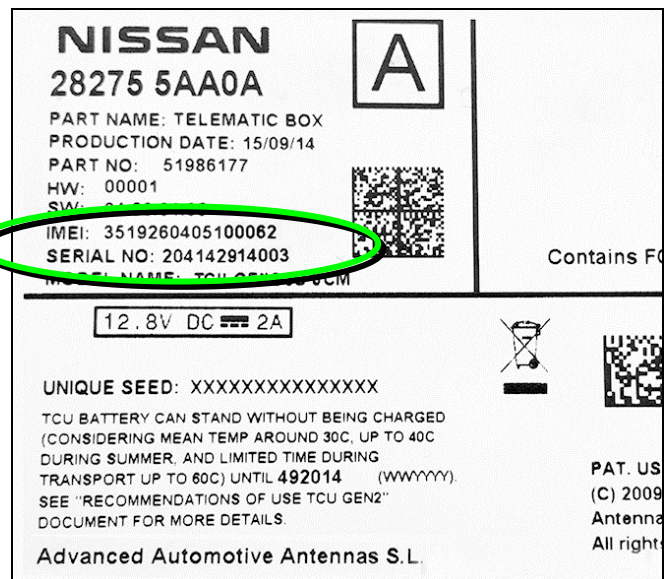


Figure 10b

19. Install the replacement TCU into the vehicle.

- Refer to the ESM, section AV–Audio, Visual & Navigation System, for installation information.

20. Perform steps 3-8, on pages 3 and 4, to access **Work Support**.

## WRITE VIN DATA

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

**NOTE:** If VIN DATA could not be saved in step 15, proceed to **Manually Enter VIN Data (if needed)** on page 22.

22. Select **Start**.

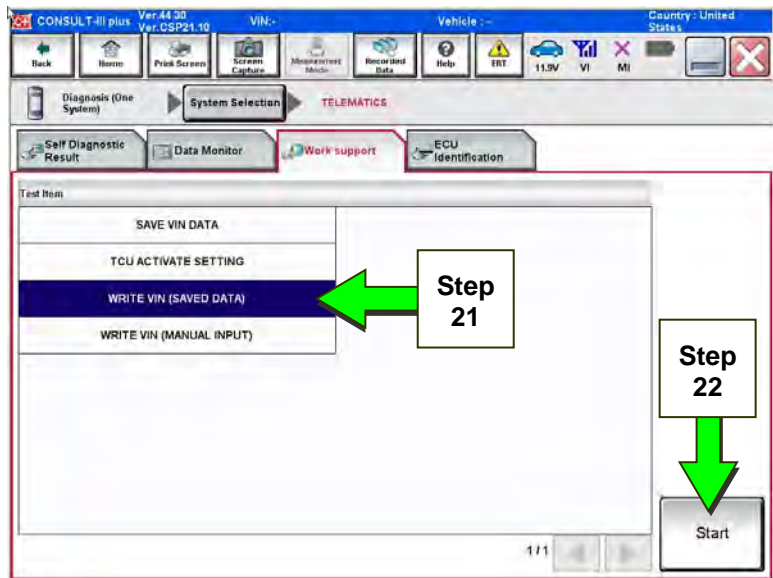


Figure 11b

23. Select **Start**.

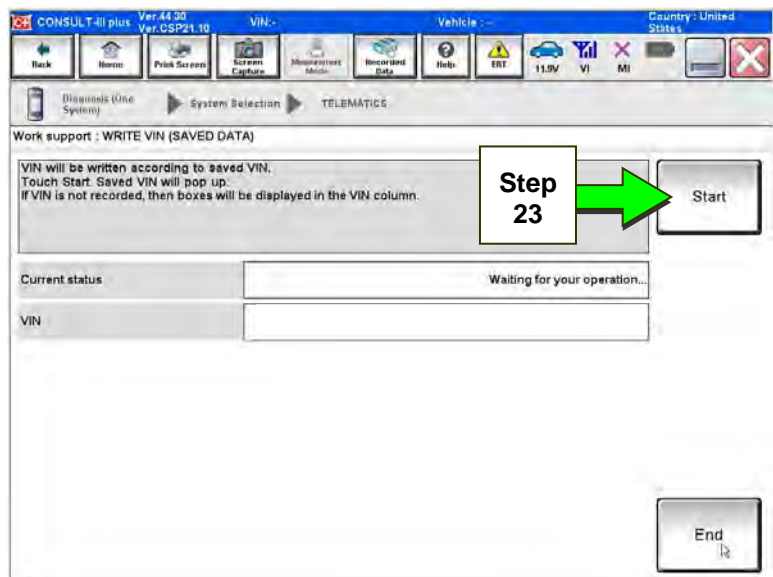


Figure 12b

24. Select **End**.

25. Is the vehicle you are working on a 2018 Altima, 2018 Maxima, 2018 Pathfinder, 2018 Rogue, 2018 Titan/Titan XD?

**YES:** Go to Manual TCU Configuration on page 23, then proceed to Step 26.

**NO:** Proceed to the next step (Step 26).

26. **For Altima, Armada, Maxima, Murano, Pathfinder, 2018 Rogue, and Titan/Titan XD vehicles ONLY:**

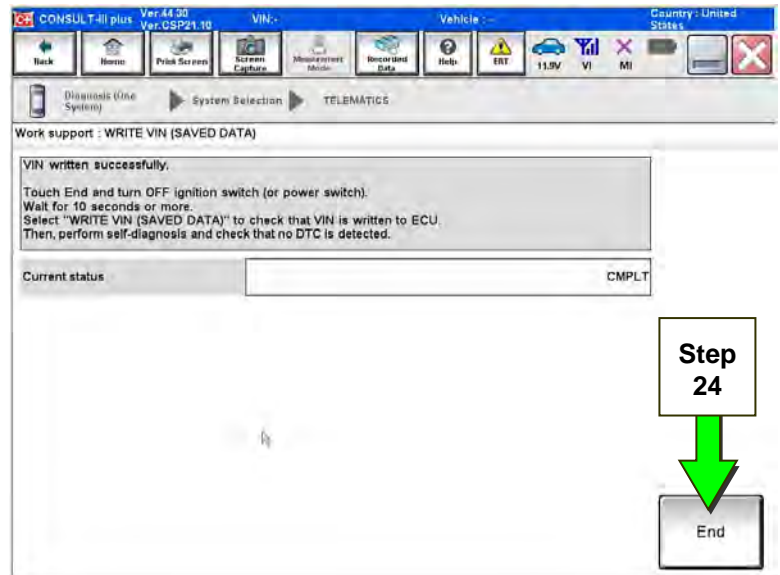


Figure 13b

Perform Intelligent Key registration for all customer keys.

**NOTE:** The Remote Engine Start and Stolen Vehicle Locator features (if so equipped) of NissanConnect<sup>SM</sup> Services will not function if Intelligent Key registration is not completed.

**Step 27 must be performed AFTER all customer Intelligent Keys have been registered (step 26; Altima, Armada, Maxima, Murano, Pathfinder, and Titan/Titan XD vehicles ONLY).**

### **TCU REGISTRATION**

27. Call SiriusXM at 1-844-631-2928. (Hours of operation are listed below.)

During this call:

- You will be asked for your name, dealership name, and all of the information collected in step 18.
- The Call Center agent will de-register the original TCU and register the replacement TCU.

28. Wait for the SiriusXM Call Center agent to call back, confirming TCU registration.

- This step may take 1-2 hours.
- TCU registration does not enroll the customer in NissanConnect<sup>SM</sup> Services.

**NOTE:** The TCU will not be able to communicate with the NissanConnect<sup>SM</sup> Services Data Center if step 27 and 28, above, are not completed.

#### **SiriusXM Call Center – Hours of Operation (Eastern Time Zone)**

Monday thru Friday: 8 A.M. – 11 P.M.

Saturday: 8 A.M. – 8 P.M.

Holidays: 8 A.M. – 8 P.M.

## TURN ON THE TCU

**Step 29 must be performed AFTER the SiriusXM Call Center agent has called back, confirming TCU registration (see step 28 on the previous page).**

29. Turn ON the TCU.

- a. Connect the C-III plus VI to the vehicle.
- b. Set the parking brake and confirm the ignition is ON.
- c. Launch C-III plus on the CONSULT PC.

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

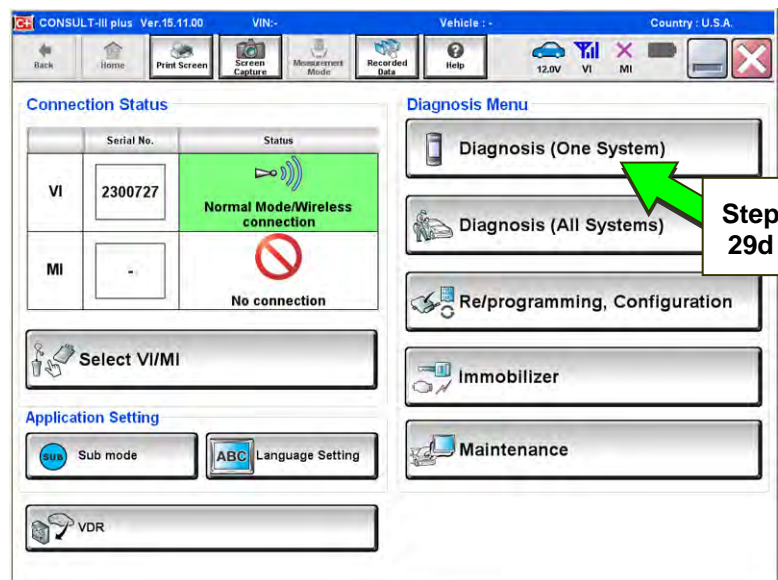


Figure 14b

e. Select **Telematics** on page 2 of the all systems list.

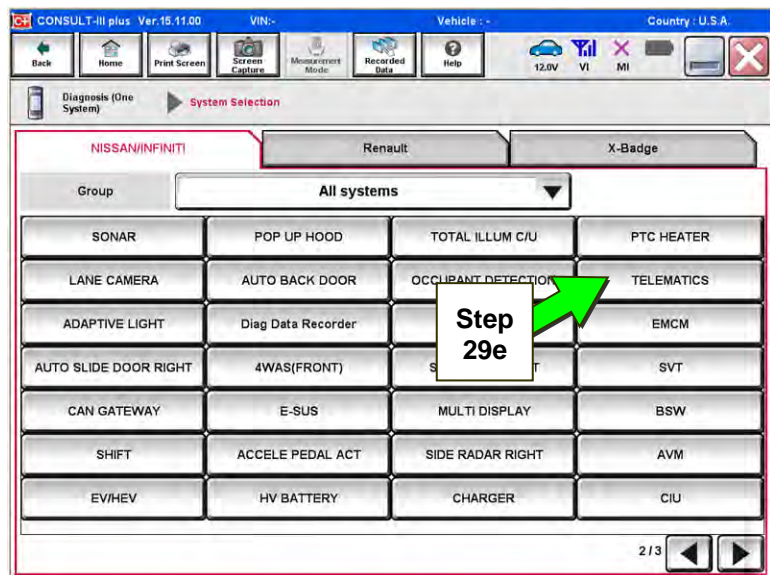


Figure 15b



f. Select **Work Support**.

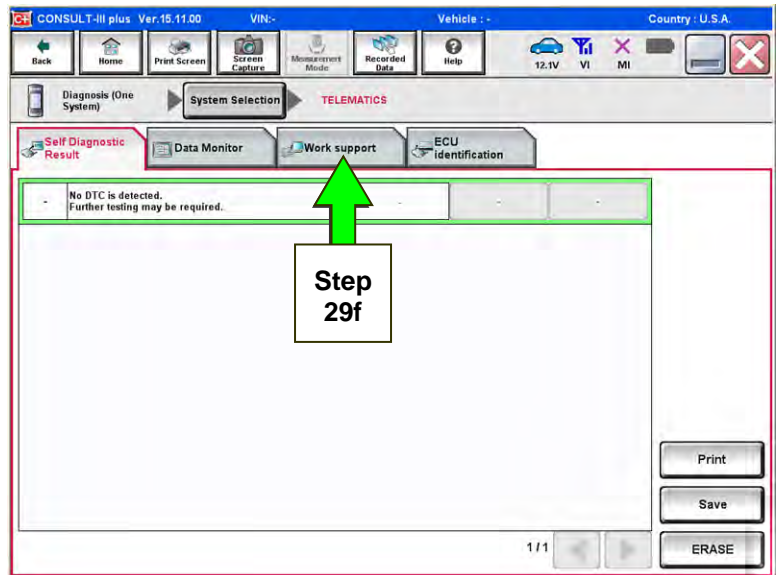


Figure 16b

g. Select **TCU ACTIVATE SETTING**.

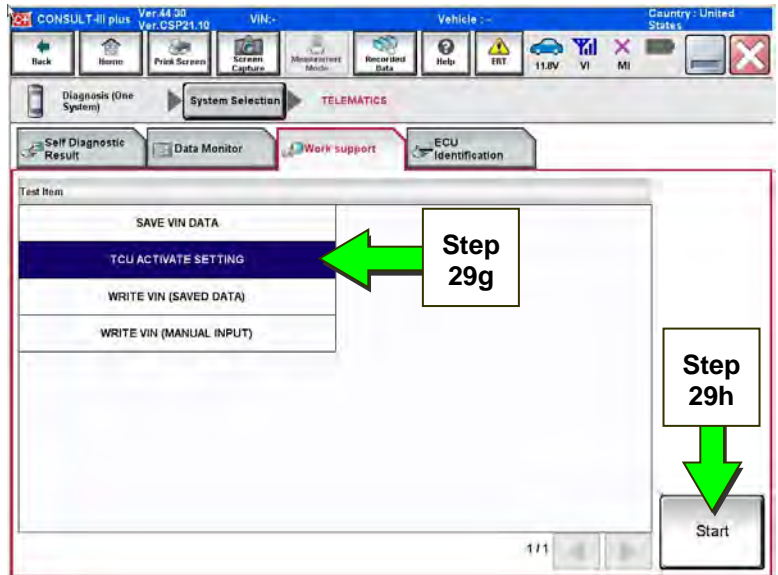


Figure 17b

i. Select **Start**.

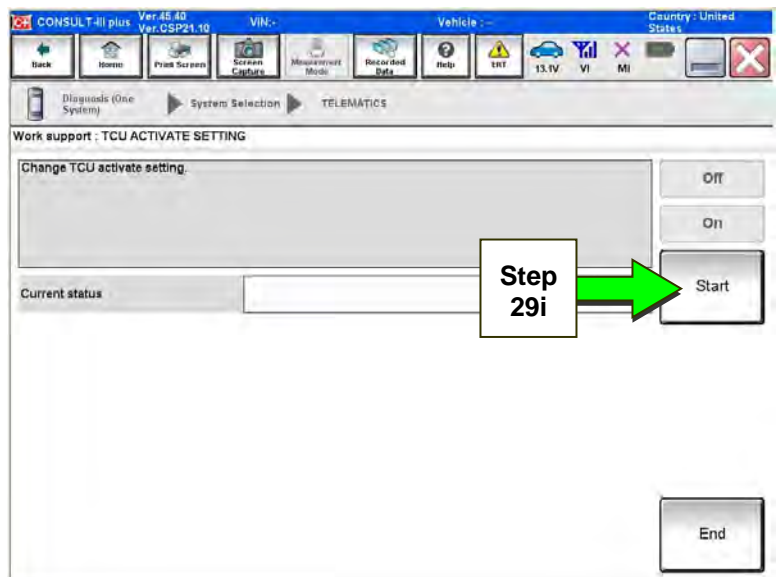


Figure 18b

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

k. Select **END**.

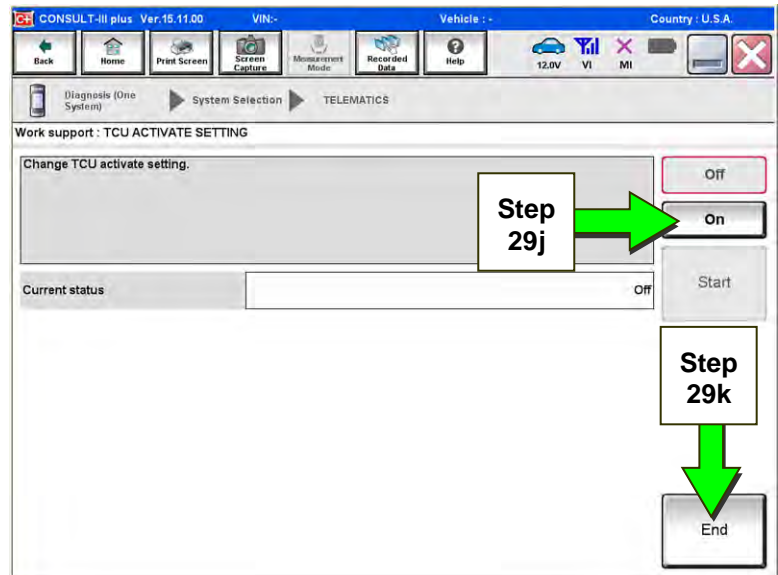


Figure 19b

l. Select **Start**.

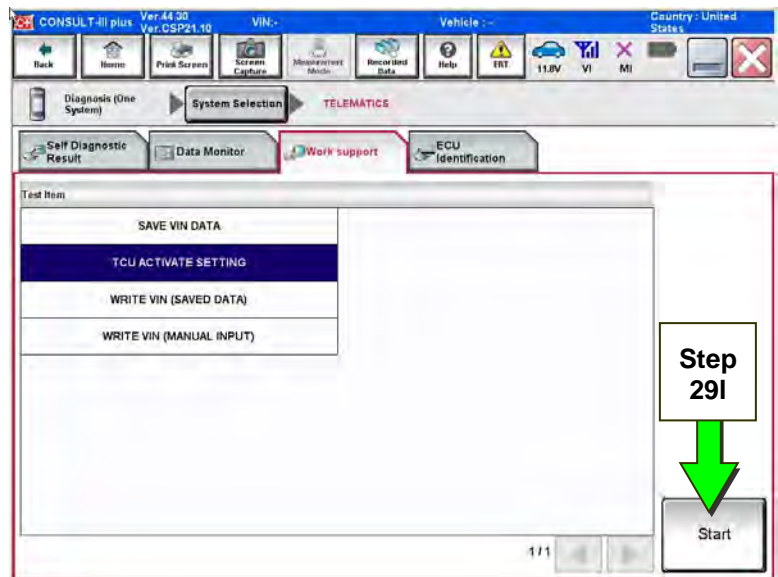


Figure 20b

m. Confirm "**On**" is displayed in the **Current status** field.

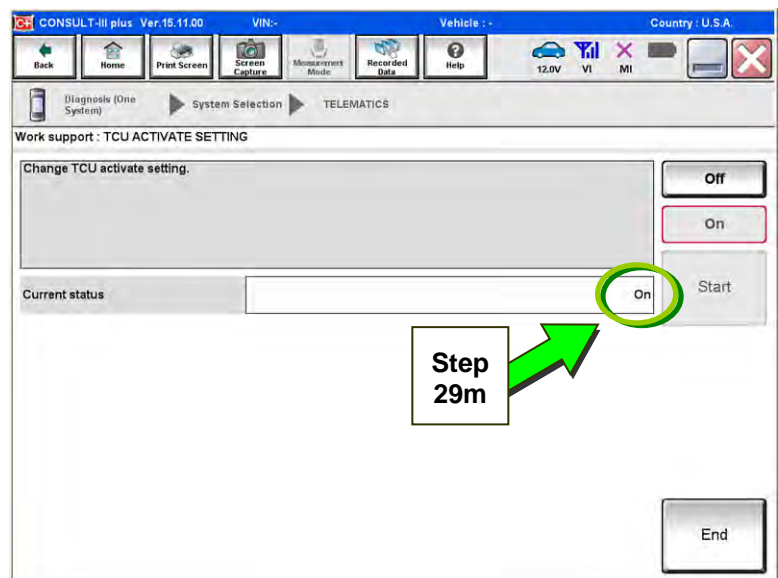


Figure 21b

## CHECK FOR TCU CELLULAR RECEPTION.

**NOTE:** It may take up to 3 minutes for the vehicle icon to turn white after the ignition is turned ON.

### 30. Check TCU cellular reception - **Maxima, Murano, GT-R, and 2018 Rogue:**



If vehicle icon does not have a red or white slash through it, vehicle has cellular reception.



If vehicle icon does have a red or white slash through it, move the vehicle to a different location with good reception.

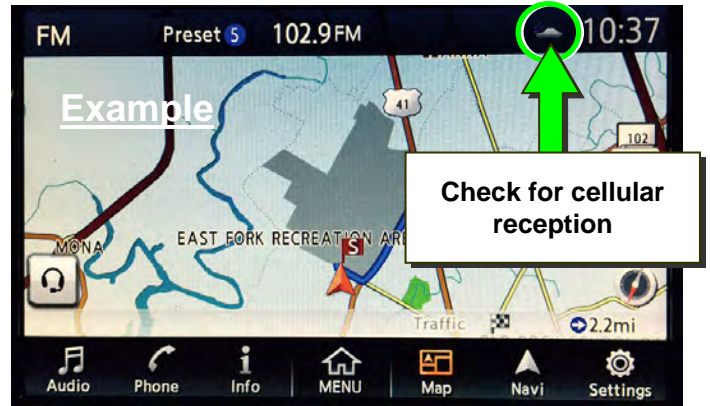


Figure 22b

### Check TCU cellular reception - **Altima, 2016-2017 Rogue, Sentra, and Titan/Titan XD:**



If vehicle icon does not have a white slash through it, vehicle has cellular reception.



If vehicle icon does have a white slash through it, move the vehicle to a different location with good reception.

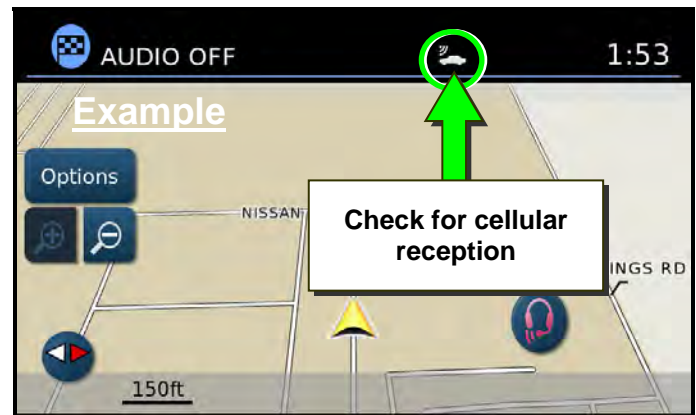
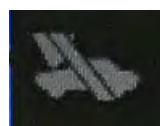


Figure 23b

### Check TCU cellular reception - **Armada and Pathfinder:**



If vehicle icon is white, vehicle has cellular reception.



If vehicle icon is gray and has a gray slash through it, move the vehicle to a different location with good reception.

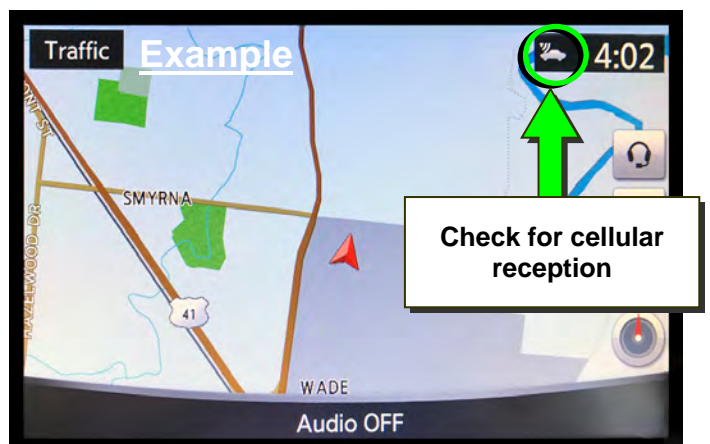


Figure 24b

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

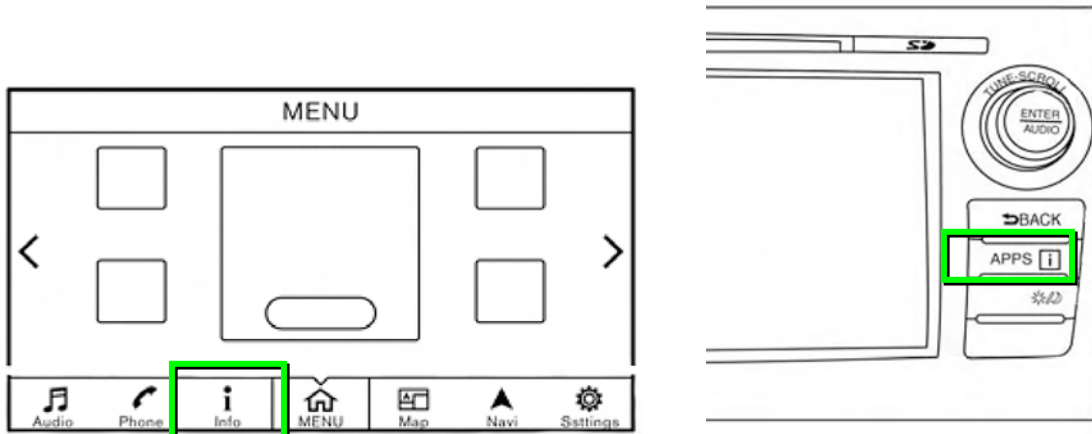


Figure 25b

32. Select **NissanConnect Services**.

EXAMPLE

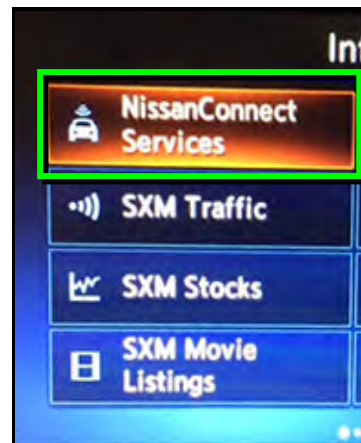


Figure 26b

33. Select **Connected Search**.

EXAMPLE

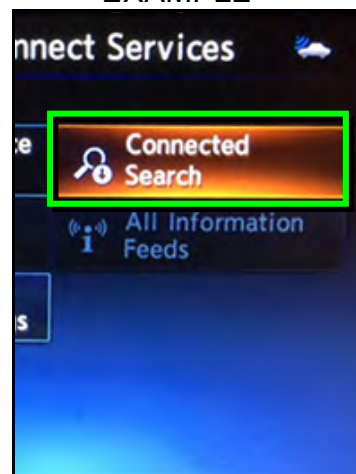


Figure 27b

34. Enter a POI (Point of Interest) location, and select “OK” or “Search”.

Example: “Starbucks”

EXAMPLE

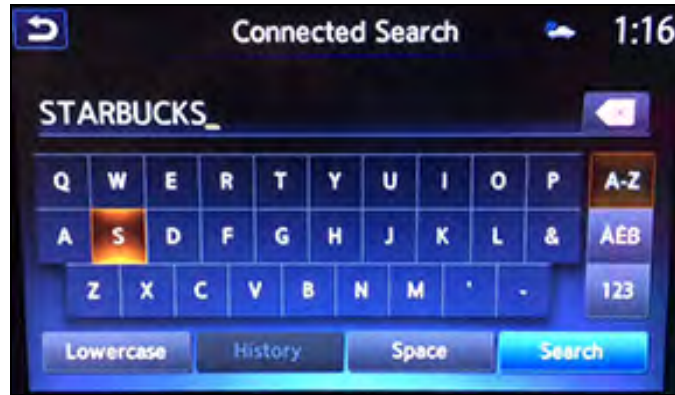


Figure 28b

35. Confirm the POI location displays.

- If the “Connected Search” does not complete successfully, call SiriusXM support at 1-844-631-2928.

EXAMPLE

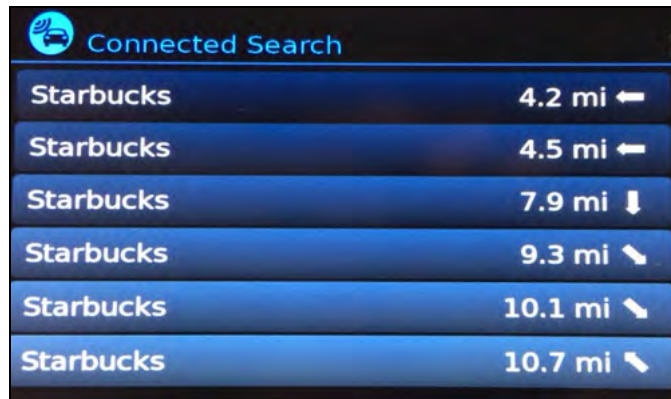


Figure 29b

36. Turn the ignition OFF.

## MANUALLY ENTER VIN DATA

(If step 15 on page 12 was unsuccessful.)

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

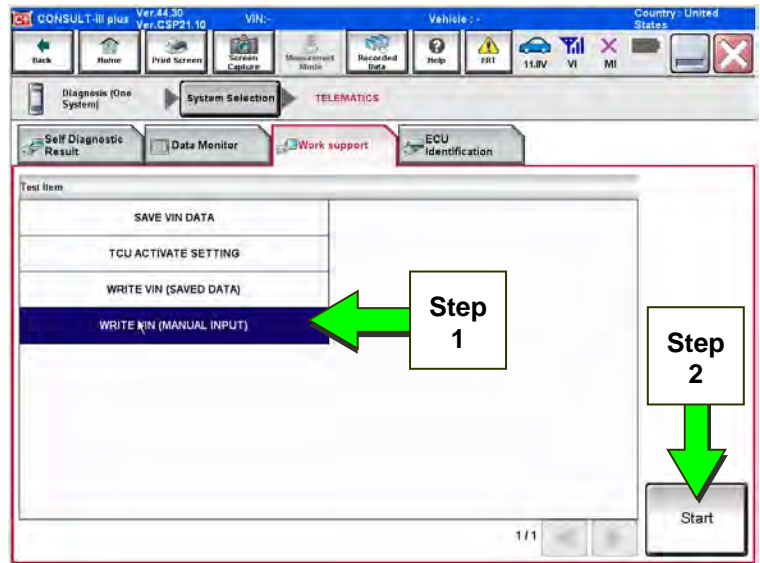


Figure 1c

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.
  - c) Select **Start**.

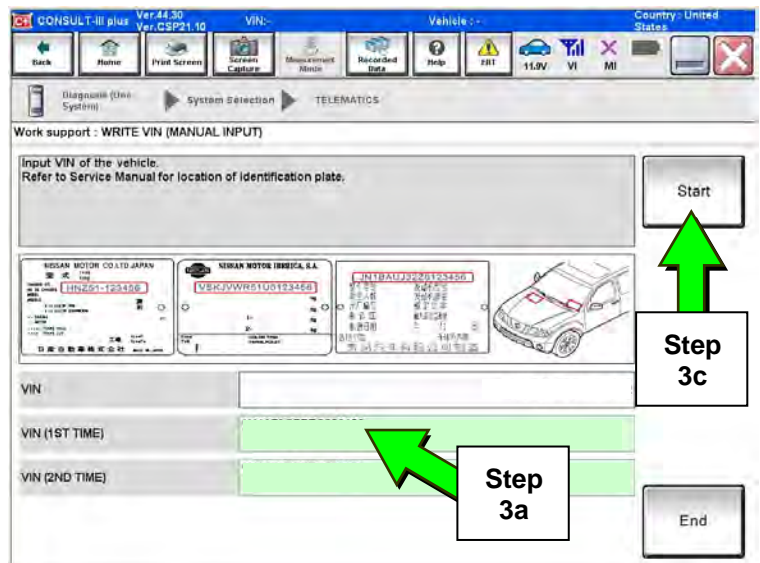


Figure 2c

4. Select **End**.
5. Perform steps 26-30, beginning on page 15.

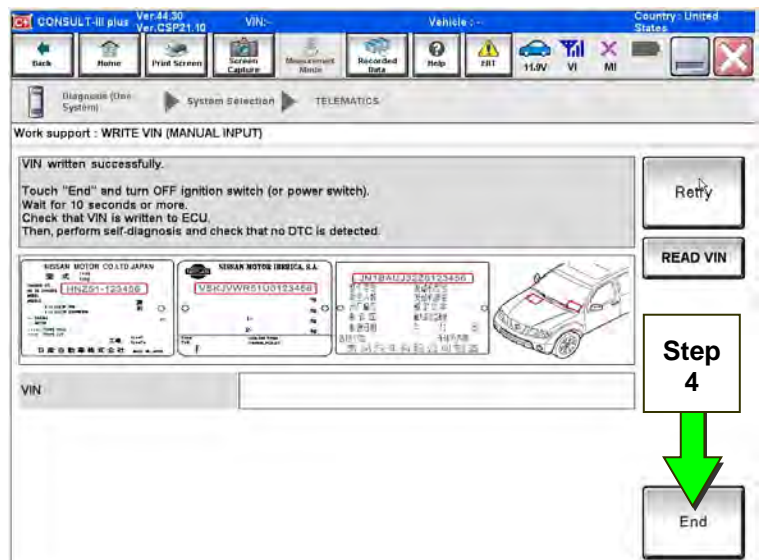


Figure 3c

**MANUAL TCU CONFIGURATION (2018 Altima, 2018 Maxima, 2018 Pathfinder, 2018 Rogue, 2018 Titan/Titan XD ONLY)**

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

**NOTE:** C-III plus screens for steps 2-4 are not shown.

2. Read the precautions on C-III plus screen and then select **Next.**
3. Select model and model year.
4. Select **Select**, and then **Confirm.**

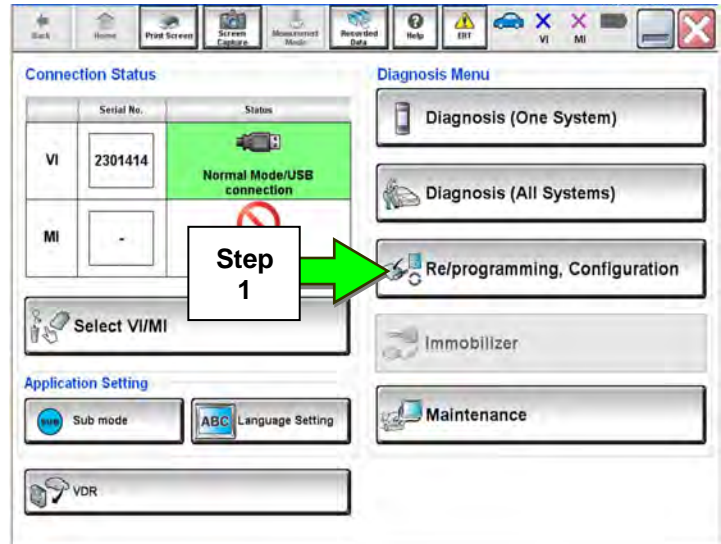


Figure 1d

5. Select **TELEMATICS.**

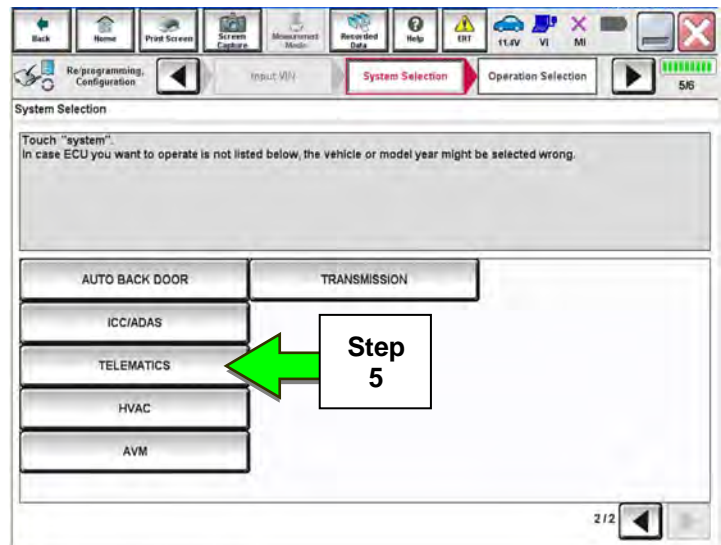


Figure 2d

6. Select **After ECU Replacement.**

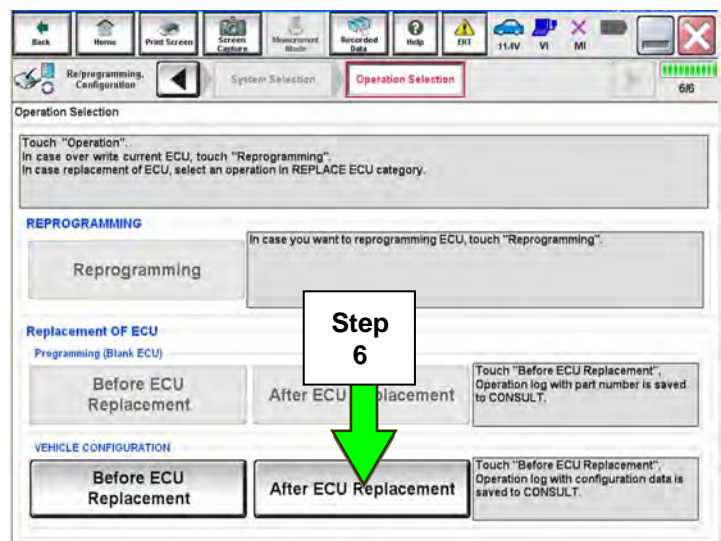


Figure 3d

7. Select **Manual selection**.

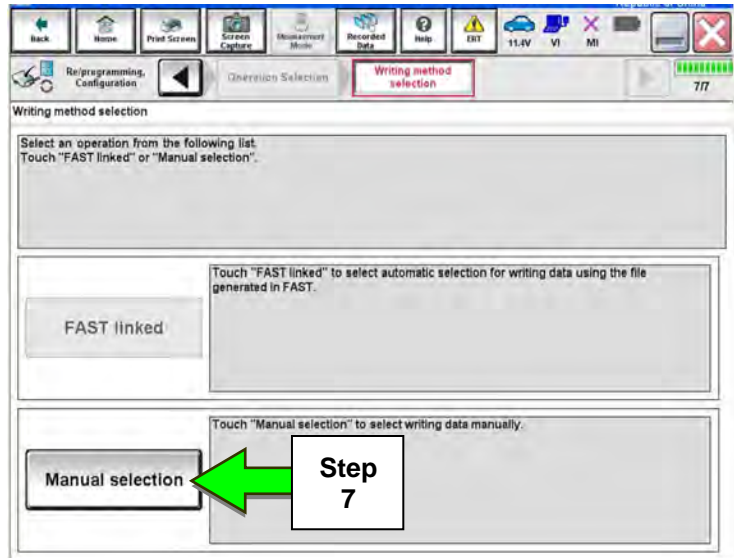


Figure 4d

8. Select the applicable Type ID:

For 2018 Altima, 2018 Maxima,  
2018 Pathfinder, and 2018  
Titan/Titan XD:

**28277-6FL0D**

For 2018 Rogue:

**28277-7FH5A**

9. Select **Next**.

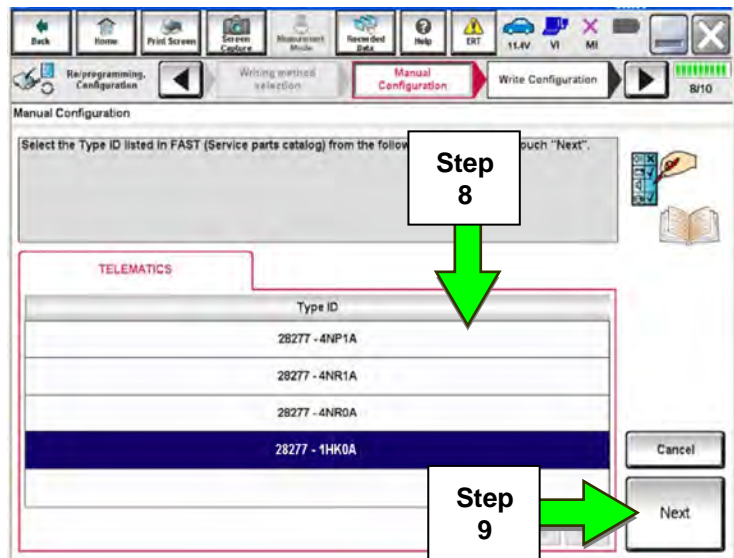


Figure 5d

10. Select **OK**.

11. Return to step 26 on page 15.

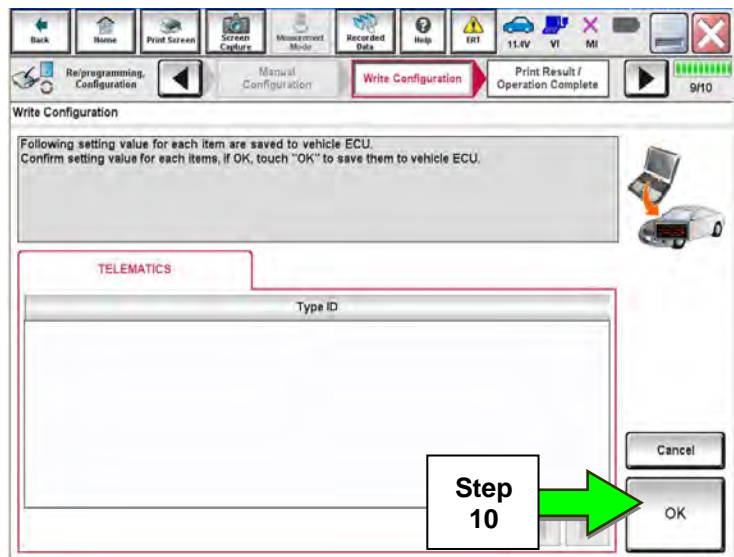


Figure 6d