



SERVICE BULLETIN

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AN15-006X

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NTB15-049X

Date:

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TELEMATICS SERVICE INFORMATION

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

APPLIED VEHICLES: 2016-2018 Altima (L33) – SL with Technology Package
2019-2022 Altima (L34) – SL, Platinum, Platinum 2.0L, Edition ONE
2018-2020 Armada (Y62)
2017-2021 GT-R (R35)
2018-2021 LEAF (ZE1) – with Navigation
2022 LEAF (ZE1) – SV, SV Plus, and SL Plus
2016-2020 Maxima (A36) – Platinum
2017-2022 Murano (Z52) – Platinum
2017 Pathfinder (R52) – SV, Platinum, SL with Tech Package,
SL with Premium Package
2018-2020 Pathfinder (R52) – SL, Platinum, SV with Tech Package
2016-2020 Rogue (T32) – SL
2017-2019 Rogue Hybrid (T32H) – SL
2017-2021 Rogue Sport (J11) – SL and SV with Premium/Technology
Package
2022 Rogue Sport (J11) – SL
2016-2018 Sentra (B17) – SR and SL with Tech Package
2016-2019 Titan/Titan XD (A61) – SL, Platinum, PRO-4X with
Convenience Package

SERVICE INFORMATION

The **APPLIED VEHICLES** are equipped with a wireless communication device called a Telematics Communication Unit (TCU). With an active NissanConnectSM Services subscription, the TCU communicates with the NissanConnectSM 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.

REQUIRED ACTIONS BY MODEL AND YEAR

IMPORTANT: After installing the replacement TCU (steps 1-14):

- All steps below must be completed or telematics services will not operate properly.
- Follow all of the model/year specific 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	2016-2017	✓		✓	✓	✓
	2018-2022	✓	✓	✓	✓	✓
Armada**	2018	✓		✓	✓	✓
	2018.5*	✓	✓	✓	✓	✓
	2019-2020	✓	✓	✓	✓	✓
GT-R	2017-2018	✓			✓	✓
	2019-2021	✓	✓		✓	✓
LEAF	2018-2022	✓	✓		✓	✓
Maxima	2016-2017	✓		✓	✓	✓
	2018-2020	✓	✓	✓	✓	✓
Murano	2017	✓		✓	✓	✓
	2018-2022	✓	✓	✓	✓	✓
Pathfinder	2017	✓		✓	✓	✓
	2018-2020	✓	✓	✓	✓	✓
Rogue	2016-2017	✓			✓	✓
	2018-2020	✓	✓	✓	✓	✓
Rogue Hybrid	2017	✓			✓	✓
	2018-2019	✓	✓	✓	✓	✓
Rogue Sport	2017-2018	✓			✓	✓
	2018.5-2022*	✓	✓	✓	✓	✓
Sentra	2016-2018	✓			✓	✓
Titan/Titan XD	2016-2017	✓		✓	✓	✓
	2018-2019	✓	✓	✓	✓	✓

* For 2018.5 vehicles, configuration is needed only if the TCU ID number begins with "2047".

** Confirm if the BCM needs to be replaced. Refer to the **IMPORTANT** note on page 4.

TABLE OF CONTENTS:

- **Required Actions by Model and Year** page 2
- **TCU Replacement** page 4
- **Check OFF Sheet** page 21
- **Manually Enter VIN Data** page 22
- **Turning ON the TCU During PDI (2016-2017 vehicles ONLY)**..... page 23

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 NissanConnectSM Services. Should this occur, the **Turning ON the TCU During PDI** procedure will need to be performed again.

TCU REPLACEMENT

NOTE:

- 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 this table. You **MUST** have **ALL customer keys** collected.

2016 – 2022 Altima	2018 – 2020 Rogue
2018 – 2020 Armada	2018 – 2019 Rogue Hybrid
2016 – 2020 Maxima	2018.5 – 2022 Rogue Sport *
2017 – 2022 Murano	2016 – 2019 Titan / Titan XD
2017 – 2020 Pathfinder	

* Intelligent Key Registration is required for 2018.5 Rogue Sport vehicles, not 2018 Rogue Sport vehicles. To determine if your vehicle applies, see step 32 on page 13 and locate the TCU ID number (Figure 17). If the TCU ID number begins with “2047”, all customer keys must be collected for registration.

- The new/replacement TCU must come from Nissan North America parts supply.
- Some vehicles require TCU configuration after replacement. Refer to step 20 on page 9.
- The VIN **MUST** be written to the replacement TCU after installation.
- The replacement TCU must be registered with SXM.

IMPORTANT: Are you replacing the TCU in a 2018 Armada vehicle?

- **NO:** Continue to step 1 on the next page.
- **YES:** Use C-III plus to check the BCM part number.

Is the BCM part number *****-6GX0A?

- **NO:** Continue to step 1 on the next page.
- **YES:** Replace the BCM and then continue to step 1 on the next page.
 - Refer to the ESM: **ELECTRICAL POWER CONTROL > BODY CONTROL SYSTEM > REMOVAL AND INSTALLATION > BCM**

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)**.

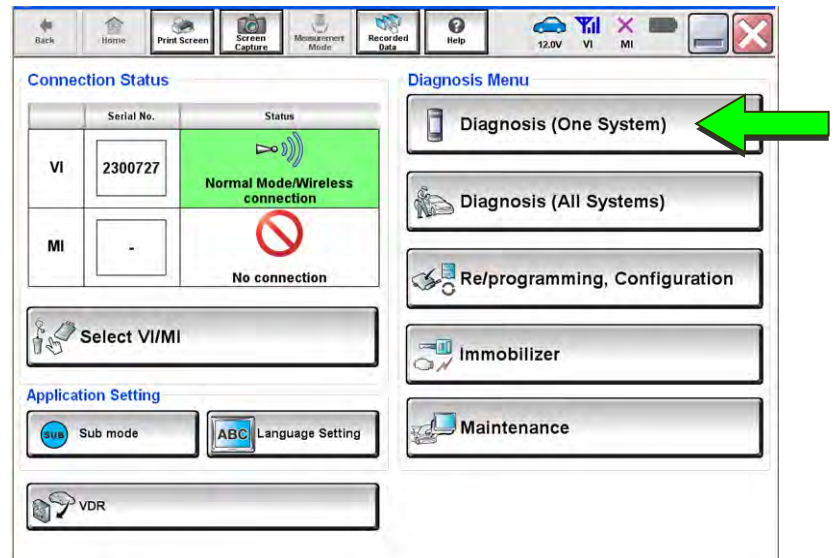


Figure 1

6. Select **TELEMATICS**.

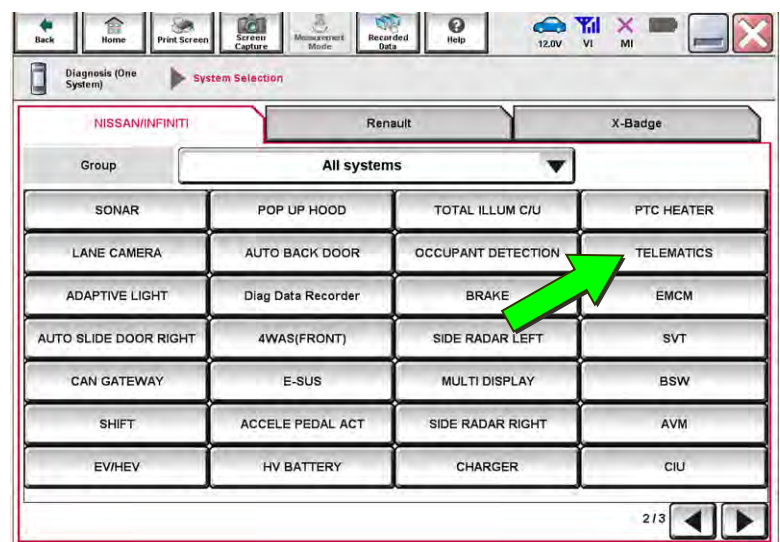


Figure 2

7. Select **Work support**.

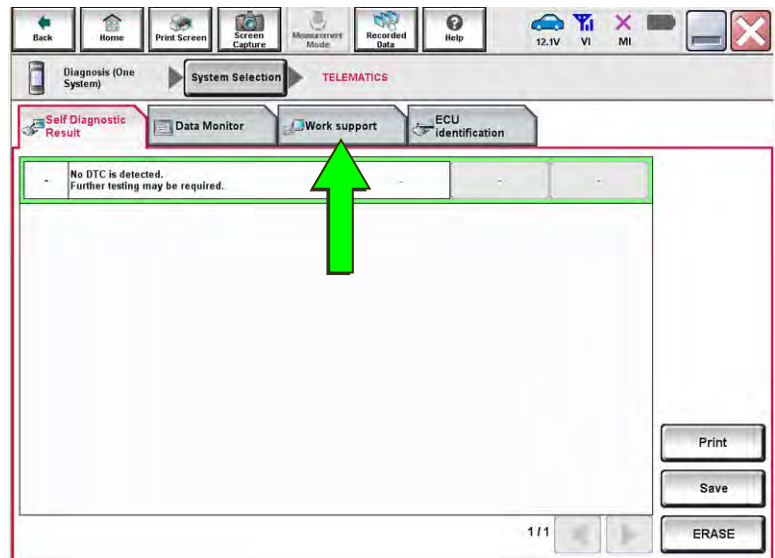


Figure 3

8. Select **SAVE VIN DATA**.

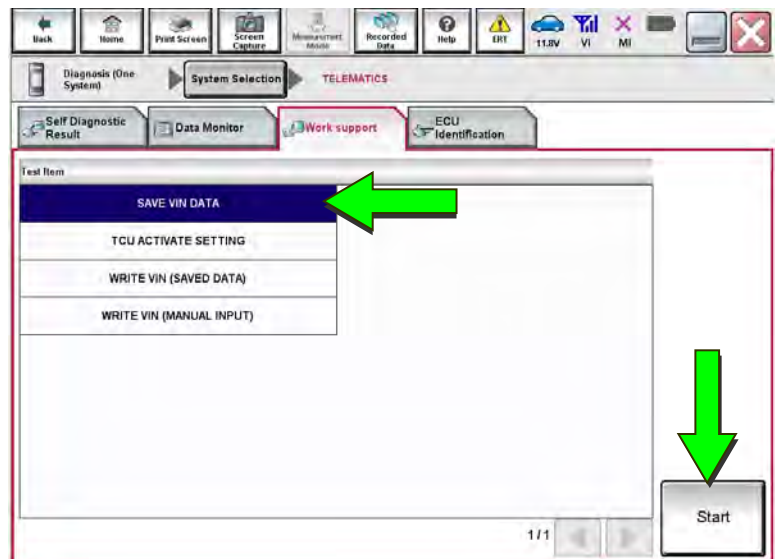


Figure 4

9. Select **Start**.

10. Select **Start**.

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

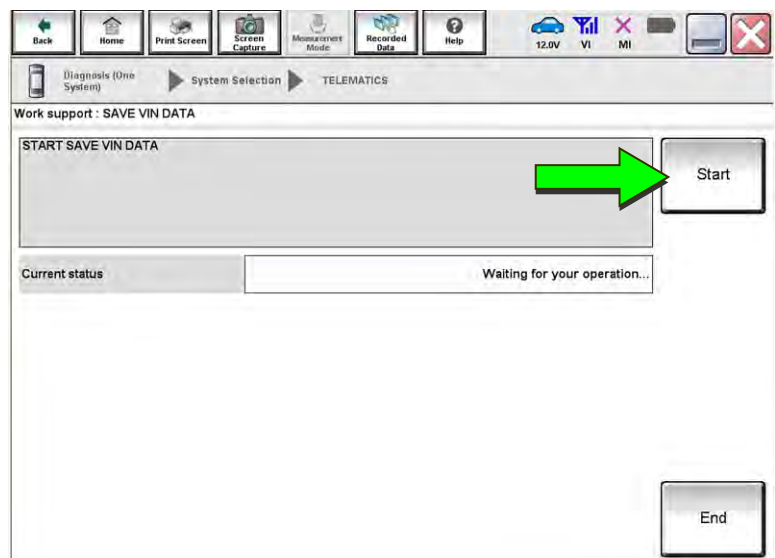


Figure 5

11. Select **End**.

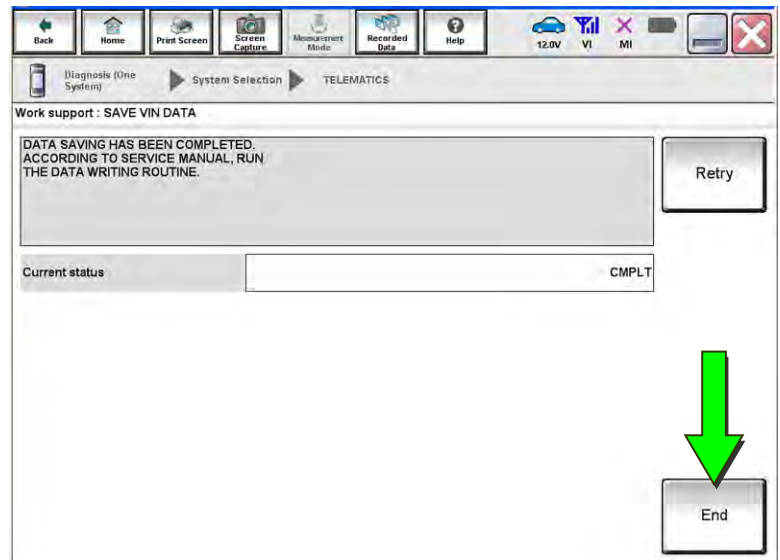


Figure 6

Remove the Original TCU

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

- For PDF ESM: section **AV–Audio, Visual & Navigation System**
- For Web 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.

LABEL ON TCU

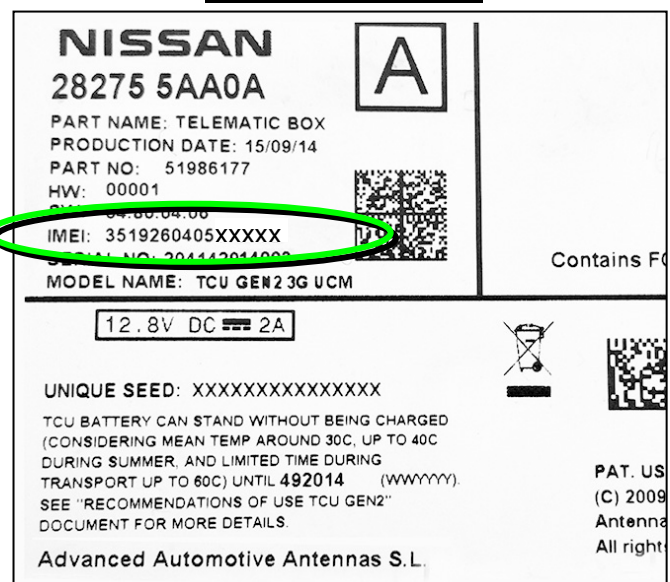


Figure 7

Install the New TCU

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

- For PDF ESM: section **AV–Audio, Visual & Navigation System**
- For Web 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 5-6.

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

NOTE: If VIN DATA could not be saved in step 10, proceed to **Manually Enter VIN Data** on page 22.

17. Select **Start**.

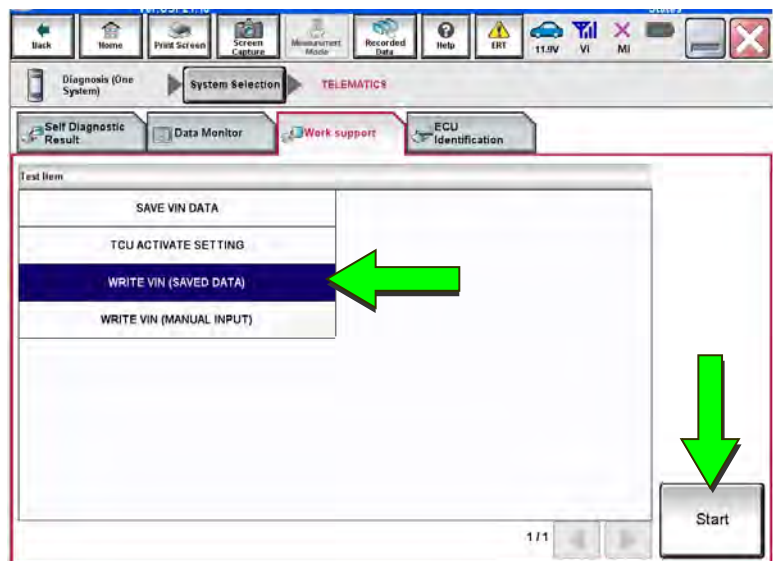


Figure 8

18. Select **Start**.

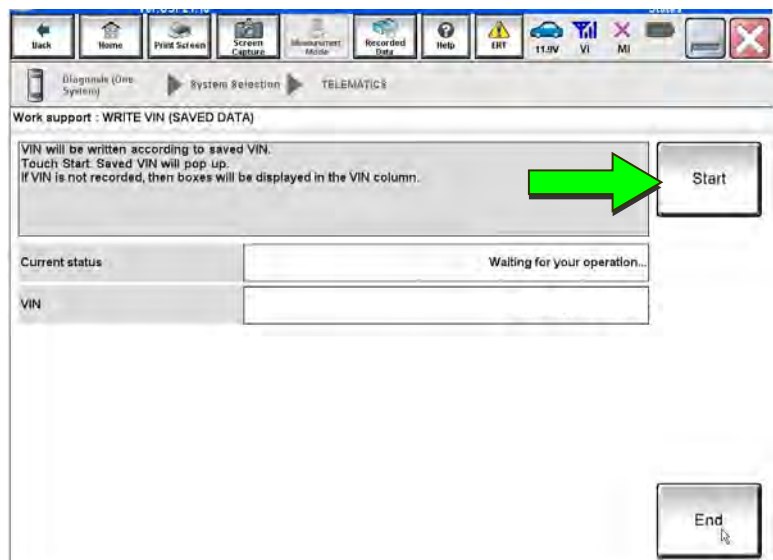


Figure 9

19. Select **End**.

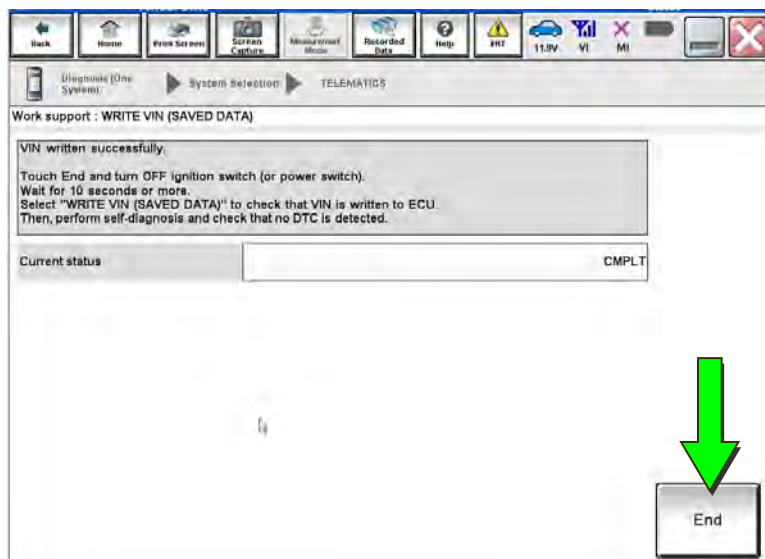


Figure 10

20. Is the vehicle listed in the table below?

- **YES:** Proceed to step 21.
- **NO:** Proceed to step 31 on page 12.

2018 – 2022 Altima	2018 – 2020 Pathfinder
2018.5 – 2020 Armada *	2018 – 2020 Rogue
2018 – 2022 LEAF	2018 – 2019 Rogue Hybrid
2019 – 2021 GT-R	2018.5 – 2022 Rogue Sport *
2018 – 2020 Maxima	2018 – 2019 Titan / Titan XD
2018 – 2022 Murano	

* For Rogue Sport and Armada vehicles, TCU configuration is needed only if the TCU ID number begins with “2047” (see Figure 17 on page 12).

Configure TCU

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

NOTE: C-III plus screens for steps 22-24 are not shown.

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

23. Select the model and model year.

24. Select **Select**, and then **Confirm**.

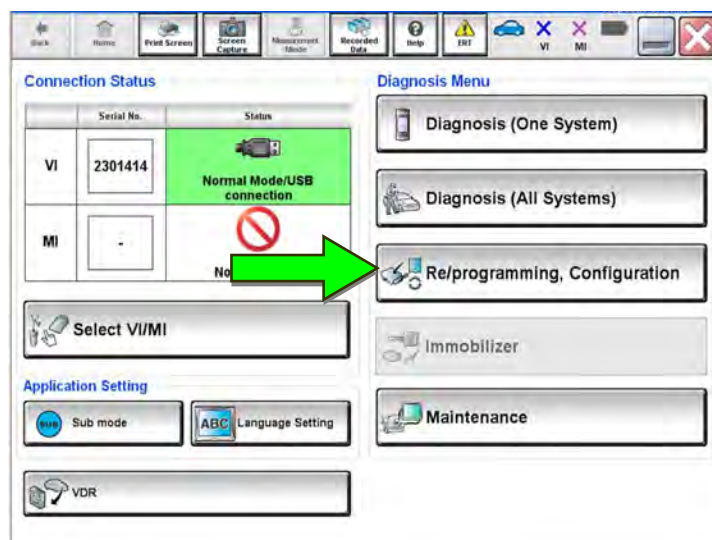


Figure 11

25. Select **TELEMATICS**.

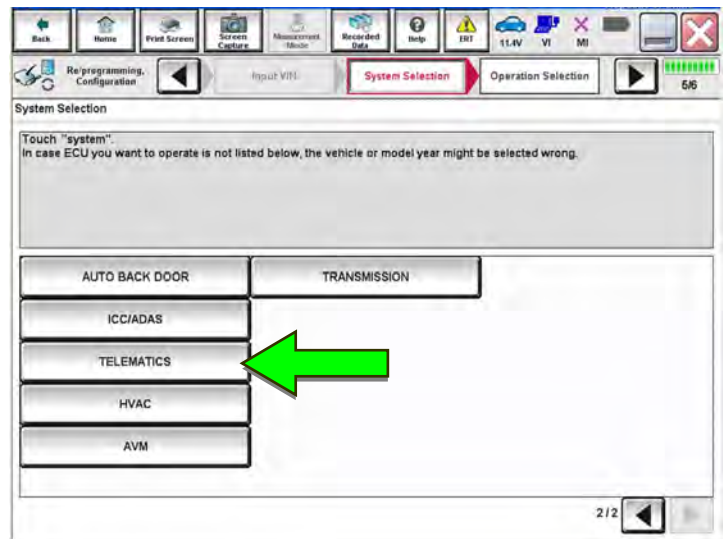


Figure 12

26. Select **After ECU Replacement**.

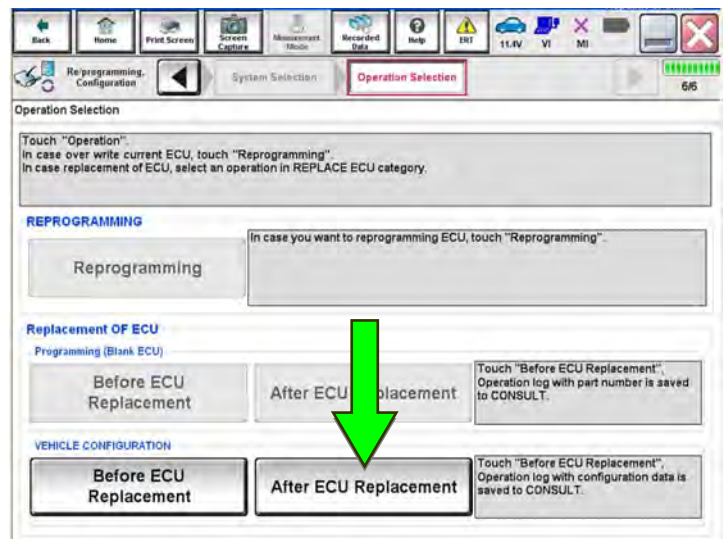


Figure 13

27. Select **Manual selection**.

28. Use the information below to select the applicable **Type ID**:

28277-6FL0D for:

- 2018 Altima
- 2018-2020 Maxima
- 2018-2022 Murano
- 2018-2020 Pathfinder
- 2018-2019 Titan/Titan XD

28277-6FL1D for:

- 2018.5-2020 Armada

28277-7FH5A for:

- 2019-2022 Altima
- 2018-2020 Rogue
- 2018-2019 Rogue Hybrid
- 2018.5-2022 Rogue Sport

28277-5SA2A for:

- 2018-2022 LEAF

28277-6FL0C for:

- 2019-2021 GT-R

NOTE: If C-III plus automatically selects the Type ID, there will be no options shown under **Type ID** and Figure 15 will not display. Skip to step 30.

29. Select **Next**.

30. Select **OK**.

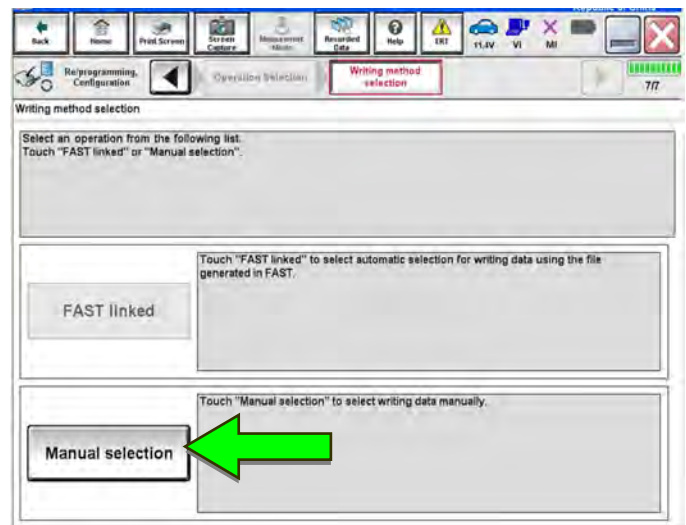


Figure 14

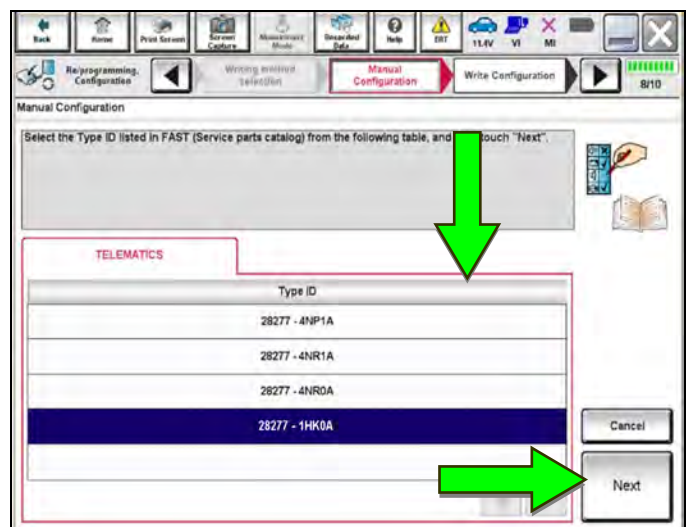


Figure 15

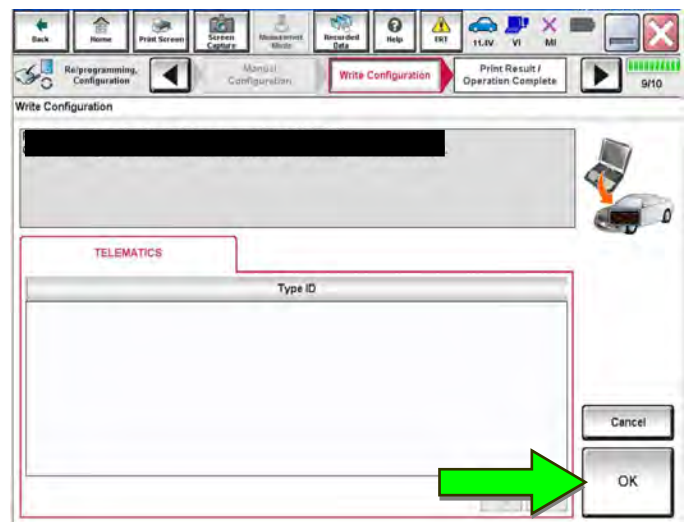


Figure 16

Write New SIM ID Number on the Repair Order

31. Write the new SIM ID number on the repair order.

a. Navigate C-III plus to the screen shown in Figure 17.

Diagnosis (One System) > TELEMATICS > ECU Identification

b. Locate the SIM ID number and write it on the repair order as “New SIM ID”.

The screenshot shows the 'ECU Identification' screen in the C-III plus diagnostic tool. The screen has a top toolbar with icons for Back, Home, Print Screen, Screen Capture, Measurement Mode, Recorded Data, Help, ERT, 11.7V, VI, MI, and a close button. Below the toolbar is a navigation bar with 'Diagnosis (One System)' and 'System Selection' buttons, and a 'TELEMATICS' tab. The main content area is divided into two sections: 'Self Diagnostic Result' and 'Data Monitor'. The 'Data Monitor' section contains a table with the following fields:

ECU PART NUMBER	XXXXXXXXXX
UNIT ID	XXXXXXXXXX
TCU ID	XXXXXXXXXX
SIM ID	XXXXXXXXXX
V.I.N	XXXXXXXXXX

The 'SIM ID' field is highlighted with a green oval, and a callout box labeled 'SIM ID number' points to it. The bottom right corner of the screen shows '1/1' and navigation arrows.

Figure 17

Intelligent Key Registration (some vehicles)

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

- The vehicles listed in this table require Intelligent Key registration.

2016 – 2022 Altima	2018 – 2020 Rogue
2018 – 2020 Armada	2018 – 2019 Rogue Hybrid
2016 – 2020 Maxima	2018.5 – 2022 Rogue Sport *
2017 – 2022 Murano	2016 – 2019 Titan / Titan XD
2017 – 2020 Pathfinder	

* For Rogue Sport vehicles, Intelligent Key Registration is needed only if the TCU ID number begins with “2047” (see Figure 17 on page 12).

- 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.

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

Turn ON TCU

33. 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.

34. Connect the VI to the vehicle.

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

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

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

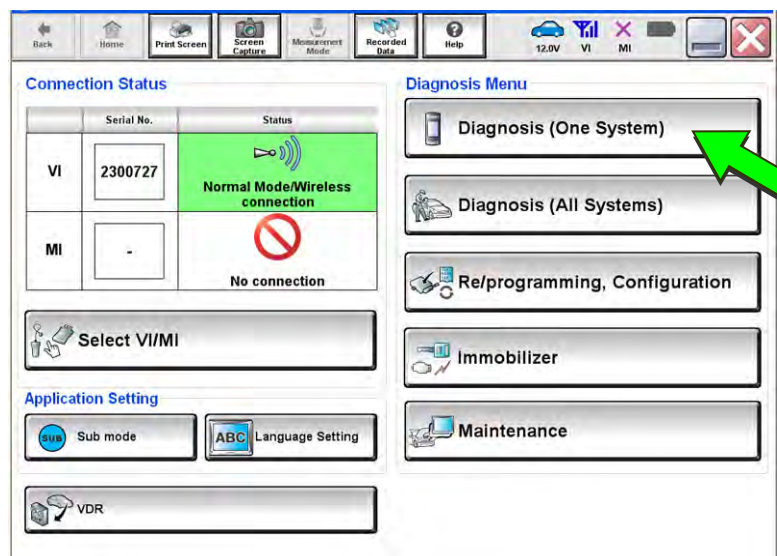


Figure 18

38. Select **TELEMATICS**.

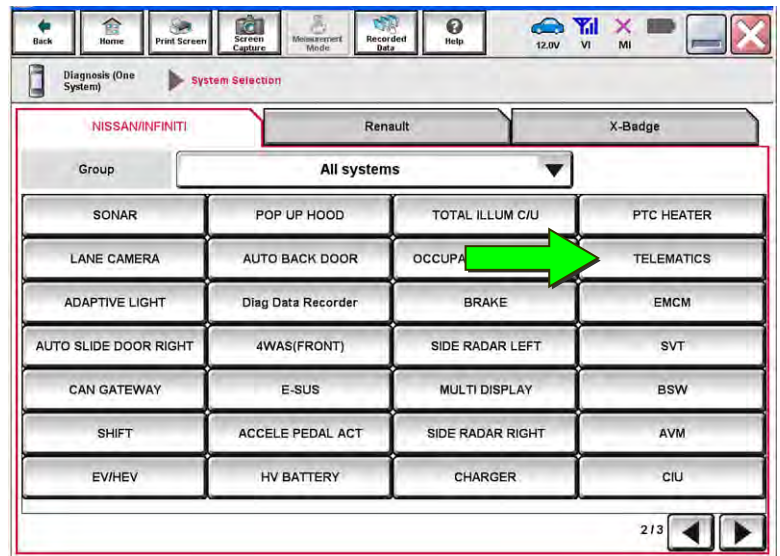


Figure 19

39. Select **Work support**.

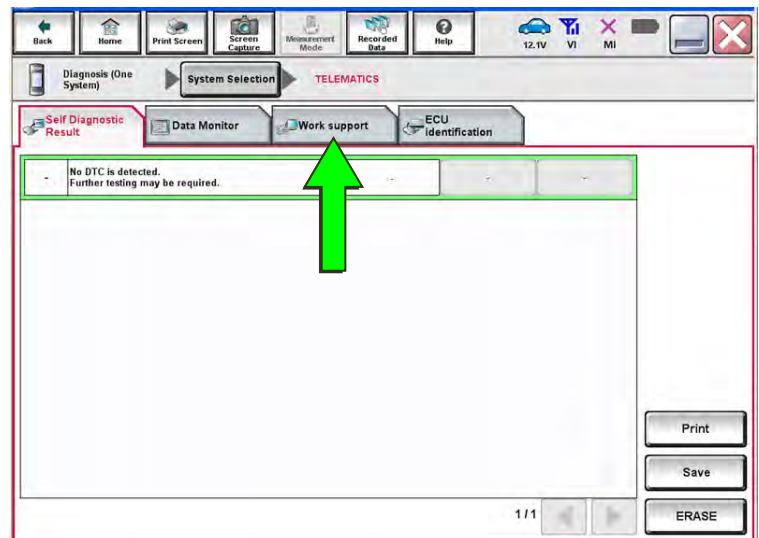


Figure 20

40. Select **TCU ACTIVATE SETTING**.

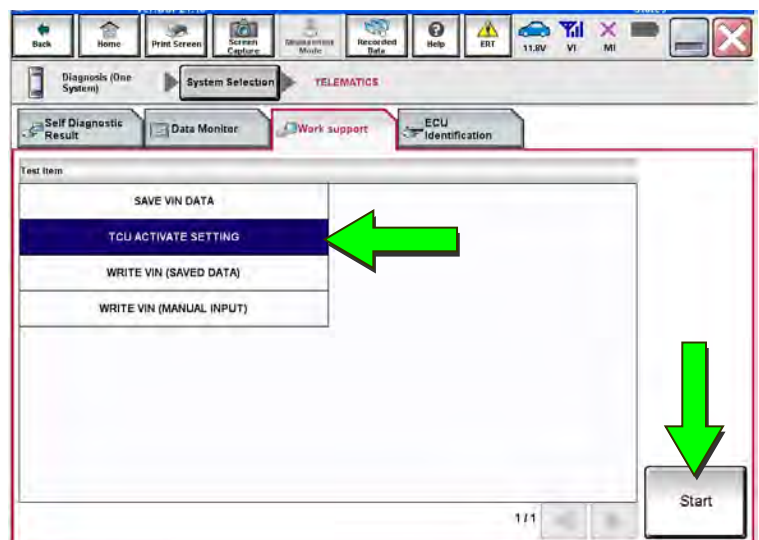


Figure 21

41. Select **Start**.

42. Select **Start**.

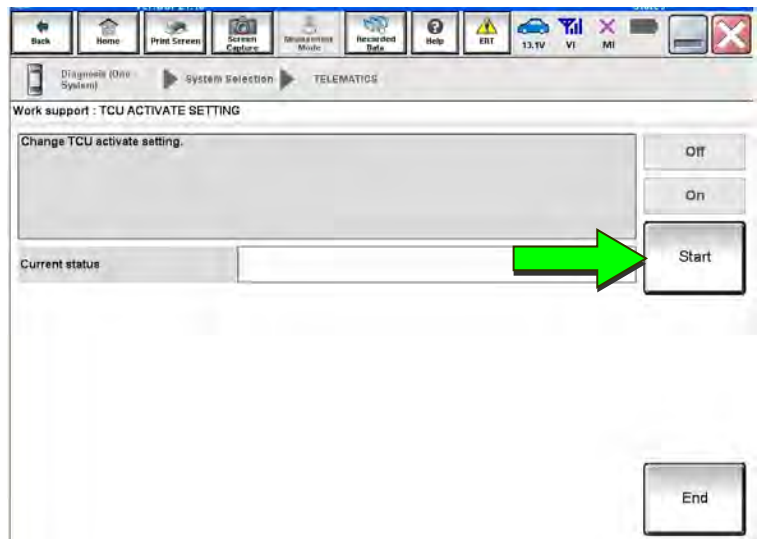


Figure 22

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

44. Make sure **Current status** is “On”.

45. Select **End**.

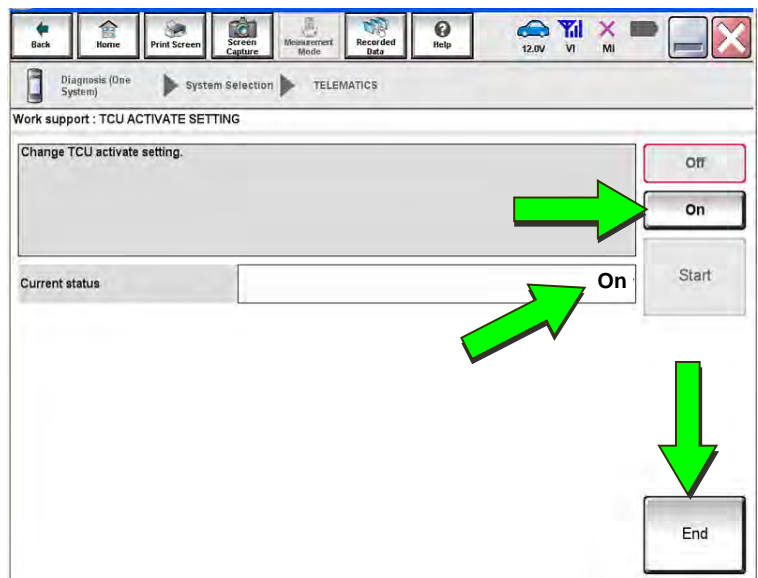


Figure 23

TCU Registration

The following items must be completed before calling NissanConnectSM 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.
- If needed, 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.

46. Call NissanConnectSM 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.

NOTE:

- The TCU will not communicate with the NissanConnectSM Services Data Center if step 46 is not completed.
- After registration, it may take up to 48 hours for services to be functional. If the customer is enrolled in NissanConnectSM Services, make sure they are informed features may not be available for up to 48 hours.
- TCU registration does not enroll the customer in NissanConnectSM Services.

NissanConnectSM 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

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

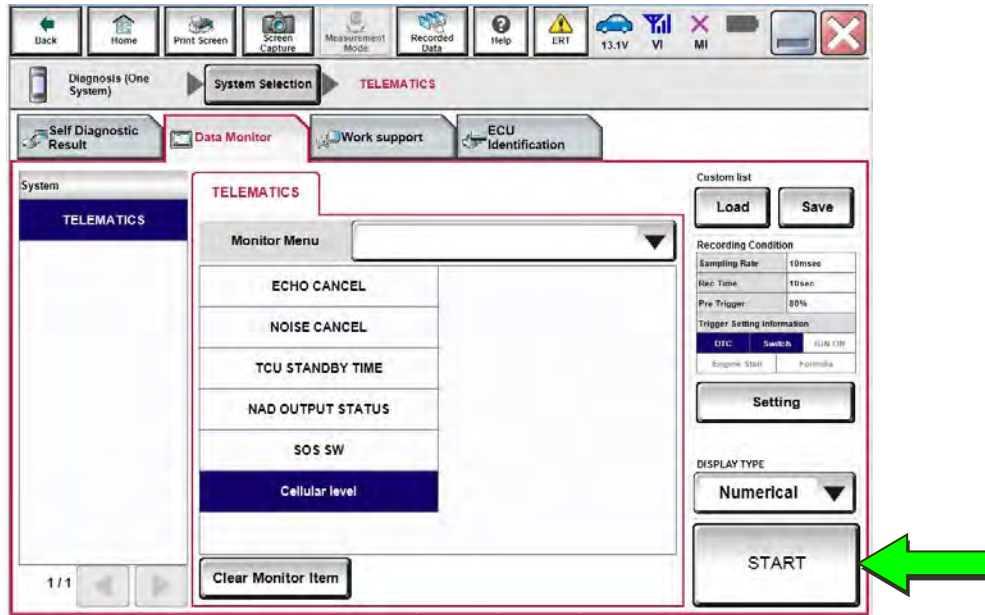


Figure 24

52. Check the **Cellular level** and confirm that it is "GOOD".
53. If the **Cellular level** is MARGINAL or LOW, move the vehicle to an area with good signal.

NOTE: The **Cellular level** constantly updates. Safely relocate the vehicle until a "GOOD" **Cellular level** is received.

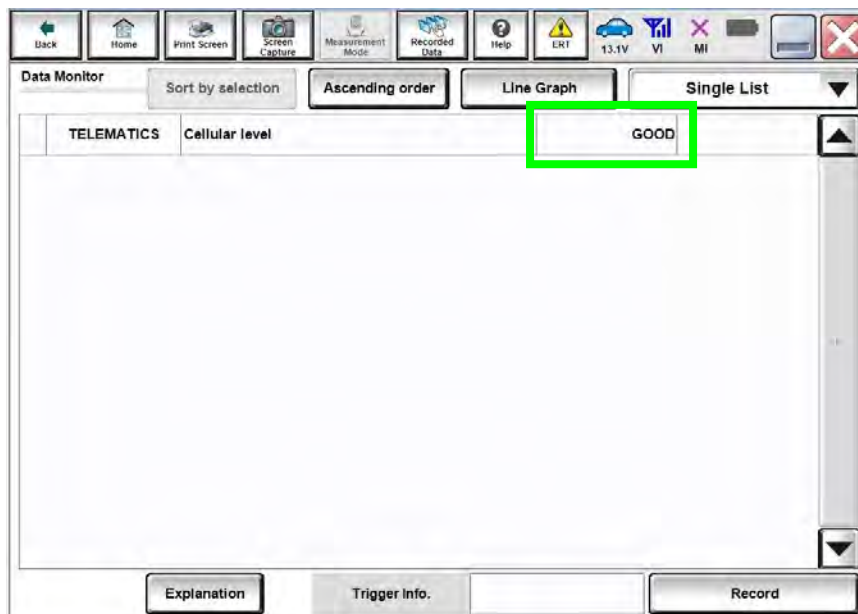


Figure 25

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

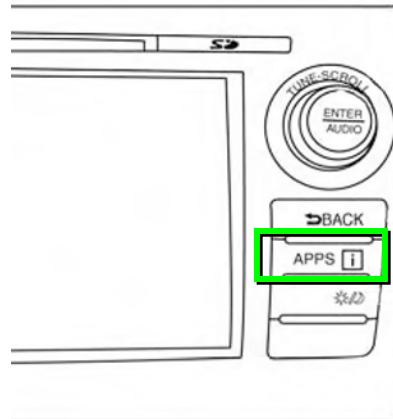
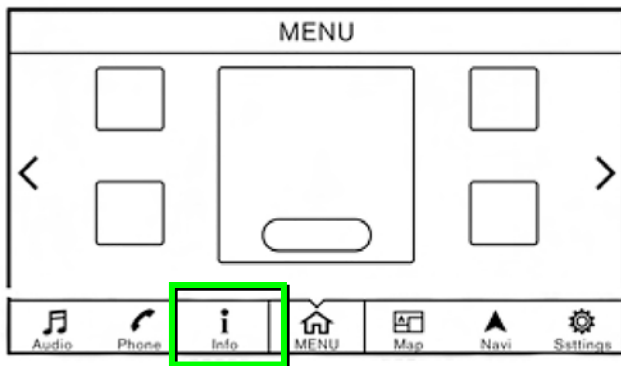


Figure 26

55. Select **NissanConnect Services**.

EXAMPLE

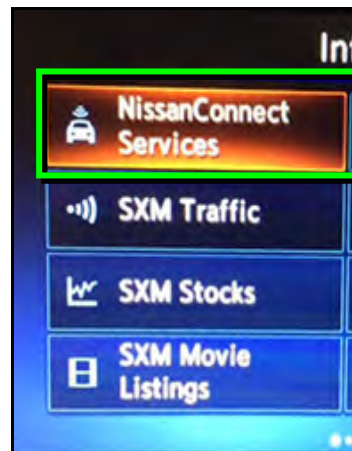


Figure 27

56. Select **Connected Search**.

EXAMPLE

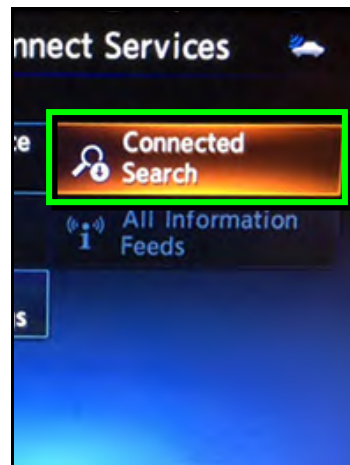


Figure 28

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

Example: “**Starbucks**”

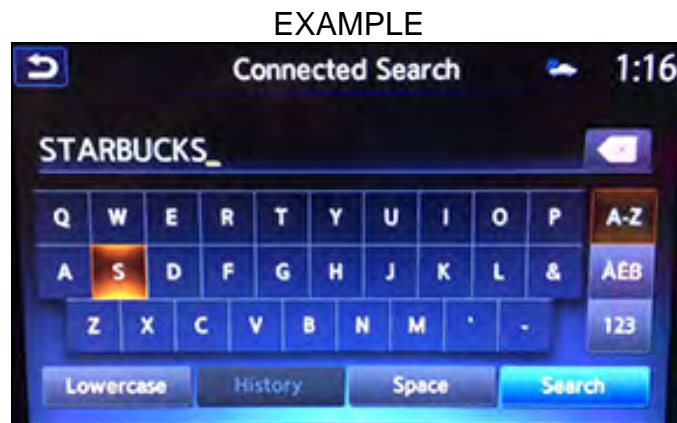


Figure 29

58. Confirm the POI location displays.

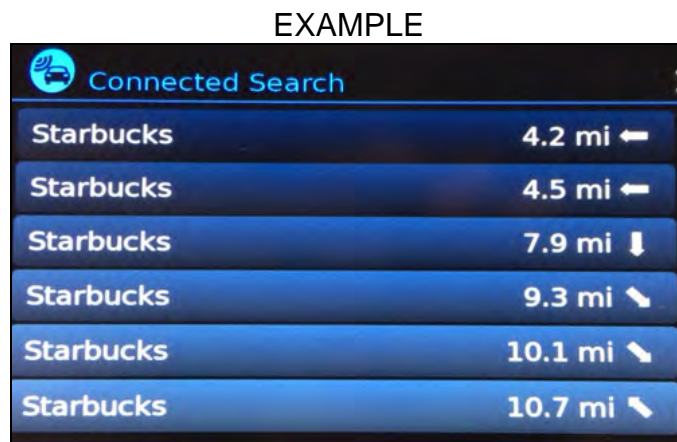


Figure 30

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

- If the vehicle has been sold, the customer will need to be enrolled in NissanConnectSM Services for the SOS light to be illuminated and for NissanConnectSM 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 NissanConnectSM Services, make sure they are informed features may not be available for up to 48 hours.
- For an unsold vehicle, call NissanConnectSM Services Powered by SiriusXM at 1-844-711-8100.

60. Turn the ignition OFF.

CHECK OFF SHEET

IMPORTANT:

- If all of the steps below are not completed, telematics services will not operate properly.
- Follow all of the steps in this bulletin and use the Check OFF Sheet provided below.
- 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		2018 - 2022 Altima 2018.5 - 2020 Armada * 2019 - 2021 GT-R 2018 - 2022 LEAF 2018 - 2020 Maxima 2018 - 2022 Murano 2018 - 2020 Pathfinder 2018 - 2020 Rogue 2018 - 2019 Rogue Hybrid 2018.5 - 2022 Rogue Sport * 2018 - 2019 Titan/Titan XD	Configure TCU (2)
3		2016 - 2022 Altima 2018 - 2020 Armada 2016 - 2020 Maxima 2017 - 2022 Murano 2017 - 2020 Pathfinder 2018 - 2020 Rogue 2018 - 2019 Rogue Hybrid 2018.5 - 2022 Rogue Sport* 2016 - 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 page 8, step 16, Section **Write VIN to TCU**

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

(3) Refer to page 13, step 32, Section **Intelligent Key Registration**

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

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

* If TCU ID begins with "2047"

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**.

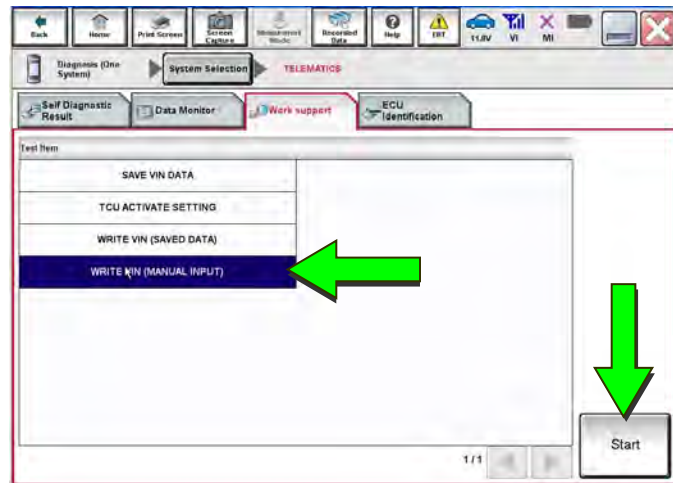


Figure 1a

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**.

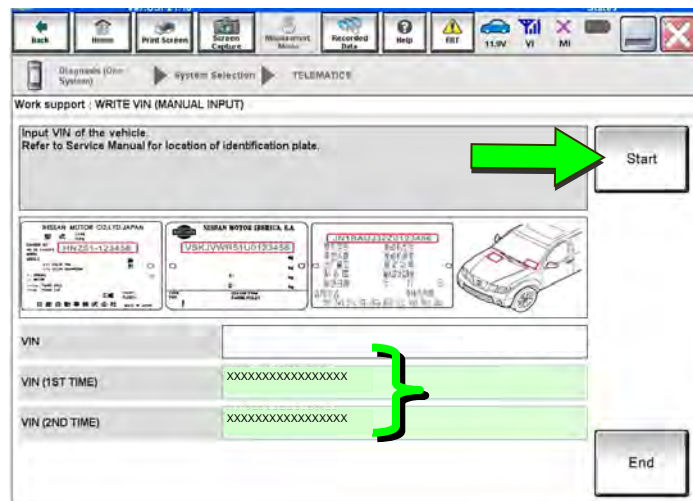


Figure 2a

5. Select **End**.

Return to step 20 on page 9.

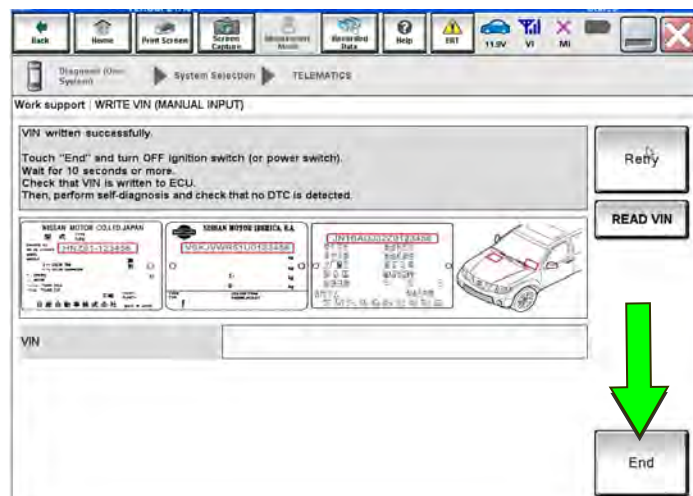


Figure 3a

Turning ON the TCU During PDI

NOTE:

- **This procedure is for 2016-2017 APPLIED VEHICLES only.**
- In most instances, the TCU is ON when delivered to the dealership. See the steps below to determine if the TCU is ON or OFF.

1. With the vehicle in an area of known good reception, turn the ignition ON and check whether or not the green light on the SOS button is illuminated (see Figure 4a).

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

- If the green light **is** illuminated, the process to turn ON the TCU is complete and no further action is needed.
- If the green light **is not illuminated**, go to **Turn ON TCU** on page 14.

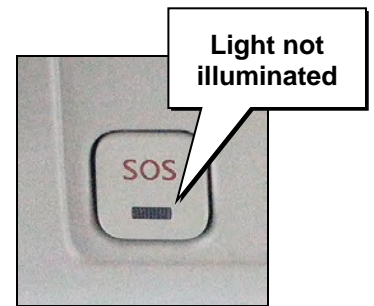


Figure 4a

2. After the TCU is turned ON, check whether or not the green light on the SOS button is illuminated.
 - If the green light is still not illuminated, verify the vehicle is unsold.
 - If the vehicle has been sold, the customer will need to be enrolled in NissanConnectSM Services for the SOS light to be illuminated and for NissanConnectSM Services to be enabled.
3. Perform steps to **Check TCU Cellular Reception** - see page 18.
4. Turn the ignition OFF.
5. Pull OUT the extended storage switch to return the vehicle to shipping mode.

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 NissanConnectSM Services. Should this occur, the **Turning ON the TCU During PDI** procedure will need to be performed again.

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.

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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, 3, 4, 9, 11, 13, and 21

