



# SERVICE BULLETIN

Classification: EL08-028a	Reference: NTB08-107a	Date: May 4, 2011
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## INTELLIGENT KEY INOPERATIVE

This bulletin has been amended. The ACTIONS section has been revised.  
Please discard all previous versions.

**APPLIED VEHICLES:** All Nissan with Intelligent Key

### IF YOU CONFIRM

The Intelligent Key is not functioning for any reason.

### ACTIONS

1. Inspect the outside of the Intelligent Key for physical damage.
  - Look for cracks, dents, or other signs of physical damage.

**NOTE:** Non-operation of the Intelligent Key due to physical damage is **not** covered under the vehicle warranty.

#### EXAMPLE OF PHYSICAL DAMAGE



Dents on the outside of the key

Figure 1

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.

2. Open the Intelligent Key.

- a) Remove the mechanical key from the Intelligent Key.
- b) Place a piece of tape on the end of a small flathead screwdriver.
- c) Insert the screwdriver into either of the slots shown in Figure 2.
- d) Turn the screwdriver until the two cover pieces separate.

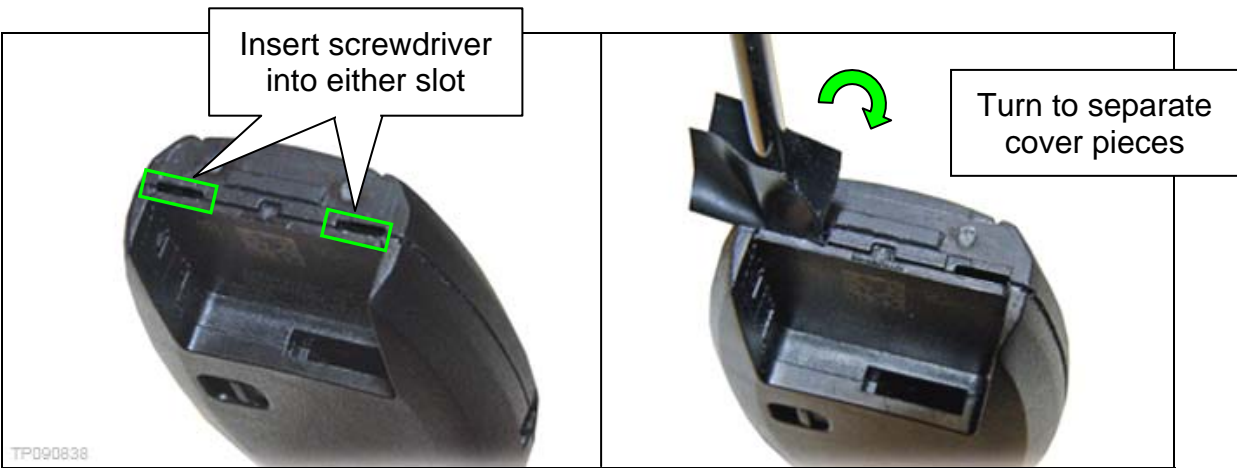


Figure 2

Figure 3

**DO NOT PRY OPEN  
THE CASE FROM THE SIDE**



Figure 4

3. Inspect the inside of the Intelligent Key for physical damage.
  - Look for components that are out of place or loose.

**EXAMPLE OF PHYSICAL DAMAGE**

**NOTE:** Non-operation of the Intelligent Key due to physical damage is **not** covered under the vehicle warranty.

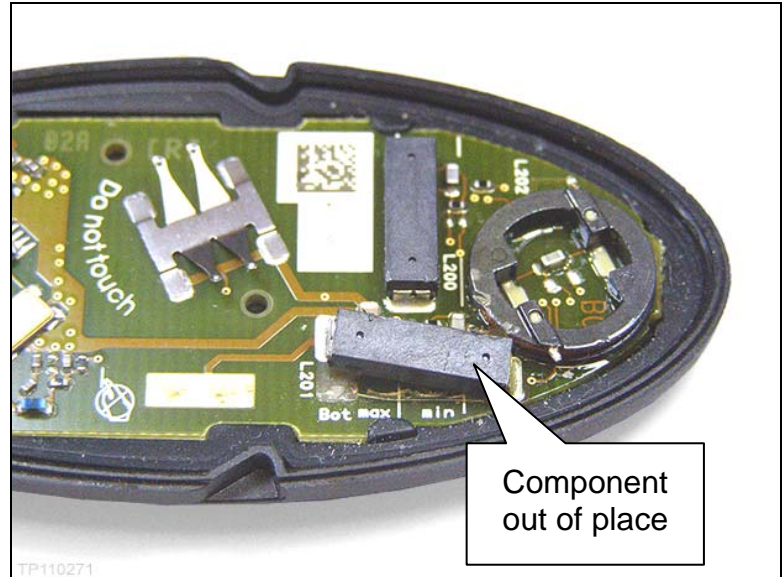


Figure 5

4. Inspect the inside of the Intelligent Key for signs of water intrusion.

**NOTE:** Non-operation of the Intelligent Key due to water intrusion is **not** covered under the vehicle warranty.

**EXAMPLES OF WATER DAMAGE**

Corrosion on the inside of the key cover

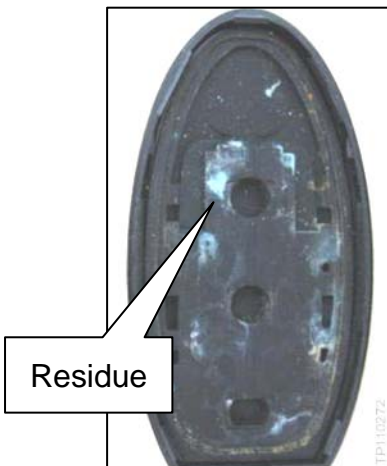


Figure 6

Corrosion around the battery



Figure 7

Corrosion on the circuit board

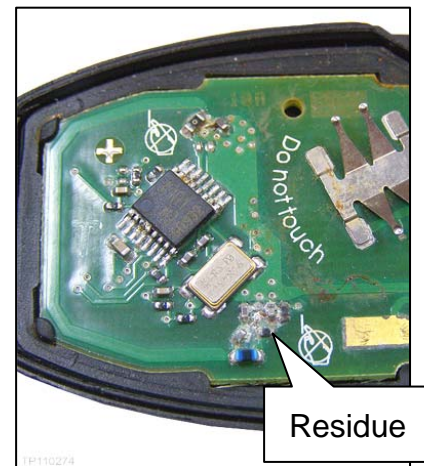


Figure 8

5. Verify that the battery is inserted correctly.
- The + side of the battery should not be showing when inserted correctly.

Make sure the + side of the battery is facing down.

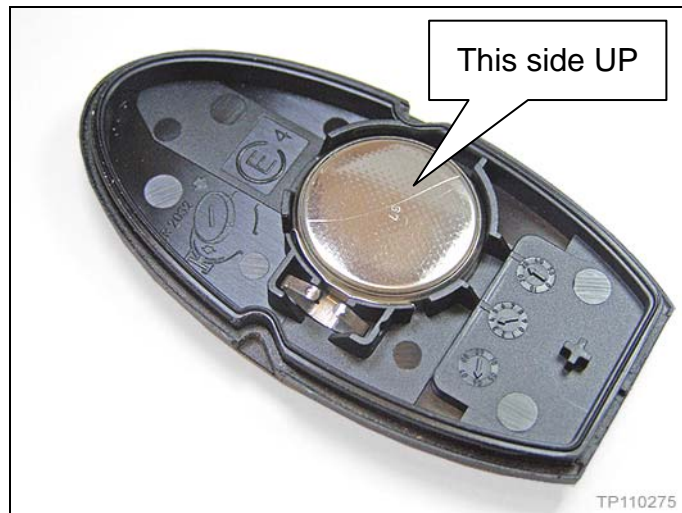


Figure 9

6. Check the battery voltage.
- Refer to the applicable Electronic Service Manual (ESM) for battery voltage inspection instructions. Depending on the vehicle, this information can be found in one of the following locations:
    - **DLK** section, "Check Intelligent Key Battery"
    - **BL** section, "Intelligent Key Battery Inspection"
7. Refer to the ESM for additional Intelligent Key diagnostic and repair information.
- Reference the current Nissan Warranty Flat Rate Manual for warranty information.