



SERVICE BULLETIN

Classification: EL11-020a	Reference: NTB11-069a	Date: March 14, 2012
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HOMELINK[®]; IMPROPER OPERATION OR NO OPERATION

This bulletin has been amended. APPLIED VEHICLES, IF YOU CONFIRM, and ACTIONS have been amended. The HomeLink[®] programming procedure was omitted. Please discard all previous versions of this bulletin.

APPLIED VEHICLES: 2011 - 2013 Nissan vehicles equipped with HomeLink[®]

IF YOU CONFIRM

The customer states HomeLink[®] will not operate, or has improper operation.

ACTIONS

1. **To significantly reduce unnecessary repairs**, make sure:
 - a. The vehicle is not in “Transit Mode” (if equipped).
 - Refer to NTB10-124 for “Transit Mode” details.
 - b. The “Extended Storage Switch” is in the “Customer Delivery” position (if equipped).
 - Refer to NTB10-124 for “Extended Storage Switch” details.
2. Confirm the customer is familiar with the HomeLink[®] programming procedure located in the vehicle’s owner’s manual.
3. Test HomeLink[®] operation with special tool HomeLink[®] Transmitter Tester J-41540.
4. If HomeLink[®] tests OK, confirm compatibility of the vehicle’s Homelink[®] with the customer’s equipment by contacting HomeLink[®] support at 1-800-355-3515.
 - Make sure to have all necessary information i.e., model and model year of vehicle and customer operated devices.
 - **It is recommended to have the customer contact HomeLink[®] support direct at 1-800-355-3515 from their home.**
 - For example, a 2011 vehicle is equipped with HomeLink[®] 3 and is not compatible with a customer’s garage door opener with MyQ™ remote technology.
 - HomeLink[®] 3 can be made compatible with MyQ™ with a “Repeater”. For further information and to obtain a “Repeater”, contact HomeLink[®].
5. If HomeLink[®] tests NG, perform repairs as outlined in the appropriate Electronic Service Manual (ESM).

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.