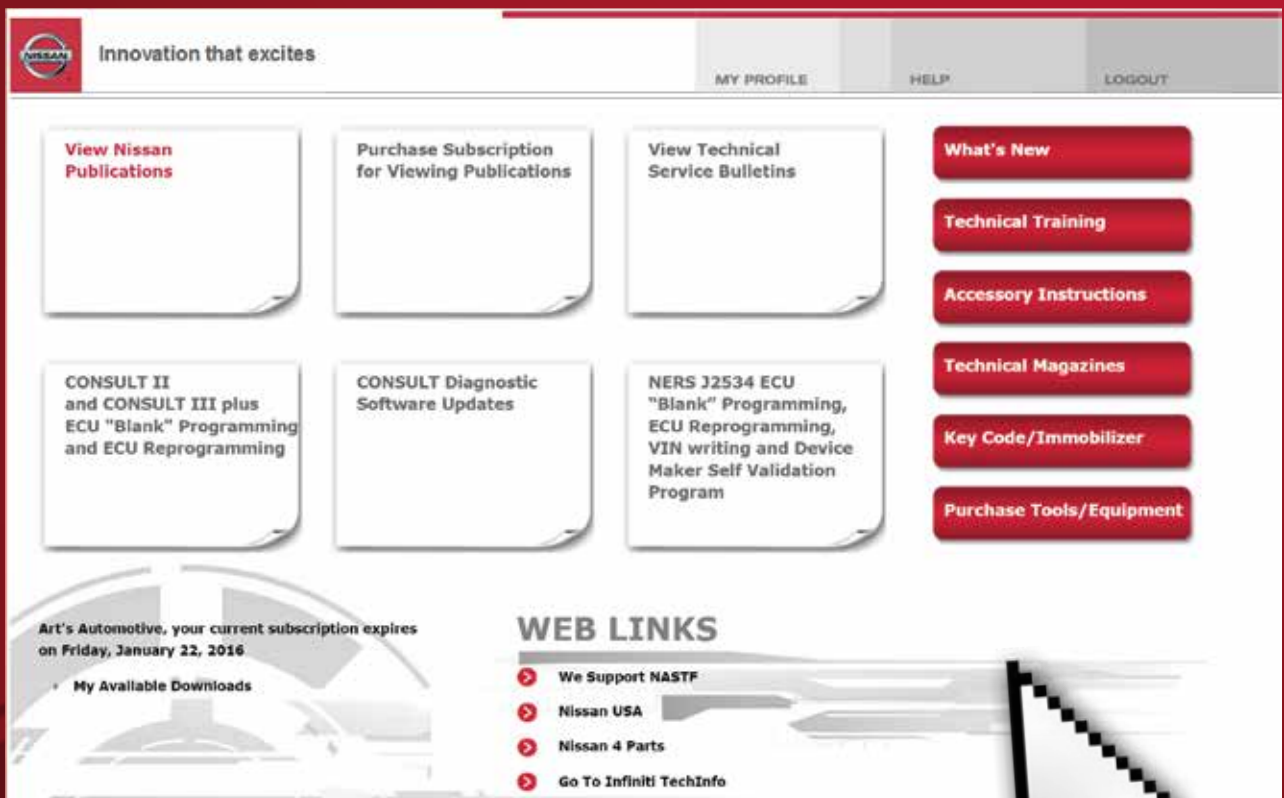


Feature

A Wealth of Information: Navigating the Nissan TechInfo Website

With a subscription to the Nissan Technical Information website, you have access to a wealth of information beyond a basic repair manual. Here's how to find the most commonly sought-after facts needed for proper Nissan repairs, and some added benefits available to technicians with a subscription.



The screenshot displays the Nissan TechInfo website interface. At the top left is the Nissan logo with the tagline "Innovation that excites". To the right are navigation links for "MY PROFILE", "HELP", and "LOGOUT". The main content area is divided into several sections:

- View Nissan Publications**
- Purchase Subscription for Viewing Publications**
- View Technical Service Bulletins**
- CONSULT II and CONSULT III plus ECU "Blank" Programming and ECU Reprogramming**
- CONSULT Diagnostic Software Updates**
- NERS J2534 ECU "Blank" Programming, ECU Reprogramming, VIN writing and Device Maker Self Validation Program**

On the right side, there is a vertical stack of red buttons with white text:

- What's New
- Technical Training
- Accessory Instructions
- Technical Magazines
- Key Code/Immobilizer
- Purchase Tools/Equipment

At the bottom left, there is a notification: "Art's Automotive, your current subscription expires on Friday, January 22, 2016" and a link for "My Available Downloads".

At the bottom right, there is a "WEB LINKS" section with a list of links, each preceded by a red arrow icon:

- > We Support NASTF
- > Nissan USA
- > Nissan 4 Parts
- > Go To Infiniti TechInfo

A large white mouse cursor with a black outline is positioned over the "Go To Infiniti TechInfo" link.

The key to vehicle repair is information. Thanks to the Internet, technicians have unprecedented access to details about any vehicles that may come into the shop. Beware that not all information is created equal! Many general information subscription services have inaccurate procedures, specifications, or maintenance intervals. Nissan's official TechInfo website is always accurate, up-to-date, and includes more than just service manuals. Navigate to www.nissan-techinfo.com to begin the subscription process.

Gaining Access

First things first, you need to purchase a subscription to the Nissan TechInfo site. Be aware that this subscription is for information access only. There are separate fees for CONSULT tool software updates, and per-use charges for ECM reprogramming calibration files or immobilizer key codes. When purchasing TechInfo.com access, you will have options for the duration desired. Shops

that specialize in Nissan can purchase full-year subscriptions at the best value; however, Nissan also offers single day, 30-day, and 90-day access if desired. Any Nissan subscription also includes identical access to Infiniti TechInfo (www.infiniti-techinfo.com). Note that all discussion relevant to Nissan TechInfo applies to Infiniti TechInfo.

Nissan-techinfo.com also offers the ability, without a subscription, to place an online order for a physical hard-copy of repair manuals and other publications. The hard-copy is a CD-ROM with the digital manual in PDF format, preserving the quick navigation links and document structure. It is a one-time purchase, so the manual will not be reissued in the event of revision.

Without a Subscription

Before you subscribe, you should know that the following documents types DO NOT require an active subscription for access:


- Owner's Manual
- Navigation System Manual
- Quick Reference Guide
- Towing Guide (separate for MY2004-2006 only)
- First Responder's Guide
- Dismantling Guide
- Roadside Assistance Guide
- Body Builder's Guide
- Accessory instructions

Also, you DO NOT need an active subscription to purchase ECM calibration files or immobilizer key codes. Nor do you need a TechInfo subscription to purchase the CONSULT scan tool hardware or the software for the CONSULT. This is useful for shops that do not have CONSULT, but wish to purchase ECM files for their compatible J-5234 device.

The navigation system manual, roadside assistance guide, and quick reference guides are parts of the owner's manual to further describe technology package additions, or what to do in event of emergency.

06 | WINDSHIELD WIPER/WASHER SWITCH

- The ignition switch must be in the ON position to activate the windshield wipers.
- Push the lever down to operate the windshield wipers.
- Switch operation includes:
 - INT Intermittent – Wipers operate intermittently and can be adjusted by turning the time control. Also, the intermittent operation speed varies in accordance with the vehicle speed. (For example, when the vehicle speed is high, the intermittent operation speed will be faster.)
 - LO Low speed – Wipers operate at a continuous low speed.
 - HI High speed – Wipers operate at a continuous high speed.
 - MIST Mist – Lift the lever up for one sweep operation of the wiper.
 - ☐ Wash – Pull the lever toward you. Wipers automatically wipe several times.
- Rear wiper and washer switch – The rear window wiper and washer operates when the ignition switch is in the ON position. Switch operation includes:
 - INT Intermittent (not adjustable) – Wipers operate intermittently.
 - ON On – Wipers operate at a continuous speed.
 - ☐ Wash – Push the lever away from you. Wipers automatically wipe several times.



Every technician knows how complicated headlight and wiper behaviors can be, and how they are implemented differently on every vehicle.

As a technician, the quick reference guide may be useful to identify certain unique, driver-oriented functions.

The First Responder's and Dismantling guides have quick reference information for workers who need to know how to make a vehicle safe. They do not include enough details for a technician to perform service.

The guide for Body Builder's gives reference information for professional commercial modification of large-duty vehicles like the Nissan NV series. Owners who wish to install accessibility features, refrigeration, or similar shop-tool additions can find information about where to bolt things, where not to cut, and how to avoid shifting the vehicle's center of gravity.

Accessory installation instructions are guides for adding Nissan factory accessories, available for purchase through the dealership network. The instructions are in the same format as a Nissan Service Manual page.

With the Subscription

Once you're subscribed, you will have unlimited access to the following:

- Service manuals
- Body and collision repair manuals
- Technical Service Bulletins (TSBs)
- E-learning modules
- TechTalk articles

The main benefit of a subscription to Nissan TechInfo is access to the factory repair manuals, but we will discuss some of the lesser known benefits: up-to-the-minute TSBs, the TechTalk magazine, and E-learning modules.

Technical Service Bulletins

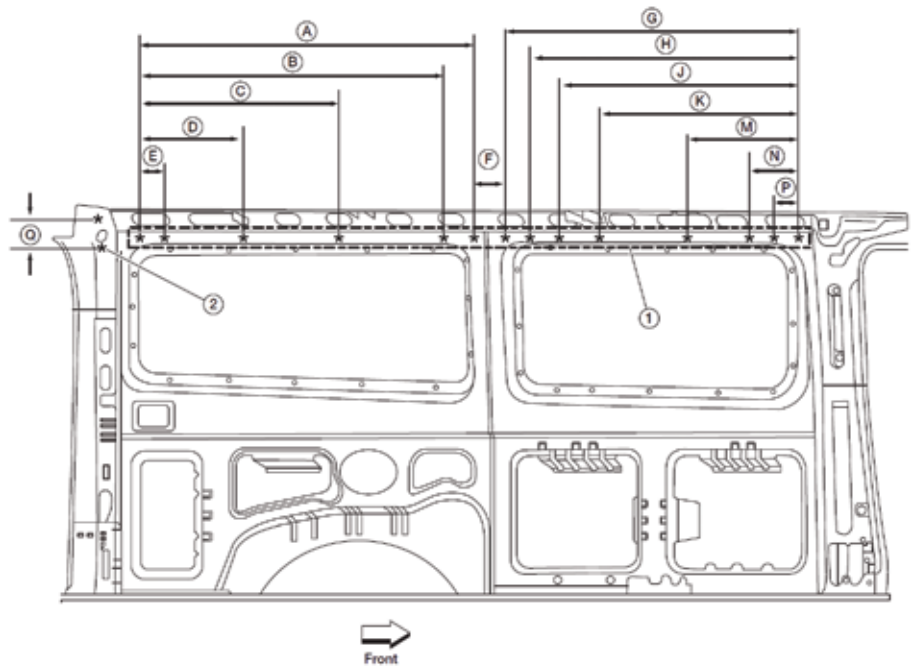
Technical Service Bulletins are issued by Nissan to assist technicians with diagnosis

and repair of specific or complicated issues. TSBs address concerns such as rough idle, noises, rattles, or to introduce an improved service procedure. These specific concerns can be the result of customer or repair shop feedback. The TSB for any topic will provide an up-to-date, Nissan engineer-approved vehicle modification, repair procedure, or upgraded part.

Some generic information subscription services offer TSB publications, but they only have what the manufacturer chooses to share. If you want to be sure to have the absolute up-to-date and correct TSBs, you must check the factory technical information websites. Let's describe the process on Nissan's website.

From the main home page, click the large button VIEW NISSAN PUBLICATIONS, then from the next page's drop down menu on the left, choose Technical Service Bulletins. The right side page will have vehicle selection and document search.

Every web search field handles queries differently, so let's describe Nissan's implementation as detailed as possible. This discussion is true for all Nissan TechInfo web forms. First, I recommend you actually CLICK



* Weld nut locations; All bolts are M8 x 1.25

Avoid making an expensive mistake during body modification by using the Body Builder's reference guides.

search, rather than press the enter key for best results. If you were to click search with no fields selected (or click “What’s New”), you will get a list of every TSB for every Nissan vehicle ever published, starting with the newest. Every horizontal search field that you change will limit the results further. If you choose 370z and click search, it will then return every TSB relevant for the 370z regardless of topic or date. It is not necessary to type any search terms, but most times you will want to.

Search Criteria:

▸ What's new

For this **Market** : North America ▾

In this **Language** : English ▾

For this **Model** : 370Z ▾

For **Model Year** : Any ▾

With this **Document Title** :

Including **Keywords** :

▸ **SEARCH**

TSB search.

For this **Market** : North America ▾

In this **Language** : English ▾

For this **Model** : 370Z ▾

For **Model Year** : Any ▾

With this **Document Title** : e/j

Including **Keywords** : customer

▸ **SEARCH**

▸ Subject: SB Nissan; Brake Noise/Judder/Pedal Feel Diagnosis And Repair

Summary of NTB00033:

SERVICE INFORMATION - This bulletin is to assist you in responding to customer questions about brake operation, and provides diagnostic and repair information for each item listed, if any should occur. - Most brake incidents fall into the following categories: a. Brake Noise: A squeak, squeal, clunk, or groan that occurs when the brakes are applied or released. b. Brake Judder: A vibration that can be felt in the vehicle, steering wheel or brake pedal when the brakes are applied. c. Pedal Feel: The effort needed to operate the brakes is too high or too low. SERVICE PROCEDURE 1. Verify the condition by road testing the vehicle with the customer. 2. Determine the specific brake incident based on the description in the Service Information above. 3. Follow the appropriate repair procedure(s), listed on the following pages, for your specific incident. See this bulletin for further details.

*A query in the RED section searches the underlined red sentence.
A query in the GREEN section searches the document body.*

If you enter a query, it must be at least 3 letters. If you search any field for “BRA” it will display results for BRAKE or VIBRATION or any other word that contains the exact order of letters you enter. Keep in mind that multiple search terms are unlikely to produce the results you desire. Once you put a space between search terms, the web software will require that the phrase be matched exactly as you entered. For example, if you knew the TSB document title was “Brake Noise/Judder” and you typed “brake judder” for your search, the document would NOT be returned. Even though “brake” and “judder” are found in the title separately, your query phrase “brake judder” is not found written together exactly. The website form does not support advanced inputs like explicit OR, logical code functions (e.g. “||” or “&&”), comma-delineated terms (e.g. “brake, judder”), or parentheses. To finish the thought, if you searched for “e/j”, the document would be found since that string of characters matches.

These details matter when working with computer code; sometimes it is better to shorten your search query term to ensure the maximum documents are returned. For example, let’s say you typed the full word “BRAKE”, because of the computer logic, a relevant TSB may not be returned if the TSB title was spelled “Braking force decreases over time.” As a human, the connection is obvious, but to a computer, the exact five letters “BRAKE” are nowhere to be found in the word “BRAKING.” We need to shorten our search term to “BRAK” to catch this.

Reference the search result image. Typing words into the DOCUMENT TITLE field will return anything that matches within the “subject” line of the search result only. Typing words into the KEYWORD field will return anything that matches a word within the large document

summary. However, when you type into BOTH fields, the search results are filtered such that ALL entries MUST be present in their respective sections. Query terms are not case sensitive; it will find matching words regardless of differences in capitalization. Be aware that the title of this sample search result “NTB00033” cannot be input into either text field; there is no way to search by TSB title.

If you notice, for a list of search results, the subject line includes a two letter designation for at-a-glance reference. “SB” means a standard service bulletin, “TT” means a TechTalk article, and “CP” stands for a voluntary recall campaign.

TechTalk Magazine

Nissan publishes an internal magazine called TechTalk for their dealership network. This periodical gives technicians an excellent introduction to new vehicle models, details about new vehicle systems, and picture montages of repair manual procedures. Each magazine also includes some articles with topics about fun things like the research and development Nissan conducts for their Formula 1® racing program.

The TechTalk magazine is available to Nissan TechInfo subscribers. Once signed into your active subscription, click the main NISSAN PUBLICATIONS button on the home screen. On the right pane, choose TechTalk Magazine from the “Publication Type” drop down menu. At this point, you can simply click search and see all available TechTalk magazines.

Not all search fields are activated for the TechTalk sections. In other words, you cannot use MODEL to limit the results in any way; in fact, choosing a model will always return zero results. However, the DOCUMENT TITLE and KEYWORD fields are interchangeable: you can enter a term in either field and successfully limit results. Use the MODEL YEAR field to restrict magazines to that specific calendar year.


Training Materials: E-Learning Modules

Subscribers to Nissan TechInfo also gain access to download the official E-Learning modules used in internal training. Once signed in, click the large horizontal red TECHNICAL TRAINING button on the right of the home page, or choose TECHNICAL


Front Door Switch Removal
Rogue (T32)

If the front door switch on the driver or passenger side front door on a Rogue (T32) has to be replaced for any reason, perform the following procedure to remove the switch without damaging the finisher fastening points.

To remove the front door switch, start by removing the front door inside handle finisher by grabbing and lifting up at the front edge of the finisher and pulling outward. Continue pulling outward with both hands along the finisher being careful not to bend or break the finisher.



Next, grasp the top of the front door pull handle finisher and pull outward to access and disconnect the wire harness connector from the switch.



Each magazine also includes some articles with topics about fun things like the research and development Nissan conducts for their Formula 1® racing program.

TRAINING from within the familiar drop down list of NISSAN PUBLICATIONS. On the right side, you could purchase Classroom Materials to set up and proctor Nissan-made training courses for the shop. Likewise, you could purchase SIR training videos for in-depth, step-by-step walkthroughs of specific Nissan repair procedures. The E-Learning modules are free with subscription and have great material for research. The icon with a question mark will give a more detailed description of each learning package. If something sounds interesting, click the compressed file icon. This will download the documents to your computer, and you can refer to them offline.

Where Do I Find...?

Almost all your interaction with the Nissan TechInfo website will be with the service manuals. Access them from the NISSAN PUBLICATIONS button, and it will bring up the familiar search section to the right. Choose by vehicle application (MY + year). Do not include any search terms on this screen, as they will not search the contents of the manual. Once you have loaded the desired manual's PDF, you will be met with a main index page for the vehicle that has interactive hyperlinks. From this index, you can find anything about any Nissan vehicle.

...Maintenance Info

Preventive maintenance is crucial for both our industry's survival, and for customers' confidence in their cars. Performing factory scheduled maintenance is a huge part of a day's work. Modern vehicle designs change frequently, and so do their service procedures. New automotive technologies may have special lubricants, or different specifications.

At the very bottom of the index, click MA (Maintenance). From this PDF, you are able to easily reference needed specifications and procedures for all scheduled maintenance items. You can also search by using CTRL+F to quickly find known service. If needed, the periodic maintenance schedule is published in the owner's manual.

...Service and Diagnostic Procedures

Reference the main index page. If it is your first time using a Nissan factory manual, the GI section will include Nissan-specific acronyms, abbreviations, any

special service tools required, and other conventions.

The EC (Engine Control) is the go-to section for most performance diagnostics. The section contains extensive reference guides, system descriptions, wiring diagrams, and replacement procedures for electronic engine controllers. The "P" and "U" diagnostic trouble code information is here, along with normal operating behaviors, diagrams for pinning out connectors, and operating specifications for all control sensor outputs. The section end has many symptom tables with hyperlinked service procedure pages.

Use the link to BRM for the complete Body Repair Manual that is indexed and searchable. The service manuals link titles are fairly self-explanatory, so there should not be much learning curve.

Troubleshooting

The most common issues with getting any technical information website to cooperate are configuration issues with your computer's installed browser and operating system software. The exact reasons why this happens are about as complicated as why some brake pads are better than others. If you are having issues, first compare your computer set up to Nissan's TechInfo system requirements at www.nissan-techinfo.com/sysreq.aspx.

Internet Explorer was the industry standard web browser, and it is pre-installed on every Windows computer. Each different browser software brand (Firefox, Chrome, Opera, Safari, Tor, etc.) handles internet communication differently; therefore, to ensure compatibility, use only Internet Explorer when working with Nissan's TechInfo website.

Adobe Reader is the industry standard PDF (portable document format) viewer. Nissan service manual pages are formatted as PDFs; therefore, you must have software installed to view them. Wiring diagrams are displayed using a format called SVG (scalable vector graphic). Most modern browsers can handle SVGs. If you are having display or navigation issues, verify your Internet Explorer and Adobe installations meet the system requirements.

If you cannot click any of the links in a PDF file:

- The Windows 8(1) default application "Reader" does not support links. Solution: install Adobe (Acrobat) Reader 11.0.10.

- Built-in Chrome PDF viewer does not work. Solution: install Adobe. Once Adobe is installed, disable the Chrome viewer in <chrome://plugins>. Or, run both, but click the small PDF icon in the Chrome address bar, observe whether “Some parts of this document cannot be displayed,” then choose “use Adobe to view.”
- Built-in Firefox PDF viewer hyperlinks are broken; clicking only zooms. Solution: install adobe plugin. Once installed, configure Firefox by navigating OPTIONS > APPLICATIONS > (find PDF document type and select it) > Deselect “preview in Firefox” and choose Adobe Reader from the drop down menu.
- You have Adobe DC installed. It is not supported. Uninstall Adobe DC then, re-download a supported version of Acrobat Reader (11, at time of writing) from their download page: www.adobe.com/downloads/other-downloads.html.

If you cannot view a subscription item, or a search query generates a server error: log in has expired or failed. Check login. |

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Publication No. SM18E00234US

QUICK REFERENCE INDEX

A GENERAL INFORMATION	GI	General Information
B ENGINE	EM	Engine Mechanical
	EL	Engine Lubrication System
	CO	Engine Cooling System
	EC	Engine Control System
	FC	Fuel System
	ES	Exhaust System
	STK	Starting System
	ACC	Accelerator Control System
C ELECTRICAL POWER TRAIN		
D TRANSMISSION & DRIVELINE	CL	Clutch
	TR	Transaxle & Transmission
	DN	Driveline
	FAX	Front Axle
	RAX	Rear Axle
	FSU	Front Suspension
	RSU	Rear Suspension
E SUSPENSION		
F BRAKES	BS	Brake System
	ABS	Anti-Lock Brake System
	BAC	Brake Control System
	ES	Steering System
G STEERING		
H RESTRAINTS	SCS	Seat Belt Control System
	SB	Seat Belt
	SBC	Seat Belt Control System
	SA	SRS Airbag
	SAC	SRS Airbag Control System
I VENTILATION HEATER & AIR CONDITIONER	HA	Heater & Air Conditioning System
	HAC	Heater & Air Conditioning Control System
J BODY INTERIOR	INT	Interior
	IP	Instrument Panel
	SE	Seat
K BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY	DLK	Door & Lock
	BSG	Security Control System
	GLS	Glass & Window System
	PWC	Power Window Control System
	RF	Roof
L DRIVER CONTROLS	EXT	Exterior
	BRM	Body Repair
	MR	Mirrors
	ELS	Exterior Lighting System
	ILS	Interior Lighting System
	WW	Wiper & Washer
	DRP	Defogger
	TRG	Trunk
M ELECTRICAL & POWER CONTROL	POU	Power Outlet
	ECU	Engine Control System
	LAB	LAN System
	PCS	Power Control System
	CHG	Charging System
	PEL	Power Entry Control & Circuit Elements
	WMI	Washer, Wiper, Lamp & Indicator
	WCS	Warning Chime System
N DRIVER INFORMATION & MULTIMEDIA	AV	Audio, Visual & Navigation System
	CCS	Crash Control System
O CHASSIS CONTROL & DRIVER ASSISTANCE		
P MAINTENANCE	MA	Maintenance

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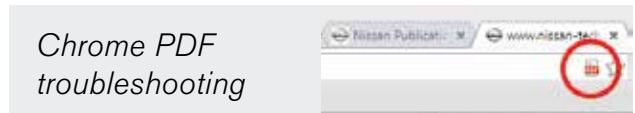
Get familiar with the main index. It will be your go-to place for finding information.

Nissan Body Repair Manual Fundamentals 2015 Update

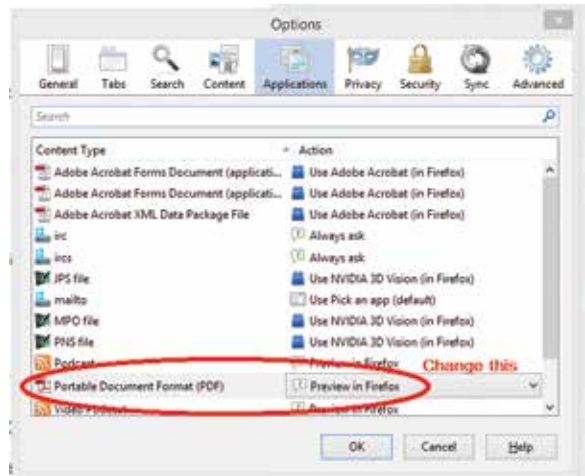
Nissan has recently updated the Body Repair Manual Fundamentals for 2015. The 276-page manual contains valuable information on auto body construction and structure; collision and body service; materials and bonding; refinishing and painting, and more.

The Body Repair Manual Fundamentals edition for 2015 can be accessed on the Nissan TechInfo website at www.nissan-techinfo.com. After logging onto your account, click on the “View Nissan Publications” button, that takes you to the “SEARCH PUBLICATIONS” page.

On the right side of the page, under “How to Find a Publication,” go to “Publication Type” and use the pull-down menu, select Body Repair Manual and click on “SEARCH” below. On the “SEARCH RESULTS” page, you will see the listing for “Body Repair Manual - Fundamentals - 2015 Edition.” Click on the blue eye icon to view the contents.



Chrome PDF troubleshooting



Firefox PDF troubleshooting.



Innovation that excites

Genuine Nissan Parts. Just a Click Away.



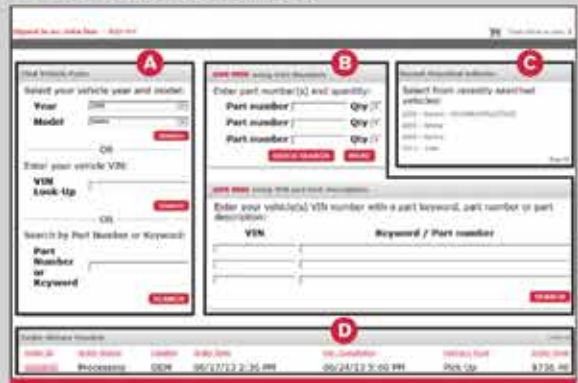
Ordering OE parts is just a click away with the Nissan eSTORE. Genuine Nissan OE replacement parts always deliver model-specific engineering, perfect fit and like-new performance. And now, with our new Wholesale Accounts portal it's even easier to order.

Trust the Original. Genuine Nissan Parts.

parts.NissanUSA.com

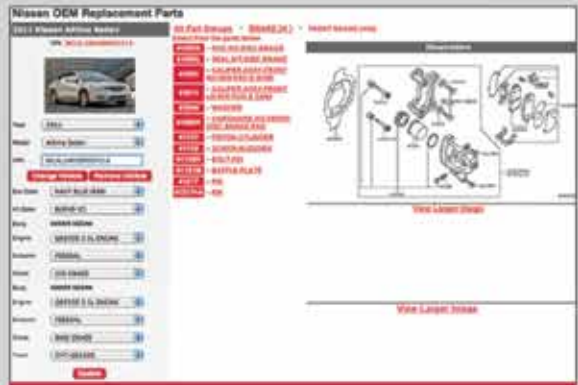
When you are unsure how to fix it, call the Nissan Installer Repair Hotline powered by Identifix: 1.855.828.4018

Ordering Made Easy



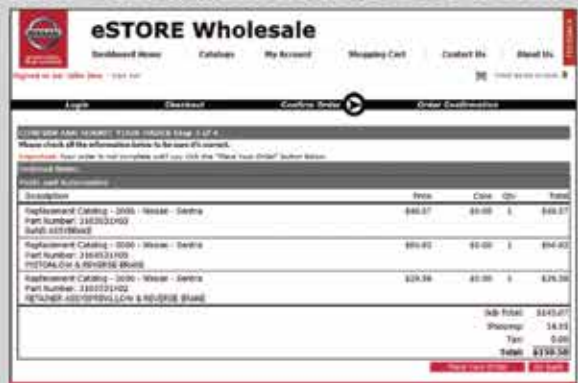
- A** Order by Make, Model, Year, or VIN, or Part Type.
- B** Quick Order if you know the Part Numbers or VIN.
- C** See recently searched vehicles.
- D** Check order status.

Confirm Parts Selection. Fast.



- Parts diagrams and VIN-verified part numbers for every vehicle system and sub-system.
- Current parts availability shown.

New Streamlined Check Out Process



- Your pricing and discounts are readily visible.
- Purchase and delivery preferences are always saved for your next order.
- Make payments or set up billing quickly and easily.