



SERVICE BULLETIN

Classification: EL10-041e	Reference: NTB10-125e	Date: January 17, 2013
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NAVIGATION AND AUDIO/VIDEO SOFTWARE UPDATE

**Part number for Reprogramming DVD has been updated and Service Procedure changed.
Please discard previous versions.**

- APPLIED VEHICLES:** 2011 370Z Coupe (Z34) built **after** September 2, 2010
 2011 370Z Roadster (HZ34) built **between** Aug. 23, 2010 and Aug. 1, 2011
 2011 GT-R (R35) built **after** August 5, 2010
 2012 GT-R (R35) built **before** August 1, 2011
 2011 Murano (Z51) built **between** Sept. 1, 2010 and Aug. 1, 2011
 2011 Maxima (A35) built **between** October 29, 2010 and August 1, 2011
 2011 Altima Coupe, Sedan, and Hybrid built **between** November 5, 2010 and August 1, 2011 (C/L32/HV)
- EQUIPPED WITH** Navigation
 (This bulletin applies to the above models equipped with navigation.)

IF YOU CONFIRM

One or more of the following is occurring on an Applied Vehicle:

- Audio streaming via Bluetooth is “choppy” or “clipped.”
- “Calculating Route” takes an extended period of time (2-5 minutes) to complete.
- “Could not find a route” displays when attempting to calculate a route.
- Voice Recognition sequence takes too many steps.
- Voice Recognition has difficulty recognizing voicetags.
- The Navigation system reboots.
- XM NavTraffic is slow to report.
- “Handset Phonebook” access is slow.
- Caller ID is not available when a hands-free call via Bluetooth is in progress and another call comes in.

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.

ACTION

- Follow the Service Procedure to load the Reprogramming Software DVD referenced in the Parts Information below.

PARTS INFORMATION

Reprogramming software DVD required for this procedure:

- Each dealer has been mailed one NTB12-070/ITB12-054 Reprogramming Software DVD, free of charge, from Clarion.
- Should you require an additional NTB12-070/ITB12-054 Reprogramming Software DVD due to loss or damage, it can be ordered free of charge by contacting Clarion toll free at 1-800-347-8933.
- Discard any previous Re-programming Software versions.

NOTE: This software DVD replaces NTB10-125b/ITB10-066b



Figure A

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
DVD NAVIGATION - REPROGRAMMING	(1)	RX1SAA	HB	32	0.2

- (1) Refer to the electronic parts catalog (FAST) and use the navigation unit assy part number as the primary part number (PFP).

SERVICE PROCEDURE

NOTE: This procedure will take 10-20 minutes with the ignition ON and will require the DVD to be inserted more than once to complete the update.

- Before starting the procedure, make sure to attach a battery charger to the vehicle battery and set it to a low charge rate (trickle charge).
1. Set the parking brake.
 2. Turn the ignition ON and keep the transmission in Park or Neutral.
 - The Navigation start-up screen should display.
 - If the Navigation start-up screen is not displayed: turn the ignition OFF, wait 10 seconds, and then turn the ignition ON again.
 3. Wait more than 1 minute.
 4. Turn the Bluetooth OFF.
 5. Make sure there is no disc in the CD/DVD slot (eject any disc that may be in the CD/DVD player).
 6. Load “NTB12-070/ITB12-054 Reprogramming Software” DVD into CD slot of the audio unit.
 - For Altima, press the OPEN/TILT button to open the display and access the CD/DVD player slot. Leave the display open while loading.

- If the screen in Figure 1 is displayed, this update has already been performed and this bulletin does not apply.
 - Turn the Bluetooth back ON and remove the DVD from the CD slot.

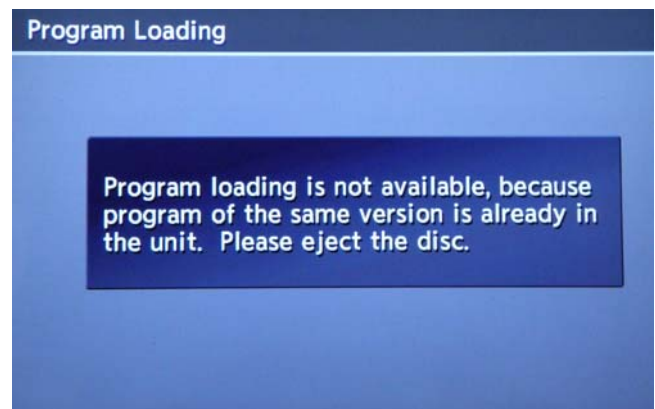


Figure1

- If “Now preparing loading” shown in Figure 2 is displayed, follow the on screen Caution while the Navigation is updated.

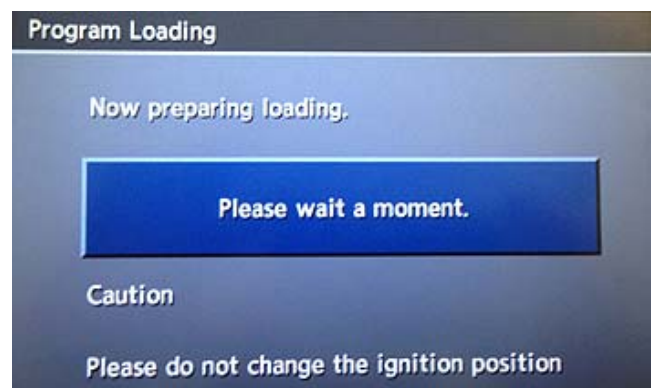


Figure 2

7. During the first part of the update process 3 more screens will be displayed along with a percentage of completion (progress) bars:
- Rewriting boot data (Figure 3)
 - Rewriting program data (Figure 4)
 - Rewriting language data (Figure 5)

IMPORTANT:

Once the reprogramming has started:

- Do not eject the DVD while it is loading.
- Do not change the ignition position until the DVD has been loaded.

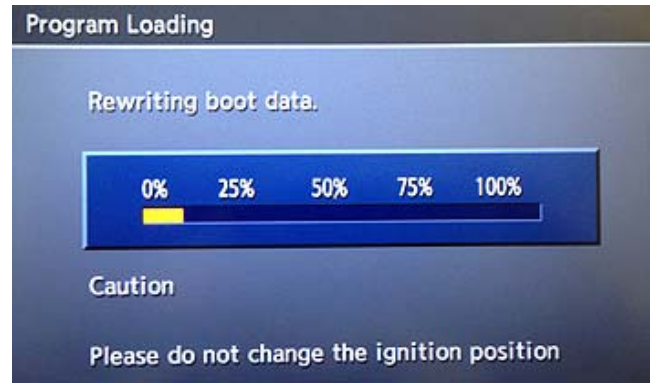


Figure 3

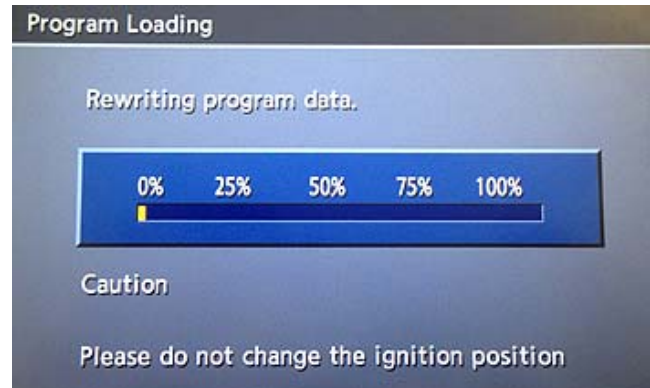


Figure 4

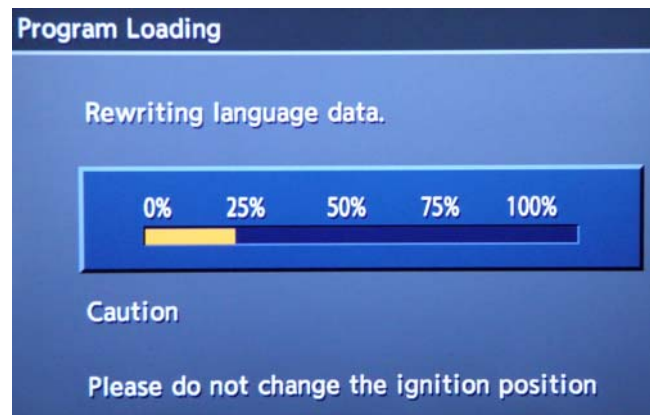


Figure 5

8. When the first part of the program has finished loading:
- "Program loading is completed" will be display (Figure 6).
 - The Reprogramming Software DVD will automatically eject.
9. Remove the DVD and continue to the second part of the update in step 10.

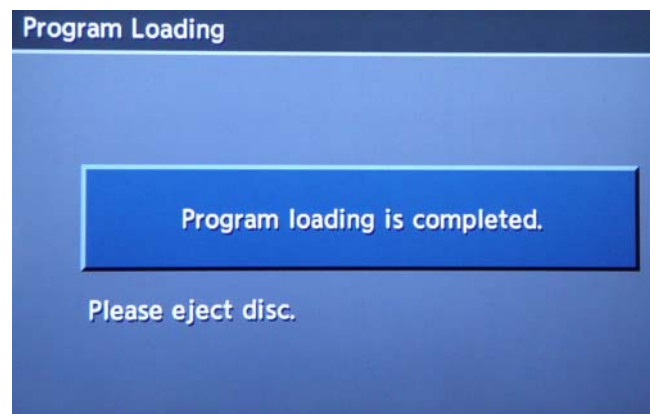


Figure 6

10. After the DVD is removed, the screen in Figure 7 “Please insert disc” may ask to reinstall the **same** Re-programming Software DVD for a second time.

- If not, the reprogramming is complete. Proceed to step 13.
- If so, re-insert DVD disc.
 - At the top of the screen “Program Loading (2nd)” will be displayed.

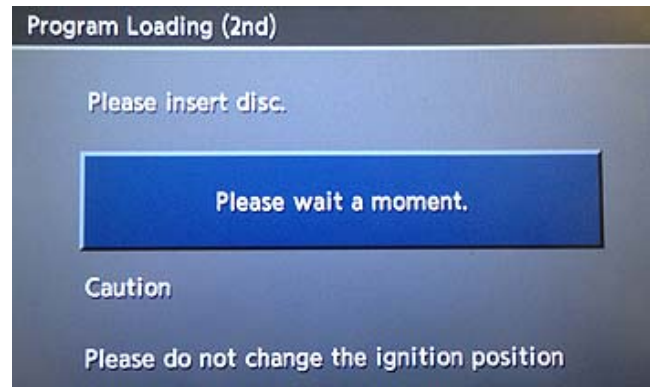


Figure 7

11. “Rewriting boot data” and “Rewriting program data” will be displayed once the DVD is reinstalled.

IMPORTANT:

Once reprogramming has started:

- Do not eject the DVD while it is loading.
- Do not change the ignition position until the DVD has been loaded.

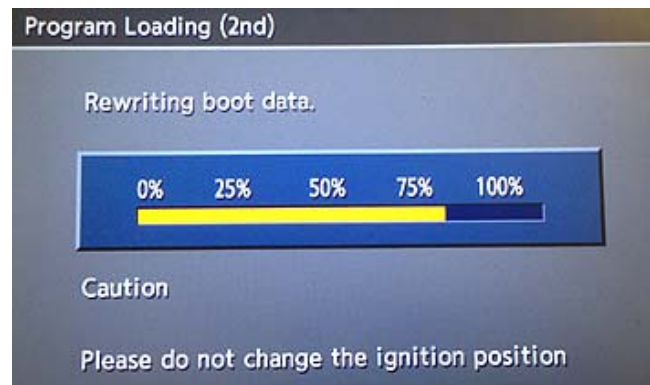


Figure 8

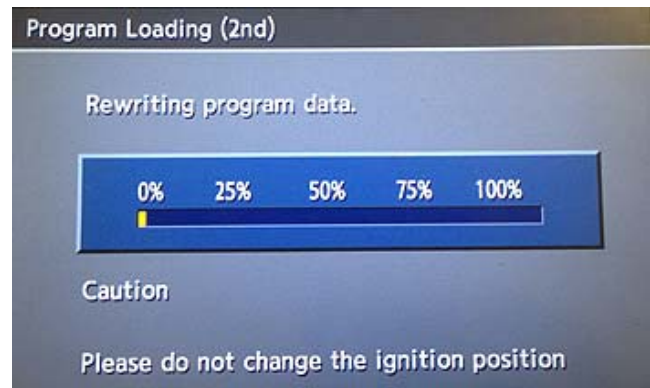


Figure 9

12. After the reprogram has completed:

- “Program loading is completed” will be display (Figure 10).
- The Reprogramming Software DVD will automatically eject.
- The Navigation system will restart.
- Proceed to step 13.

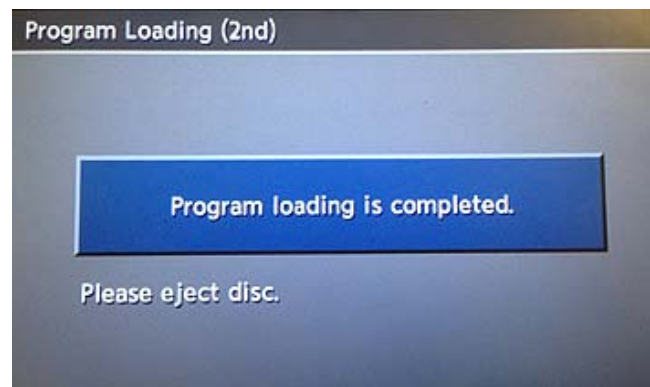


Figure 10

After Navigation has restarted:

13. To confirm that the Navigation version has been successfully updated, load the DVD into the CD slot again.

- If Figure 1 is displayed it indicates that the reprogram has been completed.
 - If complete go to step 14.
- If Figure 2 is displayed, allow the update to complete (steps 7-12) and follow the on screen instructions, then perform step 13 to confirm the re-program has completed.

14. Eject DVD.

15. Turn the Bluetooth back on.

16. The procedure is complete. Turn the ignition OFF.

