



# SERVICE BULLETIN

Classification: EL11-043b	Reference: NTB11-103b	Date: October 31, 2012
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## PREMIUM NAVI / AUDIO VISUAL CONTROL UNIT DIAGNOSIS AND ORDERING

This bulletin has been amended by adding to the APPLIED VEHICLES list, and the procedure to obtain the A/V unit part number. Please discard all previous versions of this bulletin.

### APPLIED

<b>VEHICLES:</b>	2010-2012 Altima Sedan (L32)	2010-2013 Maxima (A35)
	2010-2013 Altima Coupe (L32)	2010-2013 370Z (Z34)
	2010-2011 Altima Hybrid (HL32)	2011-2013 GT-R (R35)
	2011-2013 Quest (E52)	2013 Armada (TA60)
	2011-2013 Murano (Z51)	2013 Pathfinder (R52)
	2011-2012 Murano CrossCabriolet (Z51)	

### SERVICE INFORMATION

To improve customer satisfaction by providing the correct repair on the first visit, Nissan has revised the procedure for ordering an “exchange” or “new” Audio Visual (A/V) Control Unit for vehicles with the premium navigation systems only (see **PROCEDURE** on page 2).

- To ensure a proper diagnosis and repair, the technician will need to call TECH LINE to confirm (or assist with) their diagnosis and the proper repair prior to ordering the unit.
- Clarion will require a confirmation from TECH LINE prior to shipping the exchange unit orders.
- For the premium navigation system only.
- Parts will be put on **parts restriction** and will need to be cleared prior to the order shipping.
- The warranty claims call center will verify that TECH LINE has recommended replacement as part of the approval process in the event that a new unit is required.
  - TECH LINE has the support of engineering and Clarion in diagnosis if required.

**NOTE:** All other A/V units will be ordered and shipped through the normal process.

- As usual, most units ordered should be an exchange unit versus a new unit.

This requirement of calling TECH LINE for confirmation to replace an A/V unit will be monitored to ensure the most effective and accurate method of repair. Future changes or adjustments may be made to this process to increase repair timeliness and/or customer satisfaction.

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.

## A NEW UNIT IS REQUIRED ONLY IF:

- The vehicle has not yet been sold.
- The customer requests a new unit on a non-warranty repair.
- The exchange unit is not available.
- Insurance claim replacement.

**NOTE:** Nissan would also recommend that this procedure is used for non-warranty repairs to ensure that a proper diagnosis and repair are performed.

## PROCEDURE

- Verify and duplicate the customer's concern if possible. If duplication is not possible, please gather as much information about the incident as possible from the service advisor/writer or customer.
- Check for any connected devices (phone, iPod, MP3 player, etc.) or determine if a connected device is present during the concern. Please gather model and software version information if possible.
- Perform NTB09-063 for any Bluetooth concerns and NTB11-096 for any iPod / iPhone music play through USB concerns.
- After gathering preliminary information of the concern, please call TECH LINE. After a diagnosis of the concern has been performed, and the technician and TECH LINE agree that the unit should be replaced, the dealer can order the part.
- TECH LINE will confirm with Clarion that the diagnosis has occurred.
- After the order is confirmed with Clarion, an order/shipping confirmation fax will be sent to the dealer.
- Before an order is placed, the technician/dealer will need to provide TECH LINE with the following information from the incident unit:

- The incident model and part number \_\_\_\_\_

**NOTE:** Eligible A/V units will start with part number **25915-**\_\_\_\_\_. The A/V unit part number can be obtained using C-III plus (go to page 3).

- The navigation software program version \_\_\_\_\_
- The navigation map version \_\_\_\_\_
- Dealer name and fax number \_\_\_\_\_
- Dealer contact name \_\_\_\_\_

## Obtain A/V Unit Part Number (OPTIONAL)

1. Make sure the shift selector is in Park (A/T) or Neutral (M/T), and the parking brake is set.
2. Connect the plus VI to the vehicle.
3. Turn the ignition ON.

**NOTE:** You may want to start the engine to keep the battery charged during this procedure.

4. Write down customer's radio station presets (presets will be lost during this procedure).

Presets	1	2	3	4	5	6
A						
B						
C						
SAT						
SAT						
SAT						

5. Open/start ASIST on the CONSULT PC, and then select CONSULT III plus.

6. Wait for the plus VI to be detected, and the status box(es) to turn "green".
7. Select the plus VI with the correct serial number being used (if more than one in the shop) by highlighting it in the **Connection Status** box.
8. Select **Re/programming Configuration**.

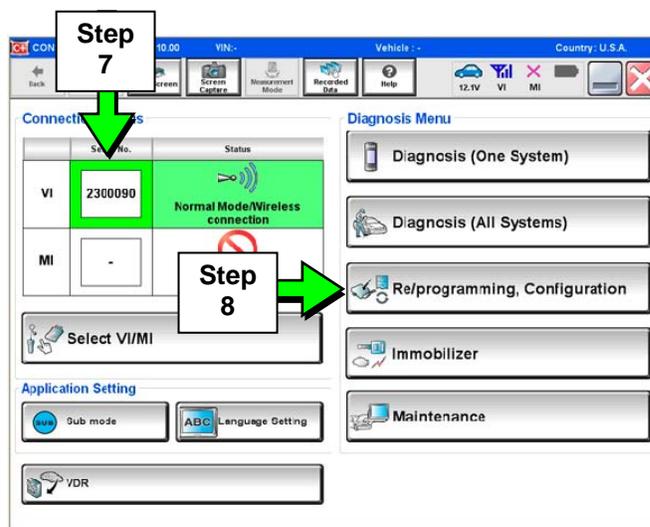


Figure 1

9. Use arrows (if needed) to view and read all **Cautions**.

10. Check the box confirming the precautions have been read.

11. Select **Next**.

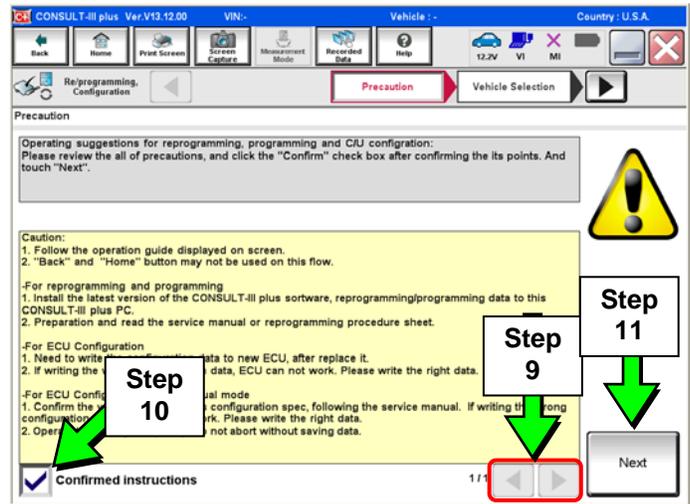


Figure 2

12. Select the **Automatic Selection(VIN)** tab.

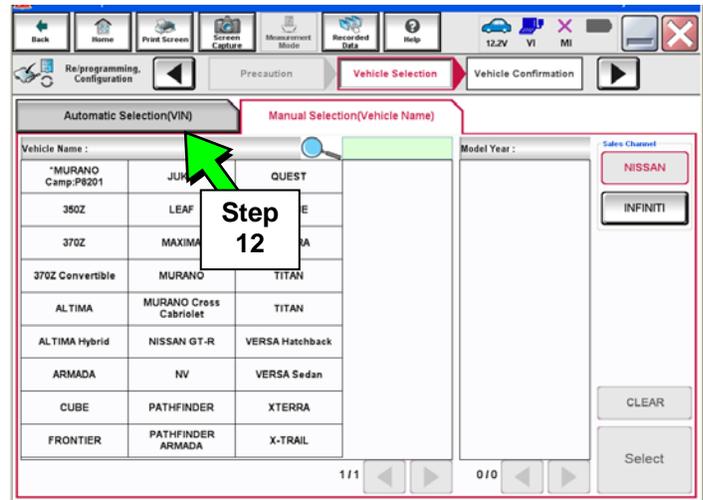


Figure 3

13. Select **Confirm**.

- Wait while system call completes.

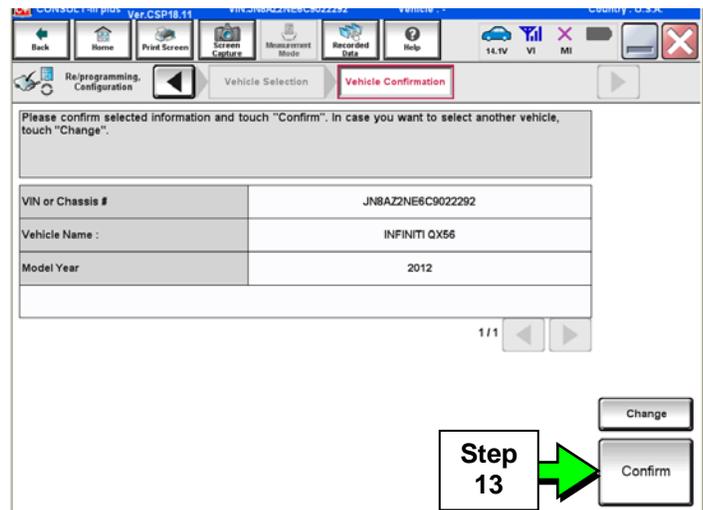


Figure 4

14. Select **Confirm**.

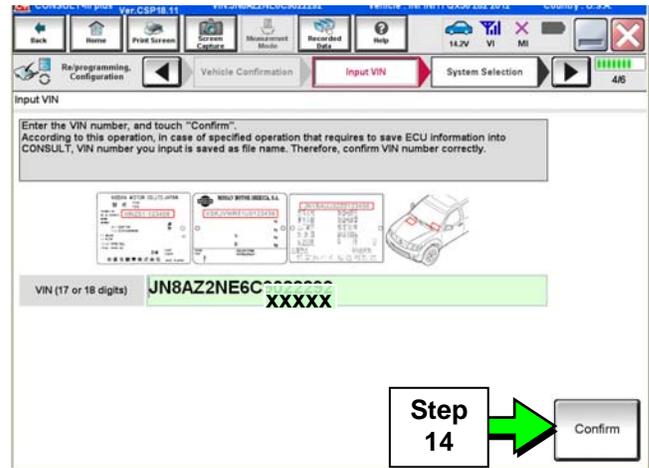


Figure 5

15. Select **Multi AV**.

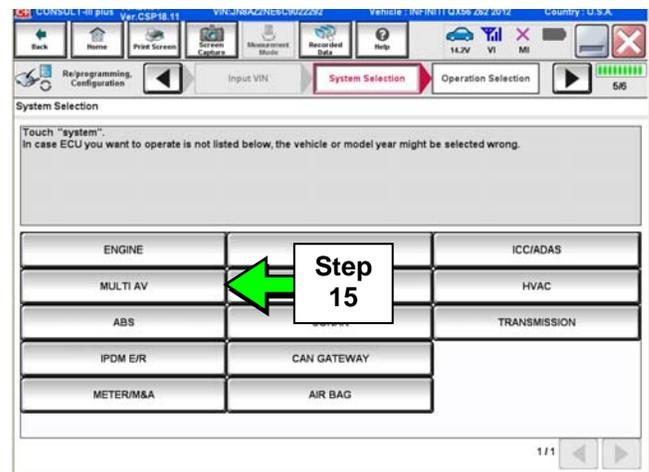


Figure 6

16. Select **Read / Write Configuration**.

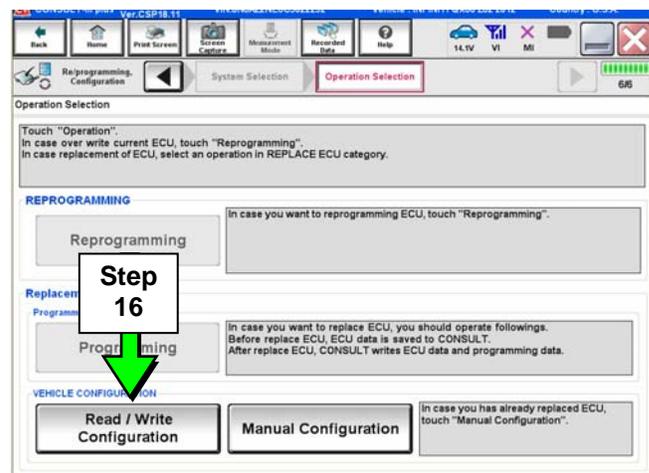


Figure 7

17. Select **Before Replace ECU**.

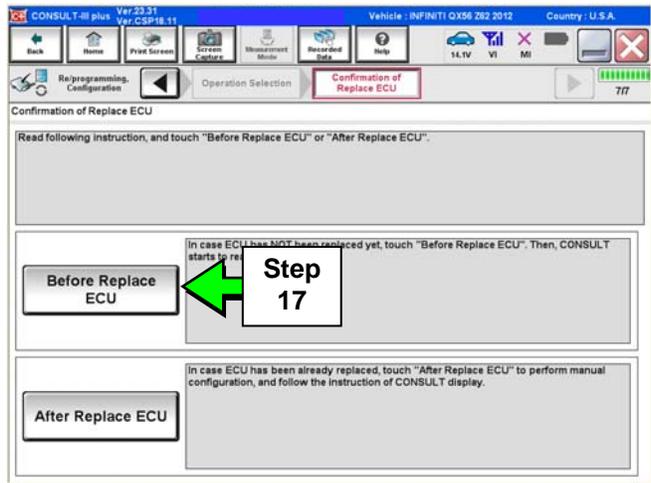


Figure 8

18. Select **Save**.

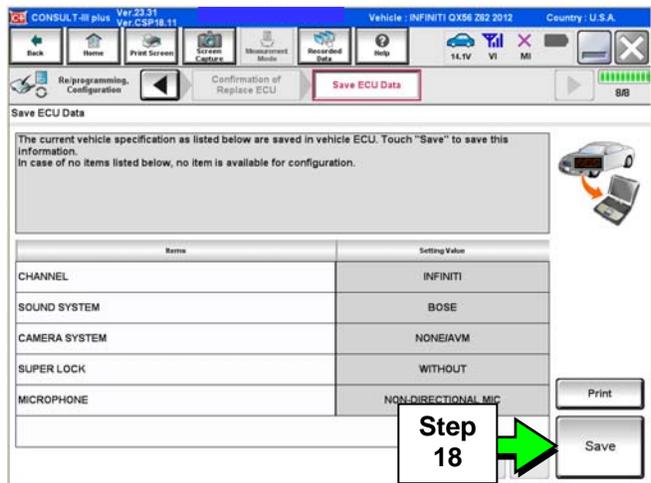


Figure 9

- The software P/N is shown in Figure 10. Ignore it.

19. Select **End**.

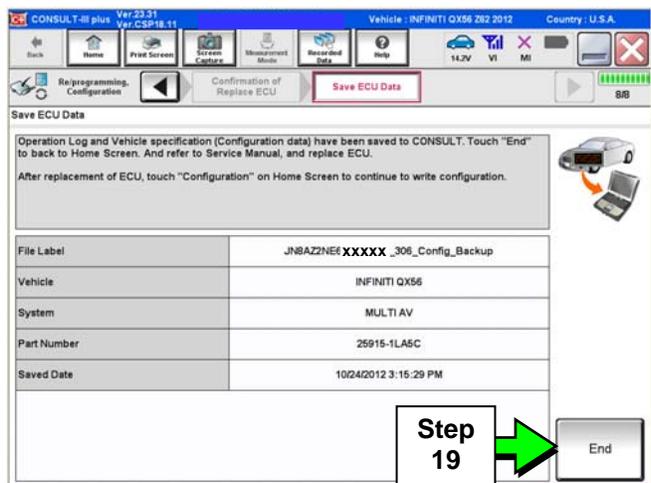


Figure 10

**NOTE:** Leave C-III plus running and the plus VI connected.

20. Turn OFF the audio system.

21. Put the A/V system into System Diagnostic Mode as follows:

a. Press and hold the **SETTING** button.

b. While holding the **SETTING** button, turn the volume control knob 40 clicks or more.

- The volume control knob can be turned either direction.



Figure 11

- When the system goes into the System Diagnostic Menu, the screen in Figure 12 will display.

22. Select **Confirmation/Adjustment**.

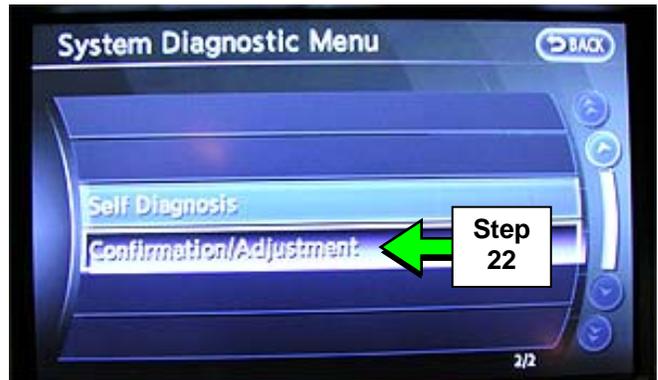


Figure 12

23. Select **Delete Unit Connection Log**.



Figure 13

24. Select **Yes**.



Figure 14

25. Select **Initialize Settings**.



Figure 15

26. Select **Accessory Number Initialization**.

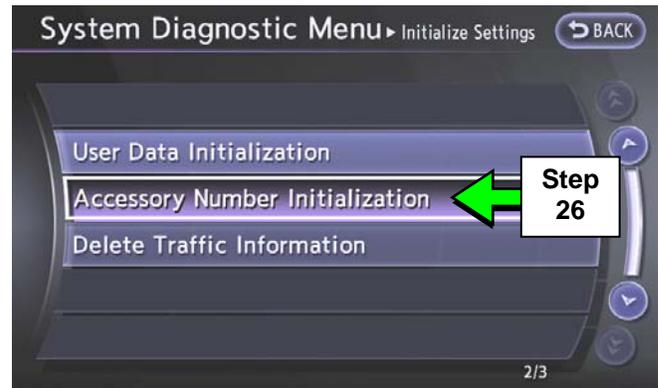


Figure 16

27. Select **Yes**.

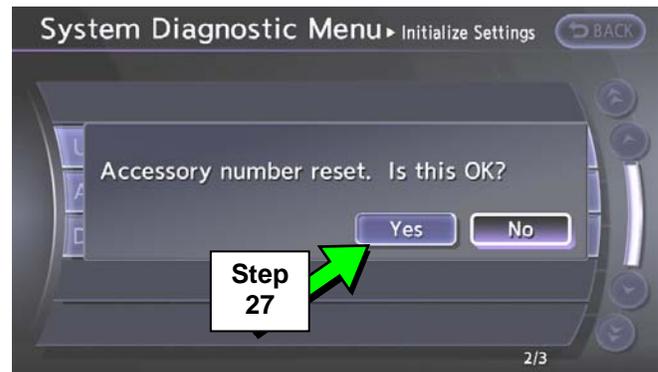


Figure 17

28. Wait while the system "initializes".

- The screen in Figure 18 will display while "initializing".



Figure 18

- The screen in Figure 19 will display when "initialization" is complete.



Figure 19

29. Once “initialization” is complete, reboot the Multi A/V system as follows:

- a. Turn OFF the ignition.
- b. Wait 10 seconds.
- c. Turn ON the ignition.

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

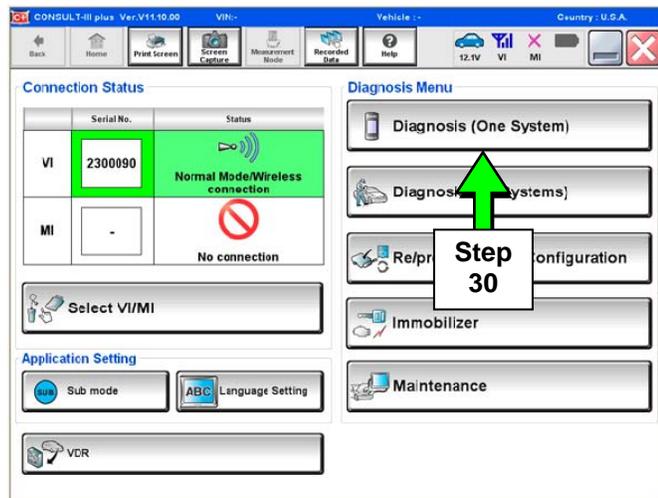


Figure 20

31. Select **MULTI AV**.

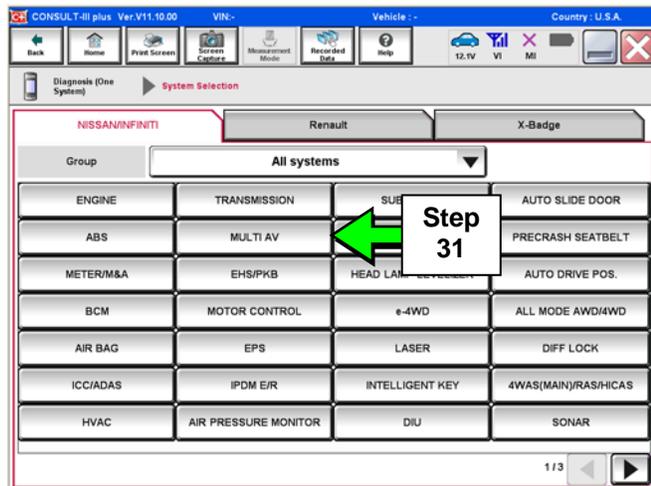


Figure 21

32. Select the **ECU identification** tab.
33. Print or write down the **ECU PART NUMBER** for ordering and warranty information:  
  
25915-\_\_\_\_\_
34. Select **Home**.

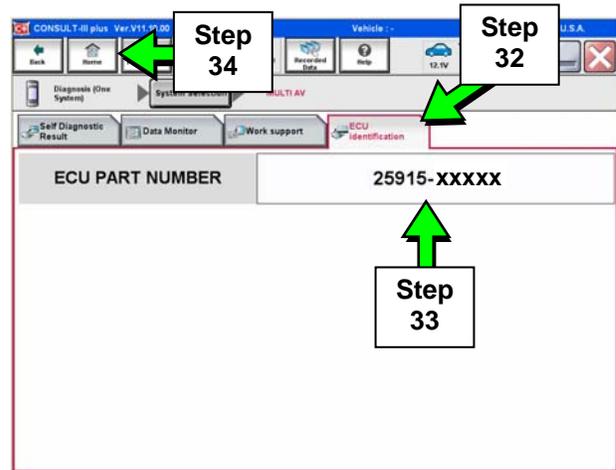


Figure 22

The A/V unit can now be ordered with this part number. The current A/V unit can now be configured for use until it is replaced.

### Configure the Multi AV System

1. After selecting **Home**, the screen in Figure 23 will appear.
2. Select **Re/programming Configuration**.

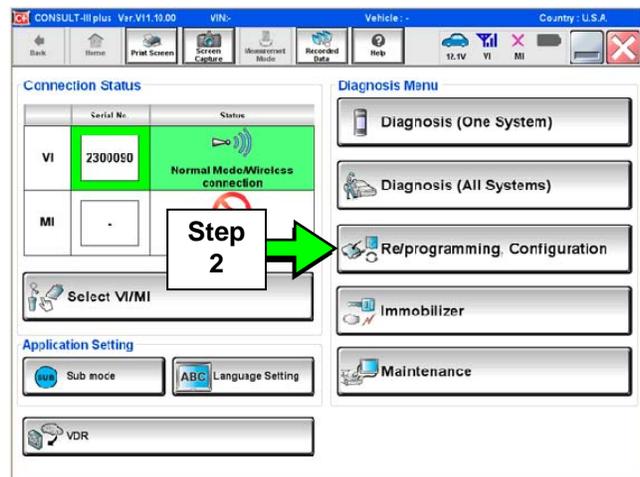


Figure 23

3. Read the **Precautions**.
  - When finished, touch the **Confirmed instructions** box to insert a check mark, and then select **Next**.

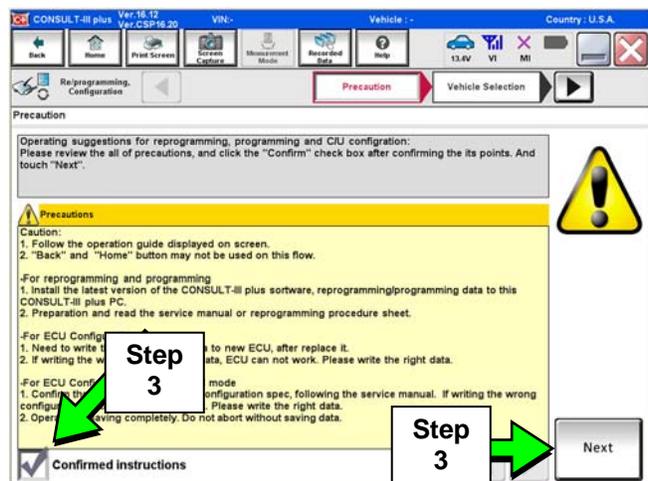


Figure 24

4. Select **Automatic Selection(VIN)**.

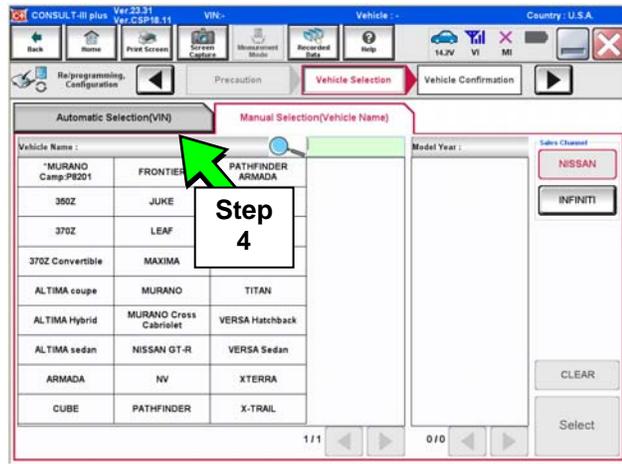


Figure 25

5. Confirm the correct **Model Name** and **Model Year** are displayed.

- When finished, select **Confirm**.

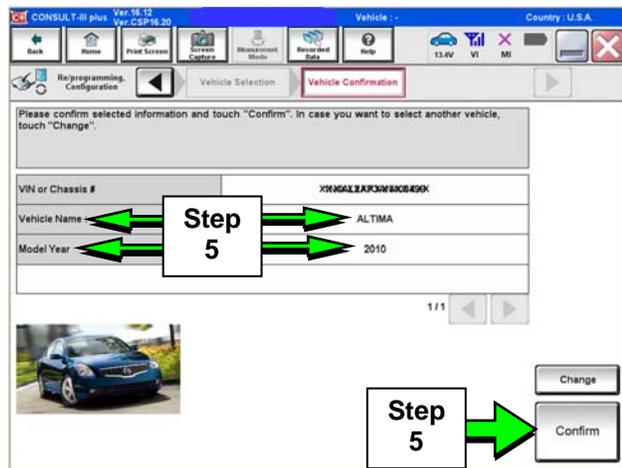


Figure 26

6. Select **Confirm**.

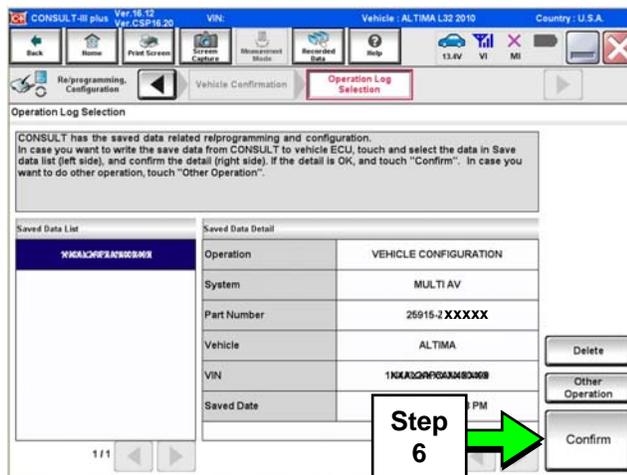


Figure 27

7. Select **After Replace ECU**.

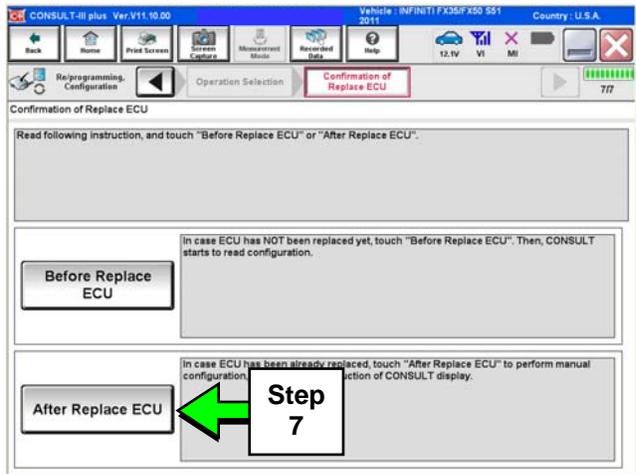


Figure 28

8. Select **OK**.

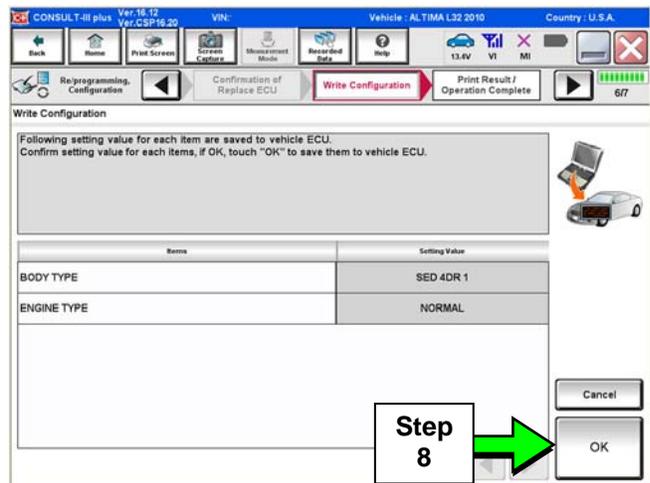


Figure 29

9. After selecting **OK**, the screen in Figure 30 appears.

10. Select **End**.

- Configuration is now complete.

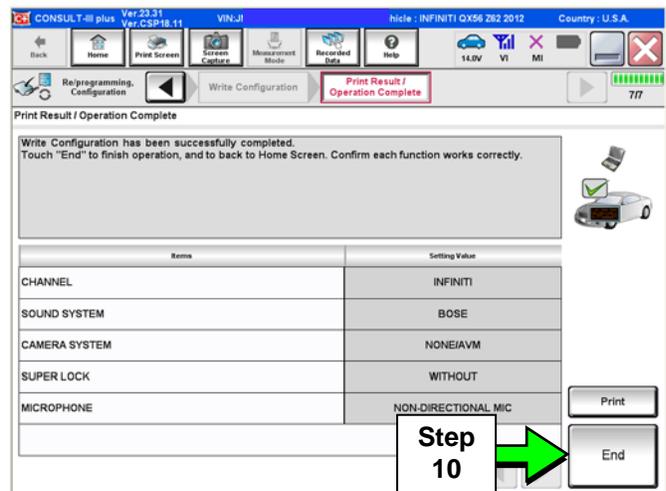


Figure 30

Close C-III plus, remove the plus VI, and then go to the next page.

## **Confirm Multi AV System Is Operational**

1. Put your foot on the brake, and then turn the engine OFF (if running).
2. Start the engine, and then move the shift selector to R (Reverse).
3. If equipped, make sure the rear view monitor is working correctly.
4. Put the shift selector back into P (Park).
5. Turn ON the radio.
6. Turn the volume knob and make sure the audio volume responds to movement of the knob.
7. Reset the radio station presets.

