



SERVICE BULLETIN

Classification: EL12-060	Reference: NTB12-070	Date: January 9, 2013
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2010 – 2013; NAVIGATION SOFTWARE UPDATE

APPLIED VEHICLES: 2010 - 2012 370Z Coupe (Z34)
2010 - 2012 370Z Roadster (HZ34)
2010 - 2012 GT-R (R35)
2011 - 2012 Murano (Z51)
2011 - 2012 Murano Cross Cabriolet (EZ51)
2010 - 2012 Maxima (A35)
2010 - 2012 Altima Coupe, Sedan, and Hybrid (C/L32/HV)
2013 Altima Coupe
2013 Pathfinder
2013 Armada

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:

- Specific addresses cannot be entered
- System reboots when:
 - On long trips with a destination set
 - Within a few minutes of starting the vehicle
 - A destination set or during the process of setting
 - The logo appears after the system shuts off
- System locks up with many functions occurring at one time (USB, Bluetooth, MP3, vehicle in reverse/camera operating, etc.).
- POIs are missing because Application disc of new map update was not installed.
- Popping noise while entering the vehicle if the customer was on a Bluetooth Handsfree call that connected to the vehicle mid call.
- Incoming call cannot be heard or received when using iPhone 5.

ACTION

- Follow the Service Procedure to load the Re-programming Software DVD referenced in the Parts Information section.

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.

PARTS INFORMATION

Re-programming software DVD required for this procedure:

- Each dealer has been mailed one NTB12-070/ITB12-054 Re-programming Software DVD, free of charge, from Clarion.
- Should you require an additional NTB12-070/ITB12-054 Re-programming 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.



Figure A

CLAIMS INFORMATION

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

DESCRIPTION	OP CODE	SYM	DIA	FRT
DVD NAVIGATION – RE-PROGRAMMING	RX2JAA	ZE	32	0.2

SERVICE PROCEDURE

NOTE: This procedure will take 10-20 minutes with the ignition ON and will require the DVD to be inserted twice 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 Re-programming 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.

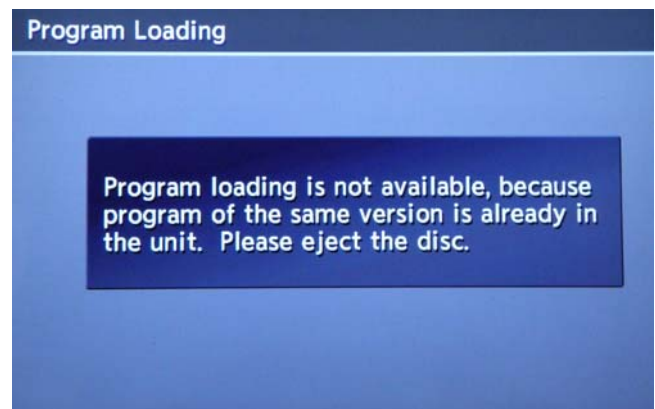


Figure1

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

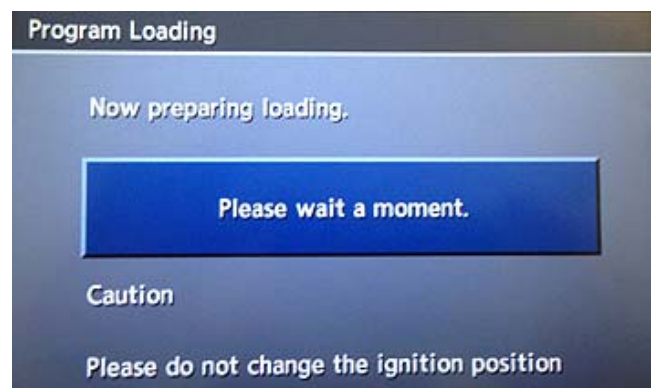


Figure 2

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 re-programming has started:

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

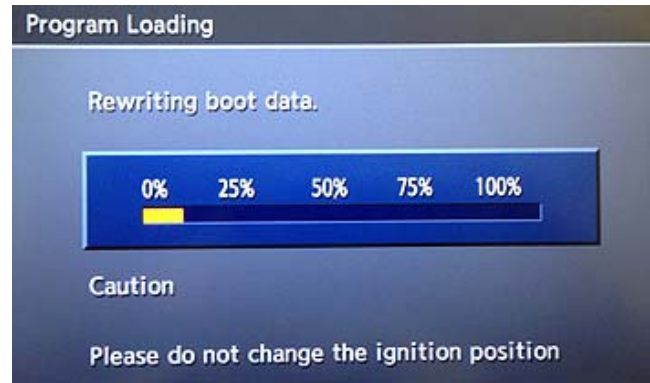


Figure 3

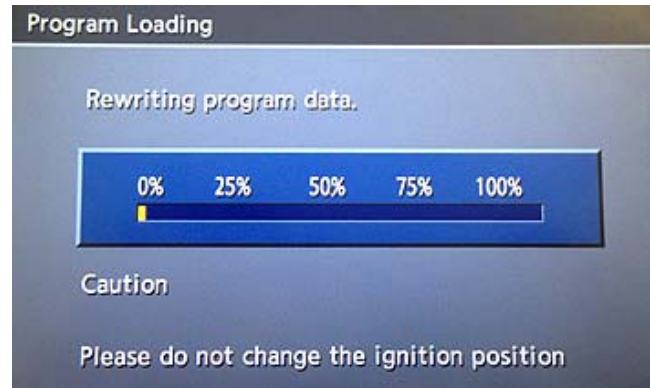


Figure 4

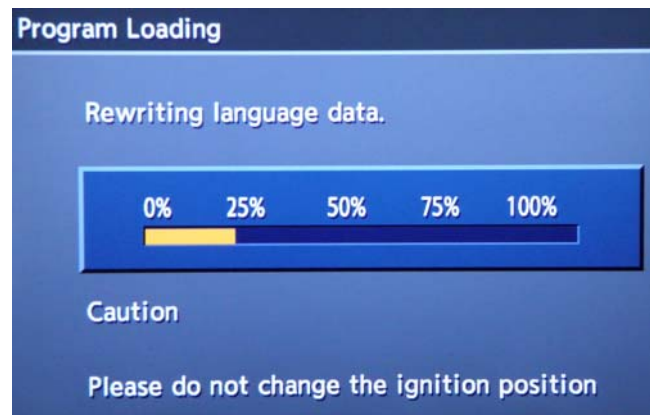


Figure 5

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

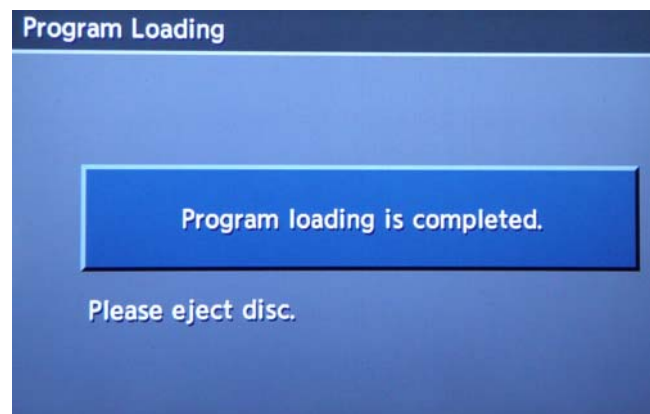


Figure 6

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 re-programming is complete. Proceed to step 13.
- If so, re-insert DVD disc.
 - At the top of the screen “Program Loading (2nd)” will be displayed.

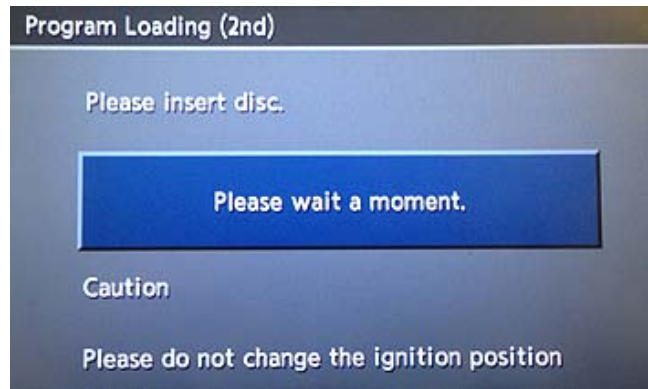


Figure 7

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

IMPORTANT:

Once re-programming has started:

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

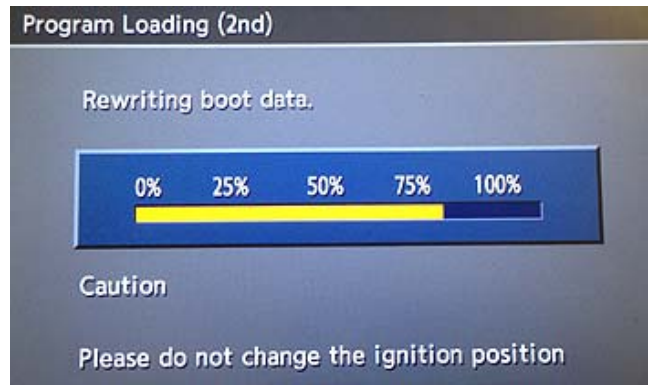


Figure 8

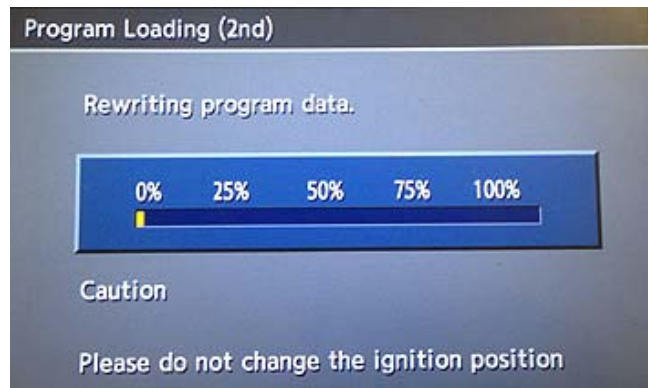


Figure 9

12. After the reprogram has completed:

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

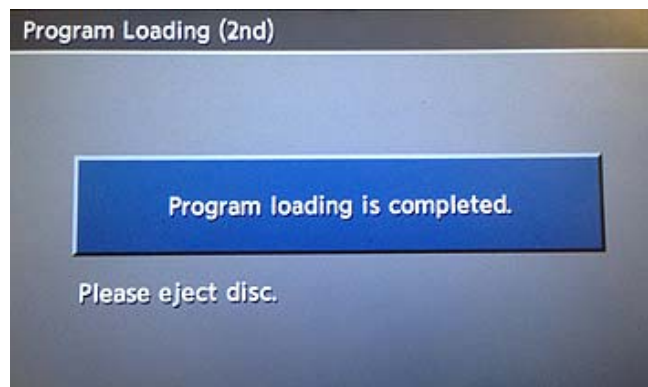


Figure 10

After Navigation has restarted:

13. To confirm that the Navigation version has been successfully updated, load the DVD into the CD slot for a third time.

- If Figure 1 is displayed it indicates that the re-program 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.

