SERVICE BULLETIN

Classification:	Reference:	Date:
EL18-012b	NTB18-031b	June 25, 2018

2016-2018 NISSAN CONNECT NAVIGATION SYSTEM SOFTWARE UPDATE TO RESOLVE SEVERAL ISSUES

> **This bulletin has been amended. The IF YOU CONFIRM section and software number has changed. No other changes have been made. Please discard previous versions of this bulletin.**

APPLIED VEHICLES:
2016-2017 Altima (L33)
2016-2018 Frontier (D40)
   Vehicles built **after** 1N6(*)D0(***)GN 727602 // January 4, 2016
2016-2017 Juke (F15)
2018 NV200 (M20)
2016-2017 Rogue (T32)
2017 Rogue Hybrid (T32)
2017-2018 Rogue Sport (J11)
2016-2018 Sentra (B17)
2016-2018 Titan XD (A61)
2017-2018 Titan (A61)

APPLIED SYSTEM: **Equipped with navigation system**

IF YOU CONFIRM

One or more of the following is occurring:

- The navigation unit intermittently reboots:
  - ➢ At random *or* while listening to SXM *or* on a Bluetooth hands-free phone call.
- Loud booming noise from speakers while on a Bluetooth hands-free call.
- Navigation unit screen illumination does not change at night as designed.
- AM/FM signal strength issues.
- In-vehicle downloads in Nissan Connect Services do not work. (Connected Search, Destination Assistance Download, Sync feeds)
- A status message "Voice Recognition is initializing, please wait" is displayed when pressing the voice recognition button 2-3 minutes after the ignition is first turned ON.

  NOTE: If the message is displayed within the first 2-3 minutes this is normal. The voice recognition is loading phonebook contacts into its system.

AND

- The Software version has been confirmed as "needs update" (refer to page 4).

ACTION

- Perform the **SERVICE PROCEDURE** starting on page 3 and reprogram the Navigation system with USB memory stick shown on the next page.

A reprogramming software USB memory stick is required for this procedure.

- Each dealer has been mailed one USB memory stick (Figure A) free of charge, from Bosch. Please discard any old USB memory sticks with the previous software version.

- If a replacement USB memory stick is needed due to loss or damage, one can be ordered through Bosch by emailing:
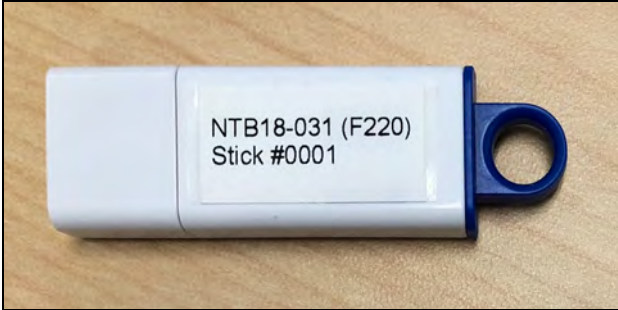
  nissan.dealers@us.bosch.com

Figure A

- Include the following when emailing for a replacement USB:

Bulletin Number	
Date	
Dealer Number	
Mailing Address: Dealer Name	
Address and Street	
City	
State	
Zip Code	
Order Placed By (your name)	
Order No.: (See Figure 2 on page 4)	
Current audio unit **Software** version (See **Software** in Figure 2 on page 4)	
Customer Concern	
Reason for request (choose one)	• Received defective USB stick • Did not receive initial USB stick • Lost USB stick (additional charge) • Damaged USB stick (additional charge) • Requesting additional USB stick (additional charge)

SERVICE PROCEDURE

1. Connect the GR8 battery charger - set to power supply mode - to the vehicle battery so that the battery will not lose its charge during the procedure.

   NOTE: This reprogram will take approximately 35 minutes after the **Update** button has been selected.

2. Set the parking brake.

3. Cycle the ignition to ON, engine OFF/not Ready.

4. Turn ON the hazard lights to prevent the BCM from going into battery saver mode.

   IMPORTANT: The hazards <u>must</u> remain ON until the software update has been completed.

   NOTE: If at any time during this procedure, the status message "**Update Failed !**" is displayed with the direction to "**Insert update media**" while a countdown from 60 is displayed or the audio unit **continuously reboots** (restarts), <u>insert the USB memory stick</u>, and then proceed to step 15.

5. Write down the audio settings.

PRESETS	1	2	3	4	5	6
AM						
FM 1						
FM 2						
SAT 1						
SAT 2						
SAT 3						
BASS		TREBLE		BALANCE		FADE		SPEED SEN. VOL.

Check the Software Version

6. Turn the audio system OFF.

7. Access the **SERVICE MENU** as follows:

   a. Push and hold the **APPS OR MENU** button.

   b. Turn the **TUNE-SCROLL** knob as follows:

   ➢ Counterclockwise 3 or more clicks, then

   ➢ Clockwise 3 or more clicks, then

   ➢ Counterclockwise 3 or more clicks, then

   ➢ Clockwise 3 or more clicks, then repeat the above turns until the **SERVICE MENU** screen is displayed (see Figure 1, below).
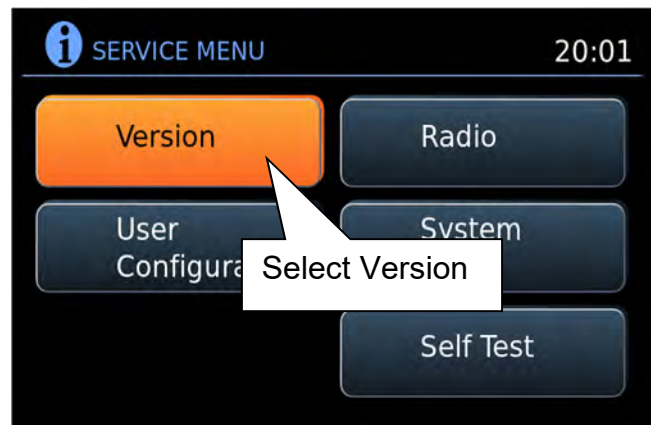
8. Select **Version**.

Figure 1

9. Check the **Software** version.

   • Is the software version **F220**?

     ➢ **NO - Needs update:** Proceed to step 10.

     ➢ **YES - Update not needed:** This bulletin does not apply. **Do not** install the update on the USB memory stick.

Figure 2

Reprogram Using the USB Memory Stick
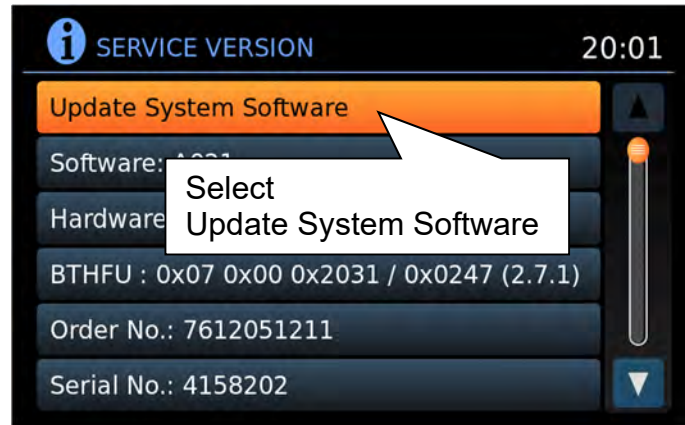

Figure 3

10. Select **Update System Software**.

11. Insert the USB memory stick into the audio system USB port and select **OK**.

Figure 4

12. Wait for the **APPLICATION** screen to appear (Figure 5).

13. Make sure the **Current Version** and **Media Version** are different.

- If the versions are the same, this bulletin does not apply. Refer to the Electronic Service Manual (ESM) for further diagnostic information.

  NOTE: The media version should be **F220** to proceed.

14. Select **Update.**

Figure 5

NOTE: **After** selecting **Update**, the screen will go black for up to 1 minute. **This is a normal part of the update**.

15. Wait until the update is complete (this can take up to 35 minutes).

  - The screen in Figure 6 will be displayed during the update.
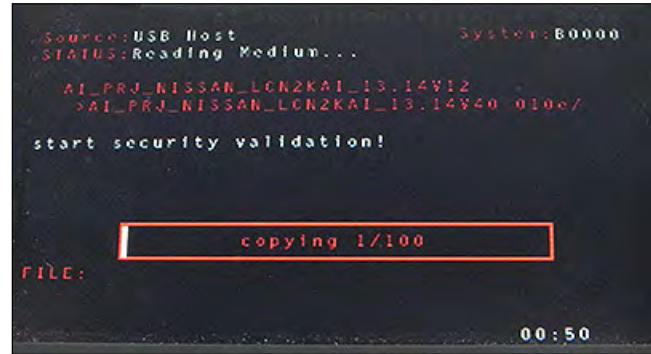

Figure 6

IMPORTANT: If directed to skip to step 15 due to screen message **"Insert update Media"**, it may take 3-5 minutes before the USB memory stick is recognized, and then Figure B may be displayed before the update begins. DO NOT remove the USB memory stick during this process.
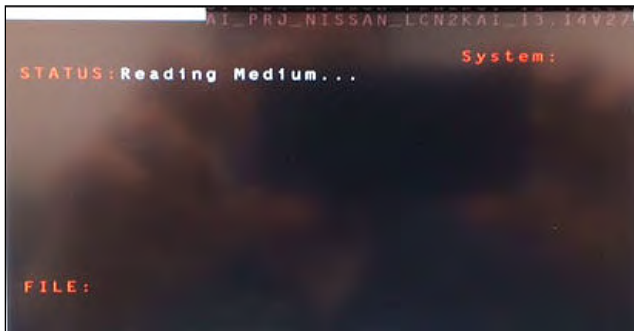

Figure B

16. When Figure 7 is displayed, remove the USB memory stick to complete the update.

  - This will cause the system to restart and may take up to 1 minute.
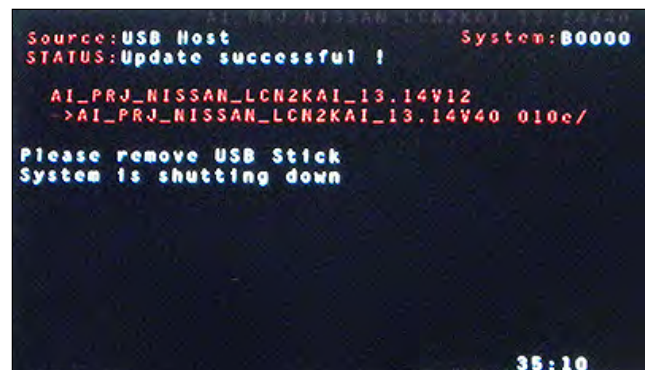
    NOTE: Do not turn the ignition OFF.

Figure 7

Proceed to the next page.

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No SD Card Inserted Message Displayed

17. Does the message "No SD card is inserted. Please use a Nissan SD card only" display (Figure 8)?

If Yes:

   a. Eject the SD card from the audio unit, and then reinsert it.

   b. After the SD card is reinserted, the "APPLICATION" screen (Figure 9) will display. Select **Update**.

   c. The update will take about 1 minute to complete and will display Figure 10.

   d. The message "Download successful. System will reboot now" will display and the audio unit will reboot (Figure 11).

   e. The Nissan logo will display.

   f. After the audio unit has rebooted, proceed to **Confirm the Software Version Has Changed** on page 8.

If No:

Is the "APPLICATION" screen displayed (Figure 9)?

   Yes

   a. Select **Update**.

   b. The update will take about 1 minute to complete and will display Figure 10.

   c. The message "Download successful. System will reboot now" will display and audio unit will reboot (Figure 11).

   d. The Nissan logo will display.

   e. After the audio unit has rebooted, proceed to **Confirm the Software Version Has Changed** on page 8.

   No

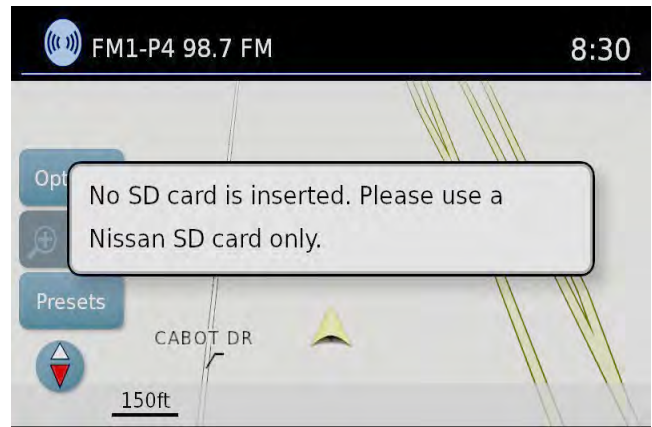   • Proceed to **Confirm the Software Version Has Changed** on page 8.
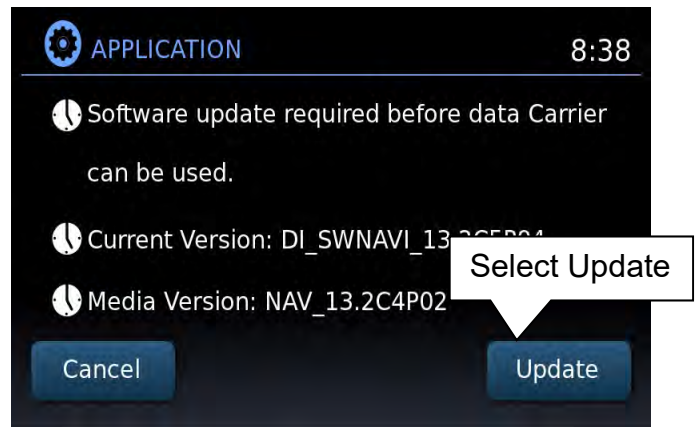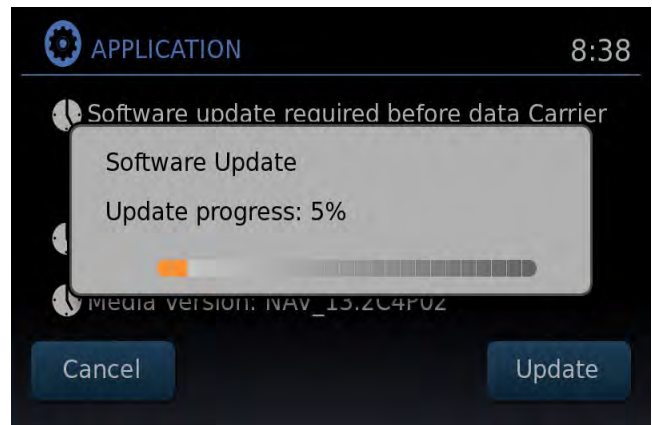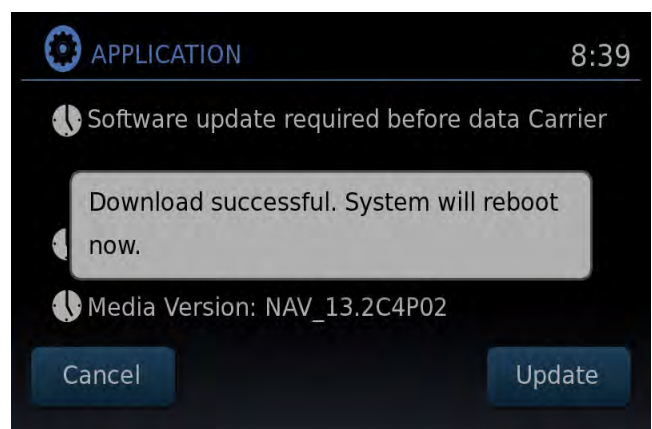

Figure 8

Figure 9

Figure 10

Figure 11

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Confirm the Software Version Has Changed

18. Access the **SERVICE MENU** as follows.

   a. Push and hold the **APPS OR MENU** button.

   b. Turn the **TUNE-SCROLL** knob:

     ➢ Counterclockwise 3 or more clicks, then

     ➢ Clockwise 3 or more clicks, then

     ➢ Counterclockwise 3 or more clicks, then

     ➢ Clockwise 3 or more clicks, then

     ➢ Repeat the above turns until the **SERVICE MENU** screen is displayed (see Figure 12).

19. Select **Version**.

Figure 12

20. Check the **Software** version.

- If the version is now **F220**, proceed to step 21.

- If the version is NOT **F220**, install the reprogramming USB memory stick again (steps 10 through 17) and then perform steps 18-20 for "**Confirm the Software Version Has Changed**".

21. Reset the audio settings, and turn the hazard lights OFF.

22. Please print the instructions on pages 10 and 11, and either place on the vehicle seat or attach it to the customer's receipt.
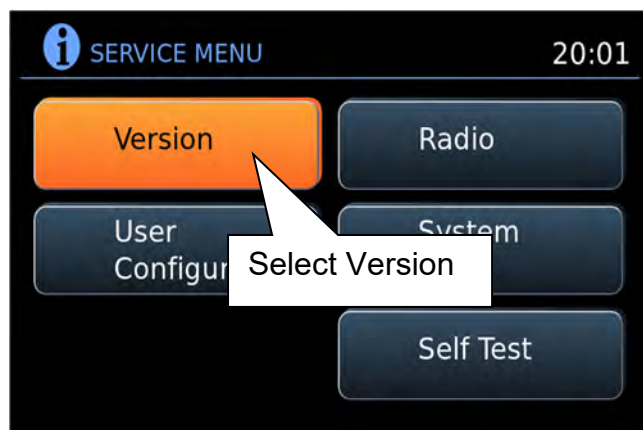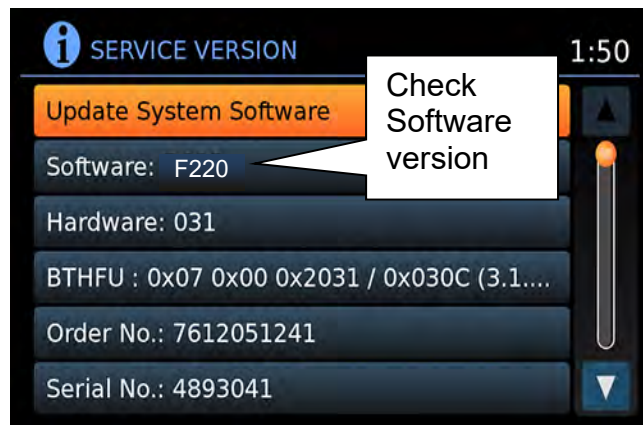

Figure 13

   IMPORTANT: Instruct the customer to go into their Bluetooth phone settings and perform the steps below.
- Select delete/erase the car from their phone's Bluetooth menu for the current pairing of their phone and vehicle.
- Then re-pair the phone.
  - ➢ If this is not done, the phone may no longer connect with the vehicle.

CLAIMS INFORMATION

Submit a Primary Operation (PO) type claim using the following claims coding.

OPERATION	OP CODE	SYM	DIAG	FRT
Reprogram Navigation	RX4XAA	ZE	32	0.5

If needed, the following instructions can be given to the customer explaining the operation of **SXM Smart Favorites** The following features are only available with SXM subscription.

Congratulations, your new software update has added a new feature called "SXM Smart Favorites".

Follow these instructions to use your new feature:

Smart Favorites Preset Setup

The Smart Favorites feature allows the user to designate presets, within the SXM1, SXM2 and SXM3 bands, as their Smart Favorites. When any of the Smart Favorite presets are selected, the current track on that station will play from the beginning of the song.

To program a Smart Favorite preset:

1. Press the **SXM** button.
2. Touch the "**Setup**" key.
3. Touch the "Tune Start" key to activate (ON) or deactivate (OFF) Smart Favorites.
4. Touch the "**Add Preset**" key to select an available preset.

For additional information regarding preset memory options, please see the Owner's Manual for your model and year vehicle.

NOTE:
- **Smart Favorites will start functioning only after the audio unit is turned on for a few minutes.**
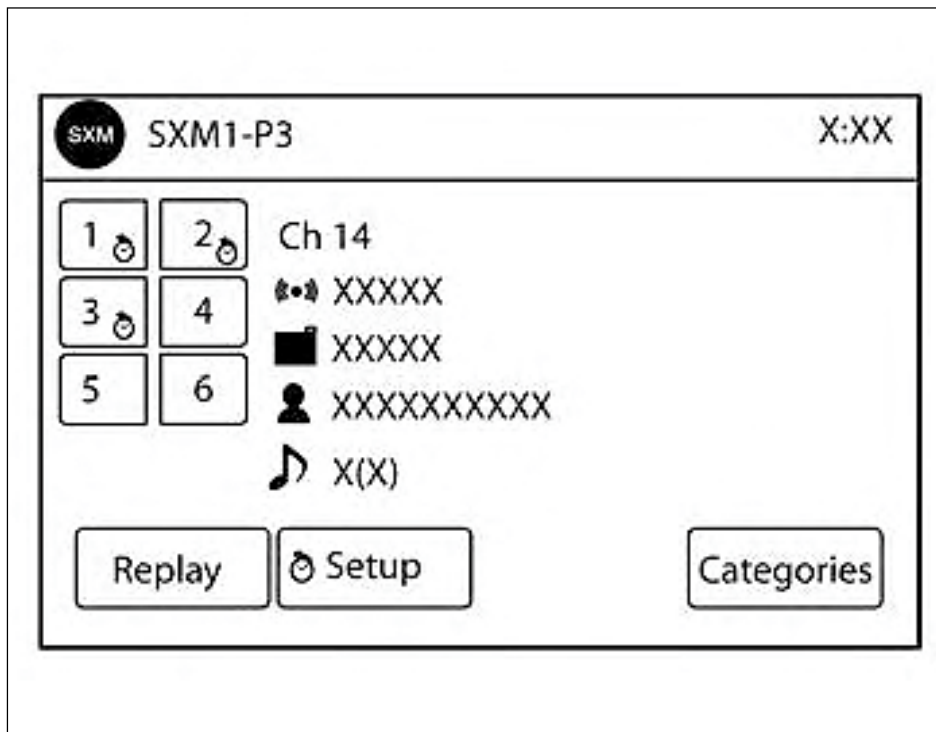- **Tune Start is supported for music channels only.**

Figure A

Replay Screen

The Replay Screen gives the user the ability to replay, skip, pause or rewind the currently aired track.

When the "**Replay**" key is pressed (Figure A), the Replay Screen (Figure B) is prompted.

REPLAY

- To replay a track from the beginning, press the ◄◄ seek button.

- The user can continue to press the ◄◄ seek button to replay previous songs, but can only go back as far as the system permits.

- The system will warn the user when they cannot skip any further back by displaying "At the End" in the bottom left corner of the screen.

SKIP

- To skip a track, press the ►► track button. "Live" will appear in the bottom left corner of the screen indicating the difference from play time to live audio.

PAUSE

- To pause a track, press the ‖ pause button.

REWIND/ FAST FORWARD

- To rewind/ fast forward a track, hold the ◄◄ or ►► seek/track button.
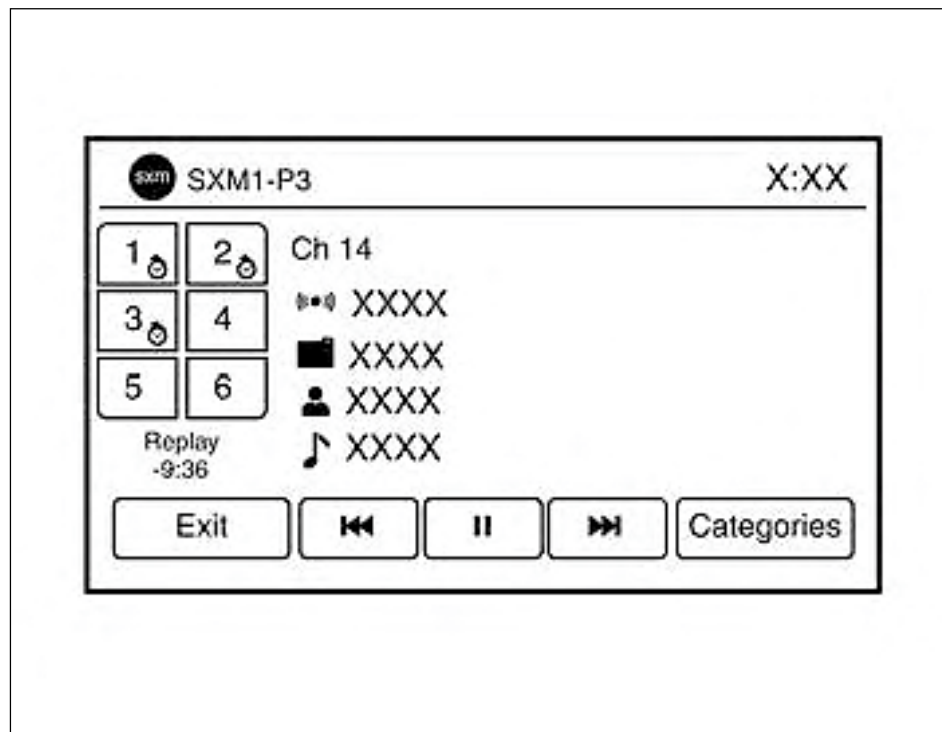

Figure B

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