SERVICE BULLETIN

Classification:	Reference:	Date:
EL15-005b	NTB15-011b	November 1, 2018

NISSAN CONNECT NAVIGATION SYSTEM SOFTWARE UPDATE

**This bulletin has been amended. See AMENDMENT HISTORY on page 9.
Please discard previous versions of this bulletin.**

APPLIED VEHICLES, VIN & DATE:

2014-2015 Altima (L33)
2014-2015 Rogue (T32)
2014-2015 Sentra (B17)
2014-2015 Xterra (N50)
2015 Titan (A60)
2015-2016 NV (F80)
2015-2016 NV200 (M20)

2015-2016 Versa Sedan (N17)
2015-2016 Versa Note (E12)
2015 Juke (F15)
2015 Taxi
2014-2015 Frontier (D40)
2016 Frontier (D40) - Vehicles built before:
   1N6(*)D0(***)GN 727602 // January 4, 2016

Equipped with navigation system ONLY

IF YOU CONFIRM

On an Applied Vehicle, one or more of the following is occurring:

- A status message "**Update Failed !**" is displayed with a direction to "**Insert update media**" while a countdown from 60 is displayed. The audio system then reboots (Nissan Logo appears), and then will restart the countdown.
- The center display screen (navigation screen) intermittently goes blank (nothing is displayed) for a few seconds or longer and then returns to normal display.
- **Continuously reboots** (Nissan Logo appears after a loss of sound or freeze condition).
- XM channel selection is sometimes not working as normal or shows "XM loading" for long periods of time.
- Audio sometimes is not working.
- Sound levels for balance, fader, treble, or bass do not correspond to what is displayed by the audio unit after the ignition is cycled.
  Example: While the "adjusted balance" shown on the audio unit indicates that the sound is balanced 100% to the rear, the actual listening level is at 50/50.
- Connected iPod freezes after using "Source" button or changing tracks.
- Audio preset buttons do not respond when selected.
- Calls unintentionally change from "hands free" to "handset".

And

- The Software version has been confirmed as "not current" (refer to page 4).

ACTION

Perform the **SERVICE PROCEDURE**, beginning on page 3, and reprogram the Navigation system with the USB memory stick shown in Figure A.

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 - 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 35 minutes after the **Update** button has been selected.

2. Set the parking brake.

3. Cycle the ignition to ON, engine OFF.

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.

5. If 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 16. Otherwise, continue to step 6.

6. Write down the radio 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

7. Turn the audio system OFF.

8. Access the **SERVICE MENU**.

   a. Push and hold the **APPS** 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).
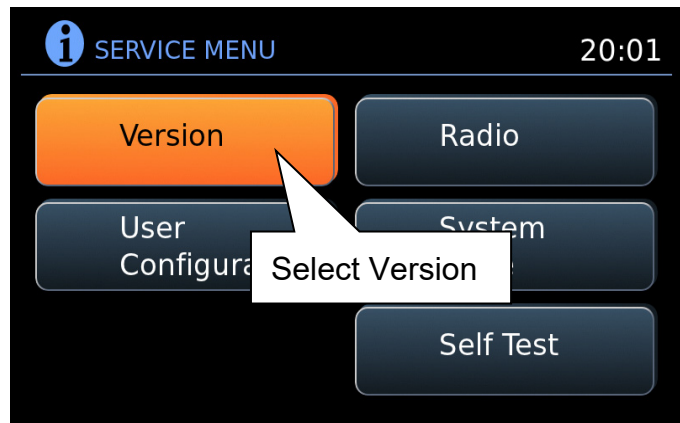
9. Select **Version**.

Figure 1

10. Check the **Software** version.

   • If the **Software** version is **A040, B155, D025, D207, D209** or **D322**, proceed to step 11.

   • If the version is anything other than **A040, B155, D025, D207, D209** or **D322**, this bulletin does not apply. DO NOT install the USB memory stick.
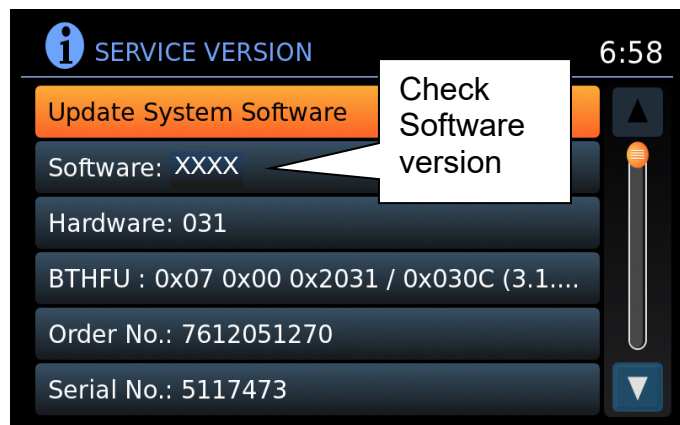

Figure 2

Reprogram Using the USB Memory Stick

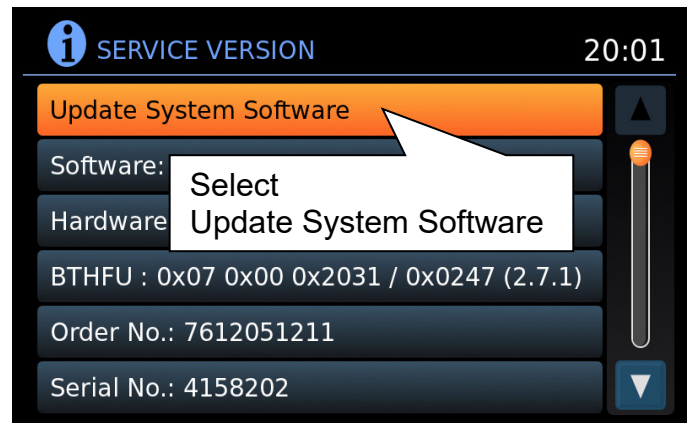11. Select **Update System Software**.

| SERVICE VERSION | 20:01 |

Update System Software

Software: Select
Hardware Update System Software
BTHFU : 0x07 0x00 0x2031 / 0x0247 (2.7.1)
Order No.: 7612051211
Serial No.: 4158202

Figure 3

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

SERVICE VERSION 20:01

Insert USB stick and press OK to start software download. Do not interrupt download by removal of USB drive or engine start.

Select OK

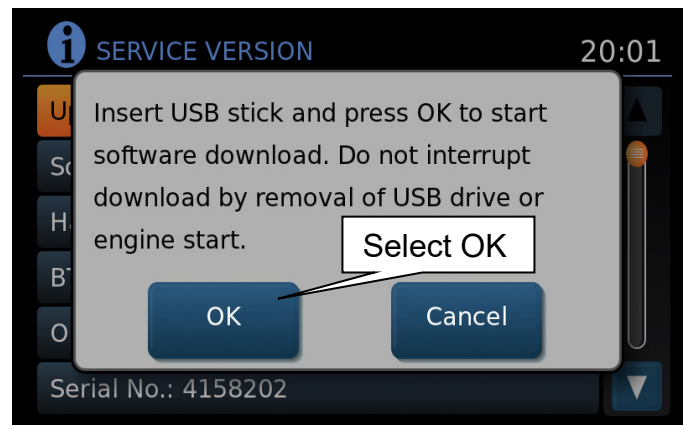OK   Cancel

Serial No.: 4158202

Figure 4

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

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

- If the versions are the same, this bulletin does not apply.

  NOTE: The media version should be **D407** to proceed.

15. Select **Update**.

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

APPLICATION 10:20

Software Update Available

Current Version: D025 1028_140325

Media Version: D407 1662_141212

Update   Select **Update**   Cancel

Figure 5

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

    - The screen in Figure 6 will be displayed.

    IMPORTANT: If directed to skip here from step 5, it may take 3-5 minutes before the USB memory stick is recognized, and then Figure B may be displayed before the update begins. <u>DO NOT remove USB memory stick during this process.</u>
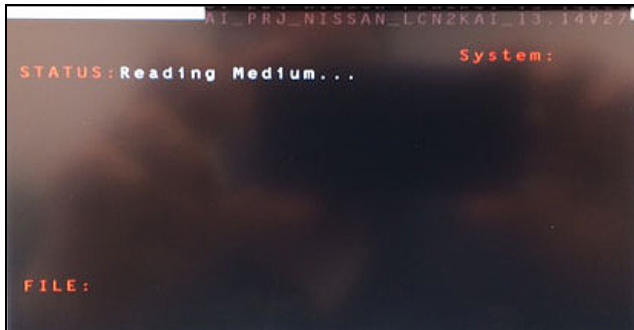

Figure 6

Figure B

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

    - This will cause the system to restart, which may take up to 1 minute.

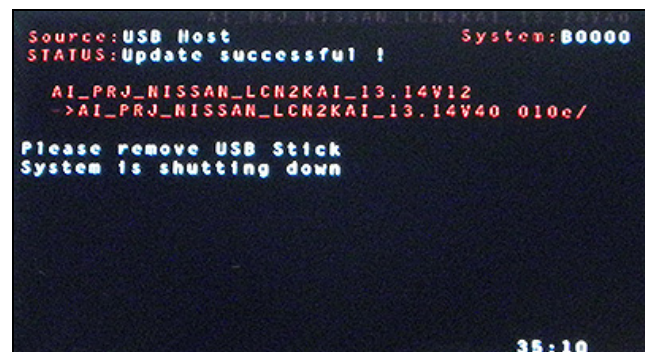   <u>Do not turn the ignition OFF yet.</u>

Figure 7

Proceed to the next page.

No SD Card Inserted Message displayed

18. 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 re-inserted, 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 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:

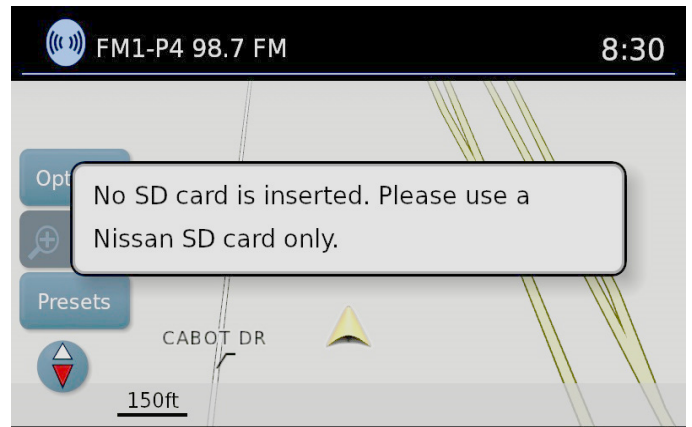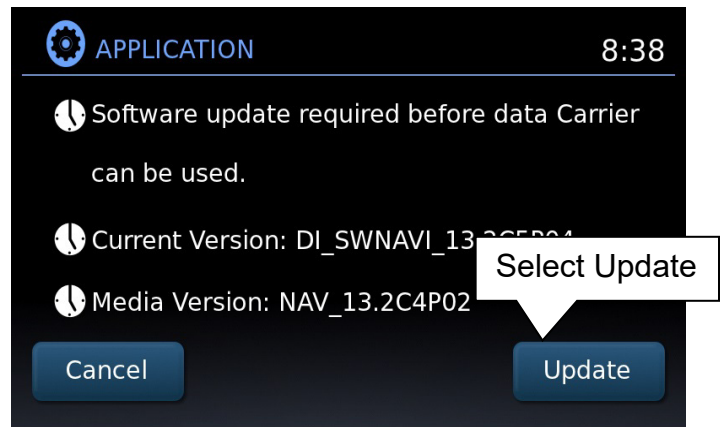   • Proceed to **Confirm the Software Version Has Changed** on page 8.
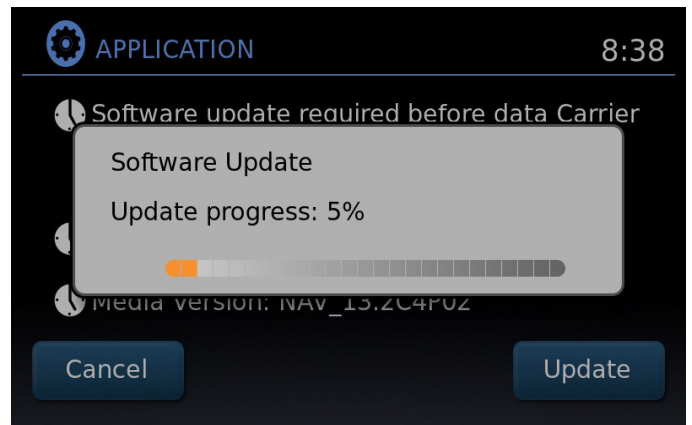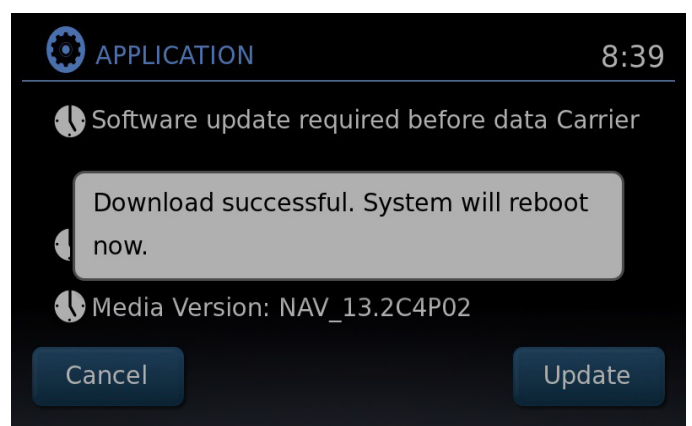

Figure 8

Figure 9

Figure 10

Figure 11

Confirm the Software Version Has Changed

19. Access the **SERVICE MENU**.

    a. Push and hold the **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).

20. Select **Version**.

21. Check the **Software** version.

- If the version is now **D407**, proceed to step 22.

- If the version is still **A040, B155, D025, D207, D209** or **D322**, install the reprogramming USB memory stick again (steps 11 through 18) and then perform steps 19-21 for "**Confirm the Software Version Has Changed**".

22. Reset the radio settings, and turn the hazard lights OFF.

23. Print the instructions on pages 10 and 11, and either place on the customer seat or attach it to the customer's receipt.
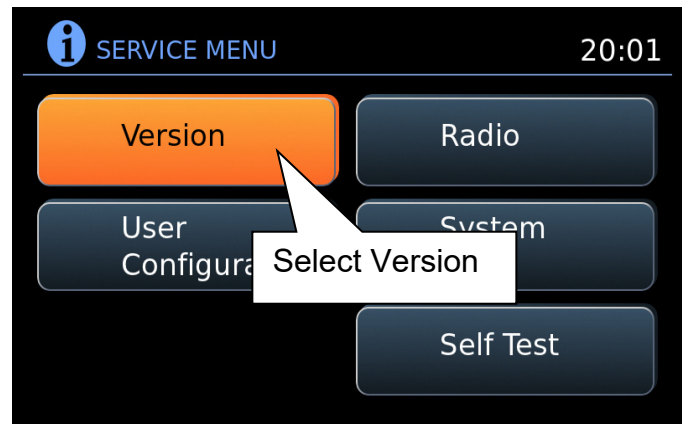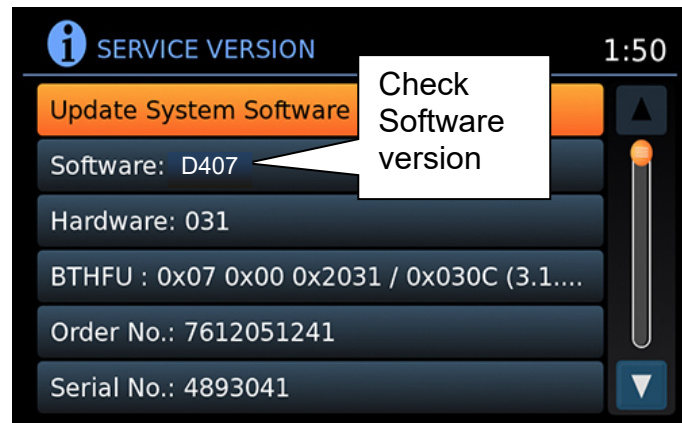
Figure 12

Figure 13

IMPORTANT: Instruct the customer to go into their Bluetooth phone settings and perform the actions below.

- Select delete/erase the vehicle from their phone's Bluetooth menu for the current pairing of their phone and vehicle.

- Then, re-pair the phone.

If the above is not completed, the phone may no longer connect with the vehicle while attempting to pair the phone to 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

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
September 9, 2015	NTB15-011	Original bulletin published.
February 10, 2016	NTB15-011a	APPLIED VEHICLES section revised.
November 1, 2018	NTB15-011b	Page 2 revised, and Bosch form removed.

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.**

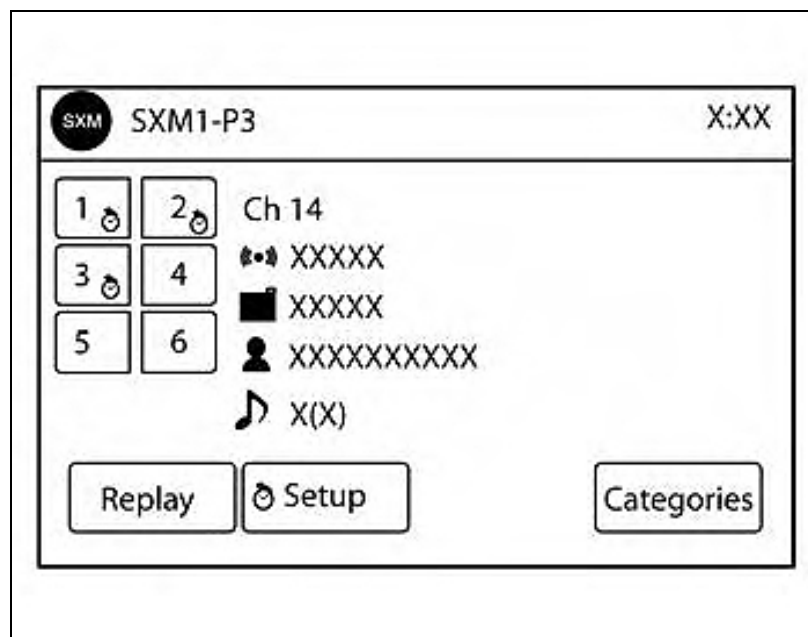- **Tune Start is supported for music channels only.**

Figure A

NTB15-011b

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

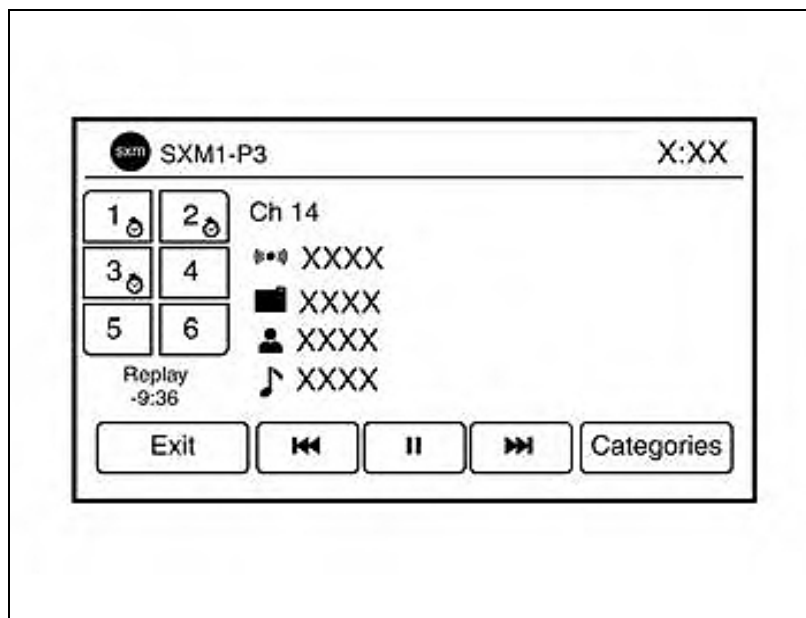- To rewind/ fast forward a track, hold the ◄◄ or ►► seek/track button.

Figure B