Technical Bulletin

SERVICE BULLETIN

Classification:	Reference:	Date:
EL14-045a	NTB14-090a	October 28, 2014

2015 VERSA SEDAN AND NOTE; AUDIO SOFTWARE UPDATE

> **This bulletin has been amended to add boot information to step 7 on page 9. No other changes have been made to the body of this bulletin. Please discard the previous version.**

APPLIED VEHICLES 2015 Versa Sedan (N17)
VIN AND DATE::   Built before 3N1CN7AP(*)FL 848090 / Aug 27, 2014
                    2015 Versa Note (E12)
                                Built before 3N1CE2CP(*)FL 377441 / Aug 27, 2014

IF YOU CONFIRM

The audio display is blank, the unit appears to be turned off and none of the buttons or controls will respond.

And

Disconnecting then reconnecting the vehicle battery restores correct audio operation.

ACTION

Check the audio head unit software versions with the procedure on page 3.

- If the head unit software versions are not the same as TABLE A, reprogram the audio system software with procedure on page 4.

- If the head unit software versions are the same as in TABLE A, this bulletin does not apply. Refer to the Electronic Service Manual (ESM) **AV – Audio, Visual & Navigation System** for further diagnosis.

IMPORTANT: The purpose of **ACTION** (above) is to give you a quick idea of the work you will be performing. You MUST closely follow the entire **SERVICE PROCEDURE** as it contains information that is essential to successfully completing this repair.

Reprogramming software USB memory stick is required for this procedure:

Figure A

- Each dealer has been mailed two USB memory sticks (Figure A) free of charge, from Clarion.

- Should you require an additional USB memory stick due to loss or damage, contact Clarion at:

    Phone: 800.347.8933
    Fax: 310.217.4380

SERVICE PROCEDURE

NOTE: If the audio display is blank, the unit appears to be turned off and none of the buttons or controls will respond:

a. Disconnect the battery.

b. After at least 15 seconds reconnect the battery.

c. If the radio still will not power up this Bulletin does not apply, refer to the Electronic Service Manual (ESM) **AV – Audio, Visual & Navigation System** for further diagnosis.

Check Software Version

1. Turn the ignition ON, engine OFF, and audio unit OFF (clock displayed).

2. Hold down preset button "**1**" and rotate the "VOL" knob right-left over 30 clicks (Figure 1).

   - The Service Menu will be displayed (Figure 2).

3. Rotate the "TUNE" knob to move the cursor to "Version" (Figure 2).

4. After highlighting Version push the "ENTER" button.

   - "MAIN", "SUB", and "EQ" will be displayed.

5. Check the Versions (Figure 3) and compare to what are shown in TABLE A below.

   - If the numbers <u>do not match</u> what are in TABLE A, turn the ignition OFF, wait for 10 seconds and then <u>perform the reprogram</u> starting on page 4.

   - If the numbers match what are in TABLE A, this bulletin does not apply. Refer to the Electronic Service Manual (ESM) **AV – Audio, Visual & Navigation System** for further diagnosis.

6. Turn ignition OFF.

Rotate knob

While holding here

Figure 1

Step 2

Step 3

Figure 2

Figure 3

TABLE A

ITEM	VERSION
MAIN	470483402-**0490**
SUB	470482701-**0260**

NOTE: If the audio display is blank, the unit appears to be turned off and none of the buttons or controls will respond:

a. Disconnect the battery.

b. After at least 15 seconds reconnect the battery.

c. If the radio still will not power up this Bulletin does not apply, refer to the Electronic Service Manual (ESM) **AV – Audio, Visual & Navigation System** for further diagnosis.

Software Reprogram

1. Connect the Midtronics GR-8 battery charger to the vehicle battery and select ECM Power Supply Mode. This is so that the battery will not lose its charge during the procedure.

   NOTE: This reprogram will take 15 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 hazards lights to prevent the BCM from going into battery saver mode.

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

5. Write down the radio settings.

Presets	1	2	3	4	5	6
AM						
FM 1						
FM 2						
AUX Gain line						

Bass	Treble	Balance	Fade	Speed Sen. Vol.

IMPORTANT: <u>Do not</u> turn the ignition OFF or disconnect USB memory stick unless directed to in the procedure.

6. Confirm that the audio unit is OFF.

   • Clock displayed.

7. Hold down preset button "**2**" and rotate the "VOL" knob right or left over 30 clicks.

Rotate knob

While holding here

Figure 4

   • The audio head unit will display "Please insert Reprogramming USB" (Figure 5).

Figure 5

8. Insert the USB memory stick (**#1** NTB14-090) into the USB port below the audio unit.

   • The message "Please wait…" will be displayed for approximately 20 seconds.

Figure 6

   • The progress bar and "Main_CPU updating" will then be displayed and the update will begin.

Figure 7

- When the Main_CPU update has completed "Upgrade Completed Successfully" will be displayed.

Figure 8

- After the Main_CPU update has completed, the Sub_CPU updating will automatically begin.

Figure 9

- When the Sub_CPU update has completed, "Upgrade Completed Successfully" will be displayed.

Figure 10

9. After the "Upgrade Completed Successfully" screen has displayed for 10 seconds or more:

   a. Remove the USB memory stick (**#1** NTB14-090).

   b. Turn ignition OFF and wait for an additional 10 seconds or more.

   c. Turn ignition ON (Ignition On, engine OFF).

   NOTE: If USB memory stick was left inserted, an error message "No audio file detected" will be displayed.

   - If this error message is displayed, remove the USB memory stick.

Procedure for Upgrading Boot Program

1. Confirm that the audio unit is OFF.

2. Hold down preset button "**2**" and rotate the "VOL" knob right or left over 30 clicks.

Figure 11

- The audio head unit will display the screen in Figure 12.

Figure 12

3. Insert the USB memory stick (**#2** NTB14-090).

   - "Please wait…" message (Figure 13) will be displayed.

Figure 13

- The progress bar and "Boot Upgrading" will be displayed when the reprogram starts.

Figure 14

Proceed to page 8.

- When the update has completed, "Upgrade Completed Successfully" will be displayed.

Figure 15

4. After the "Upgrade Completed Successfully" screen has displayed for <u>10 seconds or more</u>:

   a. Remove the USB memory stick.

   b. Turn ignition OFF and wait for an additional 10 seconds or more.

   c. Turn ignition ON (Ignition On, engine OFF).

   NOTE: If USB memory stick (**#2** NTB14-090) was left inserted, an error message "No audio file detected" will be displayed.

   - If this error message is displayed, remove the USB memory stick.

Figure 16

Confirmation procedure for update result

1. Confirm that the audio unit is OFF (clock displayed).

2. Hold down preset button "**1**" and rotate the "VOL" knob right-left over 30 clicks (Figure 16).

   - The Service Menu will be displayed (Figure 17).

3. Rotate the "TUNE" knob to move the cursor to "Version" (Figure 17).

4. After highlighting Version push the "ENTER" button.

   - "MAIN", "SUB", and "EQ" will be displayed.

5. Confirm that the Versions (Figure 18) have updated and are what are shown in TABLE A on page 3.

Figure 17

Figure 18

6. Rotate the "TUNE" knob 2 clicks clockwise until BOOT and UPLOAD are displayed.

7. Confirm that BOOT version (Figure 19) has updated and is now 470522**901**.

Figure 19

8. Turn the ignition OFF and wait for 10 seconds or more.

9. Turn ignition ON (Ignition On, engine OFF).

   • The audio head unit will return to "normal mode".

Trouble shooting

If the screens in Figure 20 or Figure 21 are displayed, the update did not complete:

   a. Turn the ignition OFF for 10 seconds or more.

   b. Turn ignition ON (Key On, engine OFF).

      • If the normal mode screen (Figure 4) is displayed, restart the procedure from step 7 on page 5.

      • If the initial update screen is displayed (Figure 5), restart the procedure for updating from step 8 on page 5.

      • If updating has been interrupted prematurely, restart the procedure from step 7 on page 5.

Figure 20

Figure 21

NTB14-090a

CLAIMS INFORMATION

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

OPERATION	OP CODE	PFP	SYM	DIAG	FRT
Reprogram Audio System	RX4UAA	(1)	ZE	32	0.4

(1) Refer to the electronic parts catalog (FAST) and use the CD Deck (28185 –XXXXX) assembly part number as the Primary Failed Part (PFP).