



SERVICE BULLETIN

Classification: EL12-060b	Reference: NTB12-070b	Date: September 28, 2016
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NO AUDIO DURING PHONE CALL WITH APPLE iOS 10, NAVIGATION SYSTEM REBOOTS, AND/OR AUDIO CONTROLS WILL NOT RESPOND

This bulletin has been amended. The Title and IF YOU CONFIRM section have been revised. No other changes have been made. Please discard previous versions of this bulletin.

- APPLIED VEHICLES:**
- 2010 - 2013 370Z Coupe (Z34)
Built before JN1AZ4EH(*)DM 381459 and Nov 2, 2012
 - 2010 - 2013 370Z Roadster (HZ34)
Built before JN1AZ4FH(*)DM 790192 and Nov 5, 2012
 - 2010 - 2014 GT-R (R35)
Built before JN1AR5EF(*)EM 270003 and Nov 13, 2012
 - 2011 - 2013 Murano 2WD (Z51)
Built before JN8AZ1MU(*)DW 205210 and Nov 7, 2012
 - 2011 - 2013 Murano AWD (Z51)
Built before JN8AZ1MW(*)DW 308259 and Nov 7, 2012
 - 2011 - 2013 Murano Cross Cabriolet (EZ51)
Built before JN8AZ1FY(*)DW 200106 and Nov 7, 2012
 - 2010 - 2013 Maxima (A35)
Built before 1N4AA5AP(*)DC 824361 and Feb 21, 2013
 - 2010 - 2012 Altima Sedan and Hybrid (L32/HL32)
All
 - 2013 Altima Coupe (L32)
All
 - 2011 - 2013 Quest (E52)
Built before JN8AE2KP(*)D9 066884 and Nov 15, 2012
or JN8AE2KP(*)D9 067157 and Nov 29, 2012
 - 2013 Pathfinder 2WD (R52)
Built before 5N1AR2MN(*)DC 629991 and Dec 15, 2012
 - 2013 Pathfinder 4WD (R52)
Built before 5N1AR2MM(*)DC 629990 and Dec 15, 2012
 - 2013 Armada (TA60)
All
- EQUIPPED WITH** Navigation
(This bulletin applies to the above models equipped with navigation.)

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.

IF YOU CONFIRM

One or more of the following is occurring on an Applied Vehicle:

- Incoming call cannot be heard or received when using iPhone with version iOS 10 or later installed.
- Incoming call cannot be heard or received when using iPhone 5, iPhone 5c, iPhone 5s, iPhone SE, iPhone 6/6 Plus, iPhone 6s/6S Plus, iPhone 7/7 Plus.
- Popping noise from the vehicle's speakers when ignition is turned ON after entering the vehicle, if the customer was on a Bluetooth Handsfree call that connected to the vehicle mid call.

NOTE: Do not install this software update for Bluetooth Sound Quality concerns. Refer to bulletins NTB09-063, NTB12-105 or NTB12-106 to resolve.

- 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 (application disc of new "map update" was not installed).

ACTION

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

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.



Figure A

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 the GR8 to the vehicle battery and set it to power supply mode.
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.

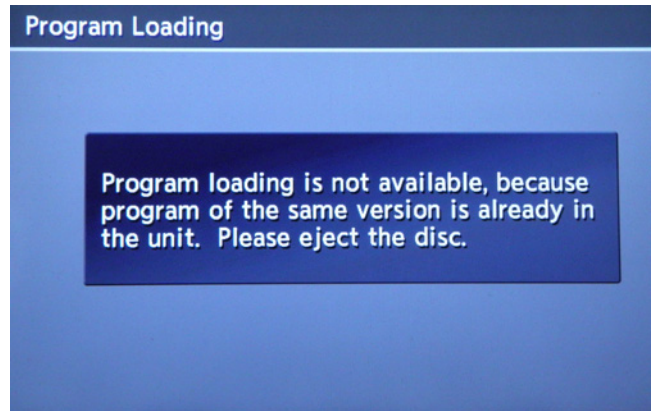


Figure1

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

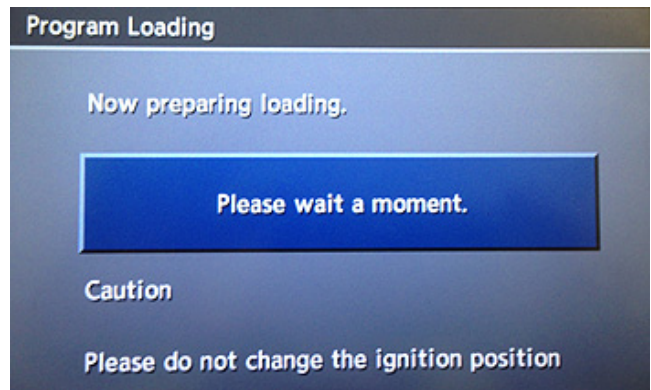


Figure 2

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.

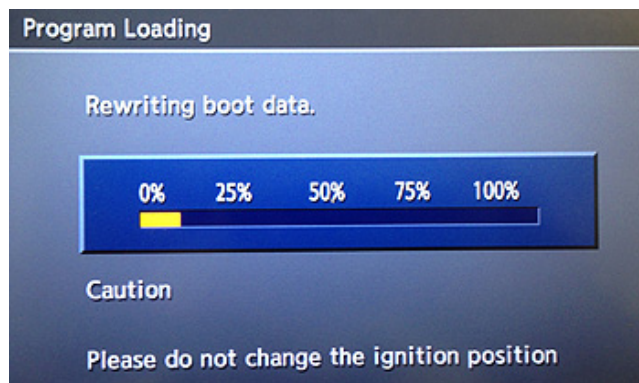


Figure 3

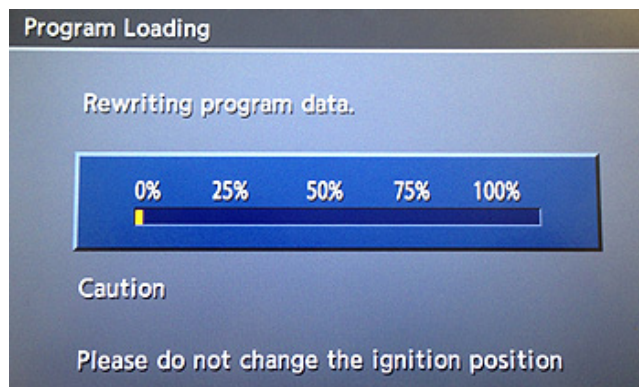


Figure 4

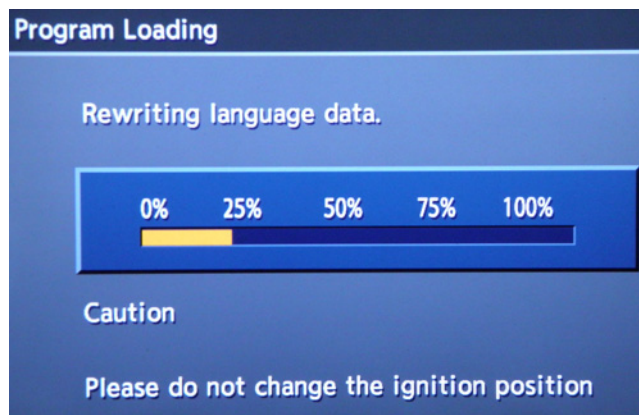


Figure 5

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.

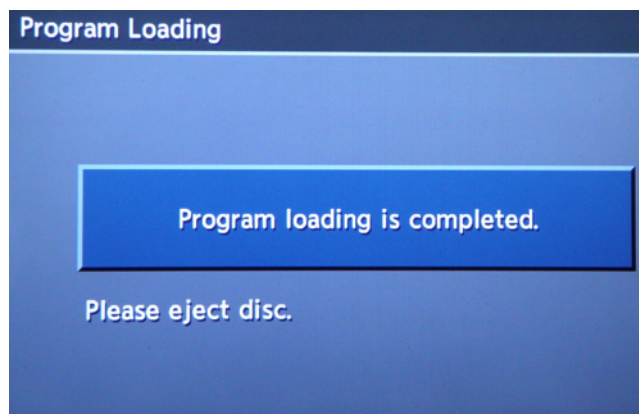


Figure 6

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.

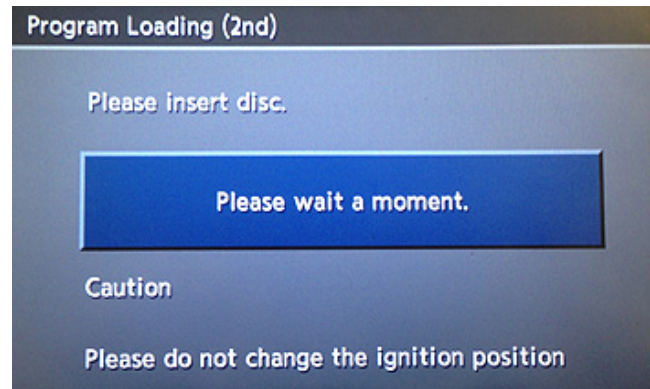


Figure 7

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.

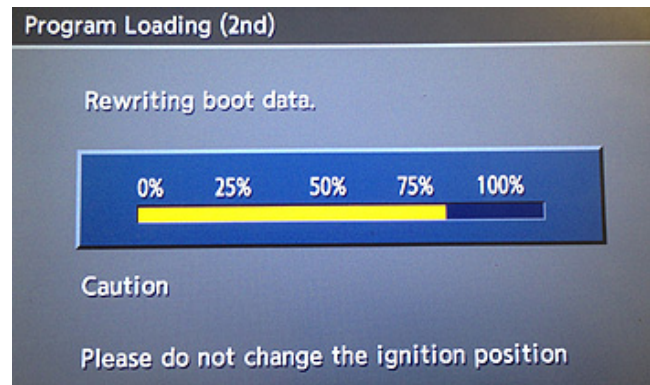


Figure 8

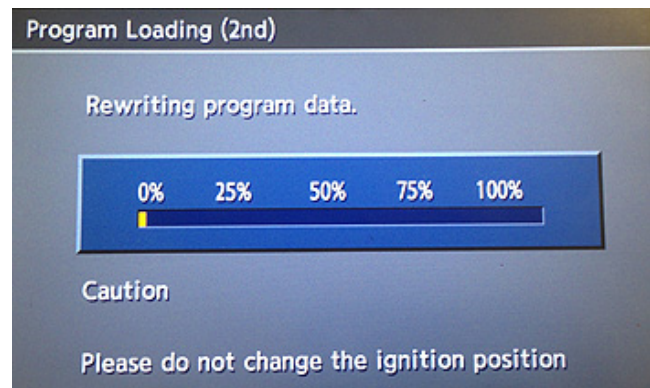


Figure 9

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.

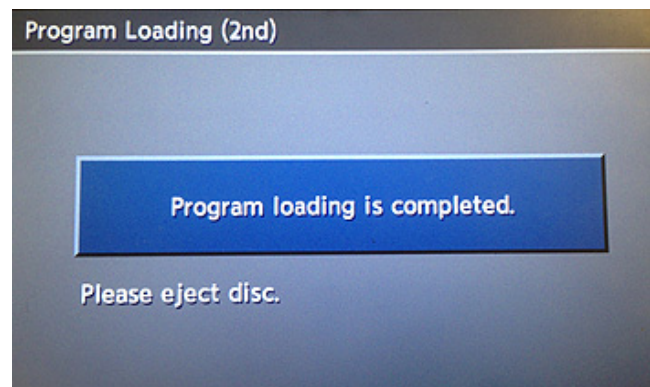


Figure 10

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.

CLAIMS INFORMATION

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

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

