



SERVICE BULLETIN

Classification:

EL12-048

Reference:

NTB12-061

Date:

October 30, 2012

NAVIGATION SYSTEM SOFTWARE UPDATE

APPLIED VEHICLES AND DATES:

2011 – 2013 cube® (Z12)
2011 – 2013 Juke (F15)
2012 – 2013 NV (F80)
2011 – 2013 Rogue (S35)
2010 – 2012 Sentra (B16)
2010 – 2013 Versa (C11)
2012 – 2013 Versa (N17)

IF YOU CONFIRM:

- “Missing SD card” message appears.
- Error message “Communication problem occurred check connection” with iPhone (1st Generation only).
 - Connected through USB and after an incoming call.
- No Voice guidance after unit replacement or software update.

ACTION:

1. Check the SD card number.
 - Update SD card if 25920-ZW00A is present.
2. Update NAVI to N603 Software version.
3. Confirm that voice guidance operates correctly after NAVI version has been updated.

NOTE: Refer to SERVICE PROCEDURE on next page.

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.

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

DESCRIPTION	PART #	QUANTITY
SD card	25920-ZW00C*	1, If required

*Order using the form on NNAnet.com. Example on page 7 of this bulletin.

CLAIMS INFORMATION

OPERATION	OP CODE	PFP	SYM	DIAG	FRT
Reprogram CD Navigation	RX2MAA	25920-ZW00A	ZE	32	0.2

Reprogramming software CD required for this procedure:

- Each dealer has been mailed one NTB12-061 Reprogramming Software CD, free of charge, from Bosch.
- Should you require an additional NTB12-061 Reprogramming Software CD due to loss or damage, it can be ordered free of charge by using the “Nissan Audio Direct Exchange Order Form” under the Warranty tab on <http://www.NNAnet.com/> (an example of the form is on page 7).
- Discard the previous version of this Reprogramming Software CD.

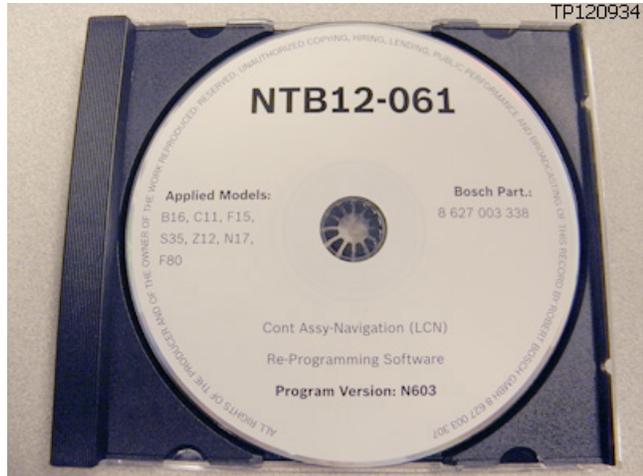


Figure A

SERVICE PROCEDURE

NOTE: This procedure will take 30 minutes with the ignition ON. 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. Write down all radio and satellite station presets.

Presets	1	2	3	4	5	6
AM						
FM 1						
FM 2						
SAT 1						
SAT 2						
SAT 3						

2. Check the SD card part number and replace it with newer version **ONLY** if 25920-ZW00A is present.

NOTE: Do not replace if the vehicle has ZW00B, ZW00C or ZW00D SD or newer SD cards.

- Card can be ordered by using the “Nissan Audio Direct Exchange Order Form” under the Warranty tab on <http://www.NNAnet.com/> (an example of the form is on page 7).



Figure 1

3. Insert the update NTB12-061 CD into NAVI unit (from Figure A in **PARTS INFORMATION**).

- a. Wait for **APPLICATION** (update) screen to appear.
- b. Confirm that “Current Version” of NAVI software and “Media Version” are different.
 - If both versions are the same, this bulletin does not apply.
- c. If different, select **Update**.

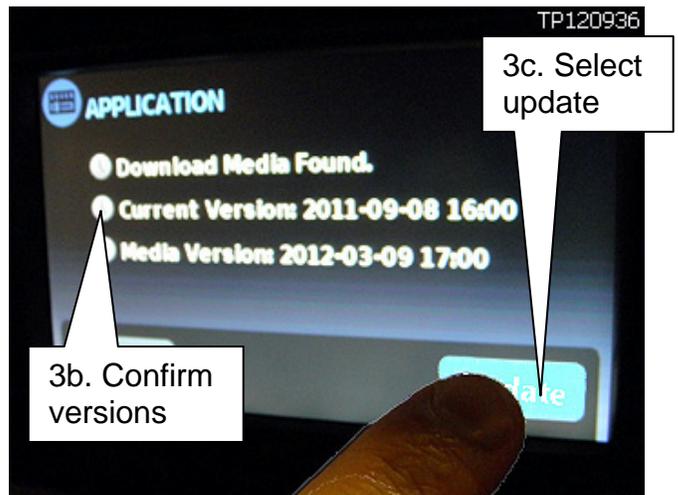


Figure 2

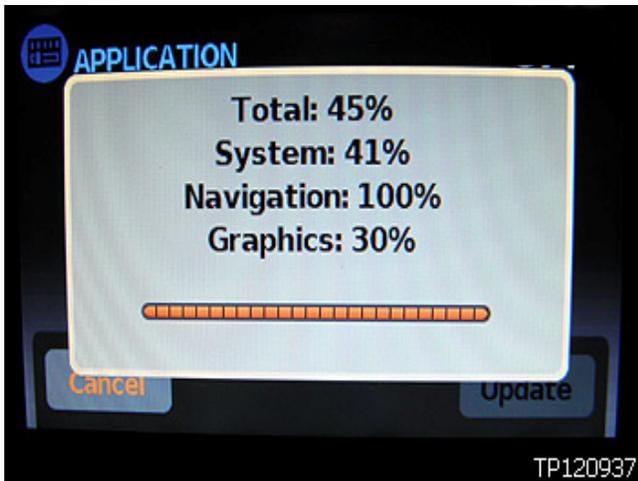


Figure 3

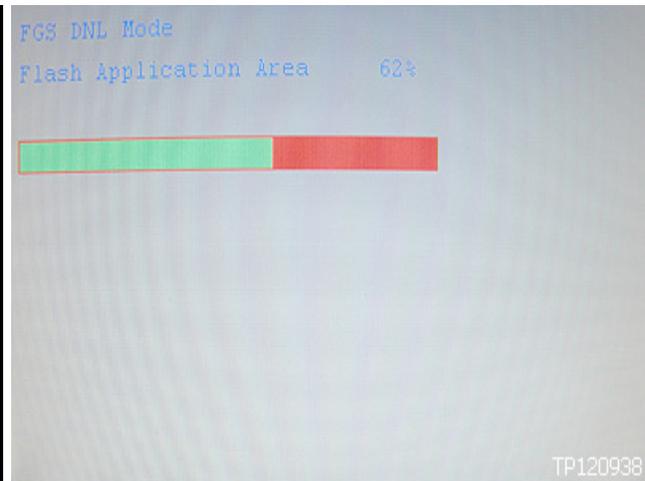


Figure 4

4. After **Update** button is selected, screen in Figure 3 will be displayed first, and then screen in Figure 4 as update is being performed.
 - Wait until update is complete (this can take up to 30 minutes).
 - During this time the update disc will eject automatically and be drawn back into the unit to complete the update process.

NOTE: This cycling is normal and part of the process.

During the Update Figure 5, which shows an “ARION & FGS XML DO NOT MATCH!” error, may be displayed and indicates that the Update has not yet completed.



Figure 5

5. Wait until the NAVI unit restarts on its own and returns to the main menu screen.

- Do not turn the ignition off until after the system restarts.
- After update has completed the NAVI screen may revert to Figure 2. If the versions are the same, the update is complete.
- When complete, remove CD from NAVI unit.

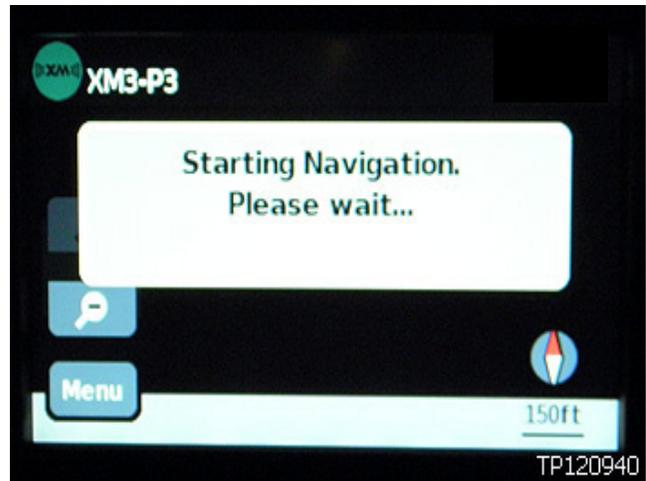


Figure 6

6. Check and confirm that the software version has been updated by going into the Service Menu and then selecting "Version"

- Press and hold the "SETUP" button while turning the tune knob quickly left, then right, then left again.
- Knob **must** be turned left first and for at least 3 clicks in each direction.



Figure 7

7. Select Version.



Figure 8

8. Confirm the new Software Version.
 - The first line should show Software Version N603.



Figure 9

9. Re-enter customer's radio presets written down in step 1.

Functional Changes with N603 Software:

1. Audio settings for some vehicles are changed.
 - Sound might need to be adjusted after software update.
2. Yearly Pop-up for Map update is removed.
3. Driving recommendations will occur sooner (while driving) than with previous software.
4. Routing algorithm has changed.
 - Routing to a destination maybe different than with previous version of software.

EXAMPLE ONLY

Bosch Electronic Service



BOSCH

Submit Form

Email: BoschElectronicServices@us.bosch.com

Order Center Hours:
Same Day Shipping:

Mon-Fri 9AM - 6PM (EST)
Mon-Fri 9AM - 3PM (EST)

Nissan Audio Direct Exchange Order Form

Dealer Information

Dealer information

Date:	<input type="text"/>	Dealership Name:	<input type="text"/>
Dealer #:	<input type="text"/>	Ship To Address:	<input type="text"/>
Phone:	<input type="text"/>	City:	<input type="text"/>
Fax:	<input type="text"/>	State:	<input type="text"/>
Email:	<input type="text"/>	Order Placed By:	<input type="text"/>
		ZIP Code:	<input type="text"/>

Vehicle Information

Vehicle information

VIN:	<input type="text"/>	Mileage:	<input type="text"/>	In-Service Date/Date of Purchase:	<input type="text"/>
Order Type:					
New Vehicle Warranty	<input checked="" type="checkbox"/>	Service & Parts Replacement	<input type="checkbox"/>	PDI (New Unit)	<input type="checkbox"/>
Non Warranty/ Customer Pay	<input type="checkbox"/>	Prior Replacement Date:	<input type="text"/>	Goodwill:	<input type="text"/>
		Service Contract Repair	<input type="text"/>	NNA	<input type="text"/>
		Service Contract Repair #:	<input type="text"/>	NNA Region	<input type="text"/>
				Dealer Self Approved	<input type="text"/>

Include part number

Part Information

Audio Model:	<input type="text"/>	NNA Part #:	<input type="text" value="Type in part number or CD needed"/>
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Complaint Information

CS (Symptom Code):	<input type="text"/>
Customer Complaint Details:	<input type="text"/>
Dealer Comments:	<input type="text" value="Replacement SD Card (or replacement CD if lost) for NTB12-061"/>

Media Information

Media Still in Unit: Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Media Type:	<input type="text"/>	Artist/Title:	<input type="text"/>
Return Media To: Customer	<input type="checkbox"/>	Dealer	<input type="checkbox"/>

Customer Information (for media return)

Customer information

Name:	<input type="text"/>				
Address:	<input type="text"/>				
City:	<input type="text"/>	State:	<input type="text"/>	ZIP Code:	<input type="text"/>

Core Return Address: Robert Bosch LLC - Car Multimedia Division
2800 South 25th Avenue
Broadview, IL 60155-4594

Phone: (800) 266-2528
Fax: (708) 865-5296

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