



# SERVICE BULLETIN

Classification: EL12-050a	Reference: NTB12-097a	Date: February 7, 2013
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## 2013 ALTIMA SEDAN; AUDIO MODE ISSUES / XM “LOADING” SOFTWARE UPDATE

This bulletin has been amended. The Applied VIN & Date section has been revised.  
Please discard previous versions.

**APPLIED VEHICLES:** 2013 Altima Sedan (L33) – **with Color Display Audio (Non-Navigation)**

**APPLIED VIN & DATE:** Smyrna-produced vehicles built before:

1N4(\*)L3AP(\*)DC 175910 // January 16, 2013

Canton-produced vehicles beginning with 1N4(\*)L3AP(\*)DN: All

### IF YOU CONFIRM

The customer states one or more of the following is occurring:

- While tuned to an XM<sup>®</sup> satellite radio channel, “Loading” displays on the screen while driving in a clear signal area with no overhead obstructions.
  - No sound is output from the speakers while this occurs.
  - All other audio modes (AM/FM/CD/AUX) work properly.
  - The “Loading” message goes away and sound returns when the ignition is cycled OFF and back ON.

**NOTE:** This incident, if it should occur, may be intermittent.

- With a device connected via USB, issues are experienced when switching audio modes. For example, a blank screen may appear when switching from CD mode to iPod mode.
- While using Pandora mode, display and/or counter issues are experienced. For example, album art may be missing and/or the counter may stay at zero or not update.

**NOTE:**

- The Pandora App must be open and running on the device and connected via USB to use Pandora mode.
- The iPod mode will not be available when the Pandora App is open and running on the device. Turn off the Pandora App to access iPod mode.

**IMPORTANT:** The purpose of ACTION (on page 2) 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.

## ACTION

Install the software update per the Service Procedure in this bulletin.

## PARTS INFORMATION

- Each dealer has been mailed one Software Update CD (disc “NTB12-097”) free of charge from Panasonic.
- Should you require an additional CD due to loss or damage, it can be ordered by contacting Panasonic toll free at 1-800-423-8150.

## CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIAG	FRT
REPROGRAMMING SATELLITE RADIO	(1)	RX2KAA	HB	32	0.3

(1) Reference the FAST part catalog and use the CD Deck (28185-xxxxx) part number as the PFP.

## SERVICE PROCEDURE

1. Attach a battery charger to the vehicle battery. Set the charger to a sufficient charge rate that the battery will not lose its charge during the procedure.

**NOTE:** The software update procedure may take up to 75 minutes to complete.

2. Set the parking brake.
3. Cycle the ignition to ON mode.
4. Confirm Battery Saver mode is OFF.
  - a. Press the button shown in Figure 1 until the **Settings menu** is selected on the vehicle information display.
  - b. Using the enter switch (▲ ▼), locate and select **Vehicle Settings**.
  - c. Locate and highlight **Battery Saver**, then press the enter switch to turn it OFF (if ON).

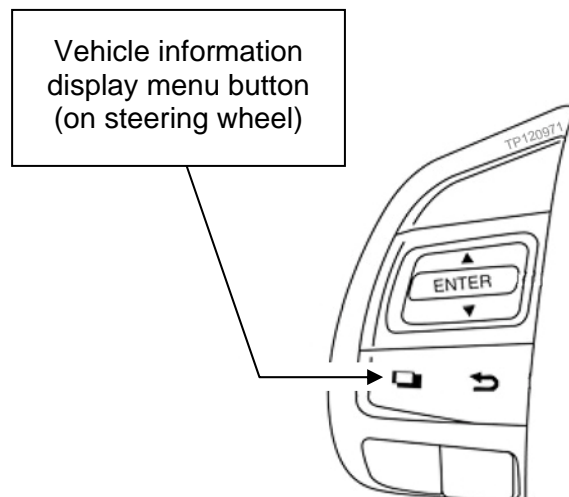


Figure 1

5. Write down all radio station presets.

Presets	1	2	3	4	5	6
AM						
FM1						
FM2						
XM1						
XM2						
XM3						

6. Press the **Enter/Setting** button and record the audio settings.

Bass	Treble	Fade	Balance	Speed Sensitive Volume

7. Turn OFF the audio system.

8. Access the **Confirmation/ Adjustment (Detailed)** section of the system diagnostic menu.

a. Press and hold down the preset 1 button.

b. While holding the button:

- Turn the volume control knob 50 clicks or more, until the screen in Figure 3 displays.

**NOTE:** The volume control knob can be turned either direction.

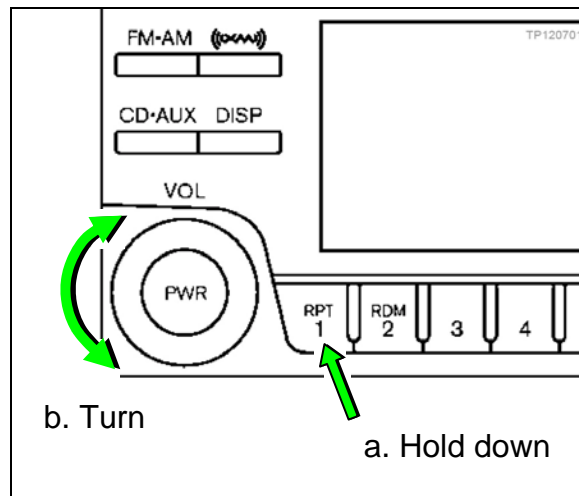


Figure 2

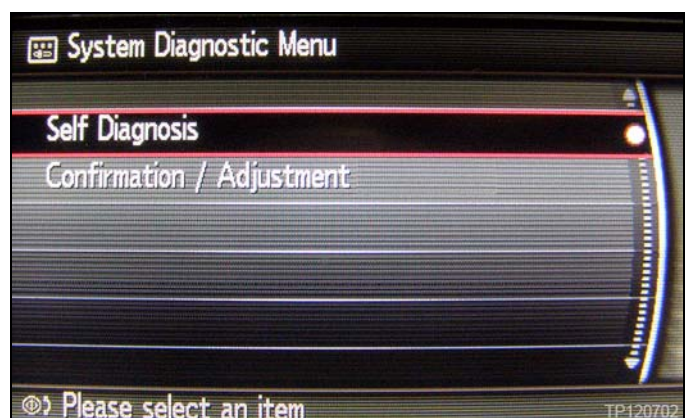


Figure 3

c. Perform steps 8a and 8b again.  
The screen in Figure 4 will display.

d. Select **Confirmation / Adjustment (Detailed)**.

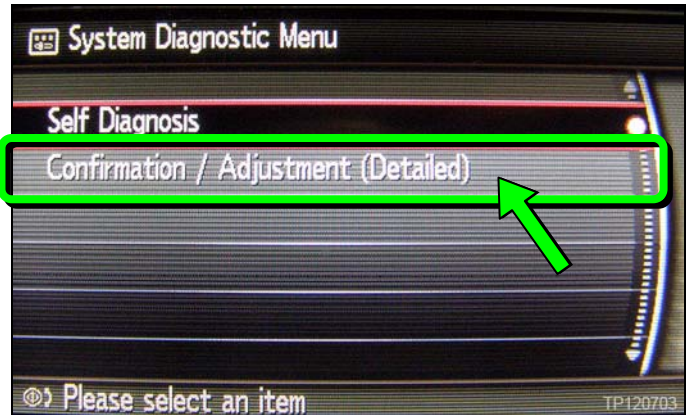


Figure 4

9. Scroll through the menu and select **Version Information**.

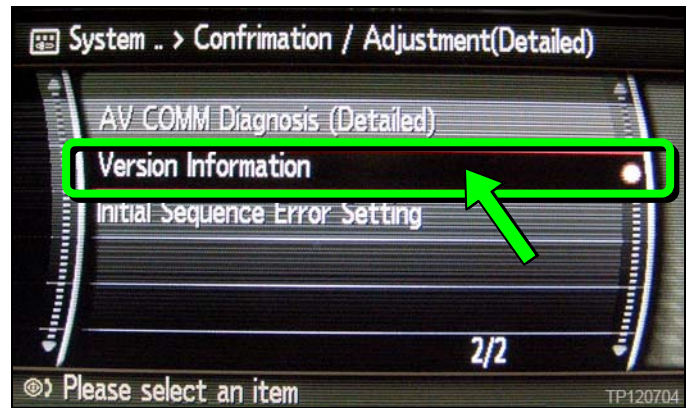


Figure 5

10. Check the **SYSTEM Software** version.

Is the version **00F062**?

If **NO**:

Write down the version number and proceed to step 11.

If **YES**:

This TSB does not apply. Refer to ASIST for further diagnostic information.

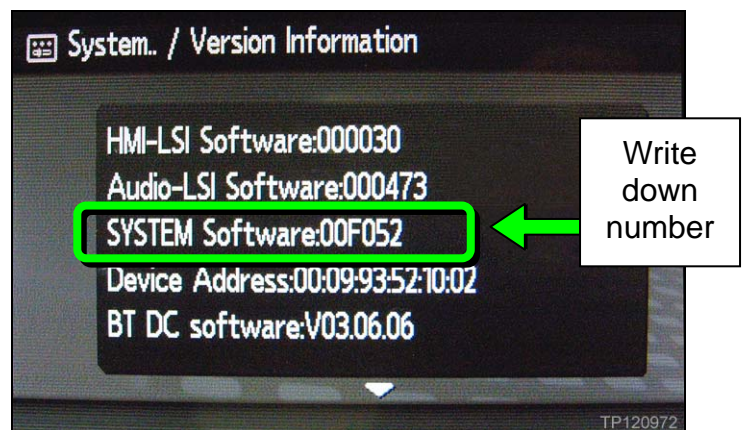


Figure 6

11. Press the Back button three times or until the system reboots and the Nissan logo appears.

12. Insert the Software Update CD into the CD player.

**IMPORTANT:** Do not turn OFF the vehicle or remove the CD while the software update is in progress.

13. Wait for the software update to complete (may take up to 75 minutes).

- The screen will display the progress of four updates:

- “Program” – Up to 3 minutes
- “HMI data (icon)” – Up to 40 minutes
- “font” – Up to 20 minutes
- “All Software” – Up to 4 minutes

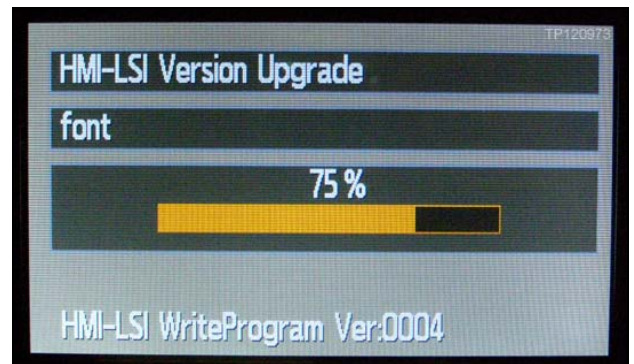


Figure 7

**NOTE:** The system will reboot between each update.

- The screen will go blank, lights will blink, and a series of short beeps will sound toward the end of the update.
- **When the update is complete, a long beep will sound and either a white screen will display OR the audio OFF screen (blank with clock) will display.**

14. Cycle the ignition to OFF mode, wait a few seconds, and then cycle the ignition back to ON mode.

15. Eject the Software Update CD.

16. Confirm the new software is loaded.

a. Repeat steps 8 and 9.

b. Verify the SYSTEM Software version number is **00F062**.

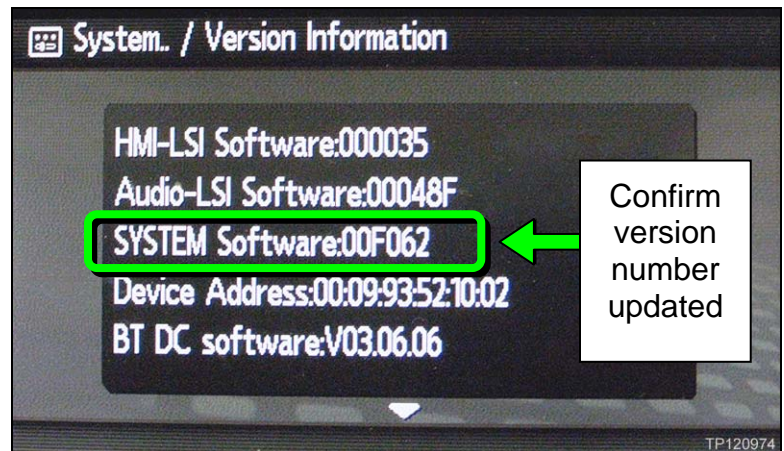


Figure 8

17. Reset the clock.

18. Reprogram the customer's radio station presets and audio settings.

19. Turn Battery Saver mode back ON if it was turned OFF in step 4.

