



SERVICE BULLETIN

Classification: EL13-002a	Reference: NTB13-003a	Date: March 20, 2013
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2013 ALTIMA NAVIGATION DISPLAY GOES BLANK, AND/OR iPod AUDIOBOOKS PLAY AT 2x SPEED

**This bulletin has been amended. The Title was changed; Applied VIN and Date were added.
Please discard previous versions of this bulletin.**

APPLIED VEHICLES: 2013 Altima (L33) equipped with navigation system.

APPLIED VIN / DATE: Smyrna production built before:

1N4(*)L3A(**)DC 235049 / 04-Mar-2013

Canton production built before:

1N4(*)L3A(**)DN 526686 / 05-Mar-2013

IF YOU CONFIRM:

The center display screen (navigation display) intermittently goes blank (nothing is displayed) for a few seconds and then returns to normal display.

and/or

Audiobooks, playing through the iPod mode, play at 2x to 3x normal speed.

ACTION:

Install the new programming software (version B008).

- The reprogramming disc is listed on page 2.

CLAIMS INFORMATION

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

OPERATION	OP CODE	SYM	DIAG	FRT
Reprogram Navigation	RX3BAA	ZE	32	0.3

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.

Reprogramming software Disc required for this procedure:

- Each dealer has been mailed one NTB13-003 Reprogramming Disc free of charge, from Bosch.
- Should you require an additional disc due to loss or damage, it can be ordered free of charge by using the Bosch version of the “Nissan Audio Direct Exchange Order Form” available on <http://www.NNAnet.com>

Select the “Workspace” tab > in the “Warranty” section select “Electronic Exchange Information” > “Vendor Contact Information” > “Link to Bosch order form”

An example of the form is on page 7 of this bulletin.

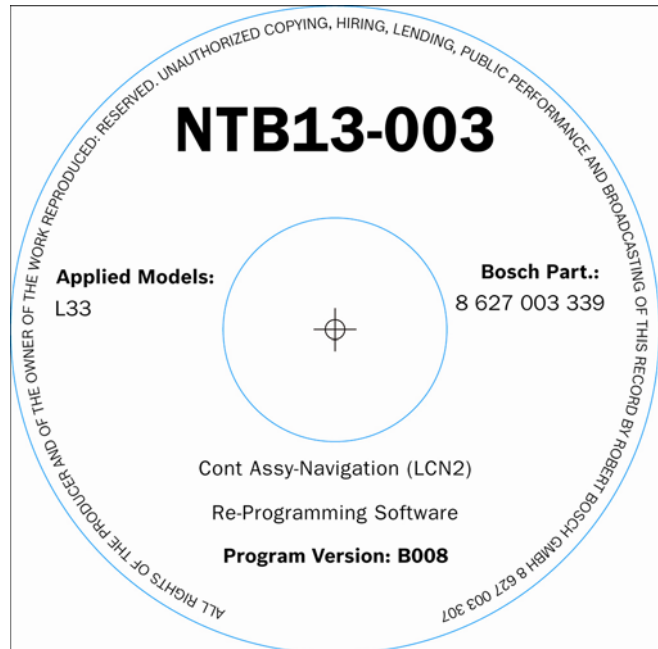


Figure A

SERVICE PROCEDURE

1. Attach a battery charger to the vehicle battery and set it to a low charge rate (trickle charge).

NOTE: This procedure will take approximately 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).

2. Turn the ignition ON.
3. 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

4. Turn the audio system OFF.
5. Access the Service Menu as follows.
 - 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 1).

6. Select **Version**.



Figure 1

7. Check the **Software** version.
 - Make sure the version is **A023**.
 - If the version is anything other than A023, this bulletin does not apply. **Do not** install NTB13-003 reprogramming disc.

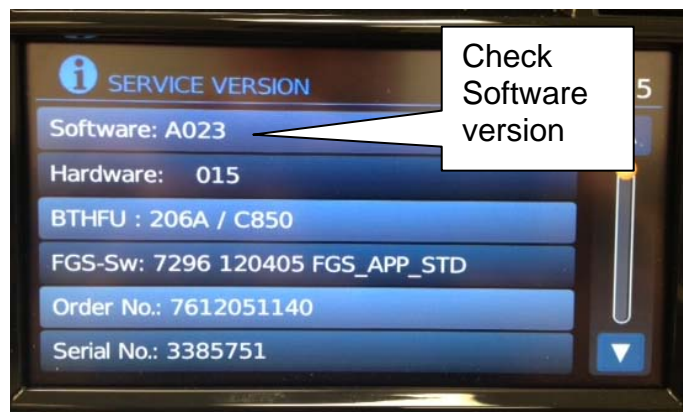


Figure 2

Install NTB13-003 Reprogramming Disc.

8. Insert the reprogramming disc (NTB13-003) into the audio system CD slot.

9. Wait for the **APPLICATION** screen to appear.

10. Make sure the Current Version and Media Version are different.

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

11. Select **Update**.

12. Wait until the update is complete (this can take up to 30 minutes).

- First, the screen in Figure 4 will be displayed for several minutes,
- Then the screen in Figure 5 will display for several minutes.
- Do not touch any switches, buttons, knobs, or the ignition during the update process.

NOTE: Near the end of the update process:

- The disc will eject automatically and then be drawn back in. This is a normal part of the process.
- The navigation system will restart.

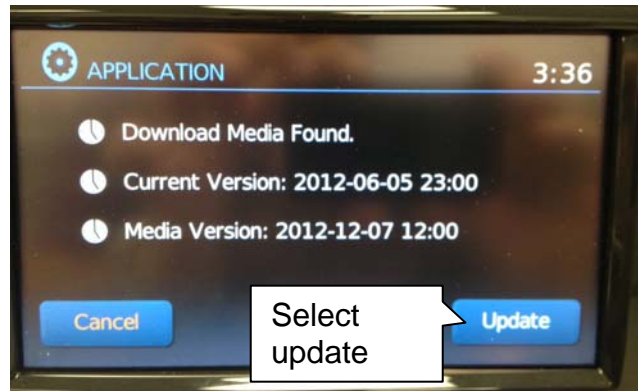


Figure 3

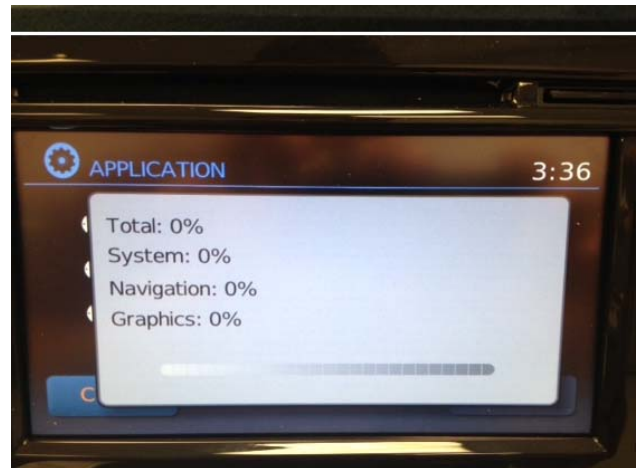


Figure 4

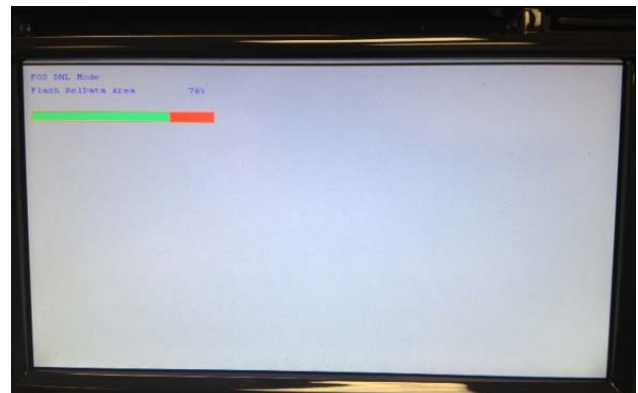


Figure 5

13. When the update is complete the Application screen will again display.

14. The Current Version and Media Version should be the same.

15. Eject and remove the reprogramming disc.



Figure 6

Make Sure The Software Version Has Changed.

16. Access the Service Menu as follows.

- 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 1).

17. Select **Version**.



Figure 7

18. Check the **Software** version.

- Make sure the version is now **B008**.
- If the version is still A023, install the reprogramming disc again (steps 8 though 15).

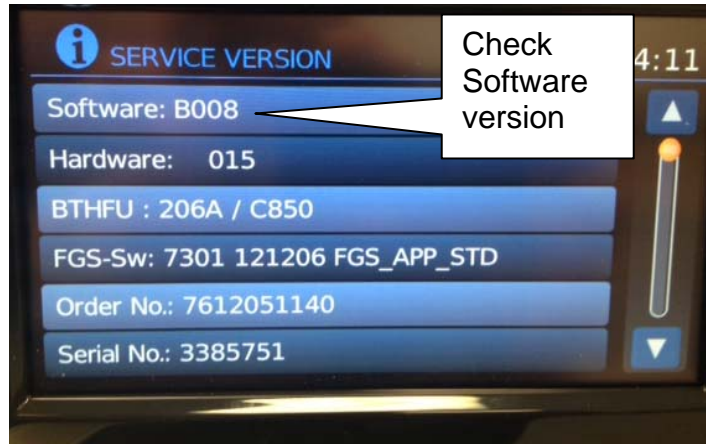


Figure 8

19. Reset the radio settings

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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