Technical Bulletin

SERVICE BULLETIN

Classification:	Reference:	Date:
EL13-022	NTB13-067	July 3, 2013

2013 ARMADA;
COMFORT AND CONVENIENCE SETTINGS MISSING

APPLIED VEHICLE: 2013 Armada (TA60) equipped with Navigation **ONLY**

IF YOU CONFIRM

The "Comfort" option (comfort & convenience settings) under the Navigation's user configurable settings is missing from the scroll down menu, which includes:

- Auto Interior Illumination
- Light Sensitivity
- Light Off Delay
- Speed Sensing Wiper Interval
- Selective Door Unlock
- Intelligent Key Lock/Unlock
- Slide Driver's Seat Back on Exit
- Return all Settings to Default

Figure A

ACTION

1. Follow the Service Procedure starting on page 2 to load the Re-programming Software DVD referenced in the Parts Information on the next page.

2. Initialize and then <u>manually</u> configure the MULTI AV system with the setting in this bulletin.

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 <u>entire</u> Service Procedure as it contains information that is essential to successfully completing this repair.

PARTS INFORMATION

Re-programming software DVD required for this procedure:

- Each dealer has previously received 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 B

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	RX3TAA	ZE	32	0.6

SERVICE PROCEDURE

NOTE: This procedure will take 20-30 minutes with the ignition ON:

- Will <u>require</u> the DVD to be inserted <u>twice</u> to complete the update before initialization and manual configuration can be performed.

- 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).

- Write down customer's radio station presets and then proceed to step 1 on page 3. (Presets may be lost during this procedure.)

Presets	1	2	3	4	5	6
AM						
FM1						
FM2						
XM1						
XM2						
XM3						
Settings	Base	Treble	Fader	Balance	SS Volume	

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. Make sure there is not a disc in the CD/DVD slot (eject any disc that may be in the CD/DVD player).

5. Load "NTB12-070/ITB12-054 Re-programming Software" DVD into the CD slot of the audio unit.

- If the screen in Figure 1 is displayed, this update has already been performed and this bulletin does not apply.

  ➢ Refer to ASIST for further diagnostic information.

  ➢ Remove the DVD from the CD slot.

Program Loading

Program loading is not available, because program of the same version is already in the unit. Please eject the disc.
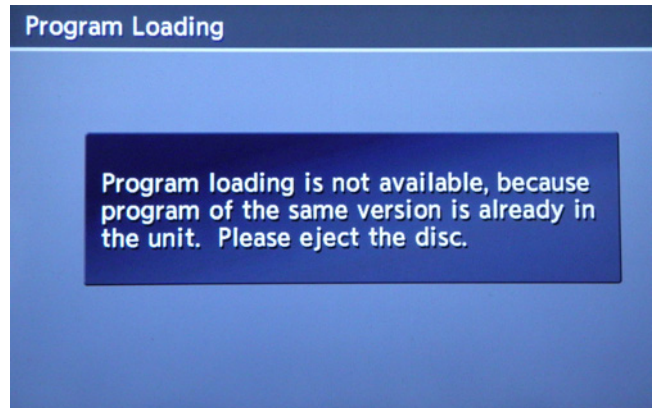
Figure1

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

Program Loading

Now preparing loading.

Please wait a moment.

Caution
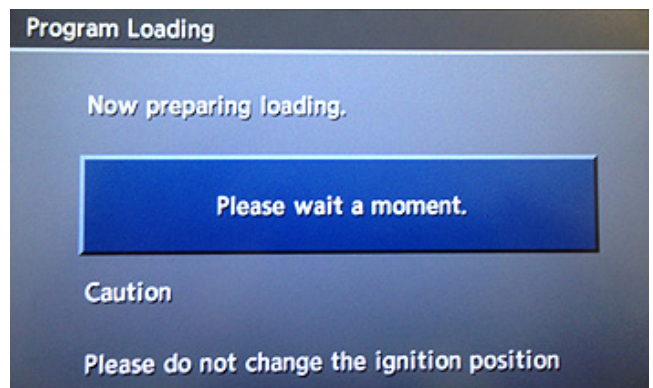
Please do not change the ignition position

Figure 2

6. 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)

Program Loading

Rewriting boot data.

0%   25%   50%   75%   100%

Caution

Please do not change the ignition position

Figure 3

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.

Program Loading

Rewriting program data.

0%   25%   50%   75%   100%

Caution

Please do not change the ignition position

Figure 4

Program Loading

Rewriting language data.

0%   25%   50%   75%   100%

Caution

Please do not change the ignition position
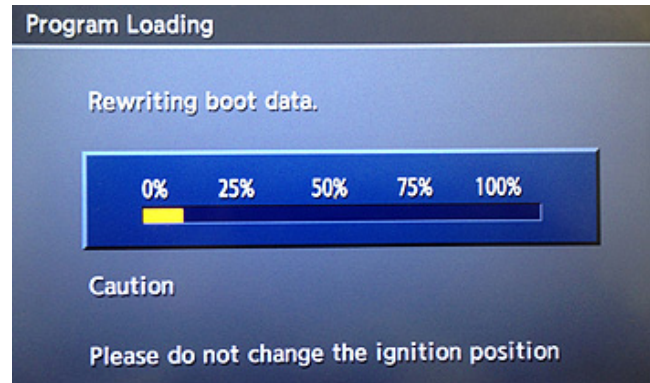
Figure 5

7. 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.

8. Remove the DVD and continue to the second part of the update in step 9.

Program Loading

Program loading is completed.

Please eject disc.
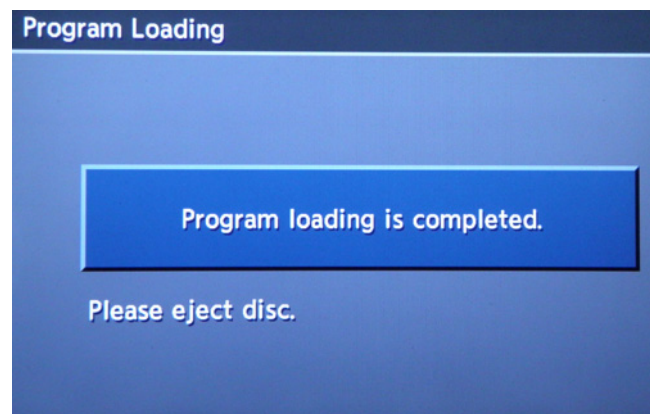
Figure 6

9. 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 12.

- If so, re-insert DVD disc.

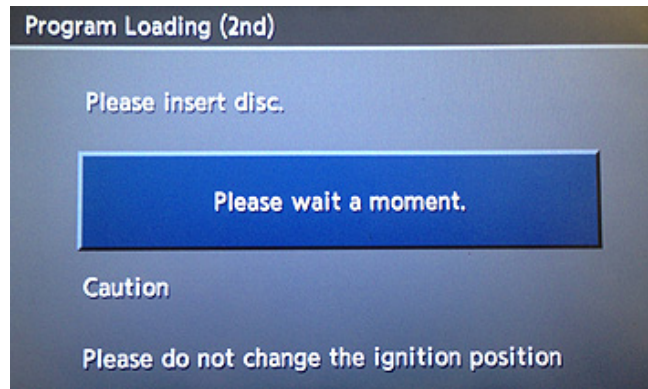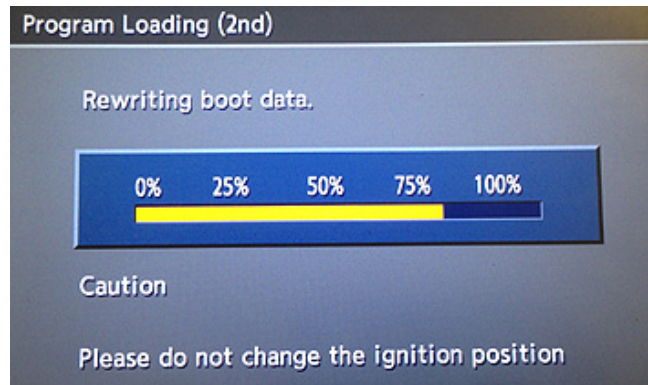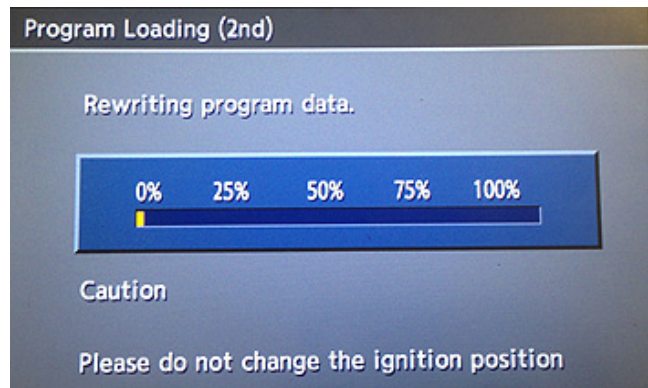 ➢ At the top of the screen "Program Loading (2nd)" will be displayed.

Figure 7

10. "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

11. 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.
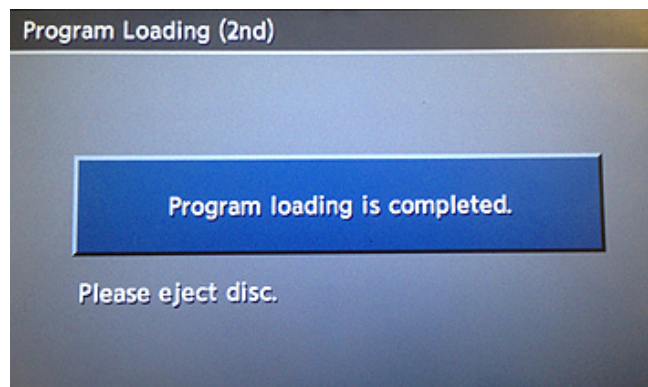
Proceed to step 12 on next page.

Figure 10

After Navigation has restarted

12. 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, go to step 13.

- If Figure 2 is displayed, allow the update to complete (steps 6-11) and follow the on screen instructions, then perform step 12 to confirm the re-program has completed.

13. Eject DVD.

14. Proceed to Multi AV initialization.

Perform Multi AV initialization using the vehicles on-board Systems Diagnostic Menu.

NOTE:

- The ignition should still be ON.

1. Turn the audio system OFF.

2. Put the AV system into System Diagnostic Mode as follows:

a. Press and hold the SETTING button.

b. While holding the SETTING button, turn the volume control knob 40 clicks or more.

- The volume control knob can be turned either direction.

- When the system goes into the System Diagnostic Menu, the screen in Figure 12 will display.

Your vehicle may look different.
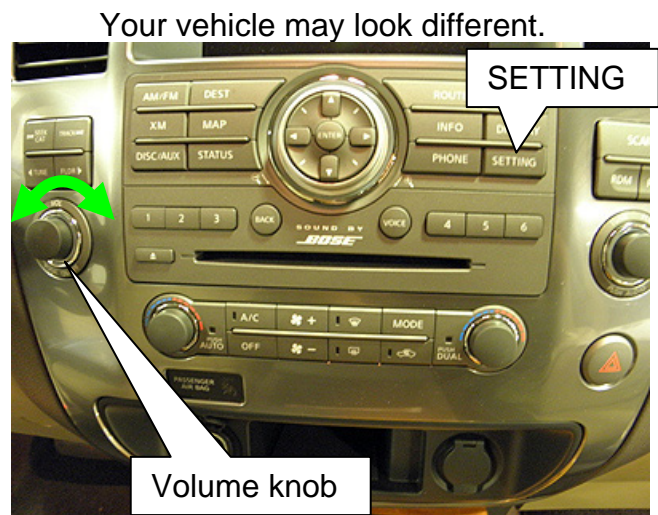
Figure 11

3. Select **Confirmation/Adjustment**.
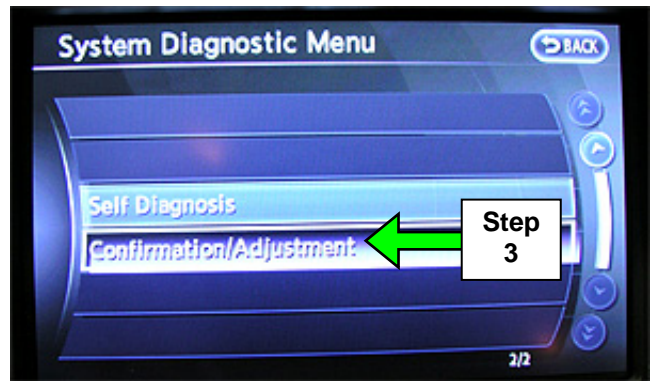
Figure 12

4. Select **Initialize Settings**.

   NOTE: Use the scroll arrow to find Initialize Settings.
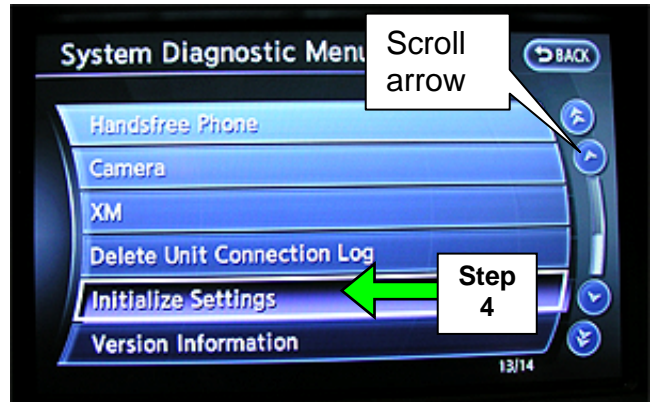

Figure 13

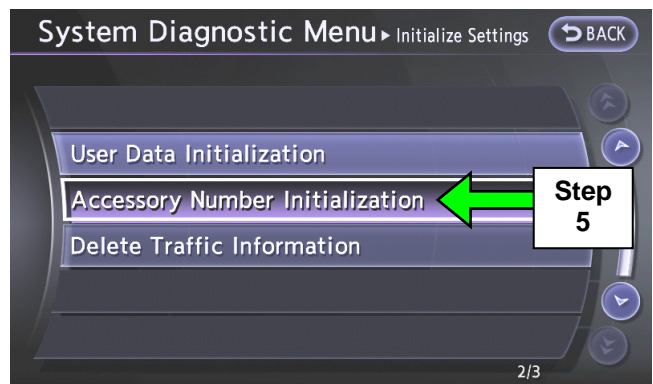5. Select **Accessory Number Initialization**.
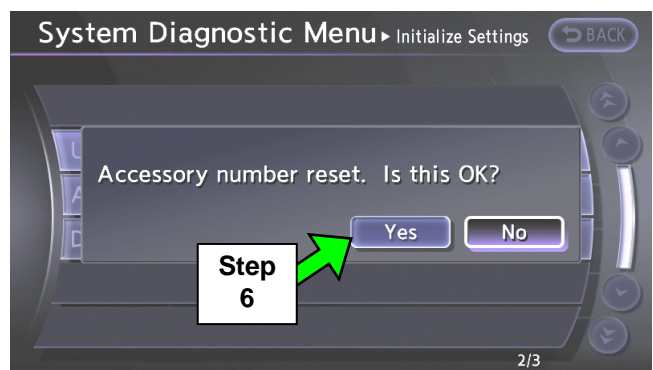

Figure 14

6. Select Yes.

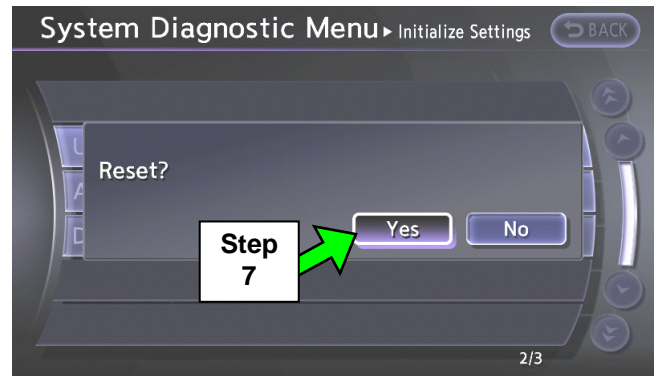Figure 15

7. Select **Yes**.
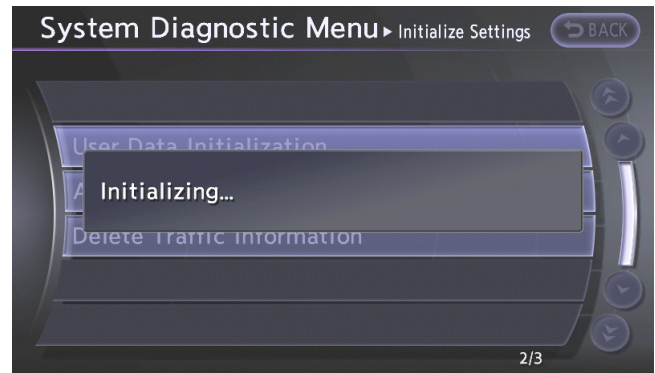

Figure 16

8. The screen in Figure 17 will display while initializing.

Figure 17

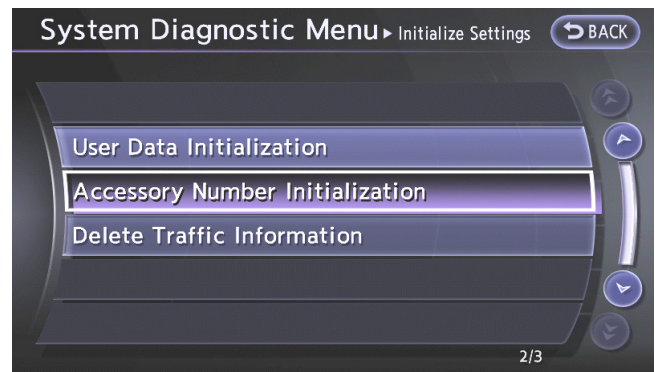9. The screen in Figure 18 will display when initializing is complete.

Figure 18

10. Reboot the Multi AV system as follows:

   a. Turn the ignition OFF.

   b. Wait 10 Seconds.

   c. Turn the ignition ON.

Proceed to the next page.

Using C-III plus; reprogram (reconfigure) the Multi AV unit.

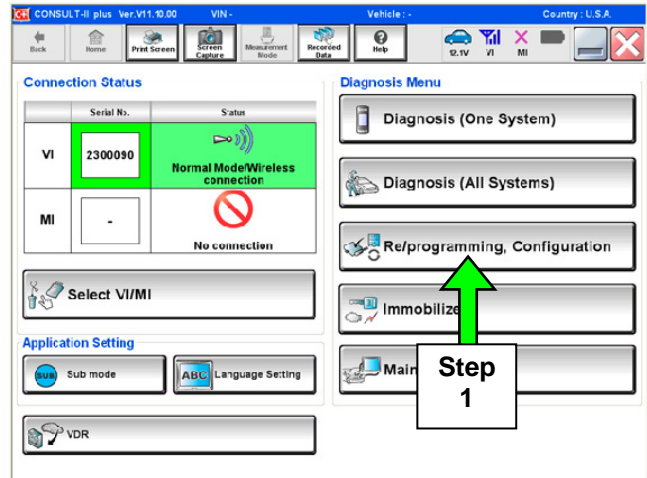1. Select **Re/programming Configuration**.

Figure 19

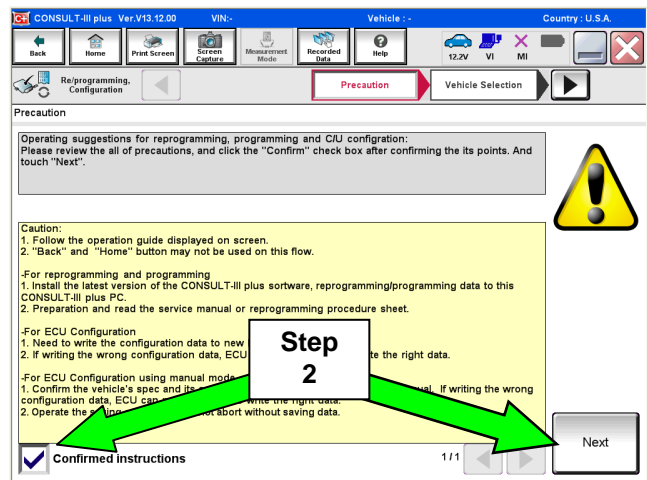2. Check the box confirming the precautions have been read then select **Next**.

Figure 20

Example

3. Use Manual Selection (Vehicle Name), and then select correct Make, Model and Year.

   - If the screen in Figure 21 does not display, skip to step 5.
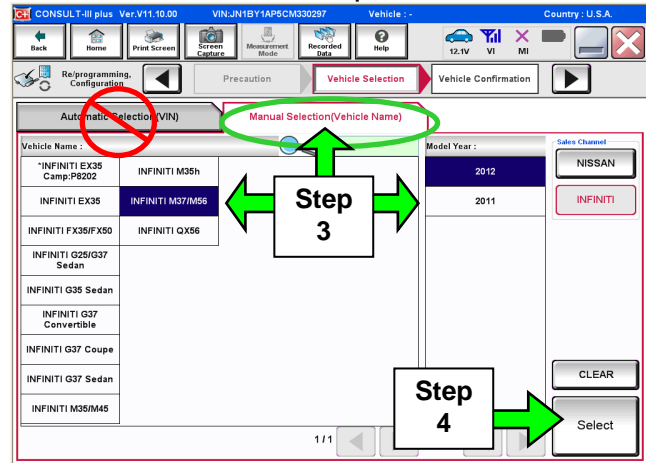
4. Click on **Select**.

Figure 21

5. Confirm correct **VIN**, **Vehicle Name** and **Model Year**.

   NOTE: If the **VIN** <u>is not</u> correct, the "**VIN** field" in step 7 Figure 23 can be changed to the correct **VIN**.

6a. If the **Vehicle Name** and **Model Year** are correct, select **Confirm**.

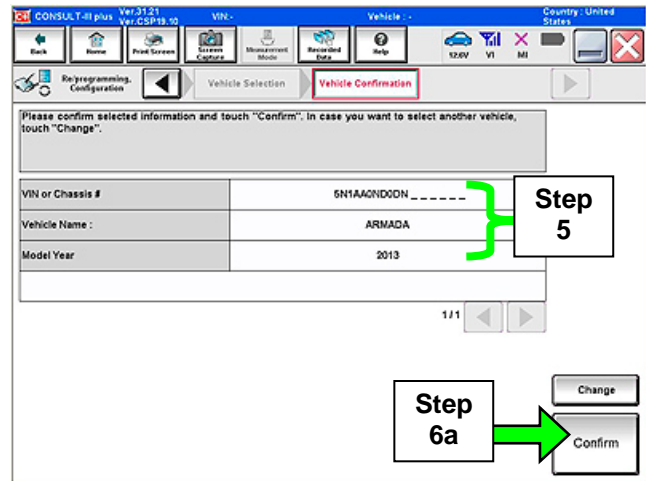6b. If the **Vehicle Name** or **Model Year** needs to be changed,

   - Select **Change** and then refer to Figure 21 to change vehicle selection.

Figure 22

7. Confirm again that the **VIN** is correct and then select **Confirm**.

   NOTE: If the **VIN** is not correct, the **VIN** Field in Figure 23 can be changed before selecting **Confirm**.
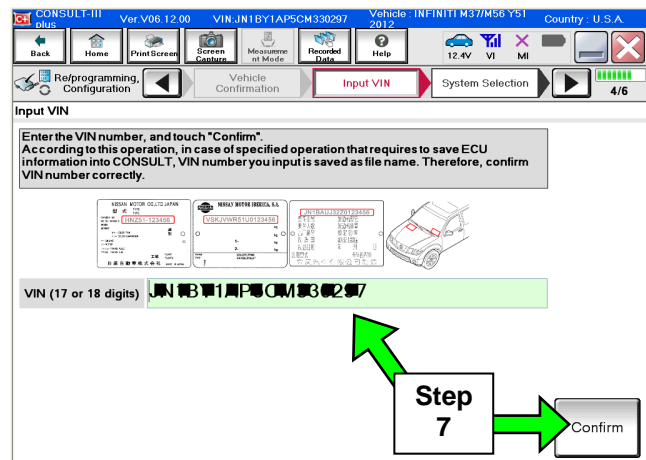

Figure 23

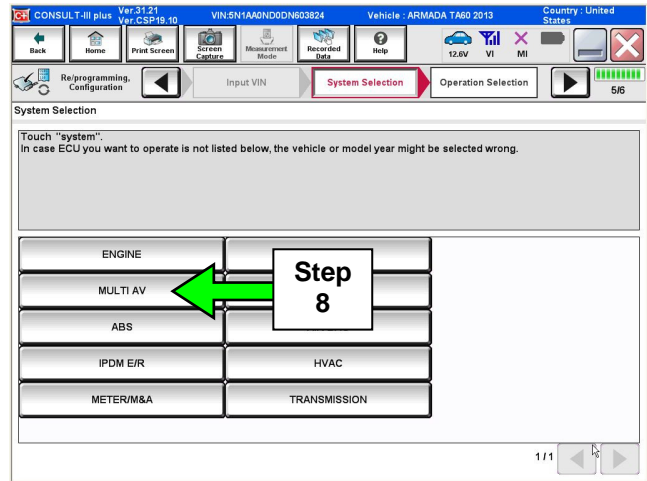8. After **system call** completes, select **MULTI AV**.
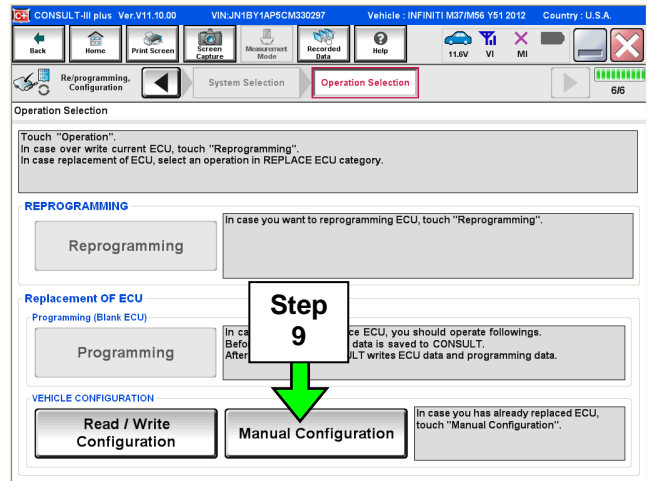

Figure 24

9. Select **Manual Configuration**.

Figure 25

10. Use the drop down arrows to select the values.

Grade:

- Select "MODE 2" <u>only</u>.

Axle type:

- Choose either 2WD or 4WD depending on how the vehicle is equipped.
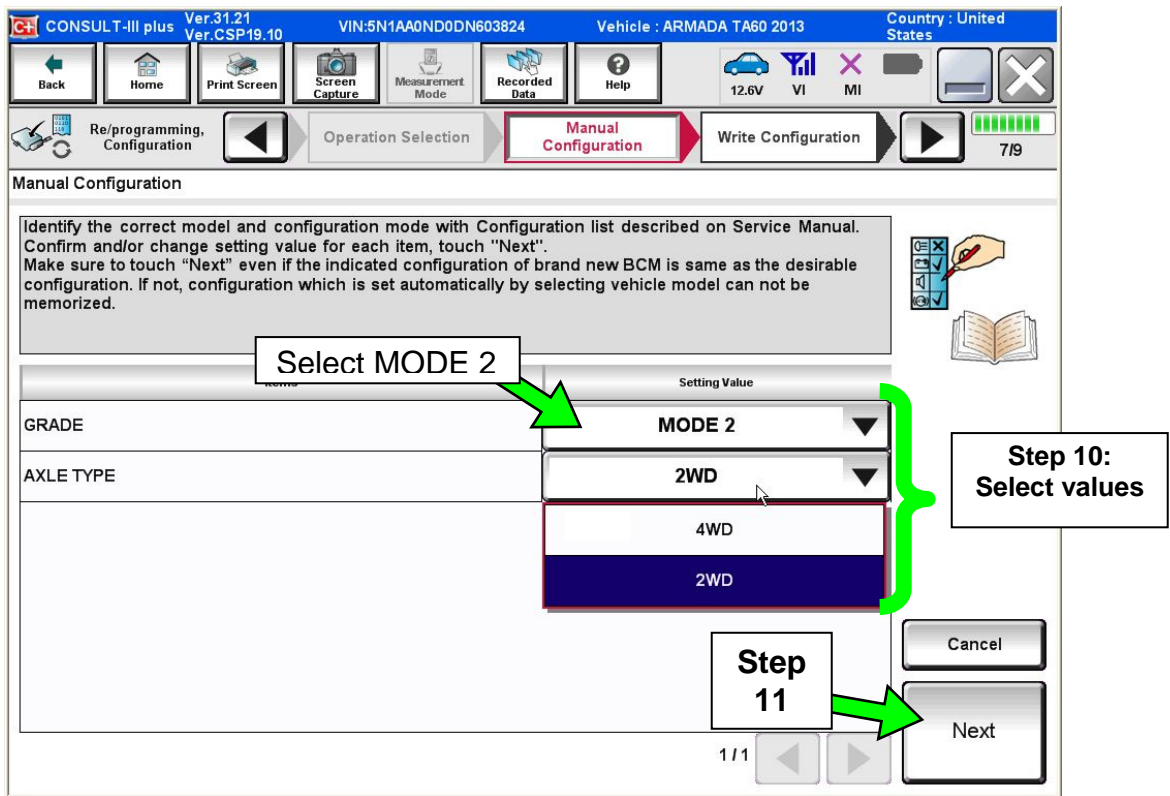
11. Select **Next**.

Figure 26

12. Confirm correct values for items listed and then select **OK**.

13. Wait for C-III plus to transfer the reprogramming (reconfiguration) to Multi AV – about 1 minute or less.

14. After C-III plus finishes transferring the reconfiguration to **MULTI AV**, select **Home**.
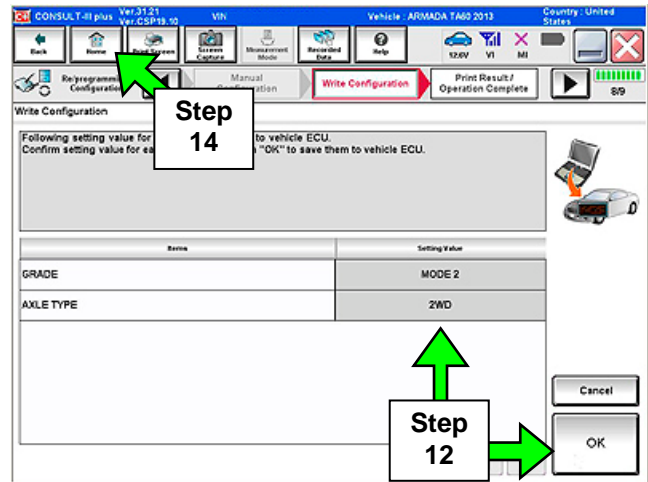

Figure 27

15. Turn the ignition OFF and wait 10 seconds.

16. Disconnect the battery charger.

17. Start the engine and let it idle while the Multi AV system reboots.

18. Use C-III plus to clear any codes from the Multi AV system.

    a. Select Diagnoses (One System) > Multi AV > Self Diagnosis Results.

    b. Clear any codes that are present.

19. Close the C-III plus software and disconnect the VI from the vehicle.

Make sure the Multi AV system is operational.

1. Confirm that Settings>Others>Comfort options, under the Navigation's user configurable settings, are now present.
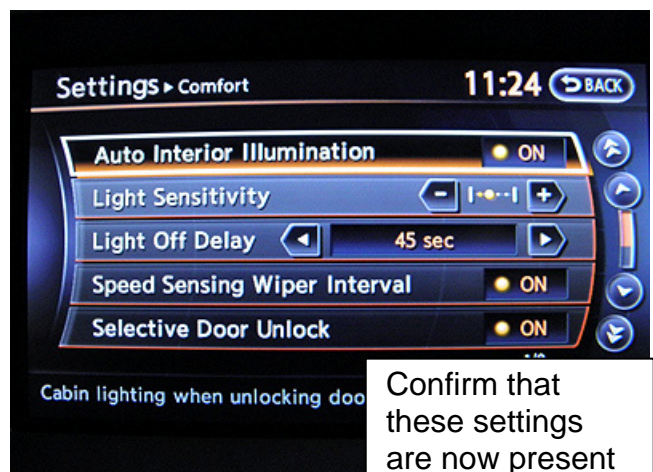

Figure 28

2. Confirm that fan, temperature, and air flow modes can be adjusted.

3. Turn the radio ON.

4. Turn the volume knob and make sure the audio volume responds to movement of the knob.

5. Re-enter the customer's radio pre-sets written down from page 2.

6. The procedure is complete. Turn the ignition OFF.