



# SERVICE BULLETIN

Classification: EL13-029a	Reference: NTB13-068	Date: October 4, 2013
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## 2013 ARMADA WITH NON-NAVIGATION SYSTEM; COMFORT SETTING MISSING

This bulletin has been amended to change the Reference number from NTB13-089 to NTB13-068. No other changes have been made. Please discard previous versions of this bulletin.

**APPLIED VEHICLE:** 2013 Armada (TA60) equipped with Non-Navigation system **ONLY**  
**APPLIED VIN and**

**DATE:** 2013 Armada vehicles built before 5N1(\*)A0N(\*\*)DN 609451 and April 29, 2013

### IF YOU CONFIRM

The “Comfort” option under the Non-Navigation system’s user configurable settings menu is missing from the scroll down menu, which includes:

- Auto Interior Illumination
- Light Sensitivity
- Light Off Delay
- Speed Sensing Wiper Interval
- Selective Door Unlock
- Return all Settings to Default



Figure A

### ACTION

1. Follow the **SERVICE PROCEDURE** starting on page 2 to load the Reprogramming Software DVD referenced in **PARTS INFORMATION** on the next page.
2. Read configuration, initialize, and then manually 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 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

### Re-programming software DVD required for this procedure:

- Each dealer will receive one “NTB13-068 Re-programming Software” DVD, free of charge, from Panasonic. Dealers should receive this DVD by October 4, 2013.
- Should you require an additional “NTB13-068 Re-programming Software” DVD due to loss or damage, it can be ordered free of charge by contacting Panasonic toll free at 1-800-423-8150.



Figure B

## CLAIMS INFORMATION

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

DESCRIPTION	OP CODE	PFP	SYM	DIA	FRT
MULTI AV SYSTEM REPROGRAM & CONFIG	RX3VAA	(1)	ZE	32	0.5

(1) Refer to the electronic parts catalog (FAST) and use the Control assembly part number (2591A-XXXXX) as the Primary Failed Part (PFP).

## SERVICE PROCEDURE

### NOTES:

- Pictures throughout this bulletin may not exactly match the items on your vehicle, but should at least be similar.
- This procedure will take 15-30 minutes with the ignition ON:
  - The DVD may need to be inserted twice 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 the 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						
Audio 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 Non-Navigation start-up screen should display.
  - If the Non-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 the CD/DVD slot is empty.
  - Eject any disc that may be in the CD/DVD player.
5. Load DVD “NTB13-068 Re-programming Software” into the audio unit’s CD slot.

- If “Please eject the program disk” 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.

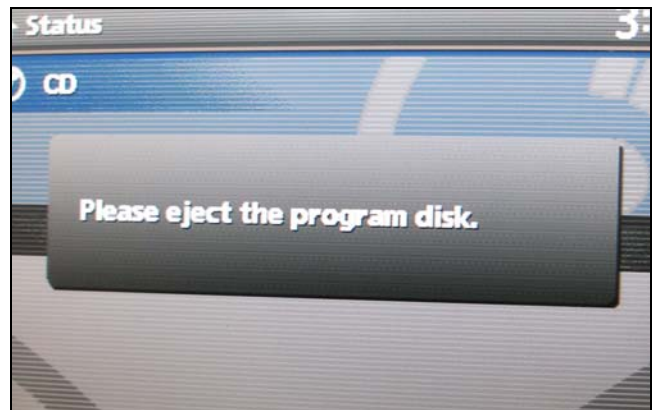


Figure1

- If “Reading disc” shown in Figure 2 is displayed, follow the on screen Caution while the Non-Navigation is updated.



Figure 2

**IMPORTANT:**

Once the re-programming has started:

- Do not eject the DVD while it is loading.
- Leave the ignition switch ON until the DVD software has been loaded.



Figure 3

6. When the program has finished loading:

- “Please eject the program disk” will display (Figure 6).
  - Eject the DVD now.

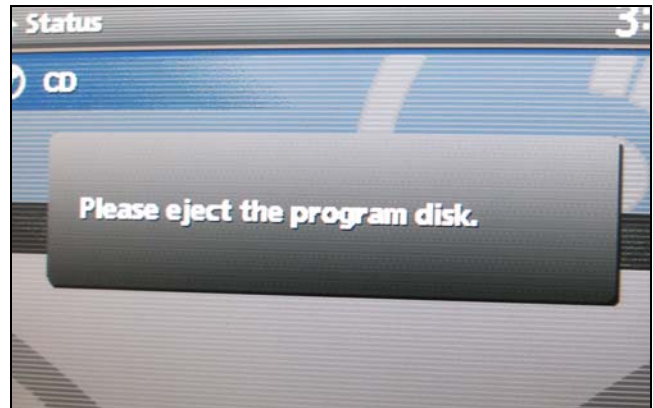


Figure 4

7. Confirm the DVD software has loaded:

- a. Turn the ignition OFF for 10+ seconds.
- b. Turn the ignition ON.
- c. Reinsert the DVD.
- d. Look for the screen that displays “Please eject the program disk” (Figure 4).
  - If the message in Figure 4 displays, eject the DVD now, and then go to **Read Configuration** on the next page.
  - If the screen in Figure 4 does not display, go back to page 3, step 1 and load the DVD software again.

## Read Configuration

**NOTE:** The AV unit's configuration will need to be written down. It will be used later in this bulletin.

Using C-III plus; read the configuration of the Multi AV unit:

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

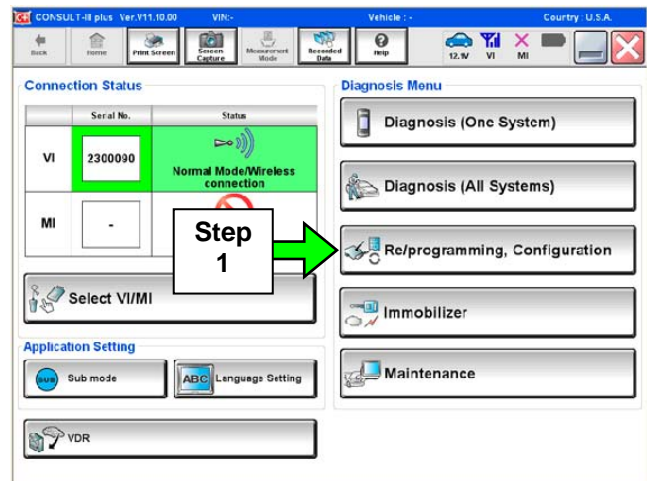


Figure 5

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

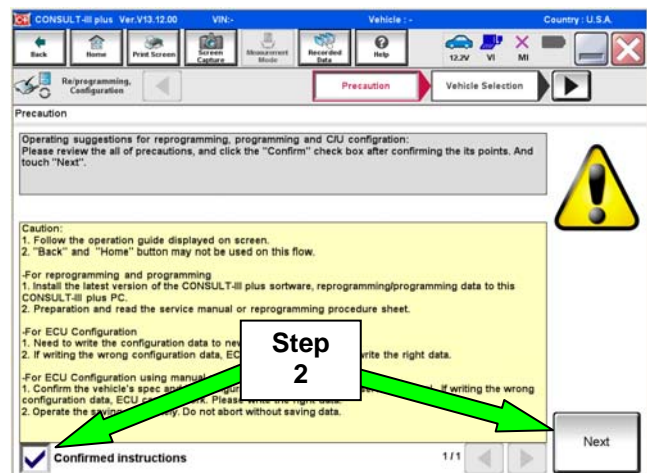


Figure 6

### Example

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

- If the screen in Figure 7 does not display, skip to step 5.

- Click on **Select**.

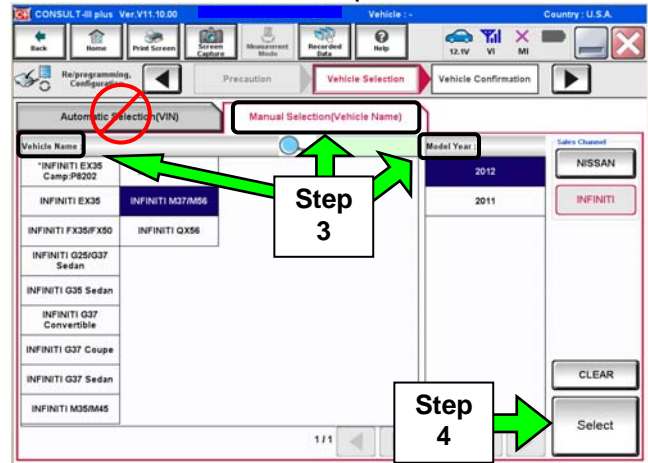


Figure 7

- Confirm correct **VIN or Chassis #**, **Vehicle Name**, and **Model Year**.
- If the **Vehicle Name** and **Model Year** are correct, select **Confirm**, and then skip to step 9.

**NOTE:** If the **VIN** is not correct, the **VIN or Chassis #** field in step 7, Figure 9 can be changed to the correct VIN.

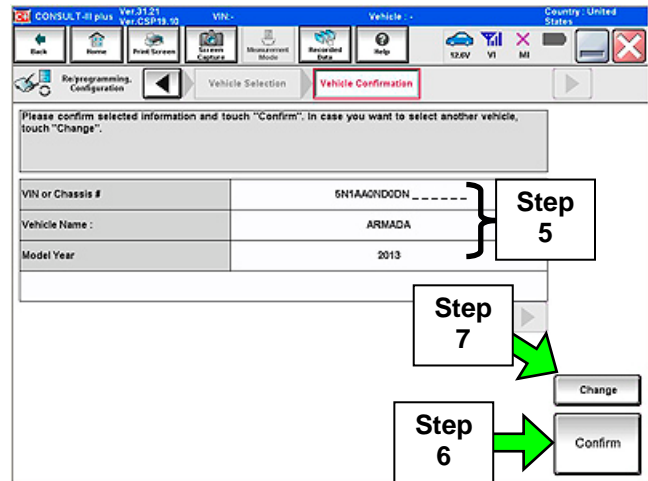


Figure 8

- If the **Vehicle Name** or **Model Year** needs to be changed:
  - Select **Change**, and then change the vehicle selection (no picture shown).
- Confirm again that the **VIN** is correct, and then select **Confirm**.

**NOTE:** If the **VIN** is not correct, the **VIN (17 or 18 digits)** field in Figure 9 can be changed before selecting **Confirm**.

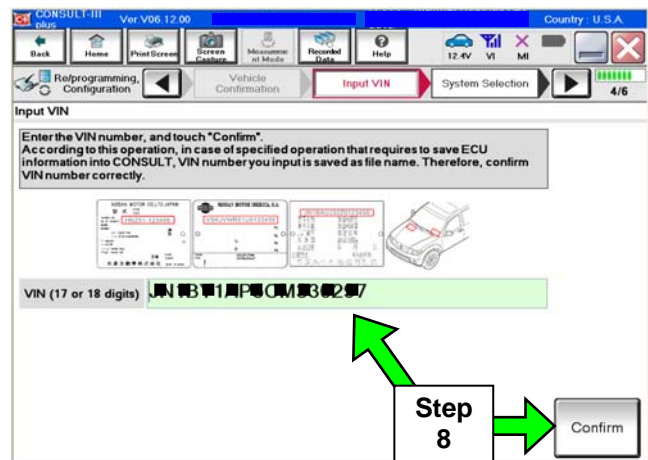


Figure 9

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

**Step 9** →

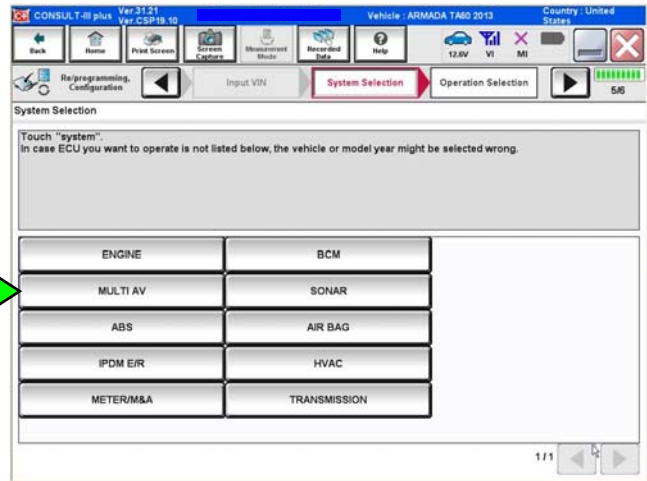


Figure 10

- Select **Read / Write Configuration**.

**Step 10** →

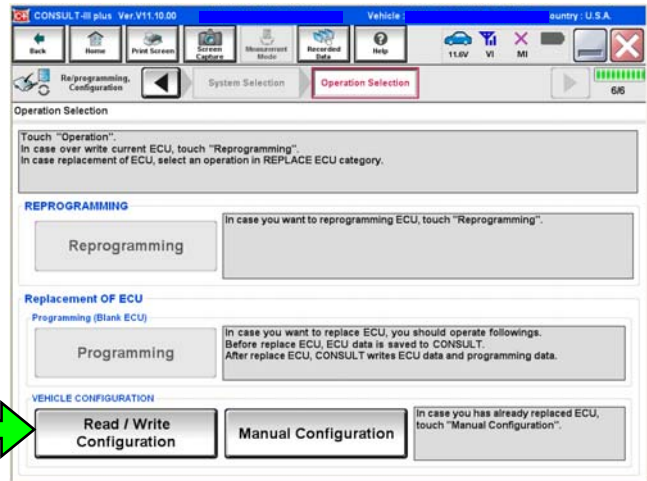


Figure 11

11. Select **Before Replace ECU**.

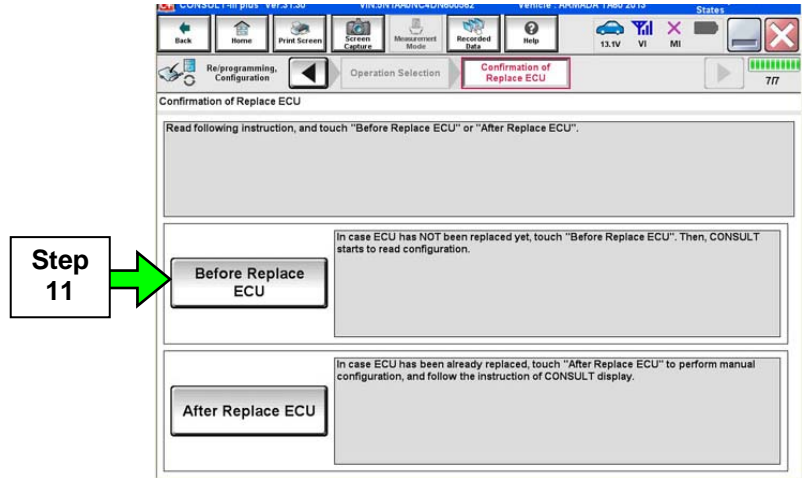


Figure 12

12. Write down the **Setting Value** for **SOUND SYSTEM, GRADE, and CAMERA SYSTEM**.

- Do NOT select **Save** (Figure 13)

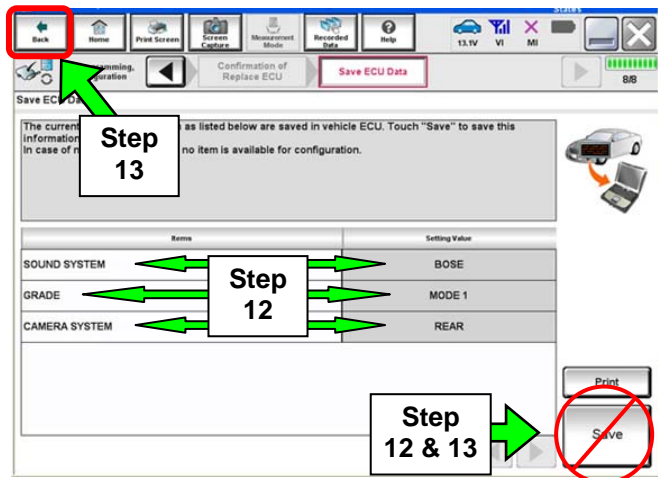


Figure 13

13. Select the Back button twice (Figure 13).

- This will get C-III plus to go back to the screen in Figure 14.
- Leave C-III plus on this screen. You will return to this screen later on in this procedure.

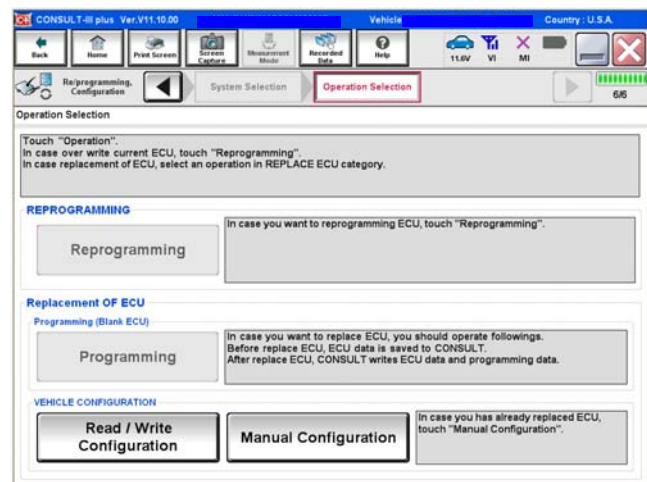


Figure 14

14. Go to **Multi AV initialization** on the next page.



## Multi AV Initialization

**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 16 will display.

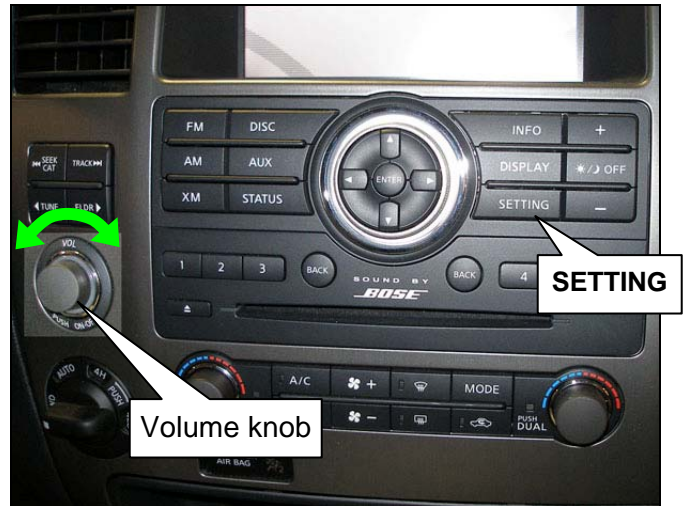


Figure 15

3. Select **Confirmation/Adjustment**.

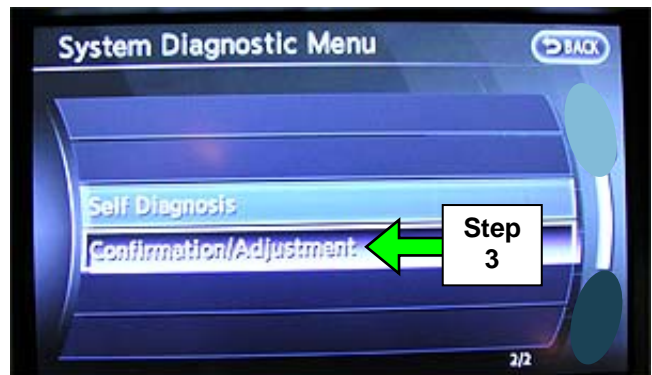


Figure 16

4. Select **Initialize Settings**.

**NOTE:** Use the scroll knob on the AV unit to find **Initialize Settings**.

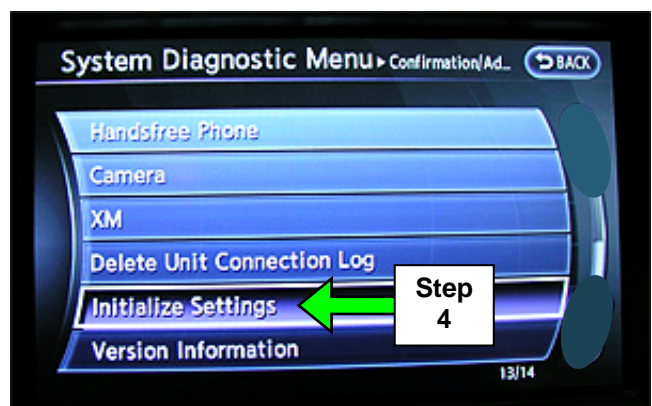


Figure 17

5. Select **Reset Factory Configuration**.

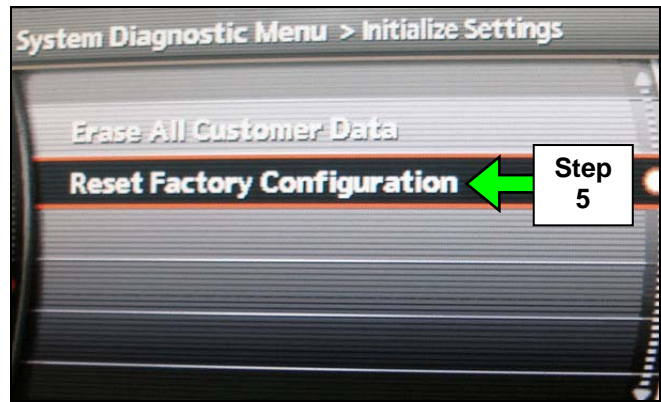


Figure 18

6. Select **Yes**.

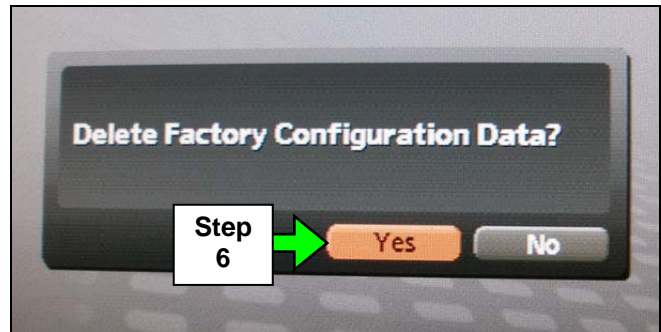


Figure 19

7. Go back to C-III plus – the screen in Figure 20 should still be displayed.

8. Select **Manual Configuration**.

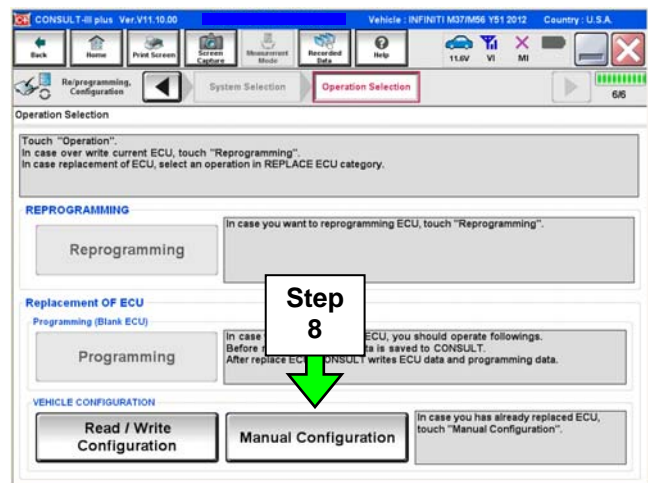


Figure 20

9. Select the matching **Setting Value** written down earlier from each drop down box in Figure 21.
  
10. After all setting values have been selected, select **Next**.

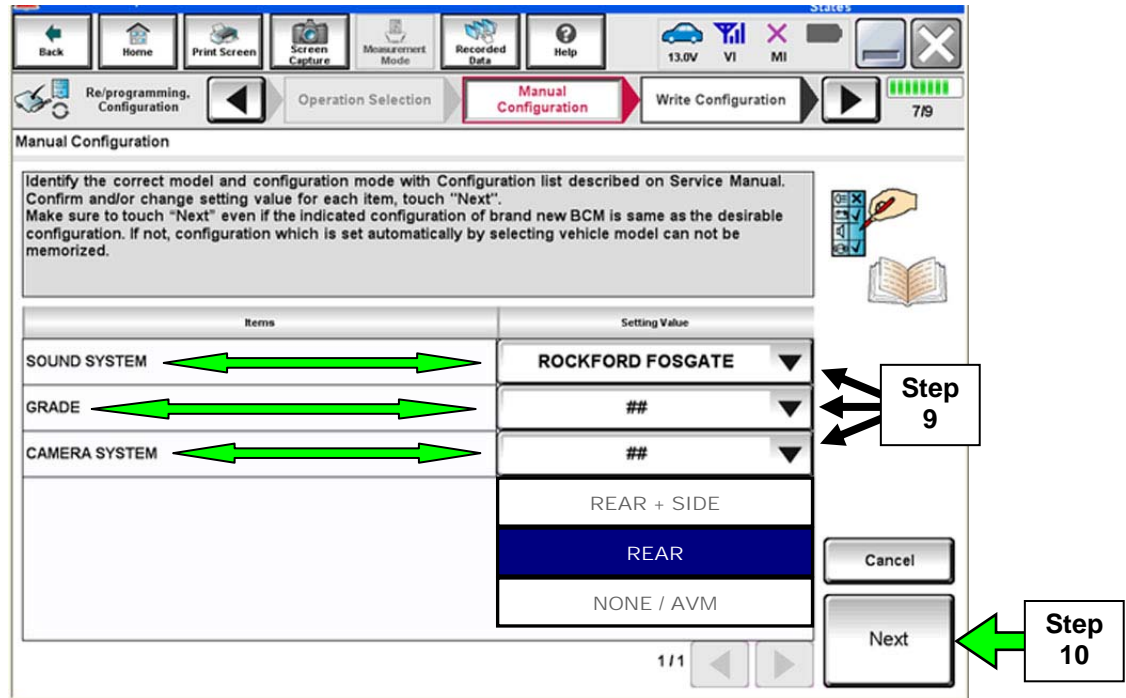


Figure 21

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

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

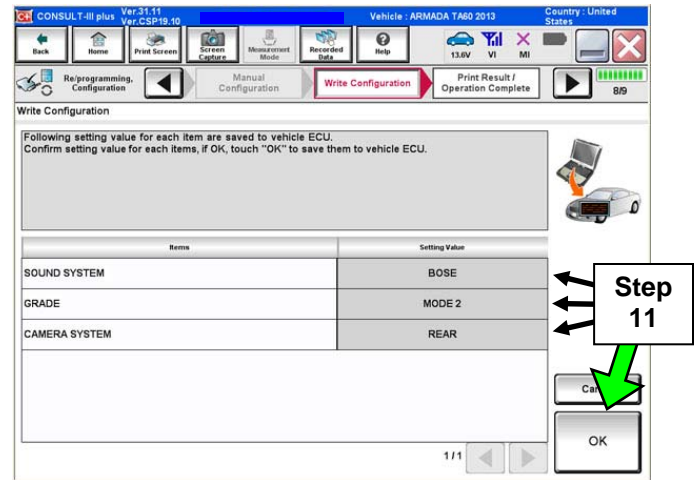


Figure 22

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

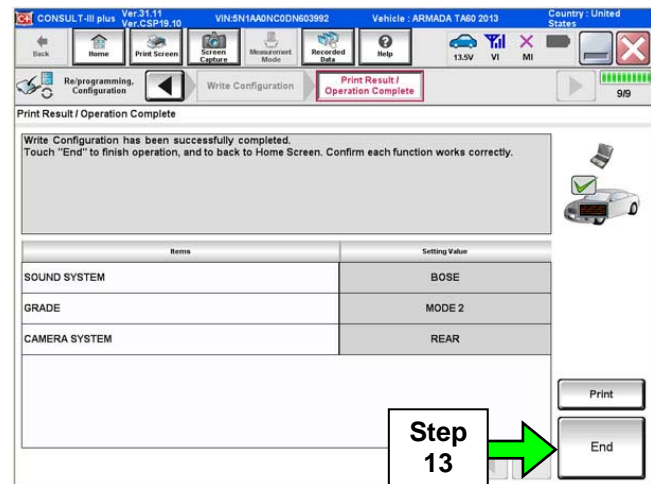


Figure 23

14. Turn the ignition OFF and wait 10 seconds.

15. Disconnect the battery charger.

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

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

- Select Diagnoses (One System) > Multi AV > Self Diagnosis Results.
- Clear any codes that are present.

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

Go to the next page.

## Verify Multi AV System Operation

**NOTE:** It may take up to 15 seconds after the ignition has been turned ON before the “Comfort” section appears under “Settings”.

1. Scroll to confirm the following settings are now present in the “Comfort” option:
  - Auto Interior Illumination
  - Light Sensitivity
  - Light Off Delay
  - Speed Sensing Wiper Interval
  - Selective Door Unlock
  - Return all Settings to Default



Figure 23

2. Confirm that the HVAC's fan speeds, temperature settings, and air flow modes can be adjusted.
3. Put the A/T shift selector in Reverse, verify a correct image in the AV unit's display appears.
4. Turn the radio ON.
5. Turn the volume knob and make sure the audio volume responds to the knob's movement.
6. Re-enter the customer's radio presets written down from page 2.
7. The procedure is complete. Turn the ignition OFF.