



SERVICE CAMPAIGN BULLETIN

Reference:

NTB10-068d

Date:

October 4, 2011

VOLUNTARY SERVICE CAMPAIGN NISSAN NAVIGATION SOFTWARE UPDATE

This bulletin has been amended. Changes have been made on pages 2-14.
Please discard previous version of this bulletin.

CAMPAIGN ID #: P0337

APPLIED VEHICLES: 2010 Altima (L32, CL32, and L32HV) Sedan, Coupe, and Hybrid
2010 Maxima (A35)
2010 370Z (Z34 and HZ34) Coupe and Roadster
2011 GT-R (R35)

Check Service Comm to confirm campaign eligibility.

INTRODUCTION

On the Applied Vehicles listed above, the navigation, mobile phone, and iPod® functions may not be working as intended. To remedy this potential condition, Nissan is conducting this voluntary service campaign to update the navigation software at no charge for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number P0337 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

Dealers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a dealer's inventory.

REPROGRAMMING SOFTWARE DVDs - REQUIRED FOR THIS PROCEDURE

- Discs 1/3 and 2/3 of the set shown in Figure A are used for all applied models in this campaign except GT-R.
- Do not use disc 3/3.



Figure A

- This disc (Figure B) is required for all applied models in this campaign.
- This disc replaces disc 3/3 above.
- This disc also replaces disc NTB10-068 (disc1/1) for GT-R.

NOTE: Numbers on this disc do not match this bulletins reference number or the campaign ID #.



Figure B

- Each dealer was previously mailed the discs listed above, free of charge, from Clarion.
- Should you require additional discs due to loss or damage, the discs can be ordered, free of charge, by contacting Clarion at the toll free number 1-(800) 347-8933. Request a new disc using the information printed on the disc.

SERVICE PROCEDURE

IMPORTANT: Before loading the Reprogram Discs, make sure to Disable Bluetooth[®] function otherwise the Navigation System may continuously reboot the next time it is turned on.

NOTE: This procedure will take about 30 minutes with the ignition ON. Before starting, make sure to attach a battery charger to the vehicle battery set to a low charge rate (trickle charge).

This SERVICE PROCEDURE contains three sections:

- A. Disable Bluetooth[®] function**
- B. Loading the Program - all except GT-R (Page 5)
Loading the Program for GT-R (page 11)**
- C. Check Bluetooth[®] Setting - all except GT-R (page 10)
Check Bluetooth[®] Setting for GT-R (page 13)**

A: Disable Bluetooth[®] function

1. Set the parking brake.
2. Turn the ignition ON and keep the transmission in Park or Neutral.
3. Make sure there is no disc in the CD/DVD slot (eject any disc that may be in the CD/DVD player).
4. Press the “SETTING” button on the switch panel.

5. Touch "Bluetooth".



Figure 1

6. Make sure Bluetooth is OFF.

- Touching Bluetooth will change the setting ON > OFF or OFF > ON.



Figure 2

- Bluetooth is OFF when the ON indicator is "grayed-out".



Figure 3

7. Turn the ignition OFF and wait for 10 seconds.

8. Go to **B: Loading the Program** on the next page.

B: Loading the Program – all except GT-R

For GT-R, go to page 11.

NOTE: This procedure will take about 30 minutes with the ignition ON. Before starting, make sure to attach a battery charger to the vehicle battery set to a low charge rate (trickle charge).

1. Turn the ignition ON – keep the transmission in Park or Neutral.
 - The navigation start-up screen should display.

NOTE: If the navigation start-up screen is not displayed; turn the ignition OFF, wait 10 seconds, and then turn the ignition ON again.

2. Wait for more than 1 minute.
3. Press the INFO button on the switch panel.

4. Select Navigation Version on the display screen.



Figure 4

NOTE: On some vehicles you will need to select “Others” to find “Navigation Version”.



Figure 5

5. Check "Map Version".

- If the Map Version is **09-10 MAP No.1**
or
09-10 MAP No.1a

a. Continue with Step 6.



Figure 6

- If the Map Version is any other than above:
 - a. Insert disc **NTB10-125b / ITB10-066b (Disc 1/1)** into the in-dash CD / DVD player.

The other Discs will not be needed.

b. Skip to step 18 on page 8.

6. Make sure there is no disc in the CD/DVD slot (eject any disc that may be in the CD/DVD player).

7. Insert disc **ITB10-031 / NTB10-068 (Disc1/3)** into the in-dash CD/DVD player.

- For Altima; open the display by pressing the OPEN/TILT button to access the disc slot. Leave the display open while loading.

IMPORTANT: Once reprogramming has started:

- Do not eject a disc while it is loading.
- Do not change the ignition position until all discs have been loaded.
- Make sure all 3 discs have been loaded into the CD/DVD player before stopping the procedure.

8. Wait for the program to load (progress bar will display).

9. When the program has finished loading:
- Disc will automatically eject, and
 - “Program loading is completed” will display.

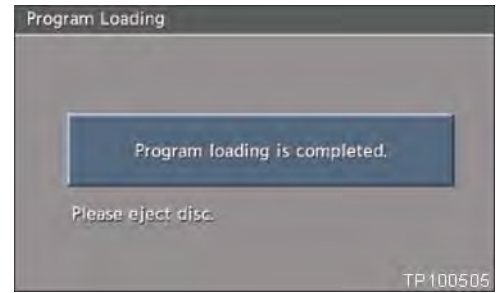


Figure 7

10. Carefully remove the disc.

11. The navigation system will automatically restart.

12. When the message “Please insert Disc 2/3” displays, insert disc
ITB10-031 / NTB10-068 (Disc 2/3).

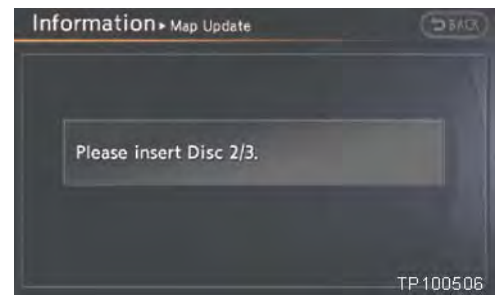


Figure 8

13. Touch “DVD update”.

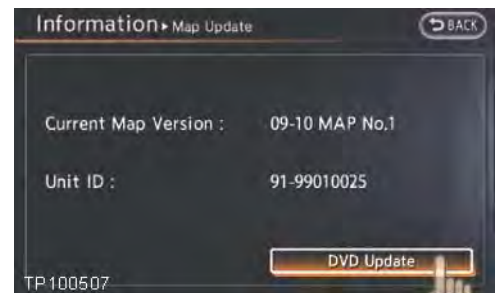


Figure 9

14. Touch “Yes” to begin the map update process.

- Map update will take about 15 minutes.

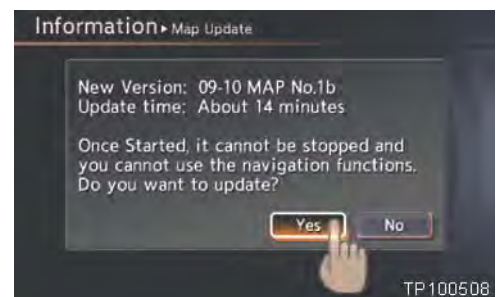


Figure 10

15. When “Eject the DVD to let the system reboot” is displayed, eject Disc 2/3.

16. The navigation system will automatically restart.

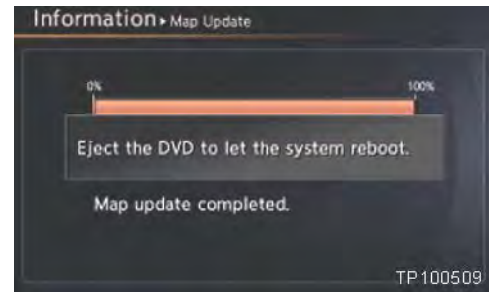


Figure 11

17. When the message “Please insert Disc 3/3” displays, insert disc
NTB10-125b / ITB10-066b (Disc 1/1).



Figure 12

18. Program loading will start automatically.

- Program loading will take about 10 minutes.

19. When the program has finished loading:

- Disc will automatically eject, and
- “Program loading is completed” will display.

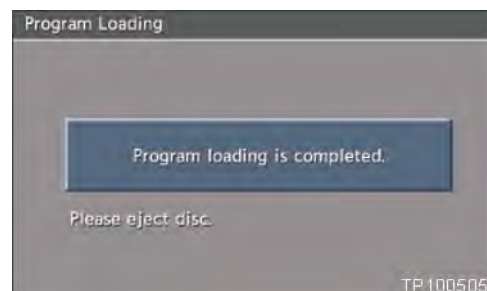


Figure 13

20. Carefully remove the disc.

21. The navigation system will automatically restart.

22. Make sure the new program has loaded:

a. Press the INFO button on the switch panel.

b. Select Navigation Version on the display screen.



Figure 14

NOTE: On some vehicles you will need to select “Others” to find “Navigation Version”.



Figure 15

c. Map Version should be **09-10 MAP No.1b**.

d. Program Version should be:

X2U22025 or X1U62025

NOTE: If the Map Version or the Program version is different than above, go back to step 5 on page 6.



Figure 16

23. Go to **C: Check Bluetooth® Setting** on the next page.

C: Check Bluetooth® Setting (all except GT-R)

1. Press the “Setting” button on the switch panel.

2. Touch “Bluetooth”.



Figure 17

3. Make sure Bluetooth is set to the customers setting (as it was before starting the procedure).

- Touching Bluetooth will change the setting ON > OFF or OFF > ON.
- Bluetooth is ON when the ON indicator displays in orange.

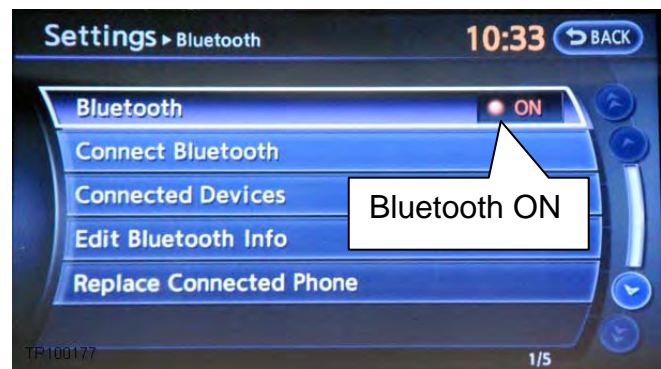


Figure 18

- Bluetooth is OFF when the ON indicator is “grayed-out”.



Figure 19

4. Turn the ignition OFF. The process is complete.

B: Loading the Program for GT-R

1. Turn the ignition ON – keep the transmission in Park or Neutral (parking brake ON).
2. Wait for more than 1 minute.
3. Press the INFO button on the switch panel.
4. Make sure there is no disc in the CD/DVD slot (eject any disc that may be in the CD/DVD player).
5. Insert disc **NTB10-125b / ITB10-066b (Disc 1/1)** into the in-dash CD/DVD player.

IMPORTANT: Once reprogramming has started, do not eject the disc or change the ignition position while it is loading.

6. Wait for the program to load (progress bar will display).

7. When the program has finished loading:
 - The disc will automatically eject, and
 - “Program loading is completed” will display.

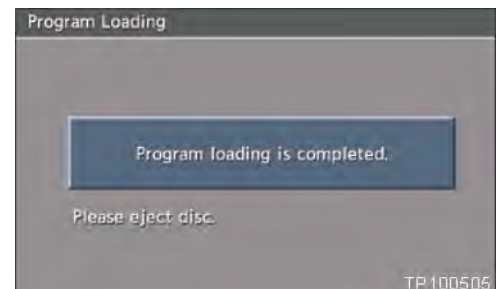


Figure 20

8. Carefully remove the disc.
9. The system will automatically restart.

10. Make sure the new program has loaded:

a. Press the INFO button on the switch panel.

b. Select Navigation Version on the display screen.



Figure 21

NOTE: On some vehicles you will need to select "Others" to find "Navigation Version".



Figure 22

d. Program Version should be:

X2U22025 or X1U62025

NOTE: If the Program version is different than above, turn the ignition off, go back to step 5 on page 11 and load the disc again.



Figure 23

11. Turn the ignition OFF. The process is complete.

C: Check Bluetooth® Setting for GT-R

1. Press the “Setting” button on the switch panel.

2. Touch “Bluetooth”.



Figure 17

3. Make sure Bluetooth is set to the customers setting (as it was before starting the procedure).

- Touching Bluetooth will change the setting ON > OFF or OFF > ON.
- Bluetooth is ON when the ON indicator displays in orange.



Figure 18

- Bluetooth is OFF when the ON indicator is “grayed out”.

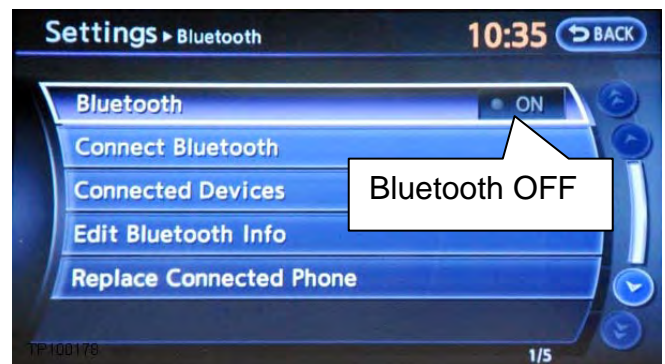


Figure 19

4. Turn the ignition OFF. The process is complete.

CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

“CM” I.D.: P0337

CAMPAIGN ID	DESCRIPTION	OP CODE	FRT
P0337	Perform Navigation Reprogramming	P03370	0.3 hrs

OWNER'S LETTER (example of typical owner's letter)

Dear Nissan Altima Sedan Owner:

Nissan is committed to providing the highest levels of product, quality and customer satisfaction. With that in mind, we want to bring to your attention important information about the Navigation, Communication and Entertainment Systems in your model year 2010 Altima Sedan vehicle.

REASON FOR CAMPAIGN

Nissan has become aware of customer concerns with the Navigation System and with Communication and Entertainment Functions involving the iPhone. To help address these concerns, Nissan will update the Navigation and communication software in your vehicle. This software update will address irregularities with navigational maps, voice recognition commands, phone book transfer from mobile phone to vehicle and increase the number of entries that can be stored.

In addition, Nissan is aware of customer complaints regarding compatibility with the iPod Touch. Apple has addressed this issue, and updated software for the iPod Touch is available on the Apple website in July. Nissan has also developed a fix that will also be installed when you bring your vehicle for this service.

WHAT NISSAN WILL DO

To assure your continued satisfaction and confidence in your model year 2010 Altima Sedan, Nissan will reprogram the operating software to correct these conditions. This service, free for parts and labor, should take less than 1 hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule. **Please contact your Nissan dealer to perform this important service.**

WHAT YOU SHOULD DO

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment. **To ensure the least inconvenience for you, it is important that you have an appointment before bringing your vehicle to the Nissan dealer for service.** Please bring this notice with you when you keep your service appointment. Instructions have been sent to your Nissan dealer.

If the dealer fails, or is unable to complete the service free of charge, you may contact the National Consumer Affairs Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll free number is 1-800-NISSAN1 (1-800-647-7261).

Thank you for providing us an opportunity to ensure on-going satisfaction with your Nissan.