



# SERVICE CAMPAIGN BULLETIN

Reference:

NTB12-065b

Date:

January 23, 2013

## VOLUNTARY SERVICE CAMPAIGN 2013 ALTIMA METER BACK LIGHT ILLUMINATION

This bulletin was amended. Changes were made to accommodate a new version of the reprogramming software. Please discard previous versions of this bulletin.

**CAMPAIGN ID #:** P2537

**APPLIED VEHICLE:** 2013 Altima (L33)

**Check Service COMM to confirm campaign eligibility.**

### INTRODUCTION

Nissan is conducting a Voluntary Service Campaign to reprogram the combination meter illumination function. On the affected vehicles, portions of the combination meter may not illuminate as designed. This service will be performed at no charge for parts or labor.

### IDENTIFICATION NUMBER

Nissan has assigned identification number P2537 to this campaign. This number must appear on all communications and documentation of any nature dealing with this campaign.

### DEALER RESPONSIBILITY

Dealers are to correct each vehicle falling within the range of this campaign that enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory.

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.

## SERVICE PROCEDURE

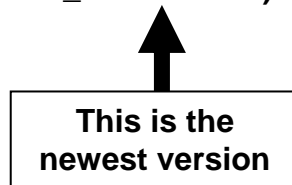
**NOTE:** Before continuing, it is IMPORTANT to make sure:

- ASIST on the CONSULT PC has been freshly synchronized (updated).
- All CONSULT related software updates (if any) have been installed.

**NOTE:** The CONSULT PC automatically gets all reprogramming software during ASIST synchronization.

- The Extended Storage Switch is pushed in (customer delivery mode).

**Make Sure the newest version of the “Meter Reprogramming Tool” (L50\_L33\_MeterReprogrammer\_V2.0.6.0.exe) has been installed into the CONSULT PC as follows:**



**NOTE:** If the newest version of the **L50/L33 Re-programmer** has already been installed, skip to [Meter Reprogramming Procedure](#) on the next page.

1. The Panasonic Toughbook (CONSULT PC) automatically gets the L50/L33 Re-programmer tool during ASIST synchronization.
2. The CONSULT PC will display a notification that updates are available.
3. Follow the on-screen instructions to install the L50/L33 Re-programmer tool.
4. Once installed, the L50/L33 Re-programmer tool is available by selecting:

**Start > All Programs > L50\_L33\_MeterReprogrammer\_V2.0.6.0.exe**

## Meter Reprogramming Procedure

1. Connect the plus Vehicle Interface (**plus VI**) to the vehicle.

- Make sure to use the correct VI for C-III plus (plus VI).

**CAUTION:** Make sure the plus VI is securely connected. If the plus VI connection is loose during reprogramming, the process will be interrupted and the **Combination Meter may be damaged.**

2. Connect the USB cable between the CONSULT PC and the plus VI.

3. Connect the AC Adapter to the CONSULT PC.

**CAUTION:** Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the **Combination Meter may be damaged.**

4. Connect a battery charger to the vehicle battery:

- Set the battery charger at a low charge rate.

**NOTE:** The GR-8 (Battery and Electrical Diagnostic Station) set to “Power Supply” mode is recommended.

**CAUTION:** Be sure the battery charger is connected securely to the battery. Make sure the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the **Combination Meter may be damaged.**

5. Turn off all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI.

**CAUTION:** Make sure to turn off all external Bluetooth® devices. If Bluetooth® signal waves are within range of the CONSULT PC and the VI during reprogramming, reprogramming may be interrupted and the **Combination Meter may be damaged.**

6. Turn the ignition ON with the engine OFF.

7. Turn OFF all vehicle electrical loads such as exterior lights, interior lights, HVAC, blower, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc.

**IMPORTANT:** Make sure to turn OFF all vehicle electrical loads. Make sure the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the **Combination Meter may be damaged.**

8. Turn ON the CONSULT PC.

9. Close all software applications (including ASIST, C-III, or C-III plus):

10. Launch the L50/L33 Reprogramming Tool:

**Start > All Programs > L50\_L33\_MeterReprogrammer\_V2.0.6.0.exe**

11. When the screen in Figure 1 displays, select **METER Re-program**.

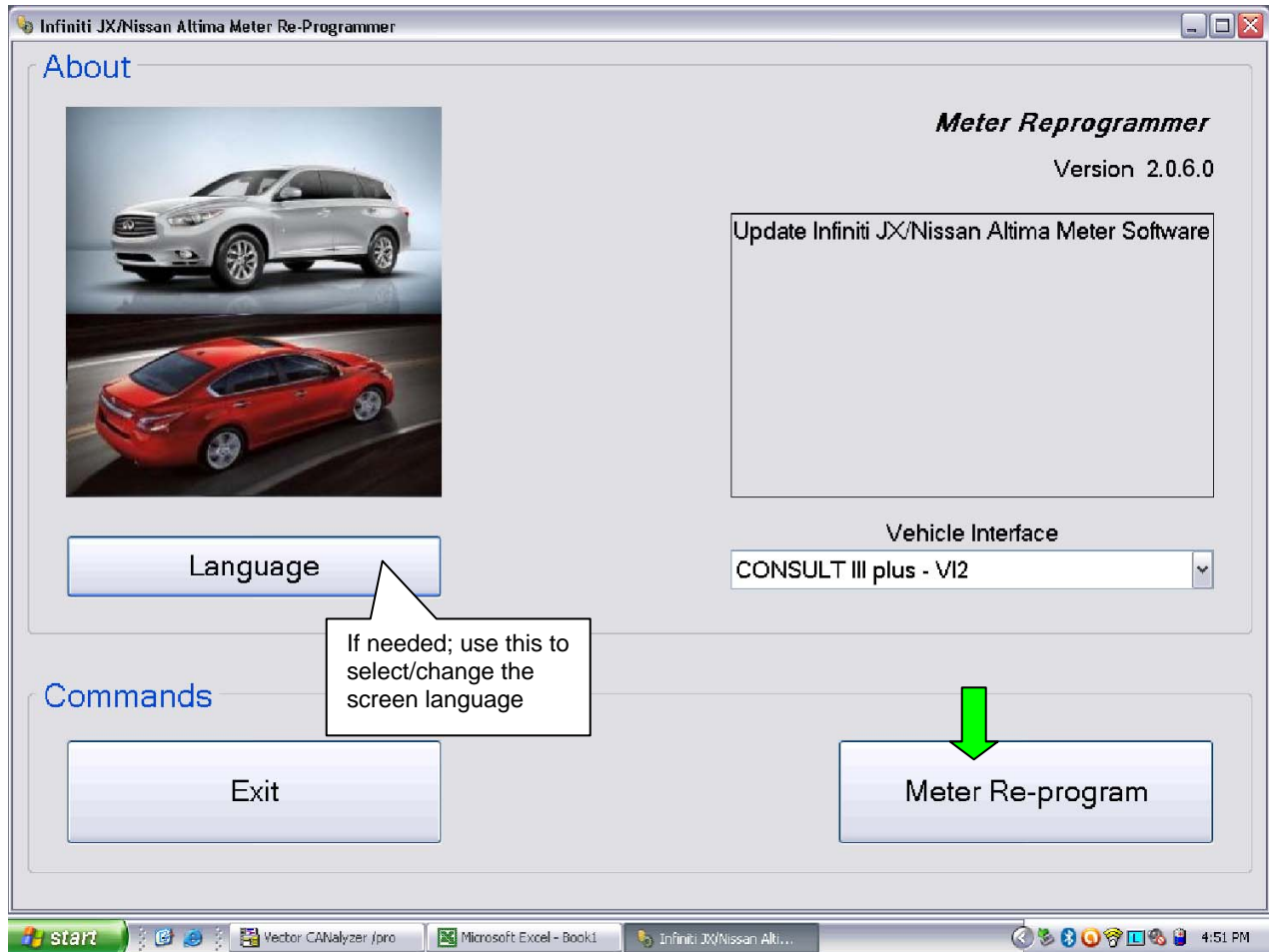


Figure 1

12. Select **OK** – meter reprogramming will start.

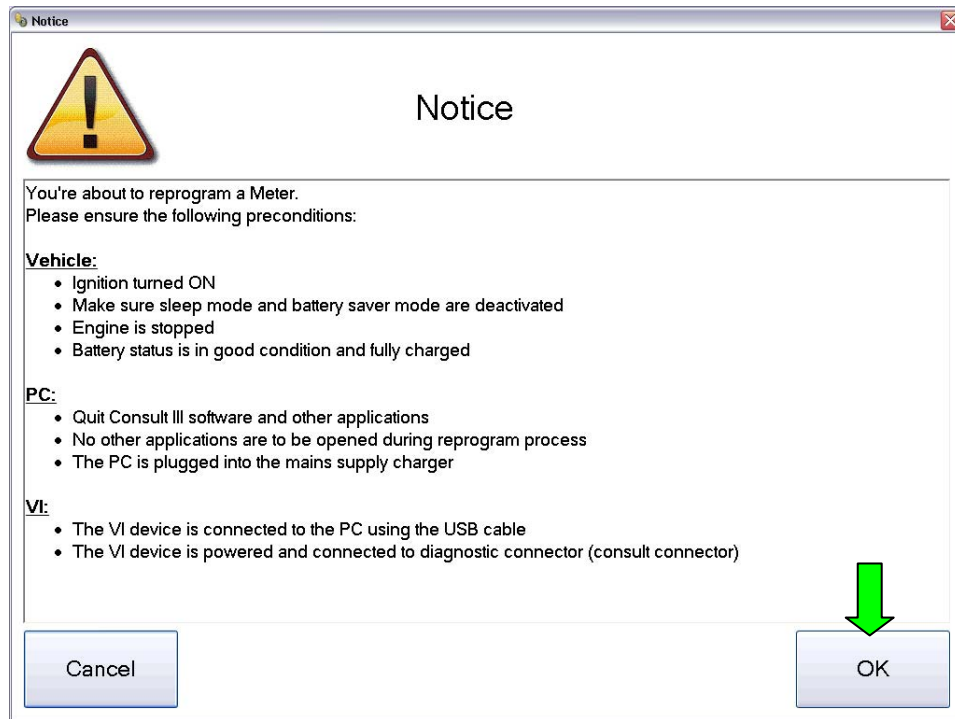


Figure 2

13. The screen in Figure 3 displays when reprogramming is complete – Select **OK**.

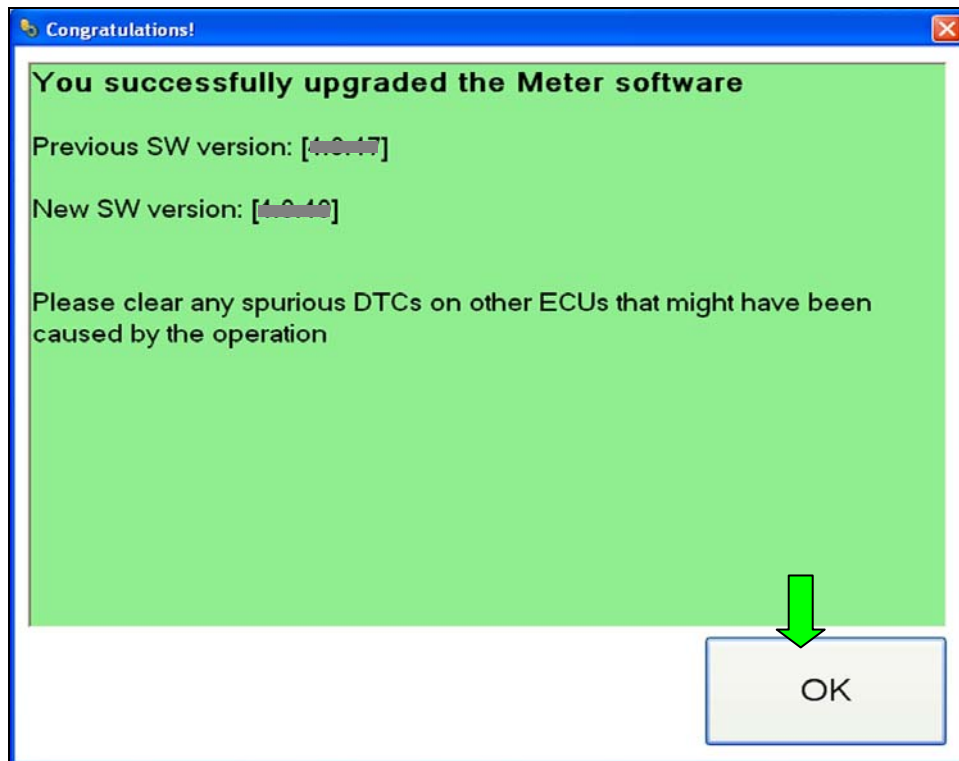


Figure 3

**NOTE:** If the screen in Figure 4 displays, reprogramming is not needed for this vehicle or it has already been done:

- a. Select OK.
- b. Close the reprogramming tool/software.
- c. Skip to step 16.

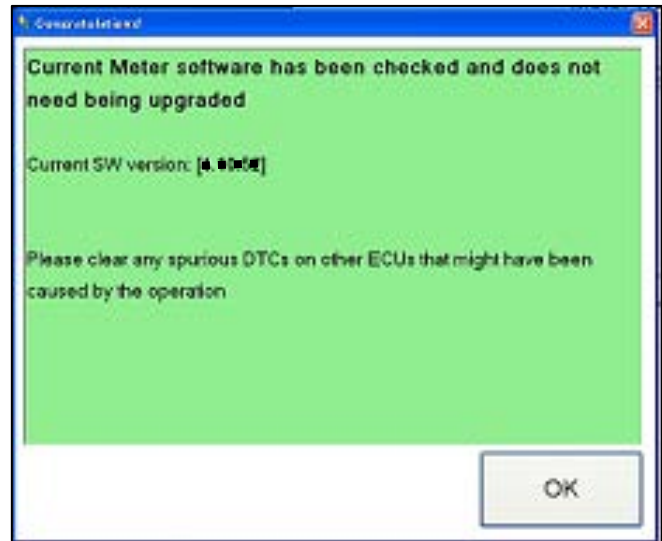


Figure 4

**NOTE:** If the screen in Figure 5 displays:

**Try reprogramming at least 3 more times.**

- a. Select OK and close the reprogramming tool/software.
- b. Restart this Service Procedure from the beginning.
  - **Make sure all steps are completed correctly.**
  - CONSULT software and all other applications are closed.
  - Plus VI is securely connected to the vehicle and USB cable is connected.
  - Battery charger is connected to the vehicle.

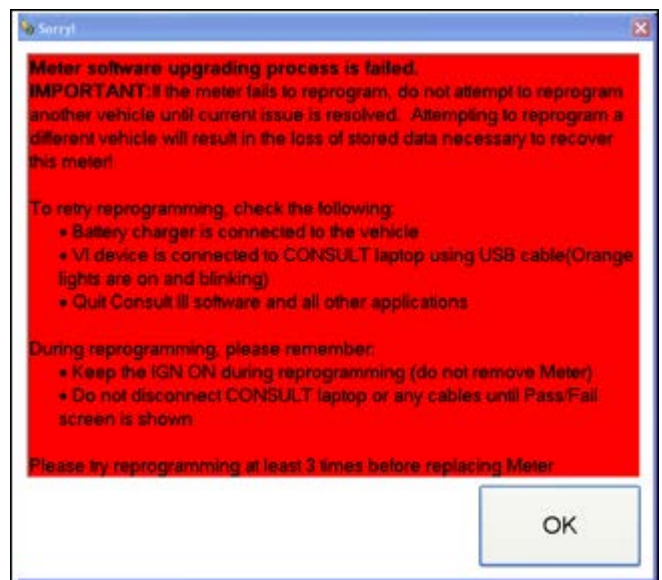


Figure 5

**IMPORTANT:** If you get the screen in Figure 5 above:

- Make sure to complete all reprogramming attempts on the current vehicle before moving to another vehicle.
- Using the reprogramming tool on another vehicle will erase all data for the current vehicle, and the meter for the current vehicle will not be reprogrammable (recoverable).

14. For warranty documentation, print a copy of the screen in Figure 6 and attach it to the repair order.

- To print, use your browser menu – File ⇒ Print ⇒ OK.

15. After printing, close the L50/L33 Re-programmer tool/software by selecting the red “X” in upper right corner.

**NOTE:** The L50/L33 Re-programmer tool/software must be closed before opening CONSULT III plus.

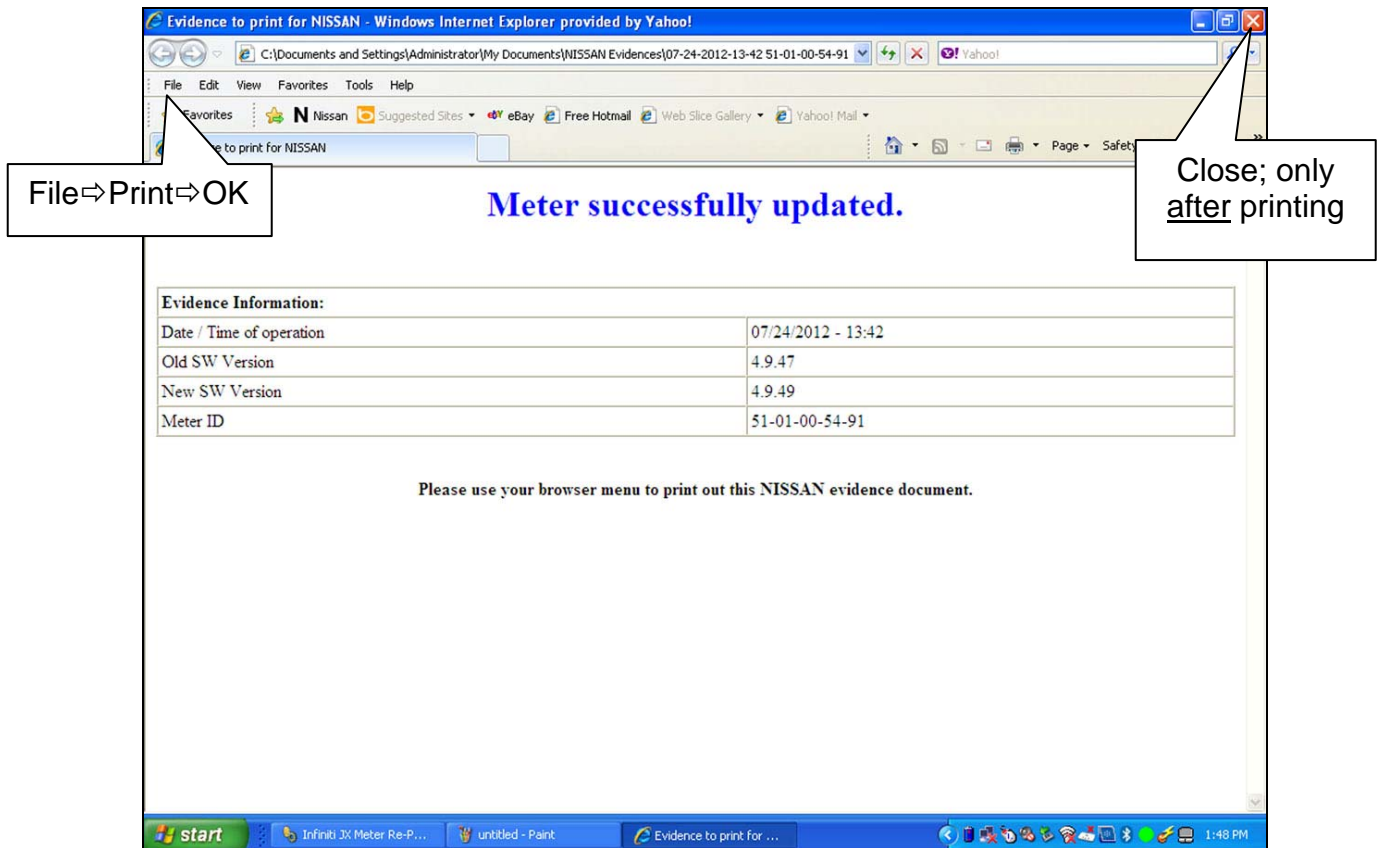


Figure 6

16. Open CONSULT III plus and erase DTCs from all systems.

**NOTE:** The L50/L33 Re-programmer tool/software must be closed before opening CONSULT III plus.

17. Turn OFF the CONSULT PC and disconnect from the vehicle.

18. Turn the ignition OFF.

19. Disconnect the battery charger.

**CLAIMS INFORMATION**

Submit a "CM" line claim using the following claims coding:

| <b>CAMPAIGN ("CM") I.D.</b> | <b>DESCRIPTION</b>          | <b>OP CODE</b> | <b>FRT</b> |
|-----------------------------|-----------------------------|----------------|------------|
| P2537                       | Reprogram Combination Meter | P25370         | 0.3 hrs.   |



## OWNER'S LETTER

Dear Altima Owner:

Nissan is committed to providing the highest levels of product quality and customer satisfaction. We believe that our current and future success depends on your continued satisfaction with Nissan. With that in mind, we want to bring to your attention important information regarding your 2013 Altima.

### REASON FOR SERVICE CAMPAIGN

On some 2013 Nissan Altima vehicles, the instrument meter backlight may intermittently not illuminate as designed under certain conditions. The instruments are still fully operational, however, and the warning indicators are still functional. This is not a safety issue, and the vehicle still meets and/or exceeds all applicable safety standards.

### WHAT NISSAN WILL DO

To assure your continued satisfaction and confidence in your vehicle, your Nissan dealer will reprogram the instrument meter backlight illumination function at no charge to you for parts or labor. The service should take less than an hour to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

### 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 vehicle.

