



# SERVICE BULLETIN

Classification: EL16-039b	Reference: NTB16-100b	Date: March 16, 2017
------------------------------	--------------------------	-------------------------

## 2016-2017 NISSAN CONNECT NAVIGATION SYSTEM SOFTWARE UPDATE

**This bulletin has been amended. The APPLIED VEHICLES section has been revised. No other changes have been made. Please discard previous versions of this bulletin.**

- APPLIED VEHICLES:**
- 2016 Altima (L33)
  - 2016 Frontier (D40)
    - Vehicles built **after** 1N6(\*)D0(\*\*\*)GN 727602 // January 4, 2016
  - 2016 Juke (F15)
  - 2016 Rogue (T32)
  - 2016 Sentra (B17)
  - 2016 Titan XD (A61)
  - 2017 Titan and Titan XD (A61):
    - Vehicles built **before** 1N6(\*)A1(\*\*\*)HN 521678 // November 28, 2016

**Applied Vehicles equipped with navigation system only**

### IF YOU CONFIRM

One or more of the following is occurring:

- A status message “**Voice Recognition is initializing, please wait**” is displayed when pressing the voice recognition button 2-3 minutes after the ignition is first turned ON.  
**NOTE:** If the message is displayed within the first 2-3 minutes this is normal. The voice recognition is loading phonebook contacts into its system.
- A loud booming noise is emitted from the vehicle’s speaker while connected on a Bluetooth hands-free phone call.
- The buttons on the navigation unit intermittently flicker. This is particularly noticeable at night when the buttons are illuminated.
- Display night illumination is not automatically detected by the navigation unit. The center display screen illumination does not change at night when it is dark.

*Continued on next page...*

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.

- The navigation unit reboots (Nissan logo appears after loss of sound) only while listening to XM radio.

**And**

- The Software version has been confirmed as “not current” (refer to page 4).

**ACTION**

Perform the **SERVICE PROCEDURE** starting on page 3 and reprogram the Navigation system with USB memory stick shown below.

**A reprogramming software USB memory stick is required for this procedure.**

- Each dealer has been mailed one USB memory stick (Figure A) free of charge, from Bosch.
- If a replacement USB memory stick is needed due to loss or damage, one can be ordered free of charge by using Bosch's version of the "Nissan Audio Direct Exchange Order Form"
  - Go to <http://www.NNAnet.com>. In the "Warranty" section, select Electronic Exchange Information/Vendor Contact Information/Link to Bosch order form.
  - An example form is on page 12.

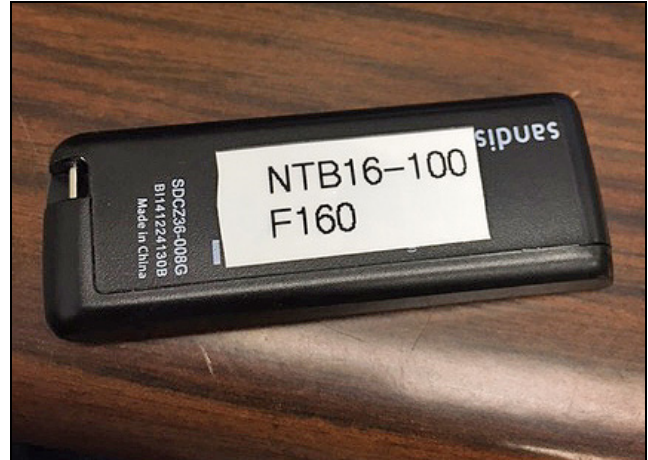


Figure A

## SERVICE PROCEDURE

1. Connect the GR8 battery charger - set to power supply mode - to the vehicle battery so that the battery will not lose its charge during the procedure.

**NOTE:** This reprogram will take approximately 35 minutes after the **Update** button has been selected.

2. Set the parking brake.
3. Cycle the ignition to ON, engine OFF.
4. Turn ON the hazard lights to prevent the BCM from going into battery saver mode.

**IMPORTANT:** The hazards must remain ON until the software update has been completed.

**NOTE:** If at any time during this procedure, the status message “**Update Failed !**” is displayed with the direction to “**Insert update media**” while a countdown from 60 is displayed or the audio unit **continuously reboots** (restarts), insert the USB memory stick, and then proceed to step 15.

5. Write down the audio 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

6. Turn the audio system OFF.
7. Access the **SERVICE MENU** as follows:
  - a. Push and hold the **APPS** button.
  - b. Turn the **TUNE-SCROLL** knob as follows:
    - 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, below).

8. Select **Version**.

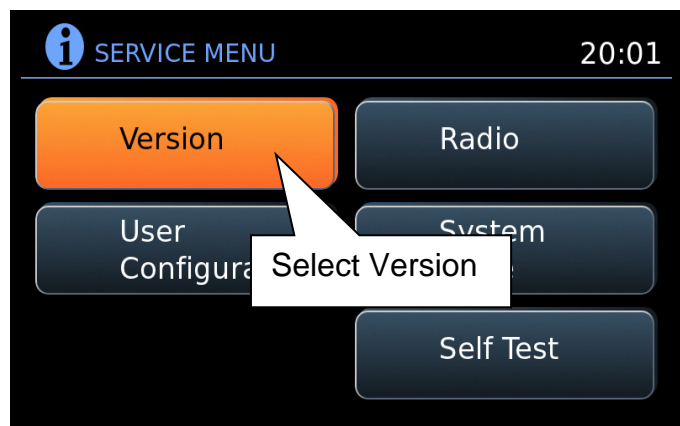


Figure 1

9. Check the **Software** version.
  - If the **Software** version is **F027**, **F033**, **F034**, **F034A**, or **F100** proceed to step 10.
  - If the version is anything other than **F027**, **F033**, **F034**, **F034A**, or **F100** this bulletin does not apply. Do not install USB memory stick.

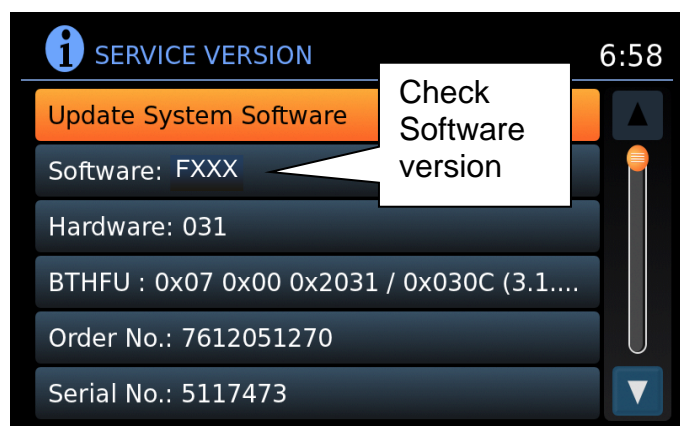


Figure 2

## Reprogram Using the USB Memory Stick

10. Select **Update System Software**.

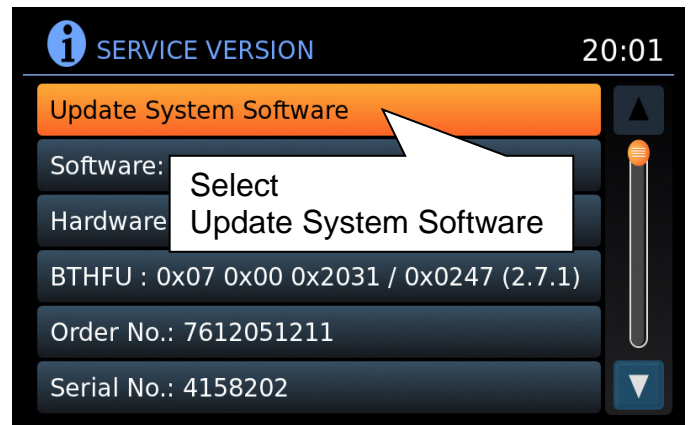


Figure 3

11. Insert the USB memory stick into the audio system USB port and select **OK**.

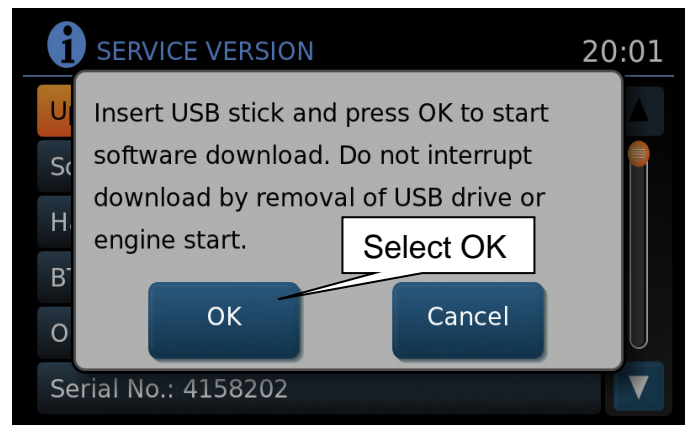


Figure 4

12. Wait for the **APPLICATION** screen to appear (Figure 5).

13. Make sure the **Current Version** and **Media Version** are different.

- If the versions are the same, this bulletin does not apply. Refer to the Electronic Service Manual (ESM) for further diagnostic information.

**NOTE:** The media version should be **F160** to proceed.

14. Select **Update**.



Figure 5

**NOTE:** After selecting **Update**, the screen will go black for up to 1 minute. This is a normal part of the update.

15. Wait until the update is complete (this can take up to 35 minutes).

- The screen in Figure 6 will be displayed during the update.



Figure 6

**IMPORTANT:** If directed to skip to step 15 due to screen message “Insert update Media”, it may take 3-5 minutes before the USB memory stick is recognized, and then Figure B may be displayed before the update begins. DO NOT remove the USB memory stick during this process.

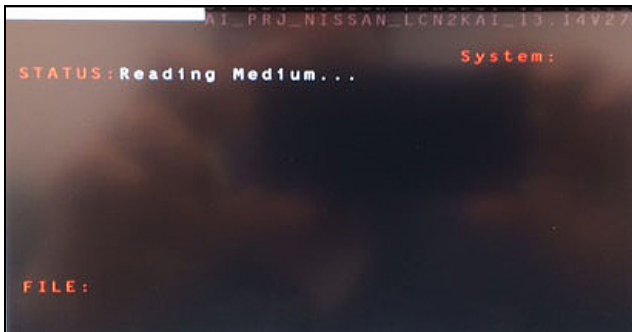


Figure B

16. When Figure 7 is displayed, remove the USB memory stick to complete the update.

- This will cause the system to restart and may take up to 1 minute.

**NOTE:** Do not turn the ignition OFF.

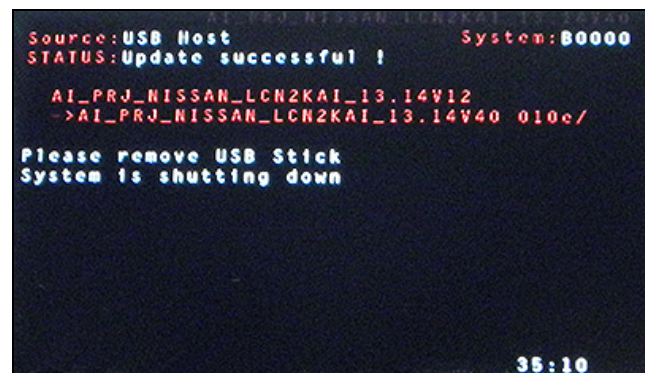


Figure 7

**Proceed to the next page.**

## No SD Card Inserted Message Displayed

17. Does the message “No SD card is inserted. Please use a Nissan SD card only” display (Figure 8)?

### If Yes:

- Eject the SD card from the audio unit, and then reinsert it.
- After the SD card is reinserted, the “APPLICATION” screen (Figure 9) will display. Select **Update**.
- The update will take about 1 minute to complete and will display Figure 10.
- The message “Download successful. System will reboot now” will display and the audio unit will reboot (Figure 11).
- The Nissan logo will display.
- After the audio unit has rebooted, proceed to **Confirm the Software Version Has Changed** on page 8.

### If No:

Is the “APPLICATION” screen displayed (Figure 9)?

#### Yes

- Select **Update**.
- The update will take about 1 minute to complete and will display Figure 10.
- The message “Download successful. System will reboot now” will display and audio unit will reboot (Figure 11).
- The Nissan logo will display.
- After the audio unit has rebooted, proceed to **Confirm the Software Version Has Changed** on page 8.

#### No

- Proceed to **Confirm the Software Version Has Changed** on page 8.

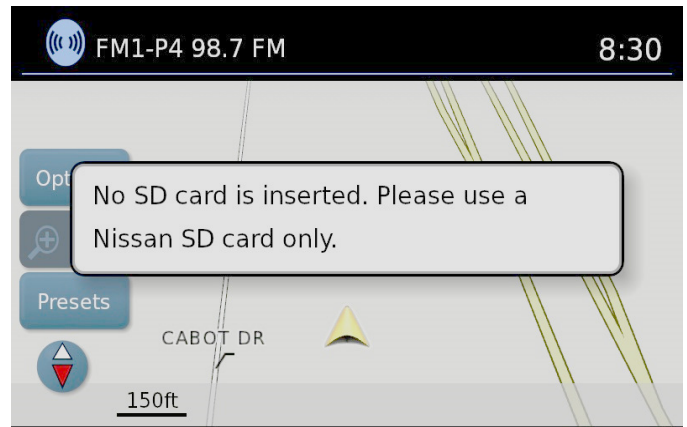


Figure 8

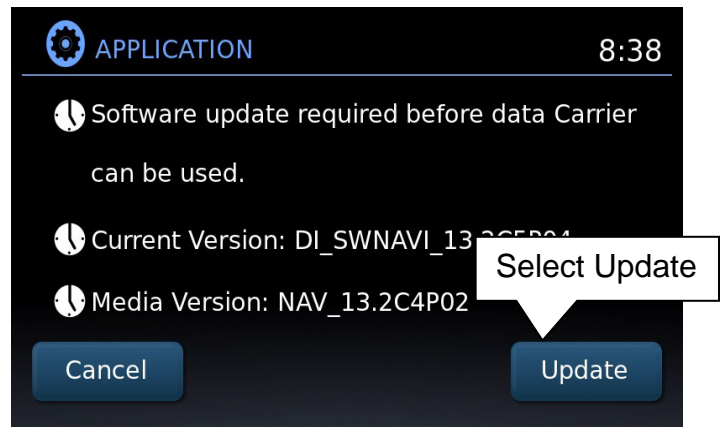


Figure 9

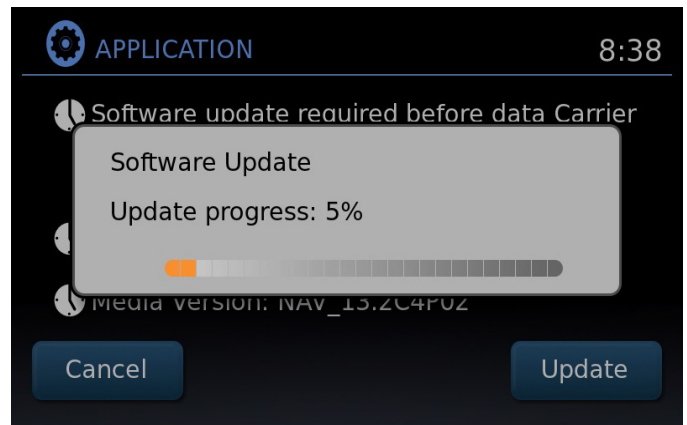


Figure 10

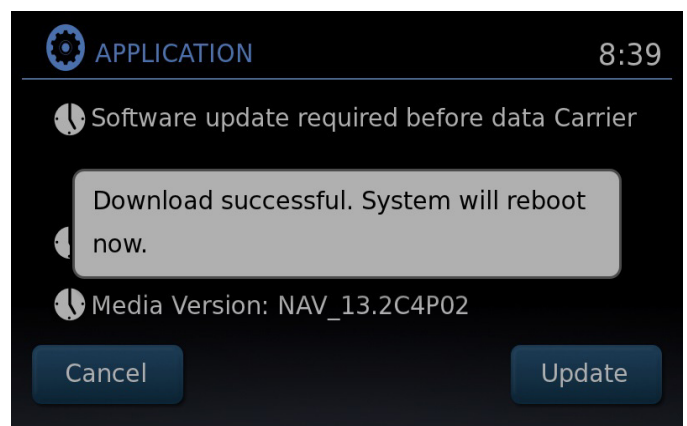


Figure 11

## Confirm the Software Version Has Changed

18. 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 12).

19. Select **Version**.

20. Check the **Software** version.

- If the version is now **F160**, proceed to step 21.
- If the version is still **F027, F033, F034, F034A, or F100** install the reprogramming USB memory stick again (steps 10 through 17) and then perform steps 18-20 for “**Confirm the Software Version Has Changed**”.

21. Reset the audio settings, and turn the hazard lights OFF.

22. Please print the instructions on pages 10 and 11, and either place on the vehicle seat or attach it to the customer's receipt.

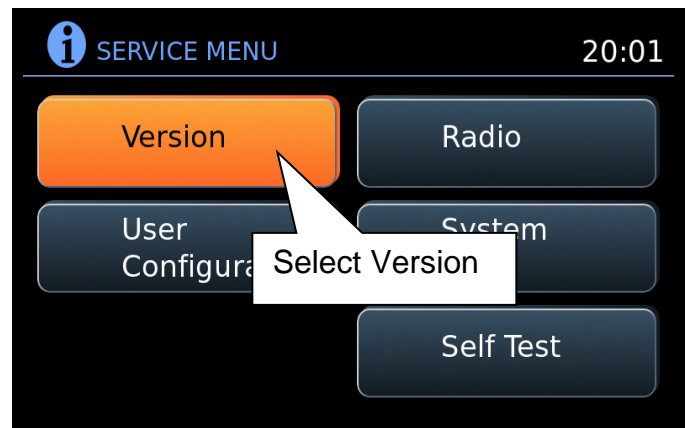


Figure 12



Figure 13

**IMPORTANT:** Instruct the customer to go into their Bluetooth phone settings and perform the steps below.

- Select delete/erase the car from their phone's Bluetooth menu for the current pairing of their phone and vehicle.
- Then re-pair the phone.
  - If this is not done, the phone may no longer connect with the vehicle while attempting to pair the phone to the vehicle.



## CLAIMS INFORMATION

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

OPERATION	OP CODE	SYM	DIAG	FRT
Reprogram Navigation	RX4XAA	ZE	32	0.5



If needed, the following instructions can be given to the customer explaining the operation of **SXM Smart Favorites**. The following features are only available with SXM subscription.

**Congratulations, your new software update has added a new feature called “SXM Smart Favorites”.**

Follow these instructions to use your new feature:

### Smart Favorites Preset Setup

The Smart Favorites feature allows the user to designate presets, within the SXM1, SXM2 and SXM3 bands, as their Smart Favorites. When any of the Smart Favorite presets are selected, the current track on that station will play from the beginning of the song.

To program a Smart Favorite preset:

1. Press the **SXM** button.
2. Touch the “**Setup**” key.
3. Touch the “Tune Start” key to activate (ON) or deactivate (OFF) Smart Favorites.
4. Touch the “**Add Preset**” key to select an available preset.

For additional information regarding preset memory options, please see the Owner’s Manual for your model and year vehicle.

**NOTE:**

- **Smart Favorites will start functioning only after the audio unit is turned on for a few minutes.**
- **Tune Start is supported for music channels only.**

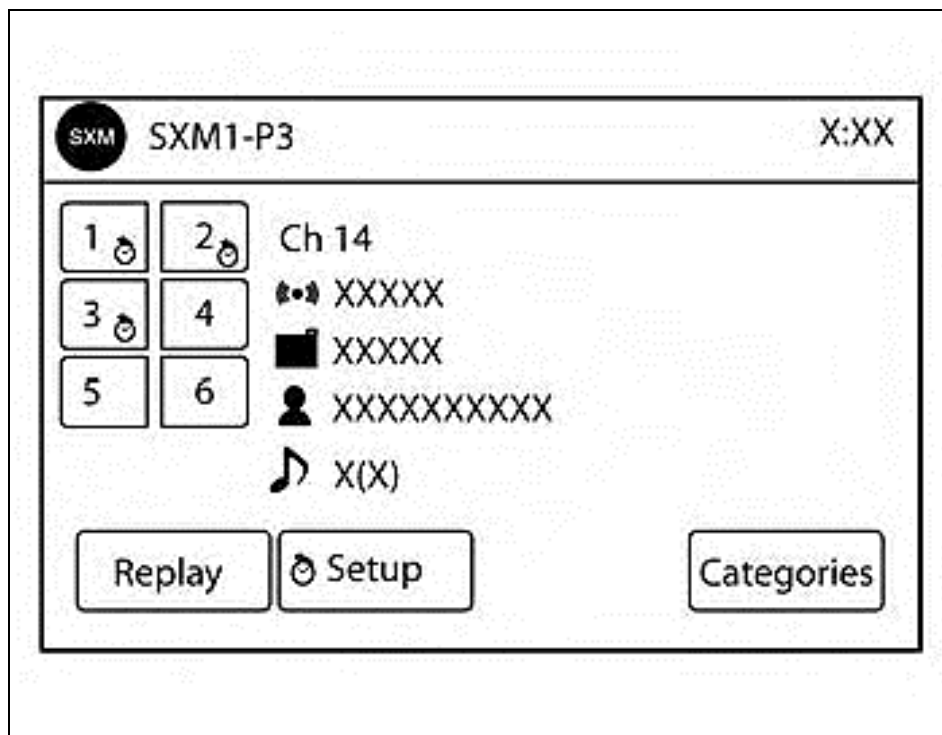


Figure A

## Replay Screen

The Replay Screen gives the user the ability to replay, skip, pause or rewind the currently aired track.

When the “**Replay**” key is pressed (Figure A), the Replay Screen (Figure B) is prompted.

### REPLAY

- To replay a track from the beginning, press the ◀◀ seek button.
- The user can continue to press the ◀◀ seek button to replay previous songs, but can only go back as far as the system permits.
- The system will warn the user when they cannot skip any further back by displaying “At the End” in the bottom left corner of the screen.

### SKIP

- To skip a track, press the ▶▶ track button. “Live” will appear in the bottom left corner of the screen indicating the difference from play time to live audio.

### PAUSE

- To pause a track, press the || pause button.

### REWIND/ FAST FORWARD

- To rewind/ fast forward a track, hold the ◀◀ or ▶▶ seek/track button.

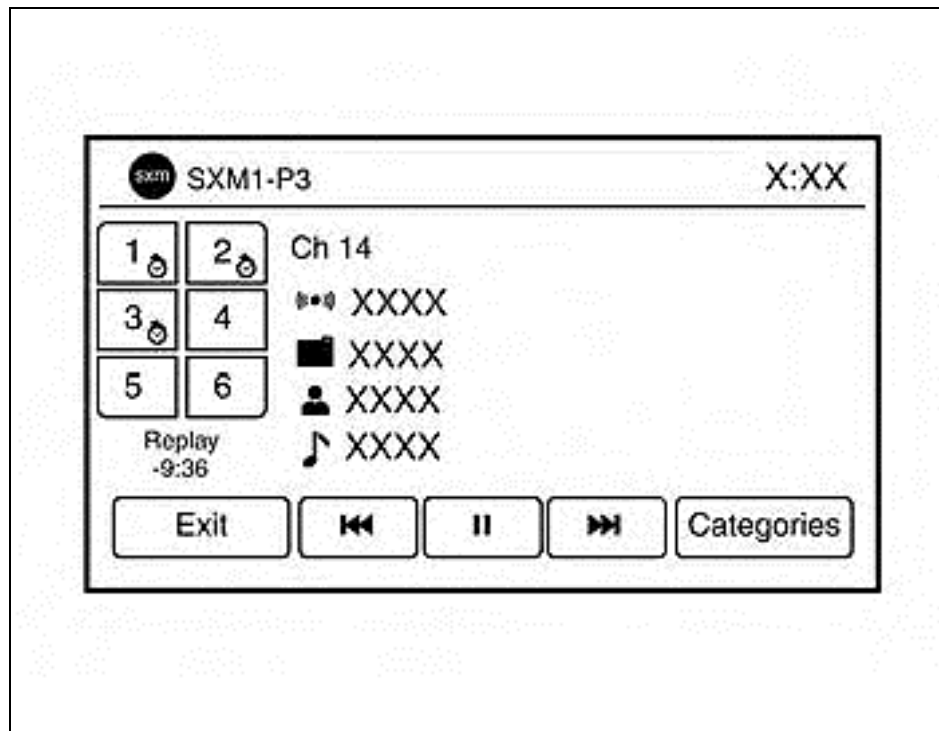


Figure B

# 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

VIN:  Mileage:  In-Service Date/Date of Purchase:

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:	NNA
		Service Contract Repair	<input type="text"/>		NNA Region
		Service Contract Repair #:	<input type="text"/>		Dealer Self Approved

Include part number

### Part Information

Audio Model:  NNA Part #:  Type in part number or CD needed

### Complaint Information

CS (Symptom Code):

Customer Complaint Details:

Dealer Comments:

### Media Information

Media Still in Unit: Yes  No

Media Type:  Artist/Title:

Return Media To: Customer  Dealer

### Customer Information (for media return)

Name:

Address:

City:  State:  ZIP Code:

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

**BOSCH** are Trademarks of Robert Bosch GmbH, Germany