



SERVICE BULLETIN

Classification: AN13-035C	Reference: NTB13-085C	Date: March 11, 2021
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2014-2015 ALTIMA & 2014 ROGUE; AUDIO VISUAL SYSTEM SOFTWARE UPDATE

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard previous versions of this bulletin.

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|---|---|--|
| <p>APPLIED VEHICLES:</p> <ul style="list-style-type: none"> 2014 Altima Sedan (L33) - All 2015 Altima Sedan (L33) <li style="padding-left: 20px;">Vehicles built before: 1N4(*)L3AP(*)FC 135511 // Aug. 22, 2014 <li style="padding-left: 20px;">Vehicles built before: 1N4(*)L3AP(*)FN 315866 // July 15, 2014 2014 Rogue (T32) <li style="padding-left: 20px;">Vehicles built before: 5N1AT2M(**)EC 861093 // July 14, 2014 <p>NOTE: This bulletin <u>does not</u> apply to Rogue Select (S35) vehicles</p> | } | <p>With <u>Non-Navi</u>
Color Audio
Display</p> |
|---|---|--|

IF YOU CONFIRM

- Satellite radio (SXM) will only show the channel number and name, but will not show artist and track/title information.
and/or
- The radio buttons will not illuminate at times, even though other dash illumination is operating correctly.
and/or
- Bluetooth will take up to 2 minutes to connect when using the vehicle's onboard Pandora® or iHeartRadio Internet Apps with an iPhone®, and "No Device Found" is displayed for longer than normal.
and/or
- When not in Reverse, the center display screen becomes a pink/purple color with the reverse guide lines displayed.

ACTION

Update the Audio Visual System software. Refer to the Service Procedure on page 3.

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.

USB FLASH MEMORY

USB Flash Memories required for this procedure:

- Each dealer has been mailed the following USB Flash Memories, free of charge, from Panasonic.



- Should you require additional quantities of the above USB Flash Memories due to loss or damage, they can be ordered free of charge by contacting Panasonic toll free at 1-800-423-8150.

NOTE:

- USB Flash Memories 05122013 (used in the previous version of this bulletin) have been superseded and should be discarded.
- Do not use any USB Flash Memory that is not specified for the vehicle being worked on. Refer to the Service Procedure in this bulletin to identify the correct USB Flash Drive.

SERVICE PROCEDURE

1. Connect a battery charger to the vehicle battery, and set to a low charge rate.
2. Apply the parking brake.
3. Turn ON the Hazard Lights (Flashers). Leave them ON for the entire software update procedure.
4. Turn the ignition ON / engine OFF.
5. Write down all radio station presets.

Presets	1	2	3	4	5	6
AM						
FM1						
FM2						
XM1						
XM2						
XM3						

6. Press the **Enter/Setting** button and record the audio settings.

Bass	Treble	Fade	Balance	Speed Sensitive Volume

7. Select the correct USB Flash Memory as follows:

Altima: Check if the audio system is BOSE® (see Figure 1):

- **Non-BOSE:** Use USB Flash Memory #1.
- **With BOSE:** Use USB Flash Memory #2.

NOTE: Refer to page 2 for a list of USB Flash Memory.



Figure 1

Rogue: Check if the audio system is equipped with XM radio (see Figure 2).

- **With XM:** Use USB Flash Memory #3.
- **Non-XM:** Use USB Flash Memory #4.

NOTE: Refer to page 2 for a list of USB Flash Memory.

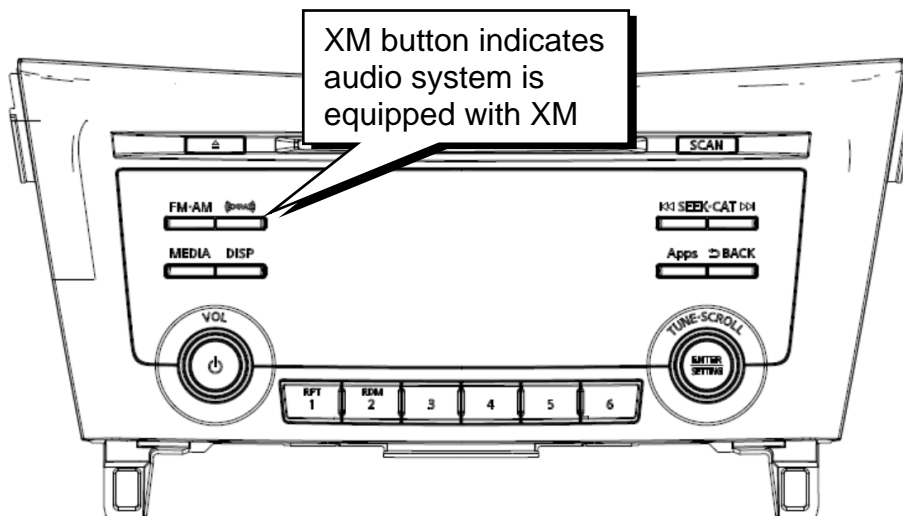


Figure 2

8. Make sure the audio system is turned OFF.
9. Access the **Diagnostic Menu(Panasonic)** as follows:
 - a. Press and hold down preset buttons 2 and 3.
 - b. While holding preset buttons 2 and 3, press preset button 5 more than 3 times, until the screen in Figure 3, below, displays.
10. Select **Version Information** (Figure 3).

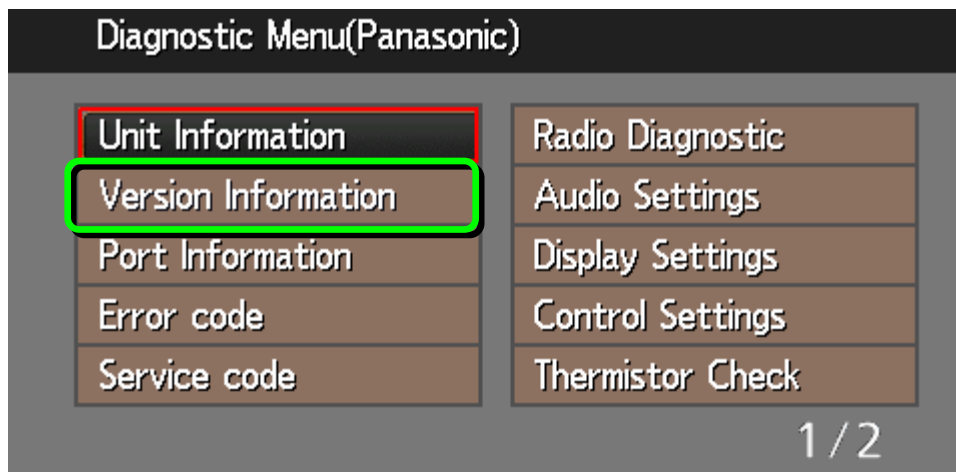


Figure 3

11. Check the **SYS** version number (Figure 4). It should **NOT** be "5091".

IMPORTANT: If the **SYS** version is "5091" this bulletin does not apply. Refer to ASIST for further diagnostic and repair information.

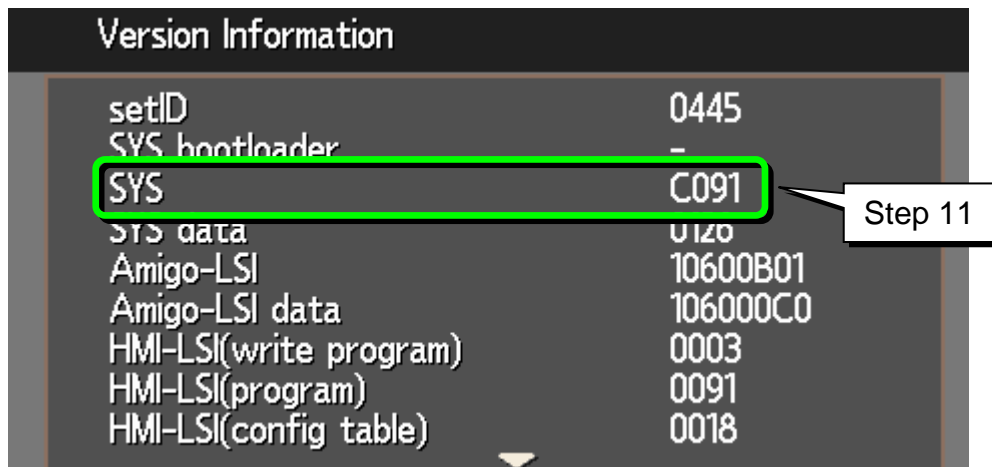


Figure 4

12. Return to “audio (normal) mode” as follows:

- a. Press the **Back** button once to return to **Diagnostic Menu(Panasonic)**.
- b. Press and hold the **Back** button until the system returns to “audio (normal) mode”.

13. Insert the correct USB Flash Memory into the USB socket below the audio unit.

- If needed, refer to step 7 for the correct USB Flash Memory.

Altima: Non-BOSE, insert USB Flash Memory #1.
With BOSE, insert USB Flash Memory #2.

Rogue: With XM, insert USB Flash Memory #3.
Non-XM, insert USB Flash Memory #4.

- The software update will begin as soon as the USB Flash Memory is inserted.

14. Wait for the software update to complete - **20 to 40 minutes**.

- The software update will progress and complete automatically.

IMPORTANT:

- Do not turn the ignition OFF or remove the USB Flash Memory while the software update is in progress.
- Do not remove the USB Flash Memory when “**UNDEF err Please eject a disc**” is displayed (see Figure 5).



Figure 5

- During the entire software update, 2 to 5 individual sub-upgrades will be displayed, each with a progress bar and then a “completed” screen (examples shown in Figures 6 and 7).
- Between each individual sub-upgrade, an audible “pop” will be heard through the speakers.



Figure 6

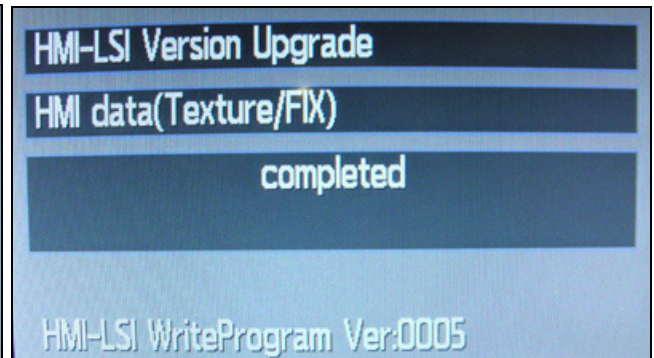


Figure 7

- **Toward the end of the software update the following will occur:**
 - The audio screen will go blank and then the Nissan logo will display as if the system is rebooting. This will occur 2 to 4 times.
 - Illumination lights will blink.
 - A series of short beeps will sound.

15. When the software update has completed:

- A long beep will sound, and
- The audio OFF screen (blank with clock) will be continuously displayed (see Figure 8).



Figure 8

16. Wait 1 minute.

17. Confirm the software update has completed by turning the audio system ON.

- If software update is not complete, the audio system will not turn ON.

18. Turn the audio system OFF.

19. Turn the ignition OFF.

20. Wait 5 seconds.

21. Remove the USB Flash Memory.

22. Confirm the new software has loaded as follows:

- a. Turn the ignition ON.
- b. Make sure the audio system is OFF.
- c. Press and hold preset buttons 2 and 3.
- d. While holding preset buttons 2 and 3, press preset button 5 more than 3 times, until the screen in Figure 9 displays.
- e. Select **Version Information** (see Figure 9).

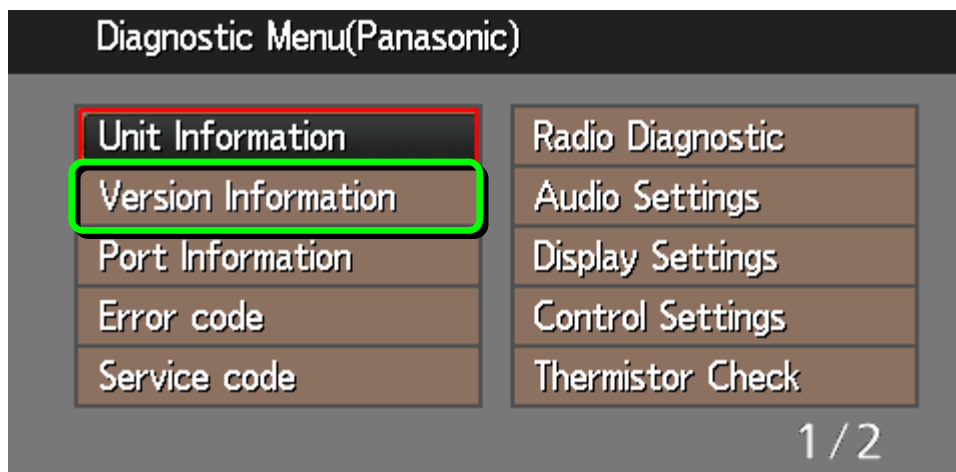


Figure 9

- f. Verify the **SYS** version and **SYS data** version (Figure 10) are correct as follows:

Model	Option	SYS	SYS data
2014-2015 Altima	Non-BOSE	5091	10F6
	With BOSE	5091	11F6
2014 Rogue	Without XM/APPS	5091	02F6
	With XM/APPS	5091	04F6

- If the version numbers are not correct, confirm the correct USB Flash Memory was used and perform steps 12 through 21 again.

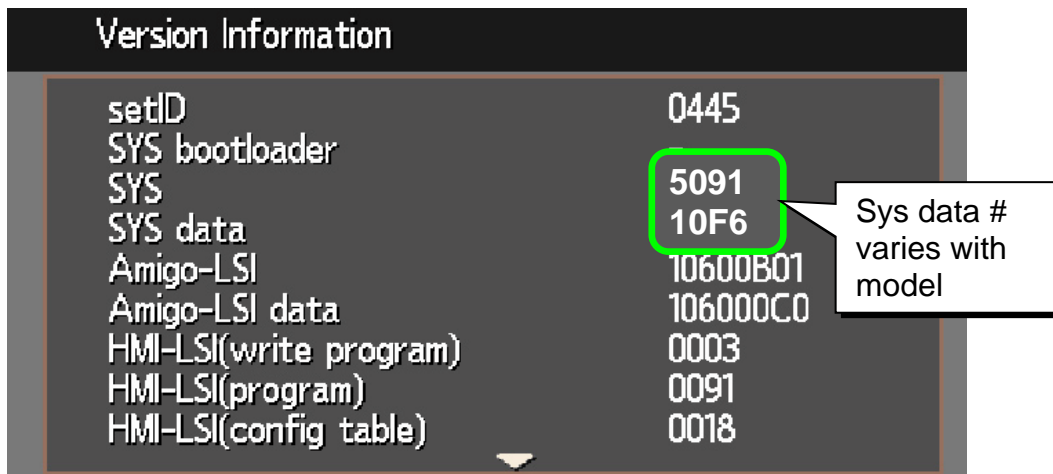


Figure 10

23. Perform **Factory Cold Start** as follows:

- a. Press the **Back** button to return to **Diagnostic Menu(Panasonic)**.

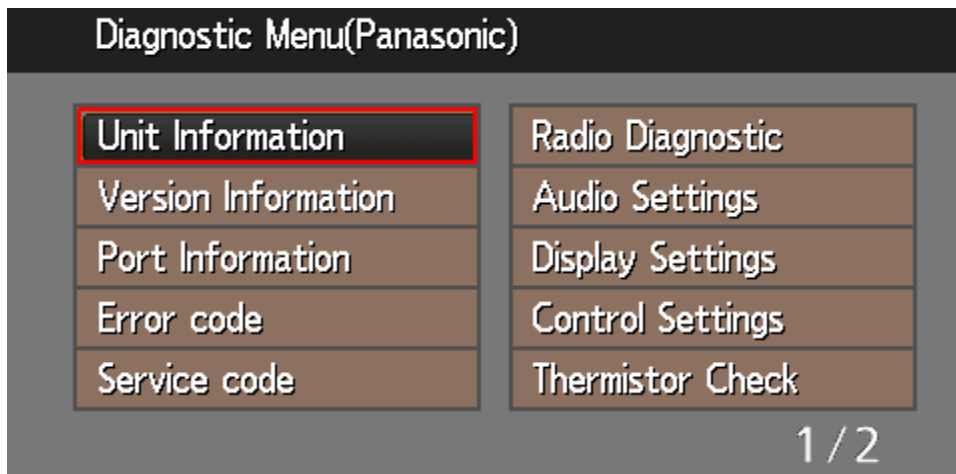


Figure 11

b. Scroll to and select **Factory Cold Start**.

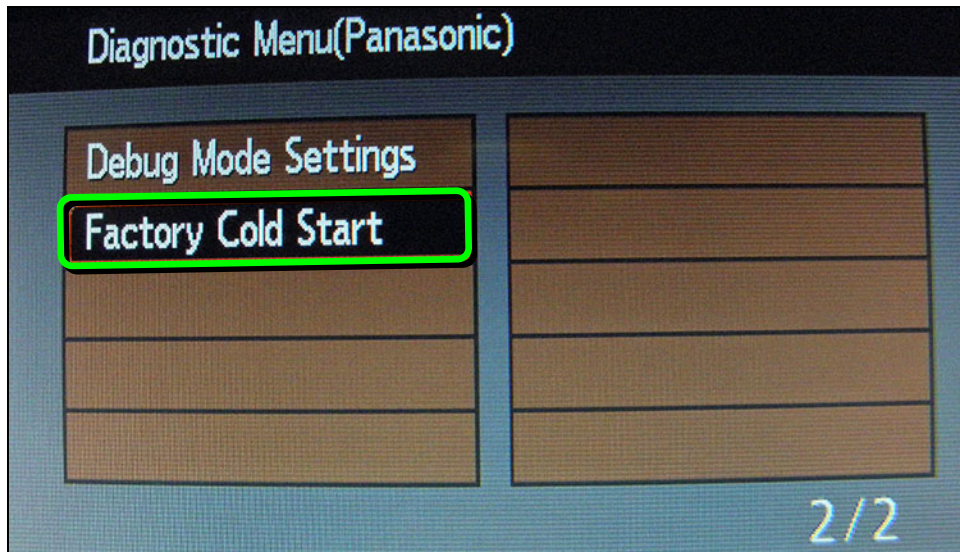


Figure 12

c. Select **YES** and then press **ENTER**.

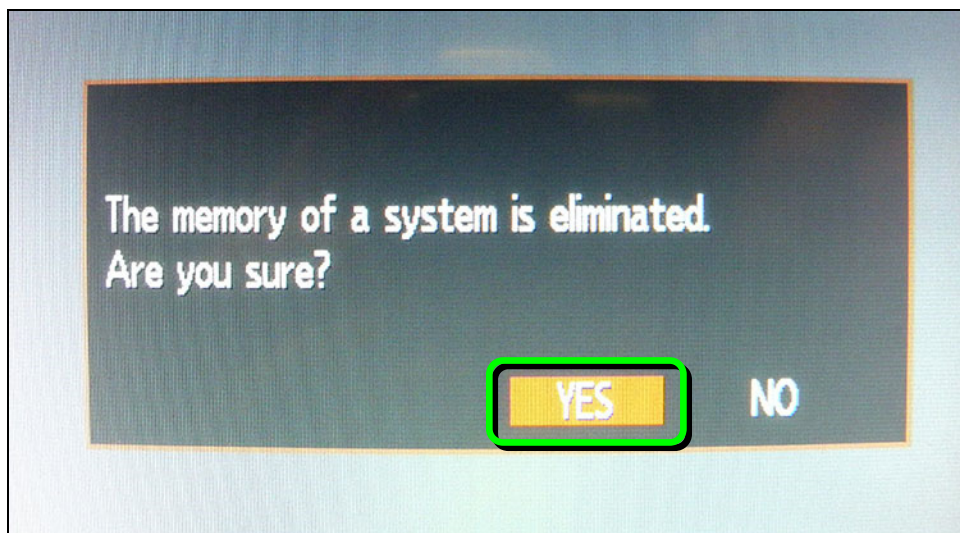


Figure 13

24. Turn OFF the Hazard Lights (Flashers).

25. Reset the clock.

26. Reprogram the customer's audio settings.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
AUDIO VISUAL SYSTEM UPDATE	(1)	RX4PAA	ZE	32	0.5 hrs.

(1) Reference the FAST parts catalog and use the audio unit (28185-XXXXX) part number as your primary part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 4, 2014	NTB13-085	Original bulletin published
August 15, 2014	NTB13-085A	Amended
October 13, 2014	NTB13-085B	Amended to add VIN and date information
March 11, 2021	NTB13-085C	Classification number updated