



# SERVICE BULLETIN

Classification: AN13-048G	Reference: NTB13-106G	Date: March 17, 2021
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## CORRECT OPERATION OF AUDIO CONTROLS AND BACK-UP CAMERA REQUIRES CONFIGURATION WITH C-III PLUS

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

<b>APPLIED VEHICLES:</b>	2013-2017 Altima Sedan (L33)	2013-2015 Titan (A60)
	2013-2017 Sentra (B17)	2016-2017 Titan/Titan XD (A61)
<b>Navigation equipped vehicles only</b>	2014-2017 Versa Sedan (N17)	2013-2017 Frontier (D40)
	2014-2017 Versa NOTE (E12)	2013-2015 Xterra (N50)
	2014-2017 Rogue (T32)	2013-2017 NV200 Cargo (M20)
	2017 Rogue Sport (J11)	2014-2017 Taxi
	2014-2017 Juke (F15)	2015-2017 NV (F80)

### SERVICE INFORMATION

If the configuration of the Audio/Navigation unit has not been completed correctly, some of the symptoms that may occur are:

- Intermittent or no back up camera operation
- No steering wheel switch response to audio inputs
- No volume response from volume knob
- Volume very loud or very quiet and adjustment is overly sensitive
- Equalizer is adjusted so that Bass control is at maximum all the time
- DTC U1000 for AVM C/U could be present

If the above symptoms occur:

- Confirm the configuration of the Audio/Navigation unit is correct.

**NOTE:** Correct configuration of the appropriate control unit will restore correct operation. Audio/Navigation unit configuration is outlined starting on page 2.

If the AV Control Unit needs to be replaced on an Applied Vehicle for any reason, follow the steps in the Service Procedure starting on page 2 to configure the Multi AV system.

**Do not** replace the Navigation unit, Camera Control unit, or camera without proper diagnosis. Refer to the Electronic Service Manual (ESM) for additional diagnostics.

**NOTE:**

- The original AV Control Unit must be installed in the vehicle while performing part of this procedure. DO NOT remove the original AV Control Unit until instructed.
- Warranty repairs require remanufactured AV Control Units when available.

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

Before starting, make sure your ASIST has been freshly synchronized and all CONSULT-III plus (C-III plus) upgrades have been installed.

### IMPORTANT

When using C-III plus to configure a navigation equipped Multi AV System for any reason:

- With an “APPS button”, the ignition must be cycled two (2) times to complete the configuration.
- Without an APPS button, the ignition is only required to be cycled one time to complete the configuration.

### Parts of the Procedure

**PART 1:** Record Multi AV Configuration Values of Original AV Control Unit; Replace AV Control Unit

**PART 2:** Configure the Multi AV System

**PART 3:** Manually Configure the Multi AV System (if needed)

**PART 4:** Confirm Multi AV System Is Operational

### **PART 1:**

#### **Record Multi AV Configuration Values of Original AV Control Unit; Replace AV Control Unit**

1. Make sure the shift selector is in Park, and the parking brake is set.
2. Connect the C-III plus VI to the vehicle.
3. Turn ON the ignition.

**NOTE:** You may want to start the engine to keep the battery charged during this procedure.

4. Write down customer’s radio station presets. (Presets will be lost during this procedure.)

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.	

5. Launch C-III plus on the CONSULT PC.

6. Select **Re/programming, Configuration**.

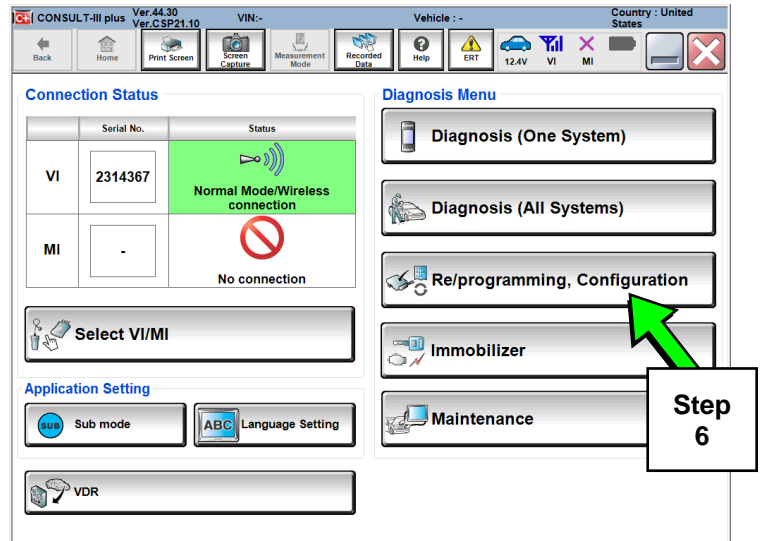


Figure 1

7. Read the Precautions.

When finished, touch the "Confirmed instructions" box to insert a check mark, and then select **Next**.

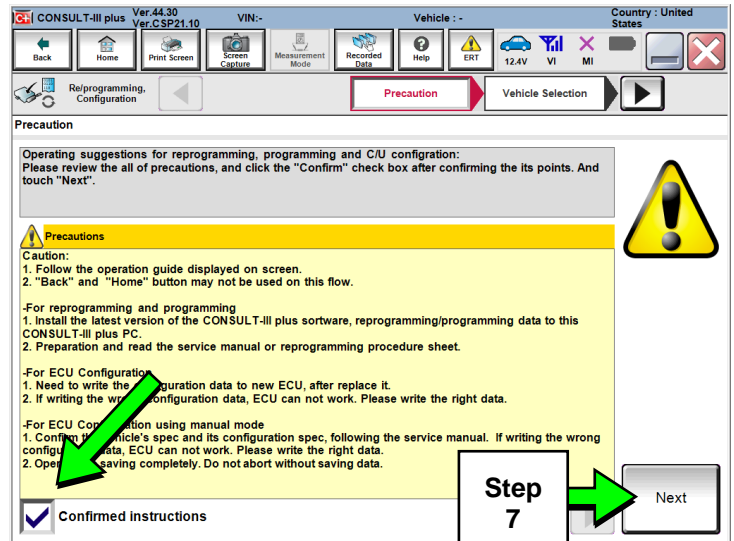


Figure 2

8. If the screen shown in Figure 3 is displayed, select **Automatic Selection(VIN)**.

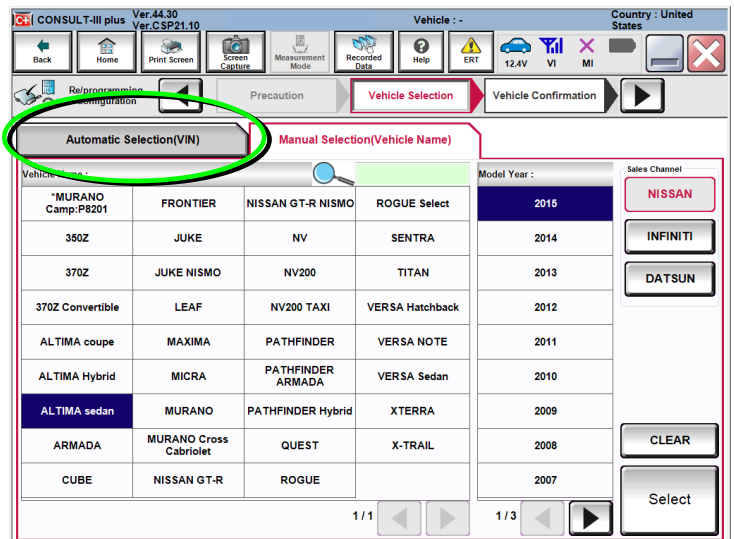


Figure 3

- Confirm that the correct **Vehicle Name** and **Model Year** are displayed.

When finished, select **Confirm**.

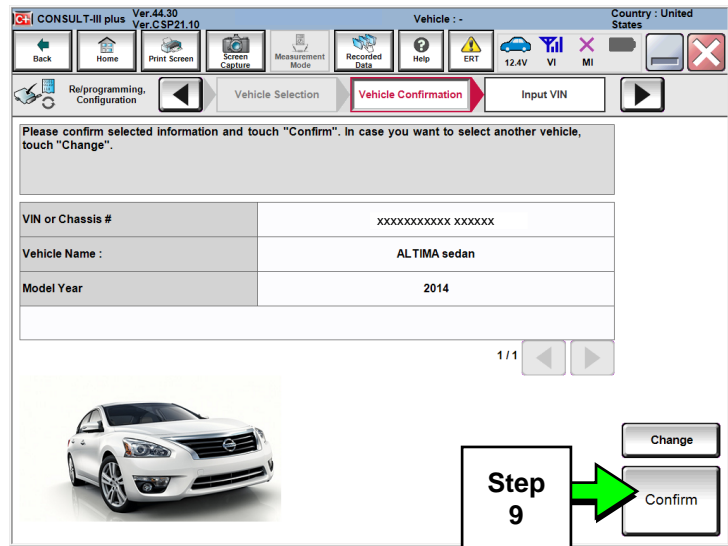


Figure 4

- After system call completes, confirm the correct VIN is displayed.

When finished, select **Confirm**.

**NOTE:** If the VIN displayed is incorrect, input the correct VIN. When finished, select **Confirm**.

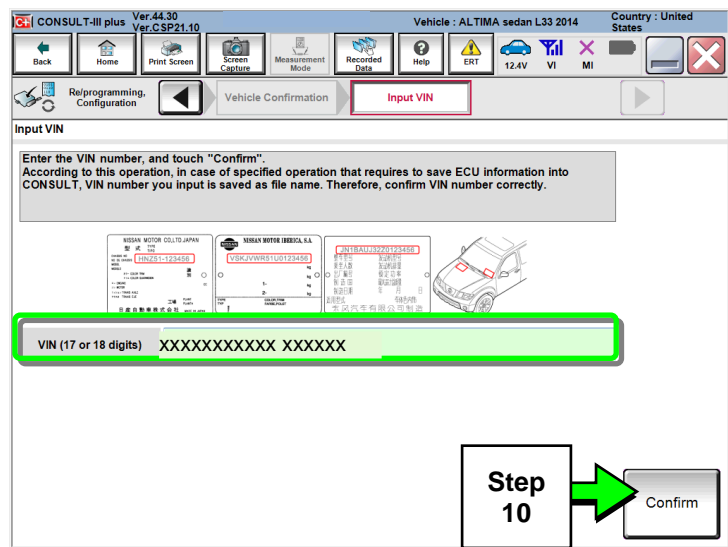


Figure 5

- Select **MULTI AV**.

**NOTE:** If **MULTI AV** cannot be selected or is missing, replace the AV Control Unit as instructed in the applicable Electronic Service Manual (ESM) and then proceed to **PART 3: Manually Configure the Multi AV System** on page 7 of this bulletin.

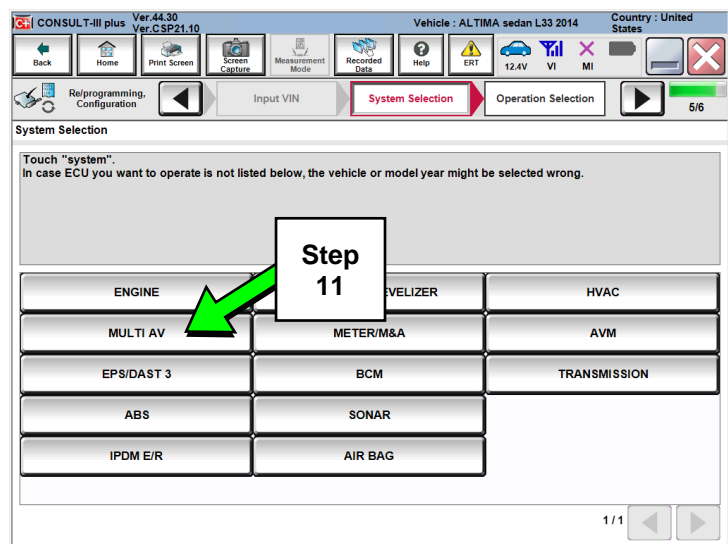


Figure 6

12. Select **Read/Write Configuration**.

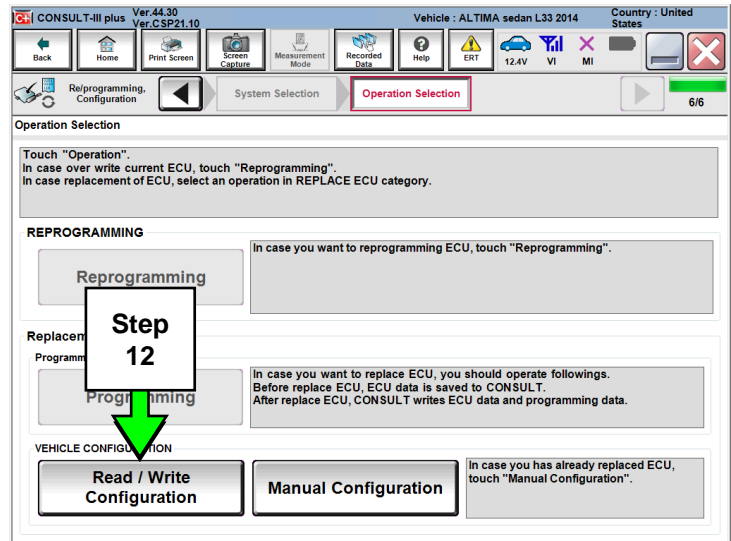


Figure 7

13. Select **Before Replace ECU**.

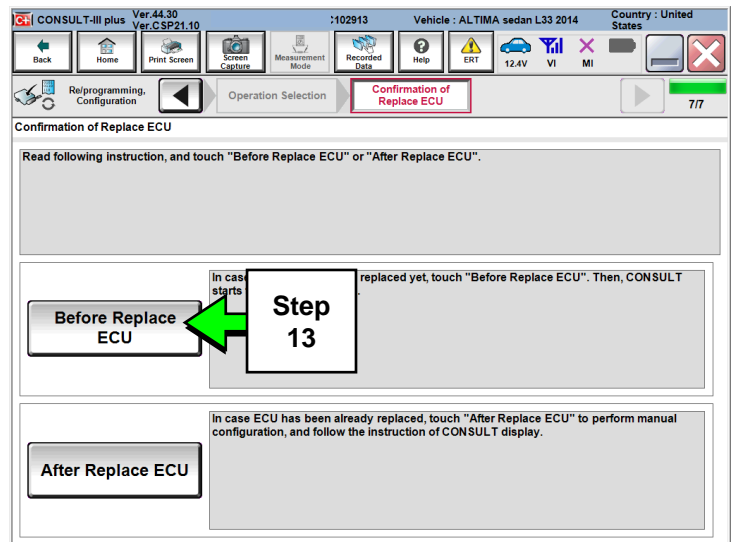


Figure 8

14. Confirm current configuration and write it down.

- Configuration can also be printed with the **Print Screen** button or **Screen Capture** button.

15. Select **Save**.

**NOTE:** If the configuration data cannot be saved, replace the AV Control Unit as instructed in the applicable Electronic Service Manual (ESM) and then proceed to **PART 3: Manually Configure the Multi AV System** on page 7 of this bulletin.

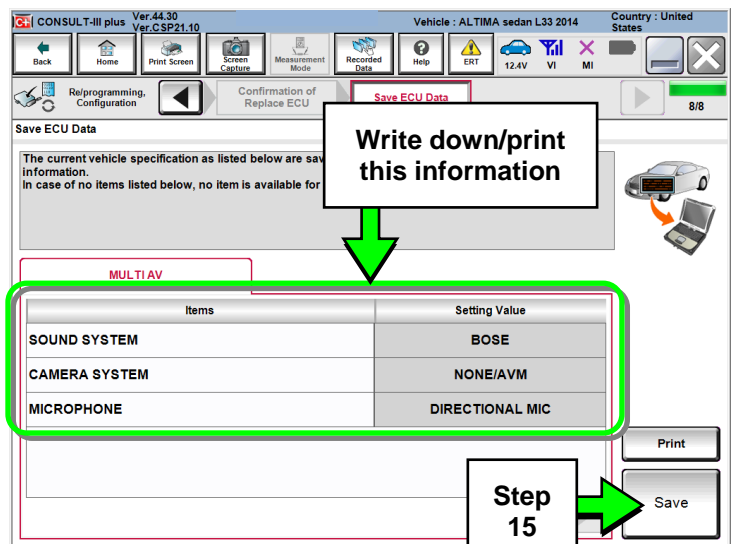


Figure 9

16. Select **End**, turn ignition OFF.

17. Replace the AV Control Unit as instructed in the applicable ESM.

**IMPORTANT:** If the AV Control Unit has navigation and an “APPS” button, refer to NTB13-099 to register the new unit with Nissan Owner Services.

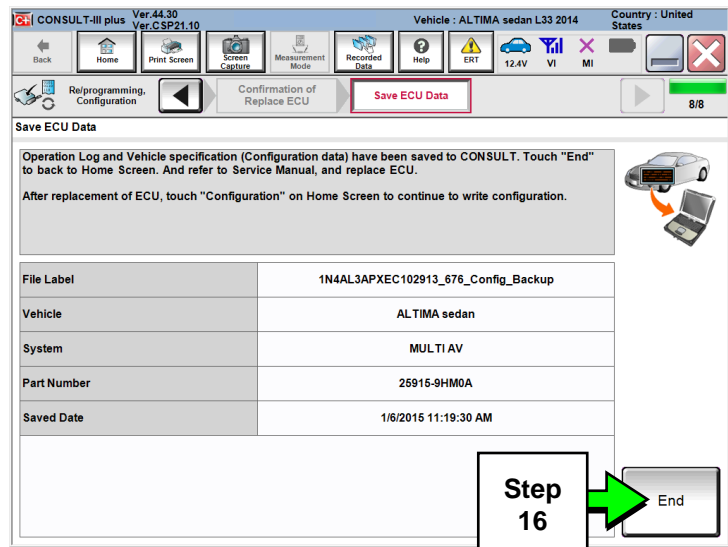


Figure 10

18. Perform steps 1-10.

19. Select **Confirm**.

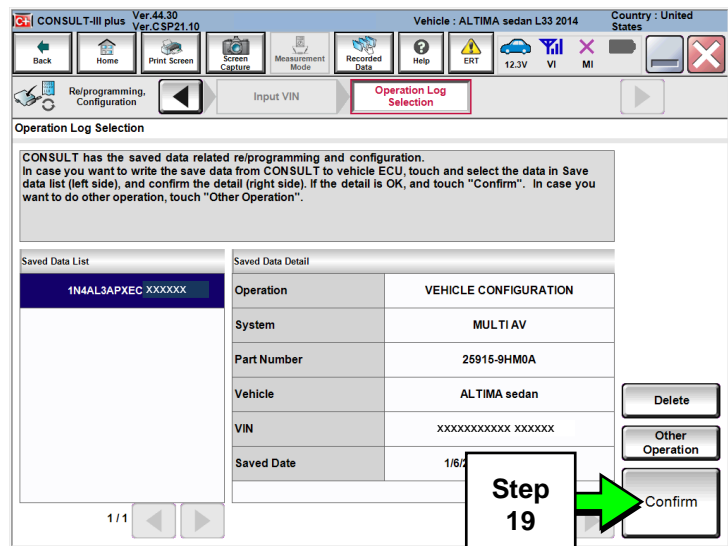


Figure 11

**PART 2:  
Configure the Multi AV System**

20. Select **After Replace ECU**.

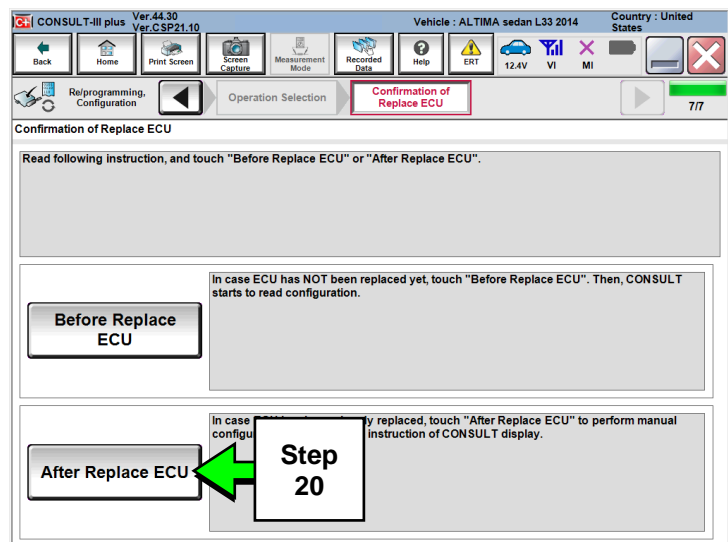


Figure 12

21. Select **OK**.

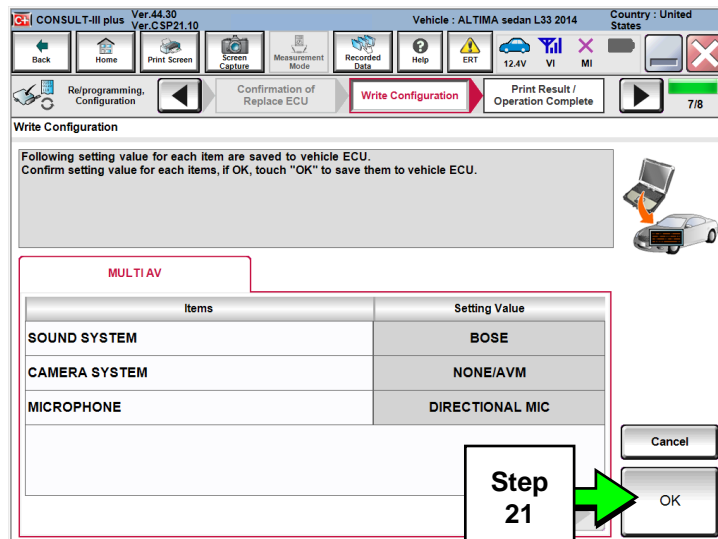


Figure 13

**After performing step 21**

If an error message does not display:

- Proceed to **PART 4: Confirm Multi AV System Is Operational** on page 11.

If an error message does display:

- Proceed to **PART 3: Manually Configure the Multi AV System** below.

**PART 3 (if needed):  
Manually Configure the Multi AV System**

**NOTE:** If the screen in Figure 14 is not displayed, click on the **Home** icon.

22. Select **Re/programming, Configuration**.

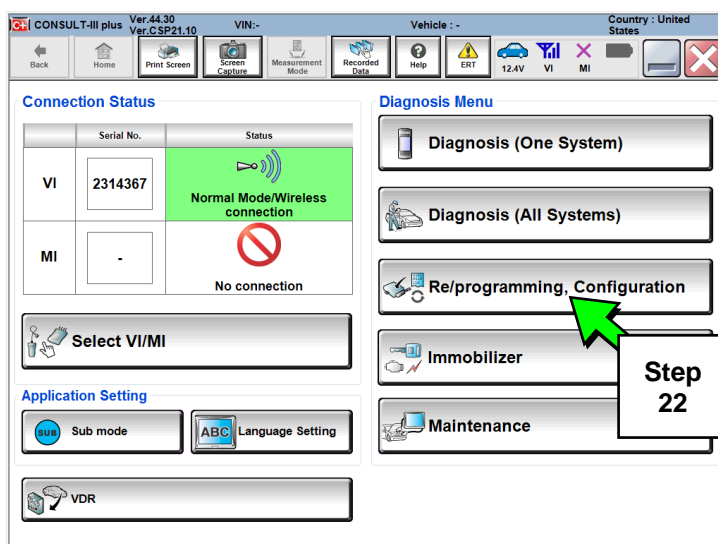


Figure 14

23. Read the Precaution.

When finished, touch the “Confirmed instructions” box to insert a check mark, and then select **Next**.

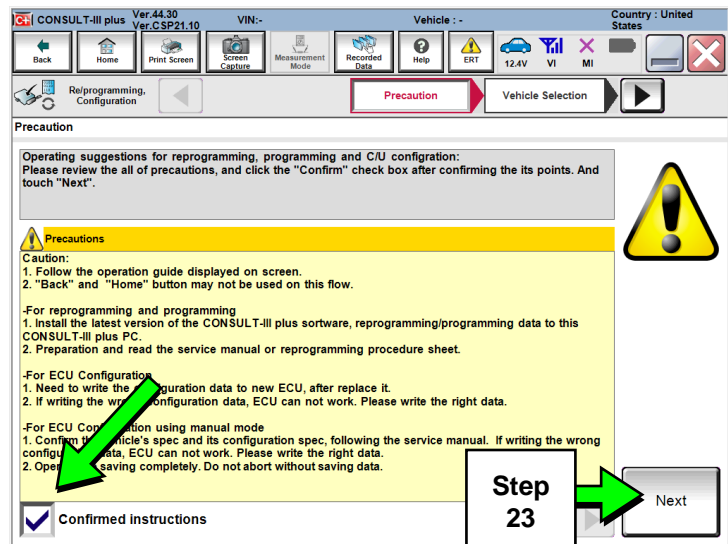


Figure 15

24. If the screen shown in Figure 16 is displayed, select **Automatic Selection(VIN)**.

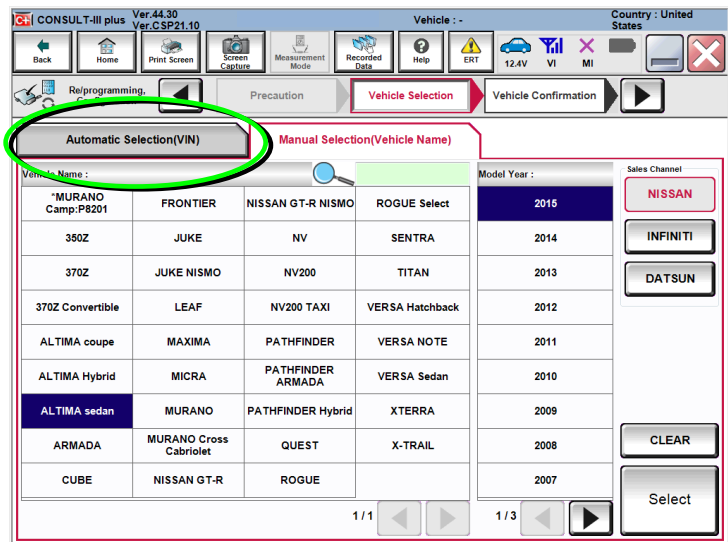


Figure 16

25. Confirm the correct **Vehicle Name** and **Model Year** are displayed.

When finished, select **Confirm**.

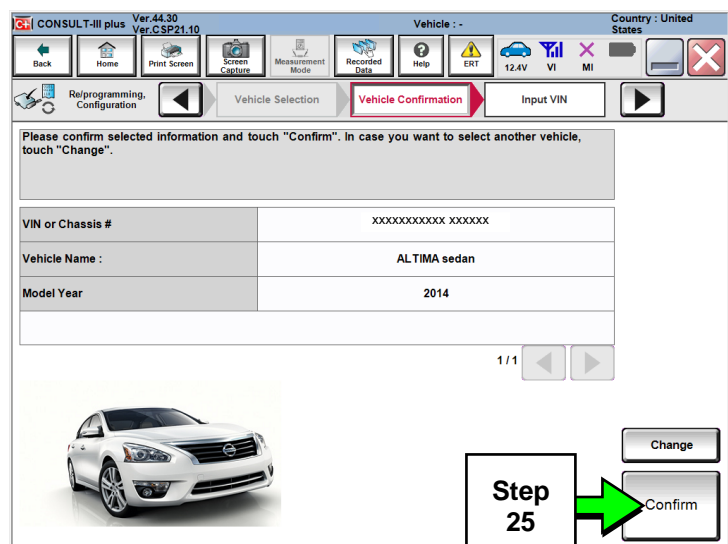


Figure 17



26. Confirm the correct VIN is displayed.

When finished, select **Confirm**.

**NOTE:** If the VIN displayed is incorrect, input the correct VIN. When finished, select **Confirm**.

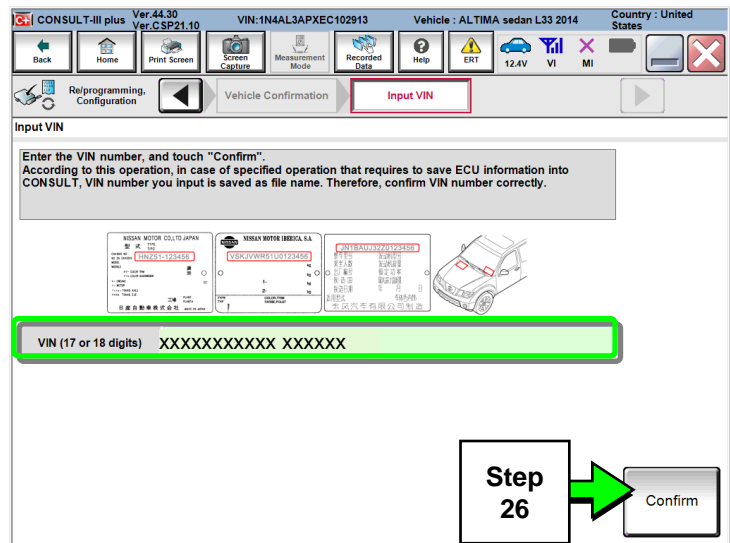


Figure 18

27. Select **MULTI AV**.

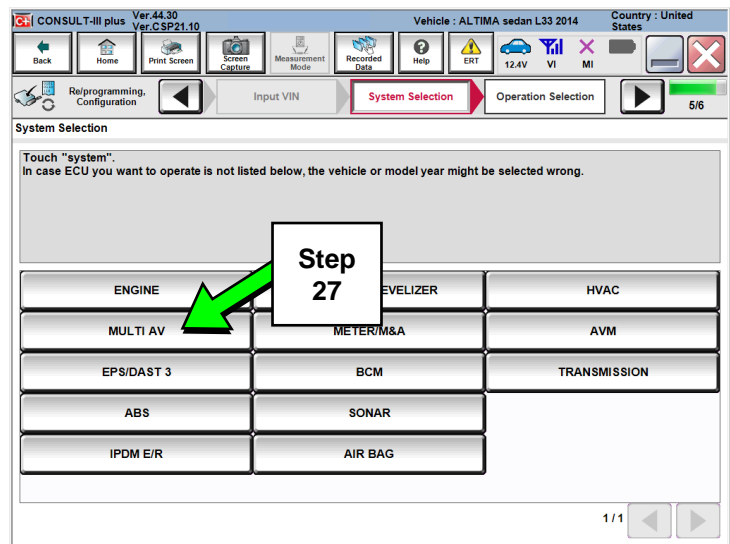


Figure 19

28. Select **Manual Configuration**.

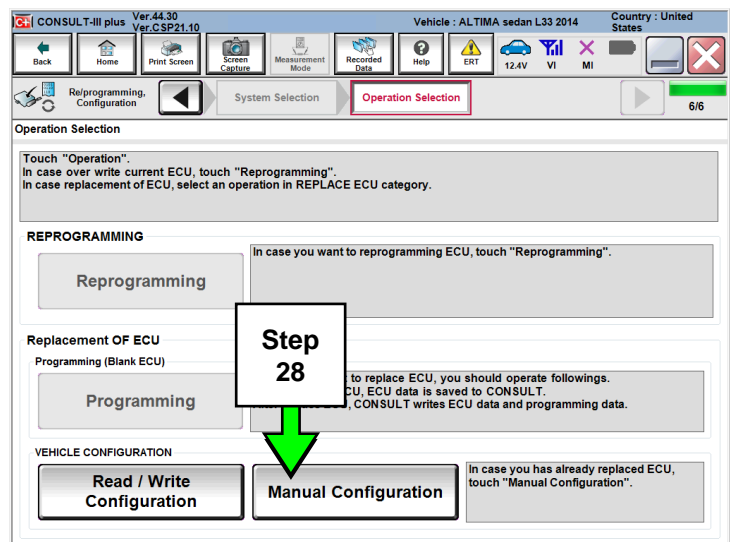


Figure 20

29. Use the drop down menus to select the **Configuration** options that were printed or written down in step 14.

**NOTE:** If the vehicle is equipped with the Technology package or has Around View Monitor (AVM) as a standard feature, make sure to select **NONE/AVM** as the camera system.

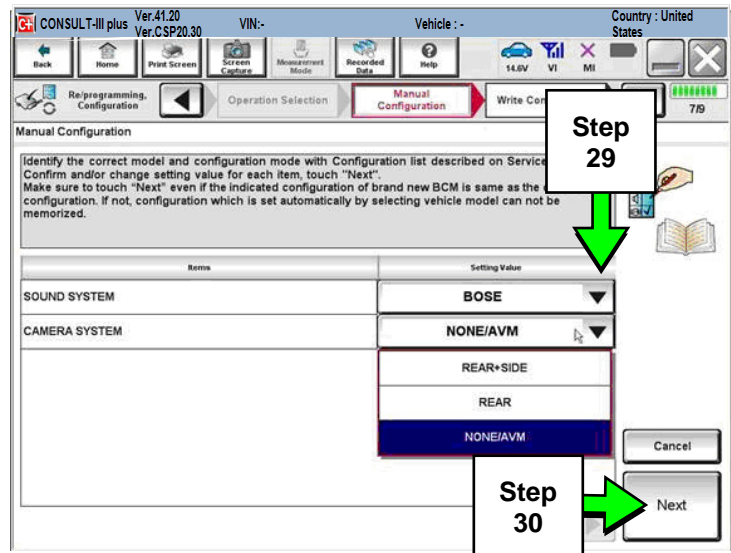


Figure 21

30. Select **Next**.

31. Confirm the configuration displayed is correct, and then select **OK**.

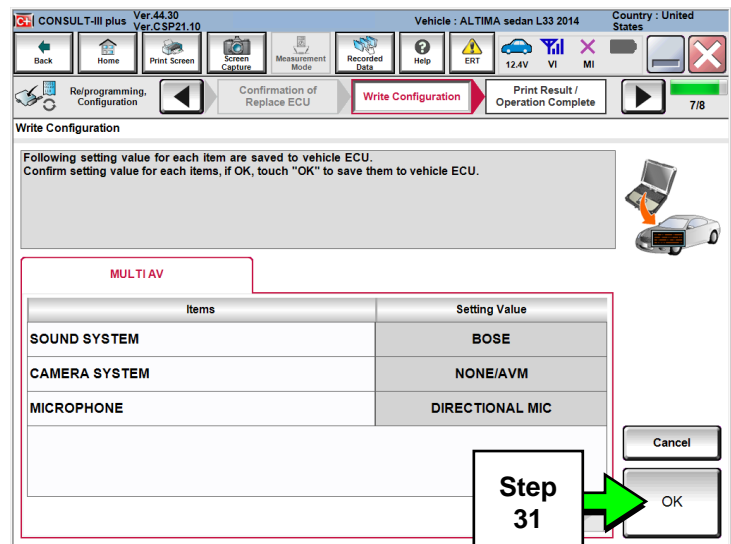


Figure 22

32. Was the engine running to retain battery charge during configuration?

- Yes: Turn engine OFF and then restart, and let it idle briefly.
- No: Start the engine and let it idle briefly.

33. 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 may be present.

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

**PART 4:**  
**Confirm Multi AV System Is Operational**

**IMPORTANT**

When using C-III plus to configure a navigation equipped Multi AV System for any reason:

- With an “APPS button”, the ignition must be cycled two (2) times to complete the configuration.
- Without an APPS button only requires the ignition to be cycled one time to complete the configuration.

35. After the configuration has completed, turn the ignition OFF, close all of the doors and the trunk, and then lock the doors and wait three (3) minutes.

36. After three (3) minutes turn the ignition back ON and allow the Audio/Navigation unit to complete the boot-up process.

- a. If the **Nissan logo** does not appear in step 36, the ignition was not left OFF for long enough. The procedure must be restarted from step 35.
- b. Vehicles without an APPS button skip to step 39.

37. With all of the doors and trunk still closed and locked, turn the ignition OFF a second time and then wait for three (3) minutes.

38. After three (3) minutes turn the ignition back ON and confirm that all of the system controls and back up camera operate correctly.

- If the **Nissan logo** does not appear in step 38, the ignition was not left OFF for long enough. The procedure must be restarted from step 35.

39. Reprogram the customer’s radio station presets.

## AMENDMENT HISTORY

<b>PUBLISHED DATE</b>	<b>REFERENCE</b>	<b>DESCRIPTION</b>
December 4, 2013	NTB13-106	Original bulletin published
January 31, 2014	NTB13-106A	APPLIED VEHICLES updated
March 5, 2014	NTB13-106B	Moved symptoms to page 1
January 6, 2015	NTB13-106C	Changes throughout
January 13, 2015	NTB13-106D	APPLIED VEHICLES updated
April 25, 2016	NTB13-106E	APPLIED VEHICLES updated
May 12, 2017	NTB13-106F	APPLIED VEHICLES updated
March 17, 2021	NTB13-106G	Classification number updated