



SERVICE CAMPAIGN BULLETIN

Reference:

NTB08-041

Date:

May 10, 2008

VOLUNTARY SERVICE CAMPAIGN 2008 ARMADA / 2008 PATHFINDER / 2009 MURANO CLOCK

CAMPAIGN ID #: Murano: P8214
Armada: PB063
Pathfinder: PB063

APPLIED VEHICLES: 2009 Murano (Z51) w/o navigation system & with color screen
2008 Pathfinder (R51) w/o navigation system & with color screen
2008 Armada (TA60) w/o navigation system & with color screen

NOTE: Use Service Comm to confirm campaign eligibility.

INTRODUCTION

Nissan has determined that on some 2008 Armada, 2008 Pathfinder, and 2009 Murano vehicles, the clock located on the audio unit may not keep accurate time. In some instances, the time on the clock will reset to the incorrect time every 45 days. To prevent this potential condition, Nissan is conducting this Voluntary Service Campaign to update the software in the audio unit free of charge for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification numbers P8214 for the 2009 Murano and PB063 for the 2008 Armada & 2008 Pathfinder to this service campaign. The corresponding number must appear on all communications and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

Nissan recommends that dealers 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.

Required Special Tool

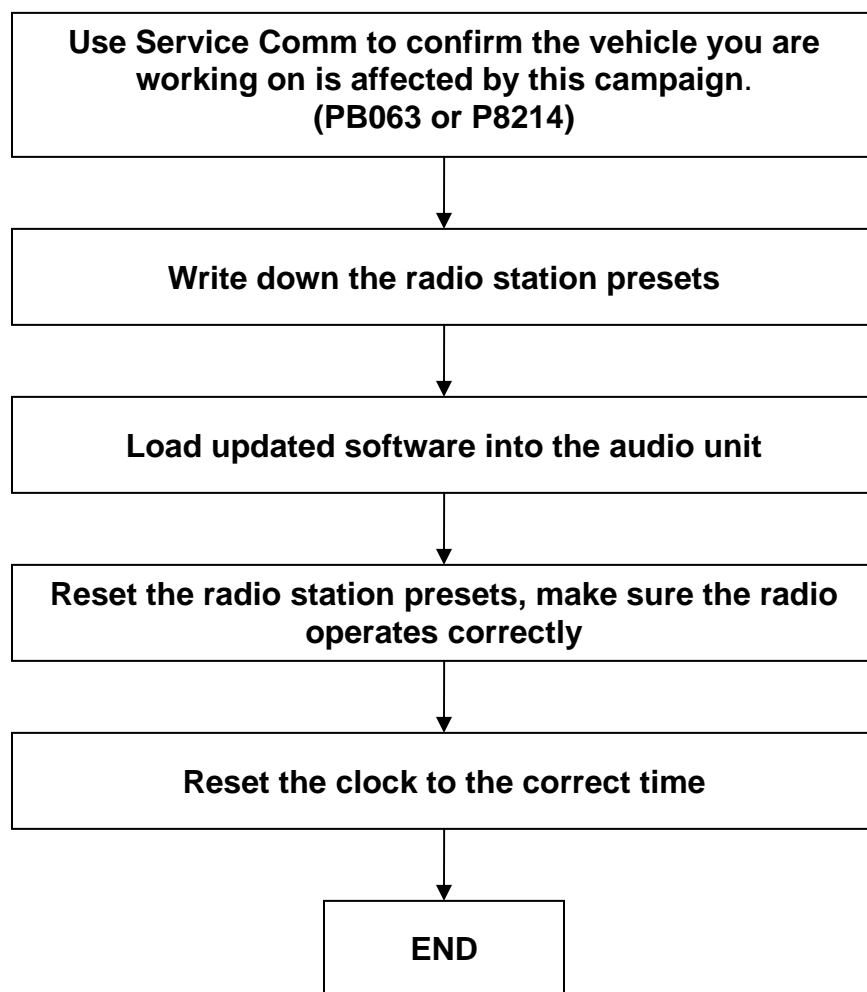
The CD shown in Figure A is required to complete the Service Procedure in this bulletin.

One CD will be sent to each Nissan dealer free of charge. This CD should be retained by the dealer to service all vehicles. If the CD is misplaced or damaged, additional CDs can be obtained free of charge by calling Panasonic at 1.800.423.8150. Ask for CD NTB08-041.



Figure A

Repair Overview



SERVICE PROCEDURE

1a. For Pathfinder and Armada: Check for a light green sticker on the back wall of the glove box.

- If there is a sticker as shown in Figure 1, the software update has already been done.
- If there is not a sticker, go to step 2.

1b. For Murano; Go to step 2.

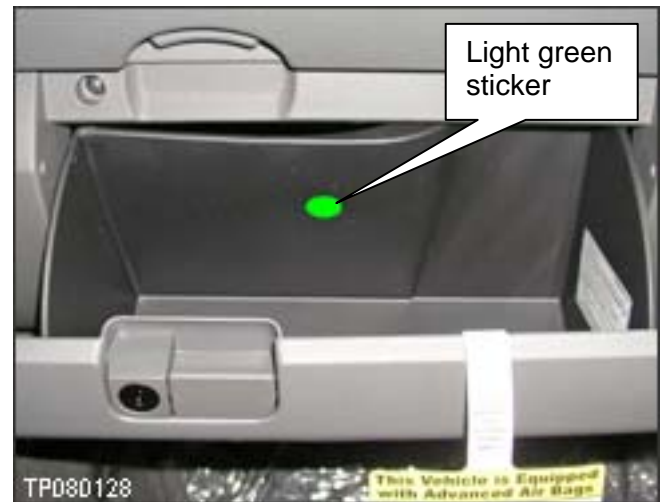


Figure 1

2. Start the engine.

3. Write down the radio station presets.

Presets	1	2	3	4	5	6
A / AM						
B / FM1						
C / FM2						
SAT 1						
SAT 2						

4. Turn the audio system OFF.

Audio OFF

5. Load the reprogramming CD into slot 1 of the in-dash CD player.

- a. Press load button
- b. Press "1" button
- c. Insert DISC

IMPORTANT: The reprogramming CD must be loaded into slot 1. If there is already a CD in slot 1, remove it and install the reprogramming CD.



Figure 2

NOTE: If you get the message shown in Figure 3 a few seconds after installing the CD the system already contains the updated software.



Figure 3

6. Wait for the reprogramming to complete.

- After loading the reprogramming CD into slot 1, the process will start automatically.
- During the process a progress bar will display.

CAUTION:

- **Do not** turn the engine OFF during this process.
- **Do not** touch the audio system controls during this process.

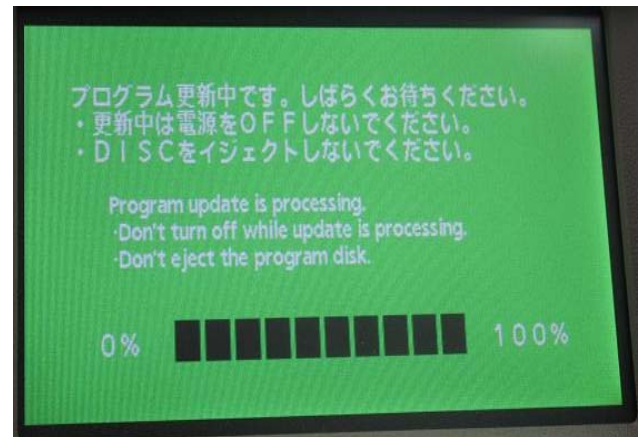


Figure 4

- When the process is complete, the message shown in Figure 5 will display.



Figure 5

7. Eject the reprogramming disc from the CD player.

- Reinstall / Reload any customer CDs that were removed.

8. Reset the radio station presets and make sure the radio works correctly.

9. Set the clock to the correct time as follows:

a. Press SETTING

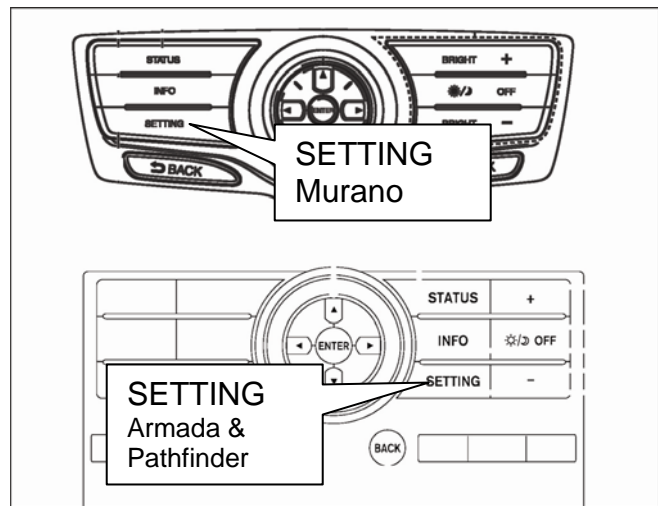


Figure 6

b. Select Clock



Figure 7

c. Make sure these settings are correct:

- On-screen Clock = ON
- Clock Format = 12h
- Daylight Savings Time
- Time Zone



Figure 8

- d. Select Clock Adjust



Figure 9

- e. Set the Time.



Figure 10

- f. Select OK

- g. Press BACK 3 times to return to the main menu.

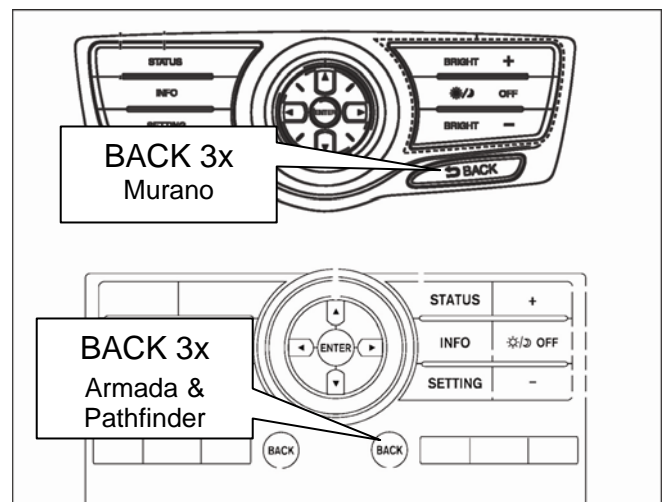


Figure 11

CLAIMS INFORMATION

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

2009 Murano (Z51):

“CM” I.D.: P8214

DESCRIPTION	OP CODE	FRT
Reprogram Audio Clock	P82140	0.2 hr

2008 Pathfinder (R51) and 2008 Armada (TA60):

“CM” I.D.: PB063

DESCRIPTION	OP CODE	FRT
Reprogram Audio Clock	PB0630	0.2 hr

OWNER'S LETTER (typical owners letter)

Dear Nissan 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 regarding the operation of the clock located on the audio unit of your 2008 Pathfinder vehicle.

REASON FOR SERVICE ACTION

Nissan has determined that on some 2008 Pathfinder vehicles, the clock located on the audio unit may not keep accurate time. In some instances, the time on the clock will reset to the incorrect time every 45 days.

WHAT NISSAN WILL DO

To assure your continued satisfaction and confidence in your vehicle, your Nissan dealer can update the software on the audio unit **free of charge for parts or labor**.

WHAT YOU SHOULD DO

Contact your Nissan dealer at your earliest convenience in order to arrange an appointment. This free 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 the workshop schedule. **To ensure the least inconvenience for you, it is important that you have an appointment before bringing your vehicle to the 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.

