



SERVICE BULLETIN

Classification:

EL04-006

Reference:

NTB04-034

Date:

March 8, 2004

NISSAN; DVD PLAYER INOPERATIVE

APPLIED VEHICLES: 2004 Armada (TA60)
2004 Quest (V42)
2004 Titan (A60)

SERVICE INFORMATION

If a DVD player incident occurs:

- Incorrect DVD care or usage may be a possible cause.
- Or, a defective DVD may have been used.

This bulletin provides important information on DVD usage and care.

- This will help to avoid DVD incidents/customer concerns.
- It also contains information on removing a jammed DVD from the player.

Use the following guidelines when speaking to customers or inspecting incident vehicles:

1. How to Handle the DVD:

- Handle a DVD by its edges (see Figure 1). Never touch the surface of the disc.
- To clean a disc, wipe the surface from the center to the outer edge using a clean, soft cloth (see Figure 2). Do not wipe the disc using a circular motion.
- Do not use an 'everyday' cleaner such as benzine, thinner or alcohol.

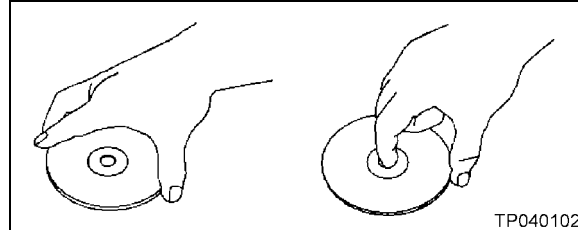


Figure 1

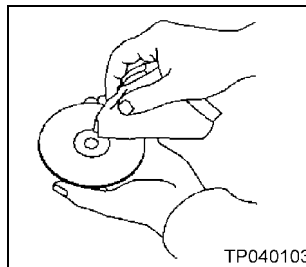


Figure 2

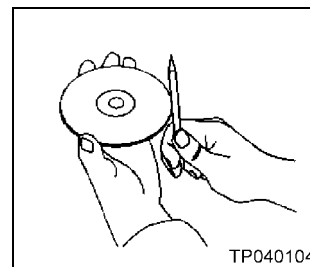


Figure 3

- A new disc may be rough on its inner and outer edges. Remove the rough edges using the side of a pen or pencil (see Figure 3).

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.

- Never try to use a DVD that has been cracked, deformed, or has been repaired using adhesive. Doing so may cause damage to the equipment.
- Handle the DVD carefully to avoid scratching it or getting it dirty. Otherwise, signals may not be read properly.
- Do not store the DVD in locations with direct sunlight, or in high temperatures or humidity.
- Always place discs in the storage case when they are not being used.
- Do not write, draw, or attach anything (sticker, tape, etc...) on either surface of the DVD.

2. DVDs Not to Use:

- 3.1 in (8 cm) discs with an adapter
- DVDs that are not round
- DVDs with a paper label
- DVDs that are warped, scratched, or have unequal edges
- Recordable digital video discs (DVD-R)
- Rewritable digital video discs (DVD-RW)
- DVDs with a region code other than '1'. The region code is displayed in a small symbol printed on the top of the DVD (see Figure 4).

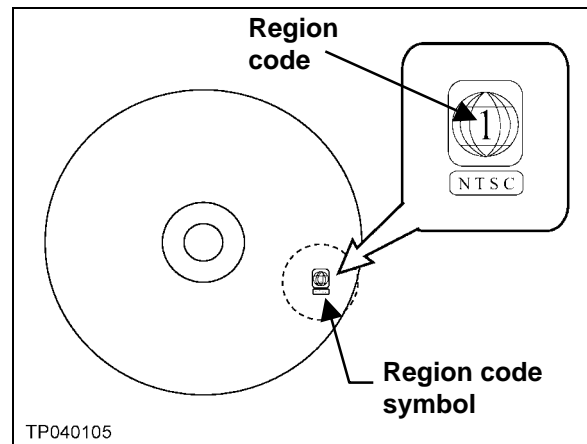


Figure 4

If a DVD with a Paper Label becomes Jammed in the DVD Player:

- You may be able to reset the unit and eject the jammed disc.
- Try the following procedure:
 1. Record the radio presets.
 2. Disconnect the negative terminal from the battery for five minutes.
 3. Re-connect the negative battery terminal.
 4. Check to see if the jammed DVD has been ejected. If it hasn't, try to eject the DVD by pushing the eject button.
 5. If the disc cannot be ejected:
 - The unit may need to be replaced and the incident unit returned to the vendor.
 - The vendor will make arrangements to ship the jammed disc back to the dealership.
 6. Re-program the radio presets.
 7. Instruct the customer not to use DVDs with a paper label, as they are likely to cause jamming of the DVD mechanism.