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# SERVICE BULLETIN

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## NAVIGATION SYMPTOMS WHEN SD CARD IS MISSING OR WRONG CARD INSTALLED

This bulletin has been amended. A step was added to the “Installing a New Map SD Card” procedure. Please discard previous versions of this bulletin.

**APPLIED VEHICLES:**                    2015 Murano (Z52)  
    2016 LEAF (ZE0)  
    2016 Maxima (A36)

### SERVICE INFORMATION

Please share this bulletin with “sales staff” and staff associated with maintaining dealer stock vehicles.

If an SD Map Card is removed from a Navigation/audio unit for any reason, the card **MUST** be returned to only the Navigation/audio unit that it came out of.

SD Map Cards have data on them that is specific to the Navigation/audio unit that they are originally from, and may cause operational errors if installed into Navigation/audio units that they are not compatible with.

- Keep track of any SD Map Cards that are removed from the vehicle by VIN, and return only to the same vehicle that it was removed from.
- Do not remove the SD Map Card when returning the Navi/audio head unit for parts warranty. Head units must be returned with correct SD Map Cards or dealer will be charged back.

**If the SD Map Card is not present in the Navi/audio unit, the following symptoms will be present:**

- “Info”, “Map”, and “Navi” will be grayed out on the lower bar and cannot be selected.

*(continued on page 2)*

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.

- Presets will be cleared after each key cycle. Presets are saved on the SD Map Card and will be transferred with the SD Map Card.
- Saved Bluetooth® devices are not shown.
- SXM (satellite audio) source cannot be selected.
- With “Audio OFF”, navigation boots up after every key cycle and volume will default to the lowest setting.
- Settings Data are stored on the SD Map Card and will not be saved.

**If the wrong SD Map Card has been inserted into the Navi/audio unit:**

- A “**Navigation Launching Failed**” screen will be shown (Figure 1). For example, this will occur if a “596” SD Map Card is installed in a version “592” vehicle (ApplicationN, Figure 1).



Figure 1

**If the SD Map Card has been removed from a Navigation/audio unit and was:**

- **Mixed up with other SD Map Cards**  
Continue to insert individual SD Map Cards until one can be found that the error message in Figure 1 is not displayed.  
**NOTE:** There are no visual differences printed on the outside of individual SD Map Cards to distinguish between the different versions.
- **Lost**  
Order a new SD Map Card from Nissan. This is not covered under warranty.

## Installing a New Map SD Card

### IMPORTANT:

- **DO NOT update through the self-diagnostic menu. This will corrupt the new Map SD Card and will not be covered under warranty.** The update will be automatically performed when the card is initially installed, before the Navigation/audio unit resumes operation.
- A new Map SD Card will only update 1 Navigation/audio unit.
- Do not transfer the new Map SD Card to any other Navigation/audio unit other than the one that has been updated.
- Installing a new Map SD Card will clear all presets.

1. Push the ignition/power switch to OFF.

2. Confirm the new Map SD Card is in the “UNLOCKED” position. See Figure 2.

3. Insert the new Map SD Card into the Navigation/audio unit’s SD card slot.

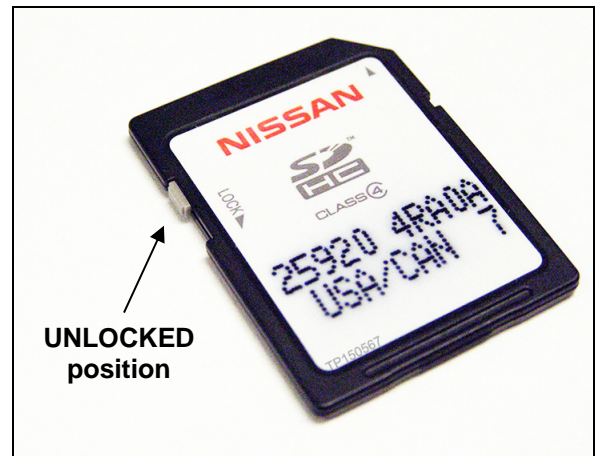


Figure 2

4. Confirm the parking brake is set and start the engine/place the vehicle in READY mode.

**NOTE:** Leave the vehicle running/ON during the update to prevent the Retained Accessory Power (RAP) from turning OFF the Navigation/audio unit.

5. The update will start automatically. Confirm that the screen in Figure 3 is present.

- During the update several other similar screens will also be displayed.
- The total update will take approximately 15 minutes to complete.

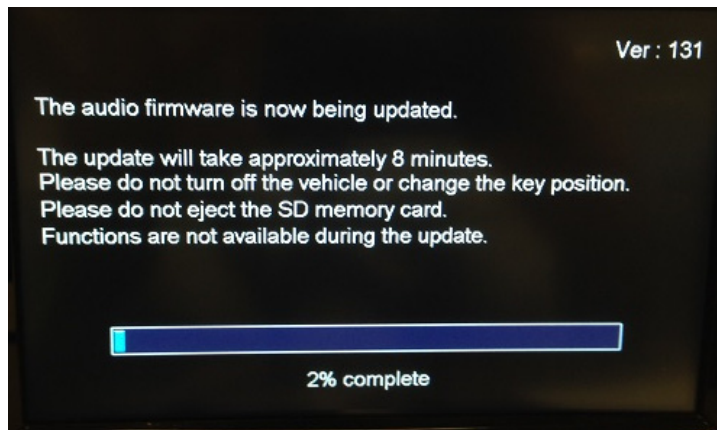


Figure 3

6. When the update has completed, the screen in Figure 4 will be displayed.

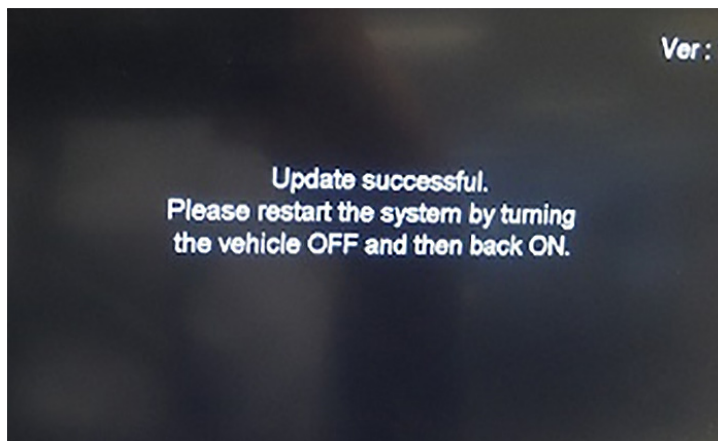


Figure 4

7. Push the ignition/power switch to OFF.
8. Start the engine/place the vehicle in READY mode and let the Navigation/audio unit boot up.

