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# SERVICE BULLETIN

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Classification: EL15-016a	Reference: NTB15-066a	Date: December 16, 2015
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## 2015 MURANO; AV CONTROL UNIT AND A/C SWITCH ASSEMBLY SERVICE INFORMATION

This bulletin has been amended. SERVICE INFORMATION has been moved to page 2.  
CLAIMS INFORMATION has been corrected. Discard previous versions of this bulletin.

**APPLIED VEHICLE:** 2015 Murano (Z52) equipped with Navigation system

**APPLIED VIN:** Vehicles built before 5N1AZ2M(\* \*)FN 244929

**APPLIED DATE:** Vehicles built before June 6, 2015

See **SERVICE INFORMATION** 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.

## SERVICE INFORMATION

**NOTE:** If the information below determines both parts need replacement, do not replace them at different times. Make sure both parts are replaced at the same time.

### AV Control Unit Replacement:

Whenever an AV control unit on an applied vehicle is replaced for any reason, check the part number (P/N) of the A/C switch assembly (A/C Controller Assembly).

- If the P/N is 27500-5AA1**A**, replace the A/C switch assembly with 27500-5AA1**B**.
- If the P/N is NOT 27500-5AA1**A**, do NOT replace the A/C switch assembly.

**NOTE:** The A/C switch assembly P/N can be checked by the following:

- While removing the AV control unit (see page 3, Figure 1)
- Access Service COMM for previous warranty repairs that included A/C switch assembly replacement (it would list the replacement P/N)

### A/C switch assembly (A/C Controller Assembly) Replacement:

Whenever an A/C switch assembly on an applied vehicle is replaced for any reason, check the AV control unit's software version for possible software update.

- Go to **Software Version Check and Software Update Confirmation** (page 4) to determine if the AV control unit's software needs to be updated.
- If the software needs to be updated, go to **AV Control Unit Software Update with Software Update SD Card** (page 6).
  - Software is updated with SD card ILLUMI\_1<sup>ST</sup> UPDATE (see Figure A).
  - SD cards with updated software have been sent to each dealer.
  - Replacement software update SD cards, due to loss or damage, can be obtained by contacting Clarion: 1-800-347-8933.



Figure A

**NOTE:** This service information is only for applied vehicles built before the VIN and date specified on page 1 in **APPLIED VEHICLES**.

# SERVICE PROCEDURE

## Repair Flow Charts

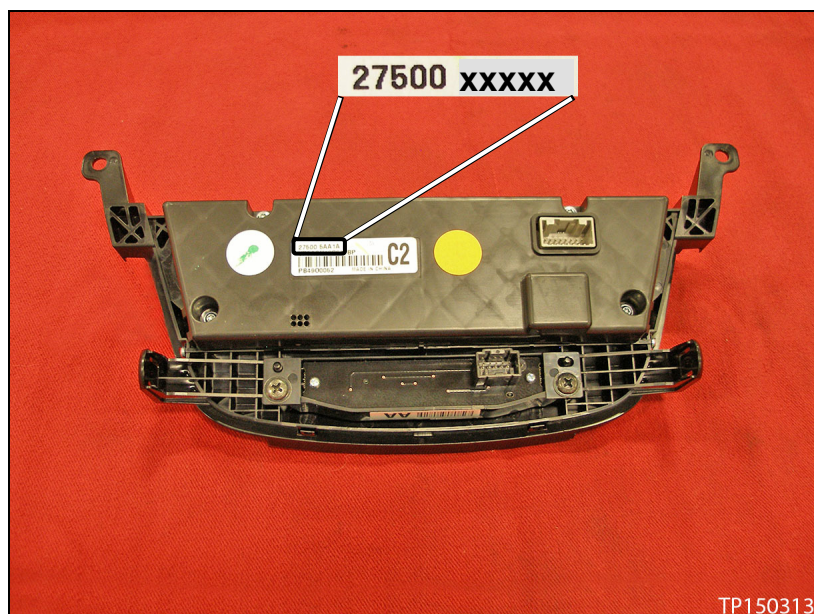
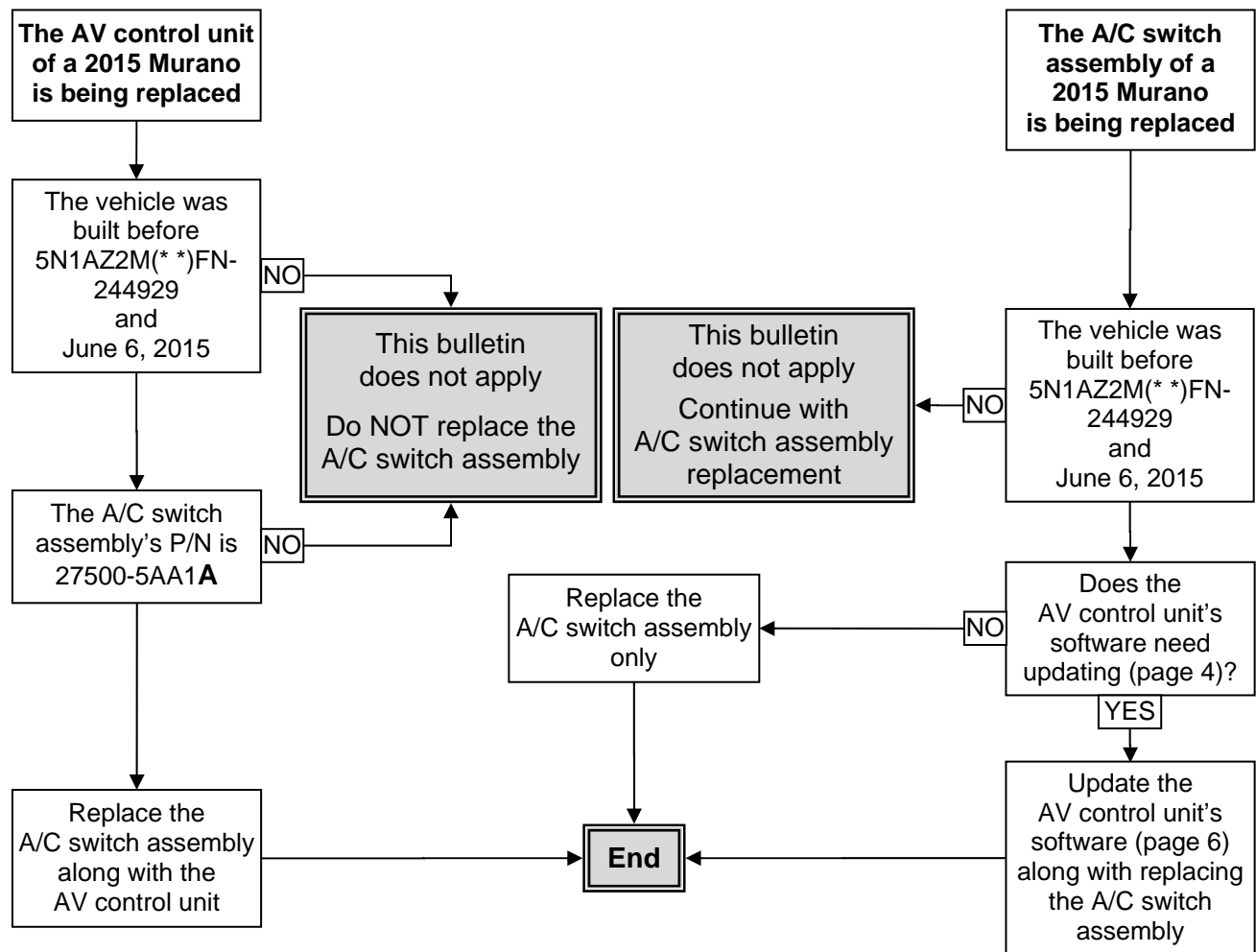


Figure 1: Location of A/C switch assembly P/N

## Software Version Check and Software Update Confirmation

1. Turn the ignition switch to the Accessory position.
  - If the software update has just been completed, the ignition should still be in the Accessory position.
2. Turn the audio system OFF by pressing the volume knob.
  - If the audio system turned ON, press the volume knob again to turn the audio system OFF.
3. Enter **System Diagnostic Menu**:
  - Press and hold down the MENU button and at the same time rotate the volume knob back and forth until **System Diagnostic Menu** displays.

**NOTE:** The audio system must be OFF in order to enter **System Diagnostic Menu**.

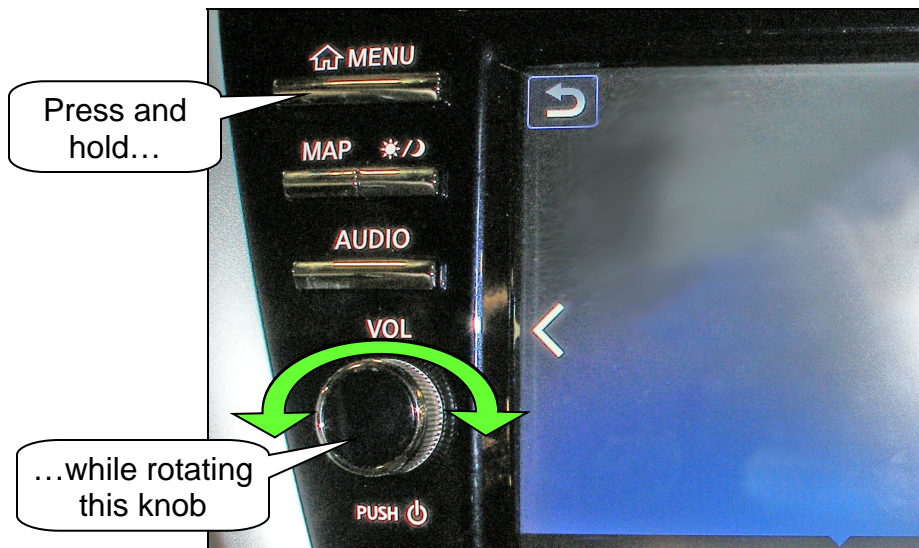


Figure 2

4. Press **Confirmation/Adjustment**.

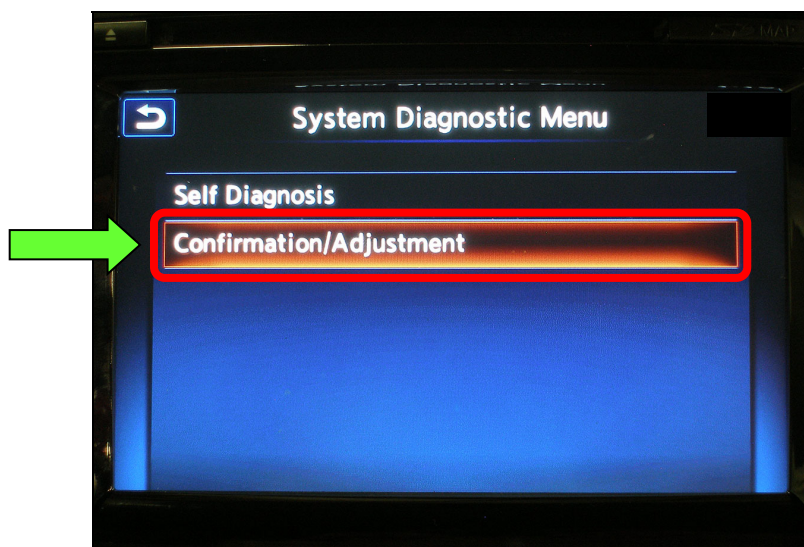


Figure 3



5. Use the scroll bar to get **Version Information** to display, and then select **Version Information**.

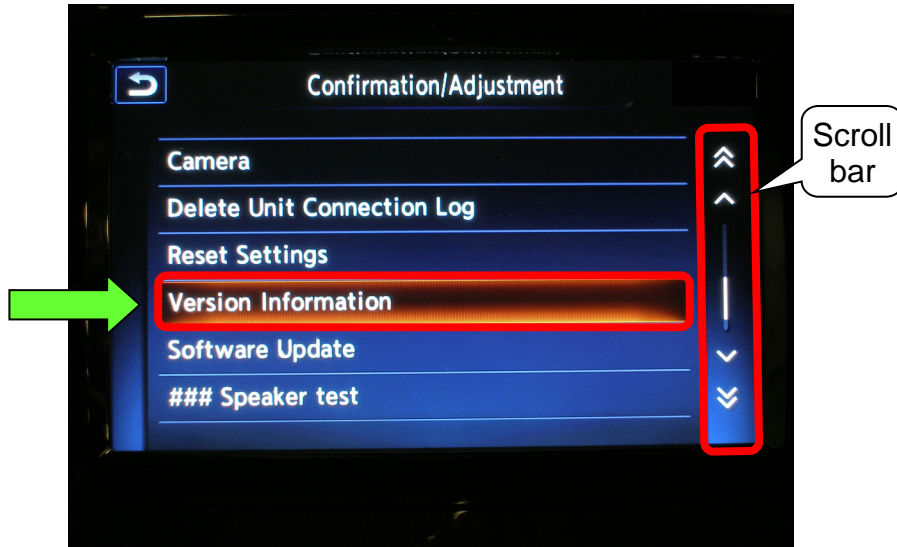


Figure 4

6. Check the software number next to **Power Micon Software**.

- If **054** or higher, a software update is not needed, or has been successfully performed.
- If less than **054**, a software update needs to be performed.
- If a software update needs to be performed, leave the screen as is, and then go to page 6, **AV Control Unit Software Update with Software Update SD Card**.

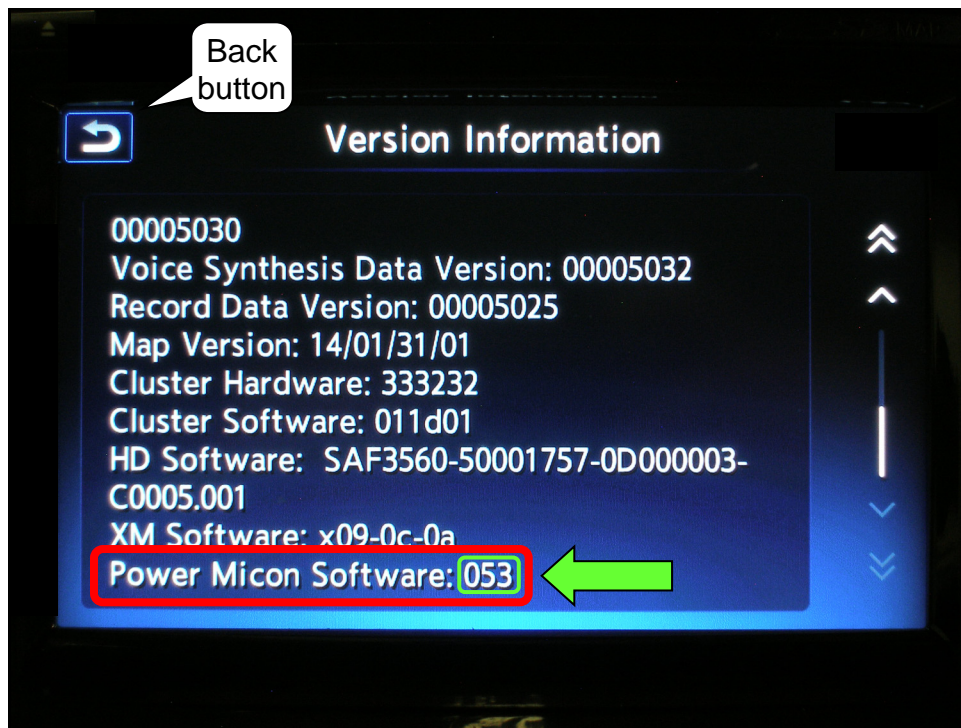


Figure 5

## AV Control Unit Software Update with Software Update SD Card

### NOTE:

- This software update procedure applies only when the A/C switch assembly is replaced on applied vehicles built before the VIN and date specified on the first page of this bulletin.
- Refer to Figure 6 below for location of controls and SD card.
- Make sure the vehicle's Map SD card (not the update card) is inserted in the SD card slot before starting the software update procedure.

**CAUTION:** When the ignition is in the Accessory position, it will power down (turn OFF) automatically after a specific time. To keep from powering down, turn ON the hazard warning lamps (see step 2). Allowing the vehicle to power down during the AV control unit software update may render the AV control unit inoperable.



Figure 6

1. Press the back button on the screen three (3) times.
  - After pressing the back button 3 times, the system will then reboot.
2. Turn the hazard warning lamps ON.
  - Leave the hazard warning lamps ON until AV control unit software updating is complete.
3. If the navigation map does not display on its own, make it display by pressing the MAP button.
4. Press the **Info** button.

5. Select **Navigation Version** on the touch screen.
  - Use the arrows to get **Navigation Version** to display.



Figure 7

6. Turn the audio system OFF by pressing the volume knob.
  - If the audio system turned ON, press the volume knob again to turn the audio system OFF.
7. Write down the values for **Program Version**, **Unit code**, and **Serial number** on the repair order.
  - This information is for possible future reference.

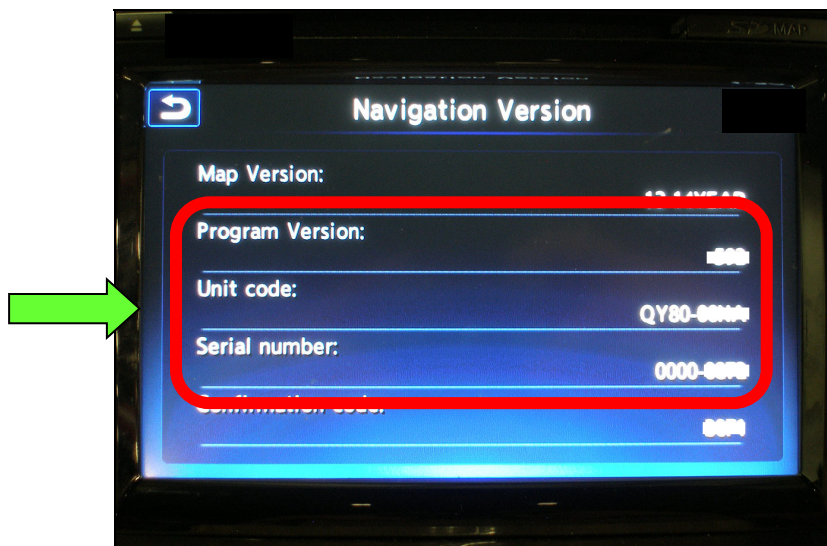


Figure 8



8. Enter **System Diagnostic Menu**:

- Press and hold down the MENU button and at the same time rotate the volume knob back and forth until **System Diagnostic Menu** displays.

**NOTE:** The audio system must be OFF in order to enter **System Diagnostic Menu**.



Figure 9

9. Press **Confirmation/Adjustment**.

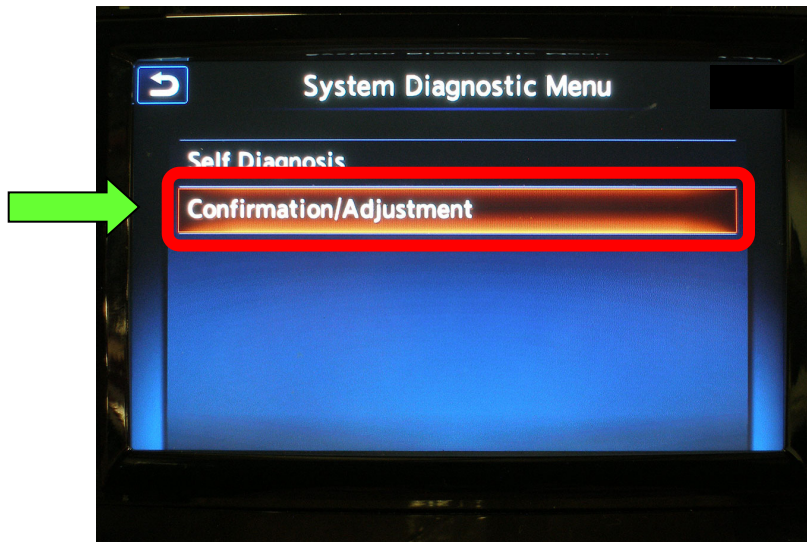


Figure 10



10. Use the scroll bar to get **Software Update** to display, and then select **Software Update**.

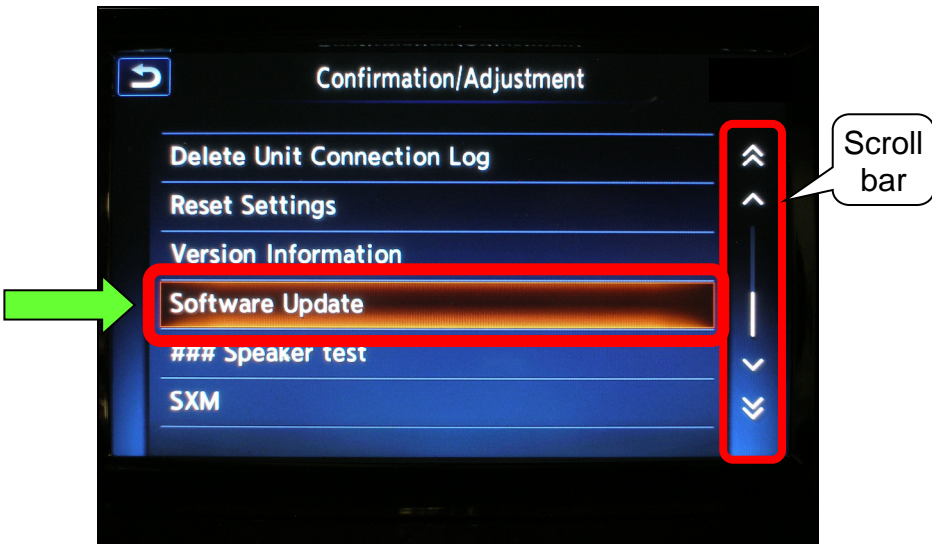


Figure 11

11. Once **Software Update** is selected, a window shown in Figure 12 will appear.

- Select **OK** (the system will then reboot automatically).

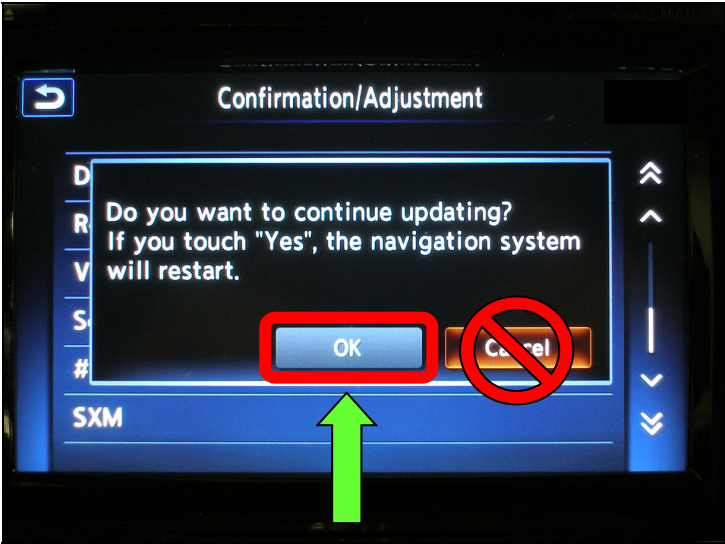


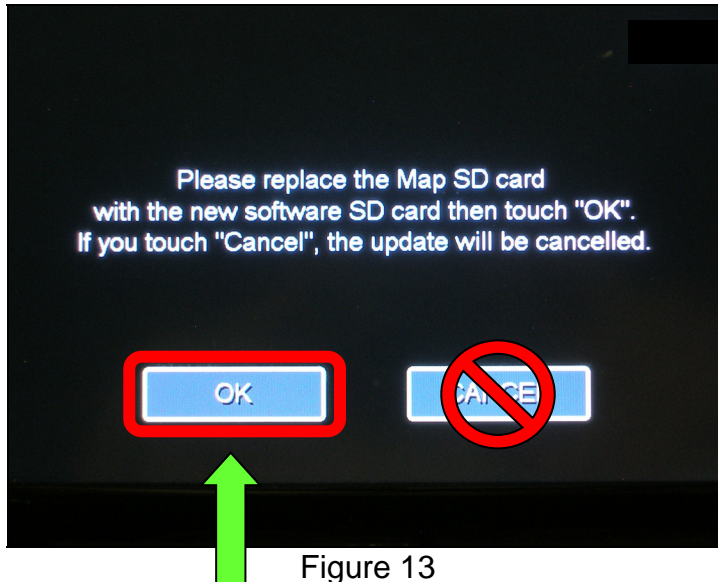
Figure 12

12. Rebooting has completed when the message in Figure 13 displays.

- The message reads **“Please replace the MAP SD card with the new software SD card then touch “OK”. If you touch “Cancel”, the update will be cancelled.”**

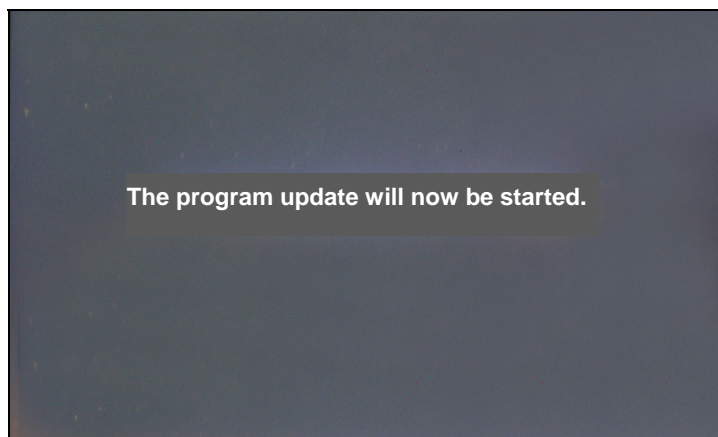
13. Remove the vehicle’s SD card, insert the software update SD card, and then select **OK** (see Figure 13).

- Push on the SD card, and then it will pop out.
- Refer to page 6, Figure 6 for SD card location.
- The SD card has a small cover. To access the SD card, open the cover with a suitable tool.



14. After selecting **OK**, the message in Figure 14 will display:

- The message reads **“The program update will now be started.”**



15. After the screen in Figure 14 appears, a screen showing an update status progress bar will then appear (see Figure 15).

**CAUTION:** Make sure the hazard warning lamps continue to stay ON. If the vehicle powers down automatically during AV control unit software updating, the AV control unit may be rendered inoperable.

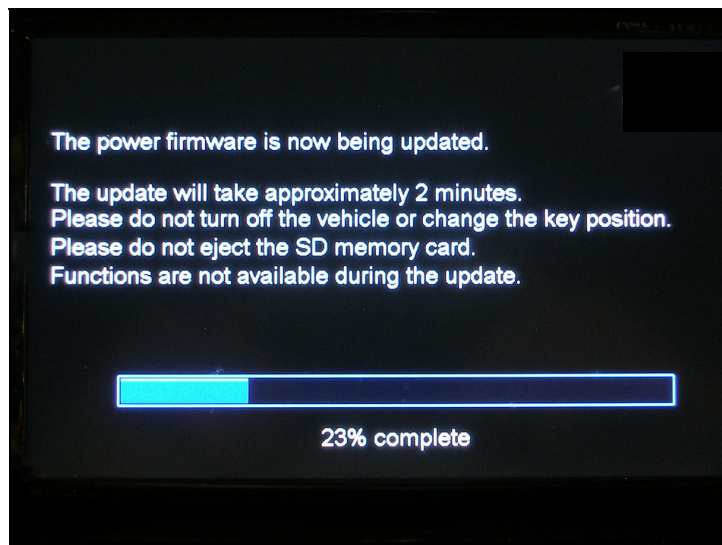


Figure 15

16. Shortly before the updating process is complete, the message in Figure 16 will appear.

- The message reads **“Please replace the Update SD memory card with the Map data SD memory card and touch “OK”.”**

17. Remove the software update SD card, reinsert the vehicle’s SD card, and then select **OK**.

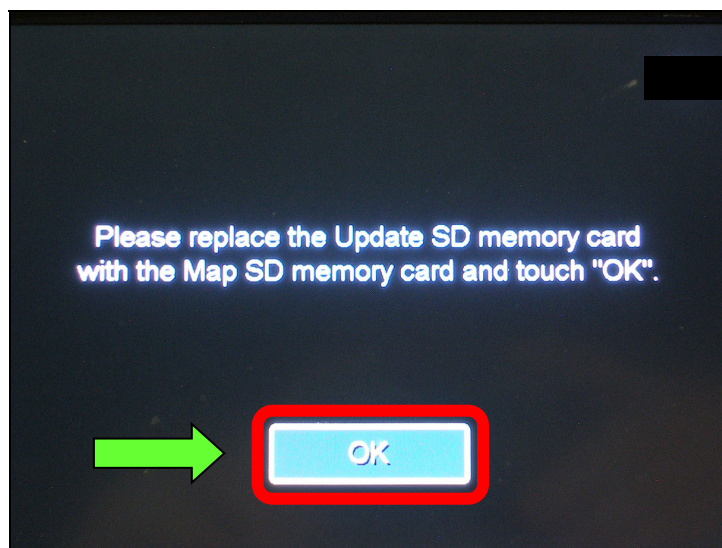


Figure 16

18. After the vehicle's SD card is reinserted, the message in Figure 17 will appear.

- The message reads **“Update successful. Please restart the system by turning the vehicle OFF and then back ON.”**

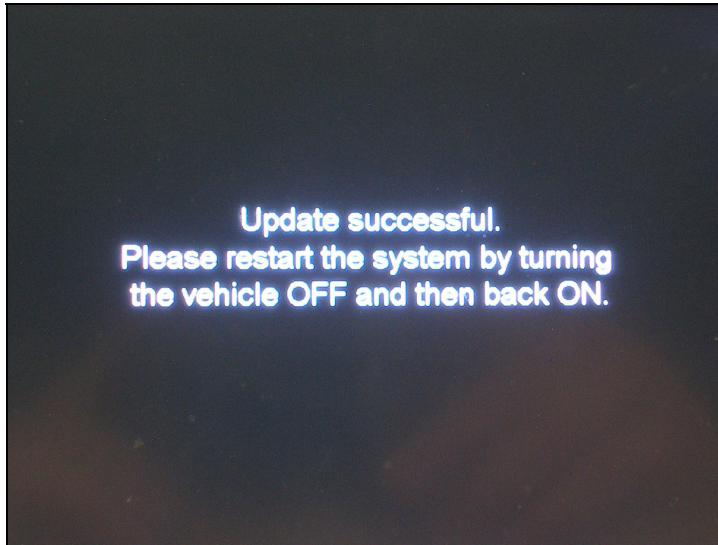


Figure 17

19. Turn the ignition switch OFF.

- The hazard warning lamps may be turned OFF now.

20. Go to **Software Version Check and Software Update Confirmation** (page 4) to verify the software version is “054” or higher.

## CLAIMS INFORMATION

Submit a Primary Operation (PO) type line claim using the following claims coding:

DESCRIPTION	OP CODE	SYM	DIA	FRT
Confirm AV Control Unit Software – No Software Update	RX4ZAA	ZE	32	0.2

OR

DESCRIPTION	OP CODE	SYM	DIA	FRT
Confirm AV Control Unit Software – Perform Software Update	RX5AAA	ZE	32	0.3