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# QUALITY ACTION

## CAMPAIGN BULLETIN SD Card

Reference: PC481  
Date: October 5, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2016 Murano (Z52)	NA	<b>2,103</b>	October 5, 2016	<b>NO</b>

**\*\*\*\*\* Detailed Information \*\*\*\*\***

Nissan is conducting a dealer inventory service action to replace the SD card on approximately **2,103** specific MY2016 Murano (Z52) vehicles. The affected vehicles may be equipped with an incorrect SD card, which can prevent customers using an iPhone from connecting to Apple CarPlay.

**\*\*\*\*\* What Dealers Should Do \*\*\*\*\***

1. Verify if vehicles currently in **dealer inventory** are affected by this inventory service action using Service Comm I.D. **PC481**.
2. Use the attached procedure, replace the SD card with the correct one (25920-9UA0C).
  - Nissan has developed an automatic parts shipment plan to ensure an adequate supply of parts is available to all Nissan dealers. Parts will begin arriving at dealers on October 6th. Orlando PDC shipments may be behind due to a supplier shipment delay.
  - Additional parts will be available for order via DCS after October 10<sup>th</sup>, 2016.

**Note:** Dealers should continue to check new arriving inventory for applicability.

3. Dealers are requested to repair any affected vehicle in dealer new or pre-owned inventory to ensure customer satisfaction.

**Thank you for your prompt attention to this matter.**

**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION



# PC481 - 2016 MURANO (Z52) NAVI H/U SD CARD

## SERVICE PROCEDURE:

**NOTE:** To complete this repair, a Service SD Card PN **25920-9UA0C** is required. Verify there is a black dot in the upper left corner (Figure 1).

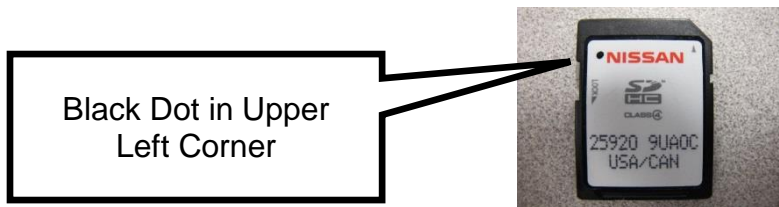


Figure 1

**CAUTION:** Be sure the engine is running during this procedure to make sure the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the **AV Control Unit may be damaged**.

**IMPORTANT:** Make sure the vehicle's Map SD card (Not the new update card) is inserted in the SD card slot before starting the Service Procedure.

1. Verify the transmission range is in the "PARK" range and the parking brake is applied.
2. Start the engine and let it idle.
3. Wait for navigation MAP screen to be displayed on the screen. (Figure 2).

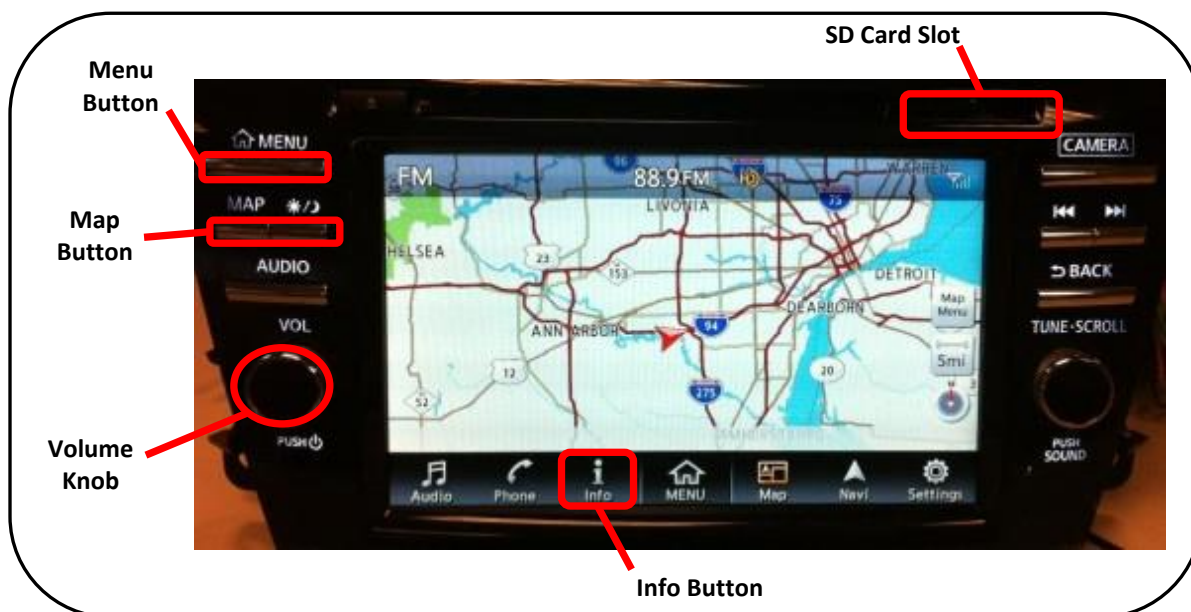


Figure 2

4. Obtain the original Navigation software version in the AV Control Unit and write it down (Figures 3, 4 and 5).

- Press the **"Info"** button on the lower status bar
- Press **">"** button to scroll to the next screen
- Select **"Navigation Version"**
- Write down **"Program Version"** found on right side of the display screen.

Original Navigation Software Version \_\_\_\_\_

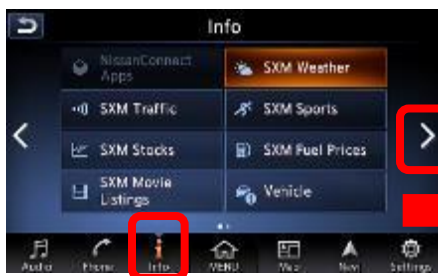


Figure 3



Figure 4

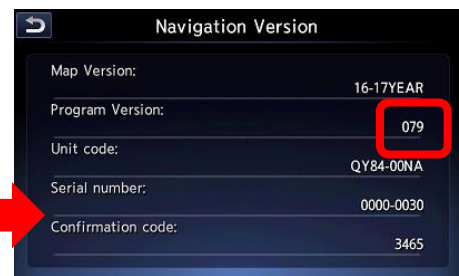


Figure 5

5. Determine if Navigation software needs to be updated.

- If the original software version is **"560"** Navigation software update is **NOT** required. Turn the engine off, the repair is complete. Submit a warranty claim using Op Code **PC4811** (see claims information).
- If the original software version is **"079"** Navigation software update **IS** required, go to step 6.

6. Turn the engine and ignition **OFF** and **WAIT 2 Minutes (120 seconds)**.

**IMPORTANT:** The vehicle doors **must remained closed** during the 2 Minute wait time.

7. Remove the original map SD card and SCRAP it using normal procedures. Insert the service SD card (**PN 25920-9UA0C**) into the AV Control Unit SD card slot (Figure 6).

**NOTE: Map SD Card (PN 25920-9UA0C) will remain in the AV Control Unit of the vehicle.**

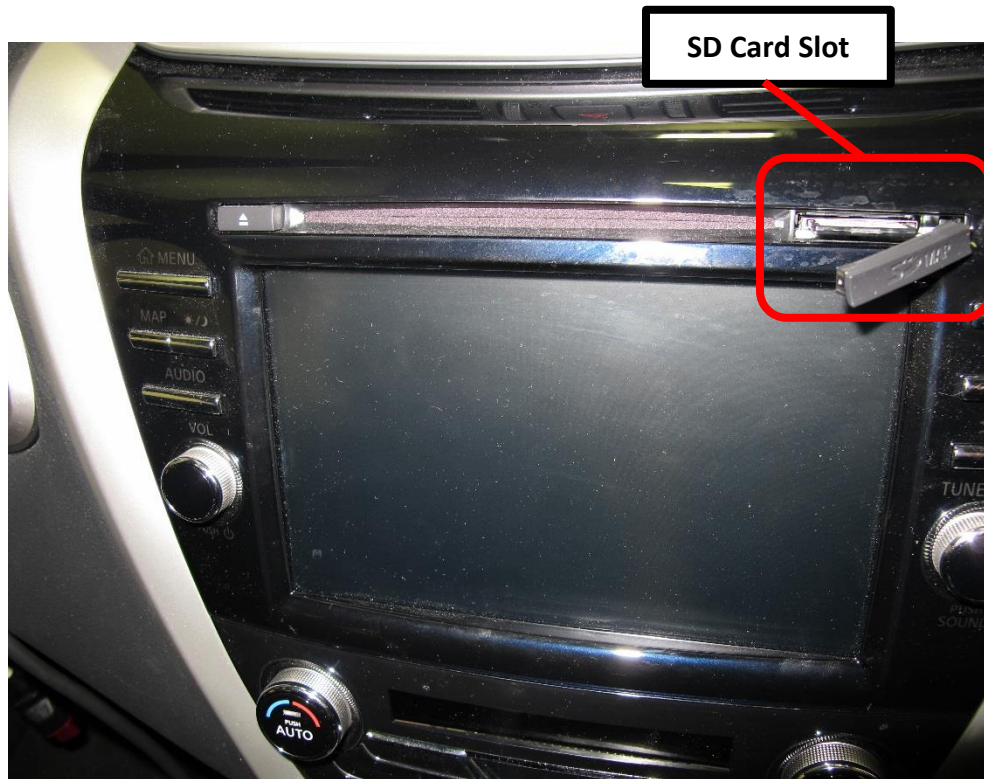


Figure 6

8. Update the Navigation software.

- Start the engine and let it idle.
- The Navigation software update will automatically start and run for approximately 10-12 minutes.

**CAUTION:** Do not turn off the engine or the AV/Navigation system during the software update or damage may occur to the AV Control Unit.

- Wait for **“Update successful. Please restart the system by turning the vehicle OFF then back ON”** confirming the software update is finished (Figure 7).



Figure 7

- Turn the engine and ignition OFF.

9. Confirm the software update.

- Start the engine and let it idle.
- Press the **"Info"** button on the lower status bar, press the **">"** button to scroll to the next screen, select **"Navigation Version"**, and confirm the **"Program Version"** is **560**.



Figure 8

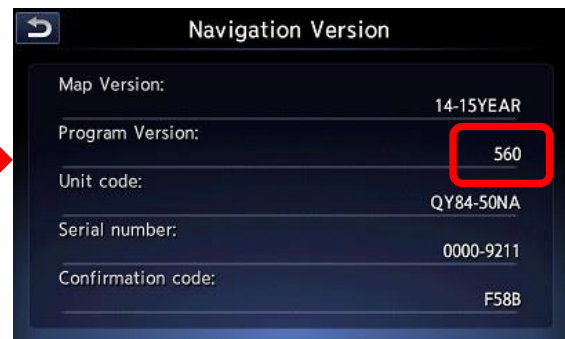


Figure 9

- Write down the values for **"Program Version"**, **"Unit code"**, and **"Serial number"** on the repair order for possible future reference.
- Turn the engine and ignition OFF.
- Submit a warranty claim using Op Code **PC4810** (see claims information).

**PARTS INFORMATION:**

Description	Qty	Part #
SD CARD: MAP	1	25920-9UA0C

**CLAIMS INFORMATION**

**Submit claim using the following claims coding:**

**Work Order Line Type: "CM" Campaign**

**Campaign: PC481**

<b>Claim Type:</b>	CM	
<b>PNC:</b>	PC481	
<b>Symptom:</b>	ZZ	
<b>Diagnosis:</b>	99	
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>
<b>Check and Update Navigation Software Version</b>	PC4810	0.2 Hr
<b>Check Navigation Software Version</b>	PC4811	0.2 Hr