



SERVICE BULLETIN

Classification: EL15-002d	Reference: NTB15-009d	Date: December 20, 2016
------------------------------	--------------------------	----------------------------

NAVIGATION SYMPTOMS WHEN SD CARD IS MISSING OR WRONG CARD INSTALLED

This bulletin has been amended. The APPLIED VEHICLES section has been revised. No other changes have been made. Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2015-2017 Murano (Z52)
2016 Murano Hybrid (Z52)
2016-2017 LEAF (ZE0)
2016-2017 Maxima (A36)
2017 GT-R (R35)

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).

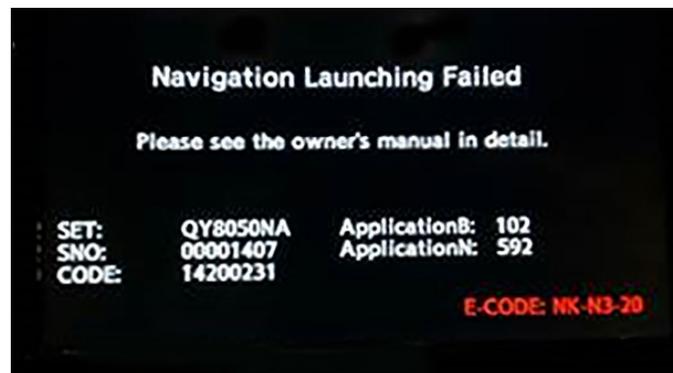


Figure 1

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.

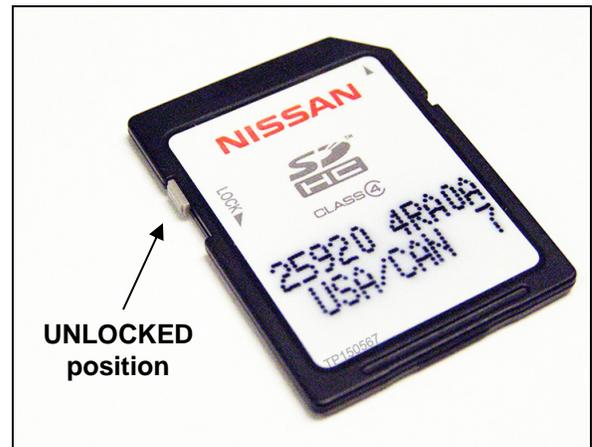


Figure 2

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.

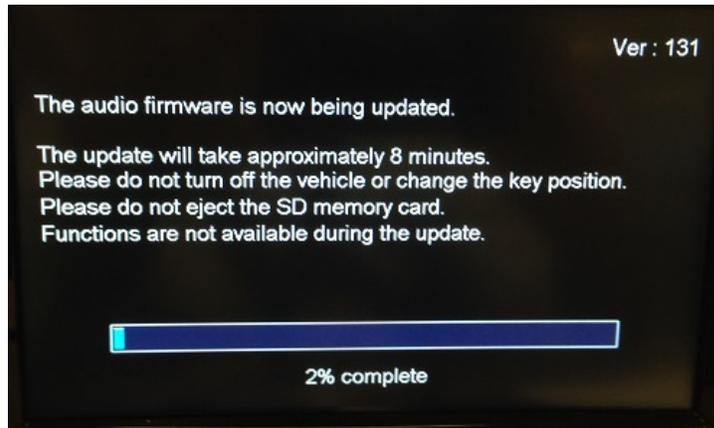


Figure 3

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

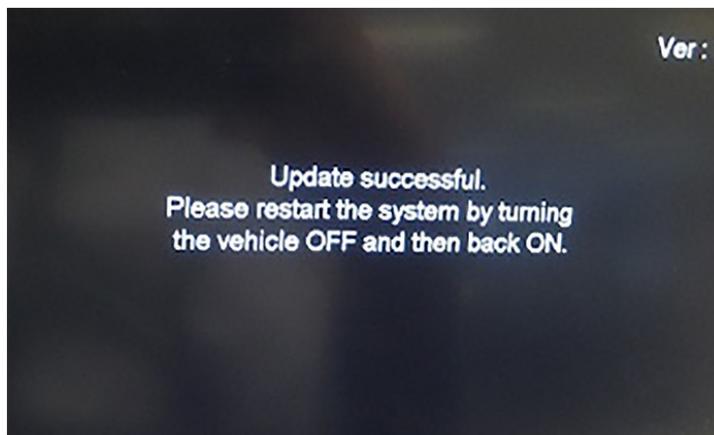


Figure 4

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.