



## SERVICE BULLETIN

Classification:

EL16-024

Reference:

NTB16-067

Date:

July 27, 2016

### 2016 MAXIMA; NAVIGATION UNIT FREEZES

**APPLIED VEHICLE:** 2016 Maxima (A36) only in the following states:  
California (CA), Nevada (NV), Arizona (AZ), Oregon (OR)  
and Utah (UT)

#### IF YOU CONFIRM

While driving on a road that has more than eight lanes traveling in the same direction with navigation route set:

- Map freezes or goes blank.
- Navigation is very slow to page between screens.
- Voice recognition and phone steering wheel controls stop working.
- CD player works and plays audio, but screen will not change to CD audio display.

**And**

- The AV control unit's current Software Version is 107 or 124. See **Software Version Check and Software Update Confirmation** on page 3 to confirm software version.

#### ACTION

- Update the Navigation software with SD card shown in SD Card Information on page 2 and Service Procedure on page 3.

**IMPORTANT:** The purpose of **ACTION** (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire **SERVICE PROCEDURE** as it contains information that is essential to successfully completing this repair.

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.

## SD Card Information

- Software is updated with SD card with “0” to the right and above crossed out part number (see Figure A).
- SD cards with updated software have been sent to dealers only in the following states:
  - California (CA), Nevada (NV), Arizona (AZ), Oregon (OR) and Utah (UT)
- Replacement software update SD cards, due to loss or damage, can be obtained only by those states listed above and by contacting Clarion: 1-800-347-8933.



Figure A

## SERVICE PROCEDURE

### 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 is turned ON, press the volume knob again to turn the audio system OFF.
3. Select **Info**.



Figure 1

4. Scroll Info screen with arrows (Figure 2) until **Navigation Version** (Figure 3, next page) is available.

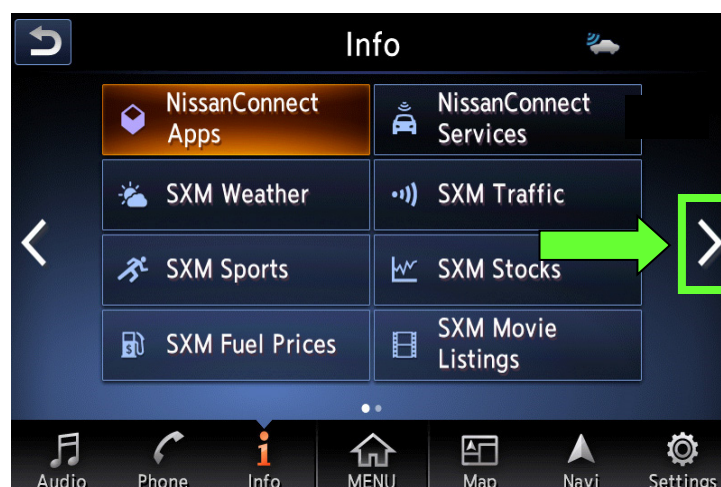


Figure 2

5. Select **Navigation Version**.



Figure 3

6. Check the **Program Version** number.

- If **107** or **124**, a software update is needed.
  - Write down the values for **Program Version**, **Unit code**, and **Serial number** on the repair order and then go to page 5, **AV Control Unit Software Update with Software Update SD Card**.
    - This information is for possible future reference.
- If **140**, a software update has already been successfully performed.

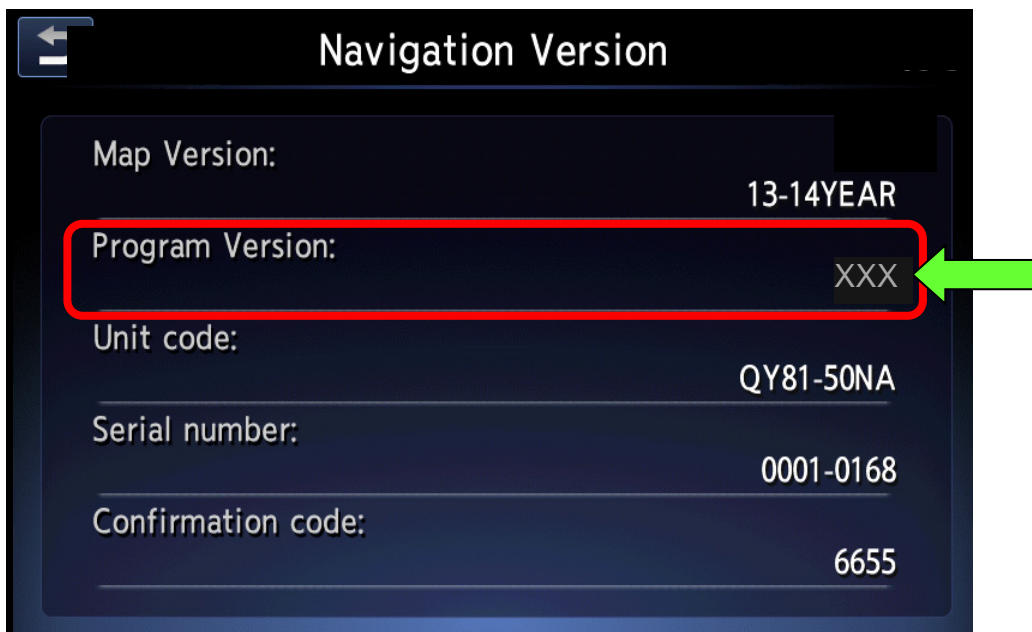


Figure 4

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

### NOTE:

- Refer to Figure 5 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 5

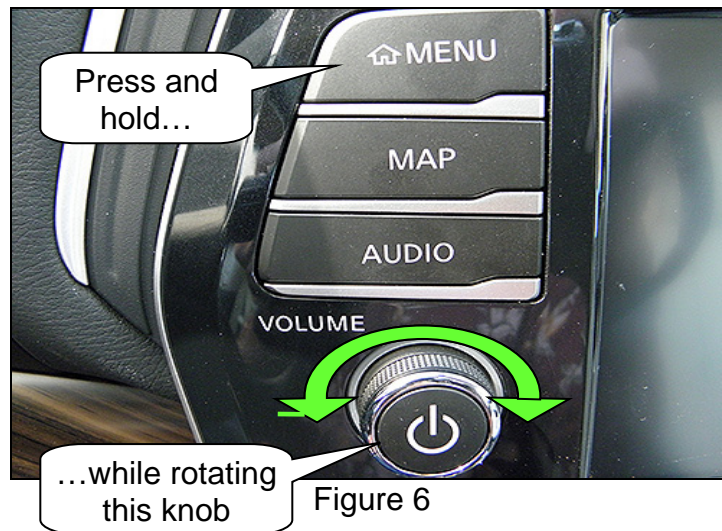
1. Turn the hazard warning lamps ON.
  - Leave the hazard warning lamps ON until AV control unit software updating is complete.
2. If the navigation map does not display on its own, make it display by pressing the MAP button.
3. Turn the audio system OFF by pressing the volume knob, if not already OFF.



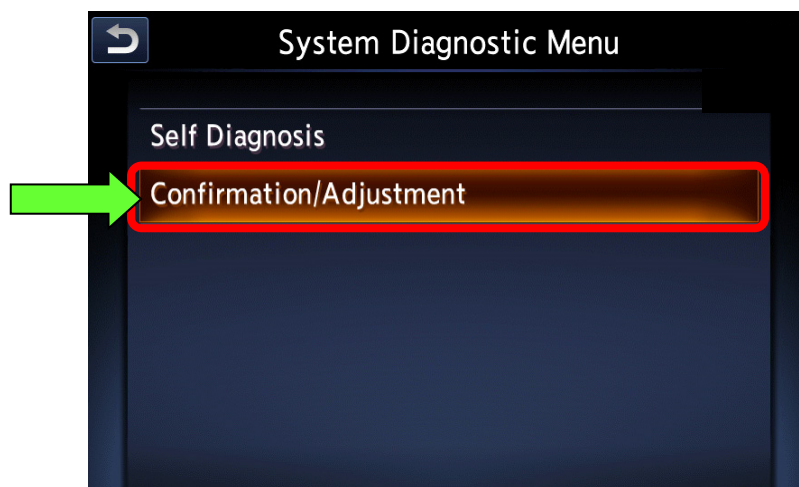
4. Enter **System Diagnostic Menu**:

- Press and hold down the MENU button and at the same time rotate the volume knob more than three clicks in each direction (back and forth) until **System Diagnostic Menu** displays.

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



5. Press **Confirmation/Adjustment**.



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

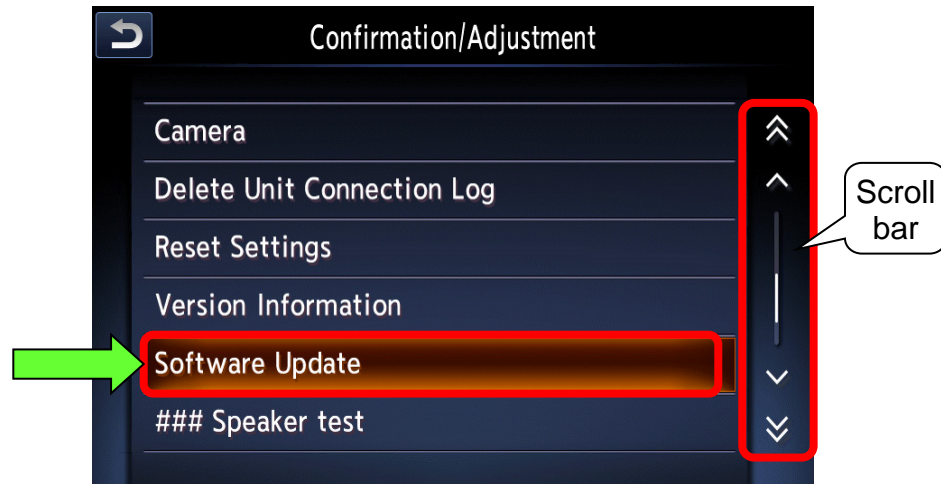


Figure 8

7. Once **Software Update** is selected, a window shown in Figure 9 will appear.
- Select **Yes** (the system will then reboot automatically).

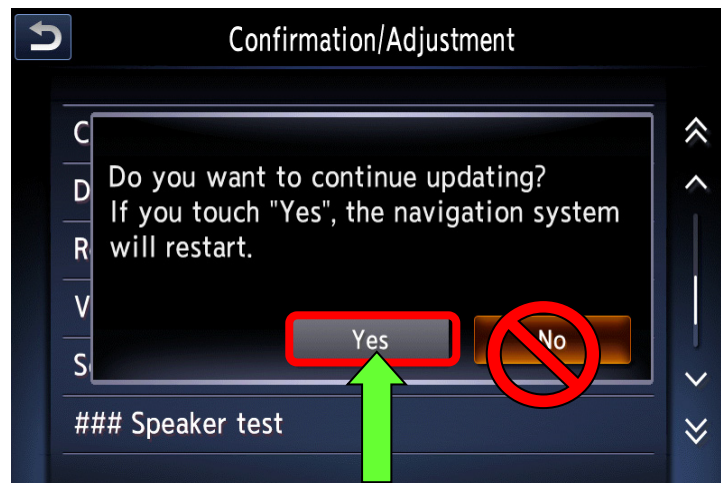
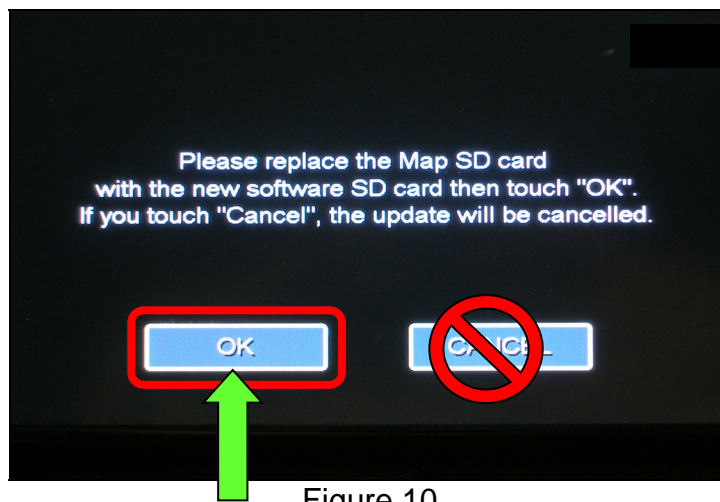
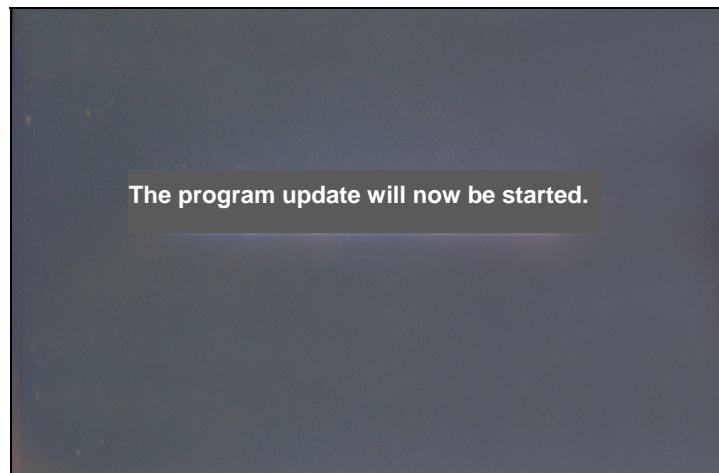


Figure 9

8. Rebooting has completed when the message in Figure 10 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.**
9. Remove the vehicle's SD card.
  - Refer to page 5, Figure 5 for SD card location.
  - The SD card slot has a small cover. To access the SD card, open the cover with a suitable tool.
  - Push on the SD card, and then it will pop out.
10. Insert the software update SD card.
11. Select **OK** (see Figure 10).



12. After selecting **OK**, the message in Figure 11 will display:
  - The message reads: **The program update will now be started.**





13. After the screen in Figure 11 appears, a screen showing an update status progress bar will then appear (see Figure 12).

**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.

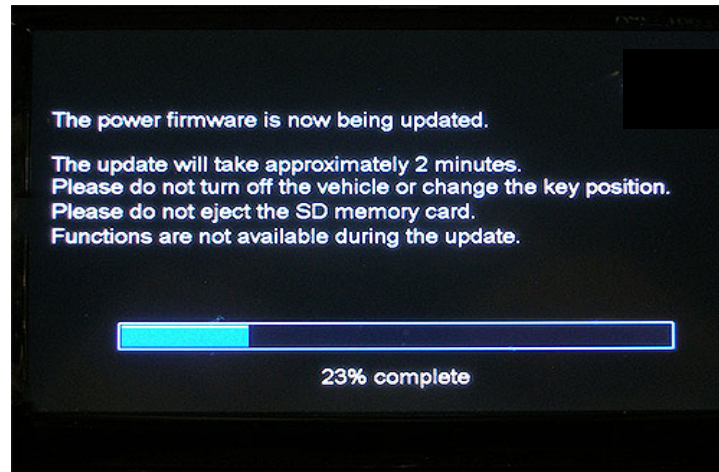


Figure 12

14. Shortly before the updating process is complete, the message in Figure 13 will appear.

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

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

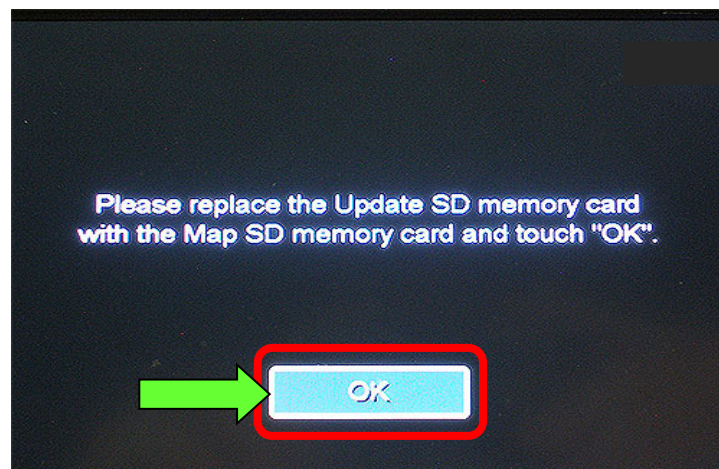


Figure 13

16. After the vehicle's SD card is reinserted, the message in Figure 14 will appear.

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

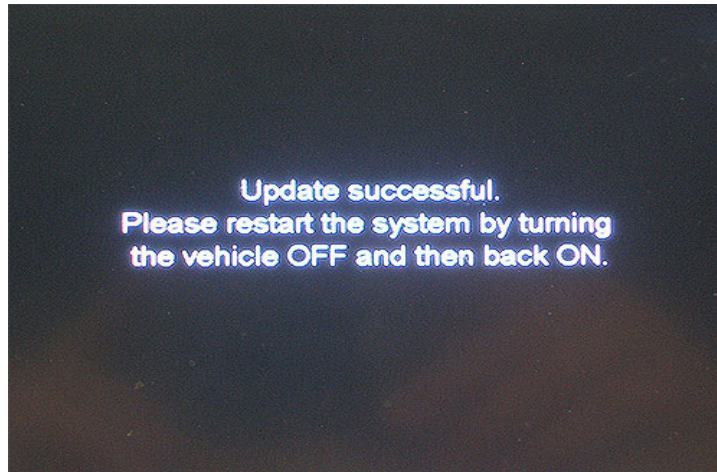


Figure 14

17. Turn the ignition switch OFF.

- The hazard warning lamps may be turned OFF now.

18. Go to **Software Version Check and Software Update Confirmation** (page 3) to verify the software version is now "**140**".

## 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 – Perform Software Update	RX5JAA	ZE	32	0.3