



# SERVICE BULLETIN

Classification: EL15-002f	Reference: NTB15-009f	Date: August 1, 2017
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## NAVIGATION SYMPTOMS WHEN SD CARD IS MISSING OR WRONG CARD INSTALLED

This bulletin has been amended. Changes have been made to the parts table on page 5 under 17.5MY Murano. No other changes were 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).



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:** This option may be faster if there are only a couple of SD cards.

**Or**

  - Check the “Unit code” (page 3) and then look up the correct SD card part number with **SD Card Numbers by Unit Code** starting on page 5.

**Or**

  - Check the ECU Part Number (page 4) with CONSULT-III plus (C-III plus) under **Diagnosis(One System) / MULTI AV / ECU Identification**, and then look up correct SD card part number with **SD Card Numbers by Unit Code** starting on page 5.
- **Lost**
  - Order a new SD Map Card from Nissan. This is not covered under warranty.
  - Use the Unit Code, or the Multi AV ECU part number to determine the correct SD Card Part Number to order. Refer to **SD Card Numbers by Unit Code** starting on page 5.

## SERVICE PROCEDURE

### Check the A/V Unit code

1. Check A/V Unit code through Navigation screen as follows:

a. Select **Info**.



Figure 2

b. Select **Navigation Version**.



Figure 3

- c. Check "Unit code".

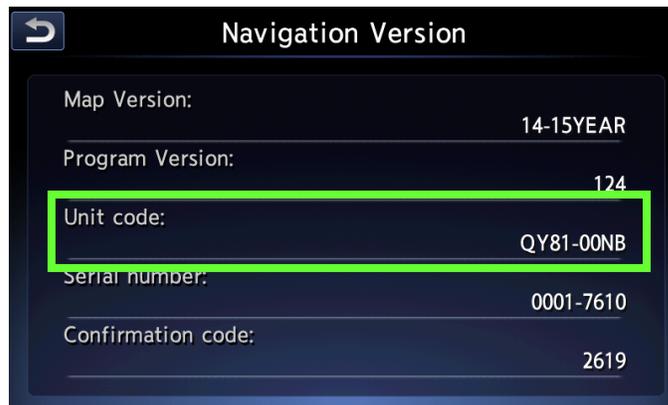


Figure 4

- d. Refer to **SD Card Numbers by Unit Code** table starting on the next page to confirm or choose the correct SD card part number by Unit code.

### Check the ECU Part Number

1. Check the ECU Part Number with CONSULT-III plus under **Diagnosis(One System) / MULTI AV / ECU Identification**.

**NOTE:** If the A/V unit has been removed from the vehicle the ECU Part Number can be found on the external label of the A/V unit.

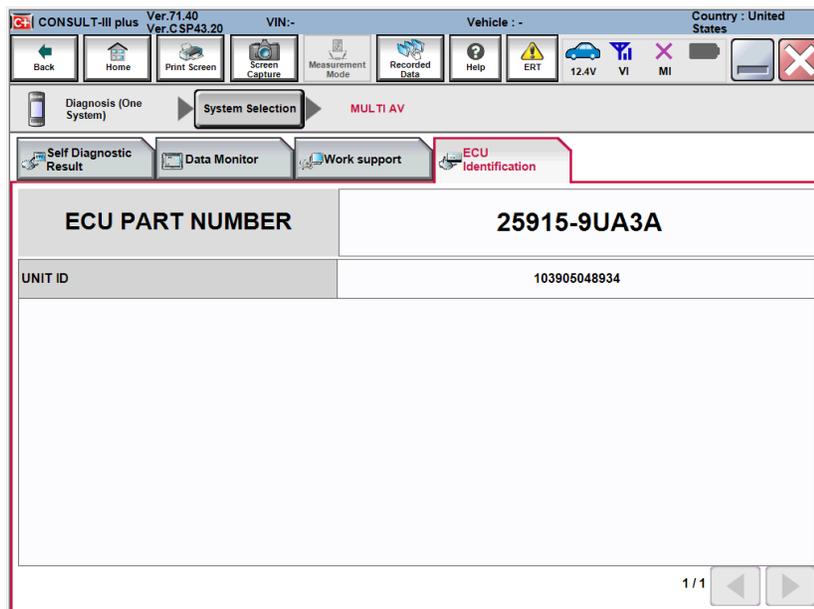


Figure 5

2. Refer to **SD Card Numbers by Unit Code** table starting on the next page to confirm or choose the correct SD card part number by ECU Part Number.

## SD Card Numbers by Unit Code

VEHICLE MODEL	VEHICLE MY	SD CARD PART NUMBER	ECU PART NUMBER (MULTI AV)	UNIT CODE
Murano	15MY	25920 5AA0A	25915-5AA1A	QY80-50NA
			25915-5AA0A	QY80-00NA
			25915-5AG1A	QY80-51NA
			25915-5AG0A	QY80-01NA
			25915-5AA1A	QY80-50NA
			25915-5AA0A	QY80-00NA
			25915-5AG1A	QY80-51NA
			25915-5AG0A	QY80-01NA
		25920 5AA0B	25915-5AA1B	QY80-50NB
			25915-5AA0B	QY80-00NB
			25915-5AG1B	QY80-51NB
			25915-5AG0B	QY80-01NB
		25920 5AA0C	25915-5AA1C	QY80-50NC
			25915-5AA0C	QY80-00NC
			25915-5AG1C	QY80-51NC
			25915-5AG0C	QY80-01NC
	16MY	25920 9UA0A	25915-9UA1A	QY84-50NA
			25915-9UA0A	QY84-00NA
			25915-9UA1B	QY84-51NA
			25915-9UA0B	QY84-01NA
		25920 9UA0C	25915-9UA1C	QY84-50NB
			25915-9UA0C	QY84-00NB
			25915-9UA1D	QY84-51NB
			25915-9UA0D	QY84-01NB
		25920 9UA2A	25915-9UA3A	QY84-50NC
			25915-9UA2A	QY84-00NC
			25915-9UA3B	QY84-51NC
			25915-9UA2B	QY84-01NC
	17.5MY	25920 9UC0A	25915-9UC1A	QY84-50PA
			25915-9UC0A	QY84-00PA
			25915-9UC1B	QY84-51PA
			25915-9UC0B	QY84-01PA
		25920 9UC0C	25915-9UC1C	QY84-50PB
			25915-9UC0C	QY84-00PB
			25915-9UC1D	QY84-51PB
			25915-9UC0D	QY84-01PB
		25920 9UC2A	25915-9UC4A	QY84-50PC
			25915-9UC2A	QY84-00PC
			25915-9UC3B	QY84-51PC
			25915-9UC2B	QY84-01PC

SD Card Numbers by Unit Code (continued)

VEHICLE MODEL	VEHICLE MY	SD CARD PART NUMBERS	NISSAN PART NUMBERS	UNIT CODE	
<b>Maxima</b>	16MY	25920 4RA0A	25915-4RA1A	QY81-50NA	
			25915-4RA0A	QY81-00NA	
			25915-4RF1A	QY81-51NA	
			25915-4RF0A	QY81-01NA	
		25920 4RA0B	25915-4RA1B	QY81-50NB	
			25915-4RA0B	QY81-00NB	
			25915-4RF1B	QY81-51NB	
			25915-4RF0B	QY81-01NB	
	17MY	25920 9DD0A	25915-9DD1A	QY85-50NA	
			25915-9DD0A	QY85-00NA	
			25915-9DD3A	QY85-51NA	
			25915-9DD2A	QY85-01NA	
		25920 9DD0B	25915-9DD1B	QY85-50NB	
			25915-9DD0B	QY85-00NB	
			25915-9DD3B	QY85-51NB	
			25915-9DD2B	QY85-01NB	
		25920 9DD0C	25915-9DD1C	QY85-50NC	
			25915-9DD0C	QY85-00NC	
			25915-9DD3C	QY85-51NC	
			25915-9DD2C	QY85-01NC	
		25920 9DD0D	25915-9DD1D	QY85-50ND	
			25915-9DD0D	QY85-00ND	
			25915-9DD3D	QY85-51ND	
			25915-9DD2D	QY85-01ND	
		25920 9DD0E	25915-9DD1E	QY85-50NE	
			25915-9DD0E	QY85-00NE	
			25915-9DD3E	QY85-51NE	
			25915-9DD2E	QY85-01NE	
	<b>LEAF</b>	16MY	25920 4NP0A	25915-4NP5A	QY82-50NA
				25915-4NP0A	QY82-00NA
				25915-4NP7A	QY82-51NA
				25915-4NP3A	QY82-01NA
25920 4NP0C			25915-4NP5C	QY82-50NB	
			25915-4NP0C	QY82-00NB	
			25915-4NP7C	QY82-51NB	
			25915-4NP3C	QY82-01NB	

SD Card Numbers by Unit Code (continued)

VEHICLE MODEL	VEHICLE MY	SD CARD PART NUMBERS	NISSAN PART NUMBERS	UNIT CODE
LEAF	17MY	25920 4NP0D	25915-4NP5D	QY82-50NC
			25915-4NP0D	QY82-00NC
			25915-4NP7D	QY82-51NC
			25915-4NP3D	QY82-01NC
		25920 4NP0E	25915-4NP5E	QY82-50ND
			25915-4NP0E	QY82-00ND
			25915-4NP7E	QY82-51ND
			25915-4NP3E	QY82-01ND
GTR	16 -17MY	25920 6AW0A	25915-6AW0A	QY83-50NA
			25915-6AW1A	QY83-30NA
			25915-6AW2A	QY83-51NA
		25920 6AW0B	25915-6AW0B	QY83-50NB
			25915-6AW1B	QY83-30NB
			25915-6AW2B	QY83-51NB
		25920 6AW0C	25915-6AW0C	QY83-50NC
			25915-6AW1C	QY83-30NC
			25915-6AW2C	QY83-51NC

## 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 6.

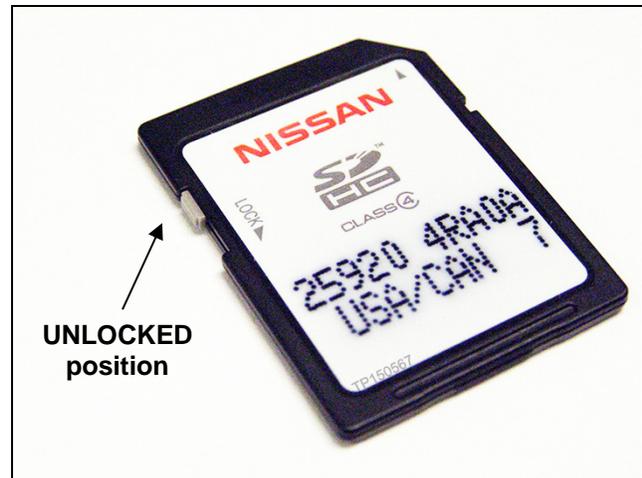


Figure 6

3. Insert the new Map SD Card into the Navigation/audio unit's SD card slot (Figure 8).

**IMPORTANT:**

- Do not touch the gold colored terminals.
- When closing SD card cover, do not push from the center. This may cause the card to partially eject.

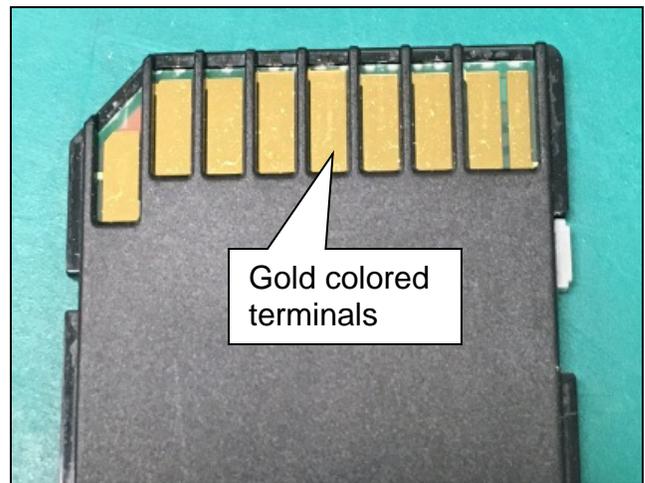


Figure 7



Figure 8

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

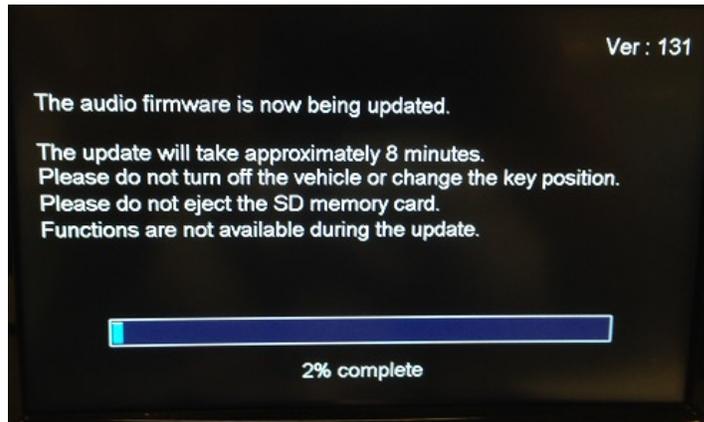


Figure 9

6. When the update has completed, the screen in Figure 10 will be displayed.

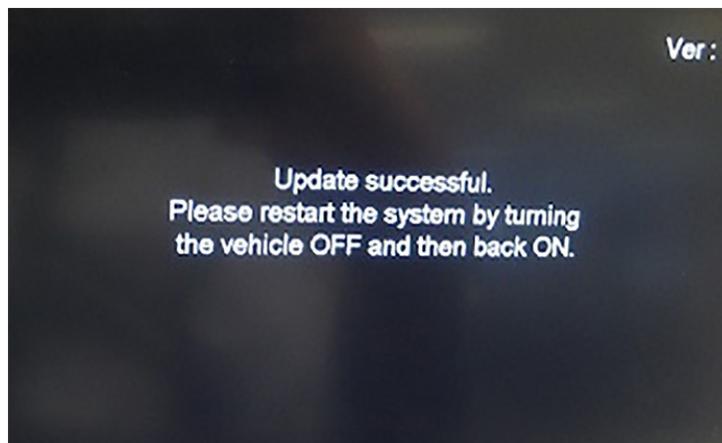


Figure 10

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.