



# SERVICE BULLETIN

Classification: EL17-024	Reference: NTB17-067	Date: August 16, 2017
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## 2016-2017 MURANO; PHONE WILL NOT CONNECT WITH VEHICLE AND BLUETOOTH® AND PHONE BUTTONS ARE GRAYED OUT IN SETTINGS MENU

**APPLIED VEHICLES:** 2016-2017 Murano (Z52)  
2016 Murano Hybrid (Z52)

**APPLIED VIN:** 2016 Murano and Murano Hybrid: All  
2017 Murano: Vehicles built before 5N1AZ2M(\* \*)HN 125538

**APPLIED DATE:** 2016 Murano and Murano Hybrid: All  
2017 Murano: Vehicles built before December 6, 2016

### IF YOU CONFIRM

Or if the customer states their phone, approved for an **APPLIED VEHICLE**, will not connect with the vehicle.

### NOTE:

- When the incident occurs, the “Bluetooth” and “Phone” buttons in the settings menu of the multi AV display are grayed out (not highlighted) and do not respond when pressed.
- When pressing the “Phone” button in the toolbar or on steering wheel, the message “Please wait..” displays.
- The incident may be intermittent.



Figure A

### ACTION

Update the Navigation system software using the SD card shown on page 2 and the **SERVICE PROCEDURE** beginning 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

- Each dealer has been mailed one software update SD card, free of charge, from Clarion.
- Replacement software update SD cards, due to loss or damage, can be obtained by contacting Clarion: 1-800-347-8933.



TP171040

Figure B

## SERVICE PROCEDURE

### Software Version Check and Software Update Confirmation

1. Turn the ignition to the ON position and wait for the MAP screen to display.
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.

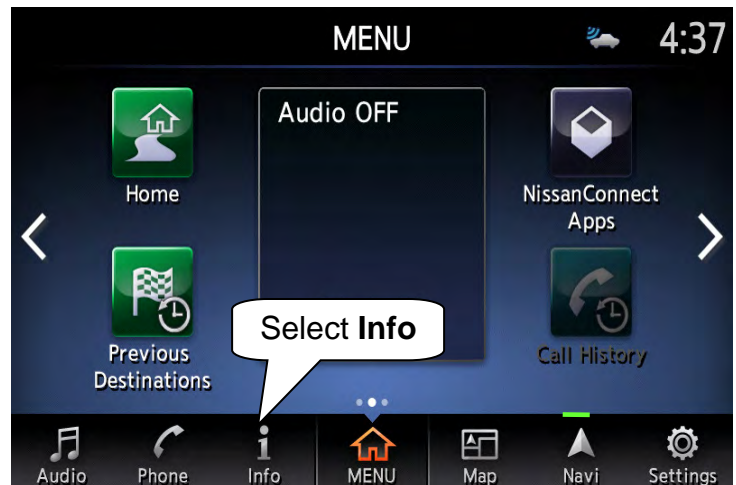


Figure 1

3. Select **Info**.

4. Scroll to the Info screen using the arrows (Figure 2) until **Navigation Version** (Figure 3) is available.



Figure 2

5. Select **Navigation Version**.



Figure 3

6. Check the **Unit code** and **Program Version** number.

- For vehicles with Unit code QY84-\*\*NA or QY84-\*\*NB or QY84-\*\*NC:  
A software update is needed if the Program Version is not 565.

7. Write down the **Unit code** and **Program Version** values on the repair order, and then go to page 5, **AV Control Unit Software Update with Software Update SD Card**.

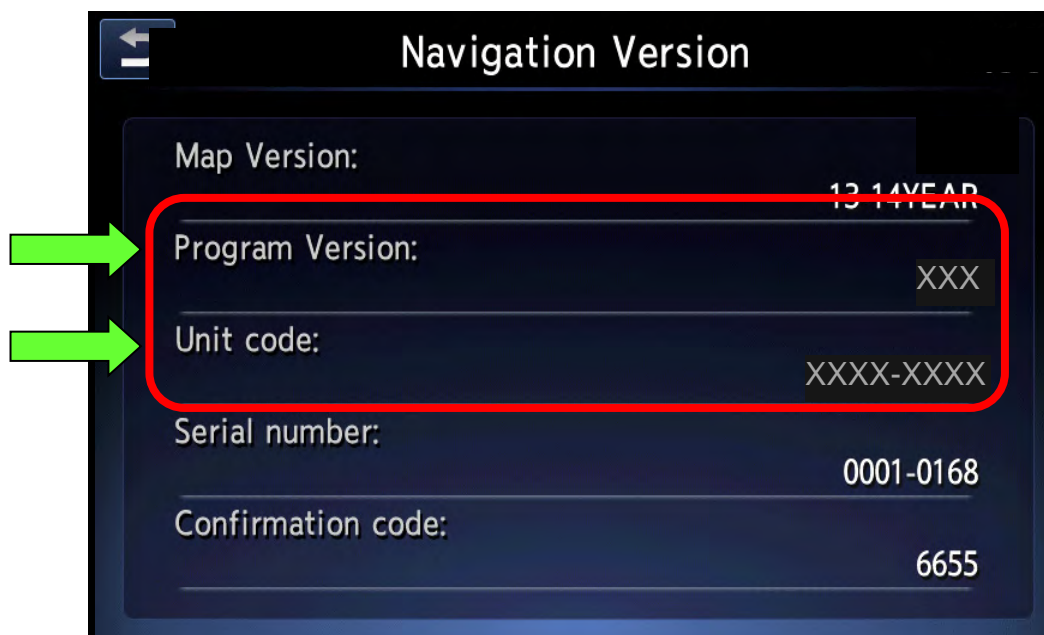


Figure 4

## 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 MAP SD card (not the software update card) is inserted in the SD card slot before starting the software update procedure.

**CAUTION:** When the ignition is in the ON 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 1). Allowing the vehicle to power down during the AV control unit software update may render the AV control unit inoperable.



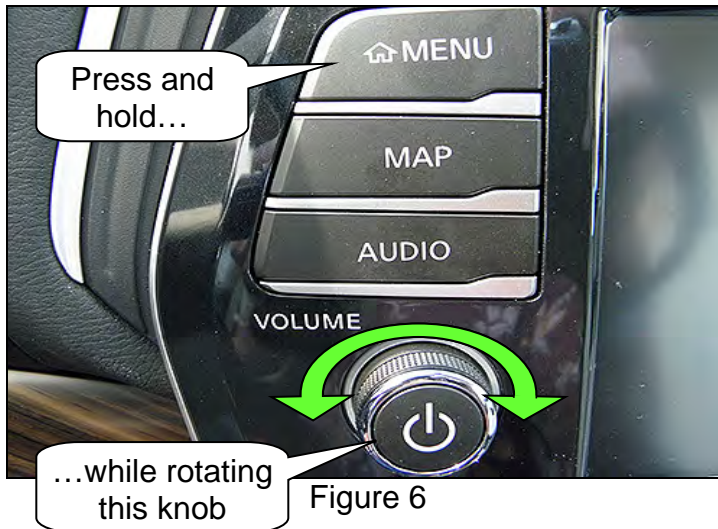
Figure 5

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.

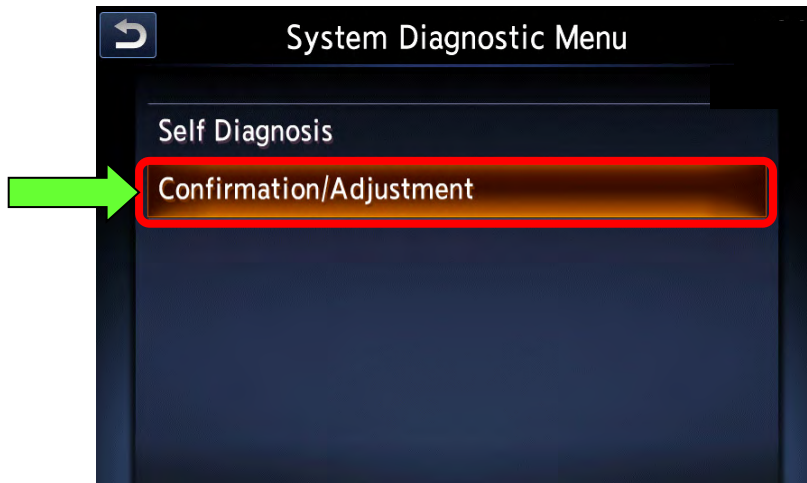
4. Enter **System Diagnostic Menu**.

- 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. Select **Confirmation/Adjustment**.



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

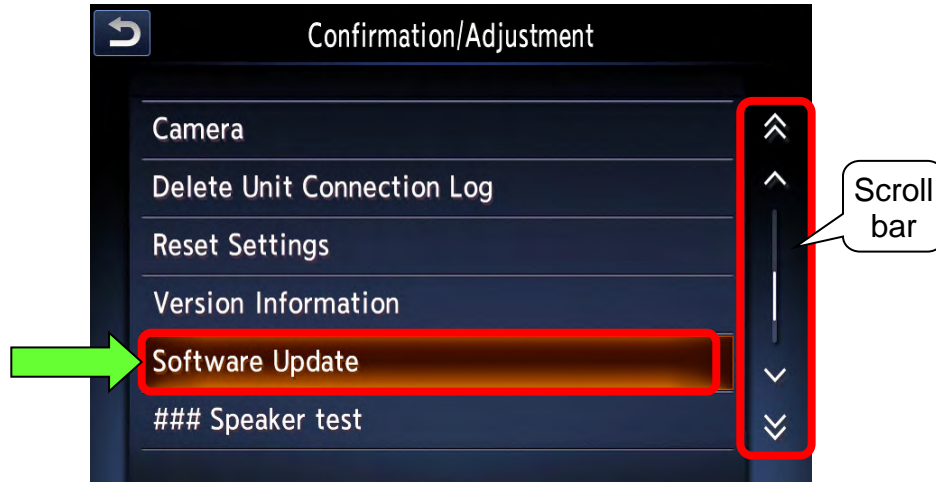


Figure 8

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

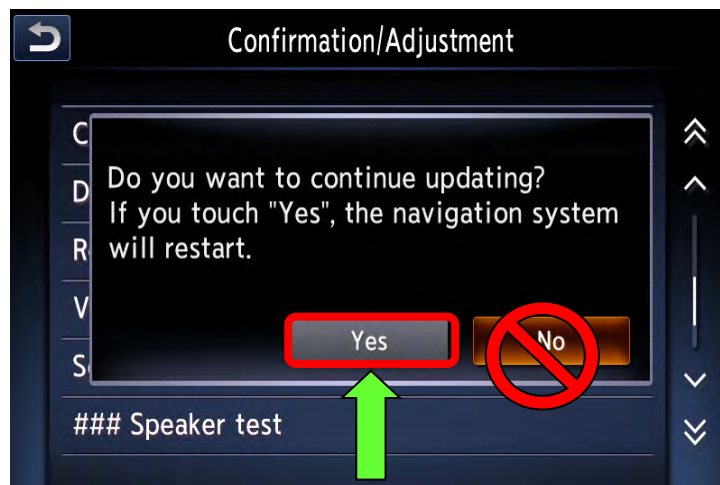


Figure 9

8. Rebooting has completed when the message in Figure 10 displays.

- **DO NOT select “OK” or “CANCEL”.**

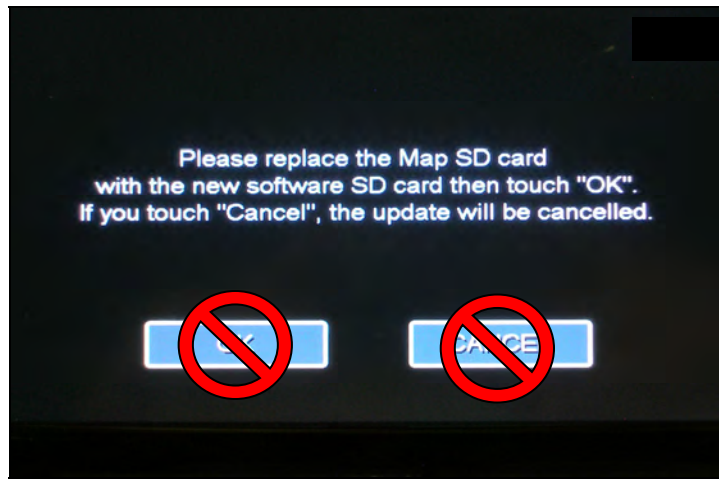


Figure 10

9. Remove the MAP SD card.

- Refer to page 5, Figure 5 for SD card location.
- The SD card slot has a small cover. To access the MAP SD card, open the cover with a suitable tool.
- Push on the MAP SD card, and then it will pop out.

10. Insert the software update SD card. **DO NOT select “OK” or “CANCEL”.**

11. Turn the ignition OFF.

12. Wait two (2) minutes.

- DO NOT open/close doors.
- DO NOT turn ON/OFF any lights.



13. Turn the ignition to the ON position.

14. A message will display that reads:

**Please replace the Update SD memory card with the MAP SD memory card and touch "OK".**

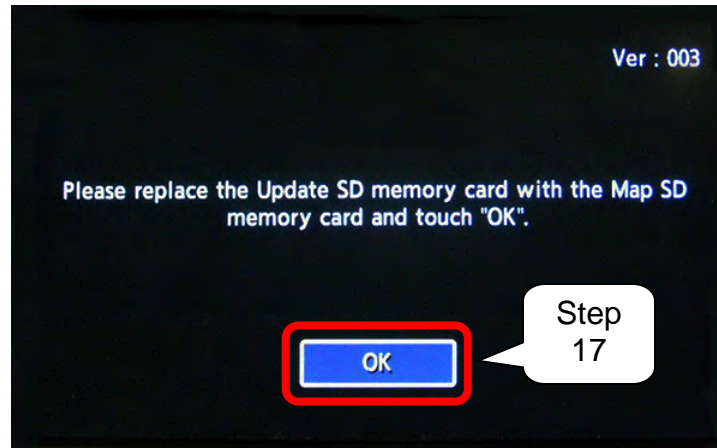


Figure 11

**NOTE:** If the message in Figure 10 (page 8) displays instead of the message in Figure 11, above, perform step 11-13 again.

15. Remove the software update SD card.

16. Insert the MAP SD card.

17. Select **OK** (see Figure 11).

18. After a few seconds, a message will display that 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.**

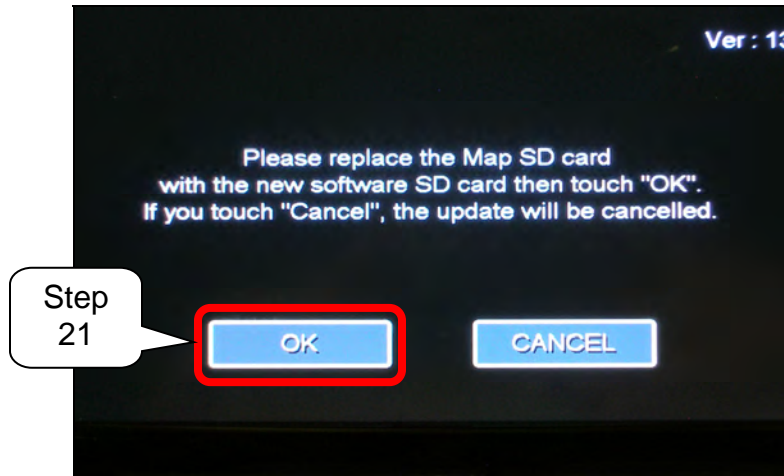


Figure 12

19. Remove the MAP SD card.

20. Insert the software update SD card.

21. Select **OK** (see Figure 12).

22. After selecting **OK**, a message will display that reads:

**The program update will now be started.**

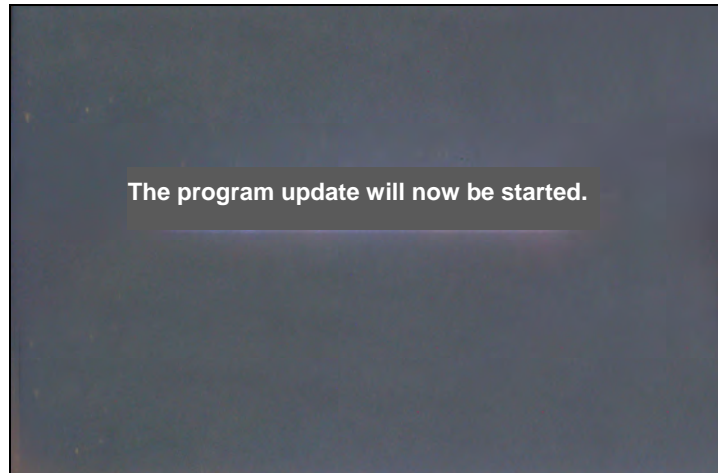


Figure 13

23. After the screen in Figure 13 appears, a screen showing an update status progress bar will appear (see Figure 14).

- The software update will take 10-20 minutes.

**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 14

24. Shortly before the updating process is complete, a message will display that reads:

**Please replace the Update SD memory card with the Map SD memory card and touch "OK".**

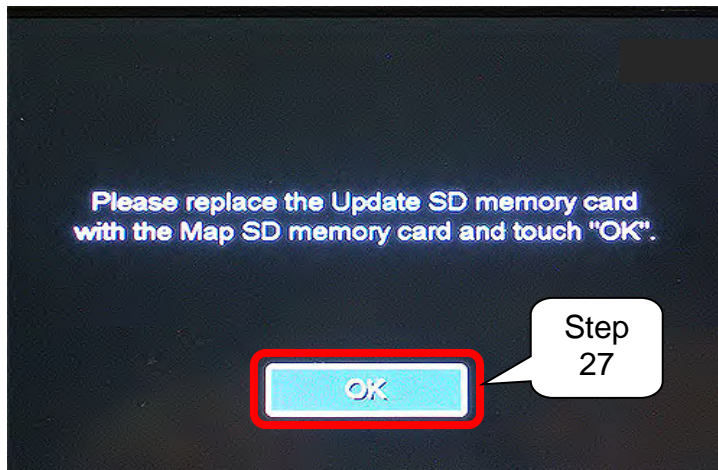


Figure 15

25. Remove the software update SD card.

26. Insert the MAP SD card.

27. Select **OK** (see Figure 15).

28. After a few minutes, a message will display that reads:

**Update successful. Please restart the system by turning the vehicle OFF and then back ON.**

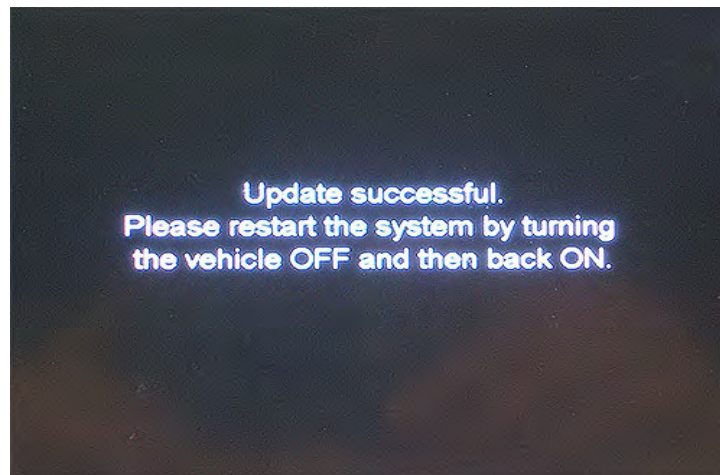


Figure 16

29. Turn the hazard warning lamps OFF.

30. Turn the ignition OFF.

31. Wait two (2) minutes.

- DO NOT open/close doors.
- DO NOT turn ON/OFF any lights.

32. Turn the ignition to the ON position.

33. Perform Software Version Check and Software Update Confirmation (beginning on page 3) to verify the software version has been updated.

- For vehicles with Unit code QY84-\*\*NA or QY84-\*\*NB or QY84-\*\*NC:  
The program version should now be 565.

## CLAIMS INFORMATION

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

DESCRIPTION	OP CODE	SYM	DIA	FRT
Navigation Software Update	RX5TAA	ZE	32	0.3