



SERVICE BULLETIN

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NAVIGATION SYMPTOMS WHEN SD CARD IS MISSING OR WRONG CARD INSTALLED

This bulletin has been amended. The Applied Vehicles section has been revised, and changes have been made to the table beginning on page 5. No other changes have been made. Please discard previous versions of this bulletin.

- APPLIED VEHICLES:**
- 2015-2018 Murano (Z52)
 - 2016 Murano Hybrid (Z52)
 - 2016-2017 LEAF (ZE0)
 - 2018 LEAF (ZE1)
 - 2016-2018 Maxima (A36)
 - 2017-2018 GT-R (R35)
 - 2018 Altima (L33)

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**.

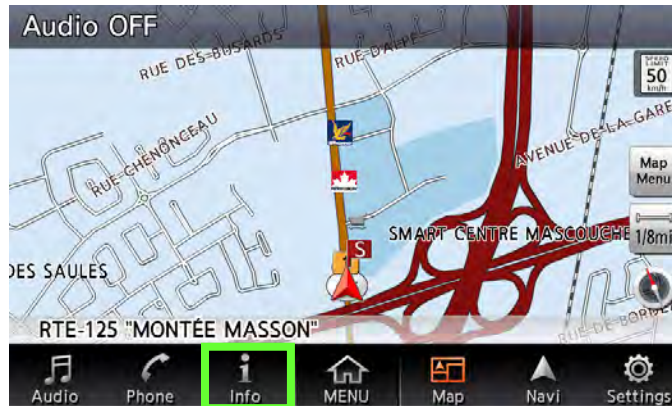


Figure 2

b. Select **Navigation Version**.



Figure 3

- c. Check "Unit code".

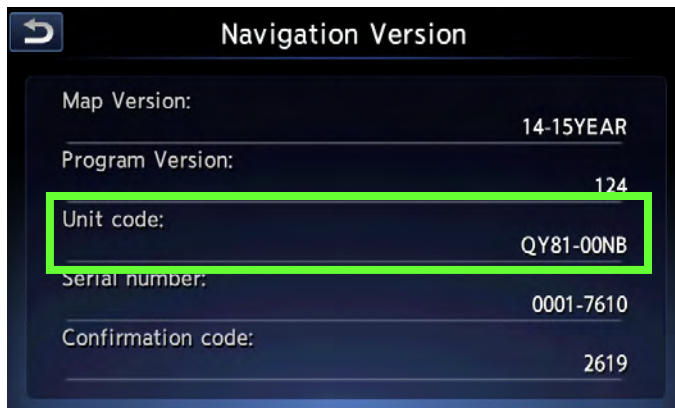


Figure 4

- 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.

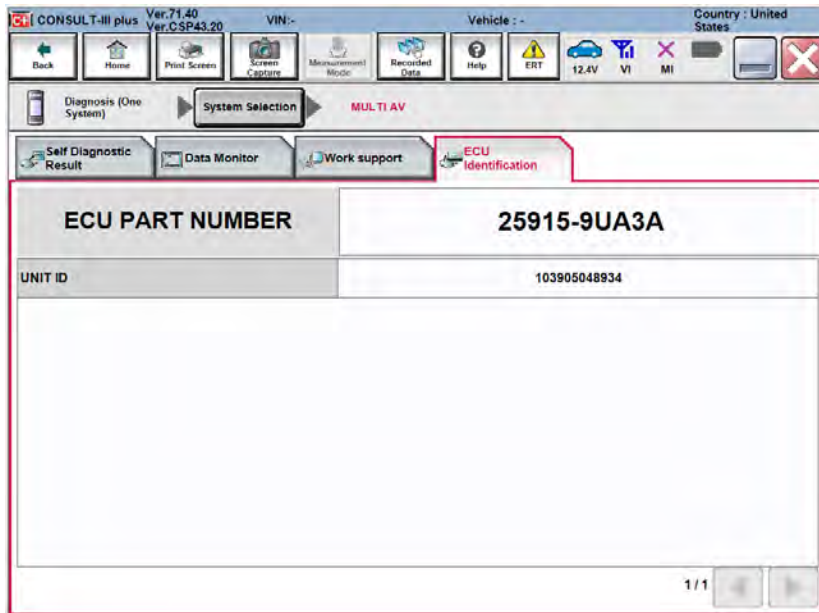


Figure 5

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 |
|---------------|------------|----------------------|---------------------|-----------|
| Murano | 18MY | 25920 9UE0A | 25915-9UE1A | QY87-50NA |
| | | | 25915-9UE0A | QY87-00NA |
| | | | 25915-9UE3A | QY87-51NA |
| | | | 25915-9UE2A | QY87-01NA |
| | | 25915-9UE9A | QY87-58NA | |
| | | 25920 9UE9A | 25915-9UE9A | QY87-58NA |
| Maxima | 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 |
| | 18MY | 25920 9DE0A | 25915-9DE1A | QY88-50NA |
| | | | 25915-9DE0A | QY88-00NA |
| | | | 25915-9DE3A | QY88-51NA |
| | | | 25915-9DE2A | QY88-01NA |
| | | 25920 9DE9A | 25915-9DE9A | QY88-58NA |

SD Card Numbers by Unit Code (continued)

| VEHICLE MODEL | VEHICLE MY | SD CARD PART NUMBERS | NISSAN PART NUMBERS | UNIT CODE |
|---------------|------------|----------------------|---------------------|-----------|
| LEAF | 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 |
| | 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 |
| | 18MY | 25920 5SA0A | 25915-5SA1A | QY86-50NA |
| | | | 25915-5SA0A | QY86-00NA |
| | | | 25915-5SG1A | QY86-51NA |
| | | | 25915-5SG0A | QY86-01NA |
| GT-R | 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 |
| | 18MY | 25920 6HR2A | 25915-6HR2A | QY83-50PA |
| | | | 25915-6HR3A | QY83-30PA |
| | | | 25915-6HR4A | QY83-51PA |
| | | 25920 6HR2B | 25915-6HR2B | QY83-50PB |
| | | | 25915-6HR3B | QY83-30PB |
| | | | 25915-6HR4B | QY83-51PB |
| | | 25920 6HR2C | 25915-6HR2C | QY83-50PC |
| | | | 25915-6HR3C | QY83-30PC |
| | | | 25915-6HR4C | QY83-51PC |
| Altima | 18MY | 25920 9HU0A | 25915-9HU1A | QY89-50NA |
| | | | 25915-9HU0A | QY89-00NA |
| | | | 25915-9HU3A | QY89-51NA |
| | | | 25915-9HU2A | QY89-01NA |

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.

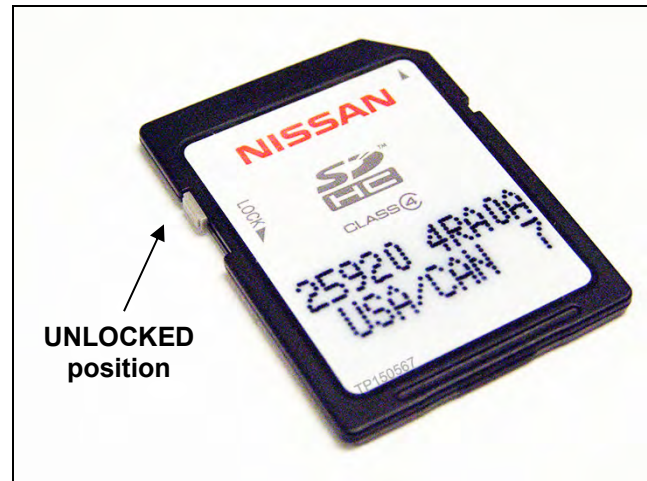


Figure 6

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.

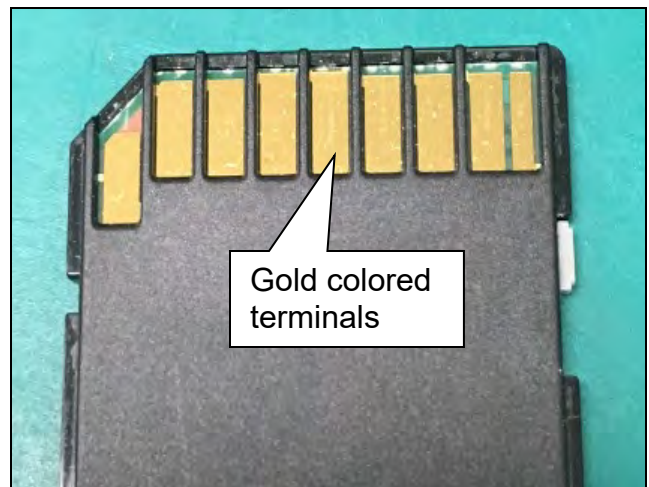


Figure 7



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.

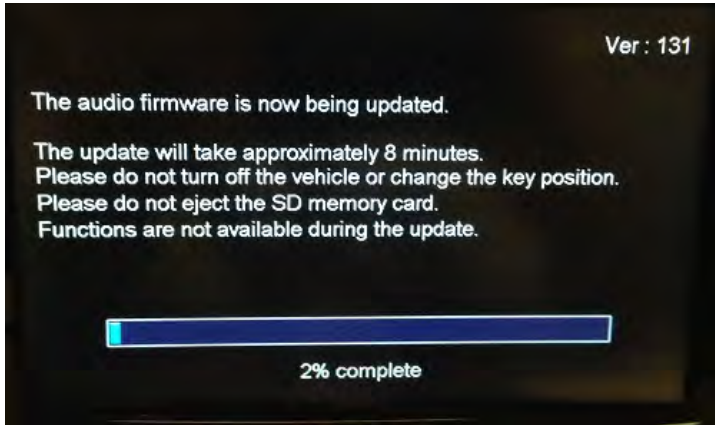


Figure 9

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

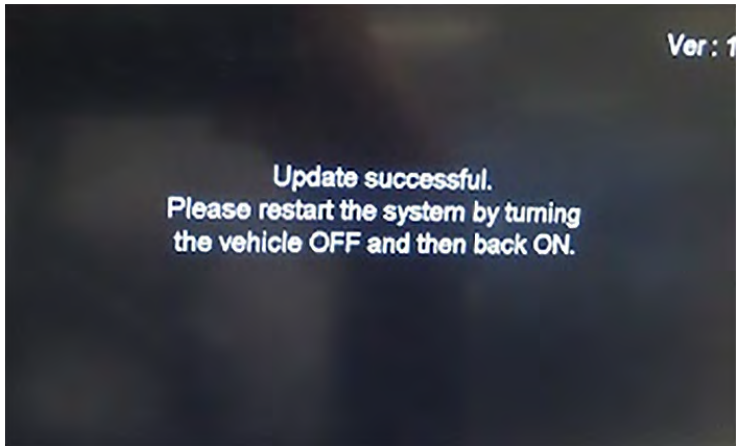


Figure 10

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.

