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SERVICE BULLETIN

Classification:	Reference:	Date:
AN15-002K	NTB15-009K	March 23, 2021

NAVIGATION SYMPTOMS WHEN SD CARD IS MISSING OR WRONG CARD INSTALLED

This bulletin has been amended. See AMENDMENT HISTORY on the last page.
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).

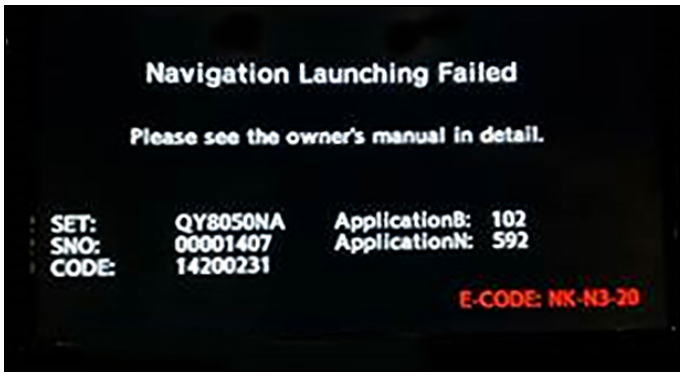

Figure 1

If the SD Map Card has been removed from a Navigation/audio unit and was:

- **Mixed up with other SD Map Cards**
  - ➢ Insert individual SD Map Cards until one can be found that does not cause the error message in Figure 1 to display.

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

  Or

  - ➢ Check the “A/V Unit code” (page 3) and then look up the correct SD card part number with the **SD Card Numbers by Unit Code** table 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 the correct SD card part number with the **SD Card Numbers by Unit Code** table starting on page 5.
- **Lost**
  - ➢ Order a new SD Map Card from Nissan. <u>This is not covered under warranty</u>.
  - ➢ 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.

Check the A/V Unit code

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

   a. Select **Info**.

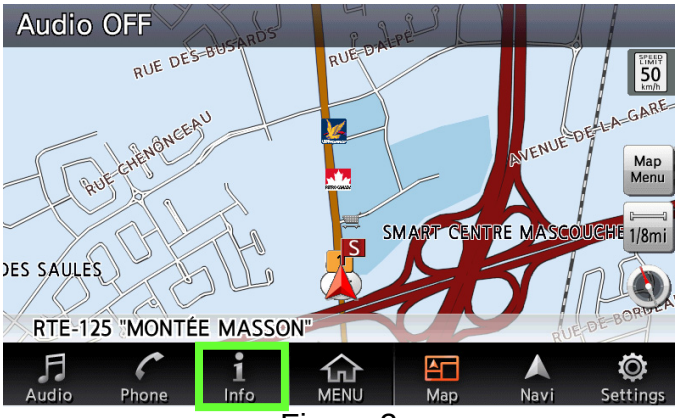

Figure 2

   b. Select **Navigation Version**.

Figure 3

c. Check “Unit code”.

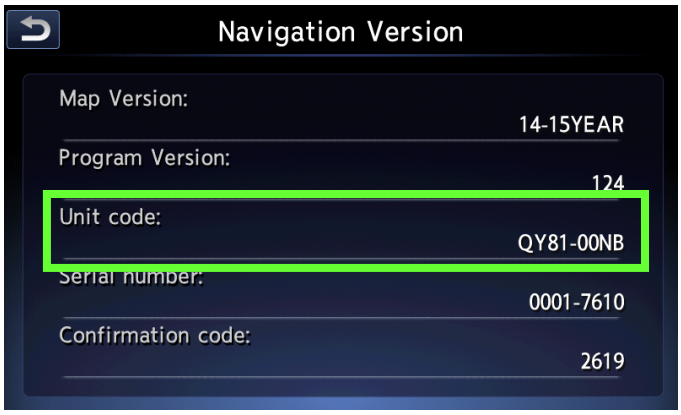

Figure 4

d. Refer to the **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.

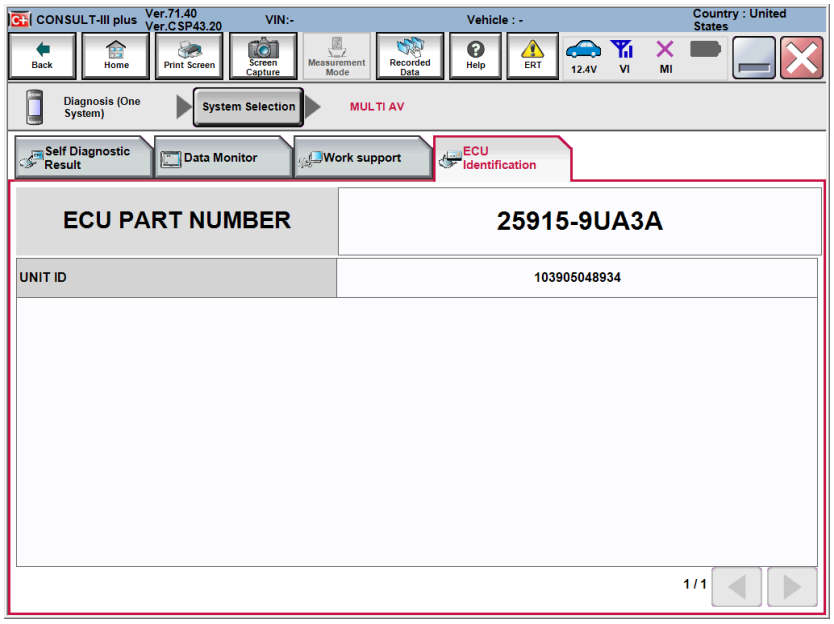

Figure 5

2. Refer to the **SD Card Numbers by Unit Code** table starting on the next page to confirm 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
	16-17MY	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	ECU PART NUMBER (MULTI AV)	UNIT CODE
Murano	18MY	25920 9UE0A	25915-9UE1A	QY87-50NA
			25915-9UE0A	QY87-00NA
			25915-9UE3A	QY87-51NA
			25915-9UE2A	QY87-01NA
		25920 9UE0B	25915-9UE1B	QY87-50NB
			25915-9UE0B	QY87-00NB
			25915-9UE3B	QY87-51NB
			25915-9UE2B	QY87-01NB
		25920 9UE0C	25915-9UE1C	QY87-50NC
			25915-9UE0C	QY87-00NC
			25915-9UE3C	QY87-51NC
			25915-9UE2C	QY87-01NC
		25920 9UE0D	25915-9UE1D	QY87-50ND
			25915-9UE0D	QY87-00ND
			25915-9UE3D	QY87-51ND
			25915-9UE2D	QY87-01ND
		25920 9UE9C	25915-9UE9C	QY87-58NC

SD Card Numbers by Unit Code (continued)

VEHICLE MODEL	VEHICLE MY	SD CARD PART NUMBERS	ECU PART NUMBER (MULTI AV)	UNIT CODE
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

SD Card Numbers by Unit Code (continued)

VEHICLE MODEL	VEHICLE MY	SD CARD PART NUMBERS	ECU PART NUMBER (MULTI AV)	UNIT CODE
Maxima	18MY	25920 9DE0A	25915-9DE1A	QY88-50NA
			25915-9DE0A	QY88-00NA
			25915-9DE3A	QY88-51NA
			25915-9DE2A	QY88-01NA
		25920 9DE0B	25915-9DE1B	QY88-50NB
			25915-9DE0B	QY88-00NB
			25915-9DE3B	QY88-51NB
			25915-9DE2B	QY88-01NB
		25920 9DE0C	25915-9DE1C	QY88-50NC
			25915-9DE0C	QY88-00NC
			25915-9DE3C	QY88-51NC
			25915-9DE2C	QY88-01NC
		25910 9DE0D	25915-9DE1D	QY88-50ND
			25915-9DE0D	QY88-00ND
			25915-9DE3D	QY88-51ND
			25915-9DE2D	QY88-01ND
		25920 9DE9C	25915-9DE9C	QY88-58NC

SD Card Numbers by Unit Code (continued)

VEHICLE MODEL	VEHICLE MY	SD CARD PART NUMBERS	ECU PART NUMBER (MULTI AV)	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
		25920 5SA0B	25915-5SA1B	QY86-50NB
			25915-5SA0B	QY86-00NB
			25915-5SG1B	QY86-51NB
			25915-5SG0B	QY86-01NB
		25920 5SA0C	25915-5SA1C	QY86-50NC
			25915-5SA0C	QY86-00NC
			25915-5SG1C	QY86-51NC
			25915-5SG0C	QY86-01NC
		25920 5SA0D	25915-5SA1D	QY86-50ND
			25915-5SA0D	QY86-00ND
			25915-5SG1D	QY86-51ND
			25915-5SG0D	QY86-01ND
		25920 5SA0E	25915-5SA1E	QY86-50NE
			25915-5SA0E	QY86-00NE
			25915-5SG1E	QY86-51NE
			25915-5SG0E	QY86-01NE

SD Card Numbers by Unit Code (continued)

VEHICLE MODEL	VEHICLE MY	SD CARD PART NUMBERS	ECU PART NUMBER (MULTI AV)	UNIT CODE
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
		25920 9HU0B	25915-9HU1B	QY89-50NB
			25915-9HU0B	QY89-00NB
			25915-9HU3B	QY89-51NB
			25915-9HU2B	QY89-01NB
		25920 9HU0C	25915-9HU1C	QY89-50NC
			25915-9HU0C	QY89-00NC
			25915-9HU3C	QY89-51NC
			25915-9HU2C	QY89-01NC

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 <u>will only update one (1) Navigation/audio unit</u>.
- 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.

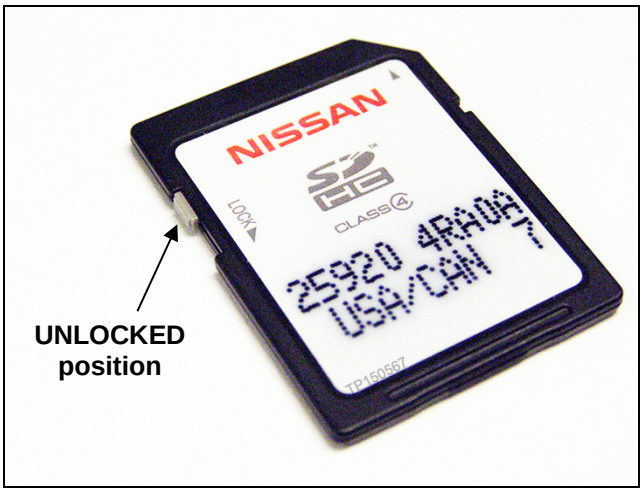

Figure 6

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.

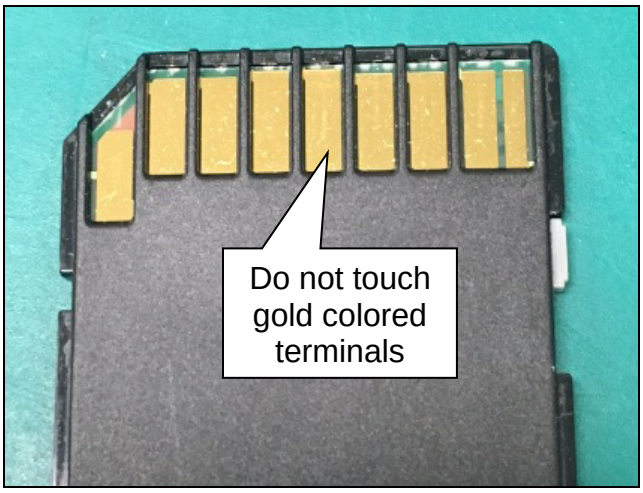

Figure 7

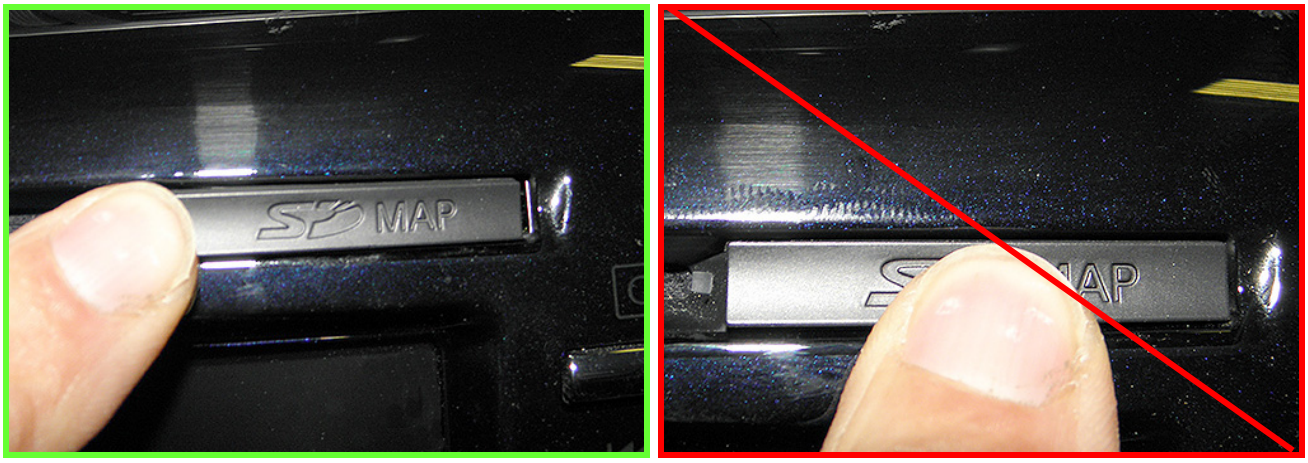

Figure 8

4. Confirm the parking brake is set, then 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.
   - Several other similar screens will display during the update.
   - The total update will take approximately 15 minutes to complete.

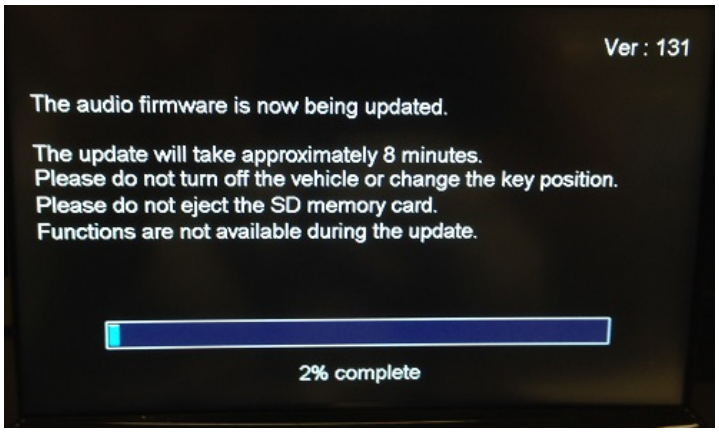

Figure 9

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

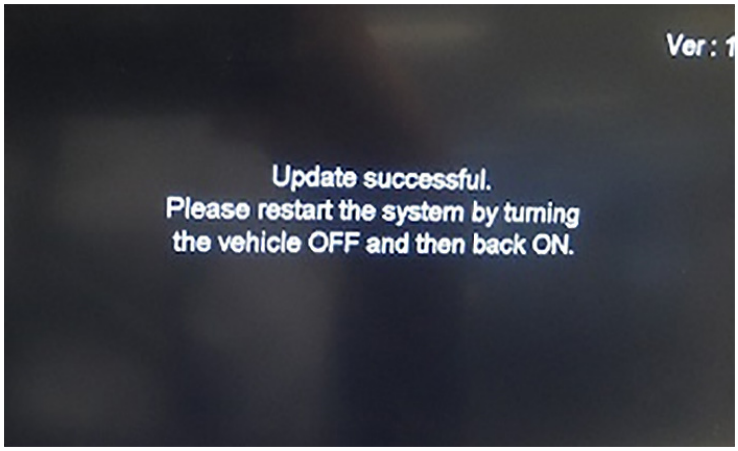

Figure 10

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.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 13, 2015	NTB15-009	Original bulletin published.
July 7, 2015	NTB15-009A	APPLIED VEHICLES section revised.
October 27, 2015	NTB15-009B	APPLIED VEHICLES section and pages 3-4 revised.
November 12, 2015	NTB15-009C	Step added to Installing a New Map SD Card procedure.
December 20, 2016	NTB15-009D	APPLIED VEHICLES section revised.
July 13, 2017	NTB15-009E	Changes made throughout
August 1, 2017	NTB15-009F	Page 5 revised.
March 6, 2018	NTB15-009G	APPLIED VEHICLES section revised, and changes made beginning on page 5.
April 5, 2018	NTB15-009H	Pages 5-6 revised.
May 23, 2018	NTB15-009I	Pages 6-9 revised.
January 30, 2019	NTB15-009J	Pages 6-9 revised.
March 23, 2021	NTB15-009K	Classification number updated.