



SERVICE BULLETIN

Classification: AN15-016C	Reference: NTB15-066C	Date: March 23, 2021
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2015 MURANO; AV CONTROL UNIT AND A/C SWITCH ASSEMBLY SERVICE INFORMATION

This bulletin has been amended. See **AMENDMENT HISTORY** on the last page.
Please discard all previous versions of this bulletin.

APPLIED VEHICLE: 2015 Murano (Z52) equipped with Navigation system
APPLIED VIN: Vehicles built before 5N1AZ2M(* *)FN 244929
APPLIED DATE: Vehicles built before June 6, 2015

SERVICE INFORMATION

If an AV control unit or A/C switch assembly of an applied vehicle is being replaced for any reason, further repair procedures may need to be performed.

- If an AV control unit needs to be replaced, the A/C switch assembly may also need to be replaced.
 - Refer to page 2 to determine the proper repair.
- If an A/C switch assembly needs to be replaced, the AV control unit's software may need to be updated.
 - Refer to page 2 to determine the proper 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.

NOTE: If the information below determines both parts need replacement, do not replace them at different times. Make sure both parts are replaced at the same time.

AV Control Unit Replacement:

Whenever an AV control unit on an applied vehicle is replaced for any reason, check the part number (P/N) of the A/C switch assembly (A/C Controller Assembly).

- If the P/N is 27500-5AA1**A**, replace the A/C switch assembly with 27500-5AA1**C**.
- If the P/N is NOT 27500-5AA1**A**, do NOT replace the A/C switch assembly.

NOTE: The A/C switch assembly P/N can be checked by the following:

- While removing the AV control unit (see page 3, Figure 1)
- Access Service COMM for previous warranty repairs that included A/C switch assembly replacement (it would list the replacement P/N)

A/C switch assembly (A/C Controller Assembly) Replacement:

Whenever an A/C switch assembly on an applied vehicle is replaced for any reason, check the AV control unit's software version for possible software update.

- Go to **Software Version Check and Software Update Confirmation** (page 4) to determine if the AV control unit's software needs to be updated.
- If the software needs to be updated, go to **AV Control Unit Software Update with Software Update SD Card** (page 6).
 - Software is updated with "SD card Z52 A36 NTB16-093" (see Figure A).
 - SD cards with updated software have been sent to each dealer.
 - Replacement software update SD cards, due to loss or damage, can be obtained by contacting Clarion: 1-800-347-8933.



Figure A

NOTE: This service information is only for applied vehicles built before the VIN and date specified on page 1 in **APPLIED VEHICLE**.

SERVICE PROCEDURE

Repair Flow Chart

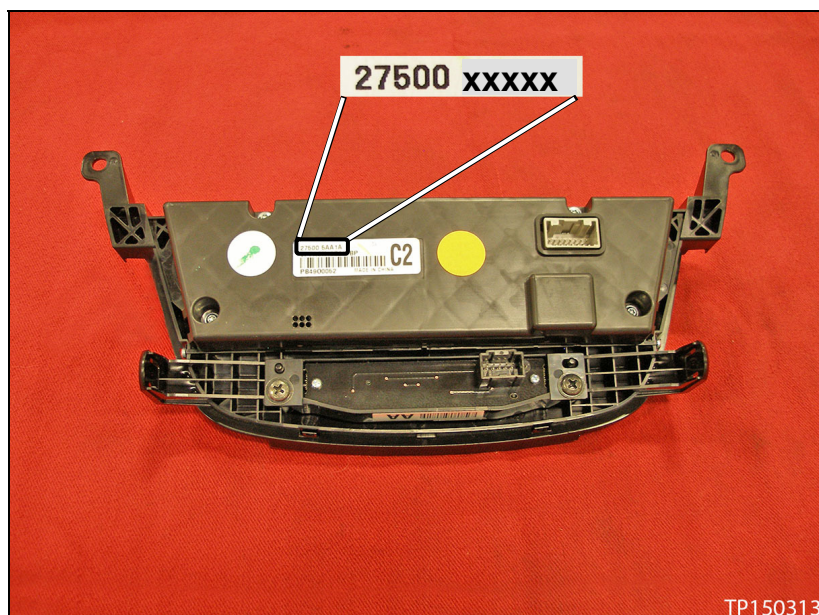
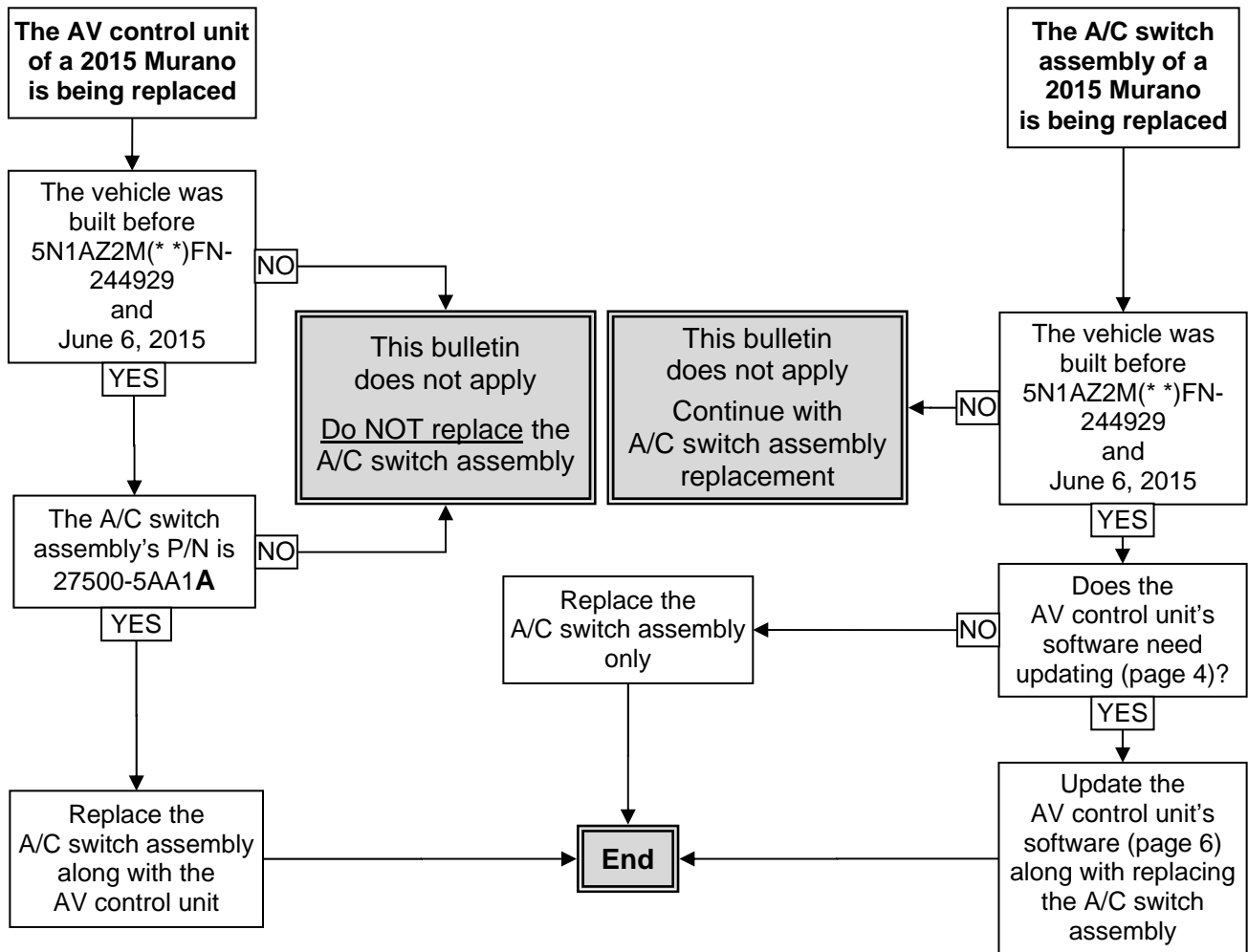


Figure 1: Location of A/C switch assembly P/N

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 turned ON, press the volume knob again to turn the audio system OFF.
3. Enter **System Diagnostic Menu**:
 - Press and hold down the MENU button and at the same time rotate the volume knob back and forth until **System Diagnostic Menu** displays.

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

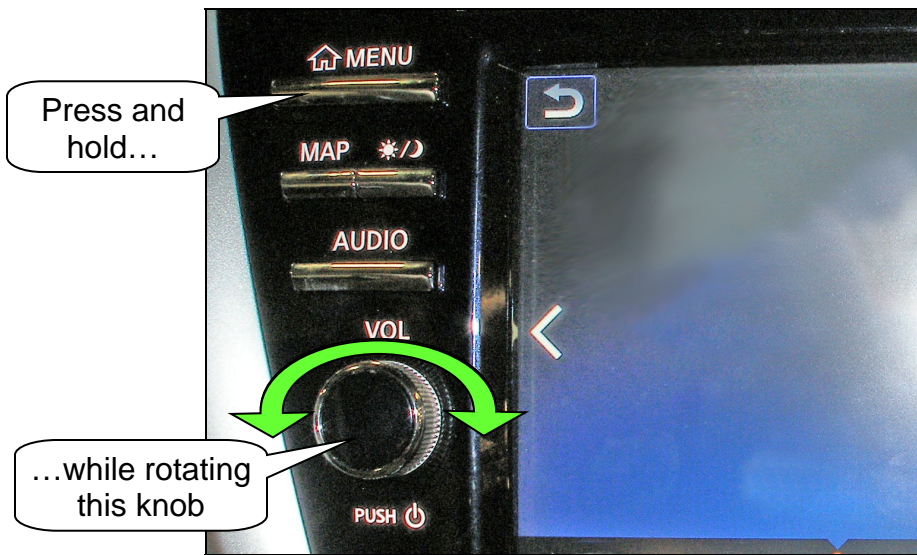


Figure 2

4. Press **Confirmation/Adjustment**.

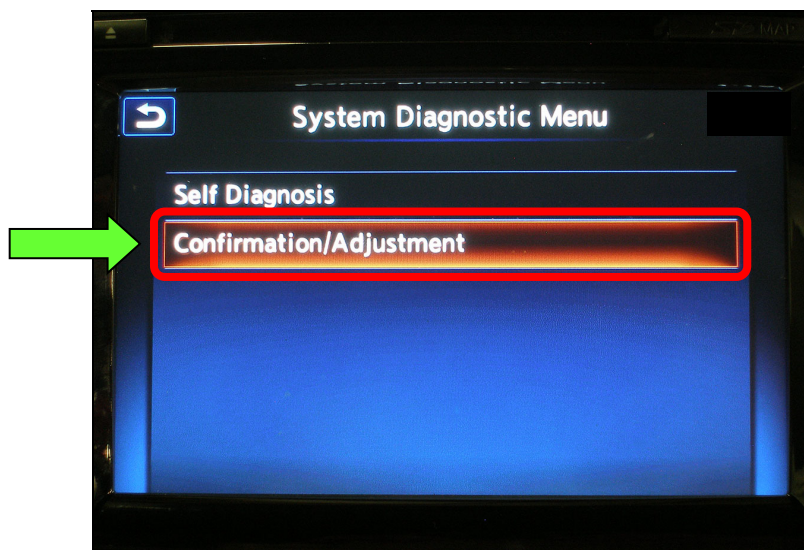


Figure 3

5. Use the scroll bar to get **Version Information** to display, and then select **Version Information**.

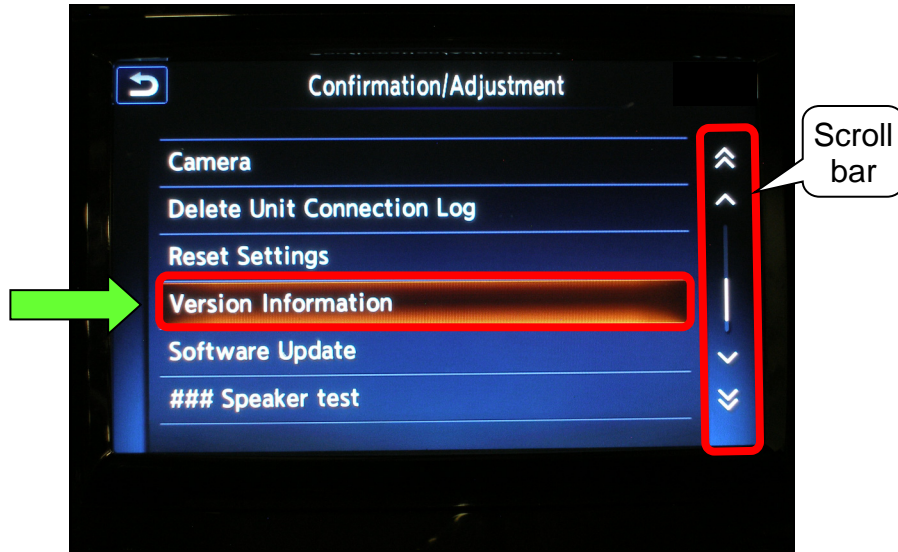


Figure 4

6. Check the software number next to **Power Micon Software**.
 - If **054** or higher, a software update is not needed, or has been successfully performed.
 - If less than **054**, a software update needs to be performed.
 - If a software update needs to be performed, leave the screen as is, and then go to page 6, **AV Control Unit Software Update with Software Update SD Card**.

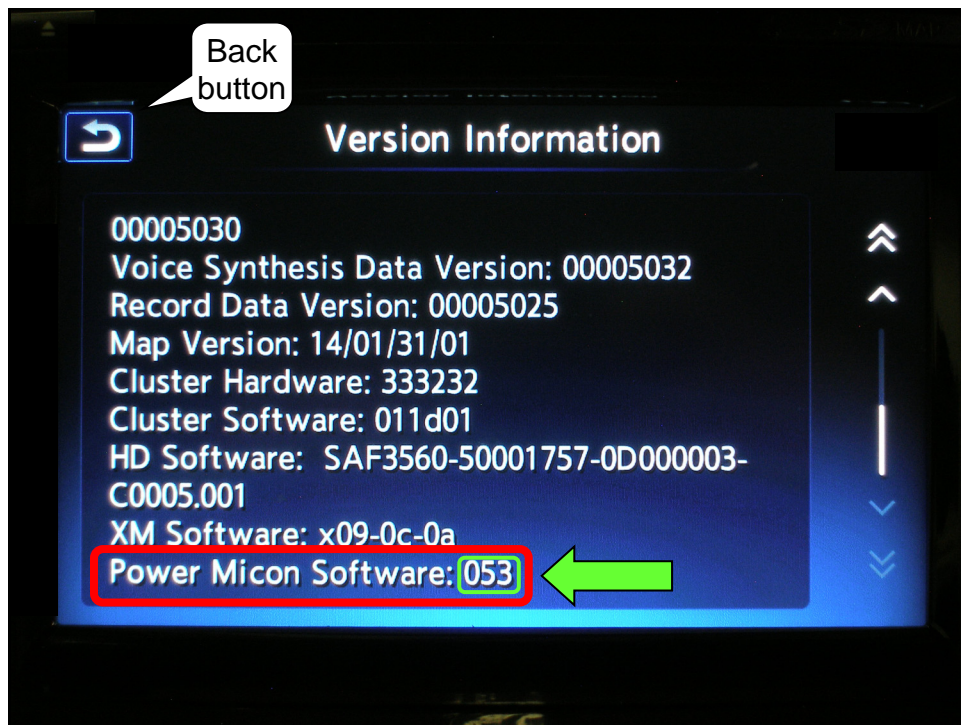


Figure 5

AV Control Unit Software Update with Software Update SD Card

NOTE:

- Refer to Figure 6 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.



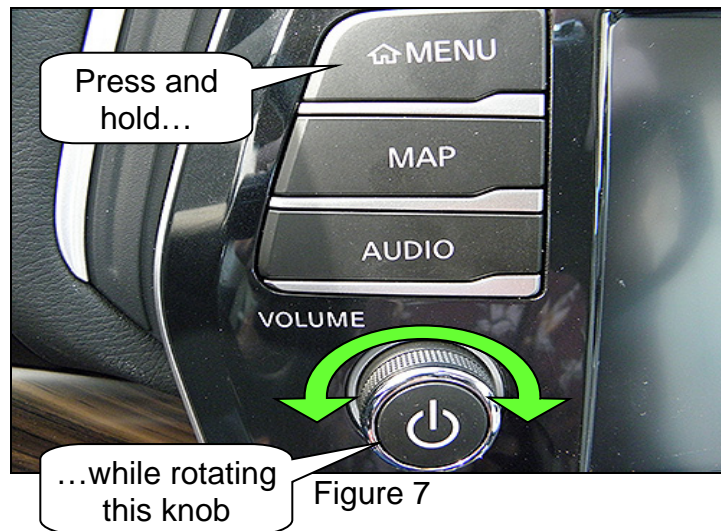
Figure 6

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 9

7. Once **Software Update** is selected, the message in Figure 10 will appear.
- Select **Yes** (the system will then reboot automatically).

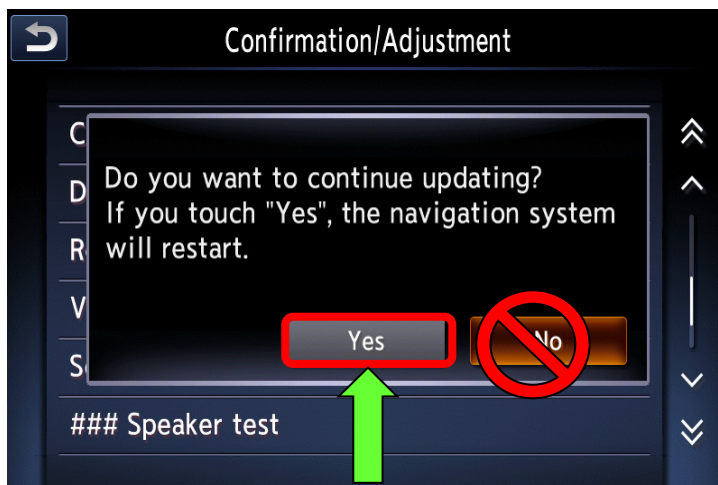


Figure 10

8. Rebooting has completed when the message in Figure 11 displays.

- **DO NOT select “OK” or “CANCEL”.**

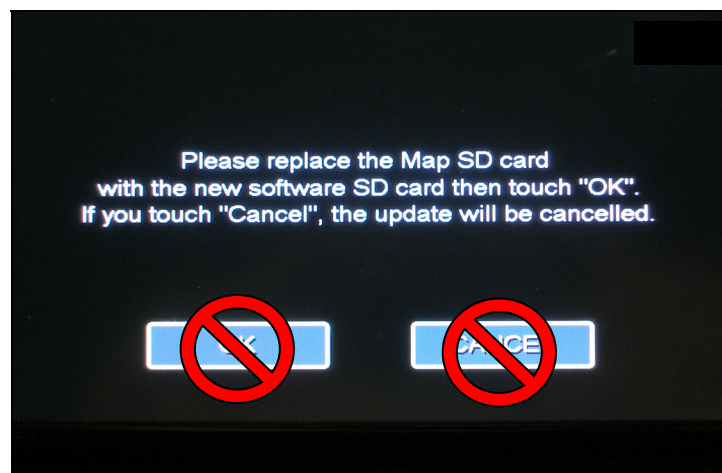


Figure 11

9. Remove the MAP SD card.

- Refer to page 6, Figure 6 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".

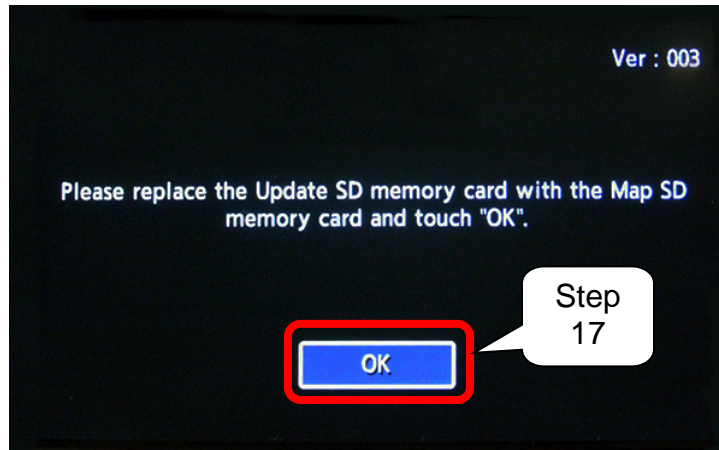


Figure 12

NOTE: If the message in Figure 11 (page 9) displays instead of the message in Figure 12, above, perform step 11-13 again.

15. Remove the software update SD card.

16. Insert the MAP SD card.

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

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.

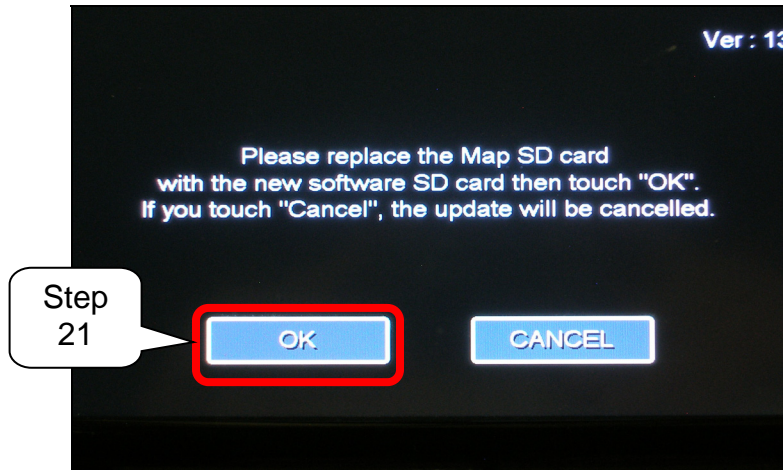


Figure 13

19. Remove the MAP SD card.

20. Insert the software update SD card.

21. Select **OK** (see Figure 13).

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

The program update will now be started.

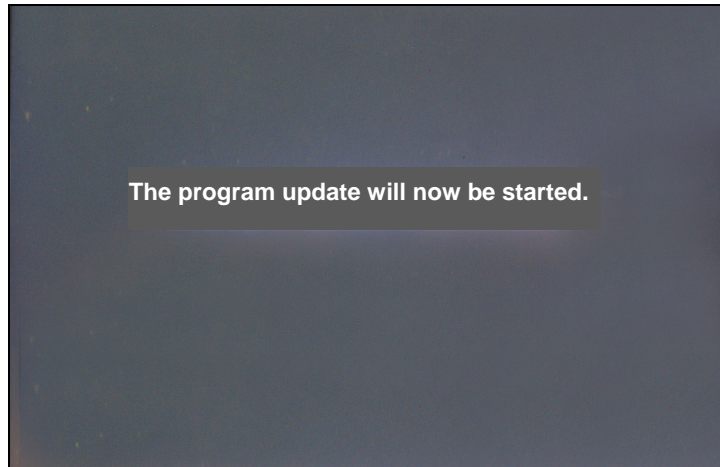


Figure 14

23. After the screen in Figure 14 appears, a screen showing an update status progress bar will appear (see Figure 15).

- 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 15

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".**

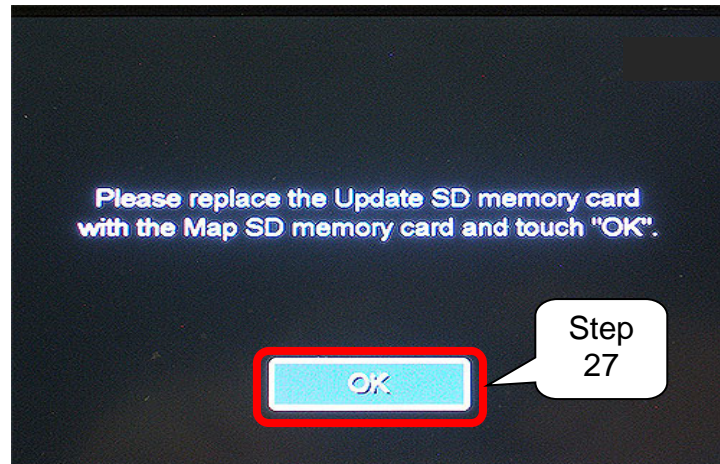


Figure 16

25. Remove the software update SD card.

26. Insert the MAP SD card.

27. Select **OK** (see Figure 16).

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.**

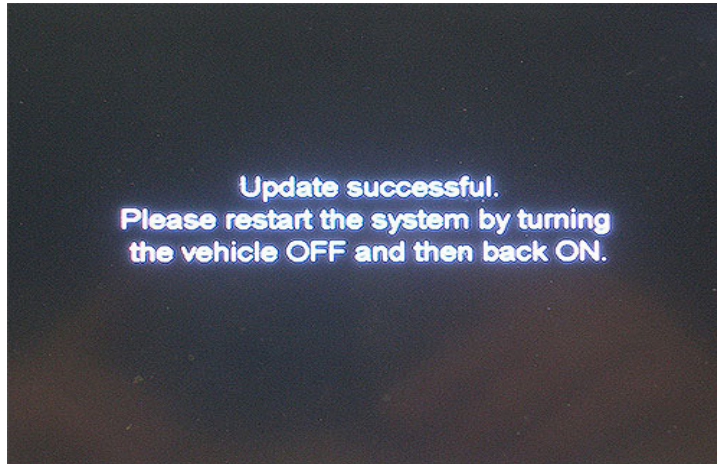


Figure 17

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. Go to **Software Version Check and Software Update Confirmation** (page 4) to verify the software version is "054" or higher.

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 – No Software Update	RX4ZAA	ZE	32	0.2

OR

DESCRIPTION	OP CODE	SYM	DIA	FRT
Confirm AV Control Unit Software – Perform Software Update	RX5AAA	ZE	32	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 5, 2015	NTB15-066	Original bulletin published
December 16, 2015	NTB15-066A	Changes to CLAIMS INFORMATION
April 20, 2017	NTB15-066B	Changes throughout
March 23, 2021	NTB15-066C	Classification number updated