

AN14-057E

Classification:

NTB15-001E

Reference:

March 22, 2021

Date:

AV CONTROL UNIT REPLACEMENT

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

APPLIED VEHICLES:

2017 GT-R (R35) 2016-2017 LEAF (ZE0) 2016-2017 Maxima (A36) 2015-2017 Murano (Z52) 2016 Murano Hybrid (Z52)

Vehicles equipped with Navigation

SERVICE INFORMATION

If the AV control unit needs to be replaced in an Applied Vehicle for any reason:

• Follow the Service Procedure in this bulletin to make sure all necessary configurations and registration are completed correctly.

NOTE:

- Do not remove the SD Map Card when returning the Navigation/audio head unit for parts warranty. <u>Head units must be returned with correct SD Map Cards</u> or the dealer will be charged back.
- The Apps mode will not function if the AV control unit registration code is not registered.

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.

SERVICE PROCEDURE

Before starting, make sure your ASIST has been synchronized to the current date and all CONSULT-III (C-III) plus upgrades have been installed.

Parts of this Procedure

- PART 1: Write Down Information Located on the New / Replacement AV Control Unit
- PART 2: Record Multi AV Configuration Values of the Original AV Control Unit
- PART 3: Replace the AV Control Unit
- PART 4: Check Replacement AV Control Unit Configuration
- PART 5: Configure the Multi AV System / AV Control Unit
- PART 6: Manually Configure the Multi AV System / AV Control Unit (if needed)
- PART 7: Clear Codes and Check AV System Operation
- PART 8: Register the Replacement AV Control Unit

PART 1: Write Down Information Located on the New / Replacement AV Control Unit

- 1. On the replacement AV control unit's label, locate and write down the following information:
 - a. Registration code
 - b. Part number (25915-XXXXX)
 - c. Model number
 - Registration code, AV control unit part number, and model number locations are shown in Figure 1.
 - The registration code will be supplied to Nissan Owner Services later in this procedure.
 - The AV control unit part number and the model number should be provided to Clarion if/when replacing the AV control unit.



Figure 1

- 2. Make sure the shift selector is in Park.
- 3. Set the parking brake.
- 4. Connect the C-III plus VI to the vehicle.
- 5. Connect the GR8 to the 12V battery and set to ECM Power Supply Mode.
- 6. Turn the ignition ON, engine OFF. For LEAF, push the vehicle power switch twice to **ON** mode.
- 7. Open C-III plus on the CONSULT PC.
- 8. Select Re/programming Configuration.

Connection Status	
Serial No. Status Diagnosis (One System)	
VI 2300090 Normal Mode/Wireless connection Diagnosis (All Systems)	
	ep }
Select VI/MI	
Application Setting Sub mode Image Setting Maintenance	
VDR	

Figure 2

- 9. Read the Precautions.
 - When finished, touch the Confirmed instructions box to insert a check mark, and then select Next.





12.7 0 50 Re/programming Configuration ◀ Vehicle Confirmatio Automatic Selection(VIN) Manual Selection(Vehicle Na Vehicle Name Model Year NISSAN *MURANO Camp:P820* JUKE QUEST INFINITI 350Z LEAF ROGUE MAXIMA SENTRA 370Z 370Z Convertible MURANO TITAN Step MURANO Cross Cabriolet ΔΙ ΤΙΜΔ TITAN 10 NISSAN GT-R ALTIMA Hybrid VERSA Hatchback ARMADA VERSA Sedan N٧ CLEAR CUBE PATHFINDER XTERRA Step PATHFINDER FRONTIER X-TRAIL Select 11 1/1

Figure 4

Ô 0 50 Re/programming Configuration ◀ Input VIN ► ehicle Co Vehicle Selection Please confirm selected information and touch "Confirm". In case you want to select another vehicle, touch "Change". VIN or Chassis # 5N 1A22MH 4FN 204 087 Vehicle Name ----Model Year 1/1 Change Step Confirm 12 Figure 5

10. Select the Manual Selection (Vehicle Name) tab, and then select the applicable Vehicle Name and Model Year.

NOTE: If the screen shown in Figure 4 does not display, proceed to step 12.

- 11. Select Select.
- 12. Confirm the correct **Vehicle Name** and **Model Year** are displayed.

When finished, select Confirm.

13. After system call completes, confirm the correct VIN is displayed.

When finished, select Confirm.

NOTE: If the VIN displayed is incorrect, input the correct VIN. When finished, select **Confirm**.

14. Select MULTI AV.





Image: Second				
NISSANINFINITI Renault X-Badge				
Group All systems				
ENGINE	TRANSMISSION		טוס	
ABS		14	AUTO SLIDE DOOR	
METER/M&A	EHS/PKB CON		PRECRASH SEATBELT	
всм	MOTOR CONTROL	HEAD LAMP LEVELIZER	AUTO DRIVE POS.	
AIR BAG	EPS/DAST 3	e-4WD	ALL MODE AWD/4WD	
ICC/ADAS	IPDM E/R	LASER/RADAR	DIFF LOCK	
HVAC	AIR PRESSURE MONITOR	INTELLIGENT KEY	4WAS(MAIN)/RAS/HICAS	
1/3			1/3	

Figure 7

Screen Messurement Recorded Help ERT 15.0V VI





X

1

- 16. Confirm current configuration and print or write it down.
 - Use the scroll arrow if more than one page of information is available.

NOTE: Configurable options will differ between models. Your screen may look different.

17. Select Save.



- If the configuration data • cannot be read or saved, continue with the procedure, (PART 3).
- Later in the procedure, manual configuration will be needed.
- 18. Select End.
 - C-III plus will return to the Home screen.



E.

PART 3: Replace the AV Control Unit

19. Replace the AV control unit.

Refer to the ESM, section AV-Audio Visual & Navigation System, for replacement • information.

IMPORTANT: Before installing the new AV control unit, make sure to write down the registration code. See PART 1 on page 2.

NOTE: Do not remove the SD Map Card when returning the Navigation/audio head unit for parts warranty. Head units must be returned with correct SD Map Cards or the dealer will be charged back.

PART 4: Check Replacement AV Control Unit Configuration

NOTE: To properly configure the replacement AV control unit, the **ITM Configuration Part Number** must match the **ITM Part Number**.

For GT-R, Maxima, Murano, and Murano Hybrid vehicles, proceed to step 27.

LEAF Vehicles ONLY:

- 20. With the replacement AV control unit installed, set the parking brake, and then push the vehicle power switch twice to **ON** mode.
- 21. Leave the audio unit OFF.
- 22. Press the "MAP/VOICE" button 3 times.
- 23. Press the audio system "PWR" button 2 times.

NOTE: Press the power button slow enough so that the system turns ON and then OFF, but not too slow or it will not enter the System Diagnostic Menu.

24. Press the "MAP/VOICE" button once.



Figure 11

25. When the screen in Figure 12 appears, select Confirmation/Adjustment.

26. Proceed to step 31, below.

System Diagnostic Menu	S BACK
Self Diagnosis Confirmation/Adjustment	Step 25
	TP110382

Figure 12

GT-R, Maxima, Murano, and Murano Hybrid vehicles:

- 27. With the replacement AV control unit installed, put the ignition switch in Accessory (ACC) mode.
- 28. Leave the audio unit OFF.
- 29. Press and hold the "Menu" button while rotating the volume button three clicks counterclockwise, three clicks clockwise, and then three clicks counterclockwise.
 - Release the "Menu" button.
- 30. When the screen in Figure 13 appears, select Confirmation/Adjustment.

31. Select Version Information.

• Use the scroll arrows to access **Version Information** (see Figure 14).







- 32. If the **ITM Configuration Part Number** <u>matches</u> the **ITM Part Number**, configuration can be performed.
 - For Auto Configuration, go to PART 5, below.
 - If the configuration data did not save (see step 17 page 6) go to PART 6 -Manually Configure the Multi AV System / AV Control Unit on page 10.
- 33. If the **ITM Configuration Part Number** <u>does NOT match</u> the **ITM Part Number**, configuration needs to be cleared.
 - Go to page 16, Clearing Configuration.





PART 5: Configure the Multi AV System

- 34. Navigate C-III plus to the screen shown in Figure 16 by performing steps 4-13 on pages 3-5.
- 35. Select Confirm.



Figure 16

36. Select OK.

After performing step 36:

If an error message does not display:

• Proceed to page 15, step 51.

If an error message <u>does</u> display:

 Proceed to PART 6: Manually Configure the Multi AV System (if needed), below.

V61.03F21.10		lates
Encode Print Screen Content Measurement Decoded Image: Content Screen Image: Content Scr		
Reprogramming. Configuration Write Configuration Operation Complete 8/9		
Nrite Configuration		
Following setting value for each item are saved to vehicle E Confirm setting value for each items, if OK, touch "OK" to sa	ECU. ave them to vehicle ECU.	
MULTIAV		
Items	Setting Value	
SOUND SYSTEM	BOSE	
CAMERA SYSTEM	NONE/AVM	
ENGINE TYPE	NORMAL	
DRIVE SYSTEM	WITHOUT	Cancel
TELEMATICS	WITHOUT	
	1/1	ОК
Fig	ure 17	
		Step 36

PART 6: Manually Configure the Multi AV System / AV Control Unit (if needed)

NOTE: PART 6 is needed only if the configuration data did not save (see step 17 on page 6), or if auto configuration in PART 5 did not work correctly.

37. Select **Re/programming** Configuration.

NOTE: If the screen in Figure 18 is not displayed, click on the **Home** icon.



38. Read the Precautions.

 When finished, touch the "Confirmed instructions" box to insert a check mark, and then select Next.



Figure 19

0 Ô 12.2V VI X ◀ 50 Re/programming, Configuration Vehicle Confirmation ▶ Selectio Automatic Selection(VIN) Manual Selection(Vehicle Nan Vehicle Name del Year NISSAN *MURANO Camp:P820* JUKE QUEST INFINITI LEAF 350Z ROGUE MAXIMA SENTRA 370Z 370Z Convertible MURANO TITAN Step MURANO Cross ALTIMA TITAN 39 ALTIMA Hybrid NISSAN GT-R VERSA Hatchback ΝV VERSA Sedan ARMADA CLEAR PATHFINDER CUBE XTERRA Step FRONTIER PATHFINDER ARMADA X-TRAIL 40 Select 1/1

Figure 20

39. Select the Manual Selection (Vehicle Name) tab, and then select the applicable Vehicle Name and Model Year.

NOTE: If the screen shown in Figure 20 does not display, proceed to step 42.

- 40. Select Select.
- 41. Confirm the correct **Vehicle Name** and **Model Year** are displayed.

When finished, select Confirm.



Figure 21

42. Confirm the correct VIN is displayed.

When finished, select Confirm.

NOTE: If the VIN displayed is incorrect, input the correct VIN. When finished, select **Confirm**.

44. Select After ECU Replacement.





43. Select MULTI AV.

Figure 23

1/3



Figure 24

45. Select Manual selection.





- 46. Use the drop down menus to select the configuration options that were printed or written down in step 16.
 - Use the scroll arrow if more than one page of information is available.

NOTE: Configurable options will differ between models. Your screen may look different than Figure 26.

47. Select Next.

Ver.6 SP21.10				states
Back Binne Print Screen Screen	Measurement Mode	ed Relp Attack	🗪 🏹 🗙 🛙	
Configuration	eration Selection	Manual Configuration	ite Configuration	7/9
Manual Configuration		Г		
Identify the correct model and configurat Confirm and/or change setting value for	tion mode with Configu each item, touch "Next"	ration list described on	<u>Examp</u>	le
configuration. If not, configuration which	is set automatically by s	selecting vehicle model of	Sten	
inenoitzed.			46	
MULTIAV		L		
Items		Setting Va		
SOUND SYSTEM		BOSE	¥	
CAMERA SYSTEM		NONE/AVM		
ENGINE TYPE		NORMAL	•	
DRIVE SYSTEM		WITHOUT	•	Cancel
TELEMATICS		WITHOUT		
		(1/1		Next
	Figu	re 26		
				Sten
				47

NOTE: If configuration is competed with incorrect Setting Values, you must clear the configuration (see **Clearing Configuration [if needed]** on page 16), and then perform the manual configuration (PART 6) again.

48. Confirm the configuration displayed is correct, and then select **OK**.

Image: Configuration Image: Configuration <td< th=""></td<>		
Reiprogramming, Configuration Manual Configuration Write Configuration Print Result / Operation Complete Image: Top		
Write Configuration Following setting value for each item are saved to vehicle ECU. Confirm setting value for each items, if OK, touch "OK" to save them to vehicle ECU. MULTI AV Items Setting Value		
Following setting value for each item are saved to vehicle ECU. Confirm setting value for each items, if OK, touch "OK" to save them to vehicle ECU.		
MULTI AV Items Setting Value		
Items Setting Value		
SOUND SYSTEM BOSE		
CAMERA SYSTEM NONE/AVM		
ENGINE TYPE NORMAL		
DRIVE SYSTEM Cancel		
TELEMATICS		
Figure 27		

O Help Back e Ô × Re/programming, Configuration ◀ Write Configu 11/11 Print Result / Operation Comple Write Configuration has been successfully completed. Touch "End" to finish operation, and to back to Home Screen. Confirm each function works correctly. MULTIAV Setting Value Items SOUND SYSTEM BOSE CAMERA SYSTEM NONE/AVM Print ENGINE TYPE NORMAL Other Operation DRIVE SYSTEM **WITHOUT** TELEMATICS WITHOUT End 1/1 Figure 28 Step 49

49. Select End.

50. Turn the ignition OFF, start the engine, and then wait for about 30 seconds. For LEAF, push the vehicle power switch to **OFF** mode, then **READY** mode, and wait for about 30 seconds.

- 51. Use C-III plus to clear any codes from the Multi AV system:
 - a. Select Home on the C-III plus screen.
 - b. Select Diagnosis (One System) > Multi AV > Self Diagnosis Results.
 - c. Clear any codes that may be present.
- 52. Close C-III plus and disconnect the plus VI from the vehicle.
- 53. Check that the operation of the AV system and, if equipped, RearView Monitor camera images (fixed guide lines and predictive course lines) are normal.

NOTE: If the clock time is incorrect after completing configuration, drive the vehicle on a road recognized by the navigation system until it resets.

PART 8: Register the Replacement AV Control Unit

54. Using the registration code written down in PART 1 on page 2, register the replacement AV control unit by calling Nissan Owner Services at:

1-855-426-6628

- Listen to the prompts, and then select the option for the "Nissan Connect Specialist."
- During the call you will be asked for the registration code. The Nissan Connect Specialist will then walk you through the steps required to register the AV control unit.
- Nissan Owner Services hours of operation are:

Monday – Saturday: 8:00 A.M. to Midnight EST Closed Thanksgiving, Christmas, and New Years Day

IMPORTANT: Step 54 MUST be performed to register the replacement AV control unit. If this step is not performed, the Nissan Apps feature – if the vehicle has an active subscription – will not function. Perform this step even if the vehicle does not have an active subscription, as future enrollment will also be affected.

55. Disconnect the GR8 from the 12V battery.

AV control unit replacement is now complete.

Clearing Configuration (if needed)

NOTE: If an AV control unit is configured incorrectly, you must clear the current configuration before attempting to configure again.

To clear configuration:

For GT-R, Maxima, Murano, and Murano Hybrid vehicles, proceed to step 8a.

LEAF Vehicles ONLY:

1a. Set the parking brake, and then push the vehicle power switch twice to **ON** mode.

2a. Leave the audio unit OFF.

3a. Press the "MAP/VOICE" button 3 times.

4a. Press the audio system "PWR" button 2 times.

NOTE: Press the power button slow enough so that the system turns ON and then OFF, but not too slow or it will not enter the System Diagnostic Menu.

5a. Press the "MAP/VOICE" button once.



Figure 1a

- 6a. When the screen in Figure 2a appears, select **Confirmation/Adjustment**.
- 7a. Proceed to step 12a on page 17.





GT-R, Maxima, Murano, and Murano Hybrid vehicles:

8a. Put the ignition switch in Accessory (ACC) mode.

9a. Leave the audio unit OFF.

- 10a. Press and hold the "Menu" button while rotating volume button three clicks counterclockwise, three clicks clockwise, and then three clicks counterclockwise.
 - Release the "Menu" button. •
- 11a. Select Confirmation/Adjustment.





12a. Select Initialise Settings.

 Use the scroll arrows to access Initialise Settings (see Figure 4a).









13a. Select Factory Configuration Data Initialisation.

14a. Select Yes.

15a. Select Yes.

•

Configuration is now cleared.



Figure 6a



Figure 7a

16a. Once configuration has been cleared, perform auto or manual configuration, as it applies.

- For auto configuration, go to PART 5 on page 9.
- For manual configuration, go to PART 6 on page 10.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
January 8, 2015	NTB15-001	Original bulletin published
January 12, 2015	NTB15-001A	Amended SERVICE PROCEDURE
May 14, 2015	NTB15-001B	Amended SERVICE PROCEDURE
July 6, 2015	NTB15-001C	Changes to APPLIED VEHICLES
July 25, 2017	NTB15-001D	Changes to APPLIED VEHICLES
March 22, 2021	NTB15-001E	Classification number updated