



SERVICE BULLETIN

Classification: AN14-057E	Reference: NTB15-001E	Date: March 22, 2021
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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
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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. **Head units must be returned with correct SD Map Cards 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.

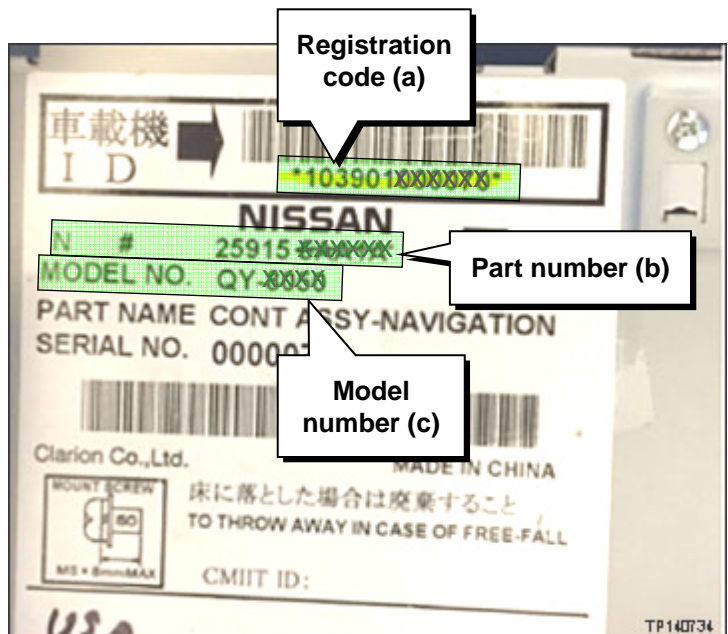


Figure 1

PART 2:
Record Multi AV Configuration Values of the Original AV Control Unit

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**.

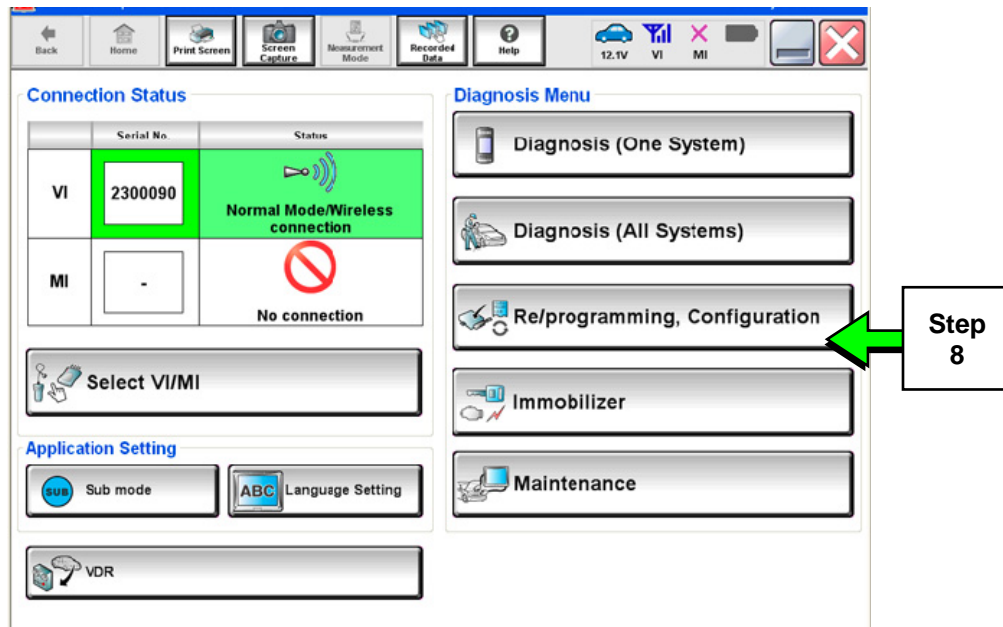


Figure 2

9. Read the Precautions.

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

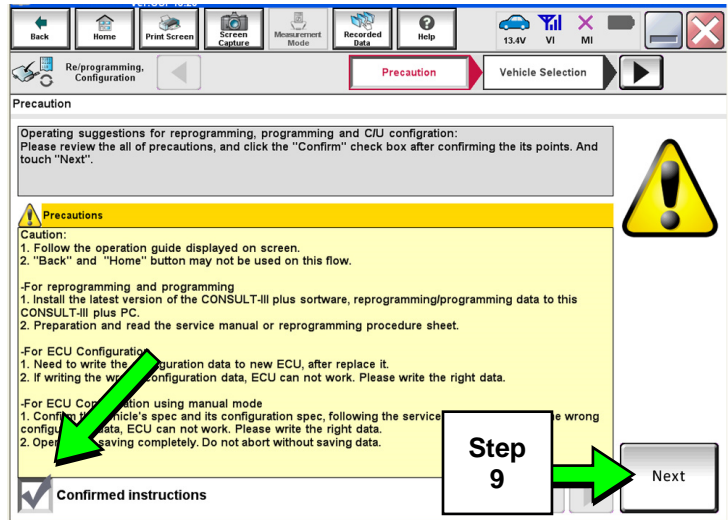


Figure 3

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**.

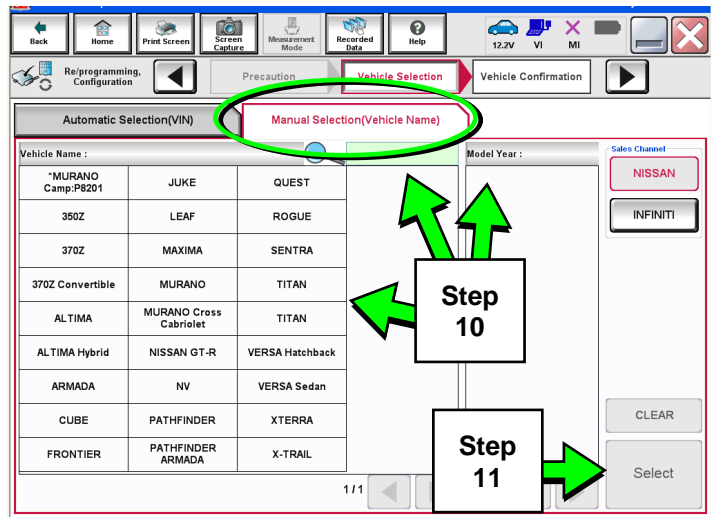


Figure 4

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

When finished, select **Confirm**.

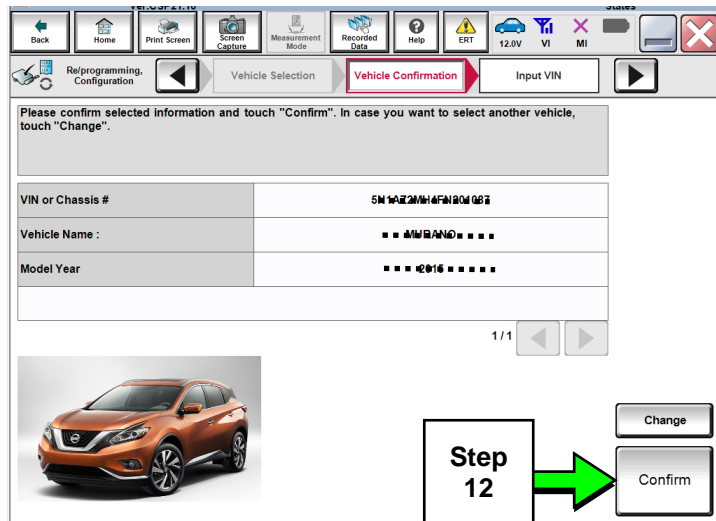


Figure 5

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**.

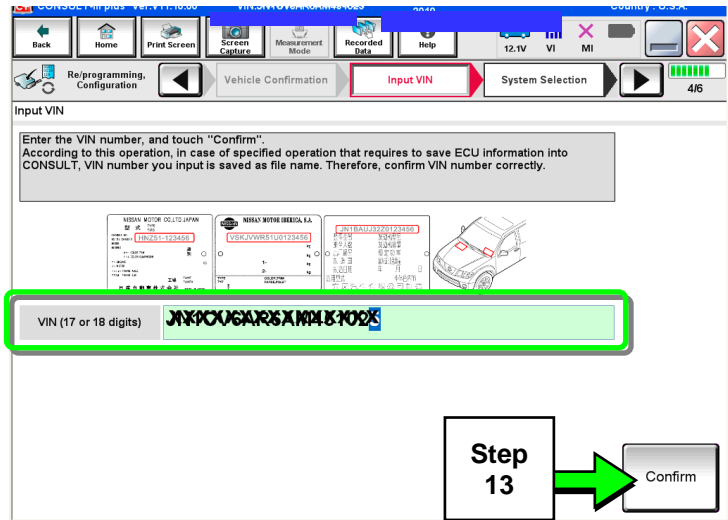


Figure 6

14. Select **MULTI AV**.

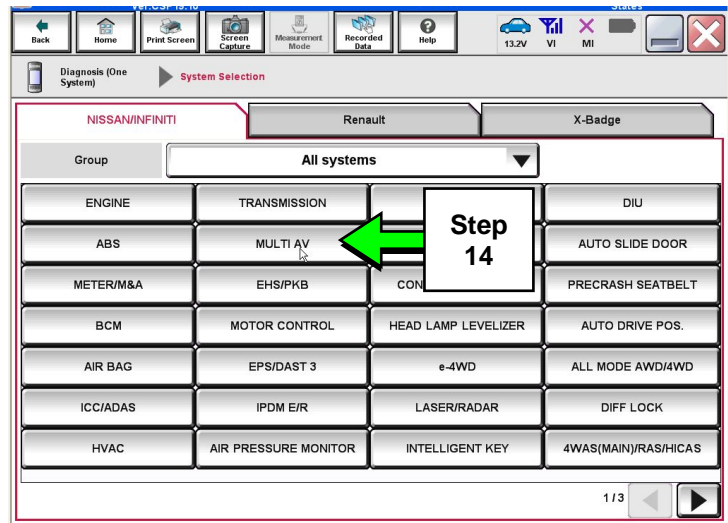


Figure 7

15. Select **Before ECU Replacement**.

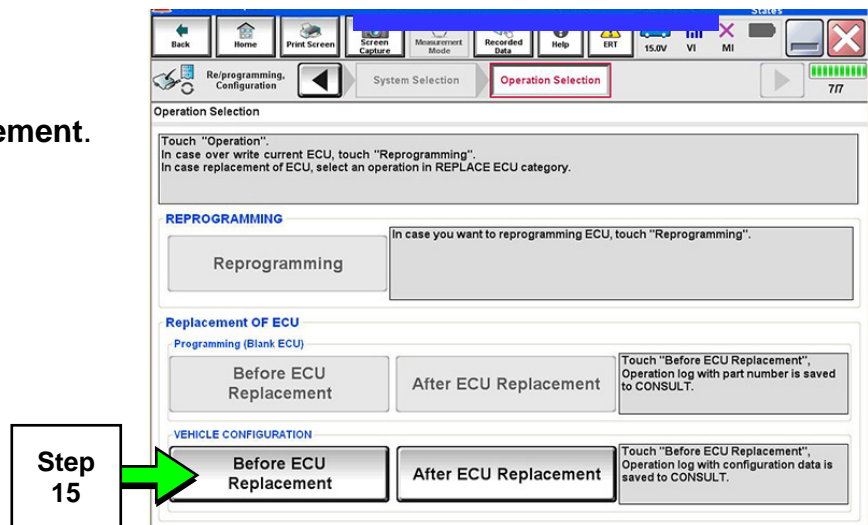


Figure 8

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.

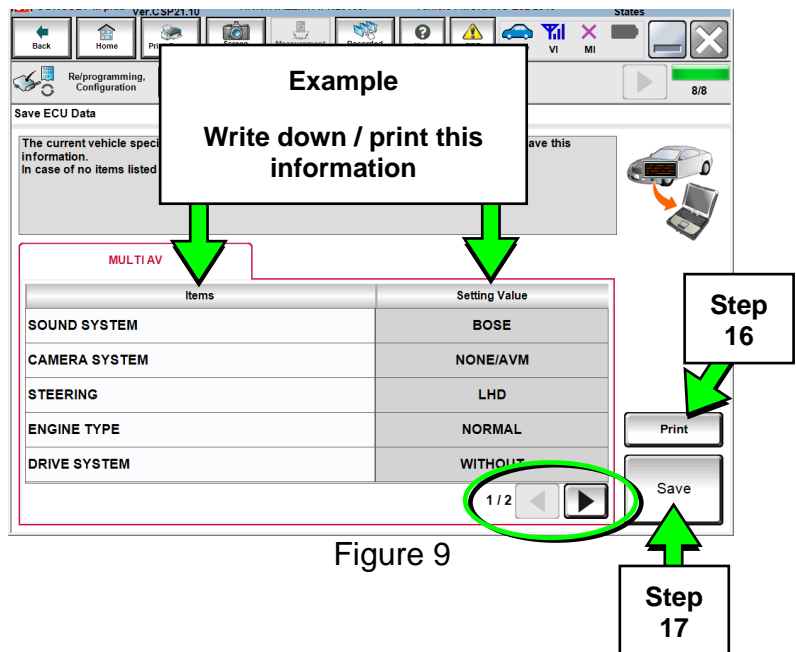


Figure 9

17. Select **Save**.

NOTE:

- 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.

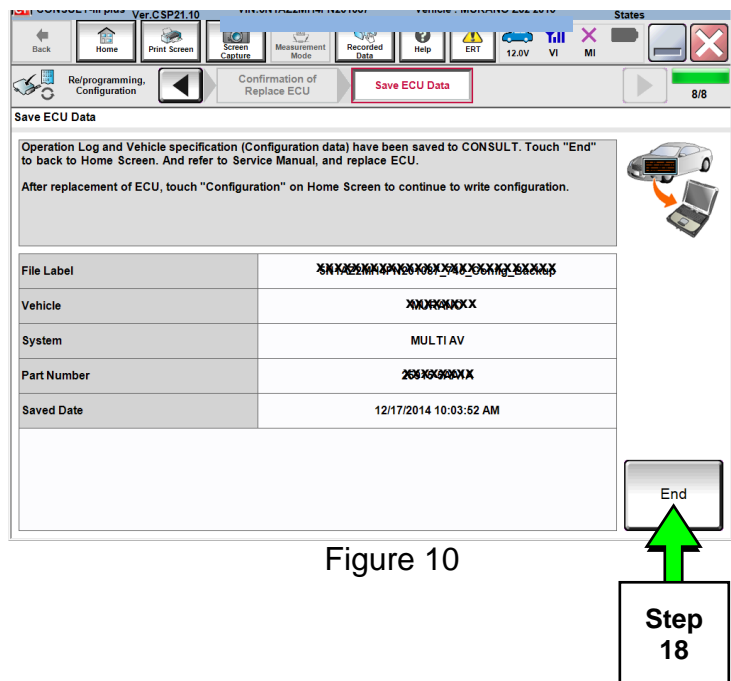


Figure 10

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.

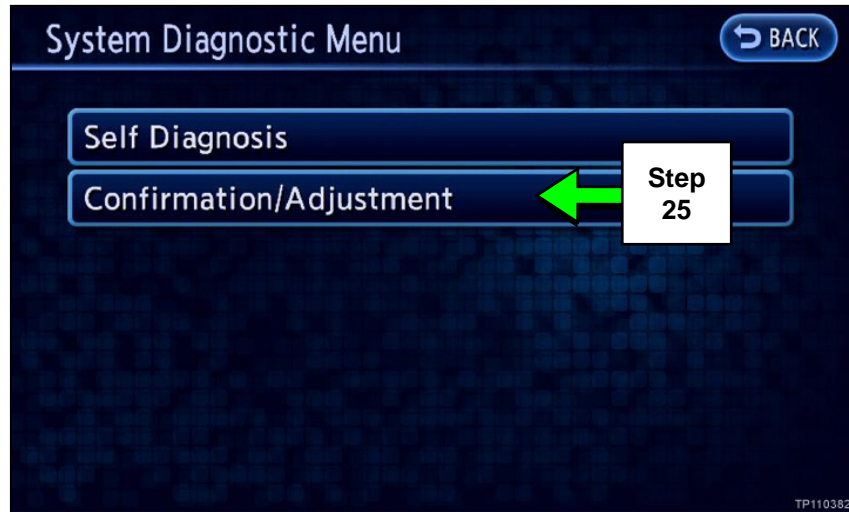


Figure 12

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).

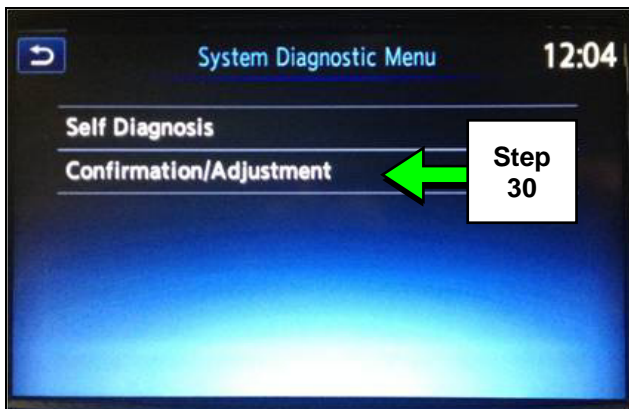


Figure 13



Figure 14

32. If the **ITM Configuration Part Number** matches 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.

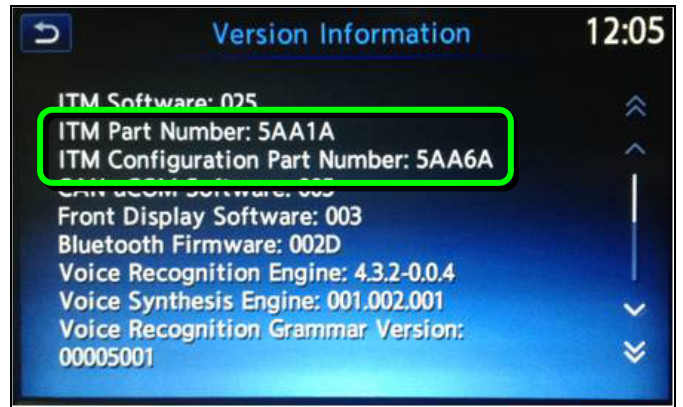


Figure 15

33. If the **ITM Configuration Part Number** does NOT match 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**.

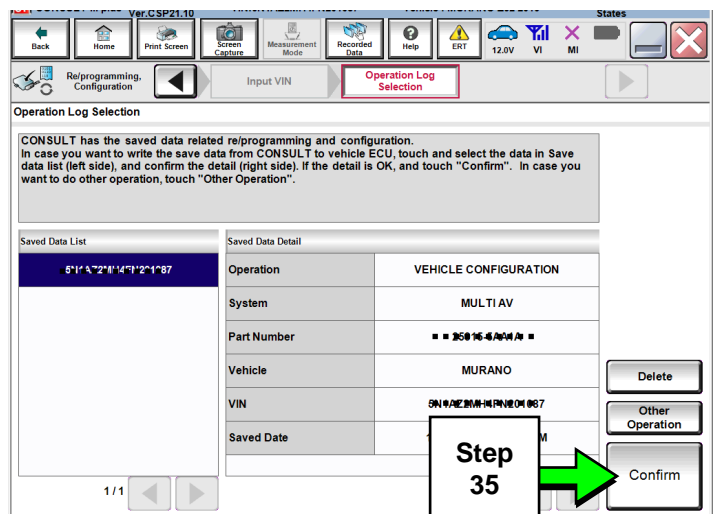


Figure 16

36. Select **OK**.

After performing step 36:

If an error message **does not** display:

- Proceed to page 15, step 51.

If an error message **does** display:

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

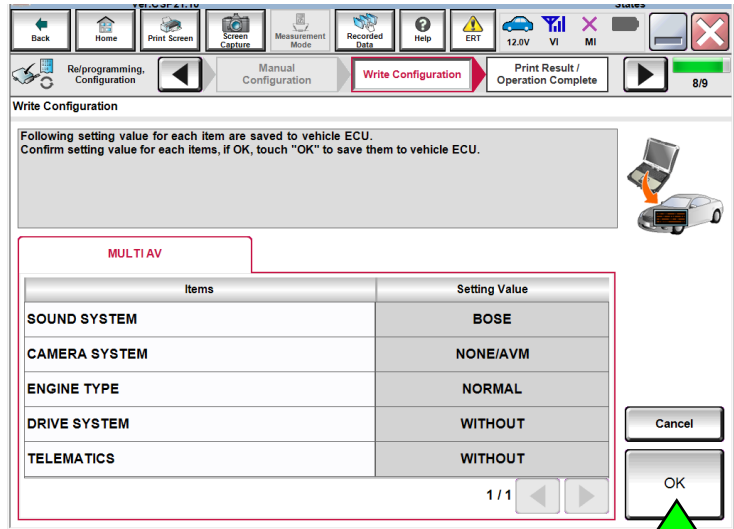


Figure 17

**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.

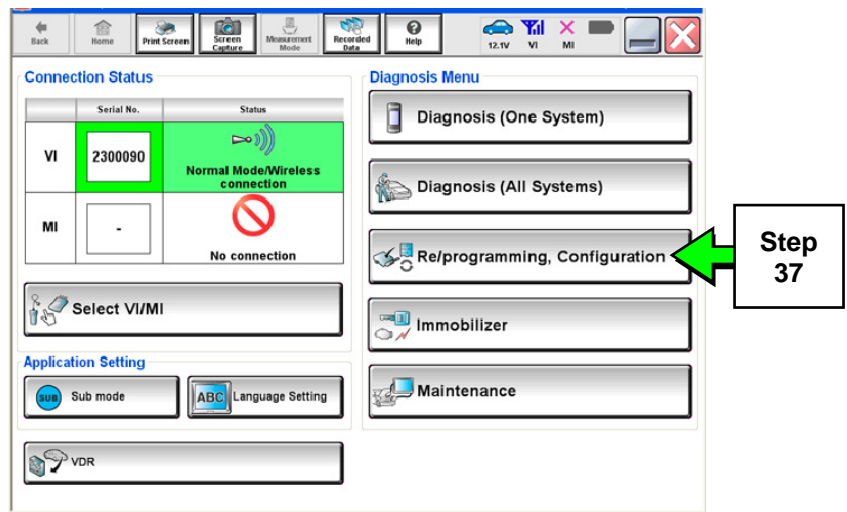


Figure 18

38. Read the Precautions.

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

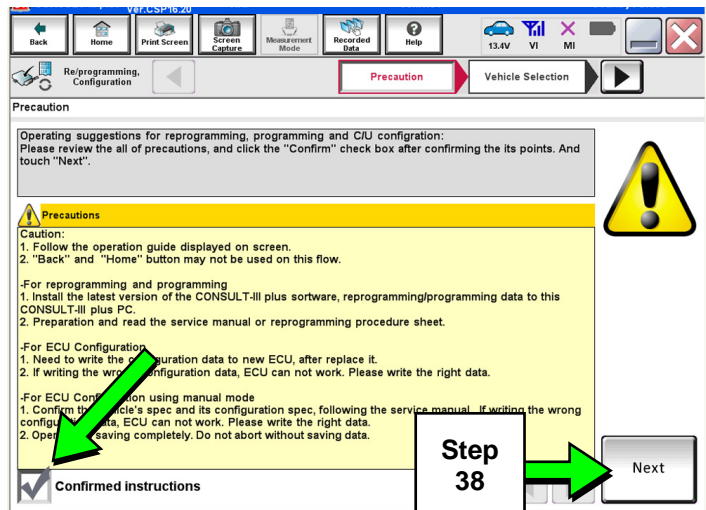


Figure 19

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**.

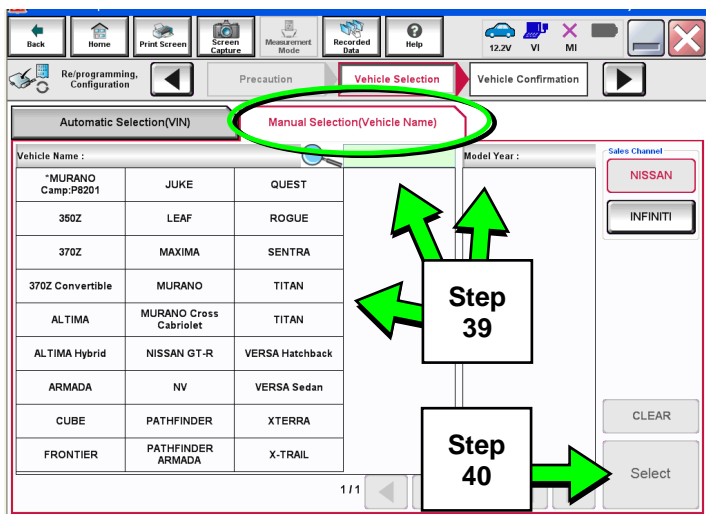


Figure 20

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

When finished, select **Confirm**.

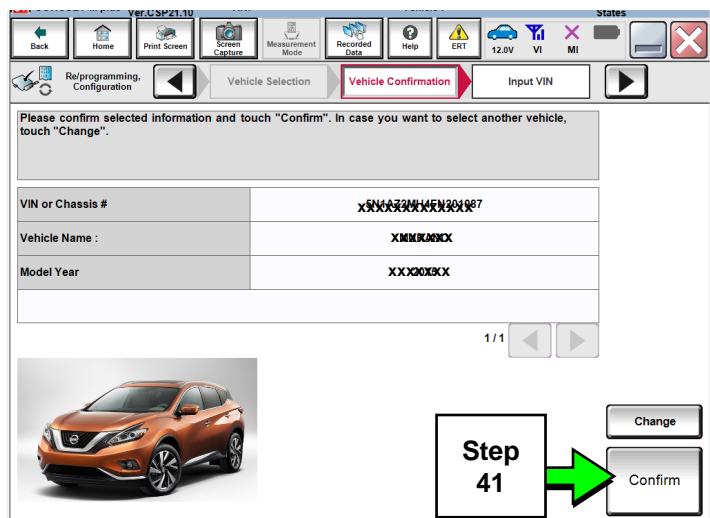


Figure 21

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**.

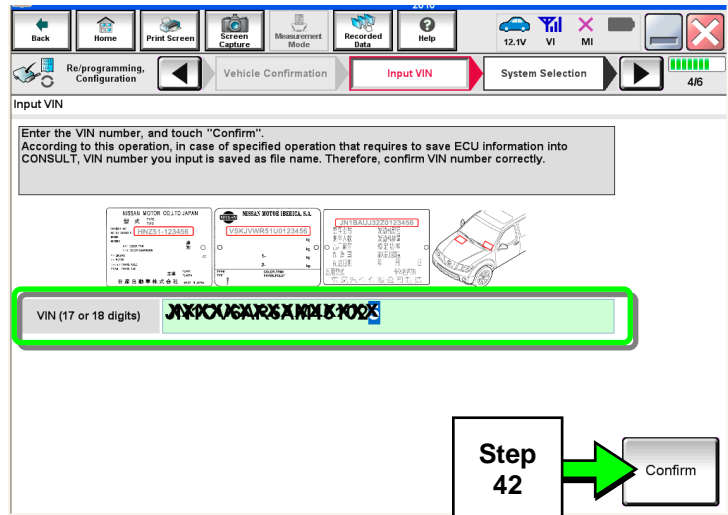


Figure 22

43. Select **MULTI AV**.

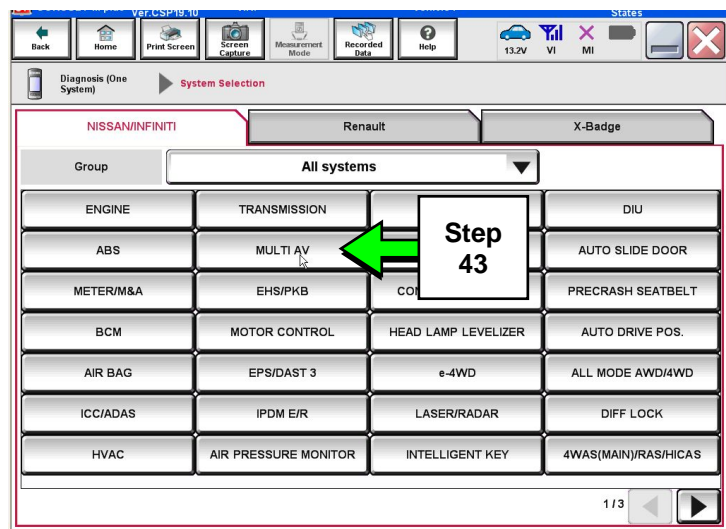


Figure 23

44. Select **After ECU Replacement**.

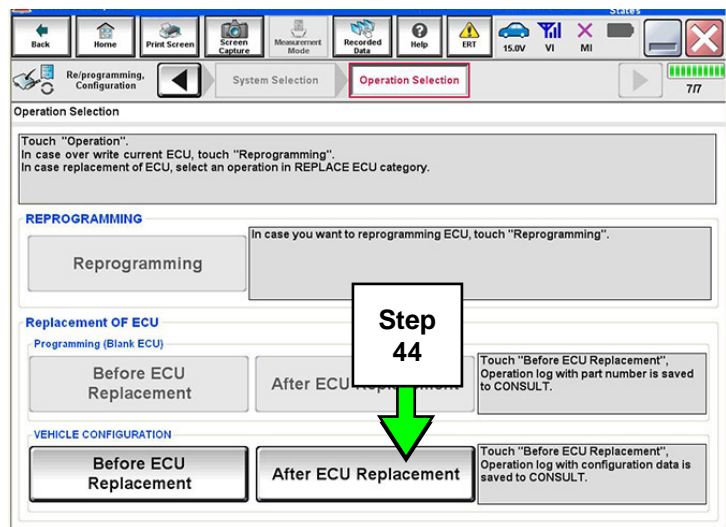


Figure 24

45. Select **Manual selection**.

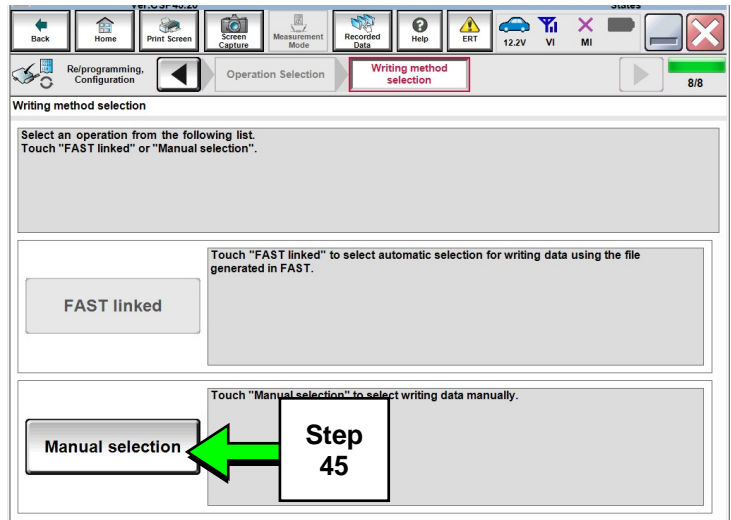


Figure 25

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.

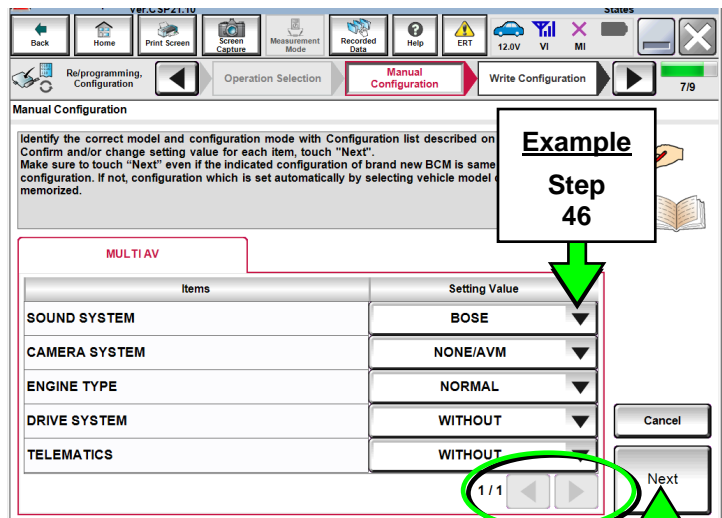


Figure 26

47. Select **Next**.

NOTE: If configuration is completed 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**.

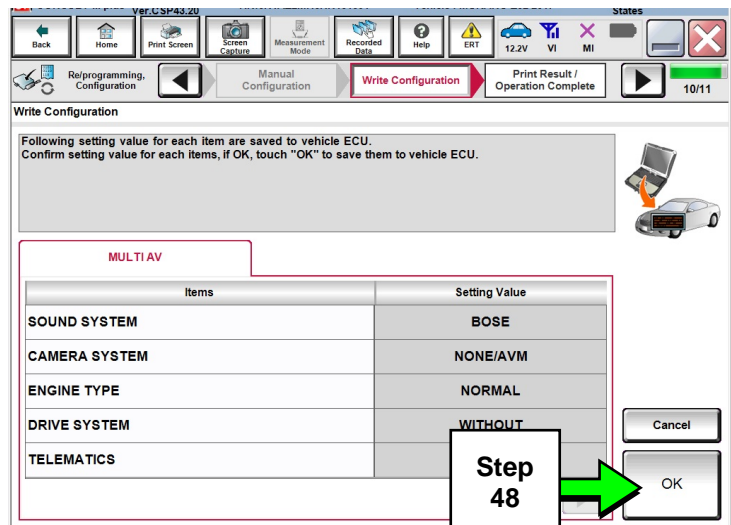


Figure 27

49. Select **End**.

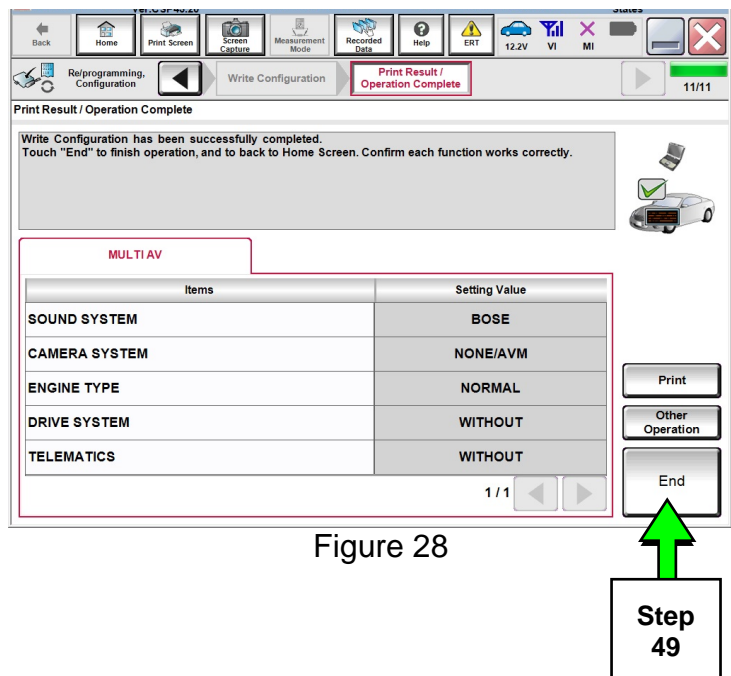


Figure 28

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.

PART 7:

Clear Codes and Check AV System Operation

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.

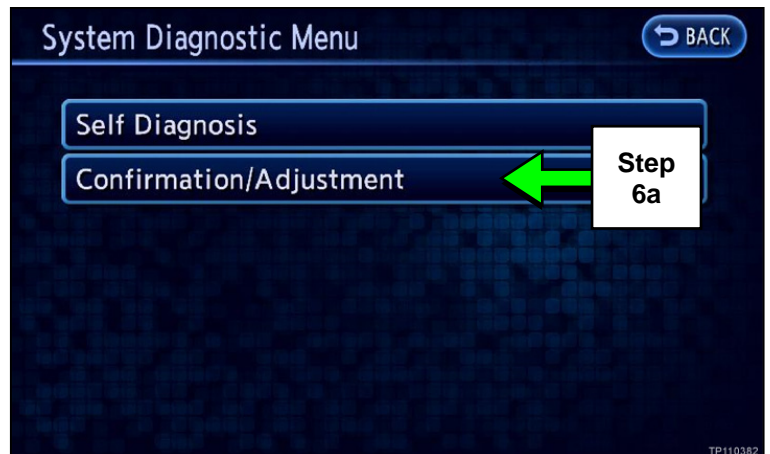


Figure 2a

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**.



Figure 3a

12a. Select **Initialise Settings**.

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

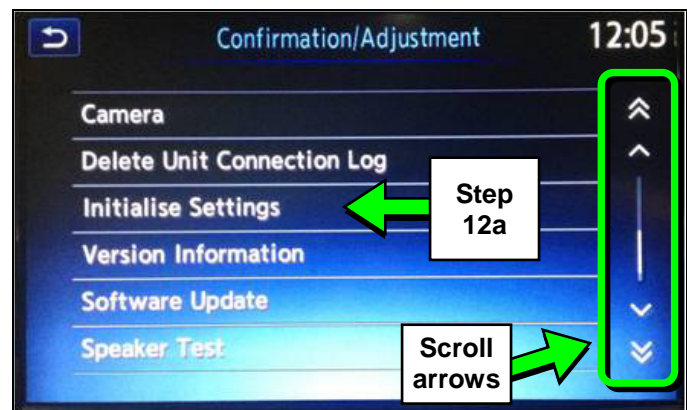


Figure 4a

13a. Select **Factory Configuration Data Initialisation**.

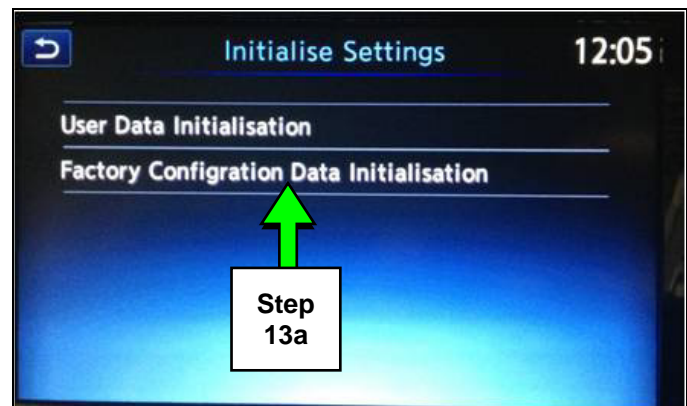


Figure 5a

14a. Select **Yes**.



Figure 6a

15a. Select **Yes**.

- Configuration is now cleared.



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