



# SERVICE BULLETIN

Classification: AN16-037A	Reference: NTB16-093A	Date: March 12, 2021
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## NAVIGATION FREEZES, BLUETOOTH CALL VOLUME FLUCTUATES, BUTTON ILLUMINATION DIM, OR USB DEVICE NOT RECOGNIZED

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

**APPLIED VEHICLES:** 2015-2016 Murano (Z52)  
2016 Murano Hybrid (Z52)  
2016 Maxima (A36)

### IF YOU CONFIRM

A customer reports any of the following issues:

For Maxima -

- The Map screen freezes or goes blank while driving on a road that has more than eight lanes traveling in the same direction with a navigation route set.

For Murano -

- Bluetooth phone call volume fluctuates.
- Button illumination is too dim.
- iPhone not recognized when connected to USB port.

### AND

- Step 6 on page 4 confirms this bulletin is applicable. See **Software Version Check and Software Update Confirmation** beginning on page 3 to confirm software version.

### ACTION

Update the Navigation system software using the SD card shown on page 2 and the Service Procedure beginning on page 3.

**IMPORTANT:** The purpose of **ACTION** (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire **SERVICE PROCEDURE** as it contains information that is essential to successfully completing this 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.

## SD Card Information

- Each dealer has been mailed one software update SD card, free of charge, from Clarion.
- Replacement software update SD cards, due to loss or damage, can be obtained by contacting Clarion: 1-800-347-8933.



Figure A

## SERVICE PROCEDURE

### Software Version Check and Software Update Confirmation

1. Turn the ignition to the ON position and wait for the MAP screen to display.
2. Turn the audio system OFF by pressing the volume knob.
  - If the audio system is turned ON, press the volume knob again to turn the audio system OFF.

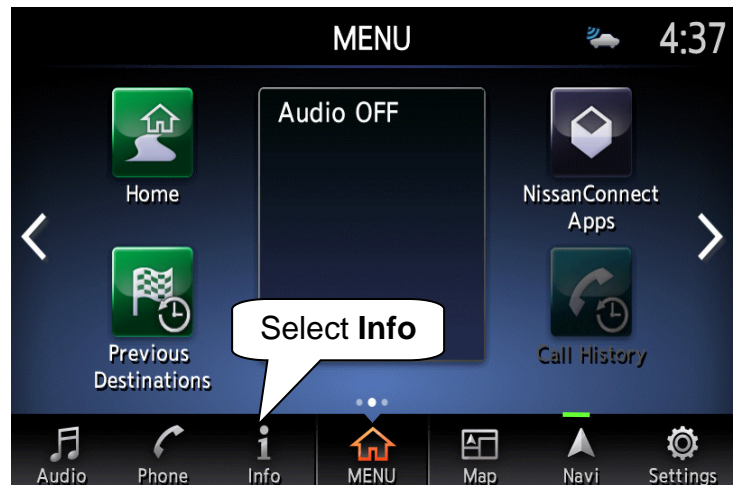


Figure 1

3. Select **Info**.

4. Scroll to the Info screen using the arrows (Figure 2) until **Navigation Version** (Figure 3) is available.



Figure 2

5. Select **Navigation Version**.



Figure 3

6. Check the **Unit code** and **Program Version** number.

For vehicles with Unit code **QY80-\*\*NA**, **QY80-\*\*NB**, or **QY80-\*\*NC**:

- A software update is needed if the Program Version is not **143**.

For vehicles with Unit code **QY81-\*\*NA** or **QY81-\*\*NB**:

- A software update is needed if the Program Version is not **143**.

For vehicles with Unit code **QY84-\*\*NA** or **QY84-\*\*NB**:

- A software update is needed if the Program Version is not **564**.

For vehicles with Unit code **QY84-\*\*NC**:

- A software update is not needed.

7. Write down the **Unit code** and **Program Version** values on the repair order and then go to page 5, AV Control Unit Software Update with Software Update SD Card.

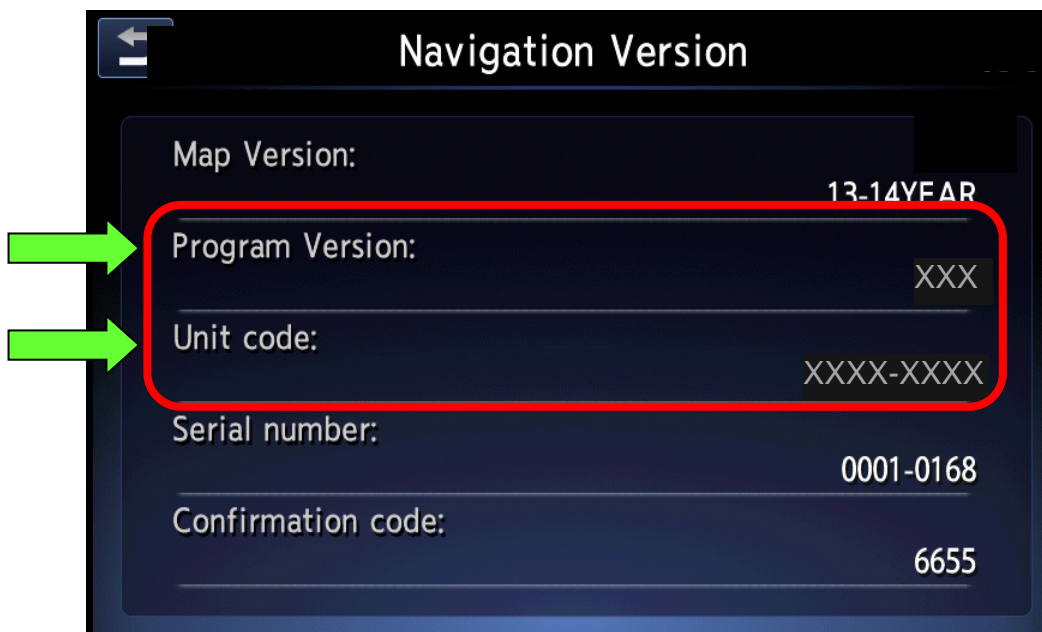


Figure 4

## AV Control Unit Software Update with Software Update SD Card

### NOTE:

- Refer to Figure 5 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 5

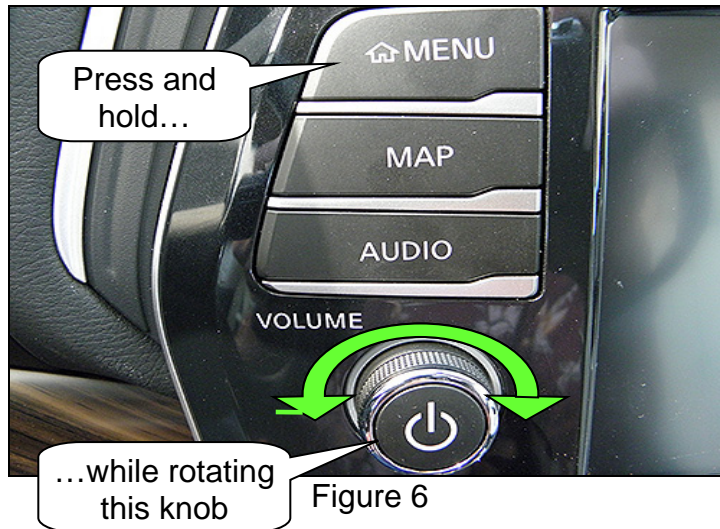
1. Turn the hazard warning lamps ON.
  - Leave the hazard warning lamps ON until AV control unit software updating is complete.
2. If the navigation map does not display on its own, make it display by pressing the MAP button.
3. Turn the audio system OFF by pressing the volume knob, if not already OFF.



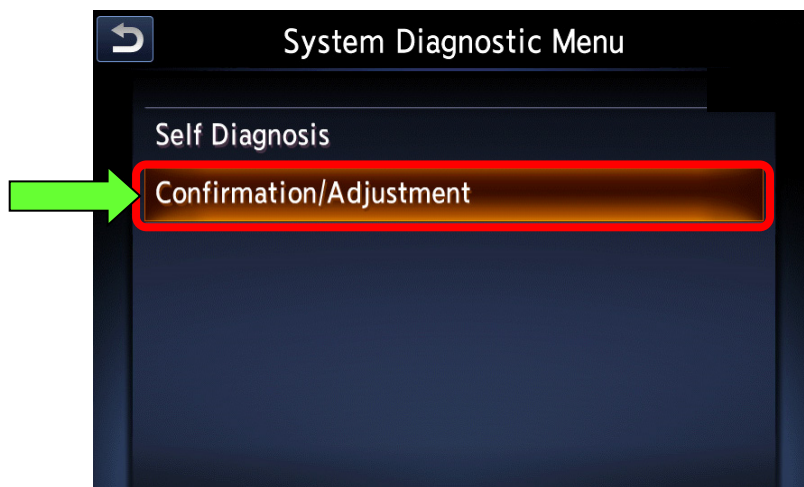
4. Enter **System Diagnostic Menu**.

- 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 8

7. Once **Software Update** is selected, the message in Figure 9 will appear.
  - Select **Yes** (the system will then reboot automatically).

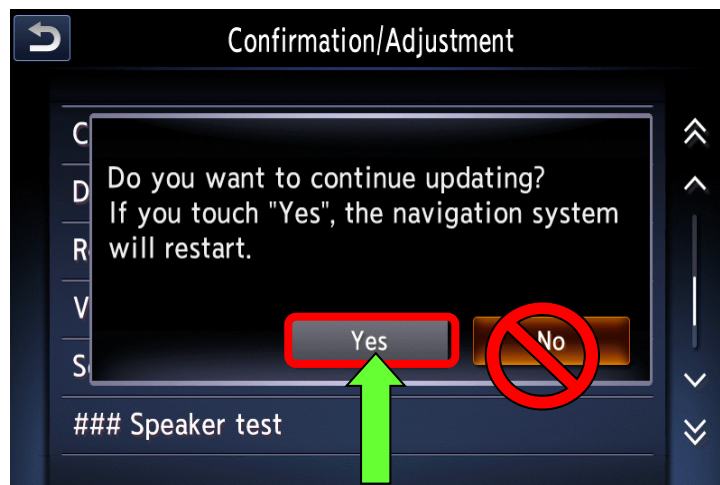


Figure 9

8. Rebooting has completed when the message in Figure 10 displays.

- **DO NOT select “OK” or “CANCEL”.**

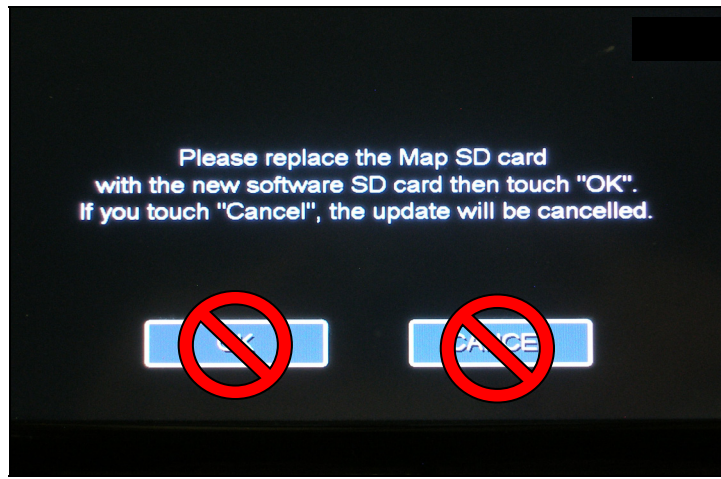


Figure 10

9. Remove the MAP SD card.

- Refer to page 5, Figure 5 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".**

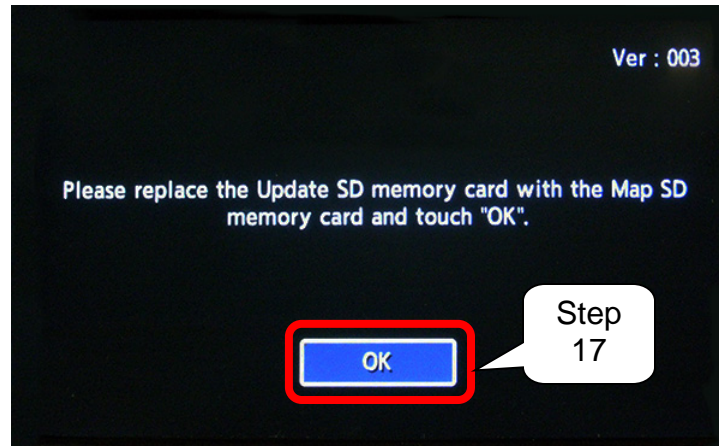


Figure 11

**NOTE:** If the message in Figure 10 (page 8) displays instead of the message in Figure 11, above, perform step 11-13 again.

15. Remove the software update SD card.

16. Insert the MAP SD card.

17. Select **OK** (see Figure 11).

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.**

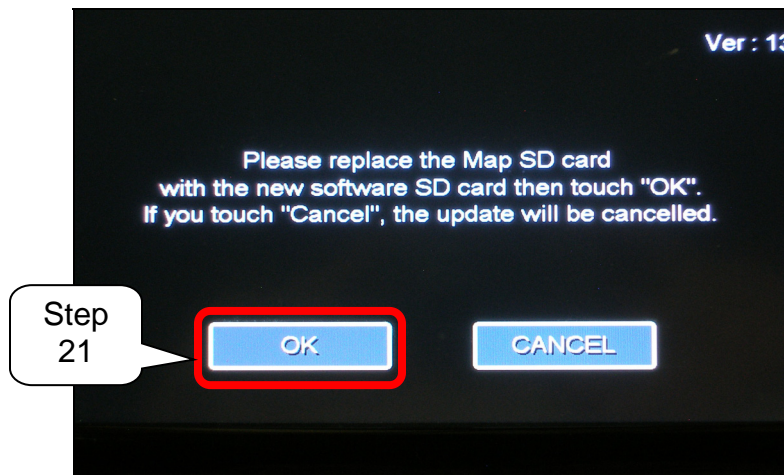


Figure 12

19. Remove the MAP SD card.

20. Insert the software update SD card.

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

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

**The program update will now be started.**

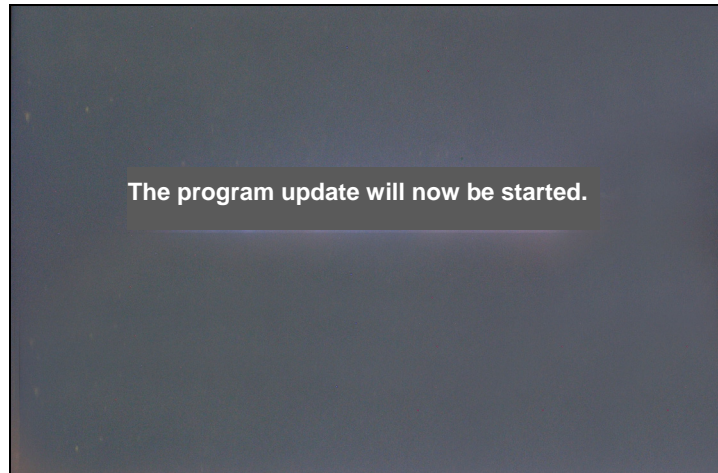


Figure 13

23. After the screen in Figure 13 appears, a screen showing an update status progress bar will appear (see Figure 14).

- 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.

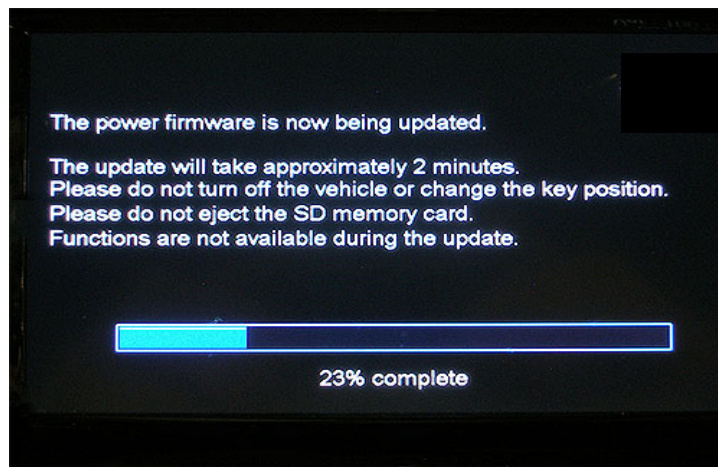


Figure 14

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".**

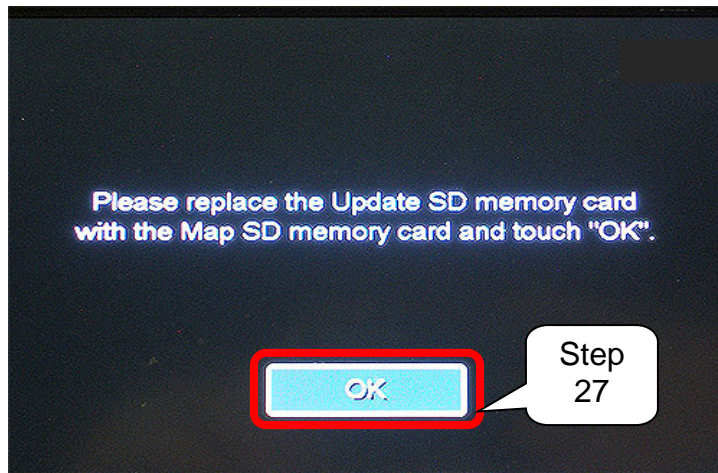


Figure 15

25. Remove the software update SD card.

26. Insert the MAP SD card.

27. Select **OK** (see Figure 15).

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.**

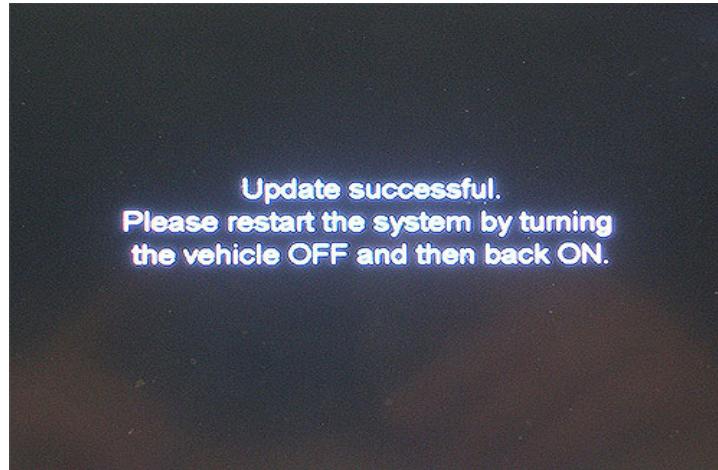


Figure 16

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. Perform **Software Version Check and Software Update Confirmation** (beginning on page 3) to verify the software version has been updated.

For vehicles with Unit code **QY80-\*\*NA**, **QY80-\*\*NB**, or **QY80-\*\*NC**:

- The Program Version should now be **143**.

For vehicles with Unit code **QY81-\*\*NA** or **QY81-\*\*NB**:

- The Program Version should now be **143**.

For vehicles with Unit code **QY84-\*\*NA** or **QY84-\*\*NB**:

- The Program Version should now be **564**.

## CLAIMS INFORMATION

Submit a Primary Operation (PO) type line claim using the following claims coding:

DESCRIPTION	OP CODE	SYM	DIA	FRT
Navigation Software Update	RX5LAA	ZE	32	0.3

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 9, 2016	NTB16-093	Original bulletin published
March 12, 2021	NTB16-093A	Classification number updated