



# SERVICE BULLETIN

Classification: EL14-057c	Reference: NTB15-001c	Date: July 7, 2015
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## 2015 MURANO WITH NAVIGATION & 2016 MAXIMA; AV CONTROL UNIT REPLACEMENT

This bulletin has been amended. The APPLIED VEHICLES section has been revised. Please discard previous versions of this bulletin.

**APPLIED VEHICLES:** 2015 Murano (Z52) – Equipped with Navigation  
2016 Maxima (A36) – All\*

*\*All 2016 Maxima vehicles are 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.



Figure A

### NOTE:

- The Apps mode will not function if the AV control unit registration code is not registered.
- 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 the dealer will be charged back.

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 the Registration Code Form the New / Replacement AV control unit

PART 2: Record Multi AV Configuration Values of Original AV control unit

PART 3: Replace the AV Control Unit

PART 3.5: Check Replacement AV Control Unit's Configuration

PART 4: Configure the Multi AV System / AV control unit

PART 5: Manually Configure the Multi AV System / AV control unit **(if needed)**

PART 6: Clear Codes and Check AV System Operation

PART 7: Register the Replacement AV control unit

### **PART 1:**

#### **Write Down the Registration Code From the New / Replacement AV Control Unit**

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1. On the replacement AV control unit's label, locate and write down the registration code.

- Example registration code is shown in Figure B.
- The registration code will be supplied to Nissan Owner Services later in this procedure.

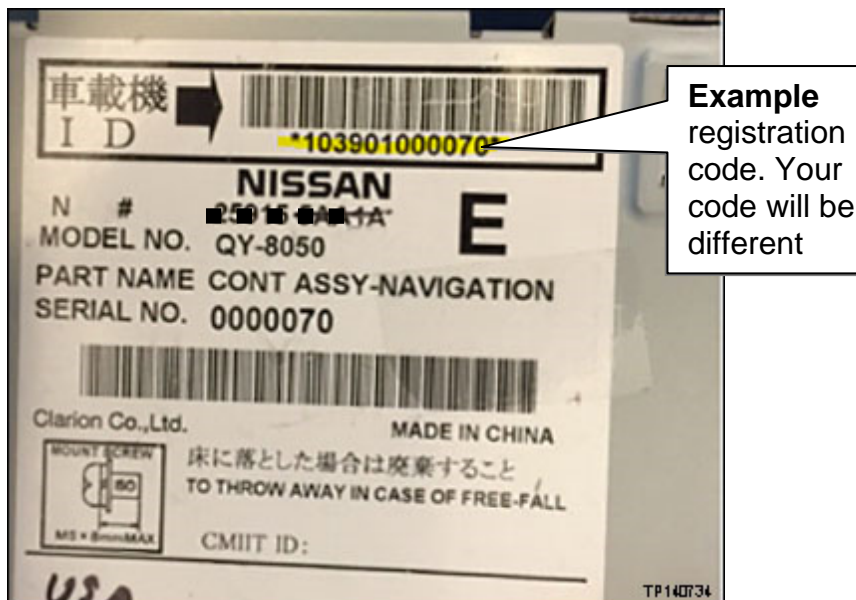


Figure B

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

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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; **DO NOT** start the engine.
7. Turn ON C-III plus.
8. Select **Re/programming Configuration**.

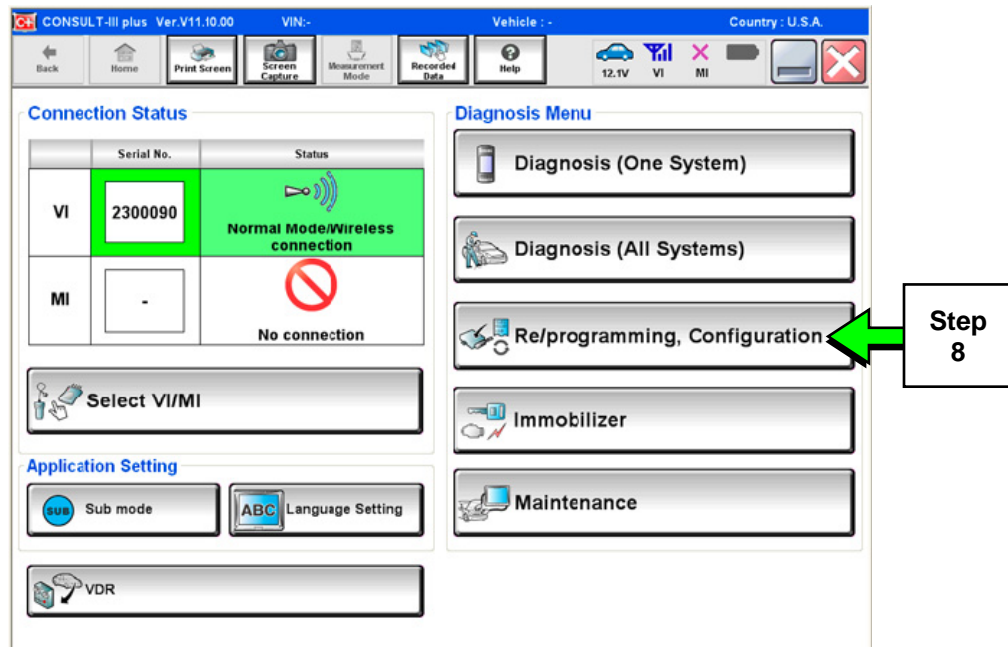


Figure 1

9. Read the Precautions.

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

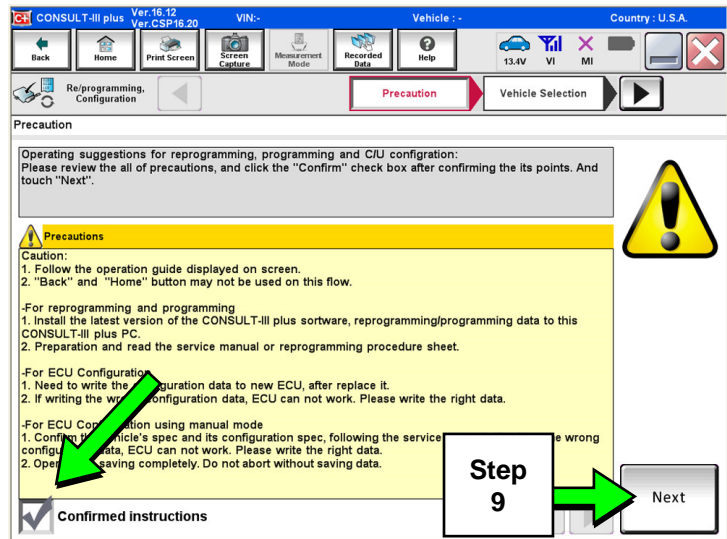


Figure 2

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 3 does not display, proceed to step 12.

11. Select **Select**.

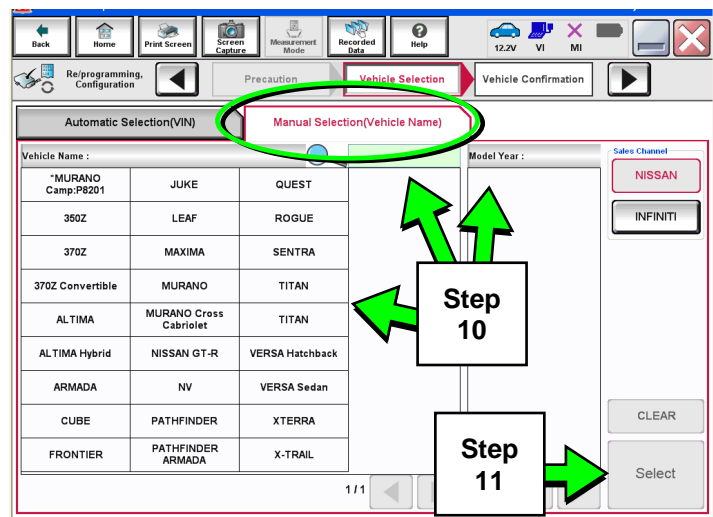


Figure 3

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

When finished, select **Confirm**.

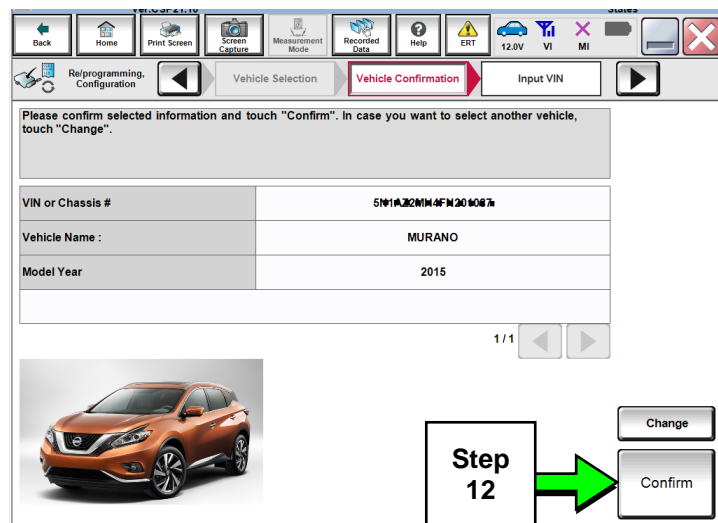


Figure 4

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**.

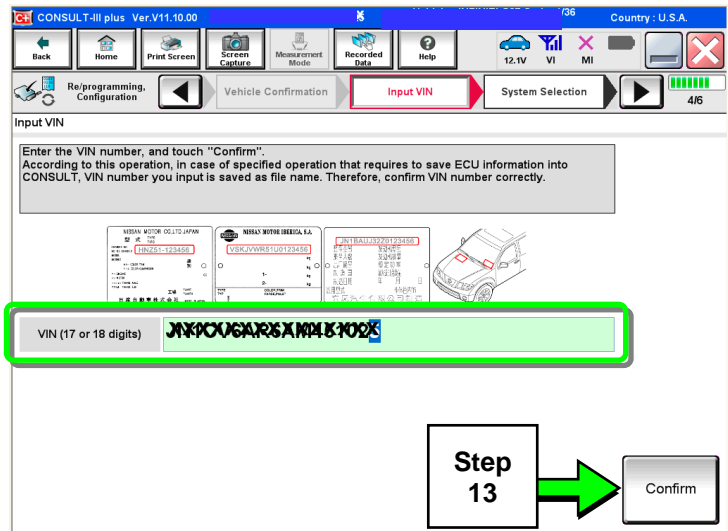


Figure 5

14. Select **MULTI AV**.

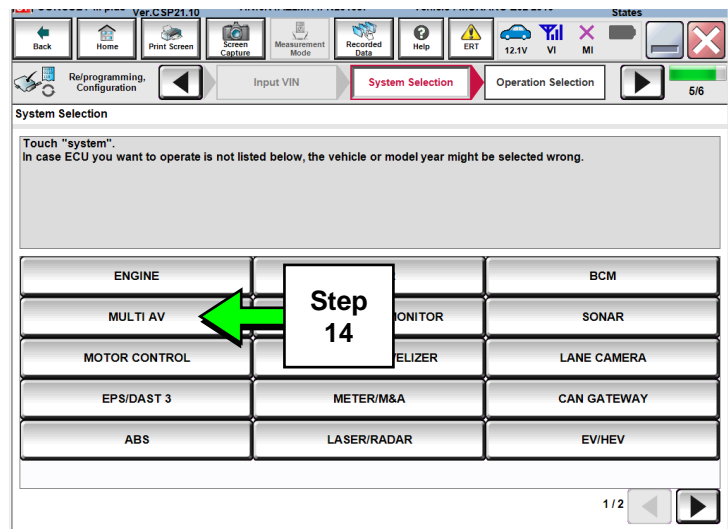


Figure 6

15. Select **Read/Write Configuration**.

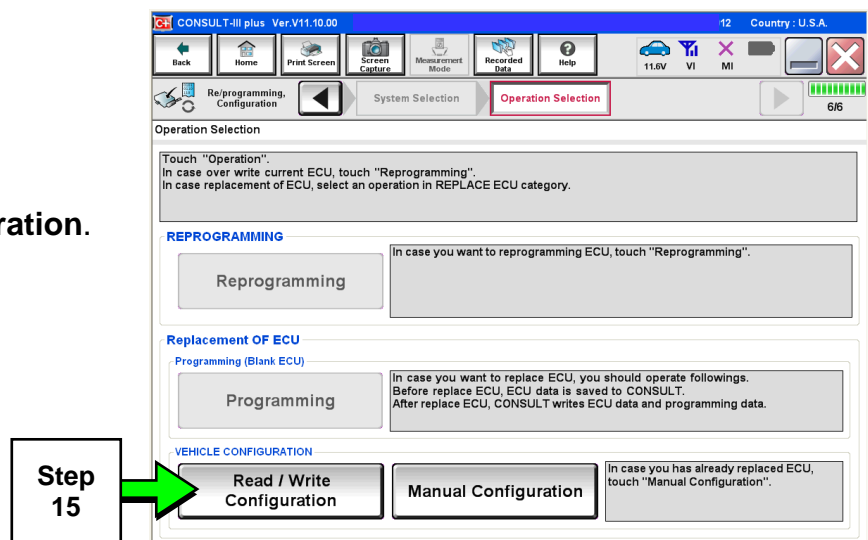


Figure 7

16. Select **Before Replace ECU**.

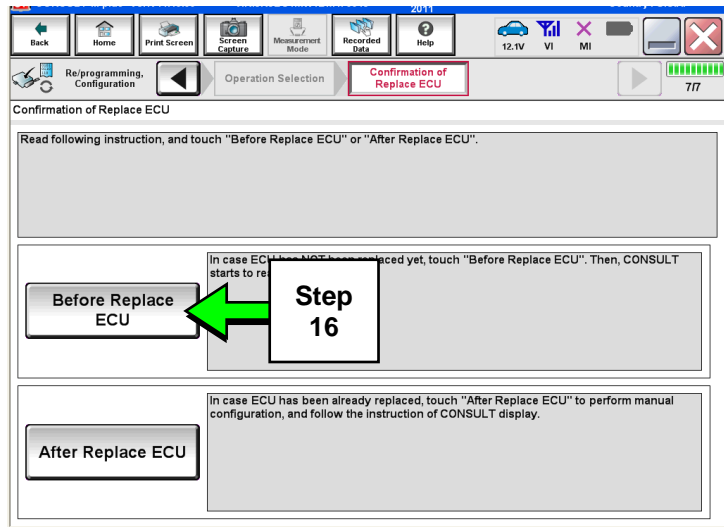


Figure 8

17. 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.

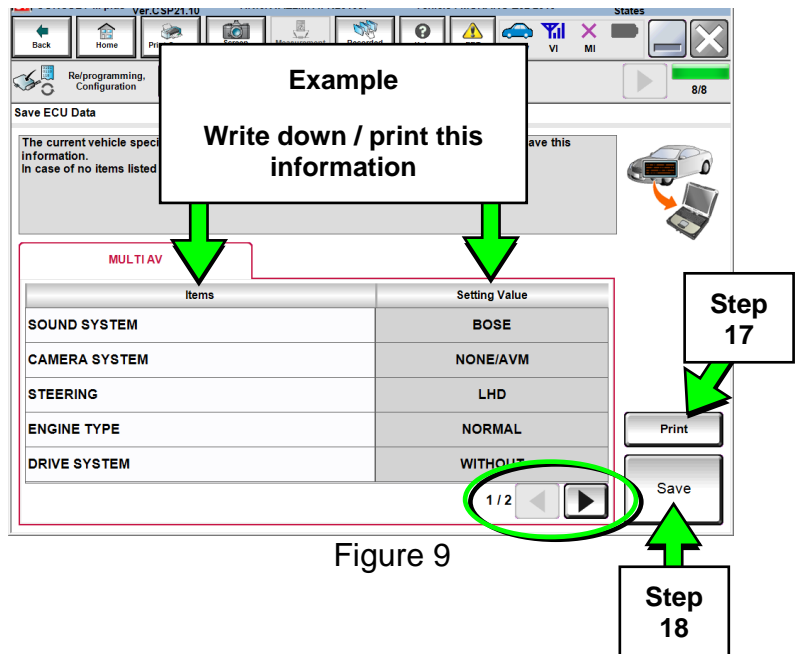


Figure 9

18. Select **Save**.

**NOTE:** If the configuration data cannot be read or saved, replace the AV control unit per the applicable Electronic Service Manual (ESM), and then proceed to **PART 5: Manually Configure the Multi AV System (if needed)** on page 9 of this bulletin.

19. Select **End**.

- C-III plus will return to the Home screen.

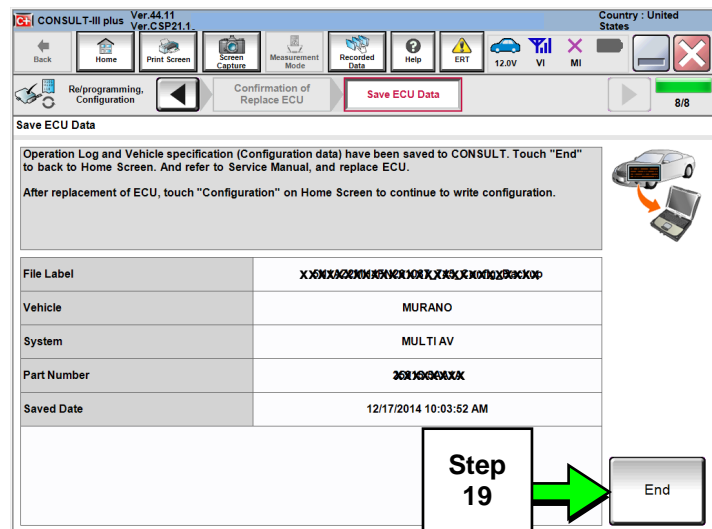


Figure 10



### PART 3: Replace the AV Control Unit

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20. 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 Navi/audio head unit for parts warranty. Head units must be returned with correct SD Map Cards or the dealer will be charged back.

### PART 3.5: Check Replacement AV Control Unit's Configuration

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

21. With the replacement AV control unit installed, put the ignition switch in Accessory (ACC) mode.

22. Leave the audio unit OFF.

23. 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.

24. When the screen in Figure 11 appears, select **Confirmation/Adjustment**.

25. Select **Version Information**.

- Use the scroll arrows to access **Version Information** (see Figure 12).



Figure 11



Figure 12

26. If the **ITM Configuration Part Number** matches the **ITM Part Number**, configuration can be performed.

- Go to **Part 4** further below.

27. If the **ITM Configuration Part Number** does NOT match its **ITM Part Number**, configuration needs to be cleared.

- Go to page 15, **Clearing Configuration**.

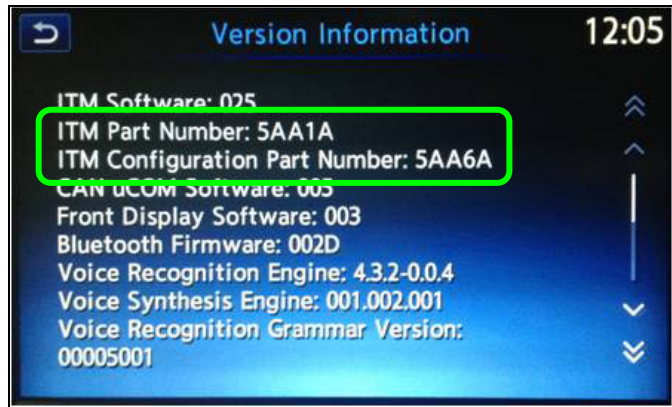


Figure 13

**PART 4:  
Configure the Multi AV System**

28. Navigate C-III plus to the screen shown in Figure 14 by performing steps 4-13 on pages 3-5.

28a. Select **Confirm**.

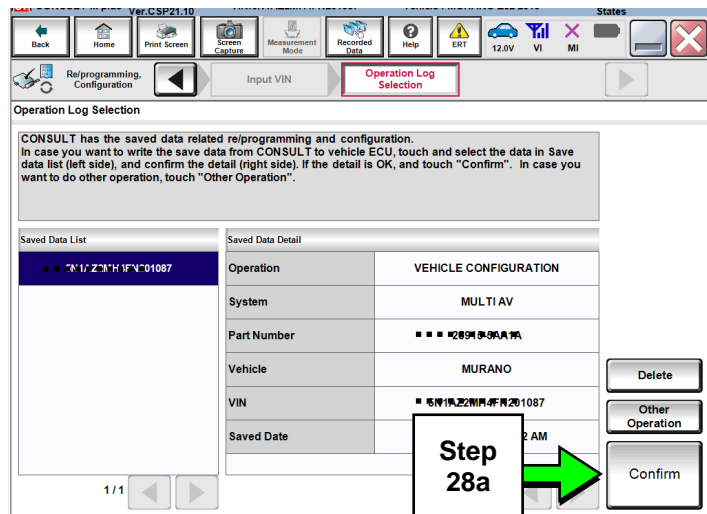


Figure 14

29. Select **After Replace ECU**.

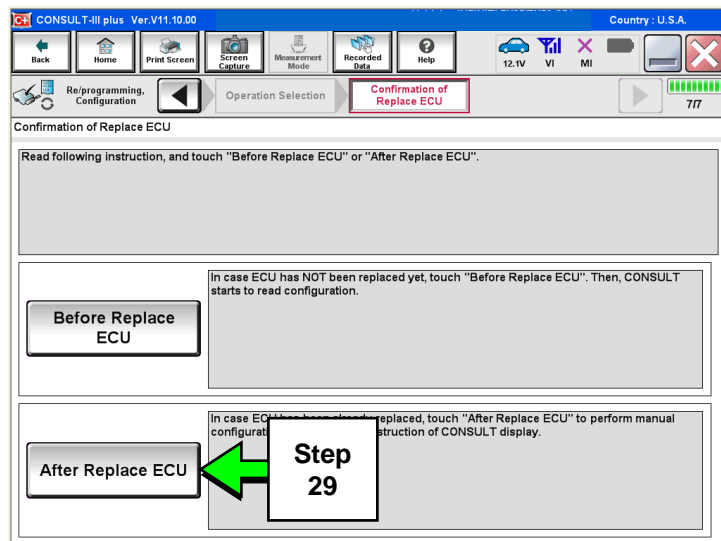


Figure 15



30. Select **OK**.

**After performing step 30:**

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

- Proceed to page 13, step 41.

If an error message **does** display:

- Proceed to **PART 5: Manually Configure the Multi AV System (if needed)**, below.

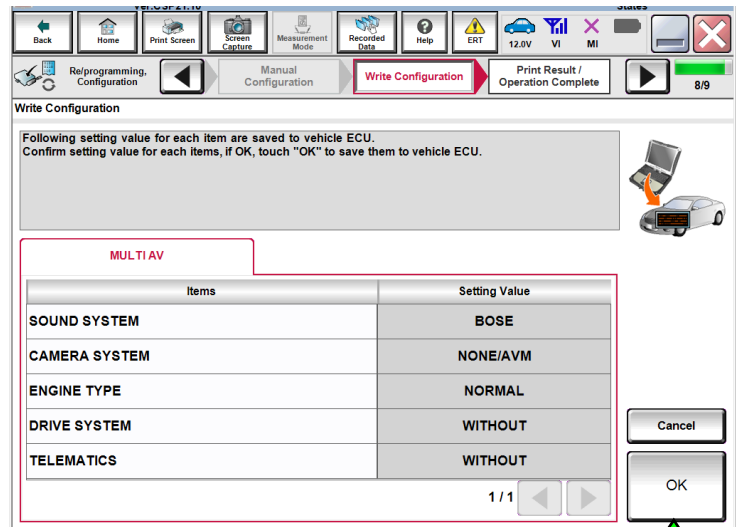


Figure 16

**NOTE:** If configuration is done incorrectly, you must clear the configuration (see page 15, **Clearing Configuration**) and then perform the configuration (Part 4) again.

**PART 5:  
Manually Configure the Multi AV System / AV Control Unit (if needed)**

**NOTE:** Part 5 is needed only if auto configuration in Part 4 did not work correctly.

31. Select **Re/programming Configuration**.

**NOTE:** If the screen in Figure 17 is not displayed, click on the **Home** icon.

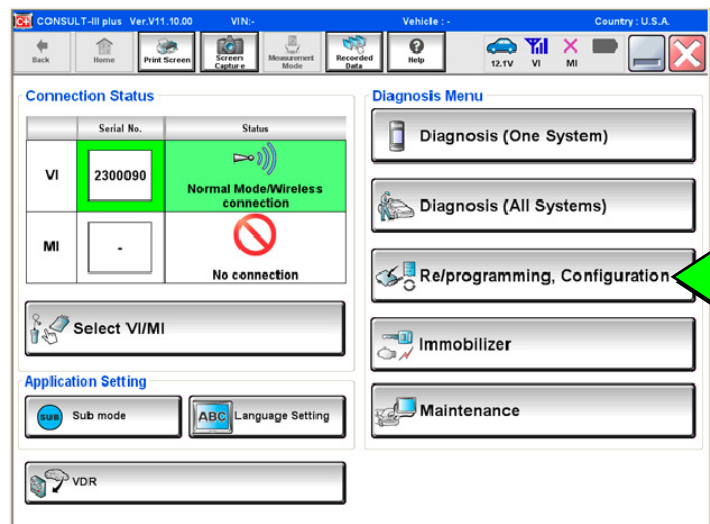


Figure 17

32. Read the Precautions.

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

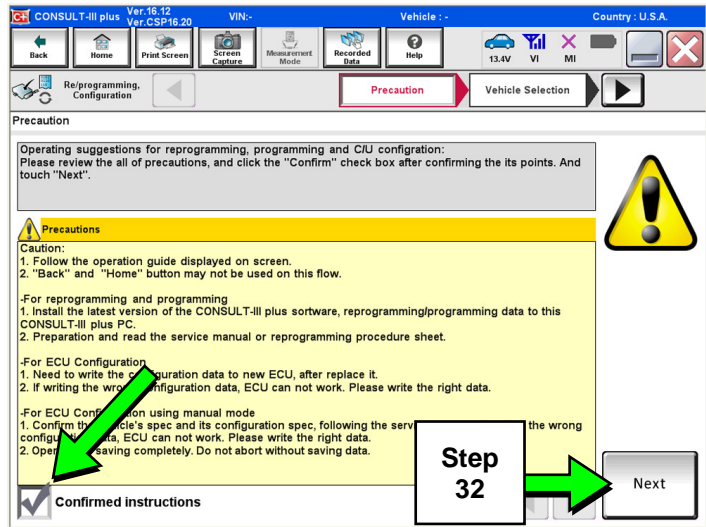


Figure 18

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

**NOTE:** If the screen shown in Figure 19 does not display, proceed to step 35.

34. Select **Select**.

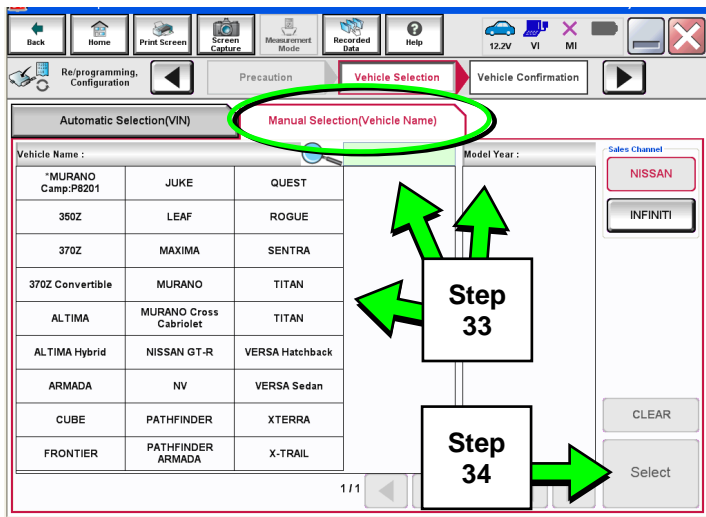


Figure 19

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

When finished, select **Confirm**.

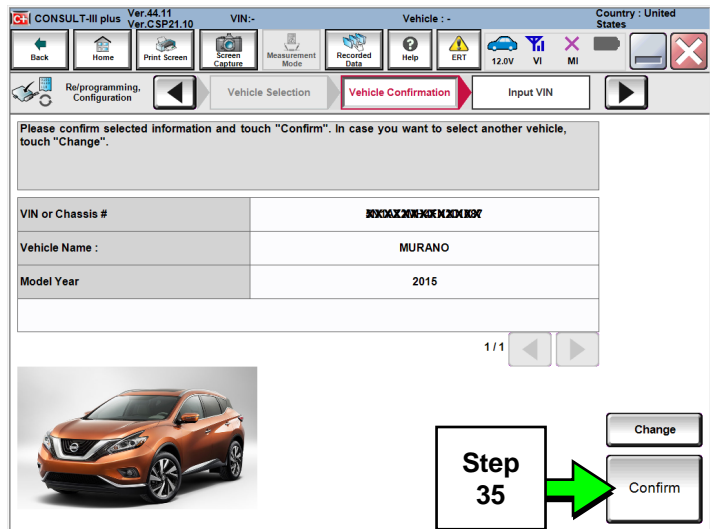


Figure 20

36. 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**.

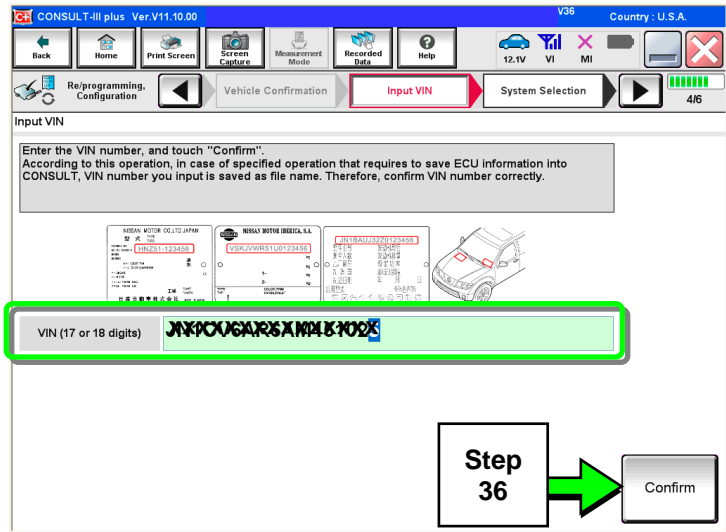


Figure 21

37. Select **MULTI AV**.

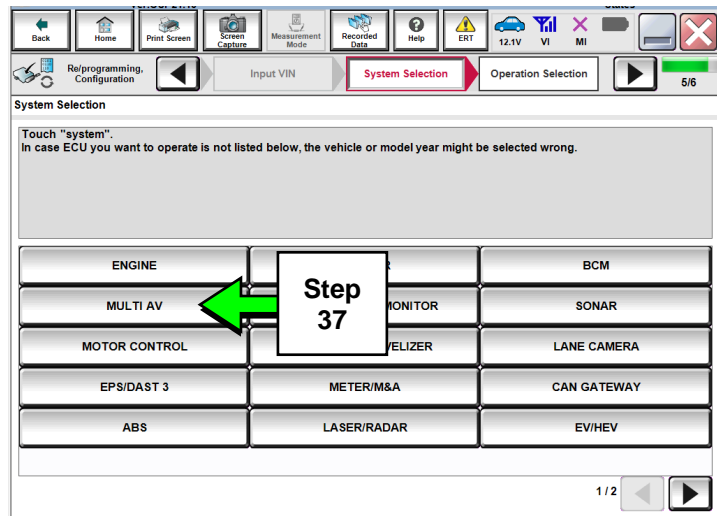


Figure 22

38. Select **Manual Configuration**.

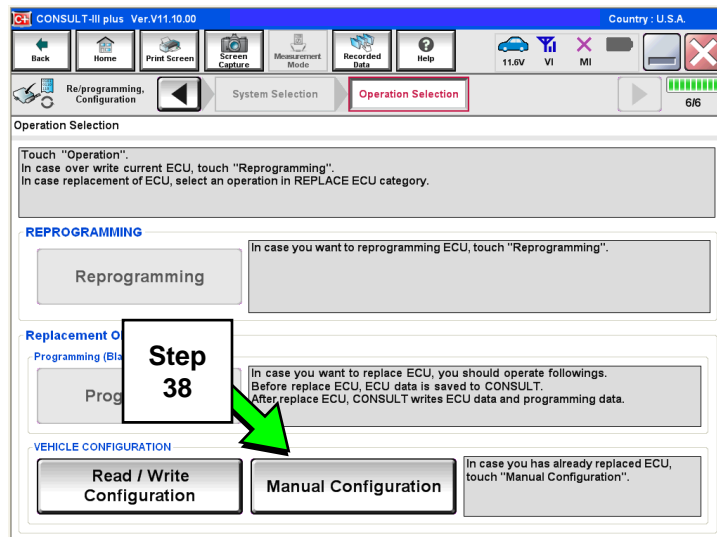


Figure 23

39. Use the drop down menus to select the configuration options that were printed or written down in step 17.

- Use the scroll arrow if more than one page of information is available.
- Refer to the **Configurable Options** table below,

**NOTE:** Configurable options will differ between models. Your screen may look different than Figure 24.

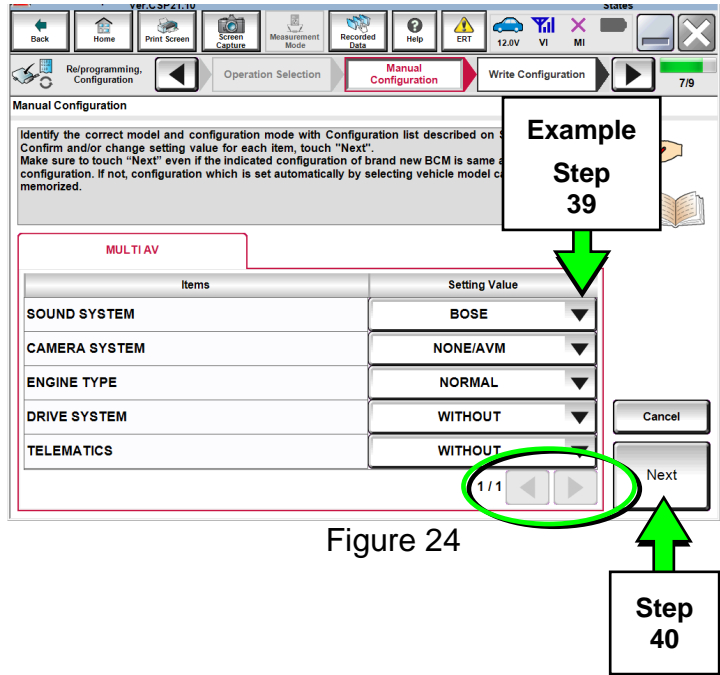


Figure 24

40. Select **Next**.

**Configurable Options:**

SETTING ITEM		NOTE
Items	Setting value	
SOUND SYSTEM	BASE	Without BOSE audio system
	BOSE	With BOSE audio system
CAMERA SYSTEM	NONE/AVM	With around view monitor system
	REAR	With rear view monitor system
ENGINE TYPE	NORMAL	Except HEV models
	HYBRID	HEV models
DRIVE SYSTEM	FF TYPE 4WD	HEV models (AWD)
	FF TYPE	HEV models (FWD)
	WITHOUT	Except HEV models
TELEMATICS	WITH	With telematics system
	WITHOUT	Without telematics system

With around view monitor will have a camera on the bottom of the outside (side view) mirrors.  
With rear view monitor will have a camera at the rear of the vehicle only.

All 2015 Murano are **Without** telematics

**NOTE:** If configuration is done incorrectly, you must clear the configuration (see **Clearing Configuration**, page 15), and then perform the manual configuration (Part 5) again.

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

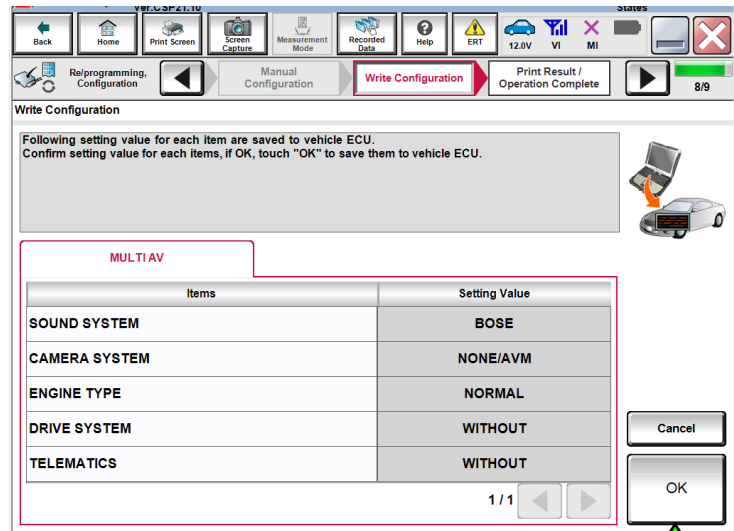


Figure 25



Step  
41

42. Turn the ignition OFF, start the engine, and then wait for about 30 seconds.

## PART 6: Clear Codes and Check AV System Operation

43. Use C-III plus to clear any codes from the Multi AV system:

- Select Home on the C-III plus screen.
- Select **Diagnosis (One System) > Multi AV > Self Diagnosis Results**.
- Clear any codes that may be present.

44. Close C-III plus and disconnect the plus VI from the vehicle.

45. 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 off after completing configuration, drive the vehicle on a road recognized by the navigation system until it resets.

**PART 7:**  
**Register the Replacement AV Control Unit**

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46. 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 46 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.

47. 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:

1a. Put the ignition switch in Accessory (ACC) mode.

2a. Leave the audio unit OFF.

3a. 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.

4a. Select **Confirmation/Adjustment**.

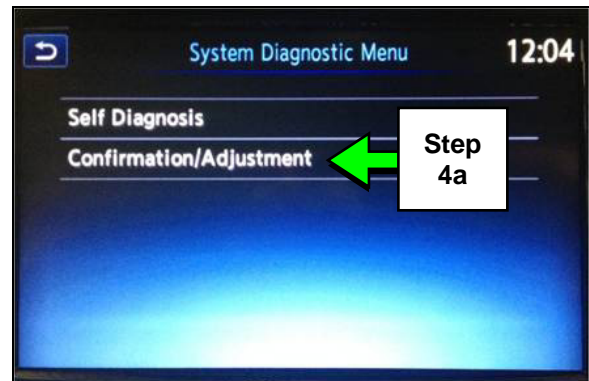


Figure 26

5a. Select **Initialise Settings**.

- Use the scroll arrows to access **Initialise Settings** (see Figure 27).

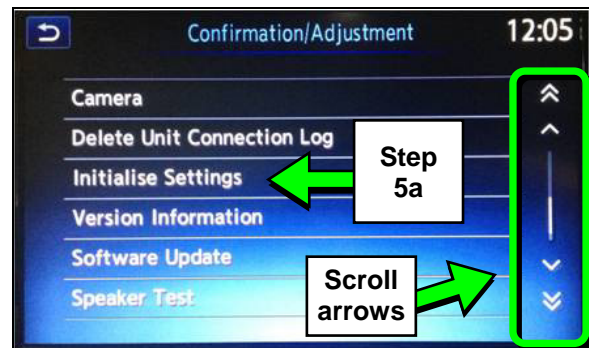


Figure 27

6a. Select **Factory Configuration Data Initialisation**.

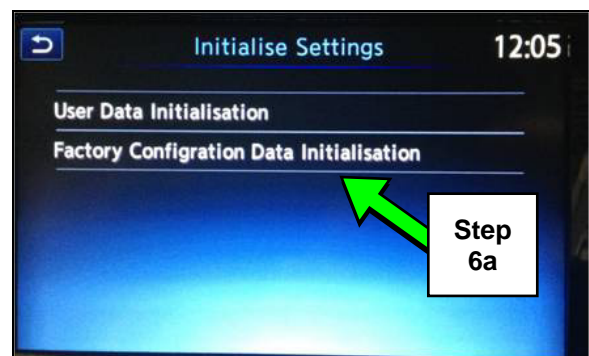


Figure 28

7a. Select **Yes**.

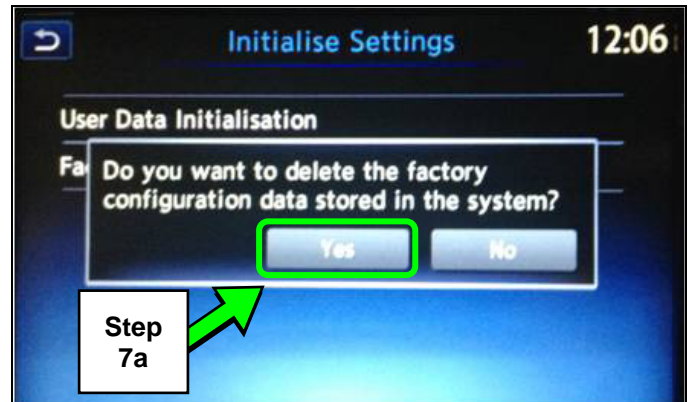


Figure 29

8a. Select **Yes**.

- Configuration is now cleared.



Figure 30

9a. Once configuration has been cleared, perform auto or manual configuration, as it applies.

- For auto configuration, go to page 8, Part 4.
- For manual configuration, go to page 9, Part 5.