



SERVICE BULLETIN

Classification: EL12-010a	Reference: NTB12-026a	Date: May 16, 2012
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2010-2013 NISSAN VEHICLES EQUIPPED WITH NAVIGATION SYSTEM; SCREEN GOES BLANK

This bulletin has been amended to include additional models in Applied Vehicles.

- APPLIED VEHICLES:** 2010 - 2012 370Z Coupe and Roadster (Z34, HZ34)
2011 - 2012 Murano and Cross Cabriolet (Z51 and EZ51)
2011 - 2012 Quest (E52)
2010 - 2012 Maxima (A35)
2010 - 2013 GTR (R35)

APPLIED VINs AND DATES: See page 2

IF YOU CONFIRM:

The customer states the navigation display turns off, goes completely blank, or “blacks out” in DRIVE **and** REVERSE intermittently

AND

All functions of the audio system and heater/defroster/air conditioning work normally.

- For example, music continues to play and fan speed or fan mode can still be adjusted.

NOTE: If the incident occurs only in REVERSE, further diagnosis may be required.



Display completely blank in DRIVE **and** reverse

ACTION:

Replace the AV display unit (also referred to as monitor or screen).

- It is not necessary to contact TECH LINE before ordering this part for this incident.
- See page 2 for part description.
- For removal and installation procedure, refer to the appropriate Electronic Service Manual (ESM).

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.

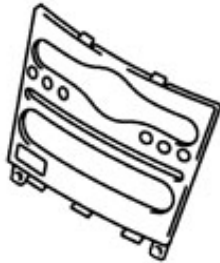
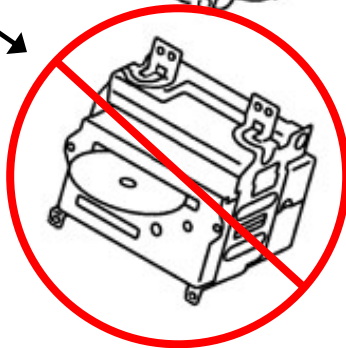
APPLIED VINs and DATES:

VEHICLE	BUILT BEFORE VIN:	BUILT BEFORE DATE:
370Z Coupe	JN1AZ4EH(*)CM 561469	December 8, 2011
370Z Roadster	JN1AZ4FH(*)CM 370604	
Murano 2WD	JN8AZ1MU(*)CW 107100	December 6, 2011
Murano AWD	JN8AZ1MW(*)CW 213660	December 6, 2011
Murano Cross Cabriolet	JN8AZ1FY(*)CW 100462	September 26, 2011
Quest	JN8AE2KP(*)C9 036774	December 6, 2011
GTR	JN1AR5EF(*)DM 260033	December 9, 2011
Maxima	1N4AA5AP(*)CC 845325	April 9, 2012

AV display unit; replace



**AV control unit;
DO NOT replace**



TP120126

Typical example of AV display unit and AV control unit

PARTS INFORMATION

DESCRIPTION	VEHICLE	PART NUMBER	QUANTITY
DISPLAY UNIT – AV *	2010-2012 370Z	28091-1BY3B	1
	2010-2012 370Z Roadster	28091-JJ93A	
	2011-2012 Murano	28091-1BY3B	
	2011-2012 Cross Cabriolet	28091-JJ93A	
	2011-2012 Quest	28091-1JA3A	
	2010 - 2012 Maxima	28091-5X03A	
	2010 - 2013 GTR	28091-1BY2E	

* It is not necessary to contact TECH LINE before ordering this part for the incident described under **IF YOU CONFIRM** on page 1.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

Refer to the online Warranty Flat Rate manual for the appropriate operation code.

