



RECALL CAMPAIGN BULLETIN

Classification: EL19-063	Reference: NTB19-110	Date: December 5, 2019
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VOLUNTARY RECALL CAMPAIGN 2018 MURANO; AV CONTROL UNIT (INFOTAINMENT) SOFTWARE UPDATE

CAMPAIGN ID #: R1911
NHTSA #: 19V-654
APPLIED VEHICLE: 2018 Murano (Z52)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Nissan is conducting this voluntary recall campaign on certain specific model year 2018 Murano vehicles to update the AV Control Unit (Infotainment) software. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number R1911 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

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.

REQUIRED SPECIAL TOOL

SD Card J-52812-25

- Special tool SD Card J-52812-25 has been shipped to each dealer (see Figure 1).
- Additional SD cards are available from Tech•Mate: nissantechmate.com or 1-800-662-2001.



Figure 1

IMPORTANT:

It is highly recommended that the provided campaign SD card, J-52812-25, be used.

HINT:

- If unavailable, the reprogramming software may be downloaded onto special tool SD card J-52727-2 using the Infotainment Software Download procedure.
 - Special tool SD card J-52727-2 has also been shipped to each dealer.
 - *Click here* to access the Infotainment Software Download procedure. After the software has been downloaded, continue to step 1 in this bulletin.

SERVICE PROCEDURE

Update AV Control Unit

NOTE: Refer to Figure 2 below for location of controls and SD card slot.



Figure 2

1. Make sure the MAP SD card (not the software update card) is inserted in the SD card slot before starting the software update procedure.
2. Turn the ignition to ON/ACC.
3. Turn the hazard warning lamps ON to prevent the BCM from entering battery saver mode.
4. Ensure the map is displayed on the screen by pressing the MAP button.
5. Ensure the audio system is OFF (Audio OFF should be displayed in the top left corner of the MAP screen as shown in Figure 2).

6. Access the **System Diagnostic Menu**.

- Press and hold down the MENU button and at the same time rotate the volume knob (Figure 3) more than three clicks in each direction (back and forth) until **System Diagnostic Menu** displays (Figure 4).

NOTE: The audio system must be OFF in order to enter the **System Diagnostic Menu**.

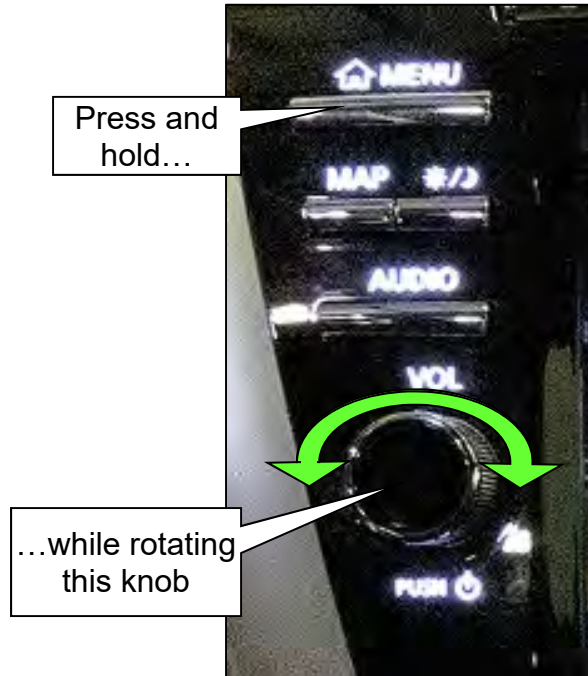


Figure 3

7. Select **Confirmation/Adjustment** (Figure 4).

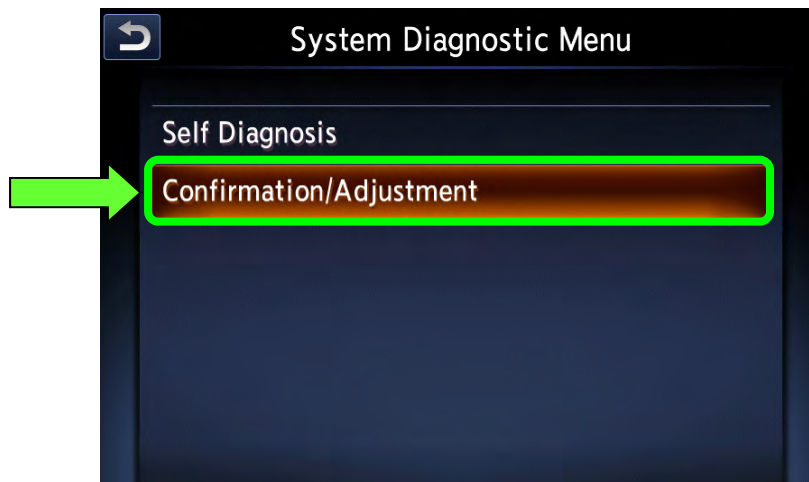


Figure 4

8. Use the scroll bar to scroll down, and then select **Software Update** (Figure 5).

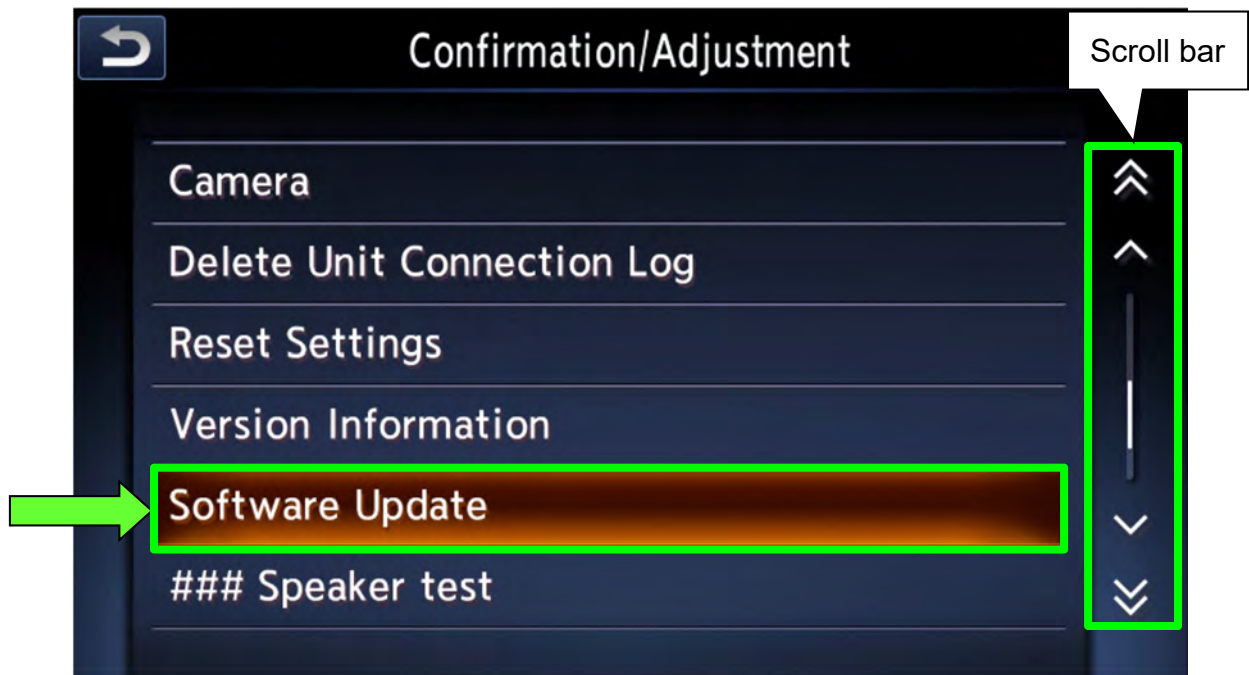


Figure 5

9. Select **YES** (Figure 6).
- The system will reboot automatically.

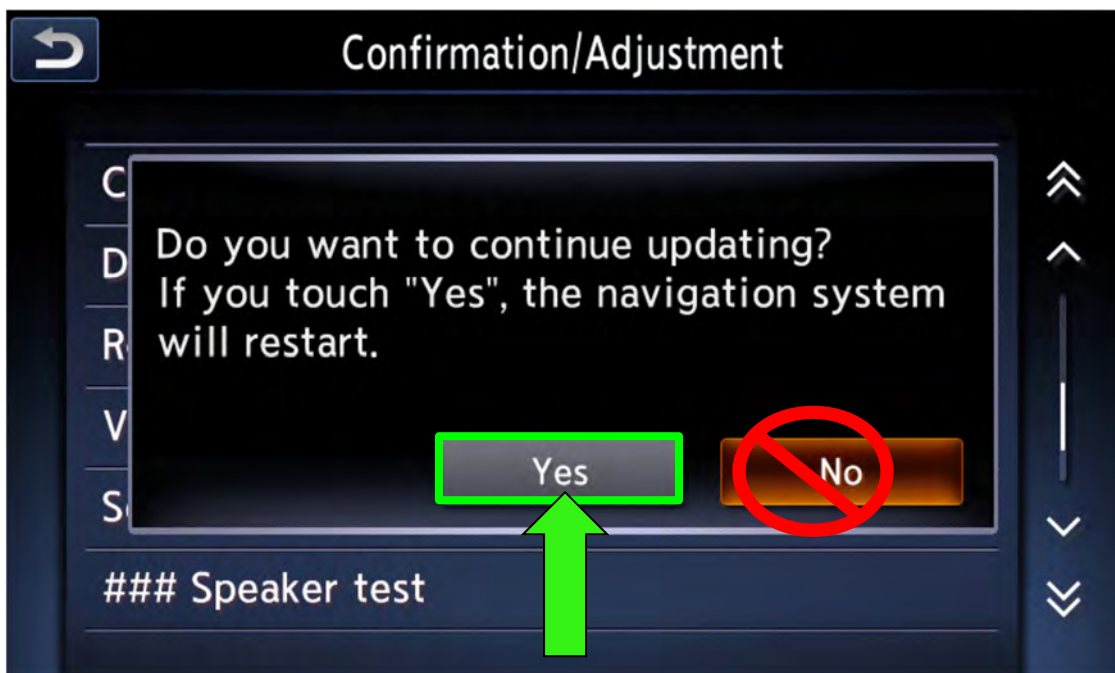


Figure 6

- The reboot is complete when the message in Figure 7 displays. **DO NOT select "OK" or "CANCEL" at this time.**

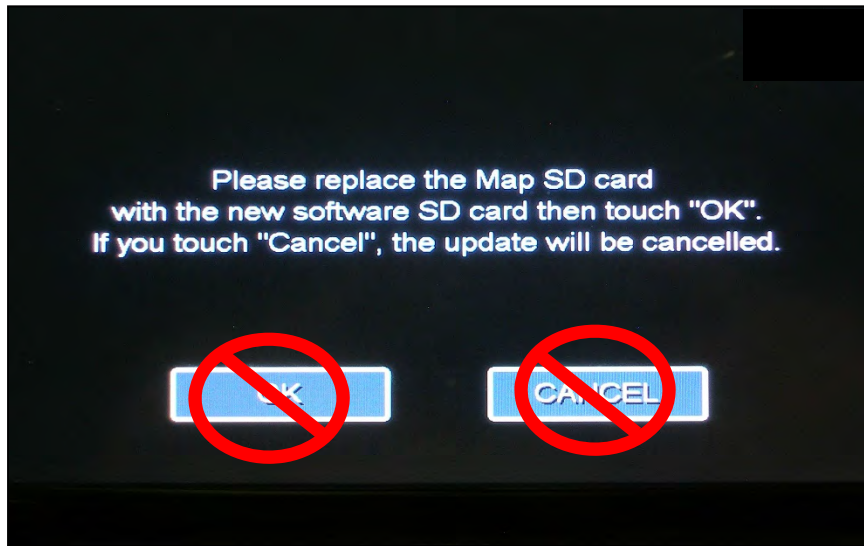


Figure 7

10. Remove the MAP SD card.
 - Refer to Figure 2 on page 3 for the SD card slot 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 eject.
11. Install special tool J-52812-25 (provided; Figure 8) into the SD card slot.



Figure 8

12. Select **OK** (Figure 9).

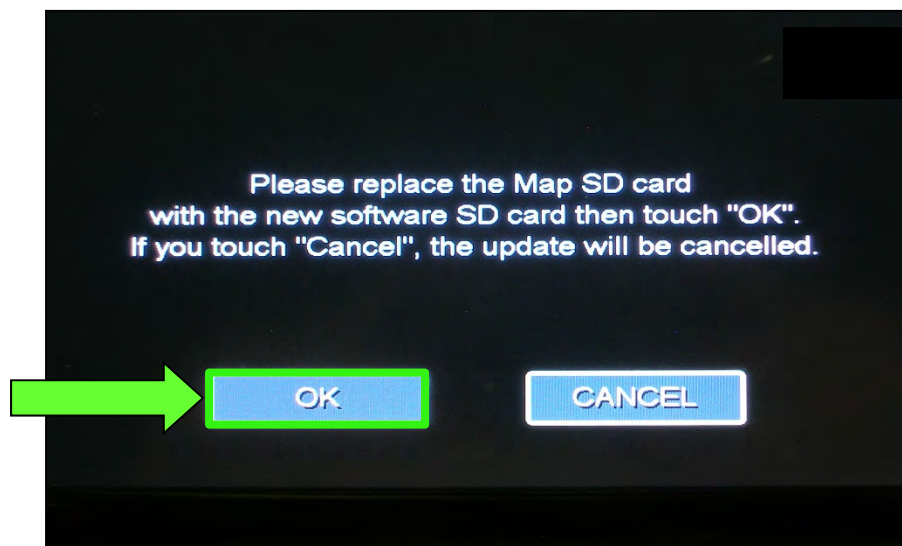


Figure 9

- Once OK has been selected, the message in Figure 10 should appear.

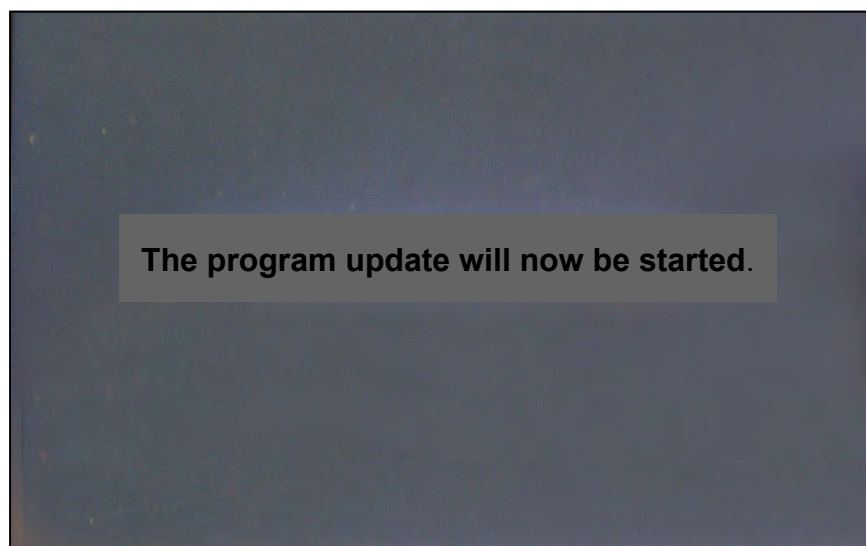


Figure 10

- An update status progress bar will appear (Figure 11).
- The software update will take approximately 5-7 minutes.

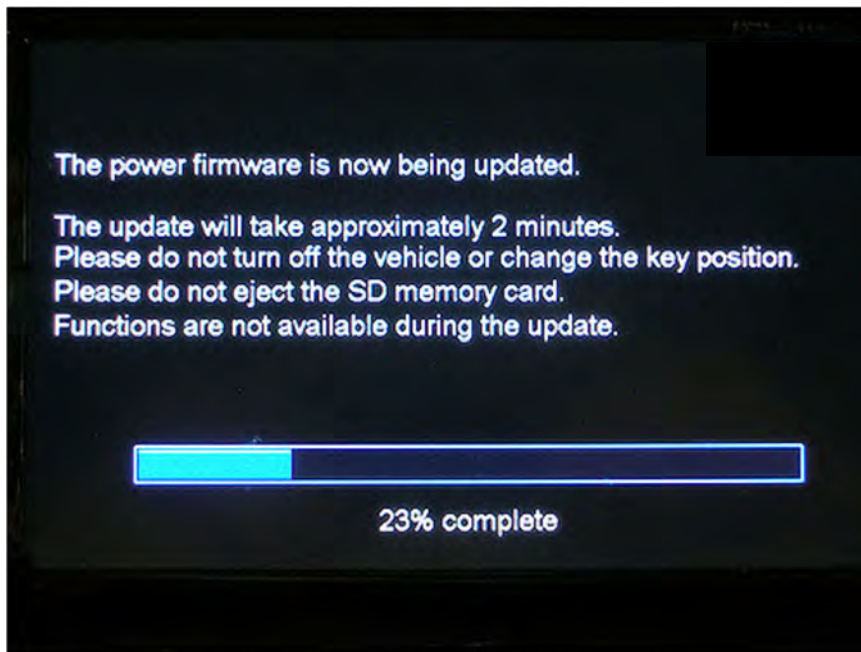


Figure 11

- After the update has completed, the screen in Figure 12 should display.

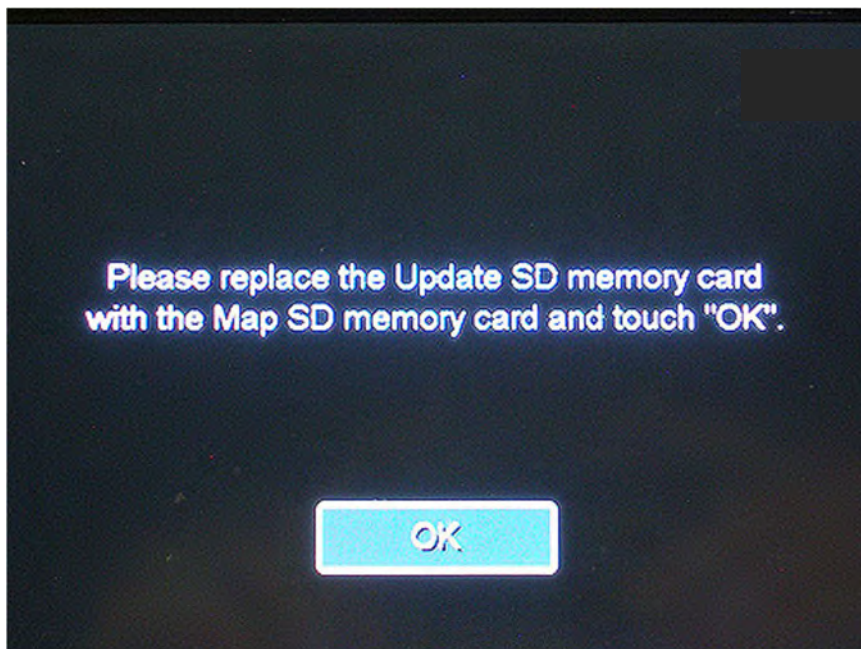


Figure 12

13. Remove J-52812-25 from the SD card slot.
14. Insert the MAP SD card.
15. Select **OK** (Figure 13).

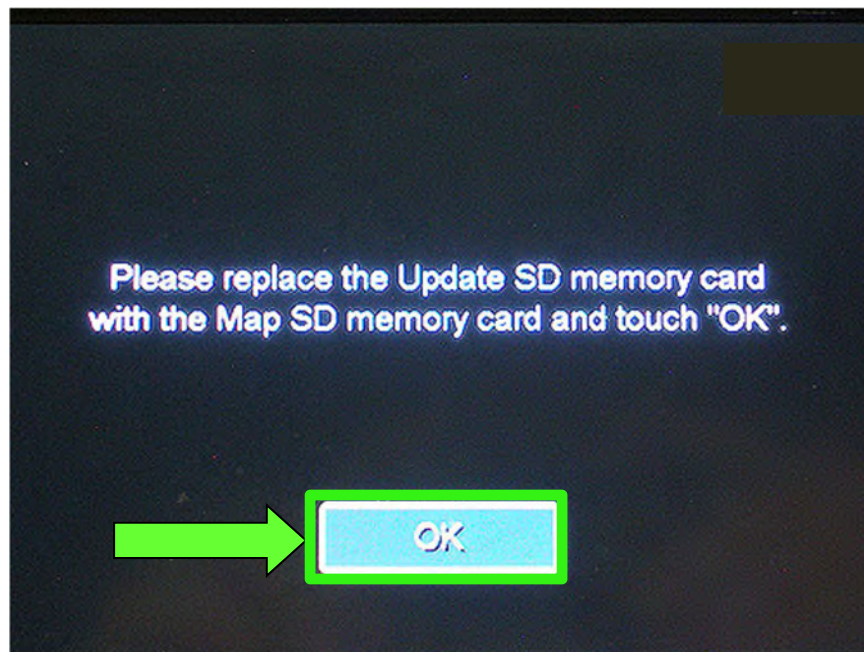


Figure 13

- After selecting **OK**, the screen in Figure 14 should display after 1-2 minutes.

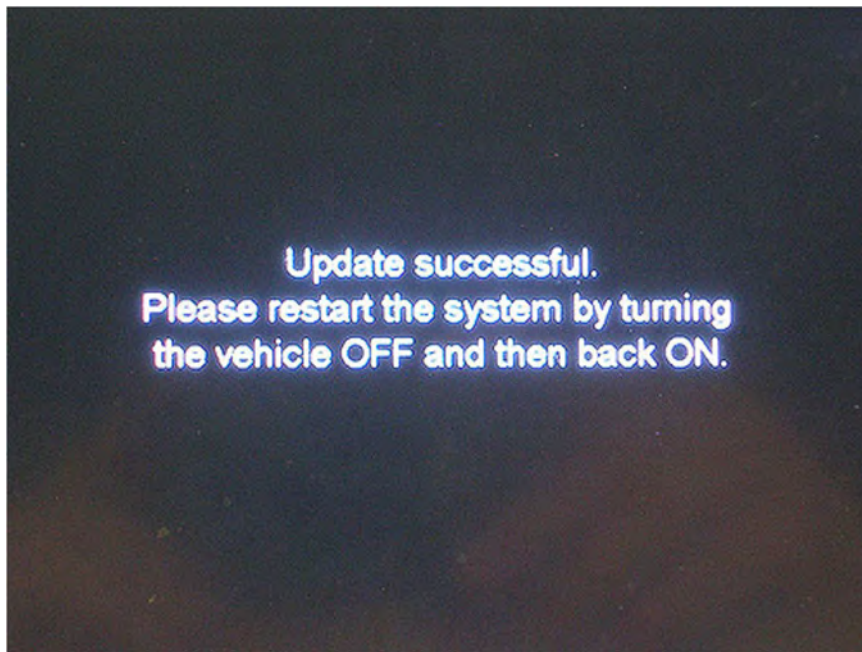


Figure 14

16. Turn the hazard warning lamps OFF.
17. Turn the ignition OFF.
18. Turn the ignition ON.

The procedure is complete.

CLAIMS INFORMATION

Submit a “CM” line claim using the following claims coding:

CAMPAIGN (“CM”) ID	DESCRIPTION	OP CODE	FRT
R1911	Reprogram AV Control Unit	R1911G	0.3 hrs
	Reprogram not needed	R19113	0.2 hrs

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 5, 2019	NTB19-110	Original bulletin published

