



RECALL CAMPAIGN BULLETIN

Classification: EL19-029	Reference: NTB19-086	Date: October 29, 2019
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VOLUNTARY RECALL CAMPAIGN 2019 MURANO; AV CONTROL UNIT (INFOTAINMENT) SOFTWARE UPDATE

CAMPAIGN ID #: R1911
NHTSA #: 19V-654
APPLIED VEHICLES: 2019 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 2019 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

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



Figure 1

IMPORTANT

It is highly recommended that the provided campaign USB drive, J-52812-1, be used.

HINT:

- If unavailable, the reprogramming software may be downloaded onto special tool USB drive J-52727-1 using the Infotainment Software Download procedure.
 - Special tool USB drive J-52727-1 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 (Infotainment) Software

1. Park the vehicle in a well-ventilated area.
2. Set the parking brake.
3. Start the engine, and then wait 60 seconds for the system to load.

NOTICE

The engine needs to idle for the duration of the update to retain battery charge. If the battery voltage becomes too low, the reprogramming may not complete.

4. Turn the audio system OFF.
5. Insert special tool USB drive J-52812-1 into the vehicle's USB media port (see Figure 2).
 - DO NOT remove the USB drive during the software update until instructed.

NOTICE

DO NOT insert the USB drive into a charging port (see Figure 3). Charging ports are marked in the vehicle with a “lightning bolt” symbol. If used, the software update and/or USB drive may become damaged. Only insert the USB drive in a USB media port.

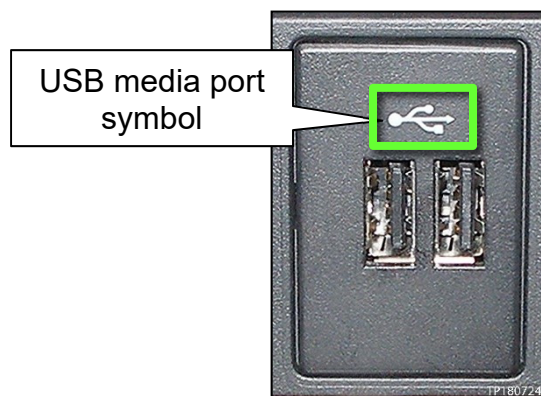


Figure 2

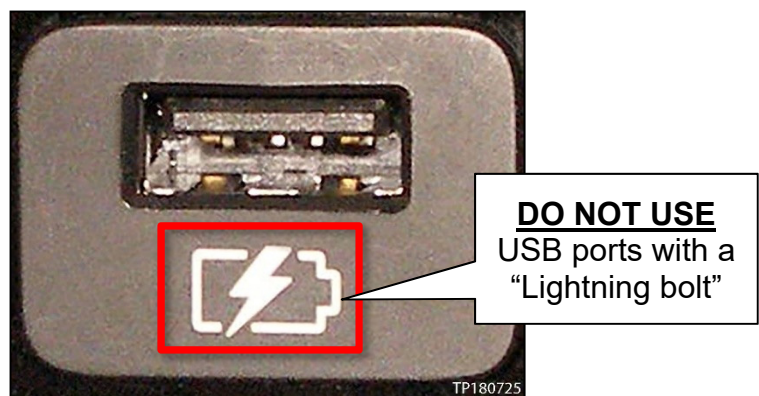


Figure 3

6. Wait approximately 10-30 seconds for the screen in Figure 4 to appear.

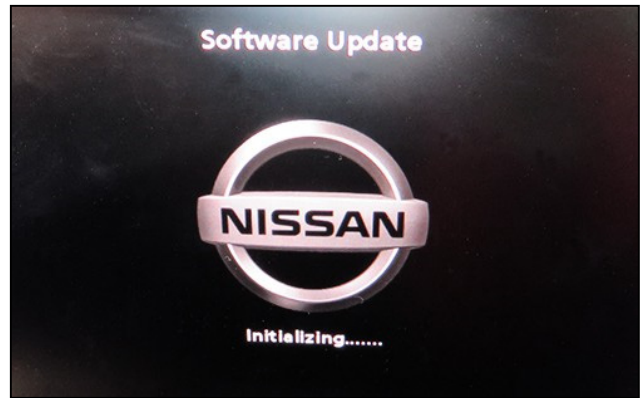


Figure 4

- The screen in Figure 5 may briefly appear. **DO NOT** remove the **USB drive**. The audio system will detect the USB drive and continue the software update.

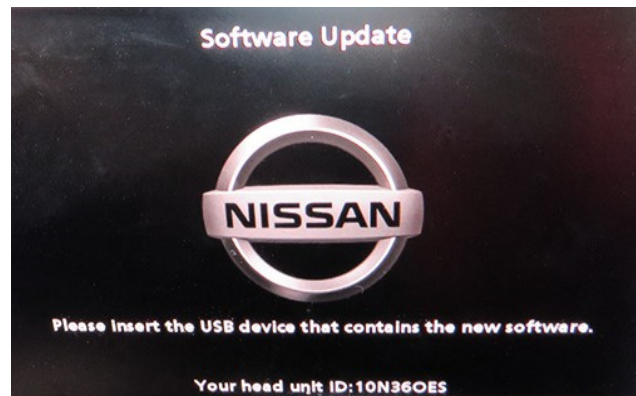


Figure 5

7. Wait for the software update to complete.
 - Follow the on-screen instructions while waiting.

HINT: The software update will take 15-25 minutes.



Figure 6

8. Once the software update is complete (Figure 7), remove special tool USB drive J-52812-1. The system will then reboot (restart).

IMPORTANT: The system will not reboot until the USB drive is removed.



Figure 7

9. Allow the reboot to complete (approximately 30 seconds).
 - The Nissan logo will be displayed during the reboot.
10. Turn the ignition OFF.

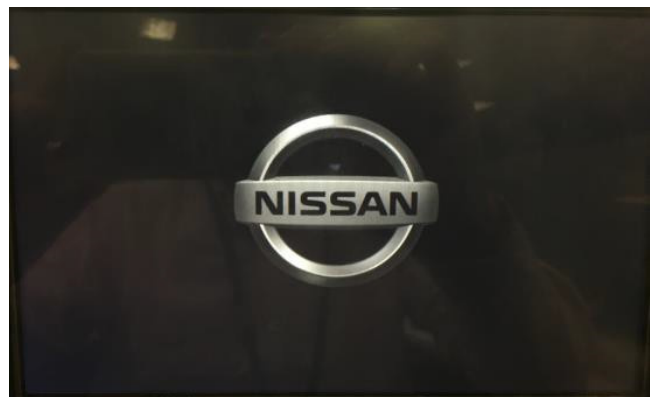


Figure 8

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
R1911	Reprogram Audio/AV Control Unit	R19110	0.2 hrs

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 29, 2019	NTB19-086	Original bulletin published

