



VOLUNTARY RECALL CAMPAIGN

Classification: AN25-008	Reference: NTB25-062	Date: December 11, 2025
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VOLUNTARY SAFETY RECALL CAMPAIGN 2025 MURANO; IVI REPROGRAM

CAMPAIGN ID #: R25D6
APPLIED VEHICLES: 2025 Murano (Z53)

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

INTRODUCTION

Nissan is conducting this voluntary safety recall campaign on certain specific model year 2025 Murano vehicles to check and, if necessary, reprogram the audio system. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number R25D6 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 safety 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 safety 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.

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(S)

Two (2) 32GB Dual Type-A/Type-C USB Drives (part #NI-52727-32DD) are required

- This reprogram requires the use of two (2) 32GB Dual Type-A/Type-C USB drives. The in-vehicle infotainment system will not recognize a 64GB USB drive.
- Special tool USB drive NI-52727-32DD has been shipped to each dealer (Figure 1).
- Additional USB drives are available from Tech•Mate: techmatetools.com or 1-833-397-3493.

HINT: In this procedure, the USB drive used for the software update will be referred to as **USB-1** and the USB drive used for the assets update will be referred to as **USB-2**.

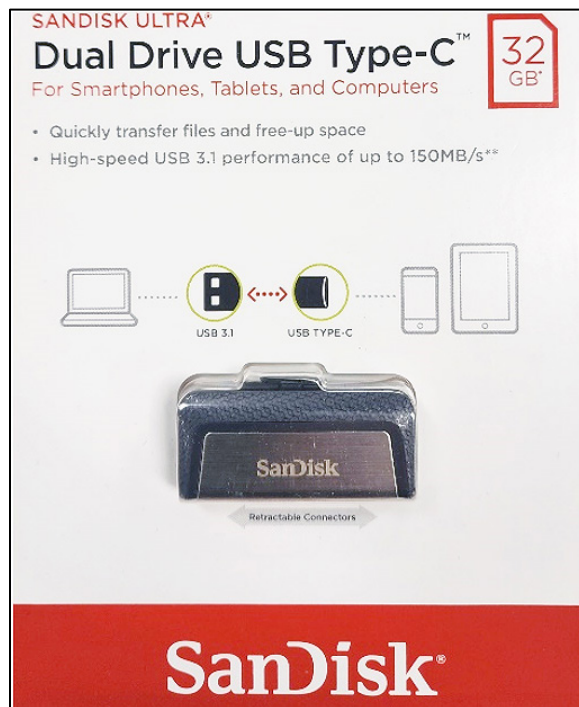


Figure 1

SERVICE PROCEDURE

IMPORTANT: This software update will involve two USB drives. The table below shows the primary steps in the required order to complete the process. AV Control Unit Software and Assets must be downloaded on two separate USB drives.

Step	Description
1	Software Update – USB-1
2	Assets Update – USB-2

1. If not already installed, download the Infotainment Software Update Utility onto your CONSULT PC.
 - a. In ASIST, select **SPECIALTY TOOLS > Infotainment Downloader**.
 - b. Select **Download**.
 - c. Select **Open file** below “Infotainment Downloader.msi” to download the Infotainment Software Update Utility onto your CONSULT PC.

HINT:

- This is a one-time setup.
- The default install folder location is C:\ProgramData\NNA\Infotainment **Downloader**.

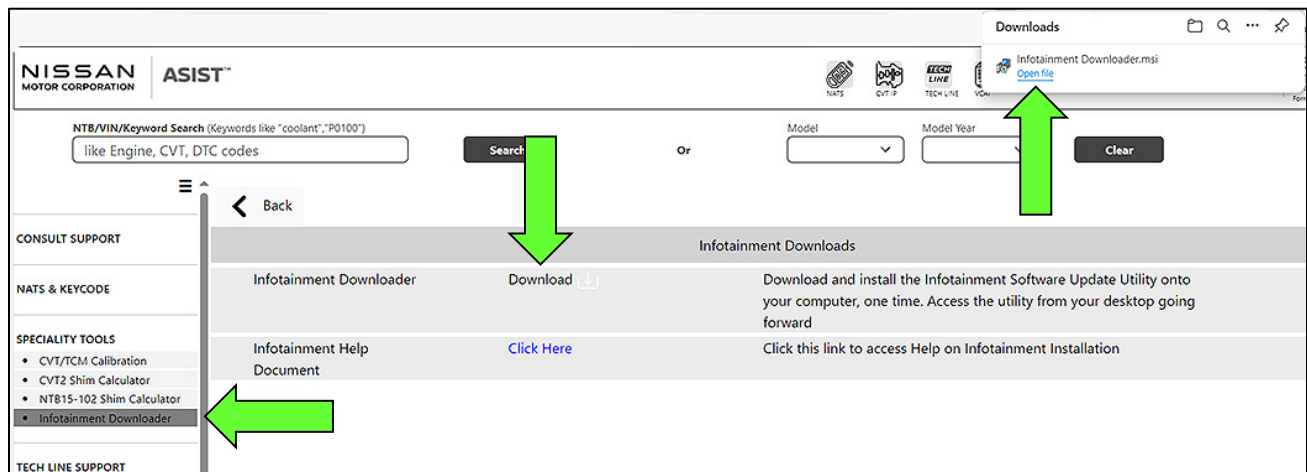


Figure 2

2. Open the **Infotainment Software Update Utility** (Figure 3 on page 4).

3. Select **Software Download**.

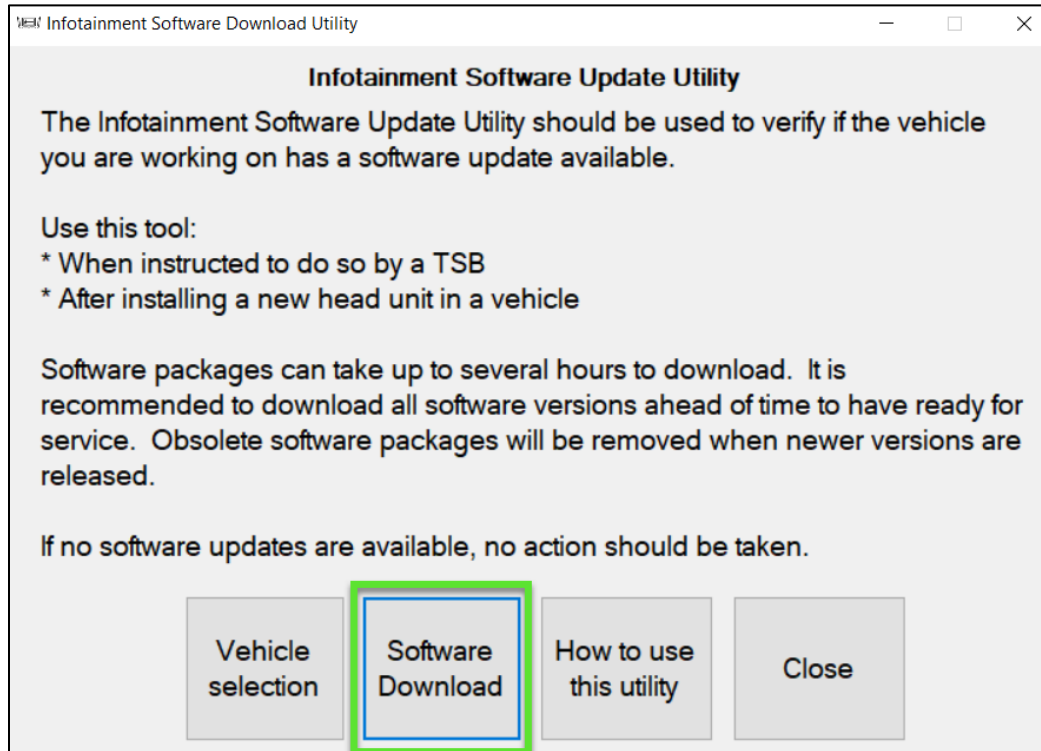


Figure 3

4. Insert one of the 32GB Dual Type-A/Type-C USB drives into the CONSULT PC.

5. Download Software and Assets to two different USB drives.

USB-1: Locate and select software version **AIV2_ISH25.32.02_SOFTWARE** and then select Download to put it onto **USB-1**.

USB-2: Locate and select asset version **AIV2_ISH25.32.02_ASSETS** and then select **Download** to put it onto **USB-2**.

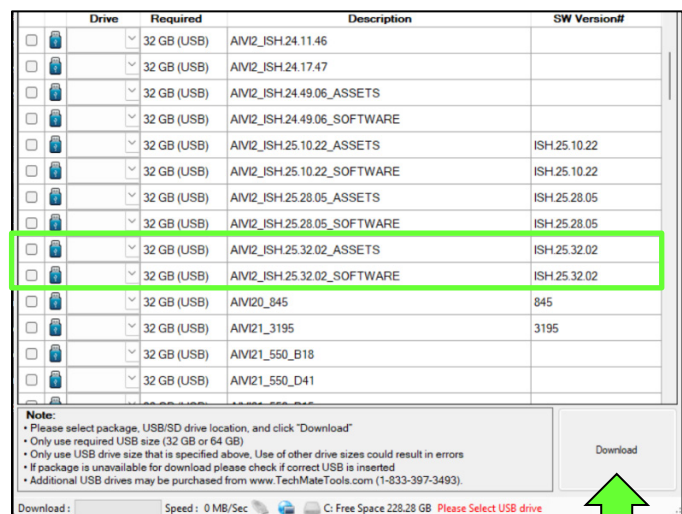


Figure 4

AV CONTROL UNIT SOFTWARE INSTALL

6. Set the parking brake.
7. Start the engine, and then wait 60 seconds for the system to load.

HINT: The engine needs to idle for the duration of the update to retain battery charge.

⚠ WARNING

To avoid the risk of death or severe personal injury, place the vehicle in a well-ventilated area before starting the engine, to prevent the build-up of exhaust gases.

Software Update

8. Turn the Audio OFF.

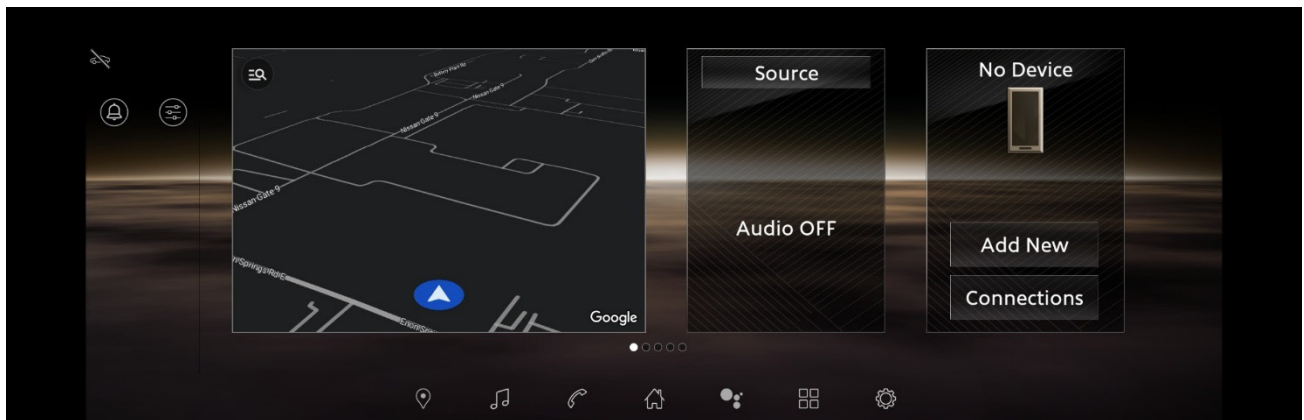


Figure 5

9. Select the **All Settings** icon (Figure 6).
10. Select **General**.

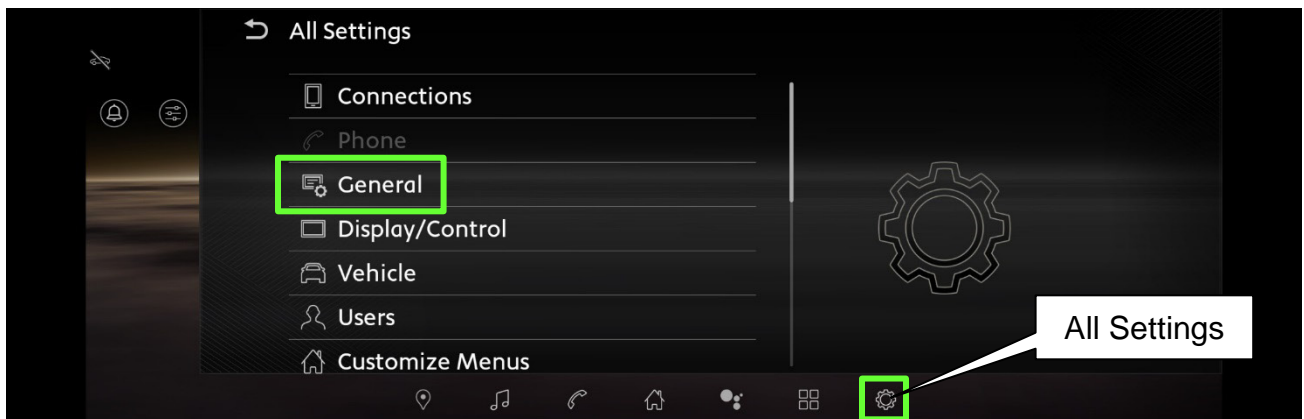


Figure 6

11. Select **System**.



Figure 7

12. Select **System Updates**.

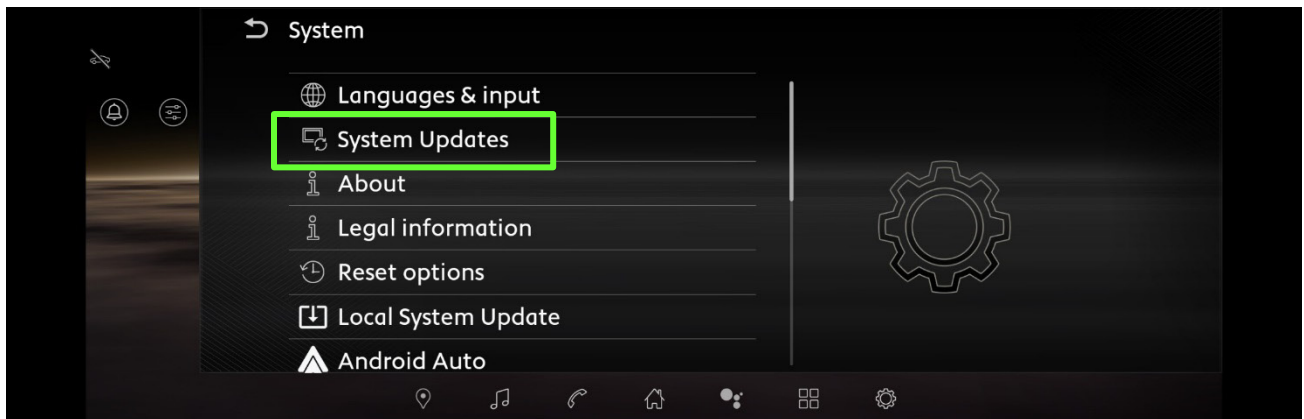


Figure 8

13. Select **Software Update**.

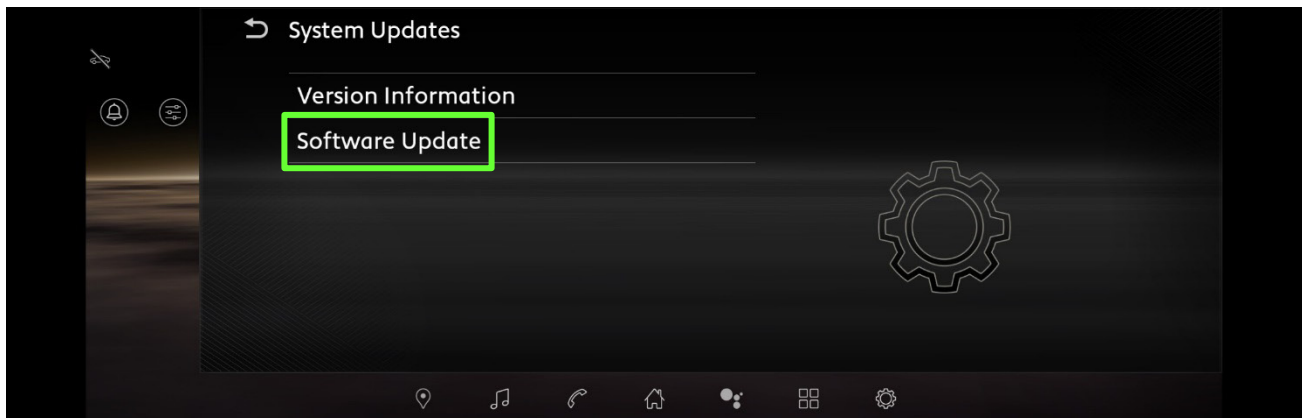


Figure 9

14. Insert **USB-1** with the **Software** update into one of the USB ports located in the center console.

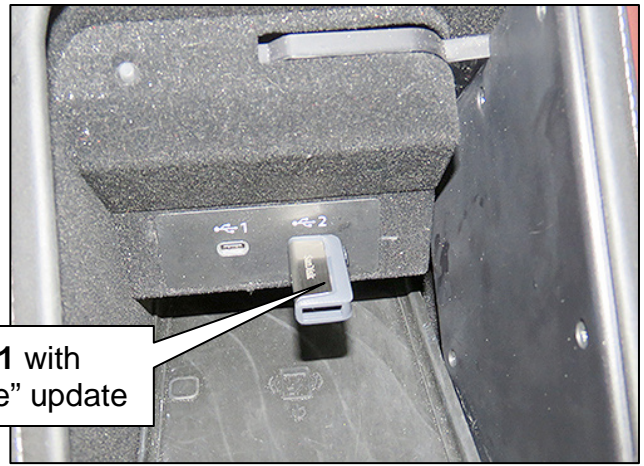


Figure 10

15. When the message in Figure 11 appears, scroll the message screen to the bottom and select **OK**.

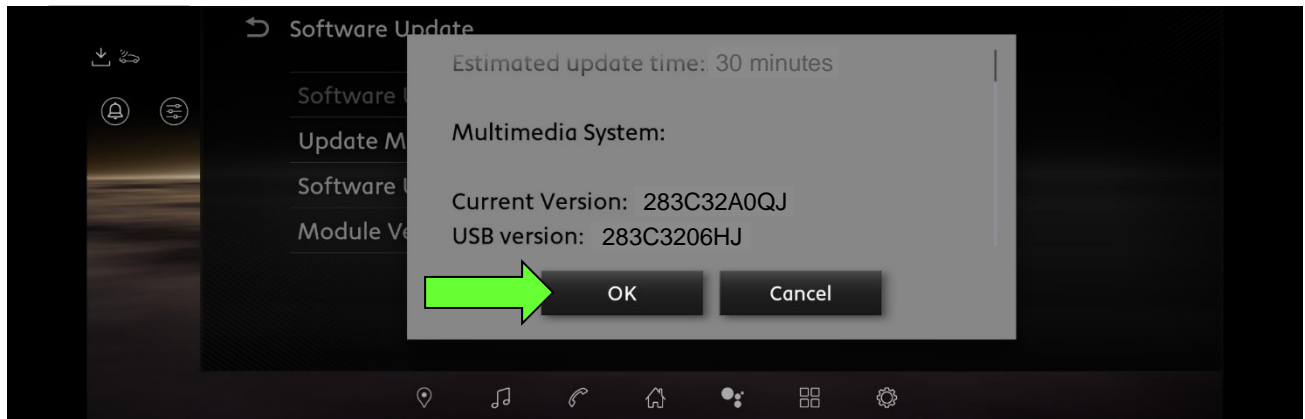


Figure 11

16. Select **Software Update**.

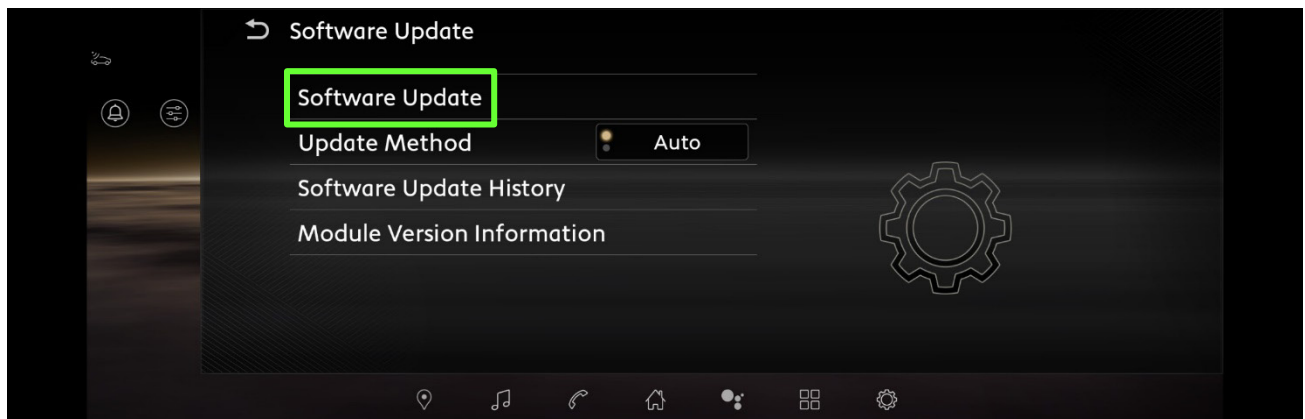


Figure 12

17. Wait for the download to complete.

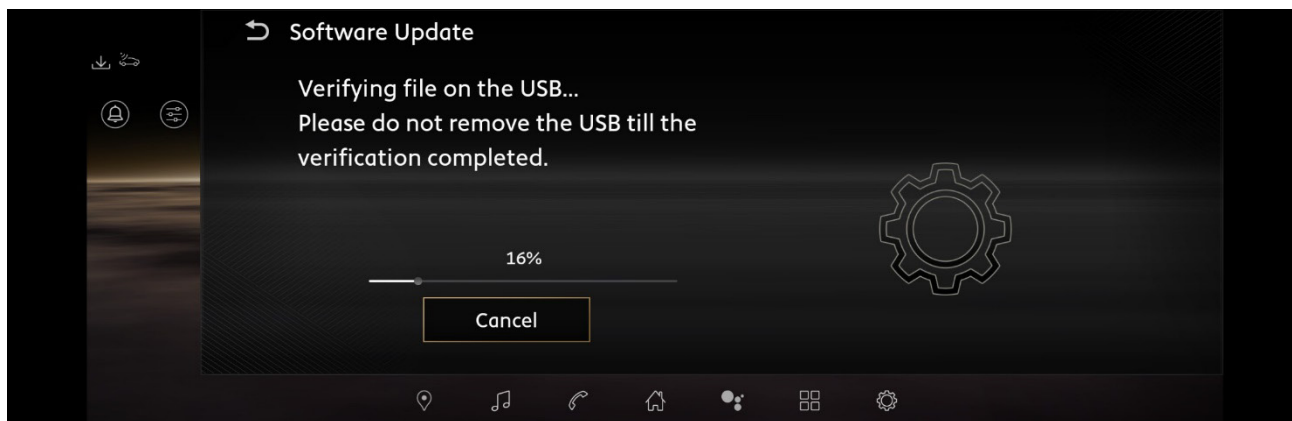


Figure 13

18. When the screen in Figure 14 is displayed, select **Yes**.

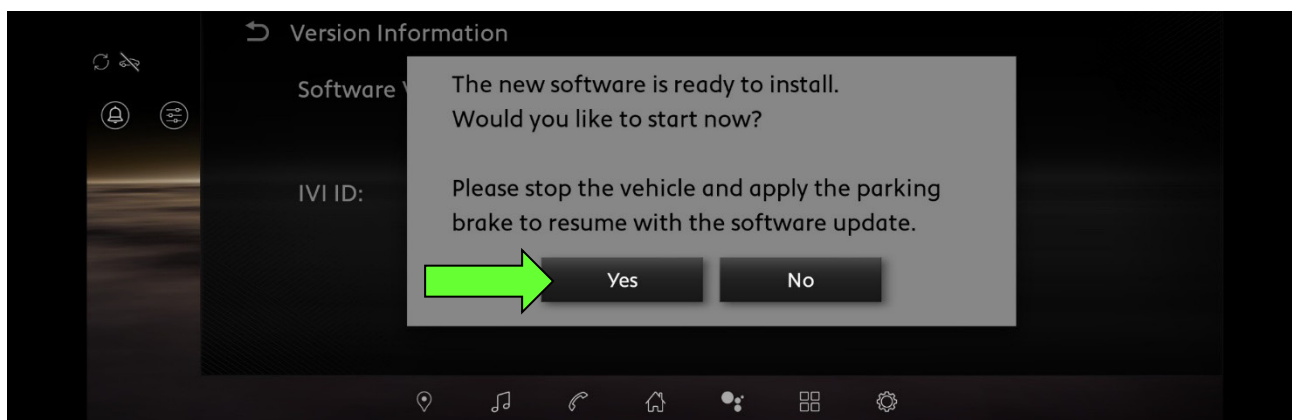


Figure 14

19. Select **Accept**.

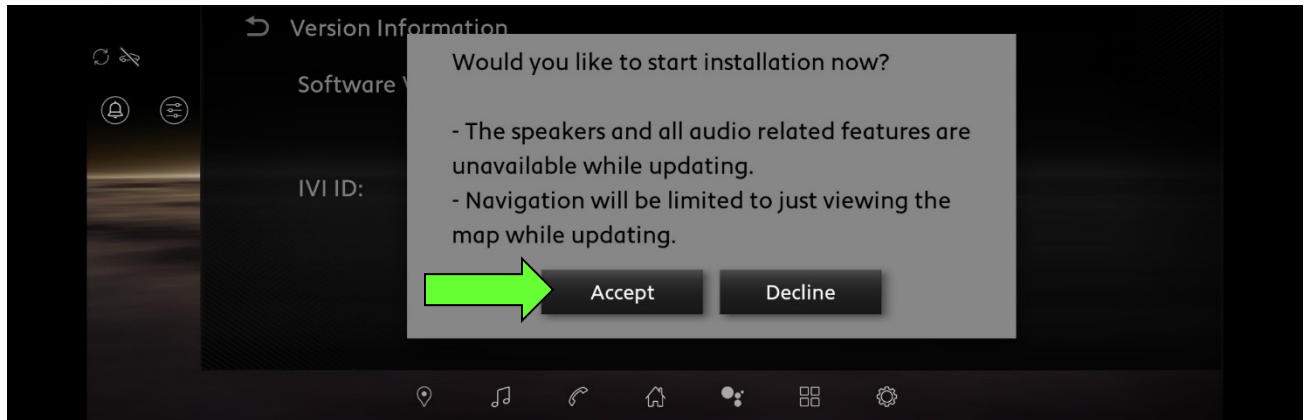


Figure 15

- Allow the update to complete (Figure 16).
- Software update can take up to 30 minutes to complete.

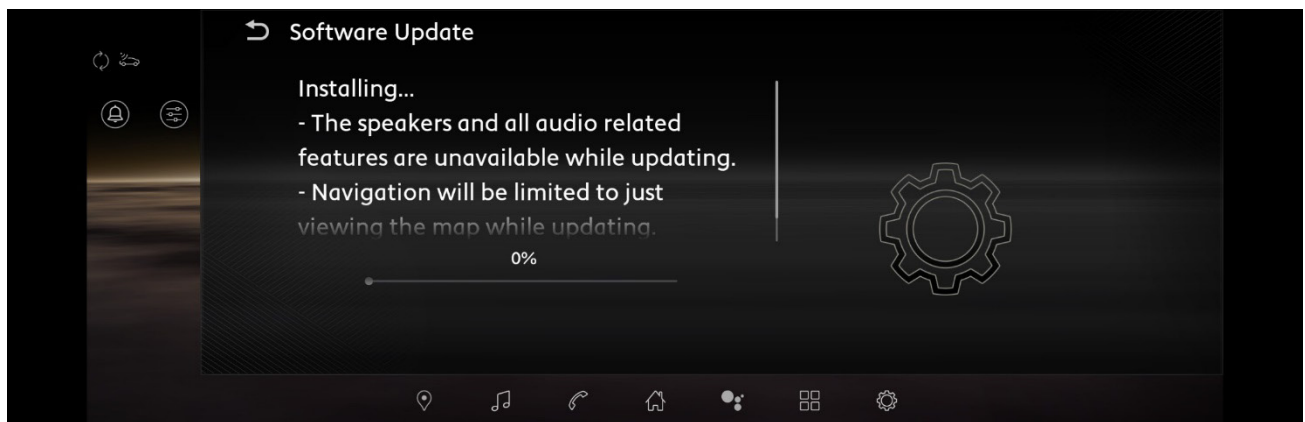


Figure 16

20. When the screen in Figure 17 is displayed, select **Now**.
- Once complete, the system will reboot and the welcome screen will be displayed (not shown).

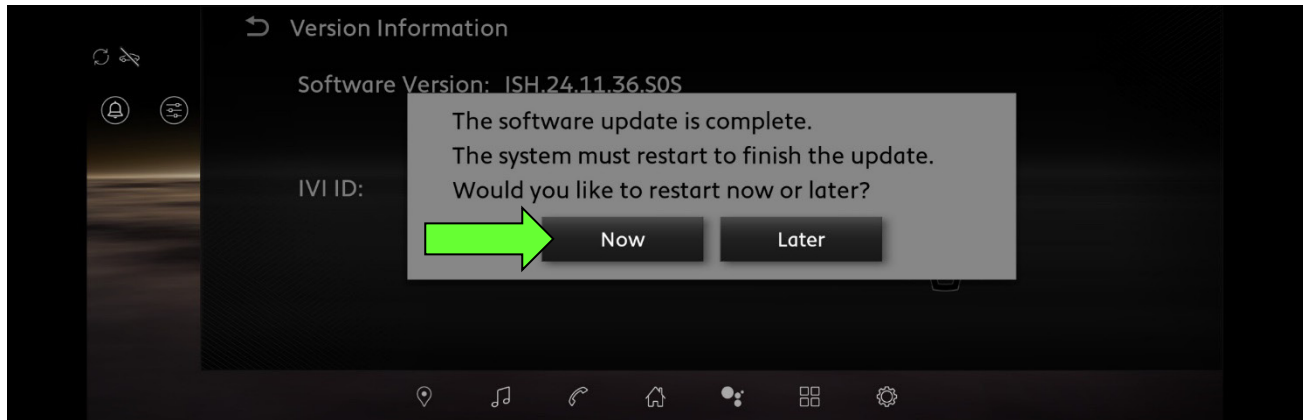


Figure 17

21. Remove **USB-1** with the **Software** update from the USB port located in the center console.

Assets Update

22. Select the **All Settings** icon (Figure 18).
23. Select **General**.

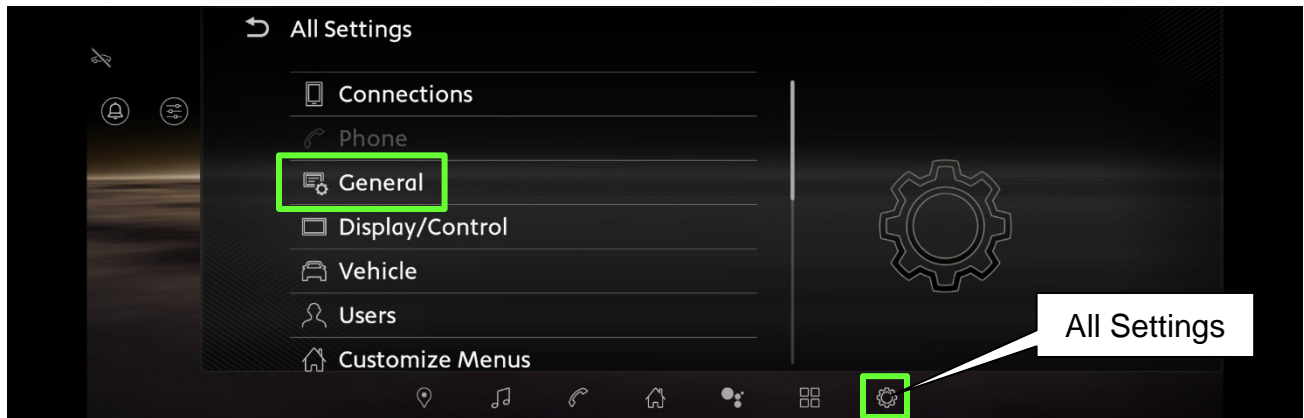


Figure 18

24. Select **System**.

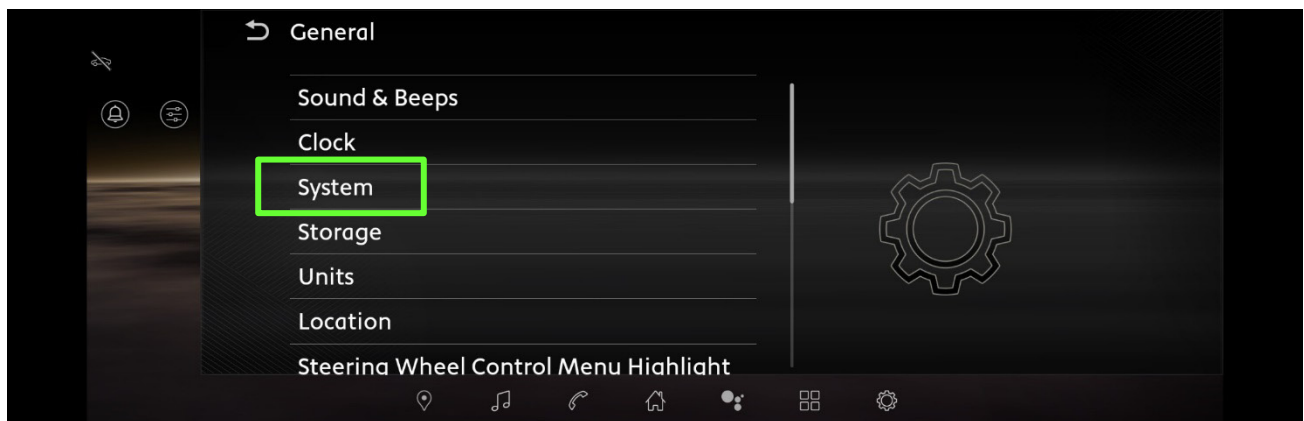


Figure 19

25. Select **System Updates**.

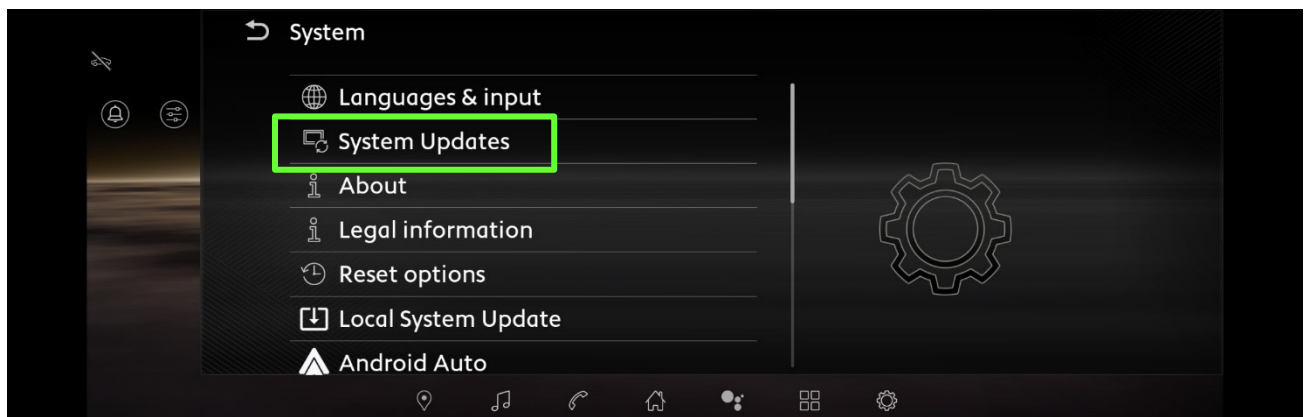


Figure 20

26. Select **Software Update**.

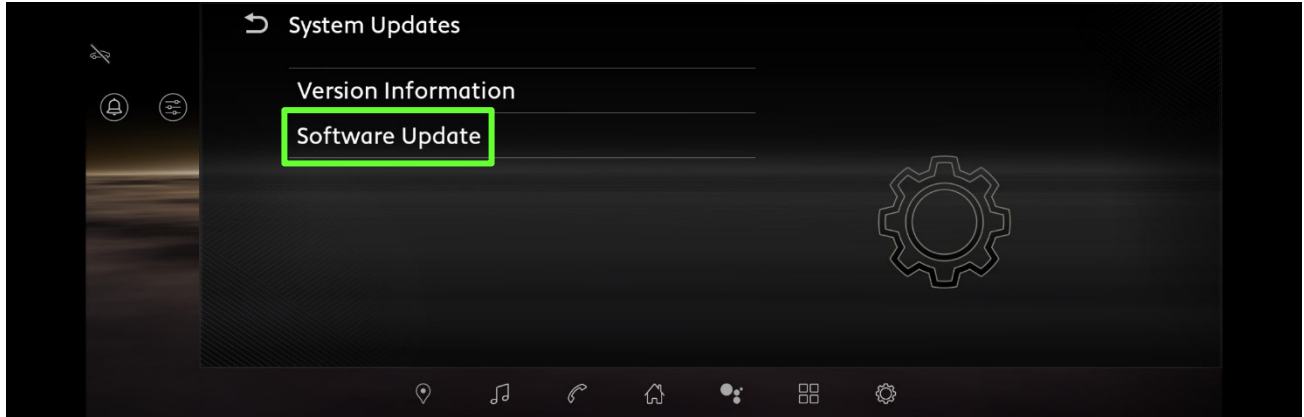


Figure 21

27. Insert **USB-2** with the **Assets** update into one of the USB ports located in the center console.



Figure 22

28. When the message in Figure 23 appears, scroll the message screen to the bottom and select **OK**.

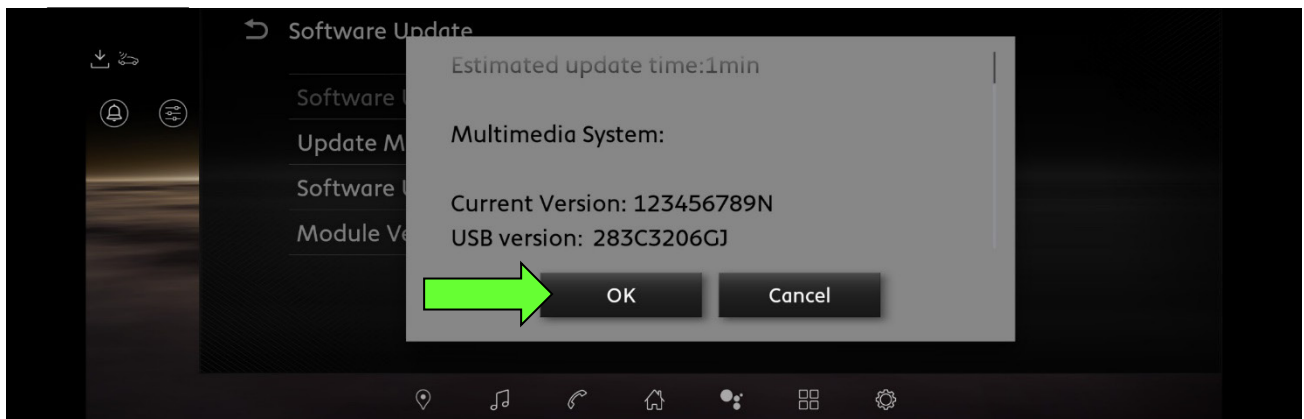


Figure 23

29. Select **Software Update**.

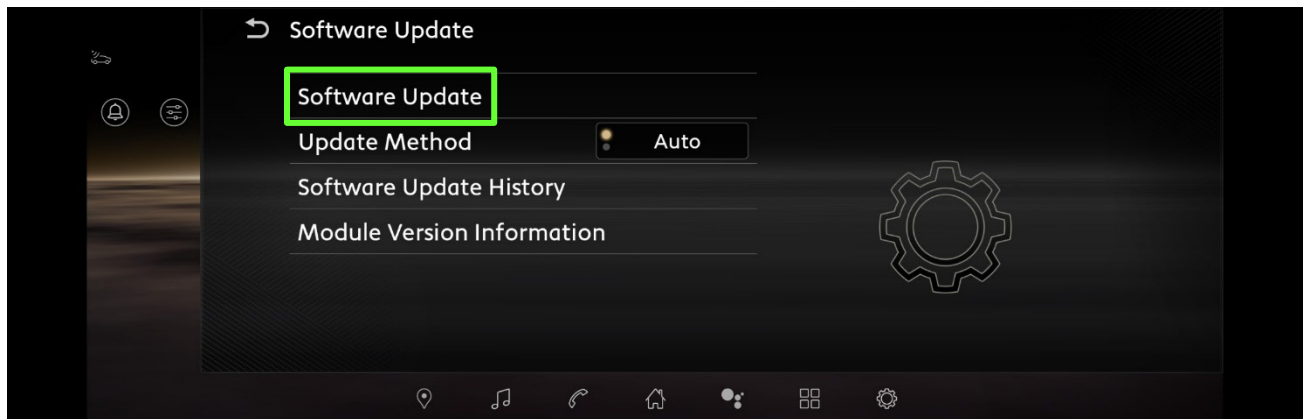


Figure 24

30. Wait for the download to complete.

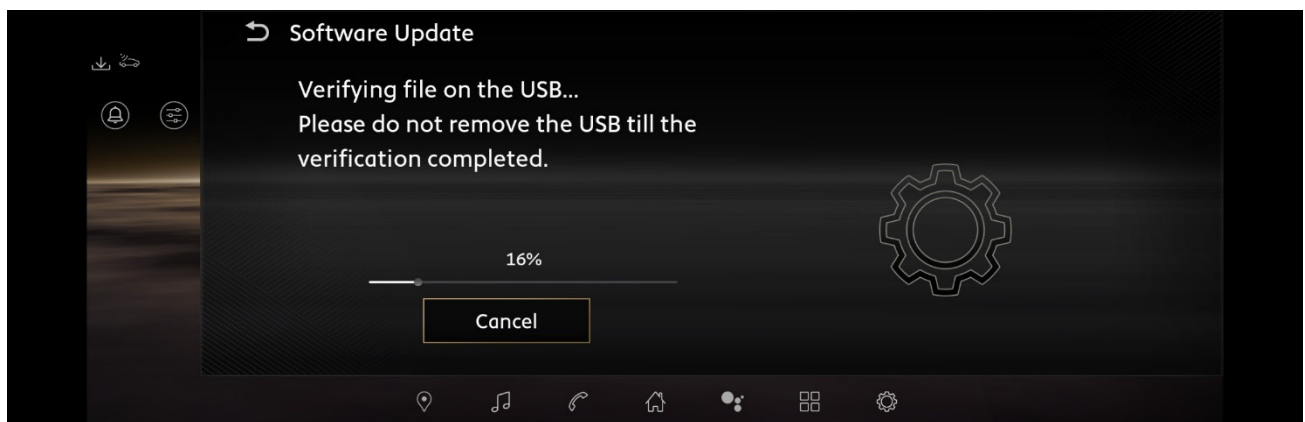


Figure 25

31. When the screen in Figure 26 is displayed, select **Yes**.

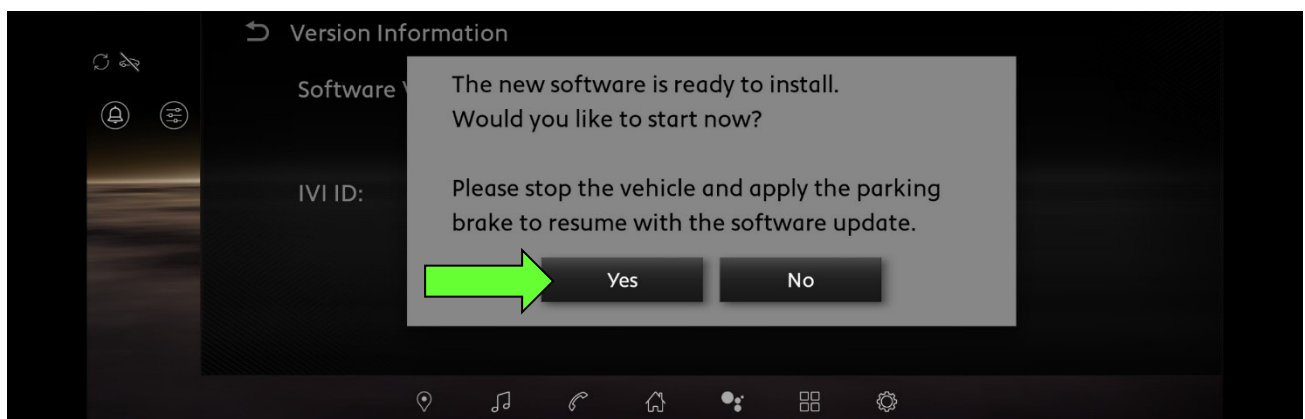


Figure 26

32. Select **Accept**.

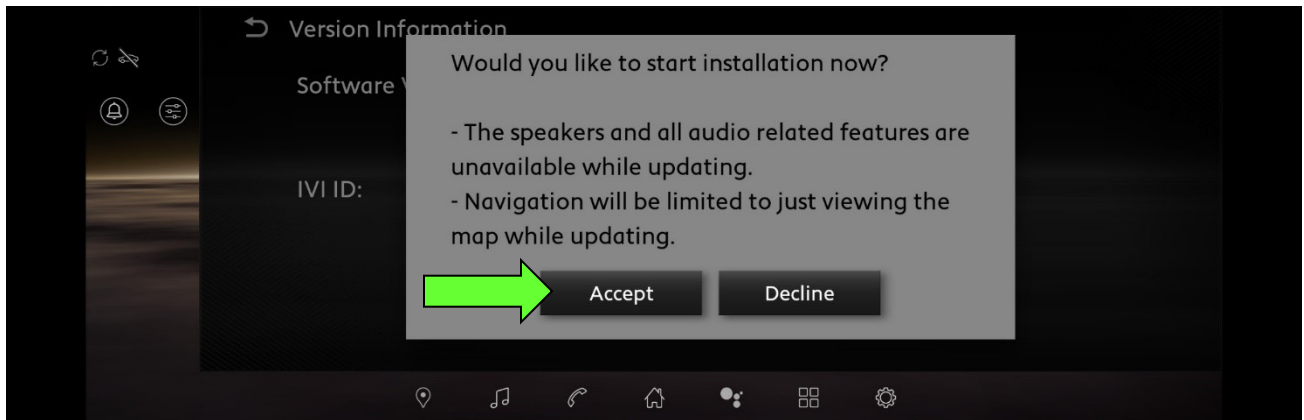


Figure 27

- Allow the update to complete (Figure 28).

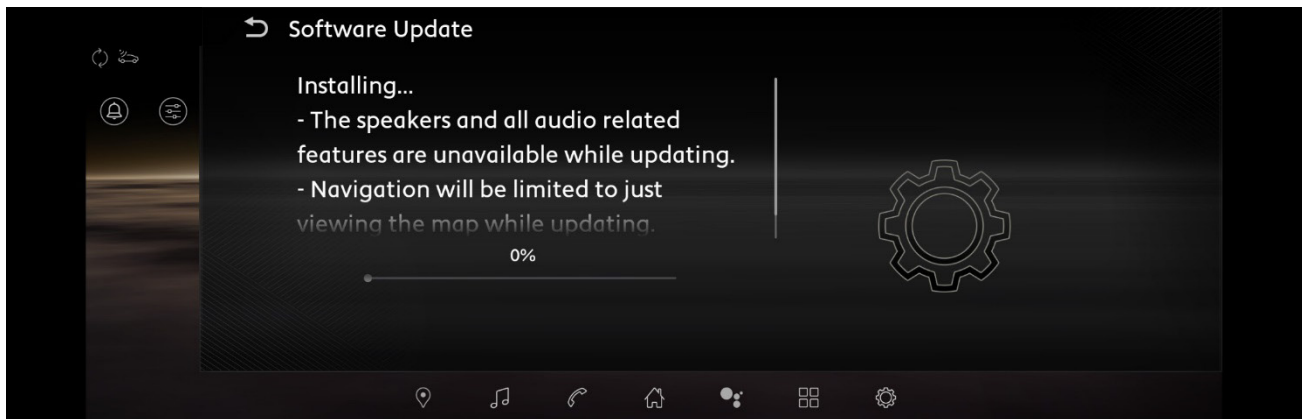


Figure 28

33. Select **Now**.

- Once complete, the system will reboot and the welcome screen will be displayed (not shown).

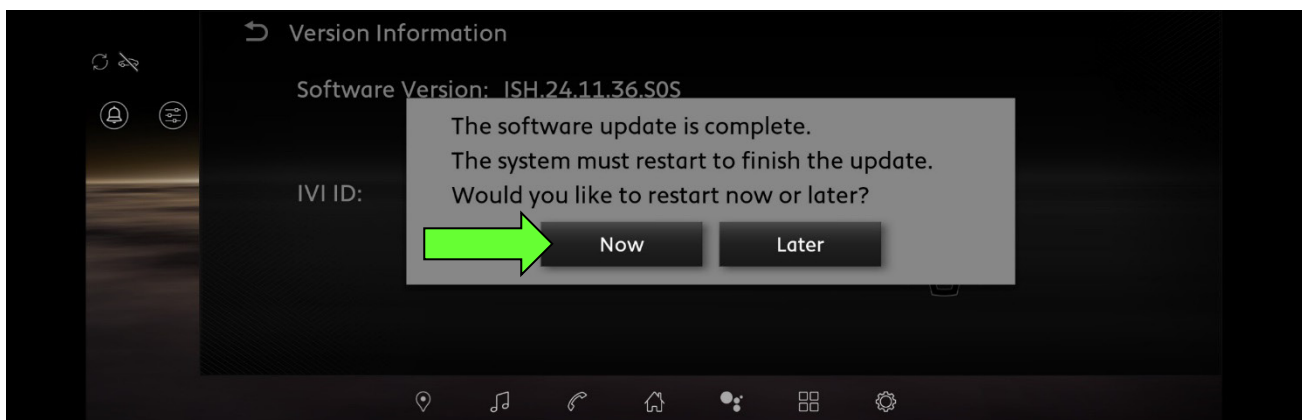


Figure 29

34. Remove **USB-2** with the **Assets** update from the USB port located in the center console.

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
R25D6	Reprogram not needed	R25D60	0.2
	Update IVI Software and Assets	R25D61	0.5

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 11, 2025	NTB25-062	Original bulletin published

