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# SERVICE BULLETIN

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## 2015 MURANO; AUTOMATIC BACK DOOR INOPERATIVE AND DTC B2422 SET

**APPLIED VEHICLE:** 2015 Murano

### SERVICE INFORMATION

If the Automatic Back Door (Auto Power Back Door) on the applied vehicle is left open for 12 hours or more, all electric features of the Automatic Back Door will be disabled and B2422 (Back Door State) will be set as a past DTC.

This is a normal feature of the battery saver system; this will cause the Automatic Back Door to not respond to any of the open/close switches.

To reset the Automatic Back Door, the door must be manually closed; this will restore electrical operation.

If the battery saver system has disabled the Automatic Back Door function, confirm with the customer that Automatic Back Door was left open.

- If the customer left the Automatic Back Door open, inform them that this is a normal system behavior, and refer them to the Owner's Manual chapter **Pre-driving check and adjustments / Auto Power Back Door System Battery Power Saving Mode** to restore function.
- Do not take any further actions.
- Do not replace the BCM or Automatic Back Door controller.
- B2422 can also set if the battery is disconnected while the Automatic Back Door is open.

### NOTE:

- If B2422 is accompanied by other DTCs, those DTCs should be diagnosed first.
- If DTC B2422 is set as a current DTC refer to the Electronic Service Manual (ESM), section **DLK – Door & Lock** for further information.

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.