2015-2016 MURANO; AUTOMATIC BACK DOOR DOES NOT OPERATE AND RELATED DTCs

This bulletin has been amended. Changes have been made to all sections. Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2015-2016 Murano (Z52)
2016 Murano Hybrid (Z52)

IF YOU CONFIRM

The automatic back door does not operate,

and/or

One or a combination of the following DTCs are found stored in the Automatic Back Door Control Module (ABD CU):

- B2426-29 (SPINDLE SENSOR LH)
- B2427-29 (SPINDLE SENSOR RH)
- B2416-1E (TOUCH SEN R OPEN)
- B2417-1E (TOUCH SEN L OPEN)
- B242A-13 (CLSR CONDITION)
ACTION

1. Check the battery voltage (engine not running).
   - Make sure battery voltage is between 12 and 15.5 volts.
   - Charge or replace the battery as needed.

2. For 2015 Murano Only: Refer to page 9, step 13 in the Service Procedure to confirm if ABD CU reprogramming is needed.
   - Reprogram the ABD CU, if needed.
   - If the ABD CU is reprogrammed, also perform Automatic Back Door Manual Configuration.

3. Perform Automatic Back Door Calibration (see page 22).

4. Erase all DTCs.

5. For 2015 Murano Only: If reprogramming was done, inform the customer of changes in automatic back door operation (see page 3, and also Owner’s Manual pages at the end of this bulletin.

IMPORTANT: The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You MUST closely follow the entire SERVICE PROCEDURE as it contains information that is essential to successfully completing this repair.
Automatic Back Door Operation Changes After Reprogramming

For 2015 Murano Only: Automatic back door operation will change if the ABD CU is reprogrammed. Refer to the table below for the explanation of these changes.

<table>
<thead>
<tr>
<th>Operating Back Door With:</th>
<th>Before Reprogramming</th>
<th>After Reprogramming</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Switch (1) and Liftgate (back door) Switch (2)</td>
<td>Press request switch, back door opens. Press back door switch with back door still opening, back door stops. Press again, back door continues to open.</td>
<td>Press request switch, back door opens. Press back door switch with back door still opening, back door stops. Press again, back door stops. Press again, back door reverses (closes).</td>
</tr>
<tr>
<td>Automatic Back Door Operation</td>
<td>A chime sounds three times before the back door starts to move, open or close. The hazard warning lights flash at the beginning of open or close operation.</td>
<td>The chime sound operation remains the same. No hazard warning light flash during operation.</td>
</tr>
</tbody>
</table>

(1) The request switch being operated is located above the rear license plate.
(2) The back door switch is located at the bottom left of the back door.
(3) When the back door closes too much to press the back door switch again and instead the request switch is pressed, the back door stops. Press the request switch again and the back door will reverse (open).
SERVICE PROCEDURE

Battery Voltage Check

1. Check the battery voltage.
   - Make sure battery voltage is between 12 and 15.5 volts (engine not running).
   - Charge or replace the battery as needed.

ABD CU Reprogramming (for 2015 Murano only)

NOTE:
   - Refer to page 9, step 13 to confirm if ABD CU reprogramming is needed.
   - If ABD CU is not needed, make sure to perform Automatic Back Door Calibration (see page 22) and erase all DTCs.

1. Before starting:
   - Make sure the back door is fully closed.
   - ASIST on the CONSULT PC has been synchronized to the current date.
   - All CONSULT related software updates (if any) have been installed.

   NOTE: The CONSULT PC automatically gets all reprogramming software during ASIST synchronization.

CAUTION:
   - Connect the GR8 to the vehicle 12 volt battery and set to ECM power supply mode. If the vehicle battery voltage drops below 12.0V or rises above 15.5V during reprogramming, the ABD CU may be damaged.
   - Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, the ABD CU may be damaged.
   - Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the ABD CU may be damaged.
   - Turn off all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI. If Bluetooth® signal waves are within range of the CONSULT PC during reprogramming, reprogramming may be interrupted and the ABD CU may be damaged.
2. Once all ASIST and CONSULT related updates have been performed, attach the CONSULT PC to the vehicle.
   
   - Connect the plus VI to the vehicle.
   - Connect the AC adapter to the CONSULT PC.

3. Turn ON the CONSULT PC, and then open CONSULT III plus (C-III plus).
   
   **NOTE:** Make sure all applications other than C-III plus are closed.

4. Press the ignition switch twice without depressing the brake pedal.
   
   - The meter and gauges will illuminate.

   **CAUTION:** Do Not start the engine, the ABD CU may be damaged.

   **NOTE:** Make sure ALL accessories are turned OFF.

5. Wait for the plus VI to be recognized.
   
   - The serial number will display when the plus VI is recognized.

6. Go to **Re/programming, Configuration**.

![Figure 1](image-url)
7. Check the box for **Confirmed Instructions** after viewing and reading all precautions, and then select **Next**.

![Figure 2](image)

8. If the screen in Figure 3 appears, select **Automatic Selection(VIN)**.

![Figure 3](image)
9. Verify the **VIN or Chassis #** matches that of the vehicle.
   - If the correct VIN is displayed, select **Confirm**.

10. Select **Confirm** again.
11. Select **AUTO BACK DOOR**.

- Use the arrows if needed to scroll and access **AUTO BACK DOOR**.

12. Wait for System Call to complete, and then select **Reprogramming**.
13. When you get to the screen shown in Figure 8, confirm reprogramming applies as follows:

   a. Find the ABD CU P/N and write it on the repair order.

      **NOTE:** This is the current ABD CU P/N.

   b. Compare the P/N you wrote down to the number in **Table A** below.

      - If there is a match, the reprogramming applies. Go to step 13c.
      - If there is not a match, this reprogramming is not needed. Go to Automatic Back Door Calibration on page 22.

      **Table A**

<table>
<thead>
<tr>
<th>CURRENT P/N: 284G0-</th>
</tr>
</thead>
<tbody>
<tr>
<td>5AA0A</td>
</tr>
</tbody>
</table>

   c. If there is a P/N match as specified above, select **Save**, and then continue with the reprogramming procedure on the next page.
14. Use arrows (if needed) to view and read all precautions.
15. Check the box confirming the precautions have been read.
16. Select Next.

NOTE: In some cases, more than one new P/N for reprogramming is available.
- In this case, the screen in Figure 10 will display.
- Select and use the reprogramming option that does not have the message “Caution! Use ONLY with NTBXX-XXX”.
- If you get this screen and it is blank (no reprogramming listed), it means that there is no reprogramming available for this vehicle. This bulletin does not apply or it has already been done.
17. Verify the **Current Part Number** matches the P/N written down in step 13 and the **Part Number After Repro/programming** is different, then select **Next**.

![Figure 11](image1)

18. If the screen in Figure 12 appears, first select **Delete**, then **Confirm**, and then **Other Operation**.

- This will erase the Saved Data List and restart the reprogram from page 8, step 12. You must go back to step 12.
- If no **Saved Data List** is stored, Figure 13 on the next page will be displayed. Proceed to step 19.

![Figure 12](image2)
19. Confirm battery voltage is correct, and then select **Next**.

**NOTE:** Battery voltage must stay within the specified range to make the indicator turn green.

20. With battery voltage OK (green), select **Start**.

- The reprogramming process begins when Start is selected.

**NOTE:** For reprogramming to continue, vehicle 12V battery voltage must stay within 12 volts and 15.5 volts.
21. Wait for both bar graphs to complete.

Figure 15

22. When the screen in Figure 16 displays, reprogramming is complete.

NOTE: If the screen in Figure 16 is not displayed (which indicates reprogramming did not complete), refer to the information on the next page.

23. Select Next, and then wait for System Call to complete.

Figure 16
Control Unit Recovery:

Do not disconnect plus VI or shut down C-III plus if reprogramming does not complete.

If reprogramming does not complete and the “!?” icon displays as shown in Figure 17:

- Check battery voltage (12.0–15.5 V).
- Ignition is ON, engine OFF. Ready Mode is OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- Select retry and follow the on screen instructions.
- “Retry” may not go through on the first attempt and can be selected more than once.

Figure 17

If reprogramming does not complete and the “X” icon displays as shown in Figure 18:

- Check battery voltage (12.0 – 15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF. Ready Mode is OFF.
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- Select Home, and restart the reprogram procedure from the beginning.

Figure 18
24. **Erase all DTCs** as follows:
   a. Turn the ignition OFF
   b. Turn the ignition ON.
   c. Wait for DTC erase to complete.

   ![Figure 19](image1)

   **Turn ignition from ON to OFF, and then back to ON**

25. Verify the part number has changed (before and after reprogramming part numbers should be different).
   a. Print a copy of the screen in Figure 20 by selecting **Print**.
   b. Attach the copy to the repair order.
   c. Once a copy has been printed, select **Confirm**.

   ![Figure 20](image2)
26. After Confirmation has completed, select **Home**.

Go to **Automatic Back Door Manual Configuration** on the next page.
Automatic Back Door Manual Configuration
(Perform ONLY if reprogramming was done)

27. Select **Re/programming, Configuration**.

![Figure 22](image)

28. Check the box for **Confirmed Instructions**, and then select **Next**.

![Figure 23](image)
29. If the screen in Figure 24 appears, select **Automatic Selection(VIN)**.

![Figure 24](image1)

**Step 29**

30. Verify the **VIN or Chassis #** matches that of the vehicle.

- If the correct VIN is displayed, select **Confirm**.

![Figure 25](image2)

**Step 30:**
- **VIN or Chassis #**
- **Vehicle Name**: MURANO
- **Model Year**: 2015

**Step 30: If VIN OK, select Confirm**
31. Select **Confirm** again.

![Figure 26](image)

32. Select **AUTO BACK DOOR**.

- Use the arrows if needed to scroll and access **AUTO BACK DOOR**.

![Figure 27](image)
33. Select **Manual Configuration**.

![Figure 28]

34. Select **Next**.

![Figure 29]
35. Select **OK**.

![Figure 30](image)

36. Select **End**.

![Figure 31](image)

Go to **Automatic Back Door Calibration** on the next page.
Automatic Back Door Calibration

**NOTE:** The operating characteristics of automatic back door calibration changes after reprogramming. See page 3 for details.

1. Calibrate the automatic back door.
   a. Open the automatic back door by pressing the request switch (above rear license plate).
      **NOTE:** Once the automatic back door is fully open, two long confirmation beeps will sound.
   b. Close the automatic back door by pressing the back door switch (located at bottom left of back door).
      **NOTE:** The automatic back door can be closed manually instead of using the request switch.

Back Door Open Position Setting Function

1. Adjust the back door to fully open by performing **Back Door Open Position Setting Function**.
   - Refer to the ESM, section **DLK-Door & Lock**, for Back Door Position Setting Function.
   - Inform the customer that the back door has been set to the full open position. If they desire a different position, it will have to be reset.

Verify the automatic back door works properly.

For 2015 Murano Only: Owner’s Manual Corrected Pages

Go to pages 24-26 in this bulletin, print them, and then:
   - Put them into the customer’s Owner’s Manual, or
   - Give them to the customer and ask the customer to put them into their Owner’s Manual.

➢ These pages go in the **2015 MURANO OWNER’S MANUAL**, section 3-Pre-driving checks and adjustments. They replace pages 3-23, 3-24, and 3-25.
CLAIMS INFORMATION

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

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>PFP</th>
<th>OP CODE</th>
<th>SYM</th>
<th>DIA</th>
<th>FRT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check/Clear DTCs and perform Back Door Calibration</td>
<td>284G0-5AA1A</td>
<td>BX5RAA</td>
<td>ZE</td>
<td>32</td>
<td>0.2*</td>
</tr>
</tbody>
</table>

*FRT allows adequate time to access DTC codes and reprogram. No other diagnostic procedures subsequently required. Do NOT claim any Diagnostic Op Codes with this claim.

On the Same repair line

If needed:

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>OP CODE</th>
<th>FRT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test and Charge Battery</td>
<td>GB18AA</td>
<td>(1)</td>
</tr>
</tbody>
</table>

(1) Reference the current Nissan Warranty Flat Rate Manual and use the indicated flat rate time.

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<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>OP CODE</th>
<th>FRT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test and Charge Battery</td>
<td>GB18AA</td>
<td>(1)</td>
</tr>
<tr>
<td>Replace Battery</td>
<td>GB181A</td>
<td>(1)</td>
</tr>
</tbody>
</table>

(1) Reference the current Nissan Warranty Flat Rate Manual and use the indicated flat rate time.

If needed (for 2015 Murano Only):

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<thead>
<tr>
<th>DESCRIPTION</th>
<th>PFP</th>
<th>OP CODE</th>
<th>SYM</th>
<th>DIA</th>
<th>FRT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto Back Door Programming</td>
<td>284G0-5AA1A</td>
<td>BX5AAA</td>
<td>ZE</td>
<td>32</td>
<td>0.4*</td>
</tr>
</tbody>
</table>

* FRT allows adequate time to access DTC codes and reprogram. No other diagnostic procedures subsequently required. Do NOT claim any Diagnostic Op Codes with this claim.
**Pre-driving checks and adjustments**

**WARNING**

- Do not leave children unattended inside the vehicle. They could unknowingly ac-
  tivate the vehicle.
- Make sure that all passengers have their hands, etc., inside the vehicle before closing the liftgate.
- Operate Liftgate of vehicle without Liftgate Arm (if so equipped).

**Operating the Power Liftgate**

1. Press the Liftgate button on the Instrument panel switch.

**NOTE:**

- To open/close or reverse the Power Liftgate, move the Liftgate lever up or down.
- If the Liftgate will not open or close, check the fuse panel for Liftgate Switch.
Pre-driving checks and adjustments

Warning

The power close function will not operate if the push strip is damaged or removed.

NOTE

4. If the latches open switch is actuated:

- The micro switches will remain in the open position.
- The actuator can be actuated with a spring device only.
- The actuator will remain in the open position if the push strip is actuated.
- The push strip will be actuated on each side of the actuator.

Power close

- The power close feature has been designed to be actuated with a spring device only.
- The micro switches will remain in the open position if the push strip is actuated.
- The push strip will be actuated on each side of the actuator.

Auto Reverse

- The power close function operates immediately during push strip actuation.
- The push strip is actuated only if the push strip is damaged or removed.
- The power close function will not operate if the push strip is damaged or removed.

Note

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Pre-driving checks and adjustments 3-25

When a battery voltage is lower than 30%, you must not operate after automatic return. When the power supply of the power liftgate door is cut off, the liftgate will open for a long time (approximately 12 hours). This is to prevent deformation of the liftgate. When the vehicle goes into a power saving mode, the liftgate closes lower and push the liftgate down so...

NOTE

The function is activated only if the power liftgate manual mode is performed. The power liftgate manual mode must be performed after the liftgate is closed. When the power is on, the liftgate is closed. The liftgate will open for a long time (approximately 12 hours). This is to prevent deformation of the liftgate. When the vehicle goes into a power saving mode, the liftgate will close lower and push the liftgate down so...