



SERVICE BULLETIN

Classification: BT15-020c	Reference: NTB15-073c	Date: March 22, 2018
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2015-2018 MURANO; AUTOMATIC BACK DOOR DOES NOT OPERATE AND RELATED DTCs

This bulletin has been amended. The Applied Vehicles section and Table A on page 10 have been revised, and additional steps were applied to pages 14 and 15. No other changes have been made. Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2015-2018 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)

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.

ACTION

1. Check the battery voltage (engine not running).
 - Make sure battery voltage is between 12 and 15.5 volts.
 - Charge or test the battery as needed.
2. For 2015 Murano Only: Refer to page 10, step 17 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 25).
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.

Operating Back Door With:	Before Reprogramming	After Reprogramming
Instrument Panel Switch	Press once, back door opens. Press again before back door completely opens, back door reverses (closes).	Press once, back door opens. Press again, back door stops. Press again, back door reverses (closes).
Request Switch (1) and Liftgate (back door) Switch (2)	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.	Press request switch, back door opens. Press back door switch with back door still opening, back door stops. Press again, back door reverses (closes).
Liftgate (back door) Switch (with back door open)	Press once, back door closes. Press again before back door completely closes, back door reverses (opens) (3).	Press once, back door closes. Press again before back door completely closes, back door stops. Press again, back door reverses (opens).
Intelligent Key	Press button, back door opens. Press again before back door completely opens, back door reverses (closes).	Press button, back door opens. Press again, back door stops. Press again, back door reverses (closes).
Automatic Back Door Operation	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.	The chime sound operation remains the same. No hazard warning light flash during operation.
Automatic Back Door Calibration	Hazard warning lights flash. No chime sound. Back door movement is slower than normal operating speed.	Hazard warning lights do not flash. Remainder of operation does not change.

- (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 test the battery as needed.

ABD CU Reprogramming (for 2015 Murano only)

NOTE:

- Refer to page 10, step 17 to confirm if ABD CU reprogramming is needed.
- If ABD CU is **not** needed, make sure to perform Automatic Back Door Calibration (see page 25) and erase all DTCs.

IMPORTANT: Before starting, make sure:

- **Make sure the back door is fully closed.**
- **ASIST on the CONSULT PC has been synchronized (updated) to the current date.**
- **All C-III plus software updates (if any) have been installed.**

NOTE: The CONSULT PC automatically gets applicable reprogramming data during ASIST synchronization.

- A screen print for Warranty documentation can be done from the CONSULT PC during this process while still connected to the vehicle.
- **The CONSULT PC is connected to the internet via a cable or Wi-Fi.**
 - Later in the procedure you will be required to enter your User Name and Password.
 - The CONSULT PC must be connected to the Internet.
 - If you do not know your User Name and Password, contact your Service Manager.
- **No DTCs stored.**
 - Use C-III plus to perform Self Diagnosis for all systems.
 - If there are any DTCs other than those listed in the accompanying Symptom based TSB or campaign bulletin; diagnose, perform repairs, and erase DTCs **before** continuing.

1. Connect the plus Vehicle Interface (plus VI) to the vehicle.
 - Make sure to use the correct VI for C-III plus (plus VI).

CAUTION: Make sure the plus VI is securely connected. If the plus VI connection is loose during reprogramming, the process will be interrupted and the **ABD CU may be damaged.**

2. Connect the AC Adapter to the CONSULT PC.

CAUTION: 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.**

3. Connect the GR-8 to the vehicle battery:

- Set the GR-8 to “Power Supply” mode.

CAUTION : DO NOT use a standard battery charger for Hybrid vehicles. Make sure to connect the GR-8 securely to the 12V battery. Make sure the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the **ABD CU may be damaged.**

4. Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI.

CAUTION: Make sure to turn OFF all external Bluetooth® devices. If Bluetooth® signal waves are within range of the CONSULT PC and the VI during reprogramming, reprogramming may be interrupted and the **ABD CU may be damaged.**

5. Turn the ignition ON with the engine OFF or “not ready”.

- **The engine must not start or run during the reprogramming procedure.**

6. Turn OFF all vehicle electrical loads such as exterior lights, interior lights, HVAC, blower, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc.

IMPORTANT: Make sure to turn OFF all vehicle electrical loads. Make sure the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the **ABD CU may be damaged.**

7. Turn ON the CONSULT PC.

8. Select CONSULT-III plus (open C-III plus).

NOTE: Make sure all applications other than C-III plus are closed.

9. Wait for the plus VI to be recognized.

- The serial number will display when the plus VI is recognized.

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

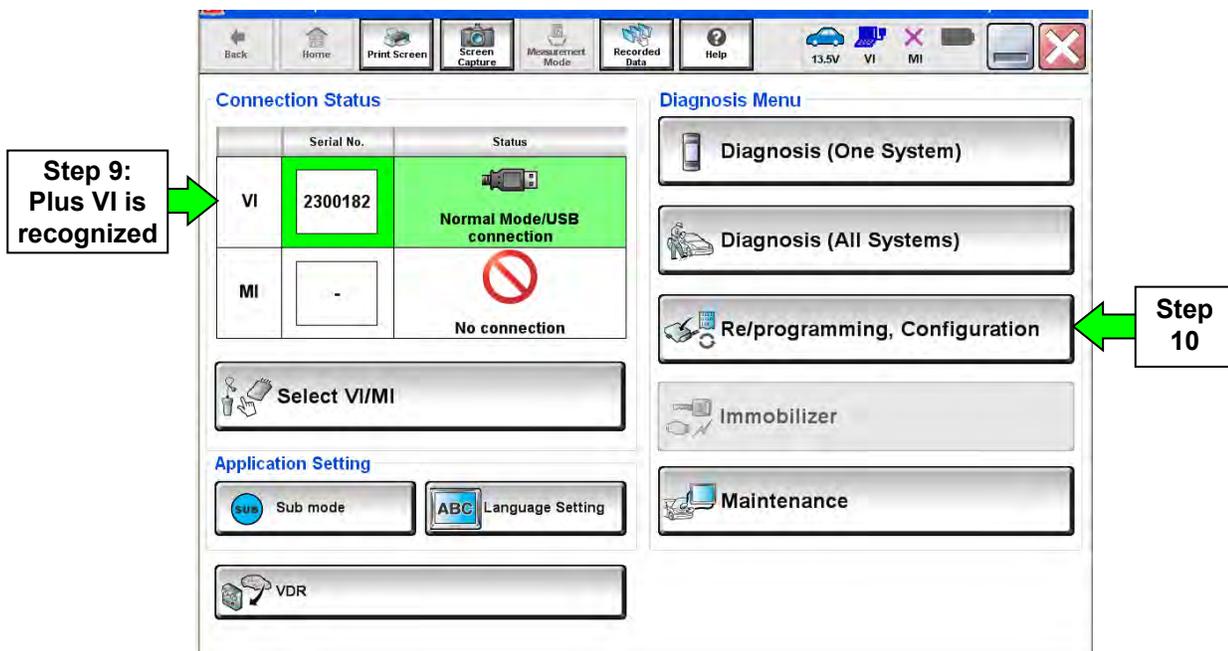


Figure 1

11. Check the box for **Confirmed Instructions** after viewing and reading all precautions, and then select **Next**.

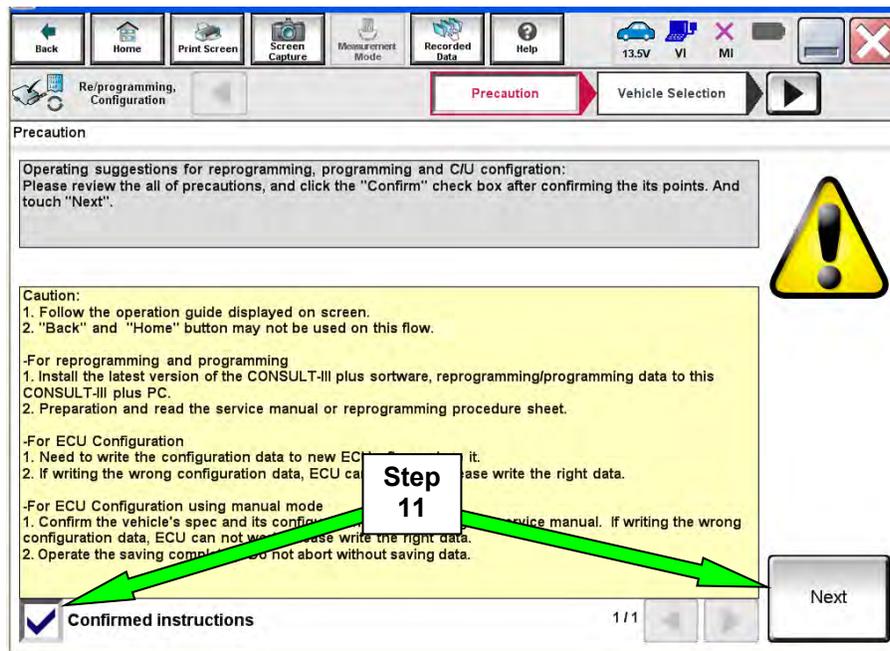


Figure 2

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

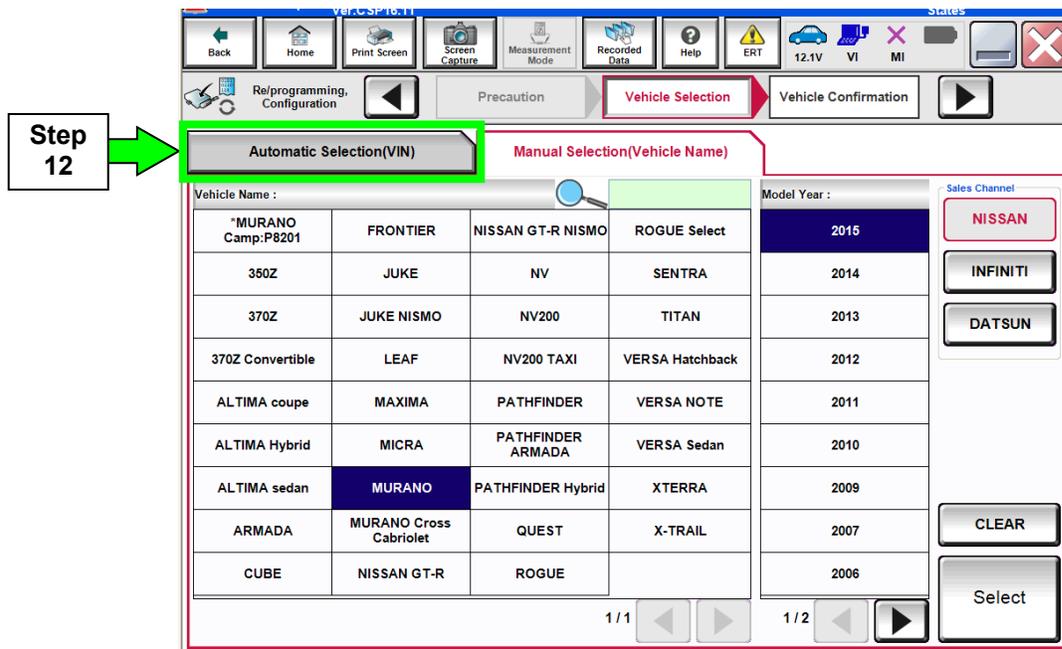


Figure 3

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

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

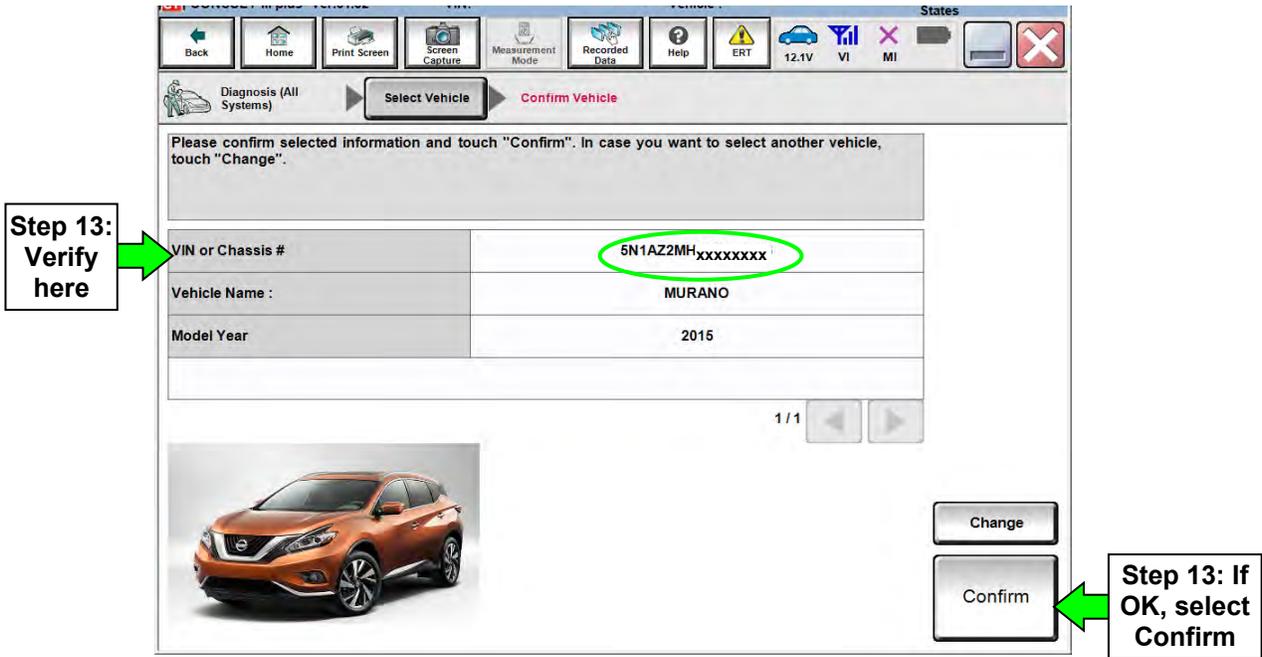


Figure 4

14. Select **Confirm**.

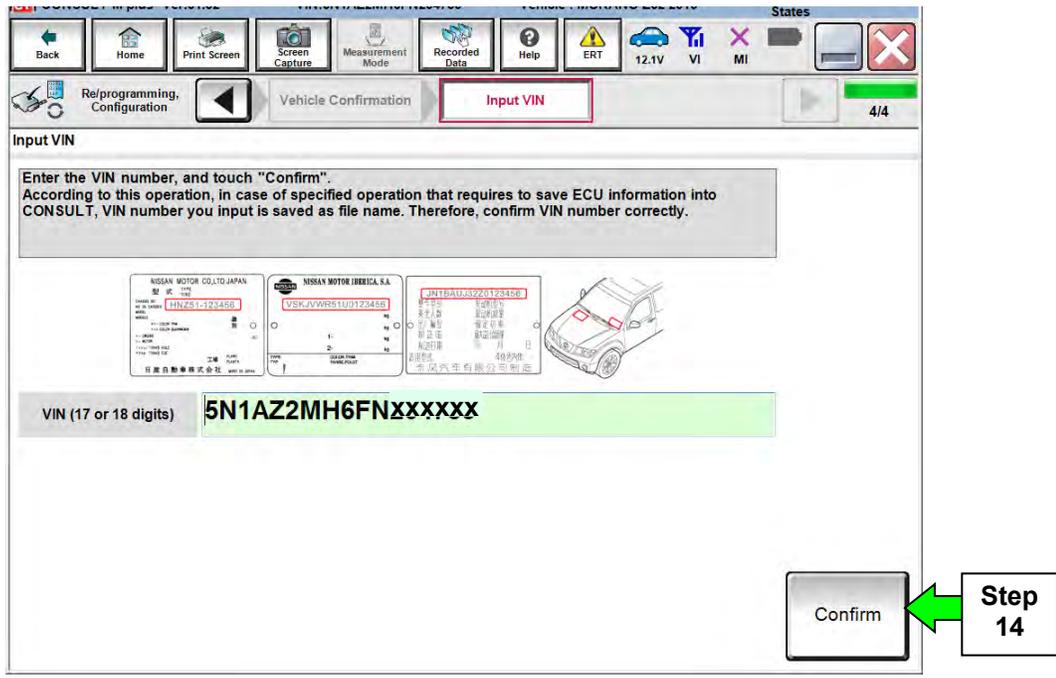
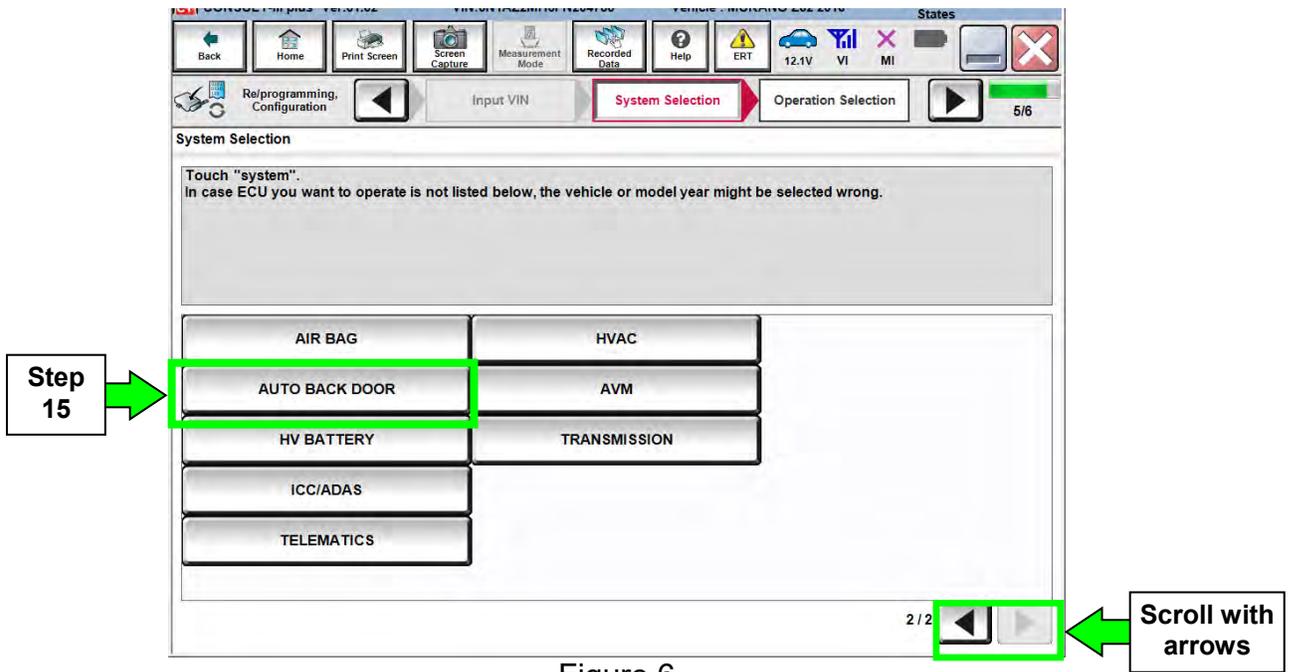


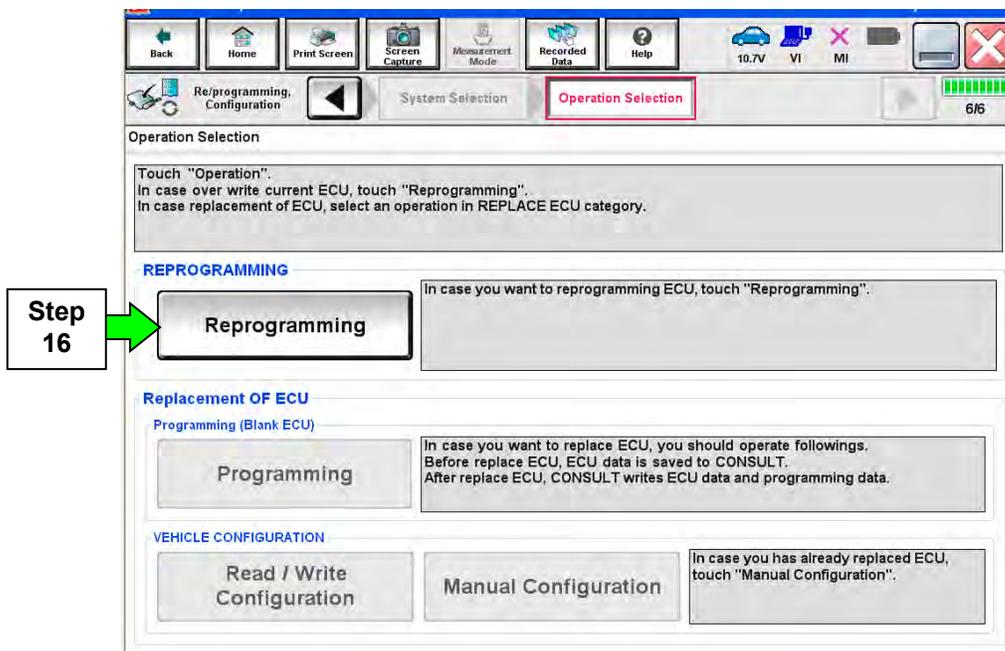
Figure 5

15. Select **AUTO BACK DOOR**.

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



16. Wait for System Call to complete, and then select **Reprogramming**.



17. 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.

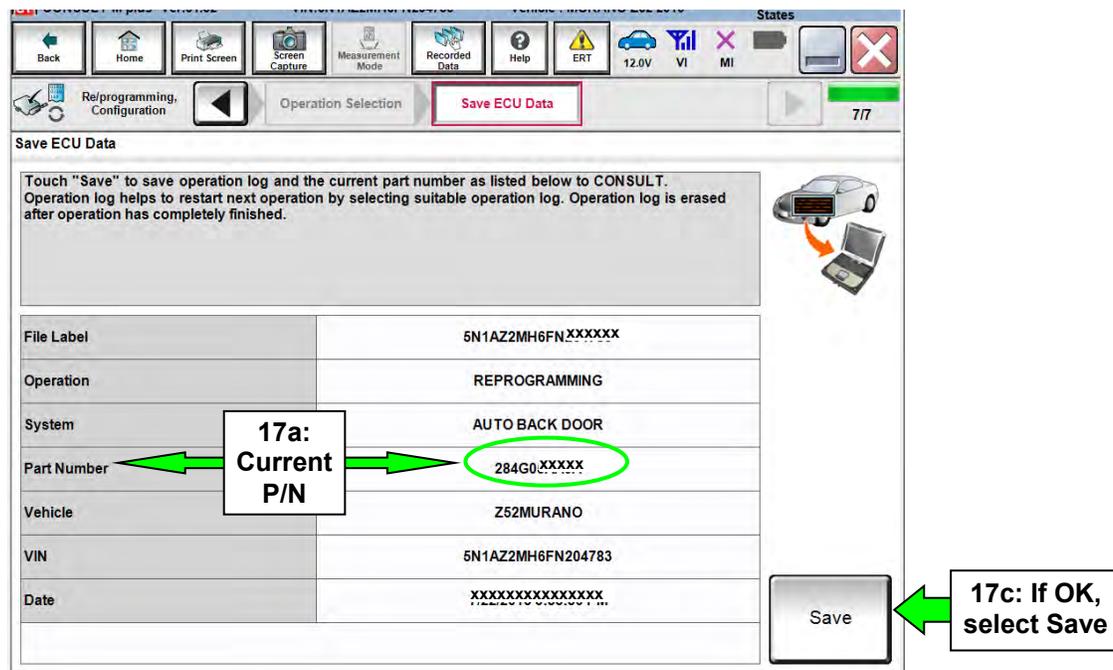


Figure 8

- 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 17c.
- If there is not a match, this reprogramming is not needed. Go to Automatic Back Door Calibration on page 25.

Table A

CURRENT P/N: 284G0-
5AA0A, 5AA2A

- c. If there is a P/N match as specified above, select **Save**, and then continue with the reprogramming procedure on the next page.

18. Use arrows (if needed) to view and read all precautions.
19. Check the box confirming the precautions have been read.
20. Select **Next**.

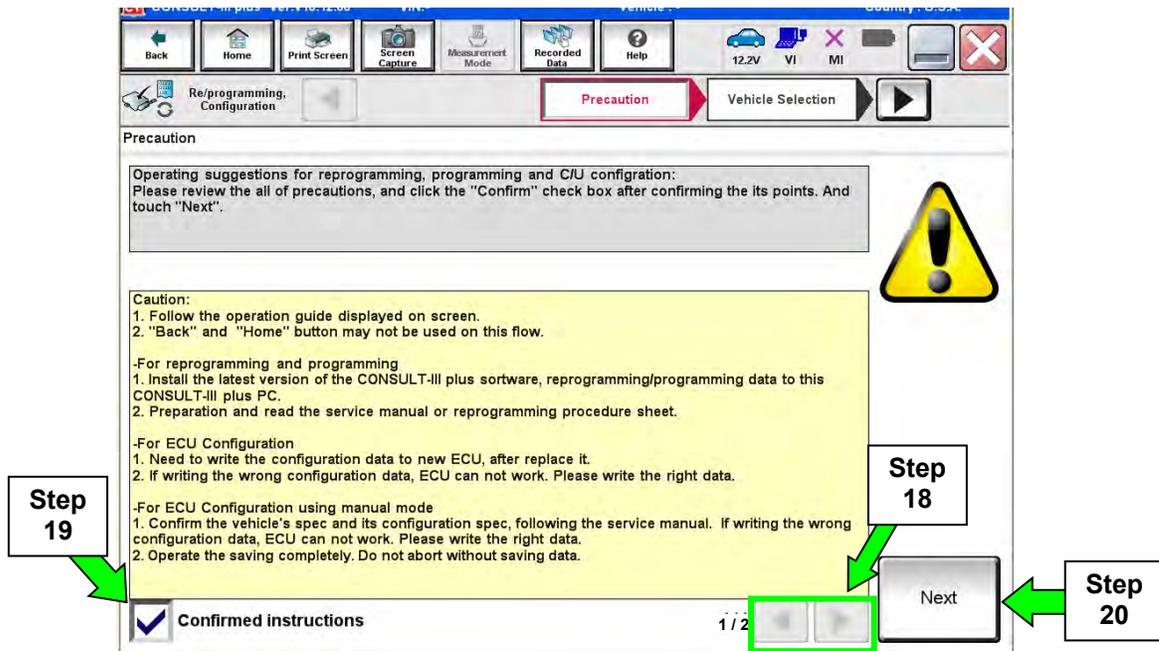


Figure 9

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.

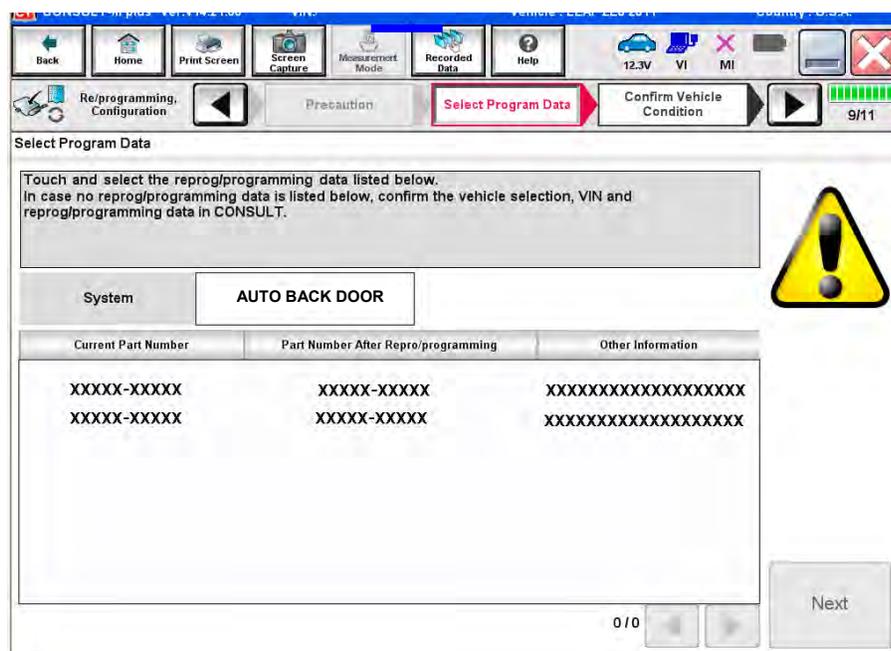


Figure 10

21. Verify the **Current Part Number** matches the P/N written down in step 17, and the **Part Number After Repro/programming** is different, then select **Next**.

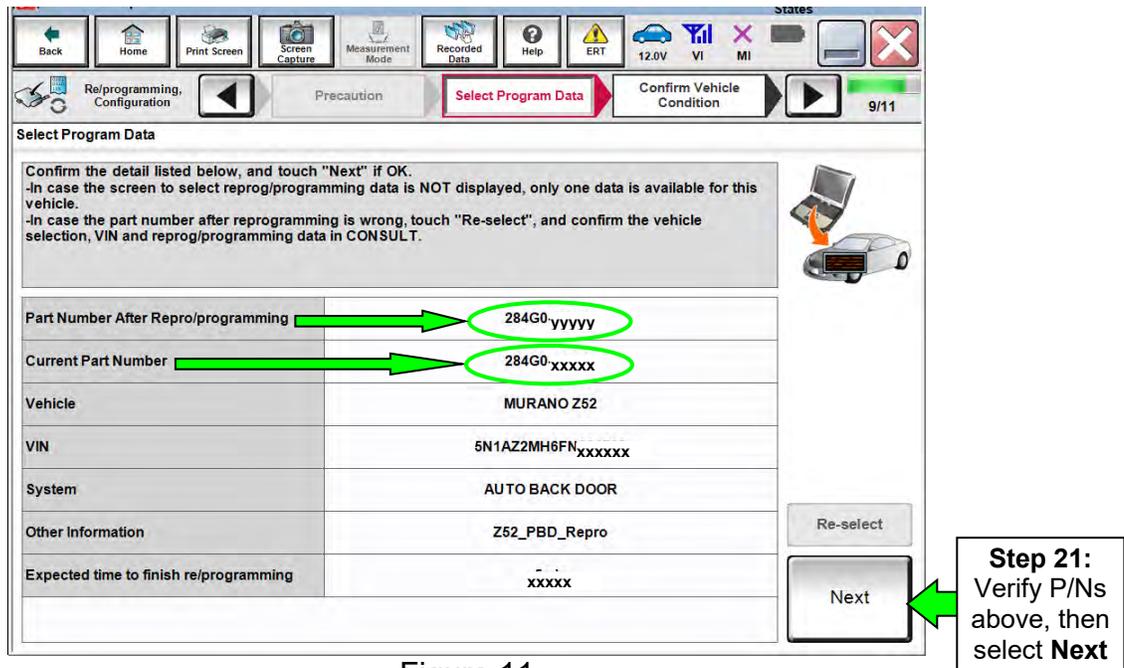


Figure 11

22. 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 9, step 16. 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 23.

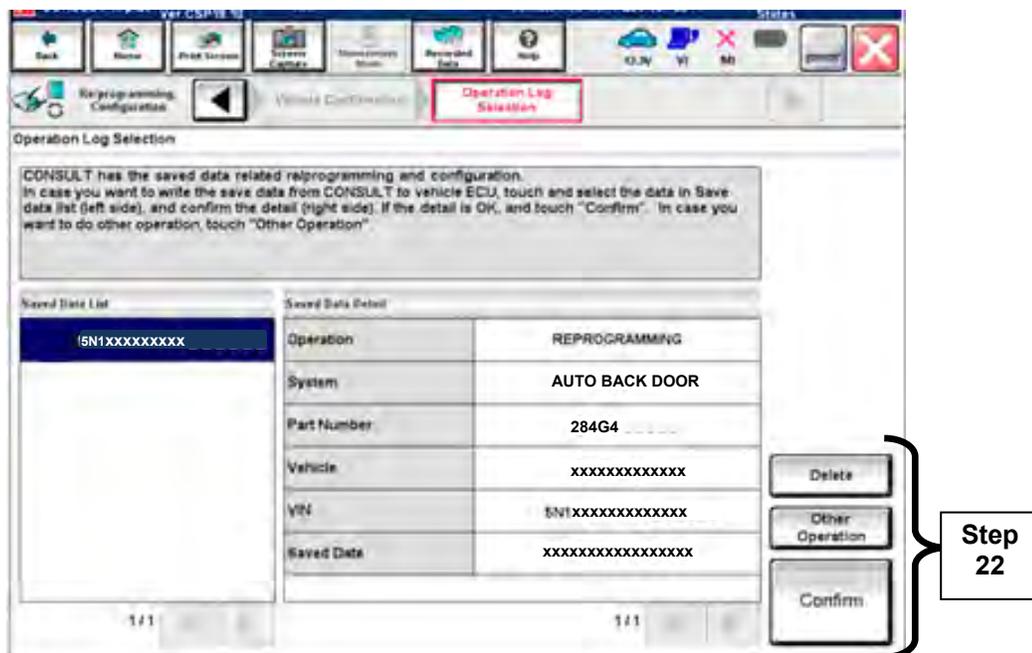


Figure 12

23. Confirm battery voltage is correct, and then select **Next**.

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

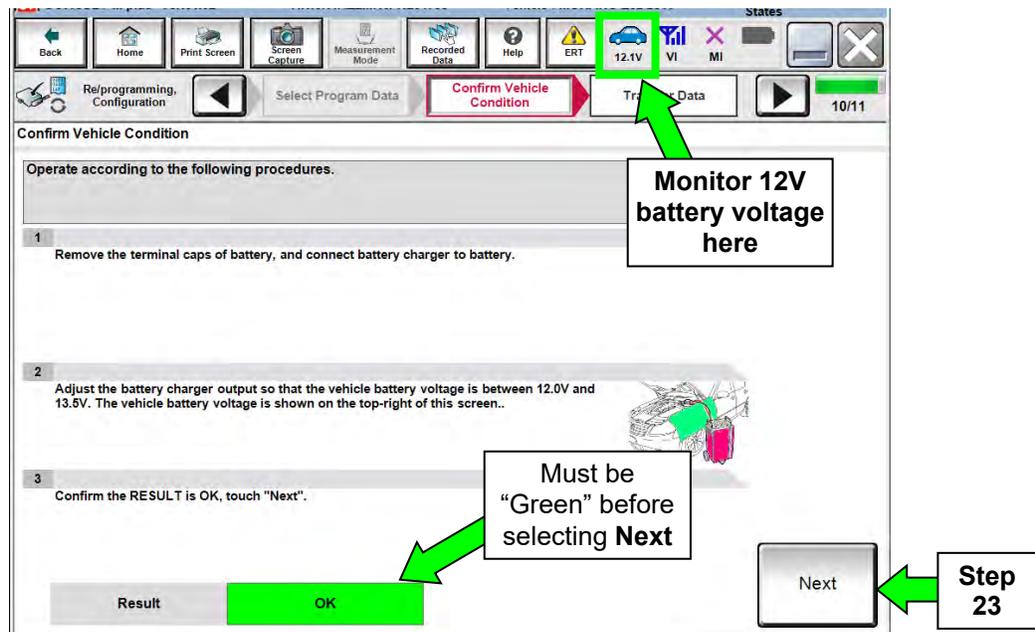


Figure 13

24. 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.

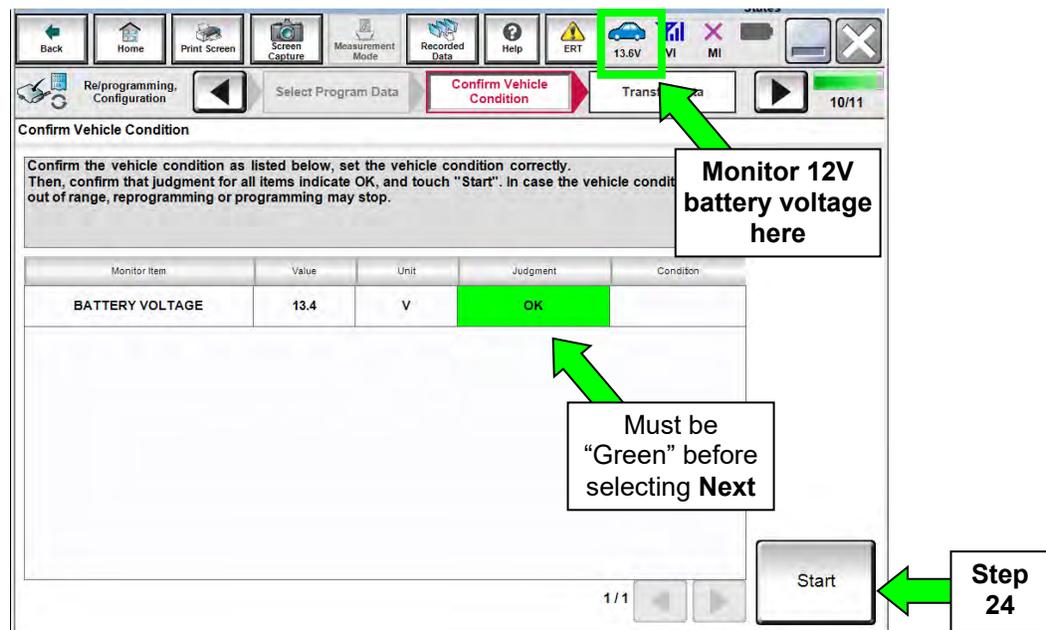


Figure 14

25. Select **USA/CANADA Dealers**.

26. Select **OK**.

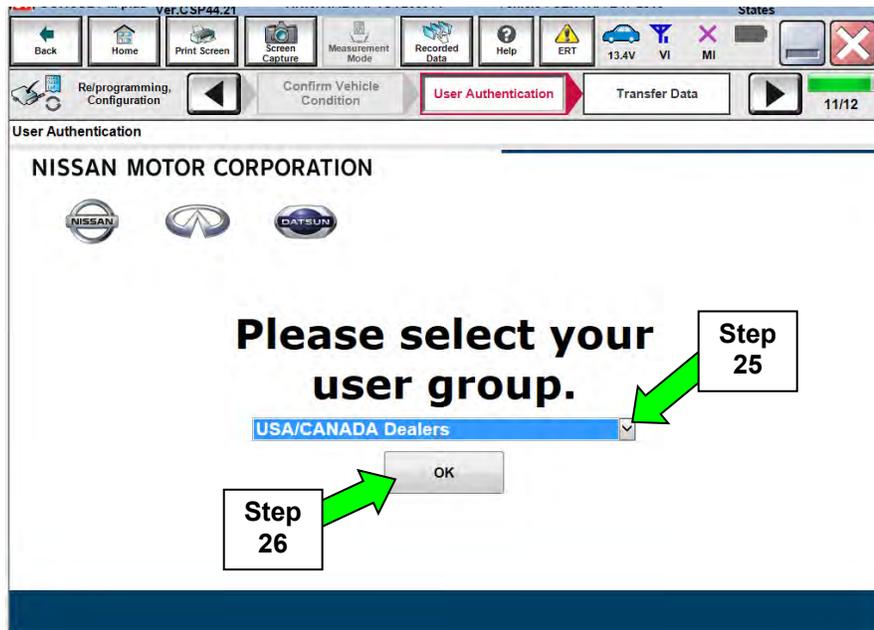


Figure 15

NOTE:

- The above screen may not display if the CONSULT PC has remained ON since the last reprogramming.
- If the CONSULT PC is not connected to the Internet, the screen in Figure 16 will display.

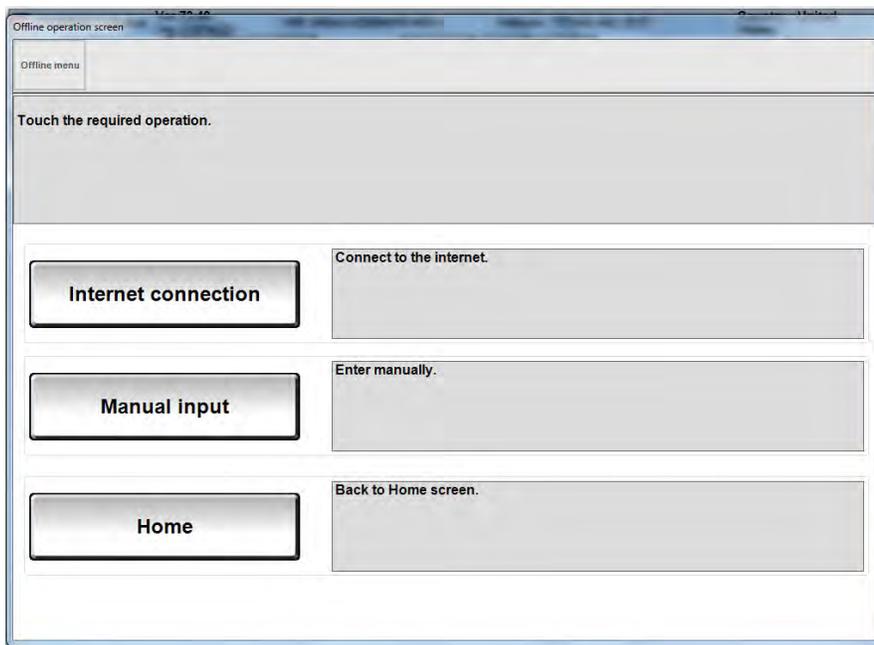


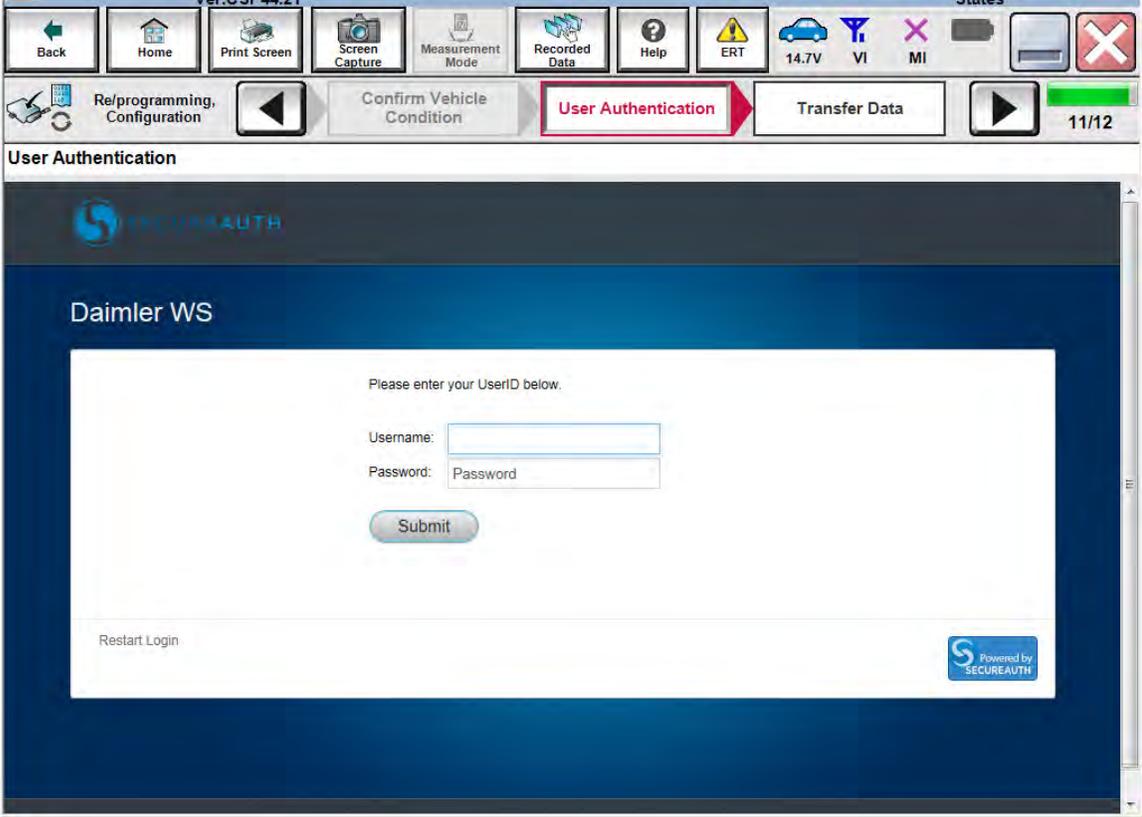
Figure 16

NOTE: In the next steps, the reprogramming process will begin when **Submit** is selected.

27. Enter your **Username** and **Password**.

- The CONSULT PC must be connected to the Internet via cable or Wi-Fi.
- If you do not know your User Name and Password, contact your Service Manager.

28. Select **Submit**.



The screenshot shows the CONSULT software interface. At the top, there is a toolbar with various icons: Back, Home, Print Screen, Screen Capture, Measurement Mode, Recorded Data, Help, ERT, 14.7V, VI, MI, and a red X icon. Below the toolbar is a navigation bar with buttons: Re/programming, Configuration, Confirm Vehicle Condition, User Authentication (highlighted with a red arrow), and Transfer Data. A progress indicator shows 11/12. The main content area is titled "User Authentication" and features the SECUREAUTH logo. Below the logo, the text "Daimler WS" is displayed. The central form contains the instruction "Please enter your UserID below." followed by "Username:" and "Password:" labels, each with a corresponding input field. A "Submit" button is located below the input fields. At the bottom left of the form, there is a "Restart Login" link. At the bottom right, there is a "Powered by SECUREAUTH" logo.

Figure 17

29. Wait for both bar graphs to complete.

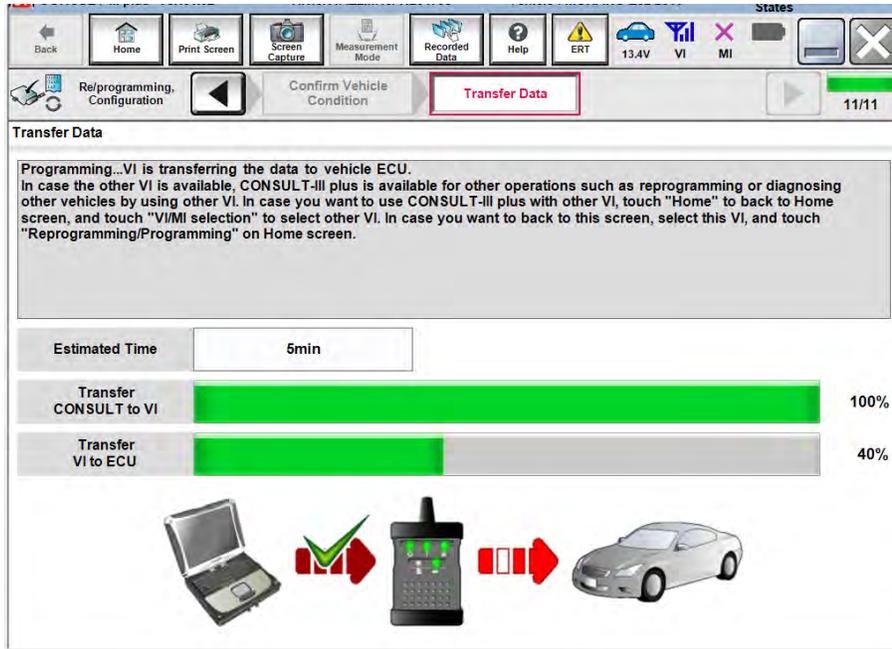


Figure 18

30. When the screen in Figure 19 displays, reprogramming is complete.

NOTE: If the screen in Figure 19 is not displayed (which indicates reprogramming did not complete), refer to the information on the next page.

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

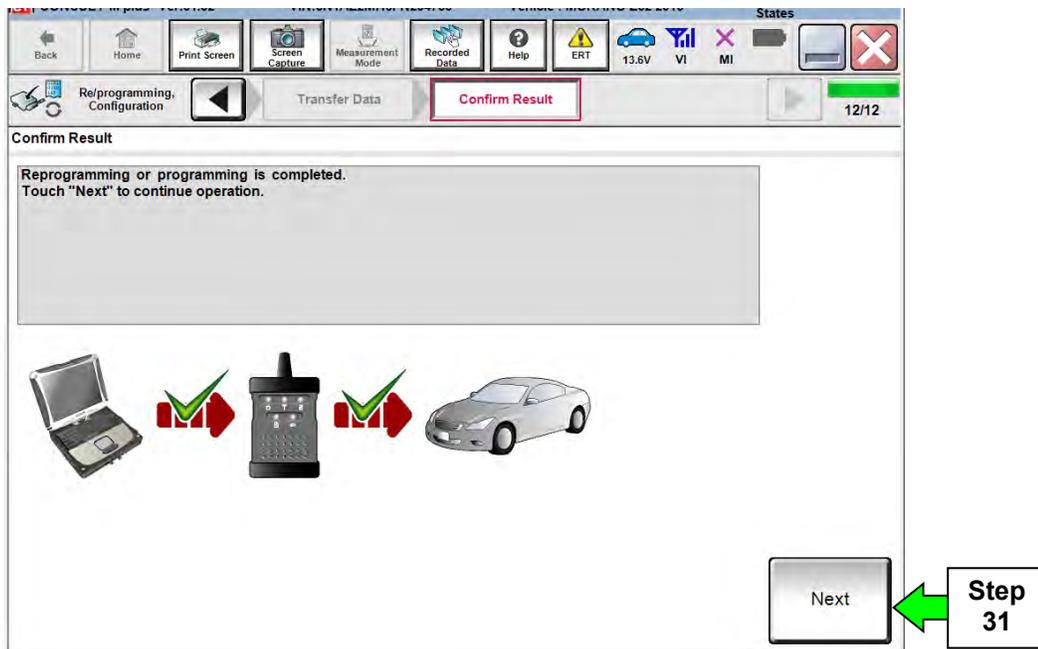


Figure 19

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 20:

- 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.

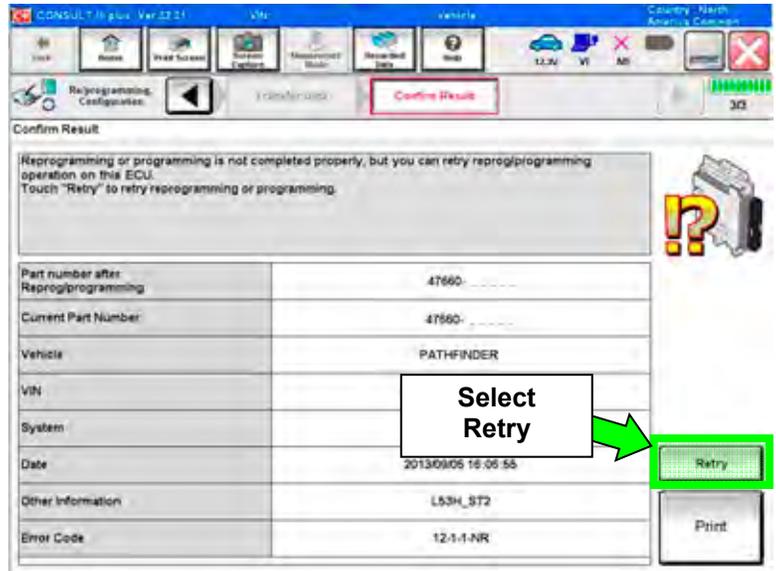


Figure 20

If reprogramming does not complete and the “X” icon displays as shown in Figure 21:

- 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.**

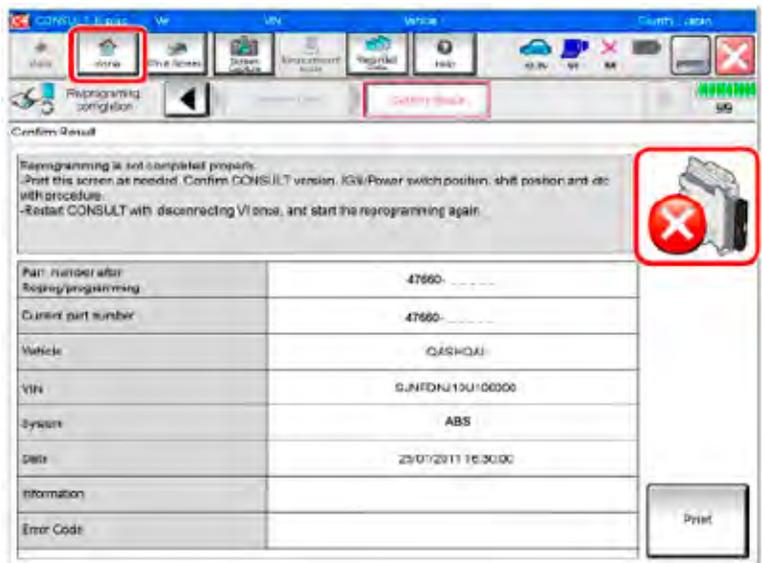


Figure 21

32. Erase all DTCs as follows:

- a. Turn the ignition OFF
- b. Turn the ignition ON.
- c. Wait for DTC erase to complete.

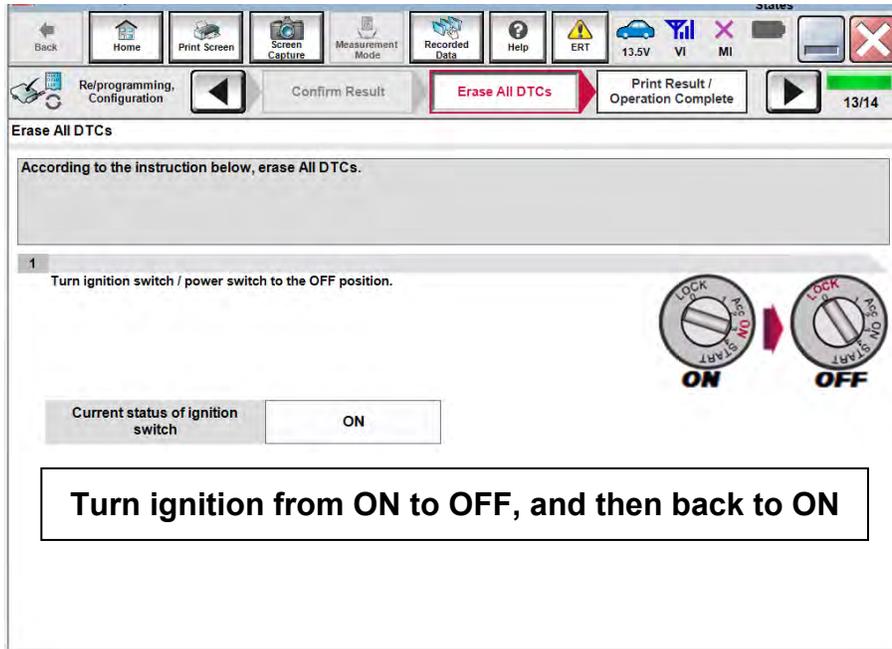


Figure 22

33. Verify the part number has changed (before and after reprogramming part numbers should be different).

- a. Print a copy of the screen in Figure 23 by selecting **Print**.
- b. Attach the copy to the repair order.
- c. Once a copy has been printed, select **Confirm**.

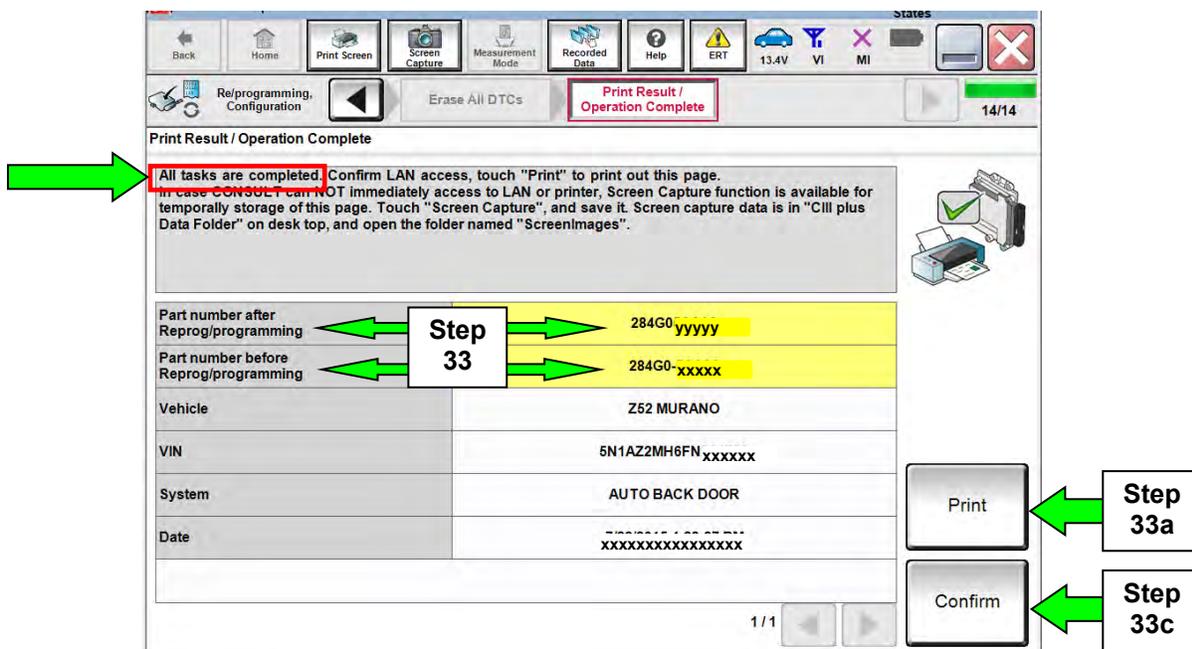


Figure 23

34. After Confirmation has completed, select **Home**.

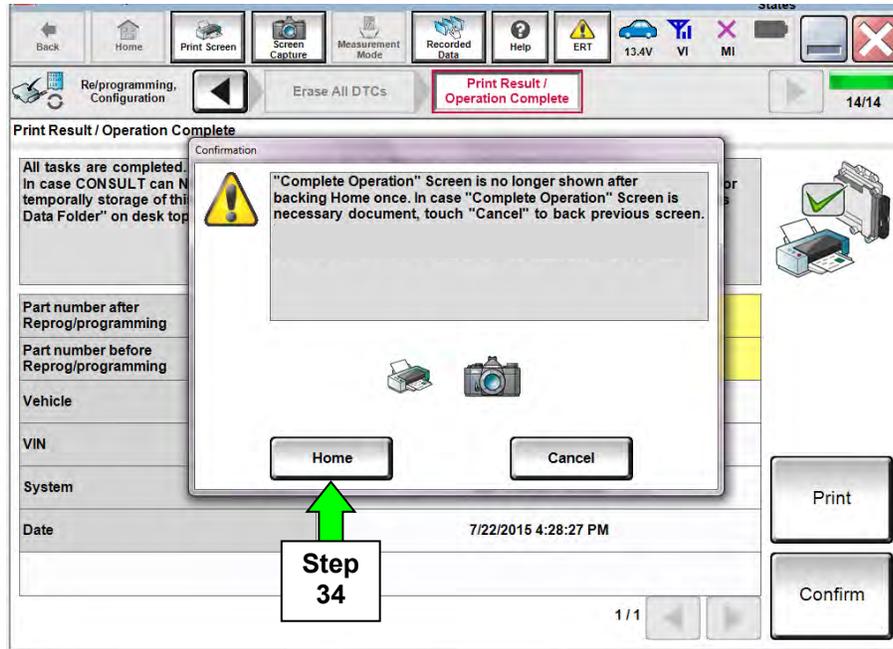


Figure 24

Go to [Automatic Back Door Manual Configuration](#) on the next page.

Automatic Back Door Manual Configuration

(Perform ONLY if reprogramming was done)

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

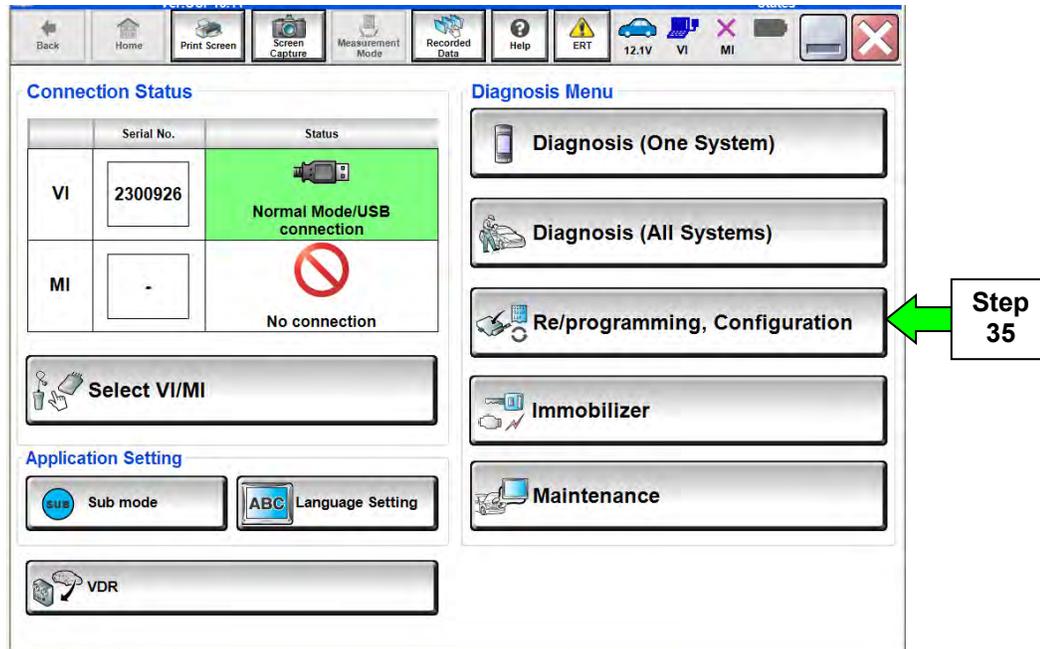


Figure 25

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

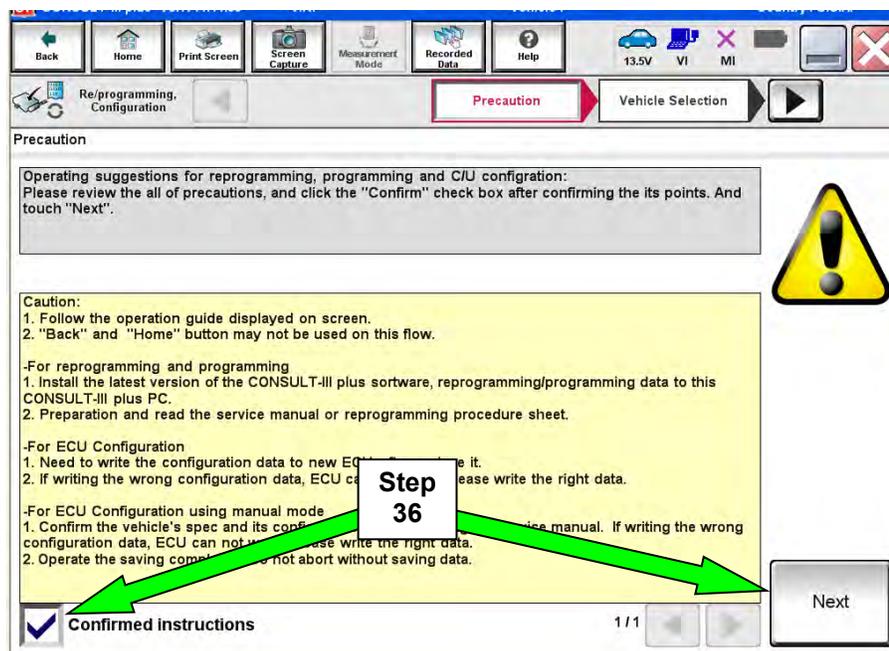


Figure 26

37. If the screen in Figure 27 appears, select **Automatic Selection(VIN)**.

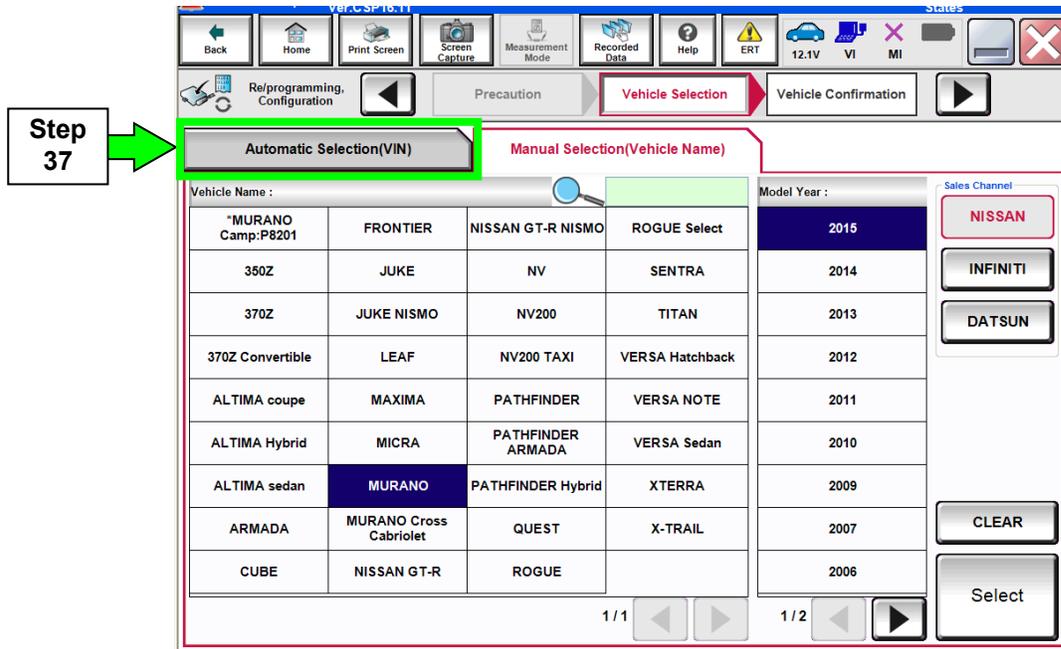


Figure 27

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

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

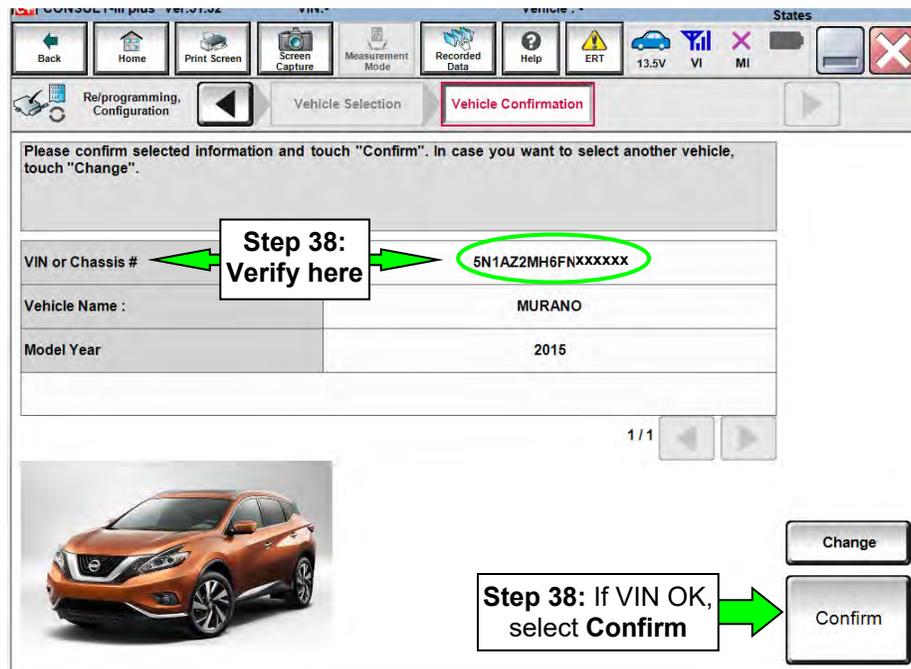


Figure 28

39. Select **Confirm** again.

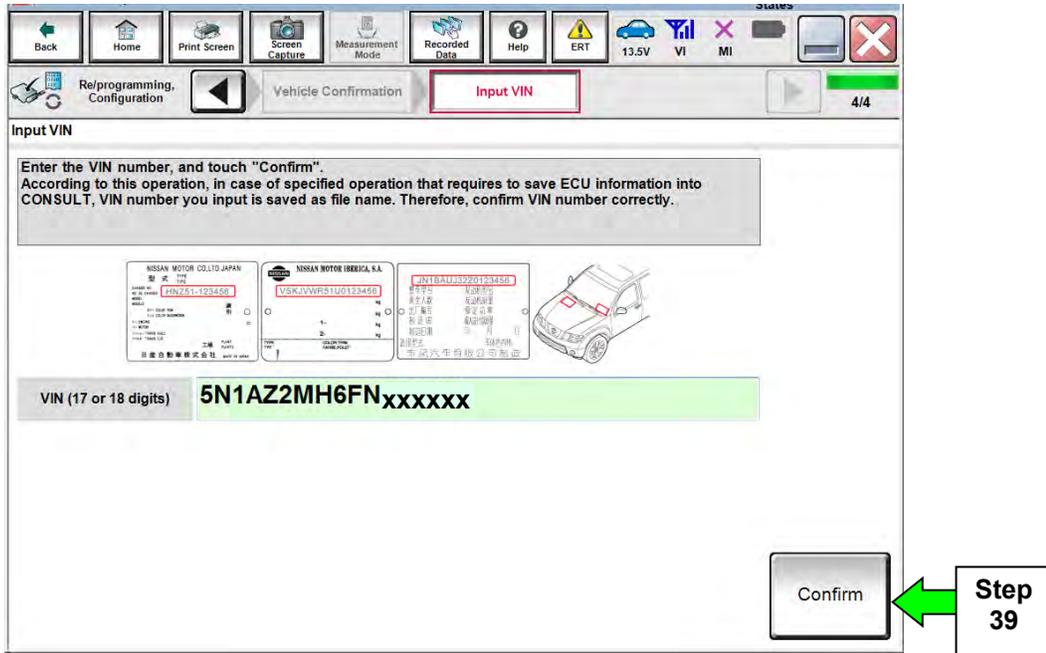


Figure 29

40. Select **AUTO BACK DOOR**.

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

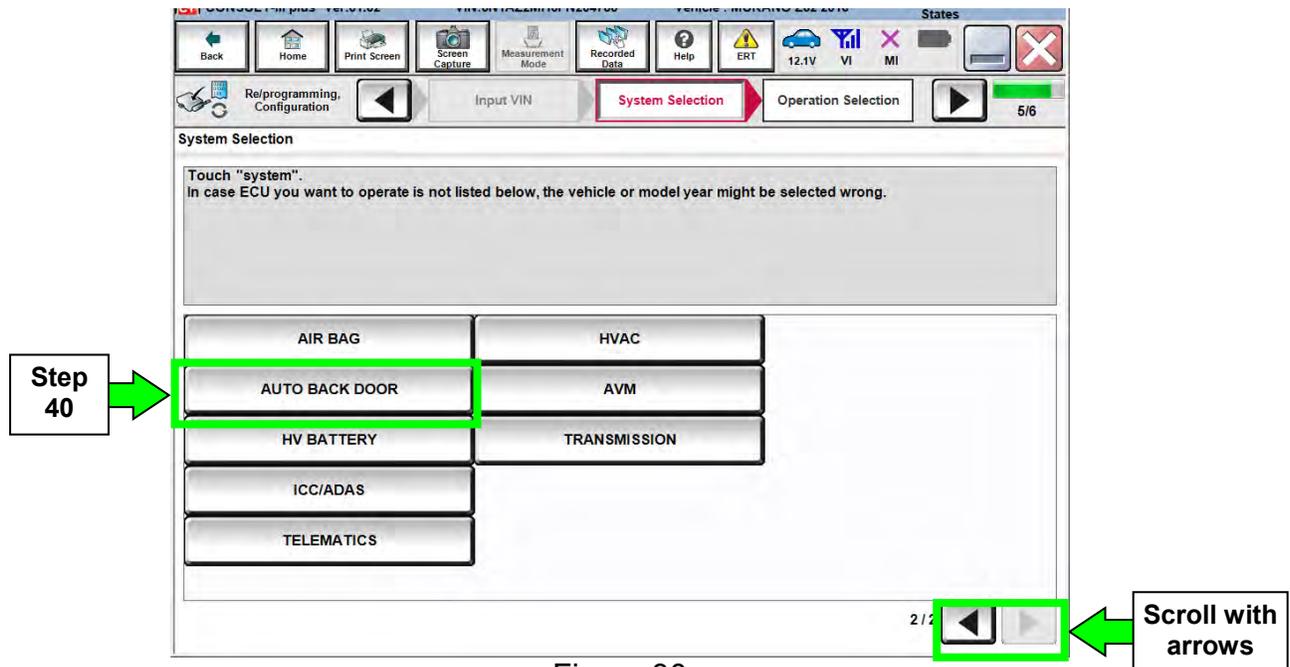


Figure 30

41. Select Manual Configuration.

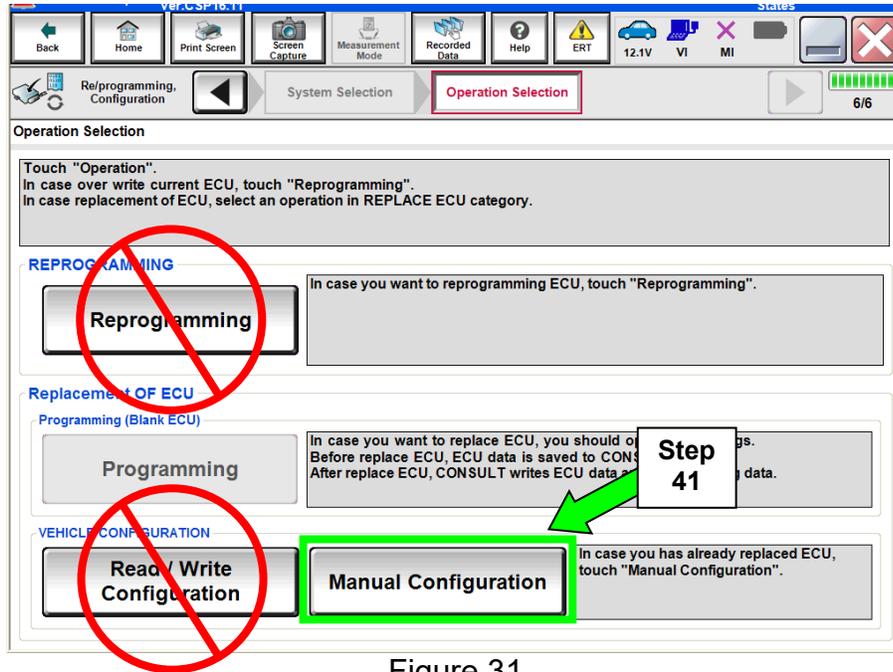


Figure 31

42. Select Next.

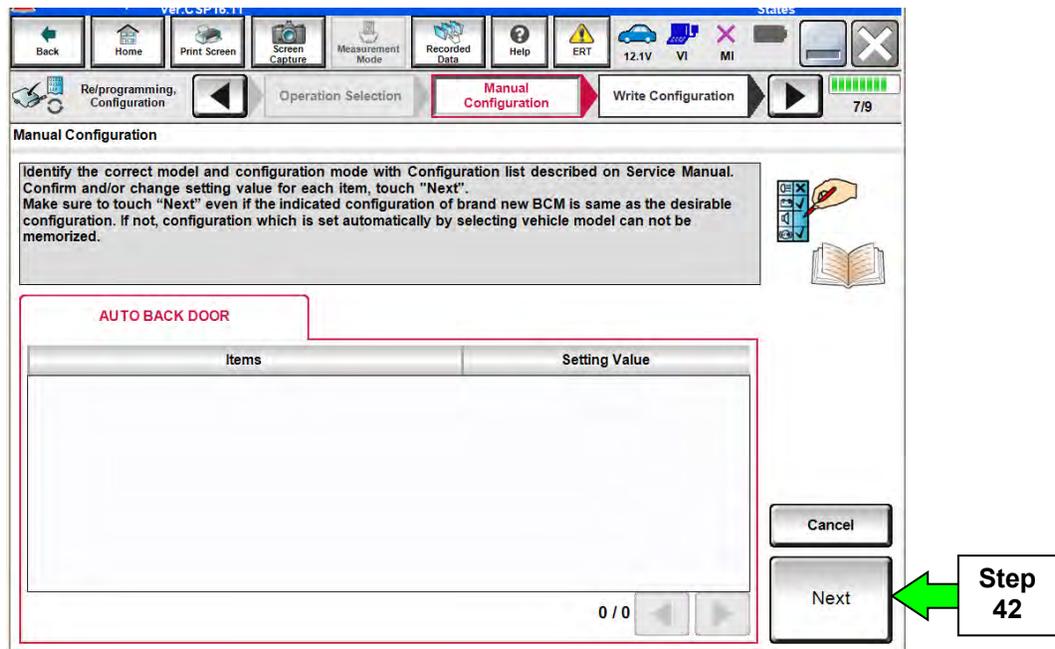


Figure 32

43. Select **OK**.

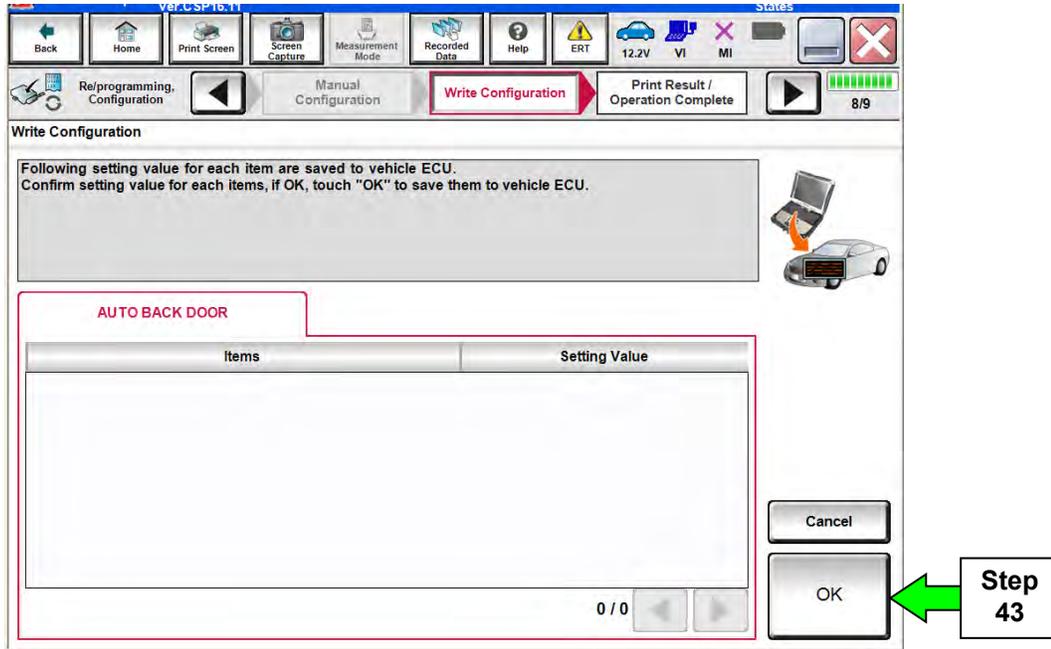


Figure 33

44. Select **End**.

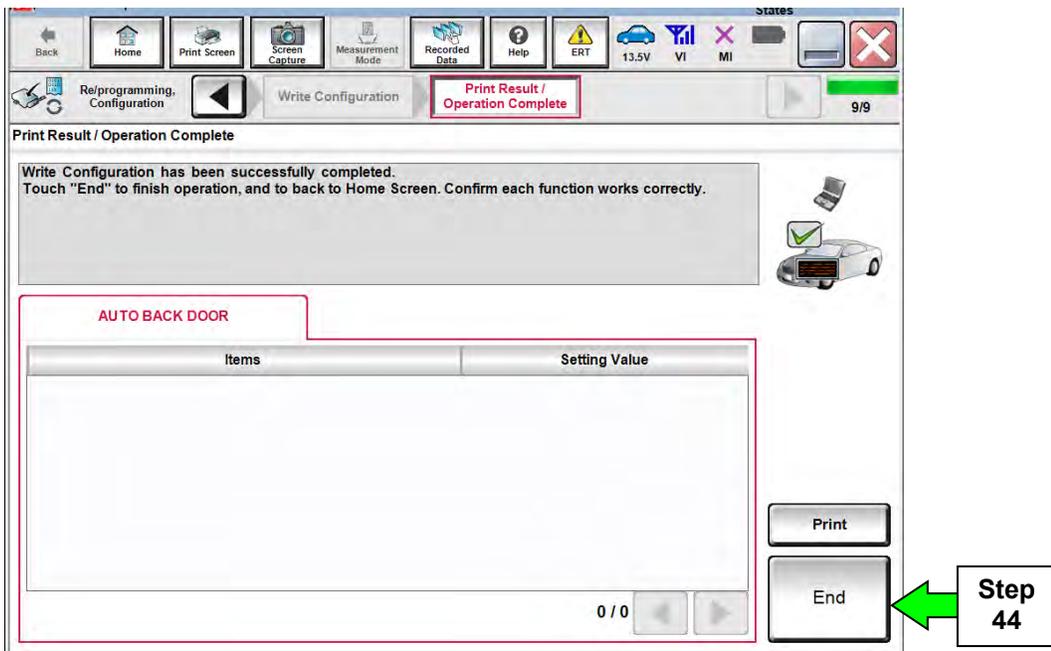


Figure 34

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.

Liftgate [Automatic Back Door] Position Setting

1. Adjust the back door to fully open by performing **Liftgate Position Setting**.

- Refer to the Owner's Manual > Section 3 (Pre-Driving checks and adjustments) > LIFTGATE POSITION SETTING.
- 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 27-29 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:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Check/Clear DTCs and perform Back Door Calibration	284G0-5AA1A	BX5RAA	ZE	32	0.2*

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

On the Same repair line

If needed:

DESCRIPTION	OP CODE	FRT
Test and Charge Battery	GB18AA	(1)

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

If needed:

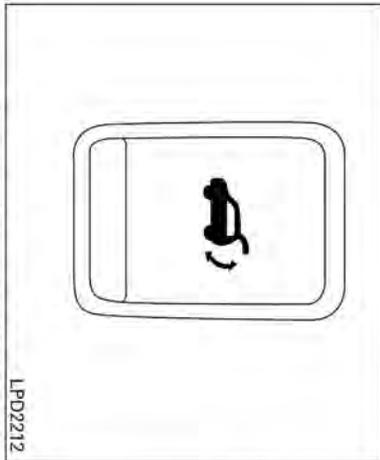
DESCRIPTION	OP CODE	FRT
Test and Charge Battery	GB18AA	(1)
Replace Battery	GB181A	(1)

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

If needed (for 2015 Murano Only):

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Auto Back Door Programming	284G0-5AA1A	BX5AAA	ZE	32	0.4*

* 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.



Instrument panel switch
OPERATING THE POWER LIFTGATE
 (if so equipped)

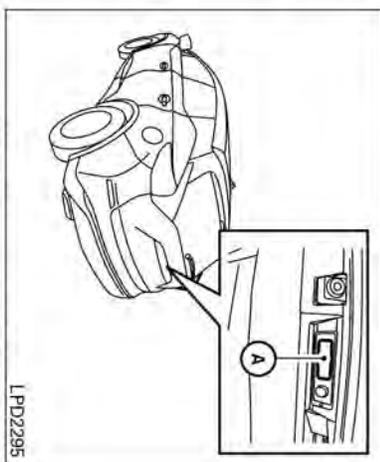
- ⚠ WARNING**
- Make sure that all passengers have their hands, etc., inside the vehicle before closing the liftgate.
 - Do not leave children unattended inside the vehicle. They could unknowingly activate switches or controls. Unattended children could become involved in serious accidents.

NOTE:

To open, close or reverse the power liftgate, the shift lever must be in P (Park). Also, the power liftgate will not operate if battery voltage is low.

Power Open:

The power liftgate automatically moves from the fully closed position to the fully open position in approximately 5 – 8 seconds. The power open feature can be activated by the switch on the Intelligent Key, the instrument panel switch, the glove box switch and the liftgate request switch. A chime sounds to indicate the power open sequence has been started.



Liftgate opener switch

- The liftgate can be opened by the instrument panel switch, liftgate request switch and the Intelligent Key even if the vehicle is locked. The liftgate will individually unlock and open. Once the liftgate is closed, the vehicle will remain in the unlock status.
 - The Intelligent Key button must be held for 1 second before the liftgate opens.
 - The liftgate must be unlocked to open it with the liftgate opener switch (A).
- A warning chime will sound if the shift lever is moved out of P (Park) during a power open operation.

Pre-driving checks and adjustments 3-23

Power Close:

The power liftgate automatically moves from the fully open position to the secondary position. When the liftgate reaches the secondary position, the cinching motor engages and pulls the liftgate to its primary latch position. Power close takes approximately 7 – 10 seconds. The power close feature can be activated by the switch on the Intelligent Key, the instrument panel and the liftgate opener switch (A). A chime sounds to indicate the power close sequence has been started.

- If the liftgate opener switch (A) is activated while the cinching motor is engaged, the cinching motor will disengage and release the latch.
- The Intelligent Key button must be held for 1 second before the liftgate closes.

Reverse:

The power liftgate will stop immediately during power open or power close if the Intelligent Key, instrument panel or liftgate switch is pushed or if the liftgate opener switch (A) is pushed. The power liftgate will reverse direction if the Intelligent Key, instrument panel, liftgate switch or the liftgate opener switch (A) is pushed a second time. A chime will sound to announce the reversal.

3-24 Pre-driving checks and adjustments

Auto Reverse:

If an obstacle is detected during power open or power close, a warning chime will sound and the liftgate will reverse direction and return to the full open or full close position. If a second obstacle is detected, the liftgate motion will stop and the liftgate will enter manual mode.

A pinch strip is mounted on each side of the liftgate. If an obstacle is detected by a pinch strip during power close, the liftgate will reverse direction and return to the full open position.

NOTE:

If the pinch strip is damaged or removed, the power close function will not operate.

⚠ WARNING

There are some small distances immediately before the closed position which cannot be detected. Make sure that all passengers have their hands, etc., inside the vehicle before closing the liftgate.



Manual Mode:

If power operation is not available, the liftgate may be operated manually. Power operation may not be available if the power liftgate main switch is in the ON position, if multiple obstacles have been detected in a single power cycle, or if battery voltage is low.

If the power liftgate opener switch is pushed during power open or close, the power operation will be canceled and the liftgate can be operated manually.

To open the liftgate manually, press the liftgate opener switch and lift the liftgate.

To close, lower and push the liftgate down securely.

Auto Power Back Door System Battery Power Saving Mode:

The vehicle goes into power saving mode when the liftgate is open for a long time (approximately 12 hours). This is to prevent deterioration of the battery. The power saving mode automatically cuts the power supply of the power liftgate door.

When the power to the liftgate is cut off, the manual mode must be performed. After the manual mode is performed, the power liftgate function is restored.

NOTE:

When a battery voltage is lower than approximately 11V, the power back door may not operate after automatic return.