TECHNICAL SERVICE BULLETIN

Classification:	Reference:	Date:
AN22-014	NTB22-044	May 25, 2022

SOFTWARE UPDATE FOR INFOTAINMENT ISSUES

APPLIED VEHICLES: 2020 Murano (Z52)
APPLIED DATES: Built after March 1, 2020

SERVICE INFORMATION

When diagnosing an infotainment issue, always confirm that the latest software is installed in the AV control unit before starting the diagnosis.

The software update in the following service procedure is to address the items below:

- Stability improvements and "bug" fixes.

Refer to steps 1 - 4 on pages 3 and 4 to confirm that this bulletin applies.

REQUIRED SPECIAL TOOL

- One of special tool USB drive J-52727 has been previously shipped to each dealer (Figure 1).

- Do not use any other USB drive to perform the procedure in this bulletin.

- Additional USB drives may be purchased from Tech•Mate: Nissan techmate.com or 1-800-662-2001. Part number: J-52727-1.

  HINT:
  o The update-software only needs to be downloaded once and can then be used continuously on multiple Applied Vehicles.
  o The update-software <u>must be</u> the only file on the USB drive.

Figure 1

SERVICE PROCEDURE

Check Software Version

Figure 2

1. Push the **MENU** button.

Figure 3

2. Select the **Info** Icon.

    - If the **Info** icon does not appear, as shown in Figure 3, this bulletin does not apply.

Figure 4

3. Select **System Information** to access the vehicle update menu.
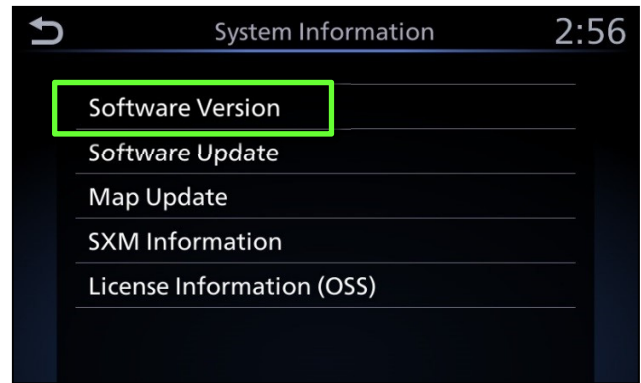
Figure 5

4. Select **Software Version**.

- If the **Software Version** is "910" or "912", select the back button and continue to step 5 on page 5.

- If the **Software Version** is not "910" or "912", select the back button, this bulletin **does not apply**.
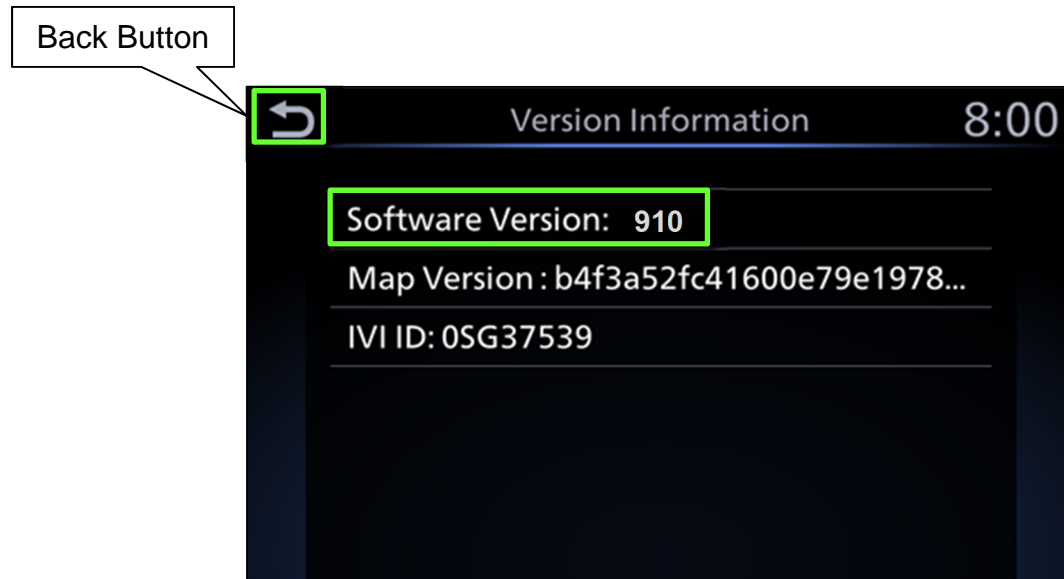
Back Button

Figure 6

Download Software from the Infotainment Downloader Tool

IMPORTANT: Before starting, make sure:

- ASIST is connected to the internet.

- ASIST has been synchronized (updated) to the current date.

5. Insert special tool USB drive J-52727-1 into a CONSULT PC.

- If the infotainment software has already been downloaded onto special tool USB drive J-52727-1 from a prior service procedure, skip to step 14 on page 8.

HINT:

- Special tool USB drive J-52727-1 is the only USB drive approved for use with this procedure.

- The update-software is estimated to take **4 hours** to download to the USB drive.

- The update-software must be the only file on the USB drive.

6. Open ASIST.

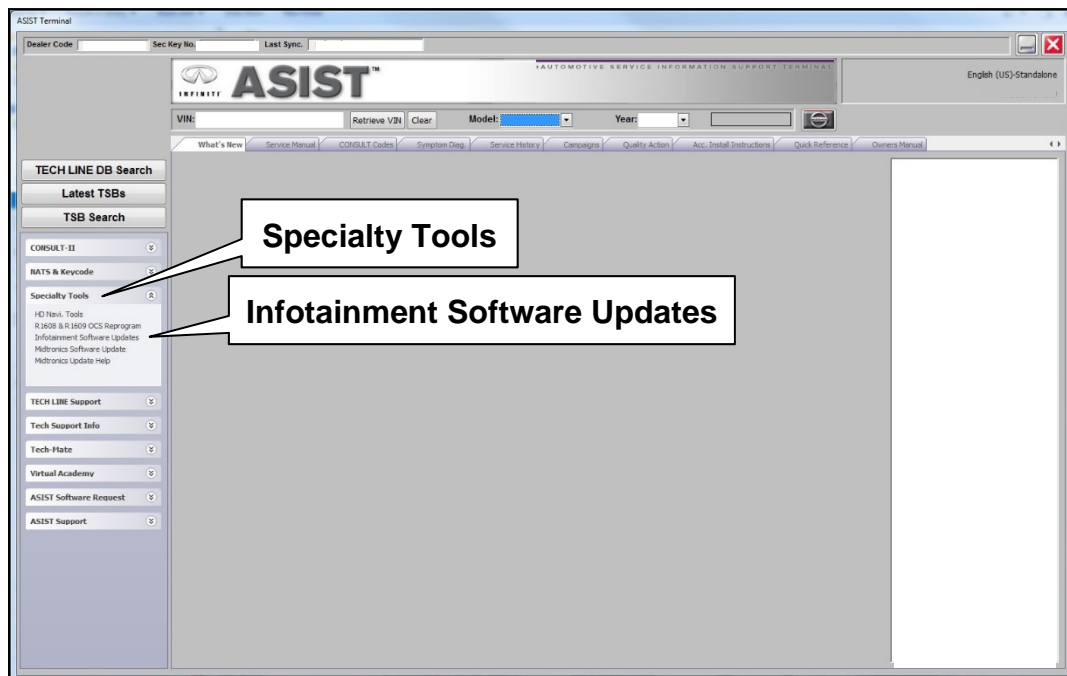7. Select **Specialty Tools**, and then select **Infotainment Software Updates**.

Figure 7

8. Select the check box next to the infotainment update-software ID (Figure 8).

   NOTE: Refer to **Table A** for the infotainment update-software ID.

Table A

MODEL	SOFTWARE VERSION	UPDATE SOFTWARE ID
Murano	910, 912	IVI825

9. Use the drop-down menu and select the location of the USB drive that was inserted in step 5 on page 5.
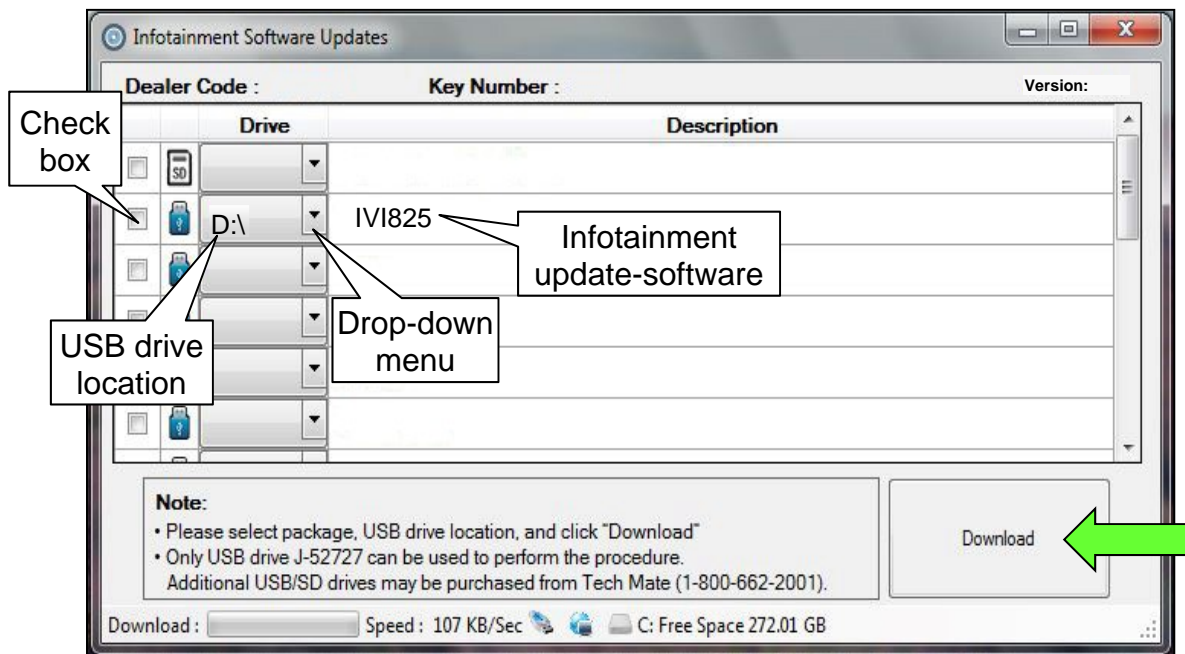

Figure 8

10. Select **Download**, and then wait for the download to complete.

   HINT:

   o The update-software is estimated to take **4 hours** to download to the USB drive.

   o If, while attempting to download the software to the CONSULT PC, you receive the message shown in Figure 9:

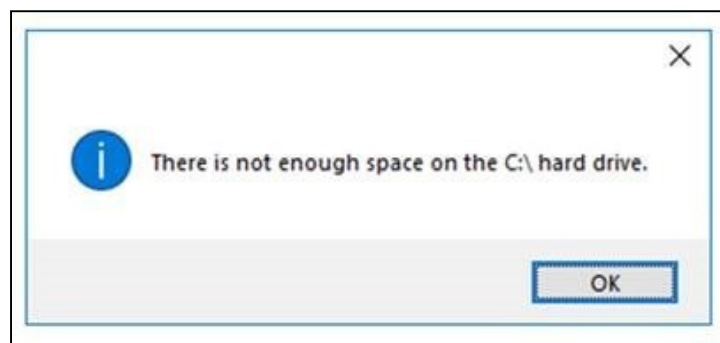   ➢ Attempt to clear space on the CONSULT PC hard drive.
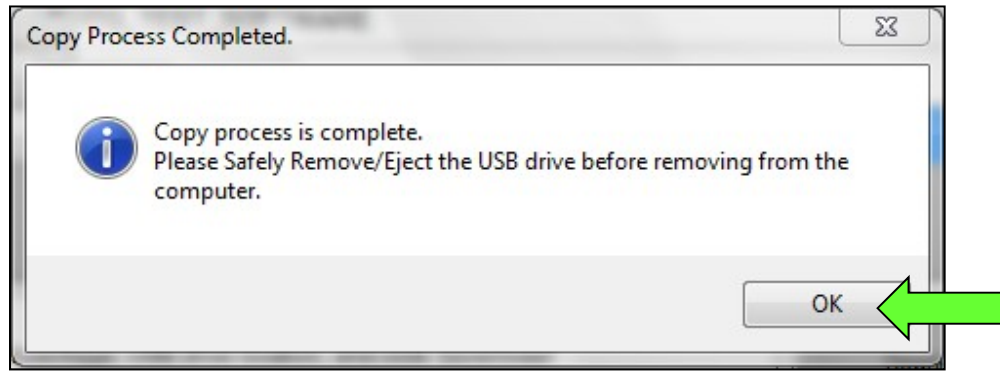

Figure 9

11. Select **OK**.

Figure 10

12. Once the transfer is complete, safely remove the USB drive from the CONSULT PC.

   a. From the PC toolbar, select the **Safely Remove Hardware** icon.

      o The icon is on the toolbar, or can be found after selecting the arrow.

   b. Select the USB drive to be removed, and then remove the USB drive from the CONSULT PC.

   NOTICE

   Follow the steps to safely remove the USB drive. If not followed, the USB drive may corrupt the infotainment update-software.

      o If you are not familiar with the process of safe USB drive removal, ask for assistance at your dealer.
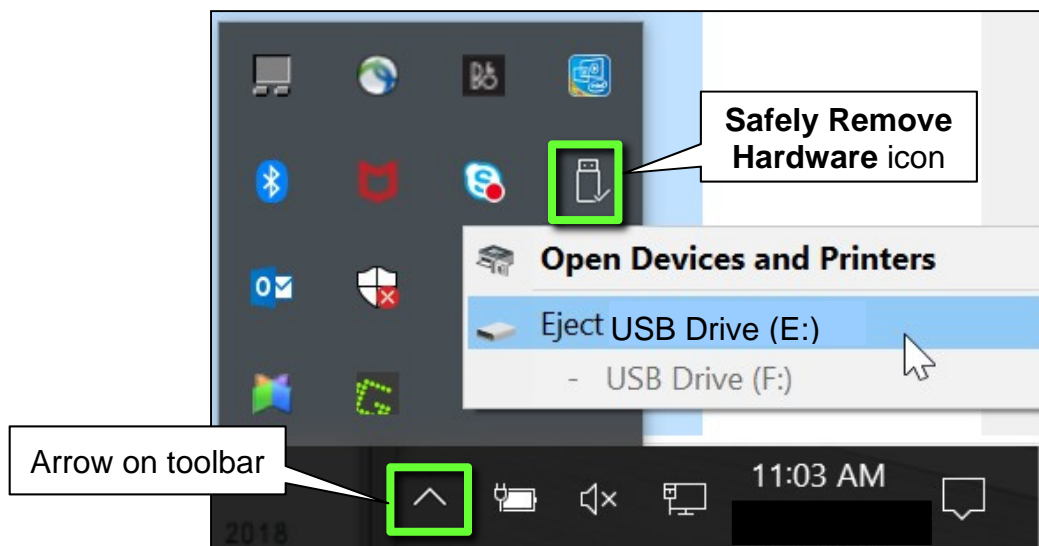

Figure 11

13. Close all ASIST **Infotainment Software Update** screens.

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Reprogram the AV Control Unit

14. Set the parking brake.

15. 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 and ensure software update completes properly.

16. Insert the USB drive with the infotainment update-software into the vehicle's <u>USB media port</u> (Figure 12).

    • <u>Do not remove</u> the USB drive during the update to the vehicle until instructed to.

    NOTICE
    <u>Do not insert the USB drive into a charging port</u>. If used, the update-software and/or USB drive may become damaged. Only insert the USB drive in a USB media port.

    HINT: Charging ports are marked in the vehicle with a "lightning bolt" symbol.

USB media port symbol

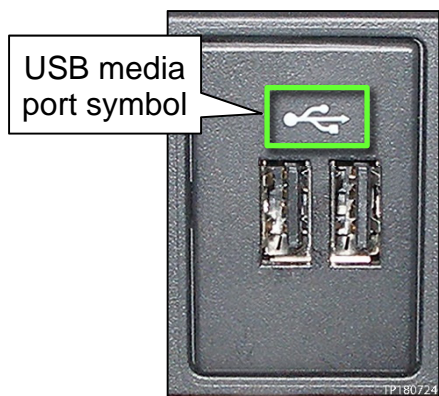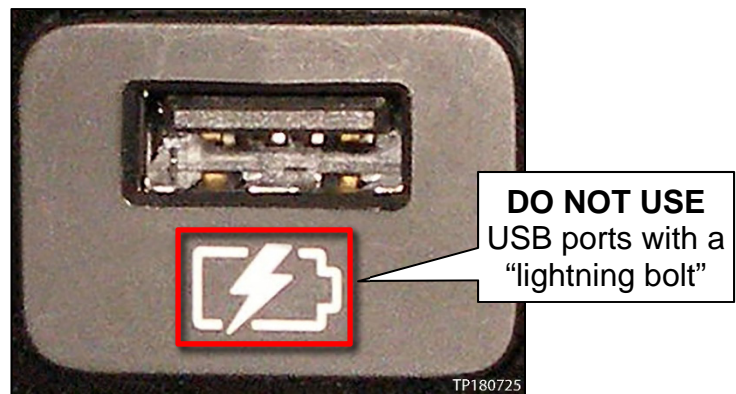DO NOT USE USB ports with a "lightning bolt"

Figure 12   Figure 13

17. Wait approximately 10-30 seconds for the screen in Figure 14 to appear.

Figure 14

- The screen in Figure 15 may briefly appear. **Do not remove the USB drive**. The audio system will detect the USB and continue the update.

Figure 15

18. Wait for the update to complete.

- Follow the on-screen instructions while waiting.

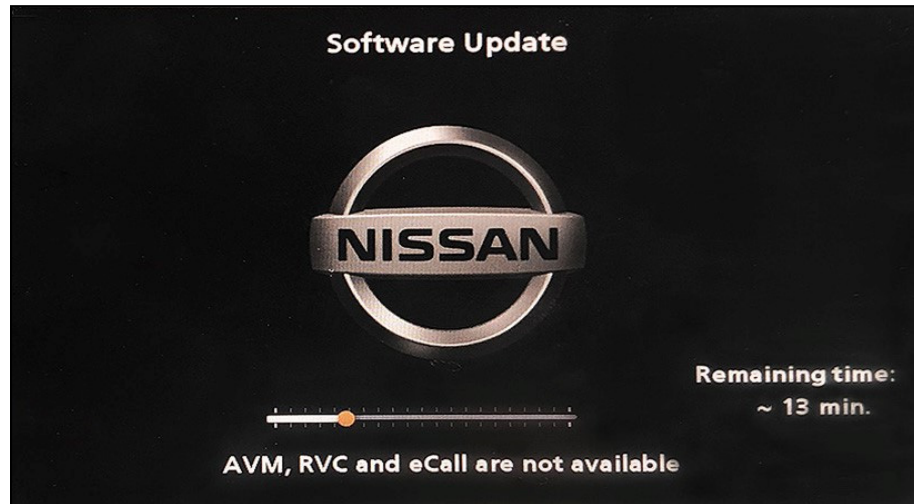**HINT:** The update may take 15-25 minutes.

Figure 16

19. Once the update is complete (Figure 17), remove the USB drive; the system will reboot (restart).

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

Figure 17

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Steps 20-27 must be completed. If they are not completed, the update may become corrupted.

20. Allow the reboot to complete (approximately 30 seconds).

    • The Nissan logo will be displayed during the reboot.

21. Turn the ignition OFF.

Figure 18

The steps below will fully reboot the infotainment system twice.

22. Open and close the driver door, and then ensure that all doors are closed.

23. Wait 5 minutes.

    Ensure that all doors remain closed during the 5 minute wait period. If a door is opened during the 5 minute wait period, the update may not complete and the AV control unit may become inoperable.

HINT: The engine does not need to be running for the next steps.

24. Turn the ignition ON (engine OFF) and wait for the Nissan logo to appear (Figure 18).

    • If the Nissan logo does not appear (this might take up to 30 seconds), start over from step 21.

25. After the Nissan logo appears, wait about 1 minute.

    • The MENU (Home) screen in Figure 19 will be displayed.

26. Turn the ignition OFF.

Figure 19

27. Repeat steps 22-26 one more time (for a total of 2 times) to complete the update.

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CLAIMS INFORMATION

Submit a Primary Operation (PO) type line claim using the following claims coding:

DESCRIPTION	OP CODE	SYM	DIA	FRT
Perform Software Check	RX8LAA	ZE	32	0.2

OR

Submit a Primary Operation (PO) type line claim using the following claims coding:

DESCRIPTION	OP CODE	SYM	DIA	FRT
Perform Software Check and Update	RX8MAA	ZE	32	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
May 25, 2022	NTB22-044	Original bulletin published