



# TECHNICAL SERVICE BULLETIN

Classification: AN20-036C	Reference: NTB20-080C	Date: April 3, 2023
------------------------------	--------------------------	------------------------

## SOFTWARE UPDATE FOR INFOTAINMENT ISSUES

This bulletin has been amended. See **AMENDMENT HISTORY** below.  
Please discard previous versions of this bulletin.

**APPLIED VEHICLES:** 2019-2020 Altima (L34)  
2018-2020 Kicks (P15) – SV and SR  
2019-2020 Murano (Z52)  
2020 NV200 (M20)  
2020 Versa (N18) – SV and SR

### SERVICE INFORMATION

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

**HINT:** Refer to NTB23-018 to check, obtain, and install the latest AV Control Unit software version and for claims information.

The latest software update in NTB23-018 addresses the items below:

- Stability improvements and “bug” fixes.
- Android Auto skips while playing music.

### AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 11, 2020	NTB20-080	Original bulletin published
January 28, 2021	NTB20-080A	Classification number updated
March 12, 2021	NTB20-080B	Changes to Table A and Table B
April 3, 2023	NTB20-080C	Changes made throughtout

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.