



TECHNICAL SERVICE BULLETIN

Classification: AN20-036D	Reference: NTB20-080D	Date: January 29, 2024
------------------------------	--------------------------	---------------------------

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 the **Infotainment Software Update Utility**, located in ASIST under SPECIALTY TOOLS → Infotainment Software Updates, for the latest infotainment update software, infotainment update procedures, and claims information.

The latest software update in the **Infotainment Software Update Utility** 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 throughout
January 29, 2024	NTB20-080D	Revised to reference the Infotainment Software Update Utility in ASIST instead of NTB23-018

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.