



SERVICE BULLETIN

Classification: EI19-015	Reference: NTB19-047	Date: June 17, 2019
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2019 MURANO; BACK DOOR WILL RELEASE, BUT WILL NOT RAISE WITH BACK DOOR REQUEST SWITCH

APPLIED VEHICLE: 2019 Murano (Z52)
APPLIED VIN AND DATE: Built before 5N1AZ2M(*) (*)KN 136509 / April 26, 2019

IF YOU CONFIRM

The customer states that the Automatic Back Door (ABD) will unlatch, but will not raise

- Only when using the open request switch located on the back door,

And

- The Extended Storage Switch (ESS) is pushed in and is not in transit mode.

ACTION

1. Refer to page 8, step 18 in the **SERVICE PROCEDURE** to confirm if ABD CU reprogramming is needed.
 - Reprogram the ABD CU, if needed.
 - If the ABD CU is reprogrammed, perform **Automatic Back Door Manual Configuration** (see page 18).
 - If the ABD CU is reprogrammed, perform **Automatic Back Door Calibration** (see page 23).

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.

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.

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

NOTE:

- Refer to page 8, step 18 to confirm if ABD CU reprogramming is needed.
- If the ABD CU is reprogrammed, perform **Automatic Back Door Manual Configuration** (see page 18) and **Automatic Back Door Calibration** (see page 23).

IMPORTANT: Before starting, make sure:

- The back door is fully closed.
- ASIST on the CONSULT PC has been synchronized (updated) to the current date.
- All CONSULT-III plus (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 stored: Diagnose, perform repairs, and erase DTCs **before** continuing.

2. 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.**

3. 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.**

4. Connect the GR-8 to the vehicle battery:
 - Set the GR-8 to “Power Supply” mode.

CAUTION : 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.**

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

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

6. Turn the ignition ON with the engine OFF.
 - **The engine must not start or run during the reprogramming procedure.**

7. 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.**

8. Turn ON the CONSULT PC.
9. Select CONSULT-III plus (open C-III plus).
NOTE: Make sure all applications other than C-III plus are closed.
10. Wait for the plus VI to be recognized.
 - The serial number will display when the plus VI is recognized.
11. Go to **Re/programming, Configuration**.

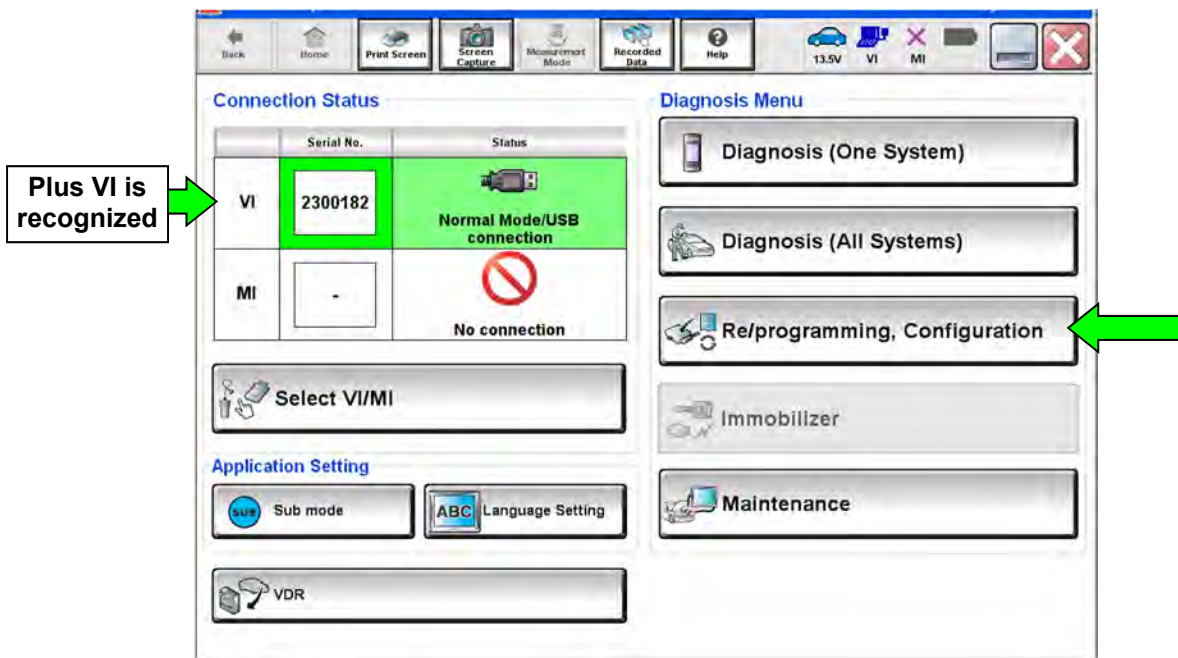


Figure 1

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

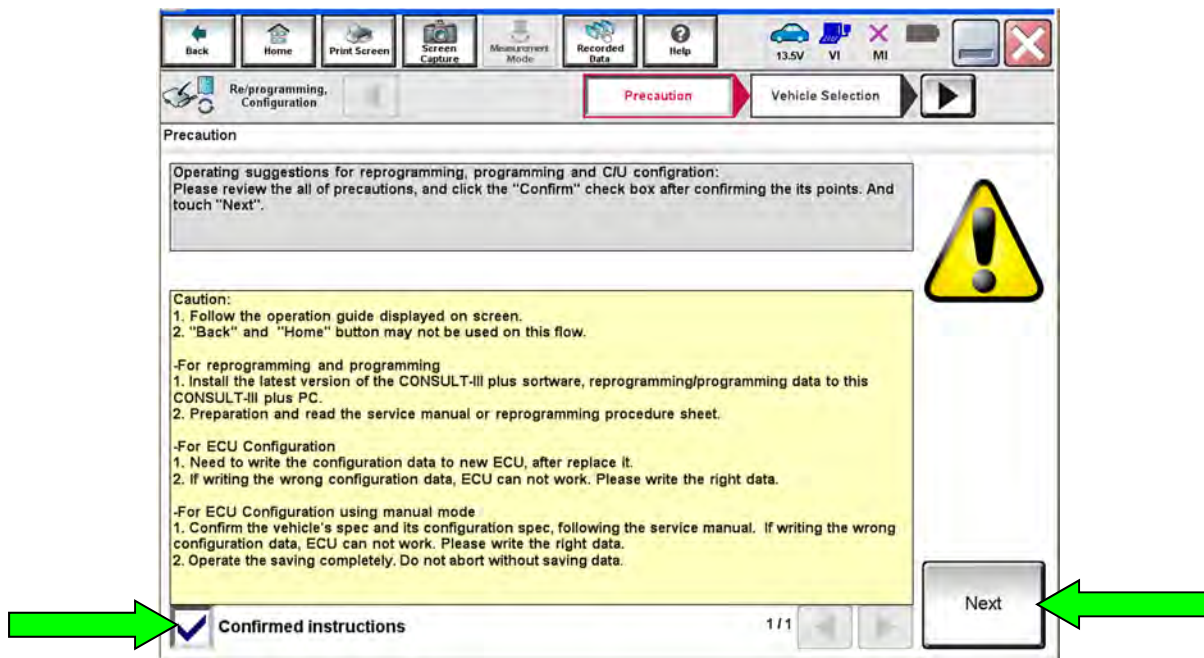


Figure 2

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

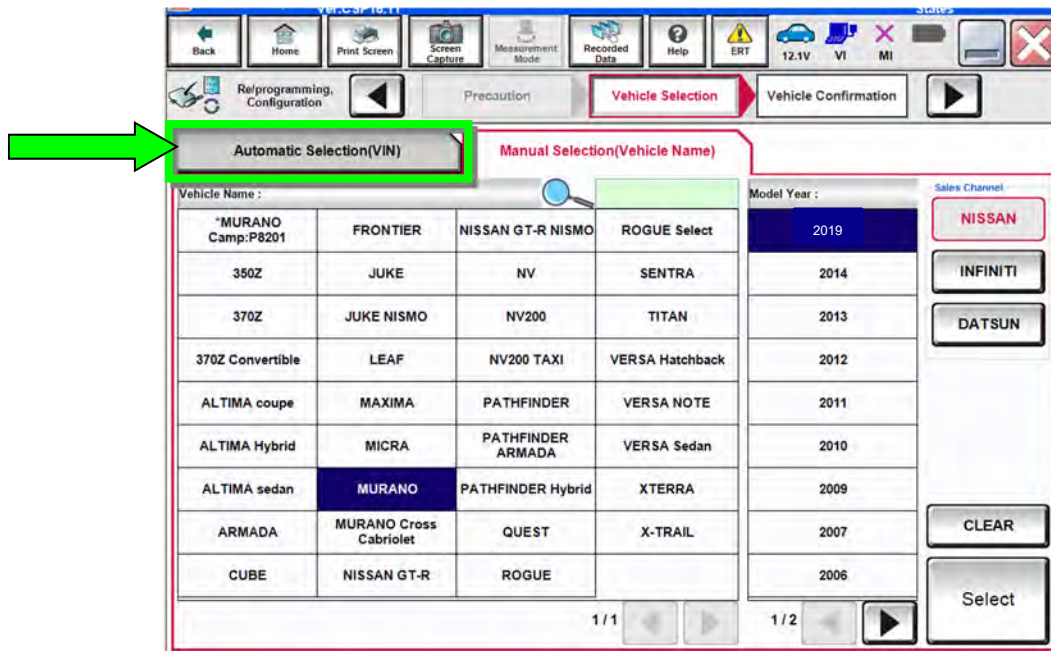


Figure 3

14. Verify the **VIN or Chassis #** matches that of the vehicle.
- If the correct VIN is displayed, select **Confirm**.

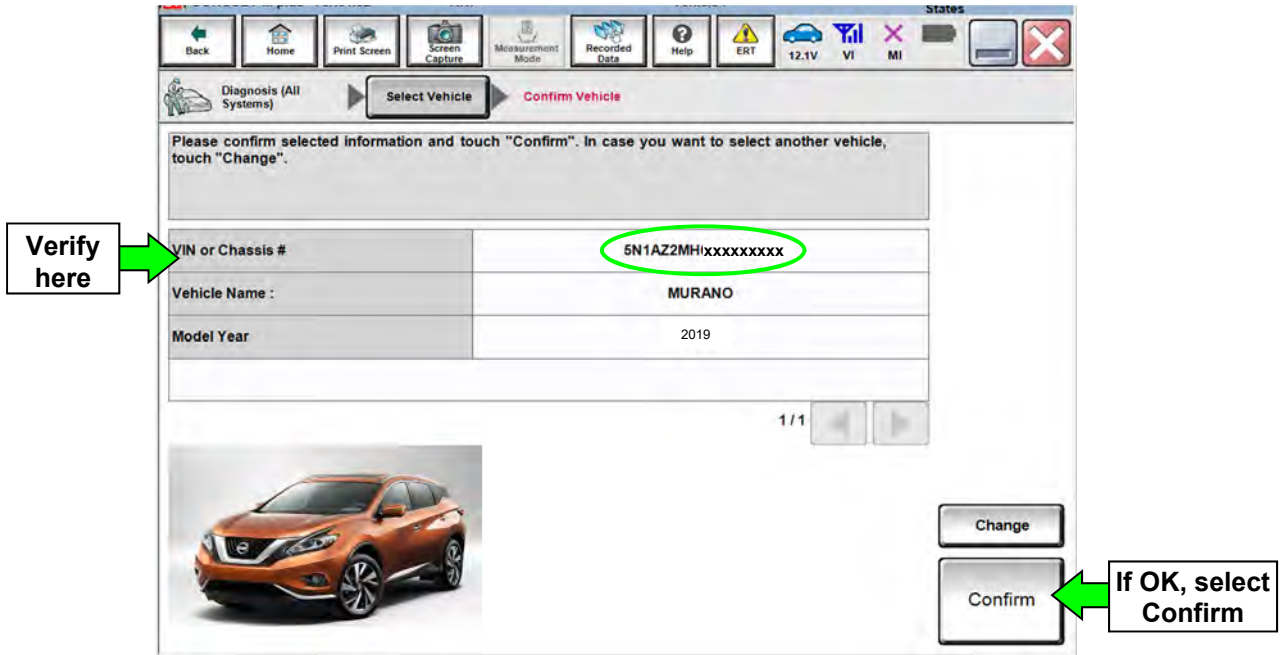


Figure 4

15. Select **Confirm**.

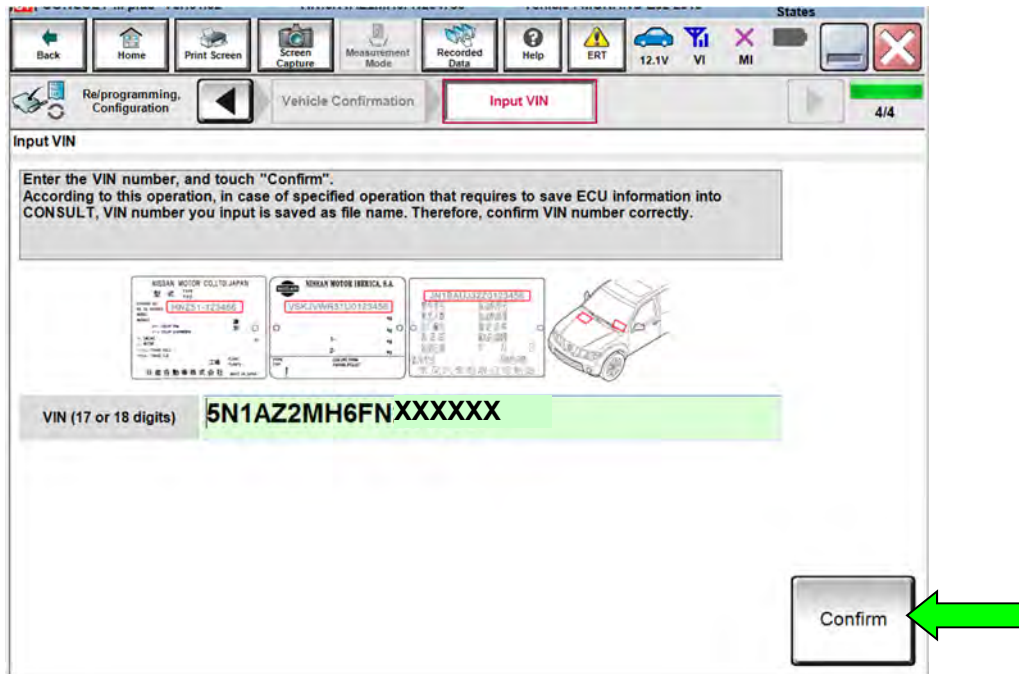


Figure 5

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

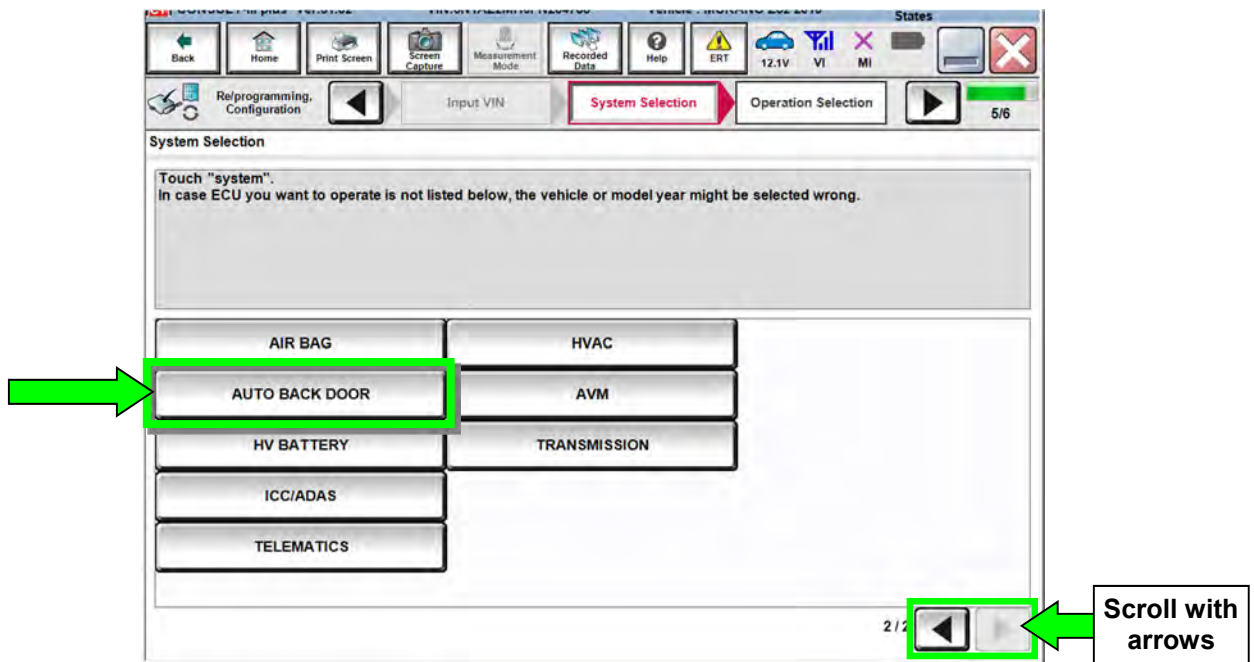


Figure 6

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

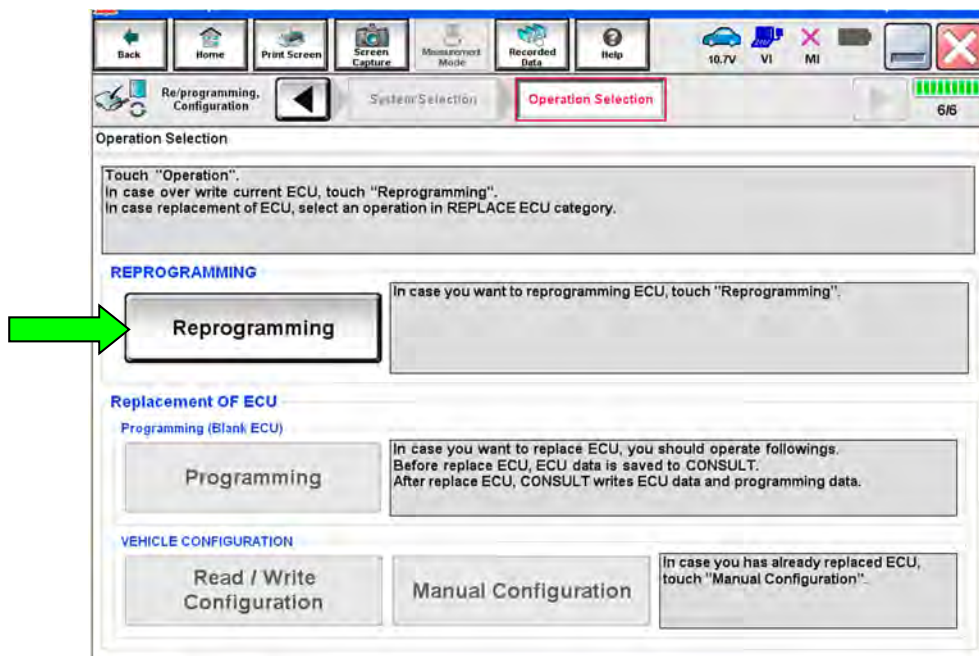


Figure 7

18. 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.

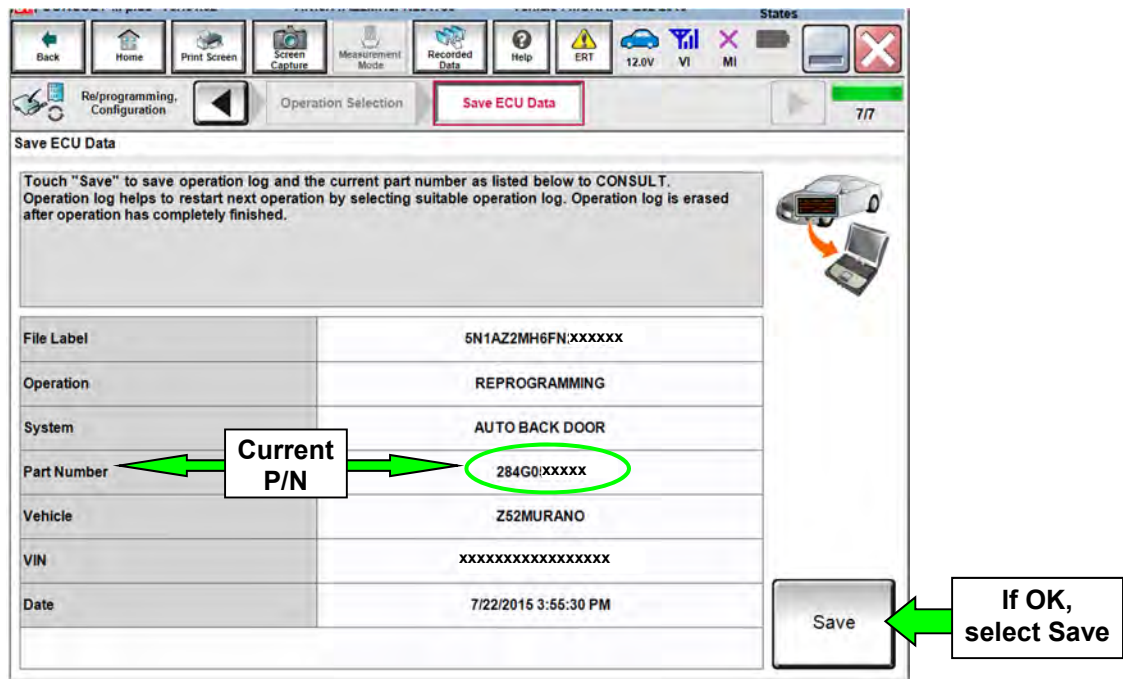


Figure 8

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 18c.
- If there is not a match, this bulletin does not apply. Refer to the Electronic Service Manual (ESM) for further diagnostics not covered under this bulletin.

Table A

CURRENT P/N: 284G0 –
5AA4A

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

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

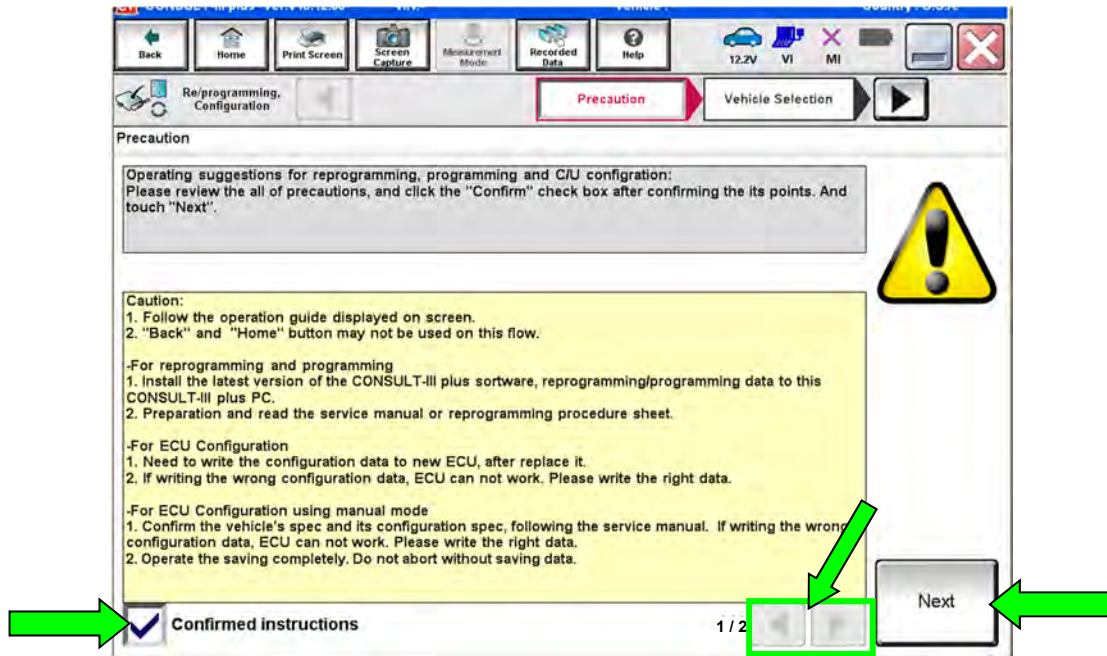


Figure 9

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.

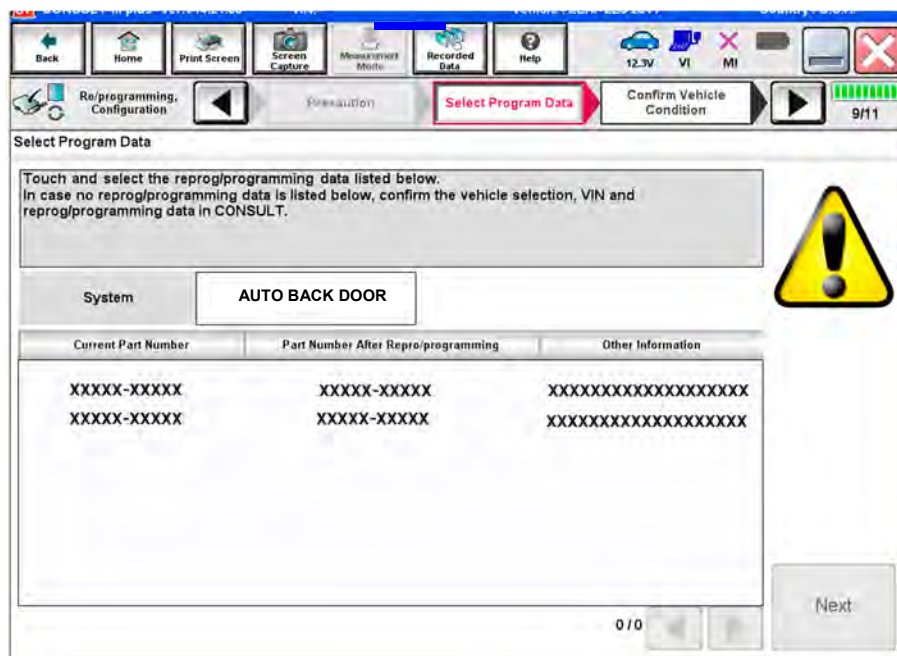


Figure 10

22. Verify the **Current Part Number** matches the P/N written down in step 18, and the **Part Number After Repro/programming** is different, then select **Next**.

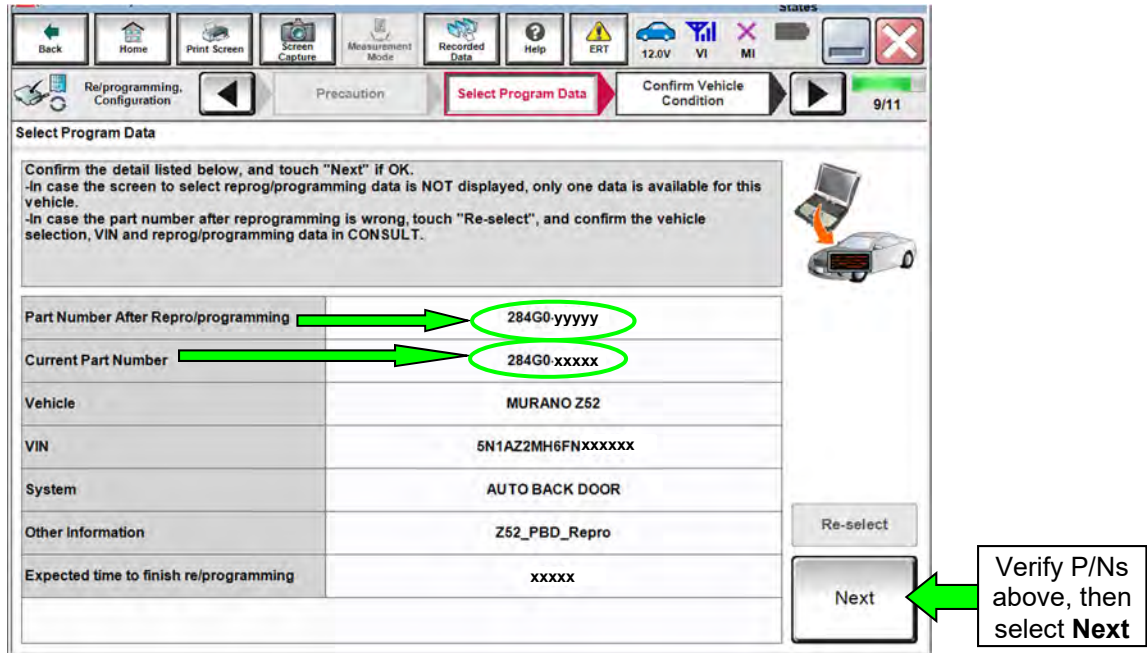


Figure 11

23. 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 7, step 17. You must go back to step 13.
- If no **Saved Data List** is stored, Figure 13 on the next page will be displayed. Proceed to step 24.

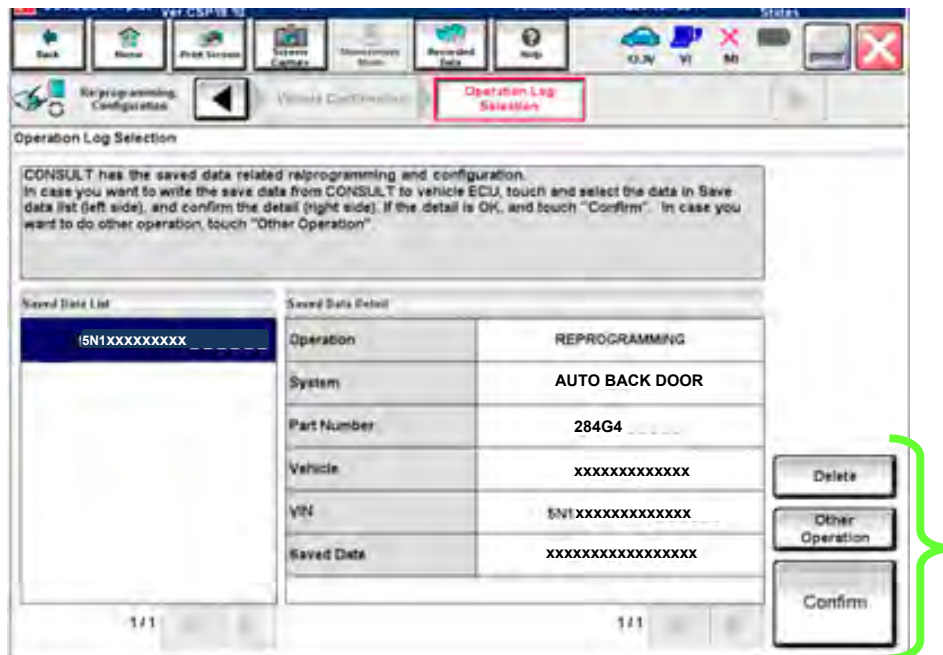


Figure 12

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

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

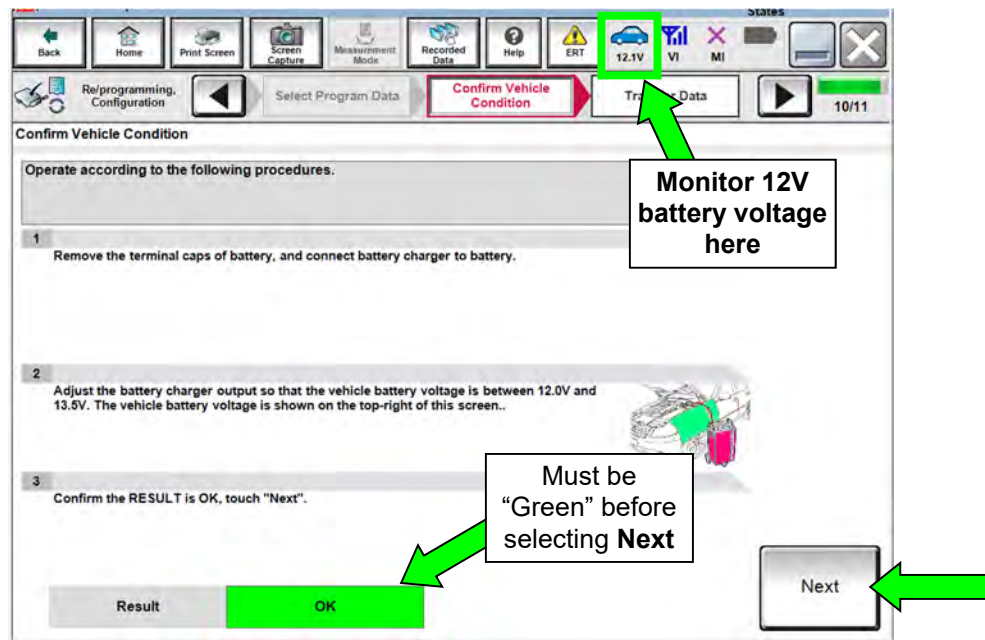


Figure 13

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

- The reprogramming process begins when **Start** is selected.

NOTE: For reprogramming to continue, vehicle battery voltage must stay within 12 volts and 15.5 volts.

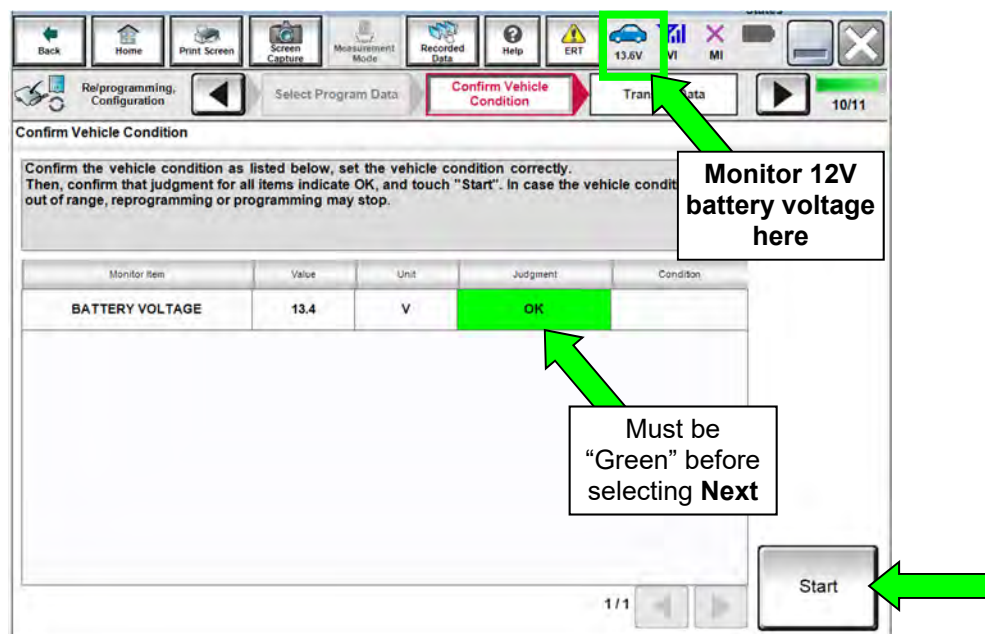


Figure 14

26. Select **USA/CANADA Dealers**.
27. Select **OK**.

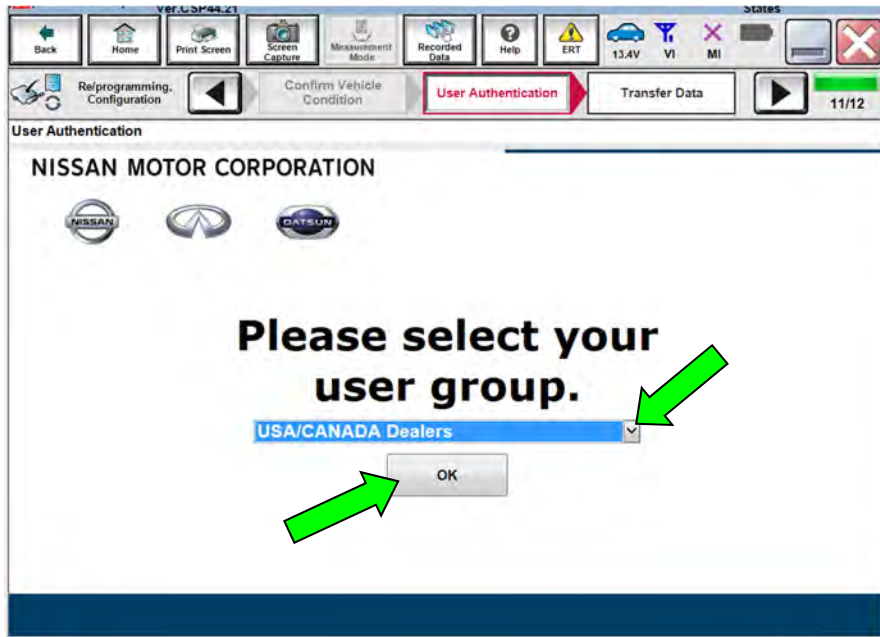


Figure 15

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.

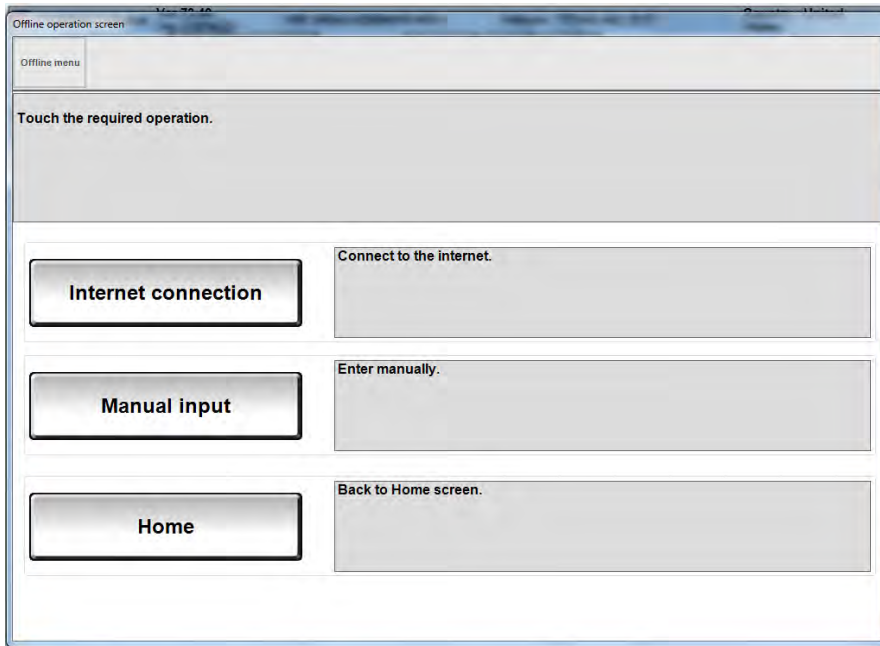


Figure 16

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

28. 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 Username and Password, contact your Service Manager.

29. Select **Submit**.

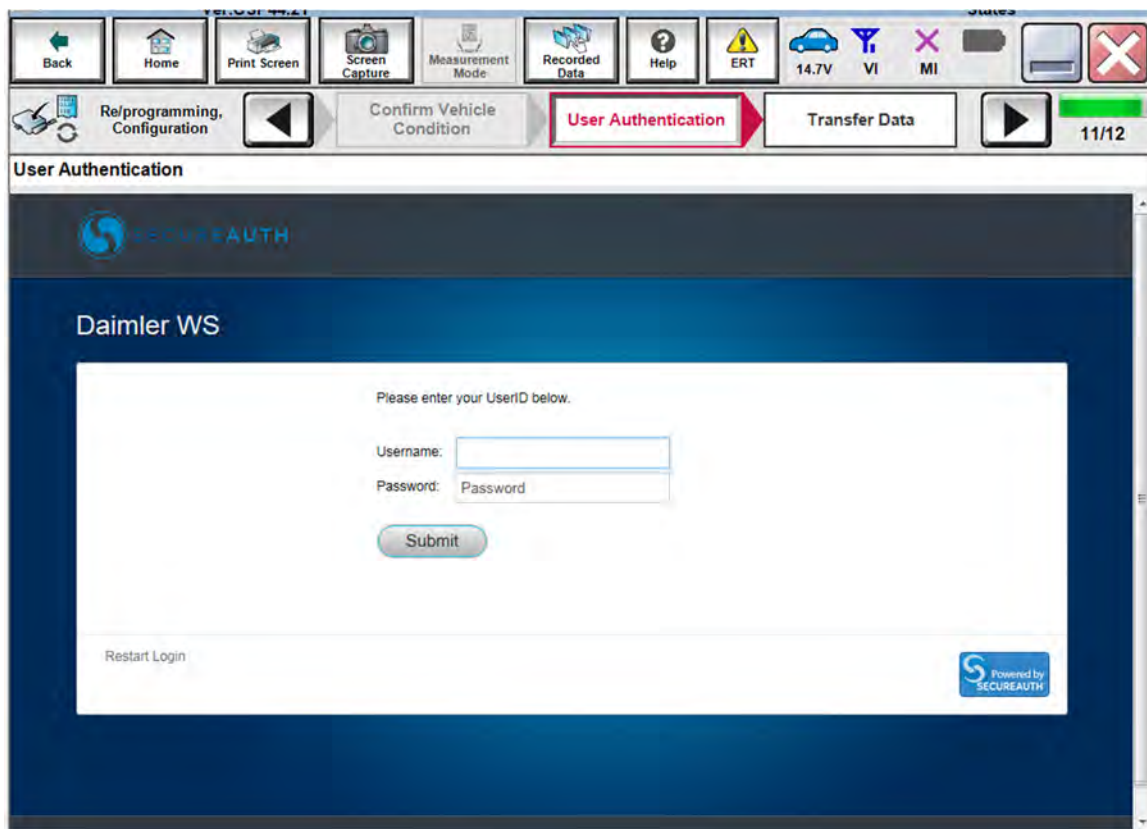


Figure 17

30. Wait for both bar graphs to complete (100%).

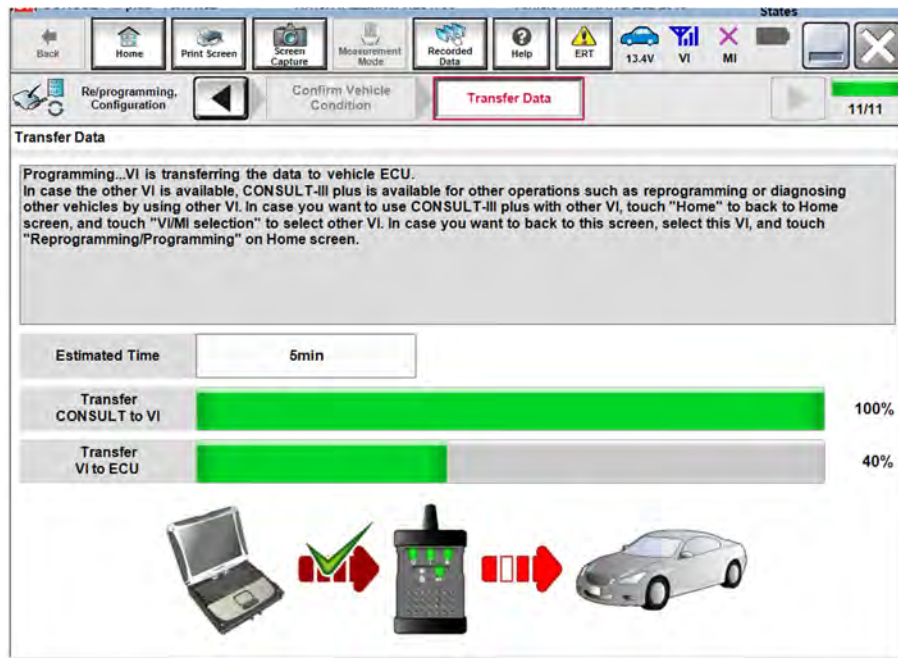


Figure 18

31. 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.

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

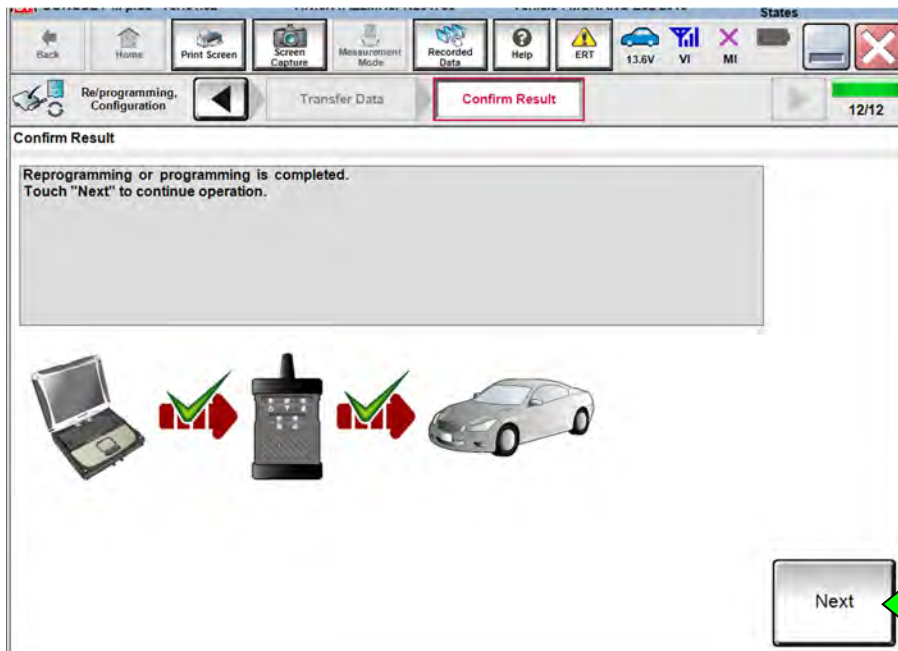


Figure 19

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.
- 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.

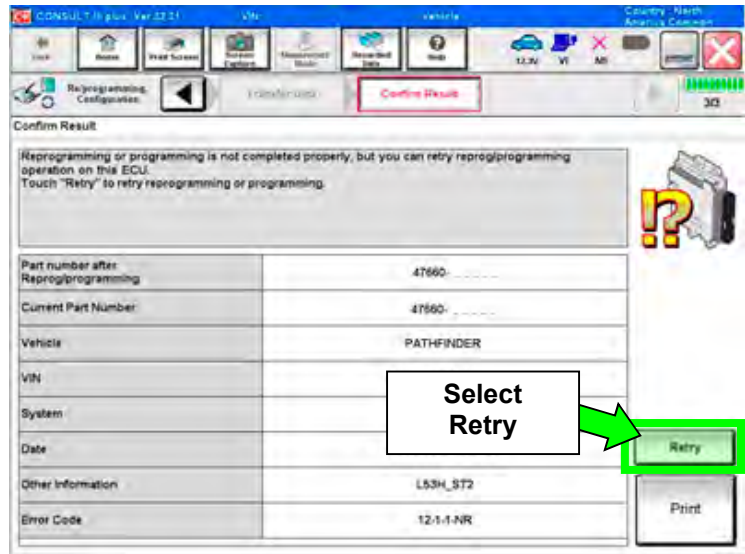


Figure 20

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.
- 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.**

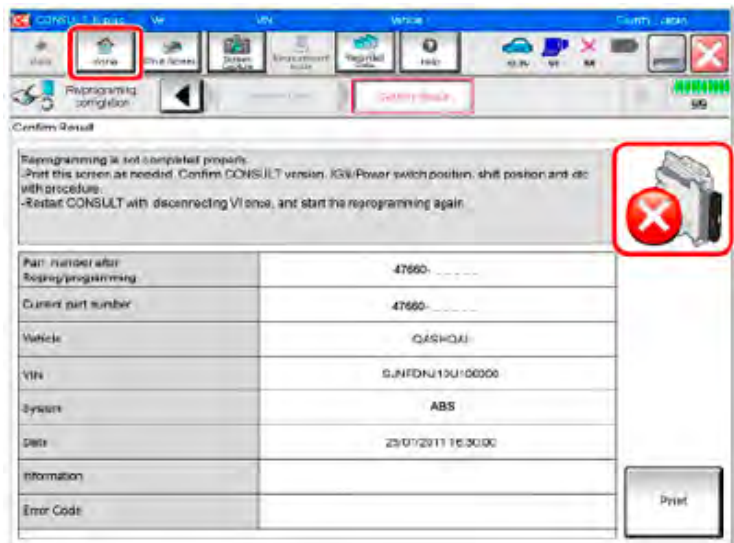


Figure 21

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

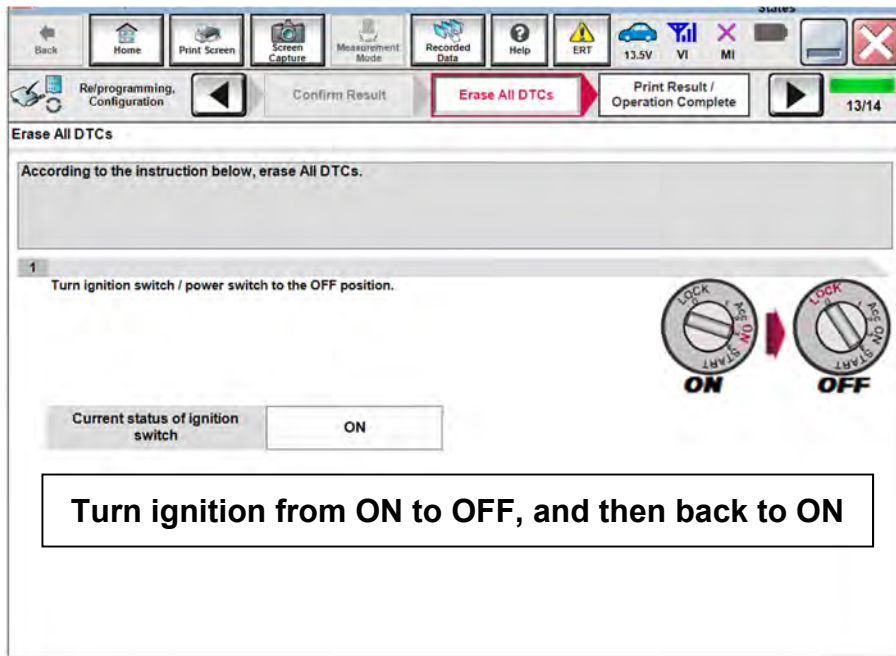


Figure 22

34. 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**.

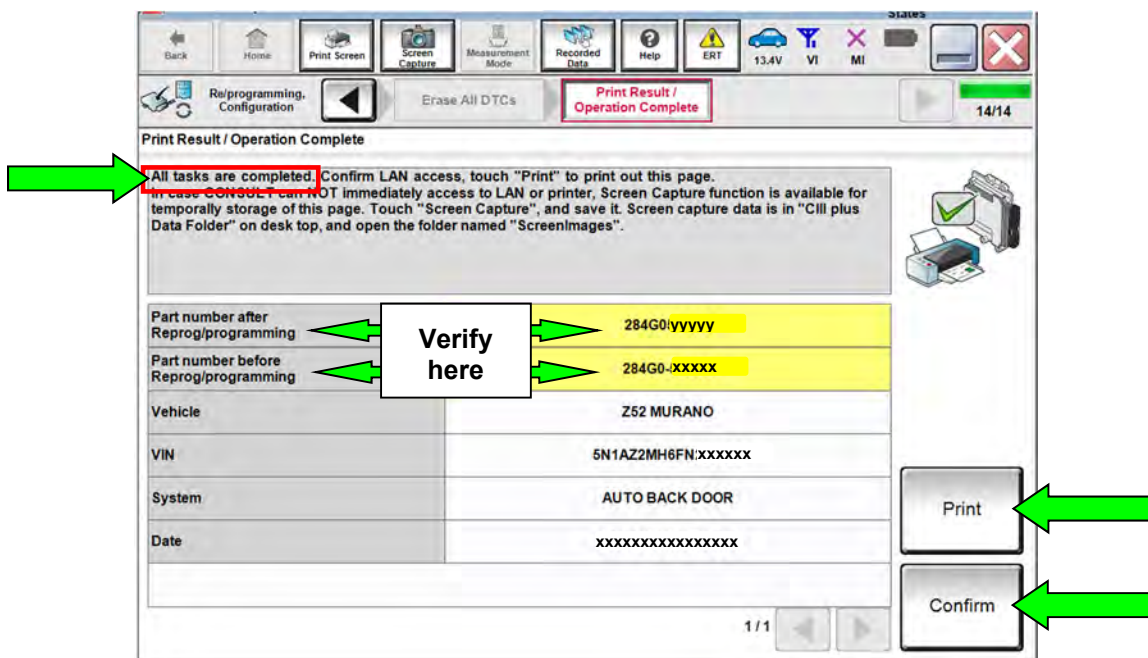


Figure 23

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

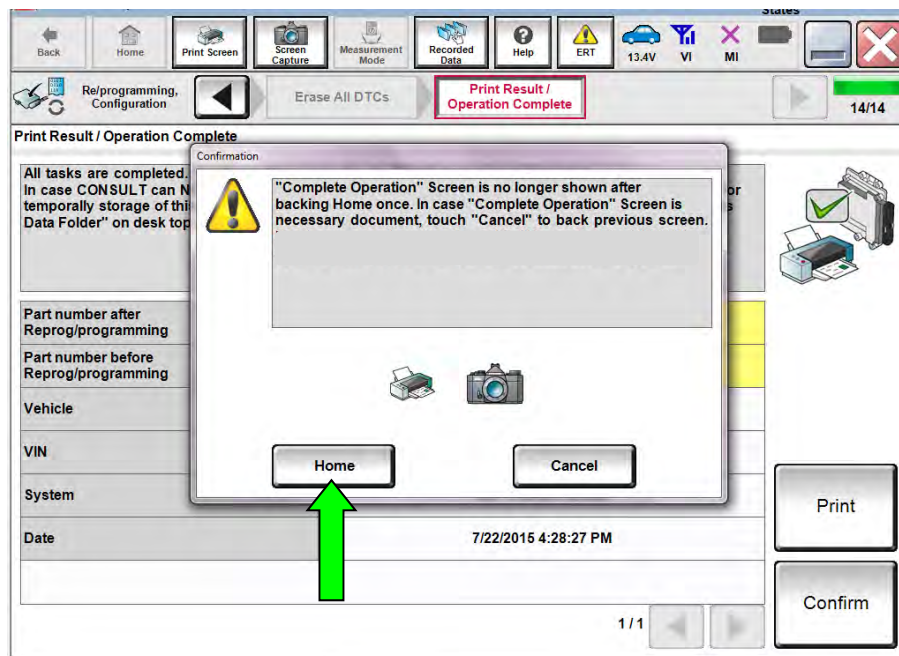


Figure 24

Go to **Automatic Back Door Manual Configuration** on the next page.

Automatic Back Door Manual Configuration

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

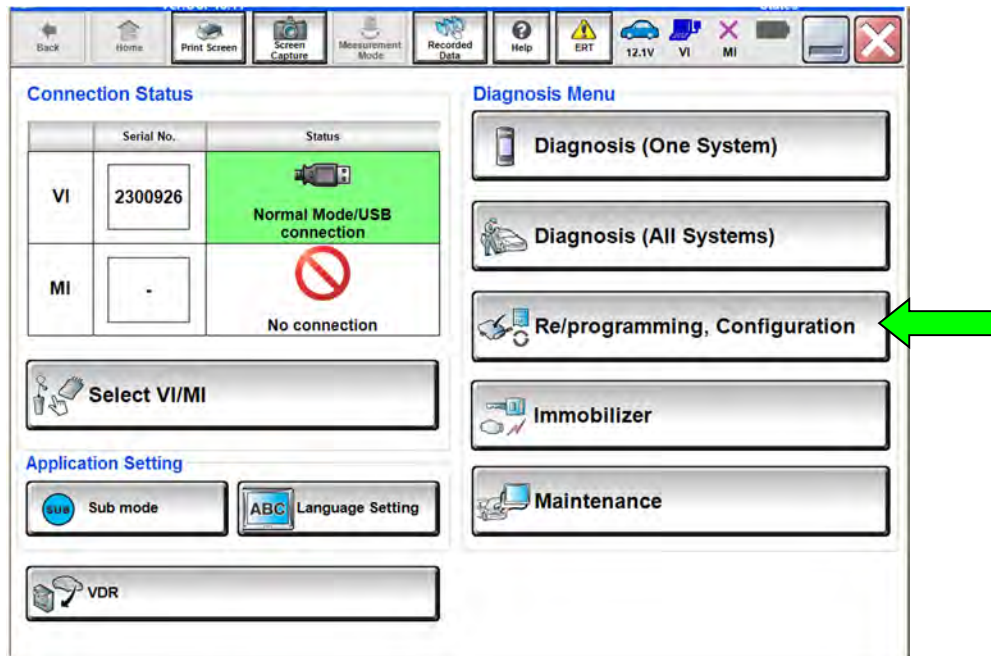


Figure 25

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

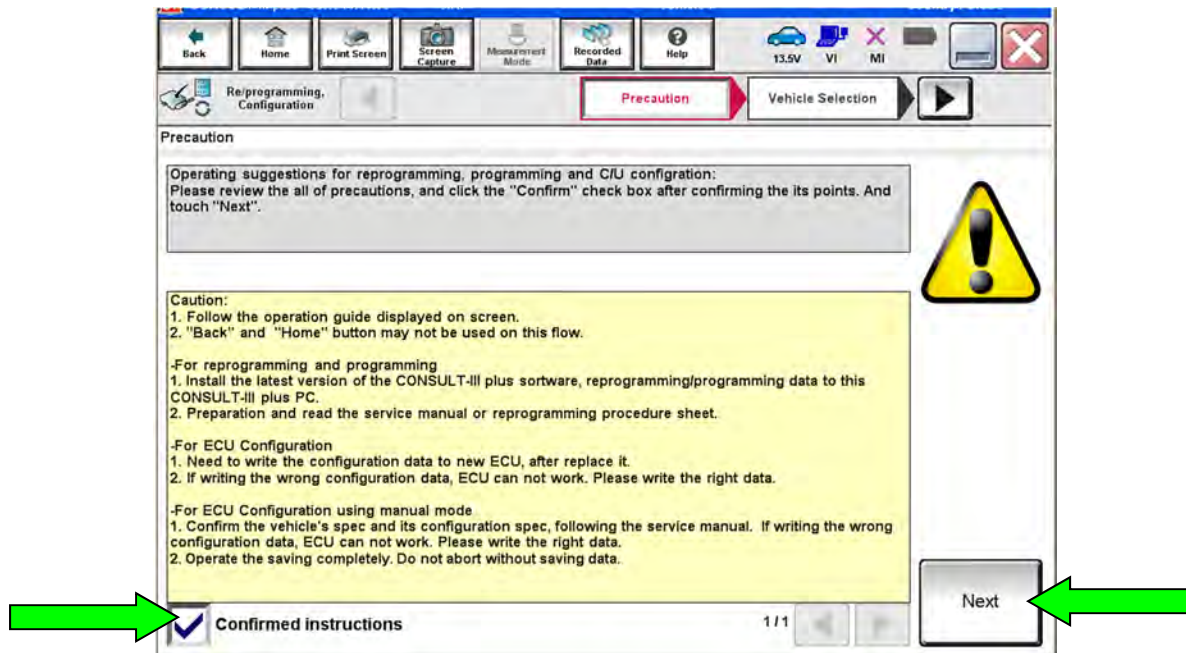


Figure 26

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

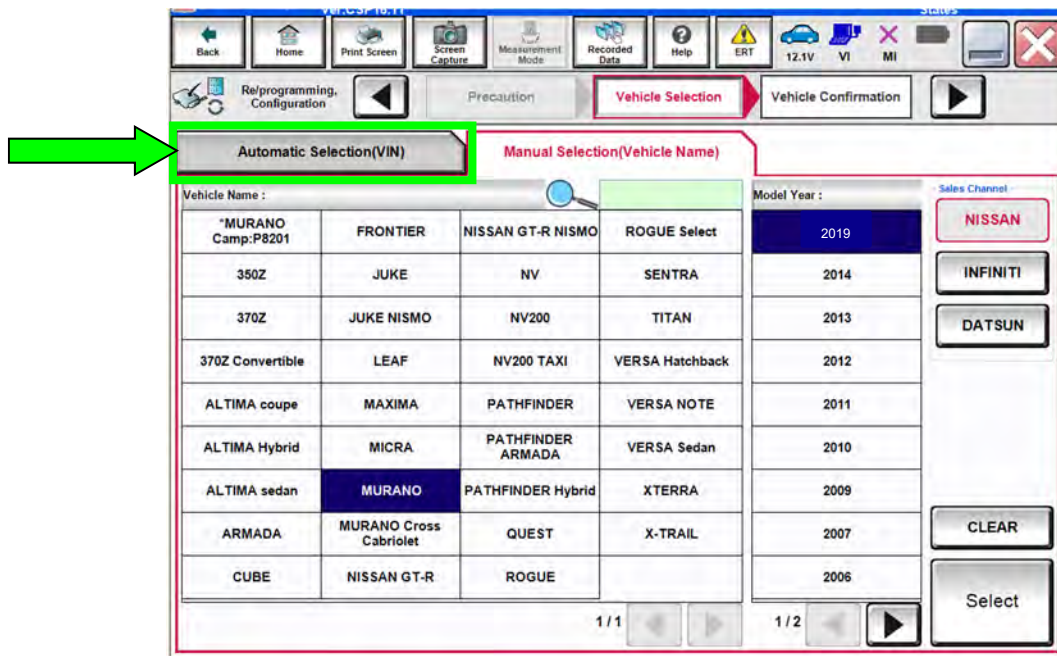


Figure 27

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

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

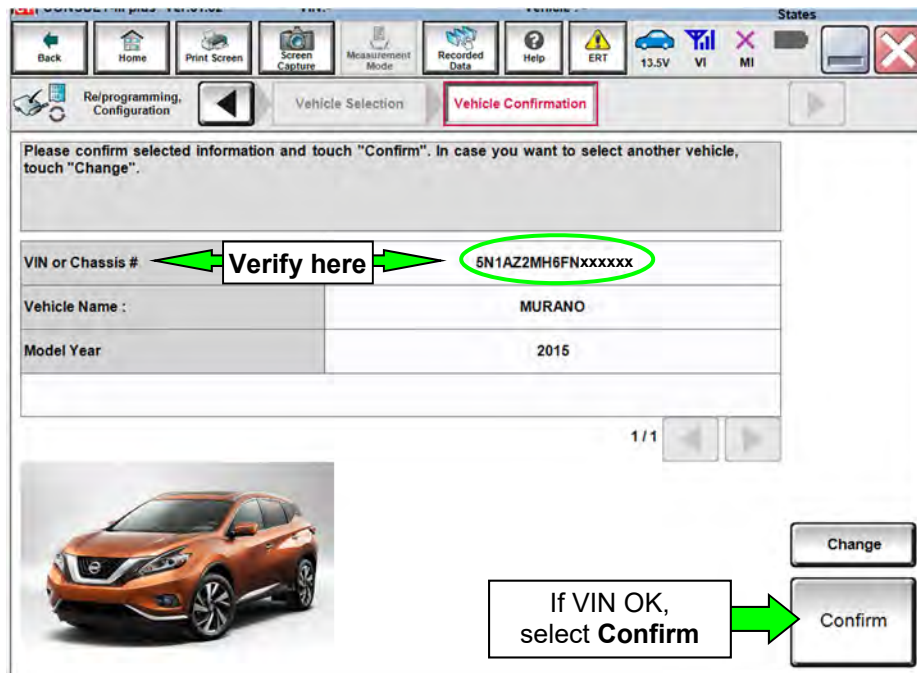


Figure 28

40. Select **Confirm** again.

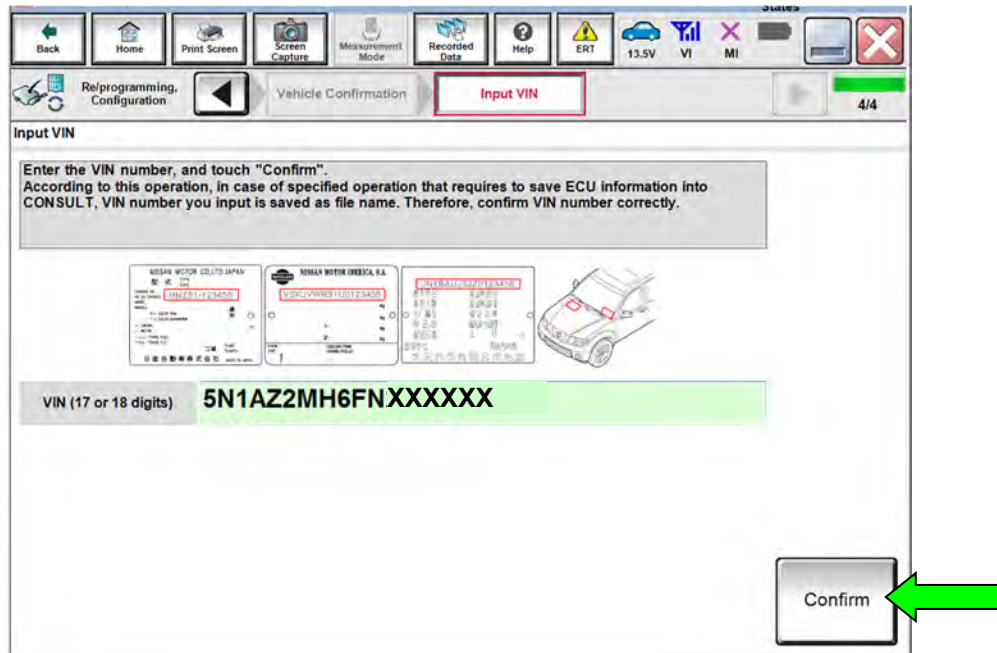


Figure 29

41. Select **AUTO BACK DOOR**.

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

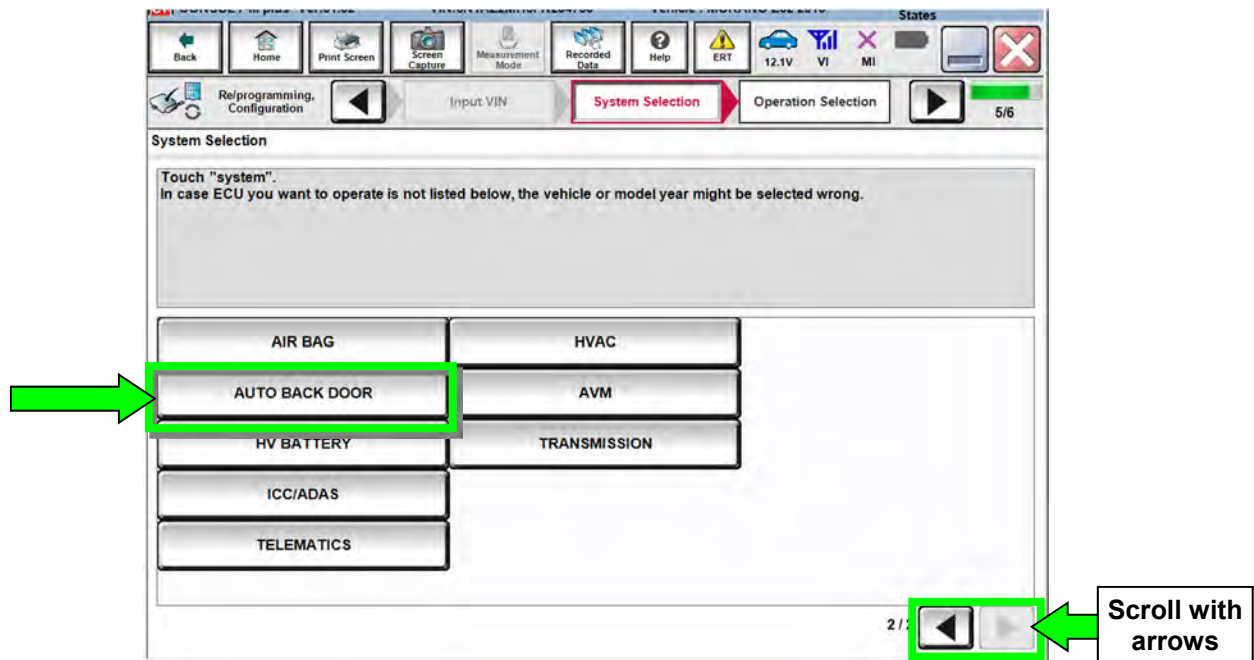


Figure 30

42. Select **Manual Configuration**.

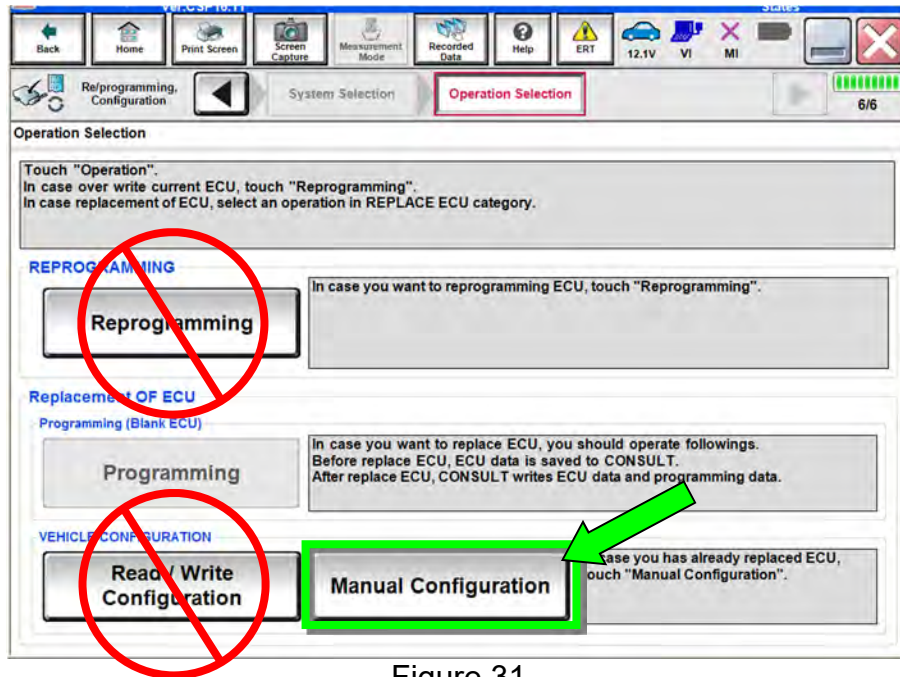


Figure 31

43. Select the applicable Type ID:

NOTE: If C-III plus automatically selects the Type ID, there will be no options shown under Type ID and Figure 32 will not display. Skip to step 44.

44. Select **Next**.

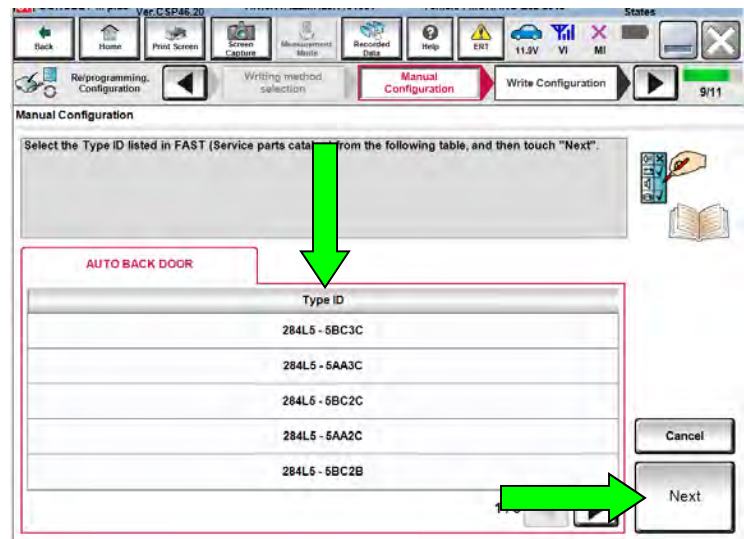


Figure 32

45. Select **OK**.

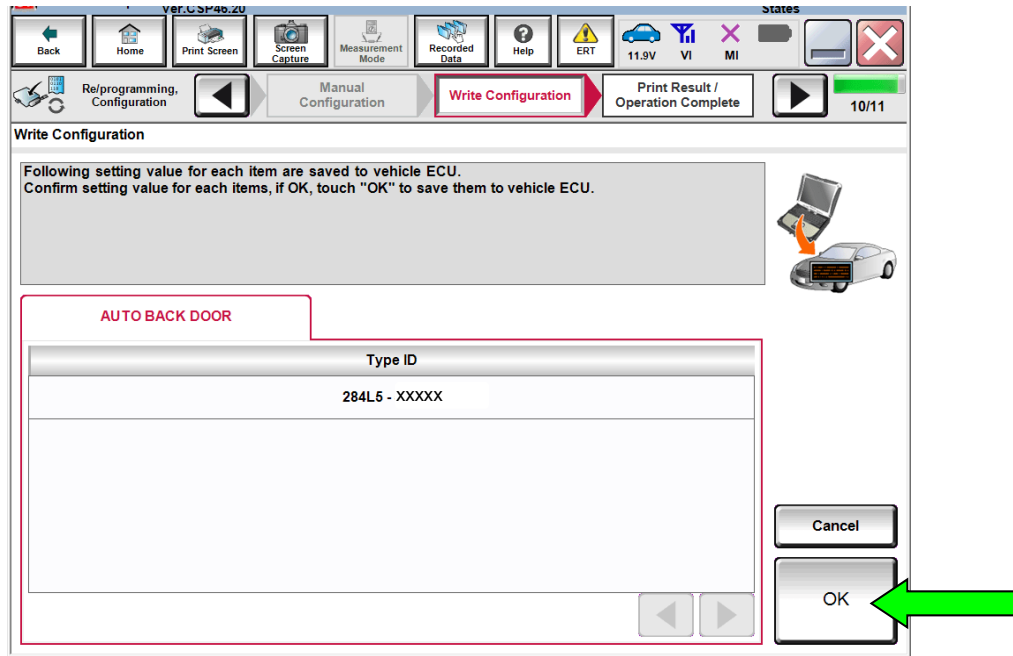


Figure 33

46. Select **End**.

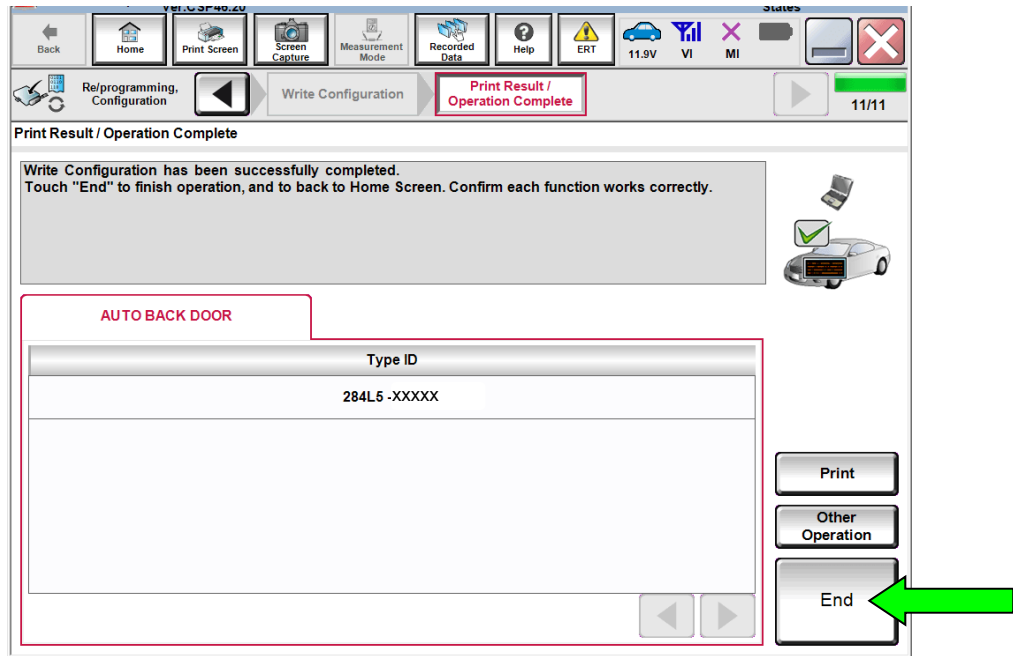


Figure 34

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

Automatic Back Door Calibration

47. 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

48. 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.

49. Verify the automatic back door works properly.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Perform Auto Back Door Programming	(1)	BX5AAA	ZE	32	0.4
Perform Back Door Calibration		BX5RAA			0.2

- (1) Reference the electronic parts catalog and use the Back Door Control Unit (284G0-*****) as the Primary Failed Part.

On the same repair line, if needed:

	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.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
June 17, 2019	NTB19-047	Original bulletin published.