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# SERVICE BULLETIN

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Classification: EL20-020a	Reference: NTB20-046a	Date: July 29, 2020
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## VOLUME KNOB DOES NOT FUNCTION PROPERLY

This bulletin has been amended. See **AMENDMENT HISTORY** on the last page.  
Please discard previous versions of this bulletin.

**APPLIED VEHICLES:** 2019-2020 Altima (L34)  
2019-2020 Murano (Z52)

### IF YOU CONFIRM

The customer states the speaker volume does not change or changes erratically when rotating the volume knob.

### ACTION

1. Rotate the volume knob rapidly in two cycles, for a total of 60 seconds, to remove contaminate build-up.
2. Update the display control unit software.

**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.

## REQUIRED SPECIAL TOOL

- One special tool USB drive J-52727 has been shipped to each dealer (see 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: [nissantechmate.com](http://nissantechmate.com) or 1-800-662-2001.

### HINT:

- The update software only needs to be downloaded once and can then be used continuously on multiple applied vehicles.
- The update software must be the only file on the USB drive.



Figure 1

## Bosch Contact Information

If additional assistance is required from Bosch, fill out the form below and email it to: [nissan.dealers@us.bosch.com](mailto:nissan.dealers@us.bosch.com)

Bulletin Number	
Date	
Dealer Number	
Mailing Address:	
Dealer Name	
Address and Street	
City	
State	
Zip Code	
Order Placed By (your name)	
Current audio unit <b>Software</b> version	
Customer Concern	
Reason for request	<ul style="list-style-type: none"><li>• Cannot download update software</li></ul>

## SERVICE PROCEDURE

**NOTE:** To ensure a successful repair, steps 2, 3, and 4 **MUST** be performed to remove contaminate build-up on the full 360° radius of the electrical components internal to the volume knob.

1. Turn the audio and the ignition OFF.
2. Rotate the volume knob clockwise and counterclockwise approximately 180° as rapidly as possible for 30 seconds (Figure 2).
3. Rotate the volume knob 180° from its current position to remove the contaminate from the opposite side of the electrical component internal to the volume knob.
4. Rotate the volume knob clockwise and counterclockwise as rapidly as possible for another 30 seconds.

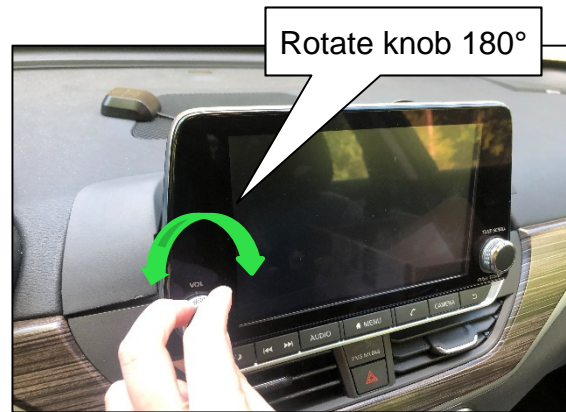


Figure 2  
(Altima shown, Murano is similar)

### Update the Display Control Unit

#### **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 in an ASIST Station.
    - If the infotainment software has already been downloaded onto special tool USB drive J-52727 from a prior service procedure, skip to step 14 on page 6.

#### **HINT:**

- Special tool USB drive J-52727 is the only one approved for use with this procedure.
- The update is estimated to take **4 hours** to download to the USB drive.
- The update software only needs to be downloaded once and can then be used continuously on multiple applied vehicles.
  - 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**.

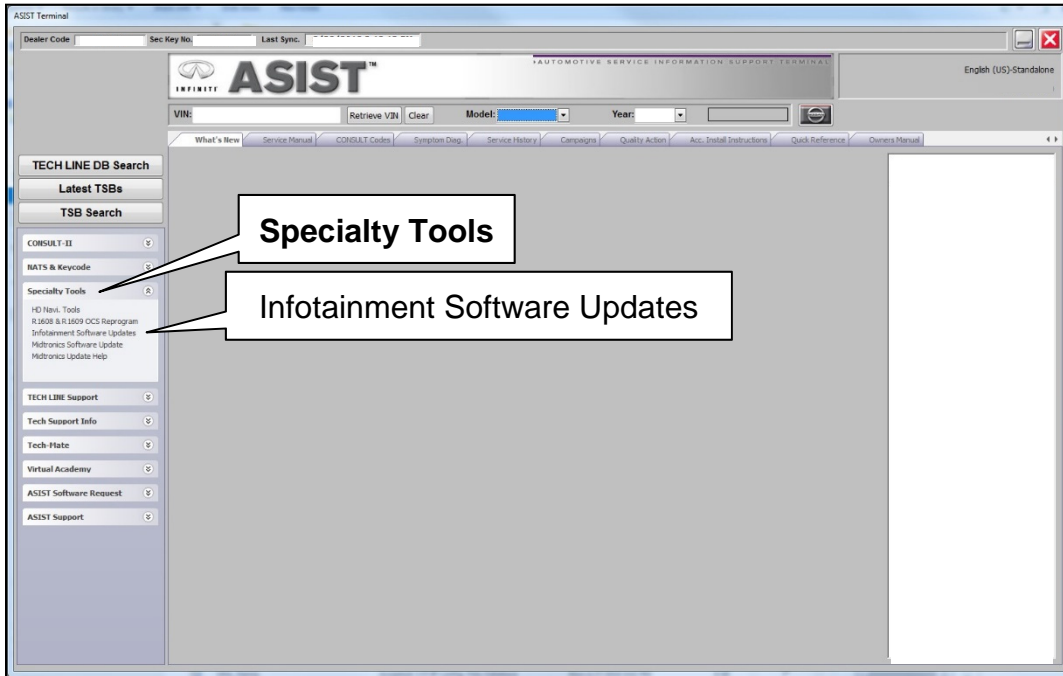


Figure 3

8. Select the check box next to the **IVI003** infotainment software update (Figure 4).
9. Use the drop-down menu and select the location of the USB drive that was inserted in step 5 on page 3.

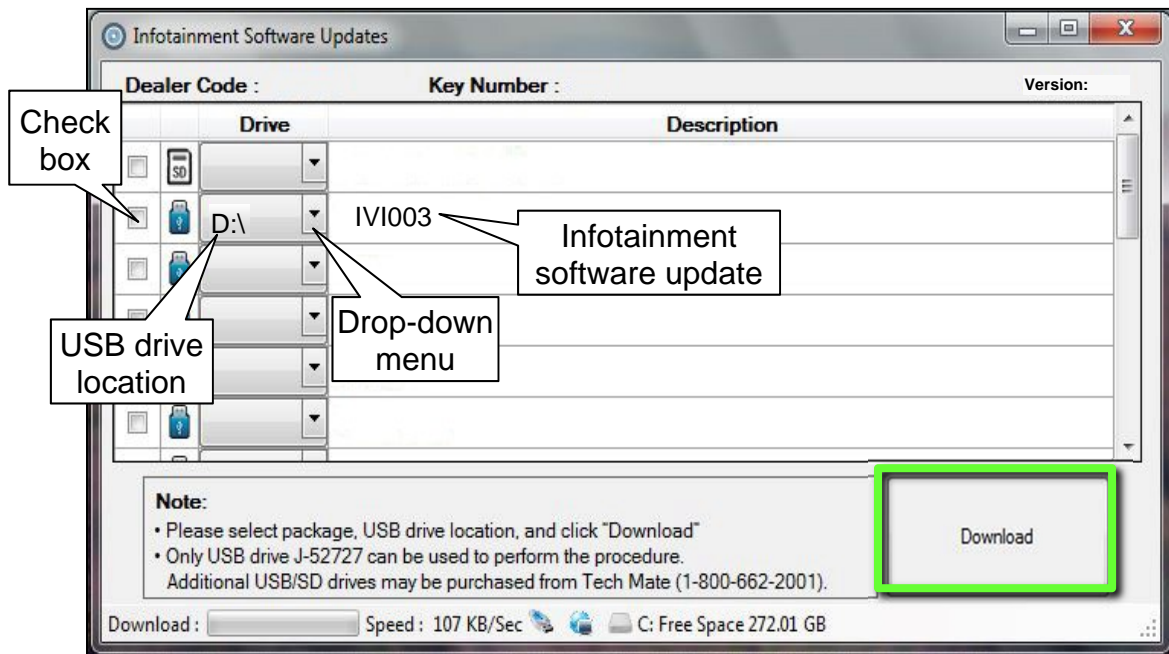


Figure 4

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

**HINT:**

- The update is estimated to take **4 hours** to download to the USB drive.
- If, while attempting to download the software to the ASIST Station, you receive the message shown in Figure 5:
  - a. First attempt to clear space on the ASIST Station hard drive.
  - b. If space on the hard drive cannot be cleared, email Bosch at [nissan.dealers@us.bosch.com](mailto:nissan.dealers@us.bosch.com) for additional options.

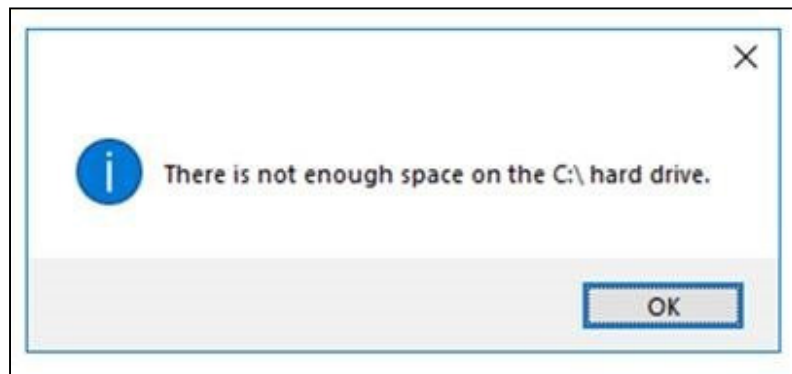


Figure 5

11. Select **OK**.

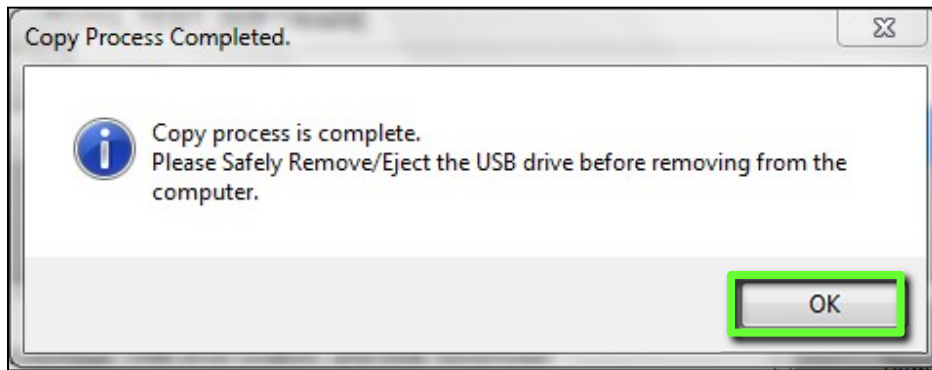


Figure 6

12. Once the transfer is complete, safely remove the USB drive from the ASIST Station.

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

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

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

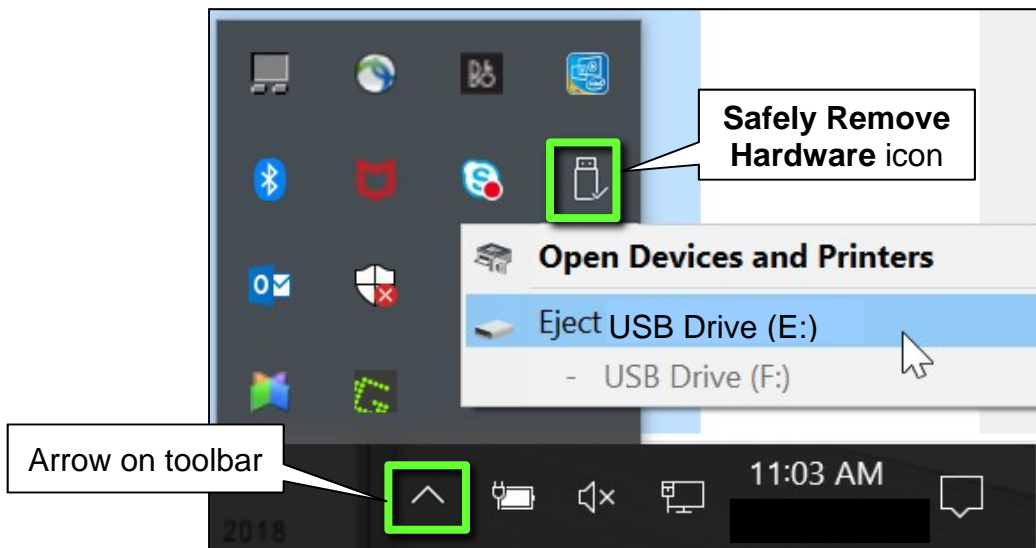


Figure 7

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

14. Set the parking brake.

15. Start the engine, and then wait 60 seconds for the system to load.

**HINT:** The engine needs to idle for the duration of the update to retain battery charge.

16. Insert the USB drive with infotainment update software into the vehicle's USB media port (see Figure 8).

- Do not remove the USB drive during the update to the vehicle until instructed to.

**HINT:** Charging ports are marked in the vehicle with a “lightning bolt” symbol.

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

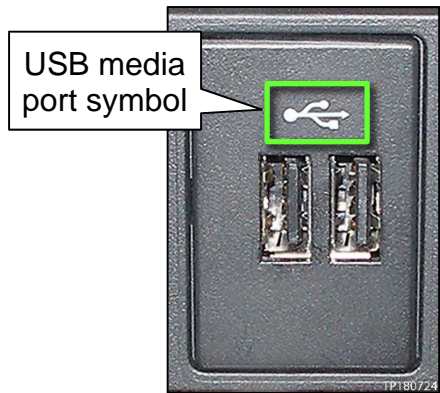


Figure 8

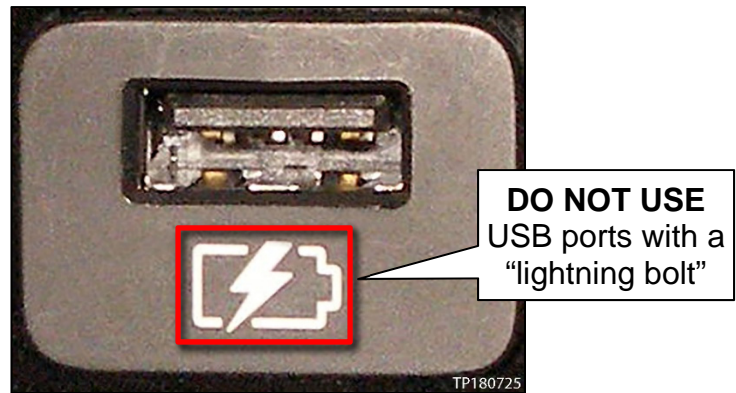


Figure 9

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

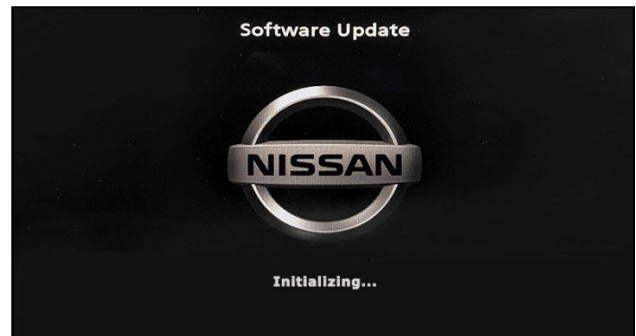


Figure 10

- The screen in Figure 11 may briefly appear. **Do not remove the USB drive**. The audio system will detect the USB and continue the update.



Figure 11



18. Wait for the update to complete.
- Follow the on-screen instructions while waiting.

**HINT:** The update lasts 15-25 minutes.

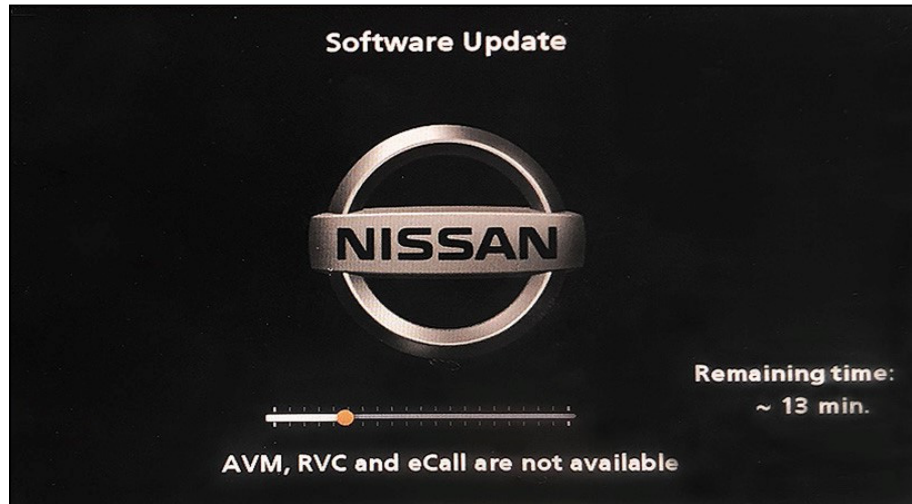


Figure 12

19. Once the update is complete (Figure 13) remove the USB drive; the system will reboot (restart).

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



Figure 13



**NOTICE** 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.



Figure 14

21. Turn the ignition OFF.

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 five (5) minutes.

**NOTICE** Ensure that all doors remain closed during the five minute wait period. If a door is opened during the five 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 14).
  - 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 one (1) minute.
  - The MENU (Home) screen in Figure 15 will be displayed.



Figure 15

26. Turn the ignition OFF.

27. Repeat steps 22-26 one more time (a total of two [2] times to complete the update).
28. Verify the volume knob functions correctly.
  - If the volume knob is still not functioning properly, return to ASIST for further diagnostic information.

## CLAIMS INFORMATION

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

DESCRIPTION	OP CODE	SYM	DIA	FRT
Update Display Control Unit - Includes Rotate Knob	RX9AAA	ZE	32	0.4

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
June 26, 2020	NTB20-046	Original bulletin published
July 29, 2020	NTB20-046a	APPLIED VEHICLES revised

