



VOLUNTARY RECALL CAMPAIGN

Classification:	Reference:	Date:
AN24-003	NTB24-046	October 3, 2024

VOLUNTARY SAFETY RECALL CAMPAIGN 2024-2025 ROGUE; AV CONTROL UNIT REPROGRAM

CAMPAIGN ID #: R24B3
APPLIED VEHICLES: 2024-2025 Rogue (T33)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Nissan is conducting this voluntary safety recall campaign on certain specific model year 2024-2025 Rogue vehicles to reprogram the in-vehicle infotainment system (AV Control Unit). This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number R24B3 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration.** While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

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(S)

32GB Dual Type-A/Type-C USB Drive

- This reprogram requires the use of a **32GB** Dual Type-A/Type-C USB drive. The in-vehicle infotainment system will not recognize a 64GB USB drive.
- Per dealer announcement, obtain a 32GB Dual Type-A/Type-C USB drive through a local source.



Figure 1

SERVICE PROCEDURE

1. If not already installed, download the Infotainment Software Update Utility onto your CONSULT PC.
 - a. In ASIST, select **SPECIALTY TOOLS > Infotainment Downloader**.
 - b. Select **Download**.
 - c. Select **Open file** below “Infotainment Downloader.msi” to download the Infotainment Software Update Utility onto your CONSULT PC.

HINT:

- This is a one-time setup.
- The default install folder location is C:\ProgramData\NNA\Infotainment Downloader.

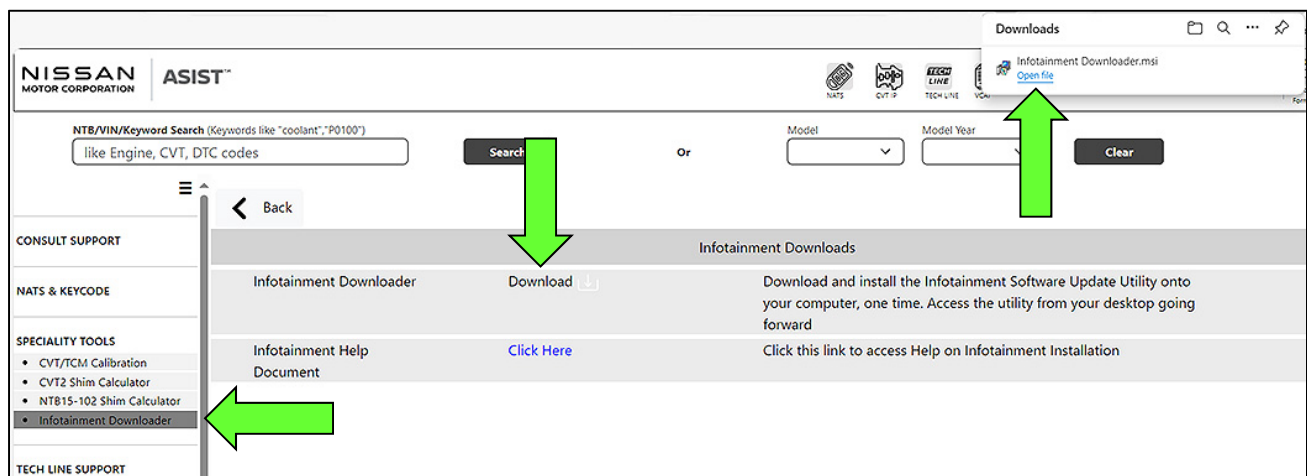


Figure 2

2. Open the **Infotainment Software Update Utility** (Figure 3 on page 4).

3. Select **Software Download**.

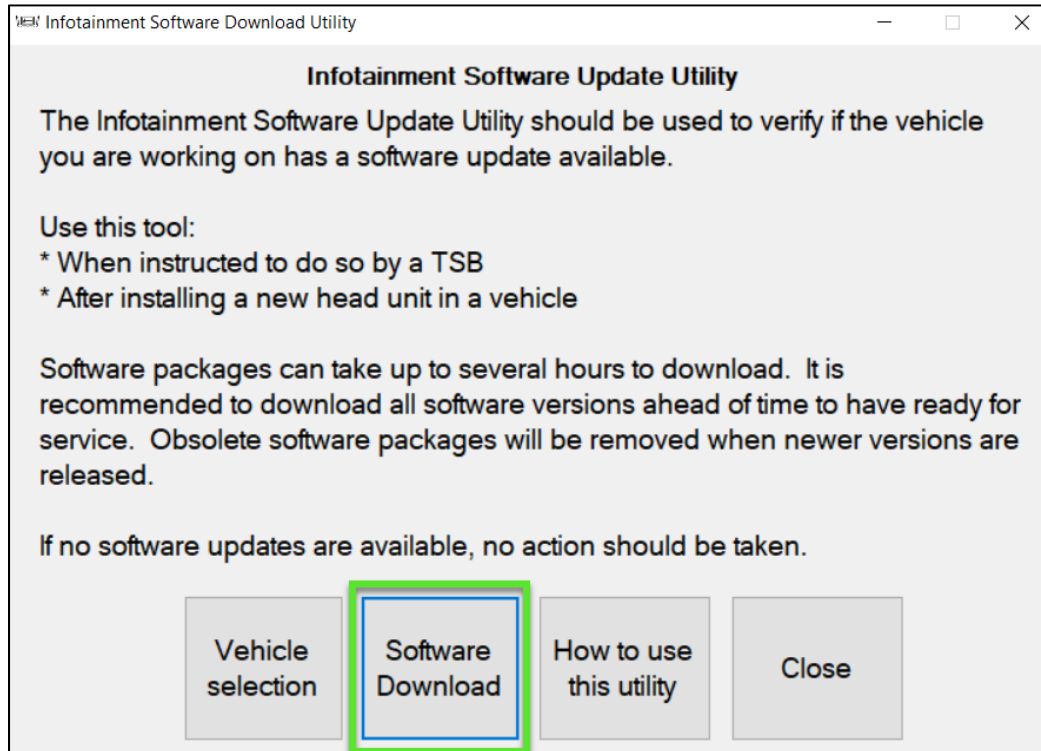


Figure 3

4. Insert the 32GB Dual Type-A/Type-C USB drive into the CONSULT PC.

5. Select the appropriate software listed for your vehicle, and then select **Download** to put it onto the USB drive.

2024 Rogue

New SW version number:

- AIVI2_ISH11.07.29

2025 Rogue

New SW version number:

- AIVI2_ISH24.17.47

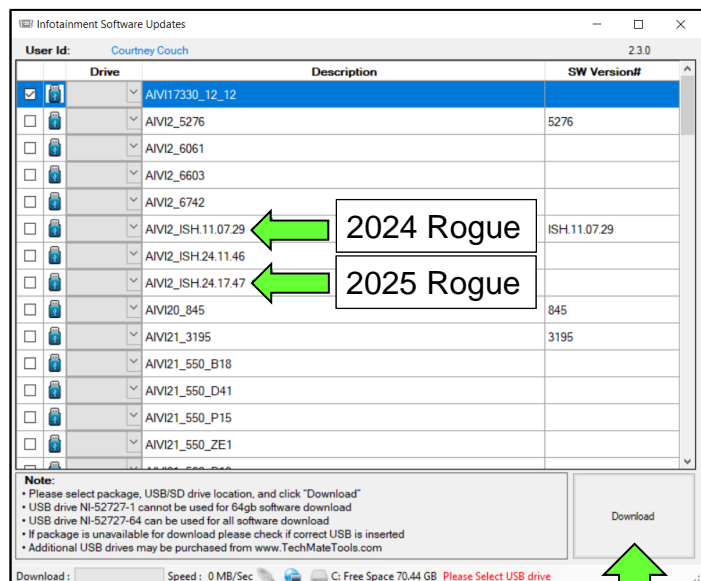


Figure 4

⚠ WARNING

To avoid the risk of death or serious personal injury when updating software, park the vehicle in a secure, safe, well ventilated location that is open to the air and apply the parking brake. Do not allow children, pets or people needing assistance to stay in the vehicle during the software update.

6. Start the engine.
 - Push on the brake pedal while pressing the push-button ignition switch one (1) time.
7. Pull up on the parking brake switch (the red indicator will illuminate when ON).

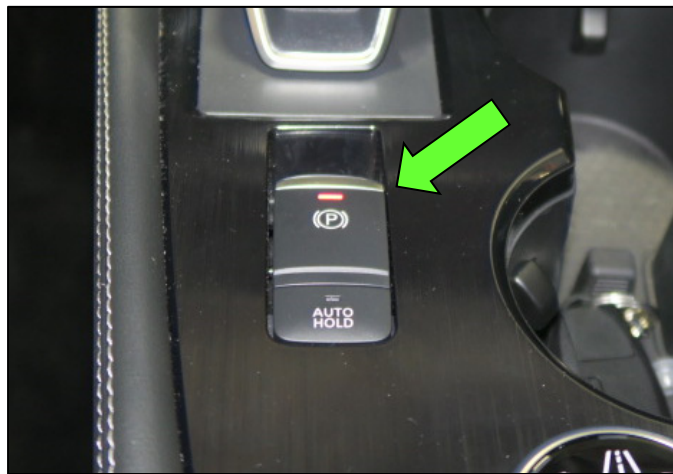


Figure 5

8. Turn the audio system OFF by pressing the audio power switch one (1) time.

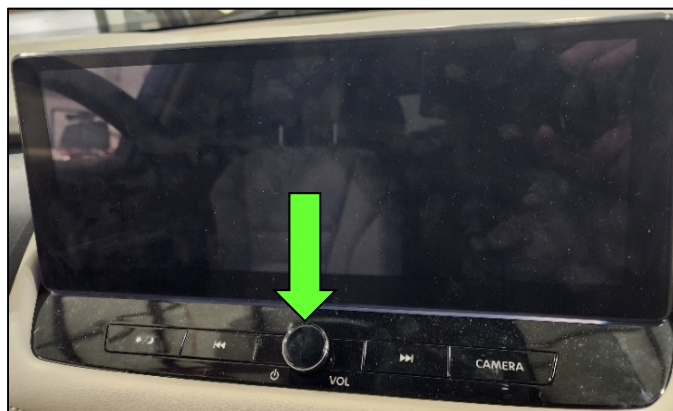


Figure 6

9. Insert the USB drive into media port #1.

- Media port #1 is located directly below the HVAC controls.

IMPORTANT: Do not remove the USB drive until the update is completed.



Figure 7

10. Select **OK**.

- Software will begin to download but will not display progress bar.



Figure 8

11. Select the All Settings icon.

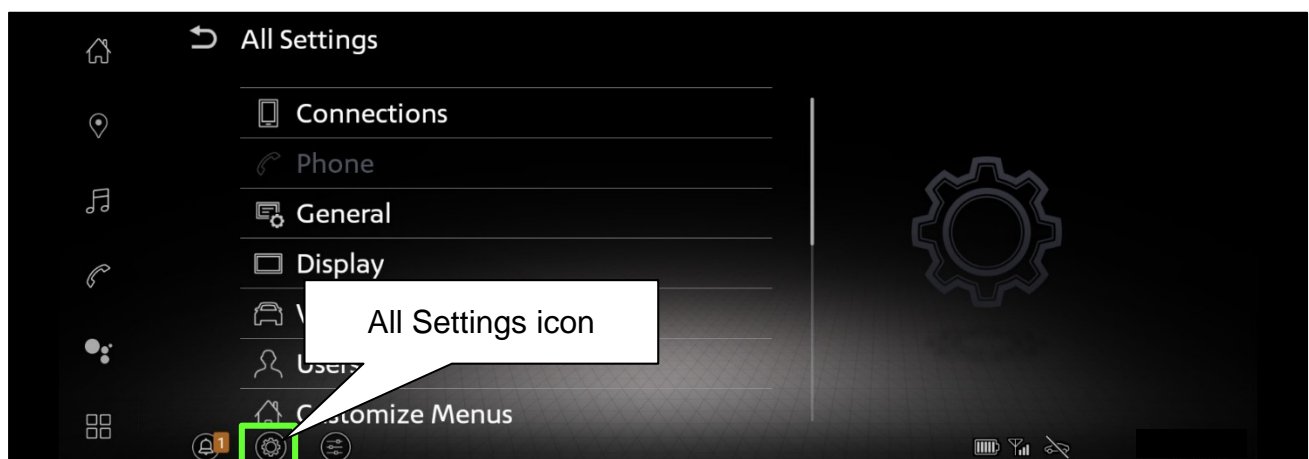


Figure 9

12. Select **General**.

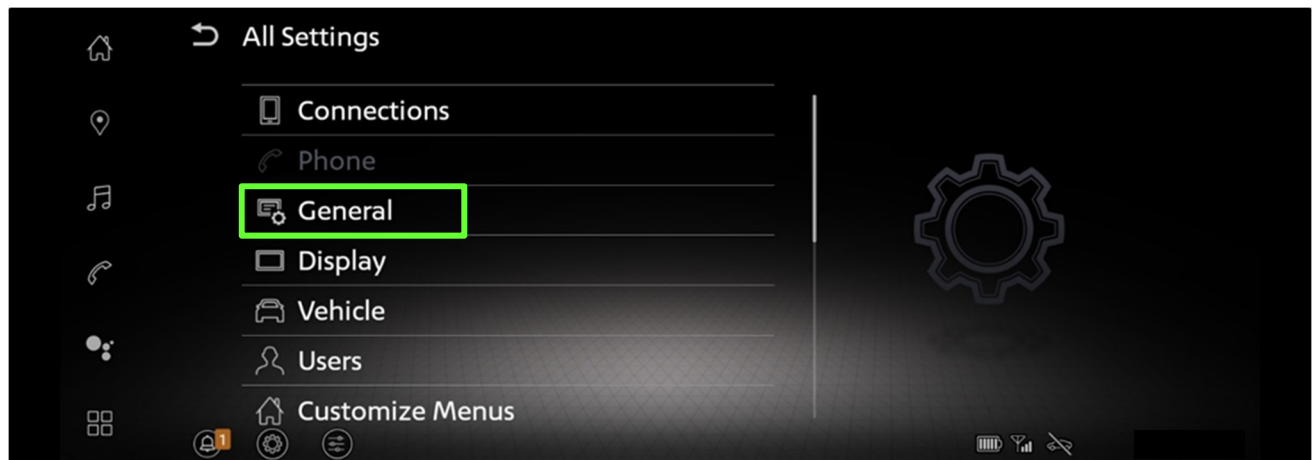


Figure 10

13. Select **System**.

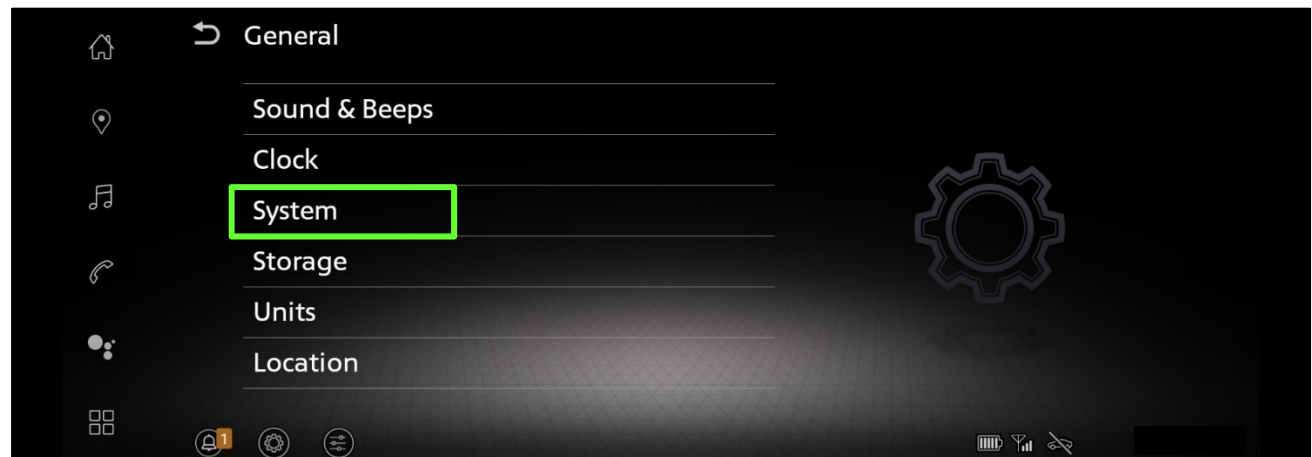


Figure 11

14. Select **System Updates**.

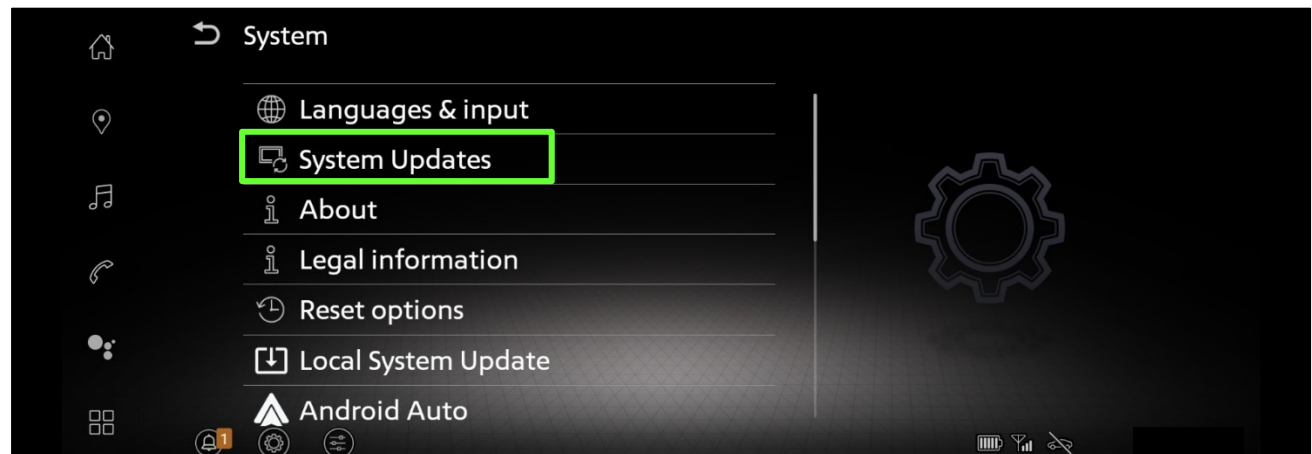


Figure 12

15. Select **Software Update**.

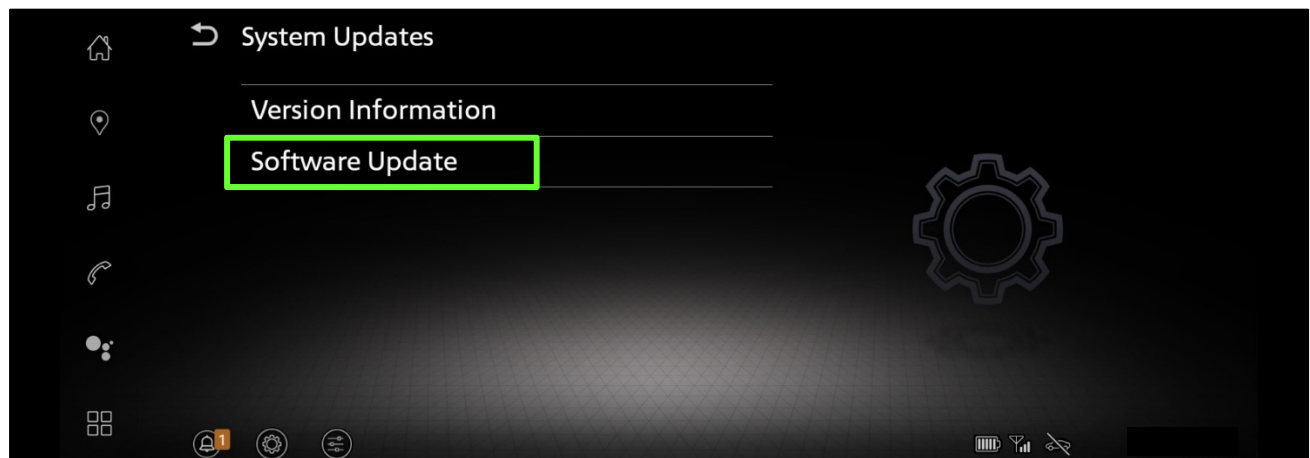


Figure 13

16. Select **Software Update**, again.

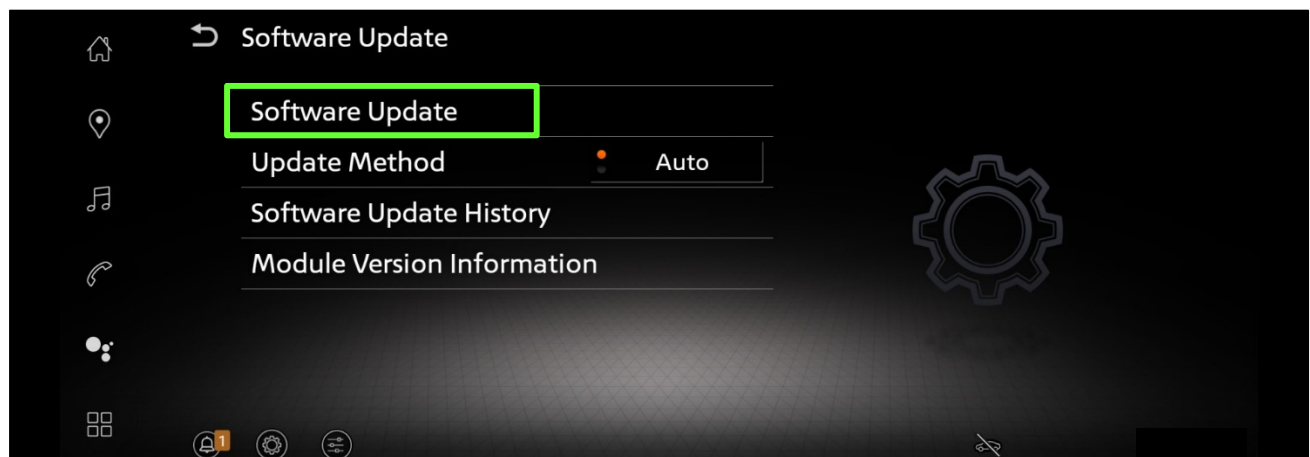


Figure 14

17. The progress bar will display as shown in Figure 15.

HINT: This part of the update process will take 8-10 minutes.

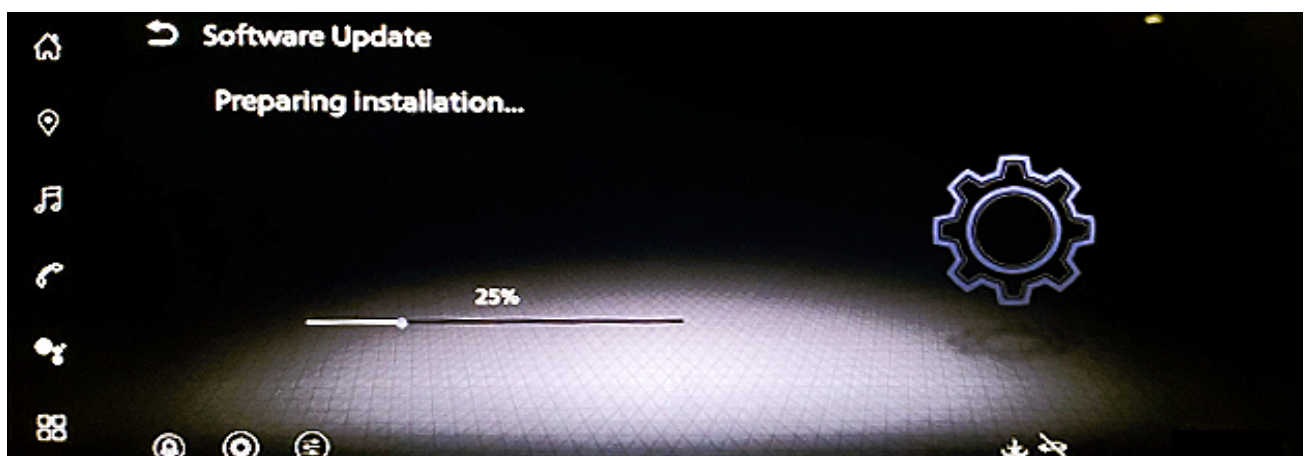


Figure 15

18. The screen shown in Figure 16 will display after the progress bar reaches 100%. Select **Yes**.



Figure 16

19. When the screen in Figure 17 displays, scroll to the bottom of the message so that "Accept" is active, as shown in Figure 18.

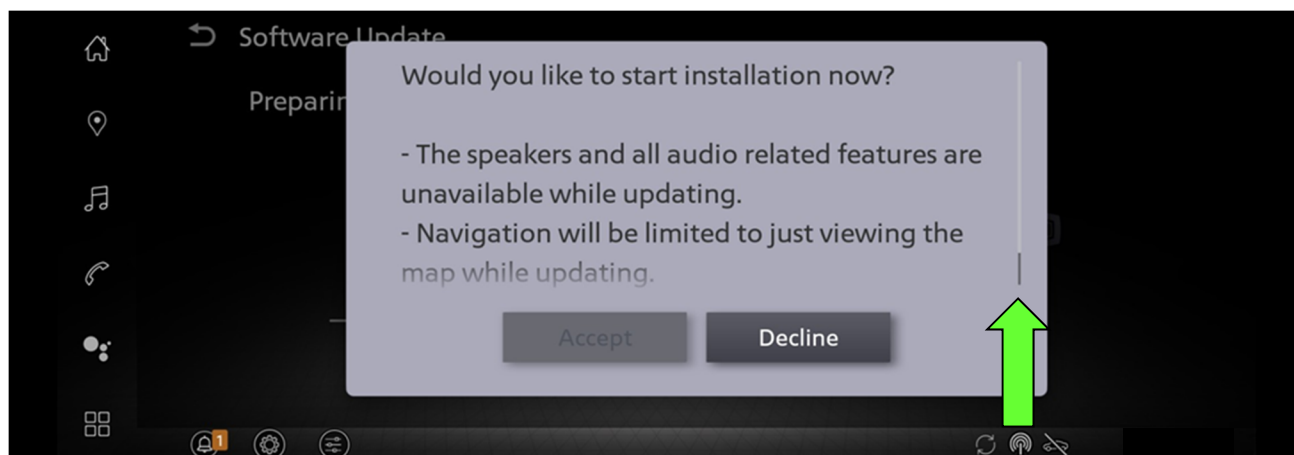


Figure 17

20. Select **Accept**.

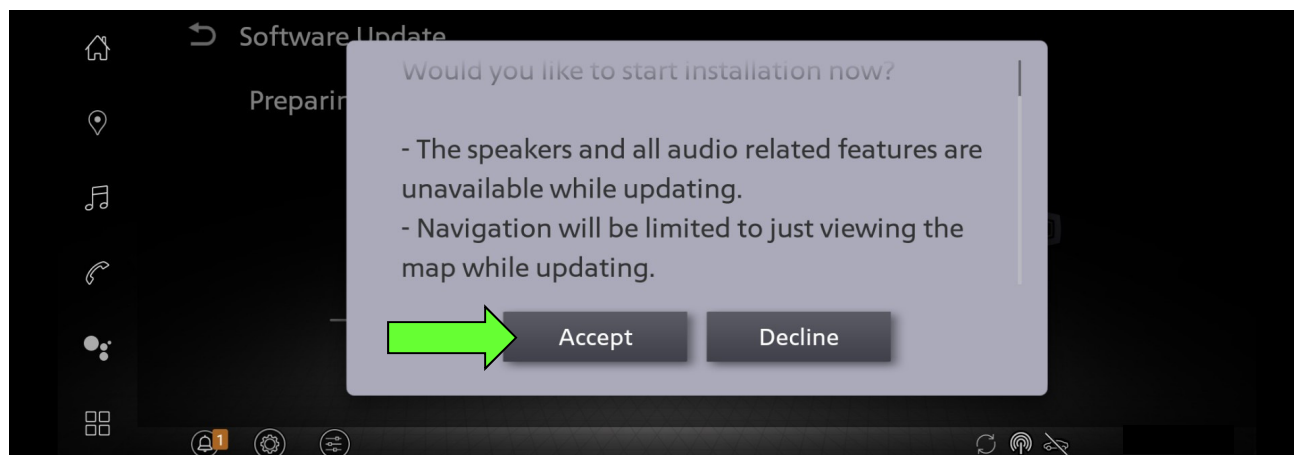


Figure 18

21. A new progress bar will display after **Accept** is selected (Figure 19). The screen shown in Figure 20 will display once the reprogramming is complete.

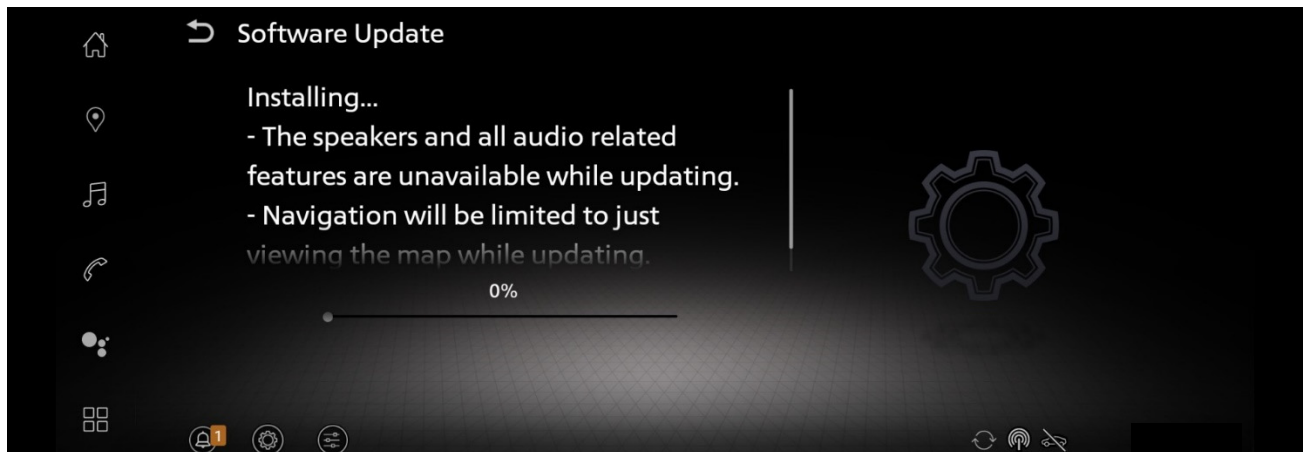


Figure 19

22. Select **Now** and allow the AV Control Unit to restart.

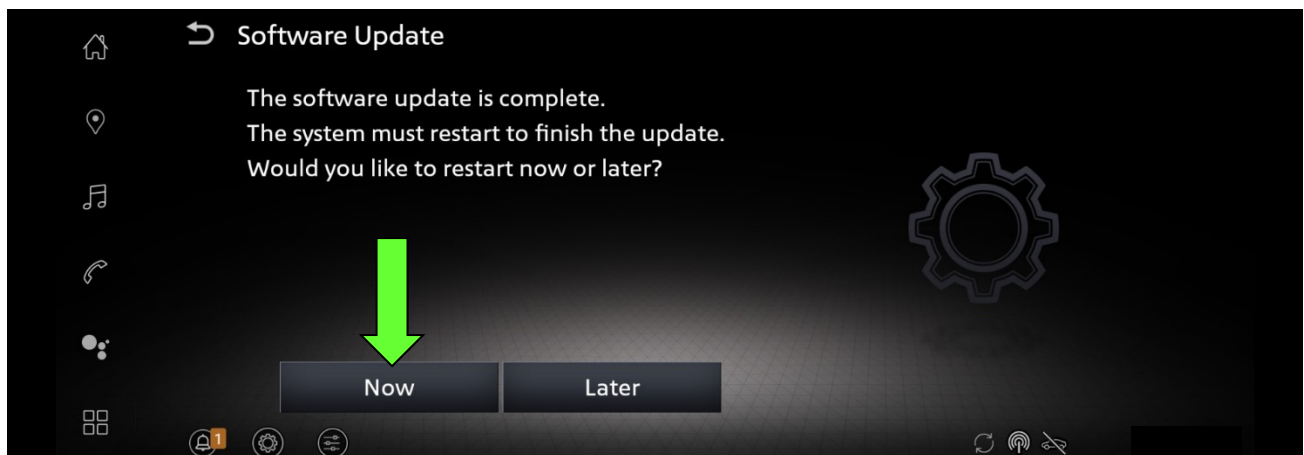


Figure 20

23. After the AV Control Unit has completed the restart, turn the vehicle OFF and remove the USB drive from the media port.

CLAIMS INFORMATION

Submit a “CM” line claim using the following claims coding:

CAMPAIGN (“CM”) ID	DESCRIPTION	OP CODE	FRT
R24B3	Reprogram IVI Control Unit	R24B30	0.3
	Reprogram Not Needed	R24B31	

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 3, 2024	NTB24-046	Original bulletin published

