Technical Bulletin

SERVICE BULLETIN

Classification:	Reference:	Date:
EL18-022b	NTB18-081b	March 19, 2019

2017-2018 PATHFINDER AND 2018 ARMADA; SOFTWARE UPDATES FOR INFOTAINMENT ISSUES

> **This bulletin has been amended. Please see Amendment History on the last page. Please discard previous versions of this bulletin.**

APPLIED VEHICLES: 2017-2018 Pathfinder (R52)
2018 Armada (Y62)

IF YOU CONFIRM

Any one or a combination of the following on an applied vehicle:

- Reverse camera is blank (vehicles manufactured before May 1, 2018)
- Reverse camera remains ON when in Drive (vehicles manufactured before May 1, 2018)
- Average fuel economy displays 99.9 MPG
- Display screen flickers at higher ambient interior temperatures
- SXM Info Apps (Weather, Stocks, Fuel Prices) inoperative

ACTION

1. To confirm an update applies to the Display Control Unit (DCU) of the vehicle being worked on you **MUST** refer to page 4, step 8, **AND** Figure 19 on page 11 in the **SERVICE PROCEDURE.**

    IMPORTANT: Confirmation is determined by performing the following two steps.

    1. Comparing the DCU part number with those listed in **Table A** on page 4, **AND**
    2. Verifying new software is required as shown in Figure 19 on page 11.

2. If this bulletin applies, update the DCU software.

    - See **REQUIRED SPECIAL TOOL** on page 2.

      NOTE: The updated software resolves the items above along with improving software stability.

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.

REQUIRED SPECIAL TOOL

- One of 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 (1-800-662-2001).

Figure 1

SERVICE PROCEDURE

Check the DCU (P/N)

IMPORTANT: Before starting, make sure:

- ASIST is connected to the Internet.
- ASIST on the CONSULT PC has been synchronized (updated) to the current date.

1. Connect the CONSULT PC and plus VI to the vehicle.
2. Start CONSULT-III (C-III).
3. Turn ON the ignition.
4. Wait for the plus VI to be recognized / connected.
   - The serial number will display when the plus VI is recognized / connected.
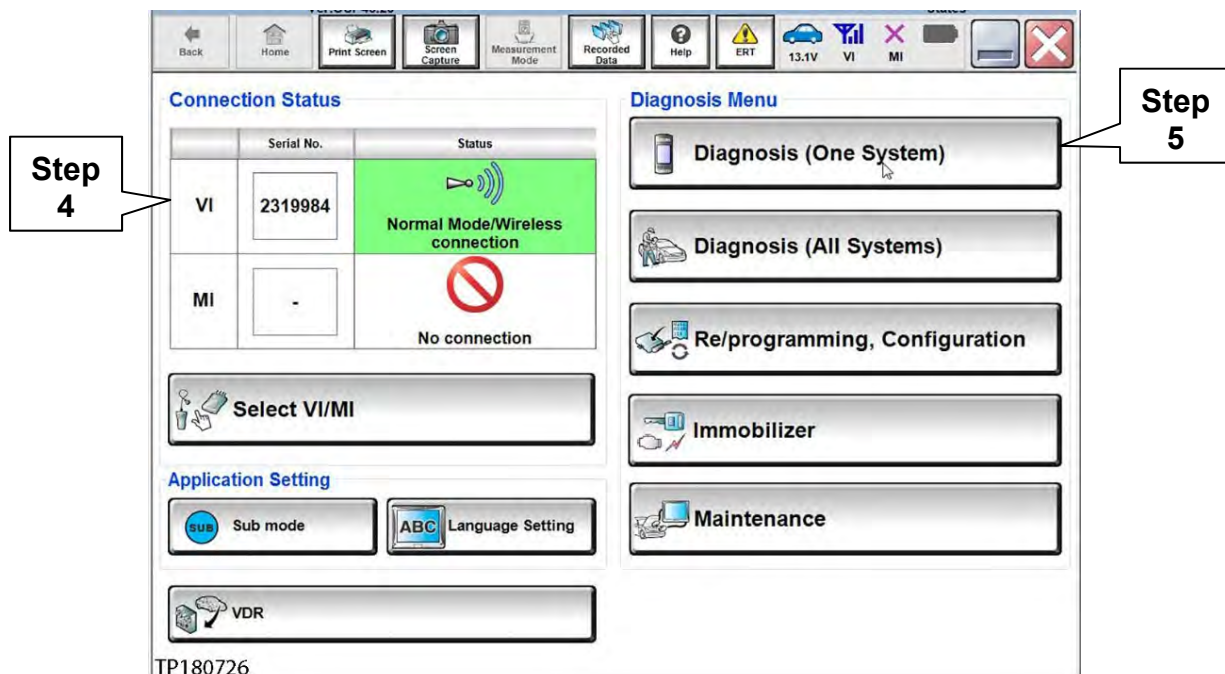5. Select **Diagnosis (One System)**.
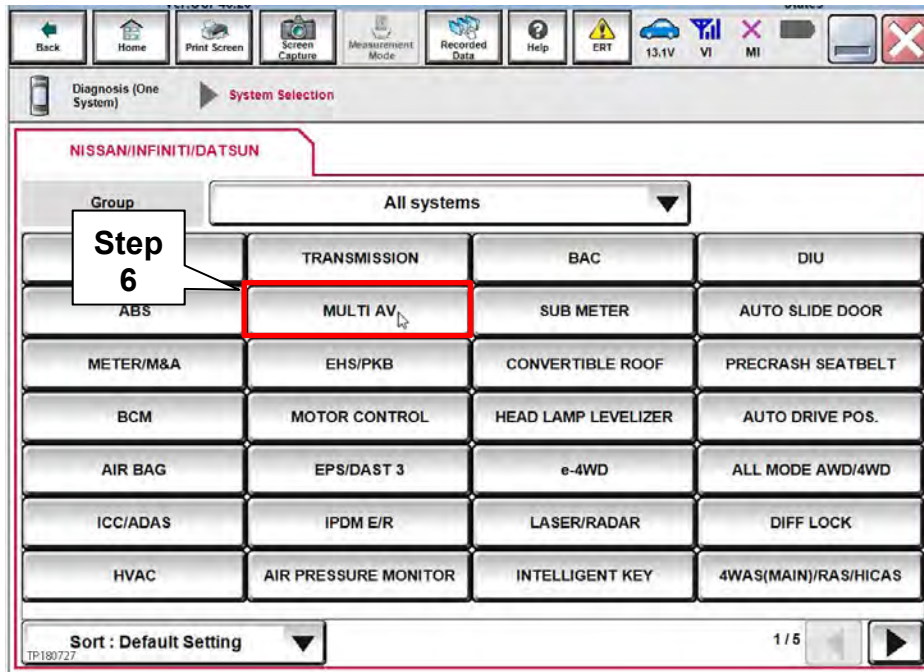

Figure 2

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6. Select **MULTI AV**.

Figure 3

7. Select the **ECU Identification** tab.

8. When the screen in Figure 4 displays, confirm this bulletin applies as follows:
   a. Write down the **ECU PART NUMBER** on the repair order.
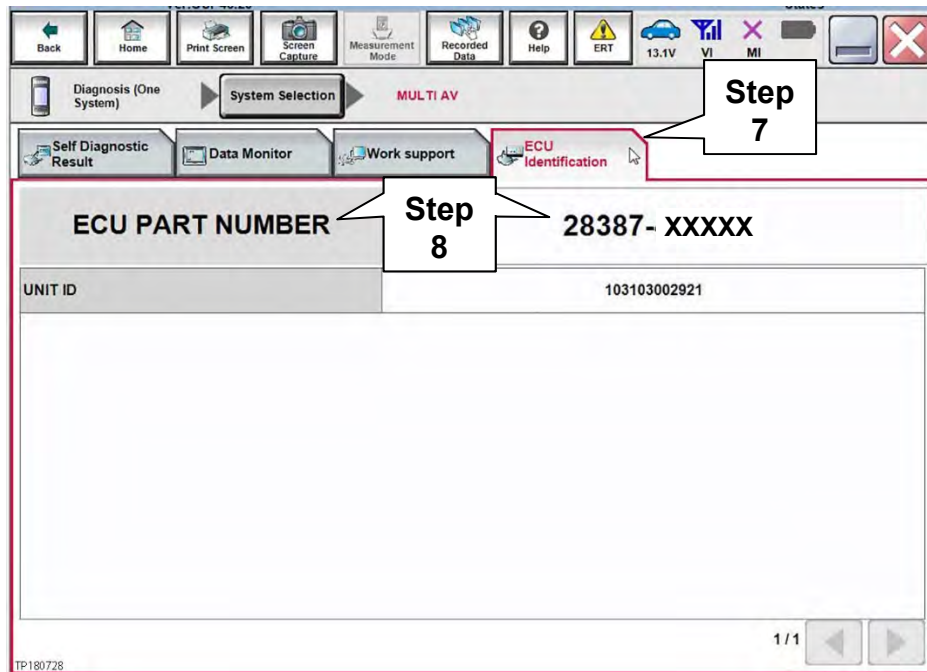   **NOTE:** This is the current DCU part number (P/N).

Figure 4

   b. Compare the P/N you wrote down to the P/Ns in the **CURRENT DCU PART NUMBER** column in **Table A**, below.

   • If there is a match, continue to the next page, **Update Display Control Unit**.

   • If there is not a match, DCU updating does not apply. Refer to ASIST for further diagnosis.

Table A

MODEL	CURRENT DCU PART NUMBER: 28387-
2017 Pathfinder	5ZA0A, 5ZA0B
	9PB0A, 9PB0D
2018 Pathfinder	6GY0A, 6GY0B, 6GY0E
	6GY1A, 6GY1B, 6GY1E
2018 Armada	6GY0A, 6GY0B, 6GY0E
	6GY1A, 6GY1B, 6GY1E
	5ZA0D
	9PB0E

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.

9. Insert special tool USB drive J-52727 to an ASIST Station.

   NOTE: Special tool USB drive J-52727 is the only one approved for use with this procedure.

10. Open ASIST.

11. Select **Specialty Tools**, and then select **Infotainment Software Updates**.
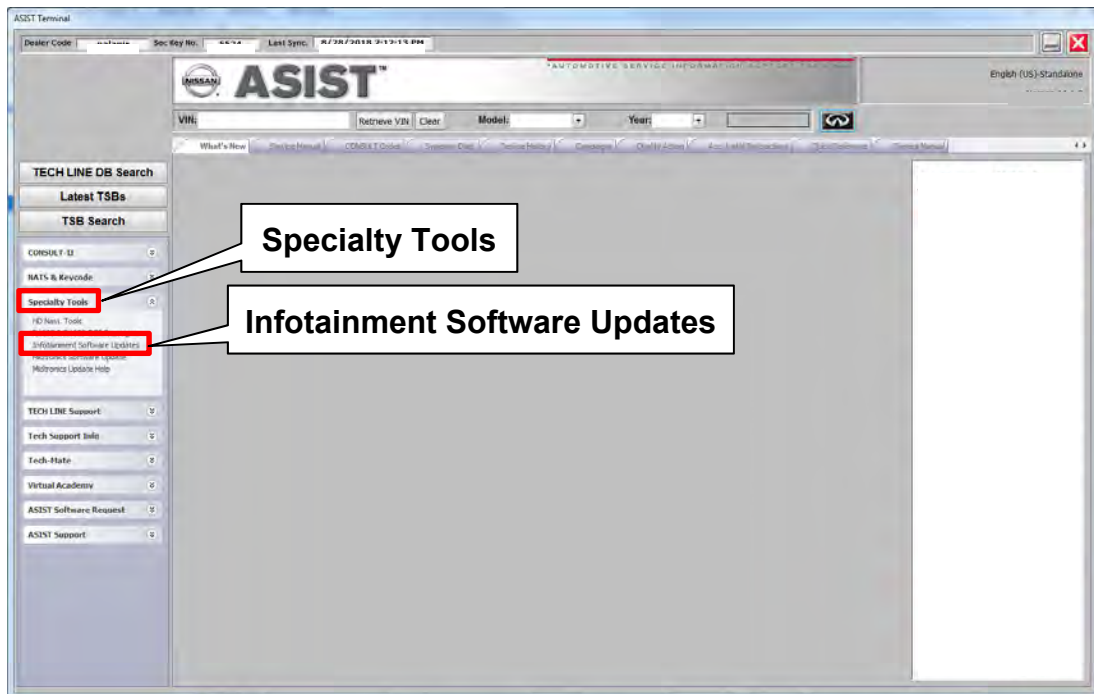
Figure 5

12.   Select the check box next to the correct update software package based on **Table B** below (also refer to Figure 6).

CAUTION: Failure to select the correct update software package may result in needing to replace the DCU.

NOTE: Replacement of an incorrectly updated DCU is not covered under warranty.

Table B

MODEL	AUDIO SYSTEM	DESCRIPTION
2017-2018 Pathfinder and 2018 Armada	CD capable only *	IT5001
	Rear Entertainment system with CD and DVD capability	IT5002

*If you are unsure which audio system the vehicle is equipped with, insert a DVD into the instrument panel mounted AV control unit. With CD only audio systems, an error message will display on the screen. In CD/DVD capable systems, the DVD will work.

13.   After selecting the check box of the correct update software package, select **Continue**, and then wait for the download to complete.
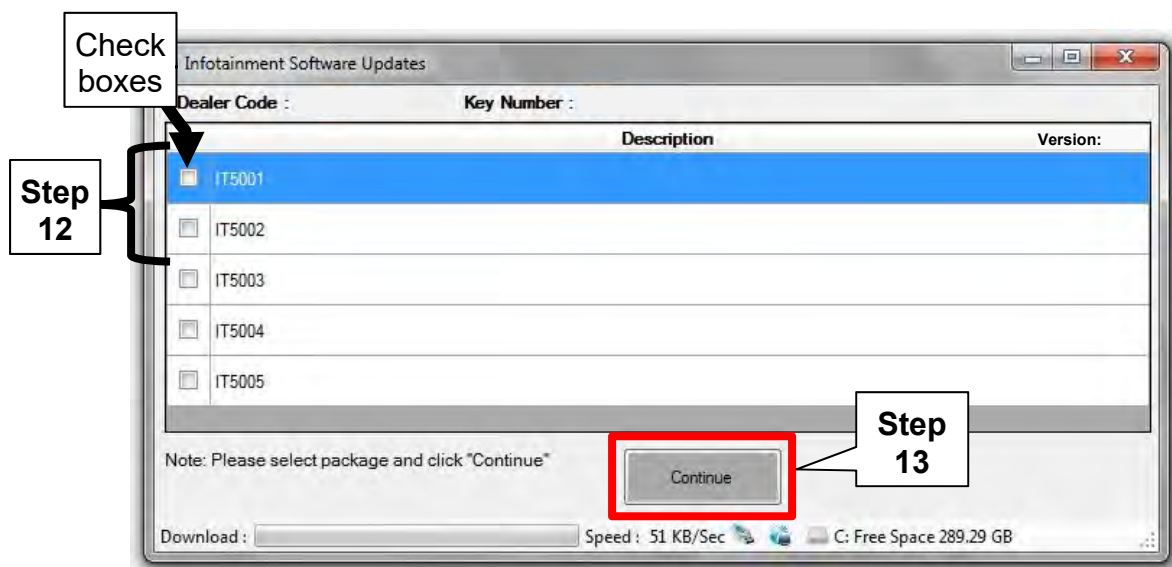

Figure 6

14. Once the download is complete, select the USB drive for update software package transfer.

   - See example in Figure 7. The drive selection on your PC may be different.

15. Select **Transfer**, and then wait for the transfer to complete (see Figures 7 and 8).
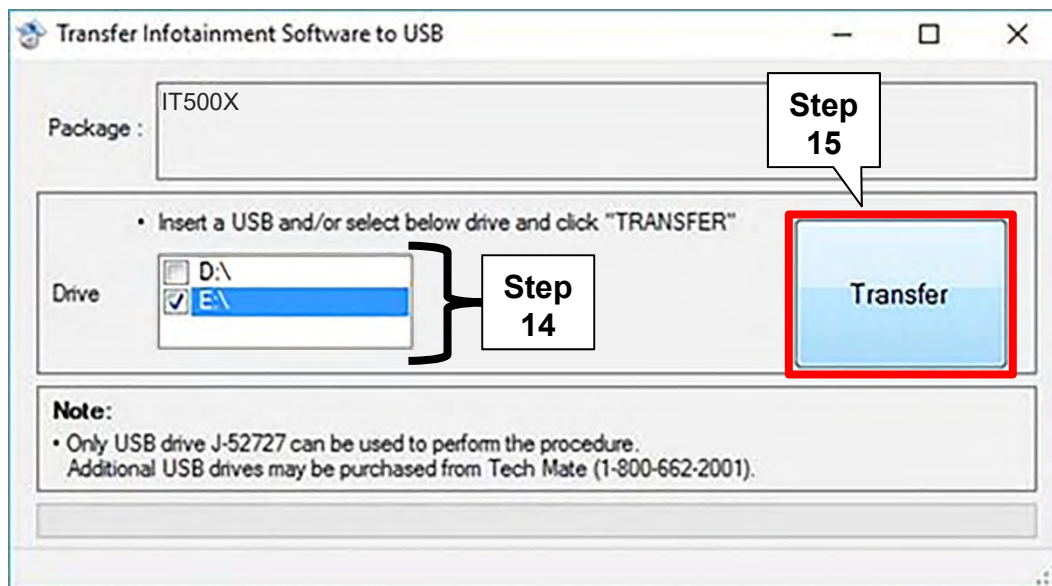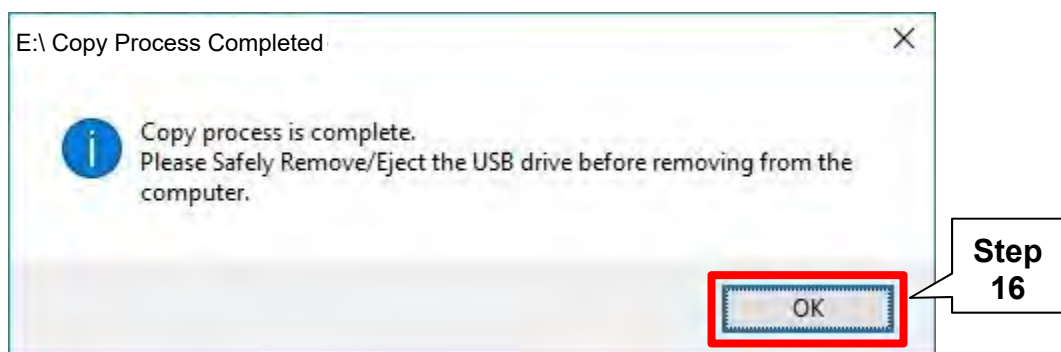

Figure 7

16. Select **OK**.

Figure 8

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17. 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 to be found after selecting the arrow.

    b. Select the USB drive to be removed, and then remove the USB drive from the ASIST Station.

    CAUTION: Failure to safely remove the USB drive may corrupt the update software.

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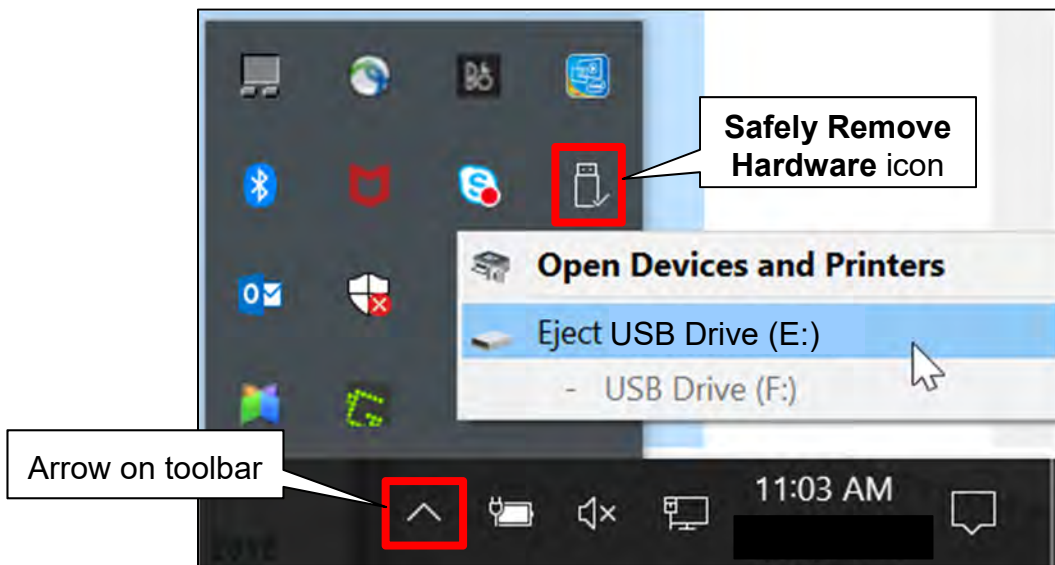

Figure 9

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

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

    NOTE: The engine needs to idle for the duration of the update.

20. Open the Settings Menu and then select **Bluetooth**.

- The settings menu is accessed with the hard button located under the display.

Figure 10

21. Select **Connect Device** from the Bluetooth Settings menu.

   NOTE: If no connected devices are present, Figure 17, on the next page, will be displayed.

Figure 11

22. Is a device present in the Device List?

- **YES:** Select a device and then proceed to step 23.

- **NO:** Proceed to step 25.

   IMPORTANT: All paired devices must be deleted before proceeding to step 25.
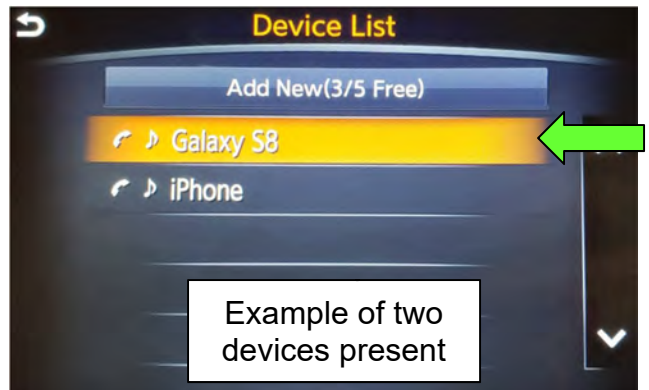

Example of two devices present

Figure 12

23. Select **Delete** and confirm the screens in Figure 14 and then Figure 15 are displayed.
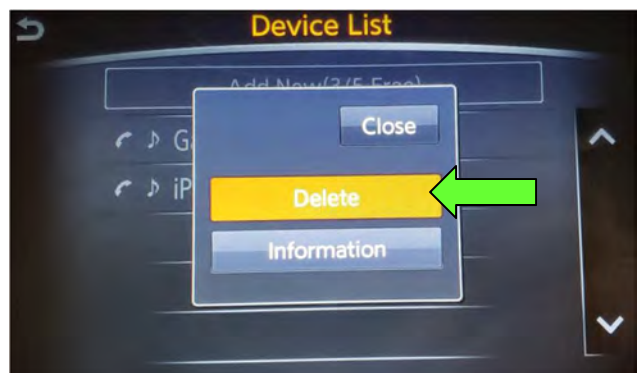

Figure 13

NOTE: The following screens will be displayed while a paired device is being deleted.

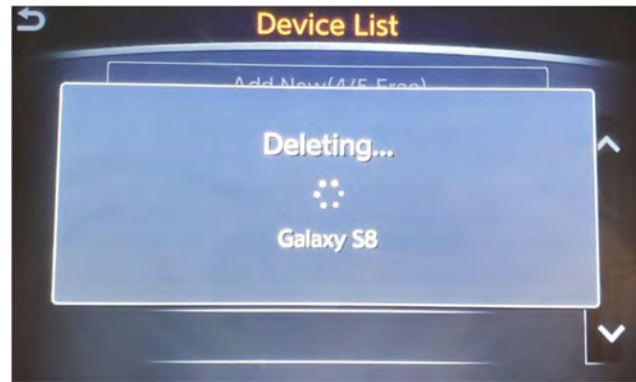- The first screen will show "Deleting…" followed by the device name.

Figure 14

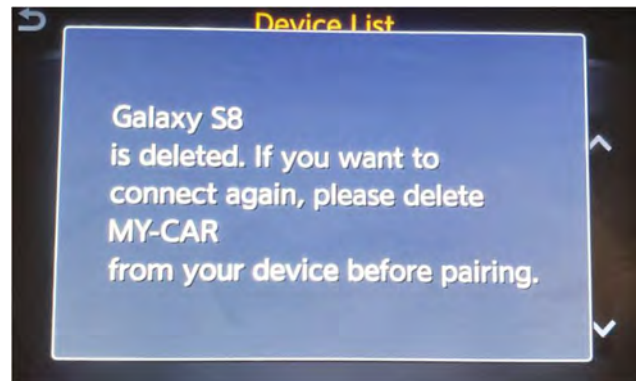- The second screen will show information regarding repairing the BT device.

Figure 15

24. Are any devices still present in the Device List?

- **YES:** Select a device and then perform step 23 and 24 again.

- **NO:** Proceed to step 25.

  IMPORTANT: All paired devices <u>must be</u> deleted before proceeding to step 25.

Example of one device present

Figure 16

➢ Figure 17 will be displayed when all devices have been deleted.

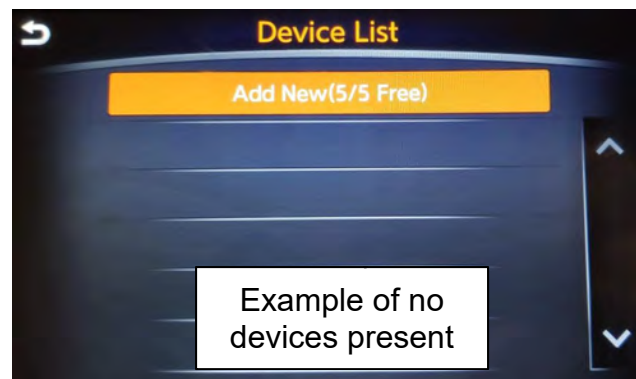Example of no devices present

Figure 17

25. Connect the USB drive with update software package into the vehicle's USB media port.

    CAUTION: Charging ports are marked in the vehicle with a "lightning bolt" symbol. 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.

USB media port symbol

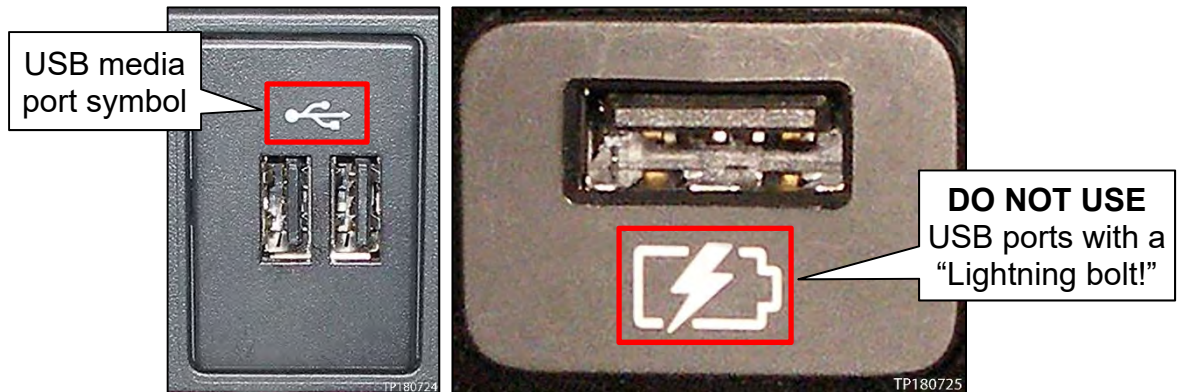DO NOT USE USB ports with a "Lightning bolt!"

Figure 18

26. Wait approximately 10-30 seconds for the screen in Figure 19 or Figure 20 to appear.

    - If the screen shown in Figure 19 appears, then continue to step 27, below.

    - If the screen shown in Figure 20 appears, then no software update is available. Refer to ASIST for further diagnostic information.
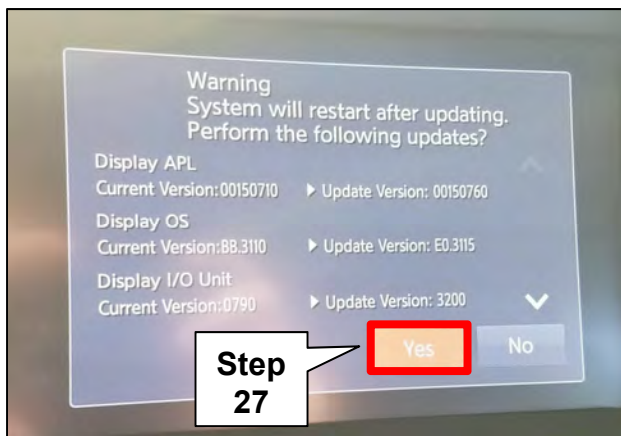

Warning
System will restart after updating.
Perform the following updates?
Display APL
Current Version: 00150710   ▶ Update Version: 00150760
Display OS
Current Version: BB.3110   ▶ Update Version: E0.3115
Display I/O Unit
Current Version: 0790   ▶ Update Version: 3200

Step 27

Figure 19

Traffic   1:03
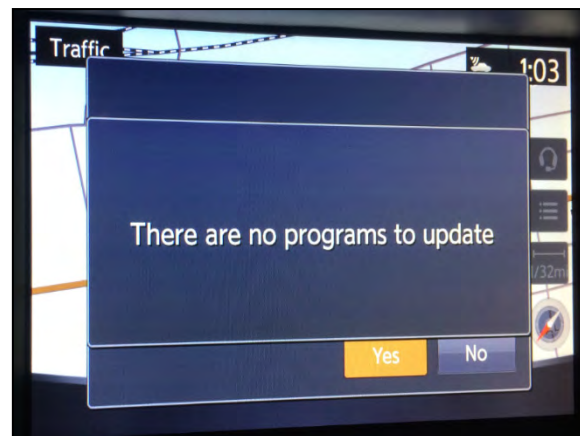
There are no programs to update

Figure 20

27. Select **Yes** to begin the software update.

28. Wait for the update to complete.

- Follow the on-screen instructions while waiting.
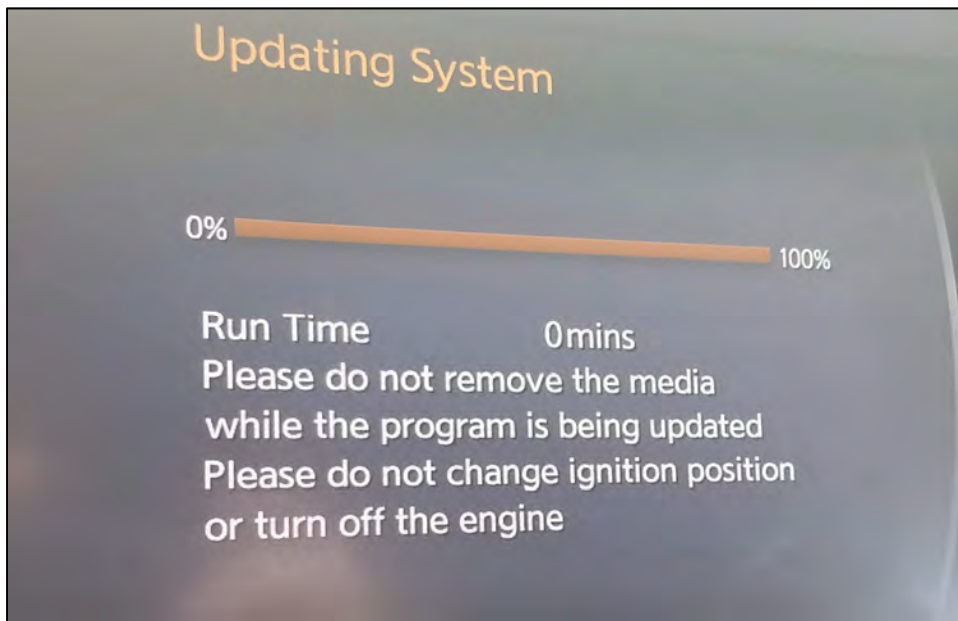
     NOTE: The update lasts 10-70 minutes.

Figure 21

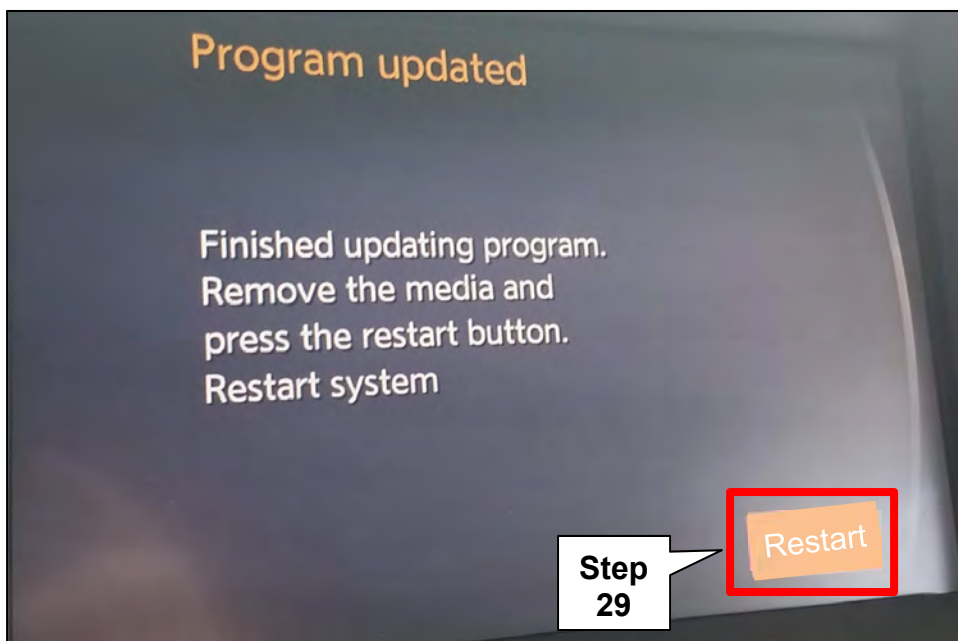29. Once the update is complete, remove the USB drive, and then select **Restart**.

Figure 22

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CAUTION: Steps 30-33 must be completed. If they are not completed, the update may become corrupted.

30. Allow the reboot to complete (2-5 minutes after selecting **Restart**).

31. Once the reboot has completed, turn OFF the engine, and then wait three (3) minutes.

32. Start the engine and allow the vehicle to run for two (2) minutes.

33. Turn OFF the engine.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Perform Software Update	(1)	RX6SAA	ZE	32	0.5

(1) Reference the Electronic Parts Catalog (EPC), and use the Display Control Assy (28387-*****) as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 2, 2018	NTB18-081	Original bulletin published
December 19, 2018	NTB18-081a	Amended to add Bluetooth device deletion procedure.
March 19, 2019	NTB18-081b	Added Figure 20 and modified the Action statement on page 1.