Technical Bulletin

SERVICE BULLETIN

Classification:	Reference:	Date:
EL20-041	NTB20-079	November 11, 2020

2021 ROGUE; AV CONTROL UNIT REPLACEMENT PROCESS

APPLIED VEHICLE: 2021 Rogue (T33)

IF YOU CONFIRM

The AV control unit needs to be replaced on an **APPLIED VEHICLE.**

ACTION

IMPORTANT: The AV control unit for the applied vehicle is new, different from the previous model year, and requires a new procedure when replacing. If the following procedures are not followed completely, all features will not work as intended.

1. Replace the AV control unit

2. Reprogram the AV control unit

3. Configure the AV control unit

4. Write the VIN to the AV control unit (Manual Input)

IMPORTANT: Procedures 2-4 above **must** be performed in the order shown below.

ORDER OF COMPLETION

REPROGRAM
AV control unit ➡ **CONFIGURE**
AV control unit ➡ **WRITE VIN**
to AV control unit
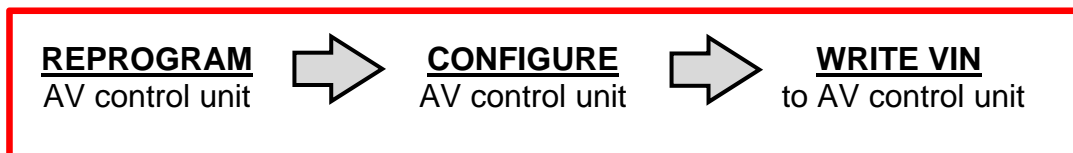
IMPORTANT: The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You MUST closely follow the entire SERVICE PROCEDURE as it contains information that is essential to successfully completing this repair.

SERVICE PROCEDURE

REPLACE THE AV CONTROL UNIT

1.   Replace the AV control unit.

   - Refer to the ESM, section **DRIVER INFORMATION & MULTIMEDIA > AUDIO, VISUAL & NAVIGATION SYSTEM > NissanConnect > REMOVAL AND INSTALLATION > AV CONTROL UNIT.**

REPROGRAM THE AV CONTROL UNIT

IMPORTANT: If you are using a Windows 7 PC, please ensure you have applied <u>all</u> of the latest updates using the 'Windows Update' tool application. See page 21 for the instructions.

NOTICE

Perform the following before starting the reprogramming procedure to prevent damage to the control unit.

   - Connect the AC Adapter to the CONSULT PC.

   - Connect the CONSULT PC to the internet (Wi-Fi or cable).

   - Ensure ASIST on the CONSULT PC has been synchronized (updated) to the current date and all C-III plus software updates (if any) have been installed.

   - Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI. If Bluetooth® signal waves are within range of the CONSULT PC during reprogramming, the reprogramming may be interrupted.

   - Turn OFF all vehicle electrical loads.

   - Connect a battery maintainer or smart charger, set to reflash mode or a similar setting, to ensure the battery voltage stays between 12.0 V and 15.5 V.
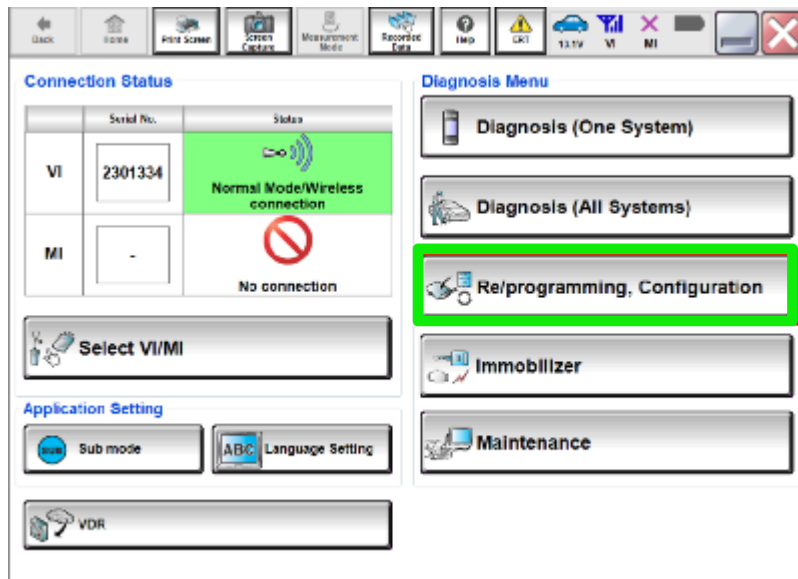
2. Select **Re/programming, Configuration**.

Figure 1

NOTE:
C-III plus screens for steps 3-7 are not shown.

3. Select **Confirmed instructions.**

4. Select **Next**.

5. Select **Confirm**.

6. Confirm the correct VIN is populated.

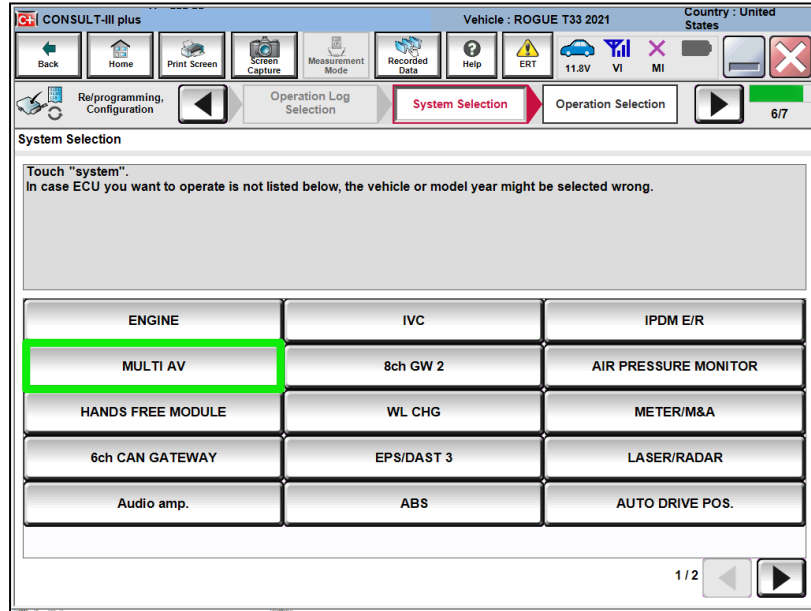7. Select **Confirm**.

8.   Select **MULTI AV**.

Figure 2

9.   Select **After ECU Replacement** from the **Programming (Blank ECU)** menu.
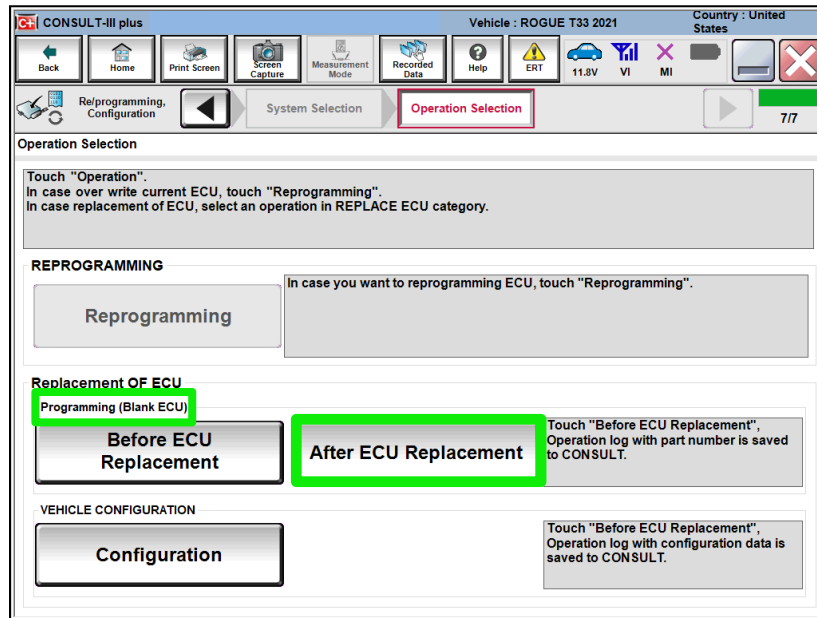

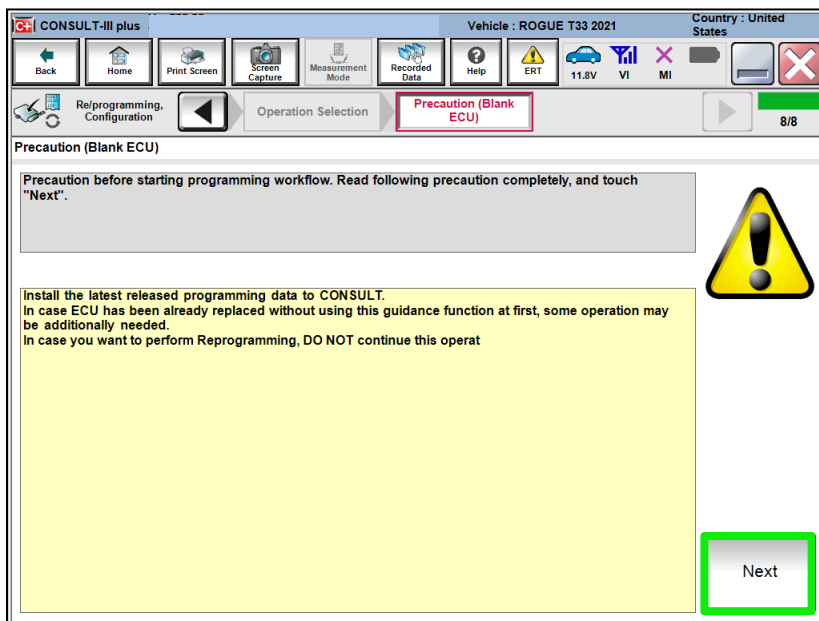Figure 3

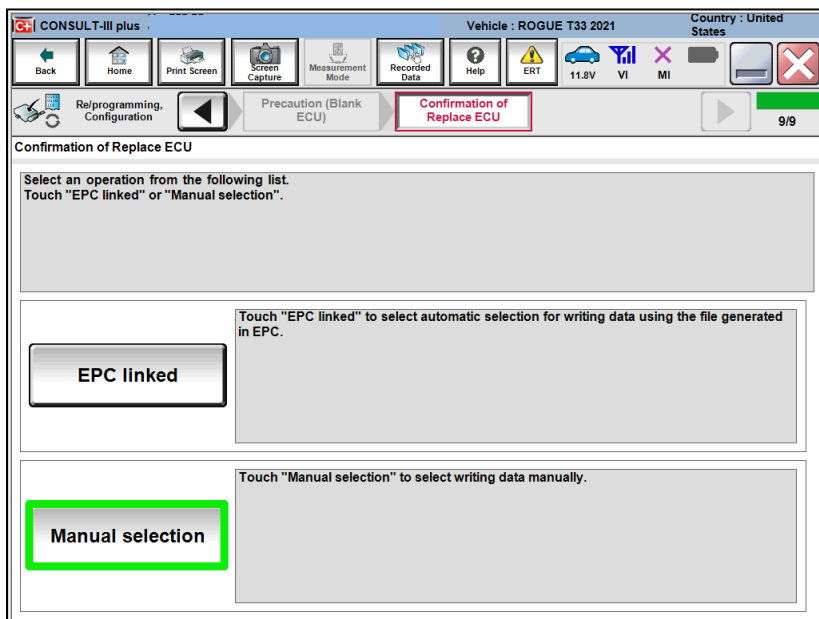10. Select **Next** after reading the **Precaution**.

Figure 4

11. Select **Manual selection**.

Figure 5

NOTE:
C-III plus screens for steps 12-13 are not shown.

12. Read the **Precautions**.
   - Click on the arrows to read all of the precautions.

13. After reading all of the precautions, select **Confirmed instructions**, then select **Next**.

14. Review **Table A**, below, and find the applicable **ROM Data ID** for the vehicle you are working on.

Table A

Model	Manufacturing Plant	Navi/Non-Navi	Speaker count (1)	ROM Data ID
2021 Rogue	Kyushu (2)	Non-Navi	4 speakers	283C2 6RR5C
			6 speakers	283C2 6RR5D
		Navi	N/A	283C2 6RR7B
	Smyrna (3)	Non-Navi	4 speakers	283C2 6RA5C
			6 speakers	283C2 6RA5D
		Navi	N/A	283C2 6RA7B

(1) Excluding tweeters.

(2) The VIN for Kyushu manufactured Rogues will display as **JN8**AT(*****)**W**(******).

(3) The VIN for Smyrna manufactured Rogues will display as **5N1**AT(*****)**C**(******).

15. Select the applicable **ROM Data ID** and then select **Next**.
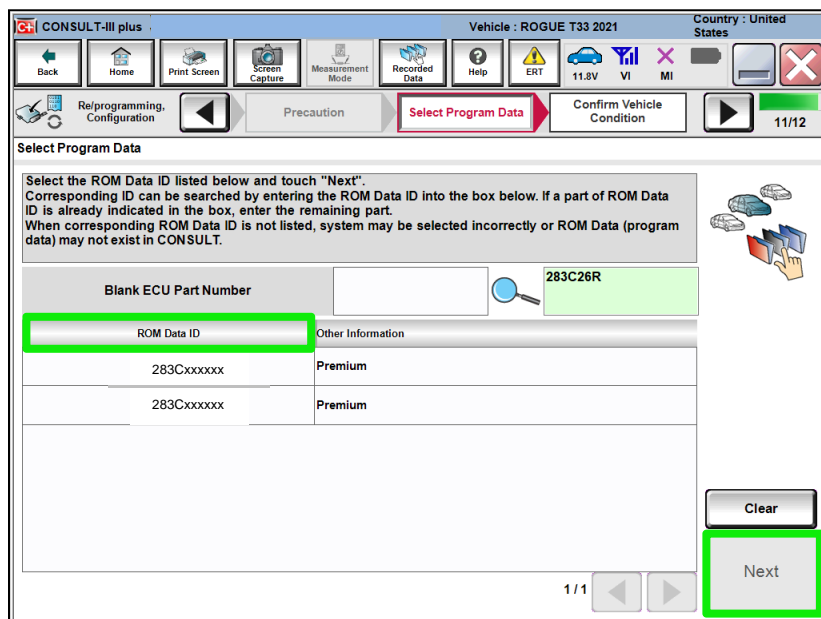
Figure 6

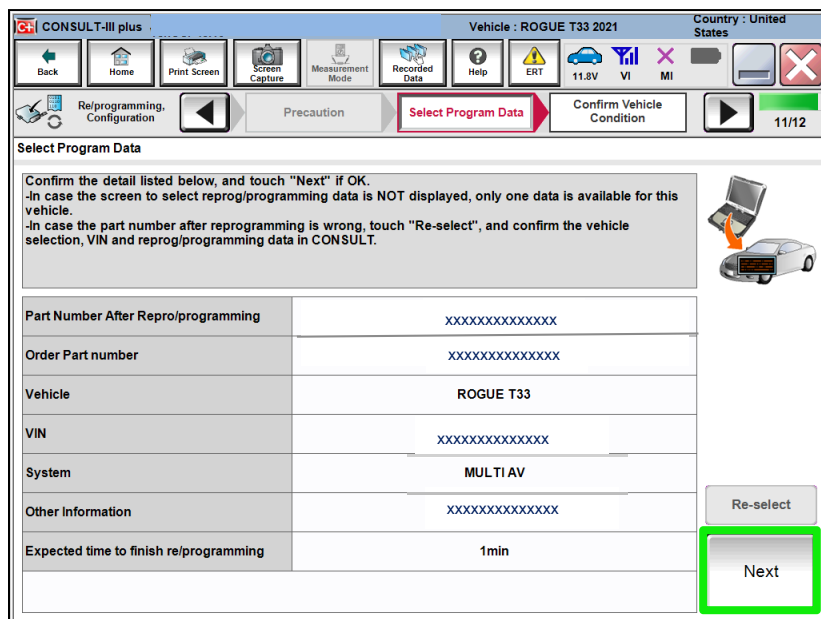16. Confirm the information matches the vehicle you are working on and select **Next**.

Figure 7

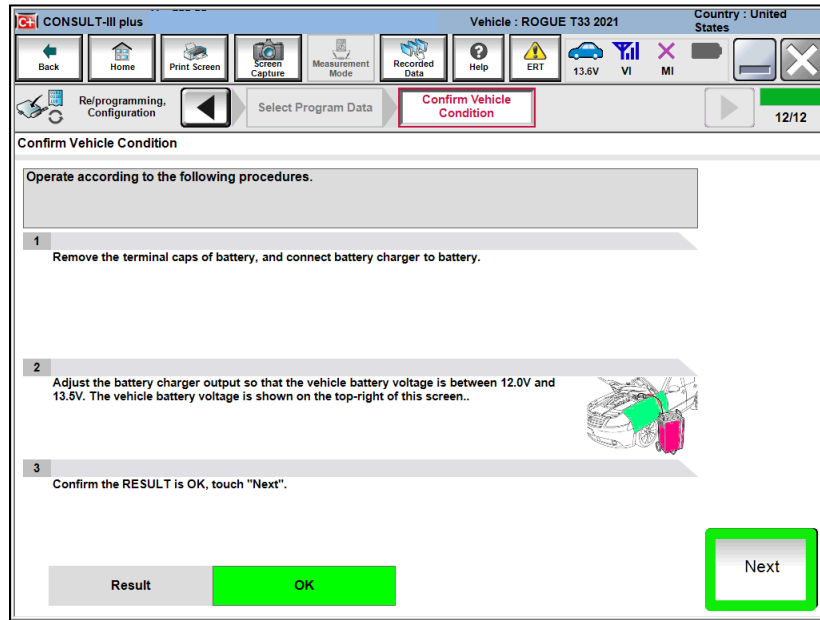17. Follow the on-screen instructions, and then select **Next**.

Figure 8

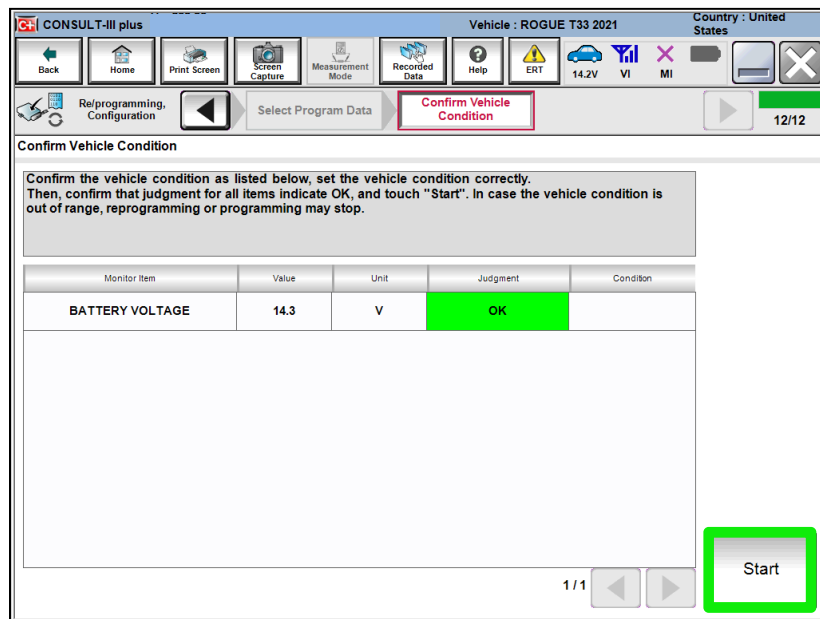18. Confirm the battery voltage is within acceptable limits, and then select **Start**.

Figure 9

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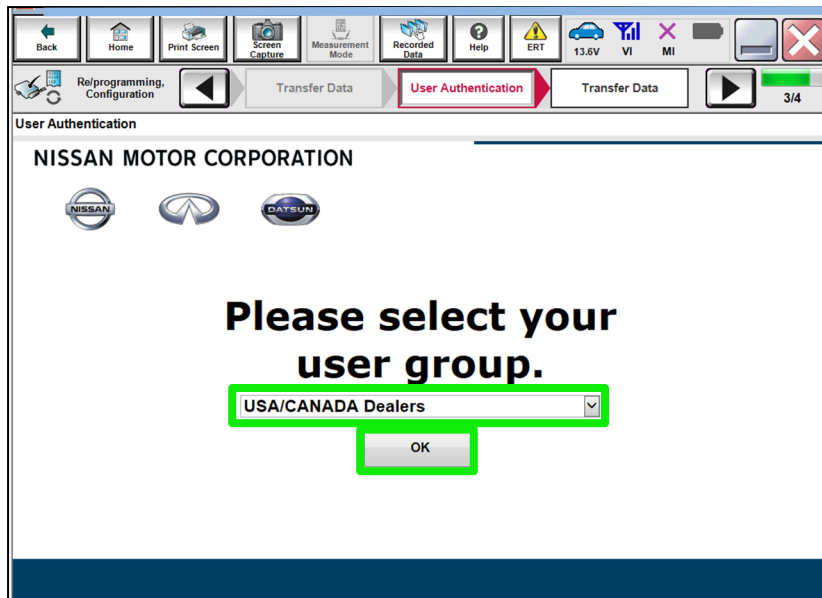19. Select your user group from the drop down menu, then select **OK**.

Figure 10

20. Enter your **Username** and **Password**, and then select **Submit**.
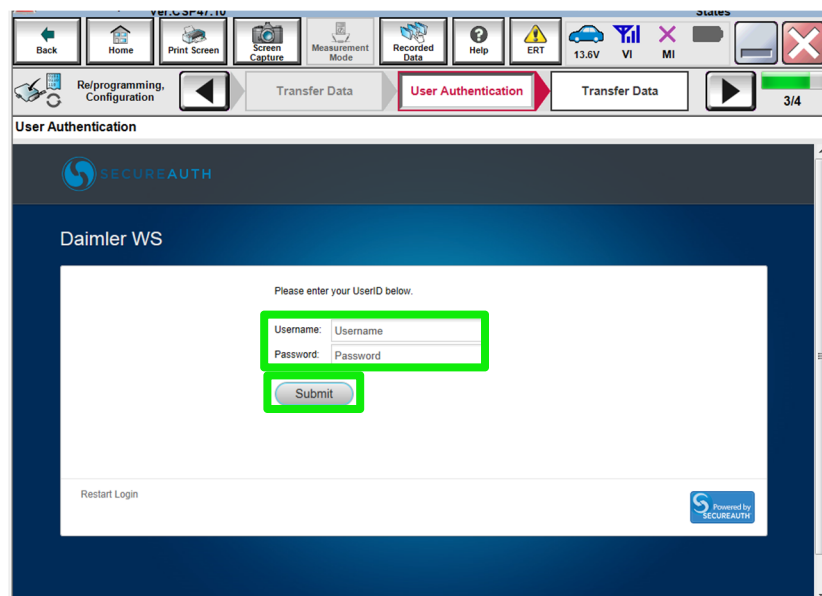
Figure 11

21. Wait for the data transfer to complete.
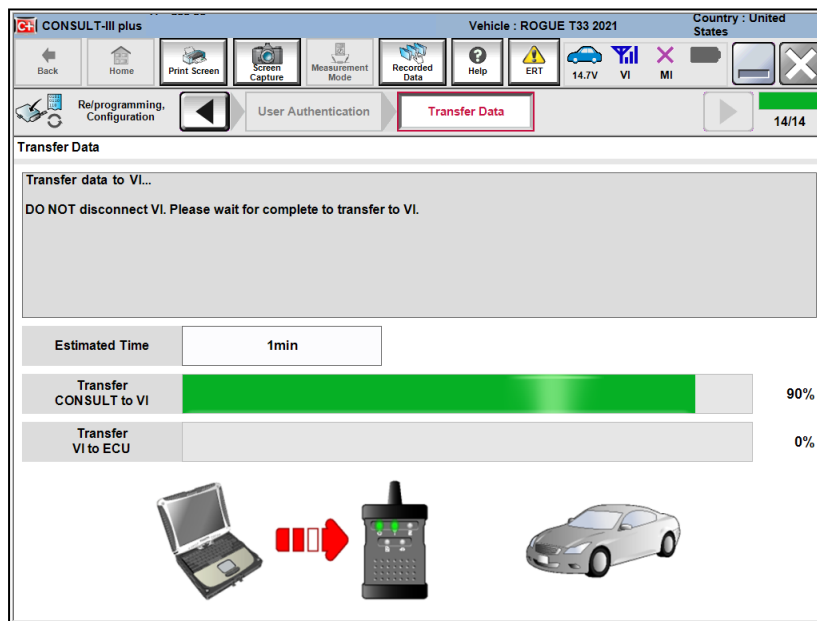
Figure 12

22. Once the data transfer is complete, select **Next**.
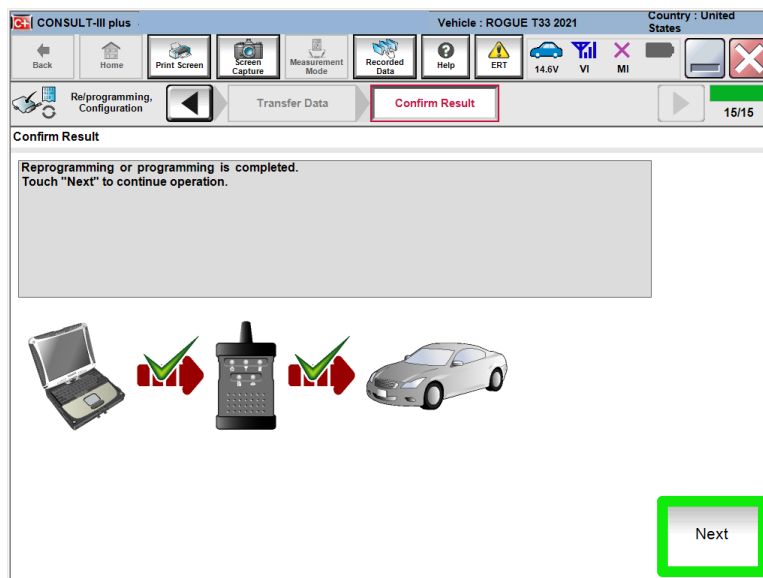
Figure 13

23. Erase All DTCs.

- Follow the on-screen instructions as shown in Figure 16, Figure 17 and Figure 18.
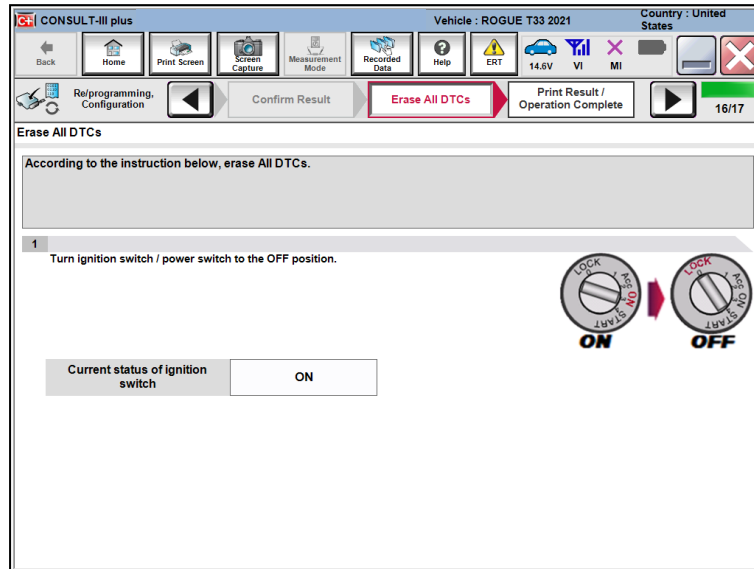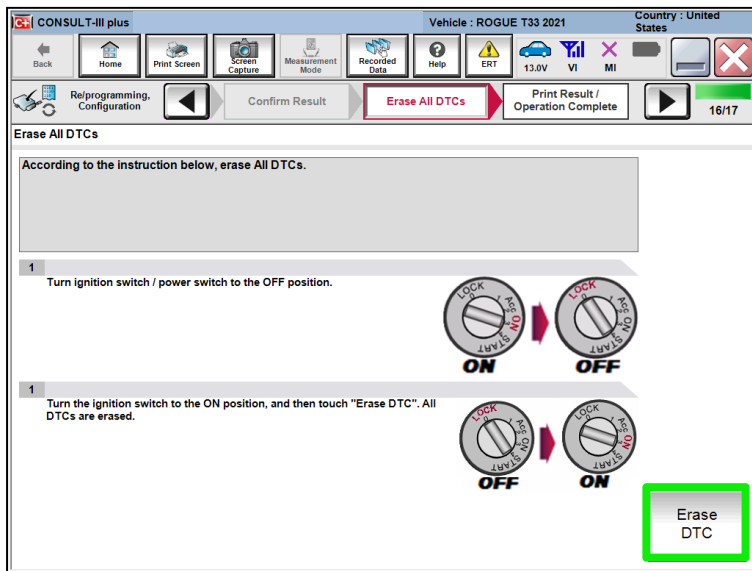

Figure 14

Figure 15

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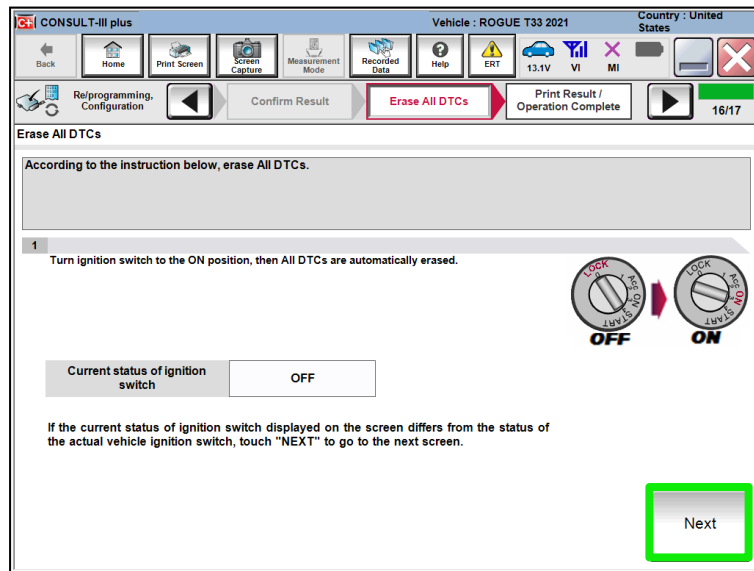
Figure 16

24. Verify the before and after part numbers are different, follow the screen prompts to print the results, then select **Confirm**.
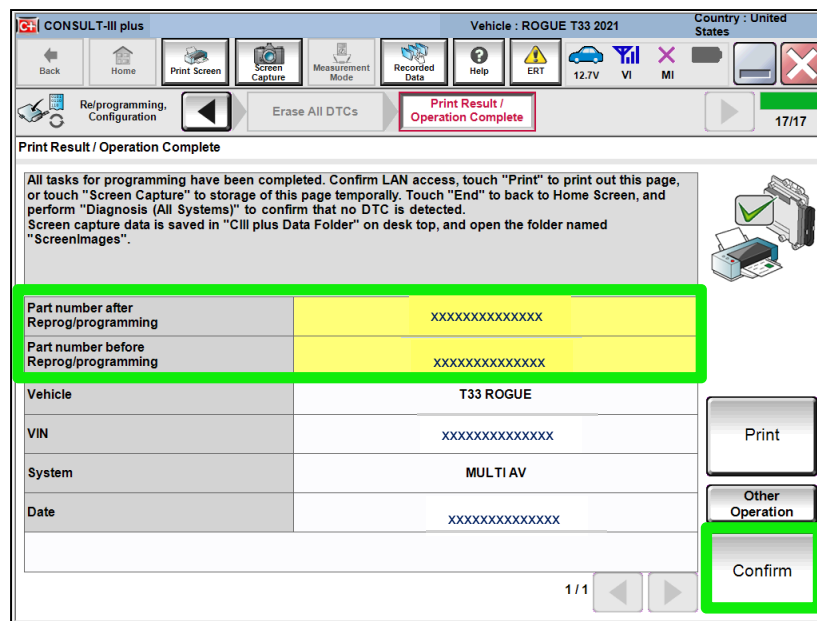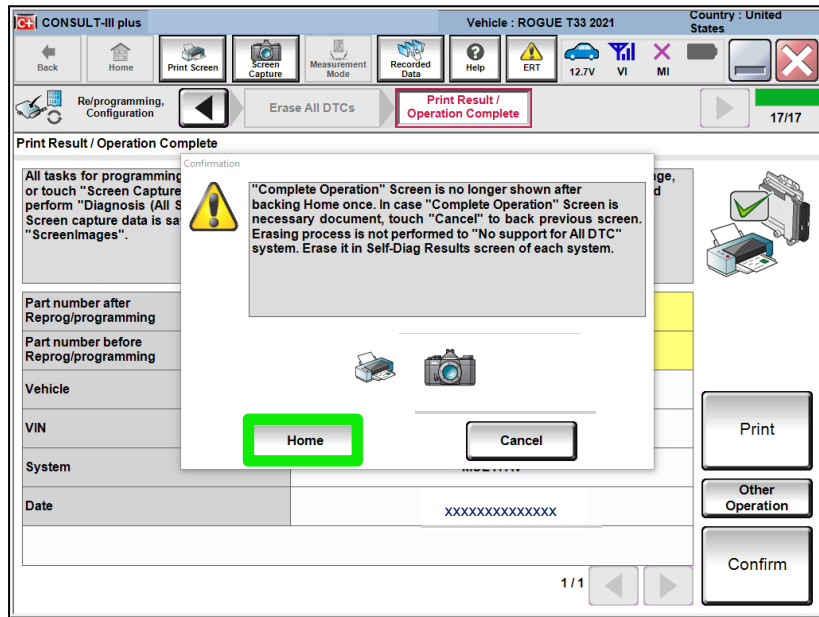

Figure 17

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25. Select **Home**.

Figure 18

CONFIGURE THE AV CONTROL UNIT
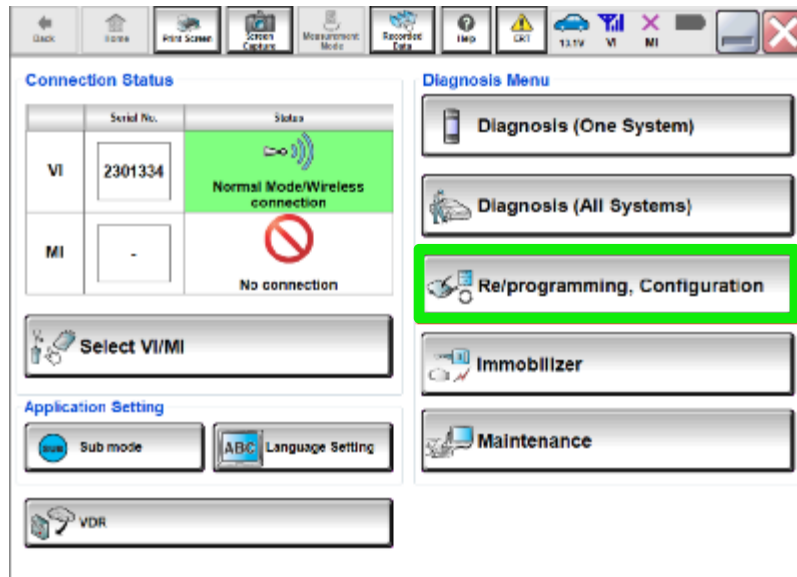
26. Select **Re/programming, Configuration**.

Figure 19

NOTE:
C-III plus screens for steps 27-31 are not shown.

27. Select **Confirmed instructions.**

28. Select **Next**.

29. Select **Confirm**.

30. Confirm the correct VIN is populated.

31. Select **Confirm**.
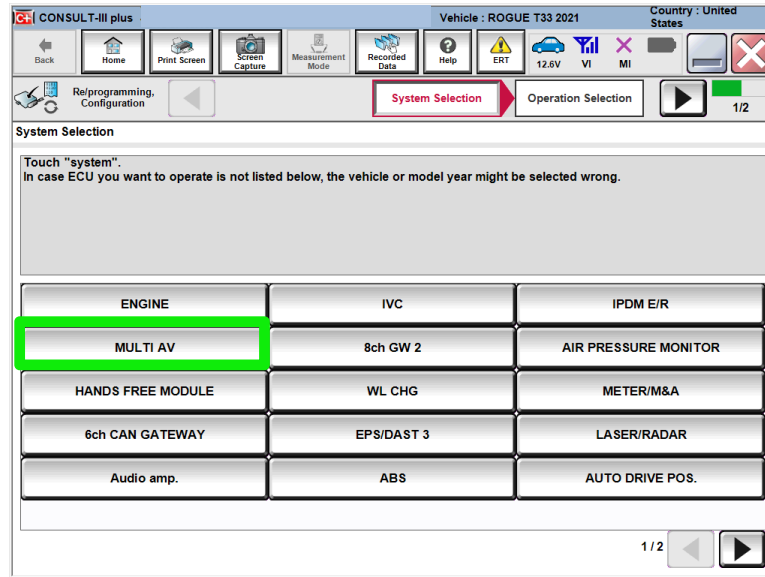
32. Select **MULTI AV**.

Figure 20

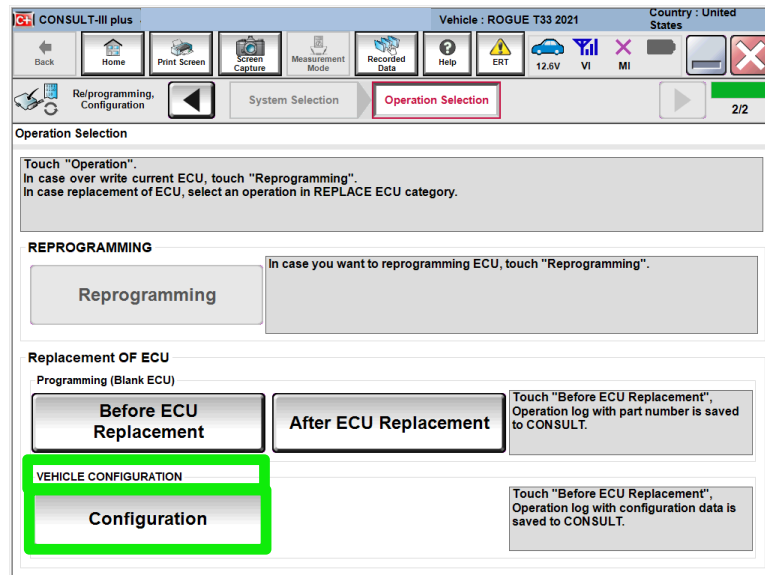33. Select **Configuration** under **VEHICLE CONFIGURATION**.

Figure 21

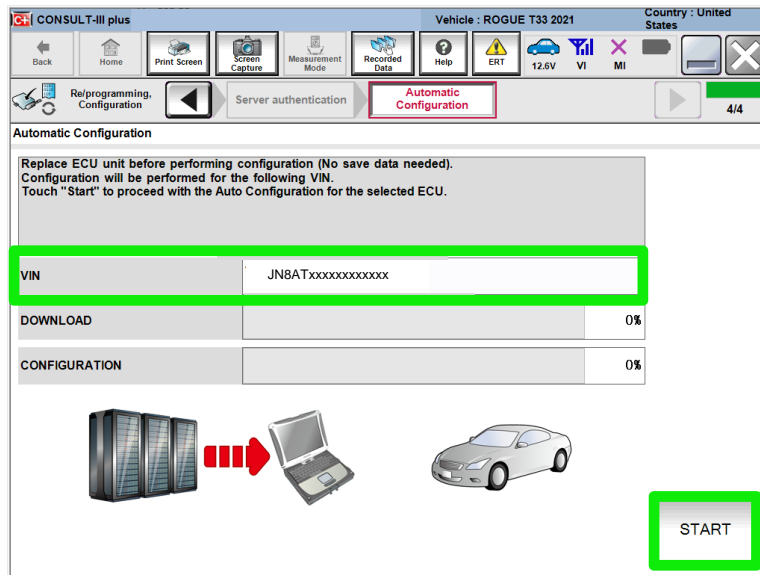34. On the **Automatic Configuration** screen, ensure the VIN is correct and select **START**.

Figure 22

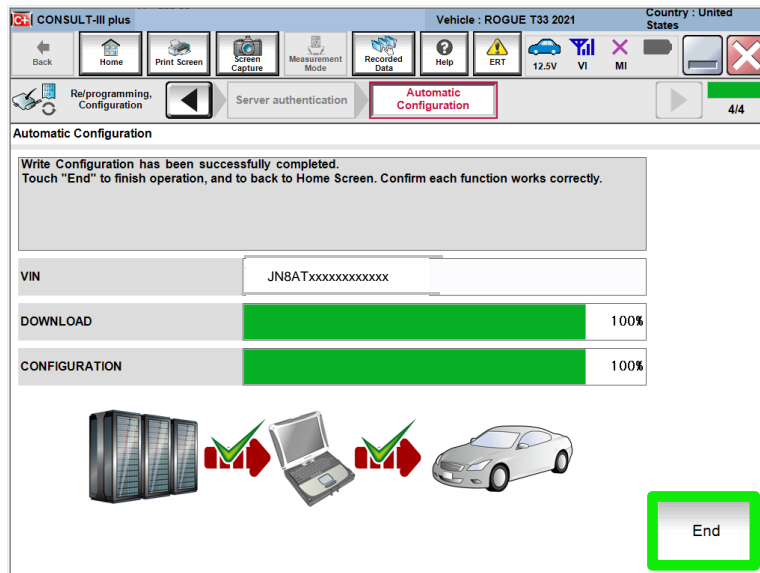35. Once **Write Configuration** has completed, select **End**.

Figure 23

WRITE THE VIN TO THE AV CONTROL UNIT (Manual Input)

36.   Select **Diagnosis (One System).**
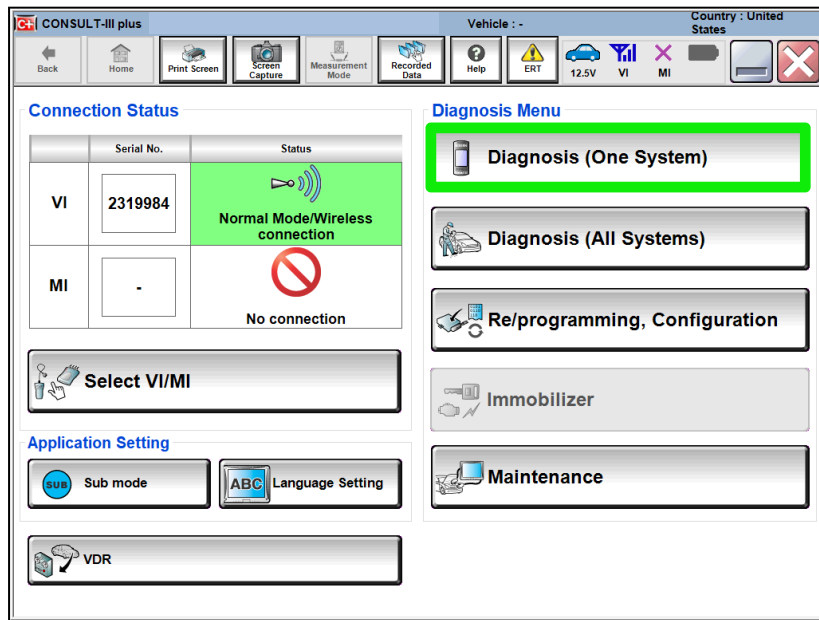

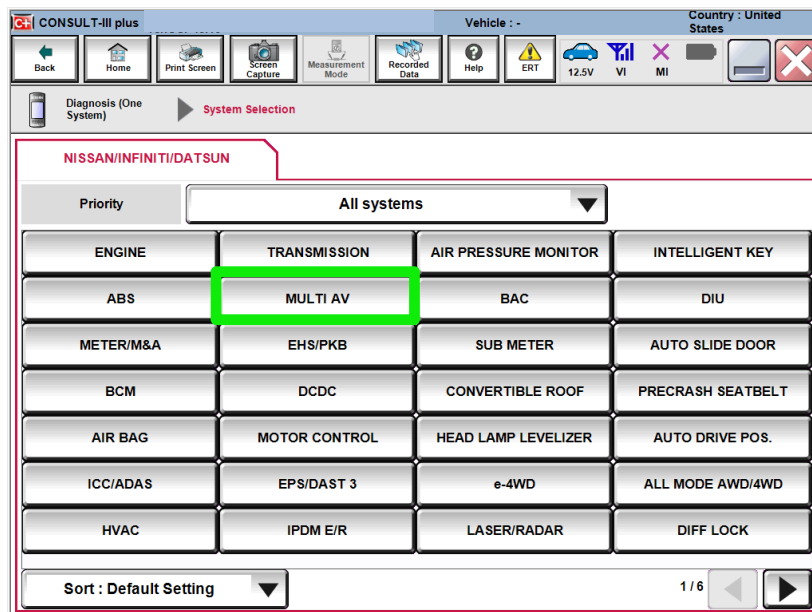Figure 24

37.   Select **MULTI AV**.

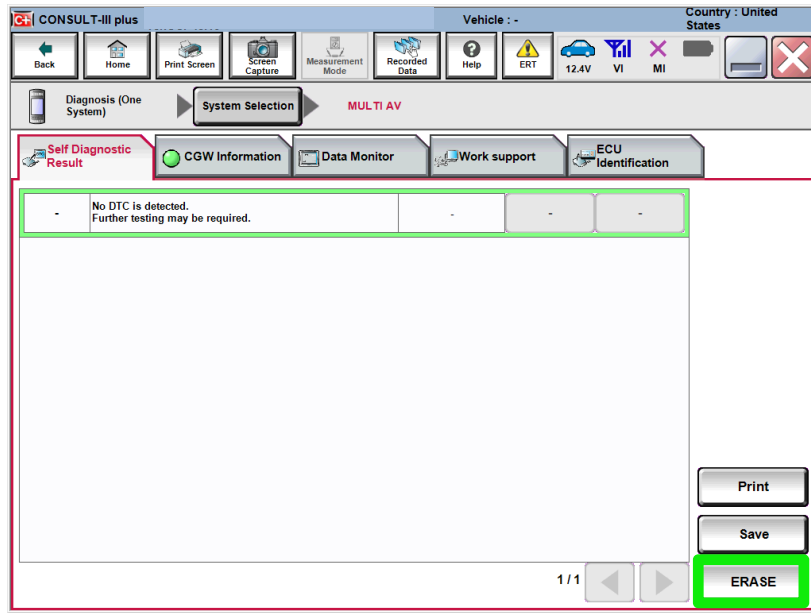Figure 25

38.   Select **ERASE** if any DTCs exist.

Figure 26

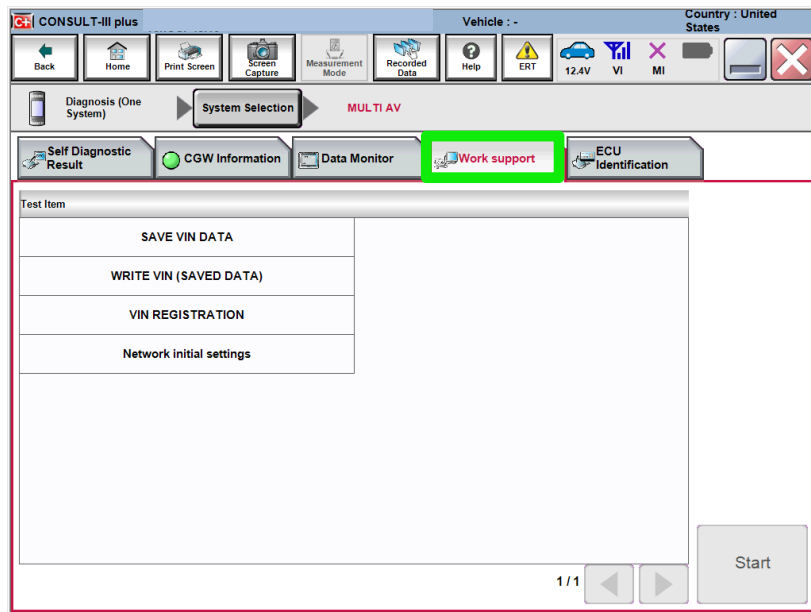39.   Select the **Work support** tab.

Figure 27

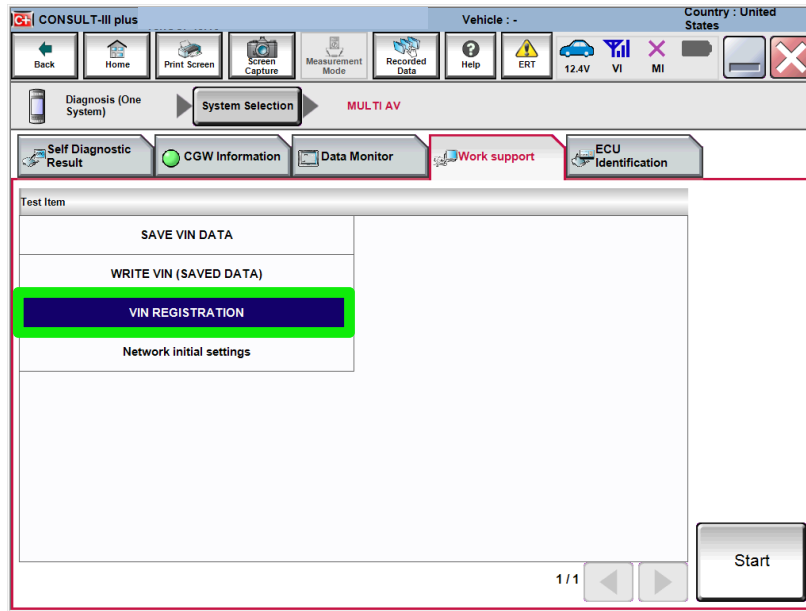NTB20-079

40. Select **VIN REGISTRATION**.

Figure 28

41. Type the VIN into the fields shown below.

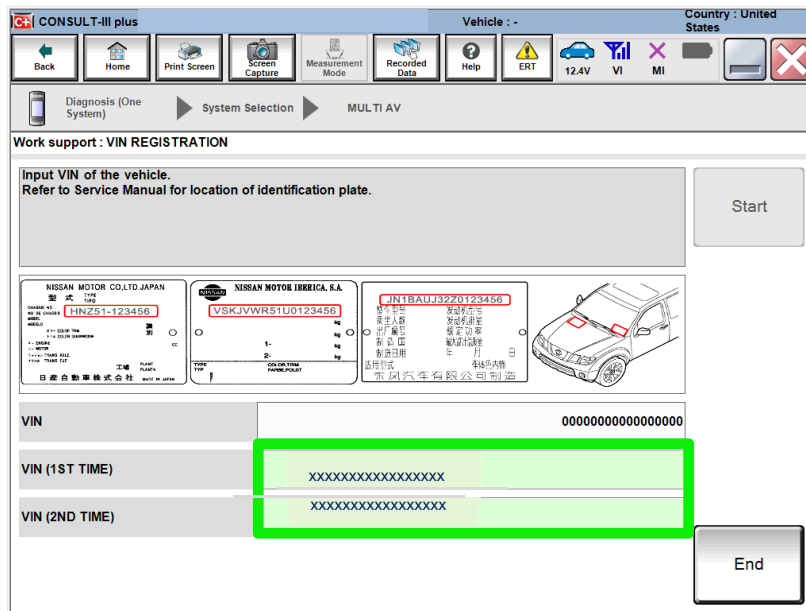- The VIN must be entered two times.

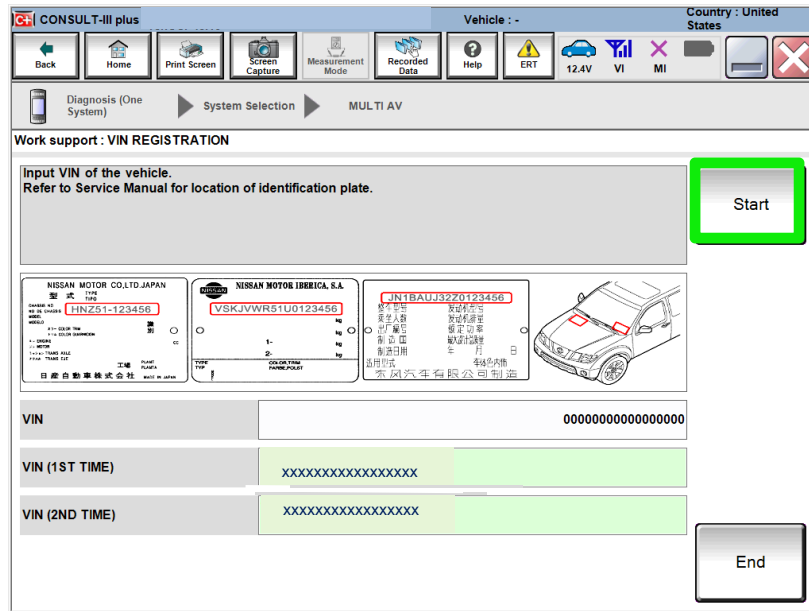Figure 29

42. Select **Start**.

Figure 30

43. Select **READ VIN** to verify the VIN was written successfully.

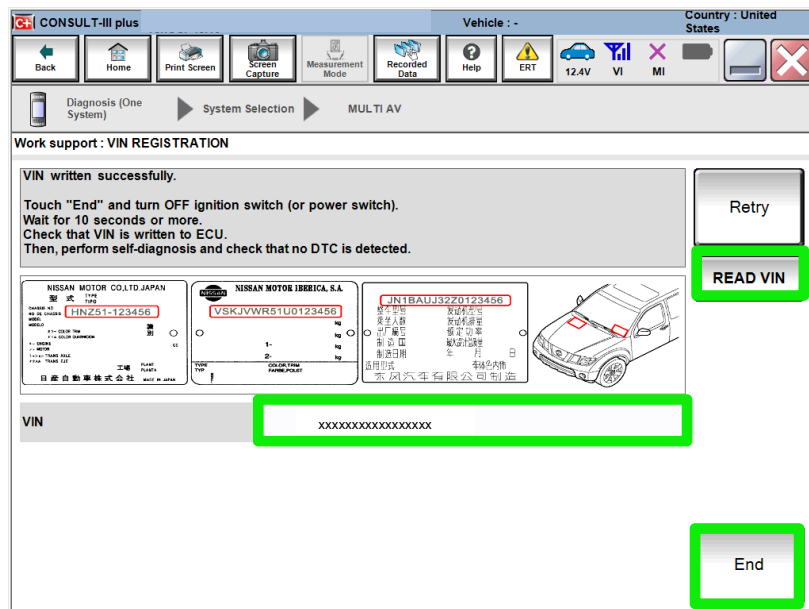- The VIN should now populate in the field shown below.

44. Select **End**.

Figure 31

WINDOWS 7 UPDATE (if needed)

NOTE: If using a Windows 7 PC, follow these steps <u>before reprogramming the AV control unit</u> to ensure all of the latest Windows updates have been applied.

1. From your Windows 7 desktop, click the Start button and type in 'windows update' to launch the **Windows Update** application.
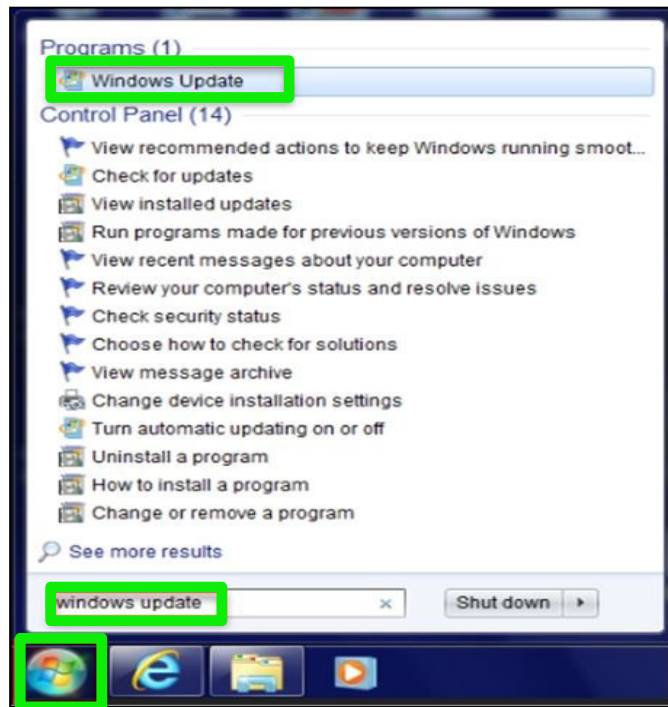

Figure 32

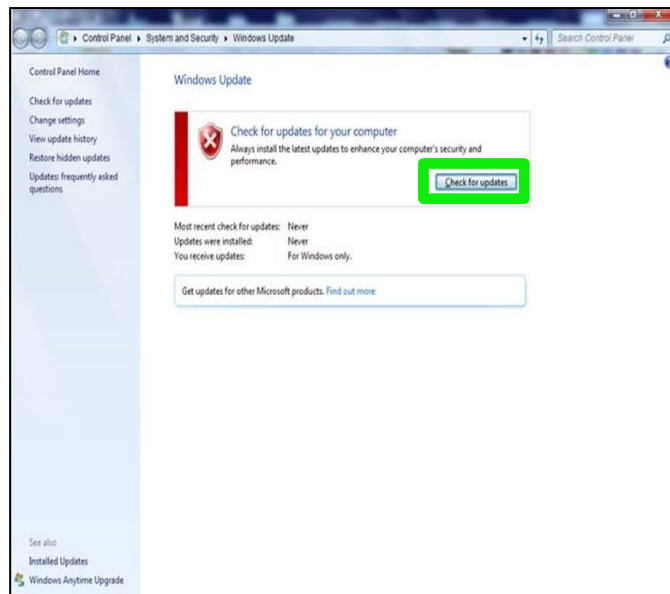2. Select **Check for updates**.

Figure 33

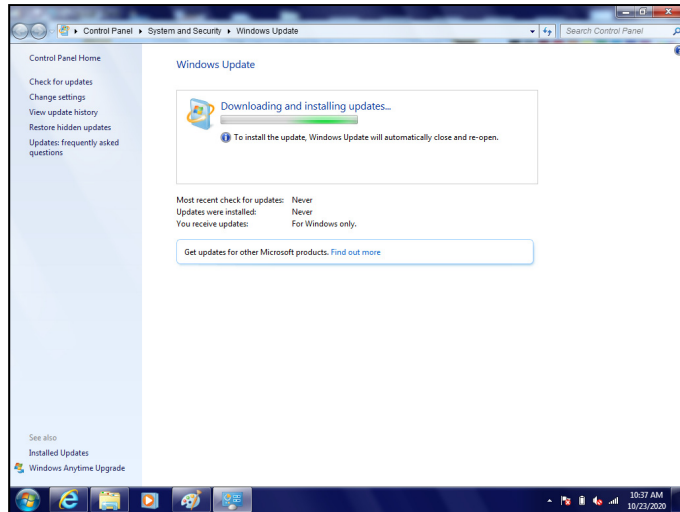3. Follow the on screen instructions to install all of the latest updates.

Figure 34

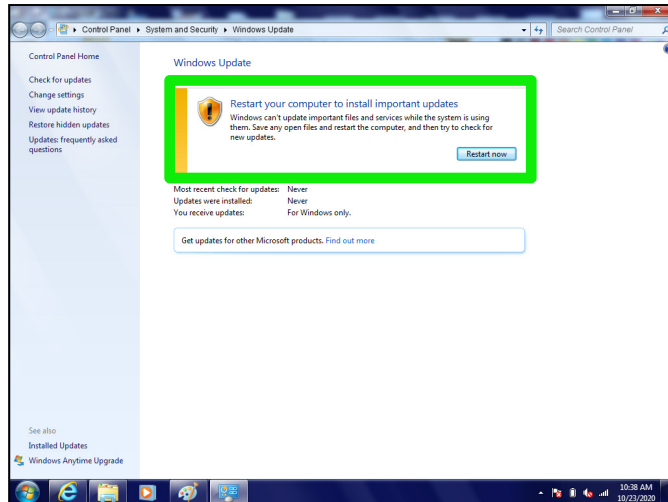- You may need to select **Restart now** for some updates.

Figure 35

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace AV Control Unit	(1)	RR26AA	ZE	32	(2)

(1) Reference the electronic parts catalog and use the AV Control Unit as the Primary Failed Part (PFP).

(2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated Flat Rate Time (FRT).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 11, 2020	NTB20-079	Original bulletin published