SERVICE BULLETIN

Classification:	Reference:	Date:
AN21-003	NTB21-029	April 6, 2021

SOFTWARE UPDATE FOR INFOTAINMENT ISSUES

APPLIED VEHICLES: 2019-2020 Rogue (T32)

SERVICE INFORMATION

When diagnosing an infotainment issue, always confirm that the latest software is installed in the AV control unit before starting the diagnosis.

The software update in the following service procedure is to provide:

- Stability improvements and "bug" fixes.

Refer to steps 1-5 to confirm that this bulletin applies.

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 or 1-800-662-2001.

   HINT:

- 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

Bulletin Number	
Date	
Dealer Number	
Mailing Address: Dealer Name	
Address and Street	
City	
State	
Zip Code	
Order Placed By (your name)	
Current audio unit **Software** version	
Customer Concern	
Reason for request	• Cannot download update-software

SERVICE PROCEDURE

Check the H/U Part number

1.   Access the **System Diagnosis Menu**.

From the **MENU** page shown in Figure 2:

- Select and hold the **MENU** button (not shown), and at the same time rotate the tuning knob more than 3 clicks in each direction (back and forth) until the **System Diagnosis Menu,** shown in Figure 3, displays.

Figure 2

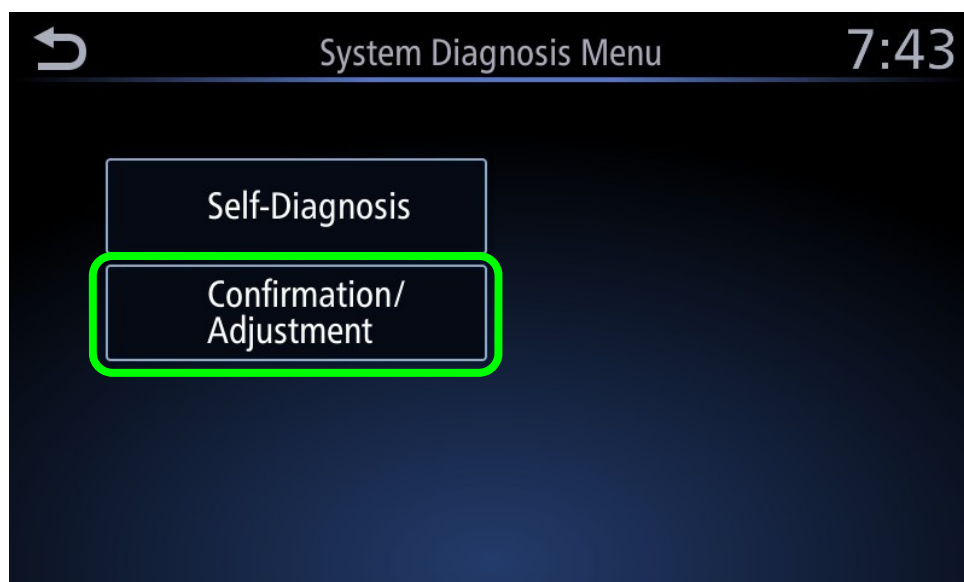2.   Select **Confirmation/Adjustment** (Figure 3).

Figure 3

NTB21-029

3. Select **Version Information**.

Figure 4

4. Using Figure 5 for reference, confirm the following:
    a. The **H/U Software** version is 810,
    b. And the **H/U Part Number** is 25915-8FM0C or 2591A-8FM0C.

    ➤ If the **H/U Software** version and the **H/U Part Number** match, proceed to step 5 on page 5, to update the AV control unit.

    ➤ If either the **H/U Software** or the **H/U Part number** do not match, this bulletin does not apply. Refer to the ESM for further diagnostic information.

    NOTICE To avoid damage to the vehicle, do not update the AV control unit if the **H/U Part Number** is not one listed above. Doing so may cause the AV control unit to operate incorrectly.
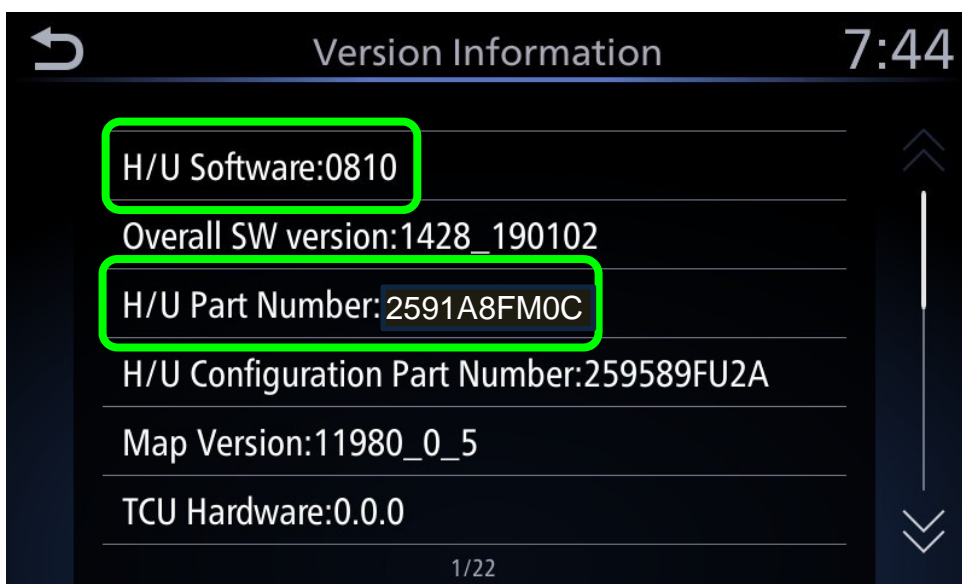

Figure 5

NTB21-029

Update AV 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 into 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 7.

- The update-software must be the only file on the USB drive.

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

HINT:
- The update-software is estimated to take 4 hours to download onto the USB drive.

6.   Open ASIST.

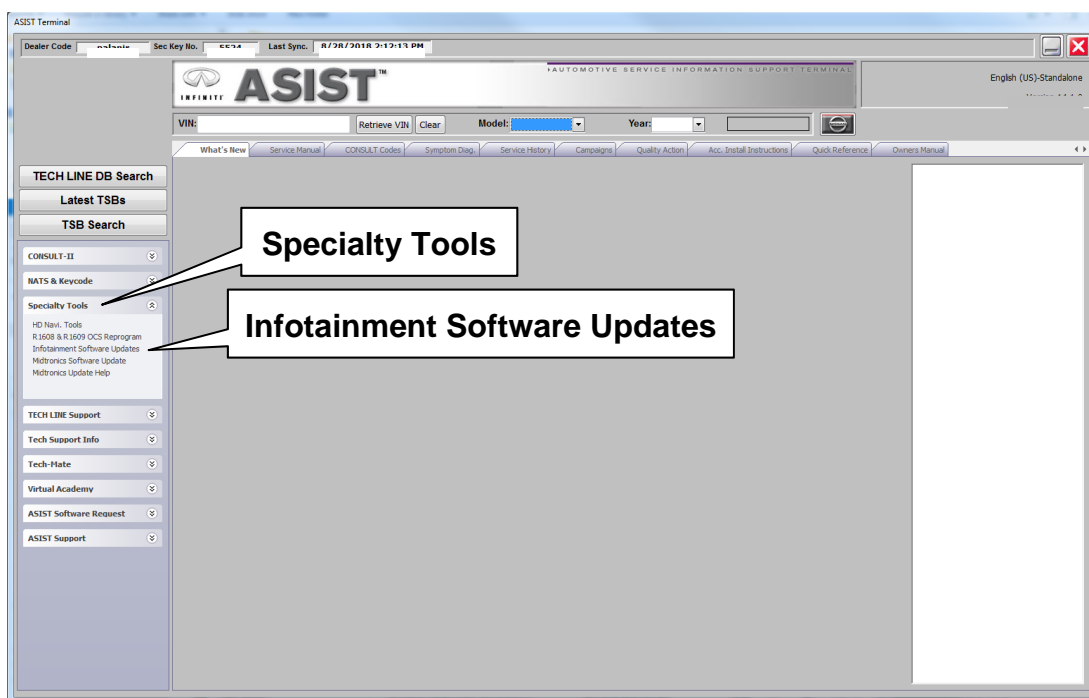7.   Select **Specialty Tools**, and then select **Infotainment Software Updates**.

Figure 6

8. Select the check box next to the **IVI002** infotainment update-software (Figure 7).

9. Use the drop-down menu and select the location of the USB drive that was inserted into the ASIST station in step 5 on page 5.
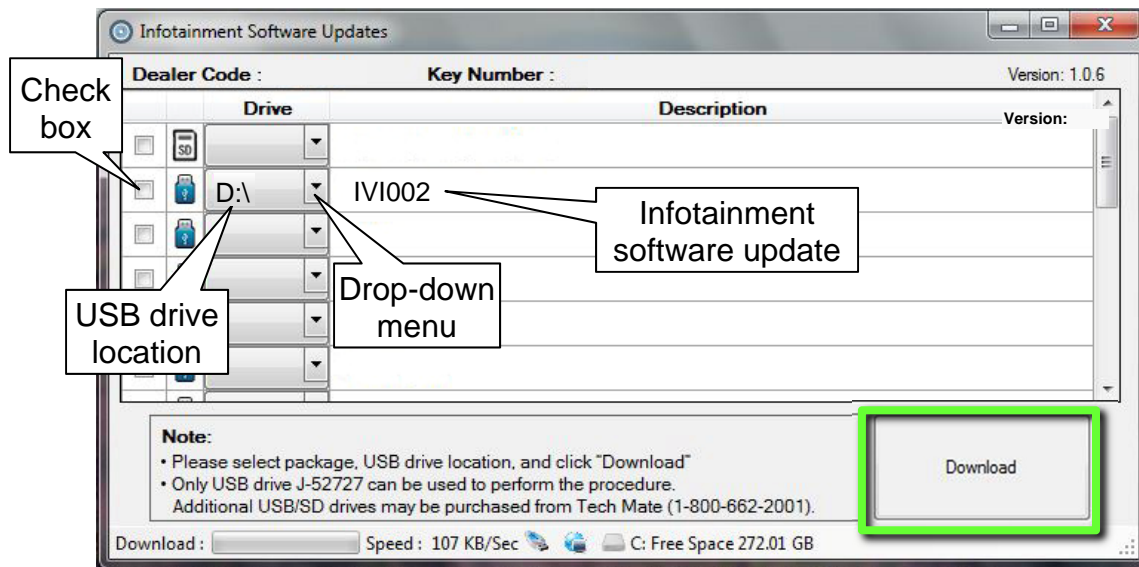

Figure 7

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

    HINT:

    - The update-software 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 8:
            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** for additional options.
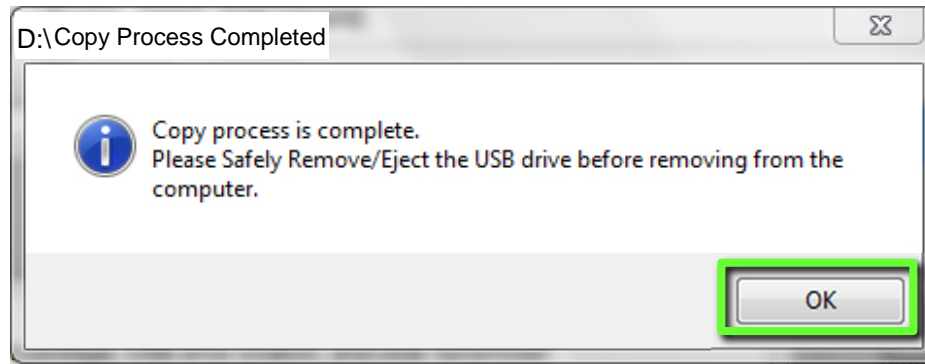

Figure 8

11. Select **OK**.

Copy process is complete.
Please Safely Remove/Eject the USB drive before removing from the computer.

OK

Figure 9

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.
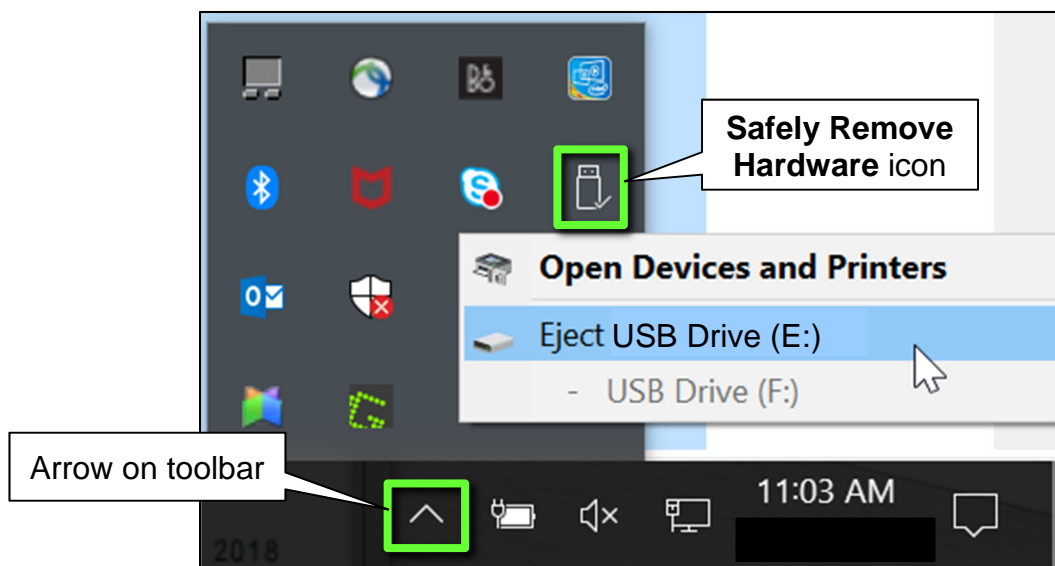

Figure 10

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 11).

   • 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.
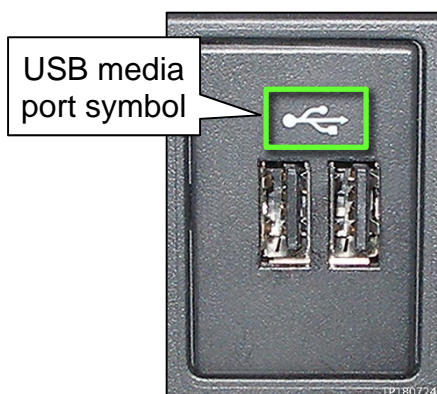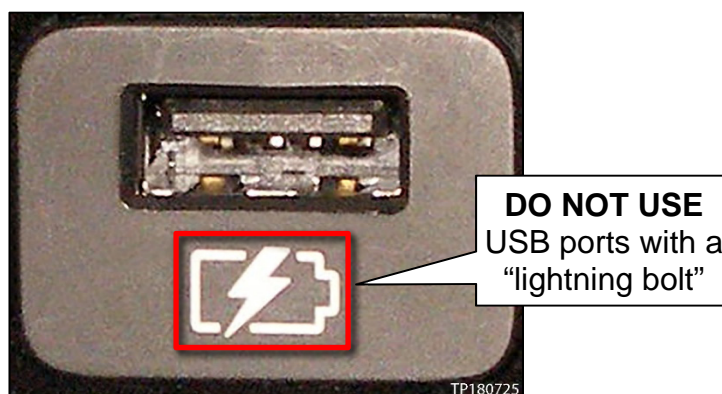

Figure 11

Figure 12

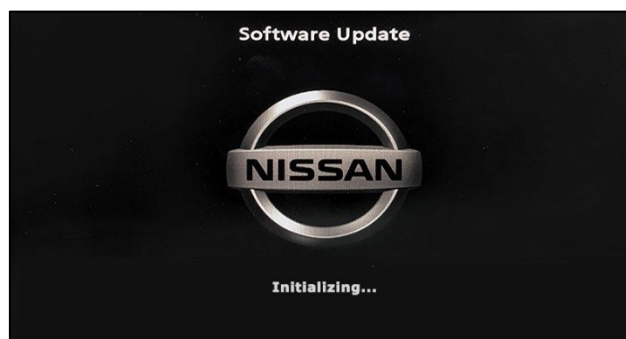17. Wait approximately 10-30 seconds for the screen in Figure 13 to appear.

Figure 13

   • The screen in Figure 14 may briefly appear. **Do not remove the USB drive**. The audio system will detect the USB drive and continue the update.

Figure 14

18. Wait for the update to complete.

- Follow the on-screen instructions while waiting.
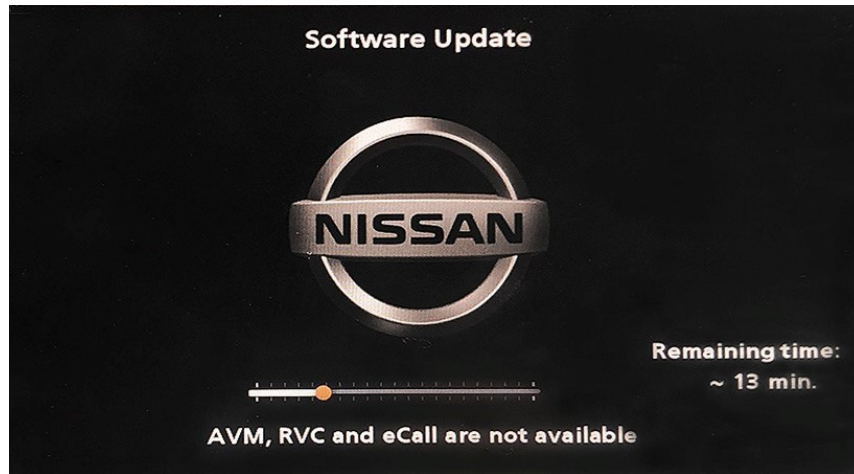
HINT: The update will take 15-25 minutes.

Figure 15

19. Once the update is complete (Figure 16), remove the USB drive; the system will reboot (restart).

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

Figure 16

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.

21. Turn the ignition OFF.

Figure 17

The steps below will fully reboot the infotainment system twice.

22. Open and close the driver door and ensure that all doors are closed.

23. Wait 5 minutes.

    NOTICE Ensure that all doors remain closed during the 5 minute wait period. If a door is opened during the 5 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 17).

    - 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 1 minute.

    - The MENU (Home) screen in Figure 18 will be displayed.

26. Turn the ignition OFF.

Figure 18

27. Repeat steps 22-26 one more time (for a total of 2 times) to complete the update.

CLAIMS INFORMATION

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

DESCRIPTION	OP CODE	SYM	DIA	FRT
Perform Part Number Check	RX9UAA	ZE	32	0.2

OR

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

DESCRIPTION	OP CODE	SYM	DIA	FRT
Perform Part Number Check and Update	RX9VAA	ZE	32	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 6, 2021	NTB21-029	Original bulletin published