



# TECHNICAL SERVICE BULLETIN

Classification: AN22-016	Reference: NTB22-055	Date: July 7, 2022
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## SOFTWARE UPDATE FOR INFOTAINMENT ISSUES

**APPLIED VEHICLES:** 2021-2022 Maxima (A36)

### 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 address the items below:

- Stability improvements and “bug” fixes.

Refer to steps 1 - 4 on pages 3 and 4 to confirm that this bulletin applies.

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 of special tool USB drive NI-52727-1 has been previously shipped to each dealer (Figure 1).
- Do not use any other USB drive to perform the procedure in this bulletin.
- Additional USB drives may be purchased from TechMate: TechMateTools.com or 1-833-397-3493. Part number: NI-52727-1.

### 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

## SERVICE PROCEDURE

### Check the Software Version

1. While holding the **MENU** button down, turn the tune knob left-right-left.



Figure 2

2. Select **Confirmation/Adjustment**.

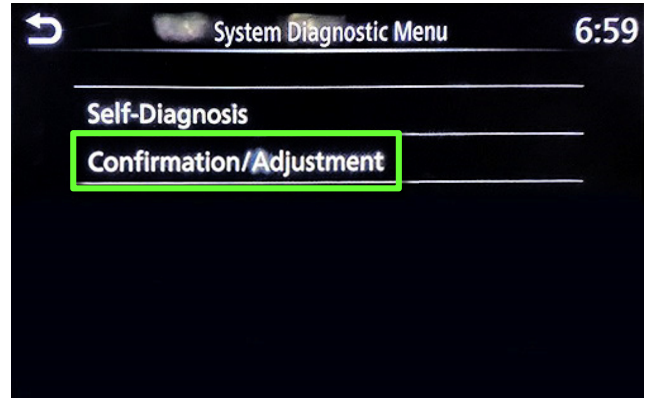


Figure 3

3. Select **Version Information**.

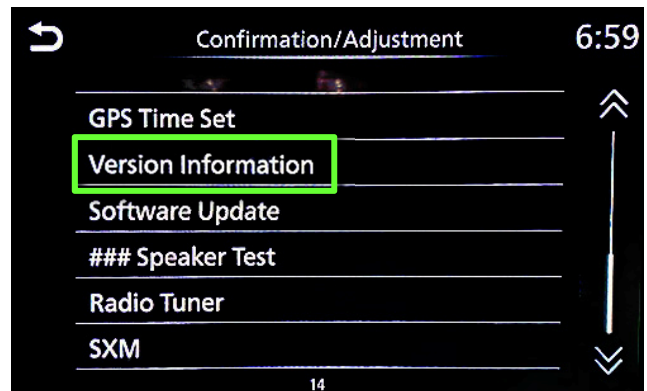


Figure 4

4. Confirm if the **Overall SW version** begins with "3387".

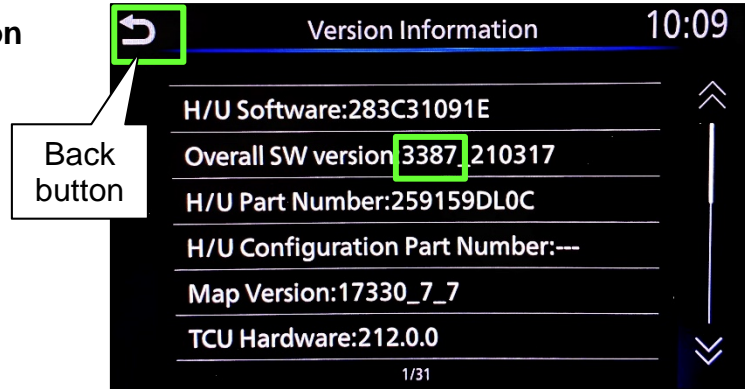


Figure 5

- If the **Overall SW version** begins with "3387", select the back button; this bulletin does not apply, skip to **CLAIMS INFORMATION** on the last page.
- If the **Overall SW version** does NOT begin with "3387", select the back button and then continue to step 5 on page 5.

## Update the AV Control Unit

### **IMPORTANT: Before starting, make sure:**

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

5. Insert special tool USB drive NI-52727-1 into a CONSULT PC.

- If the infotainment software has already been downloaded onto special tool USB drive NI-52727-1 from a prior service procedure, skip to step 14 on page 7.

### **HINT:**

- Special tool USB drive NI-52727-1 is the only USB drive approved for use with this procedure.
- The update-software is estimated to take **4 hours** to download to the USB drive.
- 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**.

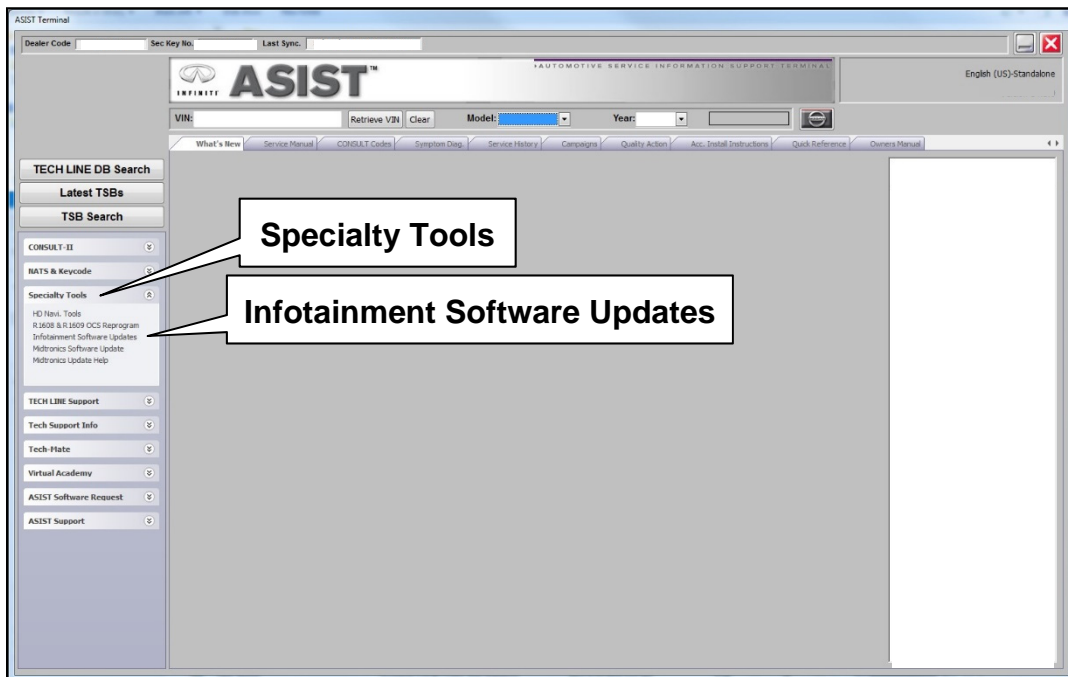


Figure 6

8. Select the check box next to infotainment update-software **IVI3387** (Figure 7).
9. Use the drop-down menu and select the location of the USB drive that was inserted in step 5 on page 5.

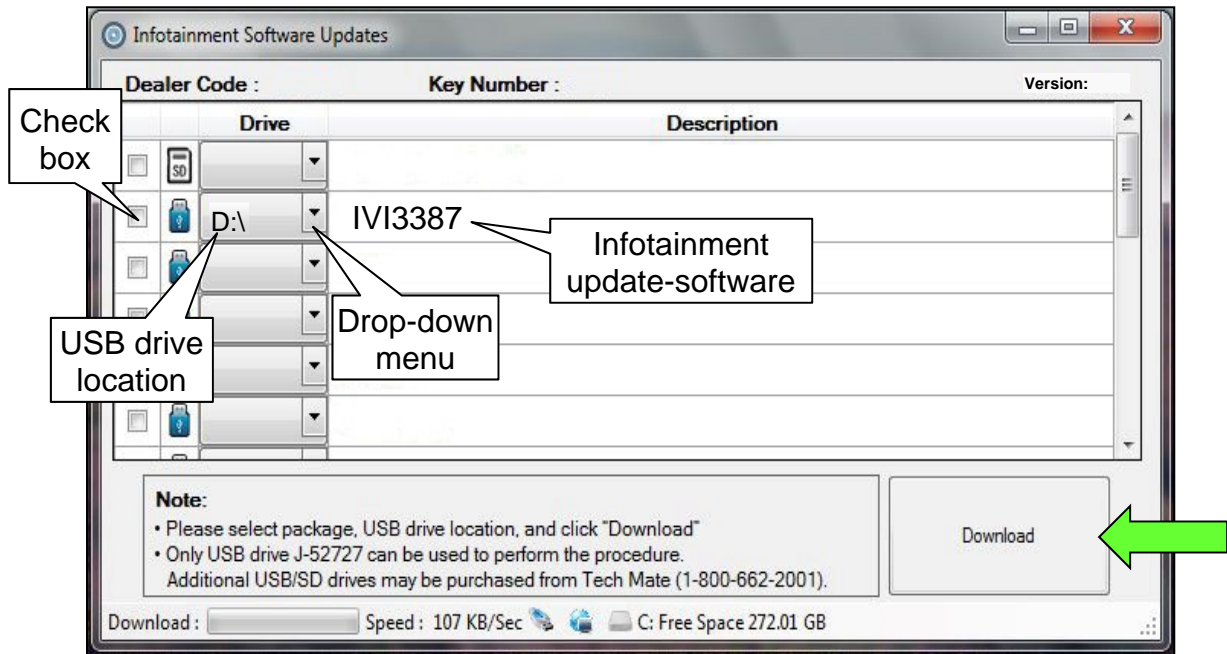


Figure 7

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 CONSULT PC, you receive the message shown in Figure 8:
  - Attempt to clear space on the CONSULT PC hard drive.

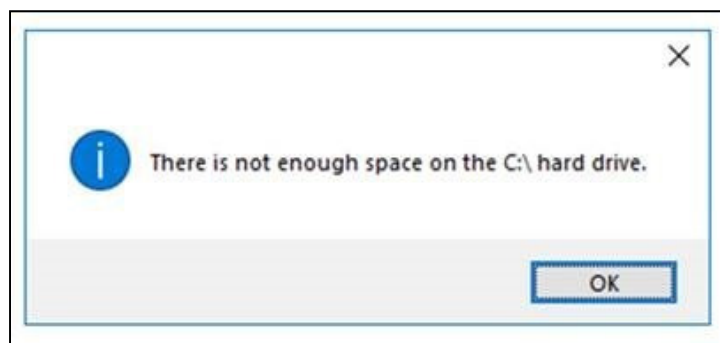


Figure 8

11. Select **OK**.

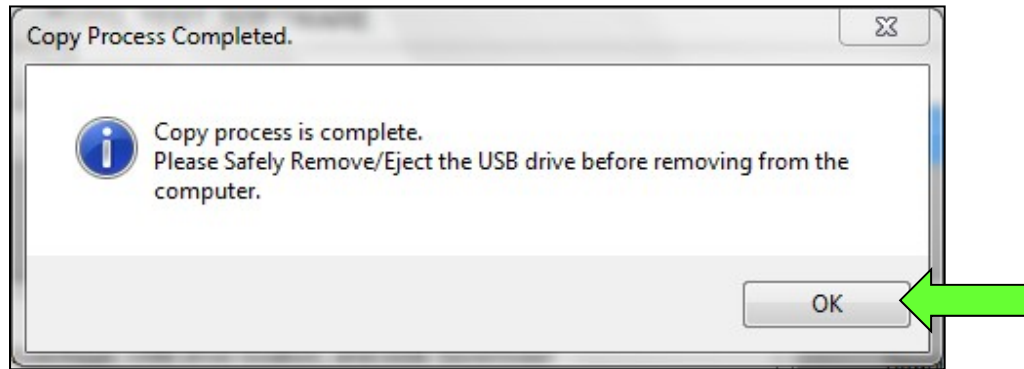


Figure 9

12. Once the transfer is complete, safely remove the USB drive from the CONSULT PC.
- From the PC toolbar, select the **Safely Remove Hardware** icon.
    - The icon is on the toolbar, or can be found after selecting the arrow.
  - Select the USB drive to be removed, and then remove the USB drive from the CONSULT PC.

**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.

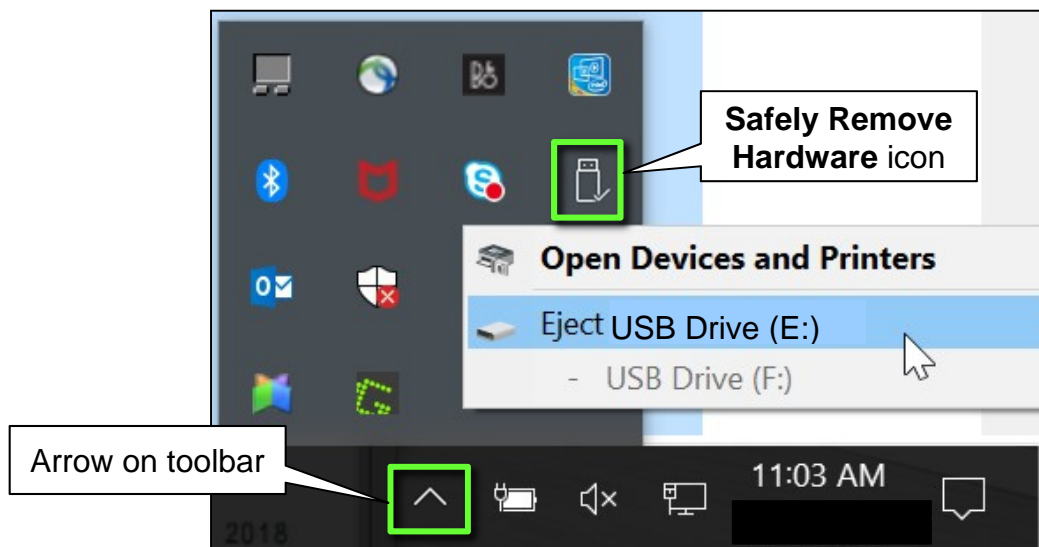


Figure 10

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 the infotainment update-software into the vehicle's USB media port (Figure 11).

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

**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.

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



Figure 11

17. Wait approximately 10-30 seconds for the screen in Figure 12 to appear.

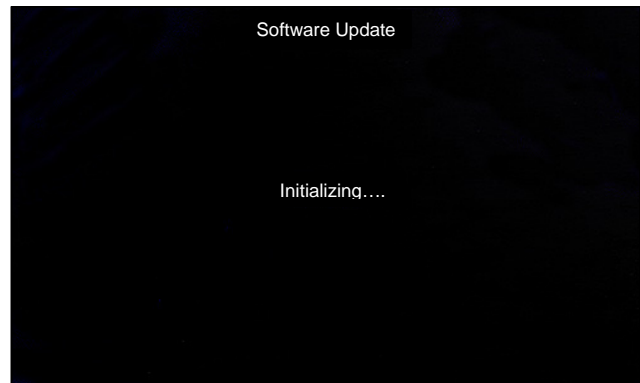


Figure 12

- The screen in Figure 13 may briefly appear. **Do not remove the USB drive.** The audio system will detect the USB drive and continue the update.



Figure 13



18. Wait for the update to complete.
- Follow the on-screen instructions while waiting.
- HINT:** The update may take 15-25 minutes.

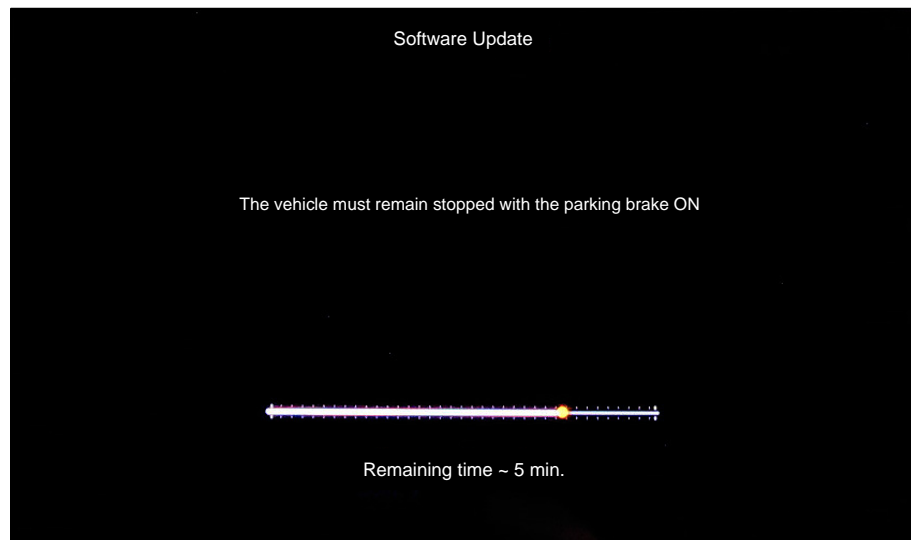


Figure 14

19. Once the update is complete (Figure 15), remove the USB drive; the system will reboot (restart).
- HINT:** The system will not reboot until the USB drive is removed.

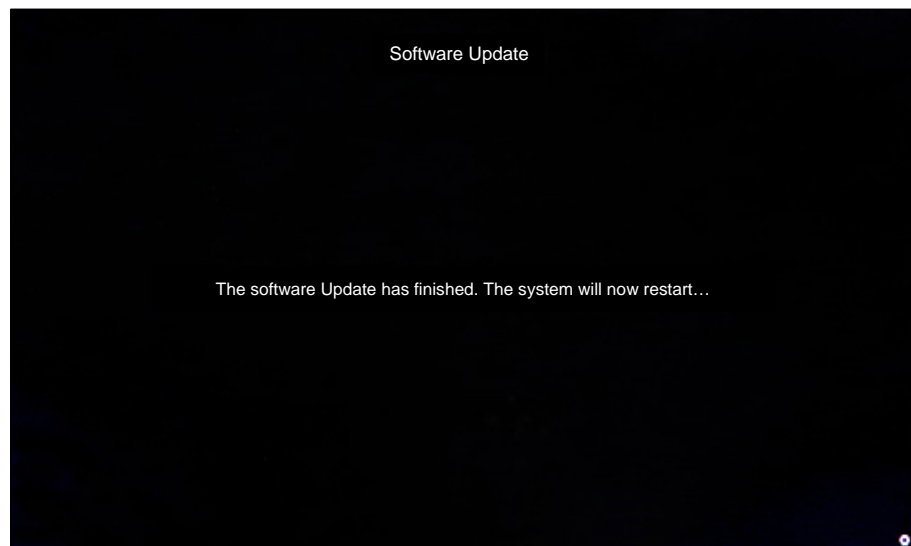


Figure 15

**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 16

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 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 16).
  - 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 17 will be displayed.



Figure 17

26. Turn the ignition OFF.

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 Software Check	RXB6AA	ZE	32	0.2

OR

DESCRIPTION	OP CODE	SYM	DIA	FRT
Perform Software Check and Update	RXB7AA	ZE	32	0.3

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
July 7, 2022	NTB22-055	Original bulletin published