



TECHNICAL SERVICE BULLETIN

Classification:

AN19-023F

Reference:

NTB19-067F

Date:

August 19, 2022

SOFTWARE UPDATE FOR INFOTAINMENT ISSUES

This bulletin has been amended. See **AMENDMENT HISTORY** on the last page.
Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2018-2019 Rogue (T32)
2018-2019 Rogue Hybrid (T32H)
2019 Rogue Sport (J11)
2019 Titan (A61)
2019 Titan XD (A61)
2019 Versa Note (E12)

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 for the items below:

- Stability improvements and “bug” fixes.
- System enhancements that will allow future Over-The-Air (OTA) updates. Without this software update, future OTAs will not be possible.

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

HINT: The update software only needs to be downloaded once and can then be used on multiple **APPLIED VEHICLES** until other infotainment software is loaded onto the USB drive to overwrite the original data.

Nissan 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 J-52727-1 (new tool number NI-52727-1) has been previously shipped to each dealer and should already be available (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:
www.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 drive.



Figure 1

SERVICE PROCEDURE

Check Software Version

1. Push the **MENU** button.

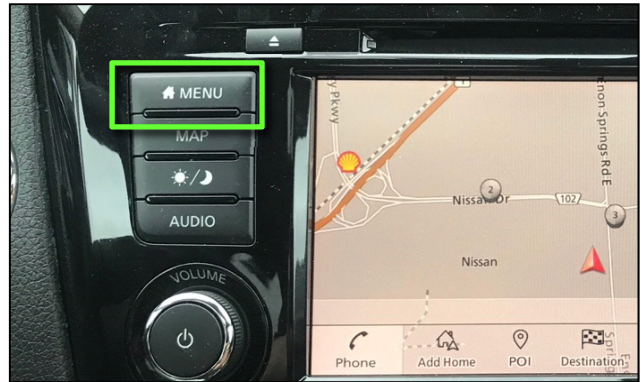


Figure 2

2. Select the **Info** icon.
 - If the **Info** icon does not appear as shown in Figure 3, this bulletin does not apply.



Figure 3

3. Select **System Information**.



Figure 4

4. Select **Software Version**.

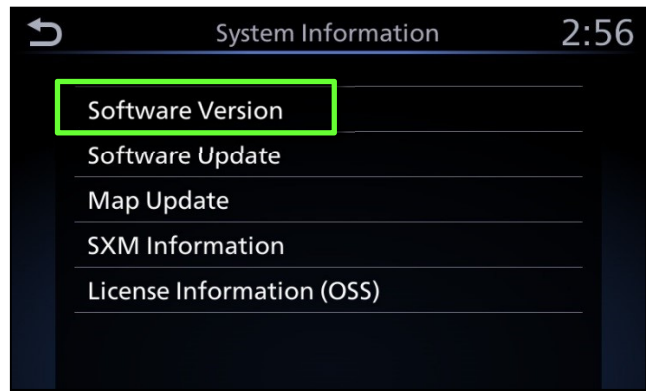


Figure 5

- If the software version is not "**0810**" or higher, select the back icon and continue to step 5 on page 5.
- If the software version is "**0810**" or higher, this bulletin does not apply. Select the back icon and skip to **CLAIMS INFORMATION**. Refer to the ESM for further diagnostic information.

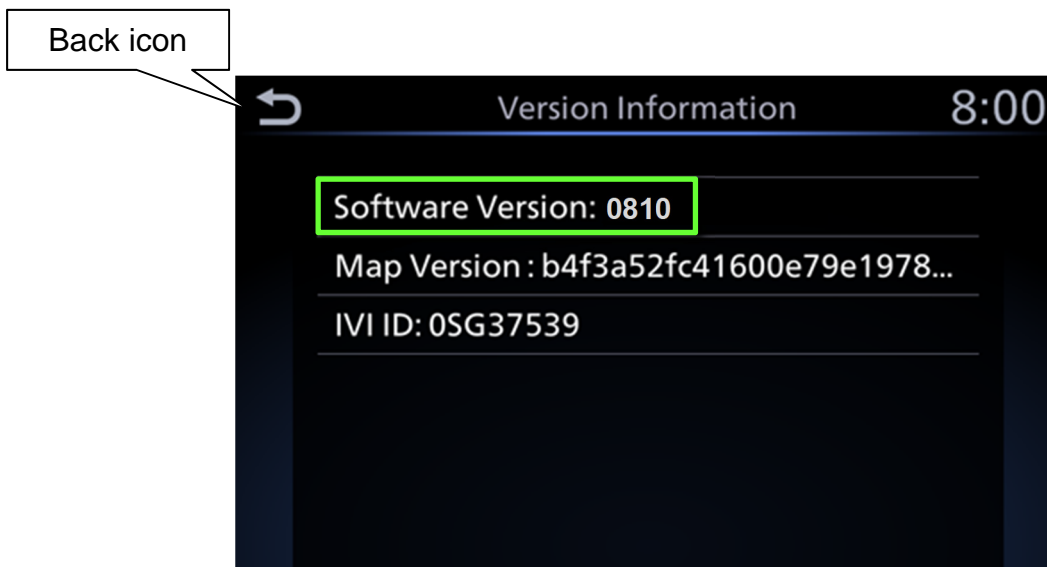


Figure 6

Update 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 J-52727-1 (NI-52727-1) into the CONSULT PC.
 - If the update-software has already been downloaded onto special tool USB drive J-52727-1 (NI-52727-1) from a prior service procedure, skip to step 14 on page 7.
 - Special tool USB drive J-52727-1 (NI-52727-1) is the only USB drive approved for use with this procedure.
 - The update 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**.

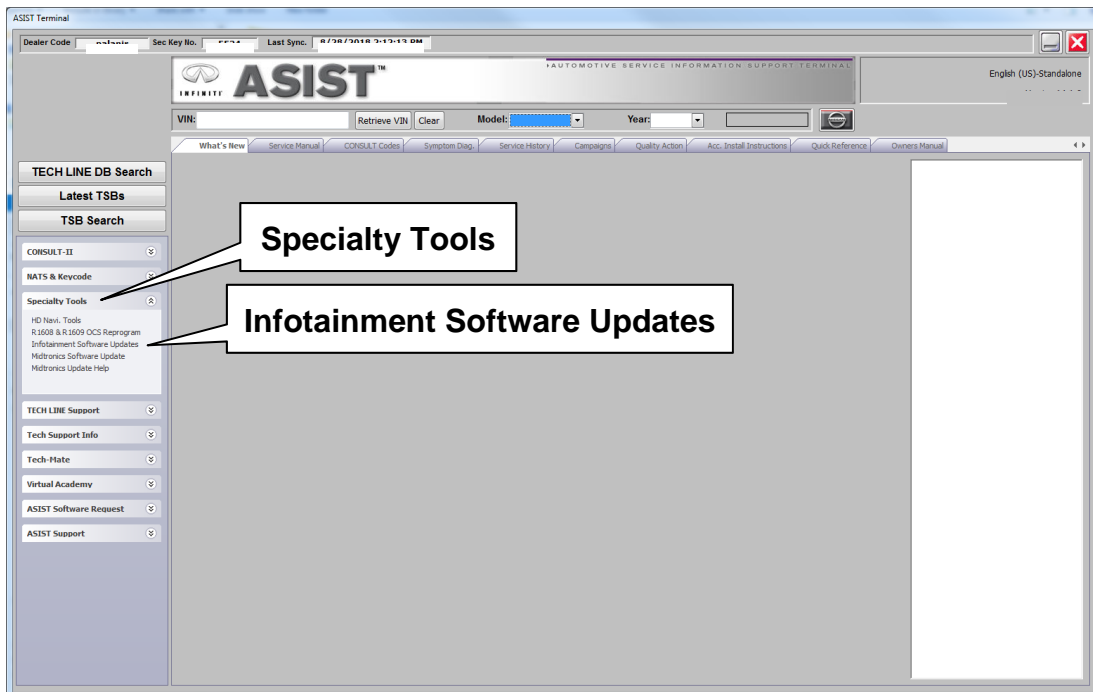


Figure 7

8. Select the check box next to the "IVI001" infotainment update-software (Figure 8).
9. Use the drop-down menu and select the location of the USB drive that was inserted into the CONSULT PC in step 5 on page 5.

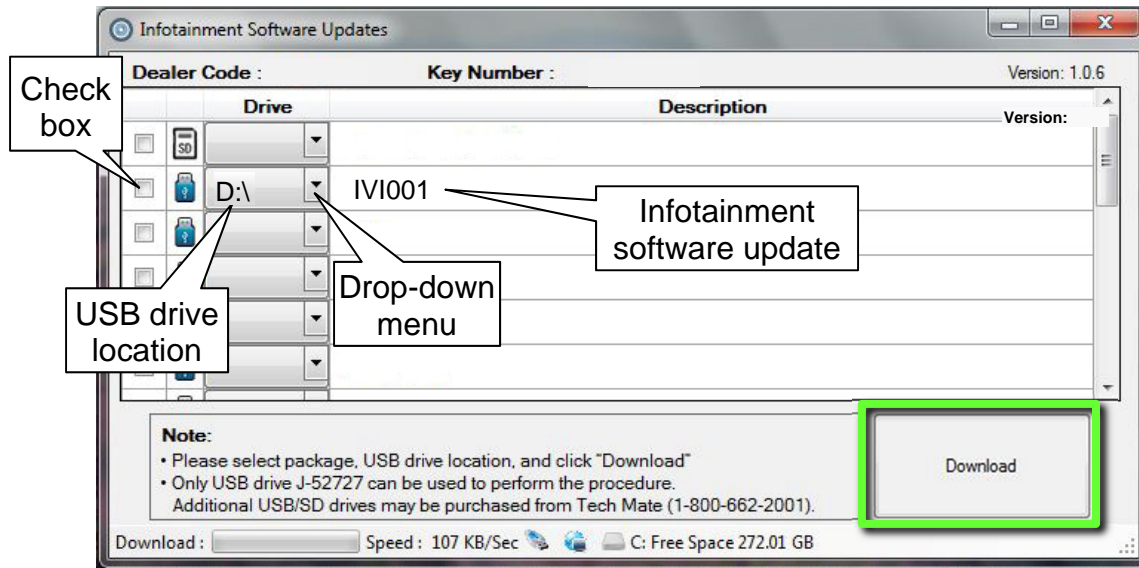


Figure 8

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 9:
 - Attempt to clear space on the CONSULT PC hard drive.



Figure 9

11. Select **OK**.

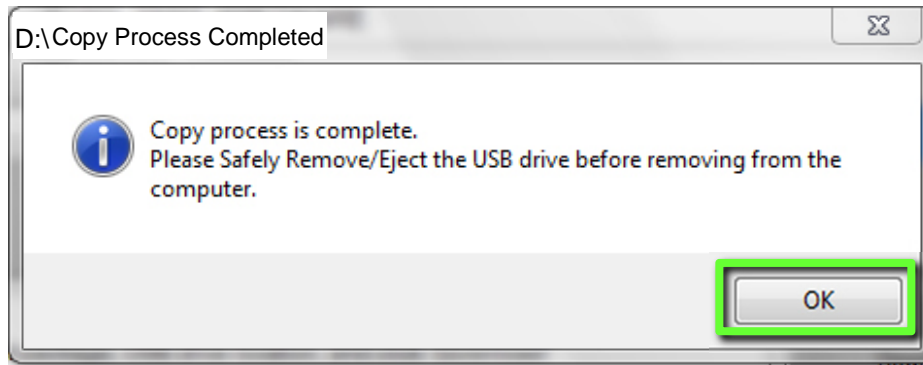


Figure 10

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.

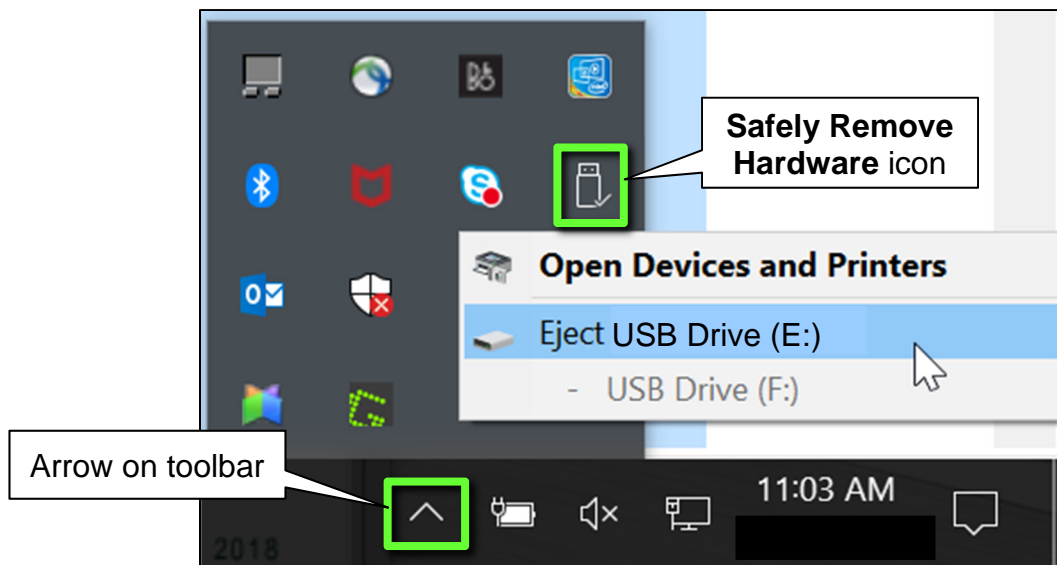


Figure 11

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 (Figure 12).
- 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.

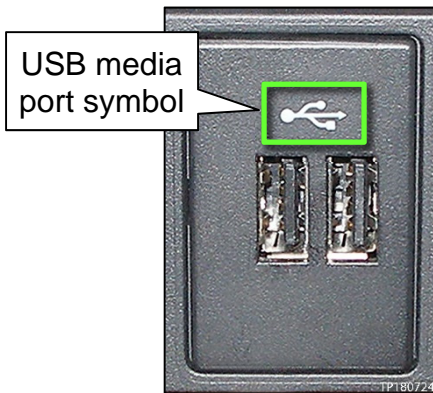


Figure 12

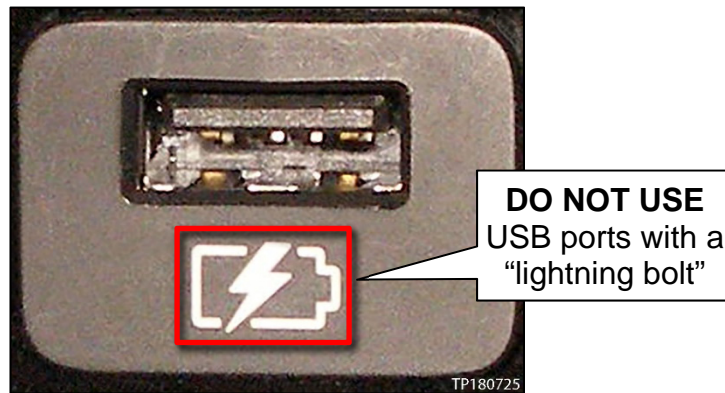


Figure 13

17. Wait approximately 10-30 seconds for the screen in Figure 14 to appear.



Figure 14

- The screen in Figure 15 may briefly appear. **Do not remove the USB drive.** The audio system will detect the USB drive and continue the update.

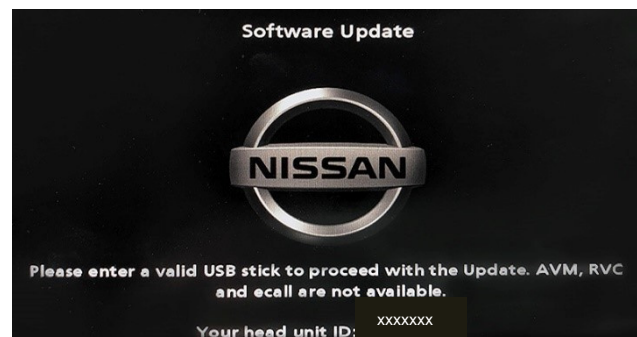


Figure 15

18. Wait for the update to complete.
- Follow the on-screen instructions while waiting.

HINT: The update may take 15-25 minutes.

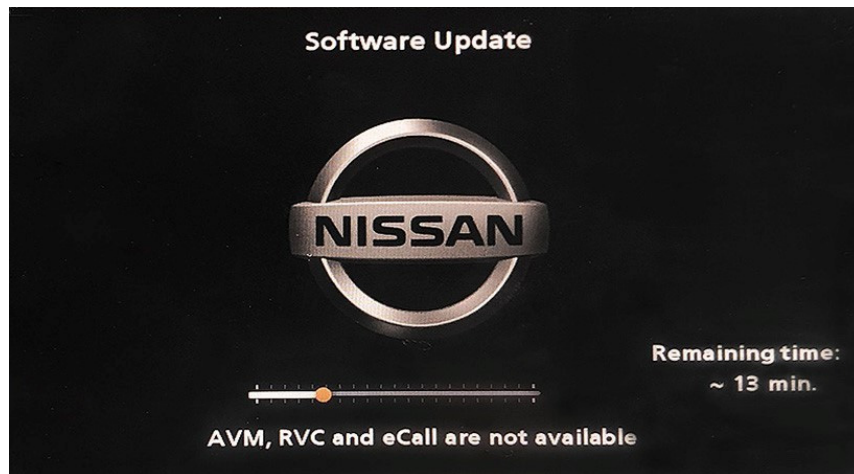


Figure 16

19. Once the update is complete (Figure 17), remove the USB drive; the system will reboot (restart).

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



Figure 17

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 18

21. Turn the ignition OFF.

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 18).
 - 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 19 will be displayed.

26. Turn the ignition OFF.



Figure 19

27. Repeat steps 22-26 one more time (for a total of two 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	RX8LAA	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 Software Check and Update	RX8MAA	ZE	32	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
September 3, 2019	NTB19-067	Original bulletin published
September 11, 2019	NTB19-067a	Page 4 revised
September 20, 2019	NTB19-067b	CLAIMS INFORMATION revised
June 25, 2020	NTB19-067c	2019 Sentra removed from APPLIED VEHICLES
November 11, 2020	NTB19-067d	Altima, Kicks, Murano, and Versa removed from APPLIED VEHICLES
February 9, 2021	NTB19-067e	Classification number updated
August 19, 2022	NTB19-067F	Maxima removed from APPLIED VEHICLES , and pages 2, 5, and 6 revised