TECHNICAL SERVICE BULLETIN

Classification:	Reference:	Date:
AN21-002A	NTB21-008A	August 31, 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: 2019 Titan/Titan XD (A61)

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.

- Audio playing with the ignition OFF.

- System enhancements that will allow future Over-The-Air (OTA) updates. Without this software update, future OTAs will not be possible.

Refer to steps 1-5 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.

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.

HINT:

- o The update-software only needs to be downloaded once and can then be used continuously on multiple **APPLIED VEHICLES**.

- o The update-software <u>must be</u> the only file on the USB drive.

Figure 1

SERVICE PROCEDURE

Check the H/U Part Number

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

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

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

Figure 2
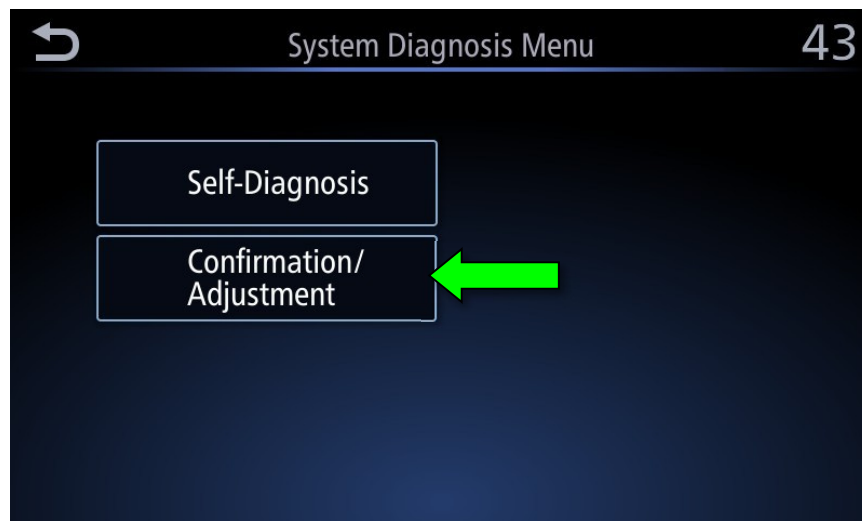
2. Select **Confirmation/Adjustment**.

Figure 3

3. Select **Version Information**.

Figure 4

4. Scroll to, and then confirm the **H/U Part Number** (Figure 5).

5. Is the **H/U Part Number** listed below?

   o 259159FU0A
   o 259159FU0B
   o 259159FU2A
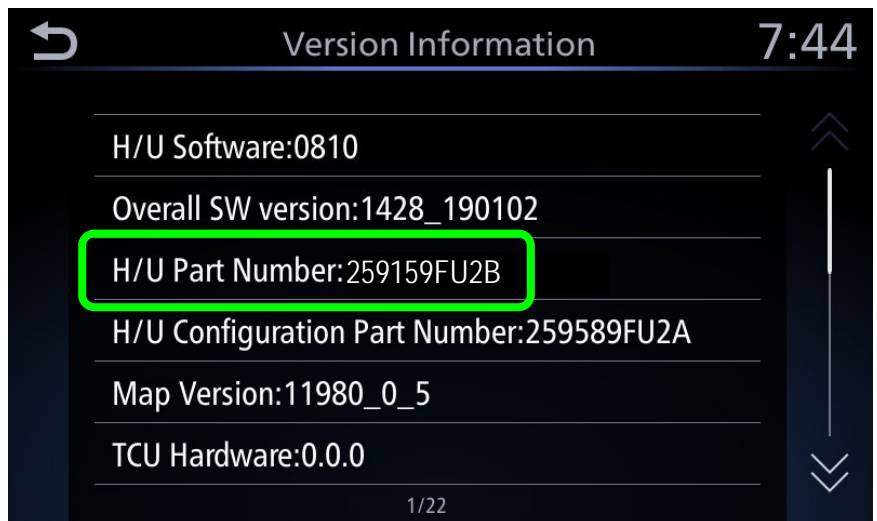   o 259159FU2B
   o 2591A9FU0A
   o 2591A9FU0B

Figure 5

YES: Install the **IVI001** infotainment update-software. Proceed to step 6 on page 5 to update the AV control unit.

NO: Install the **IVI002** infotainment update-software. Proceed to step 6 on page 5 to update the AV control unit.

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.

6.   Insert the special tool USB drive into the CONSULT PC.

- If the update-software has already been downloaded onto the USB drive from a prior service procedure, skip to step 15 on page 7.

- The special tool USB drive 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 <u>must be</u> the only file on the USB drive.

7.   Open ASIST.

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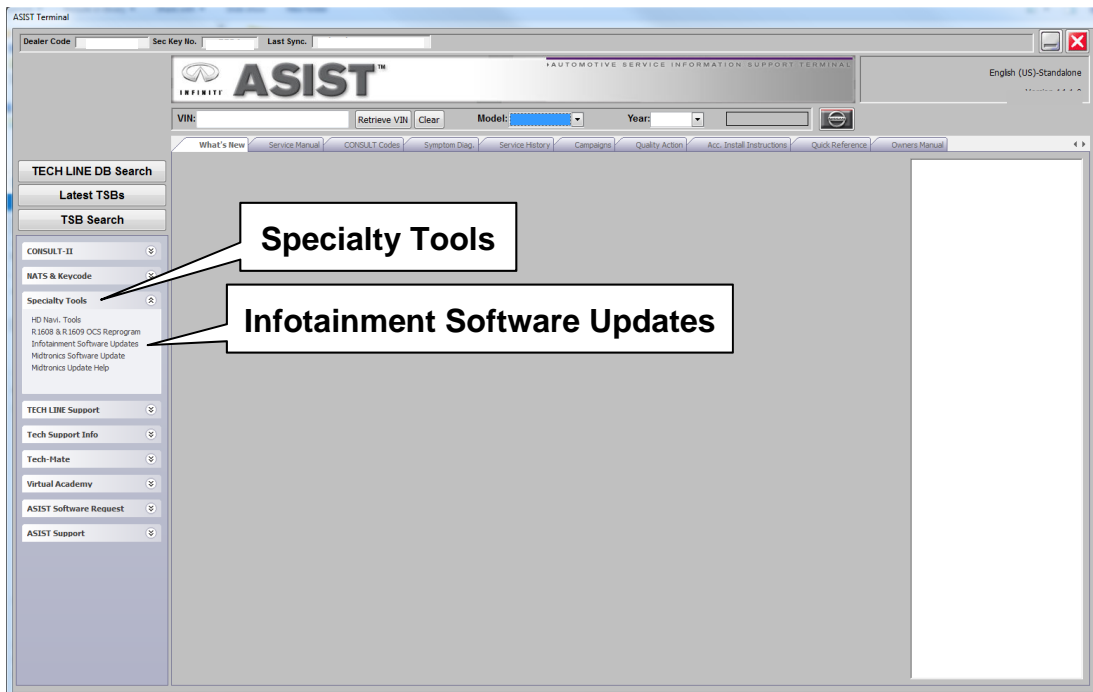

Figure 6

9. Select the check box to the left of the appropriate infotainment update-software (Figure 7).

    - Refer to **Table A** for the infotainment update-software.

    Table A

CONDITION (Refer to step 5 on page 4)	H/U PART NUMBER	UPDATE-SOFTWARE
H/U Part Number is listed $\implies$	259159FU0A 259159FU0B	IVI001
H/U Part Number is **not** listed $\implies$	259159FU2A 259159FU2B 2591A9FU0A 2591A9FU0B	IVI002

10. Use the drop-down menu and select the location of the USB drive that was inserted into the CONSULT PC in step 6.
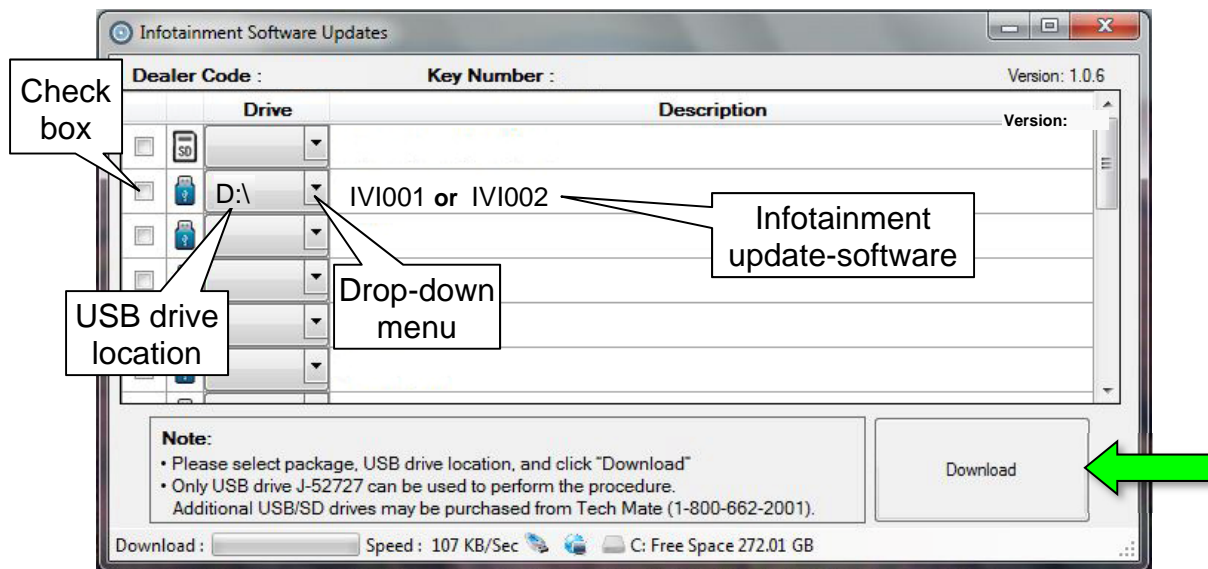

Figure 7

11. 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.
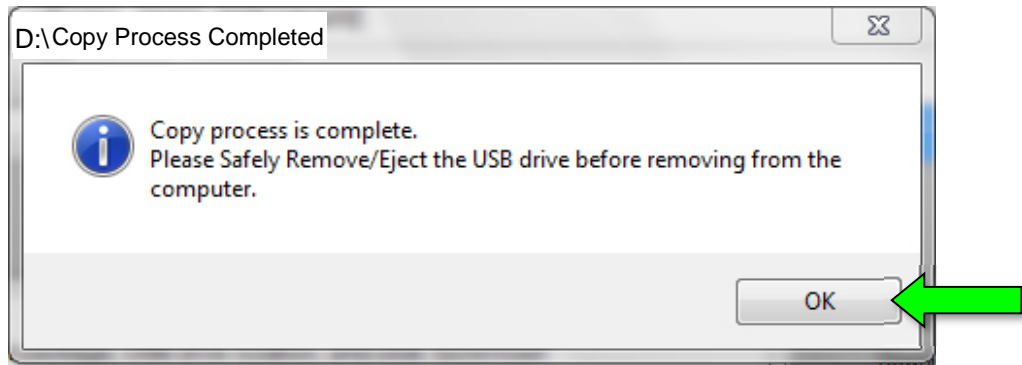

Figure 8

12. Select **OK**.

Figure 9

13. Once the transfer is complete, safely remove the USB drive from the CONSULT PC.

    a. From the PC toolbar, select the **Safely Remove Hardware** icon.

       o 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 CONSULT PC.

       NOTICE
       Follow the steps to safely remove the USB drive. If not followed, the USB drive may corrupt the infotainment update-software.

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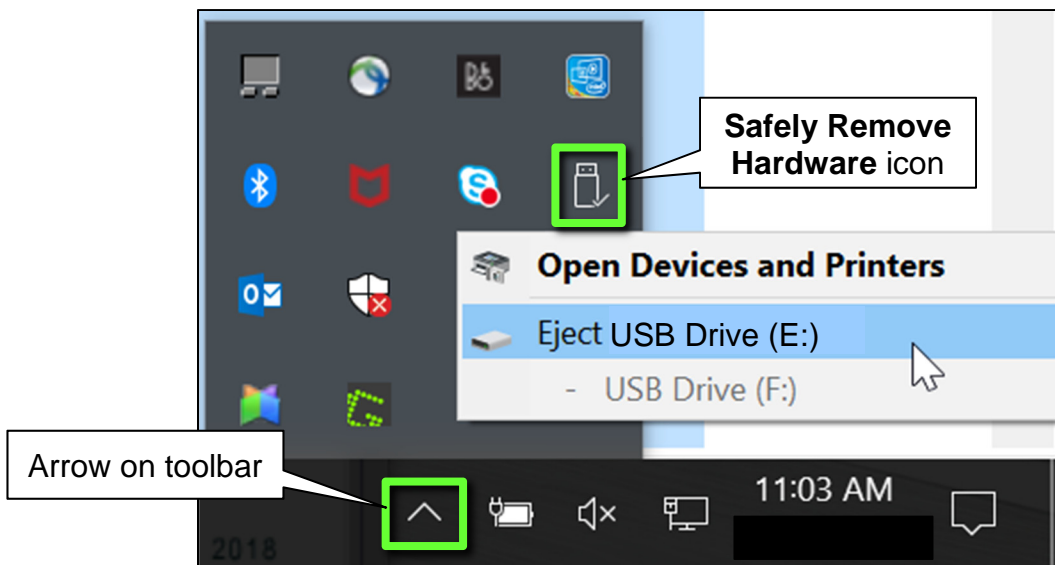

Figure 10

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

15. Set the parking brake.

16. 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.

17. 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.

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.

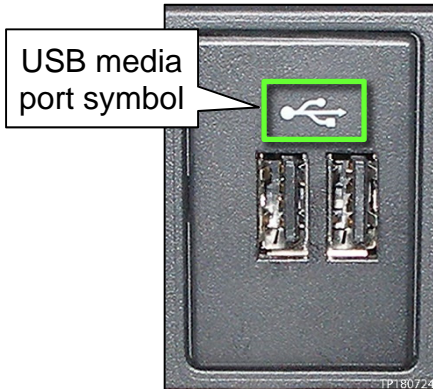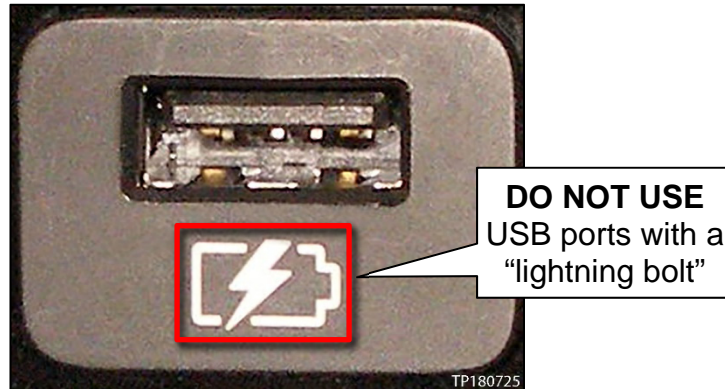**HINT:** Charging ports are marked in the vehicle with a "lightning bolt" symbol.

USB media port symbol

Figure 11

DO NOT USE USB ports with a "lightning bolt"

Figure 12

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

Software Update

NISSAN

Initializing...

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.
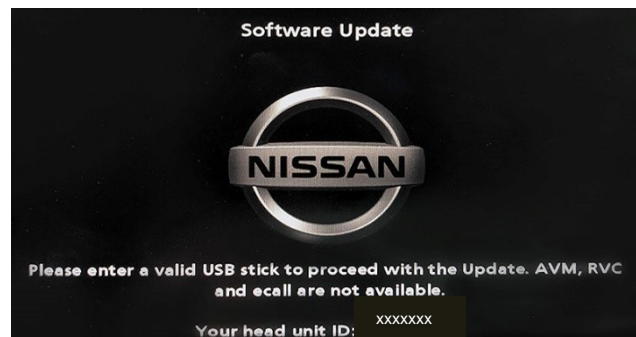
Software Update

NISSAN

Please enter a valid USB stick to proceed with the Update. AVM, RVC and ecall are not available.

Your head unit ID: xxxxxxx

Figure 14

19. Wait for the update to complete.

    - Follow the on-screen instructions while waiting.

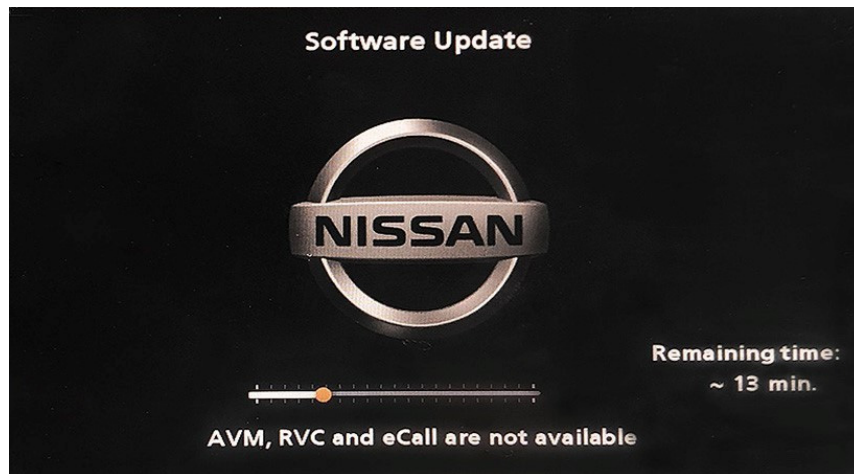   **HINT:** The update will take 15-25 minutes.

Figure 15

20. 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 21-28 must be completed. If they are not completed, the update may become corrupted.

21. Allow the reboot to complete (approximately 30 seconds).

   - The Nissan logo will be displayed during the reboot.

22. Turn the ignition OFF.

Figure 17

The steps below will fully reboot the infotainment system twice.

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

24. 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.

25. 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 22.

26. After the Nissan logo appears, wait about 1 minute.

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

27. Turn the ignition OFF.

Figure 18

28. Repeat steps 23-27 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 Part Number 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 Part Number Check and Update	RX8MAA	ZE	32	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
January 28, 2021	NTB21-008	Original bulletin published
August 31, 2022	NTB21-008A	**SERVICE INFORMATION** and pages 2, 4, and 6 revised