



TECHNICAL SERVICE BULLETIN

Classification: AN22-001A	Reference: NTB22-028A	Date: September 6, 2022
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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:** 2021 Kicks (P15)
2021 Sentra (B18)
- APPLIED DATES:** 2021 Kicks built before October 5, 2021
2021 Sentra built on or between March 18 and Sept 23 of 2021
- APPLIED GRADES:** SR and SV

SERVICE INFORMATION

IMPORTANT:

- For Sentra, if Service Comm shows that PM991 applies to the vehicle you are working on, perform PM991 and do not apply this bulletin.
- Refer to NTB21-038 to verify if the customer concern is a Hardware or Software related issue. This bulletin does not apply to hardware issues.

The software update in the following **SERVICE PROCEDURE** is to address the items below:

- Stability improvements and "bug" fixes
- High Frequency noise with audio system display ON

Refer to steps 1 - 5 starting on page 3 to confirm that this bulletin applies.

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 has been previously shipped to each dealer (Figure 1).
 - New part number NI-52727.
- Do not use any other USB drive to perform the procedure in this bulletin.
- Additional USB drives may be purchased from Tech•Mate online: techmatetools.com, or by phone: 1-833-397-3493.

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

NOTICE

Do not apply this software update to models outside of the APPLIED DATES range. If applied outside of the APPLIED DATES range, the Audio Control Unit may be damaged.

- Damaged Audio Control Units, due to improperly following the **SERVICE PROCEDURE** in this bulletin or the software update being applied outside of the **APPLIED DATES** range, will not be eligible for warranty claims.

SERVICE PROCEDURE

Check Software Version

1. Select **Settings**, located in the lower right hand corner of the Audio Control Unit display (Figure 2).



Figure 2

2. Select **Info**.



Figure 3

3. Select **System Information**.

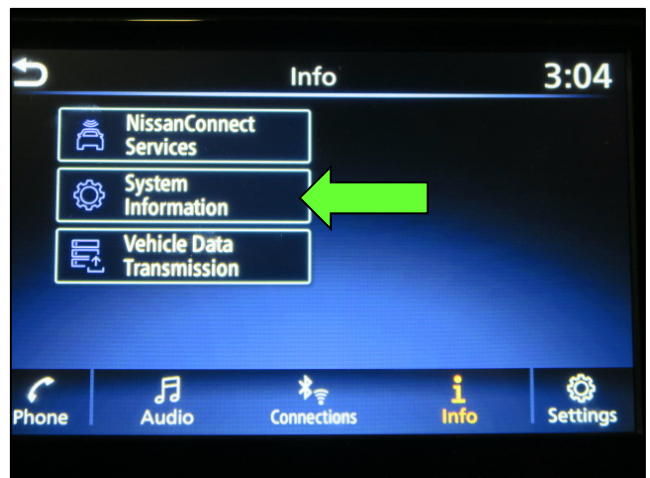


Figure 4

4. Select **Version Information**.

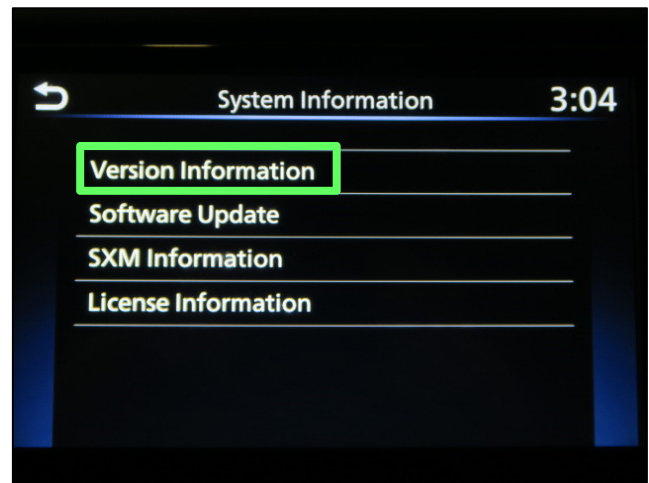


Figure 5

5. Verify the **Software Version** is numerically below 423.
 - If the **Software Version** is below 423, proceed to step 6 on page 5.
 - If the **Software Version** is not below 423, the **SERVICE PROCEDURE** is complete. Proceed to **CLAIMS INFORMATION** on the last page of this bulletin.

NOTE: Further diagnostic may be needed that is not covered by this bulletin. Refer to the appropriate section of the Electronic Service Manual (ESM).

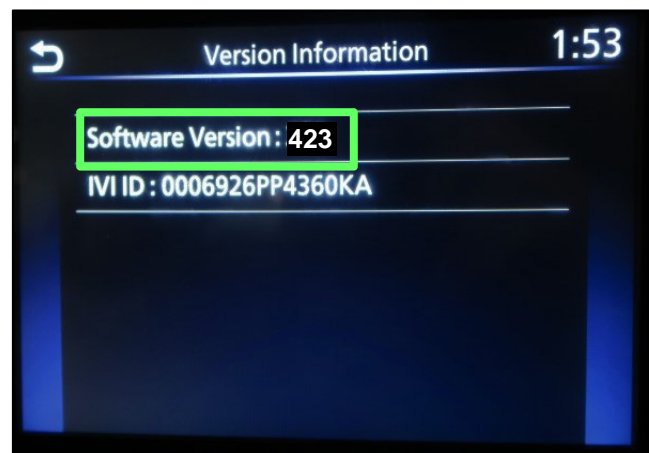


Figure 6

Download Software from Infotainment Downloader Tool

IMPORTANT: Before starting, make sure:

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

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

- If the infotainment update-software has already been downloaded onto special tool USB drive from a prior service procedure, skip to step 15 on page 8.

HINT:

- Special tool USB drive is the only USB drive approved for use with this procedure.
- The update-software must be the only file on the USB drive.
- The update-software is estimated to take 10-15 minutes to download to the USB drive.
- The update-software only needs to be downloaded once and can then be used continuously on multiple **APPLIED VEHICLES**.

7. Open ASIST.

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

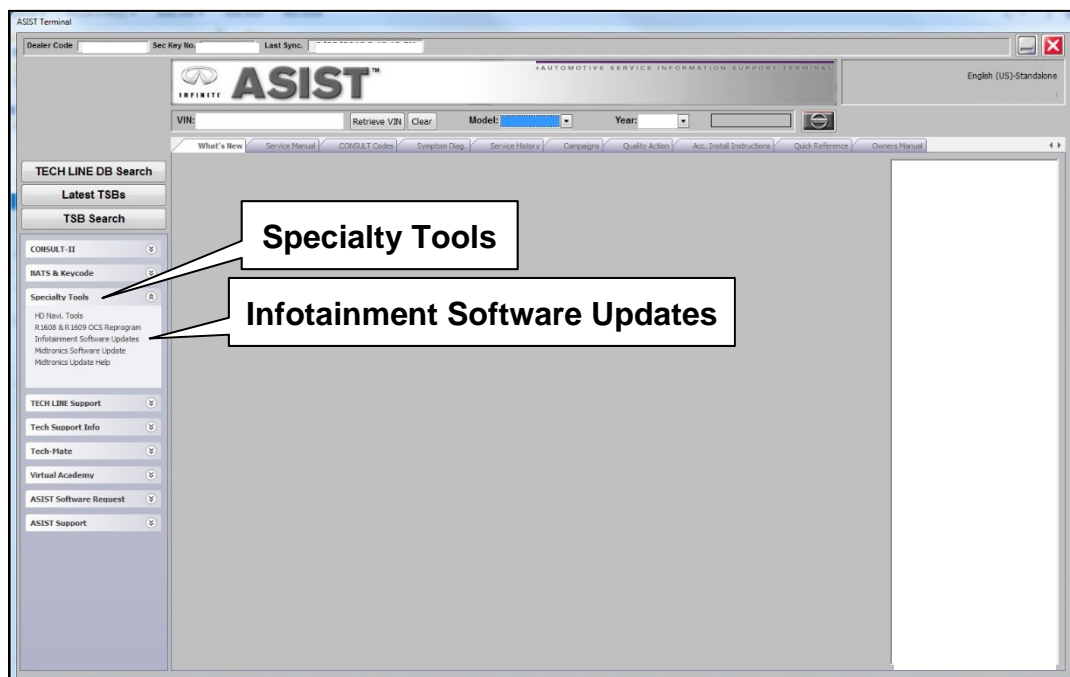


Figure 7

9. Select the check box next to one of the following model specific infotainment update-software descriptions:
 - For Sentra – **IVI0423**
 - For Kicks – **KICKS (P15) IVI423**
10. Use the drop-down menu and select the location of the USB drive that was inserted in step 6 on page 5.

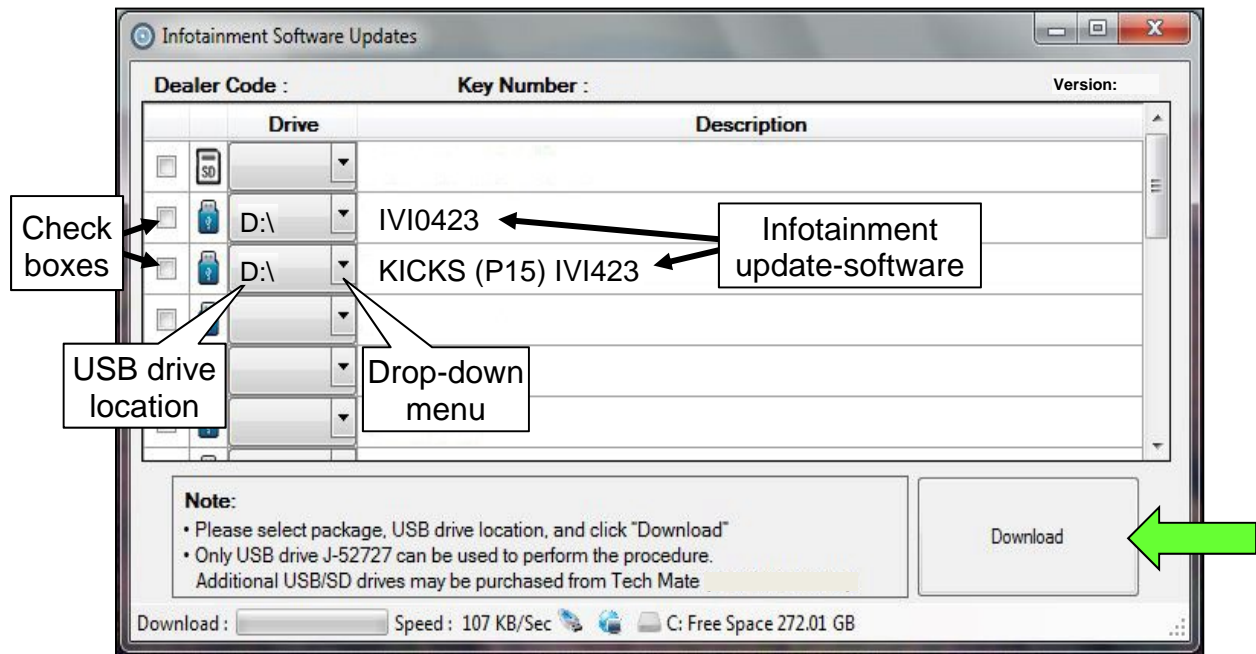


Figure 8

11. Select **Download**, and then wait for the download to complete.
HINT: The update-software is estimated to take 10-15 minutes to download to the USB drive.
12. Select **OK** when the message in Figure 9 is displayed.

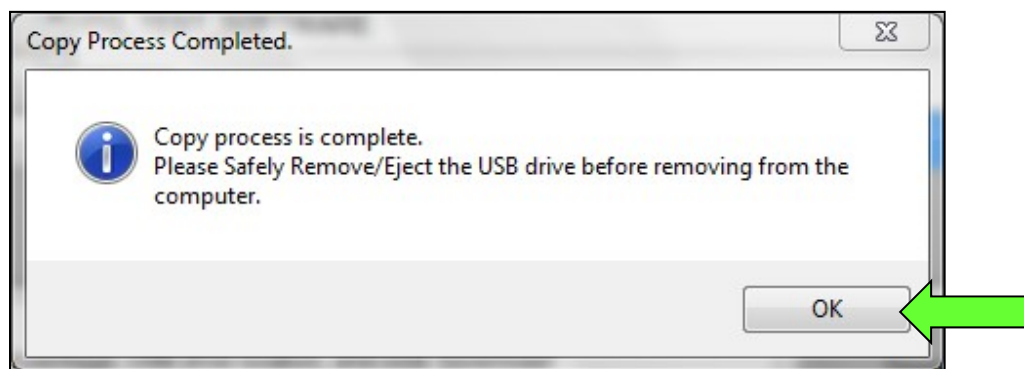


Figure 9

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.

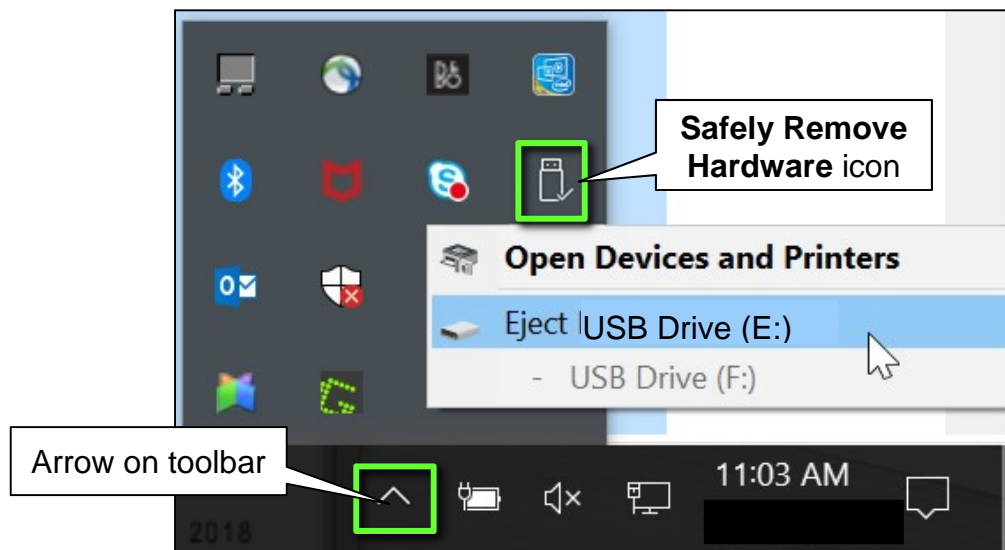


Figure 10

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

Reprogram the Audio Control Unit

15. Set the parking brake.
16. In a well ventilated area, start the engine and then wait 60 seconds for the system to load.

NOTICE

The engine needs to idle for the duration of the update to retain battery charge and ensure software update completes properly.

17. 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 do so.

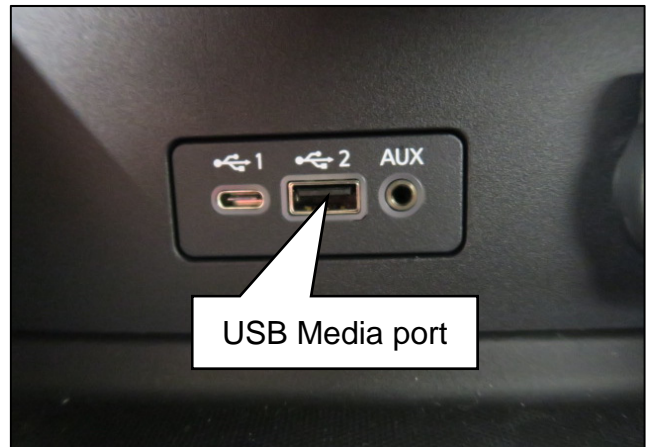


Figure 11

18. Wait approximately 10-30 seconds for the screen in Figure 12 to appear, and then select **OK**.

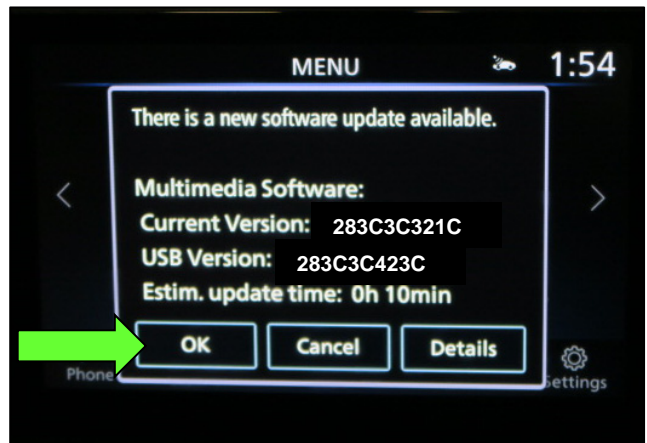


Figure 12

- If the screen in Figure 13 is shown, select **No**.

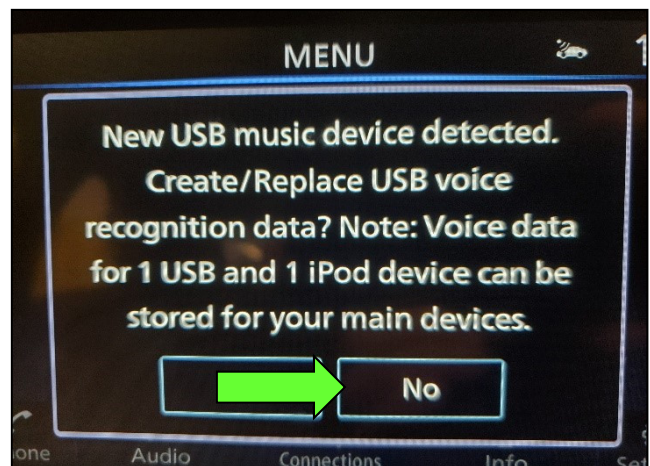


Figure 13

19. Review the software update requirements, shown in Figure 14, and then select **Accept** to start the reprogramming.

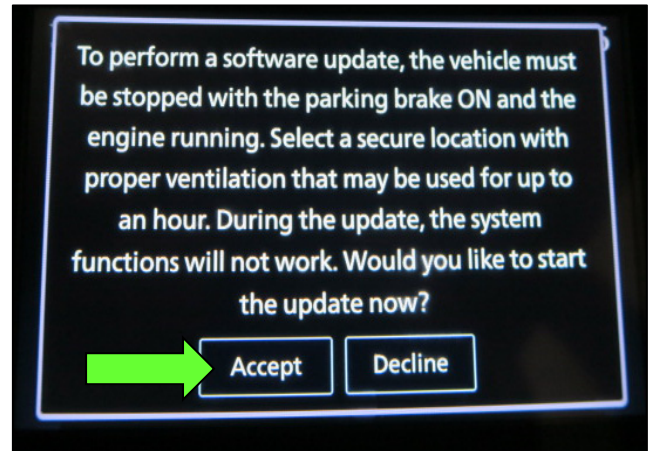


Figure 14

20. When the message shown in Figure 15 is displayed, remove the USB drive from the USB media port.

NOTICE

Do not remove the USB drive until the screen in Figure 15 is displayed. If removed prior to this screen being displayed, the Audio Control Unit may be damaged.

21. Turn the ignition OFF.
22. Open and close the driver door.
23. Restart the engine.
24. Allow the system to boot up completely (approximately 30 seconds).
 - The Nissan logo will be displayed during the reboot (Figure 16).

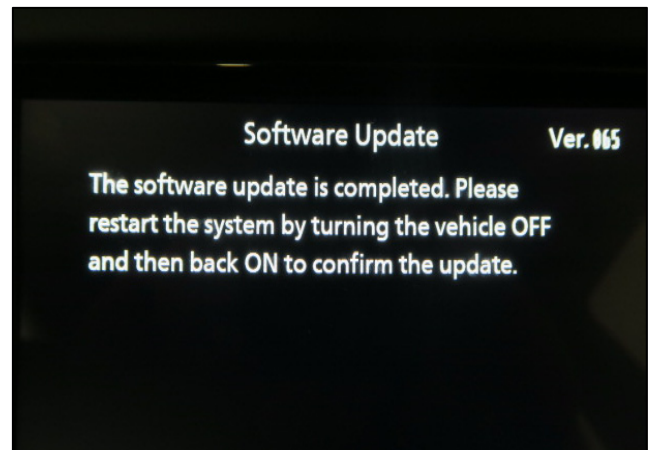


Figure 15

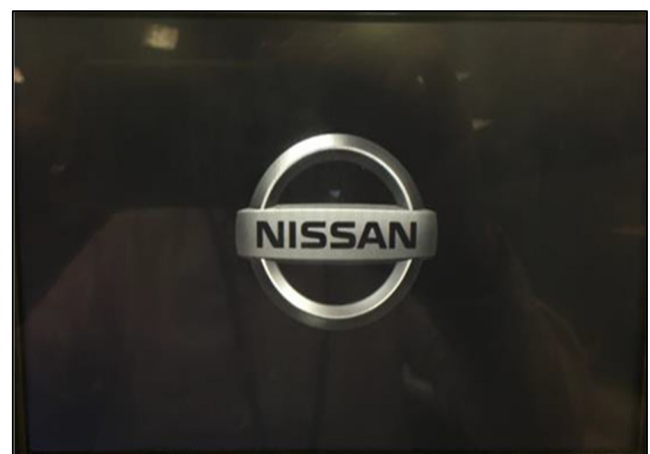


Figure 16

Confirm Software Version

25. Select **Settings**, located in the lower right hand corner of the Audio Control Unit display (Figure 17).



Figure 17

26. Select **Info**.



Figure 18

27. Select **System Information**.

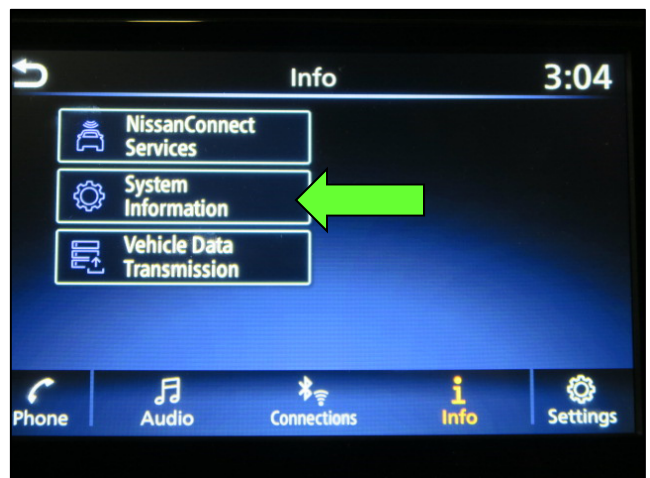


Figure 19

28. Select **Version Information**.

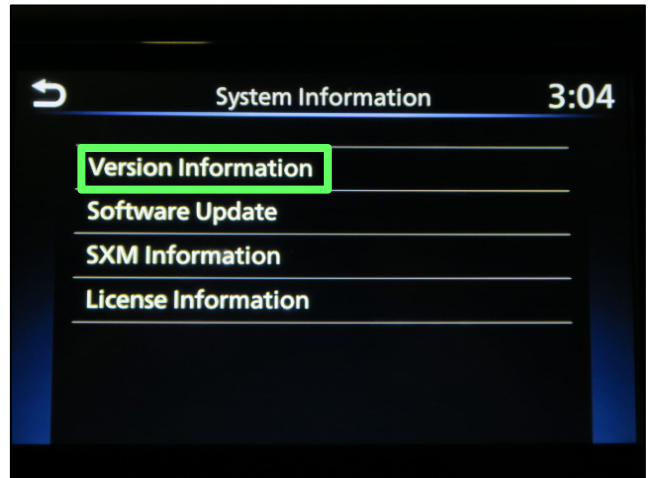


Figure 20

29. Verify the **Software Version** is now **423**.

- If the **Software Version** is NOT **423**, start this procedure over and verify that the correct software shown in step 9 on page 6 is downloaded.
- If the **Software Version** is 423, the reprogramming is complete. Proceed to **CLAIMS INFORMATION** on the next page.



Figure 21

CLAIMS INFORMATION

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

DESCRIPTION	OP CODE	SYM	DIA	FRT
Perform Software Check	RX9ZAA	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 & Update	RX4SAA	ZE	32	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 13, 2022	NTB22-028	Original bulletin published
September 6, 2022	NTB22-028A	Page 2 and CLAIMS INFORMATION updated