



TECHNICAL SERVICE BULLETIN

Classification: AN21-019B	Reference: NTB21-085B	Date: December 19, 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: 2021-2022 Rogue (T33)
APPLIED GRADES: S grade only

IF YOU CONFIRM

The customer is experiencing a software related concern.

- Refer to NTB21-038 to verify if the customer concern is a hardware or software related issue.

ACTION

1. Refer to steps 1-4, starting on page 3, to confirm if the current software begins with "4620".
2. If the current software does not begin with "4620", update the software using the steps in the **SERVICE PROCEDURE**.

IMPORTANT: The purpose of **ACTION** (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire **SERVICE PROCEDURE** as it contains information that is essential to successfully completing this repair.

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.

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 “4620”.



Figure 5

- If the **Overall SW version** does not begin with “4620”, select the back icon and continue to step 5 on the next page.
- If the **Overall SW version** begins with “4620”, this bulletin does not apply. Select the back icon, and refer to **CLAIMS INFORMATION** on the last page.



Figure 6

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 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 14 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 must be the only file on the USB drive.
 - The update-software only needs to be downloaded once and can then be used continuously on multiple **APPLIED VEHICLES**.
 6. Open ASIST.
 7. Select **Specialty Tools**, and then select **Infotainment Software Updates**.

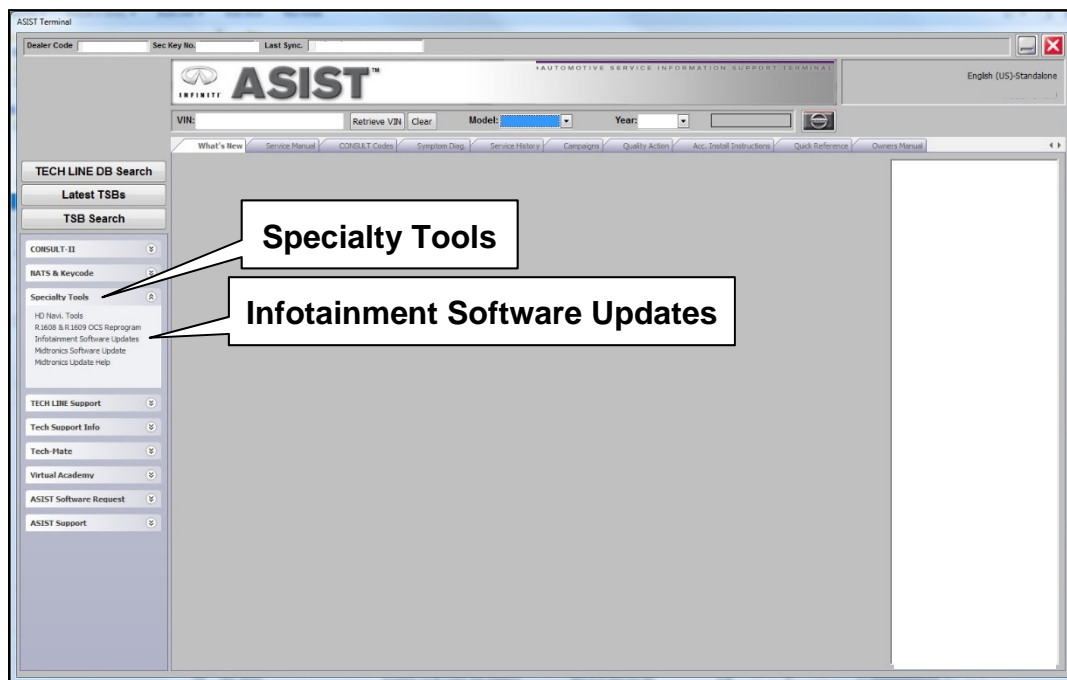


Figure 7

8. Select the check box next to infotainment update-software ID **IVI4620** (Figure 8).
9. Use the drop-down menu and select the location of the USB drive that was inserted in step 5 on page 5.

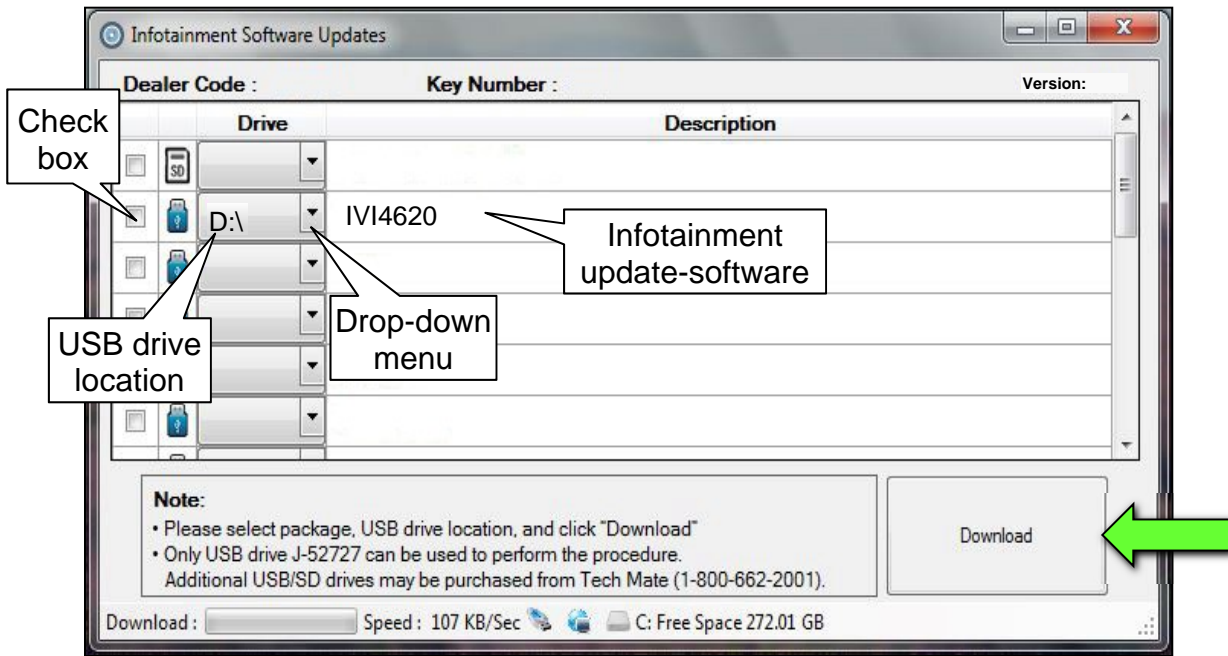


Figure 8

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.

11. Select **OK**.

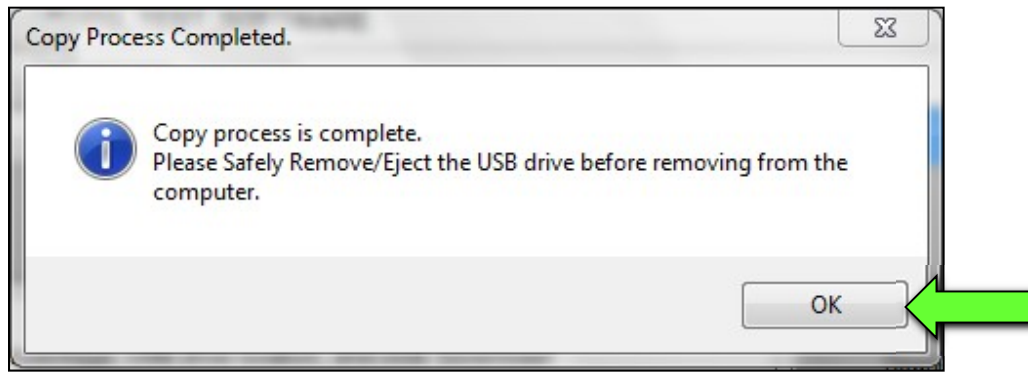


Figure 9

12. 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.

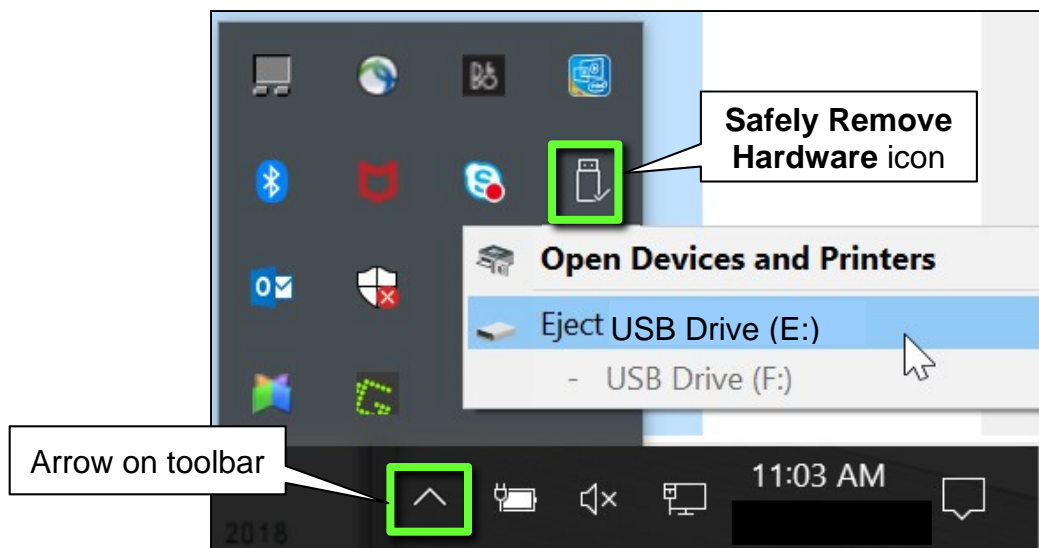


Figure 10

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 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.

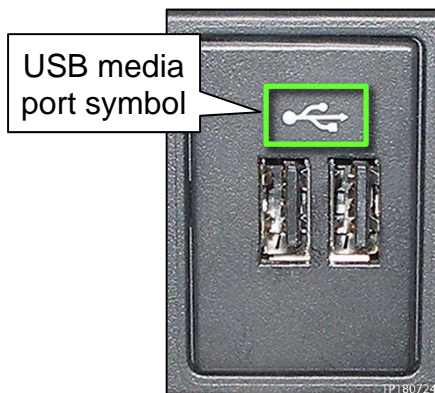


Figure 11

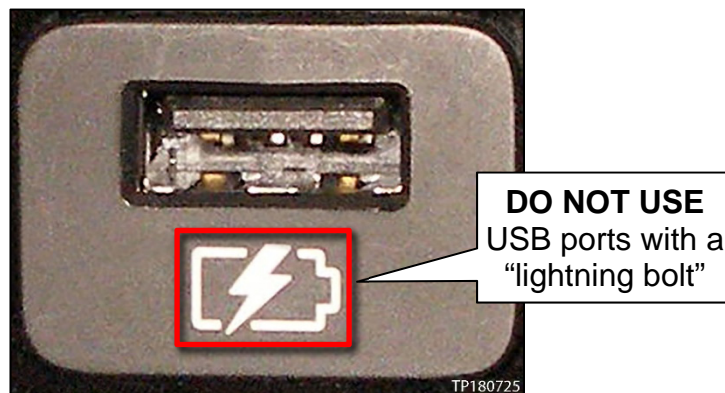


Figure 12

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 and continue the update.

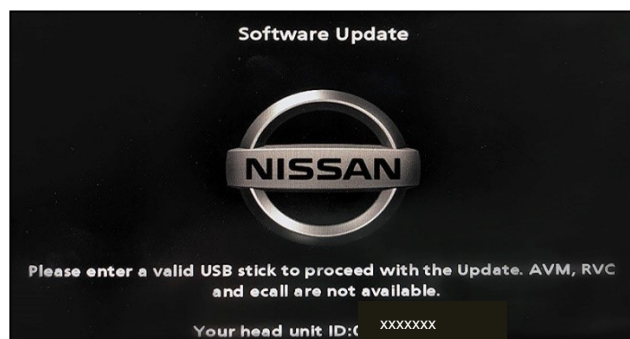


Figure 14

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

HINT: The update may take 15-25 minutes.

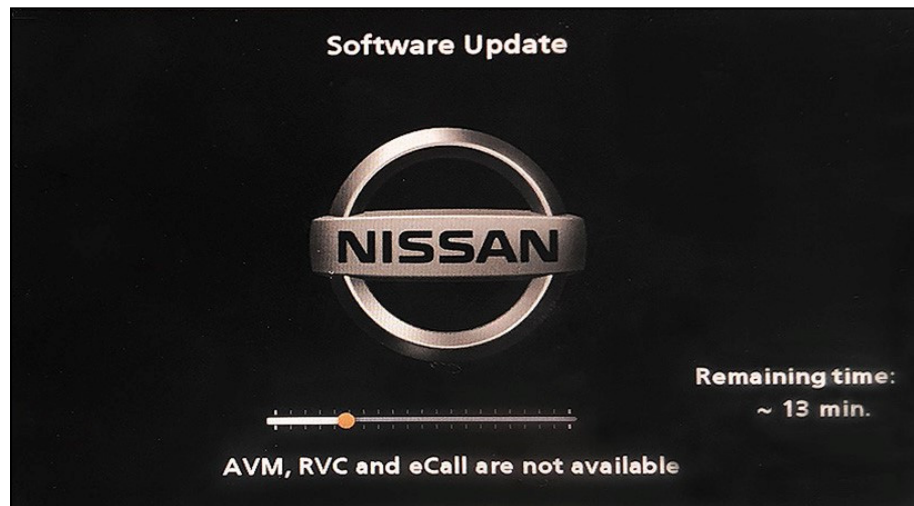


Figure 15

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 20-29 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 then ensure that all doors are closed.
23. Lock the doors.
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.

25. Unlock the doors.

HINT: The engine does not need to be running for the next steps.

26. 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.
27. After the Nissan logo appears, wait about 1 minute.
 - The **MENU** (Home) screen in Figure 18 will be displayed.

28. Turn the ignition OFF.



Figure 18

29. Repeat steps 22-28 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	RX4ZAA	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	RX5AAA	ZE	32	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
September 13, 2021	NTB21-085	Original bulletin published
February 1, 2022	NTB21-085A	Updated software version number throughout
December 19, 2022	NTB21-085B	APPLIED VEHICLES and pages 1, 2, 4, and 6 revised