TECHNICAL SERVICE BULLETIN

Classification:

NISSAN

Reference:

Date:

AN22-031

NTB23-004

January 13, 2023

MISSING OR CORRUPTED MAP DATA

APPLIED VEHICLES:	2021-2023 Armada (Y62)
	2021-2023 Maxima (A36)
	2022-2023 Pathfinder (R53)
	2021-2023 Rogue (T33)
	2020-2023 Titan/Titan XD (A61)

APPLIED SYSTEMS: With Navigation

IF YOU CONFIRM

Customer states the error screen, shown in Figure 1, appears when using navigation.



ACTION

Follow the **SERVICE PROCEDURE** in this bulletin to download the map data from the ASIST Downloader, and then update the AV Control Unit with the map data.

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.

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 has been previously shipped to each dealer (Figure 2).
 - New part number NI-52727-1.
- 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 map data only needs to be downloaded once and can then be used continuously on multiple **APPLIED VEHICLES**.
- The map data <u>must be</u> the only file on the USB drive.



Figure 2

SERVICE PROCEDURE

IMPORTANT: Before starting, make sure:

- The CONSULT PC is connected to the internet.
- ASIST has been synchronized (updated) to the current date.
- 1. Insert the special tool USB drive into the CONSULT PC.
 - If the map data has already been downloaded onto the USB drive from a prior service procedure, skip to step 10 on page 5.
 - The special tool USB drive is the only USB drive approved for use with this procedure.
 - The map data is estimated to take 4 hours to download to the USB drive.
 - The map data must be the only file on the USB drive.
 - The map data only needs to be downloaded once and can then be used continuously on multiple **APPLIED VEHICLES**.
- 2. Open ASIST.
- 3. Select **Specialty Tools**, and then select **Infotainment Software Updates**.

ASIST Terminal	Key Ko	
Dealer Code Sec		
		English (US)-Standalone
	VIN: Retrieve VIN Glear Model: Yeart Veart Veart	•
TECH LINE DB Search	what sitew server varual currout coors symptom usg. Server noor y campagns Quarty Acton Act, Index non-cons Quot Acter ence white varual	
Latest TSBs		
TSB Search		
	Specialty Tools	
CONSULT-II 😵	opeelaity reele	
NATS & Keycode		
Specialty Tools (*) HD Navi. Tools R1608 & R1609 OCS Reprogram	Infotainment Software Updates	
Infotainment Software Updates Midtronics Software Update Midtronics Update Help		
TECH LINE Support		
Tech Support Info 🛞		
Tech-Hate (8)		
Virtual Academy (8)		
ASIST Software Request 😵		
ASIST Support 😵		
	A	

Figure 3

- 4. Select the check box next to the infotainment map data (Figure 4).
 - Refer to **Table 1** to determine the correct infotainment map data for your vehicle.

Table 1

MODEL	INFOTAINMENT MAP DATA
Armada	PIVI17330_12_12
Maxima	
Pathfinder	
Rogue	AIVI17330_12_12
Titan/Titan XD	

5. Use the drop-down menu and select the location of the USB drive that was inserted in step 1 on page 3.

Dealer Code :	Key Number		Version: 1.0.16
Drive		Description	
	/		
D:\	AIVI17330_12_12		,
		Infotainment map	
		data	I
	Drop-down	-	-
USB drive	menu		
location	Inend		
	<u></u>		
	/		
Note:			
	e, USB/SD drive location, and click "Do	wnload	1
	27-1 (new tool number NI-52727-1) ca		Download
	nal USB drives may be purchased from com (1-833-397-3493).		
www.rechividteroois.c			
Download :	Speed : 645 KB/Sec 🦠 🍓 🪄	C: Free Space 323.79 GB	
	Figure		

6. Select **Download**, and then wait for the download to complete.

HINT: The map data is estimated to take 4 hours to download to the USB drive.

7. Select OK.

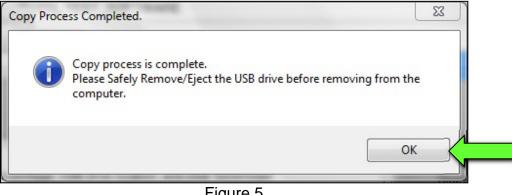


Figure 5

- 8. 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.
 - The icon is on the toolbar, or can be found after selecting the arrow. 0
 - 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 map data.

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



Figure 6

- 9. Close all ASIST Infotainment Software Update screens.
- 10. Set the parking brake.
- 11. 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.

- 12. Insert the USB drive with the map data into the vehicle's <u>USB media port</u> (Figure 7).
 - <u>Do not remove</u> 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 map data 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.

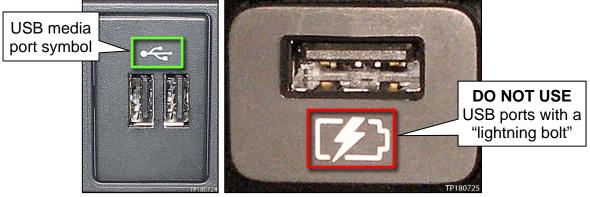


Figure 7

Figure 8

- 13. Wait approximately 10-30 seconds for the screen in Figure 9 to appear, and then select **Yes**.
- The navigation features are not available during a map update. Please do not turn off the vehicle before the Map Update is completed. Would you like to update to a new map version? Current Map Version: 17330_7_11 New Map Version: 17330_10_10 Estimated Update Time: 22 min 38 sec



14. Wait for the update to complete.

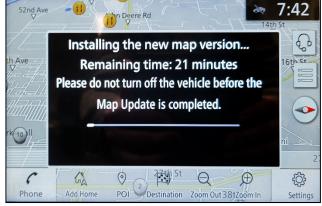


Figure 10

15. Once the update is complete (Figure 11), select **OK**, and then remove the USB drive.

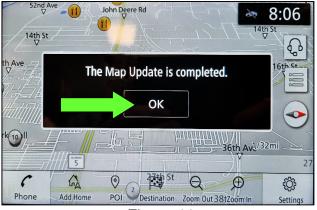


Figure 11

CLAIMS INFORMATION

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
January 13, 2023	NTB23-004	Original bulletin published