NISSAN

TECHNICAL SERVICE BULLETIN

Classification:	Reference:	Date:
AN22-032	NTB23-008	January 23, 2023

SOFTWARE UPDATE AFTER AV CONTROL UNIT REPLACEMENT

APPLIED VEHICLES: 2021-2023 Armada (Y62)

SERVICE INFORMATION

After replacement of the AV Control Unit on an **APPLIED VEHICLE**, it is necessary to verify the current software version of the new AV Control Unit to determine if a software version update is required.

Follow the steps outlined in the **SERVICE PROCEDURE** below to determine the current software version and if the AV Control Unit requires a software version update.

REQUIRED SPECIAL TOOL

- One of special tool USB drive J-52727-1 has been previously shipped to each dealer (Figure 1).

  o 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:

  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 Software Version

1. Starting from the HOME screen (Figure 2), select **Info**.
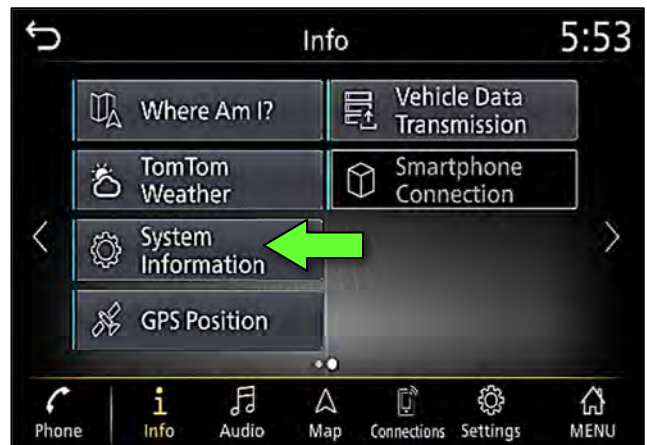
Figure 2

2. Select **System Information**.
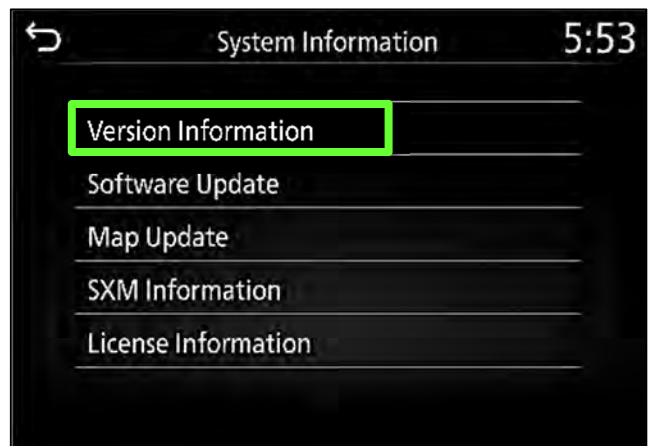
Figure 3

3. Select **Version Information**.

Figure 4

4. Confirm the **Software Version** number (Figure 5).

- If the **Software Version** is not "283C315##B", select the back icon and continue to step 5.

- If the **Software Version** is "283C315##B", the new AV Control Unit does not require a Software Version update.
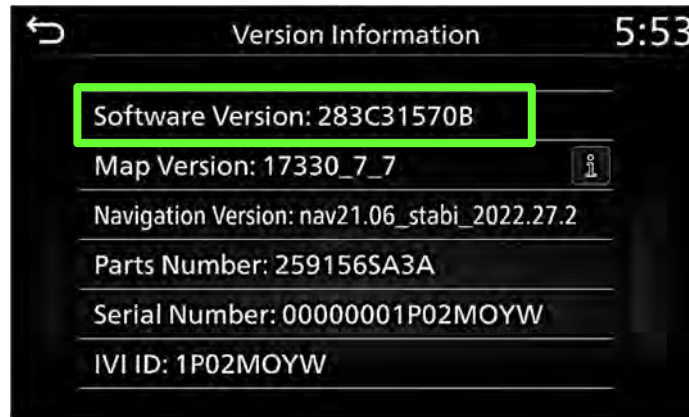

Figure 5

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.

HINT: In the following steps, if more than one CONSULT PC is available and the **PVI_1570** infotainment update-software has already been downloaded through ASIST to one of them, use the CONSULT PC with the pre-existing download.

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

- If the infotainment update-software has already been downloaded onto the special tool USB drive from a prior service procedure, skip to step 14 on page 7.

   HINT:
   o The special tool USB drive is the only USB drive approved for use with this procedure.

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

   o 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**.
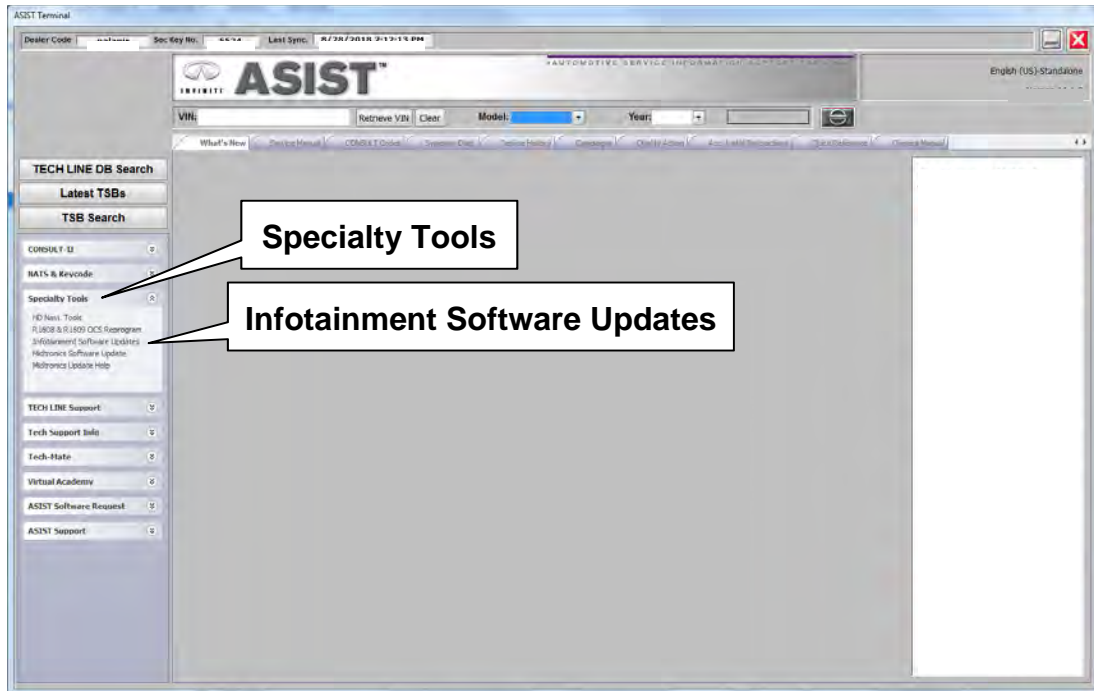

Figure 6

8. Select the check box next to the **PVI_1570** infotainment update-software (Figure 7).

   - If the **PVI_1570** infotainment update-software has already been downloaded, "Transfer" will be displayed instead of "Download" when the box is checked.

9. Use the drop-down menu and select the location of the USB drive that was inserted in step 5 on page 4.
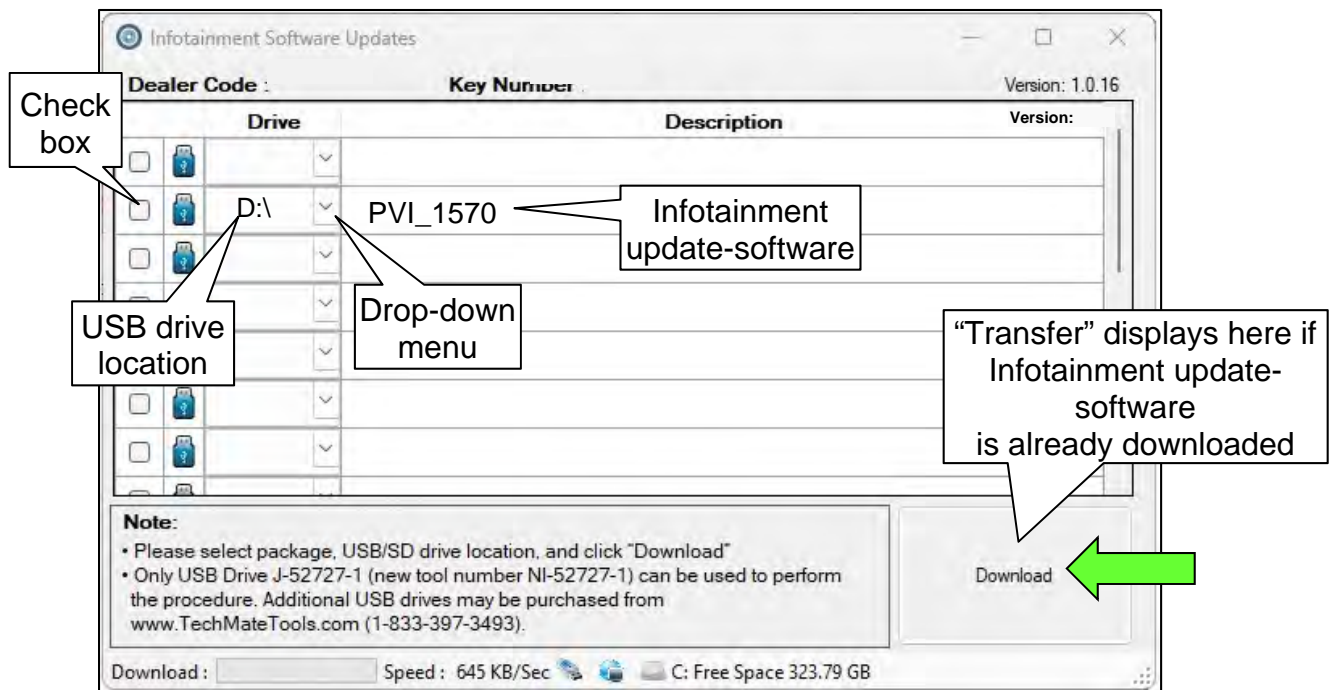

Figure 7

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

   HINT:

   o The initial download of the update-software to the CONSULT PC and file transfer to the USB drive is estimated to take **6 hours**. After the initial download of the update-software, file transfer to the USB drive is estimated to take 1 hour.

   o If while attempting to download the update-software to the CONSULT PC, you receive the message shown in Figure 8:

   a. Attempt to clear space on the CONSULT PC hard drive (40 GB required).

   b. If space cannot be cleared and a second CONSULT PC is available with space, use it and start over from step 5.

Figure 8

11. Select **OK**.

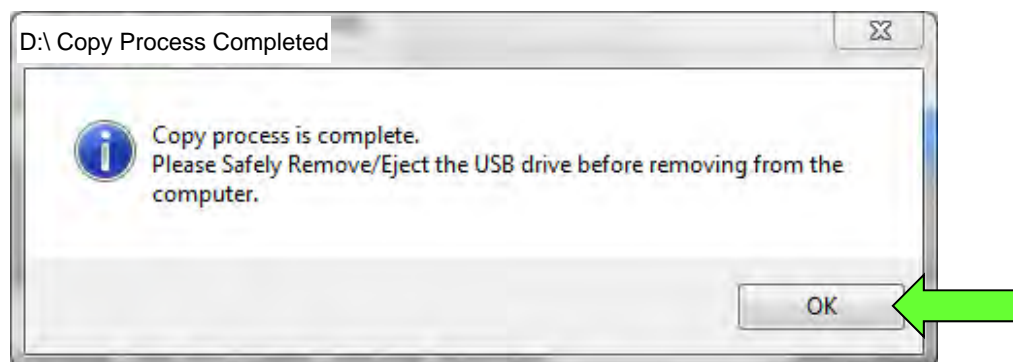Figure 9

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.

   - 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 infotainment update-software into the vehicle's <u>USB media port</u> (Figure 11).

- Do not remove the USB drive during the update to the vehicle until instructed to.

NOTICE

<u>Do not insert the USB drive into a charging port</u>. 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

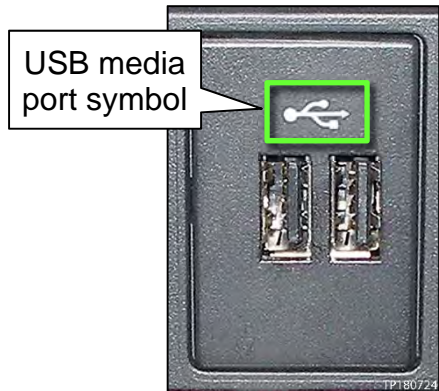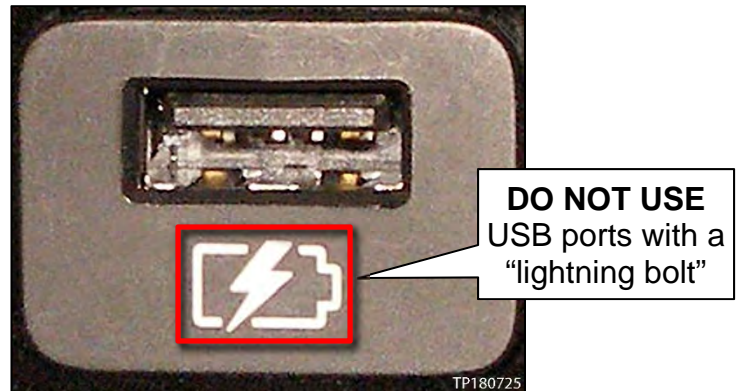DO NOT USE USB ports with a "lightning bolt"

Figure 11

Figure 12

17. Wait for the update to complete.

- Follow the on-screen instructions while waiting.

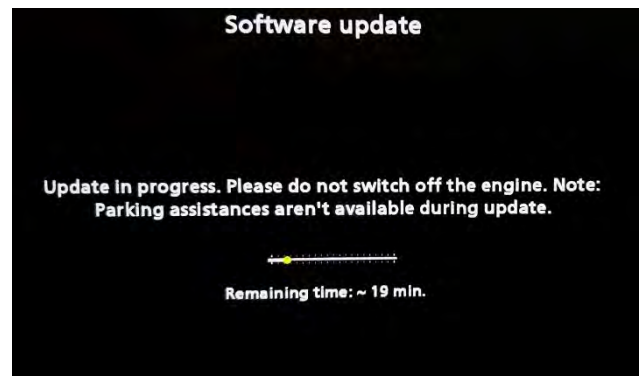**HINT:** The update lasts 20-30 minutes.

Software update

Update in progress. Please do not switch off the engine. Note: Parking assistances aren't available during update.

Remaining time: ~ 19 min.

Figure 13

18. Once the update is complete (Figure 14), remove the USB drive; the system will reboot (restart).

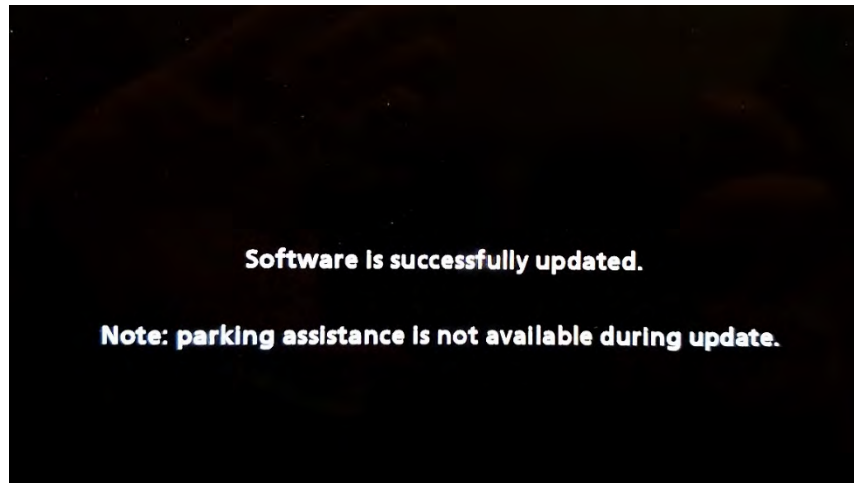   **HINT:** The system will not reboot until the USB drive is removed.

Software is successfully updated.

Note: parking assistance is not available during update.

Figure 14

NOTICE

Steps 19 - 24 must be completed to reinitialize the AV Control Unit. If they are not completed, the update may become corrupt.

19. Press and hold the **MENU** button on the IT Commander (Figure 15) and turn the AV Unit volume knob (Figure 16) left-right-left at the same time.
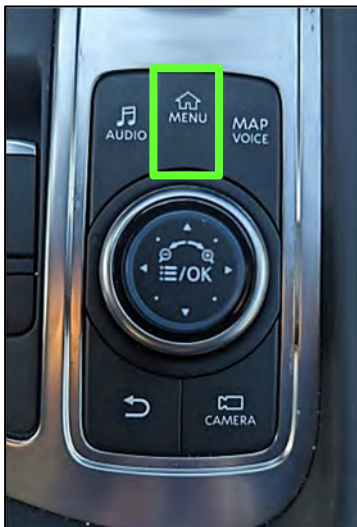

Figure 15

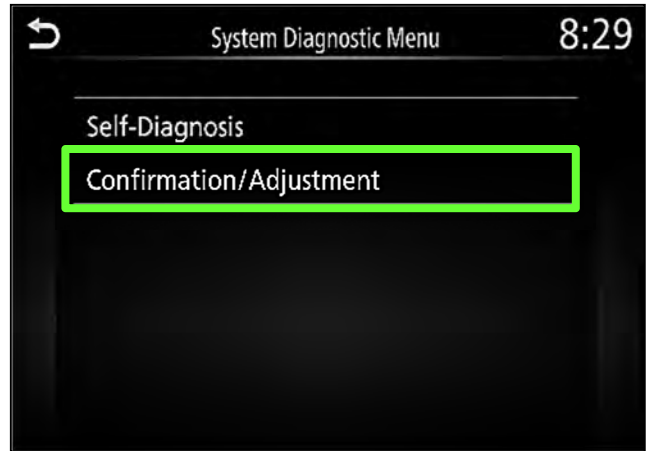
Figure 16

20. Select **Confirmation/Adjustment**.

Figure 17
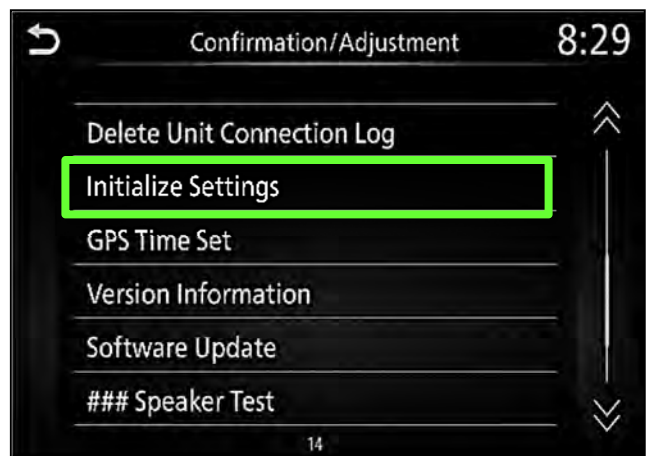
21. Select **Initialize Settings**.

Figure 18

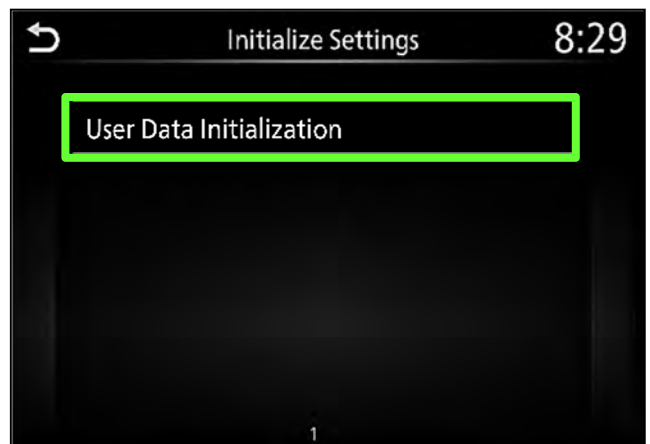22. Select **User Data Initialization**.
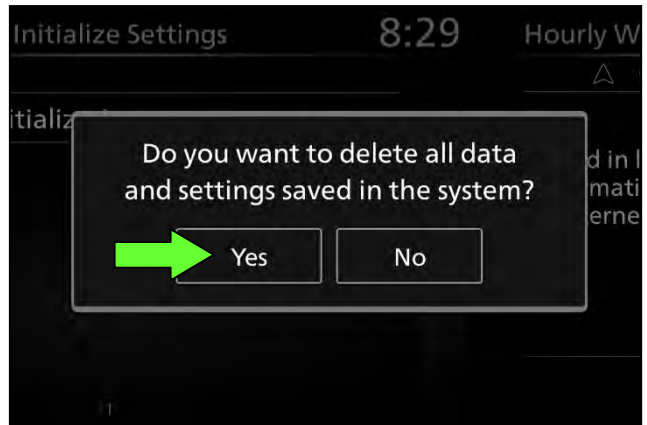

Figure 19

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23. Select **Yes**.

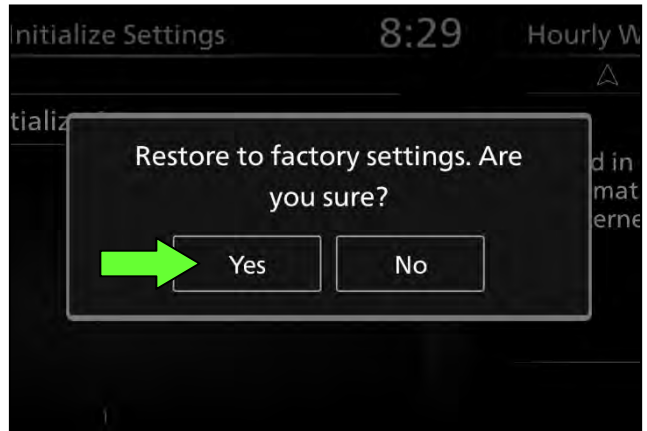

Figure 20

24. Select **Yes**.

Figure 21

25. Have the customer remove the stored vehicle from the phone's Bluetooth connection list before trying to connect to the AV Control Unit.

CLAIMS INFORMATION

Submit a Primary Part (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 23, 2023	NTB23-008	Original bulletin published