



TECHNICAL SERVICE BULLETIN

Classification:

AN21-003C

Reference:

NTB21-029C

Date:

April 13, 2023

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: 2019-2020 Rogue (T32)
2019 Rogue Hybrid (T32H)

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 provide:

- Stability improvements and “bug” fixes.
- 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.

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 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**.

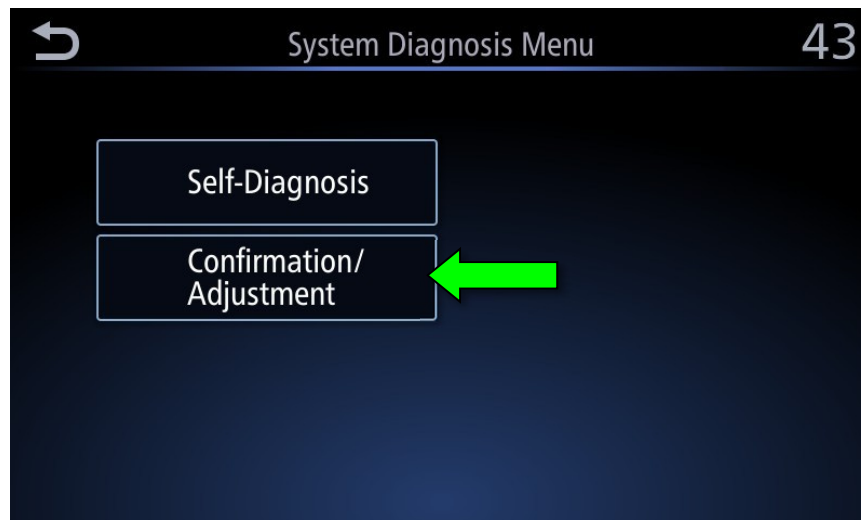


Figure 3

3. Select **Version Information**.



Figure 4

4. Is the **H/U Software** version "0810"?

YES: Proceed to step 5.

NO: This bulletin does not apply. Select the back icon and skip to **CLAIMS INFORMATION**. Refer to the ESM for further diagnostic information.



Figure 5

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

- 2591A7FM0A
- 2591A7FM0B
- 2591A8FM0A
- 2591A8FM0B
- 259157FH0A
- 259157FH0B
- 259158FM0A
- 259158FM0B

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 must be the only file on the USB drive.
 7. Open ASIST.
 8. Select **Specialty Tools**, and then select **Infotainment Software Updates**.

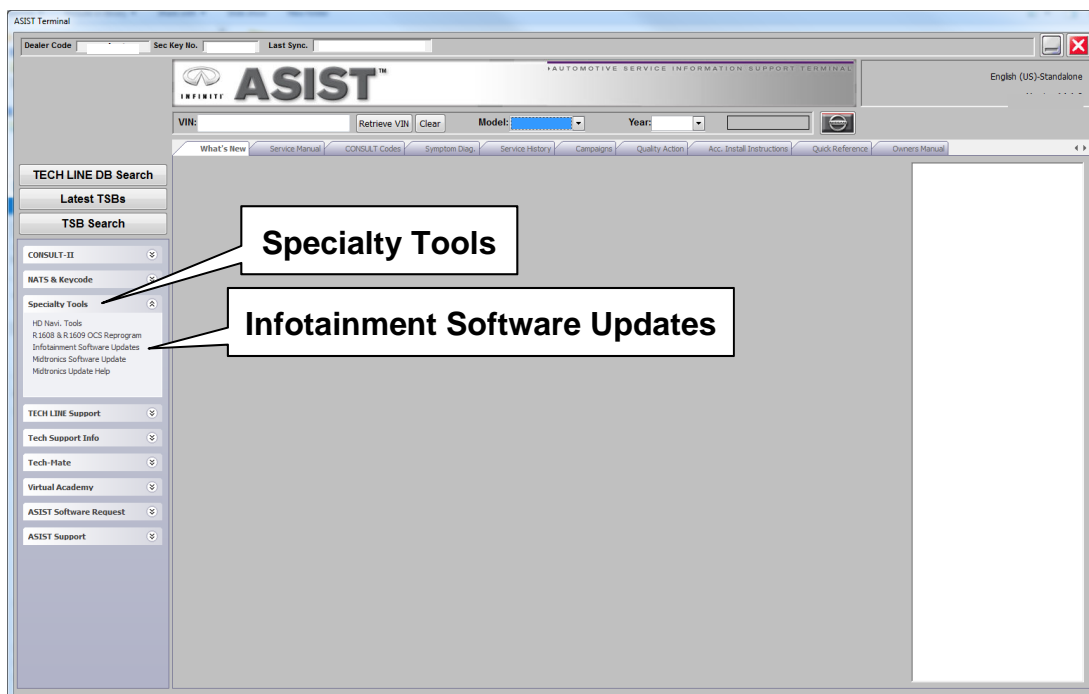


Figure 6

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 →	2591A7FM0A 2591A7FM0B	IVI001
H/U Part Number is not listed →	2591A8FM0A 2591A8FM0B 259157FH0A 259157FH0B 259158FM0A 259158FM0B	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 on page 5.

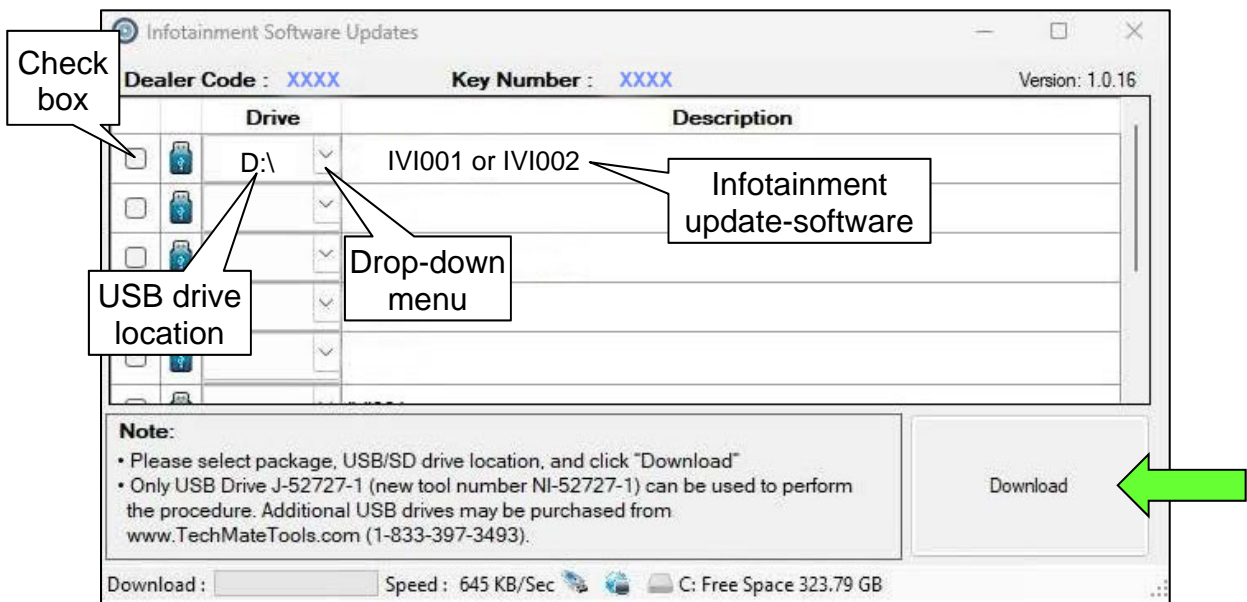


Figure 7

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**.

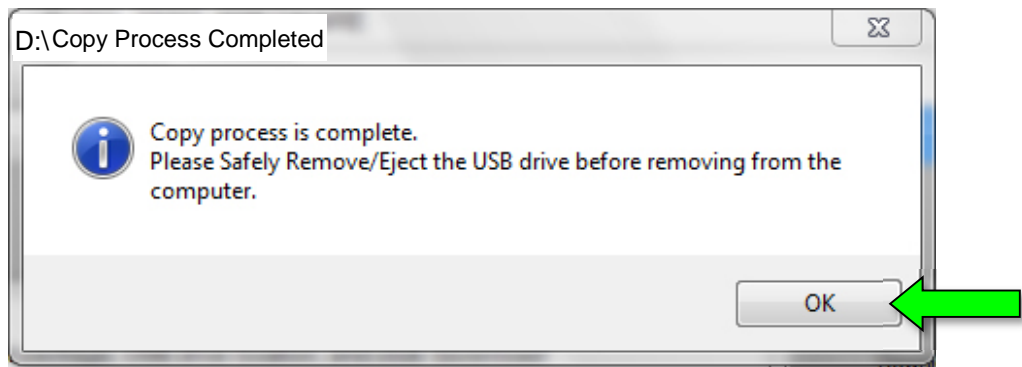


Figure 9

13. Once the transfer is complete, safely remove the USB drive from the ASIST station.
- From the PC toolbar, select the **Safely Remove Hardware** icon (Figure 10).
 - The icon is on the toolbar or can be found after selecting the arrow.
 - 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.

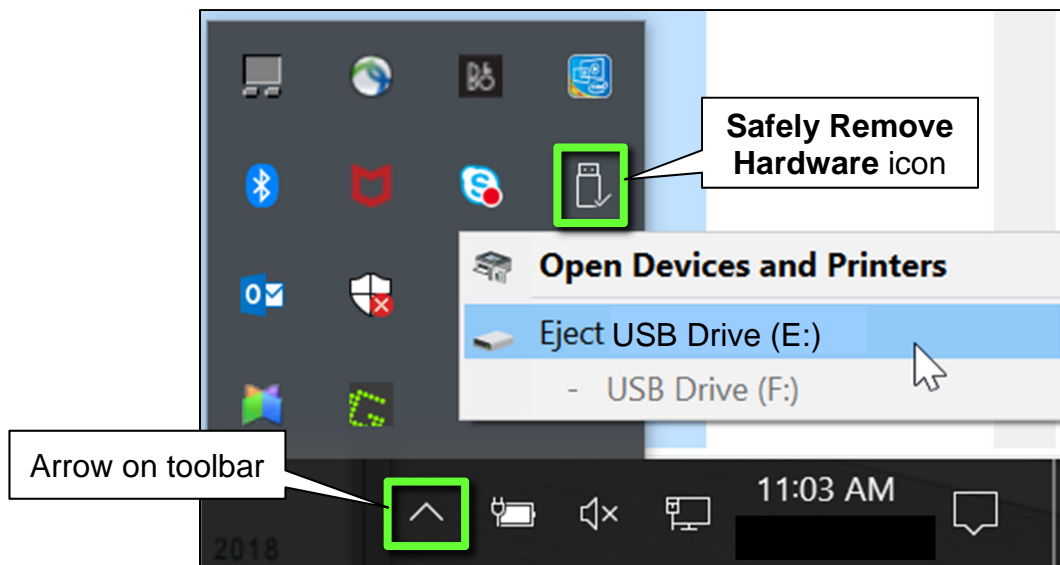


Figure 10

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.

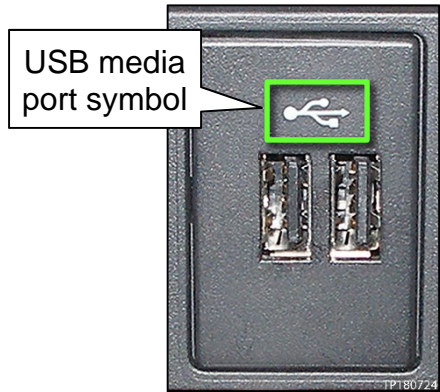


Figure 11

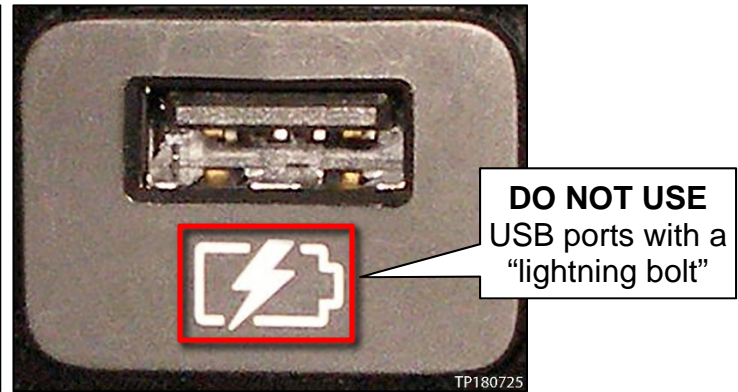


Figure 12

18. 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 drive and continue the update.



Figure 14

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

HINT: The update will take 15-25 minutes.

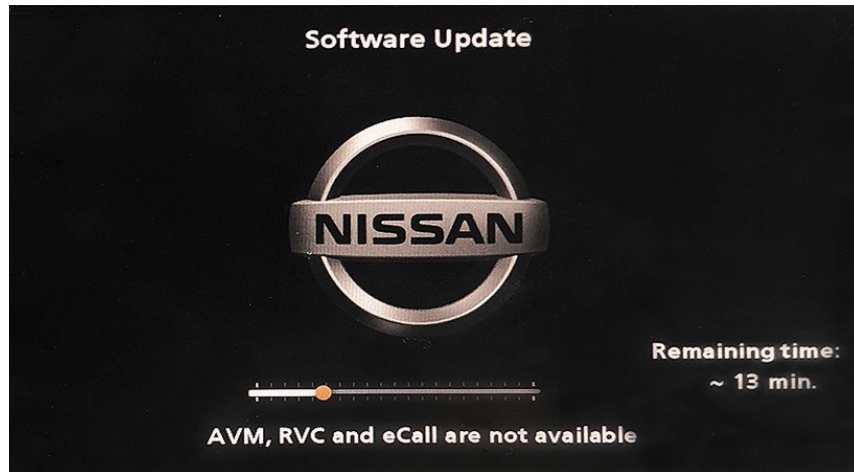


Figure 15

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	RX9UAA	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	RX9VAA	ZE	32	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 6, 2021	NTB21-029	Original bulletin published
August 31, 2022	NTB21-029A	APPLIED VEHICLES and SERVICE INFORMATION updated, and pages 2, 4, and 6 revised
March 24, 2023	NTB21-029B	Bulletin superseded
April 13, 2023	NTB21-029C	Changes made throughout