



VOLUNTARY SERVICE CAMPAIGN

Classification: AN24-005	Reference: NTB24-055	Date: November 14, 2024
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VOLUNTARY SERVICE CAMPAIGN 2023-2024 ARIYA; IVI (AV CONTROL UNIT) REPROGRAM

CAMPAIGN ID #: P4A31
APPLIED VEHICLES: 2023-2024 ARIYA (FE0)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Nissan is conducting this voluntary service campaign on certain specific model year 2023 - 2024 ARIYA vehicles to reprogram the AV Control Unit for IVI. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number P4A31 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

Dealers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a dealer's inventory.

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

- Special tool USB drive NI-52727-64DD is available for purchase from Tech•Mate: www.techmatetools.com or 1-833-397-3493 (Figure 1).
- Do not use any other USB drive to perform the procedure in this campaign bulletin.

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

Update the AV Control Unit

IMPORTANT: Before starting, make sure:

- ASIST 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 infotainment software has already been downloaded onto the special tool USB drive from a prior service procedure, skip to step 6 on page 7.

HINT:

- Special tool USB drive NI-52727-64DD is the only USB drive approved for use in the following 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.

2. If not already installed, download the Infotainment Software Update Utility onto your CONSULT PC (Figure 2).
 - a. In ASIST, select **SPECIALTY TOOLS > Infotainment Downloader**.
 - b. Select **Download**.
 - c. Select **Open file** below “Infotainment Downloader.msi” to download the Infotainment Software Update Utility onto your CONSULT PC.

HINT:

- This is a one-time setup.
- The default install folder location is C:\ProgramData\NNA\Infotainment Downloader.

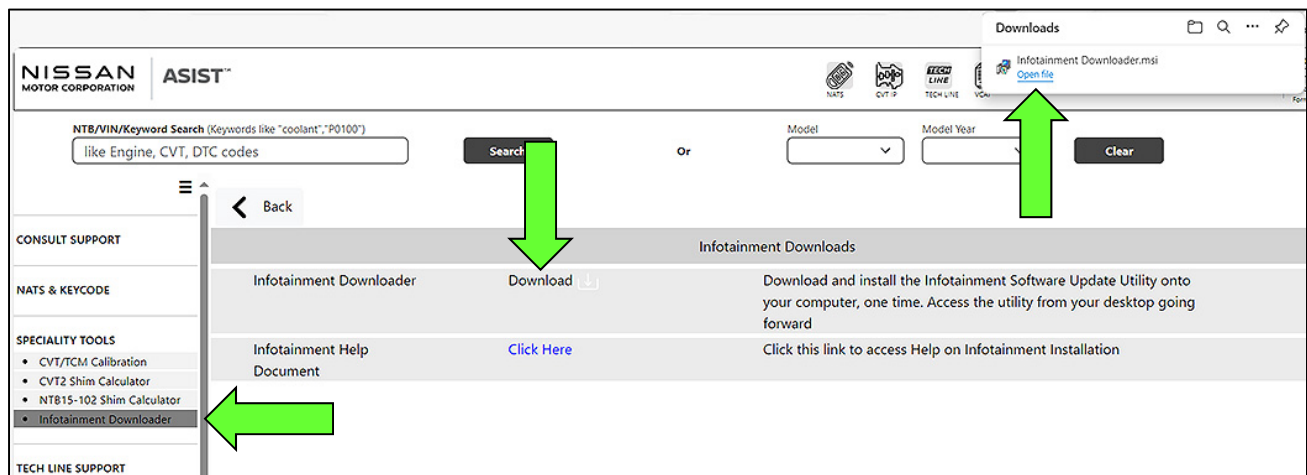


Figure 2

3. Open the **Infotainment Software Downloader Utility** and then select **Software Download** (Figure 3).

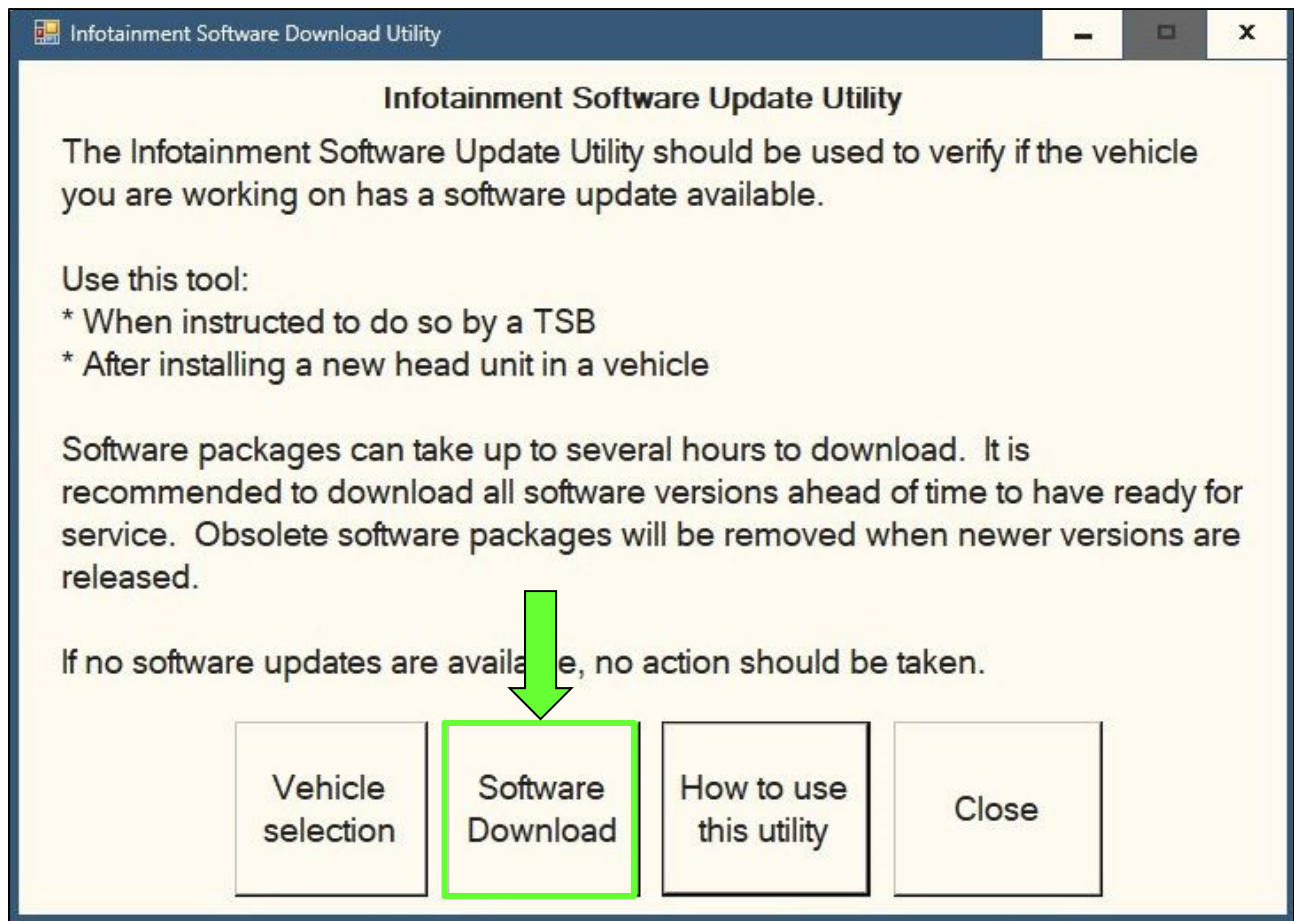


Figure 3

4. Insert the 64 GB Dual Type-A/Type-C USB drive into the CONSULT PC.
5. Locate and select software version **AIVI2_6742**, and then select **Download** to put it onto the USB drive (Figure 4).

The screenshot shows a window titled "Infotainment Software Updates" with a "User Id:" field. Below is a table with columns: "Drive", "Required", "Description", and "SW Version#". The row for "AIVI2_6742" is highlighted in blue, and its checkbox is checked. A green arrow points from the "Download" button at the bottom right to the selected row.

	Drive	Required	Description	SW Version#
<input type="checkbox"/>	32 GB (USB)	AIVI17330_12_12		
<input type="checkbox"/>	32 GB (USB)	AIVI2_5276		
<input type="checkbox"/>	32 GB (USB)	AIVI2_6061		
<input type="checkbox"/>	64 GB (USB)	AIVI2_6603		
<input checked="" type="checkbox"/>	64 GB (USB)	AIVI2_6742	6742	
<input type="checkbox"/>	32 GB (USB)	AIVI2_ISH.11.07.29	ISH.11.07.29	
<input type="checkbox"/>	32 GB (USB)	AIVI2_ISH.24.11.46	ISH.24.11.46	
<input type="checkbox"/>	32 GB (USB)	AIVI2_ISH.24.17.47		
<input type="checkbox"/>	32 GB (USB)	AIVI20_845	845	
<input type="checkbox"/>	32 GB (USB)	AIVI21_3195	3195	
<input type="checkbox"/>	32 GB (USB)	AIVI21_550_B18		
<input type="checkbox"/>	32 GB (USB)	AIVI21_550_D41		
<input type="checkbox"/>	32 GB (USB)	AIVI21_550_P15		
<input type="checkbox"/>	32 GB (USB)	AIVI21_550_ZE1		

Note:

- Please select package, USB/SD drive location, and click "Download"
- Only use required USB size (32 GB or 64 GB)
- Only use USB drive size that is specified above. Use of other drive sizes could result in errors
- If package is unavailable for download please check if correct USB is inserted
- Additional USB drives may be purchased from www.TechMateTools.com (1-833-397-3493).

Download : Speed : 0 MB/Sec C: Free Space 142.40 GB **Please Select USB drive**

Figure 4

6. Put the vehicle in READY mode and apply the parking brake.
 - Put the vehicle in READY mode by pressing the power switch one (1) time WHILE depressing the brake pedal (Figure 5).



Figure 5

- Pull up on the parking brake switch (the red light will illuminate when ON - Figure 6).

⚠ WARNING

To avoid the risk of death or serious personal injury when updating software, park the vehicle in a secure, safe location and apply the parking brake.

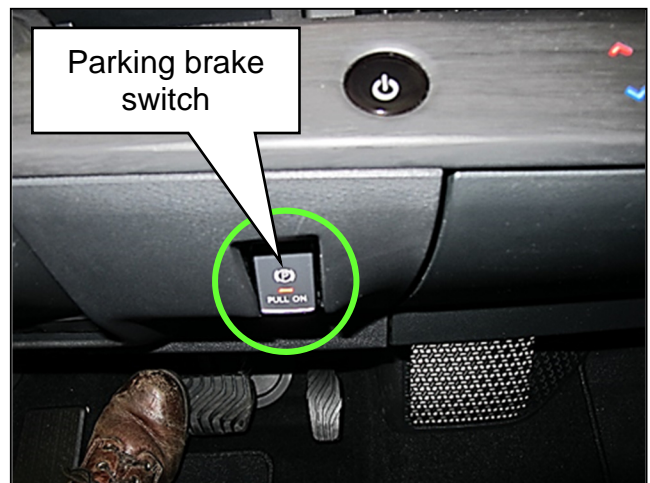


Figure 6

IMPORTANT: Verify the following before starting:

- Verify the High Voltage (HV) battery has at least 15% state of charge before starting the reprogram (Figure 7). If the HV battery is less than 15%, the HV battery must be charged to 15% or higher.
- Allow two (2) minutes for the AV Control Unit to fully initialize before inserting the USB drive.

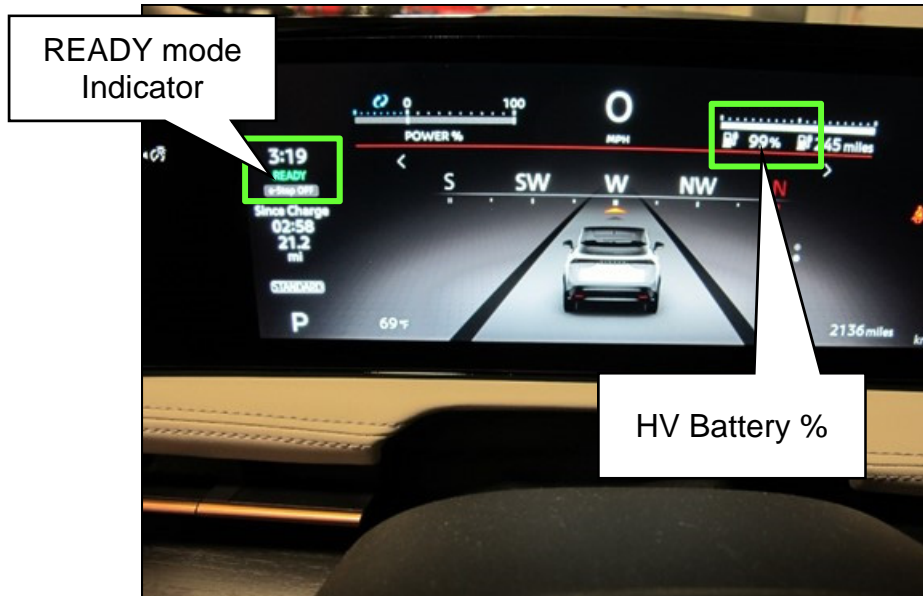


Figure 7

7. Move the center console to the full rearward position.
 - Push and hold the console back button to move the center console rearward (Figure 8).



Figure 8

8. Locate the USB media port #2.
 - The USB media port #2 is found near the floor at the front of the center console (Figure 9).

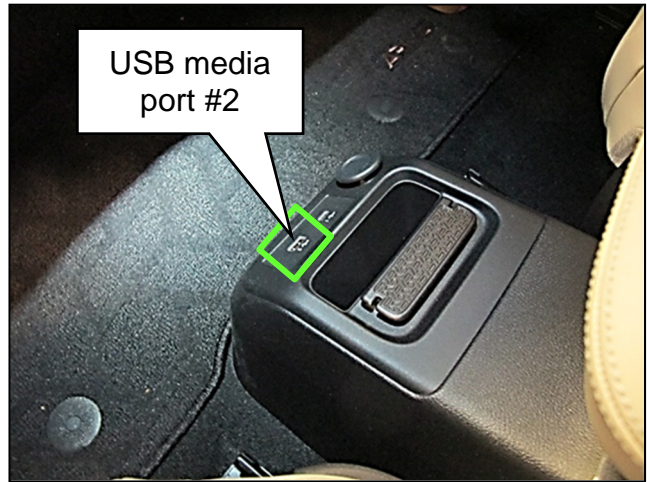


Figure 9

9. Insert the USB drive with the infotainment update-software into the vehicle's USB media port #2 (Figure 10).

NOTICE

Do not insert the USB drive into a charging port (Figure 11). If used, the update-software and/or USB drive may become damaged. Charging ports are marked in the vehicle with a "lightning bolt" symbol. Only insert the USB drive in the USB media port #2.

HINT:

- From READY mode, allow two (2) minutes for the AV Control Unit to fully initialize before inserting the USB drive.
- Do not remove the USB drive during the update until instructed.



Figure 10

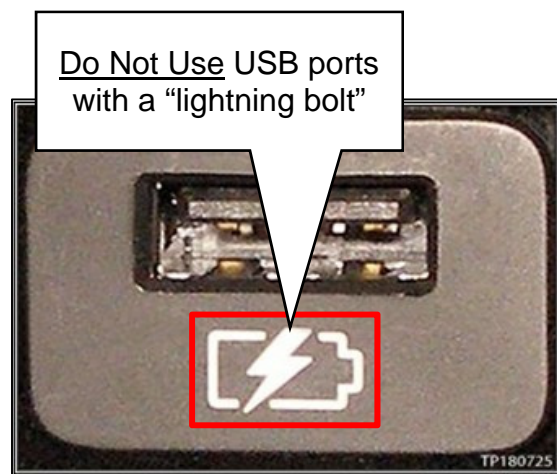


Figure 11

10. Wait approximately 10-30 seconds for the screen in Figure 12 to appear.

HINT: The screen may appear black during the wait period. Do not remove the USB drive. The audio system will detect the USB drive and start the update.

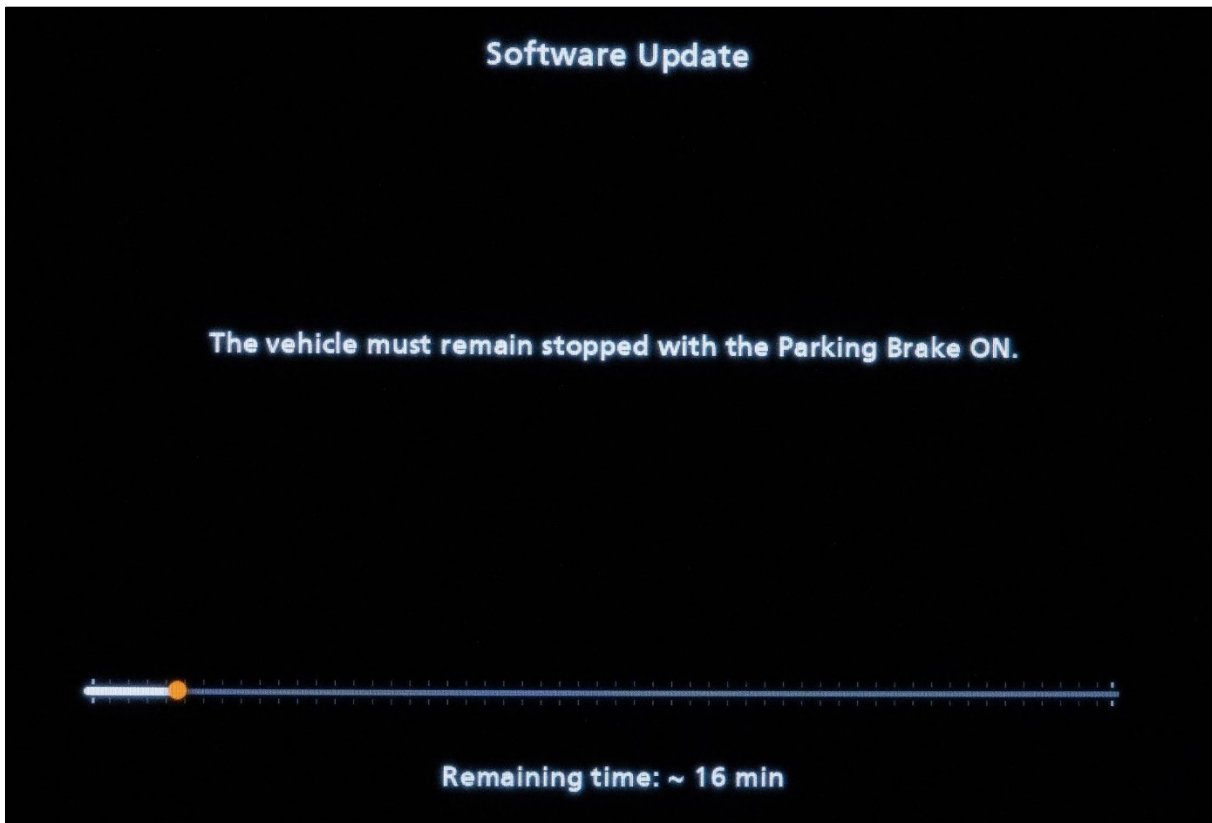


Figure 12

11. Wait for the update to complete.

- Follow the on-screen progress bar while waiting.

HINT: The update may take 15-20 minutes.



Figure 13

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

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

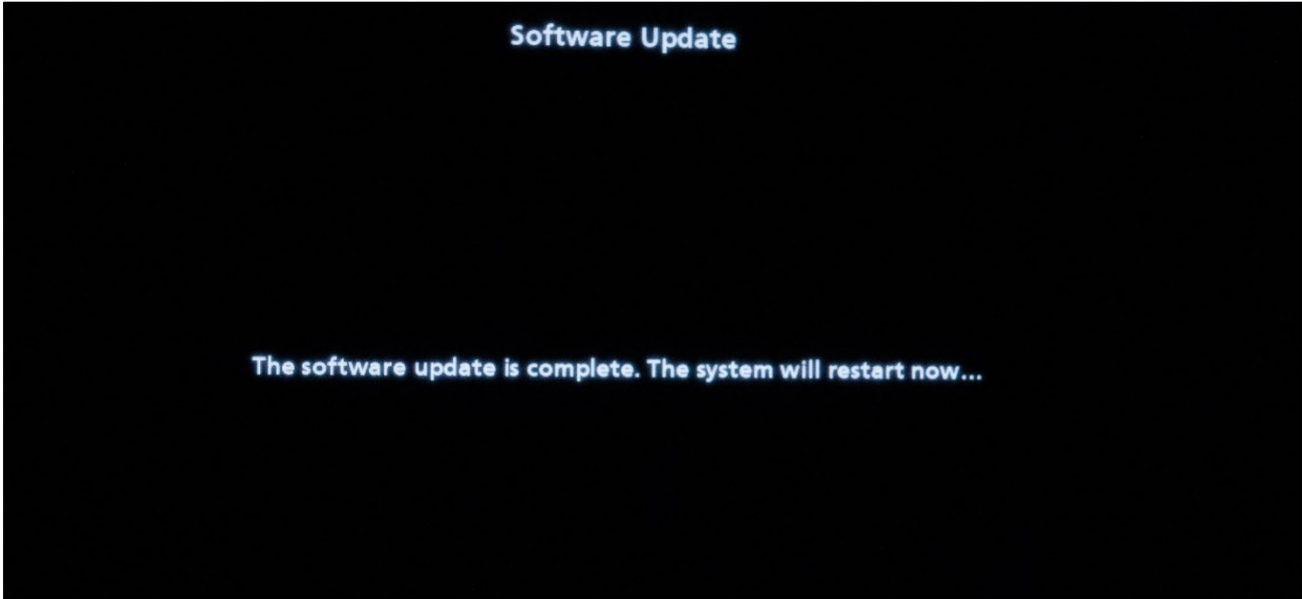


Figure 14

13. Allow the reboot to complete (approximately 30 seconds).
- The Nissan logo screen will be displayed briefly (Figure 15).
 - Next, the Home screen will be displayed (Figure 16).



Figure 15

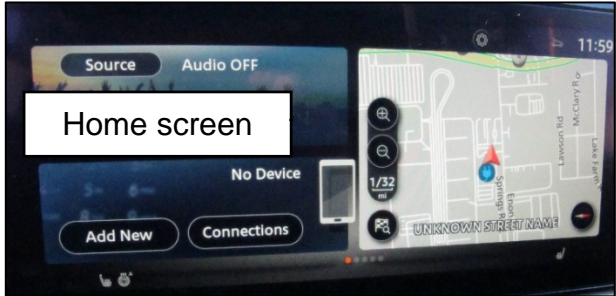


Figure 16

14. Turn the EV system OFF by pressing the power switch one (1) time.

Verify Software Version

15. Turn the EV system ON by pushing the power switch one (1) time.

- Wait approximately one (1) minute for the AV Control unit to fully initialize and the HOME screen to appear.

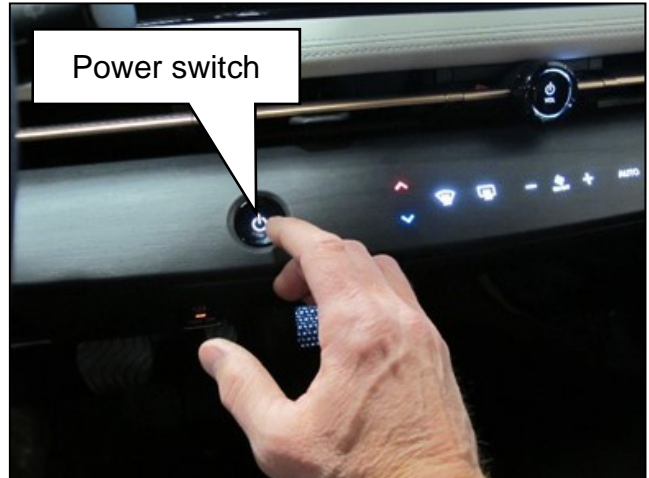


Figure 17

16. From the Home screen, select the Settings icon (Figure 18).

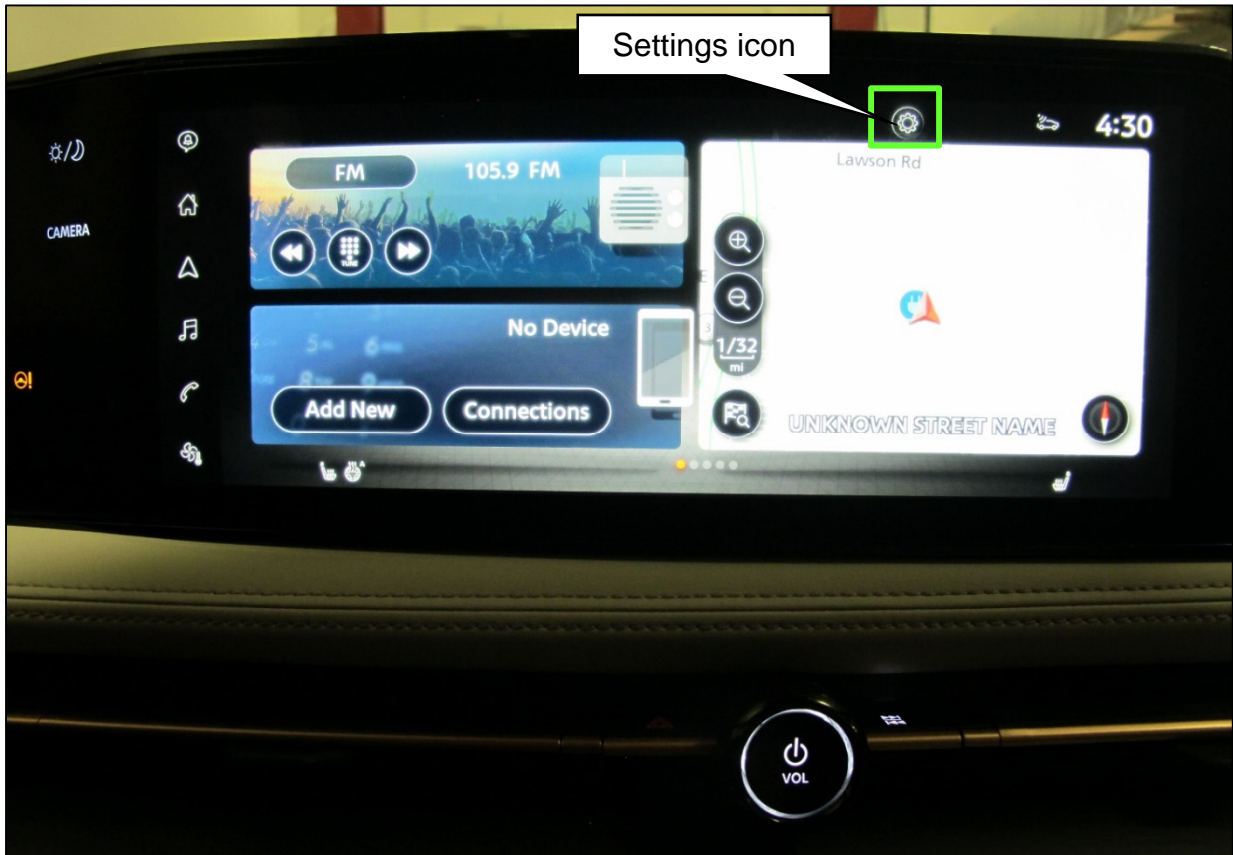


Figure 18

17. Select **System Updates**.

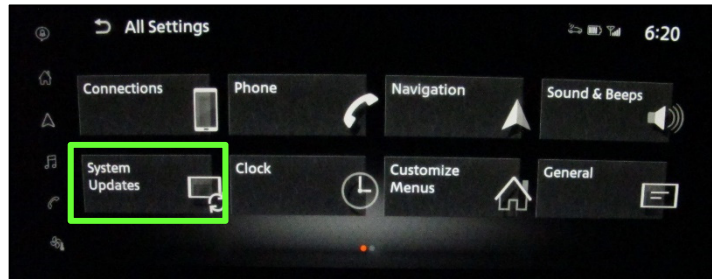


Figure 19

18. Select **Version Information**.

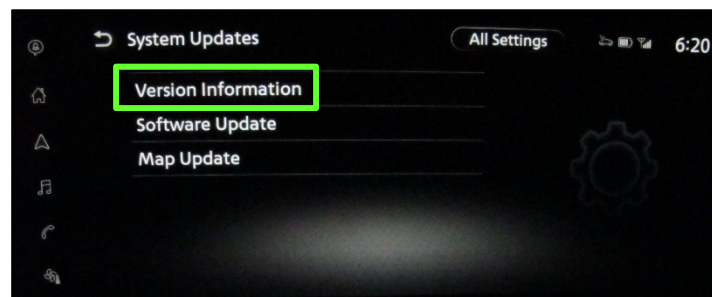


Figure 20

19. Verify **Software Version**.

- Is the Software Version **283C37LK3D** (Figure 21)?

YES: Press the power switch one (1) time to turn the vehicle OFF.

NO: Proceed to step 9 on page 9 to start the reprogram process over.

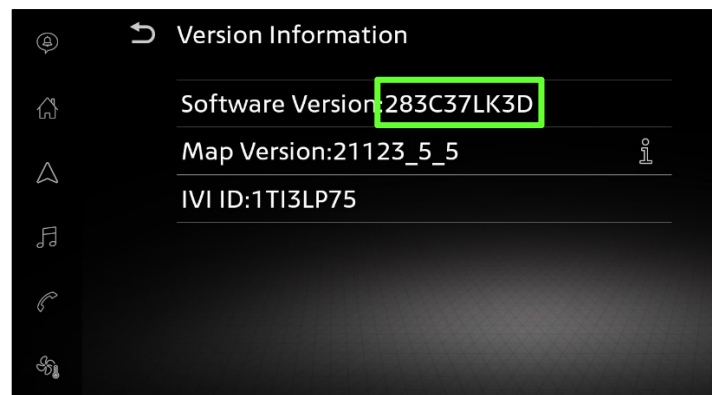


Figure 21

CLAIMS INFORMATION

Submit a “CM” line claim using the following claims coding:

CAMPAIGN (“CM”) ID	DESCRIPTION	OP CODE	FRT
P4A31	Reprogram AV Control Unit for IVI	P4A310	0.5
	Reprogram Not Needed	P4A311	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 14, 2024	NTB24-055	Original bulletin published

