SERVICE BULLETIN

Classification:	Reference:	Date:
EL17-032	NTB17-111	October 24, 2017

2018 ROGUE; NEXT GENERATION NISSANCONNECT OVER THE AIR UPDATE FEATURE

APPLIED VEHICLES: 2018 Rogue (T32)

SERVICE INFORMATION

The next generation NissanConnect now has the ability to update its system's software through a Wi-Fi connection.

These updates can now be applied by the customer, using their home Wi-Fi network, without the vehicle having to return to the dealer. Updates allow the customer to take advantage of:

- New features as they become available
- Continuous quality and performance improvements

In some cases the customer may not have access to a secured WiFi network and will need to return to the dealer to perform any available updates.

The Service Procedure in this bulletin contains the instructions to perform updates via a Wi-Fi connection.

IMPORTANT:

- To update the software by Wi-Fi the vehicle <u>must be</u> within range and connected to a secure Wi-Fi network.

- A password protected Wi-Fi network with WPA2 security <u>is required</u> to secure the update download.

WARNING: During the update process, the vehicle should be kept in a well-ventilated area to avoid the exposure to Carbon Monoxide. Do not breathe exhaust gases; they contain colorless and odorless carbon monoxide. Carbon Monoxide is dangerous. It can cause unconsciousness or death.

NOTE: When diagnosing a NissanConnect issue, always confirm that the latest available software is installed in the AV unit before starting a diagnosis.

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.

SERVICE PROCEDURE

Wi-Fi Connection

Figure 1

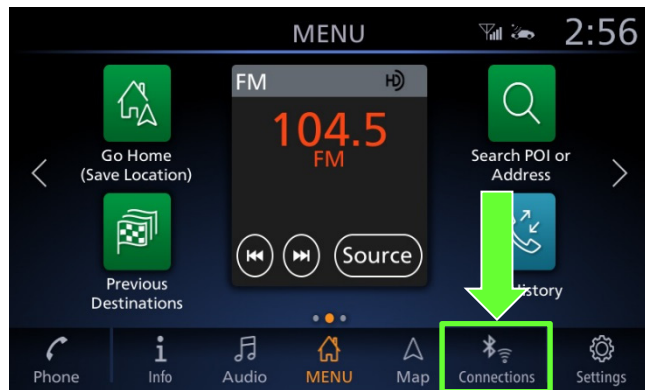1. Push the MENU hard button.

Figure 2

2. Select **Connections**.

Figure 3

3. Select the **Wi-Fi** tab to display the available networks within range of the vehicle.

4. Select the network to which you wish to connect.

   NOTE: Figure 3 is only an example and uses "My network" in place of dealer network name.

5. Enter the network Passphrase (password) for the selected network and then select **OK** to connect to the chosen network.

   NOTE: Figure 4 is an example only and uses "MyPASSPHRASE" in place of dealer password.

Figure 4

- Once the connection has been established, the connection status will display "Connected" under the selected network (Figure 5).
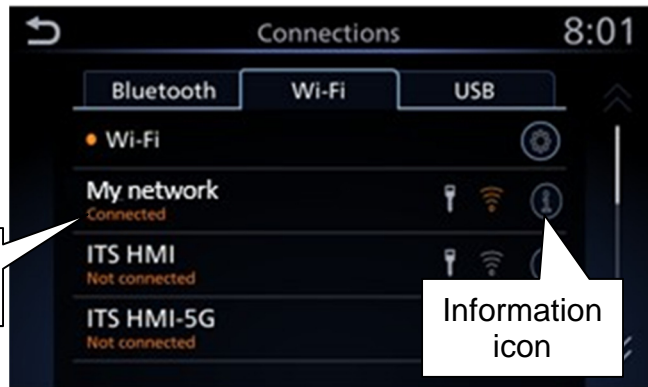
  Connection status

- Connection details can be accessed by selecting the "ⓘ" information icon.

  Information icon

- The vehicle will automatically connect to the selected network once it is in range.

Figure 5

Update System Software by Wi-Fi

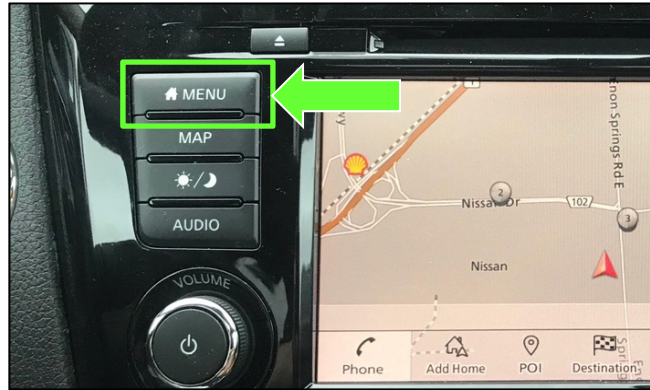6. Start the engine.

7. Push the Menu button.

Figure 6

8. Select the **Info** icon for info menu.

Figure 7

9. Select **System Information** to access the vehicle update menu.

Figure 8

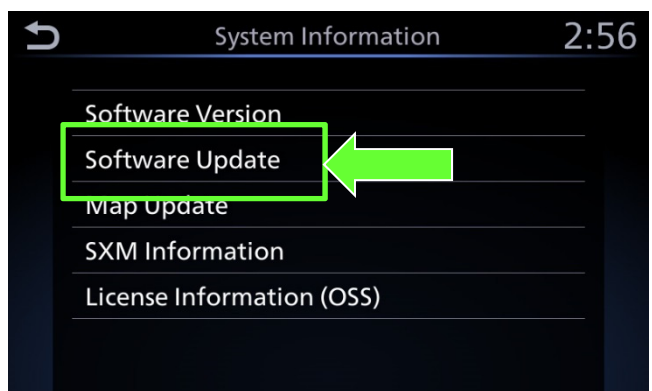10. Select **Software Update** to access Software Update menu.

Figure 9

11. Select **Start Software Update** to begin software update.

Figure 10

12. Select **Check for an Update**.

   - The vehicle will connect to the server and check for software updates.

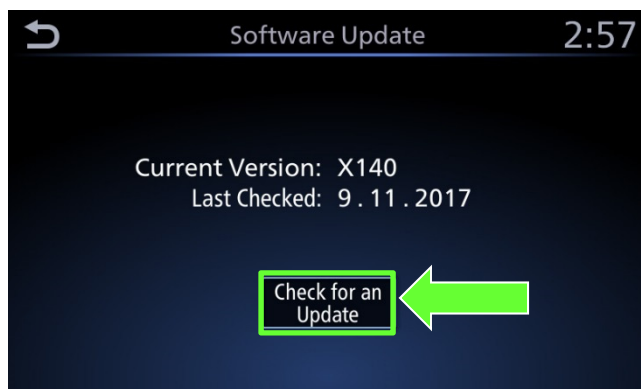   **NOTE:** This can take up to a minute to complete.

Figure 11

13. If an update is available, proceed to step 16 on page 7.

14. If currently installed software is up to date, a corresponding notification will be displayed as shown in Figure 12.

15. Select **OK** to back out of the software update, and then delete the Wi-Fi network as follows:
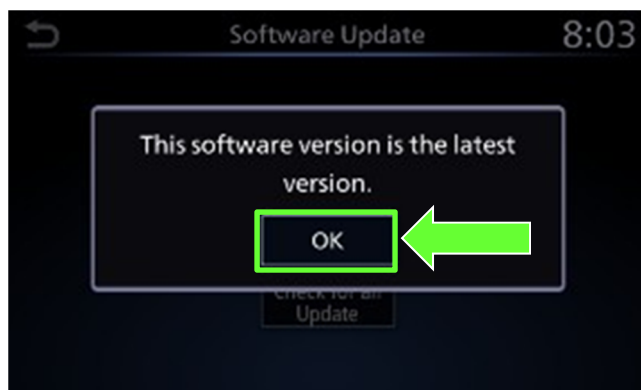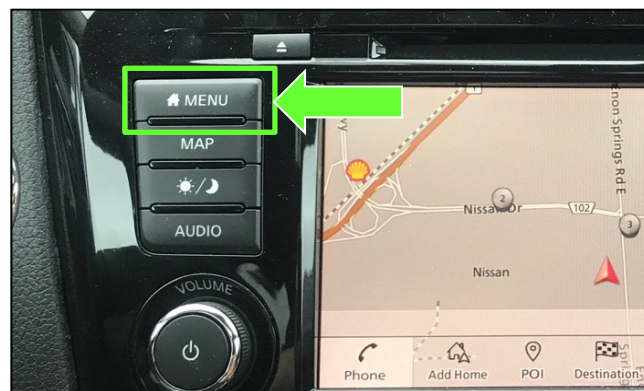

Figure 12

   a. Push MENU hard button.

Figure 13

b. Select **Connections** from the HOME screen.

   NOTE: Connections can also be selected from the Settings Menu.

Figure 14

c. Select the **Wi-Fi** tab to display the available networks (Connections) within range of the vehicle.

Figure 15

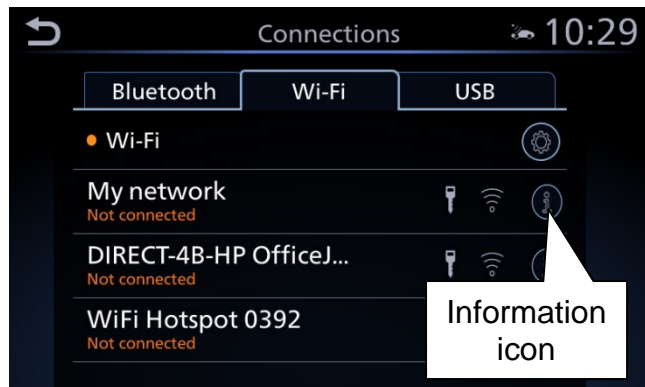d. Select the " ⓘ " information icon for the network you connected to.

Information icon

Figure 16

e. Select **Delete**.

f. Turn engine OFF; no further action is needed.
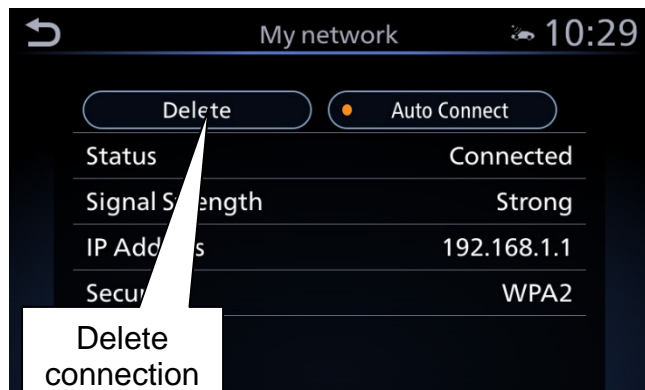
Delete connection

Figure 17

16. Select **Download** to begin the download process.

- The update will begin automatically and the screen in Figure 19 will be displayed once the download is complete.

NOTE:

- If the update download process is interrupted, it will continue once the connection to the server is re-established.

Figure 18

17. Upon the completion of the software update, a message will be displayed to turn the vehicle OFF and then restart the vehicle.

a. Select **OK**.

b. Turn the engine OFF and then open and close the driver's door.

- Confirm that all other doors are also closed.

c. Wait five (5) minutes.

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

Figure 19

Figure 20

d. Turn the vehicle ON and wait for the Nissan logo to appear.

- If the Nissan logo does not appear (this might take up to 30 seconds), start over from Step 17b.

e. After the Nissan logo appears, wait about one (1) minute.

- The message "The software update was successfully completed" will be displayed.
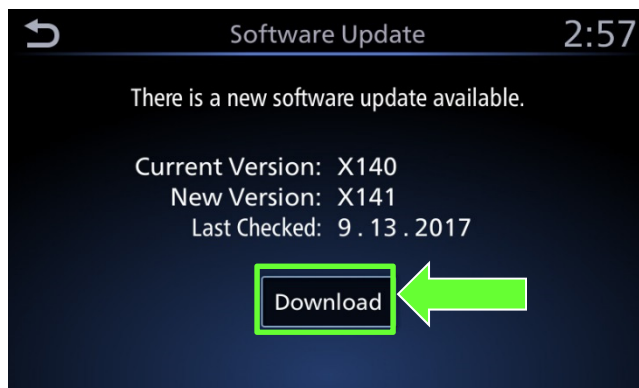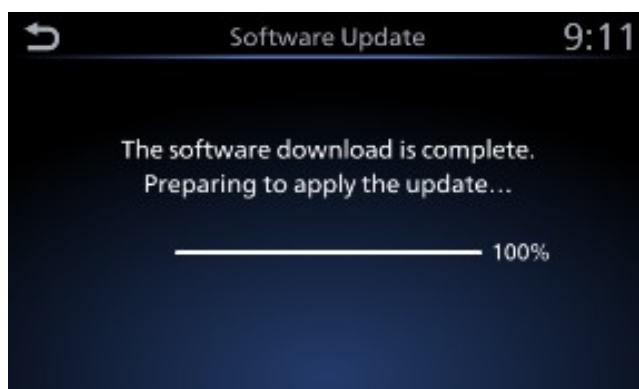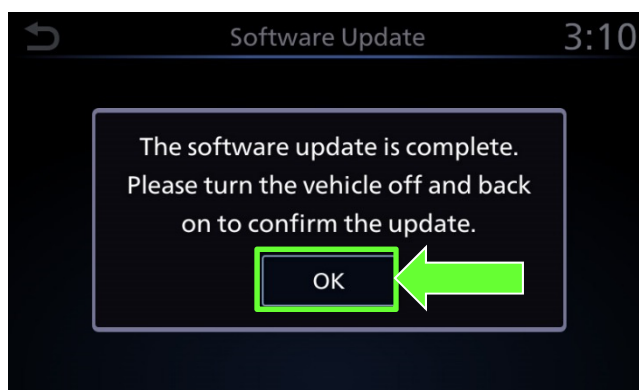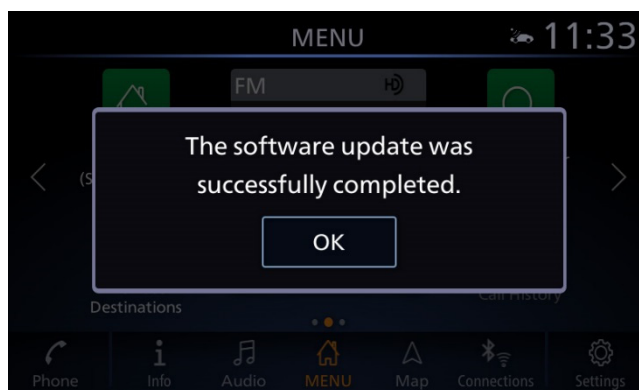
f. Select **OK**.

Figure 21

18. Delete the Wi-Fi network as follows:

Figure 22

a. Push MENU hard button.
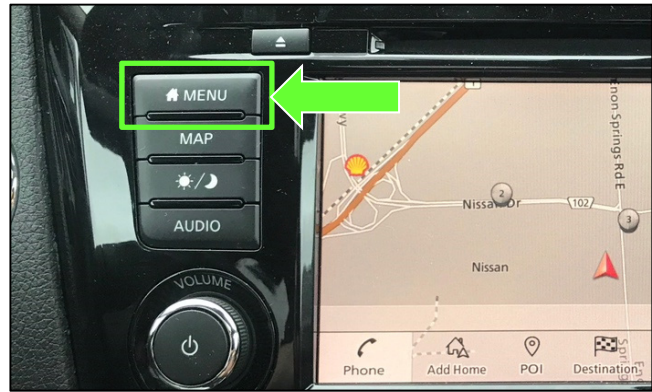
b. Select **Connections** from the HOME screen.

    NOTE: Connections can also be selected from the Settings Menu.

Figure 23

c. Select the **Wi-Fi** tab to display the available networks (Connections) within range of the vehicle.

Figure 24

d. Select the " ⓘ "information icon on the network drive that was connected to.
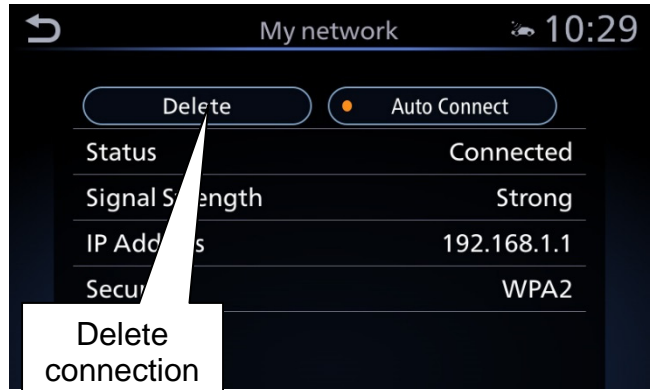

Figure 25

e. Select **Delete**.

Figure 26

19. Turn the vehicle OFF.

CLAIMS INFORMATION

Submit a Primary Operation (PO) type line claim using the following claims coding:

DESCRIPTION	OP CODE	SYM	DIA	FRT
Perform Update System Software	RX5VAA	ZE	32	0.3