SERVICE BULLETIN

Classification:	Reference:	Date:
EL17-032b	NTB17-111b	September 6, 2018

2018 ROGUE; NISSANCONNECT
OVER THE AIR SOFTWARE UPDATE

> **This bulletin has been amended. Steps to check for additional software updates have been added.**
> **Please discard all previous versions of this bulletin.**

APPLIED VEHICLES: 2018 Rogue (T32)

SERVICE INFORMATION

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

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

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.

SERVICE PROCEDURE

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.

Wi-Fi Connection

1. Start the engine.

2. Push the MENU button.

Figure 1

3. Select **Connections**.

Figure 2

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

5. 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.

Figure 3

6. 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

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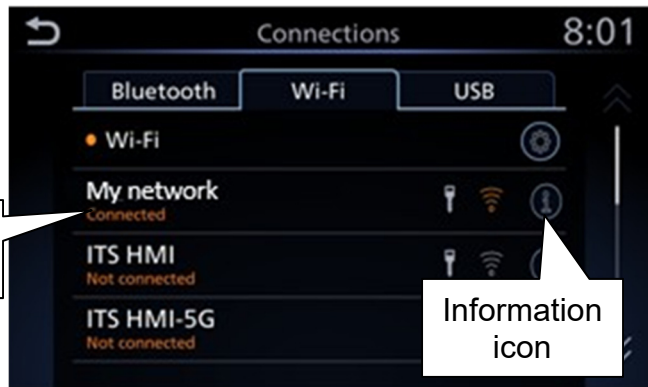
   Connection status

   Information icon

8. Select the "ⓘ" information icon to access the connection details.

Figure 5

9. Confirm signal strength.

   • A strong signal is recommended for the best results.

Figure 6

Update System Software by Wi-Fi

Figure 7

10. Push the Menu button.

Figure 8

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

Figure 9

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

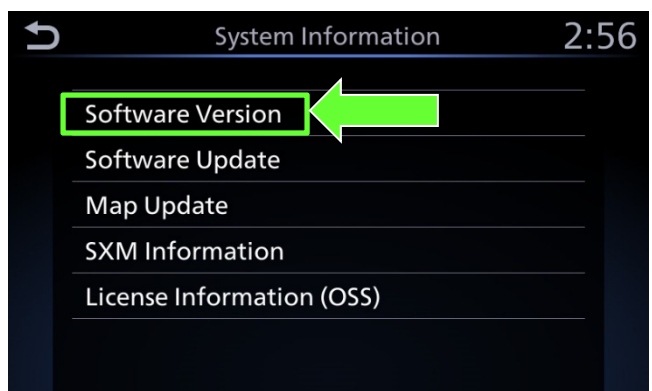Figure 10

13. Select **Software Version**.

Back Button

Figure 11

14. Is the software version **0000000140**?

- **YES:** Select the Back button, and then proceed to page 11.

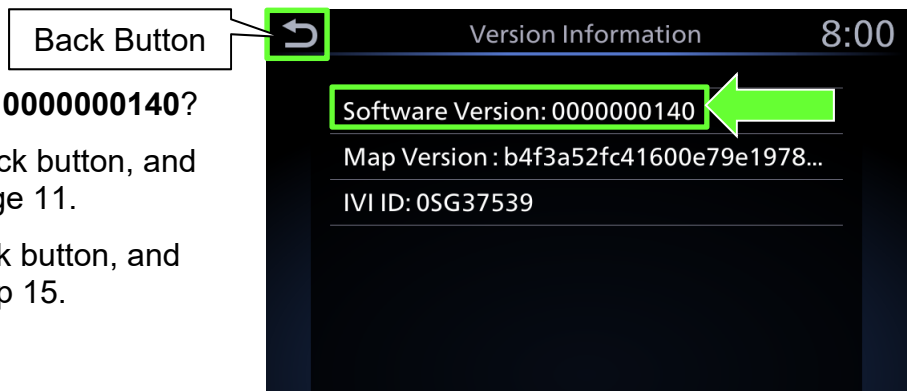- **NO:** Select the Back button, and then proceed to step 15.

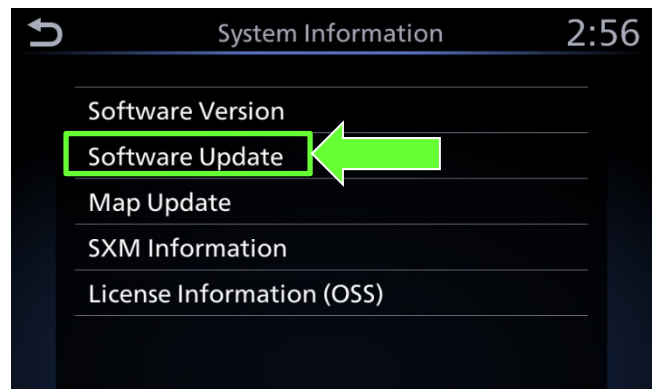15. Select **Software Update** to access Software Update menu.

Figure 12

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

Figure 13

IMPORTANT: More than one update may be available:

- Only one update will be displayed at a time, and must be downloaded before the next update can be displayed and downloaded.

- After a download completes check for the next most recent update.

- Continue to check until the system indicates that the current software is the latest.

17. Select **Check for an Update**.

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

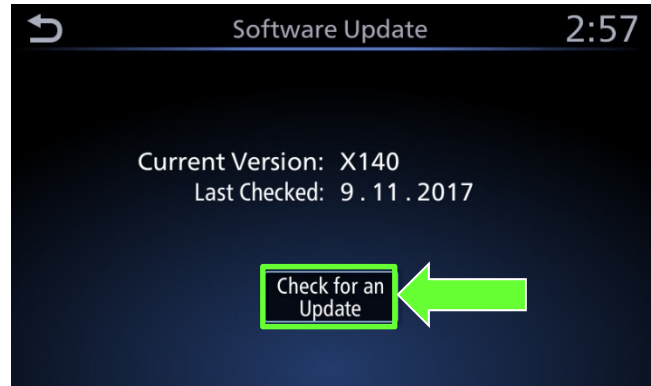   **NOTE:** This can take up to one (1) minute to complete.

Figure 14

18. If an update is available, proceed to step 21 on page 8.

19. If currently installed software is up to date, a corresponding notification will be displayed as shown in Figure 15.

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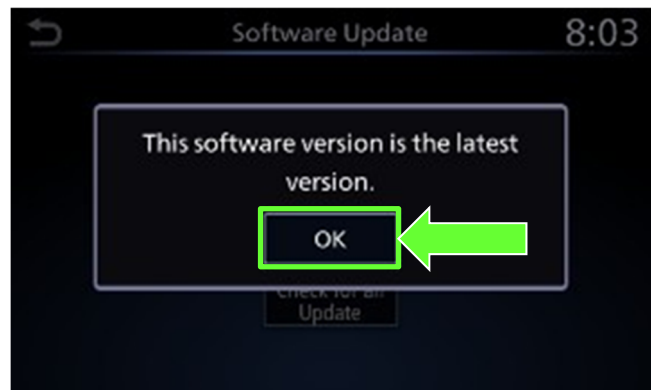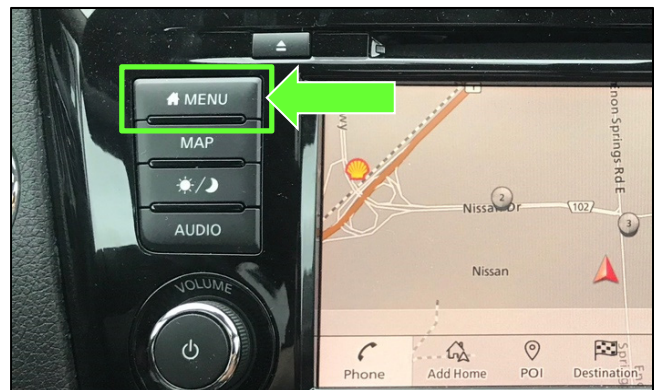

Figure 15

a. Push MENU button.

Figure 16

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

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

Figure 17

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

Figure 18

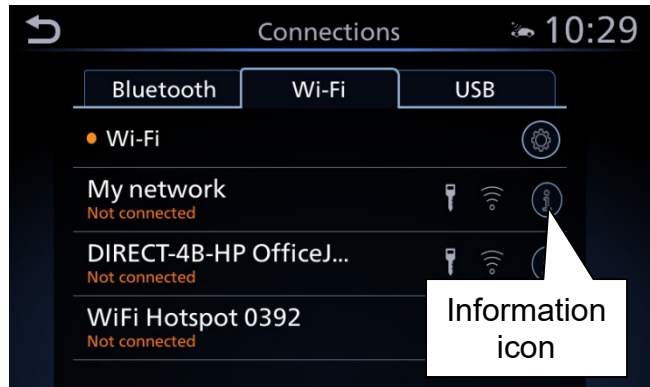d. Select the " ⓘ " information icon for the network you connected to.

Figure 19

e. Select **Delete**.
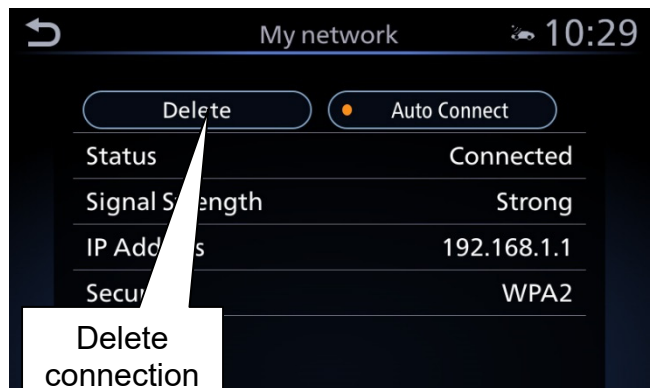
f. Turn ignition OFF; no further action is needed.

Figure 20

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

- The update will begin automatically and the screen in Figure 22 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.
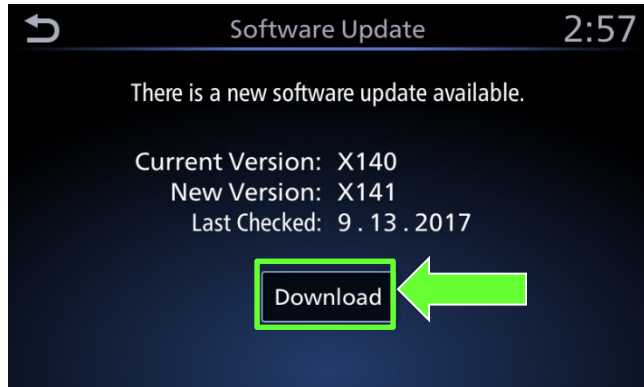

Figure 21

Figure 22

22. Upon the completion of the software update, a message will be displayed to turn the vehicle off and back on.

a. Select **OK**.

b. Turn the ignition OFF.

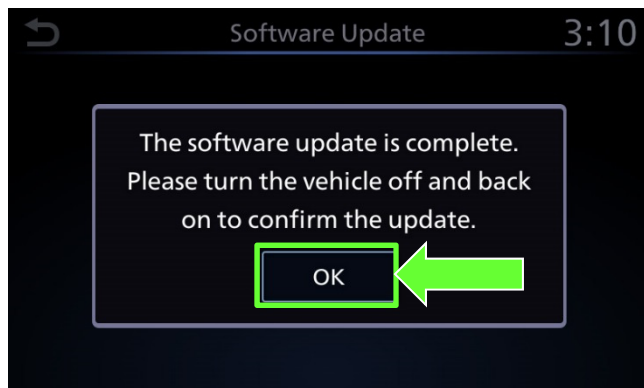c. Exit the vehicle (using driver's door), and then close the door.

Figure 23

- Confirm that all other doors are also closed.

d. Wait five (5) minutes.

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

e. Turn the ignition ON (engine OFF) 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 22b.

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

- The message "The software update was successfully completed" will be displayed.

g. Select **OK**.
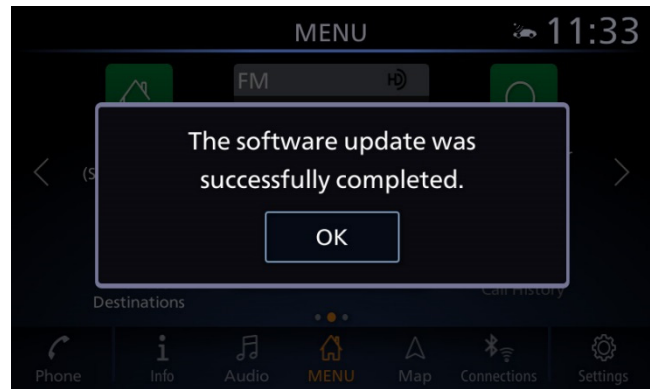
- The Home screen in Figure 25 will be displayed.

Figure 24

NOTE: If you see the pop-up box in Figure 24A, select **Later** and then proceed to step 23.
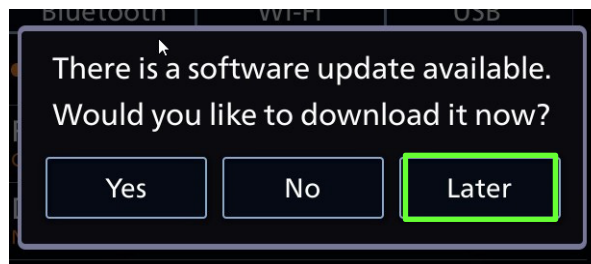

Figure 24A

23. Check for additional Software updates.

   IMPORTANT: More than one update may be available.

   - Only one update will be displayed at a time, and must be downloaded before the next update can be displayed and downloaded.

   a. Perform steps 10-12 and then 15-18 starting on page 4.

   b. Does the system indicate that the software version is the latest?

   YES: Proceed to step 24.

   NO: Perform steps 21-23 starting on page 8.

24. Delete the Wi-Fi network as follows:

   a. Push MENU button.
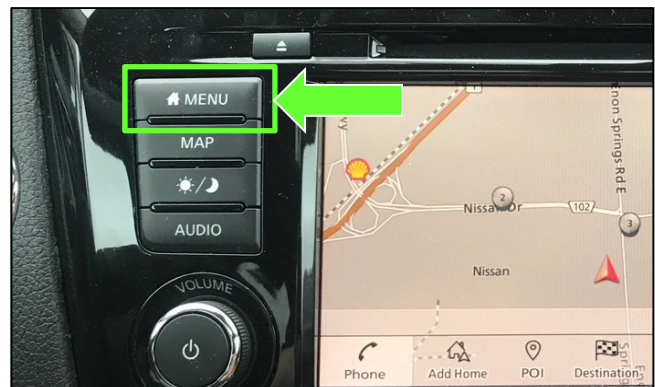

Figure 25

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

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

Figure 26

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

Figure 27

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

Figure 28

e. Select **Delete**.
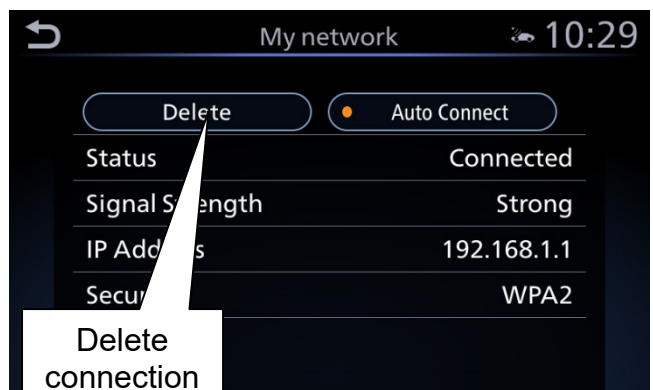
25. Turn the ignition OFF.

Software update complete.

Figure 29

Script Download (Software version is 0000000140)
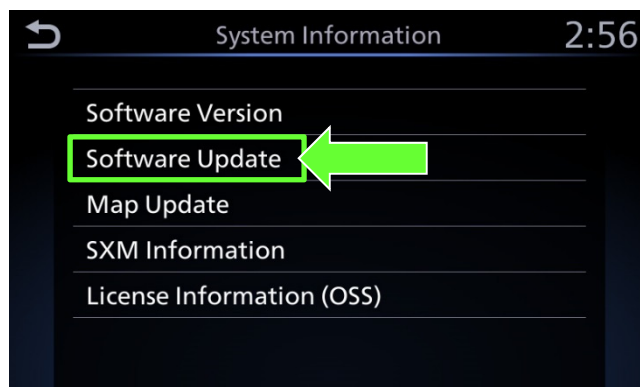

Figure 30

1. Select **Software Update**.

2. Select **Start Software Update**.

Figure 31

3. Select **Check for an Update**.

   NOTE: Nothing should change on the screen except for the "Last Checked" date.

4. Wait for <u>at least three (3) minutes</u> on Software Update screen, after Check for an Update is selected.
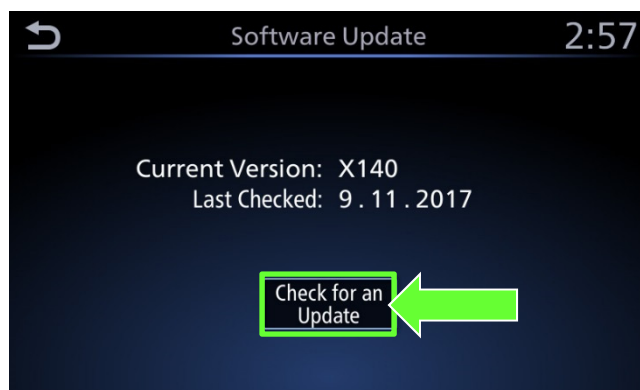
5. After 3 minutes turn the ignition OFF.

Figure 32

6. Exit the vehicle (using driver's door), and then close the door.

7. Confirm that the display screen has turned OFF.

   • Do not open the driver's door until instructed to.

8. Wait another five (5) minutes for the system to shut down.

   IMPORTANT: Do not turn the ignition ON, open the doors or lock/unlock the vehicle during this time.

9. Start the engine.

- Confirm that the Nissan logo appears.

- If the Nissan logo does not appear, start over from step 5 on page 11.

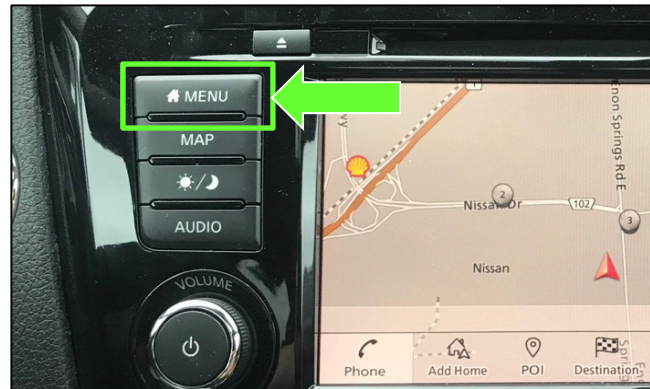Figure 33

10. Wait one (1) minute.

11. Push the Menu button.

Figure 34

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

Figure 35

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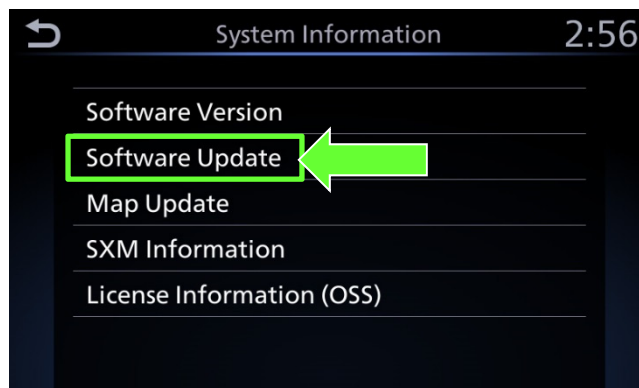

Figure 36

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14. Select **Software Update**.

Figure 37

15. Select **Start Software Update**.
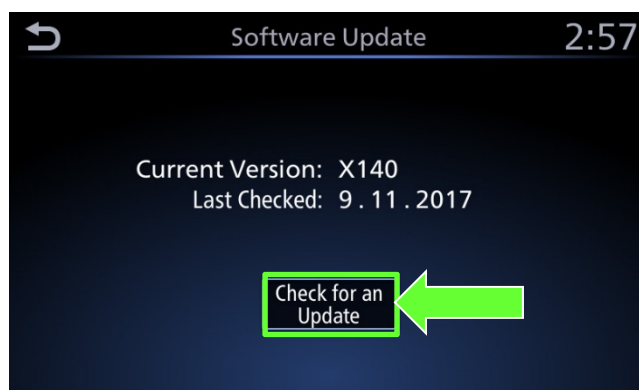

Figure 38

16. Select **Check for an Update**.

17. Wait for at least ten (10) seconds.

Figure 39

18. After approximately ten (10) seconds the message "There is a new software update available" will be displayed.

   NOTE:

   - The time it takes to display this message depends on the internet speed and Wi-Fi signal strength.

   - This could take longer if internet connection is slow or Wi-Fi signal is weak.

Figure 40

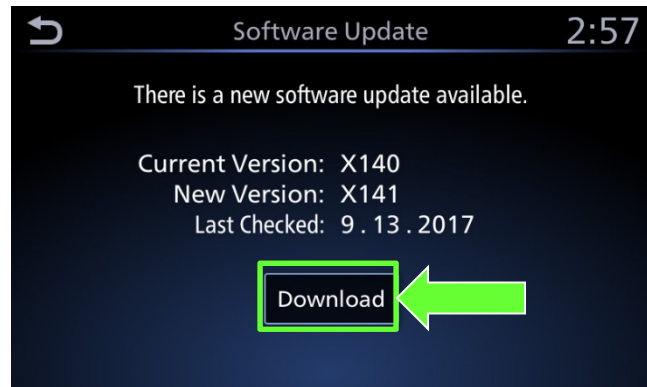19. Select **Download** to begin the download process.

Figure 41

- The update will begin automatically and the screen in Figure 42 will be displayed once the download is complete.

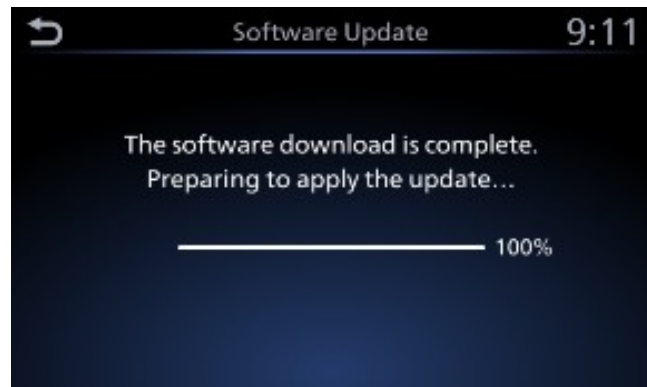 **NOTE:** Do not turn the engine OFF during this step.

Figure 42

20. Upon the completion of the software update, a message will be displayed to turn the vehicle off and back on.

   a. Select **OK**.

   b. Turn the ignition OFF.

   c. Exit the vehicle (using driver's door), and then close the door.

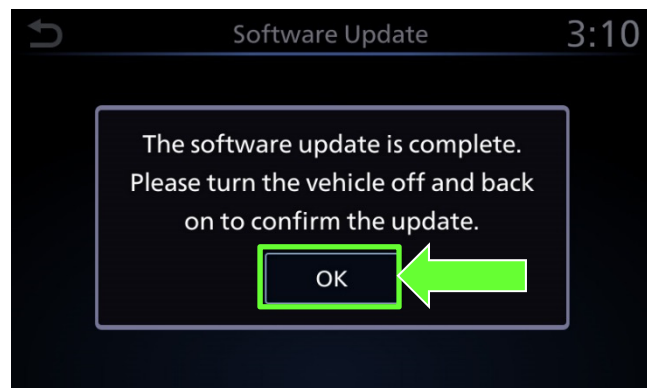   - Confirm that all other doors are also closed.

   d. Wait five (5) minutes.

Figure 43

   NOTE: The engine does not need to be running for step 21.

21. Return to page 8 and perform steps 22e through step 24 on page 9.

CLAIMS INFORMATION

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

DESCRIPTION	OP CODE	SYM	DIA	FRT
Perform Script Download and Software Update	RX6KAA			0.5
Perform Only Software Update	RX6MAA	ZE	32	0.3
No Update Available	RX6LAA			0.2