



SERVICE BULLETIN

Classification: AN21-019	Reference: NTB21-085	Date: September 13, 2021
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SOFTWARE UPDATE FOR INFOTAINMENT ISSUES

APPLIED VEHICLES: 2021 Rogue (T33)
APPLIED GRADE: S grade only

IF YOU CONFIRM

The customer is experiencing a software related concern.

- Refer to NTB21-038 to verify if customer concern is a Hardware or Software related issue.

ACTION:

1. Refer to steps 1 - 4, starting on page 3, to confirm if the current software is 4617.
2. If the current software is not 4617, update the software via USB.

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.

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 special tool, USB drive J-52727-1, has been shipped to each dealer (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: nissantechmate.com or 1-800-662-2001.

HINT:

The update-software must be the only file on the USB drive.



Figure 1

BOSCH CONTACT INFORMATION

If additional assistance is required from Bosch, fill out the form below and email it to: nissan.dealers@us.bosch.com

Bulletin Number	
Date	
Dealer Number	
Mailing Address: Dealer Name	
Address and Street	
City	
State	
Zip Code	
Order Placed By (your name)	
Current audio unit Software version	
Customer Concern	
Reason for request	<ul style="list-style-type: none">• Cannot download update software

SERVICE PROCEDURE

Check the Software Version

1. While holding the menu button down, turn the tune knob left-right-left.



Figure 2

2. Select **Confirmation/Adjustment**.



Figure 3

3. Select **Version Information**.



Figure 4

4. Confirm if the “Overall SW version” is 4617.

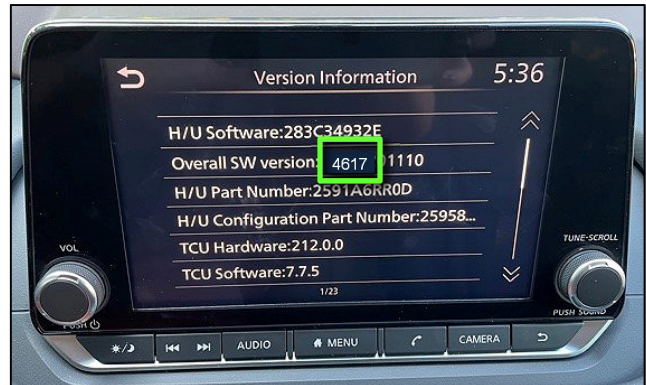


Figure 5

- If the Software Version is NOT 4617, select the back button and continue to step 5 on the next page.
- If the Software Version is 4617, select the back button, this bulletin **does not apply**. Refer to **CLAIMS INFORMATION** on the last page.



Figure 6

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.

5. Insert special tool USB drive J-52727-1 into an ASIST Station.

- If the infotainment software has already been downloaded onto special tool USB drive J-52727-1 from a prior service procedure, skip to step 14 on page 7.

HINT:

- Special tool USB drive J-52727-1 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.

6. Open ASIST.

7. Select **Specialty Tools**, and then select **Infotainment Software Updates**.

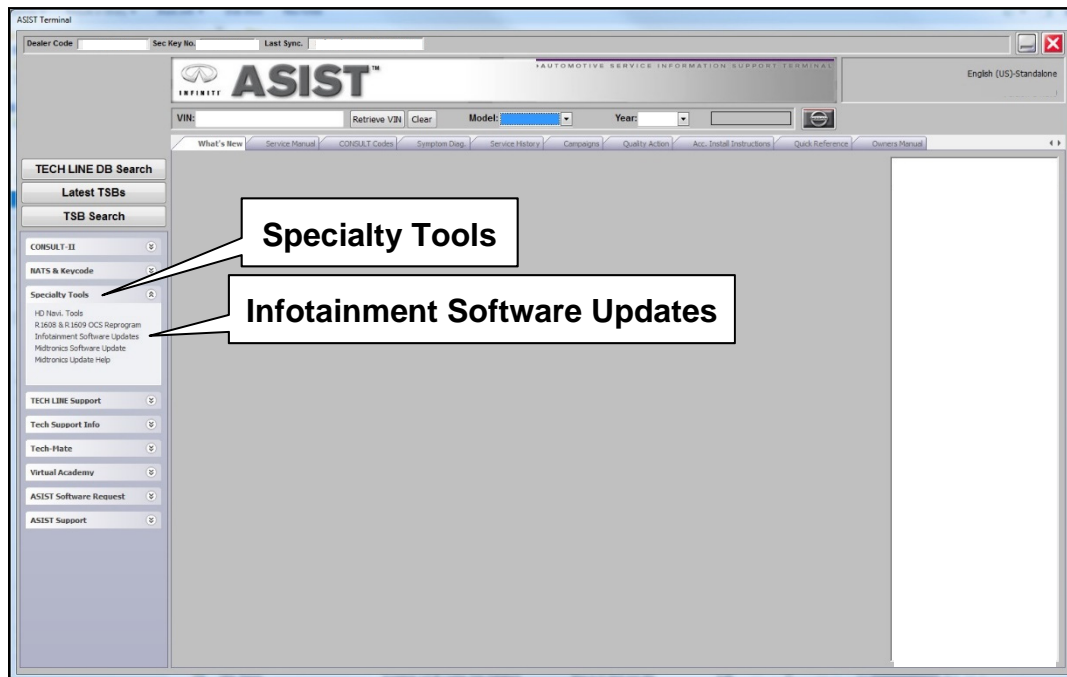


Figure 7

8. Select the check box next to infotainment update-software ID **IVI4617** (Figure 8).
9. Use the drop-down menu and select the location of the USB drive that was inserted in step 5 on page 5.

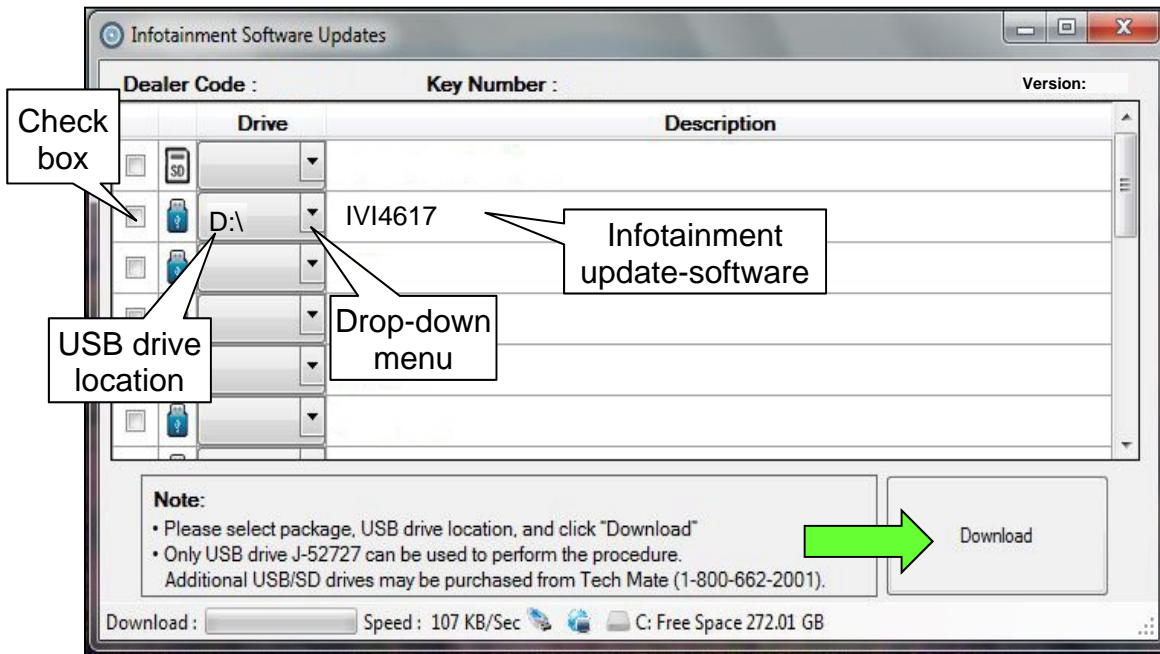


Figure 8

10. 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 ASIST Station, you receive the message shown in Figure 9:
 - a. First, attempt to clear space on the ASIST Station hard drive.
 - b. If space on the hard drive cannot be cleared, email Bosch at **nissan.dealers@us.bosch.com** for additional options.

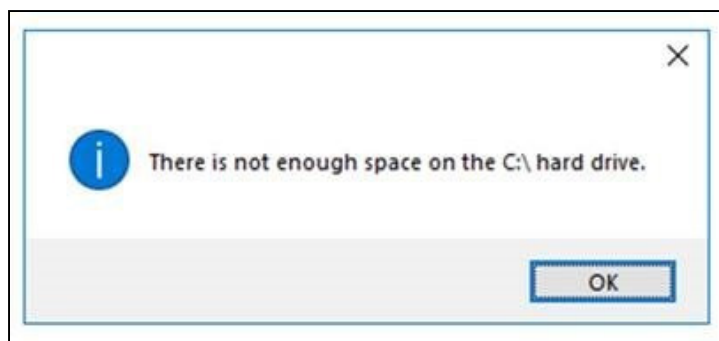


Figure 9

11. Select **OK**.

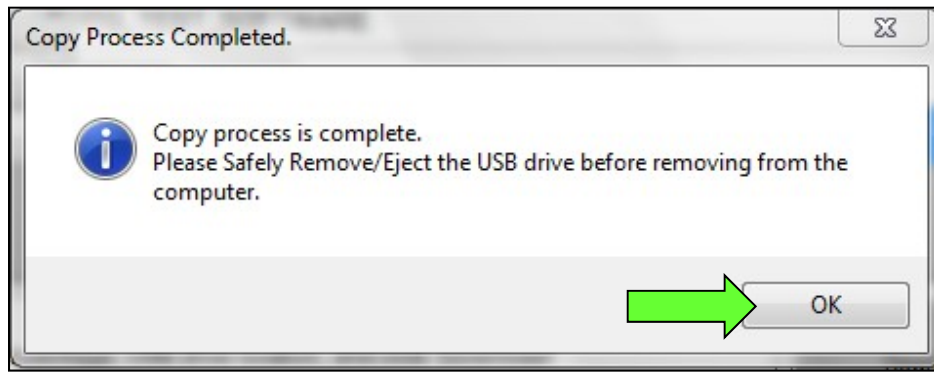


Figure 10

12. Once the transfer is complete, safely remove the USB drive from the ASIST Station.

- a. From the PC toolbar, select the **Safely Remove Hardware** icon.
 - 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 ASIST Station.

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.

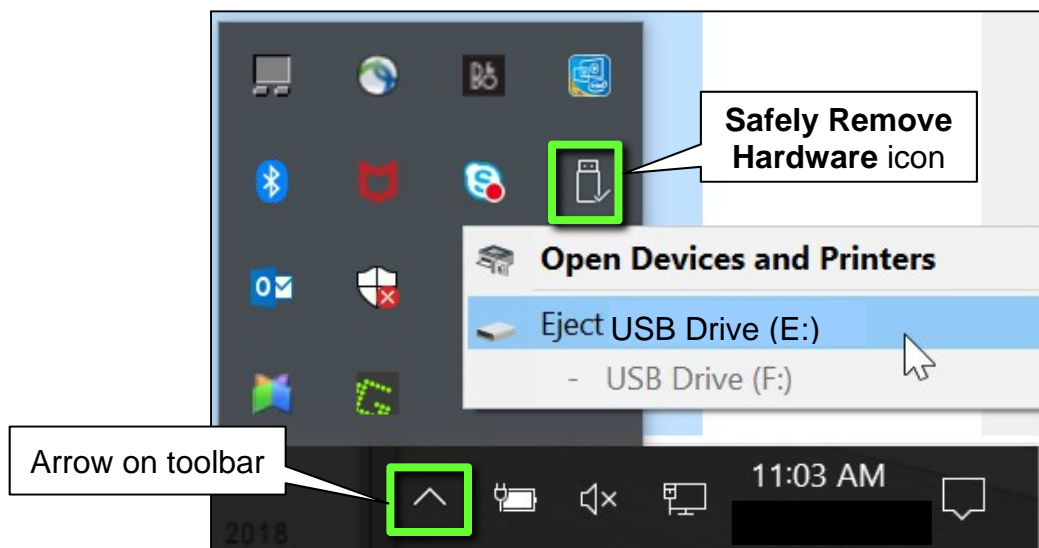


Figure 11

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 the infotainment update-software into the vehicle's USB media port (Figure 12).

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

HINT: Charging ports are marked in the vehicle with a “lightning bolt” symbol.

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.

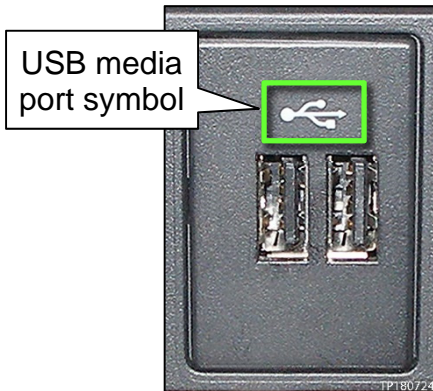


Figure 12

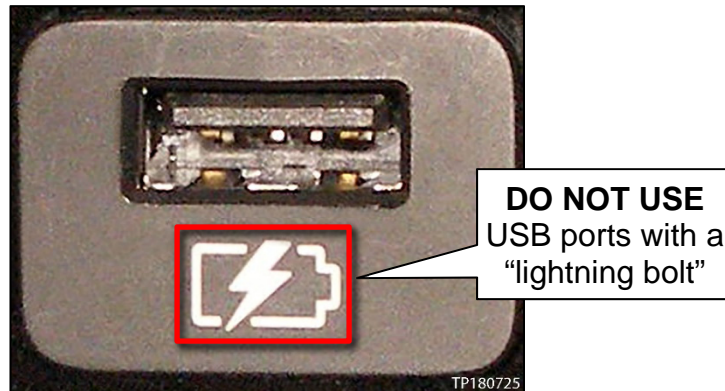


Figure 13

17. Wait approximately 10-30 seconds for the screen in Figure 14 to appear.



Figure 14

- The screen in Figure 15 may briefly appear. **Do not remove the USB drive.** The audio system will detect the USB and continue the update.

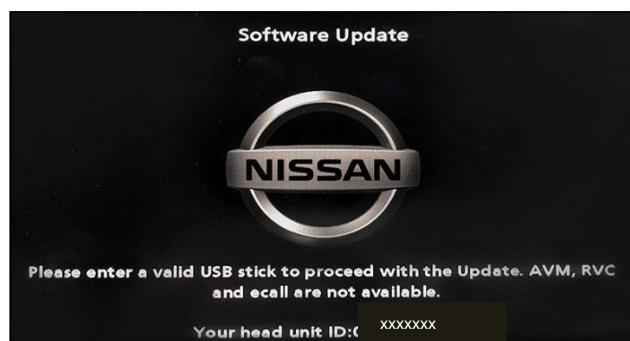


Figure 15

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

HINT: The update may take 15-25 minutes.

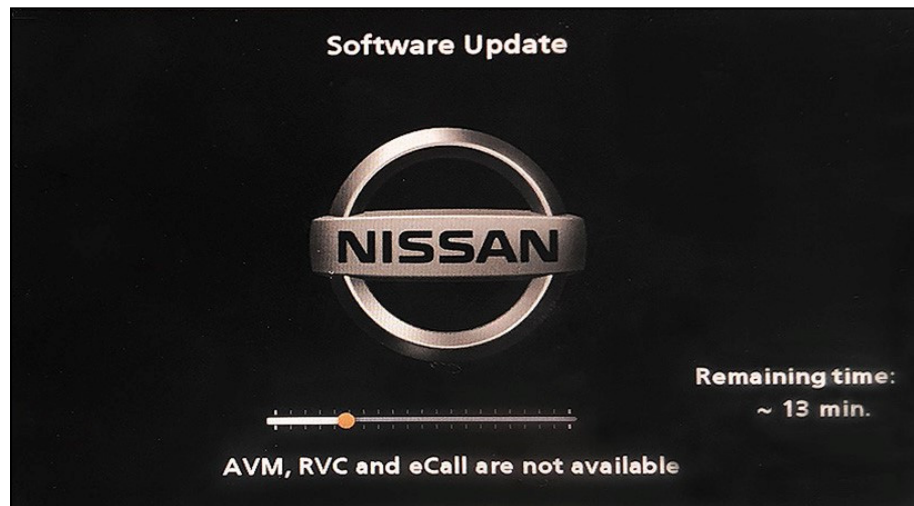


Figure 16

19. Once the update is complete (Figure 17), remove the USB drive; the system will reboot (restart).

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



Figure 17

NOTICE

Steps 20-29 must be completed. If they are not completed, the update may become corrupted.

20. Allow the reboot to complete (approximately 30 seconds).
 - The Nissan logo will be displayed during the reboot.
21. Turn the ignition OFF.



Figure 18

The steps below will fully reboot the infotainment system twice.

22. Open and close the driver door, and then ensure that all doors are closed.
23. Lock the doors.
24. Wait 5 minutes.

NOTICE

Ensure that all doors remain closed during the five minute wait period. If a door is opened during the five minute wait period, the update may not complete and the AV control unit may become inoperable.

25. Unlock the doors.

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

26. Turn the ignition ON (engine OFF) and wait for the Nissan logo to appear (Figure 18).
 - If the Nissan logo does not appear (this might take up to 30 seconds), start over from step 21.

27. After the Nissan logo appears, wait about one (1) minute.
 - The MENU (Home) screen in Figure 19 will be displayed.

28. Turn the ignition OFF.



Figure 19

29. Repeat steps 22-28 one more time (for a total of 2 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 Software Check	RX4ZAA	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 Software Check and Update	RX5AAA	ZE	32	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
September 13, 2021	NTB21-085	Original bulletin published

