SERVICE BULLETIN

Classification:	Reference:	Date:
AN18-012D	NTB18-031D	October 27, 2021

2016-2018 NISSANCONNECT NAVIGATION SYSTEM SOFTWARE UPDATE TO RESOLVE SEVERAL ISSUES

**This bulletin has been amended. See AMENDMENT HISTORY on page 14.
Please discard previous versions of this bulletin.**

APPLIED VEHICLES:

2016-2017 Altima (L33)	2017 Rogue Hybrid (T32H)
2016-2018 Frontier (D40)	2017-2018 Rogue Sport (J11)
2016-2017 Juke (F15)	2016-2018 Sentra (B17)
2018 NV200 (M20)	2017-2018 Titan (A61)
2016-2017 Rogue (T32)	2016-2018 Titan XD (A61)

APPLIED VIN & DATE: 2016 Frontier:
Built after 1N6(*)D0(***)GN 727602 // January 4, 2016

APPLIED SYSTEM: Vehicles equipped with navigation

IF YOU CONFIRM

One or more of the following is occurring:

- The navigation system intermittently reboots:
  - ➢ At random **or** while listening to SXM **or** on a Bluetooth hands-free phone call.
- Loud booming noise from the speakers while on a Bluetooth hands-free call.
- Navigation screen illumination does not change at night as designed.
- AM/FM signal strength issues.
- In-vehicle downloads in NissanConnect Services do not work. (Connected Search, Destination Assistance Download, Sync feeds.)
- A status message "Voice Recognition is initializing, please wait" is displayed when pressing the voice recognition button 2-3 minutes after the ignition is first turned ON.

  NOTE: If the message is displayed within the first 2-3 minutes, this is normal. The voice recognition is loading phonebook contacts into its system.

AND

- The software version has been confirmed as "needs update" (steps 1-4).

ACTION

Perform the **SERVICE PROCEDURE,** starting on page 3, and reprogram the navigation system if instructed to do so.

REQUIRED SPECIAL TOOL

- Each dealer was mailed one USB drive (Figure 1) free of charge, from Bosch.

- Please discard any USB drives with the previous software version.
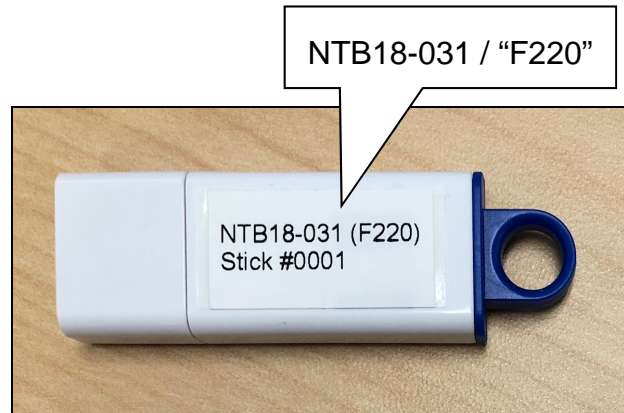
NTB18-031 / "F220"

NTB18-031 (F220)
Stick #0001

Figure 1

- **If the USB drive shown in Figure 1 cannot be located/used**, download the update-software from ASIST onto a USB drive.

  ➤ Use Special Tool USB drive J-52727-1 (Figure 2).

    NOTE: The update-software <u>must</u> be the only file on the USB drive.

SanDisk

Figure 2

  ➤ Additional USB drives may be purchased from Tech•Mate: nissantechmate.com or 1-800-662-2001.

SERVICE PROCEDURE

Check the Software Version

1. Turn the audio system OFF.

2. Access the **SERVICE MENU**.

   a. Push and hold the **APPS** button.

   b. Turn the **TUNE-SCROLL** knob as follows:

   ➢ Counterclockwise 3 or more clicks, then

   ➢ Clockwise 3 or more clicks, then

   ➢ Counterclockwise 3 or more clicks, then

   ➢ Clockwise 3 or more clicks, then

   ➢ Continue this pattern until the **SERVICE MENU** screen is displayed (Figure 3).
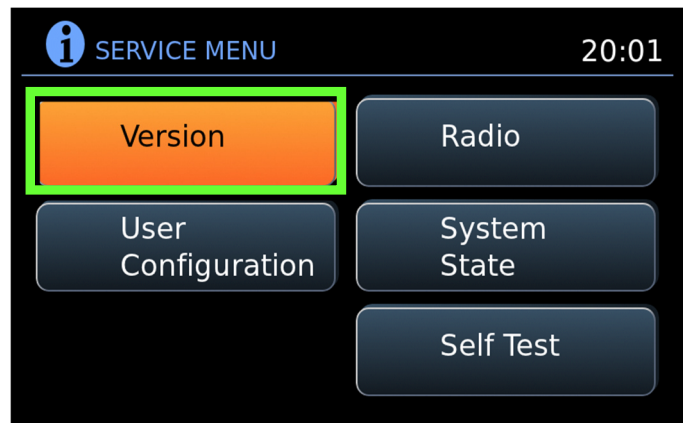
3. Select **Version**.

Figure 3

4. Check the **Software** version.

   Is the software version **F220**?

   • **NO:** Proceed to step 5.

   • **YES:** <u>This bulletin does not apply</u>. Do <u>not</u> reprogram the navigation system. Proceed to **CLAIMS INFORMATION** on page 14.
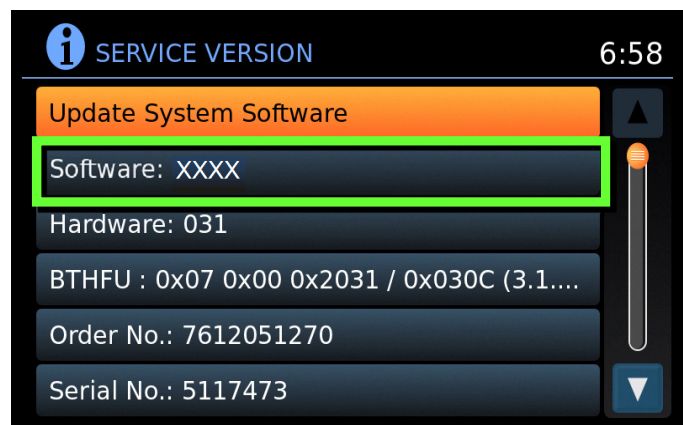

Figure 4

Download Update-Software from ASIST (if needed)

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NOTE: If the USB drive shown in Figure 5 is available to use for the reprogramming procedure, skip to **Update the Navigation System** on page 8.
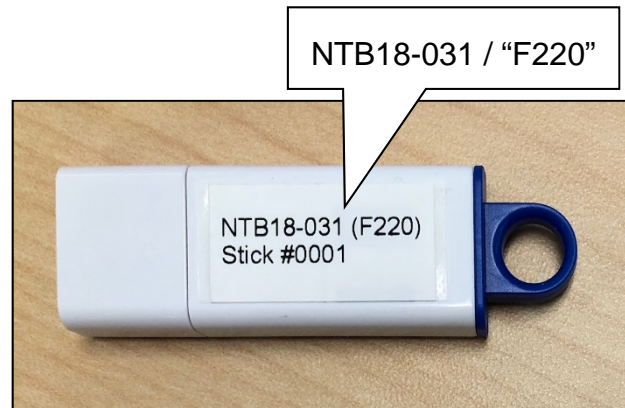
Figure 5

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 the CONSULT PC.

- If update-software **F220** has already been downloaded onto special tool USB drive J-52727-1 from a prior service procedure, skip to step 14 on page 8.

   NOTE:

   ➢ Special tool USB drive J-52727-1 is the only USB drive approved for use with this procedure if the original USB drive (Figure 5) is not available.

   ➢ The update-software is estimated to take 1 hour to download to the USB drive.

   ➢ The update-software <u>must</u> be the only file on the USB drive.

6. Open ASIST.

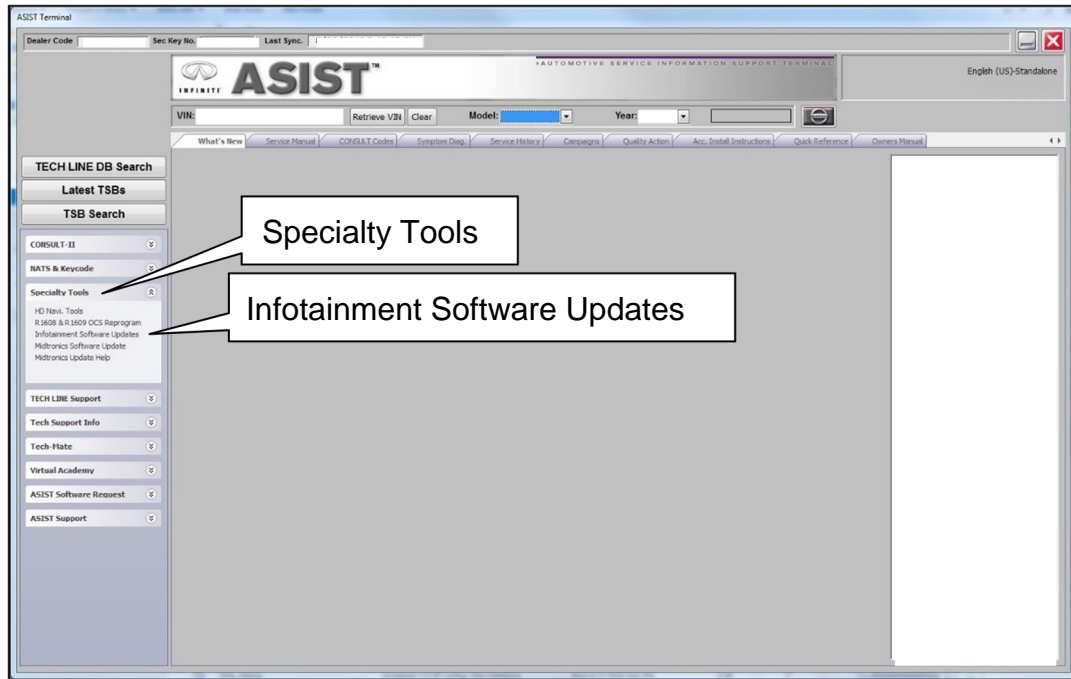7. Select **Specialty Tools**, and then select **Infotainment Software Updates**.

Figure 6

8. Select the check box next to the **F220** update-software (Figure 7).

9. Use the drop-down menu and select the location of the USB drive that was inserted into the CONSULT PC in step 5 on page 4.
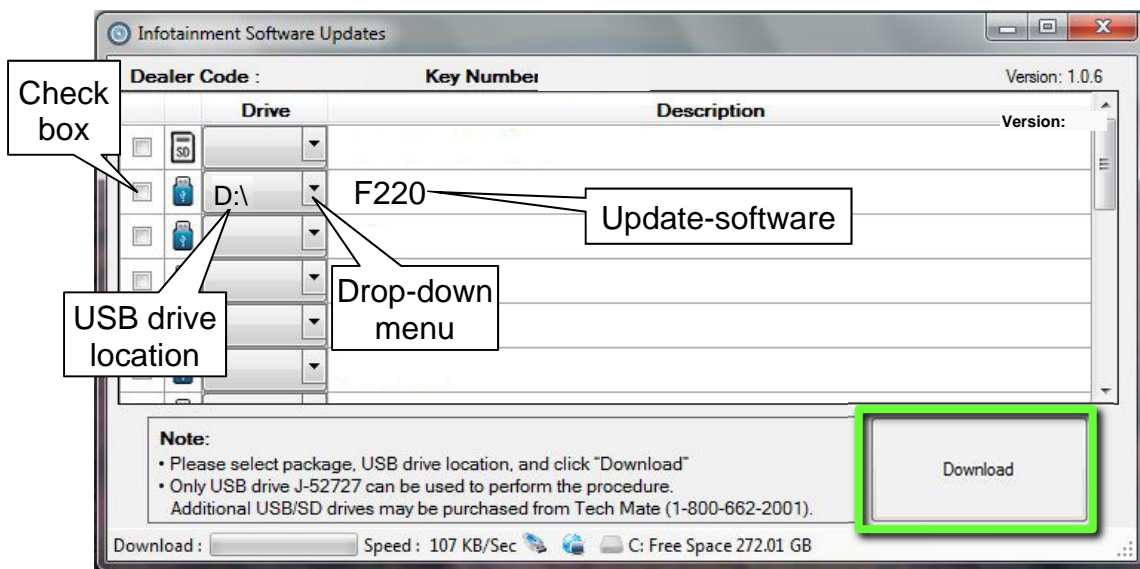

Figure 7

10. Select **Download** (Figure 7 on page 5), and then wait for the download to complete.

- The update-software is estimated to take 1 hour to download to the USB drive.

- If, while attempting to download the software, you receive the message shown in Figure 8:

  a. First, attempt to clear space on the CONSULT PC hard drive.

  b. If space on the hard drive cannot be cleared, email Bosch at **nissan.dealers@us.bosch.com** for additional options.
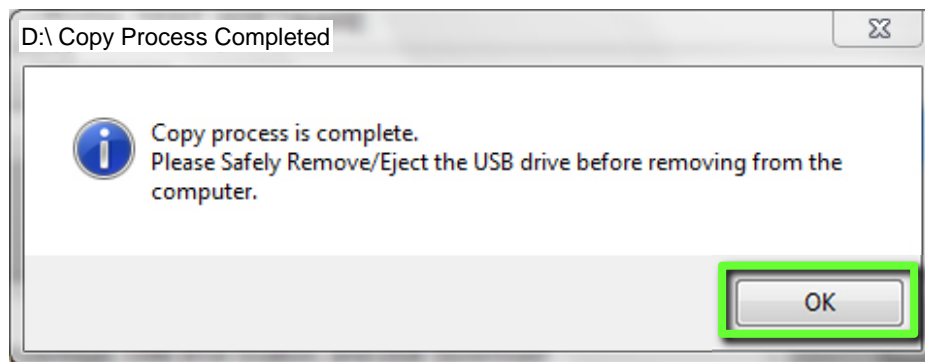

Figure 8

11. Select **OK**.

Figure 9

12. Once the transfer is complete, safely remove the USB drive from the CONSULT PC.

    a. From the CONSULT 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 CONSULT PC.

    NOTICE Follow the steps to safely remove the USB drive. If not followed, the USB drive may corrupt the update-software.

        • If you are not familiar with the process of safe USB drive removal, ask for assistance at your dealer.
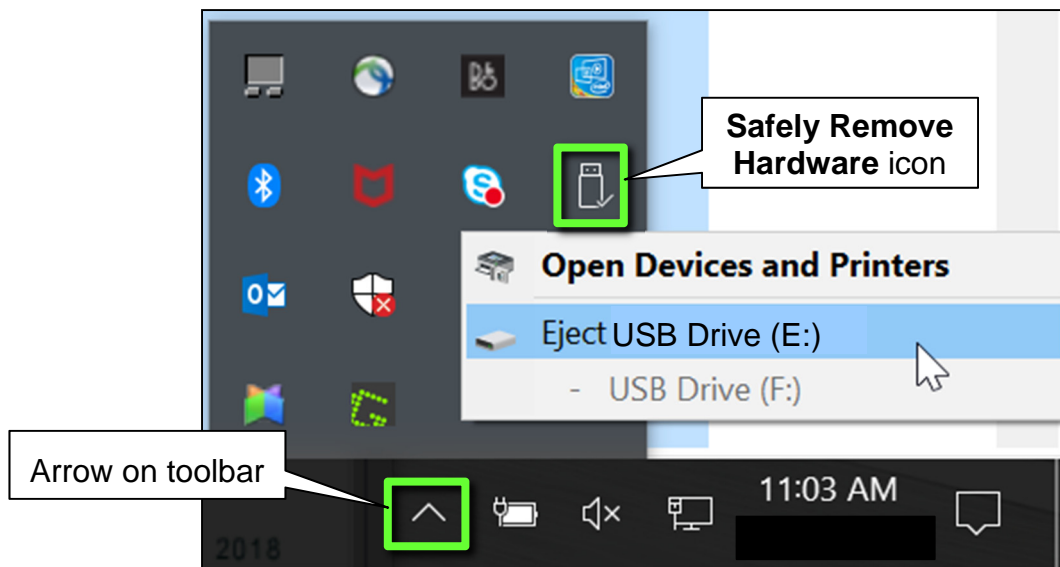

Figure 10

13. Close all ASIST **Infotainment Software Update** screens.

Update the Navigation System

14. Connect a battery maintainer or smart charger set to reflash mode or a similar setting.

    NOTE: The reprogram will take approximately 35 minutes to complete after the **Update** button is selected in step 26.

15. Set the parking brake.

16. Cycle the ignition to ON, engine OFF.

17. Turn ON the hazard lights to prevent the BCM from going into battery saver mode.

    IMPORTANT: The hazards <u>must</u> remain ON until the software update has been completed.

NOTE: After performing steps 14 - 17, if at any time during this procedure the status message "**Update Failed !**" is displayed with the direction to "Insert update media" while a countdown from 60 is displayed, or if the audio unit **continuously reboots** (restarts): <u>insert the USB drive and then skip to step 27 on page 11</u>.

18. Write down the radio settings.

PRESETS	1	2	3	4	5	6
AM						
FM 1						
FM 2						
SAT 1						
SAT 2						
SAT 3						

BASS	TREBLE	BALANCE	FADE	SPEED SEN. VOL.

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19. Turn the audio system OFF.

20. Access the **SERVICE MENU**.

   a. Push and hold the **APPS** button.

   b. Turn the **TUNE-SCROLL** knob as follows:

> ➢ Counterclockwise 3 or more clicks, then
>
> ➢ Clockwise 3 or more clicks, then
>
> ➢ Counterclockwise 3 or more clicks, then
>
> ➢ Clockwise 3 or more clicks, then
>
> ➢ Continue this pattern until the **SERVICE MENU** screen is displayed (Figure 11).
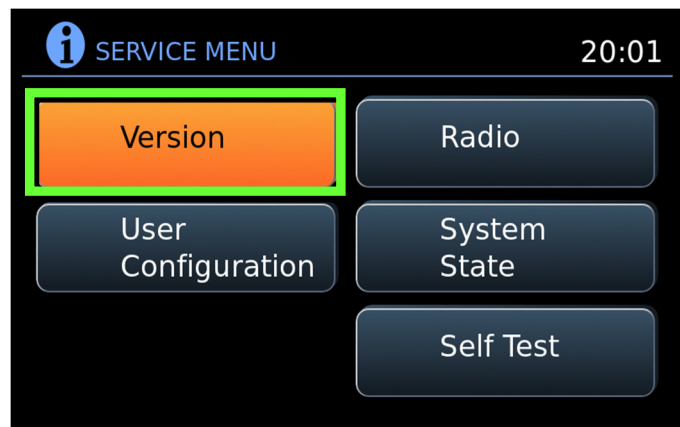
21. Select **Version**.

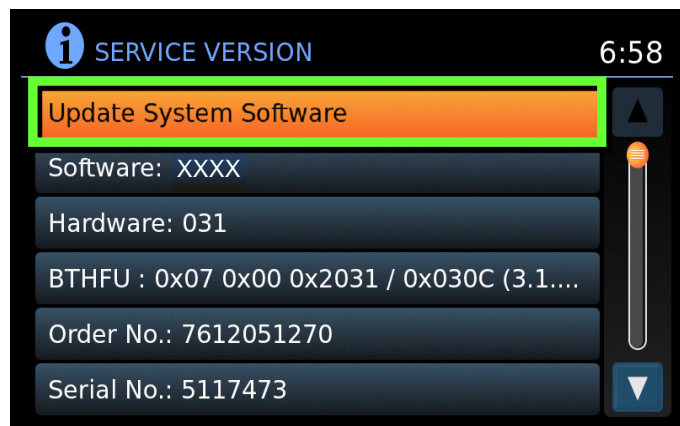Figure 11

22. Select **Update System Software**.

Figure 12

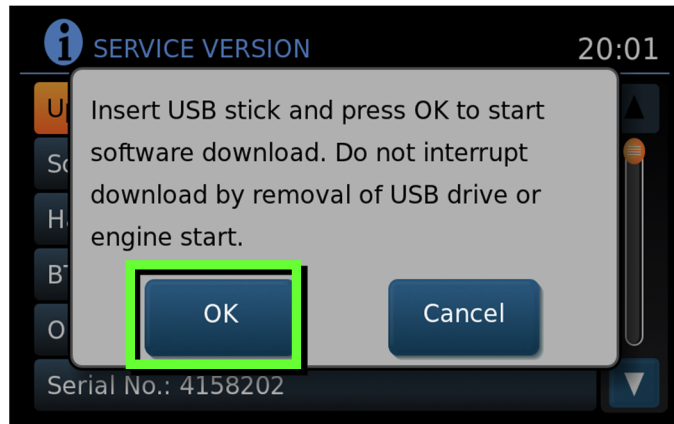23. Insert the USB drive into the audio system USB port, and then select **OK**.

Figure 13

24. Wait for the **APPLICATION** screen to appear (Figure 14).

25. Confirm the **Current Version** and **Media Version** are different.

   • If the versions are the same, this bulletin does not apply.

   NOTE: The media version should be **F220** to proceed.

26. Select **Update**.

   • After selecting **Update**, the screen will go black for up to one (1) minute. **This is a normal part of the update**.

Figure 14

27. Wait until the update is complete (this can take up to 35 minutes).

- The screen in Figure 17 will display when complete.

   IMPORTANT: If directed to skip to this step in the NOTE on page 8, it may take 3-5 minutes before the USB drive is recognized, and Figure 16 may display before the update begins. **Do not remove the USB drive during this process.**
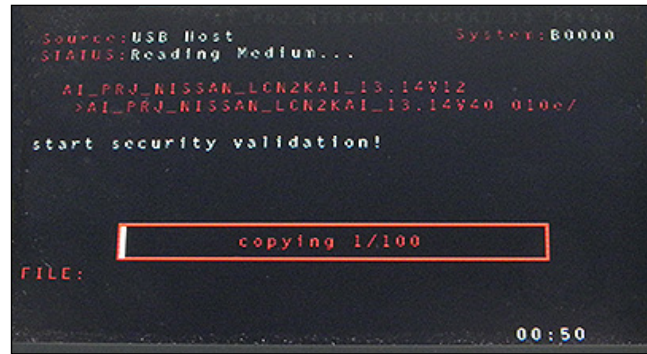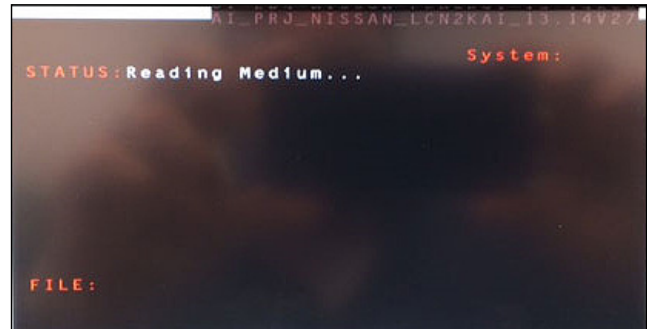

Figure 15

Figure 16

28. When Figure 17 is displayed, remove the USB drive to complete the update.

- This will cause the system to restart, which may take up to one (1) minute.
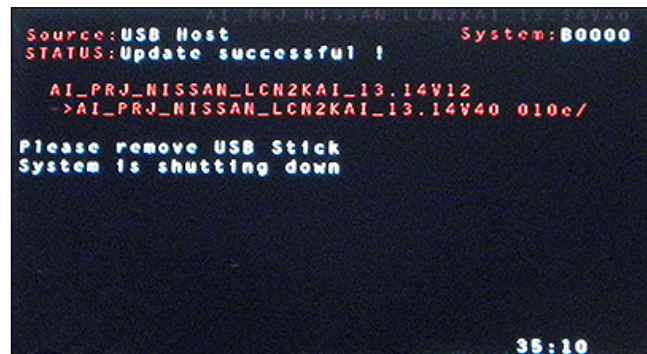
   Do not turn the ignition OFF.

Figure 17

"No SD Card is Inserted" Message Displayed

29. Does the message "No SD card is inserted. Please use a Nissan SD card only" display? (Figure 18)

    YES:

    a. Eject the SD card from the audio unit and then re-insert it.

    b. After the SD card is re-inserted, the "APPLICATION" screen (Figure 19) will display. Select **Update**.

    c. The update will take about one (1) minute to complete.

    d. The message "Download successful. System will reboot now" will display and the audio unit will reboot (Figure 21).

    e. The Nissan logo will display.

    f. After the audio unit has rebooted, proceed to step 30 on page 13.

    NO:

    Is the "APPLICATION" screen displayed (Figure 19)?

    Yes:

    a. Select **Update**.

    b. The update will take about one (1) minute to complete.

    c. The message "Download successful. System will reboot now" will display and the audio unit will reboot (Figure 21).

    d. The Nissan logo will display.

    e. After the audio unit has rebooted, proceed to **Confirm the Software Version Has Changed** on page 13.
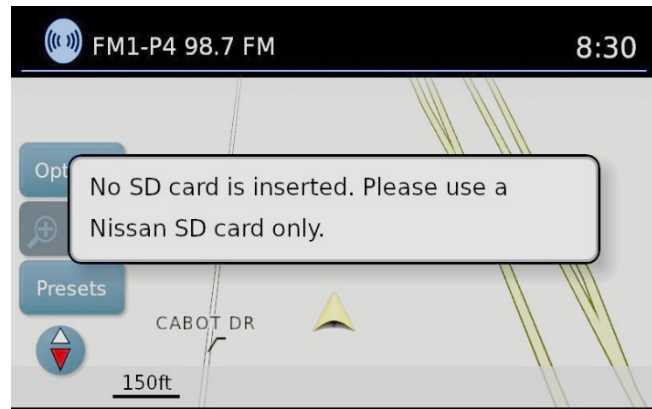
    No:

    • Proceed to step 30 on page 13.
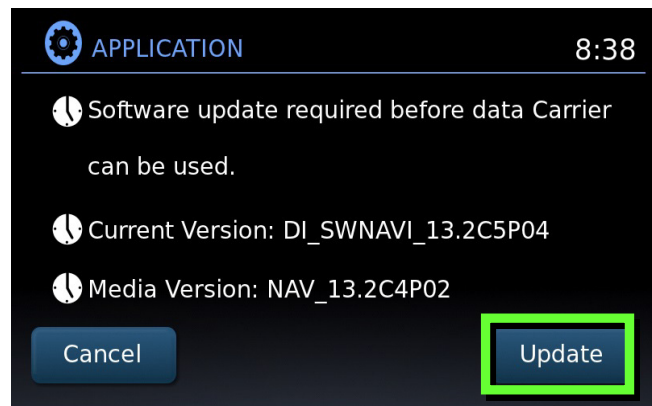

Figure 18

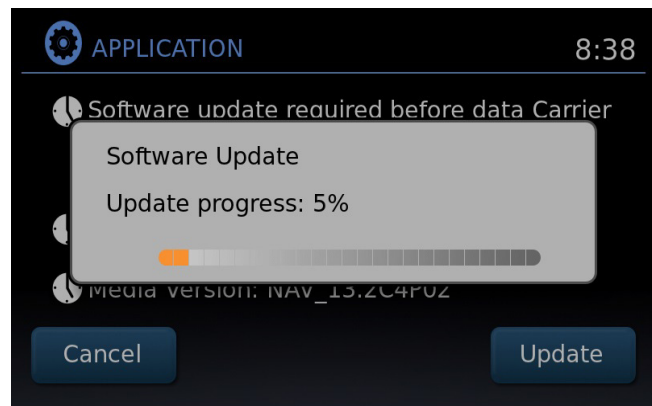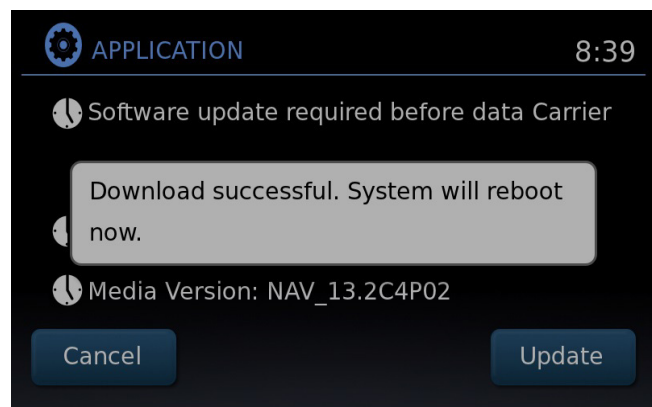

Figure 19

Figure 20

Figure 21

Confirm the Software Version Has Changed

30. Access the **SERVICE MENU**.

    a. Push and hold the **MENU** button.

    b. Turn the **TUNE-SCROLL** knob:

        ➢ Counterclockwise 3 or more clicks, then

        ➢ Clockwise 3 or more clicks, then

        ➢ Counterclockwise 3 or more clicks, then

        ➢ Clockwise 3 or more clicks, then

        ➢ Continue this pattern until the **SERVICE MENU** screen is displayed (Figure 22).
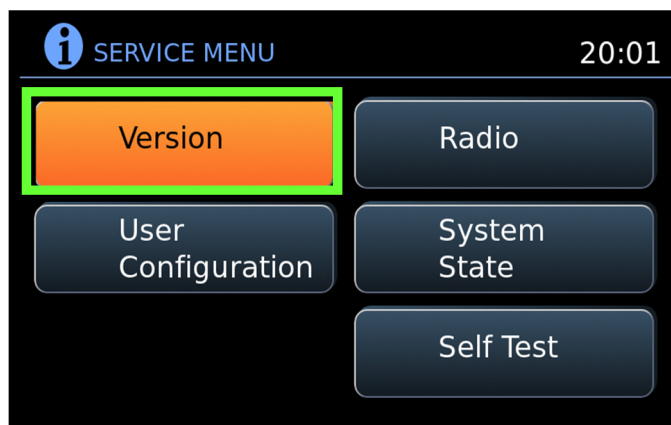
31. Select **Version**.

Figure 22

32. Check the **Software** version.

- If the version is now **F220**, proceed to step 33 on page 14.

- If the version is <u>not</u> **F220**, perform steps 22-32 again, starting on page 9.
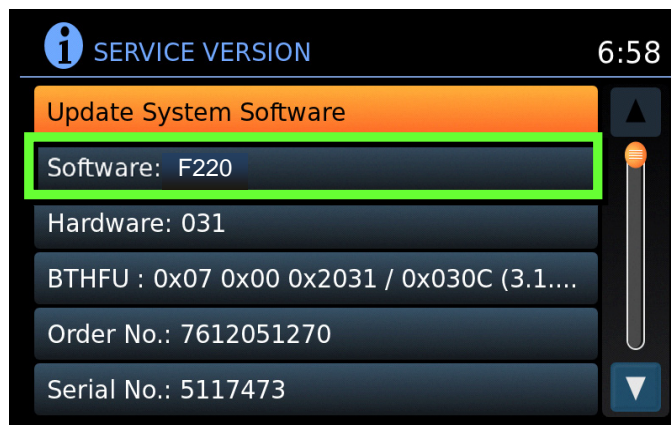

Figure 23

33.   Reset the radio settings.

34.   Turn the hazard lights OFF.

35.   Print the instructions on the next two pages, and either place the printout on the customer seat or attach it to the customer's receipt.

36.   Instruct the customer to go into their Bluetooth phone settings and perform the actions below.

   a.   Delete/erase the vehicle from the phone's Bluetooth menu.

   b.   Re-pair the phone.

   IMPORTANT: If step 36 is not completed, the phone may not connect with the vehicle while attempting to pair the phone to the vehicle.

CLAIMS INFORMATION

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

OPERATION	OP CODE	SYM	DIAG	FRT
Perform Software Check	RX04AA	ZE	32	0.2

OR

OPERATION	OP CODE	SYM	DIAG	FRT
Perform Software Check & Update	RX05AA	ZE	32	0.5

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
May 2, 2018	NTB18-031	Original bulletin published
May 23, 2018	NTB18-031a	Bosch contact information updated on page 2
June 25, 2018	NTB18-031b	IF YOU CONFIRM and software number updated
February 10, 2021	NTB18-031c	Classification number updated
October 27, 2021	NTB18-031D	Changes made throughout

Congratulations, your new software update has added a new feature called "SXM Smart Favorites".

Follow these instructions to use your new feature.

Smart Favorites Preset Setup

The Smart Favorites feature allows the user to designate presets, within the SXM1, SXM2 and SXM3 bands, as their Smart Favorites. When any of the Smart Favorite presets are selected, the current track on that station will play from the beginning of the song.

To program a Smart Favorite preset:

1.   Press the **SXM** button.
2.   Touch the "**Setup**" key.
3.   Touch the "**Tune Start**" key to activate (ON) or deactivate (OFF) Smart Favorites.
4.   Touch the "**Add Preset**" key to select an available preset.

For additional information regarding preset memory options, please see the Owner's Manual for your model and year vehicle.

NOTE:

- **Smart Favorites will start functioning only after the audio unit is turned on for a few minutes.**

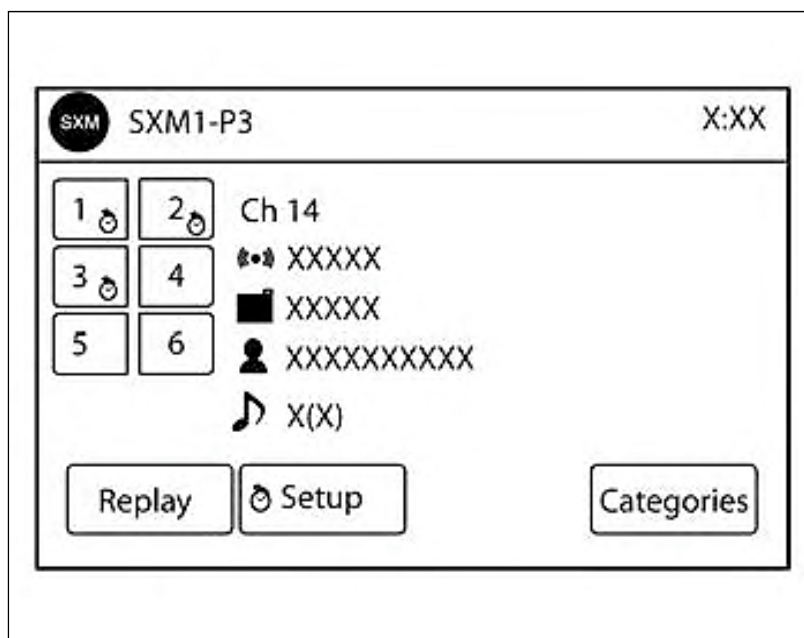- **Tune Start is supported for music channels only.**

Figure A

Replay Screen

The Replay Screen gives the user the ability to replay, skip, pause or rewind the currently aired track.

When the "**Replay**" key is pressed (Figure A), the Replay Screen (Figure B) is prompted.

REPLAY

- To replay a track from the beginning, press the ⏮ seek button.
- The user can continue to press the ⏮ seek button to replay previous songs, but can only go back as far as the system permits.
- The system will warn the user when they cannot skip any further back by displaying "At the End" in the bottom left corner of the screen.

SKIP

- To skip a track, press the ⏭ track button. "Live" will appear in the bottom left corner of the screen indicating the difference from play time to live audio.

PAUSE

- To pause a track, press the ‖ pause button.

REWIND/ FAST FORWARD

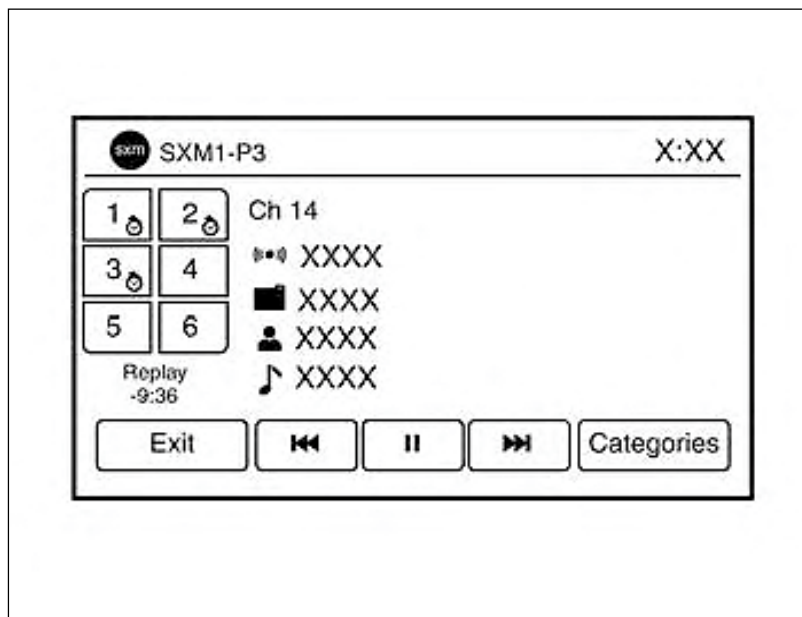- To rewind/ fast forward a track, hold the ⏮ or ⏭ seek/track button.

Figure B