Technical Bulletin

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SERVICE BULLETIN

Classification:	Reference:	Date:
AN21-019A	NTB21-085A	February 1, 2022

SOFTWARE UPDATE FOR INFOTAINMENT ISSUES

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

APPLIED VEHICLES: 2021 Rogue (T33)
APPLIED GRADES: 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 0 - 4, starting on page 3, to confirm if the current software is 4619.

2. If the current software is not 4619, 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.

REQUIRED SPECIAL TOOL

- One special tool, USB drive J-52727-1, has been previously 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 <u>must be</u> the only file on the USB drive.

Figure 1

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 4619.

Figure 5

- If the Software Version is <u>NOT</u> 4619, select the back button and continue to step 5 on the next page.

- If the Software Version is 4619, select the back button, this bulletin **does not apply**. Refer to **CLAIMS INFORMATION** on the last page.

Back Button

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 a CONSULT PC.

    - 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:

    - o Special tool USB drive J-52727-1 is the only USB drive approved for use with this procedure.

    - o The update-software is estimated to take **4 hours** to download to the USB drive.

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

6. Open ASIST.

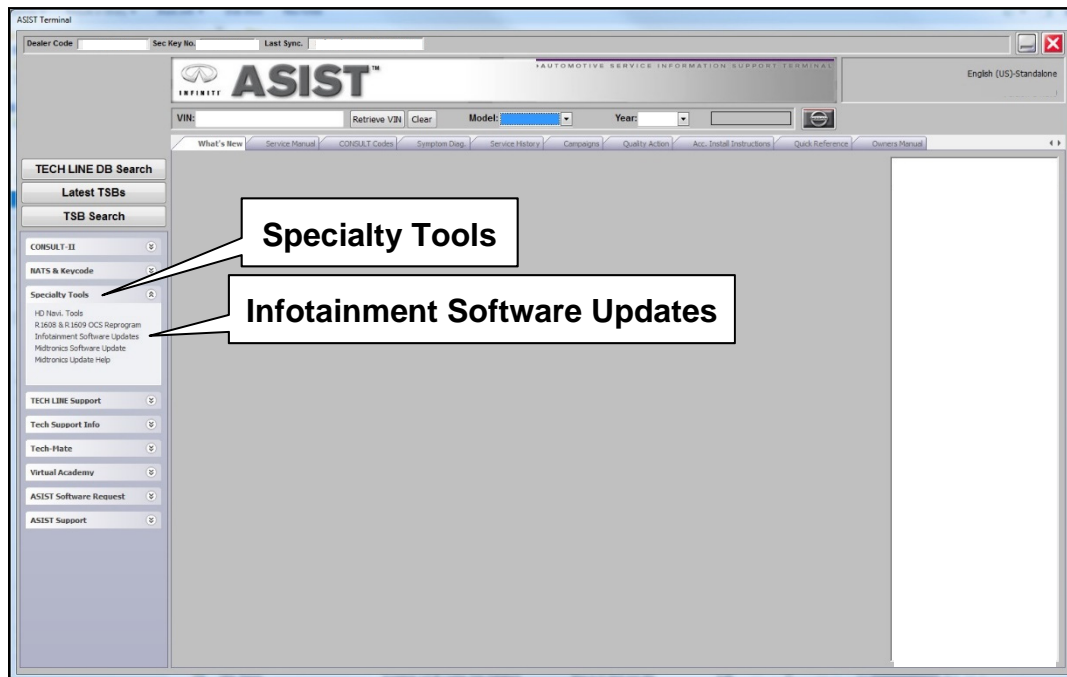7. Select **Specialty Tools**, and then select **Infotainment Software Updates**.

Figure 7

8. Select the check box next to infotainment update-software ID **IVI4619** (Figure 8).

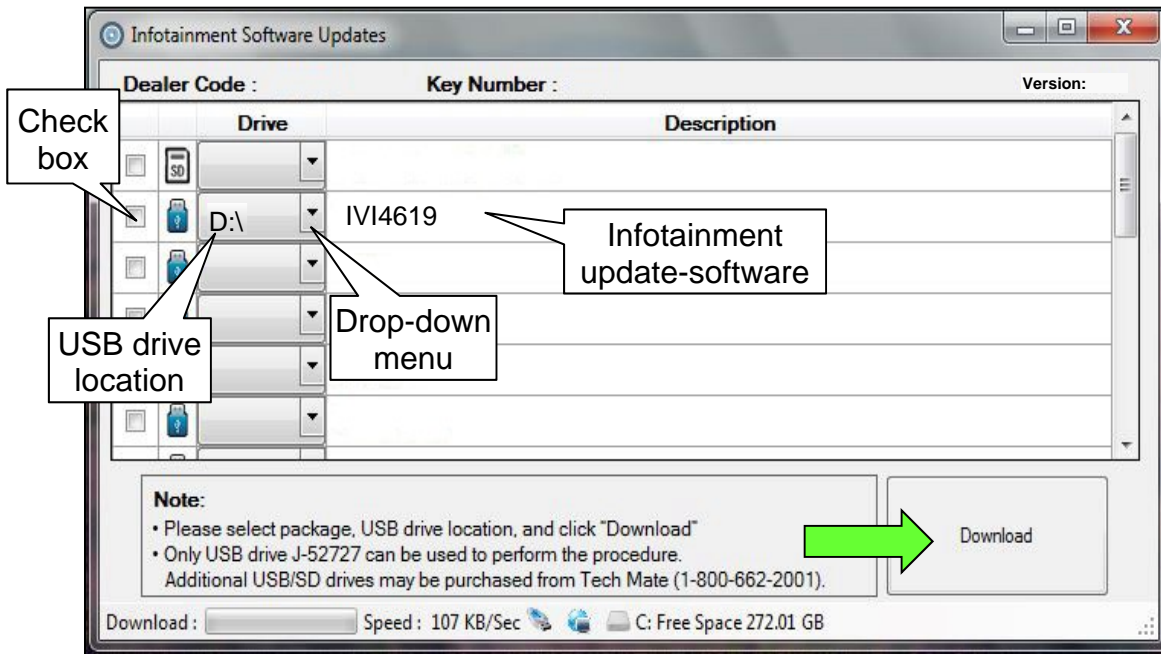9. Use the drop-down menu and select the location of the USB drive that was inserted in step 5 on page 5.

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.

11. Select **OK**.

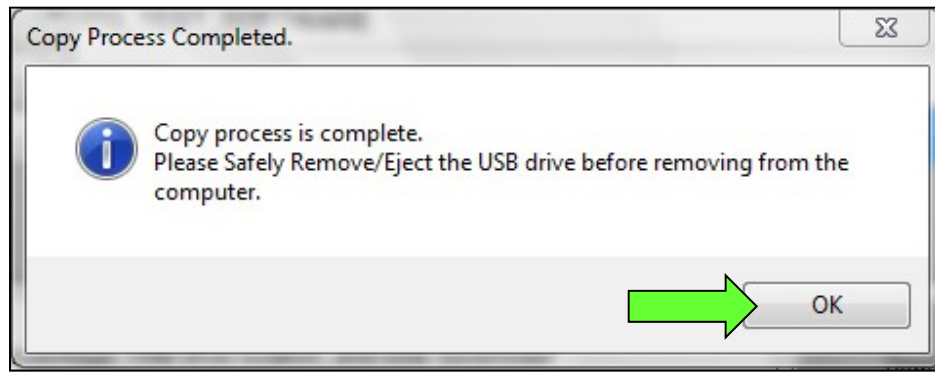
Figure 9

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

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

o   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.

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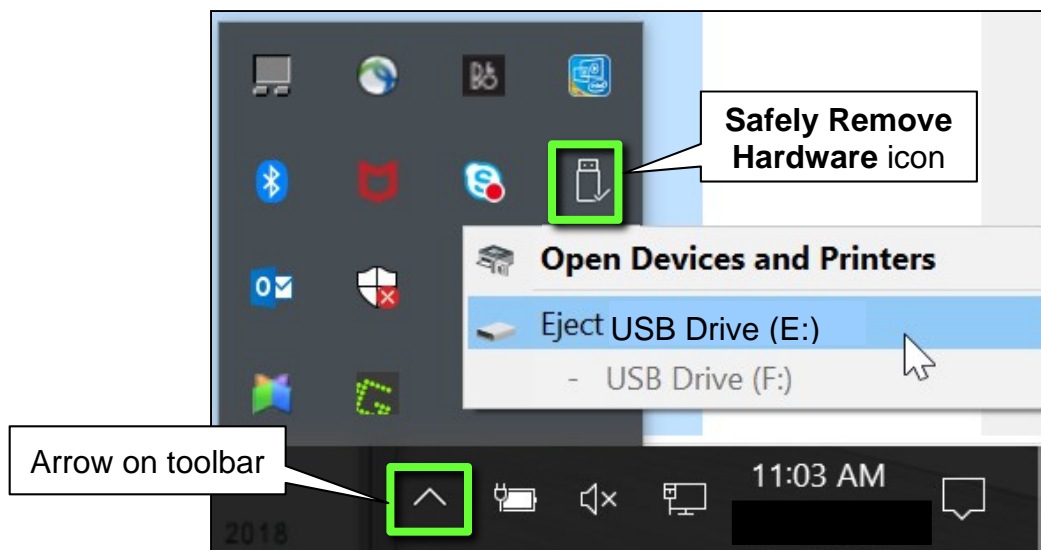

Figure 10

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

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 <u>USB media port</u> (Figure 11).

- <u>Do not remove</u> 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

<u>Do not insert the USB drive into a charging port</u>. If used, the update-software and/or USB drive may become damaged. Only insert the USB drive in a USB media port.

USB media
port symbol

DO NOT USE
USB ports with a
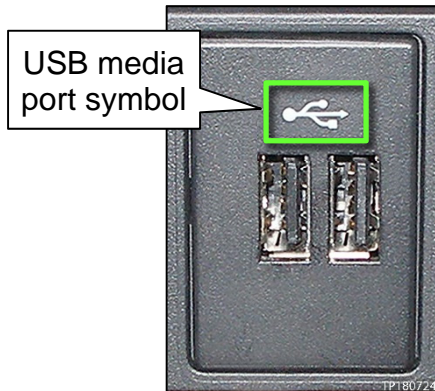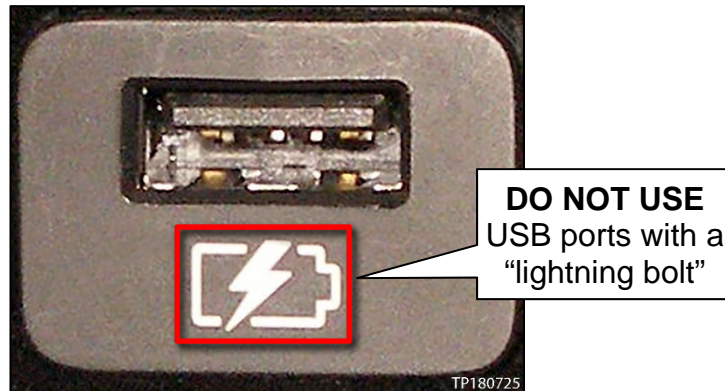"lightning bolt"

Figure 11   Figure 12

17. Wait approximately 10-30 seconds for the screen in Figure 13 to appear.

Figure 13

- The screen in Figure 14 may briefly appear. **Do not remove the USB drive**. The audio system will detect the USB and continue the update.
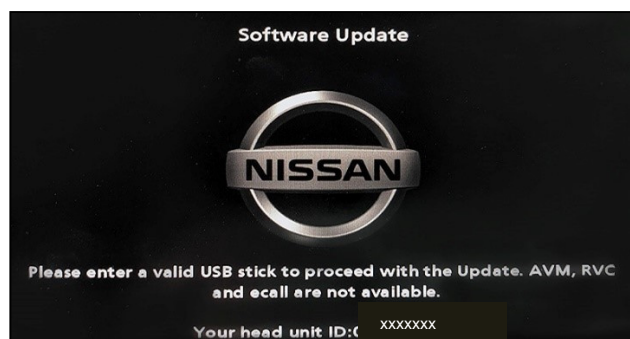
Figure 14

18. Wait for the update to complete.

    - Follow the on-screen instructions while waiting.

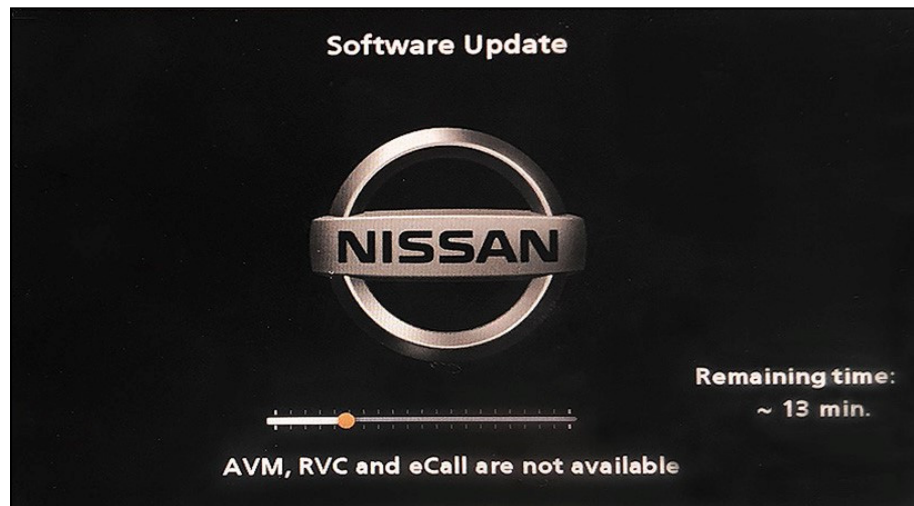   **HINT:** The update may take 15-25 minutes.

Figure 15

19. Once the update is complete (Figure 16), remove the USB drive; the system will reboot (restart).

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

Figure 16

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 17

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 5 minute wait period. If a door is opened during the 5 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 17).

    • 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 1 minute.

    • The MENU (Home) screen in Figure 18 will be displayed.

28. Turn the ignition OFF.

Figure 18

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
February 1, 2022	NTB21-085A	Updated software version number throughout