TECHNICAL SERVICE BULLETIN

Classification:	Reference:	Date:
AN22-004	NTB22-029	April 14, 2022

SOFTWARE UPDATE FOR INFOTAINMENT ISSUES

APPLIED VEHICLES: 2022 Frontier (D41) – S and SV only
2022 LEAF (ZE1) – S only

SERVICE INFORMATION

IMPORTANT:

- Refer to NTB21-038 to verify if the customer concern is a Hardware or Software related issue. This bulletin does not apply to hardware issues.

The software update in the following **SERVICE PROCEDURE** is to address the items below:

- Stability improvements and "bug" fixes

Refer to steps 1 - 5 starting on page 3 to confirm that this bulletin applies.

REQUIRED SPECIAL TOOL

- One of special tool USB drive J-52727 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. Part number: J-52727-1.

HINT:
- o The update-software only needs to be downloaded once and can then be used continuously on multiple **APPLIED VEHICLES**.

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

Figure 1

NOTICE

Damaged AV control units, due to improperly following the **SERVICE PROCEDURE** in this bulletin will not be eligible for warranty claims.

SERVICE PROCEDURE

Check Software Version

1. Select **Settings**, located in the lower right hand corner of the AV control unit display (Figure 2).

Figure 2

2. Select **Info**.

Figure 3

3. Select **System Information**.

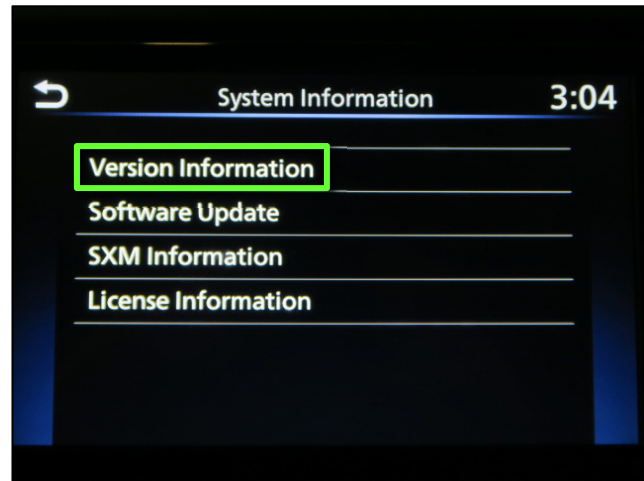Figure 4

NTB22-029

Figure 5

4. Select **Version Information**.

5. Verify the **Software Version** is numerically below 424.

- If the **Software Version** is below 424, proceed to step 6 on page 5.

- If the **Software Version** is not below 424, the **SERVICE PROCEDURE** is complete. Proceed to **CLAIMS INFORMATION** on the last page of this bulletin.

  NOTE: Further diagnostic may be needed that is not covered by this bulletin. Refer to the appropriate section of the Electronic Service Manual (ESM).
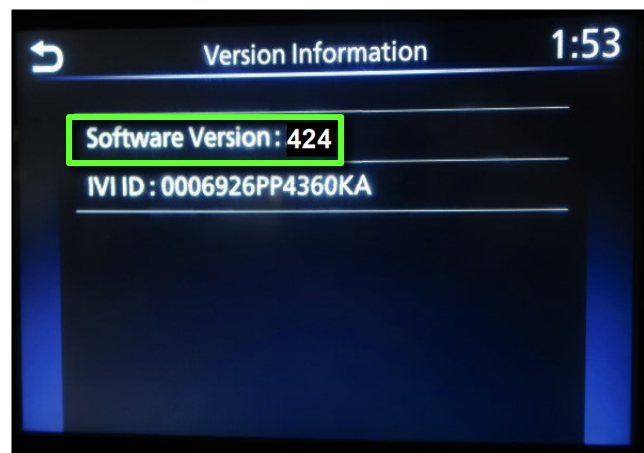

Figure 6

Download Software from Infotainment Downloader Tool

> **IMPORTANT: Before starting, make sure:**
>
> - The CONSULT PC is connected to the internet.
>
> - ASIST has been synchronized (updated) to the current date.

6. Insert special tool USB drive J-52727-1 into the CONSULT PC.

   - If the infotainment update-software has already been downloaded onto special tool USB drive J-52727-1 from a prior service procedure, skip to step 15 on page 8.

      HINT:

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

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

      o The update-software is estimated to take 10-15 minutes to download to the USB drive.

      o The update-software only needs to be downloaded once and can then be used continuously on multiple **APPLIED VEHICLES**.

7. Open ASIST.

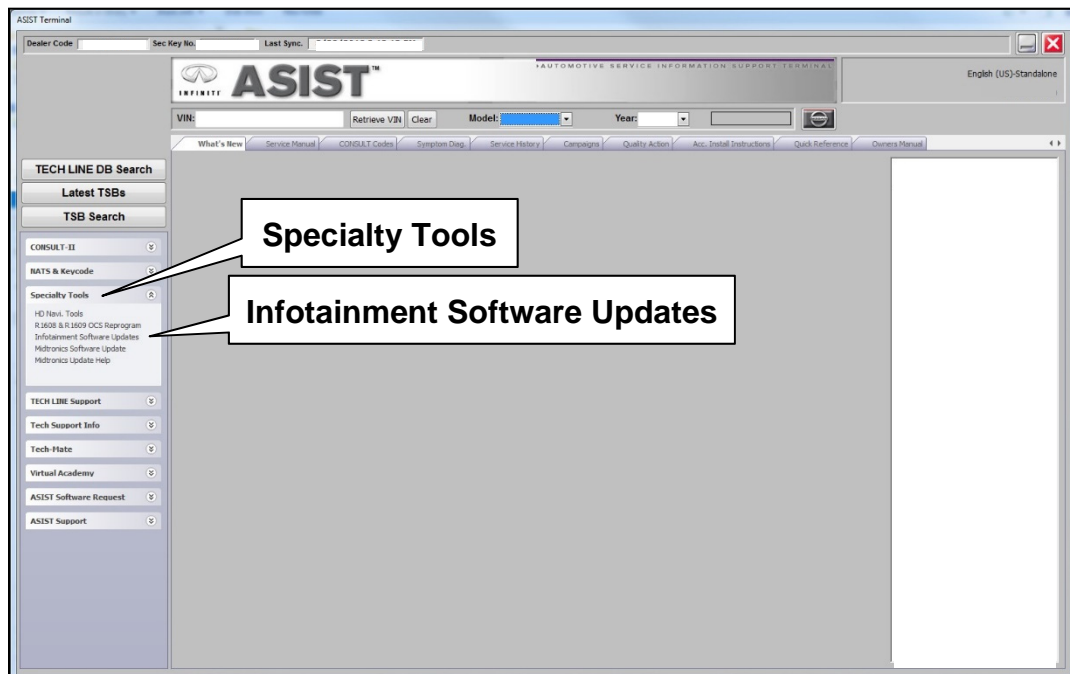8. Select **Specialty Tools**, and then select **Infotainment Software Updates**.

Figure 7

9.   Select the check box next to one of the following model specific infotainment update-software descriptions:

- D41 (Frontier) **IVI424**
- ZE1 (LEAF) **IVI424**

10. Use the drop-down menu and select the location of the USB drive that was inserted in step 6.
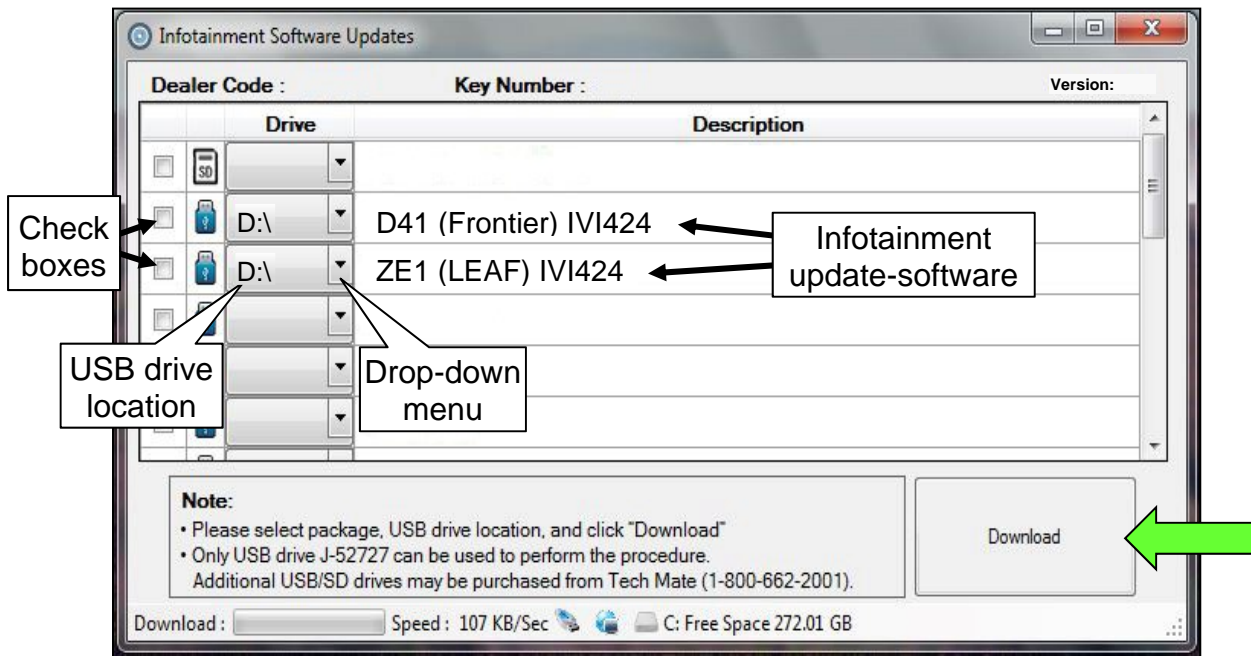

Figure 8

11. Select **Download**, and then wait for the download to complete.

HINT: The update-software is estimated to take 10-15 minutes to download to the USB drive.

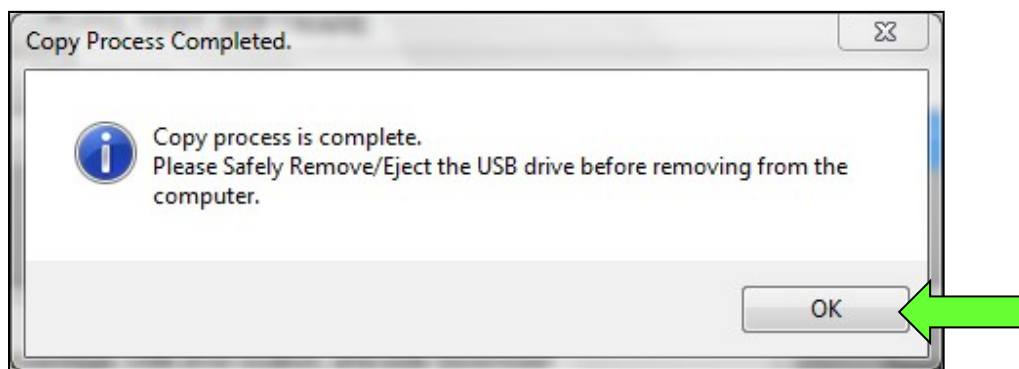12. Select **OK** when the message in Figure 9 is displayed.

Figure 9

13. 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 CONSULT PC.

      NOTICE

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

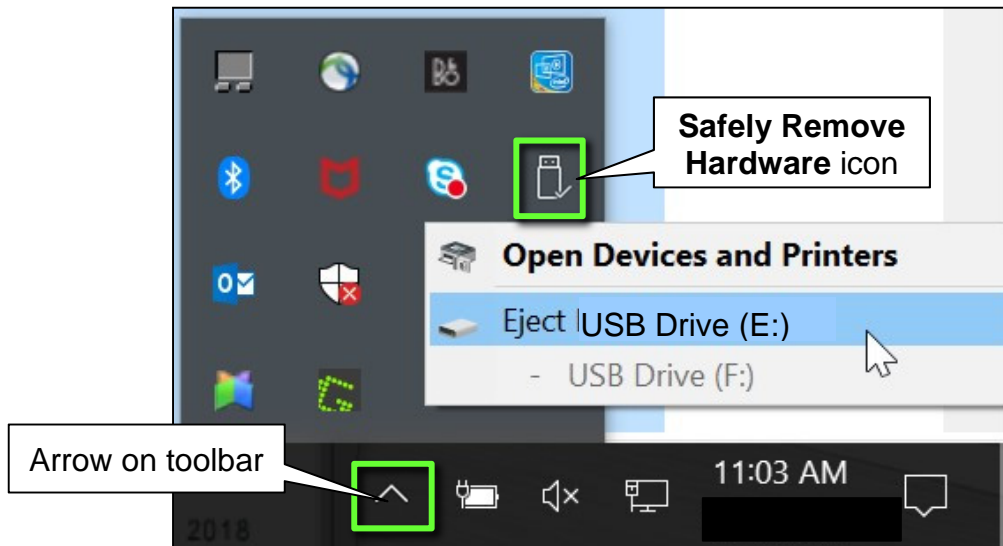   o If you are not familiar with the process of safe USB drive removal, ask for assistance at your dealer.

Figure 10

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

Reprogram the AV Control Unit

15. Set the parking brake.

16. Start the engine, and then wait 60 seconds for the system to load.

    NOTICE

    The engine needs to idle for the duration of the update to retain battery charge and ensure software update completes properly.

17. Insert the USB drive with the infotainment update-software into the vehicle's <u>USB media port</u> (Figure 11).

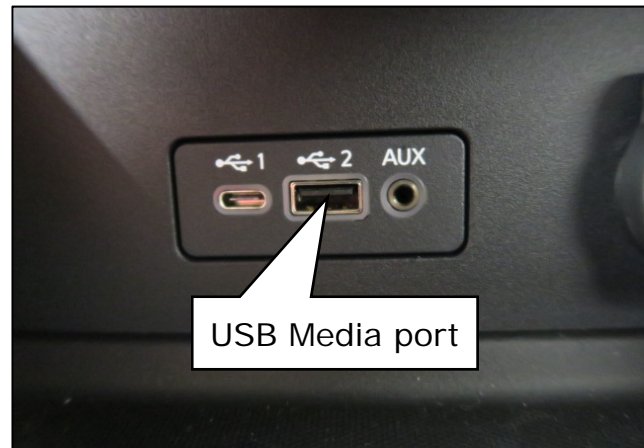   - <u>Do not remove</u> the USB drive during the update to the vehicle until instructed to.

Figure 11

18. Wait approximately 10-30 seconds for the screen in Figure 12 to appear, and then select **OK**.
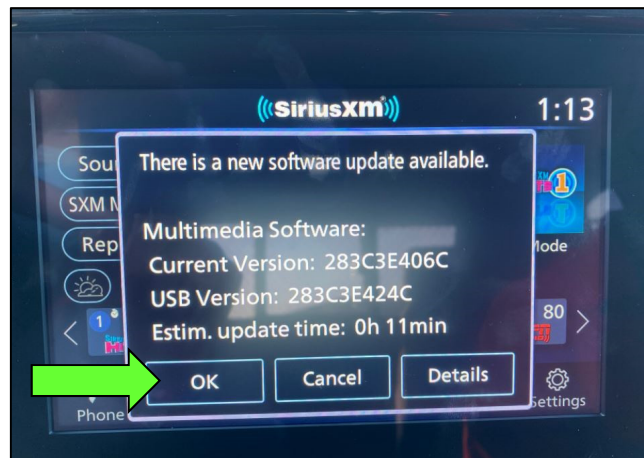

There is a new software update available.

Multimedia Software:
Current Version: 283C3E406C
USB Version: 283C3E424C
Estim. update time: 0h 11min

OK   Cancel   Details

Figure 12

- If the screen in Figure 13 is shown, select **No**.

MENU

New USB music device detected. Create/Replace USB voice recognition data? Note: Voice data for 1 USB and 1 iPod device can be stored for your main devices.
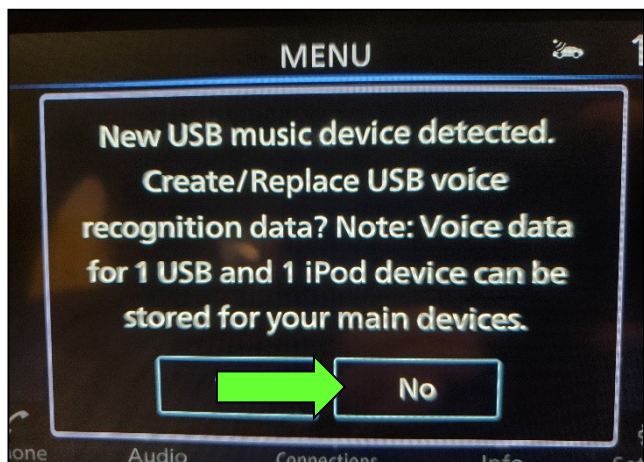
No

Figure 13

19. Review the software update requirements, shown in Figure 14, and then select **Accept** to start the reprogramming.

To perform a software update, the vehicle must be stopped with the parking brake ON and the engine running. Select a secure location with proper ventilation that may be used for up to an hour. During the update, the system functions will not work. Would you like to start the update now?
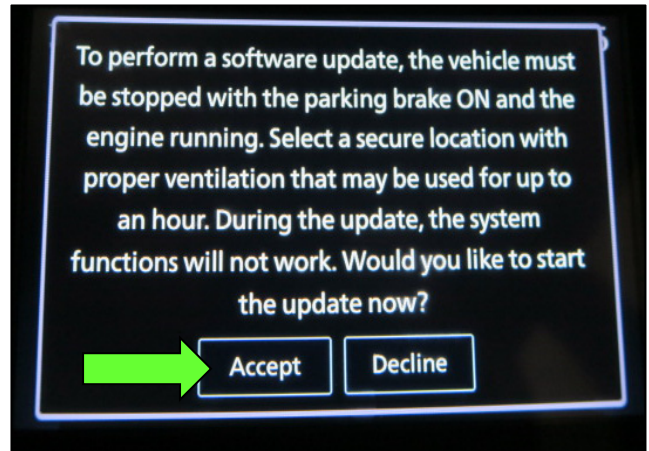
Accept   Decline

Figure 14

20. When the message shown in Figure 15 is displayed, remove the USB drive from the USB media port.

   NOTICE
   Do not remove the USB drive until the screen in Figure 15 is displayed. If removed prior to this screen being displayed, the AV control unit may be damaged

Software Update   Ver. 065

The software update is completed. Please restart the system by turning the vehicle OFF and then back ON to confirm the update.

Figure 15

21. Turn the ignition OFF.

22. Open and close the driver door.

23. Restart the engine.

24. Allow the system to boot up completely (approximately 30 seconds).

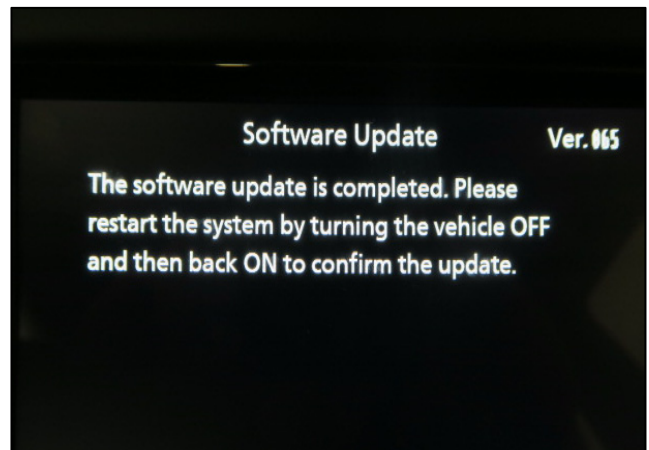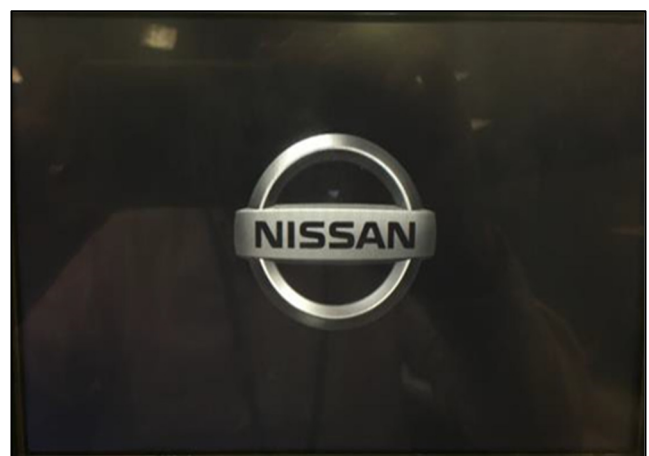   • The Nissan logo will be displayed during the reboot (Figure 16).

Figure 16

Confirm Software Version

25. Select **Settings**, located in the lower right hand corner of the AV control unit display (Figure 17).

Figure 17

26. Select **Info**.
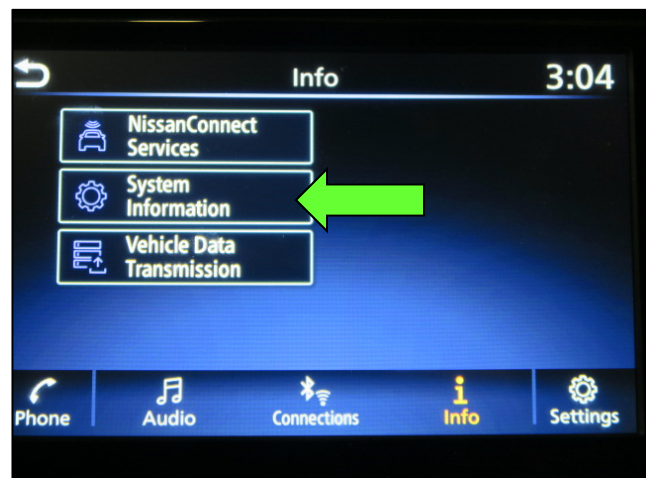

Figure 18

27. Select **System Information**.

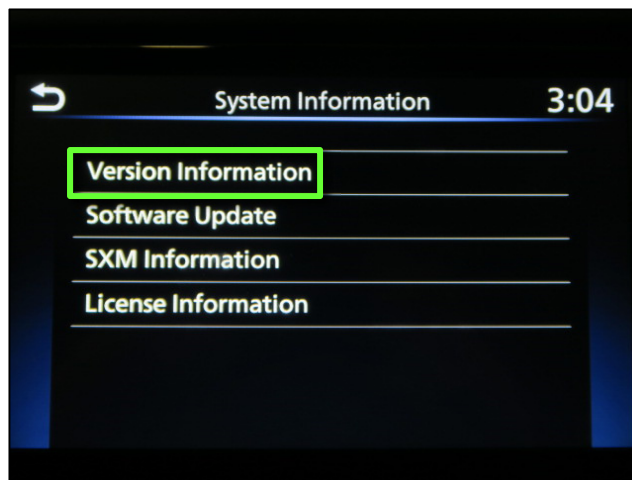Figure 19

28. Select **Version Information**.

Figure 20

29. Verify the **Software Version** is now **424**.

- If the **Software Version** is NOT **424**, start this procedure over and verify that the correct software shown in step 9 on page 6 is downloaded.

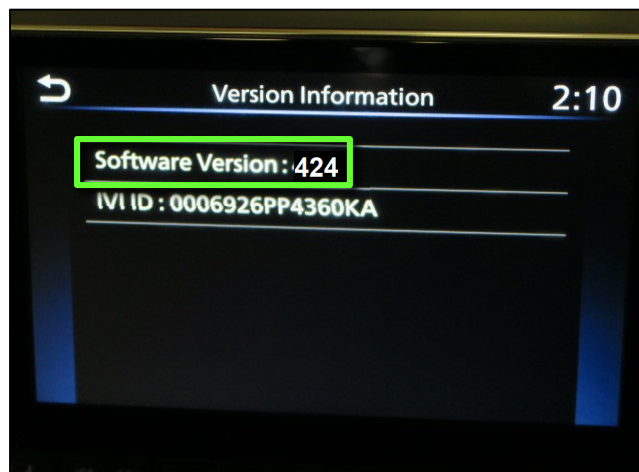- If the **Software Version** is **424**, the reprogramming is complete.

Figure 21

CLAIMS INFORMATION

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

DESCRIPTION	OP CODE	SYM	DIA	FRT
Perform Part Number Check	RXA1AA	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 Part Number Check and Update	RXA2AA	ZE	32	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 14, 2022	NTB22-029	Original bulletin published