NISSAN®

TECHNICAL SERVICE BULLETIN

Classification:	Reference:	Date:
AN23-007E	NTB23-018E	August 16, 2023

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:

2014-2018 Altima (L33)	2017-2020 Pathfinder (R52)
2019-2023 Altima (L34)	2022-2023 Pathfinder (R53)
2018-2023 Armada (Y62)	2014-2020 Rogue (T32)
2014-2021 Frontier (D40)	2021-2023 Rogue (T33)
2022-2023 Frontier (D41)	2017-2022 Rogue Sport (J11)
2015-2017 Juke (F15)	2016-2019 Sentra (B17)
2018-2023 Kicks (P15)	2020-2023 Sentra (B18)
2018-2023 LEAF (ZE1)	2016-2023 Titan/Titan XD (A61)
2016-2023 Maxima (A36)	2015-2019 Versa Note (E12)
2015-2023 Murano (Z52)	2015-2019 Versa Sedan (N17)
2015-2021 NV (F80)	2020-2023 Versa (N18)
2015-2021 NV200/Taxi (M20/M30)	

SERVICE INFORMATION

When diagnosing an infotainment issue or after replacement of the AV Control Unit, it is necessary to verify the current software version of the AV Control Unit to determine if a software version update is required.

Use the vehicle tables in this bulletin to determine the current software version, if the AV Control Unit requires a software version update, and which procedure to use to update the AV Control Unit.

The software updates in this bulletin are to address stability improvements and "bug" fixes.

IMPORTANT: If the customer is experiencing a software related concern, refer to NTB21-038 to verify if the customer concern is a hardware or software related issue. If the concern is a software related issue, review the information in this bulletin to update the AV Control Unit as needed.

REQUIRED SPECIAL TOOL

- One of special tool USB drive J-52727-1 (new tool number NI-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: www.techmatetools.com or 1-833-397-3493. Part number: NI-52727-1.

  HINT:
  - The update-software only needs to be downloaded once and can then be used continuously on multiple **APPLIED VEHICLES**.
  - The update-software <u>must be</u> the only file on the USB drive.

Figure 1

HOW TO READ THE VEHICLE TABLES

Model Name		Vehicle identification section
Model Code		
Model Year		
Grade		
Notes		
Applicable Campaign		Refer to Service Comm to check if the campaign applies to your VIN. Perform applicable campaign before proceeding.
Software Version Check Procedure		Refer to the procedure listed in this section to check for the current AV Control Unit software version.
AV Control Unit Software Install Procedure		Refer to the procedure listed in this section to install the new AV Control Unit software version, if applicable.
Software History	Oldest ↓	Software version history is listed from oldest to newest version. **HINT:** Software version numbers may not always increase with a newer version. In some cases, the newer software version may have a lower numerical number from the previous version.
Latest Software Version		This is the latest software version. If more than one version is listed, all versions are equivalent. Do not update the AV Control Unit if the current version number is listed in this box.
Infotainment Update-Software		This is the update-software package needed from ASIST.
Update Method		This shows if the update is performed via USB and/or OTA (Over-The-Air).
Claims Information Identifier		Refer to this Claims Information section for the correct labor operation for the vehicle.
Last Updated		Date of when each column was last updated.

NOTICE

To avoid damage to the vehicle, do not install any software into the vehicle if the software version for a current model year vehicle is not listed in the Software History section of the table. Doing so may cause the software to be downgraded and create new issues for the infotainment system.

2014-2018 Altima (L33)

		2014-2015	2014-2015	2016-2017	2016-2017	2018	2018
Model Name		Altima					
Model Code		L33					
Model Year		2014-2015	2014-2015	2016-2017	2016-2017	2018	2018
Grade				All	SV, SL	All	SV, SR, SL
Notes		w/o Navi	w/ Navi	w/o Navi	w/ Navi	w/o Navi	w/ Navi
Applicable Campaign							**NTB19-107**
Software Version Check Procedure		Refer to NTB13-085	Refer to NTB15-011	No Software Updates Available	SW Check 1	No Software Updates Available	No Software Updates Available
AV Control Unit Software Install Procedure					Install 1		
Software History	Oldest ↓				No Software History		
Latest Software Version					F220		
Infotainment Update-Software					F220		
Update Method					USB		
Claims Information Identifier					CL4		
Last Updated		3/8/23	3/8/23	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2019-2023 Altima (L34)

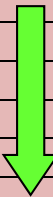| Model Name	Altima					
Model Code	L34					
Model Year	2019	2020	2021-2023	2021-2022	2023	2023
Grade	All	All	S	SV, SL, SR, Platinum	SV, SR, SL	SV, SR, SL
Notes					w/o Navi	w/ Navi
Applicable Campaign	**NTB19-077**					
Software Version Check Procedure	SW Check 2	SW Check 2			SW Check 5	
AV Control Unit Software Install Procedure	Install 2	Install 2			Install 2	
Software History — Oldest	702	810	No Software Updates Available	No Software Updates Available	5533	No Software Updates Available
	806	910				
	810					
	910					
Latest Software Version	825 & 912	825 & 912			3195	
Infotainment Update-Software	IVI003	IVI003			AIVI21_3195	
Update Method	USB	USB			USB	
Claims Information Identifier	CL3	CL3			CL3	
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23	4/12/23	3/21/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

NTB23-018E

2018-2020 Armada (Y62)

Model Name	Armada		
Model Code	Y62		
Model Year	2018	2019	2020
Grade	All	All	All
Notes			
Applicable Campaign	**NTB19-084**	**NTB19-084**	
Software Version Check Procedure			
AV Control Unit Software Install Procedure			
Software History / Oldest ↓	Refer to NTB18-081	No Software Updates Available	No Software Updates Available
Latest Software Version			
Infotainment Update-Software			
Update Method			
Claims Information Identifier			
Last Updated	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2021-2023 Armada (Y62)

Model Name		Armada		
Model Code		Y62		
Model Year		2021	2022	2023
Grade		All	All	All
Notes				
Applicable Campaign				
Software Version Check Procedure		SW Check 6	SW Check 6	SW Check 6
AV Control Unit Software Install Procedure		Install 5	Install 5	Install 5
Software History	Oldest	283C3 0990B	283C3 1210B	283C3 1540B
		283C3 1210B	283C3 1310B	283C3 1890B
		283C3 1610B	283C3 1460B	
		283C3 1480B	283C3 1480B	
		283C3 1570B & 1580B	283C3 1570B & 1580B	
		283C3 1890B	283C3 1890B	
Latest Software Version		283C3 1930B	283C3 1930B	283C3 1930B
Infotainment Update-Software		PIVI31_1930	PIVI31_1930	PIVI31_1930
Update Method		USB & OTA	USB & OTA	USB & OTA
Claims Information Identifier		CL3	CL3	CL3
Last Updated		8/1/23	8/1/23	8/1/23

IMPORTANT for 2021 and 2022 ONLY: If the current AV Control Unit software version is 283C3 1480B or older, you must install 283C3 1570B (PVI_1570) first, before installing the latest software version.

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

NTB23-018E

2014-2017 Frontier (D40)

Model Name	Frontier				
Model Code	D40				
Model Year	2014-2015	2016	2016	2014-2017	2017
Grade	All	All	All	All	Pro 4X, SL
Notes	w/ Navi	w/ Navi & Built on or before Jan. 3, 2016	w/ Navi & Built on or after Jan. 4, 2016	w/o Navi	w/ Navi
Applicable Campaign					
Software Version Check Procedure			SW Check 1		SW Check 1
AV Control Unit Software Install Procedure			Install 1		Install 1
Software History — Oldest ↓	Refer to NTB15-011	Refer to NTB15-011	No Software History	No Software Updates Available	No Software History
Latest Software Version			F220		F220
Infotainment Update-Software			F220		F220
Update Method			USB		USB
Claims Information Identifier			CL4		CL4
Last Updated	4/12/23	4/12/23	4/12/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2018-2019 Frontier (D40)

Model Name	Frontier				
Model Code	D40				
Model Year	2018	2018	2018	2019	2019
Grade	S, SV	S, SV	Pro 4X, SL	S, SV	Pro 4X, SL
Notes	w/o Navi, w/o XM radio, w/ touch screen	w/o Navi, w/ XM radio, w/o touch screen	w/ Navi	w/o Navi	w/ Navi
Applicable Campaign	**NTB19-113**	**NTB19-113**	**NTB19-113**	**NTB19-090**	**NTB19-090**
Software Version Check Procedure	SW Check 3	No Software Updates Available	SW Check 1	SW Check 3	No Software Updates Available
AV Control Unit Software Install Procedure	Install 3		Install 1	Install 3	
Software History	No Software History		No Software History	No Software History	
Latest Software Version	80856135		F221	80856135	
Infotainment Update-Software	LD001 (#1) & LD005 (#2)		J-52812-11	LD001 (#1) & LD005 (#2)	
Update Method	USB		USB	USB	
Claims Information Identifier	CL1		CL4	CL1	
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23	3/8/23

(Software History cell shows: No Software History ↓)

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

NTB23-018E

2020-2021 Frontier (D40)

Model Name	Frontier			
Model Code	D40			
Model Year	2020	2020	2021	2021
Grade	S, SV	Pro 4X	S, SV	Pro 4X
Notes	w/o Navi	w/ Navi	w/o Navi	w/ Navi
Applicable Campaign				
Software Version Check Procedure	SW Check 3			
AV Control Unit Software Install Procedure	Install 3			
Software History — Oldest ⬇	No Software History	No Software Updates Available	No Software Updates Available	No Software Updates Available
Latest Software Version	80856135			
Infotainment Update-Software	LD001 (#1) & LD005 (#2)			
Update Method	USB			
Claims Information Identifier	CL1			
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2022-2023 Frontier (D41)

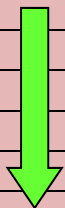| Model Name	Frontier			
Model Code	D41			
Model Year	2022	2022	2023	2023
Grade	S, SV	Pro X, Pro 4X	S, SV	Pro X, Pro 4X
Notes	w/o Navi	w/ Navi	w/o Navi	w/ Navi
Applicable Campaign		**NTB22-060, NTB22-089**		
Software Version Check Procedure	SW Check 4	SW Check 5	No Software Updates Available	No Software Updates Available
AV Control Unit Software Install Procedure	Install 4	Install 2		
Software History — Oldest	406	4612		
	424	4619		
	518			
Latest Software Version	550	4620		
Infotainment Update-Software	AIVI21_550_D41	IVI4620		
Update Method	USB	USB & OTA		
Claims Information Identifier	CL2	CL2		
Last Updated	3/9/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2015-2017 Juke (F15)

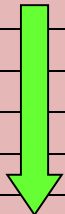| Model Name	Juke		
Model Code	F15		
Model Year	2015-2017	2015	2016-2017
Grade	S, SV	SV, SL, Nismo, Nismo RS	SV, SL, Nismo, Nismo RS
Notes	w/o Navi	w/ Navi	w/ Navi
Applicable Campaign			
Software Version Check Procedure			SW Check 1
AV Control Unit Software Install Procedure			Install 1
Software History — Oldest ↓	No Software Updates Available	Refer to NTB15-011	No Software History
Latest Software Version			F220
Infotainment Update-Software			F220
Update Method			USB
Claims Information Identifier			CL4
Last Updated	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2018-2020 Kicks (P15)

Model Name		Kicks					
Model Code		P15					
Model Year		2018	2018	2019	2019	2020	2020
Grade		S	SV, SR	S	SV, SR	S	SV, SR
Notes							
Applicable Campaign		**NTB19-093**	**NTB19-093**	**NTB19-093**	**NTB19-093**		
Software Version Check Procedure		SW Check 3	SW Check 2	SW Check 3	SW Check 2	SW Check 3	SW Check 2
AV Control Unit Software Install Procedure		Install 3	Install 2	Install 3	Install 2	Install 3	Install 2
Software History	Oldest	No Software History	404	No Software History	404	No Software History	811
			810		810		910
							912
Latest Software Version		80851035	0912	80851035	0912	80851035	830
Infotainment Update-Software		LD001 (#1) & LD003 (#2)	IVI003	LD001 (#1) & LD003 (#2)	IVI003	LD001 (#1) & LD003 (#2)	IVI830
Update Method		USB	USB	USB	USB	USB	USB
Claims Information Identifier		CL1	CL3	CL1	CL3	CL1	CL3
Last Updated		3/8/23	3/8/23	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2021-2023 Kicks (P15)

		Model Name	Kicks					
		Model Code	P15					
		Model Year	2021	2021	2022	2022	2023	2023
		Grade	S	SV, SR	S	SV, SR	S	SV, SR
		Notes						
		Applicable Campaign						
		Software Version Check Procedure		SW Check 4		SW Check 4		
		AV Control Unit Software Install Procedure		Install 4		Install 4		
Software History	Oldest ↓		No Software Updates Available	262	No Software Updates Available	423	No Software Updates Available	No Software Updates Available
				405		518		
				423				
		Latest Software Version		550		550		
		Infotainment Update-Software		AIVI21_550_P15		AIVI21_550_P15		
		Update Method		USB		USB		
		Claims Information Identifier		CL2		CL2		
		Last Updated	3/8/23	3/21/23	3/8/23	3/21/23	3/8/23	3/8/23
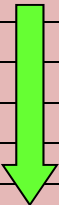
HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

NTB23-018E

2018-2019 LEAF (ZE1)

Model Name		LEAF			
Model Code		ZE1			
Model Year		2018-2019	2018	2019	2019
Grade		Base, S	SV, SL	SV, SL	S+, SV+, SL+
Notes		w/o Navi	w/ Navi		
Applicable Campaign			**NTB19-092**	**NTB19-092**	
Software Version Check Procedure					SW Check 2
AV Control Unit Software Install Procedure					Install 2
Software History	Oldest	No Software Updates Available	No Software Updates Available	No Software Updates Available	339
					340
Latest Software Version					354
Infotainment Update-Software					IVI354
Update Method					USB
Claims Information Identifier					CL3
Last Updated		4/12/23	3/8/23	3/8/23	4/12/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2020-2023 LEAF (ZE1)

		2020	2021	2022	2022	2023	2023
Model Name		LEAF					
Model Code		ZE1					
Model Year		2020	2021	2022	2022	2023	2023
Grade		All	All	S, S+	SV, SV+, SL+	S	SV+
Notes				w/o Navi	w/ Navi	w/o Navi	w/ Navi
Applicable Campaign		**NTB20-051**					
Software Version Check Procedure		SW Check 2	SW Check 2	SW Check 4	SW Check 2		SW Check 2
AV Control Unit Software Install Procedure		Install 2	Install 2	Install 4	Install 2		Install 2
Software History	Oldest	344	347	406	347	No Software Updates Available	347
		345		424			348
				518			
Latest Software Version		354	354	550	354		354
Infotainment Update-Software		IVI354	IVI354	AIVI21_550_ZE1	IVI354		IVI354
Update Method		USB	USB	USB	USB		USB
Claims Information Identifier		CL3	CL3	CL2	CL3		CL3
Last Updated		3/8/23	3/8/23	3/9/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2016-2023 Maxima (A36)

		2016	2017	2018	2019	2020	2021-2022	2023
Model Name		Maxima						
Model Code		A36						
Model Year		2016	2017	2018	2019	2020	2021-2022	2023
Grade		All	All	All	All	All	All	All
Notes								
Applicable Campaign				**NTB19-109**	**NTB19-085**			
Software Version Check Procedure							SW Check 5	SW Check 5
AV Control Unit Software Install Procedure							Install 2	Install 2
Software History	Oldest	Refer to NTB16-093	No Software Updates Available	No Software Updates Available	Refer to NTB21-107	Refer to NTB21-107	3128	5533
							3387	
Latest Software Version							3195	3195
Infotainment Update-Software							AIVI21_3195	AIVI21_3195
Update Method							USB	USB
Claims Information Identifier							CL5	CL5
Last Updated		3/8/23	3/8/23	3/8/23	3/8/23	3/8/23	4/12/23	4/12/23
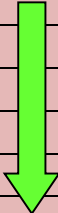
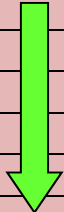**HINT:** Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2015-2020 Murano (Z52)

Model Name		Murano					
Model Code		Z52					
Model Year		2015-2016	2017	2018	2019	2020	2020
Grade		All	All	All	All	All	All
Notes						Built before March 1, 2020	Built after March 1, 2020
Applicable Campaign				**NTB19-110**	**NTB19-086**		
Software Version Check Procedure					SW Check 2	SW Check 2	SW Check 2
AV Control Unit Software Install Procedure					Install 2	Install 2	Install 2
Software History	Oldest	Refer to NTB16-093	No Software Updates Available	No Software Updates Available	603	810	910
					810	910	912
					907		825
					910		
Latest Software Version					912	912	845
Infotainment Update-Software					IVI003	IVI003	AIVI20_845
Update Method					USB	USB	USB
Claims Information Identifier					CL3	CL3	CL3
Last Updated		3/8/23	3/8/23	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2021-2023 Murano (Z52)

Model Name	Murano		
Model Code	Z52		
Model Year	2021	2022	2023
Grade	All	All	All
Notes			
Applicable Campaign			
Software Version Check Procedure	SW Check 2	SW Check 2	SW Check 2
AV Control Unit Software Install Procedure	Install 2	Install 2	Install 2
Software History — Oldest ⬇	825	825	836
		836	
Latest Software Version	845	845	845
Infotainment Update-Software	AIVI20_845	AIVI20_845	AIVI20_845
Update Method	USB	USB	USB
Claims Information Identifier	CL3	CL3	CL3
Last Updated	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2015-2017 NV (F80)

Model Name	NV			
Model Code	F80			
Model Year	2015-2016	2015-2016	2017	2017
Grade	S, SV	SV, SL	S, SV	SV, SL
Notes	w/o Navi	w/ Navi	w/o Navi	w/ Navi
Applicable Campaign				
Software Version Check Procedure	No Software Updates Available	Refer to NTB15-011	No Software Updates Available	No Software Updates Available
AV Control Unit Software Install Procedure				
Software History — Oldest →				
Latest Software Version				
Infotainment Update-Software				
Update Method				
Claims Information Identifier				
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

NTB23-018E

2018-2019 NV (F80)

Model Name	NV				
Model Code	F80				
Model Year	2018	2018	2018	2019	2019
Grade	S	S, SV	SV, SL	S, SV	SV, SL
Notes	w/o Navi, w/o XM Radio, w/ touch screen	w/o Navi, w/ XM Radio, w/o touch screen	w/ Navi	w/o Navi	w/ Navi
Applicable Campaign	**NTB19-114**	**NTB19-114**	**NTB19-114**	**NTB19-089**	**NTB19-089**
Software Version Check Procedure	SW Check 3			SW Check 3	
AV Control Unit Software Install Procedure	Install 3			Install 3	
Software History (Oldest ↓)	No Software History	No Software Updates Available	No Software Updates Available	No Software History	No Software Updates Available
Latest Software Version	80856235			80856235	
Infotainment Update-Software	LD001 (#1) & LD004 (#2)			LD001 (#1) & LD004 (#2)	
Update Method	USB			USB	
Claims Information Identifier	CL1			CL1	
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2020-2021 NV (F80)

Model Name	NV			
Model Code	F80			
Model Year	2020	2020	2021	2021
Grade	S, SV	SV, SL	S, SV	SV, SL
Notes	w/o Navi	w/ Navi	w/o Navi	w/ Navi
Applicable Campaign				
Software Version Check Procedure	SW Check 3			
AV Control Unit Software Install Procedure	Install 3			
Software History — Oldest ⬇	No Software History	No Software Updates Available	No Software Updates Available	No Software Updates Available
Latest Software Version	80856235			
Infotainment Update-Software	LD001 (#1) & LD004 (#2)			
Update Method	USB			
Claims Information Identifier	CL1			
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2015-2018 NV200 & Taxi (M20 & M30)

Model Name	NV200 & Taxi				
Model Code	M20 & M30				
Model Year	2015-2016	2015-2016	2017	2018	2018
Grade	S, SV	SV, Taxi	All	S, SV	SV, Taxi
Notes	w/o Navi	w/ Navi		w/o Navi	w/ Navi
Applicable Campaign				**NTB19-097**	**NTB19-097**
Software Version Check Procedure	No Software Updates Available	Refer to NTB15-011	No Software Updates Available	No Software Updates Available	SW Check 1
AV Control Unit Software Install Procedure					Install 1
Software History — Oldest ↓					F220
Latest Software Version					F221
Infotainment Update-Software					J-52812-11
Update Method					USB
Claims Information Identifier					CL4
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23	3/8/23
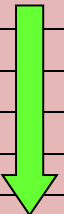
HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2019-2021 NV200 & Taxi (M20 & M30)

Model Name		NV200 & Taxi			
Model Code		M20 & M30			
Model Year		2019	2019	2020	2021
Grade		S, SV	SV, Taxi	All	All
Notes		w/o Navi	w/ Navi		
Applicable Campaign		**NTB19-097**	**NTB19-097**		
Software Version Check Procedure		No Software Updates Available	No Software Updates Available	SW Check 2	SW Check 2
AV Control Unit Software Install Procedure				Install 2	Install 2
Software History	Oldest			811	910
				910	
Latest Software Version				830	830
Infotainment Update-Software				IVI830	IVI830
Update Method				USB	USB
Claims Information Identifier				CL3	CL3
Last Updated		3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2017-2020 Pathfinder (R52)

Model Name	Pathfinder			
Model Code	R52			
Model Year	2017	2018	2019	2020
Grade	All	All	All	All
Notes				
Applicable Campaign		**NTB19-083**	**NTB19-083**	
Software Version Check Procedure	Refer to NTB18-081	Refer to NTB18-081	No Software Updates Available	No Software Updates Available
AV Control Unit Software Install Procedure				
Software History — Oldest ⬇				
Latest Software Version				
Infotainment Update-Software				
Update Method				
Claims Information Identifier				
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

NTB23-018E

2022-2023 Pathfinder (R53)

Model Name		Pathfinder					
Model Code		R53					
Model Year		2022	2022	2023	2023	2023	2023
Grade		S	SV, SL, Platinum	S	S	SV, SL, Platinum, RC	SV, SL, Platinum, RC
Notes				If equipped with 5172 do not install 5376	If equipped with 5376 do not install 5172	If equipped with 5172 do not install 5376	If equipped with 5376 do not install 5172
Applicable Campaign			NTB22-060, NTB22-061				
Software Version Check Procedure		SW Check 5	SW Check 5	SW Check 5	No Software Updates Available	SW Check 5	No Software Updates Available
AV Control Unit Software Install Procedure		Install 2	Install 2	Install 2		Install 2	
Software History	Oldest	4901	4901	5327		5327	
		5327	5327				
Latest Software Version		5172	5172	5172	5376	5172	5376
Infotainment Update-Software		IVI5172	IVI5172	IVI5172	N/A	IVI5172	N/A
Update Method		USB	USB & OTA	USB	USB	USB & OTA	USB & OTA
Claims Information Identifier		CL3	CL3	CL3	CL3	CL3	CL3
Last Updated		3/8/23	3/8/23	8/1/23	8/1/23	8/1/23	8/1/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

IMPORTANT: If equipped with 5376 do not install 5172, and If equipped with 5172 do not install 5376.

2014-2017 Rogue (T32)

Model Name	Rogue				
Model Code	T32				
Model Year	2014	2014-2015	2015-2017	2016	2017
Grade	S, SV	SV, SL	S, SV	SV, SL	SV, SL
Notes	w/o Navi	w/ Navi	w/o Navi	w/ Navi	w/ Navi
Applicable Campaign					
Software Version Check Procedure				SW Check 1	SW Check 1
AV Control Unit Software Install Procedure				Install 1	Install 1
Software History — Oldest ↓	Refer to NTB13-085	Refer to NTB15-011	No Software Updates Available	No Software History	No Software History
Latest Software Version				F220	F220
Infotainment Update-Software				F220	F220
Update Method				USB	USB
Claims Information Identifier				CL4	CL4
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2018-2020 Rogue (T32)

Model Name		Rogue		
Model Code		T32		
Model Year		2018	2019	2020
Grade		All	All	All
Notes				
Applicable Campaign		**NTB19-078**	**NTB19-078**	
Software Version Check Procedure		SW Check 2		
AV Control Unit Software Install Procedure		Install 2		
Software History	Oldest ↓	140	Refer to NTB21-029	Refer to NTB21-029
		150		
		151		
		154		
		810		
Latest Software Version		810		
Infotainment Update-Software		IVI001		
Update Method		USB		
Claims Information Identifier		CL3		
Last Updated		3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

NTB23-018E

2021-2022 Rogue (T33)

Model Name		Rogue					
Model Code		T33					
Model Year		2021	2021	2021	2022	2022	2022
Grade		S	SV, SL	SL, Platinum	S	SV, SL	SL, Platinum
Notes			w/o Navi	w/ Navi		w/o Navi	w/ Navi
Applicable Campaign		NTB22-060 NTB22-061 NTB22-062	NTB22-060 NTB22-061 NTB22-062 NTB22-090	NTB22-060 NTB22-061 NTB22-062 NTB22-090	NTB22-060 NTB22-061 NTB22-062 NTB22-089	NTB22-060 NTB22-061 NTB22-062 NTB22-090	NTB22-060 NTB22-061 NTB22-062 NTB22-090
Software Version Check Procedure		SW Check 5	SW Check 5	SW Check 5	SW Check 5	SW Check 5	SW Check 5
AV Control Unit Software Install Procedure		Install 2	Install 2	Install 2	Install 2	Install 2	Install 2
Software History	Oldest	3520	3520	3520	4617	4617	4617
		3721	3721	3721	4619	4620 & 4621	4620 & 4621
		3528	3528	3528	4620		
		4617	4617	4617			
		4619	4619	4619			
		4620	4620 & 4621				
Latest Software Version		5188	5188	4620 & 4621	5188	5188	5192
Infotainment Update-Software		AIVI31_5188	AIVI31_5188	IVI_4620	AIVI31_5188	AIVI31_5188	AIVI31_5192
Update Method		USB	USB & OTA	USB & OTA	USB	USB & OTA	USB & OTA
Claims Information Identifier		CL6	CL6	CL6	CL6	CL6	CL6
Last Updated		4/12/23	4/12/23	8/1/23	4/12/23	4/12/23	4/12/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2023 Rogue (T33)

Model Name	Rogue		
Model Code	T33		
Model Year	2023	2023	2023
Grade	S	SV, SL	SL, Platinum
Notes		w/o Navi	w/ Navi
Applicable Campaign			
Software Version Check Procedure	SW Check 5	SW Check 5	SW Check 5
AV Control Unit Software Install Procedure	Install 2	Install 2	Install 2
Software History — Oldest	5150	5150	5352
			5373
Latest Software Version	5188	5188	5192
Infotainment Update-Software	AIVI31_5188	AIVI31_5188	AIVI31_5192
Update Method	USB	USB & OTA	USB & OTA
Claims Information Identifier	CL6	CL6	CL6
Last Updated	4/12/23	4/12/23	4/12/23
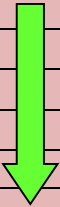
HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2017-2022 Rogue Sport (J11)

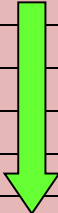| Model Name	Rogue Sport				
Model Code	J11				
Model Year	2017-2018	2017	2018	2019	2020-2022
Grade	S, SV	SV, SL	SV, SL	All	All
Notes	w/o Navi	w/ Navi	w/ Navi		
Applicable Campaign			**NTB19-088**	**NTB19-088**	
Software Version Check Procedure		SW Check 1	SW Check 1	SW Check 2	
AV Control Unit Software Install Procedure		Install 1	Install 1	Install 2	
Software History / Oldest	No Software Updates Available	No Software History	F220	151	No Software Updates Available
				154	
Latest Software Version		F220	F221	810	
Infotainment Update-Software		F220	J-52812-11	IVI001	
Update Method		USB	USB	USB	
Claims Information Identifier		CL4	CL4	CL3	
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2016-2017 Sentra (B17)

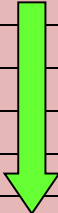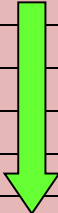| Model Name	Sentra			
Model Code	B17			
Model Year	2016	2016	2017	2017
Grade	S, SV, SR	SV, SR, SL	S, SV, SR, SR-Turbo, Nismo	SV, SR, SR-Turbo, SL, Nismo
Notes	w/o Navi	w/ Navi	w/o Navi	w/ Navi
Applicable Campaign				
Software Version Check Procedure		SW Check 1		SW Check 1
AV Control Unit Software Install Procedure		Install 1		Install 1
Software History (Oldest ↓)	No Software Updates Available	No Software History	No Software Updates Available	No Software History
Latest Software Version		F220		F220
Infotainment Update-Software		F220		F220
Update Method		USB		USB
Claims Information Identifier		CL4		CL4
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2018-2019 Sentra (B17)

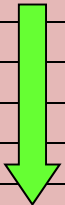| Model Name	Sentra			
Model Code	B17			
Model Year	2018	2018	2019	2019
Grade	S	SV, SR, SR-Turbo, SL, Nismo	S	SV, SR, SR-Turbo, SL, Nismo
Notes				
Applicable Campaign	**NTB19-094 NTB20-016**	**NTB19-094 NTB20-016**	**NTB19-094 NTB20-016**	**NTB19-094 NTB20-016**
Software Version Check Procedure	SW Check 3	SW Check 1	SW Check 3	SW Check 2
AV Control Unit Software Install Procedure	Install 3	Install 1	Install 3	Install 2
Software History — Oldest ↓	No Software History	F220	80836034	601
				603
				604
				810
				814
				910
Latest Software Version	80856035	F221	80856035	912
Infotainment Update-Software	LD001 (#1) & LD002 (#2)	F221	LD001 (#1) & LD002 (#2)	IVI003
Update Method	USB	USB	USB	USB
Claims Information Identifier	CL1	CL4	CL1	CL3
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2020-2021 Sentra (B18)

Model Name		Sentra				
Model Code		B18				
Model Year		2020	2020	2021	2021	2021
Grade		S	SV, SR	S	SV, SR	SV, SR
Notes					Built on or Before March 17, 2021	Built on or After March 18, 2021
Applicable Campaign						**NTB21-066**
Software Version Check Procedure			SW Check 5			SW Check 4
AV Control Unit Software Install Procedure			Install 2			Install 4
Software History	Oldest	No Software Updates Available	3302	No Software Updates Available	No Software Updates Available	321
						420
						423
Latest Software Version			3128			550
Infotainment Update-Software			IVI3128			AIVI21_550_B18
Update Method			USB			USB
Claims Information Identifier			CL7			CL2
Last Updated		3/8/23	4/12/23	3/8/23	3/8/23	3/9/23
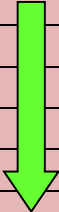
HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2022-2023 Sentra (B18)

Model Name	Sentra			
Model Code	B18			
Model Year	2022	2022	2023	2023
Grade	S	SV, SR	S	SV, SR
Notes				
Applicable Campaign				
Software Version Check Procedure		SW Check 4		
AV Control Unit Software Install Procedure		Install 4		
Software History — Oldest	No Software Updates Available	423	No Software Updates Available	No Software Updates Available
		518		
Latest Software Version		550		
Infotainment Update-Software		AIVI21_550_B18		
Update Method		USB		
Claims Information Identifier		CL2		
Last Updated	3/8/23	3/9/23	3/8/23	3/8/23
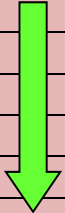
HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2016-2018 Titan/Titan XD (A61)

Model Name	Titan			
Model Code	A61			
Model Year	2016-2017	2016-2017	2018	2018
Grade	S, SV, Pro 4X	SV, Pro 4X, SL, PLT Res	S, SV, Pro 4X	SV, Pro 4X, SL, PLT Res
Notes	w/o Navi	w/ Navi	w/o Navi	w/ Navi
Applicable Campaign				**NTB19-087**
Software Version Check Procedure		SW Check 1		SW Check 1
AV Control Unit Software Install Procedure		Install 1		Install 1
Software History (Oldest ↓)	No Software Updates Available	No Software History	No Software Updates Available	F220
Latest Software Version		F220		F221
Infotainment Update-Software		F220		J-52812-11
Update Method		USB		USB
Claims Information Identifier		CL4		CL4
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2019-2023 Titan/Titan XD (A61)

	2019	2020-2021	2022	2023
Model Name	Titan			
Model Code	A61			
Model Year	2019	2020-2021	2022	2023
Grade	All	All	All	All
Notes				
Applicable Campaign	**NTB19-087**		**NTB22-060** **NTB22-089**	
Software Version Check Procedure	Refer to NTB21-008	SW Check 5	SW Check 5	No Software Updates Available
AV Control Unit Software Install Procedure		Install 2	Install 2	
Software History — Oldest		3506	5319	
		3522		
Latest Software Version		5328	5328 & 5338	
Infotainment Update-Software		IVI5328	IVI5328	
Update Method		USB	USB	
Claims Information Identifier		CL3	CL3	
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2015-2017 Versa Note (E12)

Model Name	Versa Note		
Model Code	E12		
Model Year	2015	2016	2017
Grade			
Notes			
Applicable Campaign			
Software Version Check Procedure			
AV Control Unit Software Install Procedure			
Software History — Oldest ⬇	Refer to NTB14-090 and NTB15-011	Refer to NTB15-011	No Software Updates Available
Latest Software Version			
Infotainment Update-Software			
Update Method			
Claims Information Identifier			
Last Updated	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2018-2019 Versa Note (E12)

Model Name	Versa Note					
Model Code	E12					
Model Year	2018	2018	2018	2018	2019	2019
Grade	S, SV, SR	S	SV, SR	SR	S	SV, SR
Notes	w/o touch screen	w/o touch screen, 4th button on left side is phone icon	w/o touch screen, 4th button on left side is back icon	w/ Navi		
Applicable Campaign		**NTB19-095**	**NTB19-095**	**NTB19-095**	**NTB19-095**	**NTB19-095**
Software Version Check Procedure		SW Check 3			SW Check 3	SW Check 2
AV Control Unit Software Install Procedure		Install 3			Install 3	Install 2
Software History — Oldest ↓	No Software Updates Available	No Software History	No Software Updates Available	No Software Updates Available	No Software History	601 / 603
Latest Software Version		80856035			80856035	810
Infotainment Update-Software		LD001 (#1) & LD002 (#2)			LD001 (#1) & LD002 (#2)	IVI001
Update Method		USB			USB	USB
Claims Information Identifier		CL1			CL1	CL3
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23	3/8/23	3/8/23
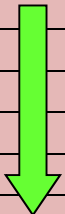
HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2015-2017 Versa Sedan (N17)

Model Name	Versa Sedan		
Model Code	N17		
Model Year	2015	2016	2017
Grade			
Notes			
Applicable Campaign			
Software Version Check Procedure			
AV Control Unit Software Install Procedure			
Software History — Oldest ↓	Refer to NTB14-090	Refer to NTB15-011	No Software Updates Available
Latest Software Version			
Infotainment Update-Software			
Update Method			
Claims Information Identifier			
Last Updated	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

NTB23-018E

2018-2019 Versa Sedan (N17)

Model Name	Versa Sedan				
Model Code	N17				
Model Year	2018	2018	2018	2019	2019
Grade	S, S+, SV	S, S+	SV	S, S+, SV	SV
Notes	w/o touch Screen	w/ touch Screen	w/ touch screen		
Applicable Campaign		**NTB19-096**	**NTB19-096**	**NTB19-096**	**NTB19-096**
Software Version Check Procedure	No Software Updates Available	SW Check 3	No Software Updates Available	SW Check 3	No Software Updates Available
AV Control Unit Software Install Procedure		Install 3		Install 3	
Software History — Oldest ↓		No Software History		No Software History	
Latest Software Version		80856035		80856035	
Infotainment Update-Software		LD001 (#1) & LD003 (#2)		LD001 (#1) & LD003 (#2)	
Update Method		USB		USB	
Claims Information Identifier		CL1		CL1	
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2020-2021 Versa (N18)

Model Name	Versa			
Model Code	N18			
Model Year	2020	2020	2021	2021
Grade	S	SV, SR	S	SV, SR
Notes				
Applicable Campaign				
Software Version Check Procedure	SW Check 3	SW Check 2		SW Check 2
AV Control Unit Software Install Procedure	Install 3	Install 2		Install 2
Software History — Oldest ↓	No Software History	811	No Software Updates Available	912
		910		
		912		
Latest Software Version	80856035	830		830
Infotainment Update-Software	LD001 (#1) & LD003 (#2)	IVI830		IVI830
Update Method	USB	USB		USB
Claims Information Identifier	CL1	CL3		CL3
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

2022-2023 Versa (N18)

Model Name	Versa			
Model Code	N18			
Model Year	2022	2022	2023	2023
Grade	S	SV, SR	S	SV, SR
Notes				
Applicable Campaign				
Software Version Check Procedure	No Software Updates Available	No Software Updates Available	No Software Updates Available	No Software Updates Available
AV Control Unit Software Install Procedure				
Software History — Oldest ↓				
Latest Software Version				
Infotainment Update-Software				
Update Method				
Claims Information Identifier				
Last Updated	3/8/23	3/8/23	3/8/23	3/8/23

HINT: Technician notes should include claims information identifier. **Example:** "Performed **CL1**"

SOFTWARE VERSION CHECK

IMPORTANT: Due to differences in software versions, the figures throughout this bulletin may not match exactly to the images on the AV Control Unit.

SW Check 1

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:

   o   Counterclockwise three (3) or more clicks, then

   o   Clockwise three (3) or more clicks, then

   o   Counterclockwise three (3) or more clicks, then

   o   Clockwise three (3) or more clicks, then

   o   Continue this pattern until the **SERVICE MENU** screen is displayed (Figure 2).

3.   Select **Version**.
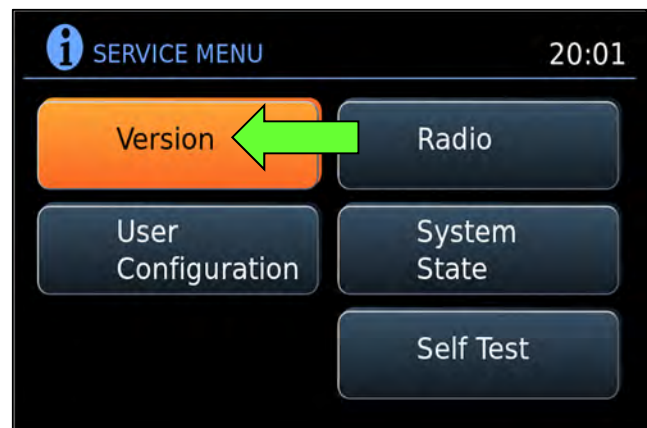
Figure 2

4.   Confirm the current **Software** version.

   •   If the **Software** version is <u>not the latest version</u> listed in the vehicle table, select the back icon and continue to step 5 on page 45.

   •   If the **Software** version is the latest version listed in the vehicle table, an update is not available. Select the back icon and skip to **CLAIMS INFORMATION** on the last page.
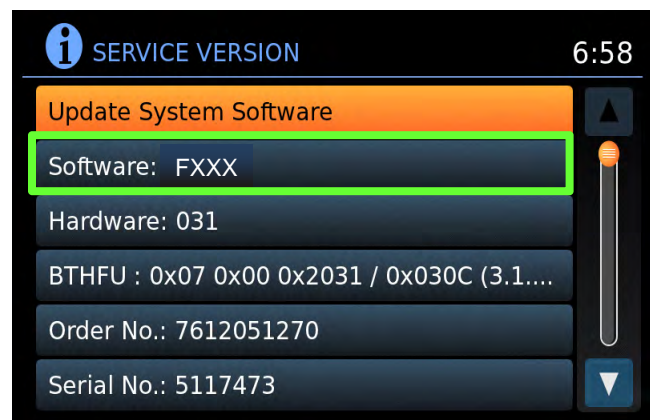
Figure 3

SW Check 1 (continued)

5.   Download the infotainment update-software from ASIST to the special tool USB drive.

IMPORTANT:

- o Refer to steps 99 - 107 on pages 73 - 75 for instructions on how to download the infotainment update-software from ASIST.

- o For step 102 on page 74, refer to the vehicle table to determine the correct infotainment update-software for your vehicle.

- o When steps 99 - 107 on pages 73 - 75 have been completed, refer to the vehicle table to determine the correct **AV CONTROL UNIT SOFTWARE Install Procedure** to perform.

SW Check 2

6. Push the **MENU** button.

Figure 4

7. Select the **Info** icon.

 • If the **Info** icon does not appear as shown in Figure 5, this bulletin does not apply.

Figure 5

8. Select **System Information**.

Figure 6

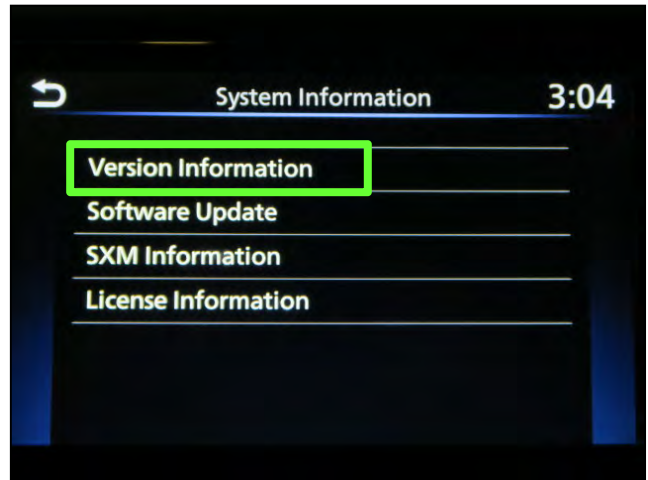9. Select **Software Version**.
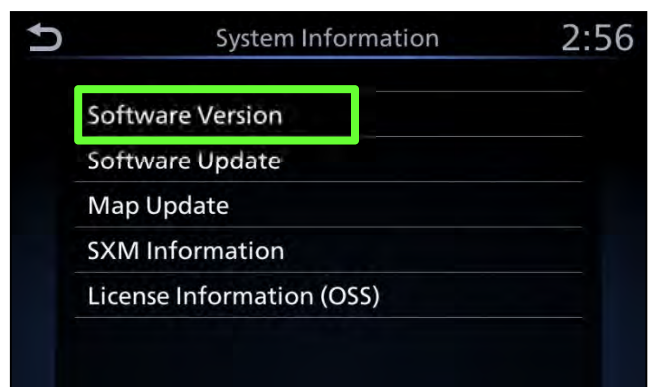
Figure 7

SW Check 2 (continued)

10. Confirm the current **Software Version**.

    - If the **Software Version** is <u>not the latest software version</u> listed in the vehicle table, select the back icon and continue to step 11.

    - If the **Software Version** is the latest software version listed in the vehicle table, an update is not available. Select the back icon and skip to **CLAIMS INFORMATION** on the last page.


| Version Information | 8:00 |

Software Version: **XXXX**

Map Version : b4f3a52fc41600e79e1978...

IVI ID: 0SG37539

Figure 8

11. Download the infotainment update-software from ASIST to the special tool USB drive.

    IMPORTANT:

    o Refer to steps 99 - 107 on pages 73 - 75 for instructions on how to download the infotainment update-software from ASIST.

    o For step 102 on page 74, refer to the vehicle table to determine the correct infotainment update-software for your vehicle.

    o When steps 99 - 107 on pages 73 - 75 have been completed, refer to the vehicle table to determine the correct **AV CONTROL UNIT SOFTWARE Install Procedure** to perform.

SW Check 3

12. Turn the ignition ON.

13. Turn the audio system OFF.

14. Access the **System Diagnostic Menu** as follows:

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

    b. Turn the **VOLUME** knob forty (40) or more clicks in either direction.

    HINT: The screen in Figure 9 should display.

15. Select **Confirmation / Adjustment**.
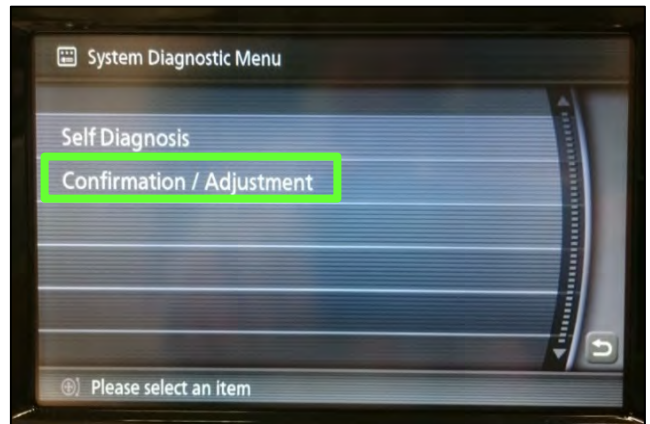
Figure 9

16. Select **Page DOWN**.

Figure 10

17. Select **Version Information**.

Figure 11

SW Check 3 (continued)

18. Confirm the current **SYS Software Ver**.

- If the **SYS Software Ver** is not the latest software version listed in the vehicle table, turn the ignition OFF and continue to step 19.

- If the **SYS Software Ver** is the latest software version listed in the vehicle table, an update is not available. Select the back icon and skip to **CLAIMS INFORMATION** on the last page.
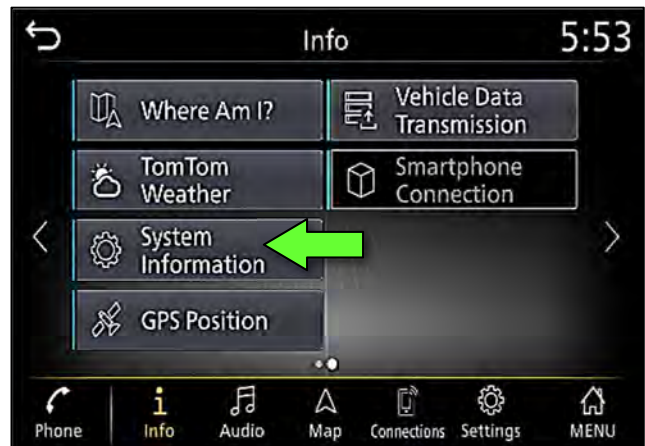

System... > Version Information

Audio System Hardware Ver :	M-B/T-B
SYS Software Ver :	XXXXXXXX
HMI-LSI Software Ver :	05.00.0F.04
Audio-LSI Software Ver :	05.00.0F.04
Audio-LSI Data Ver(System data) :	50.F4.10.0D
Camera GUideLine Ver :	P02F.02.10.01
Bluetooth(Device address) :	00.00.00.00.00.00
Nissan Parts number :	ÿÿÿÿÿ
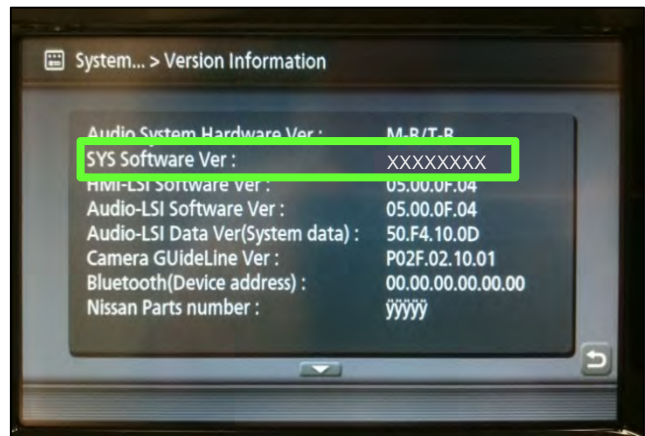
Figure 12

19. Download the infotainment update-software from ASIST to the special tool USB drive.

IMPORTANT:

- o The following infotainment update-software requires two (2) update files (see vehicle tables).

  - ➤ **UPDATE FILE #1** is the same for all **MODELS**.

    - ▪ Infotainment update-software **LD001.**

  - ➤ **UPDATE FILE #2** varies by **MODEL** and **MODEL YEAR**.

  - ➤ Only one (1) infotainment update-software will be loaded at a time, starting with **UPDATE FILE #1** (**LD001**).

    NOTICE
    To avoid damage to the vehicle, ensure the correct infotainment update-software package is selected. Failure to select the correct infotainment update-software package may result in needing to replace the AV Control Unit.

- o Refer to steps 99 - 107 on pages 73 - 75 for instructions on how to download the infotainment update-software from ASIST.

- o For step 102 on page 74, refer to the vehicle table to determine the correct infotainment update-software for your vehicle.

- o When steps 99 - 107 on pages 73 - 75 have been completed, refer to the vehicle table to determine the correct **AV CONTROL UNIT SOFTWARE Install Procedure** to perform.

SW Check 4

20. Select **Settings**, located in the lower right hand corner of the AV Control Unit display.

Figure 13

21. Select **Info**.

Figure 14

22. Select **System Information**.

Figure 15

NTB23-018E

SW Check 4 (continued)

23. Select **Version Information**.

Figure 16

24. Confirm the current **Software Version**.

- If the **Software Version** is <u>not the latest software version</u> listed in the vehicle table, select the back icon and continue to step 25.

- If the **Software Version** is the latest software version listed in the vehicle table, an update is not available. Select the back icon and skip to **CLAIMS INFORMATION** on the last page.
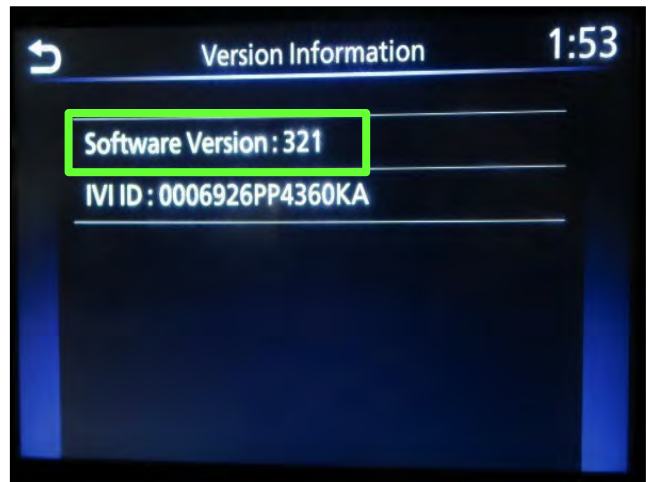
Figure 17

25. Download the infotainment update-software from ASIST to the special tool USB drive.

IMPORTANT:

- o Refer to steps 99 - 107 on pages 73 - 75 for instructions on how to download the infotainment update-software from ASIST.

- o For step 102 on page 74, refer to the vehicle table to determine the correct infotainment update-software for your vehicle.

- o When steps 99 - 107 on pages 73 - 75 have been completed, refer to the vehicle table to determine the correct **AV CONTROL UNIT SOFTWARE Install Procedure** to perform.

SW Check 5

26. While holding the **MENU** button down, turn the tune knob left-right-left.

Tune knob

Figure 18

27. Select **Confirmation/Adjustment**.
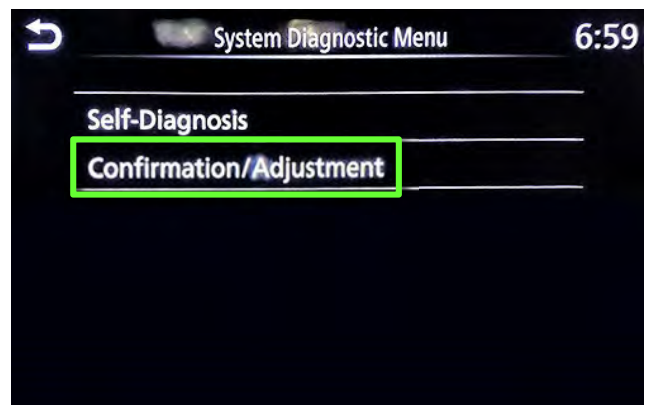
Figure 19

28. Select **Version Information**.
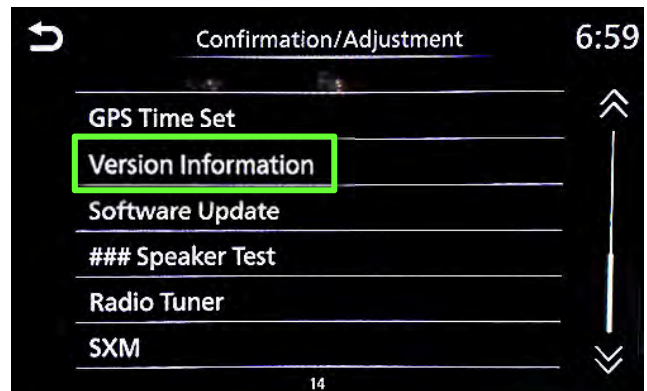
Figure 20

SW Check 5 (continued)

29. Confirm the current **Overall SW version**.

    - If the **Software Version** is <u>not the latest software version</u> listed in the vehicle table, select the back icon and continue to step 30.

    - If the **Software Version** is the latest software version listed in the vehicle table, an update is not available. Select the back icon and skip to **CLAIMS INFORMATION** on the last page.
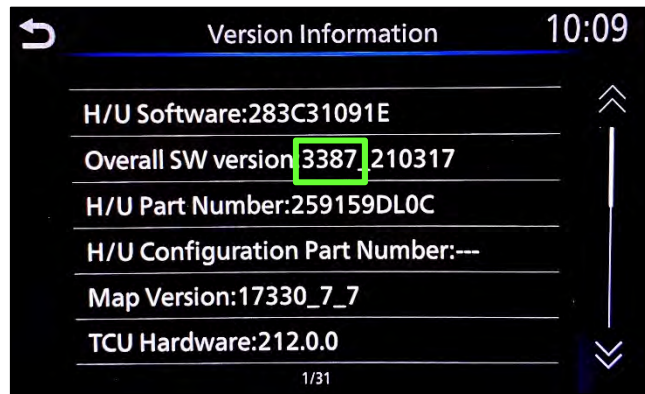
Figure 21

30. Download the infotainment update-software from ASIST to the special tool USB drive.

    IMPORTANT:

    o Refer to steps 99 - 107 on pages 73 - 75 for instructions on how to download the infotainment update-software from ASIST.

    o For step 102 on page 74, refer to the vehicle table to determine the correct infotainment update-software for your vehicle.

    o When steps 99 - 107 on pages 73 - 75 have been completed, refer to the vehicle table to determine the correct **AV CONTROL UNIT SOFTWARE Install Procedure** to perform.

SW Check 6

31. Starting from the MENU (Home) screen (Figure 22), select **Info**.

Figure 22

32. Select **System Information**.

Figure 23

33. Select **Version Information**.
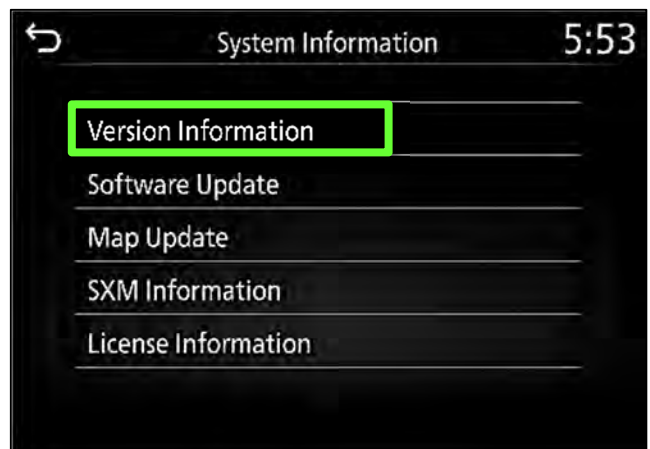
Figure 24

SW Check 6 (continued)

34. Confirm the current **Software Version**.

    - If the **Software Version** is <u>not the latest software version</u> listed in the vehicle table, select the back icon and continue to step 35.

    - If the **Software Version** is the latest software version listed in the vehicle table, an update is not available. Select the back icon and skip to **CLAIMS INFORMATION** on the last page.
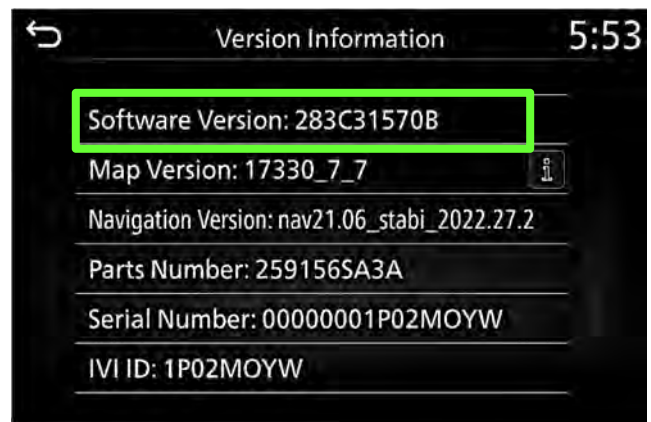
Figure 25

35. Download the infotainment update-software from ASIST to the special tool USB drive.

    IMPORTANT:

    o Refer to steps 99 - 107 on pages 73 - 75 for instructions on how to download the infotainment update-software from ASIST.

    o For step 102 on page 74, refer to the vehicle table to determine the correct infotainment update-software for your vehicle.

    o When steps 99 - 107 on pages 73 - 75 have been completed, refer to the vehicle table to determine the correct **AV CONTROL UNIT SOFTWARE Install Procedure** to perform.

AV CONTROL UNIT SOFTWARE INSTALL

IMPORTANT: Due to differences in software versions, the figures throughout this bulletin may not match exactly to the images on the AV Control Unit.

Install 1

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

37. Set the parking brake.

38. Cycle the ignition to ON, engine OFF.

39. Turn ON the hazard warning lamps to prevent the BCM from going into battery saver mode.

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

IMPORTANT: After performing steps 36 - 39, 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 AV Control Unit **continuously reboots** (restarts): <u>insert the USB drive and then skip to step 47 on page 58</u>.

40. 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.	

41. Turn the audio system OFF.

42. Access the **SERVICE MENU**.

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

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

    - Counterclockwise three (3) or more clicks, then

    - Clockwise three (3) or more clicks, then

    - Counterclockwise three (3) or more clicks, then

    - Clockwise three (3) or more clicks, then

    - Continue this pattern until the **SERVICE MENU** screen is displayed (Figure 26 on page 57).

Install 1 (continued)

43. Select **Version**.
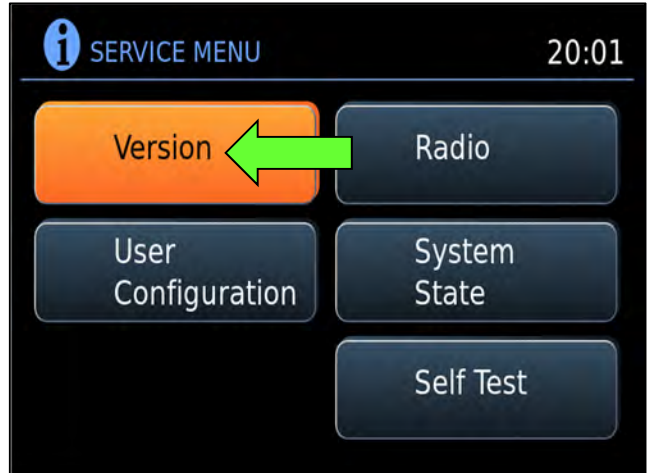
Figure 26

44. Select **Update System Software**.
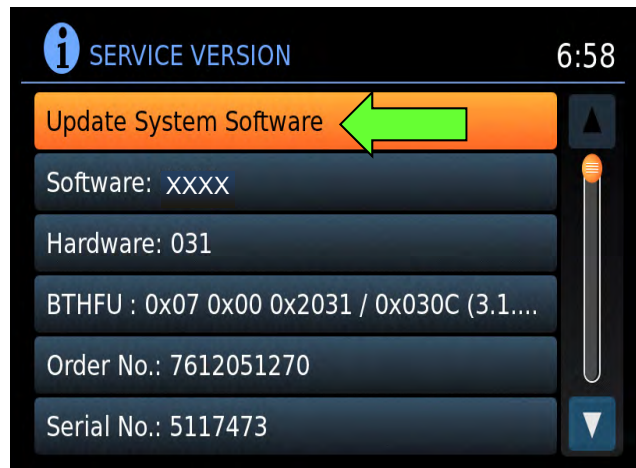
Figure 27

45. Insert the USB drive into the AV Control Unit's USB port, and then select **OK**.
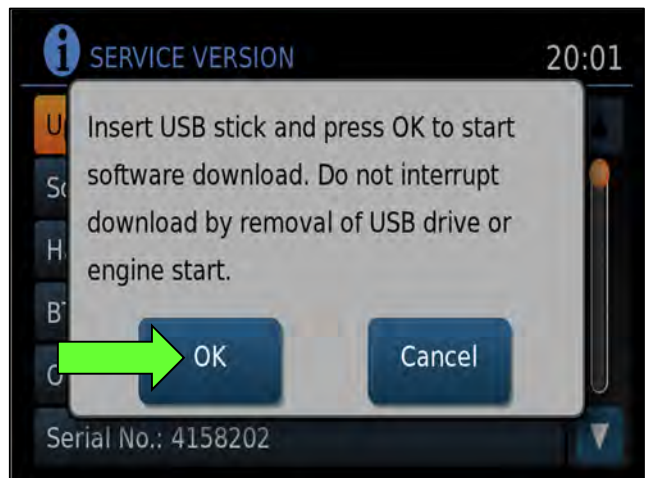
Figure 28

Install 1 (continued)

46. Confirm the **Current Version** and **Media Version** are different, and then select **Update**.

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

Figure 29

47. Wait until the update is complete (this can take up to 35 minutes).
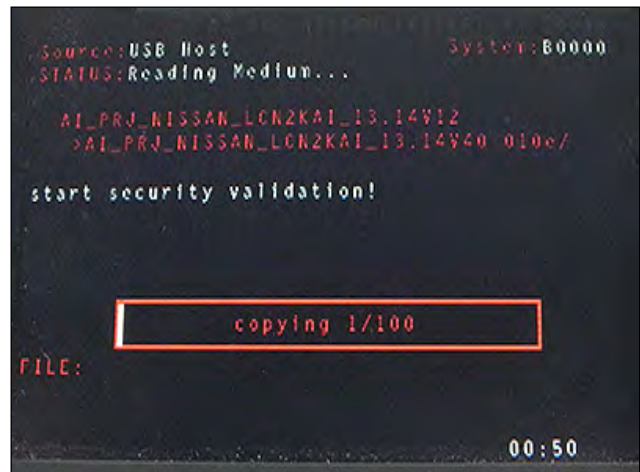
Figure 30

    IMPORTANT: If directed to skip to this step from the **IMPORTANT** statement on page 54, it may take 3-5 minutes before the USB drive is recognized.

    - Figure 31 may display before the update begins. **Do not remove the USB drive during this process.**
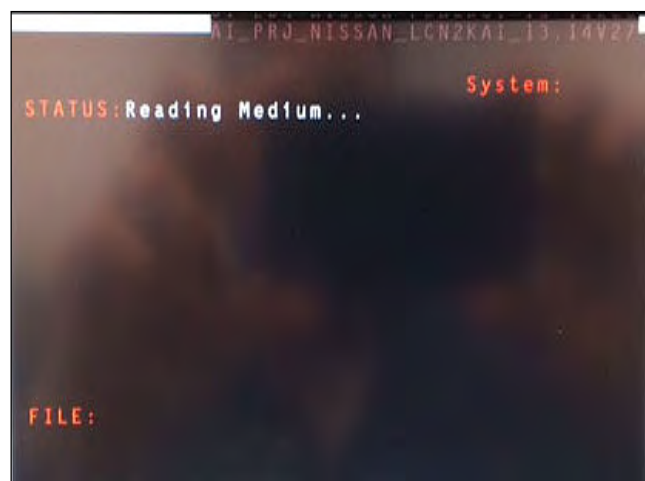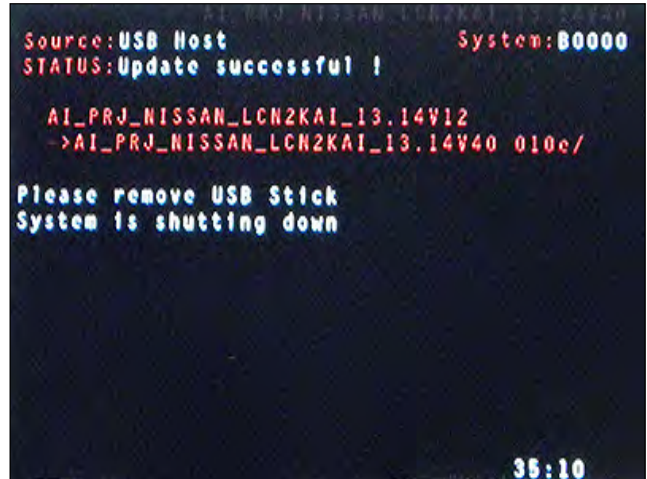
Figure 31

Install 1 (continued)

48. When Figure 32 is displayed, remove the USB drive to complete the update.

    - This will cause the system to restart, which may take up to 1 minute.

    IMPORTANT: Do not turn the ignition OFF.

Figure 32

"No SD Card is Inserted" Message Displayed

Does the message "No SD card is inserted. Please use a Nissan SD card only" display? (Figure 33)

YES:

    a. Eject the SD card from the AV Control Unit and then re-insert it.

    b. After the SD card is re-inserted, the "APPLICATION" screen (Figure 34) will display. Select **Update**.

    c. The message "Download successful. System will reboot now" will display and the AV Control Unit will reboot (Figure 36).

    d. The Nissan logo will display and the software install in complete.

NO:

    Is the "APPLICATION" screen displayed (Figure 34)?

    Yes:

      a. Select **Update**.

      b. The message "Download successful. System will reboot now" will display and the AV Control Unit will reboot (Figure 36).

      c. The Nissan logo will display and the software install in complete.

    No:

      • The software install is complete.
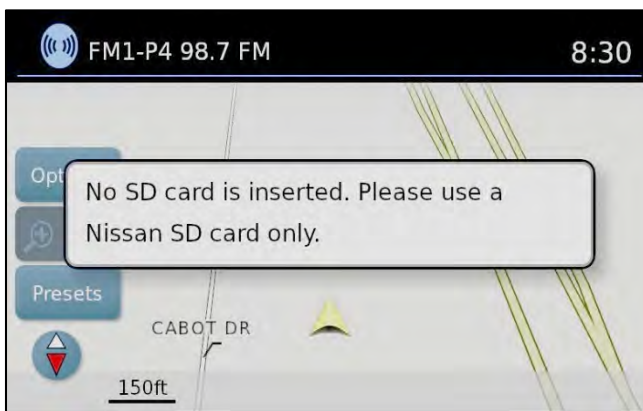
Figure 33
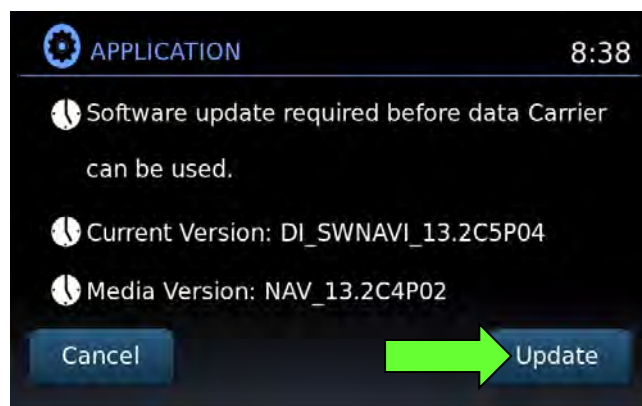
Figure 34
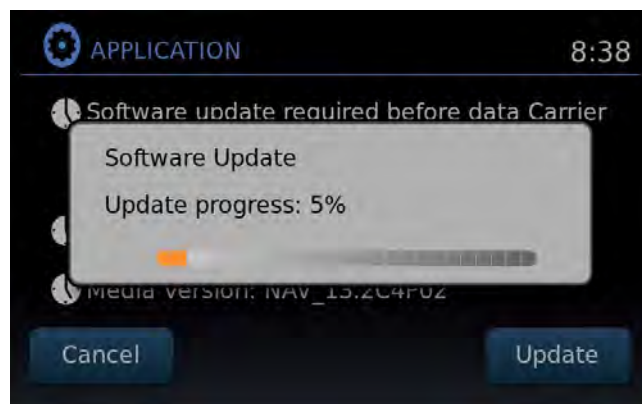
Figure 35
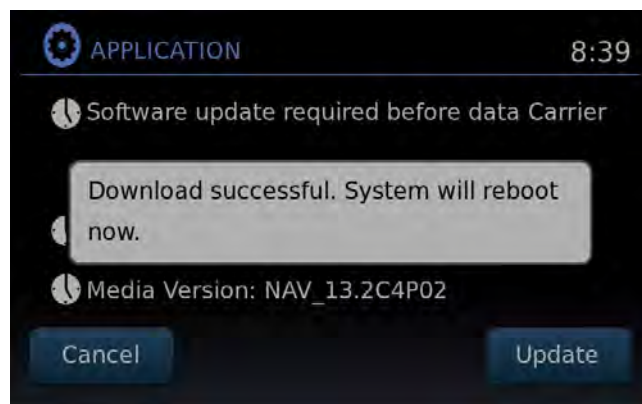
Figure 36

Install 2

49. Set the parking brake.

50. 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.

51. Insert the USB drive with the infotainment update-software into the vehicle's <u>USB media port</u> (Figure 37).

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

    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.

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

USB drive

Figure 37

52. Wait approximately 10-30 seconds for the screen in Figure 38 to appear.

Software Update

Initializing….
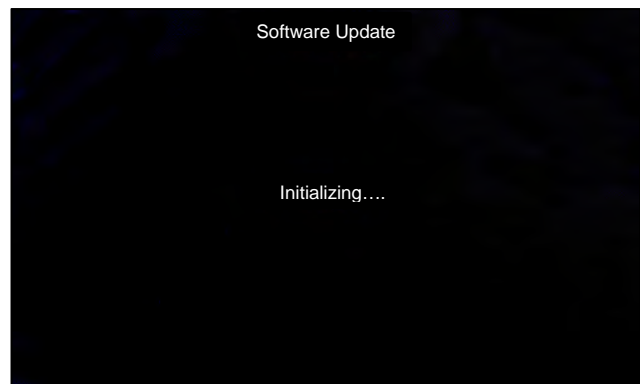
Figure 38

    • The screen in Figure 39 may briefly appear. **Do not remove the USB drive**. The AV Control Unit will detect the USB drive and continue the update.

Software Update

Please enter a valid USB stick to proceed with the Update. AVM, RVC and ecall are not available.

Your head unit ID: xxxxxxxxxxxx

Figure 39

Install 2 (continued)

53. Wait for the update to complete.

    - Follow the on-screen instructions while waiting.

    HINT: The update may take 15-25 minutes.

Software Update

The vehicle must remain stopped with the parking brake ON

Remaining time ~ 5 min.
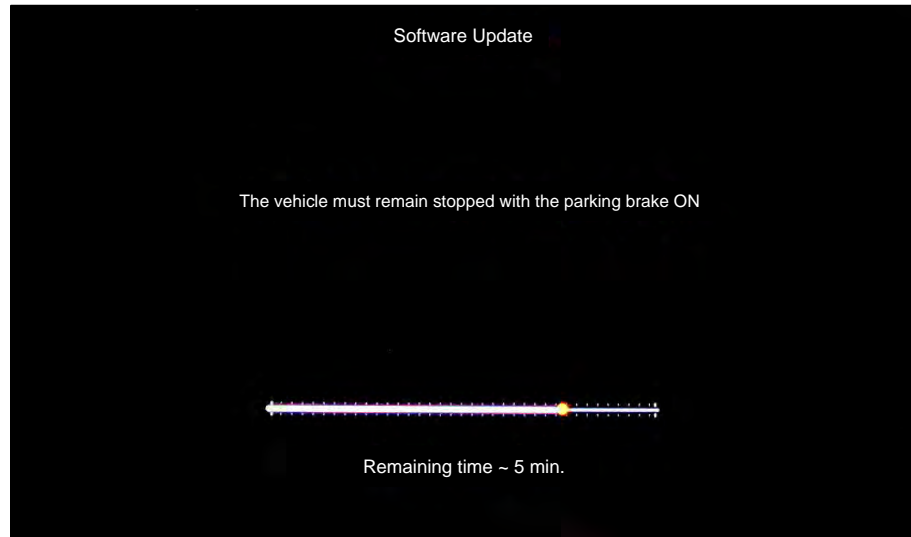
Figure 40

54. Once the update is complete (Figure 41), remove the USB drive; the system will reboot (restart).

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

Software Update

The software Update has finished. The system will now restart…

Figure 41

Install 2 (continued)

NOTICE

Steps 55-62 must be completed. If they are not completed, the update may become corrupted.

55. Allow the reboot to complete (approximately 30 seconds).

    • The Nissan logo will be displayed during the reboot.

56. Turn the ignition OFF.

Figure 42

The steps below will fully reboot the infotainment system twice.

57. Open and close the driver door, and then ensure that all doors are closed.

58. 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.

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

59. Turn the ignition ON (engine OFF) and wait for the Nissan logo to appear (Figure 42).

    • If the Nissan logo does not appear (this might take up to 30 seconds), start over from step 56.

60. After the Nissan logo appears, wait about 1 minute.

    • The MENU (Home) screen in Figure 43 will be displayed.

61. Turn the ignition OFF.

Figure 43

62. Repeat steps 57-61 one more time (for a total of 2 times) to complete the update.

Install 3

IMPORTANT: The install process requires one (1) USB drive and two (2) update files. Steps 63 – 70 will be performed with infotainment update-software file #1 (LD001) on the USB drive first, and then infotainment update-software file #2 will need to be downloaded to the USB drive (Step 71 on page 65) before performing steps 63 – 70 for infotainment update-software file # 2.

63. Turn ON the hazard warning lamps to prevent the BCM from going into battery saver mode.

64. Turn ON the ignition.

65. Turn ON the audio system.

66. Write down the radio settings.

Presets	1	2	3	4	5	6
AM						
FM 1						
FM 2						
Bass		**Treble**		**Balance**		**Fade**		**Speed Sen. Vol.**	

67. Turn OFF the audio system.

68. Insert the special tool USB drive into the USB media port (Figure 44).

NOTICE

Do not insert the USB drive into a charging port (Figure 45). If used, the update-software and/or USB drive may become damaged. Only insert the USB drive in a USB media port.

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

USB media port symbol

DO NOT USE
USB ports with a "lightning bolt"
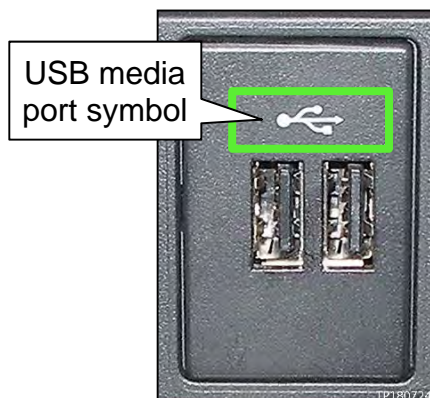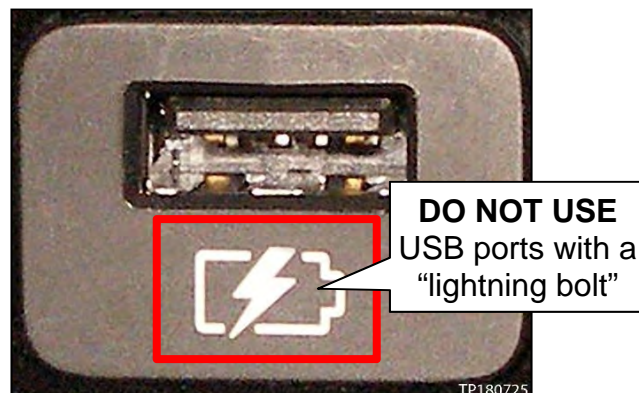
Figure 44   Figure 45

Install 3 (continued)

69. Select **Yes** to begin the reprogramming process.

    HINT:

    o Reprogramming will take about 5-10 minutes.

    o Reprogramming is not complete until the AV Control Unit reboots and returns to the main MENU screen (Figure 47).

    o If the screen turns OFF (blank black screen), and remains OFF for longer than 1 minute, press the volume knob (power button) or turn the screen back ON before proceeding to step 70.

    NOTICE
    To prevent damage to the AV Control Unit, do NOT remove the USB drive unless the AV Control Unit has rebooted and the main MENU screen, as shown in Figure 47, is displayed.
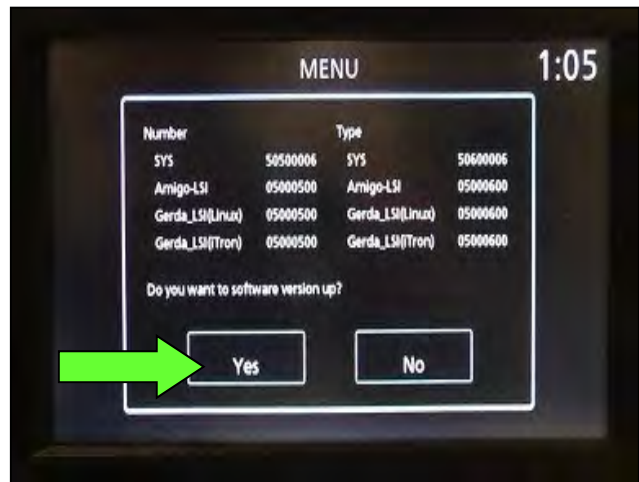
Figure 46

Figure 47

70. Remove the USB drive.

NOTICE
If steps 71-76 are not completed, to perform the second software update, the AV Control Unit will not operate correctly.

71. Repeat step 19 on page 49, to load the second update file (see the vehicle table for infotainment update-software file #2) onto the special tool USB drive.

72. Repeat step 63 through step 70 (page 64 through page 65) to apply the second update file to the vehicle.

    • After infotainment update-software file #2 has been applied to the vehicle, proceed to step 73 on page 66.

Install 3 (continued)

73. Perform AV Control Unit initialization.

   a. Press and hold the **Menu** button.

   b. Press and hold the **Audio** button.

   c. Press the **Seek right** button three (3) times.

   HINT: A screen similar to the one in Figure 48 will appear.

   d. Select the **Next** button at the bottom right side of the screen.

Figure 48

   e. On the second page of the menu screen, press **Factory Cold Start** (screen not shown).

   f. Select **Yes** on the confirmation screen shown in Figure 49.

   HINT: Initialization is complete after the AV Control Unit reboots.
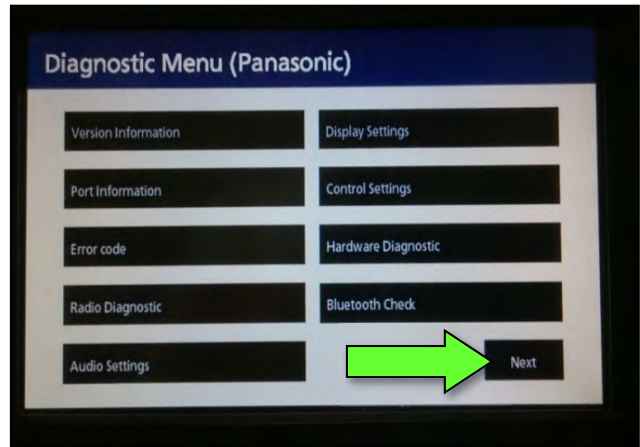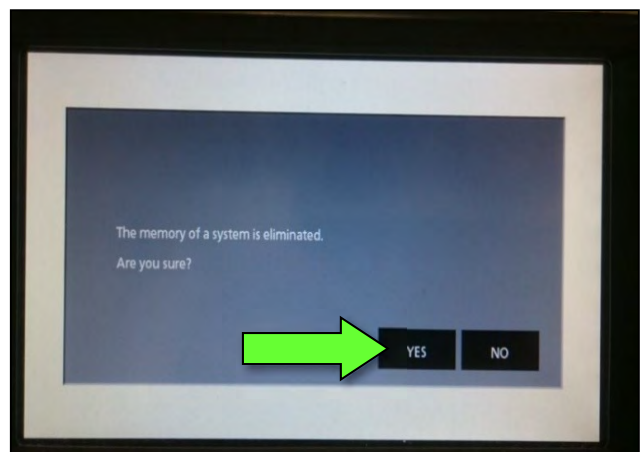
Figure 49

74. Turn OFF the hazard warning lamps.

75. Restore the radio presets and clock setting.

76. Instruct the customer to go into their Bluetooth® phone settings and perform the steps below.

   • Delete/erase the car from the phone's Bluetooth® menu for the current pairing of the phone and the vehicle.

   • Re-pair the phone to the vehicle.

      o If this is not performed, the phone may no longer connect with the vehicle.
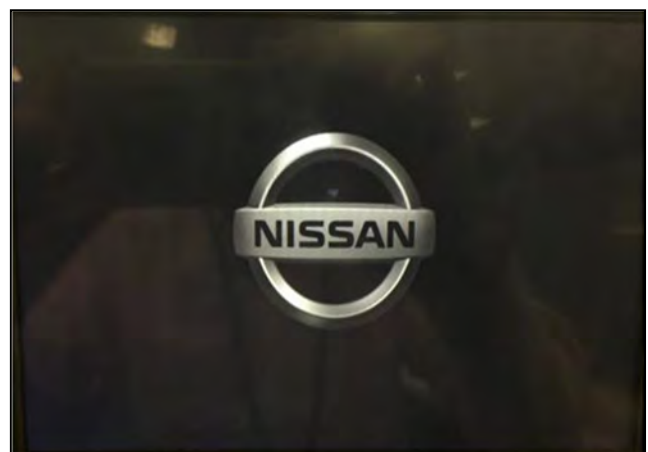
Install 4

77. Set the parking brake.

78. 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.

79. Insert the USB drive with the infotainment update-software into the vehicle's <u>USB media port</u> (Figure 50).

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

USB Media port
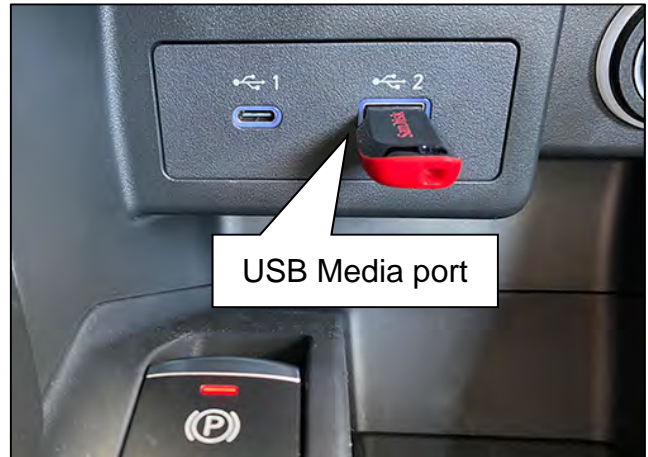
Figure 50

80. Wait approximately 10-30 seconds for the screen in Figure 51 to appear, and then select **OK**.

MENU   1:54

There is a new software update available.

Multimedia Software:
Current Version: 283C3C321C
USB Version: 283C3C420C
Estim. update time: 0h 10min

OK   Cancel   Details

Phone   Settings

Figure 51

- If the screen in Figure 52 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.

Yes   No

one   Audio   Connections   Info   Set
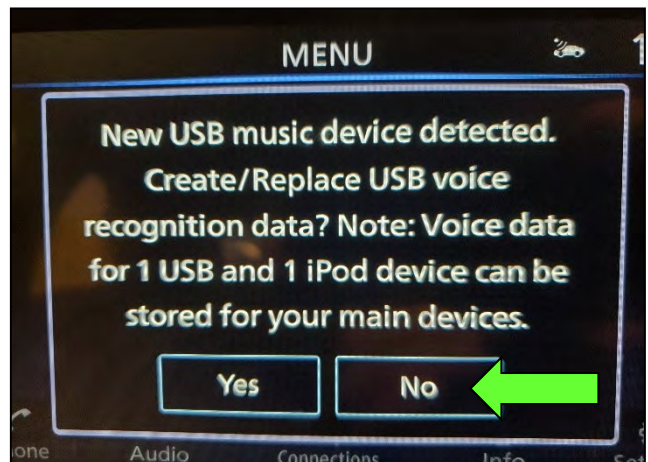
Figure 52

Install 4 (continued)

81. Review the software update requirements, shown in Figure 53, 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
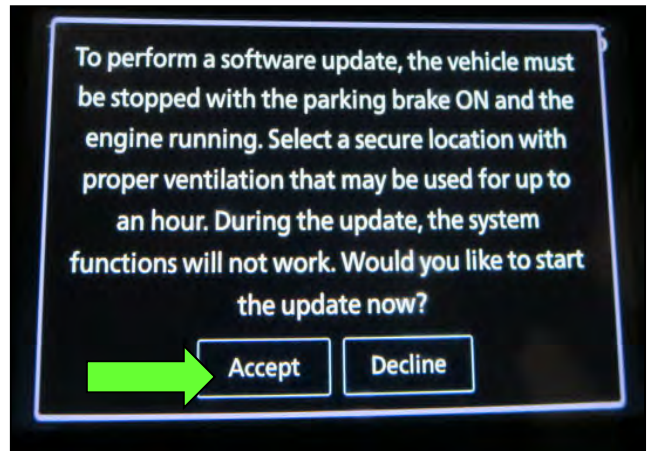
Figure 53

82. When the message shown in Figure 54 is displayed, remove the USB drive from the USB media port.

    NOTICE
    Do not remove the USB drive until the screen in Figure 54 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.
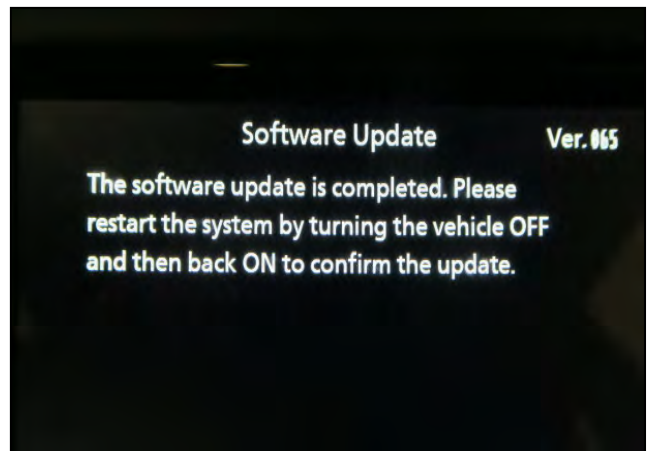
Figure 54

83. Turn the ignition OFF.

84. Open and close the driver door.

85. Restart the engine.

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

    • The Nissan logo will be displayed during the reboot (Figure 55).

NISSAN

Figure 55

Install 5

87. Set the parking brake.

88. 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.

89. Insert the USB drive with infotainment update-software into the vehicle's <u>USB media port</u> (Figure 56).

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

    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.

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

USB media port symbol

Figure 56

DO NOT USE USB ports with a "lightning bolt"
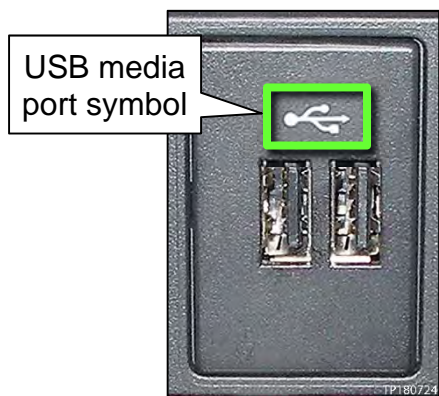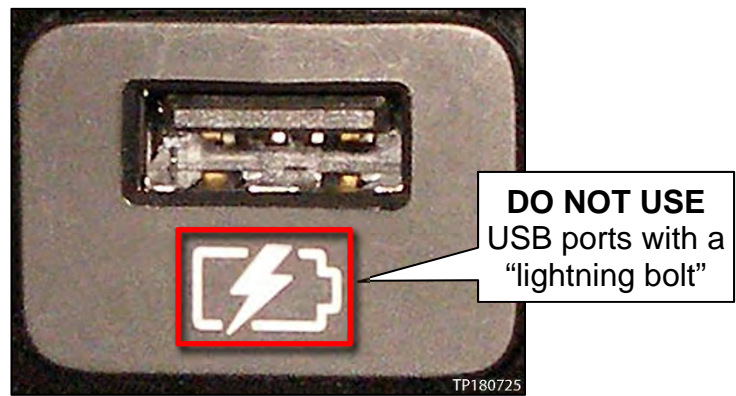
Figure 57

90. Wait for the update to complete.

    • Follow the on-screen instructions while waiting.

    HINT: The update lasts 20-30 minutes.

Software update

Update in progress. Please do not switch off the engine. Note: Parking assistances aren't available during update.

Remaining time: ~ 19 min.

Figure 58

NTB23-018E
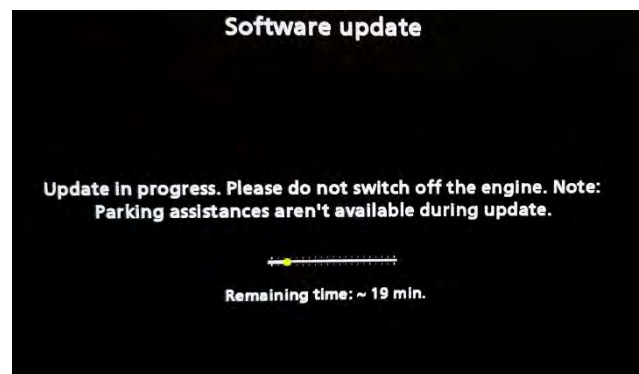
Install 5 (continued)

91. Once the update is complete (Figure 59), remove the USB drive; the system will reboot (restart).

     HINT: The system will not reboot until the USB drive is removed.
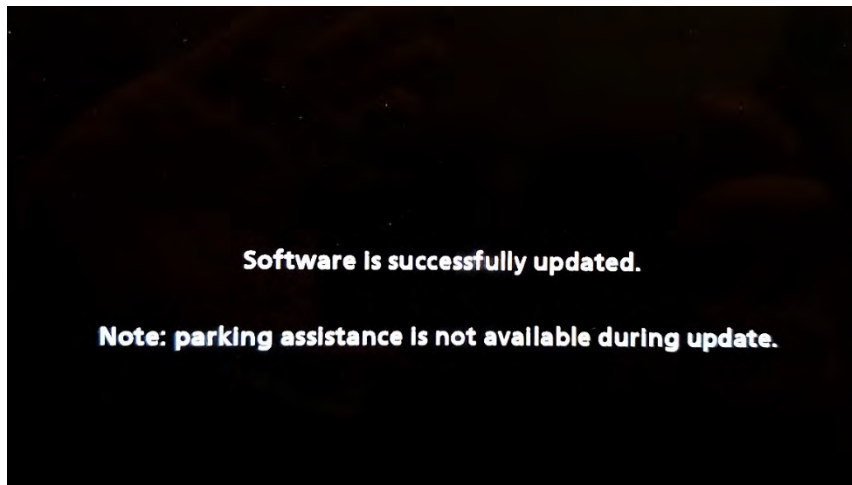
Figure 59

NOTICE

Steps 92 - 97 must be completed to reinitialize the AV Control Unit. If they are not completed, the update may become corrupt.

92. Press and hold the **MENU** button on the IT Commander (Figure 60) and turn the AV Control Unit volume knob (Figure 61) left-right-left at the same time.

Figure 60

Figure 61

Install 5 (continued)

93. Select **Confirmation/Adjustment**.
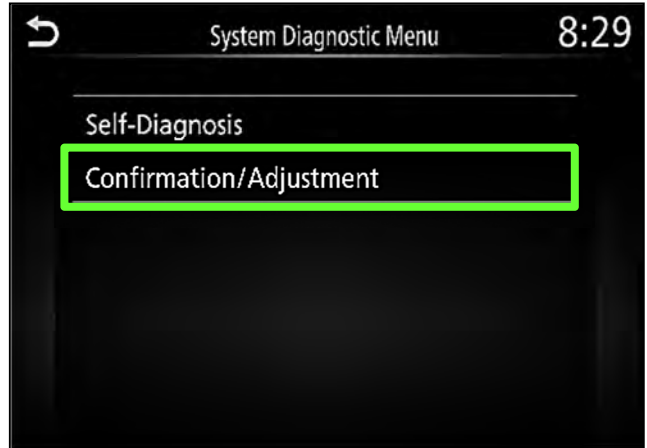
Figure 62

94. Select **Initialize Settings**.
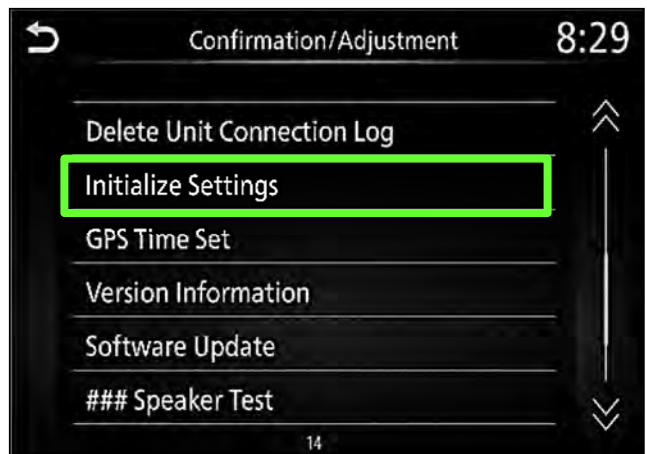
Figure 63

95. Select **User Data Initialization**.
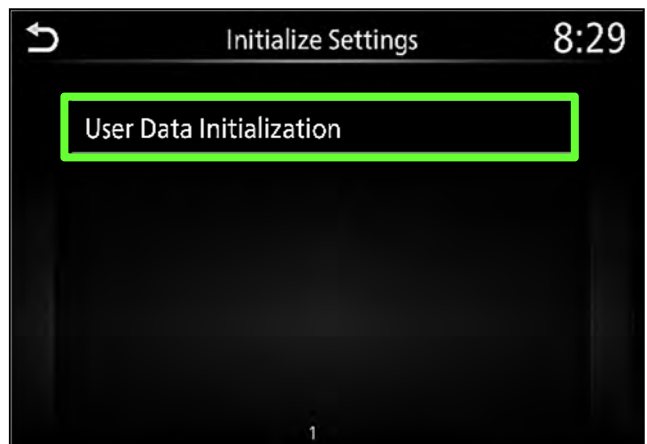
Figure 64

Install 5 (continued)

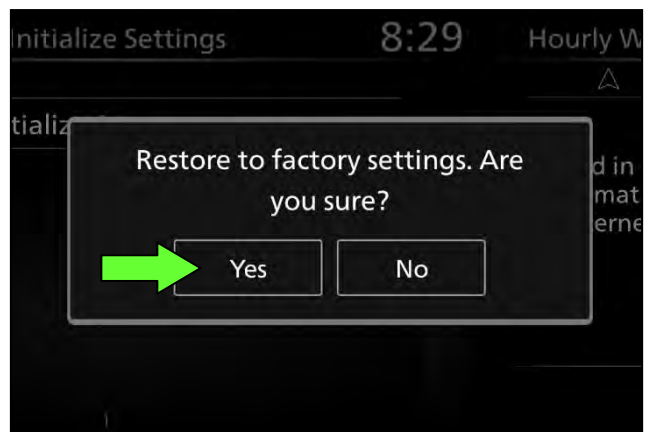96. Select **Yes**.
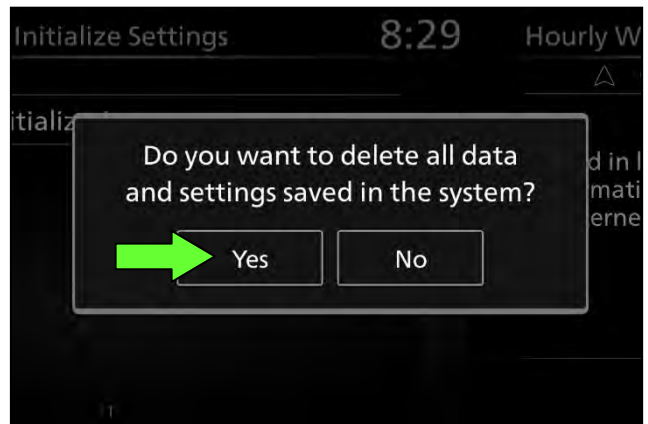
Figure 65

97. Select **Yes**.

Figure 66

98. 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 98 is not completed, the phone may not connect with the vehicle while attempting to pair the phone to the vehicle.

NTB23-018E

Download Update-Software from ASIST

IMPORTANT: Before starting, make sure:

- The CONSULT PC is connected to the internet.

- ASIST has been synchronized (updated) to the current date.

99. Insert the special tool USB drive into the CONSULT PC.

    HINT:

    o The special tool USB drive is the only USB drive approved for use with this procedure.

    o The update-software must be 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**.

100. Open ASIST.

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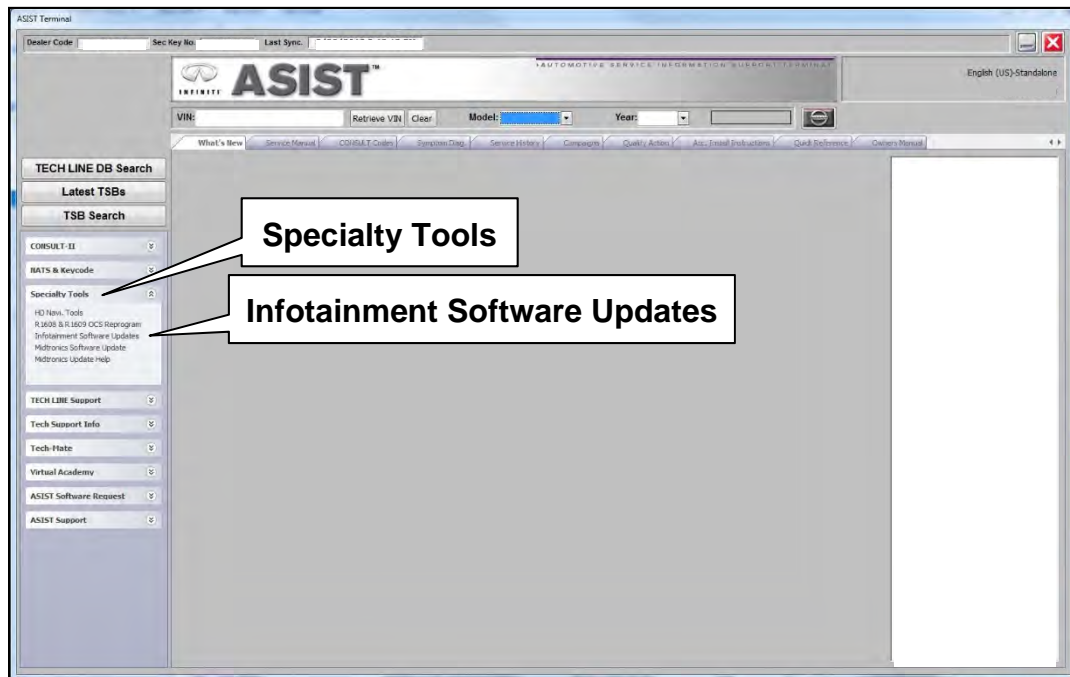

Figure 67

102. Select the check box next to the infotainment update-software (Figure 68).

- Refer to the appropriate vehicle table to determine the correct infotainment update-software for your vehicle.

103. Use the drop-down menu and select the location of the USB drive that was inserted in step 99 on page 73.
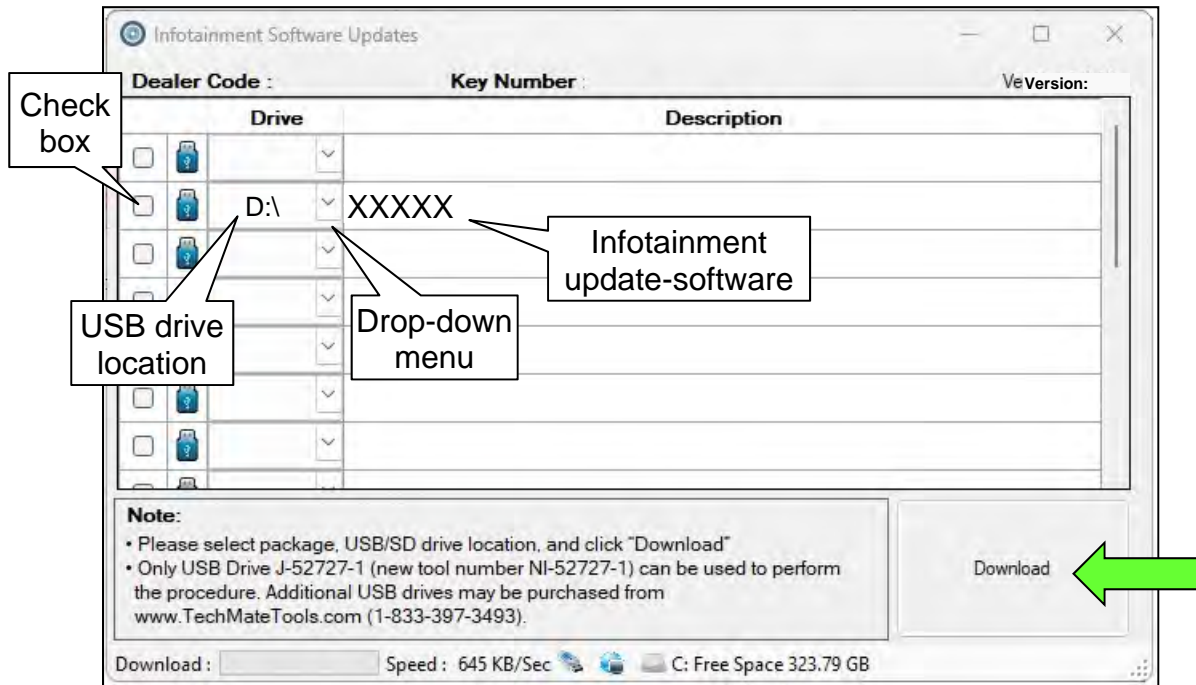

Figure 68

104. 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.

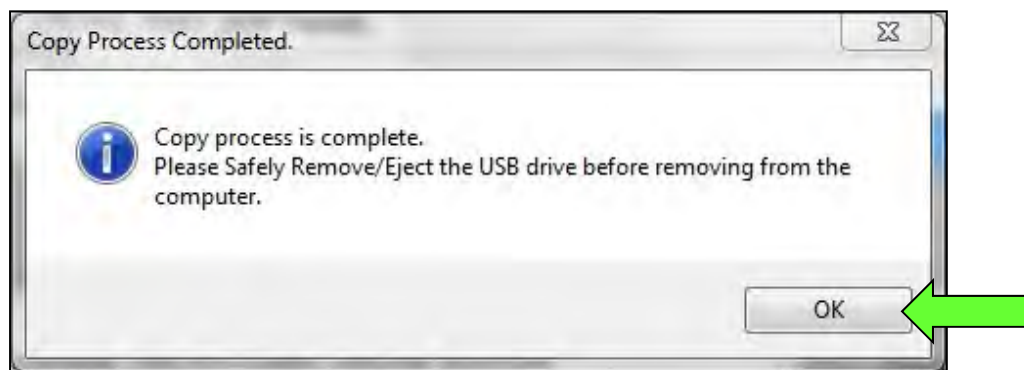105. Select **OK** when the message in Figure 69 is displayed.

Figure 69

NTB23-018E

106. 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.
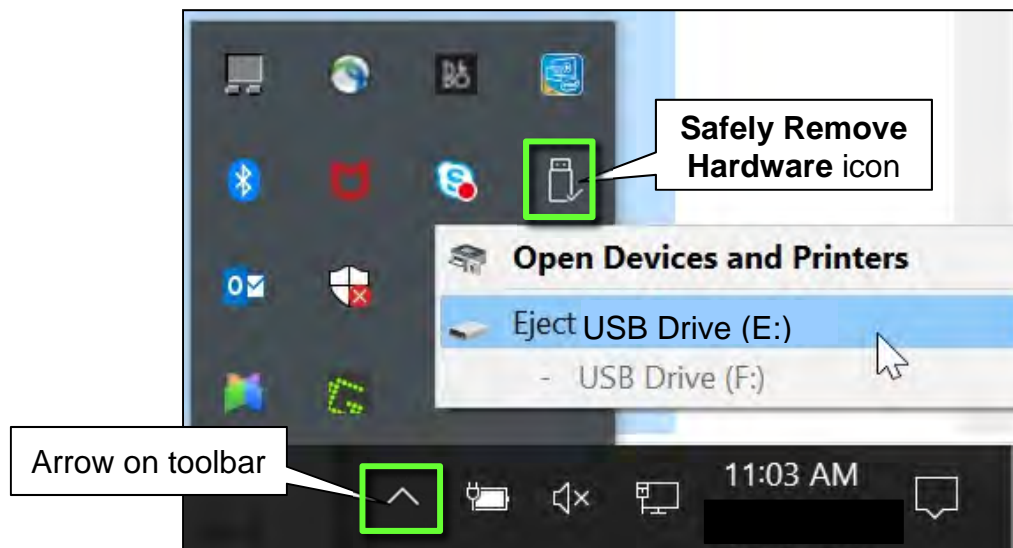

Figure 70

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

The **Download Update-Software from ASIST** procedure is complete, refer to the vehicle table to determine the correct **AV Control Unit Software Install** procedure to perform.

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.

HINT:

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

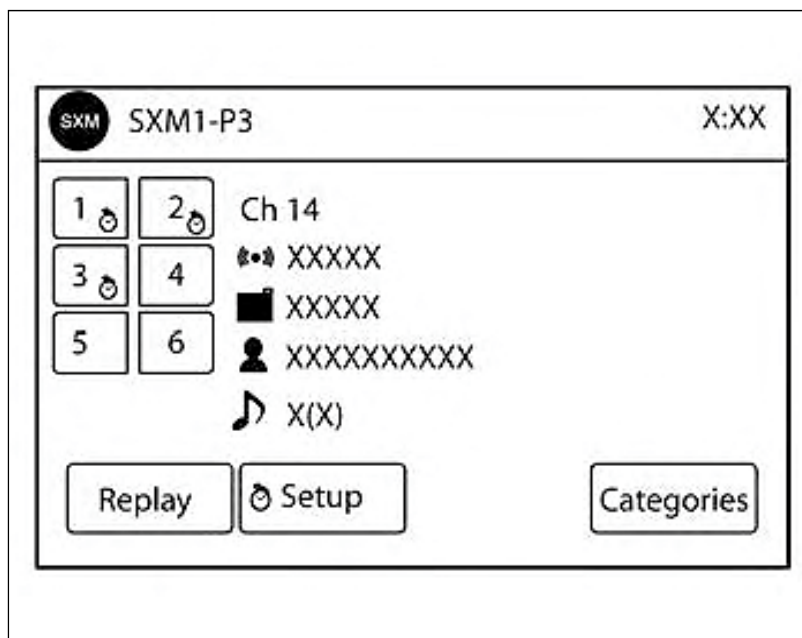- **Tune Start is supported for music channels only.**

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

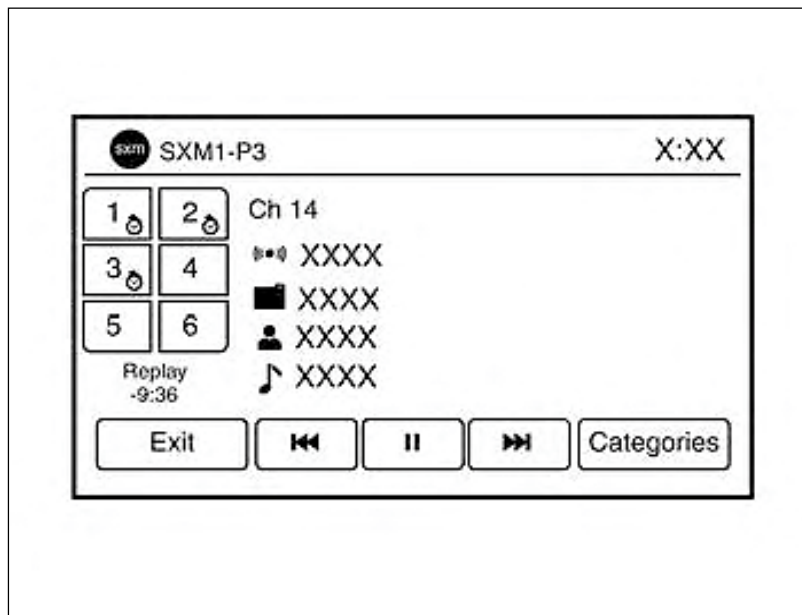- To rewind/ fast forward a track, hold the ⏮ or ⏭ seek/track button.

Figure B

NTB23-018E

CLAIMS INFORMATION

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

CLAIM IDENTIFIER	DESCRIPTION	OP CODE	SYM	DIA	FRT
CL1		QX42AA			0.4
CL2		RX4SAA			0.3
CL3		RX8MAA			0.3
CL4	Perform Software Check and Update the AV Control Unit	RX05AA	ZE	32	0.5
CL5		RXB7AA			0.3
CL6		RX5AAA			0.3
CL7		RX0LAA			0.3

HINT: Refer to appropriate model for the Claims Information Identifier Code.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 8, 2023	NTB23-018	Original bulletin published
March 10, 2023	NTB23-018A	Infotainment Update-Software package numbers updated on pages 10, 15, 32 and 33
March 21, 2023	NTB23-018B	Updated 2023 Altima column on page 5 and Infotainment Update-Software package numbers updated on page 13
April 12, 2023	NTB23-018C	Changes made to the vehicle tables on pages 5, 8, 15, 17, 29, 30 and 34. Software Version Update Confirmation procedures removed
August 1, 2023	NTB23-018D	Changes made to the vehicle tables on pages 7, 26 and 29
August 16, 2023	NTB23-018E	**NOTICE** statement added to page 3