# VOLUNTARY RECALL CAMPAIGN

| Classification: | Reference: | Date: |
|---|---|---|
| AN22-025A | NTB22-090A | December 8, 2022 |

## VOLUNTARY SAFETY RECALL CAMPAIGN
## 2021-2022 ROGUE; INFOTAINMENT SYSTEM REPROGRAM

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

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**CAMPAIGN ID #:**      R22C1 and PC925
**APPLIED VEHICLES:**      2021-2022 Rogue (T33)
**APPLIED GRADES:**      SL, SV And Platinum

### Check Service COMM or Dealer Business Systems (DBS)
### National Service History to confirm campaign eligibility.

## INTRODUCTION

Nissan is conducting this voluntary safety recall campaign on certain specific model year 2021-2022 Rogue SL, SV and Platinum vehicles to reprogram the Infotainment system. This service will be performed at no charge to the customer for parts or labor.

## IDENTIFICATION NUMBER

Nissan has assigned identification numbers R22C1 and PC925 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

## DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. **Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration**. While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

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Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. **NOTE:** If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

**UPDATE PROCEDURE**

**Check AV Control Unit Version**

⚠ **WARNING**

To avoid the risk of death or serious personal injury when updating software, park the vehicle in a secure, safe, well ventilated location that is open to the air and apply the parking brake.

1. Start the Engine and wait for the Infotainment system to load.

   • Fully depress the brake pedal and press the "START ENGINE STOP" button.

   **HINT:** The engine needs to idle for the duration of the update to retain battery charge.

**IMPORTANT:**

   • If at any time during the following procedure the pop-up screen shown in Figure 1 **APPEARS**, then:

      o Select "Yes" and the Over-The-Air (OTA) download can be completed using screen prompts.
      o In this case, the **UPDATE PROCEDURE** is complete, no further action is required.
      o Go to **CLAIMS INFORMATION** to submit a claim for the completion of the OTA download.

   • If the Over-The-Air (OTA) pop-up screen in Figure 1 **DOES NOT APPEAR,** then :

      o Continue to step 2 on page 3 to put the AV Control Unit into **System Diagnostic Menu**.



Figure 1

2. Put the AV Control Unit into **System Diagnostic Menu**.

- Push the **MENU** button while turning the Tune/Scroll button at least three (3) clicks counter clockwise, then three (3) clicks clockwise, then three (3) clicks counter clockwise.

Figure 2

3. Select **Confirmation/Adjustment** on the **System Diagnostic Menu**.
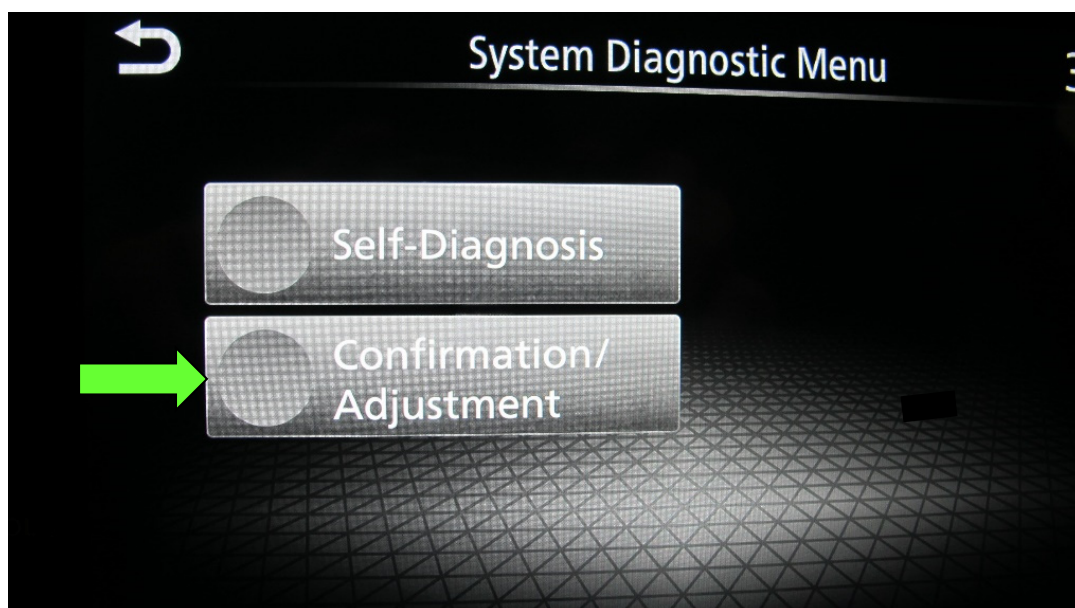
Figure 3

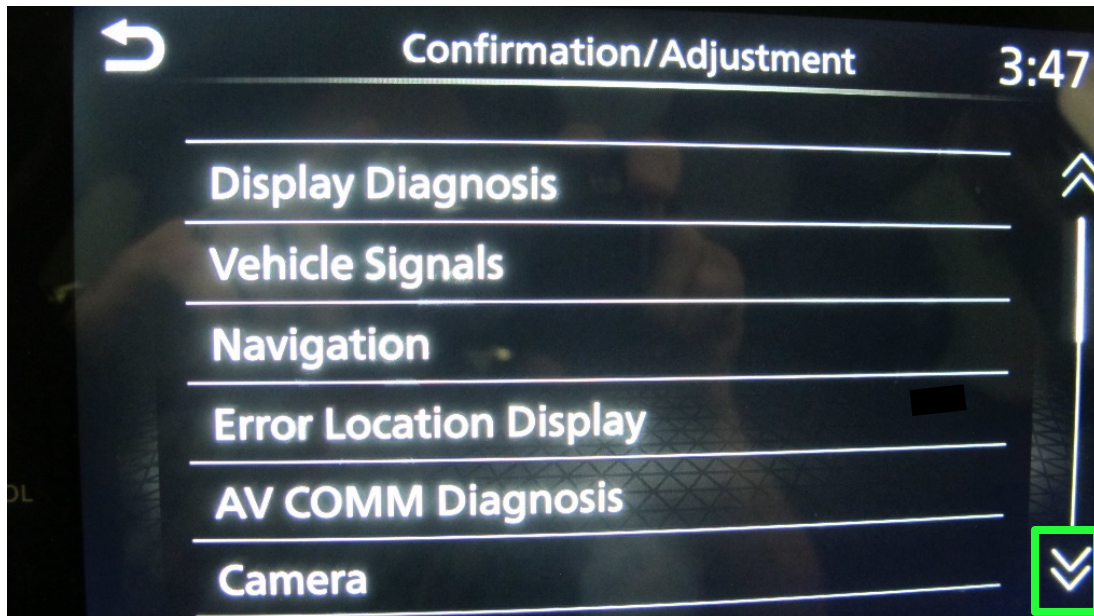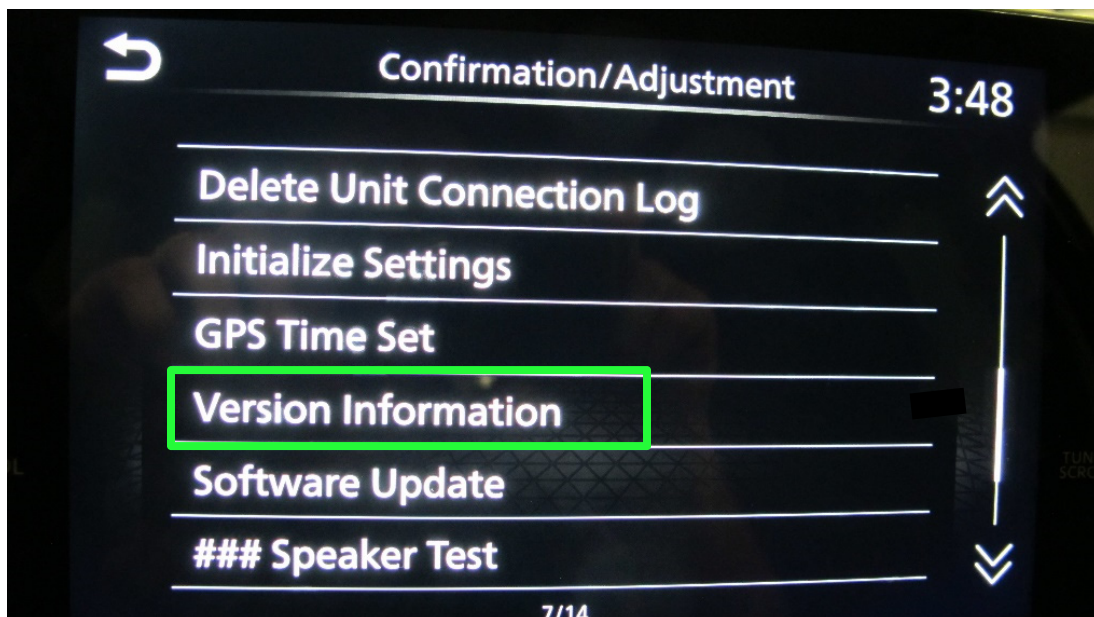4. Select down arrow on the bottom right corner of the screen to move to the next screen.


Figure 4

5. Select **Version Information**.


Figure 5

6. Write down the <u>first four digits</u> of **Overall SW version** on the Repair Order.
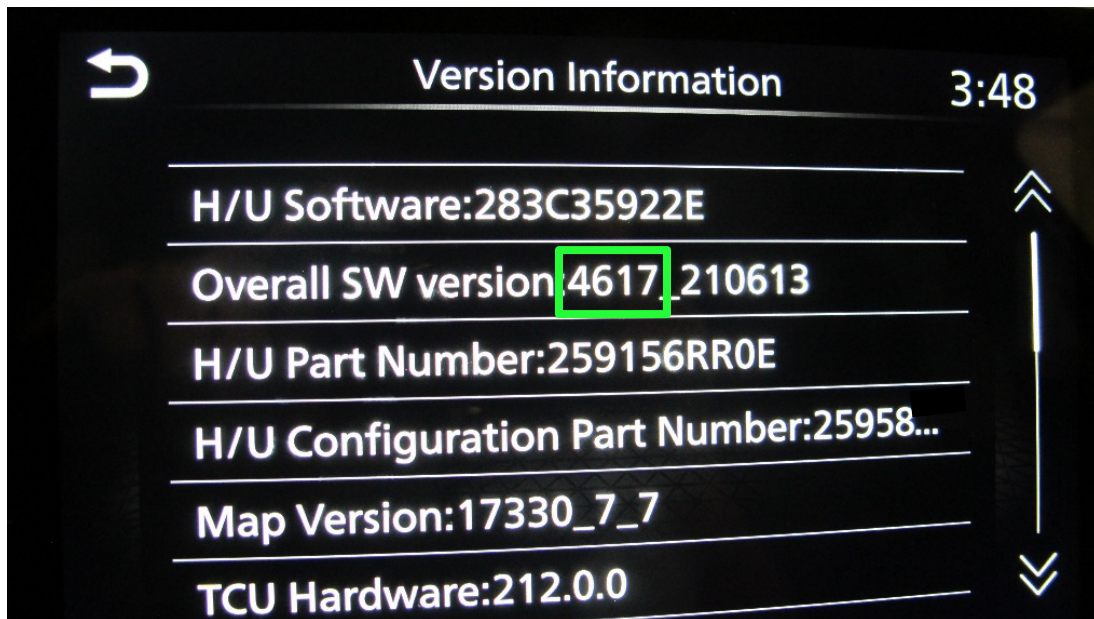

Figure 6

7. Compare the <u>first four digits</u> of **Overall SW version** that was written on the Repair Order to the options listed in **Overall SW Version** column listed in **Table A**.

**Table A**

| Model | Overall SW Version |
|---|---|
| Rogue (T33) | 4620, 4621 |

- Does the **Overall SW version** that was written on the Repair Order match one that is listed in **Table A**?

  o **YES** – The OTA reprogram has already completed. No further repair is needed. Go to **CLAIMS INFORMATION** on the last page to submit a claim for the completion of the OTA reprogram.

  o **NO** – Continue to step 8 on page 7 to update the AV Control Unit using USB drive J-52727-1 and a CONSULT PC.

**REQUIRED SPECIAL TOOL**

- One of the special tool USB drive J-52727-1 (new tool number NI-52727-1) has been previously shipped to each dealer and should already be available (Figure 7).

- 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.

- 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 7

## SERVICE PROCEDURE

**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.

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

    - If the infotainment software has already been downloaded onto special tool USB drive from a prior service procedure, skip to step 17 on page 11.

    **HINT:**

    - o  Special tool USB drive 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.

9.  Open ASIST.

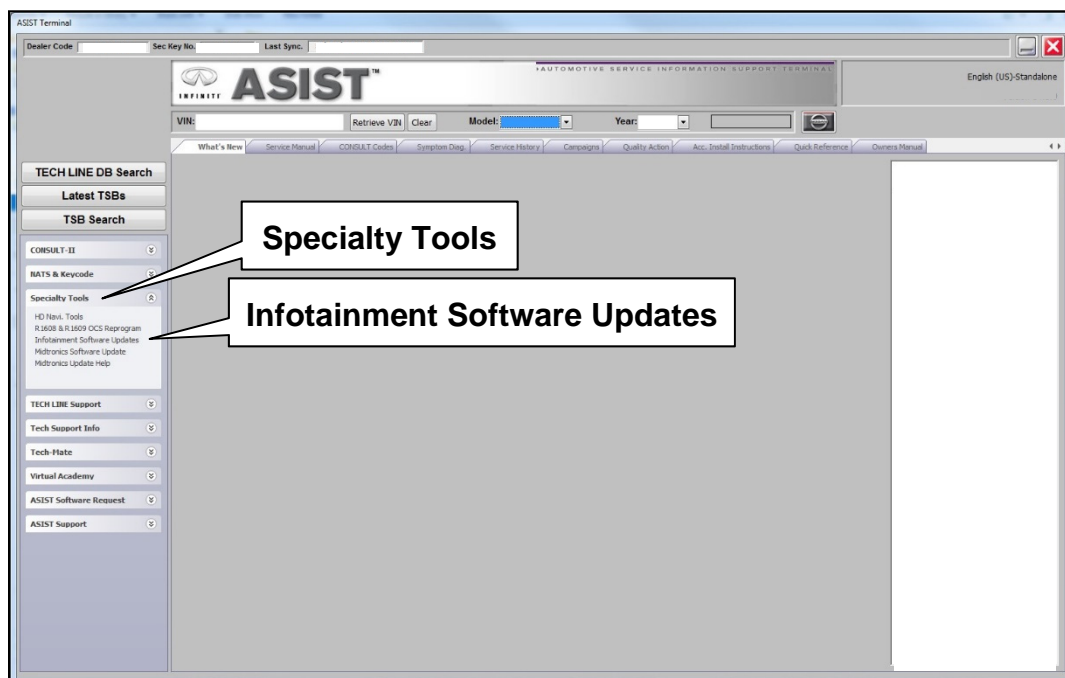10. Select **Specialty Tools**, and then select **Infotainment Software Updates**.



Figure 8

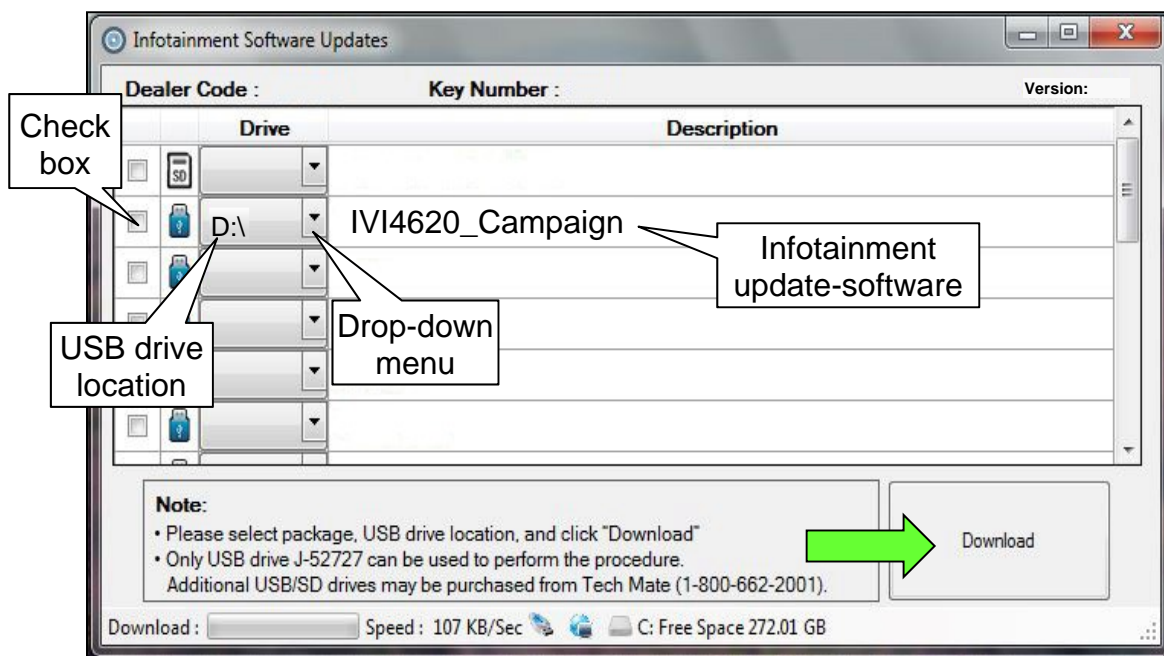11. Use the drop-down menu and select the location of the USB drive that was inserted in step 8 on page 7.



Figure 9

12. Select the **Infotainment Update-Software** related to the model on the Repair Order (refer to **Table B** below).

**Table B**

| Model | Infotainment Update-Software |
|---|---|
| Rogue (T33) | IVI4620_Campaign |

13. Select **Download** (Figure 9 on page 8), and then wait for the download to complete.

**HINT:**

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

- o If, while attempting to download the software to the CONSULT PC, you receive the message shown in Figure 10:

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

    b. If space cannot be cleared and a second CONSULT PC is available with space, use it and start over from step 8 on page 7.
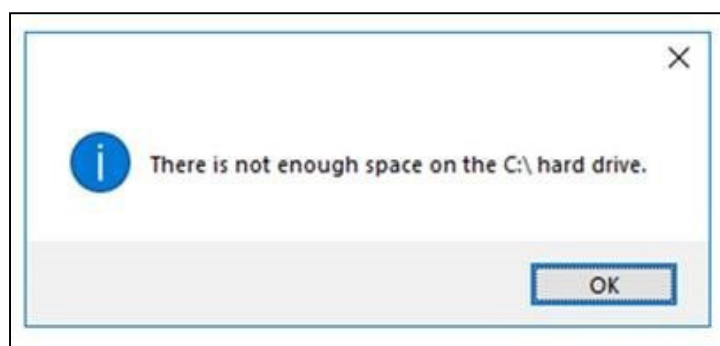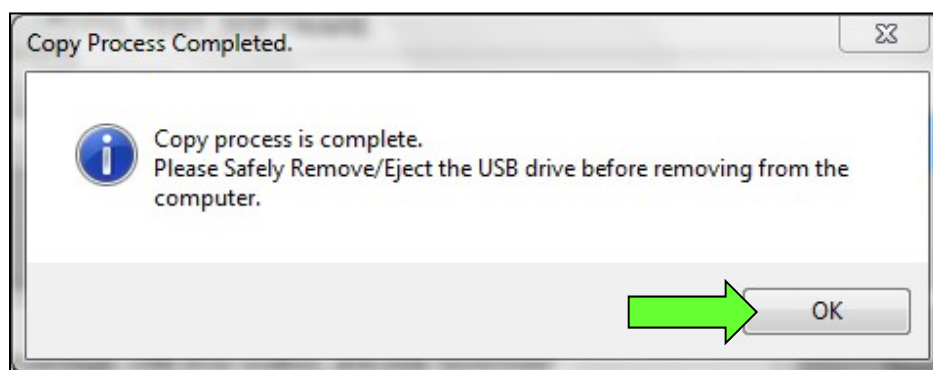


Figure 10

14. Select **OK**.



Figure 11

15. 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 12

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

**⚠ WARNING**
To avoid the risk of death or serious personal injury when updating software, park the vehicle in a secure, safe, well ventilated location that is open to the air and apply the parking brake.

17. 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.

18. Insert the USB drive with the infotainment update-software into the vehicle's <u>USB media port</u> (Figure 13).

    - <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.
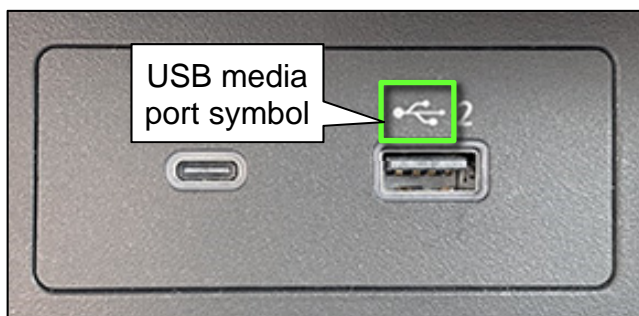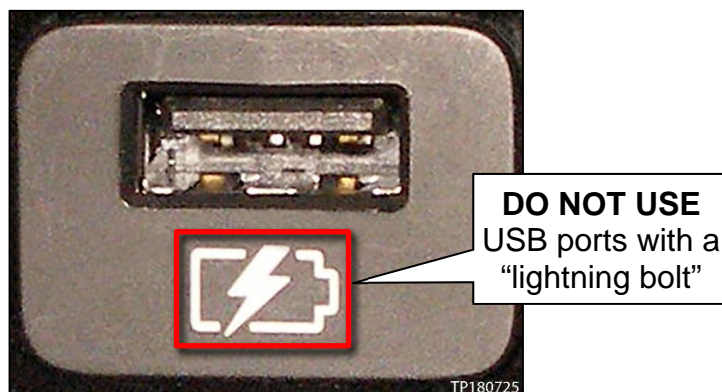
USB media port symbol

DO NOT USE USB ports with a "lightning bolt"

TP180725

Figure 13                    Figure 14

19. Wait approximately 10-30 seconds for the screen in Figure 15 to appear.



Software Update

NISSAN

Initializing...

Figure 15

- The screen in Figure 16 may briefly appear. Do **not** remove the USB drive. The audio system will detect the USB drive and continue the update.



Software Update

NISSAN

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

Your head unit ID:0VI    xxxxxxx

Figure 16

20. Wait for the update to complete.

- Follow the on-screen instructions while waiting.

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



Software Update

NISSAN

Remaining time:
~ 13 min.

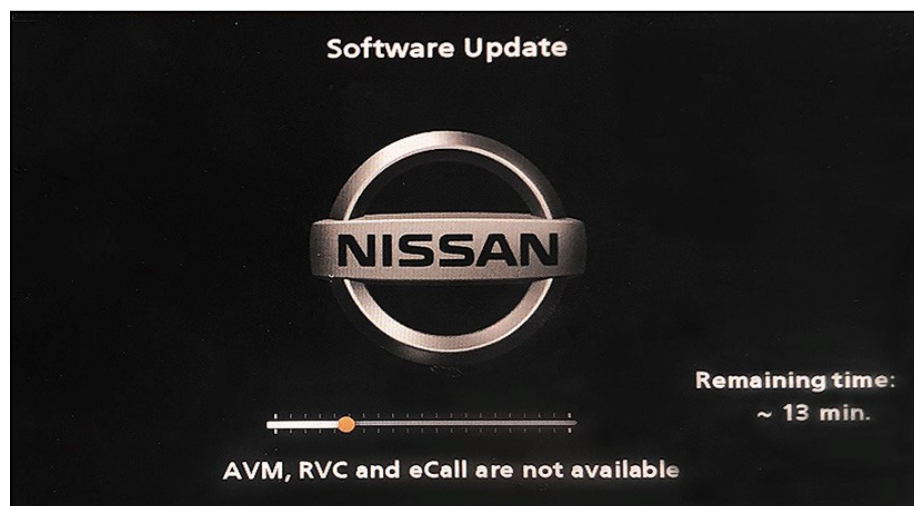AVM, RVC and eCall are not available

Figure 17

21. Once the update is complete (Figure 18), remove the USB drive; the system will reboot (restart).

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


Figure 18

**NOTICE**

Steps 22-31 must be completed. If they are not completed, the update may become corrupted.

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

    - The Nissan logo will be displayed during the reboot.

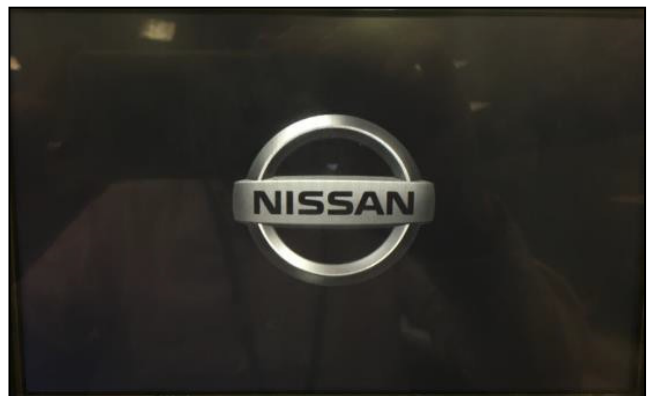23. Turn the ignition OFF.


Figure 19

The steps below will fully reboot the infotainment system twice.

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

25. Lock the doors.

26. 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.

27. Unlock the doors.

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

28. Turn the ignition ON (engine OFF) and wait for the Nissan logo to appear (Figure 19 on page 13).

   • If the Nissan logo does not appear (this might take up to 30 seconds), start over from step 23 on page 13.

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

   • The **MENU** (Home) screen in Figure 20 will be displayed.

30. Turn the ignition OFF.



Figure 20

31. Repeat steps 24-30 one more time (for a total of two times) to complete the update.

## CLAIMS INFORMATION

**Submit a "CM" line claim using the following claims coding:**

| CAMPAIGN ("CM") ID | DESCRIPTION | OP CODE | FRT |
|---|---|---|---|
| R22C1 (1) | Perform USB Software Update | R22C10 | 0.3 |
| | No Software Update Required OR Perform OTA Software Update | R22C11 | 0.2 |

(1) The 11th character of the VIN will be "W".

**OR**

**Submit a "CM" line claim using the following claims coding:**

| CAMPAIGN ("CM") ID | DESCRIPTION | OP CODE | FRT |
|---|---|---|---|
| PC925 (1) | Perform USB Software Update | PC9250 | 0.3 |
| | No Software Update Required OR Perform OTA Software Update | PC9251 | 0.2 |

(1) The 11th character of the VIN will be "C".

## AMENDMENT HISTORY

| PUBLISHED DATE | REFERENCE | DESCRIPTION |
|---|---|---|
| October 13, 2022 | NTB22-090 | Original bulletin published |
| December 8, 2022 | NTB22-090A | Added pages 2-5 for OTA update |