



SERVICE BULLETIN

Classification:

AN15-005D

Reference:

NTB15-011D

Date:

September 27, 2021

NISSANCONNECT NAVIGATION SYSTEM SOFTWARE UPDATE

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

APPLIED VEHICLES:	2014-2015 Altima (L33)	2014-2015 Rogue (T32)
	2014-2016 Frontier (D40)	2014-2015 Sentra (B17)
	2015 Juke (F15)	2015 Titan (A60)
	2015-2016 NV (F80)	2015-2016 Versa Note (E12)
	2015-2016 NV200 (M20)	2015-2016 Versa Sedan (N17)
	2015 NV200 Taxi (M30)	2014-2015 Xterra (N50)
APPLIED VIN & DATE:	2016 Frontier	
	Built before 1N6(*)D0(**)GN727602 // January 4, 2016	
APPLIED SYSTEM:	Vehicles equipped with Navigation	

IF YOU CONFIRM

On an APPLIED VEHICLE, one or more of the following is occurring:

- A status message **"Update Failed !"** is displayed with a direction to "Insert update media" while a countdown from 60 is displayed. The audio system then reboots (Nissan Logo appears), and then will restart the countdown.
- The center display screen (navigation screen) intermittently goes blank (nothing is displayed) for a few seconds or longer and then returns to normal display.
- Continuously reboots (Nissan Logo appears after a loss of sound or freeze condition).
- XM channel selection is sometimes not working as normal or shows "XM loading" for long periods of time.
- Audio sometimes is not working.
- Sound levels for balance, fader, treble, or bass do not correspond to what is displayed by the audio unit after the ignition is cycled. Example: While the "adjusted balance" shown on the audio unit indicates that the sound is balanced 100% to the rear, the actual listening level is at 50/50.
- Connected iPod freezes after using "Source" button or changing tracks.
- Audio preset buttons do not respond when selected.
- Calls unintentionally change from "hands free" to "handset".

AND

- The software version has been confirmed as "not current" (steps 1-4).

Nissan 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.

ACTION

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

REQUIRED SPECIAL TOOL

- Each dealer has been mailed one USB drive (Figure 1) free of charge, from Bosch. Please discard any USB drives with the previous software version.



Figure 1

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

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

NOTE: The update-software must be the only file on the USB drive.



Figure 2

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

SERVICE PROCEDURE

NOTE: If the status message “**Update Failed !**” is displayed with the direction to “Insert update media” while a countdown from 60 is displayed, or if the audio unit **continuously reboots** (restarts), skip to **Download Update-Software from ASIST (if needed)** on page 4.

Check the Software Version

1. Turn the audio system OFF.
2. Access the **SERVICE MENU**.
 - a. Push and hold the **APPS** button.
 - b. Turn the **TUNE-SCROLL** knob as follows:
 - Counterclockwise 3 or more clicks, then
 - Clockwise 3 or more clicks, then
 - Counterclockwise 3 or more clicks, then
 - Clockwise 3 or more clicks, then
 - Continue this pattern until the **SERVICE MENU** screen is displayed (Figure 3).

3. Select **Version**.

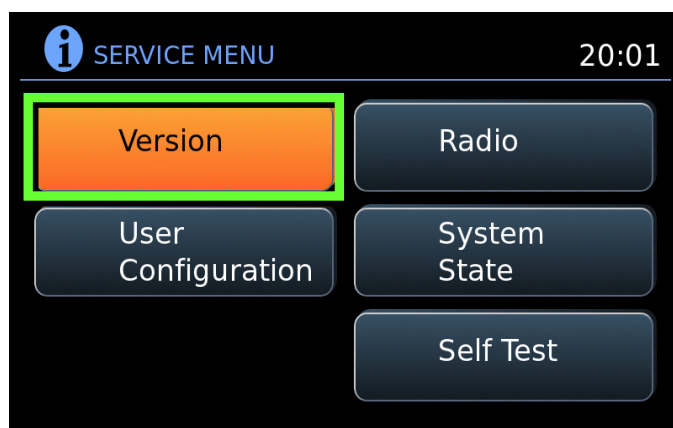


Figure 3

4. Check the **Software** version.
 - If the **Software** version is **A040, B155, D025, D207, D209** or **D322**, proceed to step 5.
 - If the version is anything other than **A040, B155, D025, D207, D209** or **D322**, this bulletin does not apply. Do not reprogram the Navigation system. Proceed to **CLAIMS INFORMATION** on page 14.

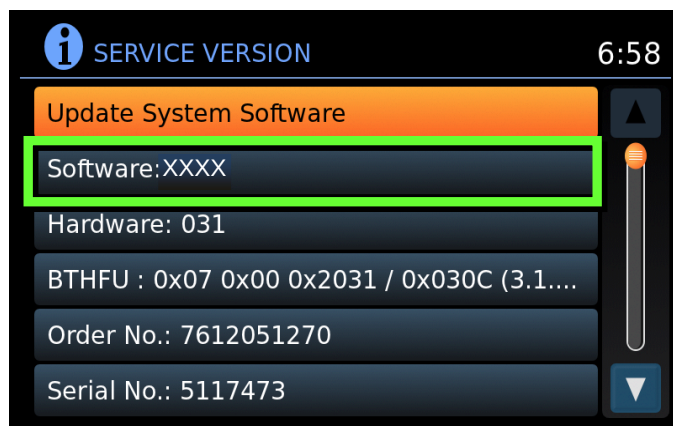


Figure 4

Download Update-Software from ASIST (if needed)

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



Figure 5

IMPORTANT: Before starting, make sure:

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

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

- If update-software **D407** has already been downloaded onto special tool USB drive J-52727-1 from a prior service procedure, skip to step 14 on page 8.

NOTE:

- Special tool USB drive J-52727-1 is the only USB drive approved for use with this procedure if the original USB drive (Figure 5) is not available.
- The update-software is estimated to take 1-2 hours to download to the USB drive.
- The update-software must be the only file on the USB drive.

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

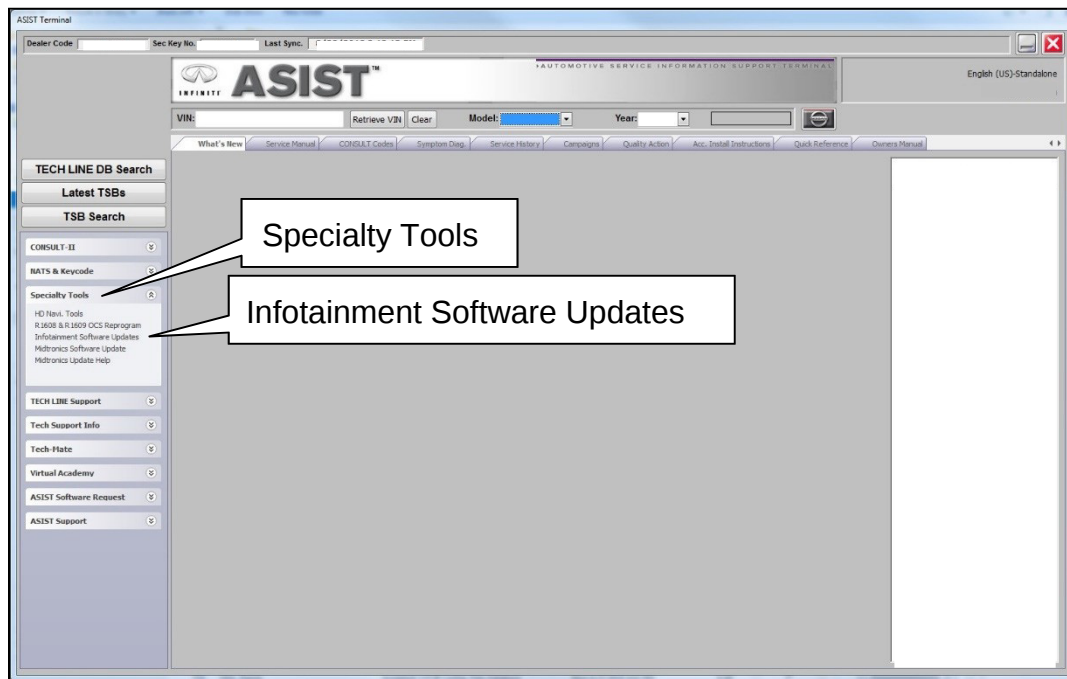


Figure 6

8. Select the check box next to the **D407** update-software (Figure 7).
9. Use the drop-down menu and select the location of the USB drive that was inserted into the CONSULT PC in step 5 on page 4.

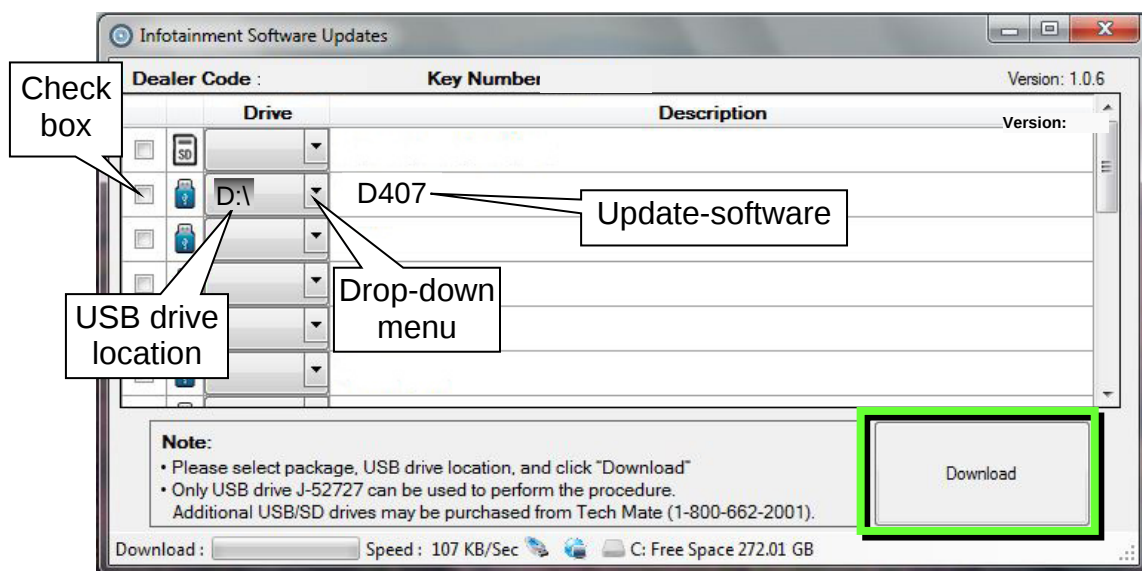


Figure 7

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

- The update-software is estimated to take 1-2 hours to download to the USB drive.
- If, while attempting to download the software, you receive the message shown in Figure 8:
 - a. First, attempt to clear space on the CONSULT PC hard drive.
 - b. If space on the hard drive cannot be cleared, email Bosch at **nissan.dealers@us.bosch.com** for additional options.



Figure 8

11. Select **OK**.

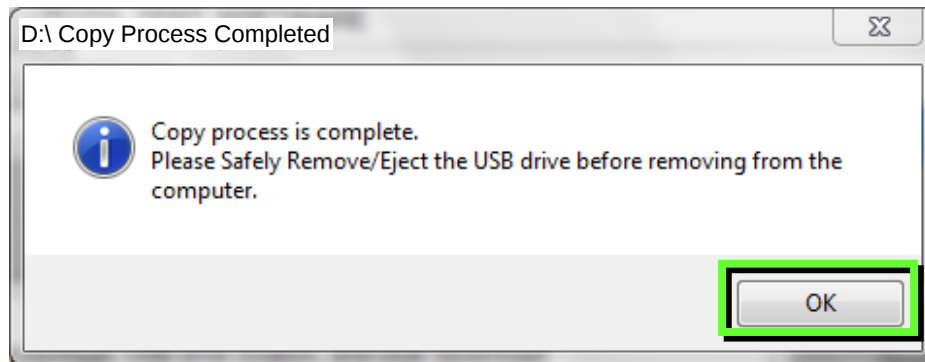


Figure 9

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

- a. From the CONSULT PC toolbar, select the **Safely Remove Hardware** icon.
 - The icon is on the toolbar, or can be found after selecting the arrow.
- b. Select the USB drive to be removed, and then remove the USB drive from the CONSULT PC.

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

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

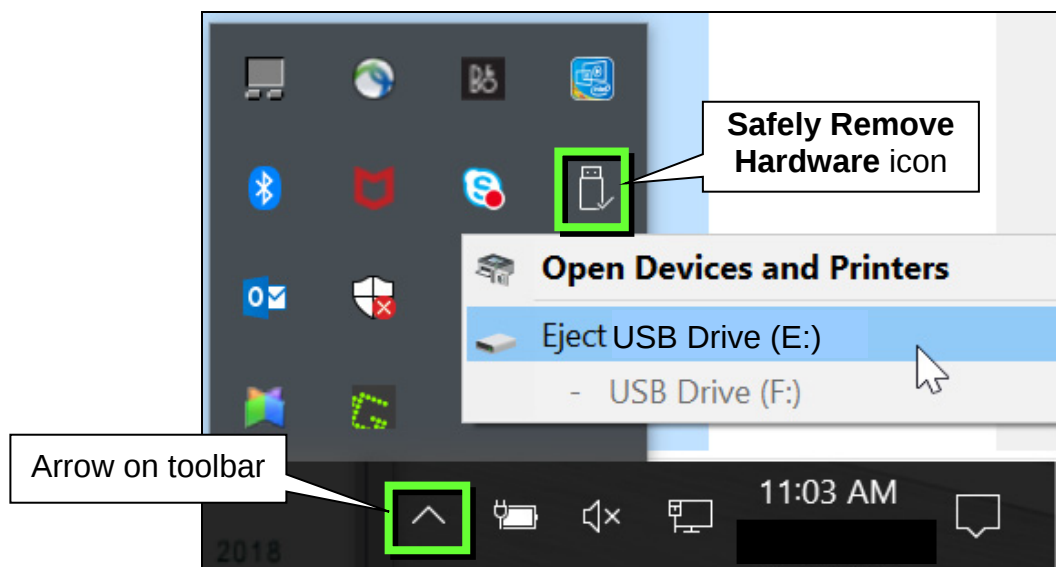


Figure 10

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

Update the Navigation System

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

NOTE: The reprogram will take approximately 35 minutes to complete after the **Update** button is selected in step 27.

15. Set the parking brake.

16. Cycle the ignition to ON, engine OFF.

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

IMPORTANT: The hazards must remain ON until the software update has been completed.

18. If the status message “**Update Failed !**” is displayed with the direction to “Insert update media” while a countdown from 60 is displayed, or if the audio unit **continuously reboots** (restarts), insert the USB drive and then skip to step 28. Otherwise, proceed to step 19.

19. 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.

20. Turn the audio system OFF.

21. Access the **SERVICE MENU**.

- a. Push and hold the **APPS** button.
- b. Turn the **TUNE-SCROLL** knob as follows:
 - Counterclockwise 3 or more clicks, then
 - Clockwise 3 or more clicks, then
 - Counterclockwise 3 or more clicks, then
 - Clockwise 3 or more clicks, then
 - Continue this pattern until the **SERVICE MENU** screen is displayed (Figure 11).

22. Select **Version**.

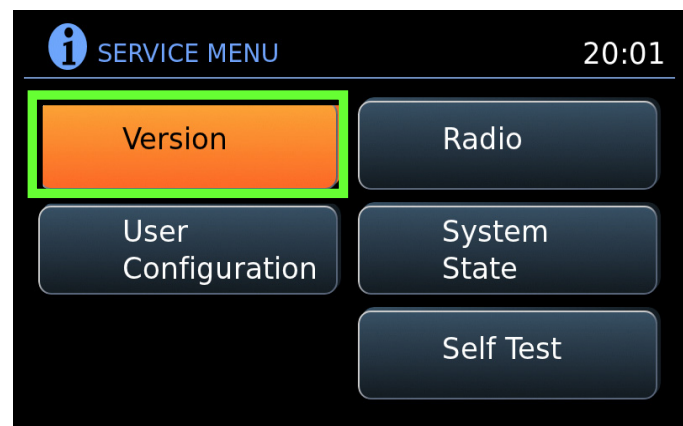


Figure 11

23. Select **Update System Software**.

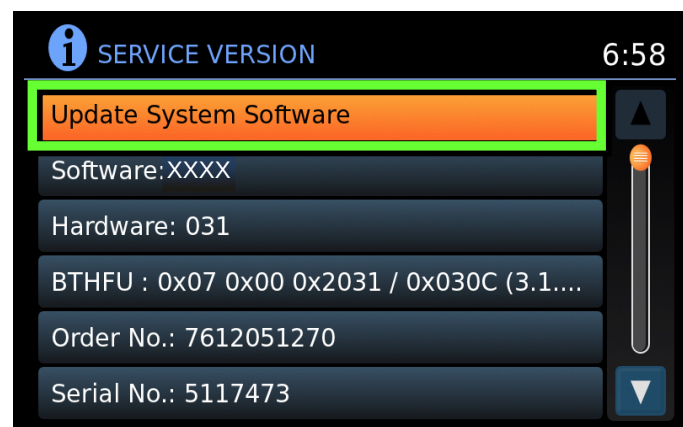


Figure 12

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

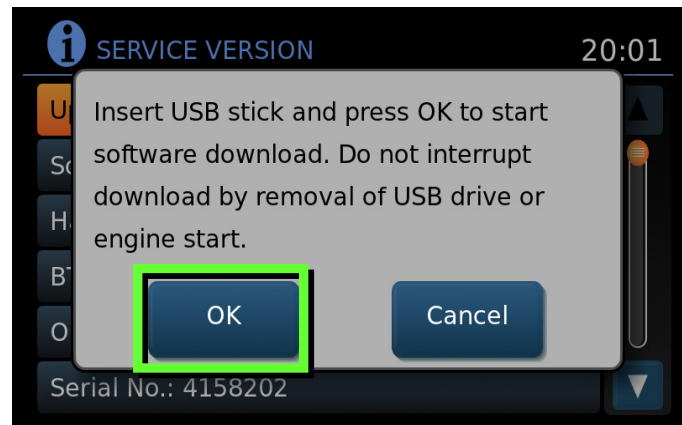


Figure 13

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

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

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

NOTE: The media version should be **D407** to proceed.

27. Select **Update**.

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



Figure 14

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

- The screen in Figure 17 will display when complete.

IMPORTANT: If directed to skip to this step in step 18, it may take 3-5 minutes before the USB drive is recognized, and Figure 16 may display before the update begins. **Do not remove the USB drive during this process.**



Figure 15

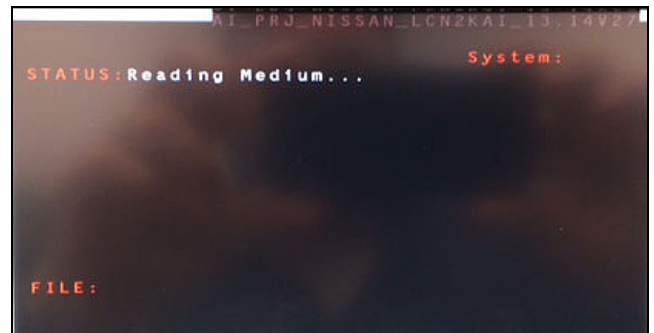


Figure 16

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

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

Do not turn the ignition OFF.

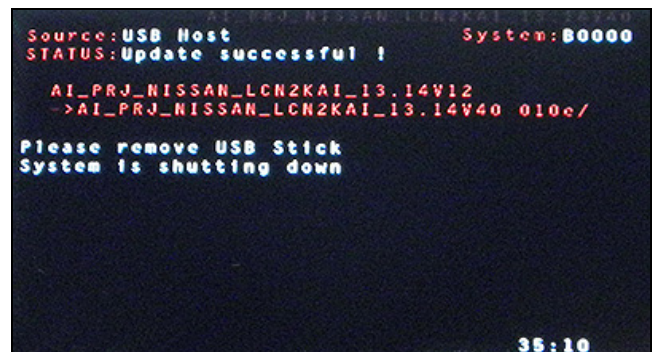


Figure 17

“No SD Card is Inserted” Message Displayed

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

YES:

- Eject the SD card from the audio unit and then re-insert it.
- After the SD card is re-inserted, the “APPLICATION” screen (Figure 19) will display. Select **Update**.
- The update will take about one (1) minute to complete.
- The message “Download successful. System will reboot now” will display and the audio unit will reboot (Figure 21).
- The Nissan logo will display.
- After the audio unit has rebooted, proceed to **Confirm the Software Version Has Changed** on page 13.

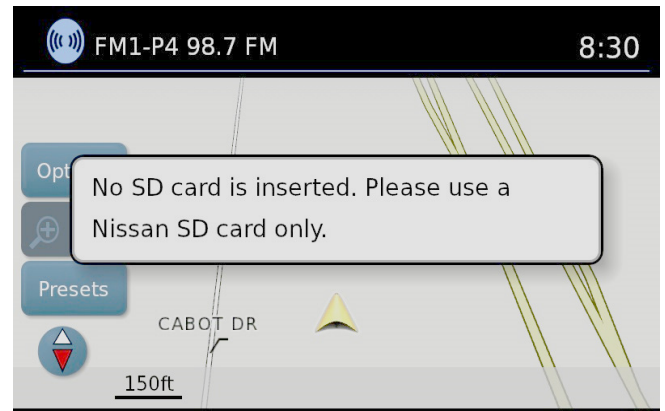


Figure 18

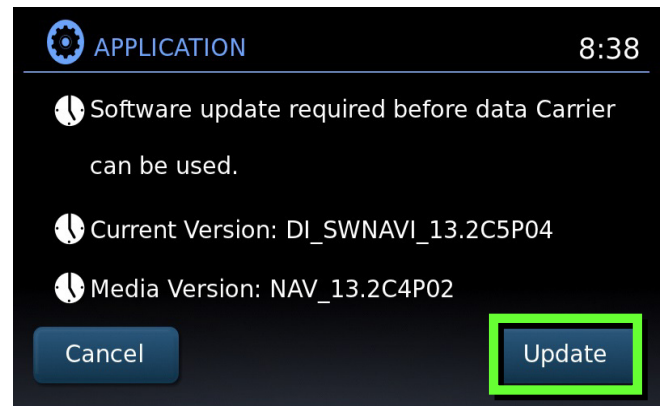


Figure 19

NO:

Is the “APPLICATION” screen displayed (Figure 19)?

Yes:

- Select **Update**.
- The update will take about one (1) minute to complete.
- The message “Download successful. System will reboot now” will display and the audio unit will reboot (Figure 21).
- The Nissan logo will display.
- After the audio unit has rebooted, proceed to **Confirm the Software Version Has Changed** on page 13.

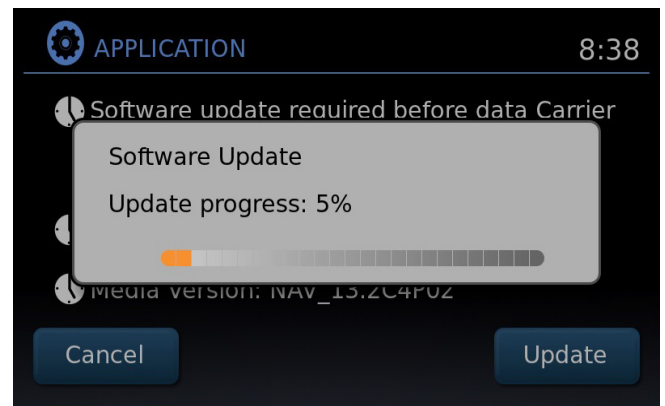


Figure 20

No:

- Proceed to **Confirm the Software Version Has Changed** on page 13.

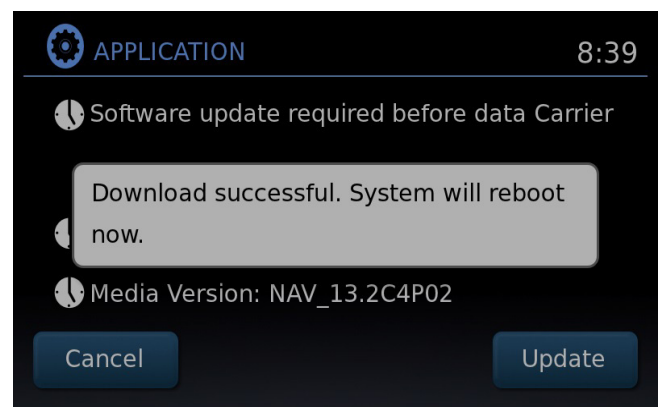


Figure 21

Confirm the Software Version Has Changed

31. Access the **SERVICE MENU**.

- a. Push and hold the **MENU** button.
- b. Turn the **TUNE-SCROLL** knob:
 - Counterclockwise 3 or more clicks, then
 - Clockwise 3 or more clicks, then
 - Counterclockwise 3 or more clicks, then
 - Clockwise 3 or more clicks, then
 - Continue this pattern until the **SERVICE MENU** screen is displayed (Figure 22).

32. Select **Version**.

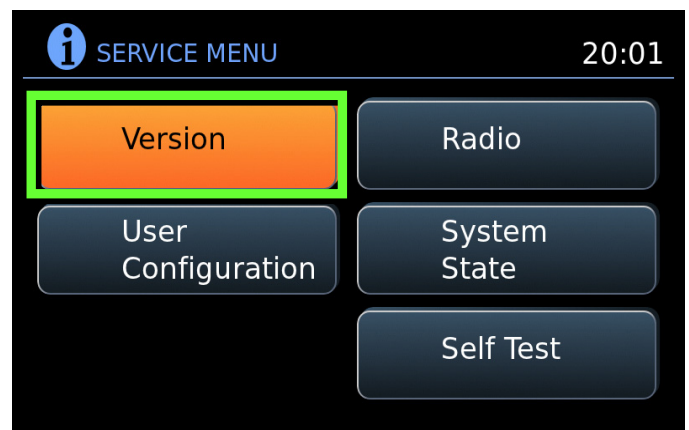


Figure 22

33. Check the **Software** version.

- If the version is now **D407**, proceed to step 34.
- If the version is still **A040, B155, D025, D207, D209** or **D322**, perform steps 23-33 again.

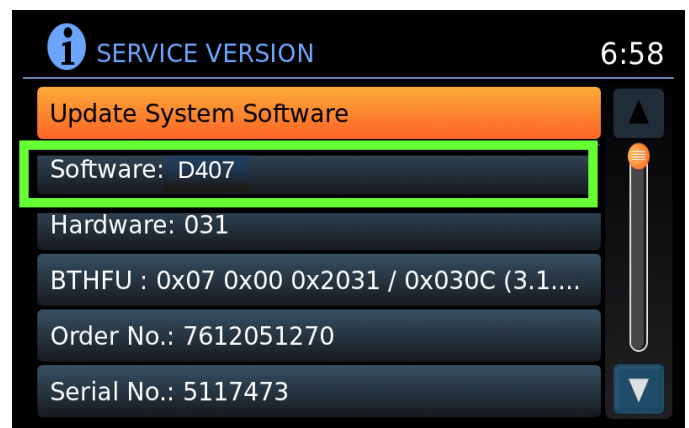


Figure 23

34. Reset the radio settings.

35. Turn the hazard lights OFF.

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

37. 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 37 is not completed, the phone may not connect with the vehicle while attempting to pair the phone to the vehicle.

CLAIMS INFORMATION

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

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

OR

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

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
September 9, 2015	NTB15-011	Original bulletin published
February 10, 2016	NTB15-011A	APPLIED VEHICLES section revised
November 1, 2018	NTB15-011B	Page 2 revised and Bosch form removed
March 23, 2021	NTB15-011C	Classification number updated
September 27, 2021	NTB15-011D	Changes made throughout

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

Follow these instructions to use your new feature.

Smart Favorites Preset Setup

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

To program a Smart Favorite preset:

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

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

NOTE:

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

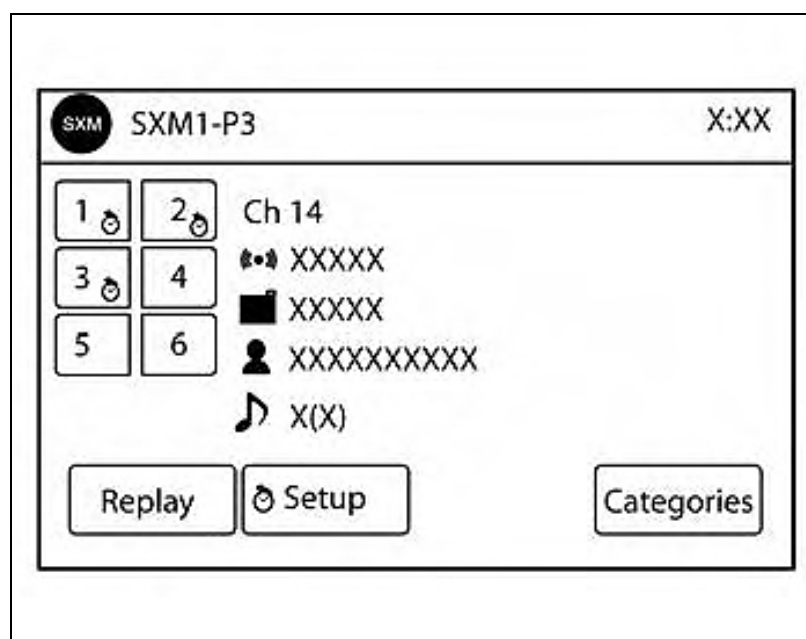


Figure A

Replay Screen

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

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

REPLAY

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

SKIP

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

PAUSE

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

REWIND/ FAST FORWARD

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

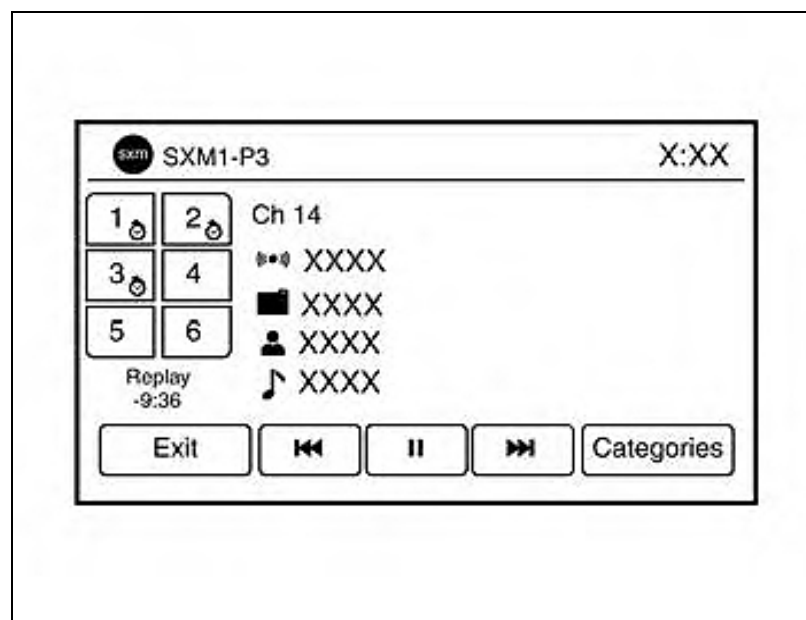


Figure B