Technical Bulletin

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SERVICE BULLETIN

Classification:	Reference:	Date:
AN22-002	NTB22-004	February 4, 2022

INFOTAINMENT SYSTEM
CONSTANTLY REBOOTS EVERY 4-5 MINUTES

APPLIED VEHICLES: 2022 Pathfinder (R53)
APPLIED GRADES: SV vehicles that are, or were, part of a rental fleet

IF YOU CONFIRM

The Infotainment system reboots (restarts) every 4 to 5 minutes,

AND

The **APPLIED VEHICLE** is, or was, part of a rental fleet.

EXAMPLE: Enterprise, Avis, etc.

ACTION

Follow the service procedure in this bulletin to update the AV control unit.

IMPORTANT: The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You MUST closely follow the entire SERVICE PROCEDURE as it contains information that is essential to successfully completing this repair.

REQUIRED SPECIAL TOOL

- One of the special tool, USB drive J-52727-1, was previously shipped to each dealer and should already be available (Figure 1).

- Do not use any other USB drive to perform the procedure in this bulletin.

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

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

Figure 1

SERVICE PROCEDURE

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.

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

- If the infotainment software has already been downloaded onto special tool USB drive J-52727-1 from a prior service procedure, skip to step 10 on page 5.

   HINT:

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

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

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

2.   Open ASIST.

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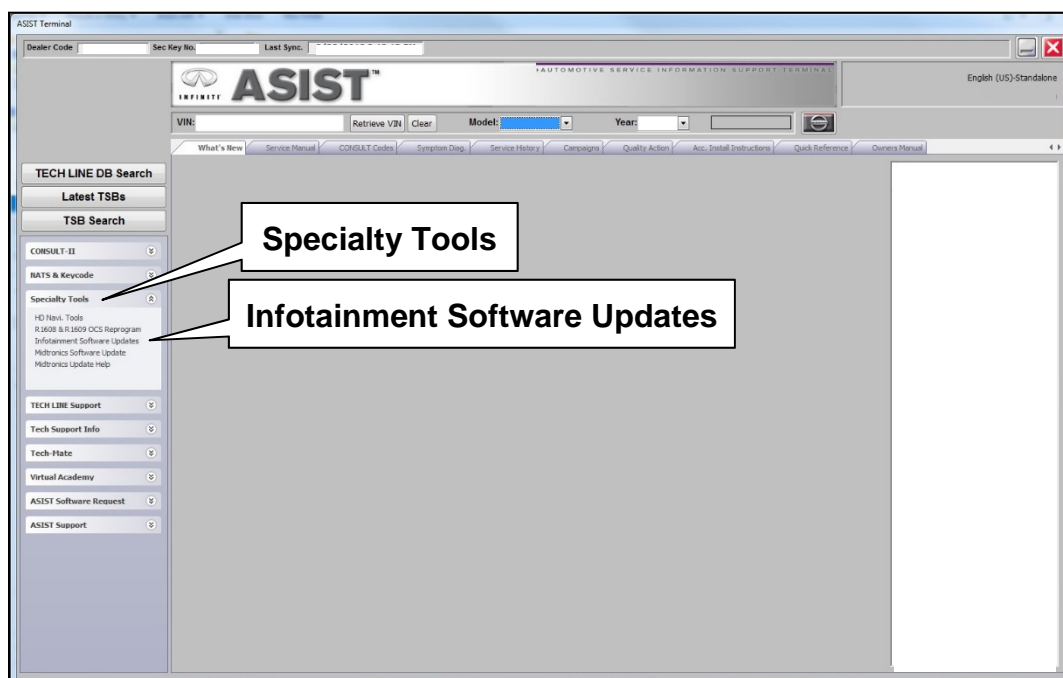

Figure 2

4. Select the check box next to infotainment update-software ID **IVI5327** (Figure 3).

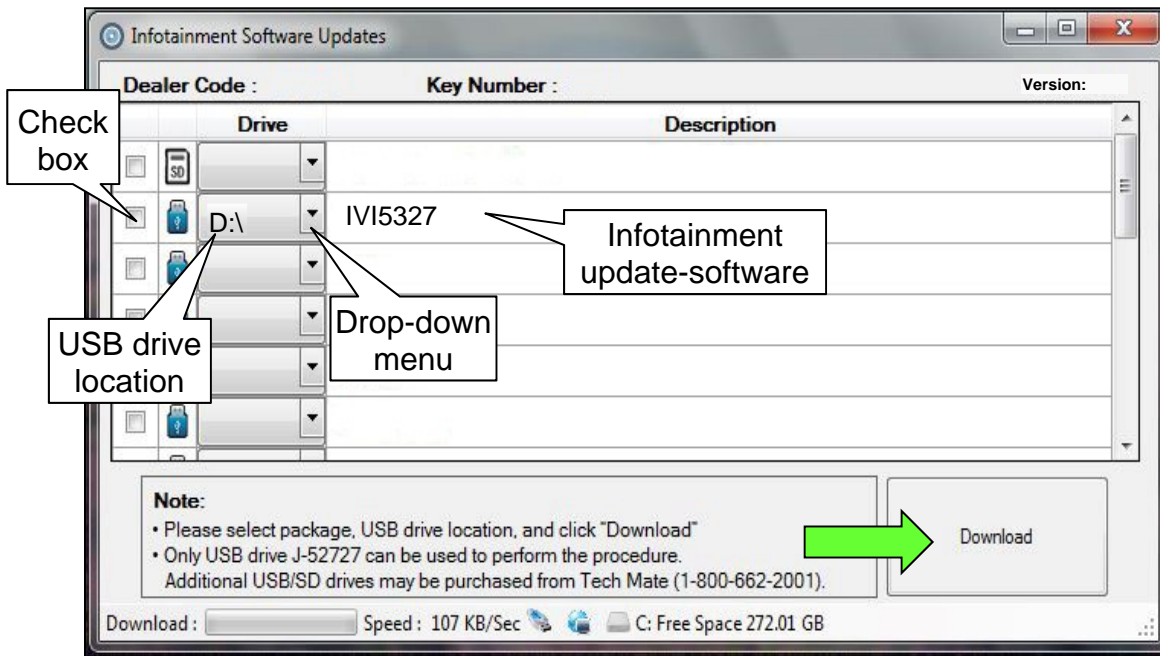5. Use the drop-down menu and select the location of the USB drive that was inserted in step 1 on page 3.

Figure 3

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

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

7. Select **OK**.

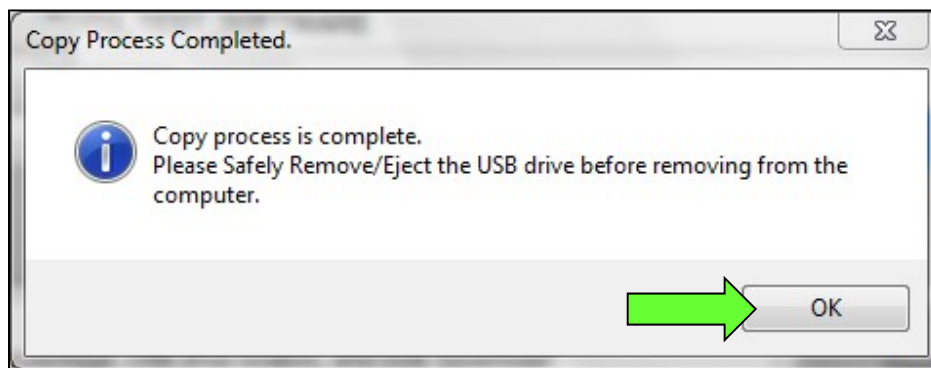Figure 4

8. 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.
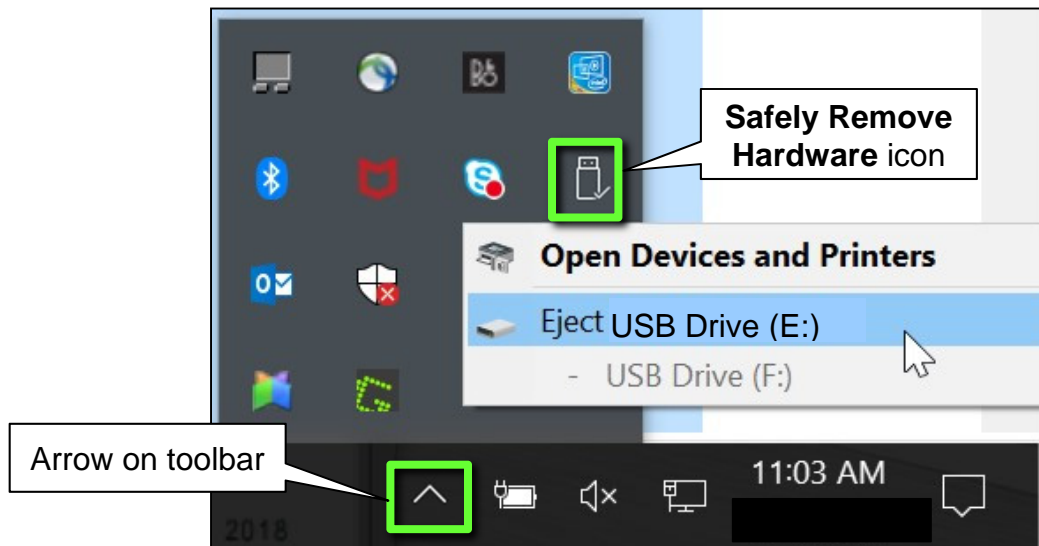

Figure 5

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

10. Set the parking brake.

11. 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.

12. Insert the USB drive with the infotainment update-software into the vehicle's <u>USB media port</u> (Figure 6).

- <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.
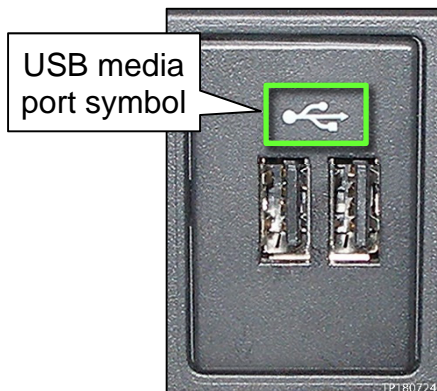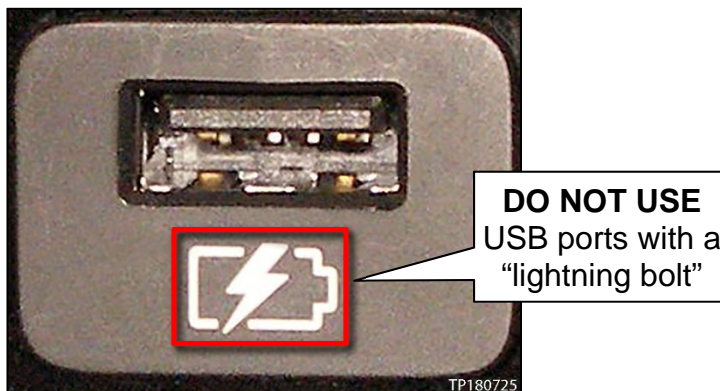

USB media port symbol

DO NOT USE
USB ports with a "lightning bolt"

TP180724

TP180725

Figure 6 | Figure 7

13. Wait approximately 10-30 seconds for the screen in Figure 8 to appear.

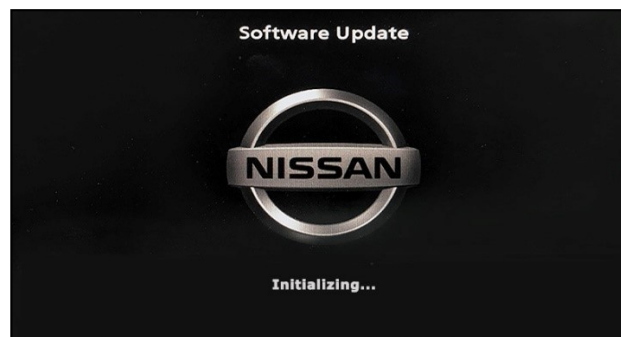Software Update

NISSAN

Initializing...

Figure 8

- The screen in Figure 9 may briefly appear. **Do not remove the USB drive**. The audio system will detect the USB 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:(xxxxxxx

Figure 9

14. Wait for the update to complete.

    - Follow the on-screen instructions while waiting.

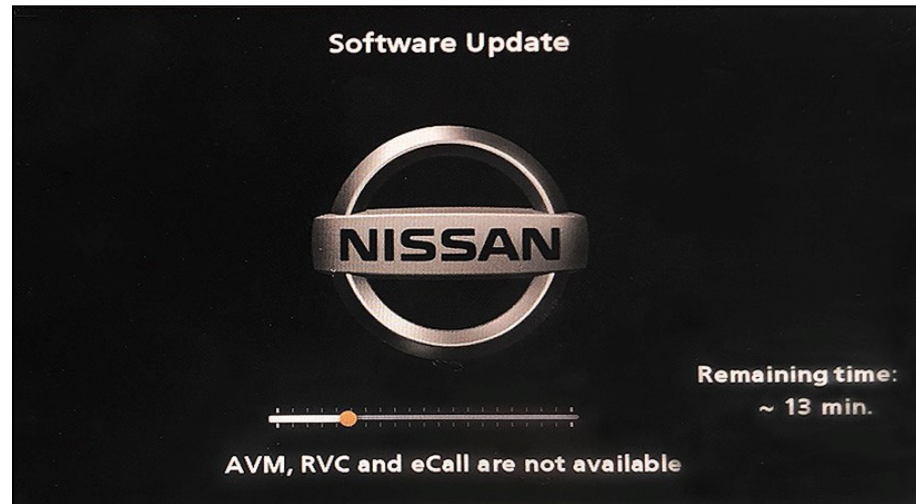   **HINT:** The update may take 15-25 minutes.

Figure 10

15. Once the update is complete (Figure 11), remove the USB drive; the system will reboot (restart).

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

Figure 11

Steps 16-25 must be completed. If they are not completed, the update may become corrupted.

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

    • The Nissan logo will be displayed during the reboot.

17. Turn the ignition OFF.

Figure 12

The steps below will fully reboot the infotainment system twice.

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

19. Lock the doors.

20. 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.

21. Unlock the doors.

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

22. Turn the ignition ON (engine OFF) and wait for the Nissan logo to appear (Figure 12).

    • If the Nissan logo does not appear (this might take up to 30 seconds), start over from step 17.

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

    • The MENU (Home) screen in Figure 13 will be displayed.

24. Turn the ignition OFF.

Figure 13

25. Repeat steps 18-24 one more time (for a total of two times to complete the update).

CLAIMS INFORMATION

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

DESCRIPTION	OP CODE	SYM	DIA	FRT
Perform Software Update	RX0ZAA	ZE	32	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 4, 2022	NTB22-004	Original bulletin published