



TECHNICAL SERVICE BULLETIN

Classification:

AN21-022

Reference:

NTB22-033

Date:

April 27, 2022

CLOCK INACCURATE AND/OR FREEZES

APPLIED VEHICLES: 2020 Kicks (P15) – SR and SV
2020-2021 NV200 (M20)
2020-2021 Versa (N18) – SR and SV

SERVICE INFORMATION

When diagnosing an infotainment issue, always confirm that the latest software is installed in the AV control unit before starting the diagnosis.

The software update in the following service procedure is to address the items below:

- Clock inaccurate
- Clock freezes

Refer to steps 1 - 5 on pages 3 - 4 to confirm that this bulletin applies.

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.

REQUIRED SPECIAL TOOL

- One of 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 must be the only file on the USB drive.



Figure 1

SERVICE PROCEDURE

Check Software Version

1. Push the **MENU** button.



Figure 2

2. Select the **Settings** icon.



Figure 3

3. Select the **Info** icon.
 - If the **Info** icon does not appear as shown in Figure 4, this bulletin does not apply.



Figure 4

4. Select **System Information**.



Figure 5

5. Select **Software Version**.

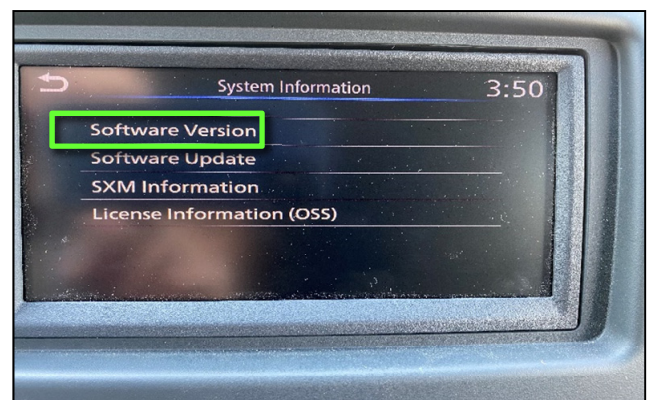


Figure 6

- If the Software Version is NOT **0830**, select the back button and continue to step 6 on the next page.
- If the Software Version is **0830**, select the back button, this bulletin **does not apply**.

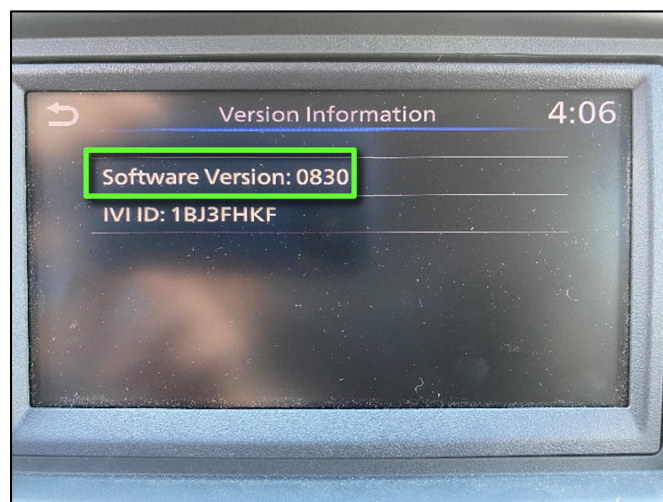


Figure 7

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.

6. 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 15 on page 8.

HINT:

- Special tool USB drive J-52727-1 is the only USB drive approved for use with this procedure.
- The update-software is estimated to take **4 hours** to download to the USB drive.
- The update-software must be the only file on the USB drive.

7. Open ASIST.

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

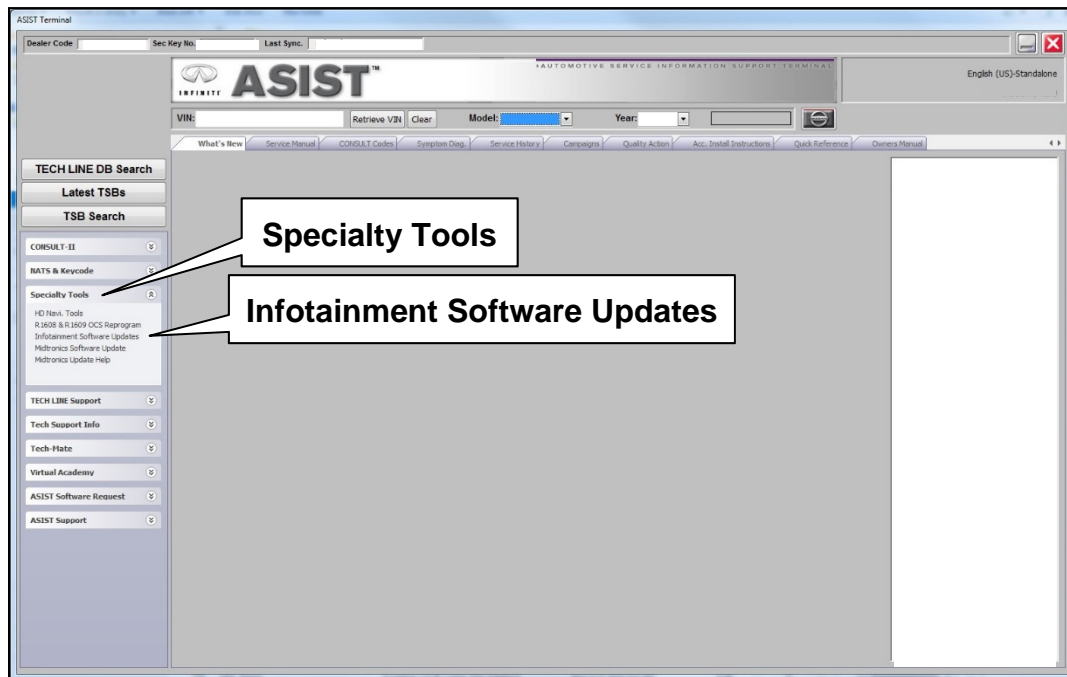


Figure 8

9. Select the check box next to the “IVI830” infotainment update-software (Figure 9).
10. Use the drop-down menu and select the location of the USB drive that was inserted in step 6 on page 5.

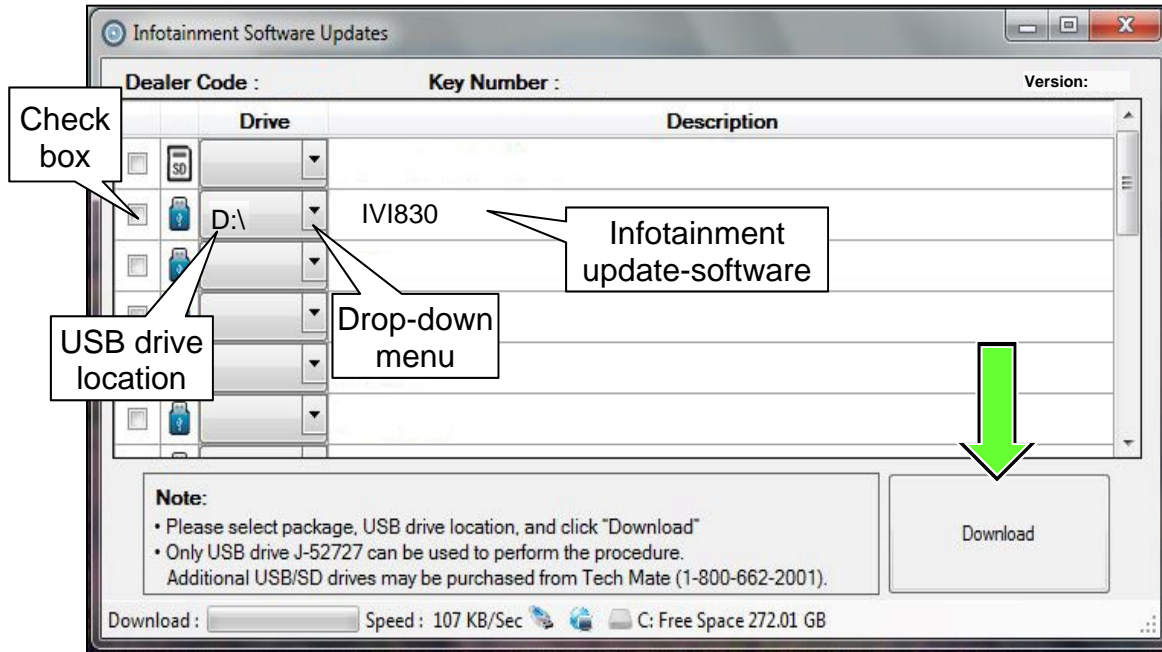


Figure 9

11. 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.
- If, while attempting to download the software to the CONSULT PC, you receive the message shown in Figure 10:
 - Attempt to clear space on the CONSULT PC hard drive.

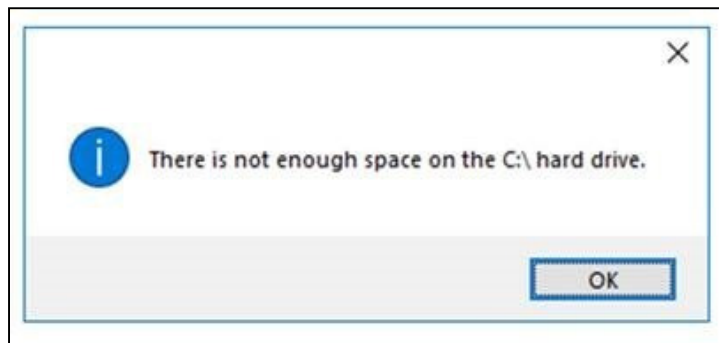


Figure 10

12. Select **OK**.

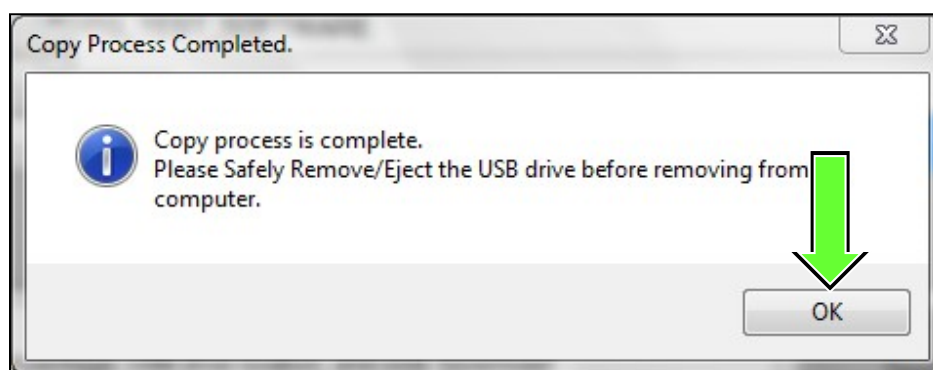


Figure 11

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

- a. From the PC toolbar, select the **Safely Remove Hardware** icon.
 - 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.

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

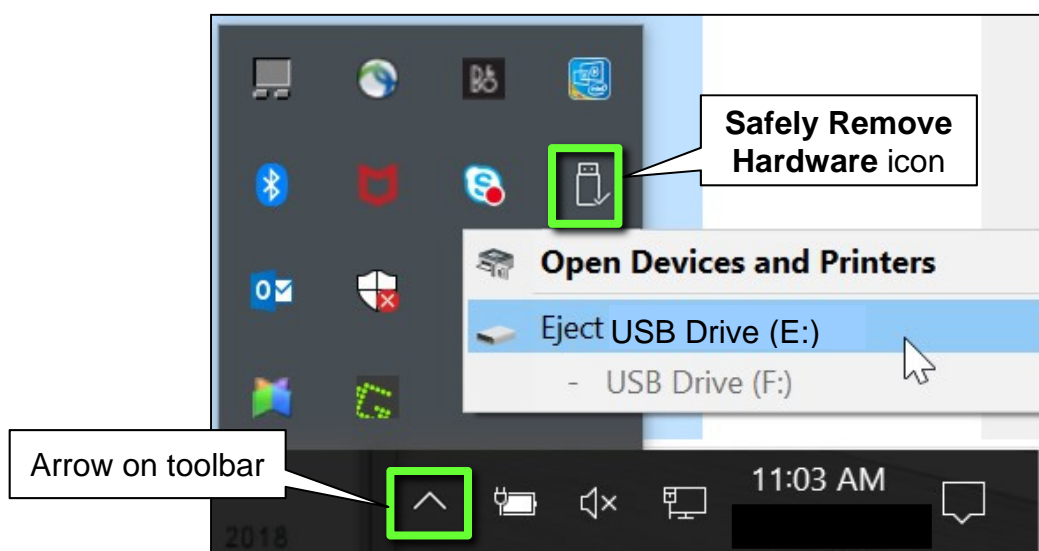


Figure 12

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

15. Set the parking brake.

16. 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.

17. Insert the USB drive with the infotainment update-software into the vehicle's USB media port (Figure 13).

- Do not remove 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

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



Figure 13

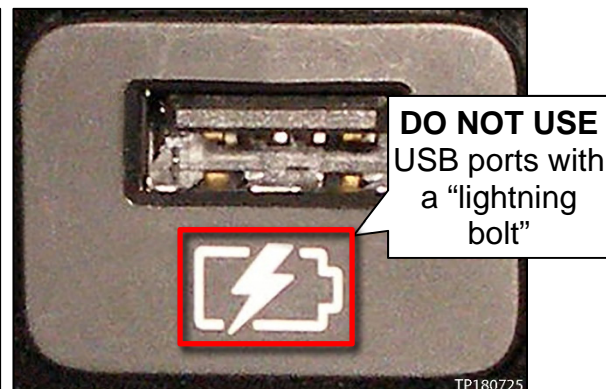


Figure 14

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



Figure 15

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



Figure 16

19. Wait for the update to complete.
- Follow the on-screen instructions while waiting.
- HINT:** The update may take 15-25 minutes.



Figure 17

20. 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.

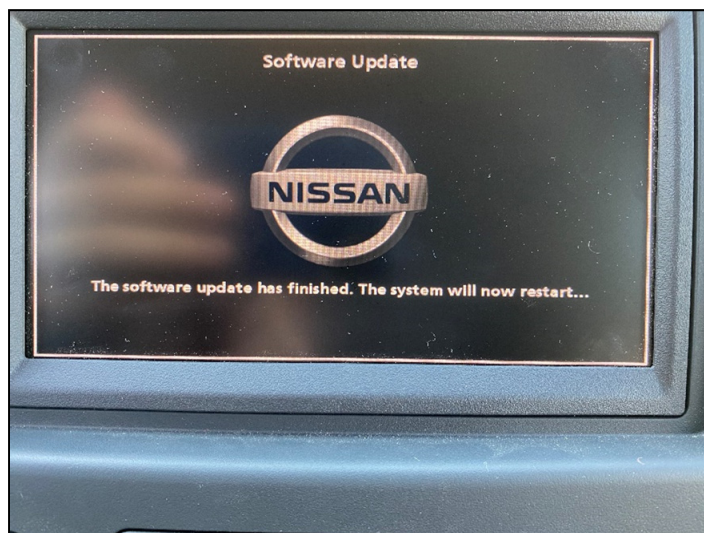


Figure 18

NOTICE

Steps 21-28 must be completed. If they are not completed, the update may become corrupted.

21. Allow the reboot to complete (approximately 30 seconds).
 - The Nissan logo will be displayed during the reboot.
22. Turn the ignition OFF.



Figure 19

The steps below will fully reboot the infotainment system twice.

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

25. Turn the ignition ON (engine OFF) and wait for the Nissan logo to appear (Figure 19).
 - If the Nissan logo does not appear (this might take up to 30 seconds), start over from step 22.

26. After the Nissan logo appears, wait about 1 minute.
 - The MENU (Home) screen in Figure 20 will be displayed.

27. Turn the ignition OFF.



Figure 20

28. Repeat steps 23-27 one more time (for a total of 2 times to complete the update).

Confirm Software Version

29. Push the **MENU** button.



Figure 21

30. Select the **Settings** icon.



Figure 22

31. Select the **Info** icon.



Figure 23

32. Select **System Information**.



Figure 24

33. Select **Software Version**.

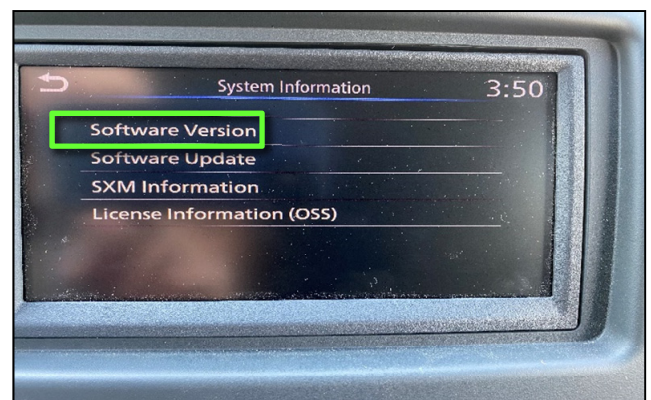


Figure 25

- If the Software Version is NOT **0830**, return to step 6 on page 5 and repeat the reprogramming process.
- If the Software Version is **0830**, proceed to **CLAIMS INFORMATION** on the last page.

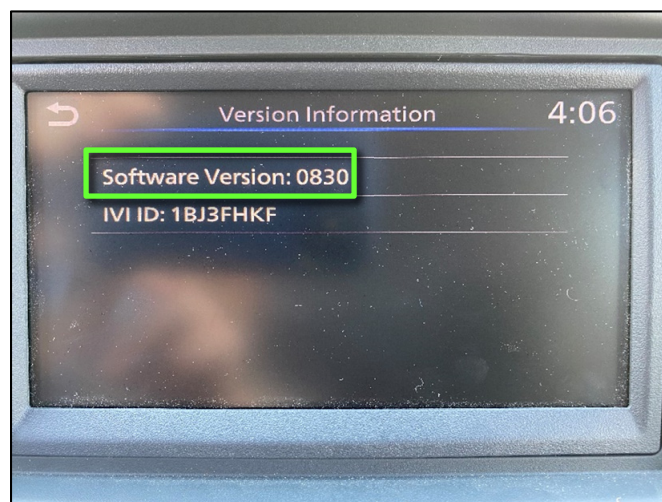


Figure 26

CLAIMS INFORMATION

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

DESCRIPTION	OP CODE	SYM	DIA	FRT
Perform Software Check	RXB1AA	ZE	32	0.2

OR

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

DESCRIPTION	OP CODE	SYM	DIA	FRT
Perform Software Check and Update	RXB2AA	ZE	32	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 27, 2022	NTB22-033	Original bulletin published

