



RECALL CAMPAIGN BULLETIN

Classification: EL19-037b	Reference: NTB19-089b	Date: November 19, 2019
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VOLUNTARY RECALL CAMPAIGN 2018-2019 NV; AV CONTROL UNIT (INFOTAINMENT) SOFTWARE UPDATE

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

CAMPAIGN ID #: R1911
NHTSA #: 19V654
APPLIED VEHICLES: 2018-2019 NV (F80)

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

INTRODUCTION

Nissan is conducting this voluntary recall campaign on certain specific model year 2018-2019 NV vehicles to update the software of the AV control unit. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number R1911 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 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 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.

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

- Special tool USB drives have been shipped to each dealer: J-52812-9, J-52812-10 and J-52812-12.
- Additional USB drives are available from Tech•Mate: nissantechmate.com or 1-800-662-2001.

IMPORTANT:

It is highly recommended that the provided campaign USB drive J-52812-9, J-52812-10 and/or J-52812-12 be used.

HINT:

- If unavailable, the reprogramming software may be downloaded onto special tool USB drive J-52727-1 using the Infotainment Software Download procedure.
 - Special tool USB drive J-52727-1 has also been shipped to each dealer.
 - *Click here* to access the Infotainment Software Download procedure. After the software has been downloaded, continue to the appropriate procedure in this bulletin.

SERVICE PROCEDURE

2018 vehicles: Proceed to step 1, below.

2019 vehicles: Proceed to step 2 on page 4.

1. Determine if the audio system present in the vehicle is the type shown in Figure 1 or Figure 2.
 - If the audio system **is NOT** shown in Figure 1 or Figure 2, proceed to step 2 on page 4.
 - If the audio system **is** shown in Figure 1 or Figure 2, **this bulletin does not apply**. Software and repair procedures will be available in December 2019. **DO NOT** submit any claims on these vehicles.



Figure 1



Figure 2

2. Confirm which audio system is present in the vehicle (see Figure 3 and Figure 4 below).
 - If the vehicle is equipped with navigation, as shown in Figure 3 below, continue to step 3.
 - If the vehicle is NOT equipped with navigation, as shown in Figure 4 below, skip to step 24 on page 11.

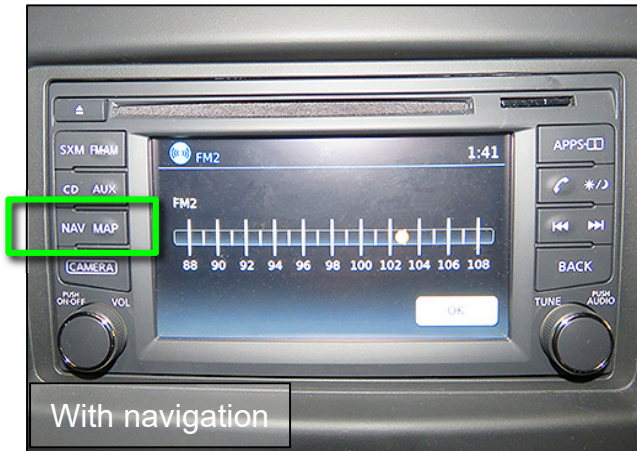


Figure 3



Figure 4

Update AV Control Unit

3. Connect a battery maintainer or smart charger, and set to reflash mode or a similar setting.

NOTE: This reprogram will take approximately 60 minutes after the **Update** button has been selected.
4. Set the parking brake.
5. Turn the ignition ON (engine OFF).
6. Turn the hazard warning lights ON to prevent the BCM from going into battery saver mode.

NOTE: 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 the audio unit **continuously reboots** (restarts), insert special tool USB drive J-52812-12 and proceed to step 16 on page 7. It may take 3-5 minutes for the system to recognize the USB drive.

7. Write down the audio 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.	

8. Turn the audio system OFF.

9. Access the **SERVICE MENU**.

- Press and hold down the **APPS** or **MENU** button, and at the same time rotate the **TUNE-SCROLL** knob more than three clicks counterclockwise, then more than three clicks clockwise, and continue rotating back and forth until the **SERVICE MENU** displays.

NOTE: The audio system must be OFF in order to access the **SERVICE MENU**.

10. Select **Version**.

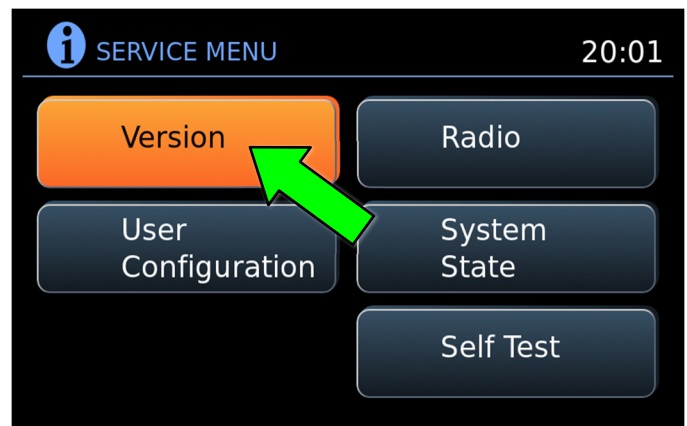


Figure 5

11. Select **Update System Software**.

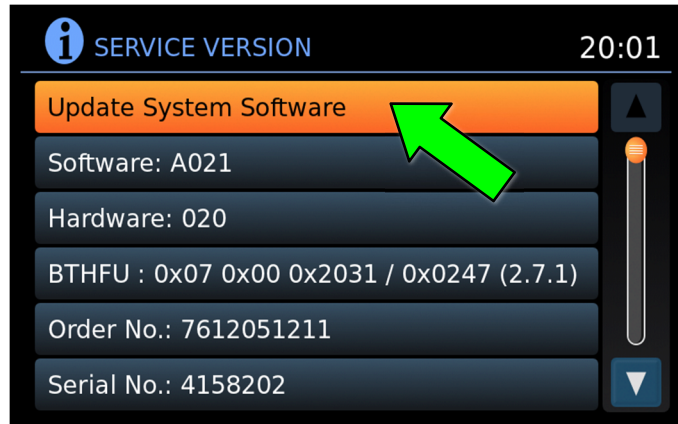


Figure 6

12. Insert special tool USB drive J-52812-12 into the vehicle's USB media port (see Figure 7 and Figure 8).
- DO NOT remove the USB drive during the software update until instructed.



Figure 7

NOTICE

DO NOT insert the USB drive into a charging port (see Figure 9). Charging ports are marked in the vehicle with a “lightning bolt” symbol. If used, the software update and/or USB drive may become damaged. Only insert the USB drive in a USB media port.

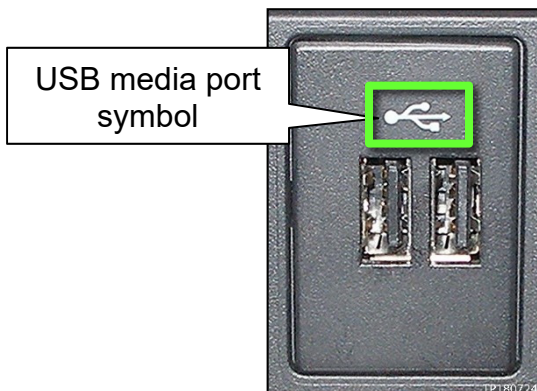


Figure 8

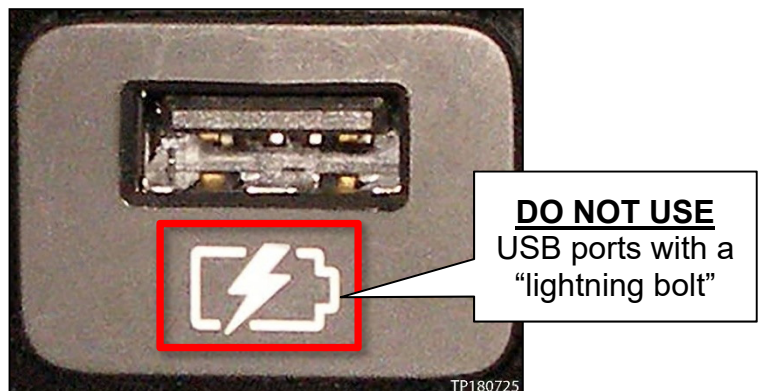


Figure 9

13. Select **OK**.



Figure 10

14. Wait for the **APPLICATION** screen to display (Figure 11).

15. Select **Update**.

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



Figure 11

16. Wait until the update is complete (this can take up to 60 minutes).

- The screen in Figure 12 will be displayed during the update.
- Figure 13 may display before the update begins. **DO NOT** remove the USB drive during the update.

IMPORTANT: If directed to skip to step 16 due to screen message “**Insert update Media**”, it may take 3-5 minutes before the USB drive is recognized and for the update to begin.



Figure 12

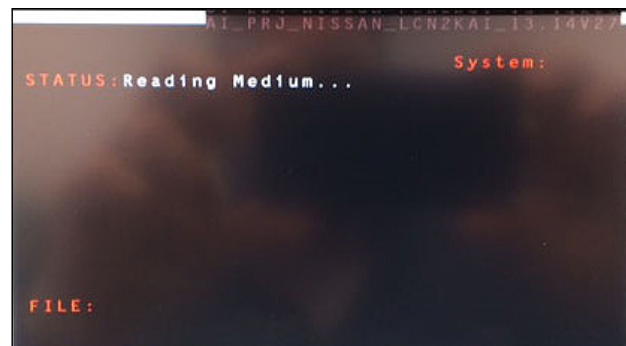


Figure 13

17. When Figure 14 is displayed, remove the USB drive to complete the update.

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

NOTE: Do not turn the ignition OFF.

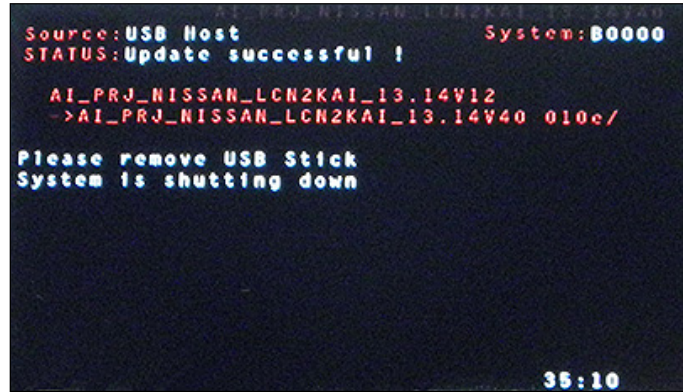


Figure 14

- If the message “No SD card is inserted. Please use a Nissan SD card only” is displayed (Figure 15), proceed to step 18 on page 9.

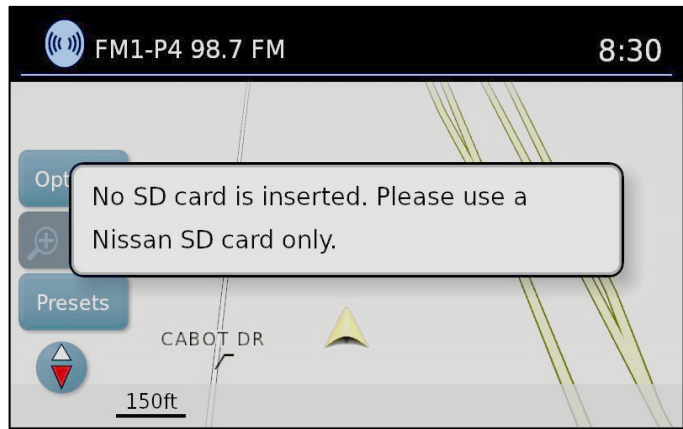


Figure 15

- If the **APPLICATION** screen is displayed (Figure 16), proceed to step 19 on page 9.

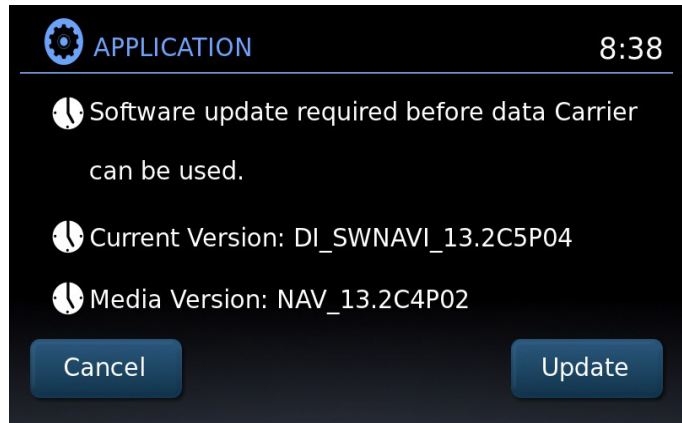


Figure 16

- If neither screen is displayed, the update is complete. Proceed to step 20 on page 10.

18. Remove and reinsert the map SD card from the card slot.
- After the map SD card is reinserted, the **APPLICATION** screen will display (Figure 17).

19. Select **Update**.

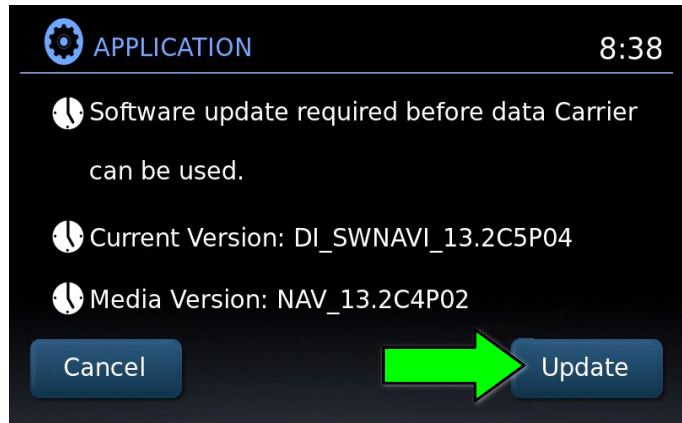


Figure 17

- The update will take about 1 minute to complete, and the screen in Figure 18 will display.

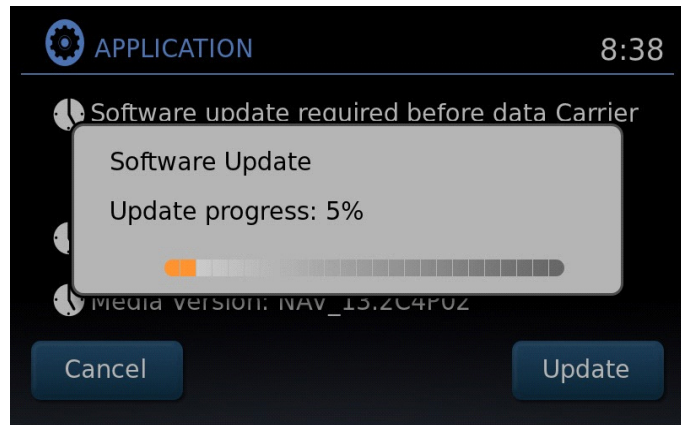


Figure 18

- The message "Download successful. System will reboot now" will display and the audio unit will reboot (Figure 19).
- After the system reboots, the update is complete.

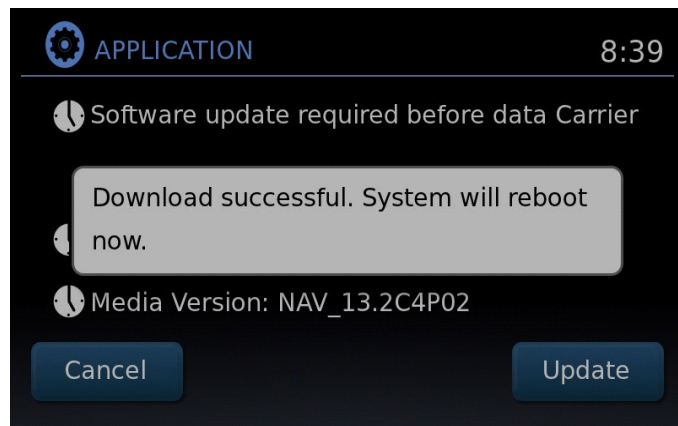


Figure 19

20. Turn the hazard warning lights OFF.

21. Remove special tool USB drive J-52812-12.

22. Restore the radio presets.

23. Turn the ignition OFF.

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

- Delete/erase the car from their phone's Bluetooth menu for the current pairing of their phone and vehicle.
- Then re-pair the phone.
 - If this is not done, the phone may no longer connect with the vehicle.

The repair is complete. Refer to the **CLAIMS INFORMATION** on page 14.

Update AV Control Unit

HINT: This will require two (2) USB drives.

24. Turn the hazard warning lamps ON.
25. Turn the ignition ON.
26. Turn the audio ON.
27. Write down the radio settings.

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

28. Turn the audio OFF.
29. Insert special tool USB drive J-52812-9 into the vehicle's USB media port (see Figure 20 and Figure 21).

NOTICE

DO NOT insert the USB drive into a **charging port** (see Figure 22). Charging ports are marked in the vehicle with a "lightning bolt" symbol. If used, the software update and/or USB drive may become damaged. Only insert the USB drive in a USB media port.



Figure 20

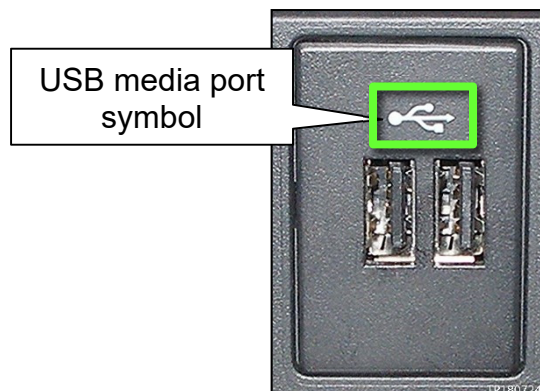


Figure 21

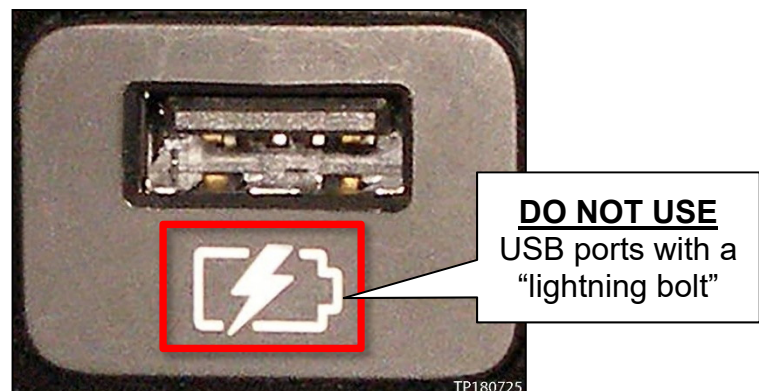


Figure 22

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

HINT:

- Reprogramming will take about 4-5 minutes.
- Wait until the audio unit reboots before moving to the next step.

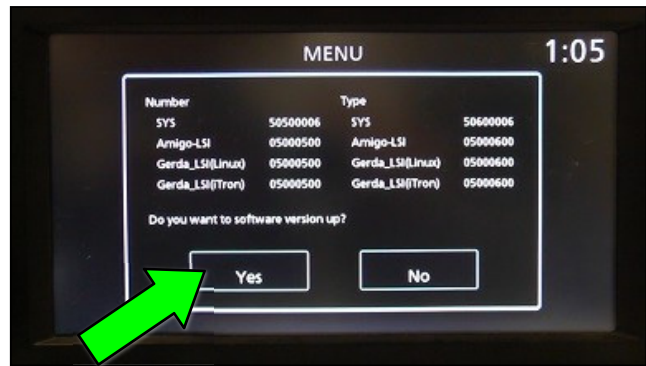


Figure 23

IMPORTANT: If the display is blank after reprogramming completes:

- Cycle the ignition OFF and then back ON, then
- Press the audio power button to turn ON the audio, then
- Continue the procedure.

31. Remove the USB drive.

32. Insert special tool USB drive J-52812-10 into the USB media port.



Figure 24

33. Select **Yes** to continue the reprogramming process.

HINT:

- Reprogramming will take about 4-5 minutes.
- Wait until the audio unit reboots.

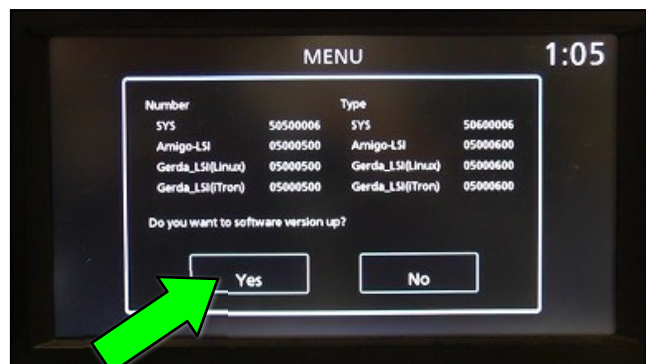


Figure 25

34. Remove the USB drive from the USB port.

35. Perform audio unit initialization.

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

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

c. Press the “**Seek right**” button 3 times.

HINT: A screen similar to the one in Figure 26 will appear.

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

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

f. Select **YES** on the confirmation screen as shown in Figure 27.

NOTE: Initialization is complete after the audio unit reboots.

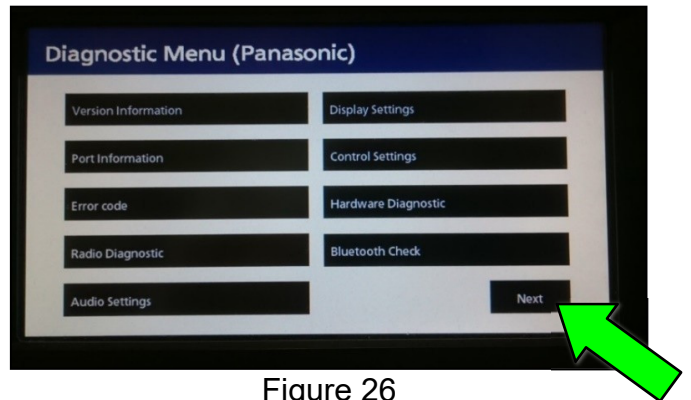


Figure 26

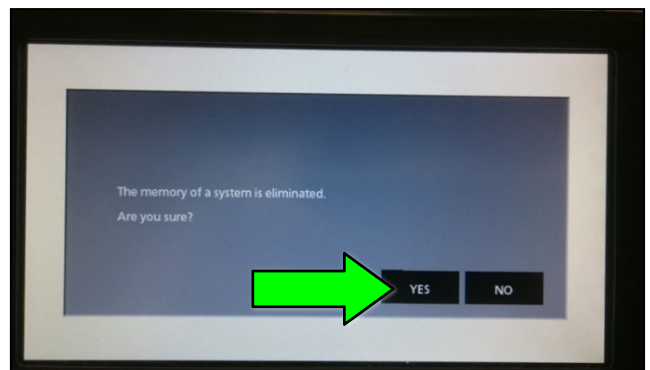


Figure 27

36. Turn the hazard warning lights OFF.

37. Restore the radio presets.

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
R1911	Update AV Control Unit Software (With Navigation)	R19111	0.3 hrs
	Update AV Control Unit Software (Without Navigation)	R19110	0.2 hrs
	Reprogram Not Needed	R19113	0.2 hrs

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 29, 2019	NTB19-089	Original bulletin published
November 5, 2019	NTB19-089a	APPLIED VEHICLES section and step 29 revised
November 19, 2019	NTB19-089b	Information on page 3 added, and step 30 revised

