



RECALL CAMPAIGN BULLETIN

Classification: EL19-031	Reference: NTB19-088	Date: October 29, 2019
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VOLUNTARY RECALL CAMPAIGN 2018-2019 ROGUE SPORT; AV CONTROL UNIT (INFOTAINMENT) SOFTWARE UPDATE

CAMPAIGN ID #: R1911
NHTSA #: 19V-654
APPLIED VEHICLES: 2018-2019 Rogue Sport (J11)

**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 Rogue Sport vehicles to update the AV Control Unit (Infotainment) software. 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 drive J-52812-1 and J-52812-11 have been shipped to each dealer.
- 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-52812-1 or J-52812-11, 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

1. Determine which software update procedure in this bulletin applies to your vehicle.

2018 Rogue Sport

- Confirm “**J**” is the letter displayed in the 10th position of the VIN
- Proceed to **Update AV Control Unit – 2018 Rogue Sport (USB drive J-52812-11)** on page 4



Figure 1

2019 Rogue Sport

- Confirm “**K**” is the letter displayed in the 10th position of the VIN
- Proceed to **Update AV Control Unit – 2019 Rogue Sport (USB drive J-52812-1)** on page 11



Figure 2

Update AV Control Unit – 2018 Rogue Sport (USB drive J-52812-11)

2. 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.

3. Set the parking brake.
4. Turn the ignition ON (engine OFF).
5. Turn ON the hazard warning lights 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-52812-11 and proceed to step 15 on page 7. It may take 3-5 minutes for the system to recognize the USB drive.

6. 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.		

7. Turn the audio system OFF.

8. 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**.

9. Select **Version**.

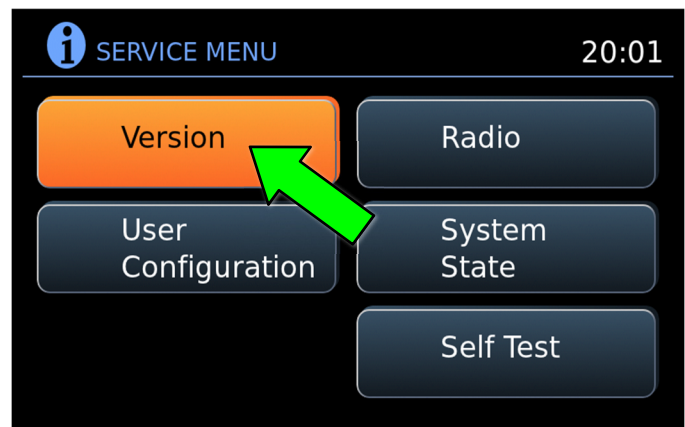


Figure 3

10. Select **Update System Software**.

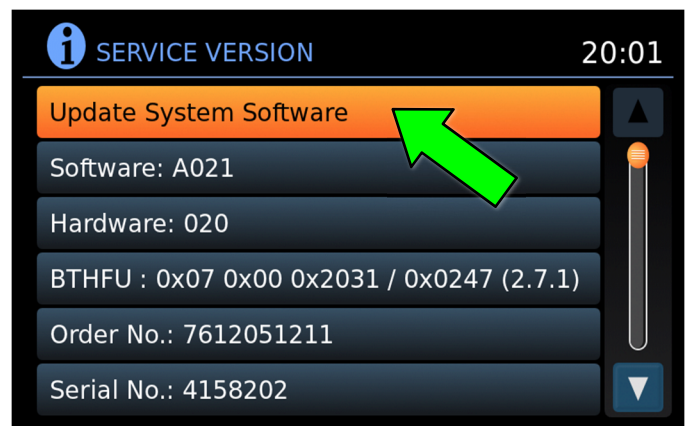


Figure 4

11. Insert special tool USB drive J-52812-11 into the vehicle's USB media port (see Figure 5 and Figure 6).
- DO NOT remove the USB drive during the software update until instructed.



Figure 5

NOTICE

DO NOT insert the USB drive into a charging port (see Figure 7). 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.

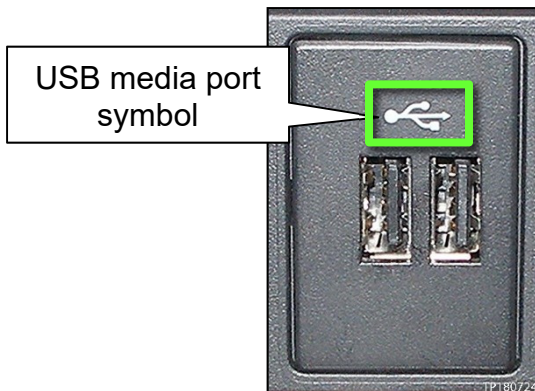


Figure 6

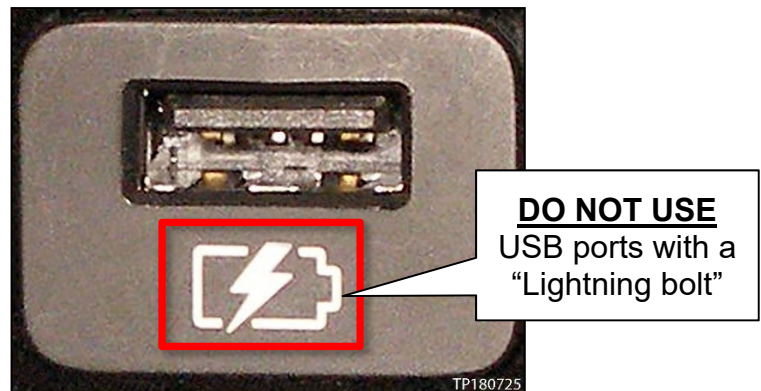


Figure 7

12. Select **OK**.



Figure 8

13. Wait for the **APPLICATION** screen to display (Figure 9).

14. 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 9

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

- The screen in Figure 10 will be displayed during the update.
- Figure 11 may display before the update begins. **DO NOT** remove the USB drive during the update.

IMPORTANT: If directed to skip to step 15 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 10

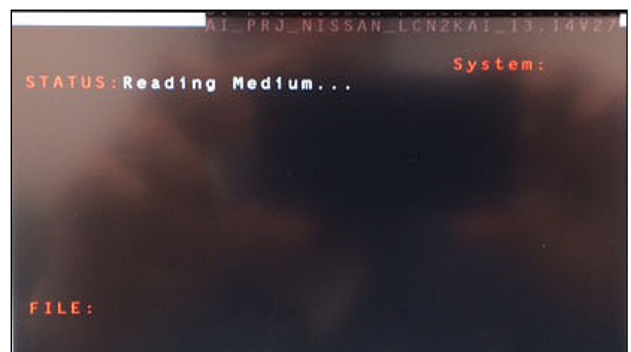


Figure 11

16. When Figure 12 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.

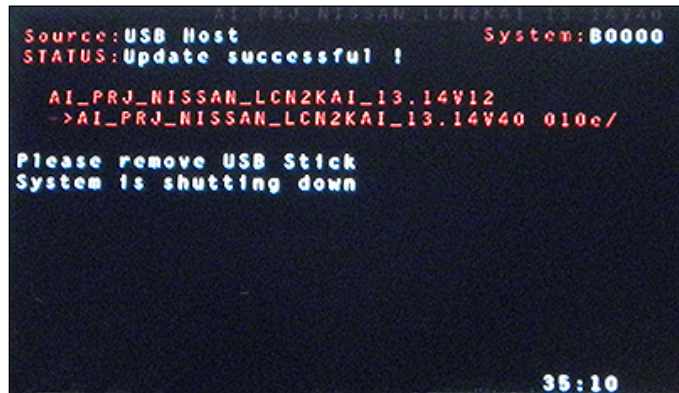


Figure 12

- If the message “No SD card is inserted. Please use a Nissan SD card only” is displayed (Figure 13), proceed to step 17 on page 9.

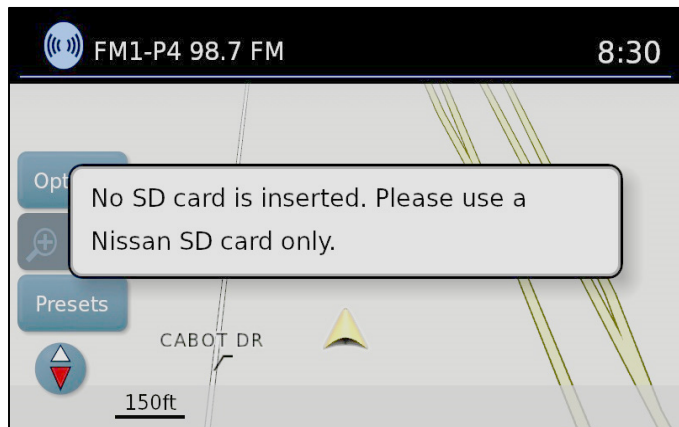


Figure 13

- If the **APPLICATION** screen is displayed (Figure 14), proceed to step 18 on page 9.

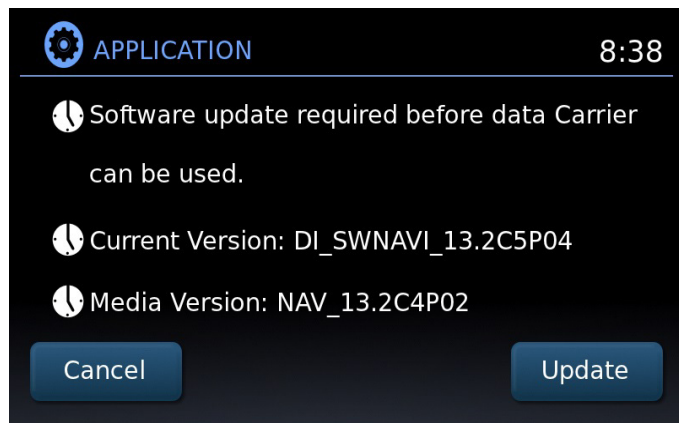


Figure 14

- If neither screen is displayed, the update is complete. Proceed to step 19 on page 10.

17. Remove and reinsert the map SD card from the card slot.
- After the map SD card is reinserted, the **APPLICATION** screen will display (Figure 15).

18. Select **Update**.

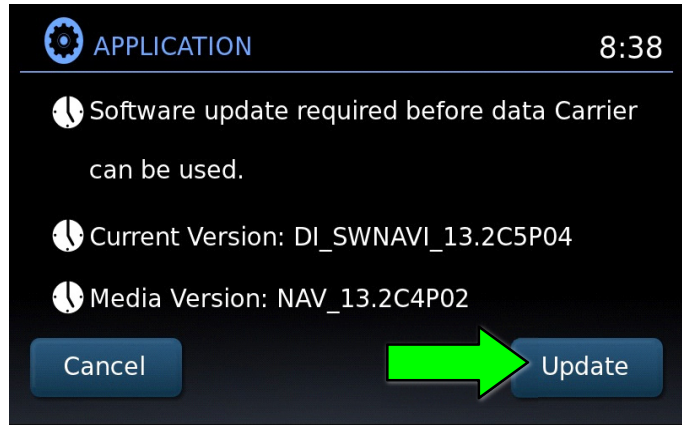


Figure 15

- The update will take about 1 minute to complete, and the screen in Figure 16 will display.

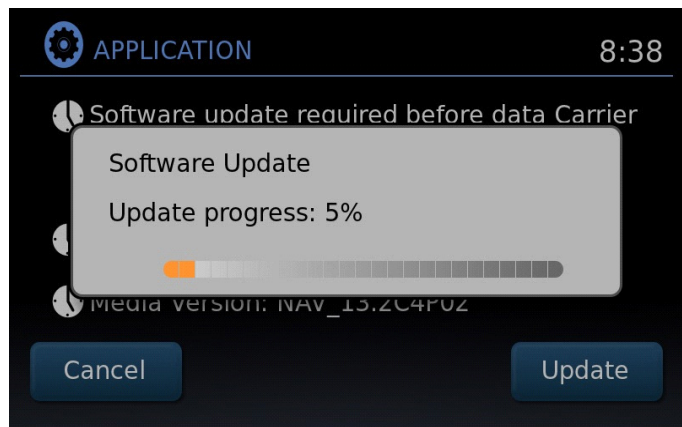


Figure 16

- The message “Download successful. System will reboot now” will display and the audio unit will reboot (Figure 17).
- After the system reboots, the update is complete.

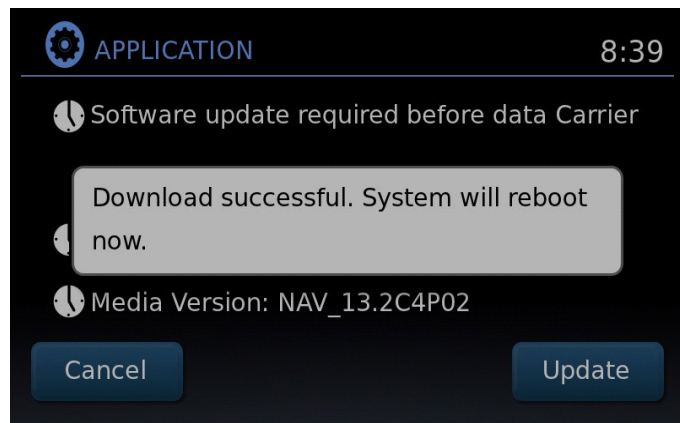


Figure 17

19. Turn the hazard warning lights OFF.
20. Remove special tool USB drive J-52812-11.
21. Restore the radio presets.
22. 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.

Update AV Control Unit – 2019 Rogue Sport (USB drive J-52812-1)

23. Park the vehicle in a well-ventilated area.
24. Set the parking brake.
25. Start the engine, and then wait 60 seconds for the system to load.

NOTICE

The engine needs to idle for the duration of the update to retain battery charge. If the battery voltage becomes too low, the software update may not complete.

26. Turn the audio system OFF.
27. Insert special tool USB drive J-52812-1 into the vehicle's USB media port (see Figure 18 and Figure 19).

- DO NOT remove the USB drive during the software update until instructed.



Figure 18

NOTICE

DO NOT insert the USB drive into a charging port (see Figure 20). 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.

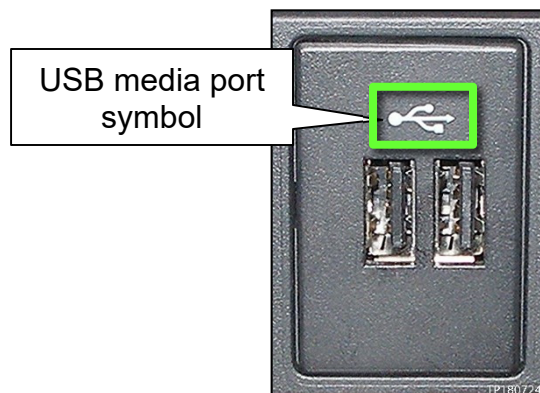


Figure 19

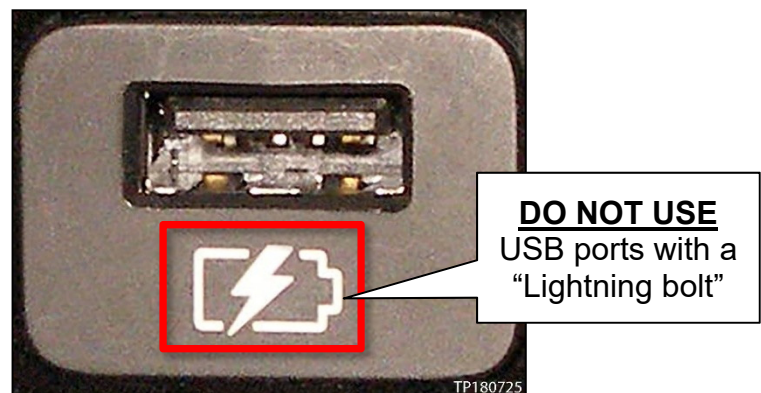


Figure 20

28. Wait approximately 10-30 seconds for the screen in Figure 21 to appear.

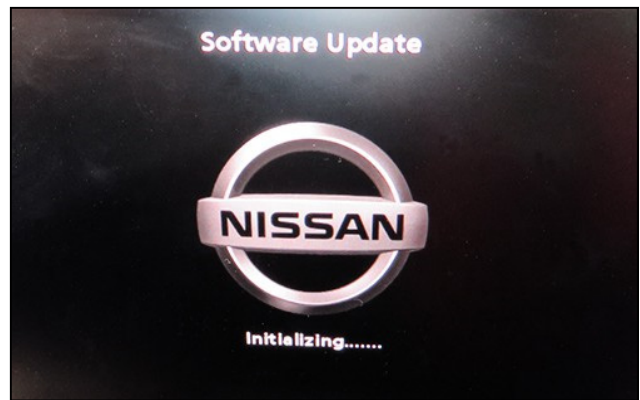


Figure 21

- The screen in Figure 22 may briefly appear. **DO NOT** remove the **USB drive**. The audio system will detect the USB drive and continue the software update.

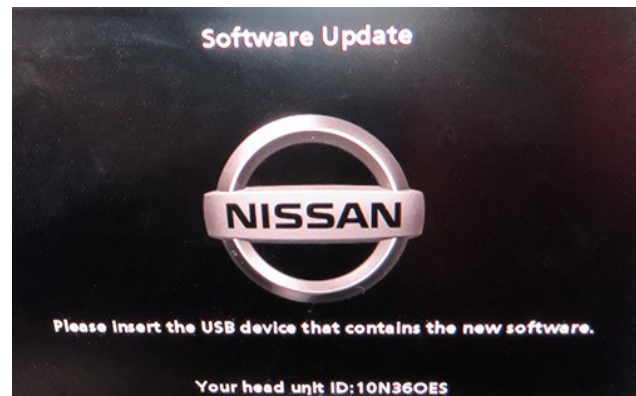


Figure 22

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



Figure 23

30. Once the software update is complete (Figure 24), remove special tool USB drive J-52812-1. The system will then reboot (restart).

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



Figure 24

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

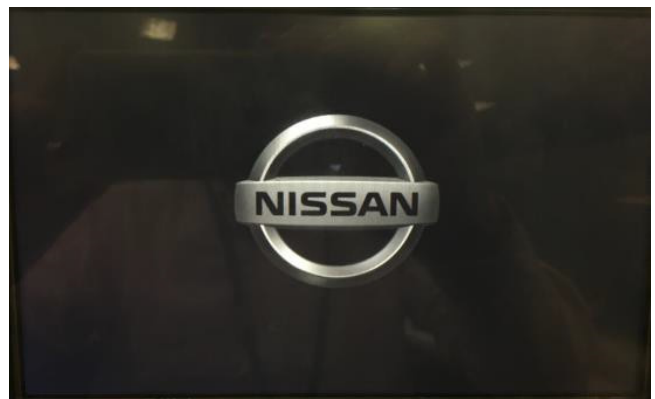


Figure 25

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	MODEL	DESCRIPTION	OP CODE	FRT
R1911	2018 Rogue Sport	Reprogram Audio/AV Control Unit	R19111	0.3 hrs
	2019 Rogue Sport		R19110	0.2 hrs

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 29, 2019	NTB19-088	Original bulletin published

