



RECALL CAMPAIGN BULLETIN

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| Classification: EL19-035a | Reference: NTB19-096a | Date: November 19, 2019 |
|------------------------------|--------------------------|----------------------------|

VOLUNTARY RECALL CAMPAIGN 2018-2019 VERSA SEDAN; 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 Versa Sedan (N17)

**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 Versa Sedan vehicles to reprogram the Audio/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-52812-7 and J-52812-8.
- 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 drives, J-52812-7 and J-52812-8 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 step 2 in this bulletin.

SERVICE PROCEDURE

2018 vehicles: Proceed to step 2 on page 4.

2019 vehicles: Proceed to step 1, below.

1. Determine if the audio system present in the vehicle is the type shown in Figure 1.
 - If the audio system is **NOT** shown in Figure 1, proceed to step 2 on page 4.
 - If the audio system is shown in Figure 1, **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

Update AV Control Unit

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

2. Turn ON the hazard warning lamps to prevent the BCM from going into battery saver mode.
3. Turn ON the ignition.
4. Turn ON the audio.
5. 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. | |

6. Turn OFF the audio.
7. Insert the special tool USB drive J-52812-7 into the USB media port.

HINT: Charging ports are marked in the vehicle with a “lightning bolt” symbol.



Figure 2

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.

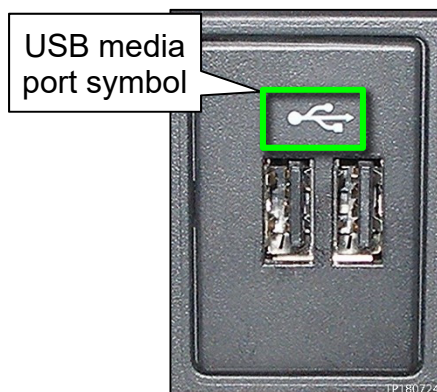


Figure 3

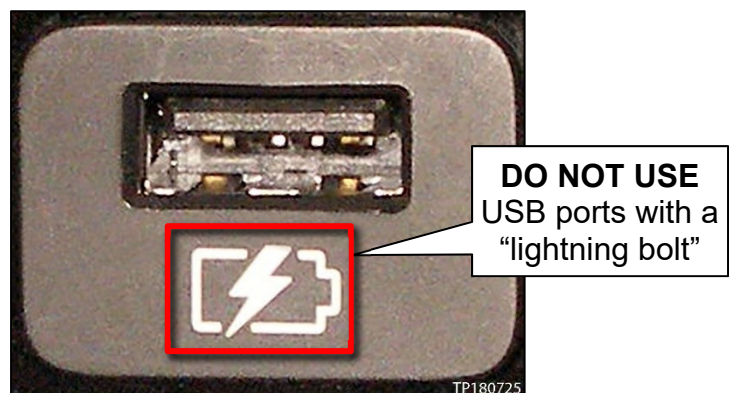


Figure 4

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

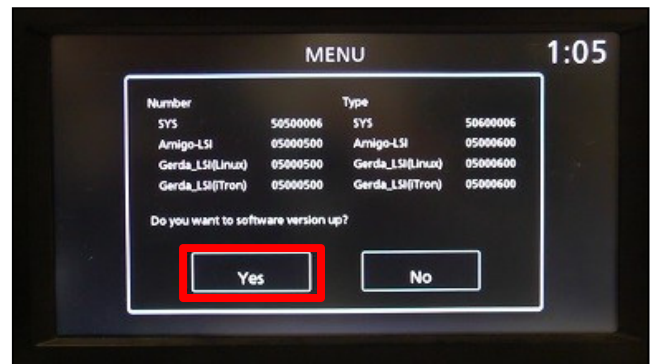


Figure 5

HINT:

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

9. Remove the USB drive.

10. Insert the special tool USB drive J-52812-8 into the USB media port.



Figure 6

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

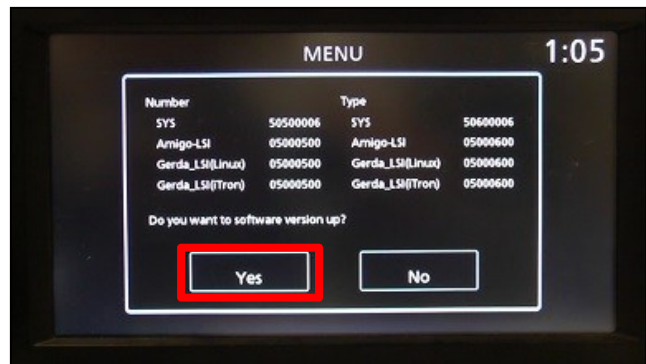


Figure 7

HINT:

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

12. Remove the USB drive from the USB port.

13. 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 8 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 shown in Figure 9.

NOTE: Initialization is complete after the audio unit reboots.

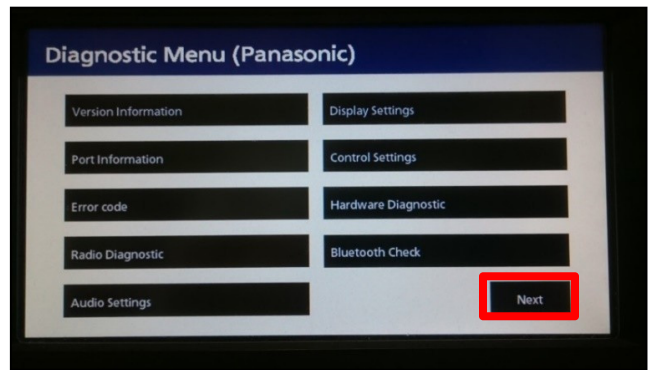


Figure 8

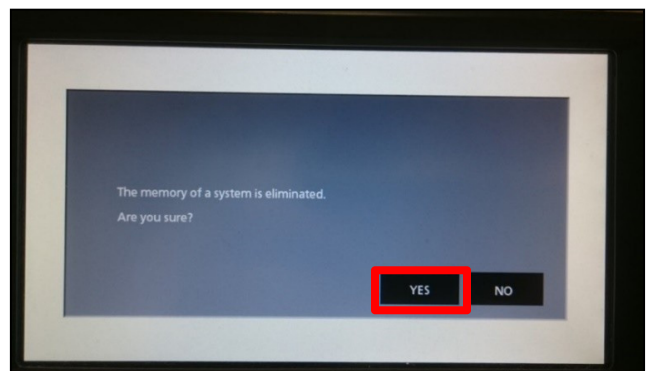


Figure 9

14. Turn OFF the hazard warning lights.
15. Restore the radio presets.

CLAIMS INFORMATION

Submit a “CM” line claim using the following claims coding:

| CAMPAIGN (“CM”) ID | DESCRIPTION | OP CODE | FRT |
|---------------------------|---------------------------|----------------|------------|
| R1911 | Reprogram AV Control Unit | R19110 | 0.2 hrs. |

AMENDMENT HISTORY

| PUBLISHED DATE | REFERENCE | DESCRIPTION |
|-----------------------|------------------|-----------------------------|
| October 29, 2019 | NTB19-096 | Original bulletin published |
| November 19, 2019 | NTB19-096a | Information on page 3 added |

