



RECALL CAMPAIGN BULLETIN

Classification: EL19-033a	Reference: NTB19-094a	Date: November 22, 2019
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VOLUNTARY RECALL CAMPAIGN 2018 - 2019 SENTRA; 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 Sentra (B17)

**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 Sentra vehicles to reprogram 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-52812-1, J-52812-7, J-52812-8, and J52812-11.
- 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-52812-1, J-52812-7, J-52812-8, and J52812-11 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 step 1 in this bulletin.

SERVICE PROCEDURE

1. Determine which audio unit the vehicle is equipped with.
 - If there is a **Phone** button as shown in Figure 1 then continue to step 2 on the next page.
 - If there is a **Back** button as shown in Figure 2 then skip to step 15 on page 7.
 - If there is a **NAV MAP** button as shown in Figure 3, then skip to step 23 on page 11.



Figure 1



Figure 2



Figure 3

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.

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 4

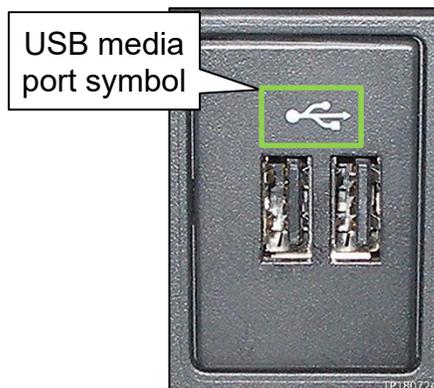


Figure 5

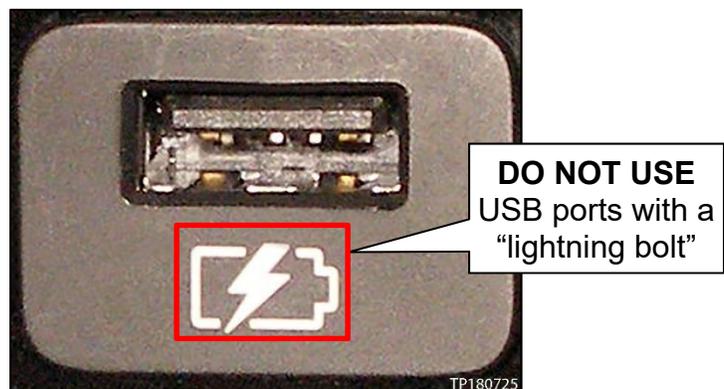


Figure 6

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

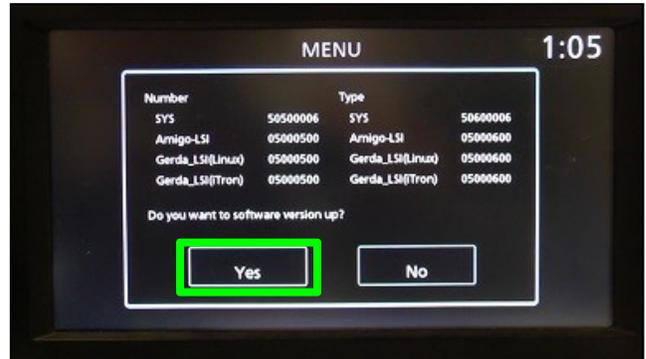


Figure 7

HINT:

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

9. Remove the USB drive.

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



Figure 8

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

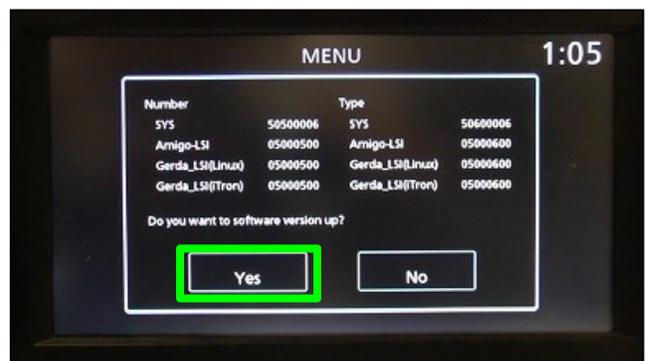


Figure 9

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 10 will appear.

- d. Select the next button at the bottom right side of the screen.
- e. On the second page of the menu screen, press **Factory Cold Start** (screen not shown).
- f. Select **Yes** on the confirmation screen shown in Figure 11.

NOTE: Initialization is complete after the audio unit reboots.

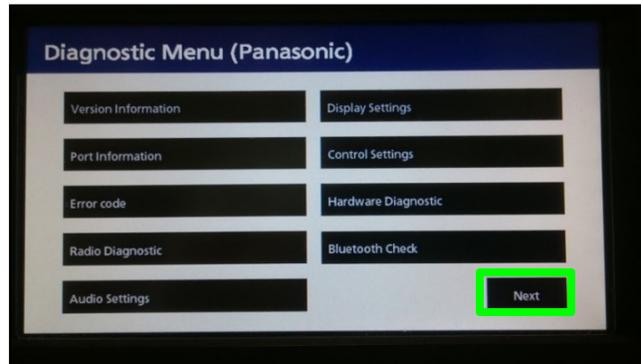


Figure 10

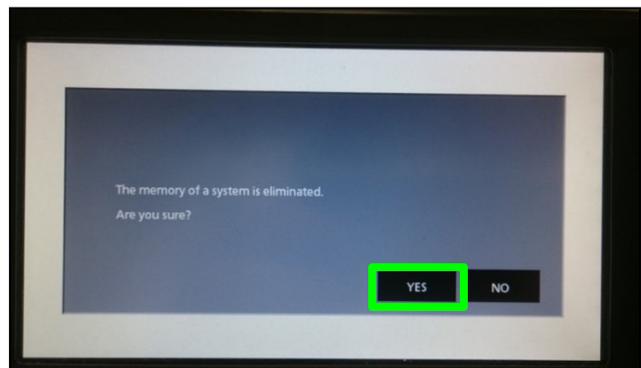


Figure 11

14. Skip to step 41 on page 16.

The repair is complete. Refer to the **CLAIMS INFORMATION** on page 17.

Update AV Control Unit

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 special USB drive J-52812-1 into the vehicle's USB media port.
(see 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 12

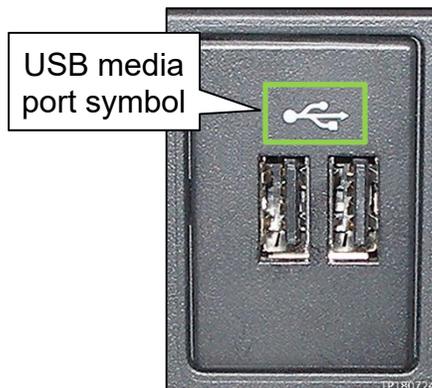


Figure 13

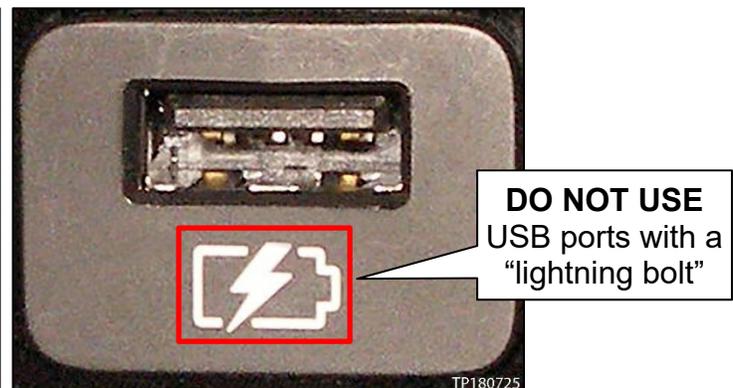


Figure 14

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

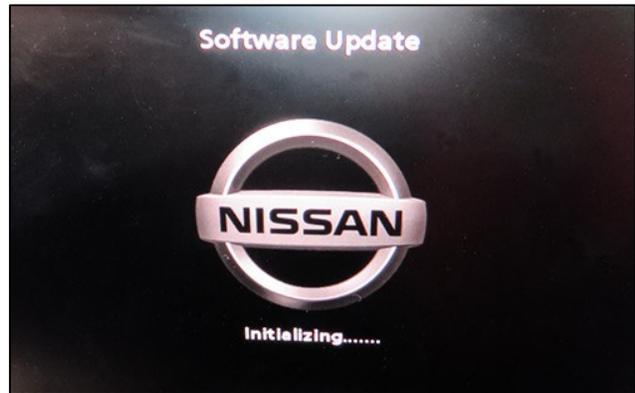


Figure 15

- The screen in Figure 16 may briefly appear. **Do not remove the USB.** 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 lasts 15-25 minutes.



Figure 17

20. Once the update is complete (Figure 18), remove the USB drive; the system will reboot (restart).

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



Figure 18

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 repair is complete. Refer to the **CLAIMS INFORMATION** on page 17.

Update AV Control Unit

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

NOTE: This reprogram will take approximately 60 minutes after the **Update** button has been selected.

24. Set the parking brake.

25. Turn the ignition ON (engine OFF).

26. 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 the USB drive, and proceed to step 36. It may take 3-5 minutes for the system to recognize the USB drive.

27. 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.		

28. Turn the audio system OFF.

29. 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 counter-clockwise and then more than three clicks clockwise (back and forth) until **SERVICE MENU** displays.

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

30. Select **Version**.

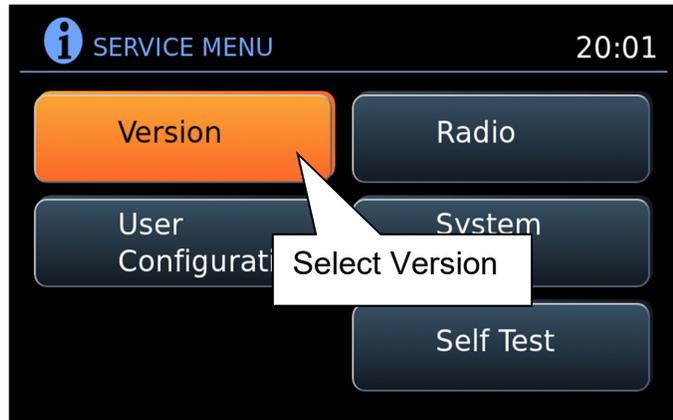


Figure 20

31. Select **Update System Software**.

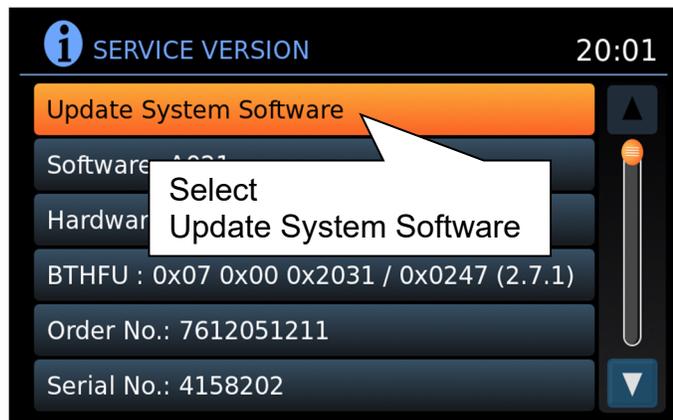


Figure 21

32. Insert the special tool USB drive J-52812-11 into the USB media port and select **OK**.

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.

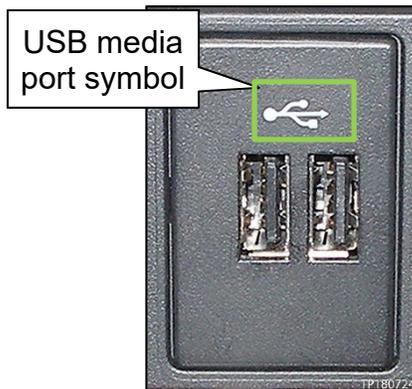


Figure 22

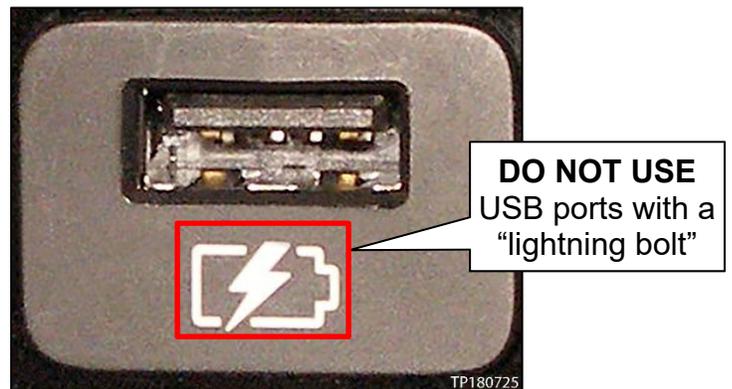


Figure 23



Figure 24

33. Select **OK**.

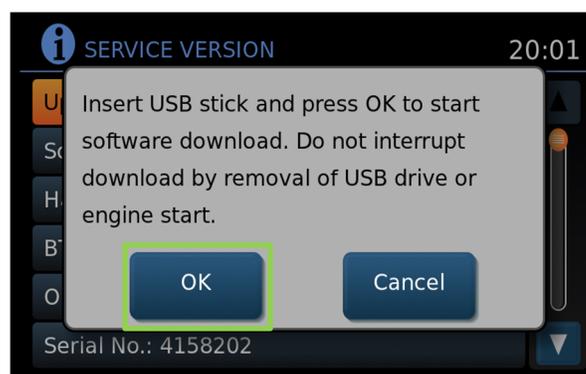


Figure 25

34. Wait for the **APPLICATION** screen to appear (Figure 26).

35. Select **Update**.



Figure 26

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

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

- The screen in Figure 27 will be displayed during the update.
- Figure 28 may display before the update begins. DO NOT remove the USB drive during the update.

IMPORTANT: If directed to skip to step 36 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.

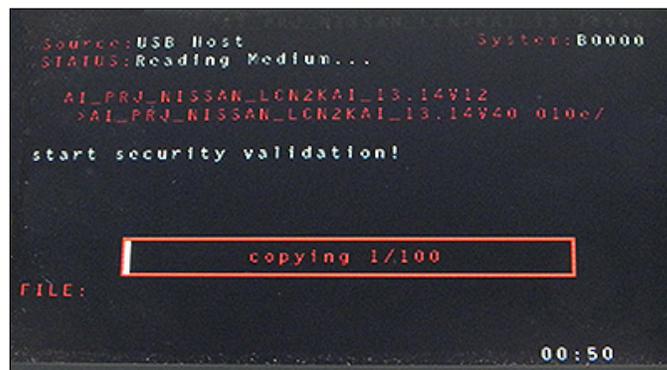


Figure 27

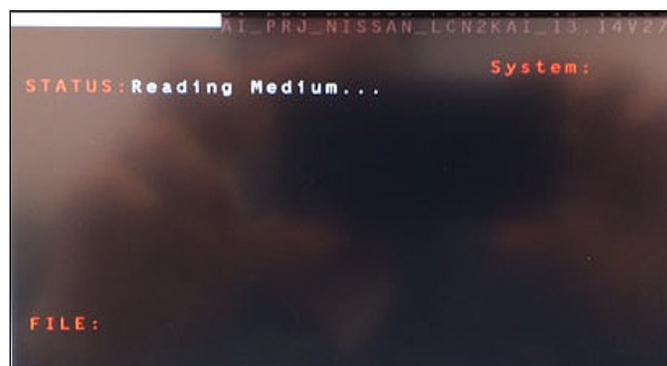


Figure 28

37. When Figure 29 is displayed, remove the USB drive to complete the update.

- This will cause the system to restart and may take up to 1 minute.
- If the message “No SD card is inserted. Please use a Nissan SD card only” is displayed (Figure 30) proceed to step 38.

- If the APPLICATION screen is displayed (Figure 31), skip to step 39.
- If neither screen is displayed, the update is complete. Skip to step 40 on page 16.

NOTE: Do not turn the ignition OFF.

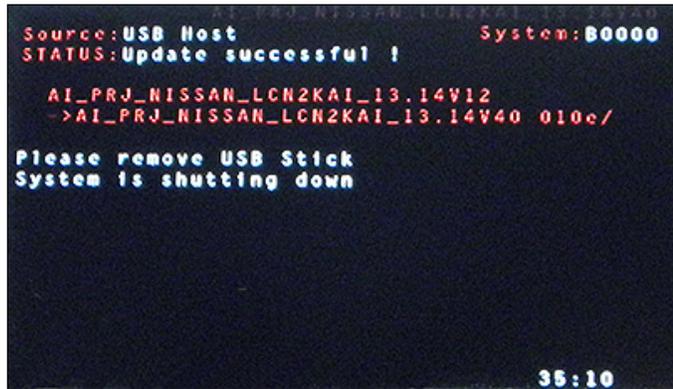


Figure 29

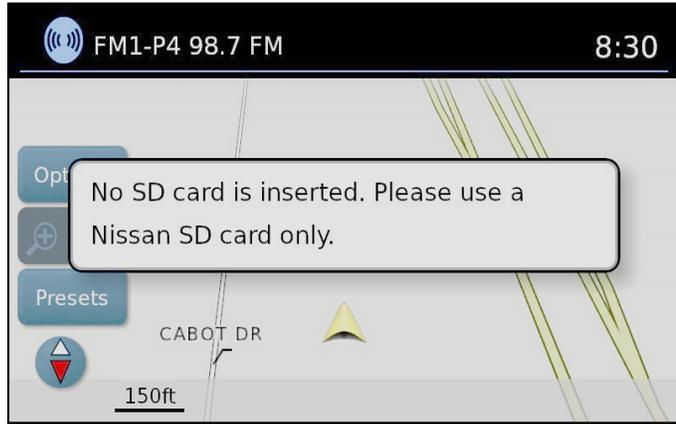


Figure 30

38. Remove and reinsert the map SD card from the card slot.

- After the map SD card is reinserted, the “APPLICATION” will display (Figure 31).



Figure 31

39. Select Update.

- The update will take about 1 minute to complete and will display Figure 32.

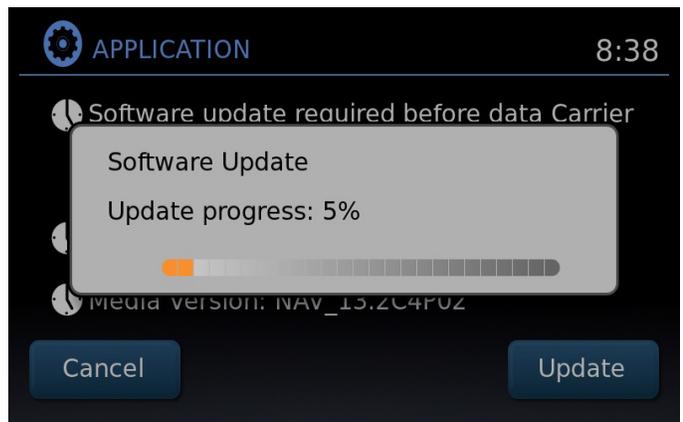


Figure 32

- The message “Download successful. System will reboot now” will display and the audio unit will reboot (Figure 33).
- After the system reboots, the update is complete.

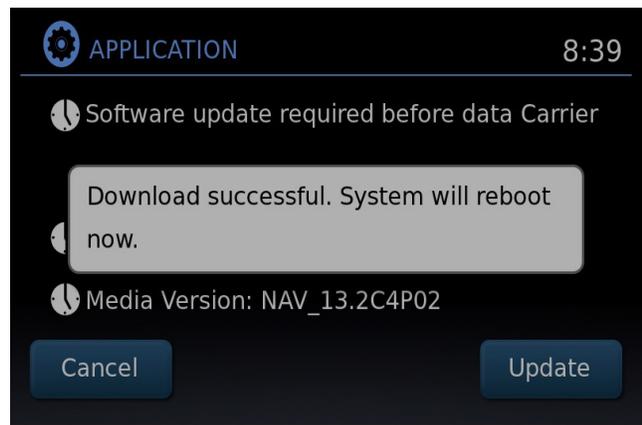


Figure 33

40. Remove J-52812-11 from the USB media port.
41. Turn OFF the hazard warning lights.
42. Restore the radio presets.

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.

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	MODEL	DESCRIPTION	OP CODE	FRT
R1911	2018 Sentra	Reprogram AV Control Unit WITHOUT navigation	R19110	0.2 hrs.
		Reprogram AV Control Unit WITH navigation	R19111	0.3 hrs.
	2019 Sentra	Reprogram Audio/AV Control Unit	R19110	0.2 hrs.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 29, 2019	NTB19-094	Original bulletin published
November 22, 2019	NTB19-094a	CLAIMS INFORMATION section revised

