



# RECALL CAMPAIGN BULLETIN

Classification: EL19-035b	Reference: NTB19-096b	Date: December 5, 2019
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## 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 #:** 19V-654  
**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 TOOLS

- Special tool USB drives have been shipped to each dealer: J-52812-7, J-52812-8, and J-51812-15.
- Additional USB drives are available from Tech•Mate: [nissantechmate.com](http://nissantechmate.com) or 1-800-662-2001.

### **IMPORTANT:**

It is highly recommended that the provided campaign USB drives, J-52812-7, J-52812-8, and J-51812-15, 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

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 16 on page 8.



Figure 1



Figure 2

## 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.



Figure 3

**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.

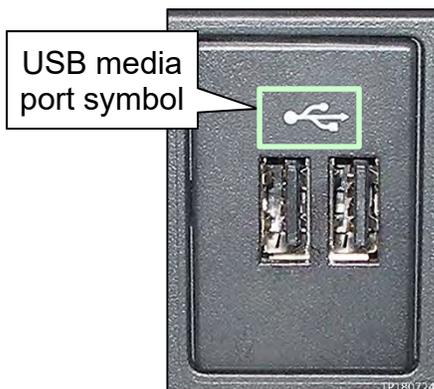


Figure 4

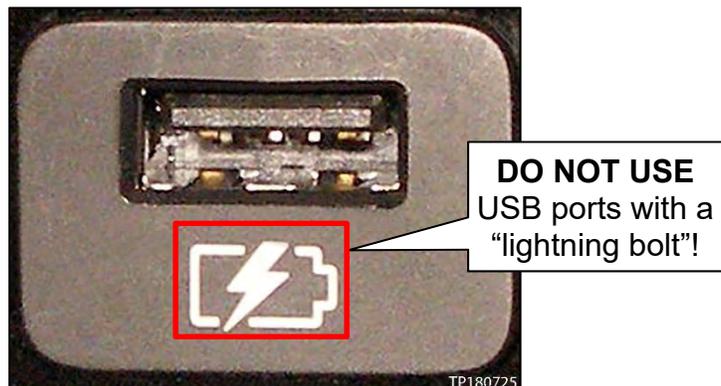


Figure 5

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



Figure 6

**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 7

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

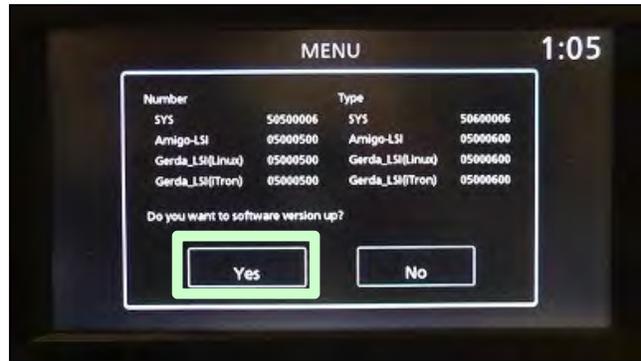


Figure 8

**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 9 will appear.

- d. Select **Next** 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 10.

**NOTE:** Initialization is complete after the audio unit reboots.



Figure 9

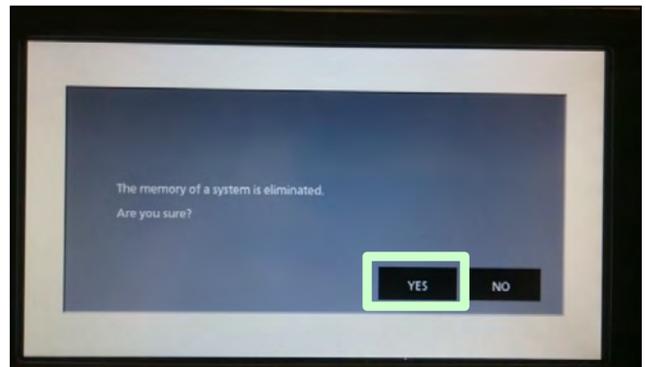


Figure 10

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

The repair is complete. Refer to the **CLAIMS INFORMATION** on page 11.

## Update AV Control Unit

16. Set the parking brake.
17. 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.
18. Turn the audio OFF.
19. Insert the special USB drive J-52812-15 into the vehicle's USB media port.  
(see Figure 12).
  - 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 11

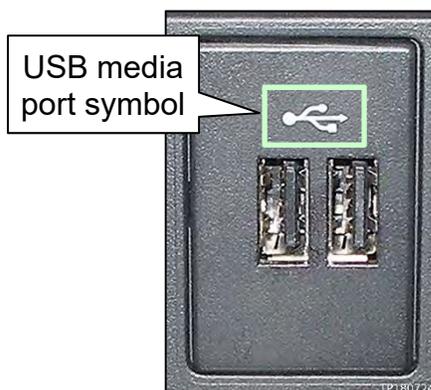


Figure 12

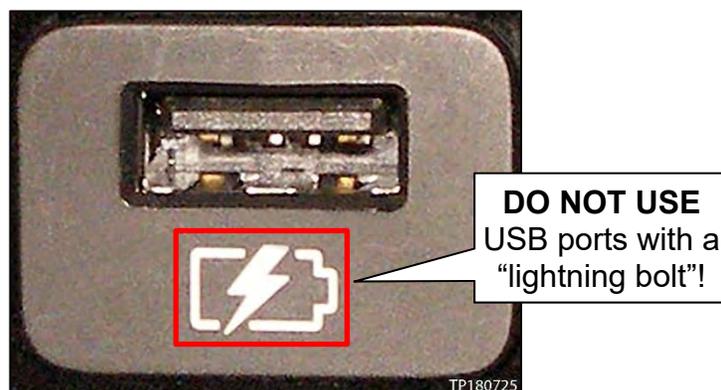


Figure 13

20. Wait approximately 10-30 seconds for the screen in Figure 14 to appear.

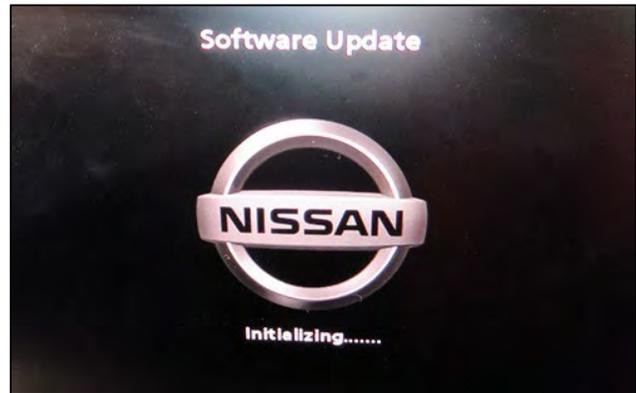


Figure 14

- The screen in Figure 15 may briefly appear. **Do not remove the USB.** The audio system will detect the USB and continue the update.



Figure 15

21. Wait for the update to complete.
- Follow the on-screen instructions while waiting.

**HINT:** The update lasts 15-25 minutes.



Figure 16

22. Once the update is complete (Figure 17), remove the USB drive; the system will reboot (restart).

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

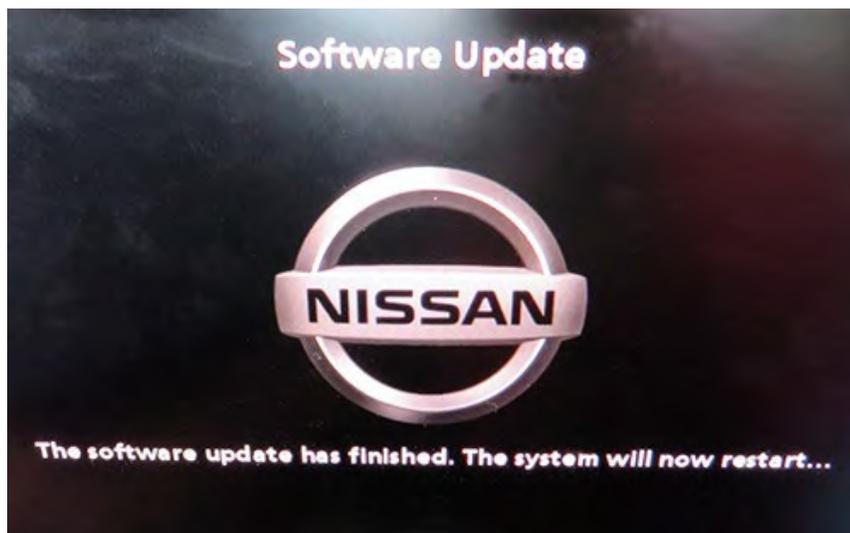


Figure 17

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



Figure 18

## 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
December 5, 2019	NTB19-096b	Added a second reprogram procedure along with special tool J-51812-15, and revised <b>CLAIMS INFORMATION</b>