



RECALL CAMPAIGN BULLETIN

Classification:

EL20-023

Reference:

NTB20-051

Date:

July 16, 2020

VOLUNTARY SAFETY RECALL CAMPAIGN 2020 LEAF; AV CONTROL UNIT

CAMPAIGN ID #: PC743

APPLIED VEHICLE: 2020 LEAF (ZE1)

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

INTRODUCTION

Nissan is conducting this voluntary safety recall campaign on certain specific model year 2020 LEAF vehicles. The AV control unit will be reprogrammed. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number PC743 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 safety 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 safety 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

- One of special tool USB drive J-52727 was previously sent to each dealer (see Figure 1).
- Do not use any other USB drive to perform this bulletin's service procedure.
- Additional USB drives may be purchased from TechMate: nissantechmate.com or 1-800-662-2001.

HINT:

- The reprogram software only needs to be downloaded once and can then be used continuously on multiple **APPLIED VEHICLES**.
- The reprogram software must be the only file on the USB drive.



Figure 1

SERVICE PROCEDURE

Reprogram AV Control Unit

IMPORTANT: Before starting, make sure:

- ASIST is connected to the Internet.
- ASIST has been synchronized (updated) to the current date.

1. Insert special tool USB drive J-52727 to an ASIST Station.

- If the infotainment reprogram software has already been downloaded onto special tool USB drive J-52727 from a prior service procedure, skip to step 10 on page 5.

HINT:

- Special tool USB drive J-52727 is the only one approved for use with this bulletin's service procedure.
- The reprogram is estimated to take **4 hours** to download to the USB drive.
- The reprogram software only needs to be downloaded once and can then be used continuously on multiple **APPLIED VEHICLES**.
 - The reprogram software must be the only file on the USB drive.

2. Open ASIST.

3. Select **Specialty Tools**, and then select **Infotainment Software Updates**.

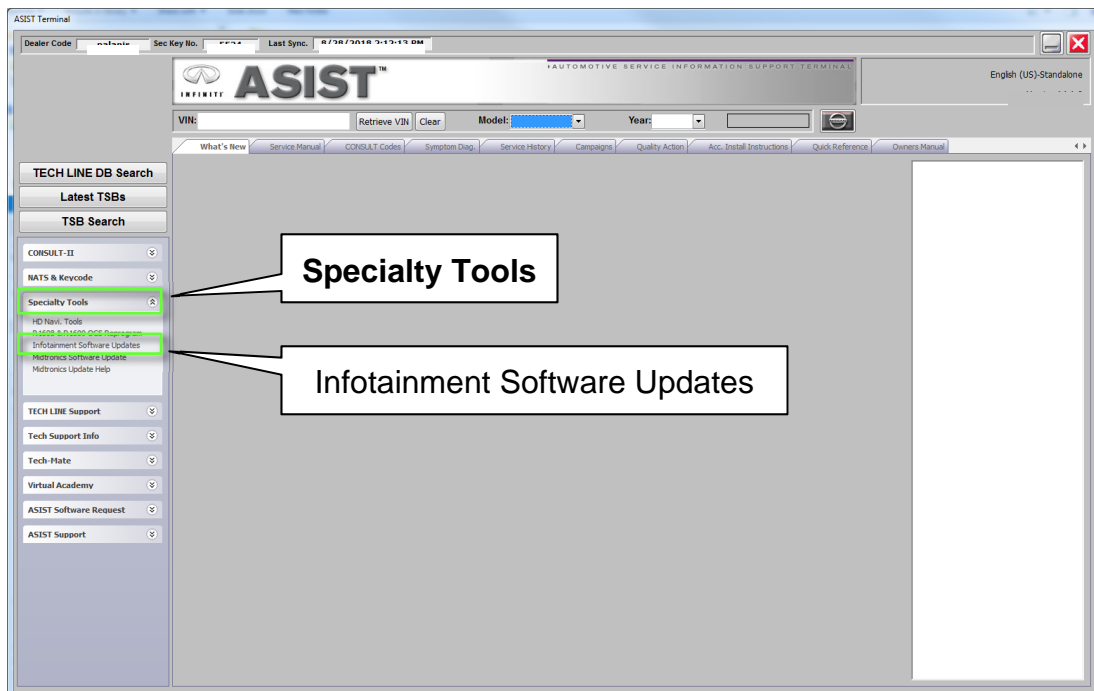


Figure 2

4. Select the check box next to the **PC743_LEAF** infotainment software update (refer to Figure 3 below).
5. Use the drop-down menu and select the location of the USB drive that was inserted in step 1.
6. Select **Download**, and then wait for the download to complete.

HINT: The reprogram is estimated to take **4 hours** to download to the USB drive.

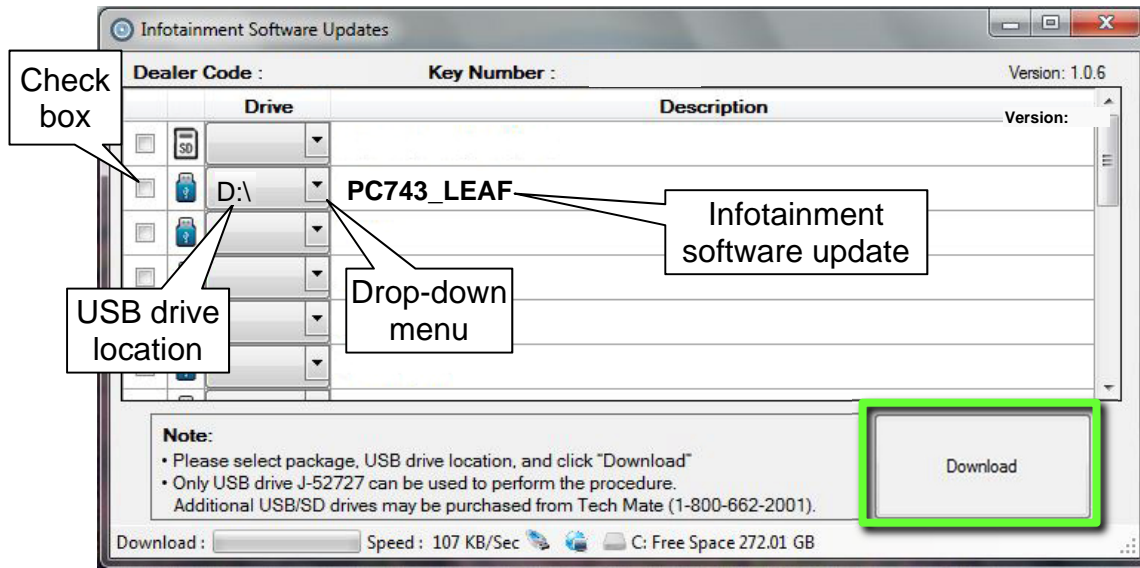


Figure 3

7. Select **OK**.

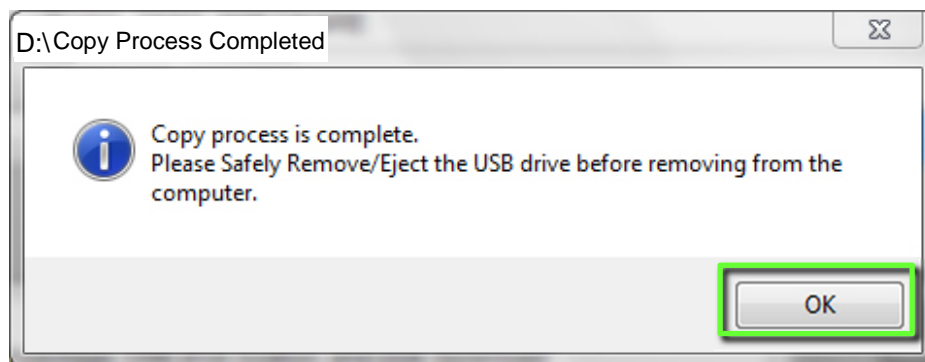


Figure 4

8. Once the transfer is complete, safely remove the USB drive from the ASIST Station.

NOTICE

Use the following steps to safely remove the USB drive. If not followed, the USB drive may corrupt the infotainment reprogram software and the AV control unit would then have to be replaced.

- a. From the PC toolbar, select the **Safely Remove Hardware** icon.
 - The icon is on the toolbar, or can be found after selecting the arrow.
- b. Select the USB drive to be removed, and then remove the USB drive from the ASIST Station.
 - If you are not familiar with the process of safe USB drive removal, ask for assistance at your dealer.

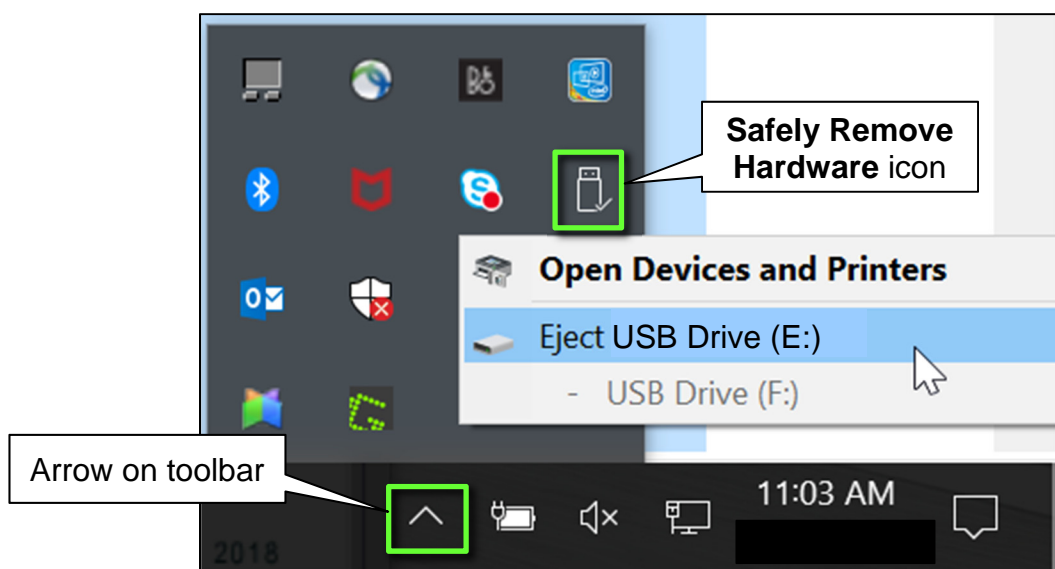


Figure 5

9. Close all ASIST **Infotainment Software Update** screens.
10. Set the parking brake.
11. Put the ignition in READY mode, and then wait 60 seconds for the system to load.

HINT: The ignition needs to be in READY mode for the duration of the reprogram to retain 12 V battery charge.

12. Turn the audio system OFF.

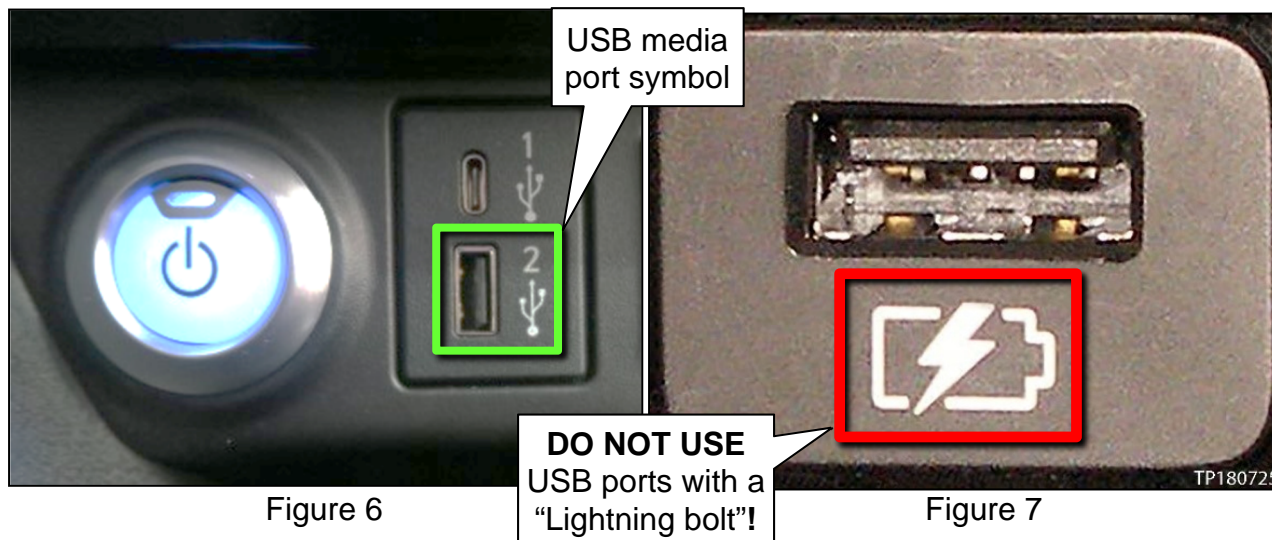
13. Insert the USB drive with infotainment update software into the vehicle's USB media port (see Figure 6).

- Do not remove the USB drive during the reprogram until instructed to.

NOTICE

Do not insert the USB drive into a charging port. If used, the reprogram software and/or USB drive may become damaged. Only insert the USB drive in a USB media port.

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



14. Wait approximately 10-30 seconds for the screen in Figure 8 to appear.



Figure 8

- The screen in Figure 9 may briefly appear. The audio system will detect the USB drive and continue the software reprogram.

NOTICE

DO NOT remove the USB drive. If removed, the reprogram will be disrupted and the AV control unit may need to be replaced.



Figure 9

15. Wait for the reprogram to complete.
 - Follow the on-screen instructions while waiting.

HINT: The update lasts 15-25 minutes.



Figure 10

16. Once the reprogram is "finished" or complete (Figure 11 appears), remove the USB drive. The system will then reboot (restart).

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



Figure 11

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



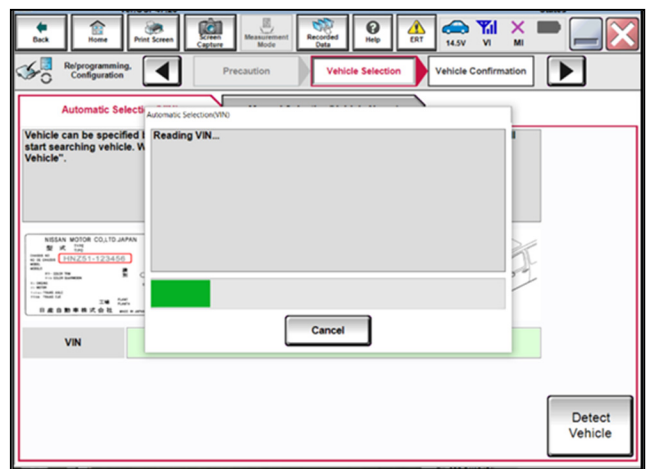
Figure 12

Erase DTCs

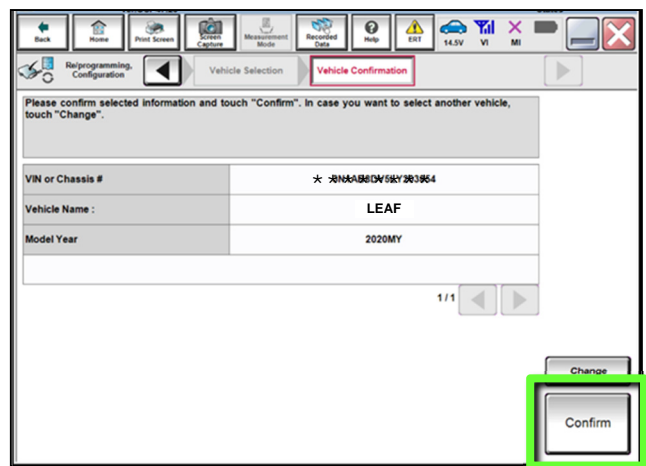
19. Connect the CONSULT PC and the plus VI to the vehicle.
20. Turn the ignition to READY mode.

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- The screenshot shows the vehicle's diagnostic interface. At the top, there is a navigation bar with icons for Back, Home, Print Screen, Service Capture, Measurement Mode, Measurement Data, Help, ERT, 14.5V, VI, MI, and a power button. Below this, the 'Connection Status' section displays a table with columns for 'Serial No.' and 'Status'. The table has two rows: one for 'VI' with serial number '2324913' and a status of 'Normal Mode/Wireless connection' (indicated by a green background and a signal icon), and another for 'MI' with a status of 'No connection' (indicated by a red prohibition sign). Below the table is a button labeled 'Select VI/MI'. To the right of the 'Connection Status' section is the 'Diagnosis Menu', which contains four buttons: 'Diagnosis (One System)', 'Diagnosis (All Systems)' (highlighted with a green border), 'Re/programming, Configuration', and 'Immobilizer'. Below the 'Diagnosis Menu' is a button labeled 'Maintenance'. At the bottom of the screen, the 'Application Setting' section contains two buttons: 'Sub mode' and 'Language Setting' (labeled 'ABC'). Below this is a button labeled 'VDR'.
- | | Serial No. | Status |
|----|------------|---------------------------------|
| VI | 2324913 | Normal Mode/Wireless connection |
| MI | - | No connection |
- Diagnosis Menu**
- Diagnosis (One System)
 - Diagnosis (All Systems)
 - Re/programming, Configuration
 - Immobilizer
 - Maintenance
- Application Setting**
- Sub mode
 - Language Setting (ABC)
 - VDR

22. Perform Automatic VIN selection.



23. Confirm the **VIN or Chassis #**, **Vehicle Name**, and **Model Year** are correct, and then select **Confirm**.



24. Select **Erase**.

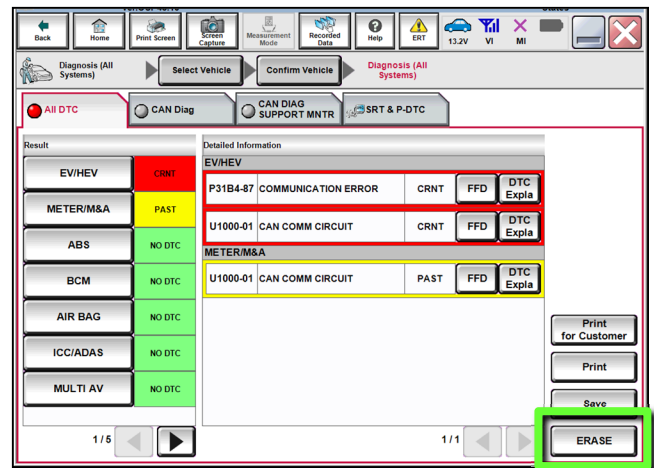


Figure 16

25. Select **Execute**.

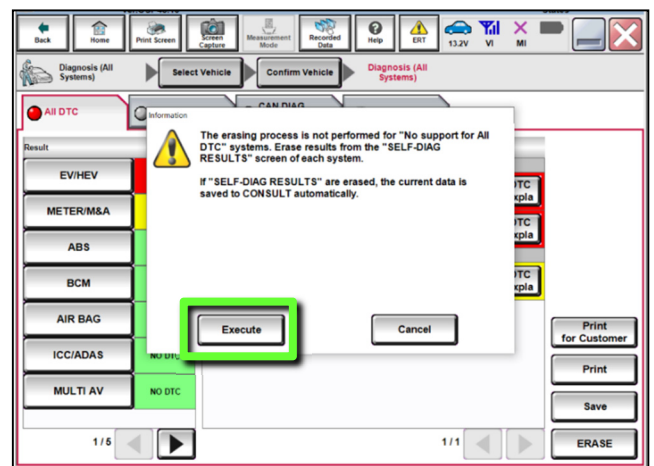


Figure 17

26. Select **Close**.

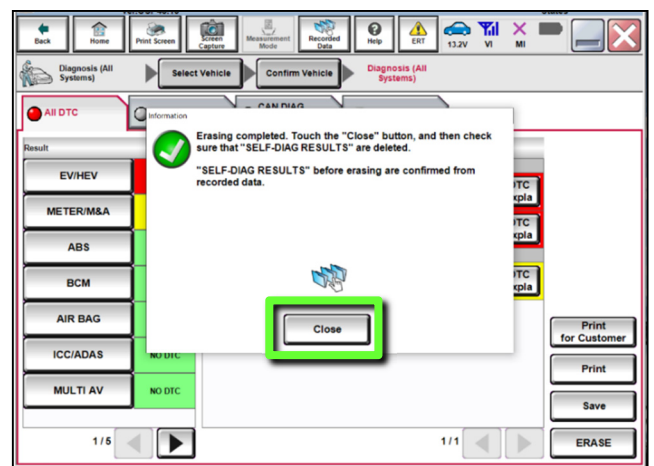


Figure 18

27. Close C-III plus and the CONSULT PC.

28. Turn the ignition OFF.

29. Remove the plus VI from the vehicle.

CLAIMS INFORMATION

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

| CAMPAIGN (“CM”) ID | DESCRIPTION | OP CODE | FRT |
|--------------------|---------------------------|---------|-----|
| PC743 | Reprogram AV Control Unit | PC7430 | 0.3 |

AMENDMENT HISTORY

| PUBLISHED DATE | REFERENCE | DESCRIPTION |
|----------------|-----------|-----------------------------|
| July 16, 2020 | NTB20-051 | Original bulletin published |