



# RECALL CAMPAIGN BULLETIN

Classification: AN19-066a	Reference: NTB19-114a	Date: February 4, 2021
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## VOLUNTARY RECALL CAMPAIGN 2018 NV; 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 NV (F80)

**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 NV 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 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 recall 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-52812-12, J-52812-20, J-52812-21, and J-52812-22.
- 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-52812-12, J-52812-20, J-52812-21 and J-52812-22, 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 on the next page.

## SERVICE PROCEDURE

1. Confirm which audio system is equipped in the vehicle.
  - If the audio system is equipped with navigation (see Figure 1 below), go to step 2.
  - If the audio system is **NOT** equipped with navigation, skip to page 9, step 23.



Figure 1

### Update AV Control Unit – Navigation Equipped

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 the hazard warning lights ON 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-52812-12 and proceed to step 15 on page 6. 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**.

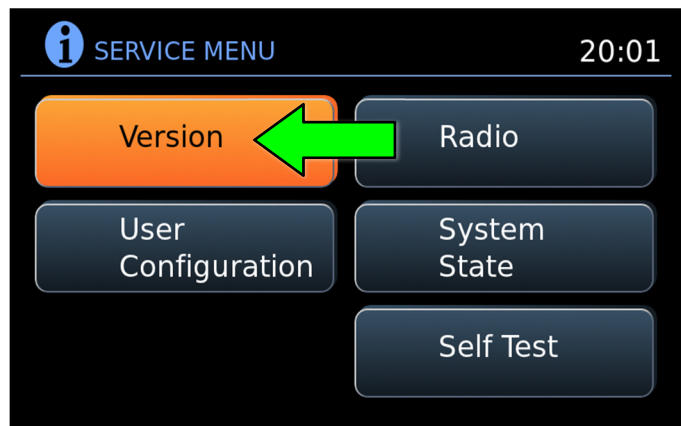


Figure 2

10. Select **Update System Software**.

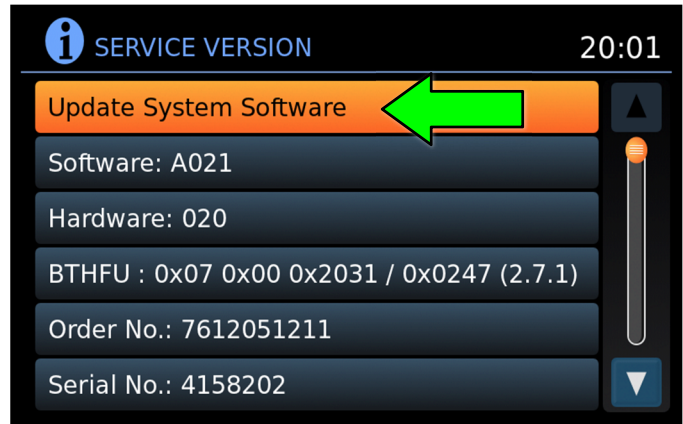


Figure 3

11. Insert special tool USB drive J-52812-12 into the vehicle's USB media port (see Figure 4 and Figure 5).

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



Figure 4

**NOTICE**

**DO NOT** insert the USB drive into a charging port (see Figure 6). 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.

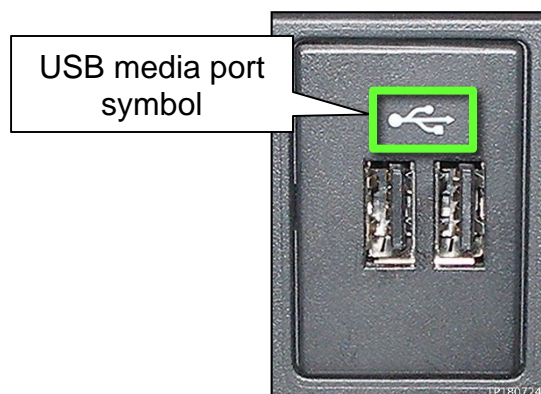


Figure 5

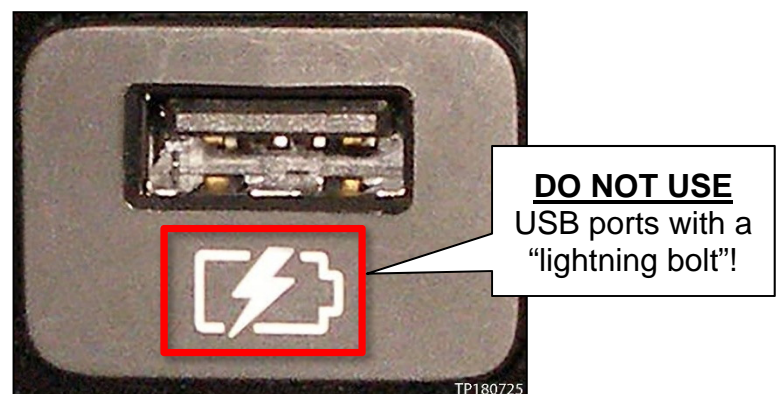


Figure 6

12. Select **OK**.



Figure 7

13. Wait for the **APPLICATION** screen to display (Figure 8).

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.**

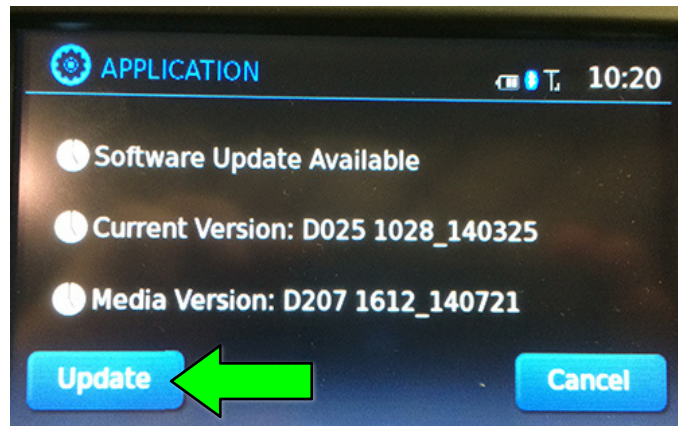


Figure 8

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

- The screen in Figure 9 will be displayed during the update.
- Figure 10 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 9

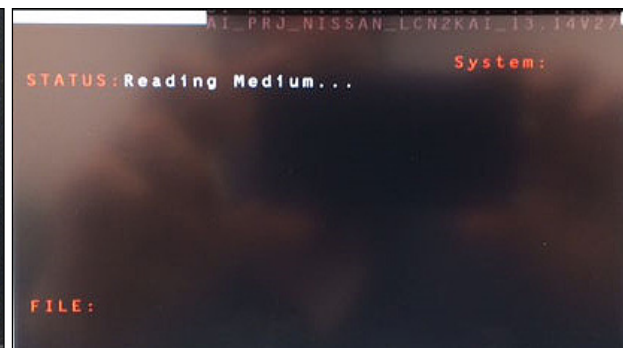


Figure 10

16. When Figure 11 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.

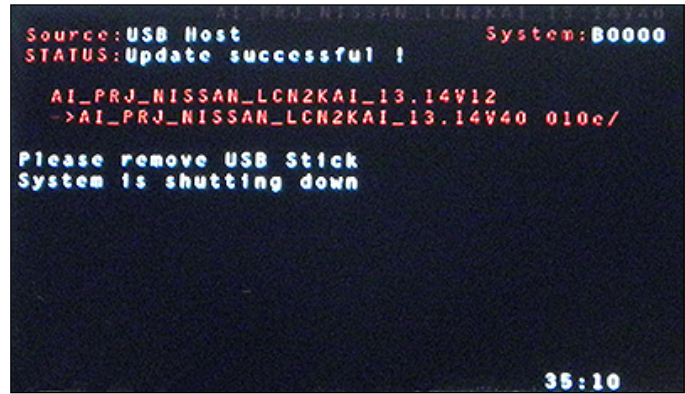


Figure 11

- If the message “**No SD card is inserted. Please use a Nissan SD card only**” is displayed (Figure 12), go to step 17 on page 8.

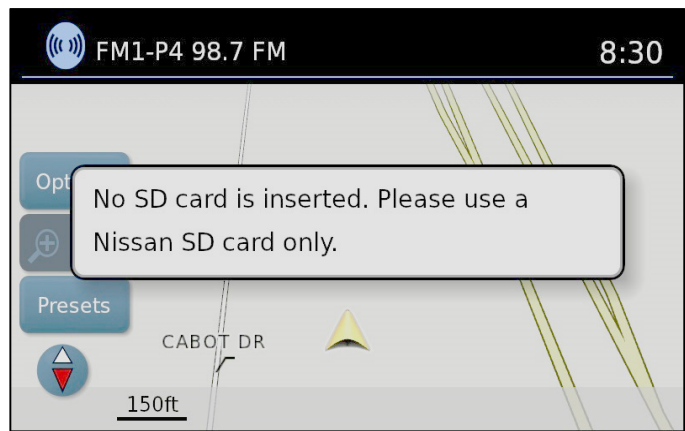


Figure 12

- If the **APPLICATION** screen is displayed (Figure 13), skip to step 18 on page 8.

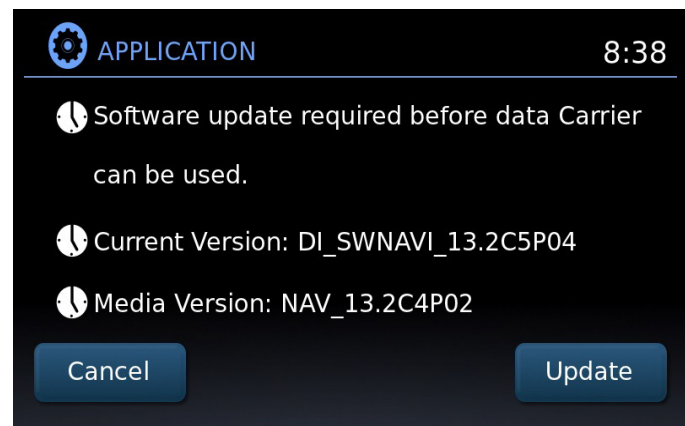


Figure 13

- If neither screen is displayed, the update is complete. Skip to step 19 on page 9.

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 14).
18. Select **Update**.

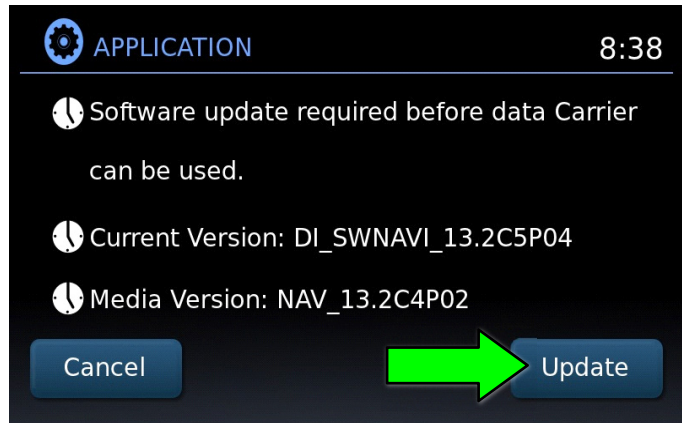


Figure 14

- After selecting **Update**, Figure 15 will display, taking about 1 minute to complete.

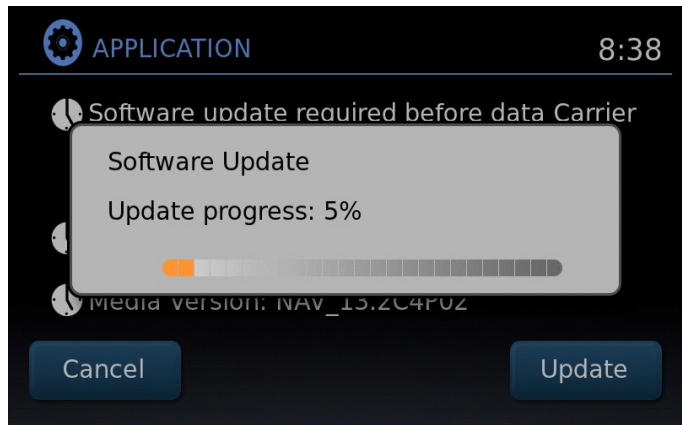


Figure 15

- The message "**Download successful. System will reboot now**" will display next and the audio unit will reboot (Figure 16).
- After the system reboots, the update is complete.

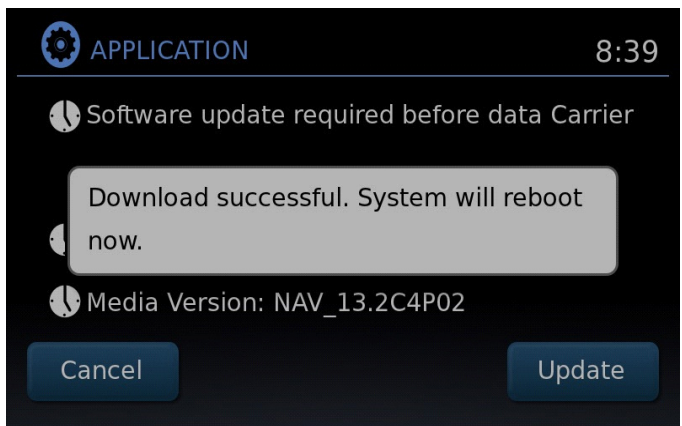


Figure 16



19. Turn the hazard warning lights OFF.
20. Remove special tool USB drive J-52812-12.
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 – Non-NAVI Equipped

**NOTE:** This will require two (2) USB drives.

23. Start the engine to maintain battery voltage.

**HINT:** The engine needs to idle for the duration of the update to retain battery charge.

24. Turn ON the audio.
25. 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.	

26. Turn OFF the audio.

27. Insert special tool USB drive J-52812-20 into the USB media port.

**IMPORTANT:** If an error is displayed during the reprogram **DO NOT REMOVE THE USB.** The reprogramming will continue normally within 5 -10 seconds.



Figure 17

**NOTE:** 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.

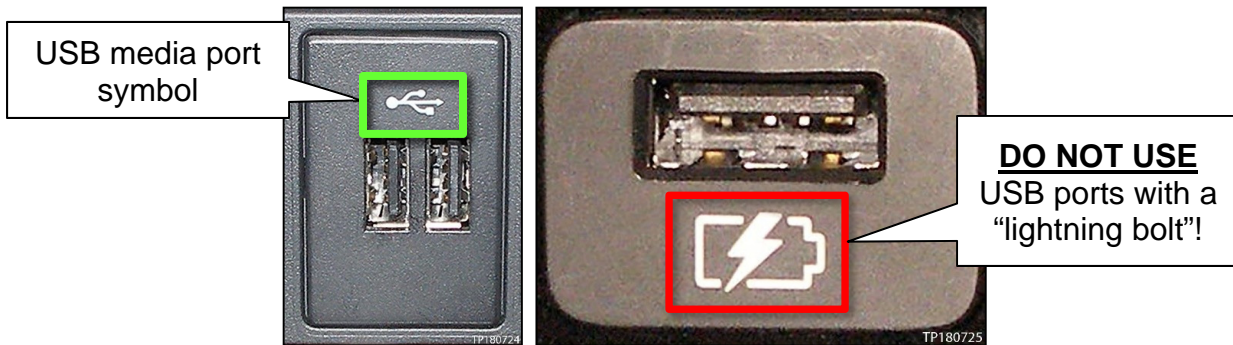


Figure 18

Figure 19

- Programming will start automatically.
- The reprogramming process will take 10-15 minutes.
- Toward the end of the reprogram the unit will reboot (Nissan emblem is displayed) and the screen will go blank.
- The audio unit illumination will blink for 2-3 minutes starting slowly, and then gradually speed up.

**NOTE:** If reprogramming outdoors or in bright light, the illumination may not be visible.

- The audio unit will beep several times during this portion of the reprogram.
- The reprogram is complete when the audio unit reboots (Nissan emblem is displayed).

28. Remove the USB drive.

29. Confirm if the vehicle is equipped with a XM radio.

**NOTE:** Vehicles equipped with a XM radio will have a “XM” button as shown in Figure 20.



Figure 20

- If **NOT** equipped with a XM radio, insert special tool J-52812-21 into the USB media port.
- If **EQUIPPED** with a XM radio, insert special tool J-52812-22 into the USB media port.



Figure 21



Figure 22

- The reprogramming process will take 4-5 minutes.
- The audio unit illumination will blink for 2-3 minutes starting slowly, and then gradually speed up.

**NOTE:** If reprogramming outdoors or in bright light, the illumination may not be visible.

- The audio unit will beep several times during this portion of the reprogram.
- The reprogram is complete when the audio unit reboots (Nissan emblem is displayed).

30. Remove the USB drive from the USB port.
31. Restore the radio presets.
32. Turn the engine OFF.

## CLAIMS INFORMATION

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

CAMPAIGN (“CM”) ID	DESCRIPTION	OP CODE	FRT
R1911	Reprogram AV Control Unit	R1911G	0.3 hrs
	Reprogramming Not Needed	R19113	0.2 hrs

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 5, 2019	NTB19-114	Original bulletin published
February 4, 2021	NTB19-114a	Classification number updated