VOLUNTARY RECALL CAMPAIGN  
2018-2019 ROGUE AND ROGUE HYBRID; 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 Rogue (T32) 
2018-2019 Rogue Hybrid (T32H) 

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 Rogue and Rogue Hybrid vehicles to update the AV Control Unit (Infotainment) 
software. 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 drive J-52812-1 has been shipped to each dealer (see Figure 1).
- Additional USB drives are available from Tech•Mate: nissantechmate.com or 1-800-662-2001.

**Figure 1**

**IMPORTANT**
It is highly recommended that the provided campaign USB drive, J-52812-1, 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

Update AV Control Unit (Infotainment) Software

1. Park the vehicle in a well-ventilated area.

2. Set the parking brake.

3. Start the engine, and then wait 60 seconds for the system to load.

   **NOTICE**
   The engine needs to idle for the duration of the update to retain battery charge. If the battery voltage becomes too low, the reprogramming may not complete.

4. Turn the audio system OFF.

5. Insert the USB drive with infotainment software update into the vehicle’s **USB media port** (see Figure 2).
   - **DO NOT** remove the USB drive during the software update until instructed.

   **NOTICE**
   **DO NOT** insert the USB drive into a charging port (see Figure 3). 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.
6. Wait approximately 10-30 seconds for the screen in Figure 4 to appear.

- The screen in Figure 5 may briefly appear. **DO NOT remove the USB drive.** The audio system will detect the USB drive and continue the software update.

7. Wait for the software update to complete.

- Follow the on-screen instructions while waiting.

**HINT:** The software update will take 15-25 minutes.
8. Once the software update is complete (Figure 7), remove the USB drive. The system will then reboot (restart).

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

9. Allow the reboot to complete (approximately 30 seconds).

   - The Nissan logo will be displayed during the reboot.

10. Turn the ignition OFF.
CLAIMS INFORMATION

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

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<tr>
<th>CAMPAIGN (“CM”) ID</th>
<th>DESCRIPTION</th>
<th>OP CODE</th>
<th>FRT</th>
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<tbody>
<tr>
<td>R1911</td>
<td>Reprogram Audio/AV Control Unit</td>
<td>R19110</td>
<td>0.2 hrs</td>
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AMENDMENT HISTORY

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<th>REFERENCE</th>
<th>DESCRIPTION</th>
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<td>October 14, 2019</td>
<td>NTB19-078</td>
<td>Original bulletin published</td>
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<td>October 28, 2019</td>
<td>NTB19-078a</td>
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