Technical Bulletin

RECALL CAMPAIGN BULLETIN

Classification:	Reference:	Date:
EL19-041a	NTB19-090a	November 5, 2019

VOLUNTARY RECALL CAMPAIGN
2018-2019 FRONTIER AV CONTROL UNIT (INFOTAINMENT) SOFTWARE UPDATE

CAMPAIGN ID #:   R1911
NHTSA #:   19V654
APPLIED VEHICLES: 2018-2019 Frontier (D40)

**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 Frontier vehicles to update the software of 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.

REQUIRED SPECIAL TOOL

- Special tool USB drives have been shipped to each dealer: J-52812-4, J-52812-5 and J-52812-11.

- Additional USB drives may be purchased from Tech•Mate (1-800-662-2001).

IMPORTANT:
It is highly recommended that the provided campaign USB drive J-52812-4, J-52812-5 and/or J-52812-11 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.

  o Special tool USB drive J-52727-1 has also been shipped to each dealer.

  o *Click here* to access the Infotainment Software Download procedure. After the software has been downloaded, continue to the appropriate procedure in this bulletin.

SERVICE PROCEDURE

There are two different audio system options for the Applied Vehicles.

1. Confirm which audio system is present in the vehicle (see Figure 1 and Figure 2 below).

   - If the vehicle is equipped with navigation, as shown in Figure 1 below, continue to step 2.

   - If the vehicle is **NOT** equipped with navigation, as shown in Figure 2 below, skip to step 23 on page 10.
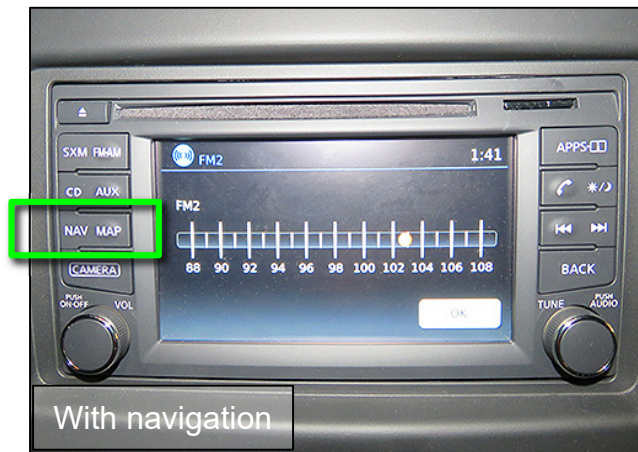

Figure 1   Figure 2

Update AV Control Unit

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), underline special tool USB drive J-52812-11 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**.
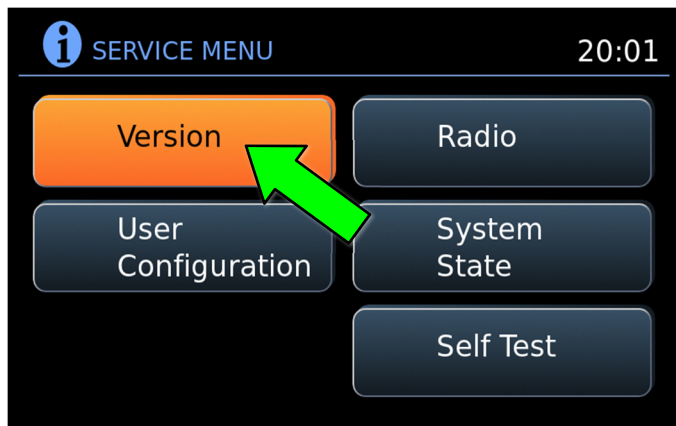
Figure 3
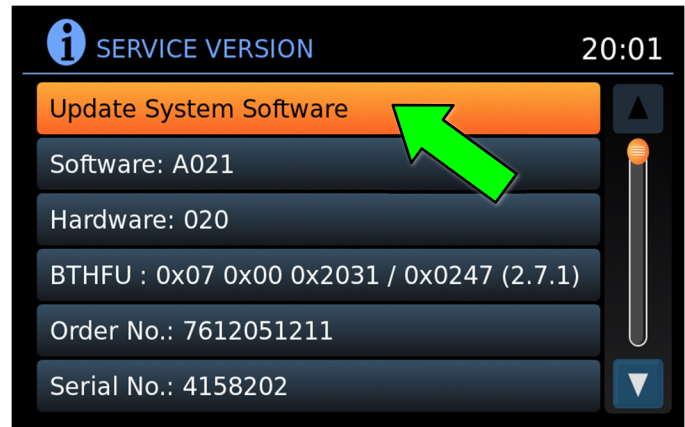
Figure 4

10. Select **Update System Software**.

11. Insert special tool USB drive J-52812-11 into the vehicle's <u>USB media port</u> (see Figure 5 and Figure 6).

   - <u>DO NOT</u> remove the USB drive during the software update until instructed.

Figure 5

NOTICE

<u>DO NOT</u> **insert the USB drive into a charging port (see Figure 7).** 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.
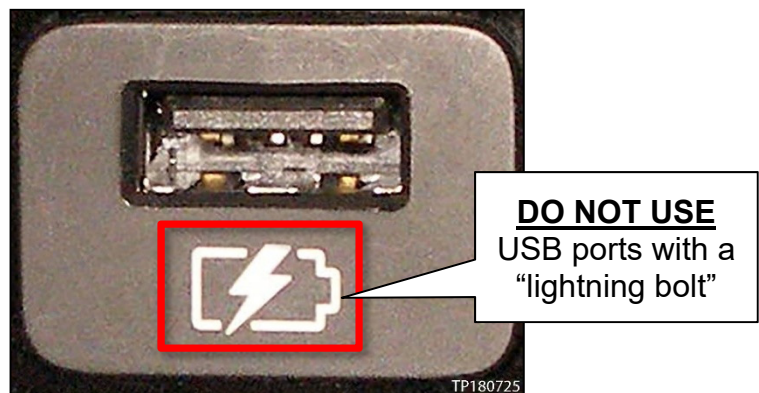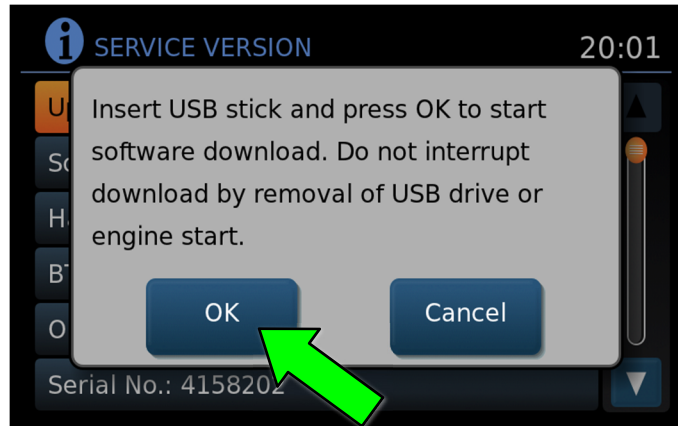

Figure 6

Figure 7

USB media port symbol

DO NOT USE
USB ports with a "lightning bolt"
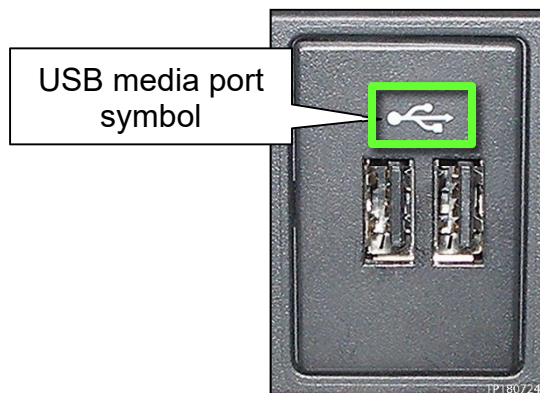
Figure 8

12. Select **OK**.

13. Wait for the **APPLICATION** screen to display (Figure 9).

Figure 9

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**.

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

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

    - Figure 11 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.
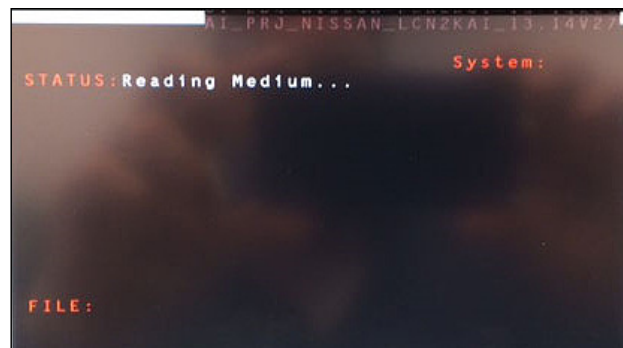

Figure 10

Figure 11

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16. When Figure 12 is displayed, remove the USB drive to complete the update.

- This will cause the system to restart and may take up to 1 minute.

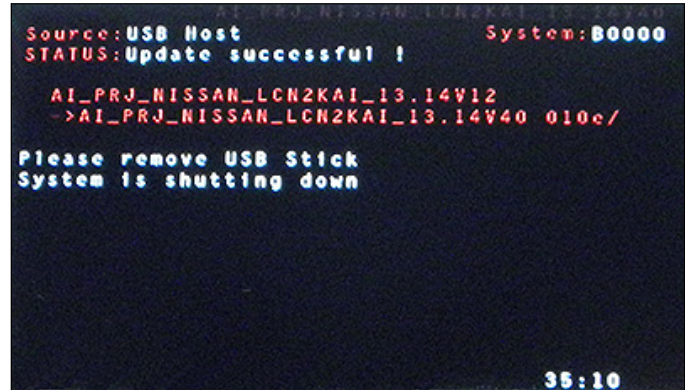   **NOTE:** Do not turn the ignition OFF.

Figure 12

➢ If the message "No SD card is inserted. Please use a Nissan SD card only" is displayed (Figure 13), proceed to step 17 on page 8.
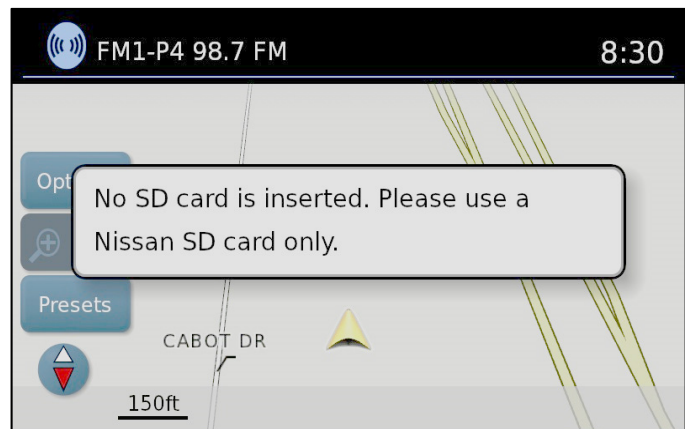

Figure 13

➢ If the **APPLICATION** screen is displayed (Figure 14), proceed to step 18 on page 8.
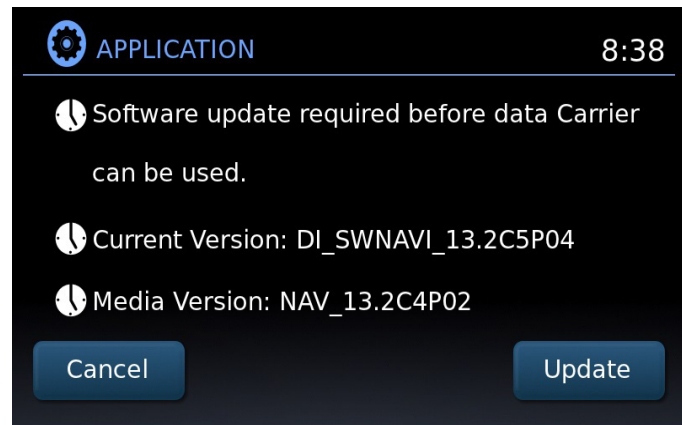

Figure 14

➢ If neither screen is displayed, the update is complete. Proceed to step 19 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 15).
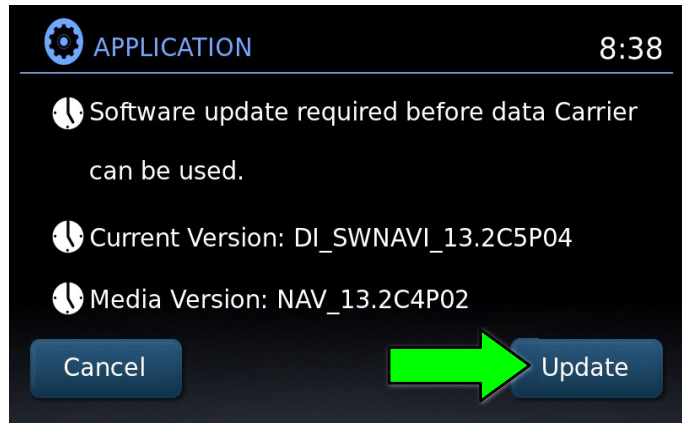
18. Select **Update**.

Figure 15

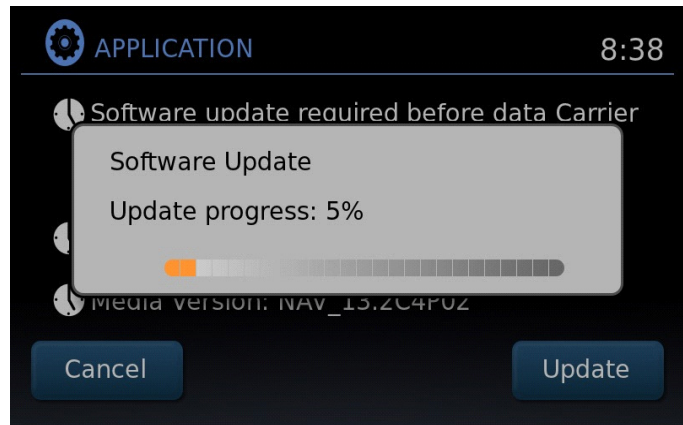- The update will take about 1 minute to complete, and the screen in Figure 16 will display.

Figure 16

- The message "Download successful. System will reboot now" will display and the audio unit will reboot (Figure 17).

- After the system reboots, the update is complete.
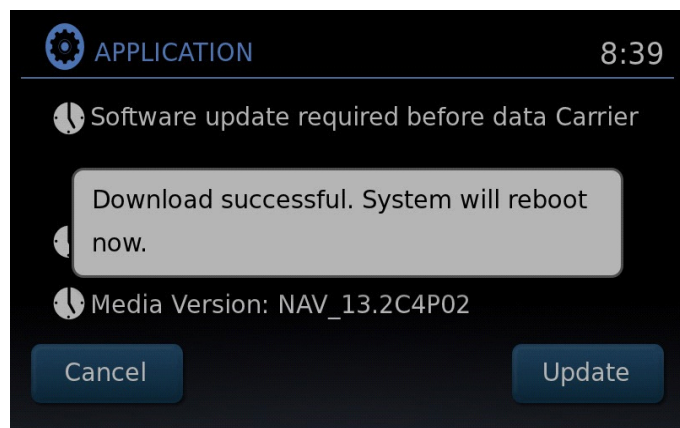

Figure 17

19.   Turn the hazard warning lights OFF.

20.   Remove special tool USB drive J-52812-11.

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

HINT: This will require two (2) USB drives.

23. Turn the hazard warning lamps ON.

24. Turn the ignition ON.

25. Turn the audio ON.

26. 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.**

27. Turn the audio OFF.

28. Insert special tool USB drive J-52812-4 into the vehicle's <u>USB media port</u> (see Figure 18 and Figure 19).

    NOTICE
    DO NOT insert the USB drive into a charging port (see Figure 20). 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.
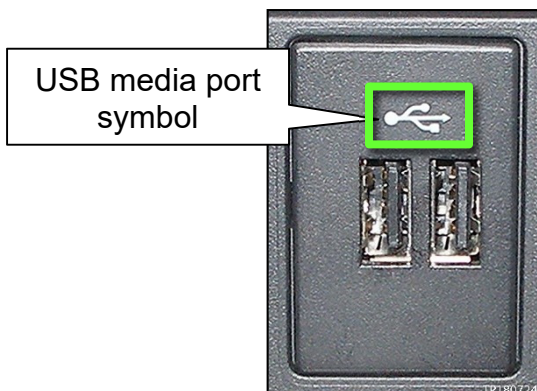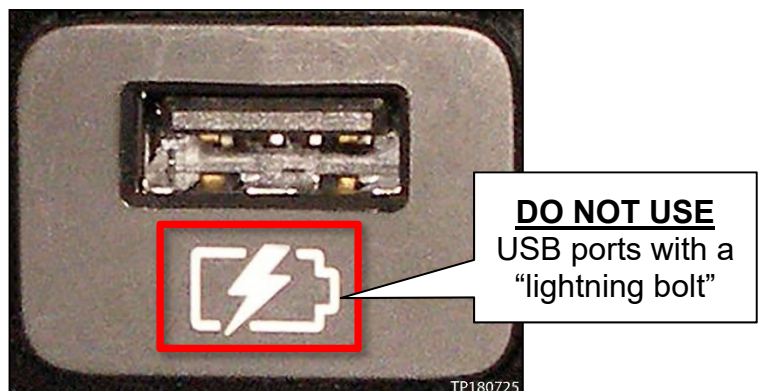

Figure 18

Figure 19

Figure 20

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

   HINT:
   - Reprogramming will take about 4-5 minutes.

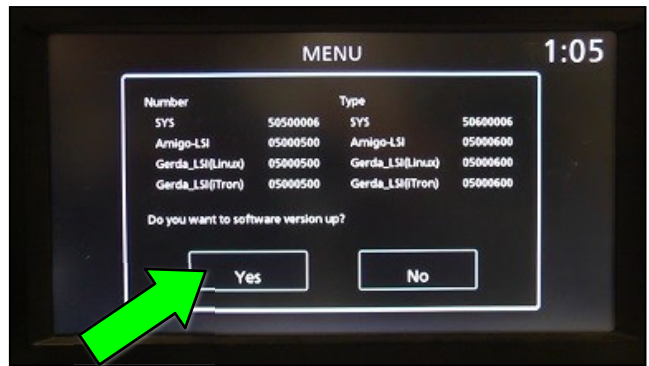   - Wait until the audio unit reboots before moving to the next step.

Figure 21

   IMPORTANT: If the display is blank after reprogramming completes, press the audio power button to turn ON the audio, and then continue the procedure.

30. Remove the USB drive.

31. Insert special tool USB drive J-52812-5 into the USB media port.

Figure 22

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

   HINT:
   - Reprogramming will take about 4-5 minutes.

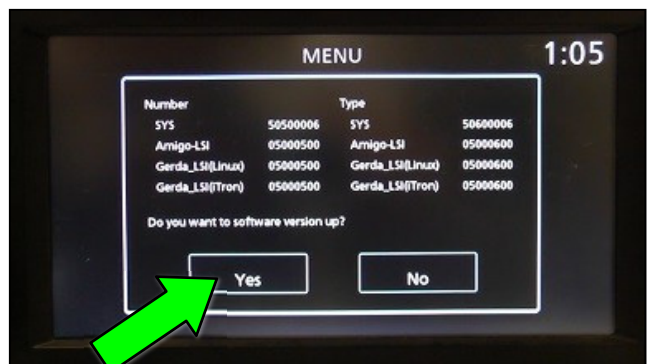   - Wait until the audio unit reboots.

Figure 23

33. Remove the USB drive from the USB port.

34. 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 24 will appear.

    d. Select the **Next** at the bottom right side of the screen.

    e. On the second page of the menu screen, select **Factory Cold Start**. (Screen not shown)

    f. Select **YES** on the confirmation screen as shown in Figure 25.

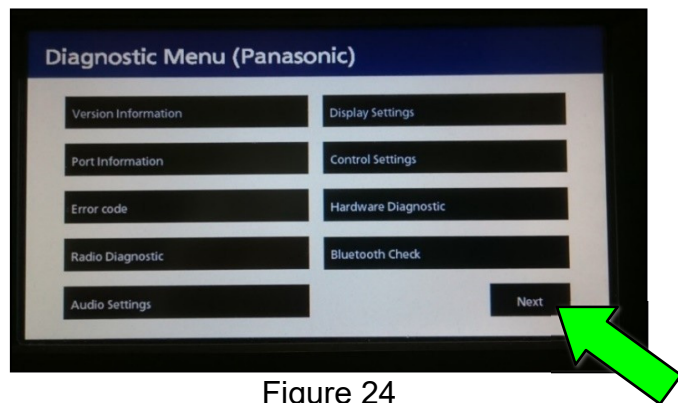**NOTE:** Initialization is complete after the audio unit reboots.
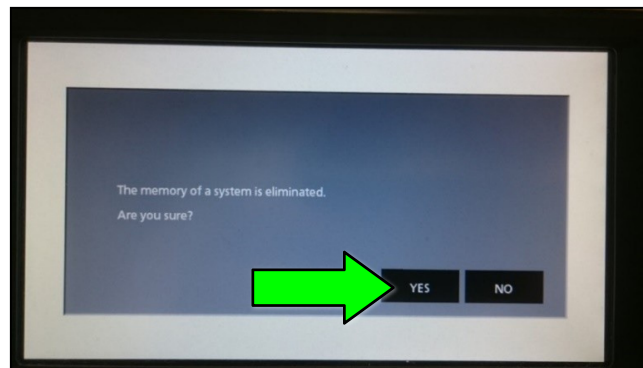

Figure 24

Figure 25

35. Turn the hazard warning lights OFF.

36. Restore the radio presets.

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
R1911	Update AV Control Unit Software (With Navigation)	R19111	0.3 hrs
	Update AV Control Unit Software (Without Navigation)	R19110	0.2 hrs
	Reprogram Not Needed	R19113	0.2 hrs

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 29, 2019	NTB19-090	Original bulletin published
November 5, 2019	NTB19-090a	APPLIED VEHICLES section and step 29 revised