



# RECALL CAMPAIGN BULLETIN

Classification: AN19-054b	Reference: NTB19-097b	Date: February 4, 2021
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## VOLUNTARY RECALL CAMPAIGN 2018 - 2019 NV200 AND 2019 NV200 TAXI; AV CONTROL UNIT (INFOTAINMENT) SOFTWARE UPDATE

This bulletin has been amended. See **AMENDMENT HISTORY** on the last page.  
Discard all previous versions of this bulletin.

**CAMPAIGN ID #:** R1911  
**NHTSA #:** 19V-654  
**APPLIED VEHICLES:** 2018 – 2019 NV200 (M20)  
2019 NV200 Taxi (M20T)

**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 2018 - 2019 NV200 and 2019 NV200 Taxi vehicles to reprogram 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 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 TOOLS

- Special tool USB drives have been shipped to each dealer: J-52812-2 and J-52812-11.
- 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-52812-2 and 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.
  - 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

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 below.
  - If the vehicle is **NOT** equipped with navigation, as shown in Figure 2, below, skip to step 19 on page 8.

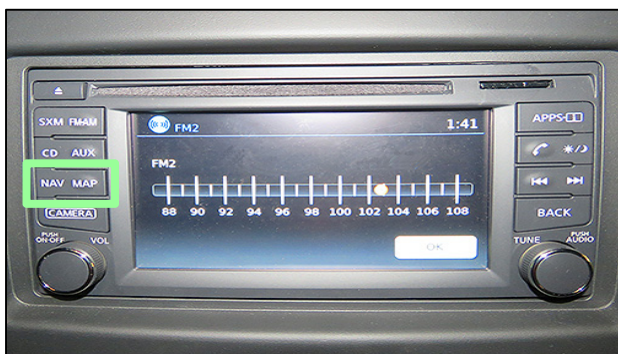


Figure 1



Figure 2

2. Connect a battery maintainer or smart charger, 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.
5. Turn ON the hazard warning lights 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 the USB drive, and then proceed to page 6, step 14. It may take 3-5 minutes for the system to recognize the USB drive.

6. Write down the audio settings.

<b>PRESETS</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<b>AM</b>						
<b>FM 1</b>						
<b>FM 2</b>						
<b>SAT 1</b>						
<b>SAT 2</b>						
<b>SAT 3</b>						
<b>BASS</b>	<b>TREBLE</b>		<b>BALANCE</b>	<b>FADE</b>	<b>SPEED SEN. VOL.</b>	

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 counter-clockwise more than three (3) clicks and then clockwise more than three (3) clicks back and forth until **SERVICE MENU** displays.

**NOTE:** The audio system must be OFF in order to access the **SERVICE MENU**.

9. Select **Version**.

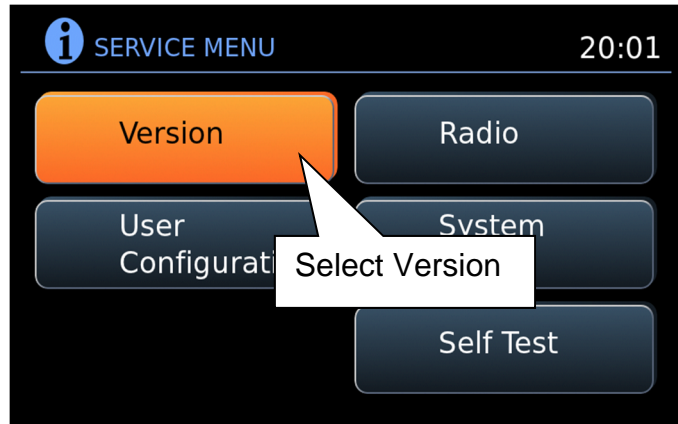


Figure 3

10. Select **Update System Software**.

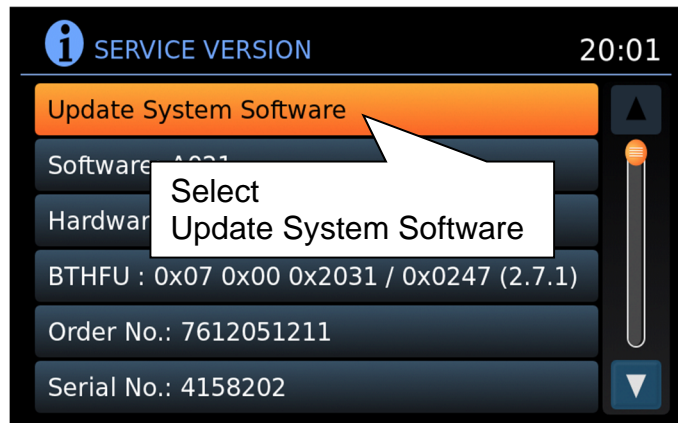


Figure 4

11. Insert the special tool USB drive J-52812-11 into the USB media port and select **OK**.



Figure 5

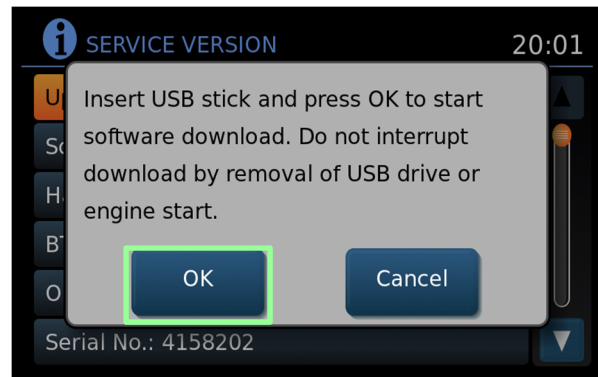


Figure 6

**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.

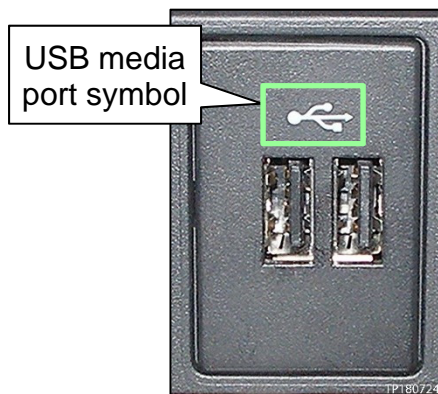


Figure 7

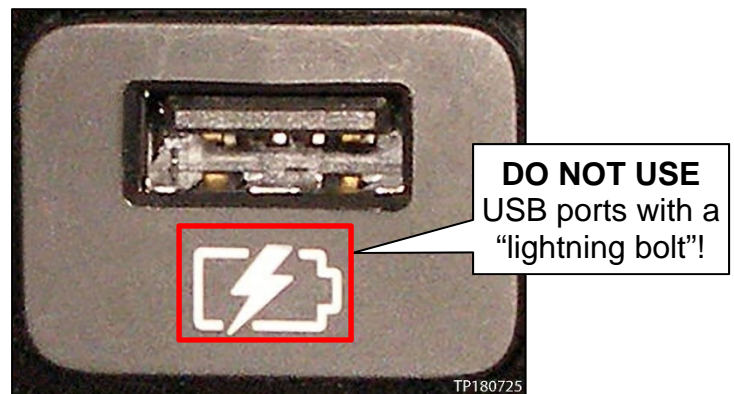


Figure 8

12. Wait for the **APPLICATION** screen to appear (Figure 9).

13. Select **Update**.



Figure 9

**HINT:** After selecting **Update**, the screen will go black for up to 1 minute. This is a normal part of the update.

14. 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 14 due to screen message “**Insert update Media**”, it may take 3-5 minutes before the USB drive is recognized for the update to begin.



Figure 10

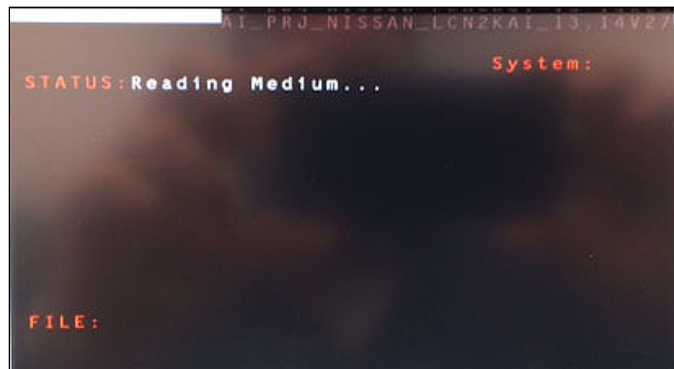


Figure 11



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

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

- This will cause the system to restart and may take up to 1 minute.
- If the message “No SD card is inserted. Please use a Nissan SD card only” is displayed (Figure 13) proceed to step 16.
- If the APPLICATION screen is displayed (Figure 14), skip to step 17.
- If neither screen is displayed, the update is complete. Skip to step 32 on page 11.

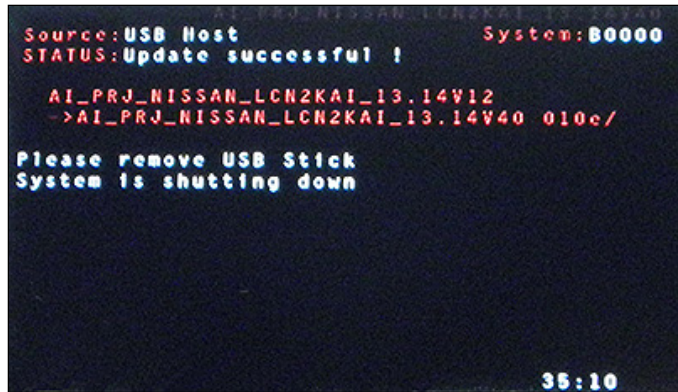


Figure 12

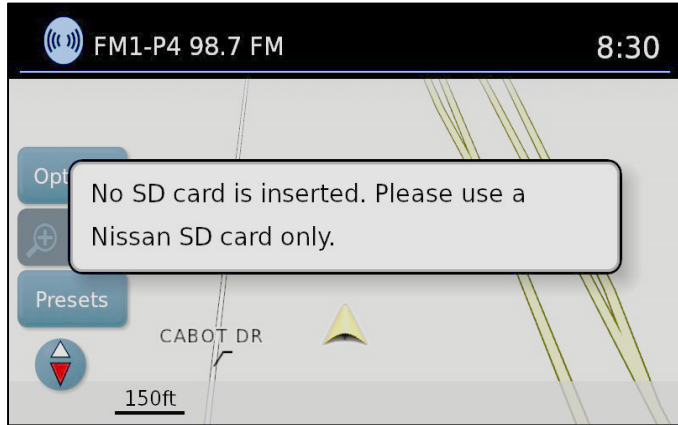


Figure 13

16. 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).

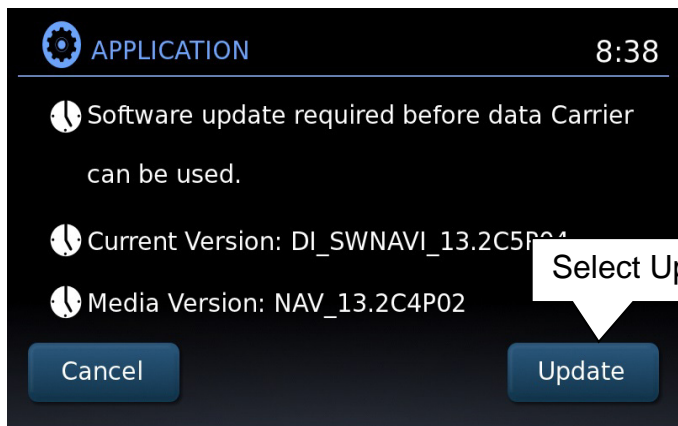


Figure 14

17. Select Update.

- The update will take about 1 minute to complete and will display as shown in Figure 15.

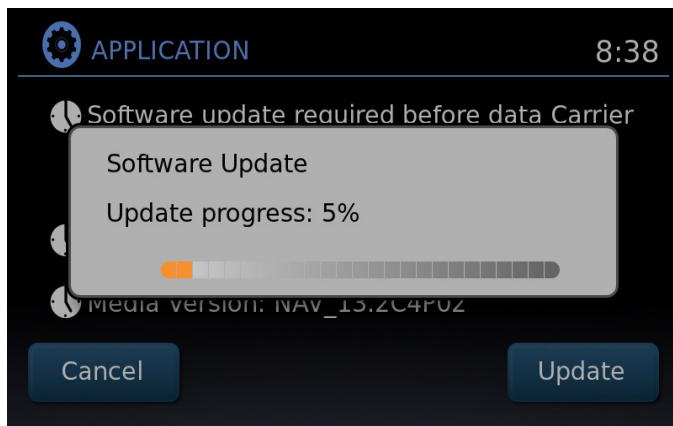


Figure 15

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

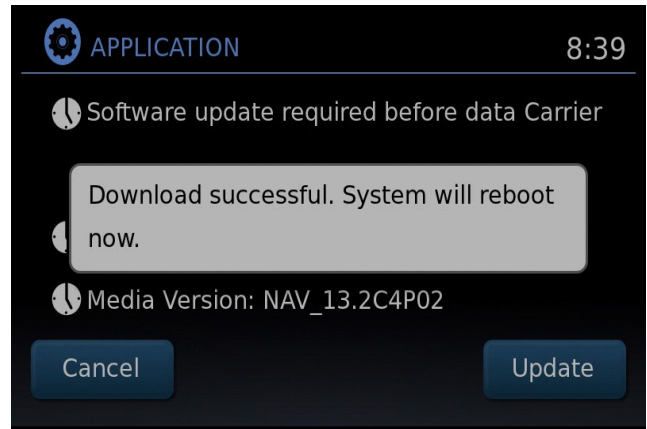


Figure 16

**IMPORTANT:** Instruct the customer to go into their Bluetooth phone settings and perform the steps below.

- Select 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.

18. Skip to step 32 on page 11.

### Update AV Control Unit

19. Turn the ignition ON.
20. Turn the audio OFF.
21. Open the System Diagnosis Menu on the audio unit:
  - a. Press and hold the preset buttons “2” and “3”.
  - b. Press the preset button “5” three times to open the System Diagnosis Menu.

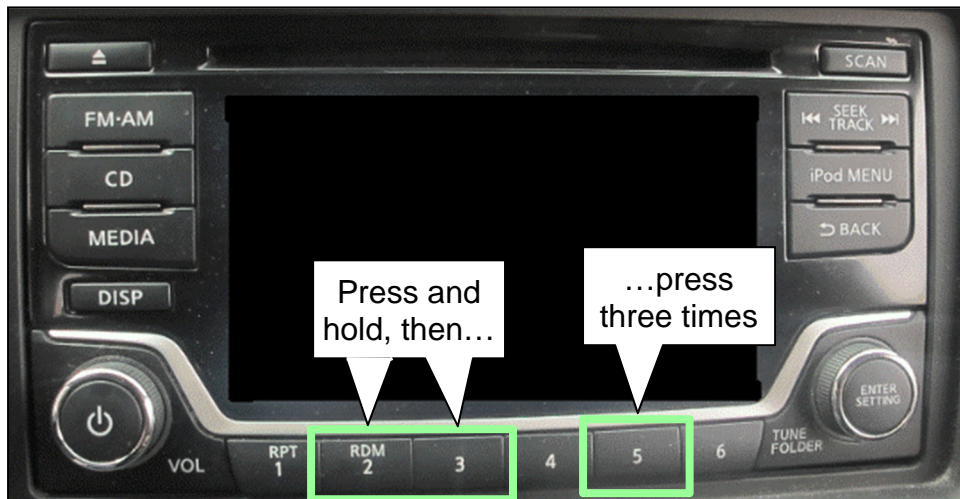


Figure 17



22. Select **Version information**.
23. Compare the highlighted version information with the screen shot shown in Figure 18 below.

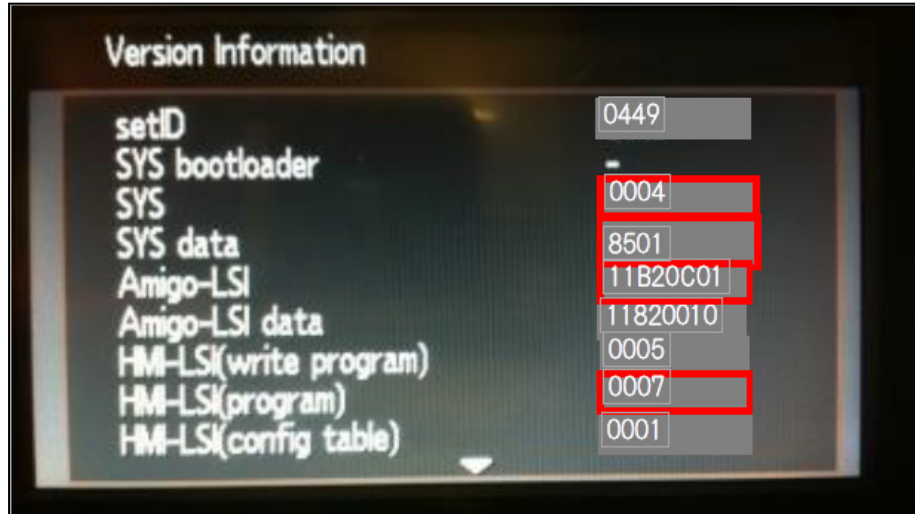


Figure 18

- If the version information **Does NOT** match Figure 18 exactly, continue to step 24 for reprogramming of the AV control unit.
  - If the version information matches Figure 18 **EXACTLY**, no repair is needed. Go to **CLAIMS INFORMATION** on the last page. Use claims coding for “Reprogramming Not Needed”.
24. Connect a battery maintainer or smart charger, set to reflash mode or a similar setting.
  25. Set the parking brake.
  26. Turn the ignition ON.
  27. Turn ON the hazard warning lights to prevent the BCM from going into battery saver mode.
  28. 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.	

29. Turn the audio OFF.
30. Insert the special tool USB drive J-52812-2 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 19

**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.

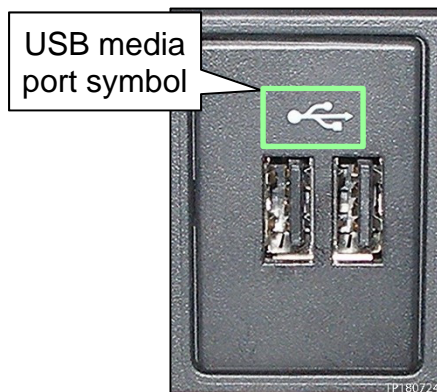


Figure 20

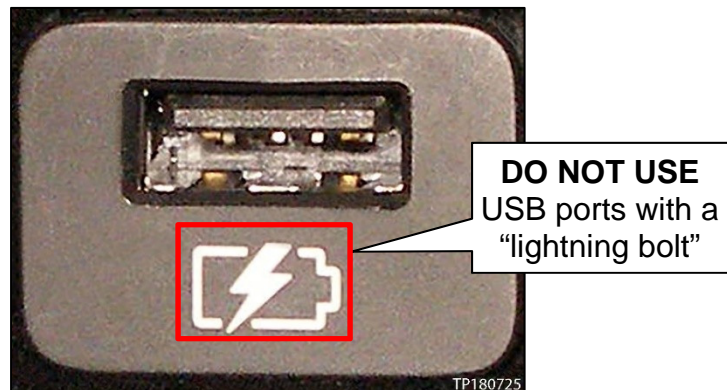


Figure 21

- Reprogramming will start automatically.  
**NOTE:** If reprogramming does not start within 30 seconds, refer to page 2 and use the Infotainment downloader tool in ASIST to download the reprogramming software onto special tool USB drive J-52727-1.
- The reprogramming process will take 30-45 minutes.
- Toward the end of the update 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 gradually speed up.  
**HINT:** 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 update.
- The update is complete when the audio unit reboots (Nissan Emblem is displayed).

31. Remove special tool J-52821-2 from the USB media port.
32. Turn OFF the hazard warning lights.
33. Restore the radio presets.

### CLAIMS INFORMATION

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

CAMPAIGN (“CM”) ID	DESCRIPTION	OP CODE	FRT
R1911	Reprogram AV control unit	R19111	0.3 hrs
	Reprogramming Not Needed	R19113	0.2 hrs

### AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 29, 2019	NTB19-097	Original bulletin published
December 17, 2019	NTB19-097a	Steps 20-24 added, a <b>NOTE</b> added on page 10, and claims coding added to <b>CLAIMS INFORMATION</b>
February 4, 2021	NTB19-097b	Classification number updated