



# SERVICE BULLETIN

Classification: EL20-002a	Reference: NTB20-004a	Date: June 29, 2020
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## 2020 SENTRA; REMOTE ENGINE START

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

**APPLIED VEHICLES:** 2020 Sentra (B18) - Equipped with Remote Engine Start

### SERVICE INFORMATION

To use the Remote Engine Start (RES) feature, the following conditions must be met:

- The ignition is OFF.
- The shift selector is in the “P” (park) position.
- The hood, doors, and trunk lid are closed.
- The hazard warning lights are OFF.
- The Intelligent Key is within 197 feet (60 m) of the vehicle, and there are no obstructions between the Intelligent Key and the vehicle.
- The vehicle is already locked (this must be done using the Intelligent Key or the request switch on the exterior door handle).

If the conditions above are met, perform the following to use RES:

1. Point the Intelligent Key at the vehicle.
2. Press the lock button.

**IMPORTANT:** The doors must already be locked prior to starting the RES sequence. Refer to the last bullet point in the conditions list above.

3. Within two (2) seconds of pressing the lock button, press and hold the RES button until the turn signal lights flash and the parking lights turn ON.

**HINT:** When RES is performed, the engine should start, the parking lights should remain ON and the doors should remain locked while the engine is running. If this does not occur, use the **Supplemental Diagnosis Table** on the next page, in addition to the ESM.

- Additional information about RES can be found in the owner’s manual in the **Pre-driving checks and adjustments** section.

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.

## Supplemental Diagnosis Table – RES does not work

	POSSIBLE CAUSE	RESOLUTION
1	The ECM has not completed the shutdown procedure after the engine/ignition was turned OFF.	Wait six (6) seconds after the engine has stopped running before attempting RES.
2	The RES was correctly activated two (2) times consecutively. <b>OR</b> The RES was activated once and, while the engine was running, another RES request was generated.	Drive the vehicle over 5 mph (7 km/h) to reset the RES counter.
3	The doors and trunk lid are not closed and locked.	<ol style="list-style-type: none"> <li>1. Close and lock all doors and trunk lid.</li> <li>2. Confirm both conditions in BCM Data Monitor: <ul style="list-style-type: none"> <li>➤ All doors closed - Status SW = OFF</li> <li>➤ All doors locked - Status = LOCK</li> </ul> </li> </ol>
4	The lock button on the Intelligent Key was not pressed prior to activating the RES.	Press the lock button before pressing and holding the RES button.
5	The RES button on the Intelligent Key was not held long enough.	Hold the RES button for more than two (2) seconds to activate RES.
6	Waited longer than two (2) seconds to press the RES button after the lock button was pressed on the Intelligent Key.	Press and hold the RES button within two (2) seconds of pressing lock button on the Intelligent Key.
7	The ignition is not OFF.	Turn the ignition OFF.
8	The shift selector is not in the "P" (park) position.	<ol style="list-style-type: none"> <li>1. Place the shift selector in the "P" (park) position.</li> <li>2. Confirm in BCM Data Monitor: <ul style="list-style-type: none"> <li>➤ PN Switch = ON (with shift selector in P position)</li> <li>➤ If PN switch = OFF, refer to ESM for further diagnosis.</li> </ul> </li> </ol>
9	RF signal interference between the Intelligent Key and the HFM.	Remove all devices that may cause RF interference inside the vehicle (e.g. after-market alarms, toll passes, cell phones, garage door opener remote).
10	The hood is open.	<ol style="list-style-type: none"> <li>1. Close the hood.</li> <li>2. Confirm hood switch operation using IPDM Data Monitor: <ul style="list-style-type: none"> <li>➤ Hood Switch-2 = ON (when hood is closed.)</li> </ul> </li> </ol>

### Supplemental Diagnosis Table – RES does not work (continued)

11	The security system is currently activated (activation keeps the engine from starting). <b>HINT:</b> The horn may not be heard and lights may not be flashing.	Turn OFF/deactivate the security system (unlock doors with the Intelligent Key).
12	DTCs are stored or Key System Error warning appears in the vehicle information display.	Diagnose, repair and erase all DTCs with C-III plus.

### AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 4, 2020	NTB20-004	Original bulletin published
June 29, 2020	NTB20-004a	A Remote Engine Start condition was removed from page 1