



SERVICE BULLETIN

Classification: AN18-014a	Reference: NTB18-034a	Date: February 10, 2021
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2017-2018 SENTRA WITH NON-NAVI SYSTEM; AUDIO PRESET BUTTONS STICK DOWN OR SLOW MOVING

This bulletin has been amended. See Amendment History on the last page.
Discard all previous versions of this bulletin.

APPLIED VEHICLES: 2017-2018 Sentra (B17) with non-NAVI audio system

IF YOU CONFIRM

One or more of the audio preset buttons of an applied vehicle sticks down (does not pop up after pushing down) or is slow to move back to its rest position after pushing down.

ACTION

Reposition, or replace as necessary, the felt tape on the cluster lid C.



Figure 1

IMPORTANT: The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire SERVICE PROCEDURE as it contains information that is essential to successfully completing this repair.

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.

SERVICE PROCEDURE

CAUTION: Handle interior parts carefully to avoid damage. Work with clean hands and clean tools to avoid dirt and stains.

IMPORTANT: Follow all cautions, warnings, and notes in the Electronic Service Manual (ESM) when working on or near a Supplemental Restraint System (SRS), such as an air bag.

1. Remove the cluster lid C.
 - For PDF ESMs, go to section INT-Interior.
 - For HTML (Web based) ESMs, go to BODY INTERIOR>INSTRUMENT PANEL.



Figure 2

2. Inspect the felt tape along the area where shown in Figure 3.

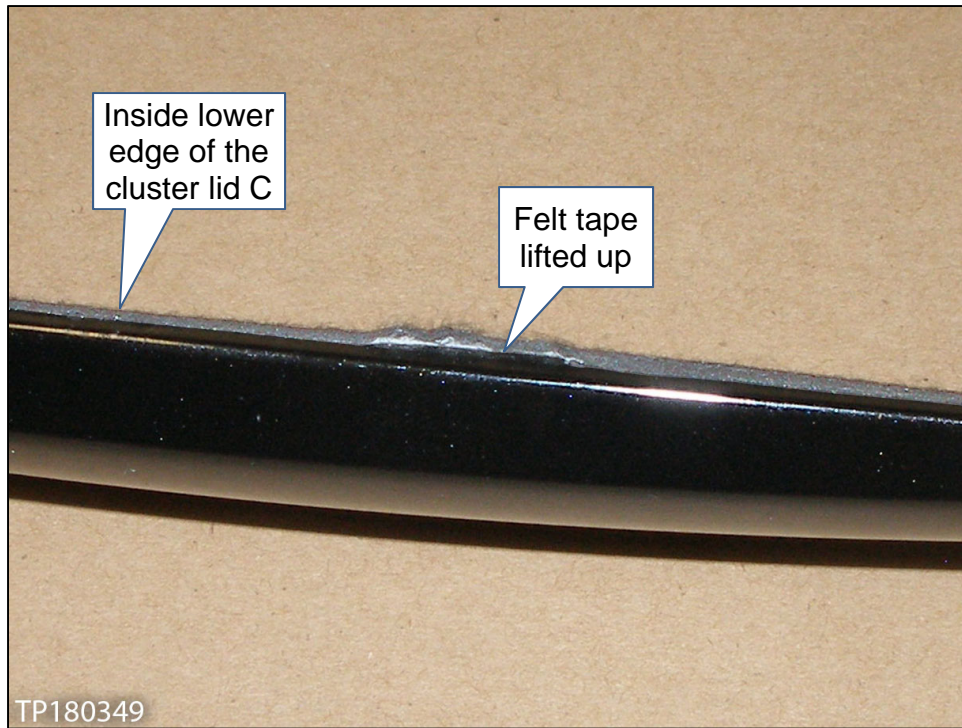


Figure 3

- a. If the felt tape is not flush with the area shown in Figure 4, smooth it down with a suitable plastic interior pry tool.



Figure 4

- b. If the felt tape does not stay down (adhered and flush), replace it with new felt tape (see Parts Information).
3. Reinstall the cluster lid C, and then verify the preset buttons work properly.
- For PDF ESMs, go to section INT-Interior.
 - For HTML (Web based) ESMs, go to BODY INTERIOR>INSTRUMENT PANEL.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QTY
Woven Felt Tape *	J-50397-4	**

* Woven Felt Tape is available in the dealer's Squeak & Rattle Kit J-50397. To order additional supplies, contact TECH•MATE at 1-800-662-2001 or nissantechmate.com.

** Shop supply. Use as needed, if needed.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Repair Cluster Lid C	(1)	VC28AA	ZE	32	(2)

- (1) Reference the electronic parts catalog (FAST), and use the Lid Cluster C as the Primary Failed Part (PFP).
- (2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated Flat Rate Time (FRT).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 26, 2018	NTB18-034	Original bulletin published
February 10, 2021	NTB18-034a	Classification number updated