



# QUALITY ACTION

# CAMPAIGN BULLETIN

## Audio Control Unit Reprogram Dealer Inventory

Reference: PM984

Date: June 17, 2021

**Attention: Dealer Principal, Sales, Service & Parts Managers**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2021 Sentra (B18)	NA	<b>6,519</b>	June 17, 2021	<b>YES</b>

**\*\*\*\*Dealer Announcement\*\*\*\***

Nissan is conducting a quality action to reprogram the Advanced In Vehicle Infotainment (AIVI) control unit with updated software on **6,519** specific model year 2021 Nissan Sentra vehicles. Due to a program logic concern, the audio system does not sleep after receiving a message to 'Go to Sleep' from the Body Control Module (BCM). As a result, the standby current becomes high causing the battery capacity to be gradually discharged, which may result in the customer unable to start the vehicle.

Affected vehicles **are subject** to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

**\*\*\*\*What Dealers Should Do\*\*\*\***

**PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:**

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PM984**
  - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
    - Refer to NPSB 15-460 for additional information
  - **Please continue to check newly arriving inventory for campaign applicability.**
2. Please **do not drive, loan, sell or trade** the specific vehicles in dealer inventory subject to this quality action.
3. Dealer must use the attached procedure to update the software for any vehicles affected by this quality action.
4. The service department should submit the applicable warranty claim for the action performed to close the campaign on Service Comm and release the vehicle.

**\*\*\*\* Dealer Responsibility \*\*\*\***

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaign using the appropriate campaign I.D. for the inspection status on each affected vehicle currently in new vehicle inventory.

**Thank you for your prompt attention to this matter.**

**NISSAN NORTH AMERICA, INC.**

Aftersales DIVISION

**\*\*\*\* Scroll down for attached Repair Instructions \*\*\*\***



## PM984 2021 SENTRA AUDIO CONTROL UNIT REPROGRAM

### SERVICE PROCEDURE:

#### Repair Overview:

1. Download software from Infotainment downloader tool.
2. Reprogram Audio unit.

#### IMPORTANT:

Before starting, make sure:

- ASIST is connected to the Internet
- ASIST has been synchronized (updated) to the current date

#### Required Special Tool:

- Each dealer was previously provided special tool USB drive J-52727-1 (Figure 1)
- Do not use any other USB drive to perform this repair procedure
- Additional USB drives may be purchased from Tech•Mate: [nissantechmate.com](http://nissantechmate.com) or 1-800-662-2001



Figure 1

#### Note:

- The update software **must be** the only file on the USB drive
- The update software only needs to be downloaded once and can be used continuously on multiple Applied Vehicles

## Download Software from the Infotainment Downloader Tool:

1. Insert special tool USB drive J-52727-1 to an ASIST Station.
  - If the infotainment software has already been downloaded onto special tool USB drive J-52727-1 from a prior service procedure, skip to Step 7 on Page 4

### Note:

- Special tool USB drive J-52727-1 is the only one approved for use with this procedure
- The update software must be the only file on the USB drive
- The update is estimated to take 10-15 minutes to download to the USB drive
- The update software only needs to be downloaded once and can then be used continuously on multiple Applied Vehicles

2. Open Infotainment downloader tool.  
(Figure 2)

- Open ASIST
- Select Specialty Tools
- Select Infotainment Software Updates

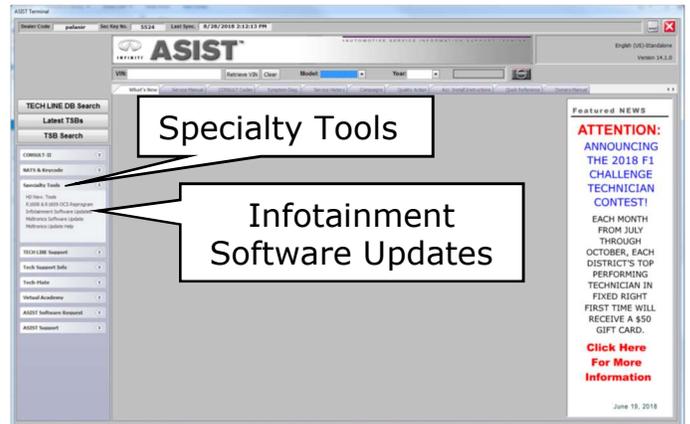


Figure 2

3. Select the check box next to the item titled **PM984\_SENTRA**.(Figure 3)

- Use the drop-down menu and select the location of the USB drive
- Select Download, and then wait for the download to complete
- The update is estimated to take 10-15 minutes to download to the USB drive

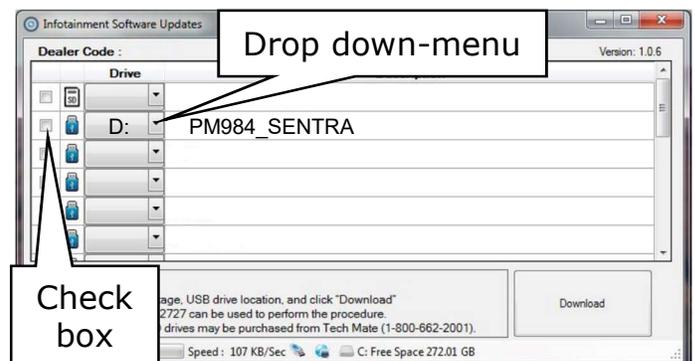


Figure 3

4. When the data download/transfer is completed, the message in Figure 4 will display.

- Select **OK**

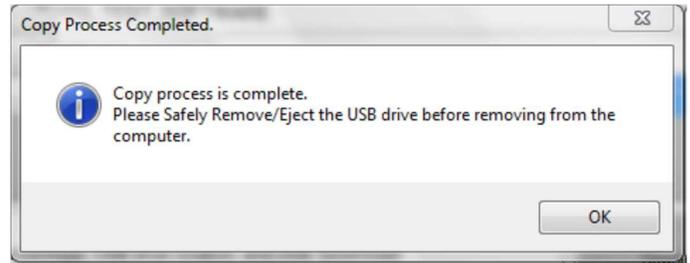


Figure 4

5. Once the transfer is complete, safely remove the USB drive from the ASIST Station. (Figure 5)

- From the PC toolbar, select the Safely Remove Hardware icon
- Select the USB drive to be removed
- Wait for message to appear that states, It is safe to remove hardware
- Remove the USB drive from the ASIST station

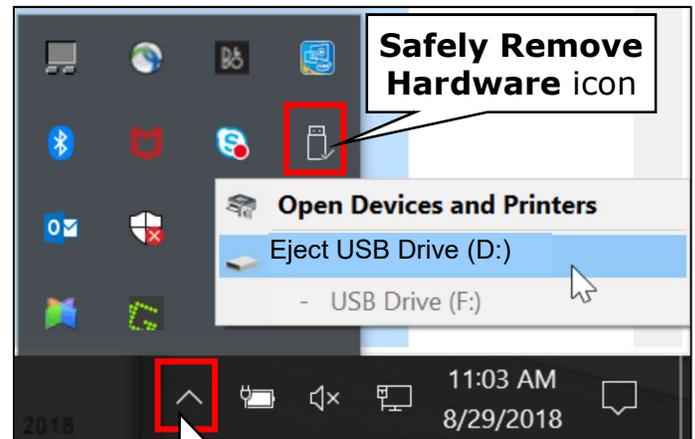


Figure 5

### NOTICE

Follow the steps to safely remove the USB drive. If not followed, the USB drive may corrupt the update software.

- If you are not familiar with the process of safe USB drive removal, ask for assistance at your dealer

### 6. Prepare the vehicle for audio unit reprogramming.

- Set the Parking brake
- Depress the brake pedal and press the ignition button to start the engine, and wait 60 seconds for the system to load
- Turn the audio OFF

#### **NOTICE**

The Engine needs to idle for the duration of the software update to maintain battery voltage. If the battery voltage becomes too low, the reprogramming may not complete.

### 7. Insert the USB drive with infotainment software update into the vehicle's USB media port. (Figure 6)

#### **NOTICE**

**DO NOT** remove the USB drive during the software update until instructed.

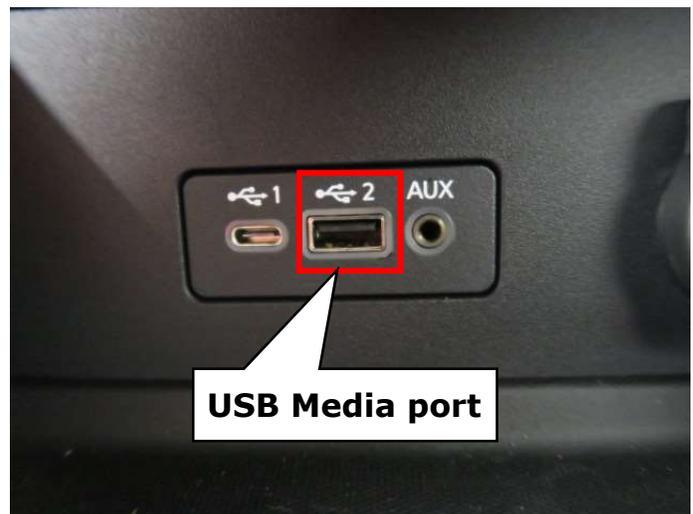


Figure 6

### 8. Wait approximately 10-30 seconds for the screen in Figure 7 to appear.

- Select "OK"

#### **Note:**

Reprogramming is not needed, if the following message is shown "Unable to update the software since the available version is the same or older than the current version".



Figure 7

9. Review the programming requirements shown in Figure 8 and select "Accept" to start the reprogramming.

**Note:**

The software update will take approximately 10 minutes to complete.

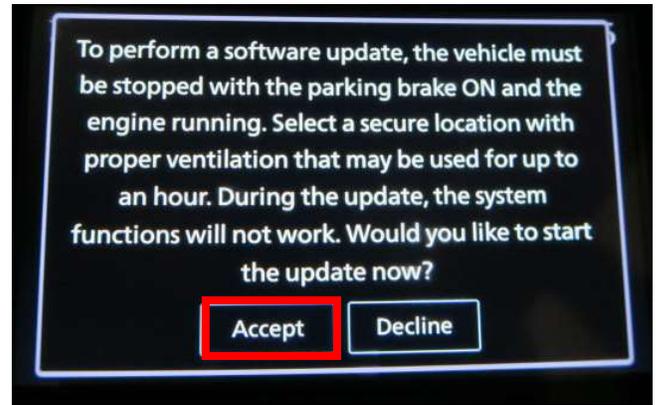


Figure 8

10. Once the software update is complete, the message shown in Figure 9 will display.

- Remove the USB drive from the USB port
- Turn the ignition off
- Open and close the driver's door
- Restart the engine

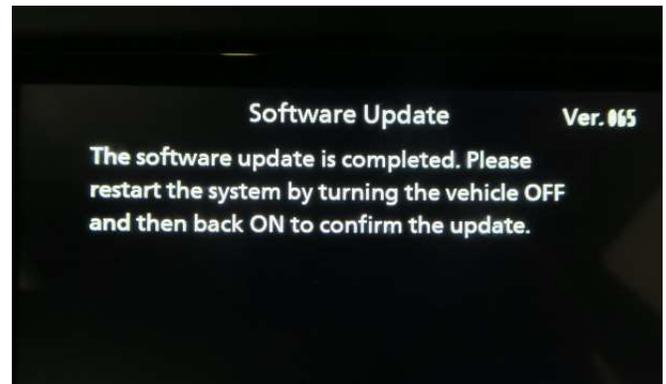


Figure 9

11. Allow the system to boot up completely (approximately 30 seconds).

- The Nissan logo will be displayed during the reboot (Figure 10)



Figure 10

## Check Software Version

12. Select "Settings" located in the lower RH corner of the AV unit display. (Figure 11)



Figure 11

13. Select "Info" located at the lower part of the AV unit display. (Figure 12)



Figure 12

14. Select "System Information". (Figure 13)



Figure 13

15. Select "**Version Information**".  
(Figure 14)

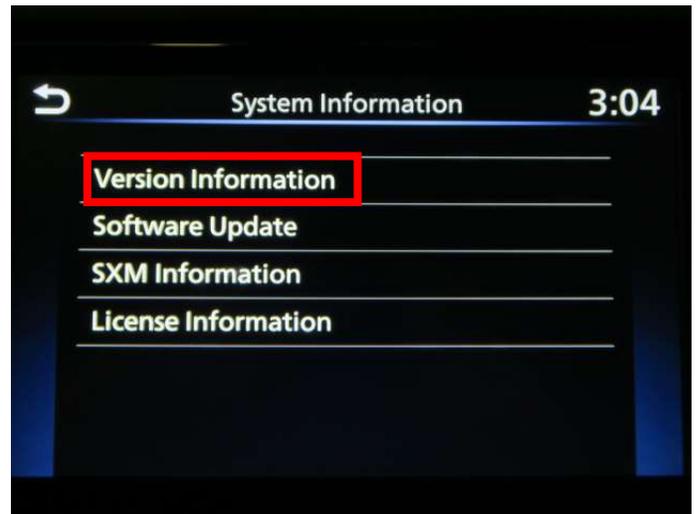


Figure 14

16. Verify Software Version is **420**.

- If software version is correct, procedure is complete, proceed to claims information
- If the software version is **NOT 420**, start this procedure over and verify the correct software shown in Step 3 is downloaded



Figure 15

## CLAIMS INFORMATION

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

<b>Campaign ("CM") ID</b>	<b>Description:</b>	<b>Op Code</b>	<b>FRT</b>
<b>PM984</b>	Reprogram Audio Control Unit	PM9840	0.3 Hr
	Reprogram Not Needed	PM9841	0.2 Hr