



SERVICE CAMPAIGN BULLETIN

Classification: AN21-015	Reference: NTB21-066	Date: July 26, 2021
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VOLUNTARY SERVICE CAMPAIGN 2021 SENTRA; AUDIO CONTROL UNIT REPROGRAM

CAMPAIGN ID #: PM991
APPLIED VEHICLES: 2021 Sentra (B18) – SV and SR only

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Nissan is conducting this voluntary service campaign, on certain specific model year 2021 Sentra SV and SR vehicles, to reprogram the Audio Control Unit. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

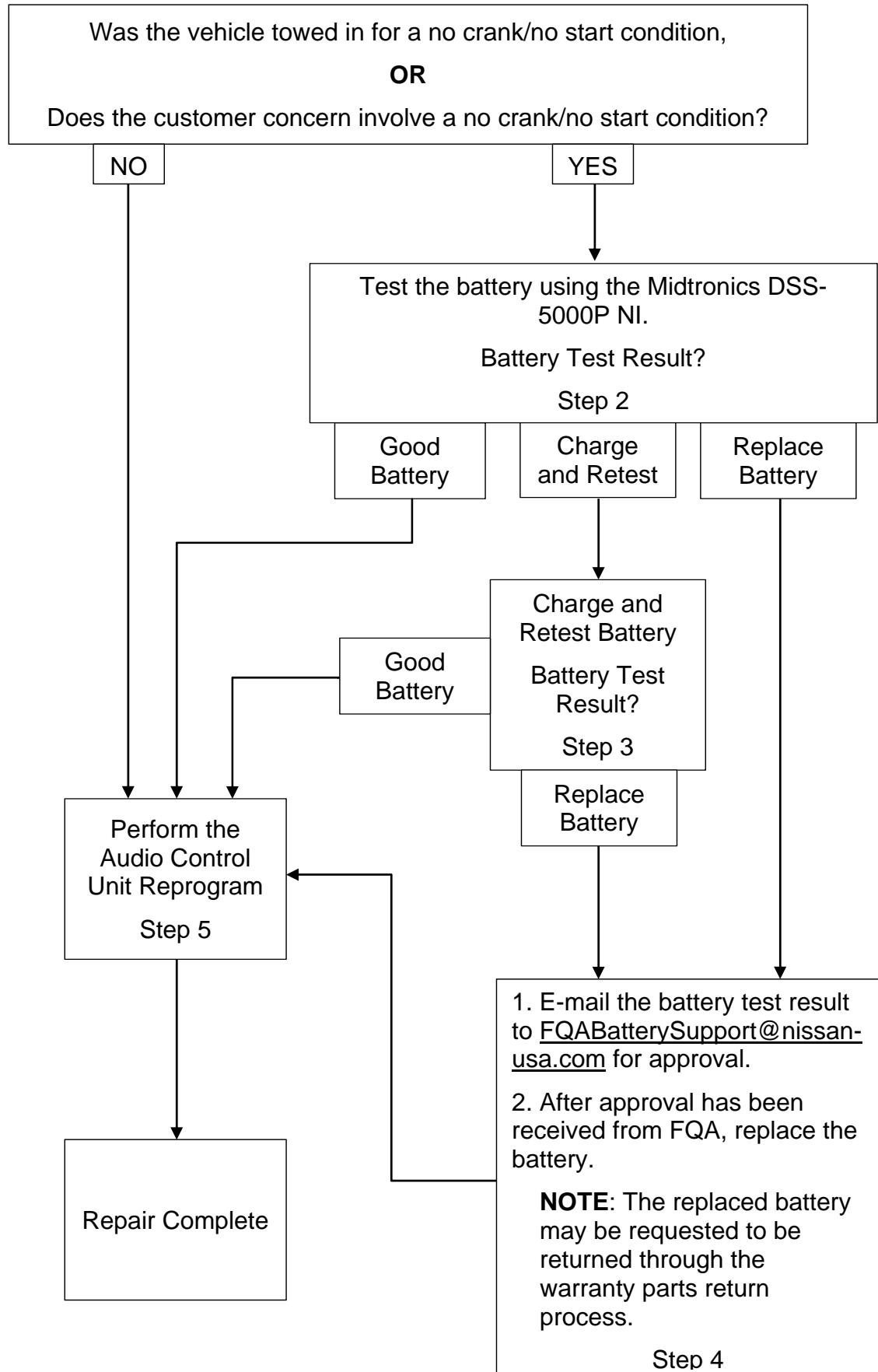
Nissan has assigned identification number PM991 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

Dealers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a dealer's inventory.

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.

REPAIR OVERVIEW



REQUIRED SPECIAL TOOL

- One special tool, USB drive J-52727-1, has been shipped to each dealer (Figure 1).
- Do not use any other USB drive to perform the procedure in this bulletin.
- Additional USB drives may be purchased from TechMate: nissantechmate.com or 1-800-662-2001.

HINT: The update-software must be the only file on the drive.



Figure 1

SERVICE PROCEDURE

1. Was the vehicle towed in for a no crank/no start condition, or does the customer concern involve a no crank/no start condition?
 - If **YES**, proceed to step 2.
 - If **NO**, skip to step 5 on page 6.

Test the Battery

2. Test the vehicle's 12 volt battery using the Midtronics DSS-5000P NI.
 - If the battery test result is **Charge and Retest**, proceed to step 3.
 - If the battery test result is **Replace Battery**, skip to step 4 on page 5.
 - If the battery test result is **Good Battery**, skip to step 5 on page 6.
3. Charge and retest the battery.
 - If the battery test result is **Replace Battery**, proceed to step 4 on page 5.
 - If the battery test result is **Good Battery**, skip to step 5 on page 6.

4. If the battery test result is **Replace Battery**, email the battery test result to FQABatterySupport@nissan-usa.com, using the Midtronics DSS-5000P NI.

a. Select **Send Results**.

b. Select **Email**.

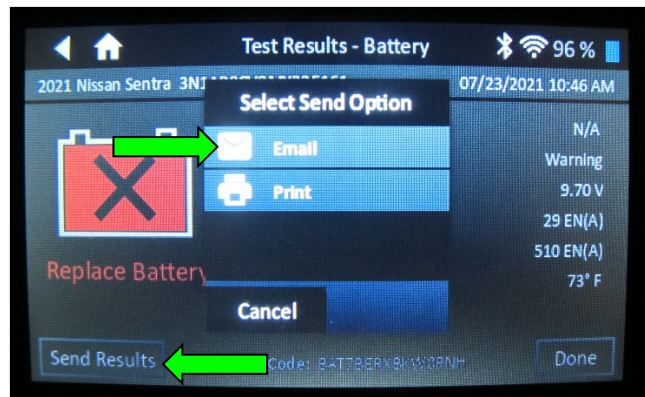


Figure 2

c. Input FQABatterySupport@nissan-usa.com.

d. Select the send email icon button.

NOTE: Please allow the FQA team 24-48 business hours to review, verify, and respond with an approval to replace the battery.

e. Replace the battery when approval from the FQA team has been received.

NOTE: The replaced battery may be requested to be returned through the warranty parts return process.

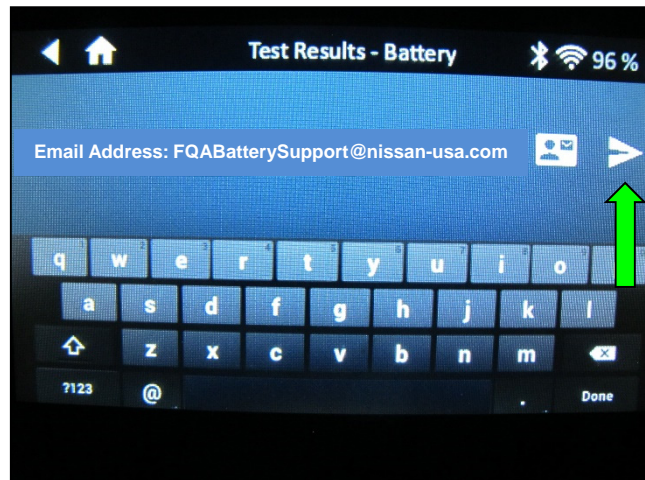


Figure 3

Check Software Version

5. Select **Settings**, located in the lower right hand corner of the AV unit display shown in Figure 4.



Figure 4

6. Select **Info**.



Figure 5

7. Select **System Information**.

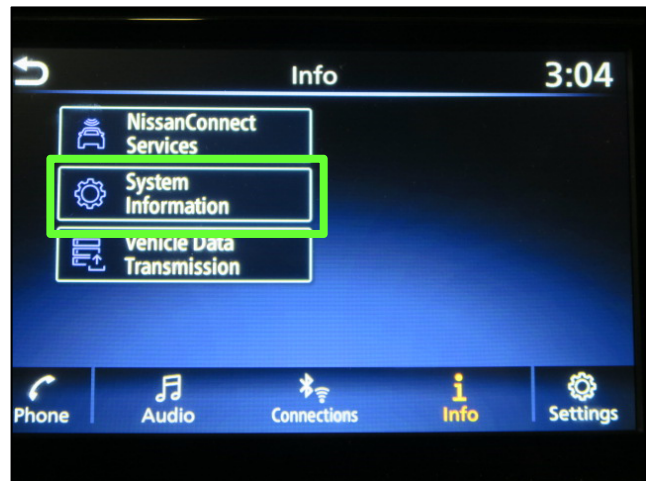


Figure 6

8. Select **Version Information**.

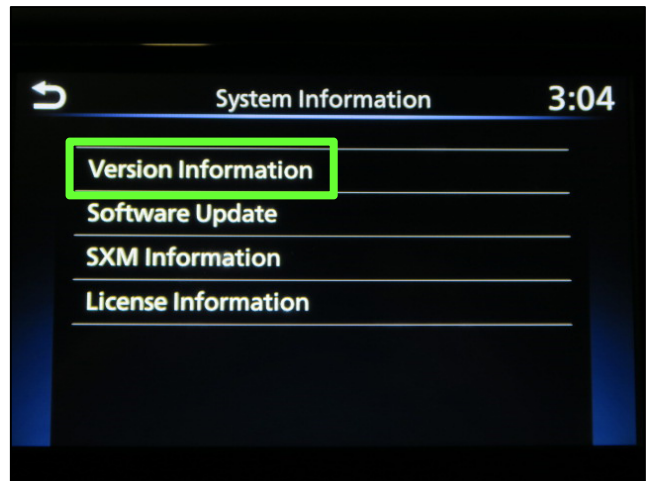


Figure 7

9. Verify the Software Version is **321** or **420**.

- If the software version is 321 or 420, proceed to step 10 on page 8.
- If the software version is not 321 or 420, the service procedure is complete.

NOTE: Further diagnostic may be needed that is not covered by this bulletin. Refer to the appropriate section of the Electronic Service Manual (ESM).

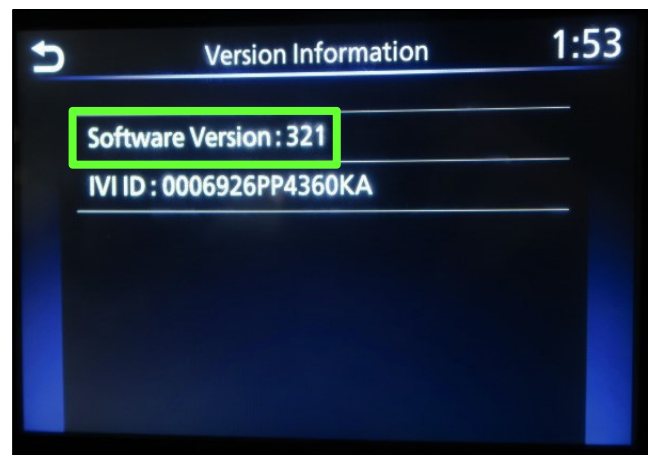


Figure 8

Download Software from the Infotainment Downloader Tool

IMPORTANT: Before starting, make sure:

- The CONSULT PC is connected to the internet.
- ASIST has been synchronized (updated) to the current date.

10. Insert special tool USB drive J-52727-1 into the CONSULT PC.

- If the update-software has already been downloaded onto special tool USB drive J-52727-1 from a prior service procedure, skip to step 19 on page 10.

HINT:

- Special tool USB drive J-52727-1 is the only USB drive approved for use with this procedure.
- The update-software must be the only file on the USB drive.
- The update-software 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.

11. Open ASIST.

12. Select **Specialty Tools**, and then select **Infotainment Software Updates**.

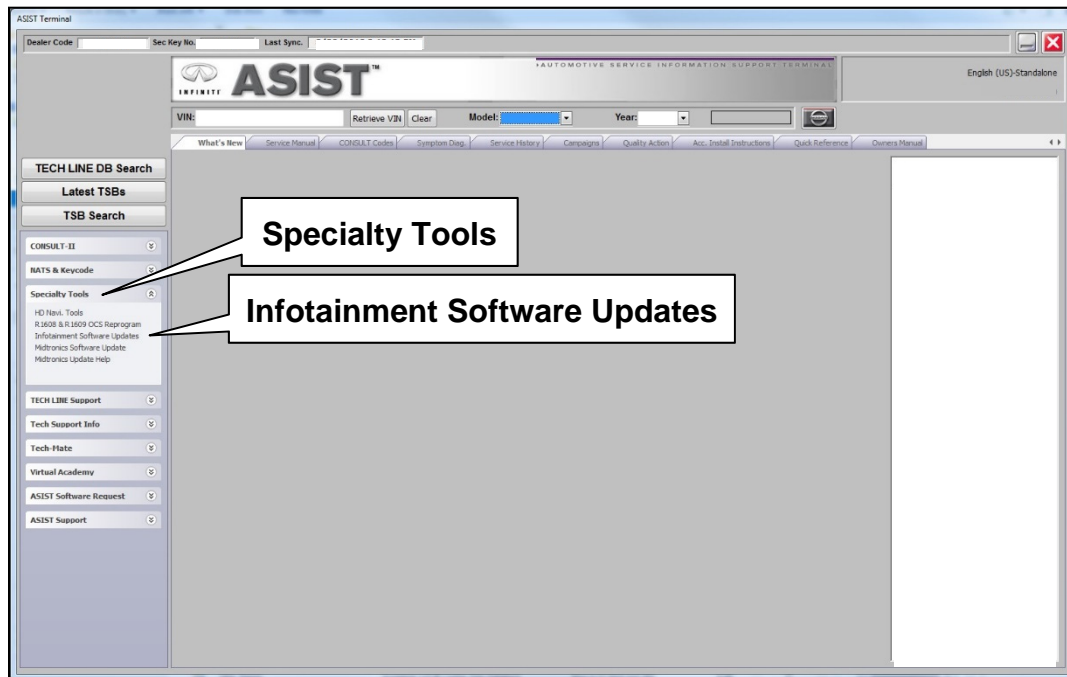


Figure 9

- 13. Select the check box next to infotainment update-software PM991_SENTRA (Figure 10).
- 14. Use the drop-down menu and select the location of the USB drive that was inserted in step 10.

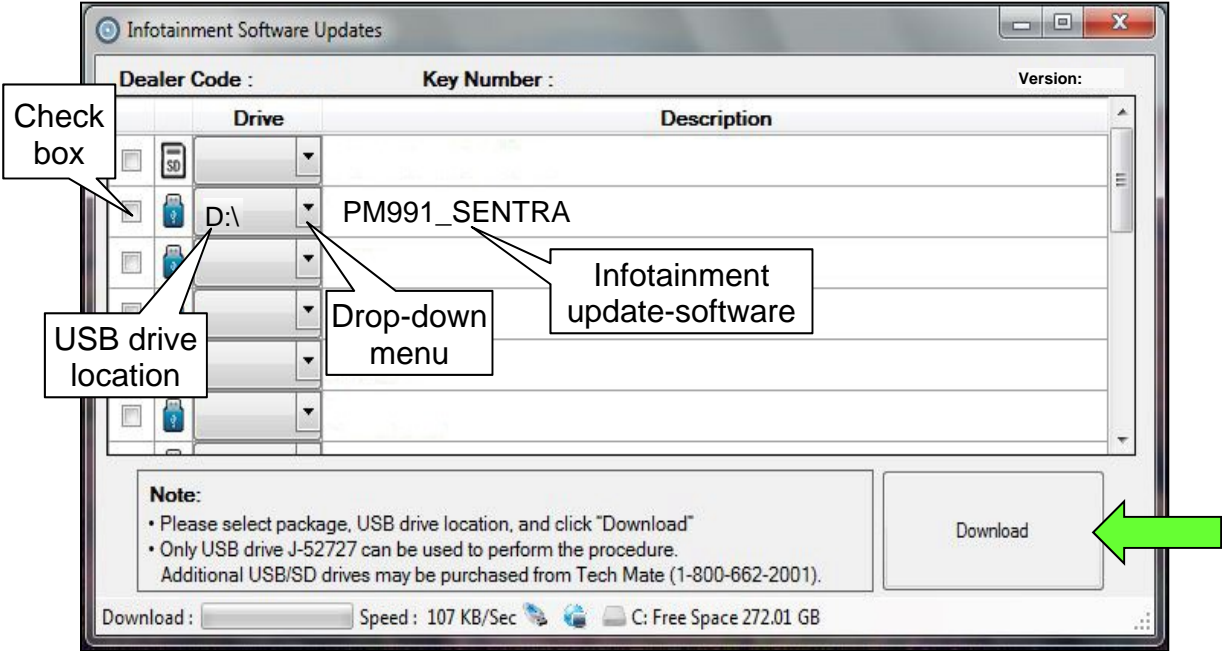


Figure 10

- 15. Select **Download**, and then wait for the download to complete.
HINT: The update-software is estimated to take 10-15 minutes to download to the USB drive.
- 16. Select **OK** when the message in Figure 11 is displayed.

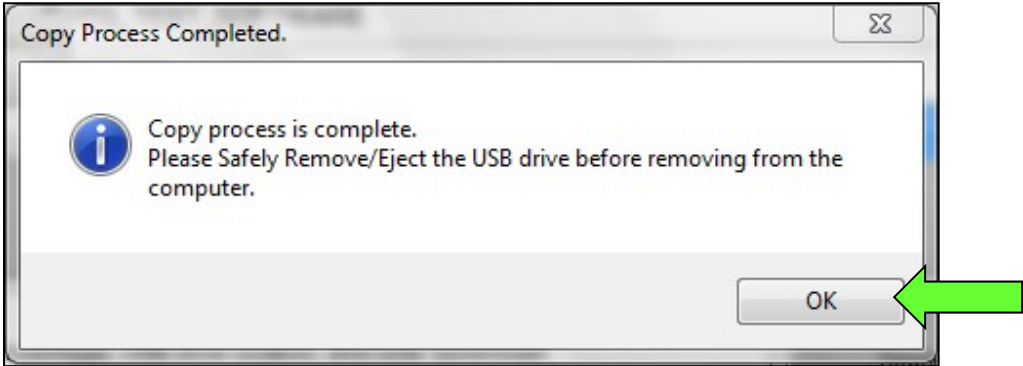


Figure 11

17. Once the transfer is complete, safely remove the USB drive from the CONSULT PC.
 - a. From the PC toolbar, select the **Safely Remove Hardware** icon.
 - The icon is on the toolbar, or can be found after selecting the arrow.
 - b. Select the USB drive to be removed, and then remove the USB drive from the CONSULT PC.

NOTICE

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

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

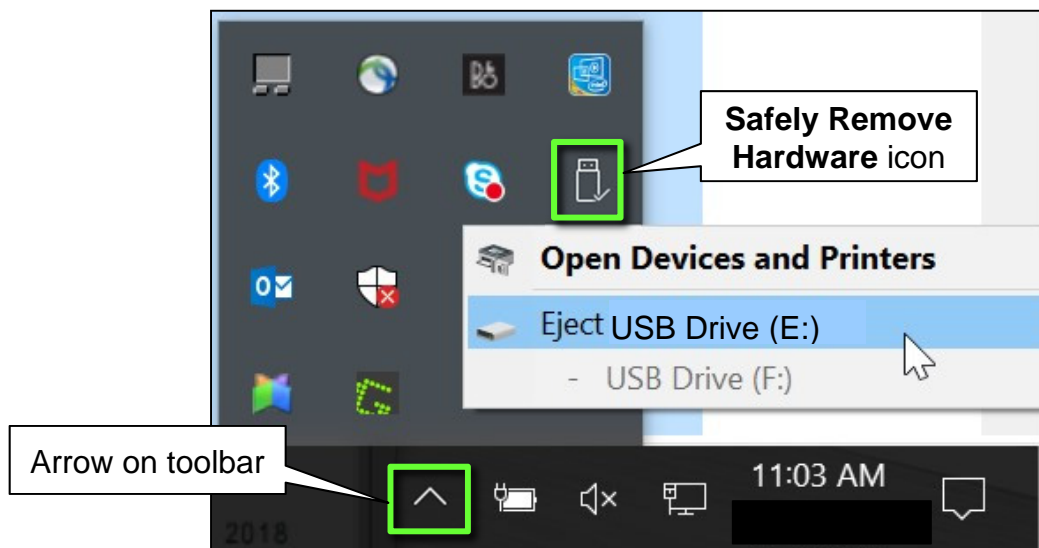


Figure 12

18. Close all ASIST **Infotainment Software Update** screens.

Reprogram the Audio Control Unit

19. Set the parking brake.
20. Start the engine, and then wait 60 seconds for the system to load.

HINT: The engine needs to idle for the duration of the update to retain battery charge.

21. Insert the USB drive with the infotainment update-software into the vehicle's USB media port (Figure 13).

- Do not remove the USB drive during the update to the vehicle until instructed to.

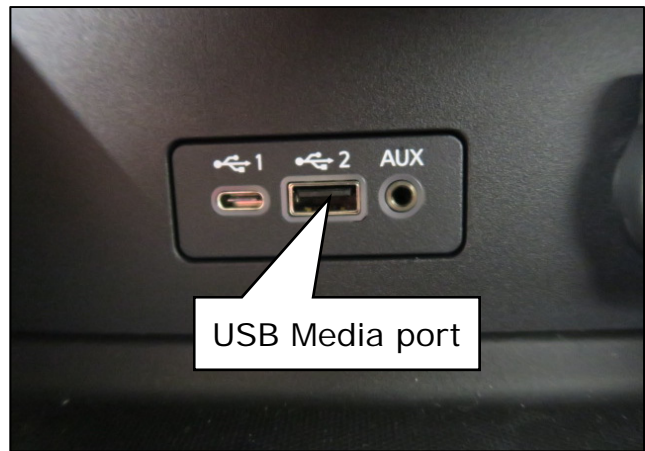


Figure 13

22. Wait approximately 10-30 seconds for the screen in Figure 14 to appear, and then select **OK**.

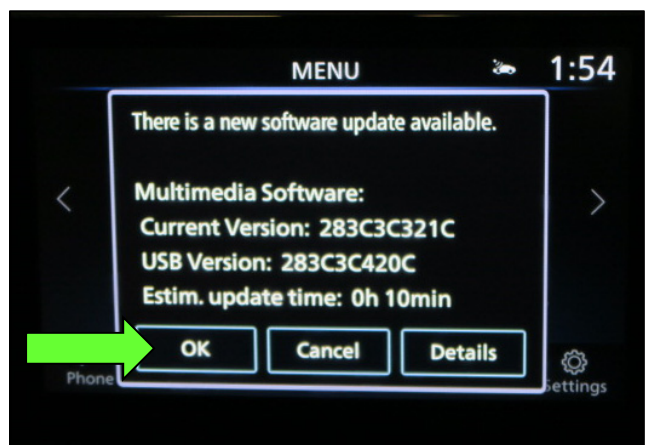


Figure 14

- If the screen in Figure 15 is shown, select **No**.

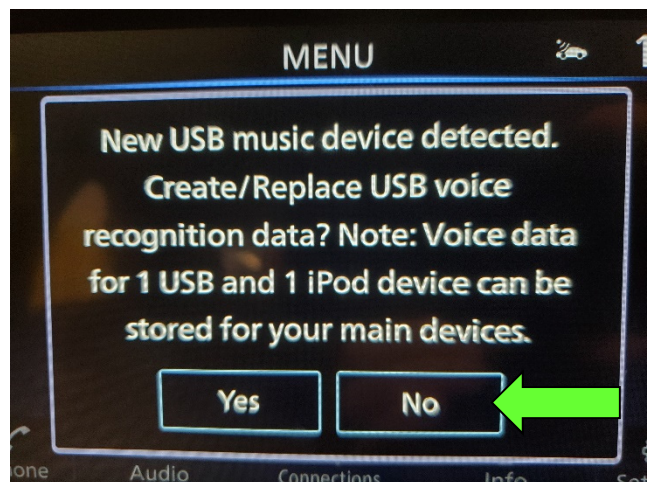


Figure 15

23. Review the software update requirements, shown in Figure 16, and then select **Accept** to start the reprogramming.

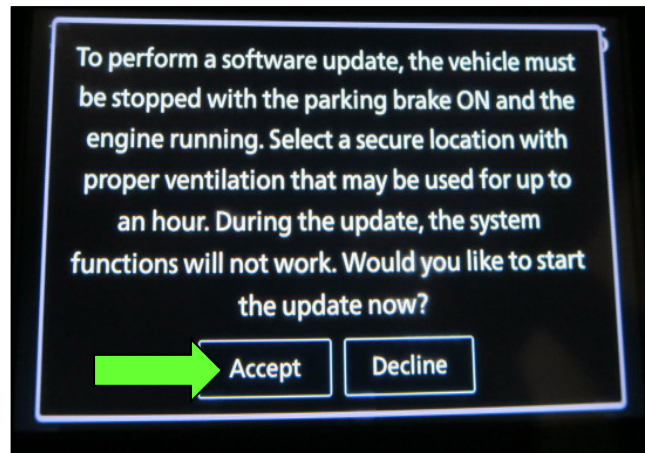


Figure 16

24. When the message shown in Figure 17 is displayed, remove the USB drive from the USB media port.

NOTICE Do not remove the USB drive until Figure 17 is displayed. If removed prior to this screen being displayed, the Audio Control Unit may be damaged.

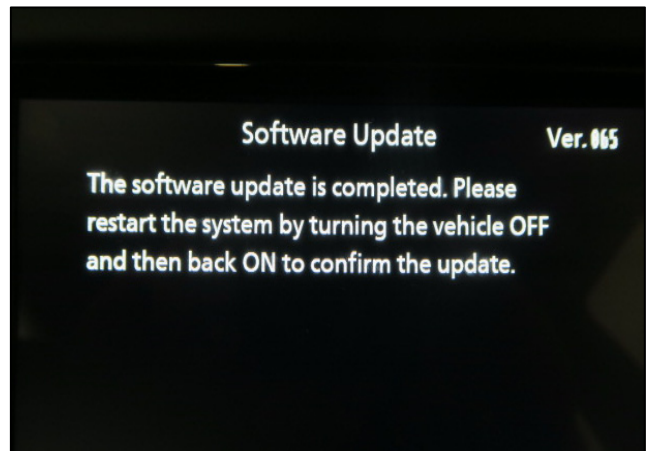


Figure 17

25. Turn the ignition OFF.
26. Open and close the driver door.
27. Restart the engine.
28. Allow the system to boot up completely (approximately 30 seconds).
- The Nissan logo will be displayed during the reboot (Figure 18).

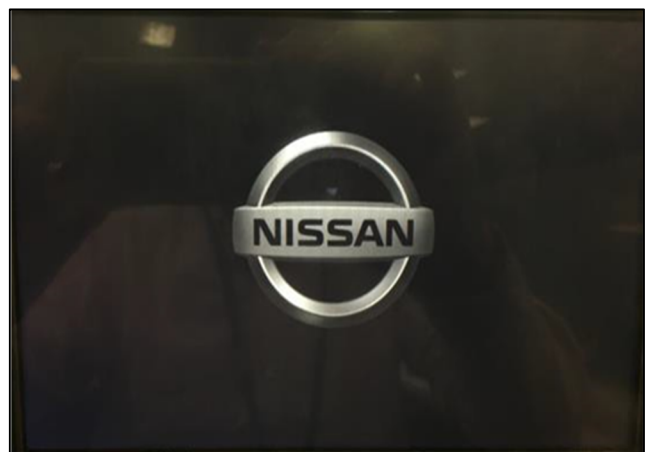


Figure 18

Confirm Software Version

29. Select **Settings**, located in the lower right hand corner of the AV unit display shown in Figure 19.



Figure 19

30. Select **Info**.



Figure 20

31. Select **System Information**.

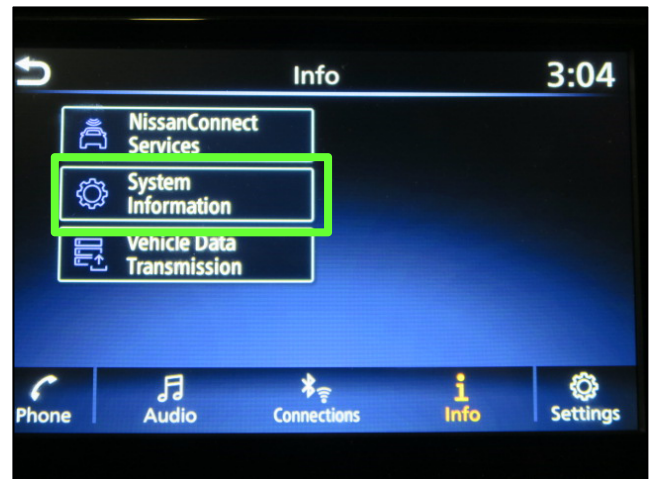


Figure 21

32. Select **Version Information**.

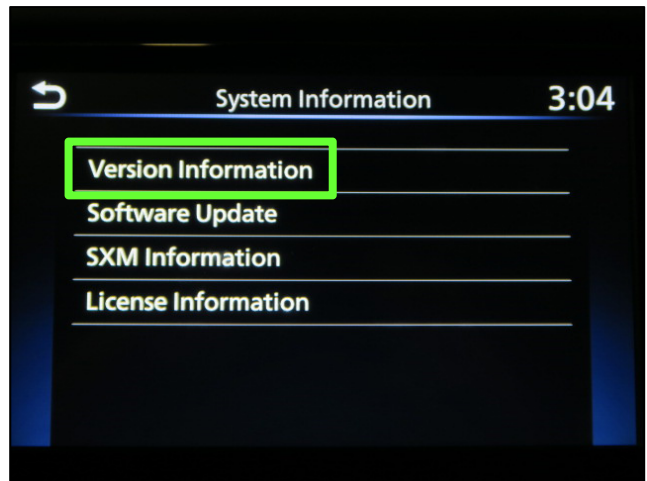


Figure 22

33. Verify the Software Version is now **423**.

- If the software version is NOT 423, start this procedure over and verify that the correct software shown in step 13 on page 9 is downloaded.
- If the software version is 423, the reprogramming is complete.



Figure 23

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Battery (1)	999M1-NBH5A	1 (If Needed)

- (1) Order this item through the Nissan Maintenance Advantage program: Phone 877-NIS-NMA1 (877-647-6621). Website order via link on the dealer portal; www.NNAnet.com and click on the "Maintenance Advantage-Tire/Battery/Chemical" link.

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PM991	Reprogram Audio Control Unit	PM9910	0.3
	Test and Recharge Battery, and Reprogram Audio Control Unit	PM9914	0.5
	Test, Recharge, and Replace Battery, and Reprogram Audio Control Unit	PM9913	0.8

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
July 26, 2021	NTB21-066	Original bulletin published