



# SERVICE CAMPAIGN

# CAMPAIGN BULLETIN

## Audio Control Unit Reprogram Voluntary Service Campaign

Reference: PM991

Date: July 27, 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)	17,171	<b>2,028</b>	July 27, 2021	<b>NO</b>

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

Nissan has reclassified the previously announced quality action (PM984) for new vehicle inventory as a Voluntary Service Campaign to reprogram the Audio Control Unit on **17,171** specific 2021 Sentra vehicles identified in Service Comm and DBS National Service History.

Due to a program logic concern, certain vehicles may have been manufactured with an Alliance In-Vehicle Infotainment (AIVI) system software that allows the AIVI system to continue drawing current after the vehicle is shut off. This event may occur when the operator turns off the ignition followed by some operation (i.e. brake pedal pressed, door locked, etc.). These types of sequences causes the AIVI system to “wake up” and the system will not return to “sleep” mode until another ignition on-off cycle occurs. If this event occurs, the customer may experience a discharged battery and if the vehicle is not restarted within 46 hours, the battery may completely discharge resulting in a no start condition.

Affected vehicles are **not** subject to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PM991**.
2. Dealers are requested to remedy any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
  - **New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
    - Refer to NPSB15-460 for additional information
3. Dealers should use **NTB21-066** to correct any vehicles subject to this campaign.
  - If test results indicate that battery replacement is necessary, test results must be sent to [FQABatterySupport@nissan-usa.com](mailto:FQABatterySupport@nissan-usa.com) for approval. Battery replacement, if authorized, will be covered under this activity for one (1) year (until July 26, 2022).
4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

\*\*\*\* Release Schedule \*\*\*\*

<b>Parts</b>	<ul style="list-style-type: none"><li>Updated Audio Control Unit software is now available on ASIST.</li></ul> <p><b>NOTE: Additional coverage is available in the event the Audio Control Unit fails during reprogramming.</b></p> <ul style="list-style-type: none"><li>Dealers should contact the Warranty Claims Call Center (800-258-7008, option 7) for additional information.</li></ul>
<b>Special Tools</b>	<ul style="list-style-type: none"><li>CONSULT III+</li><li>DSS-5000P Battery Diagnostic Tool</li><li>USB drive J-52727-1 (NOTE: the update-software must be the only file on the drive.)</li></ul> <p><b>Additional USB drives may be purchased via Tech-Mate @ <a href="http://nissantechmate.com">nissantechmate.com</a> or 1-800-662-2001</b></p>
<b>Repair</b>	<ul style="list-style-type: none"><li><b>NTB21-066</b></li></ul>
<b>Owner Notification</b>	Nissan will begin sending notifications to owners of all potentially affected vehicles in <b>August 2021</b> via U.S. Mail.

\*\*\*\* Dealer's Responsibility \*\*\*\*

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaigns using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service campaign, which for any reason, enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in dealer inventory. If a VIN subject to this voluntary service campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

**NISSAN NORTH AMERICA, INC.**

Aftersales DIVISION

**Frequently Asked Questions (FAQ):**

**Q. Is this a Stop Sale?**

A. No.

**Q. Is this a safety recall?**

A. No.

**Q. What is the reason for this Voluntary Service Campaign?**

A. Due to a program logic concern, certain vehicles may have been manufactured with an Alliance In-

Vehicle Infotainment (AIVI) system software that allows the AIVI system to continue drawing current after the vehicle is shut off. This event may occur when the operator turns off the ignition followed by some operation (i.e. brake pedal pressed, door locked, etc.). These types of sequences causes the AIVI system to “wake up” and the system will not return to “sleep” mode until another ignition on-off cycle occurs.

**Q. What is the possible effect of the condition?**

A. If the AIVI system continues drawing current after the vehicle is shut off, the customer may experience a discharged battery and if the vehicle is not restarted within 46 hours, the battery may completely discharge resulting in a no start condition.

**Q. What will be the corrective action?**

A. Dealers will reprogram the Audio Control Unit software.

**Q. How long will the corrective action take?**

A. This service, which is conducted at no charge to you for parts and labor, should take less than one (1) hour to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

**Q. When will vehicle owners be notified?**

A. Nissan will begin sending notifications to owners of all potentially affected vehicles in **August 2021** via U.S. Mail.

**Q. Are parts readily available?**

A. The remedy is reprogramming, no other parts are required for this campaign.

**Q. Is my vehicle safe to drive?**

A. Yes. If you experience a no start condition, please contact your local Nissan dealer for immediate service and instructions on how to transport your vehicle to the dealership.

**Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?**

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. If battery replacement is necessary rental is available, upon customer request, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$120 (Max)
<p>Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement including policy modifications outlined in WBP20-018.</p>		

**Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?**

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

**Q. Is there anything owners can do to mitigate the condition?**

A. No.

**Q. Is there any charge for this repair?**

A. No, the remedy will be performed for the customer free of charge for parts and labor.

**Q. Will I have to take my vehicle back to the selling dealer to have the service performed?**

A. No, any authorized Nissan dealer is able to perform this service campaign.

**For Consumer Affairs:** Please inform us of the dealer where you would like to have the corrective action completed.

**Q. I have a 2021 Sentra but did not receive a letter, how can I tell if my vehicle is affected?**

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is affected in this campaign.

**Q. What model year vehicles are involved?**

A. Model year 2021 Nissan Sentra vehicles manufactured between March 18, 2021 to June 2, 2021 at the Aguascalientes, Mexico plant.

**Q. Are you experiencing this condition on any other Nissan (or Infiniti) models?**

A. No.

**Q. Can this campaign be performed on U.S. vehicles that are being operated in Foreign Countries (Overseas)?**

A. Yes.

**Q. I am presently operating my U.S. vehicle in a Foreign Country (Overseas). What do I need to do to get the campaign on my vehicle performed?**

A. Let me get some information from you so I can verify that your vehicle is involved in this service campaign. Please give me your name, address, telephone number, and vehicle identification number (VIN).

**(Note to CRR: Follow the procedure for Overseas Recall Program.)**

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
July 27, 2021	Original	New campaign announcement