VOLUNTARY SERVICE CAMPAIGN

Classification:	Reference:	Date:
AN21-015B	NTB21-066B	August 24, 2022

VOLUNTARY SERVICE CAMPAIGN
2021 SENTRA; AUDIO CONTROL UNIT REPROGRAM

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

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.

REQUIRED SPECIAL TOOL

- One of special tool USB drive J-52727 (new tool number NI-52727-1) has been previously 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 Tech•Mate: www.techmatetools.com or 1-833-397-3493.

  HINT:
  o The update-software only needs to be downloaded once and can then be used continuously on multiple **APPLIED VEHICLES**.

  o The update-software <u>must be</u> the only file on the USB drive.

Figure 1

SERVICE PROCEDURE

Check Software Version

1. Select **Settings**, located in the lower right hand corner of the AV unit display shown in Figure 2.

Figure 2

2. Select **Info**.

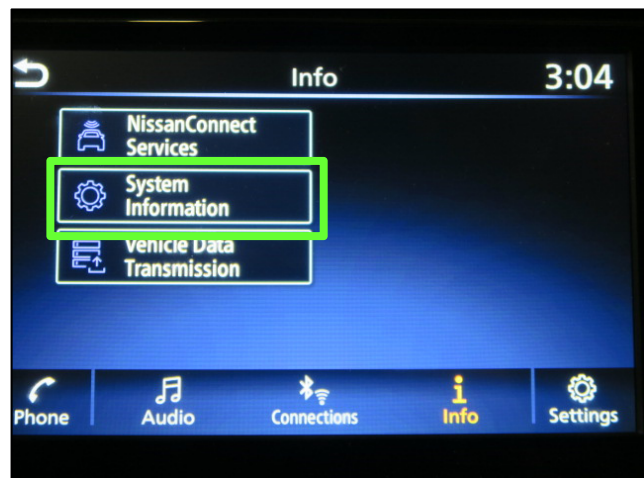Figure 3

3. Select **System Information**.

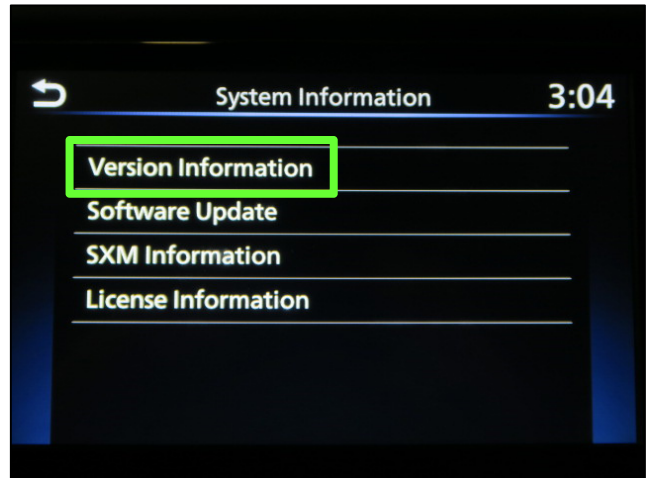Figure 4

4. Select **Version Information**.

Figure 5

5. Verify the **Software Version** is "321" or "420".

    - If the **Software Version** is 321 or 420, proceed to step 6 on page 5.

    - 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).
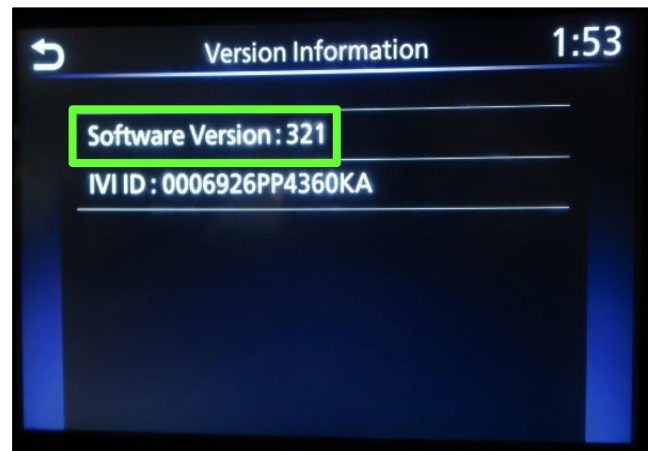

Figure 6

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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.

6. Insert the special tool USB drive into the CONSULT PC.

   - If the update-software has already been downloaded onto the USB drive from a prior **SERVICE PROCEDURE**, skip to step 15 on page 7.

     HINT:

     o The special tool USB drive is the only USB drive approved for use with this procedure.

     o The update-software <u>must be</u> the only file on the USB drive.

     o The update-software is estimated to take 10-15 minutes to download to the USB drive.

     o The update-software only needs to be downloaded once and can then be used continuously on multiple **APPLIED VEHICLES**.

7. Open ASIST.

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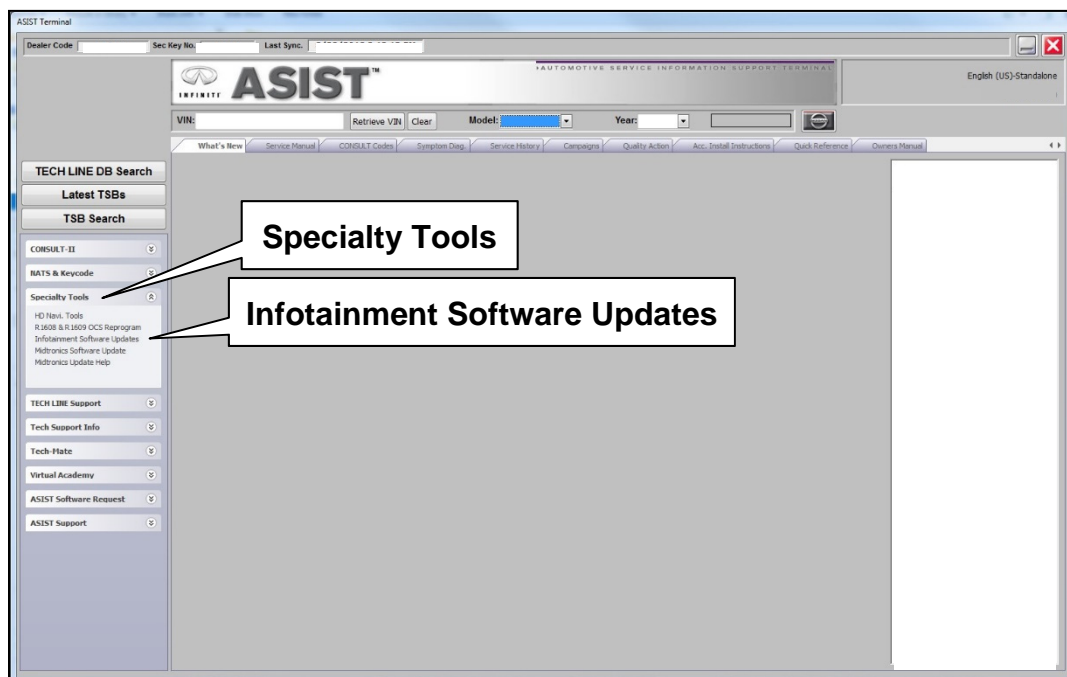

Figure 7

9.   Select the check box next to infotainment update-software **PM991_SENTRA** (Figure 8).

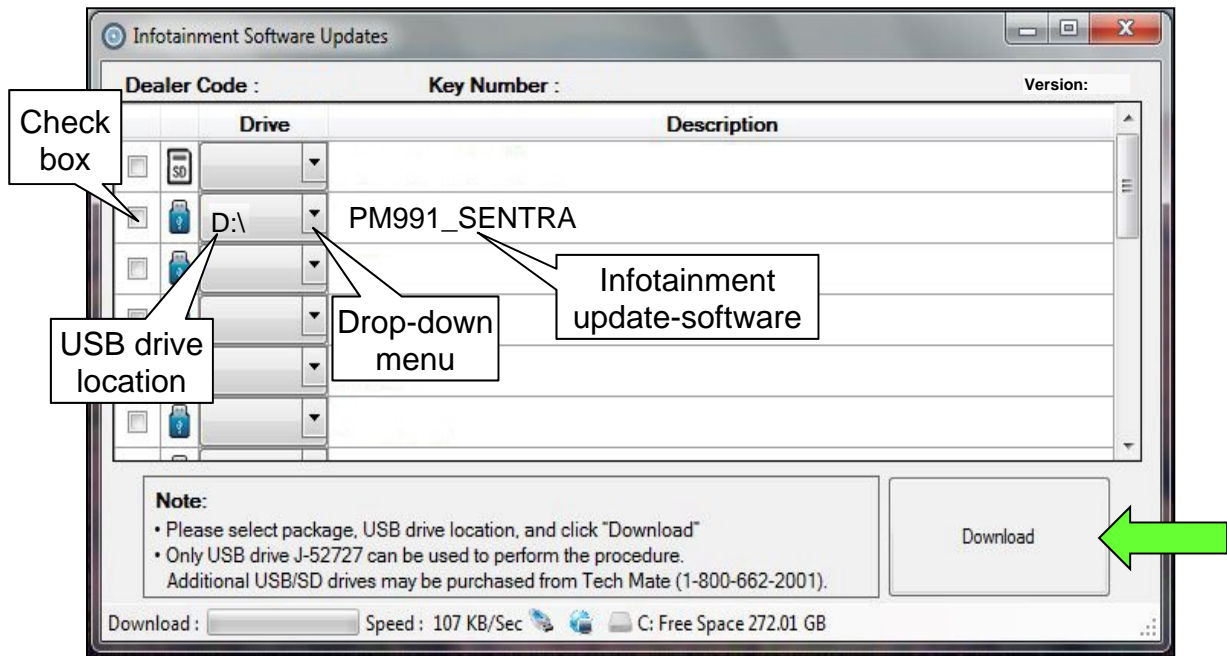10.   Use the drop-down menu and select the location of the USB drive that was inserted in step 6.

Figure 8

11.   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.

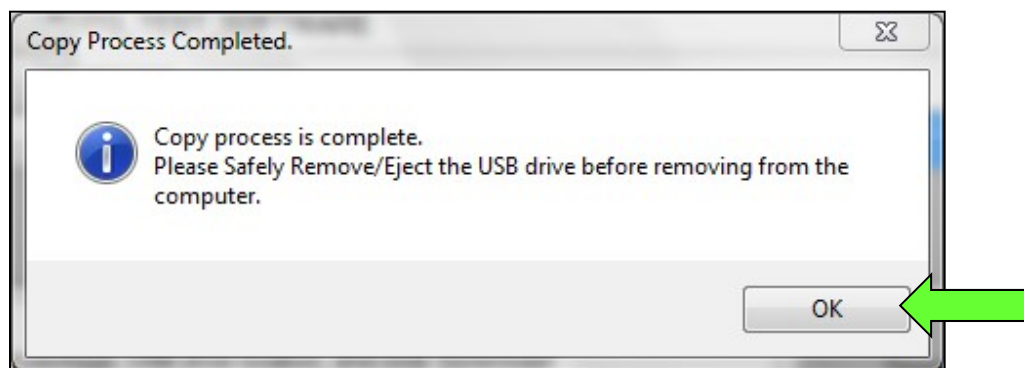12.   Select **OK** when the message in Figure 9 is displayed.

Figure 9

13. 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.

      o 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.

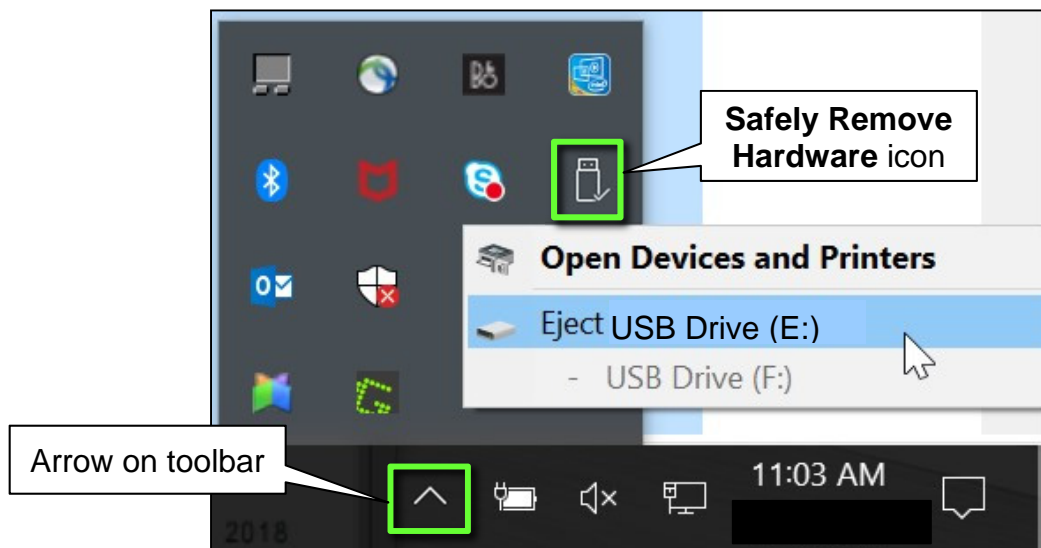   o If you are not familiar with the process of safe USB drive removal, ask for assistance at your dealer.

Figure 10

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

Reprogram the Audio Control Unit

15. Set the parking brake.

16. 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.

17. Insert the USB drive with the infotainment update-software into the vehicle's <u>USB media port</u> (Figure 11).

- <u>Do not remove</u> the USB drive during the update to the vehicle until instructed to.
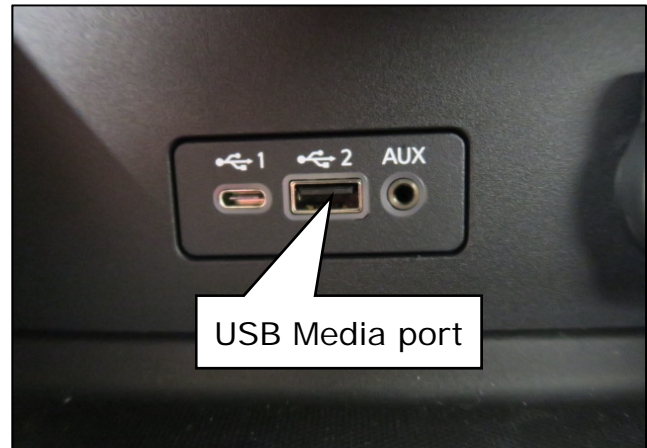

Figure 11

18. Wait approximately 10-30 seconds for the screen in Figure 12 to appear, and then select **OK**.
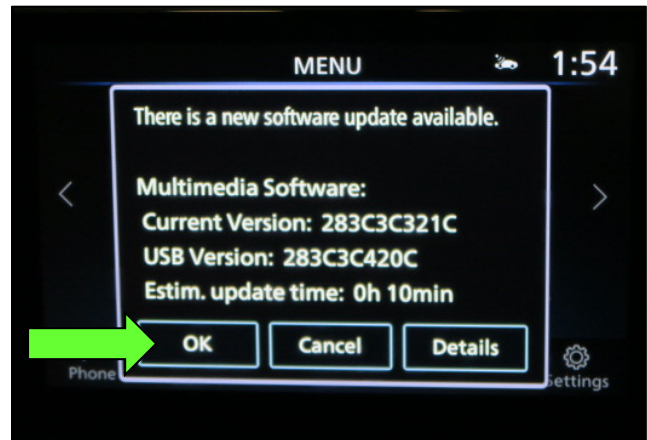

Figure 12

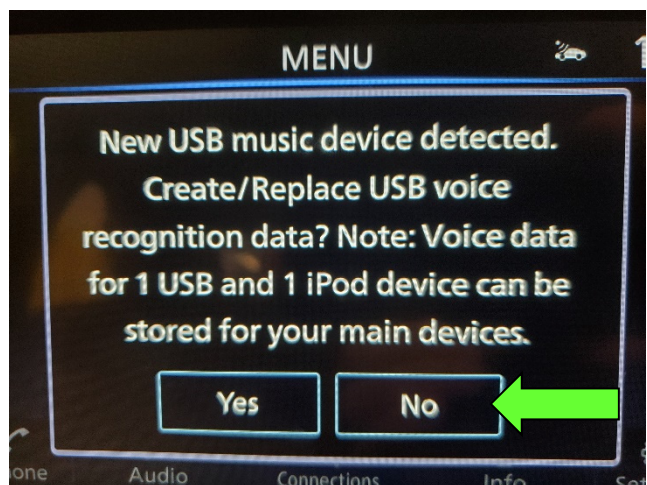- If the screen in Figure 13 is shown, select **No**.

Figure 13

19. Review the software update requirements, shown in Figure 14, and then select **Accept** to start the reprogramming.
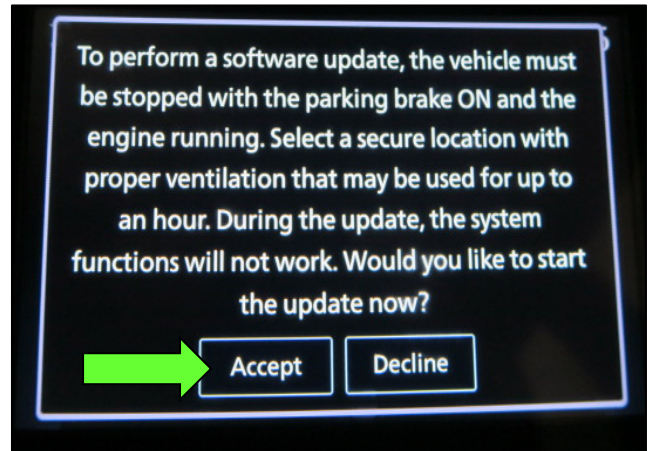

To perform a software update, the vehicle must be stopped with the parking brake ON and the engine running. Select a secure location with proper ventilation that may be used for up to an hour. During the update, the system functions will not work. Would you like to start the update now?

Accept   Decline

Figure 14

20. When the message shown in Figure 15 is displayed, remove the USB drive from the USB media port.

   NOTICE
   Do not remove the USB drive until Figure 15 is displayed. If removed prior to this screen being displayed, the Audio Control Unit may be damaged.
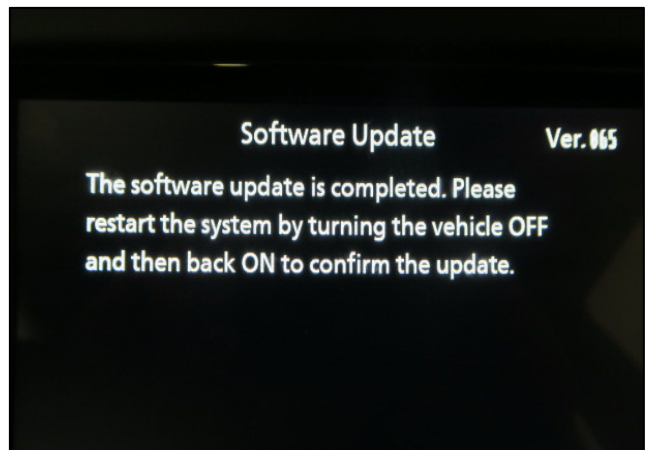

Software Update   Ver. 065

The software update is completed. Please restart the system by turning the vehicle OFF and then back ON to confirm the update.

21. Turn the ignition OFF.

Figure 15

22. Open and close the driver door.

23. Restart the engine.

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

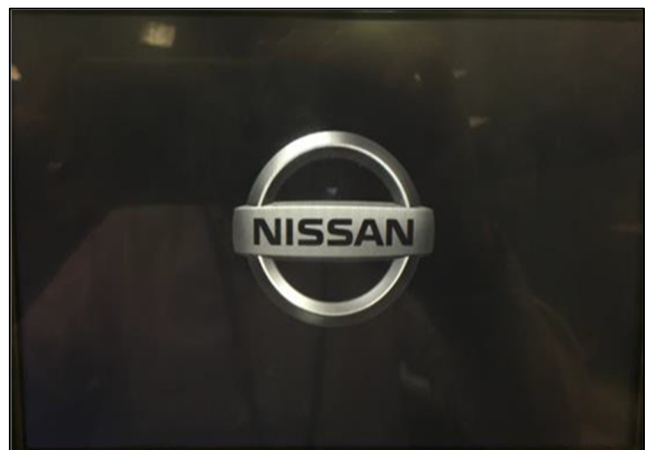   • The Nissan logo will be displayed during the reboot (Figure 16).

NISSAN

Figure 16

Confirm Software Version

25. Select **Settings**, located in the lower right hand corner of the AV unit display shown in Figure 17.

Figure 17

26. Select **Info**.

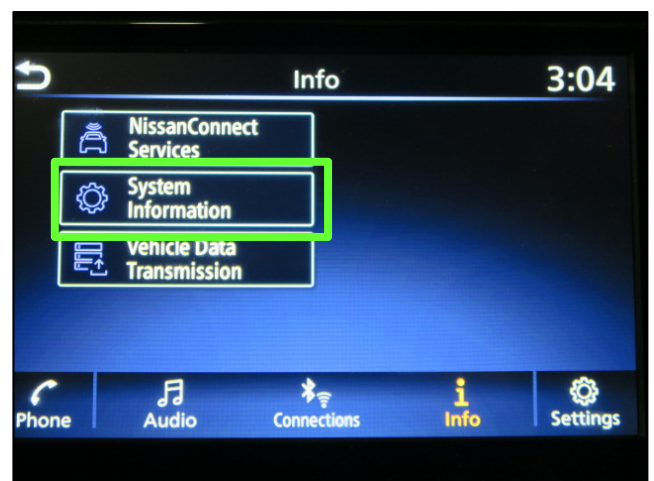Figure 18

27. Select **System Information**.

Figure 19
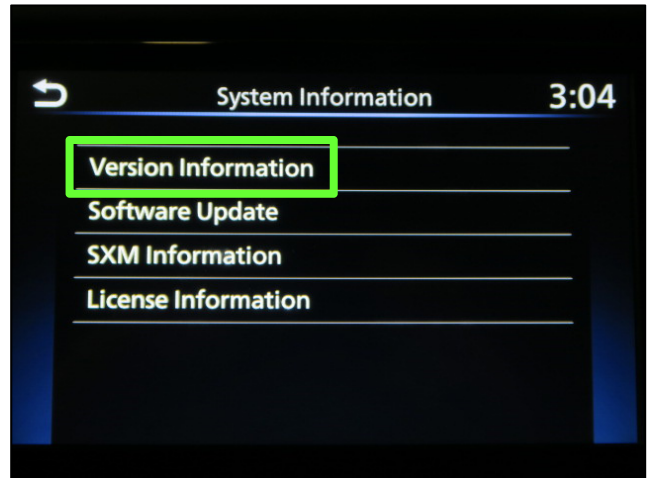
28. Select **Version Information**.

Figure 20

29. 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 9 on page 6 is downloaded.

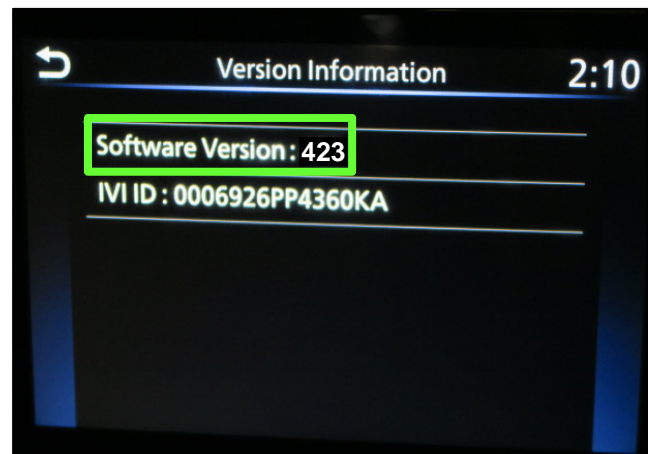- If the software version is 423, the reprogramming is complete.

Figure 21

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

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
July 26, 2021	NTB21-066	Original bulletin published
August 9, 2021	NTB21-066A	Changes made to page 2 and page 5
August 24, 2022	NTB21-066B	Removed battery inspection and replacement. Updated USB drive information.