



# TECHNICAL SERVICE BULLETIN

Classification: AN19-069D	Reference: NTB20-002D	Date: January 29, 2024
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## STEERING WHEEL AUDIO SWITCHES INTERMITTENTLY INOPERATIVE

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

**APPLIED VEHICLES:** 2019 Sentra (B17) – S model only  
**APPLIED VINS:** Built before 3N1(\*)B7AP(\*)K(\*)432870  
**APPLIED DATES:** Built before October 10, 2019

### IF YOU CONFIRM

The steering wheel audio switches (Figure 1) are intermittently inoperative.



Figure 1

### ACTION

Update the infotainment software.

- Refer to the **Infotainment Software Update Utility**, located in ASIST under SPECIALTY TOOLS → Infotainment Software Updates, for the latest infotainment update-software, infotainment update procedures, and claims information.

**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 procedure(s) provided in the **Infotainment Software Update Utility** 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.

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
January 17, 2020	NTB20-002	Original bulletin published
January 31, 2020	NTB20-002a	Revised CLAIMS INFORMATION
February 4, 2021	NTB20-002b	Classification number updated
April 3, 2023	NTB20-002C	Changes made throughout
January 29, 2024	NTB20-002D	Revised to reference the <b>Infotainment Software Update Utility</b> in ASIST instead of NTB23-018

