



# TECHNICAL SERVICE BULLETIN

Classification: AN20-008G	Reference: NTB20-016G	Date: January 29, 2024
------------------------------	--------------------------	---------------------------

## RADIO INTERMITTENTLY REBOOTS DURING AUDIO PLAYBACK VIA BLUETOOTH CONNECTED IPHONE

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

**APPLIED VEHICLES:** 2018-2020 Frontier (D40) - **with touch screen**  
 2018-2020 Kicks (P15)  
 2018-2020 NV (F80) - **with touch screen**  
 2018-2019 Sentra (B17)  
 2018-2019 Versa Note (E12) - **with touch screen**  
 2018-2019 Versa Sedan (N17) - **with touch screen**  
 2020 Versa Sedan (N18)

**APPLIED GRADES:** S - All APPLIED VEHICLES  
 SV - Frontier (non-Navi vehicles / buttons to the left of the screen only)

### IF YOU CONFIRM

The radio intermittently reboots while audio is played from a Bluetooth® connected iPhone.

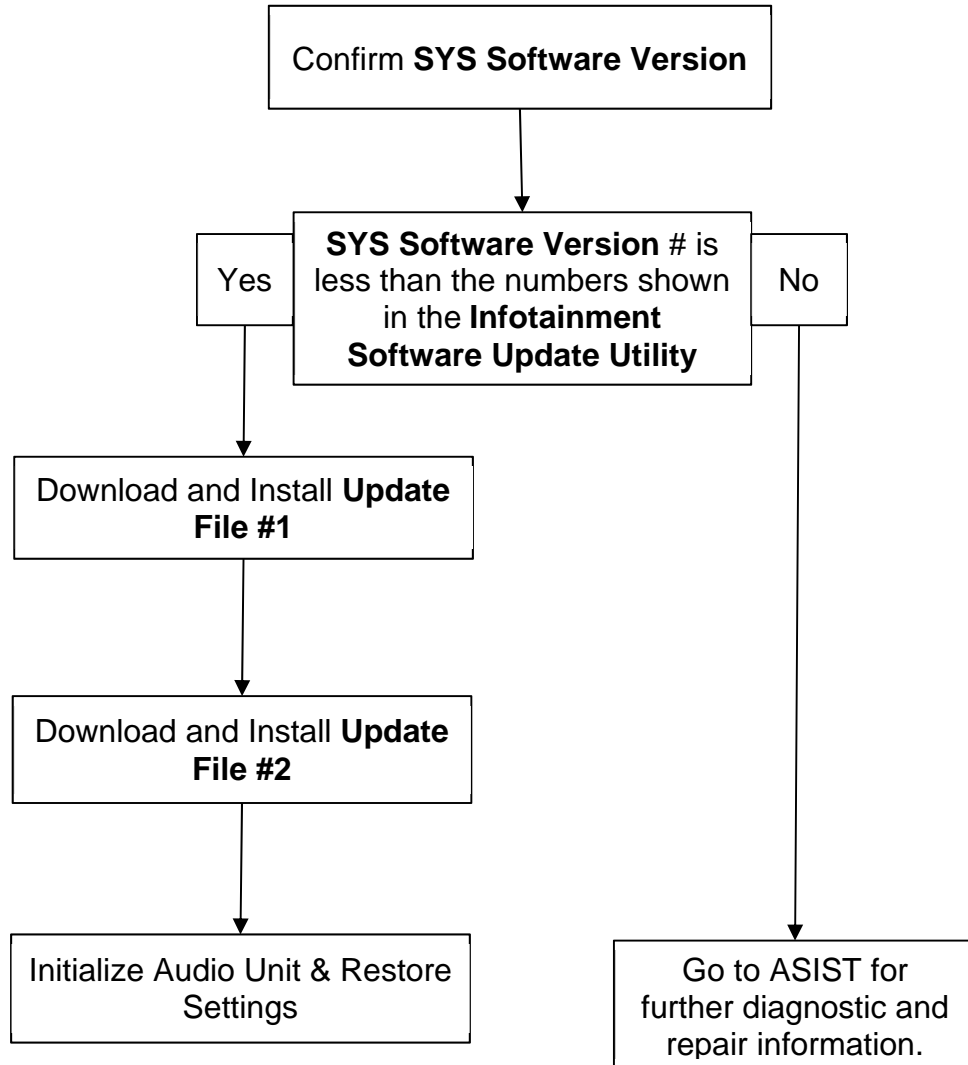
### ACTION

1. Confirm the AV Control Unit software version.
2. Update the AV Control Unit software, if applicable.
  - 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.

## Repair Overview



## Frequently Asked Questions

- Are 2 different files required to complete this update?  
**Yes.** This update is split into 2 parts. Both parts are required to complete the update.
- Can I load both files onto the USB drive at the same time?  
**No.** Only 1 file can be loaded onto a USB drive at a time. ASIST will delete any other files on the USB drive prior to transferring the selected file.
- Is there a way to install both files onto the vehicle at the same time?  
**No.** The vehicle can only accept 1 file at a time. Files must be installed in the correct order to complete the update (**Update File #1**, then **Update File #2**).
- Do I need 2 USB drives to perform this TSB?  
**No.** Only 1 USB drive is required to perform this TSB.

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 9, 2020	NTB20-016	Original bulletin published
May 18, 2020	NTB20-016a	APPLIED VEHICLES updated and minor changes made throughout
November 12, 2020	NTB20-016b	2020 Frontier added to APPLIED VEHICLES, step 6, and Table A. SV added to APPLIED TRIM LEVEL.
January 4, 2021	NTB20-016c	Classification and Reference numbers revised. No other changes made.
February 4, 2021	NTB20-016d	Classification number updated
March 4, 2021	NTB20-016E	Updated to add <b>IMPORTANT</b> statements to pages 1 and 9. <b>Repair Overview</b> and <b>Frequently Asked Questions</b> added to page 2.
April 3, 2023	NTB20-016F	Changes made throughout
January 29, 2024	NTB20-016G	Revised to reference the <b>Infotainment Software Update Utility</b> in ASIST instead of NTB23-018

