



TECHNICAL SERVICE BULLETIN

Classification:

AN20-020G

Reference:

NTB20-046G

Date:

January 29, 2024

VOLUME KNOB DOES NOT FUNCTION PROPERLY

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

APPLIED VEHICLES: 2019-2020 Altima (L34)
2018-2020 Kicks (P15) – SV and SR
2019-2020 Murano (Z52)
2019 Sentra (B17) – SV, SR, SR Turbo, SL, and NISMO
2020 Versa (N18) – SV and SR

IF YOU CONFIRM

The customer states the speaker volume does not change or changes erratically when rotating the volume knob.

ACTION

1. Rotate the volume knob rapidly in two cycles, for a total of 60 seconds, to remove contaminant build-up.
2. Update the AV Control Unit.

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 entire **SERVICE PROCEDURE** 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.

SERVICE PROCEDURE

IMPORTANT: To ensure a successful repair, steps 2, 3, and 4 MUST be performed to remove contaminant build-up on the full 360° radius of the electrical components internal to the volume knob.

1. Turn the audio and the ignition OFF.
2. Rotate the volume knob clockwise and counterclockwise approximately 180° as rapidly as possible for 30 seconds (Figure 1).
3. Rotate the volume knob 180° from its current position to remove the contaminant from the opposite side of the electrical component internal to the volume knob.
4. Rotate the volume knob clockwise and counterclockwise as rapidly as possible for another 30 seconds.

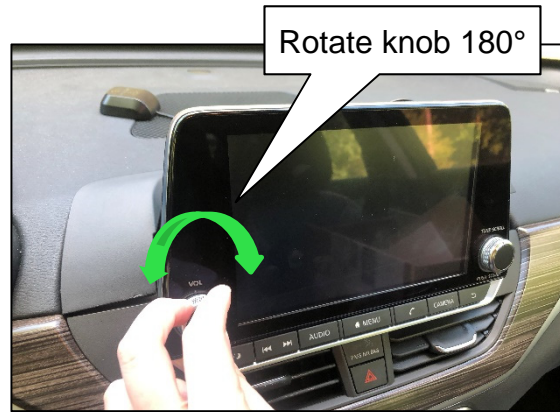


Figure 1

(Altima shown, other vehicles are similar)

5. Update the AV Control Unit.

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

IMPORTANT: Refer to the next page for claims information. DO NOT use the claims information from the **Infotainment Software Update Utility**.

6. After the AV Control Unit has been updated, verify the volume knob functions correctly.
 - If the volume knob is still not functioning properly, return to ASIST for further diagnostic information.

CLAIMS INFORMATION

Submit a Primary Operation (PO) type line claim using the following claims coding:

DESCRIPTION	OP CODE	SYM	DIA	FRT
Update Display (AV) Control Unit – Includes Rotate Knob	RX9AAA	ZE	32	0.4

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
June 26, 2020	NTB20-046	Original bulletin published
July 29, 2020	NTB20-046a	APPLIED VEHICLES revised
August 21, 2020	NTB20-046b	APPLIED VEHICLES revised
August 26, 2020	NTB20-046c	NOTE added to step 8 and APPLIED VEHICLES revised
February 3, 2021	NTB20-046d	Classification number updated
February 7, 2022	NTB20-046E	APPLIED VEHICLES revised, and Bosch contact information removed from page 2 and step 10
April 3, 2023	NTB20-046F	Changes made throughout
January 29, 2024	NTB20-046G	Revised to reference the Infotainment Software Update Utility in ASIST instead of NTB23-018