



# SERVICE BULLETIN

Classification: EL19-069a	Reference: NTB20-002a	Date: January 31, 2020
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## 2019 SENTRA; 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 VEHICLE:** 2019 Sentra (B17) – S model only  
**APPLIED VIN:** Vehicles Built before 3N1(\*)B7AP(\*)K(\*)432870  
**APPLIED DATE:** Vehicles Built before October 10, 2019

### IF YOU CONFIRM

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



Figure 1

### AND

The software version in the AV control unit has been confirmed as “needs update” (refer to **Check Software Version** beginning on page 2).

### ACTION

Update the AV control unit software. Refer to **SERVICE PROCEDURE** on page 2.

**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.

## REQUIRED SPECIAL TOOL

- One of special tool USB drive J-52727 has been shipped to each dealer (see Figure 2).
- Do not use any other USB drive to perform the procedure in this bulletin.
- Additional USB drives may be purchased from Tech•Mate: [nissantechmate.com](http://nissantechmate.com) or 1-800-662-2001.



Figure 2

## SERVICE PROCEDURE

### Check Software Version

1. Turn the ignition ON.
2. Turn the audio system OFF.
3. Access the System Diagnostic Menu as follows:
  - Press and hold the **MENU** button.
  - Turn the **VOLUME** knob 40 or more clicks.
  - The screen in Figure 3 should display.

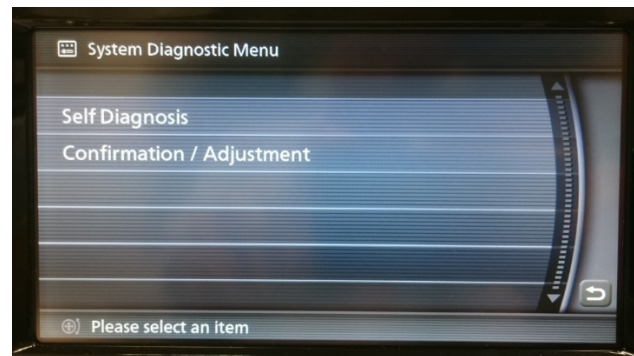


Figure 3

4. Select **Confirmation / Adjustment**.

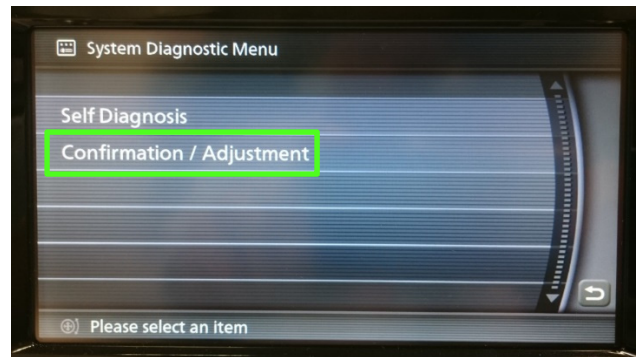


Figure 4

5. Select **Page DOWN**.

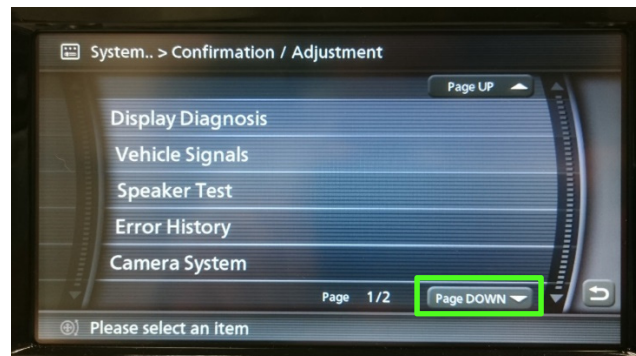


Figure 5

6. Select **Version Information**. Version information should display as shown in Figure 7.

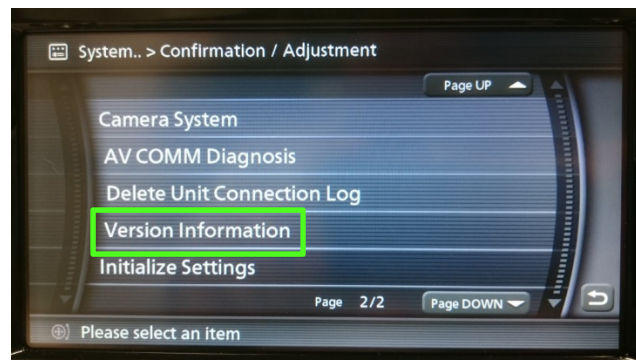


Figure 6

- If the SYS Software Version is **NOT 80836034 or higher**, turn the ignition OFF and continue to step 7 on page 4.
- If the SYS Software Version is **80836034 or higher**, this bulletin does not apply. Go to ASIST for further diagnostic and repair information.

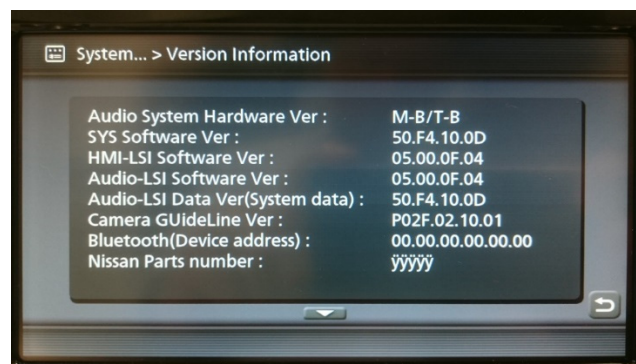


Figure 7

## ASIST Downloader Instructions

### IMPORTANT: Before starting, make sure:

- ASIST is connected to the Internet.
- ASIST has been synchronized (updated) to the current date.

7. Insert special tool USB drive J-52727 into an ASIST station.

**HINT:** Special tool USB drive J-52727 is the only one approved for use with this procedure.

8. Open ASIST.

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

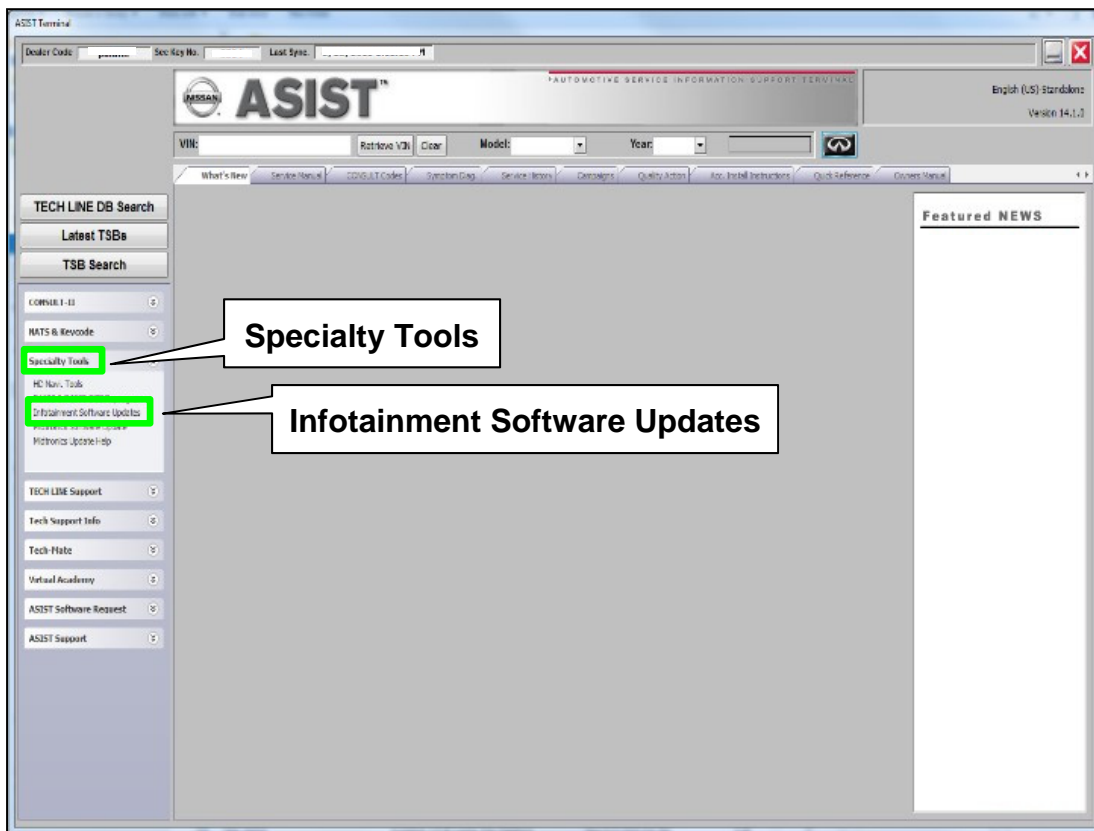


Figure 8

10. Select the check box next to the correct update software package (Figure 9).
  - Locate Update #1 (LD001) and Update #2 (LD002).
  - Only one (1) update will be loaded at a time, starting with Update #1 (LD001).

**HINT:** Use the scroll bar, if needed, to find and select the correct update software package.

**NOTICE**

To avoid damage to the vehicle, ensure the correct update software package is selected. Failure to select the correct update software package may result in needing to replace the AV control unit.

**HINT:** Replacement of an incorrectly updated AV control unit is not covered under warranty.

11. Use the drop-down menu and select the location of the USB drive that was inserted in step 7 on page 4.

**HINT:** The **Description** section in Figure 9 may show differently than your C-III plus screen.

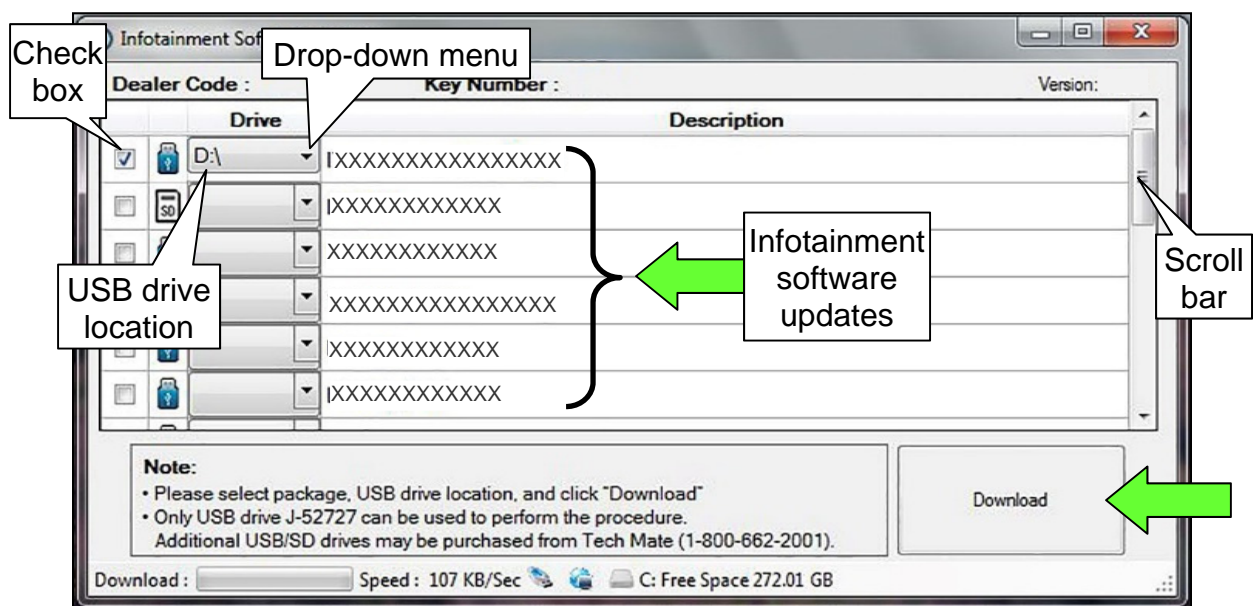


Figure 9

12. Select **Download**, and then wait for the download to complete.
13. Select **OK** (Figure 10 on page 6).



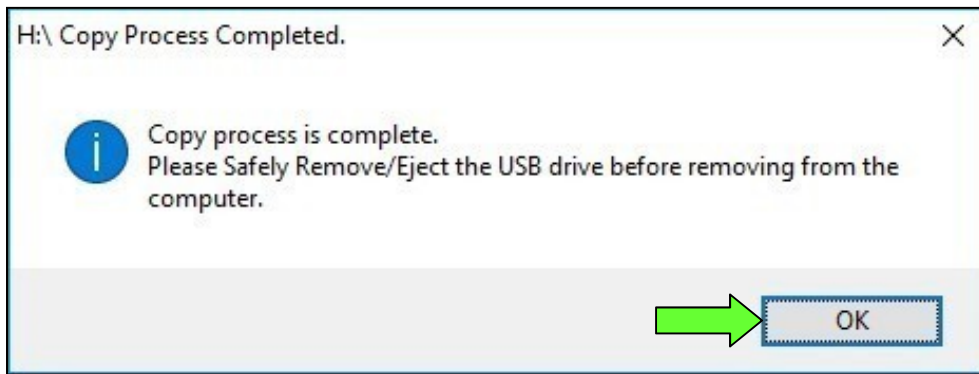


Figure 10

14. Once the transfer is complete, safely remove the USB drive from the ASIST station.

- From the PC toolbar, select the **Safely Remove Hardware** icon.
  - The icon is on the toolbar, or to be found after selecting the arrow.
- Select the USB drive to removed, and then remove the USB drive from the ASIST station.

**NOTICE**

Follow the steps to safely remove the USB drive. If not followed, the USB drive may corrupt the update software.

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

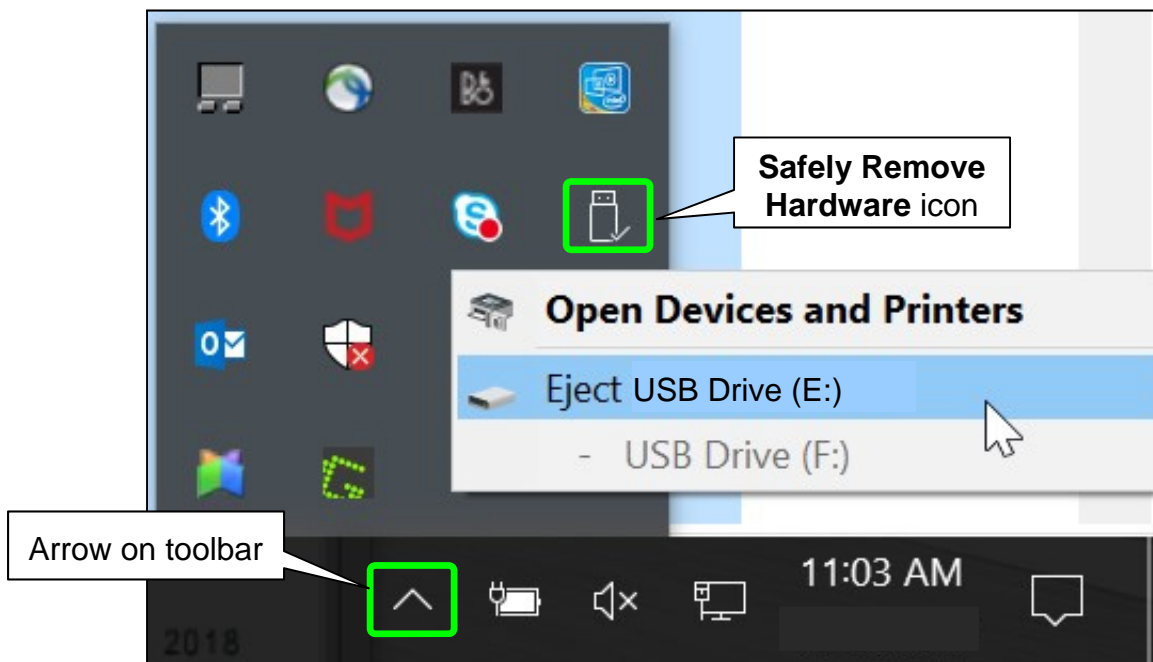


Figure 11

15. Close all ASIST **Software Update** screens.

## Update AV Control Unit

**HINT:** The update requires one (1) USB drive and two (2) update files.

16. Turn ON the hazard warning lamps to prevent the BCM from going into battery saver mode.
17. Turn ON the ignition.
18. Turn ON the audio.
19. Write down the radio settings.

<b>Presets</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<b>AM</b>						
<b>FM 1</b>						
<b>FM 2</b>						
<b>Bass</b>	<b>Treble</b>		<b>Balance</b>	<b>Fade</b>		<b>Speed Sen. Vol.</b>

20. Turn OFF the audio.

21. Insert the special tool USB drive J-52727 into the USB media port (Figure 12).

**NOTICE**

Do not insert the USB drive into a charging port (Figure 13). If used, the update software and/or USB drive may become damaged. Only insert the USB drive in a USB media port.

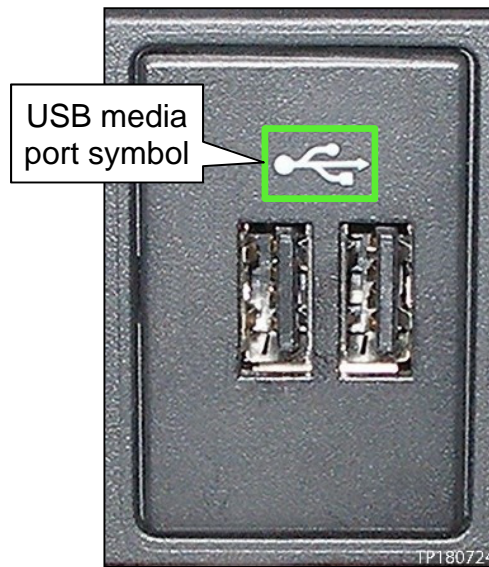


Figure 12

**HINT:** Charging ports are marked in the vehicle with a "lightning bolt" symbol.

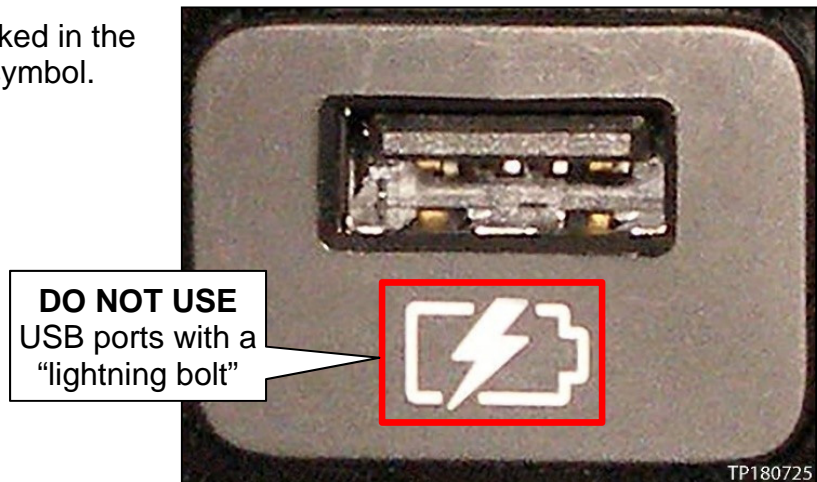


Figure 13



22. Select **Yes** to begin the reprogramming process.

**HINT:** Reprogramming will take about 5-10 minutes.

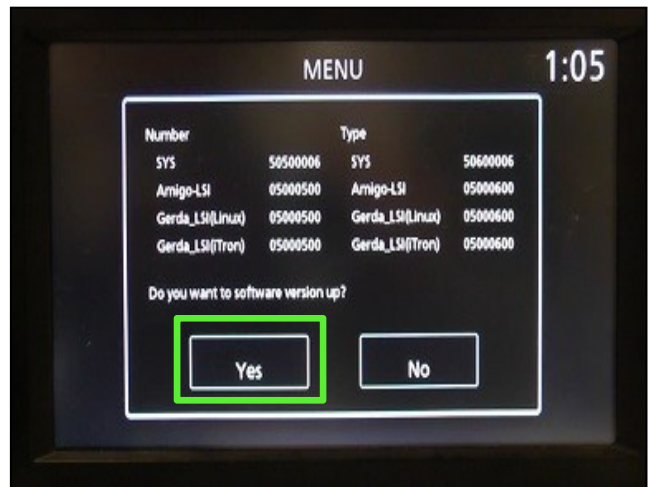


Figure 14

**HINT:** Reprogramming is not complete until the audio unit reboots and returns to the main MENU screen (Figure 15).

**NOTICE**

To prevent damage to the AV control unit, do NOT remove the USB drive unless the audio unit has rebooted and the main MENU screen as shown in Figure 15 is displayed.



Figure 15

23. Remove the USB drive.
24. Repeat step 7 through step 15 on page 4 through page 6 to load the second update file (LD002) onto special tool USB drive J-52727.
25. Repeat step 16 through step 23 on page 7 through page 9 to apply the second update file to the vehicle.

26. Perform audio unit initialization.
  - a. Press and hold the **Menu** button.
  - b. Press and hold the **Audio** button.
  - c. Press the **Seek right** button three (3) times.

**HINT:** A screen similar to the one in Figure 16 will appear.

- d. Select the **Next** button at the bottom right side of the screen.

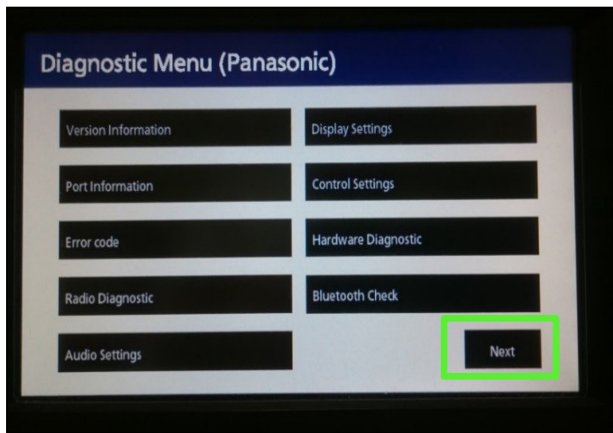


Figure 16

- e. On the second page of the menu screen, press **Factory Cold Start** (screen not shown).
- f. Select **Yes** on the confirmation screen shown in Figure 17.

**HINT:** Initialization is complete after the audio unit reboots.

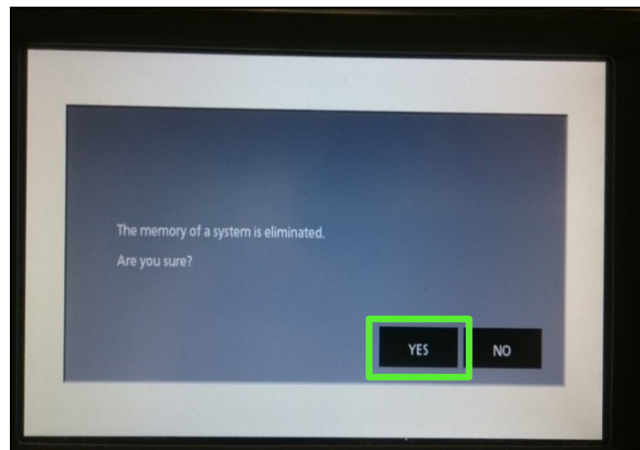


Figure 17

27. Turn OFF the hazard warning lights.
28. Restore the radio presets and clock setting.
29. Instruct the customer to go into their Bluetooth® phone settings and perform the steps below.
  - Delete/erase the car from the phone's Bluetooth® menu for the current pairing of the phone and the vehicle.
  - Re-pair the phone to the vehicle.
    - If this is not performed, the phone may no longer connect with the vehicle.

## CLAIMS INFORMATION

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

DESCRIPTION	OP CODE	SYM	DIA	FRT
Check for update	QX41AA	ZE	32	0.2
Check for update & perform AV control unit reprogram	QX42AA			0.4

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
January 17, 2020	NTB20-002	Original bulletin published
January 31, 2020	NTB20-002a	Revised CLAIMS INFORMATION

