



# SERVICE BULLETIN

Classification: AN20-008E	Reference: NTB20-016E	Date: March 4, 2021
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## 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 TRIM LEVEL:** 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

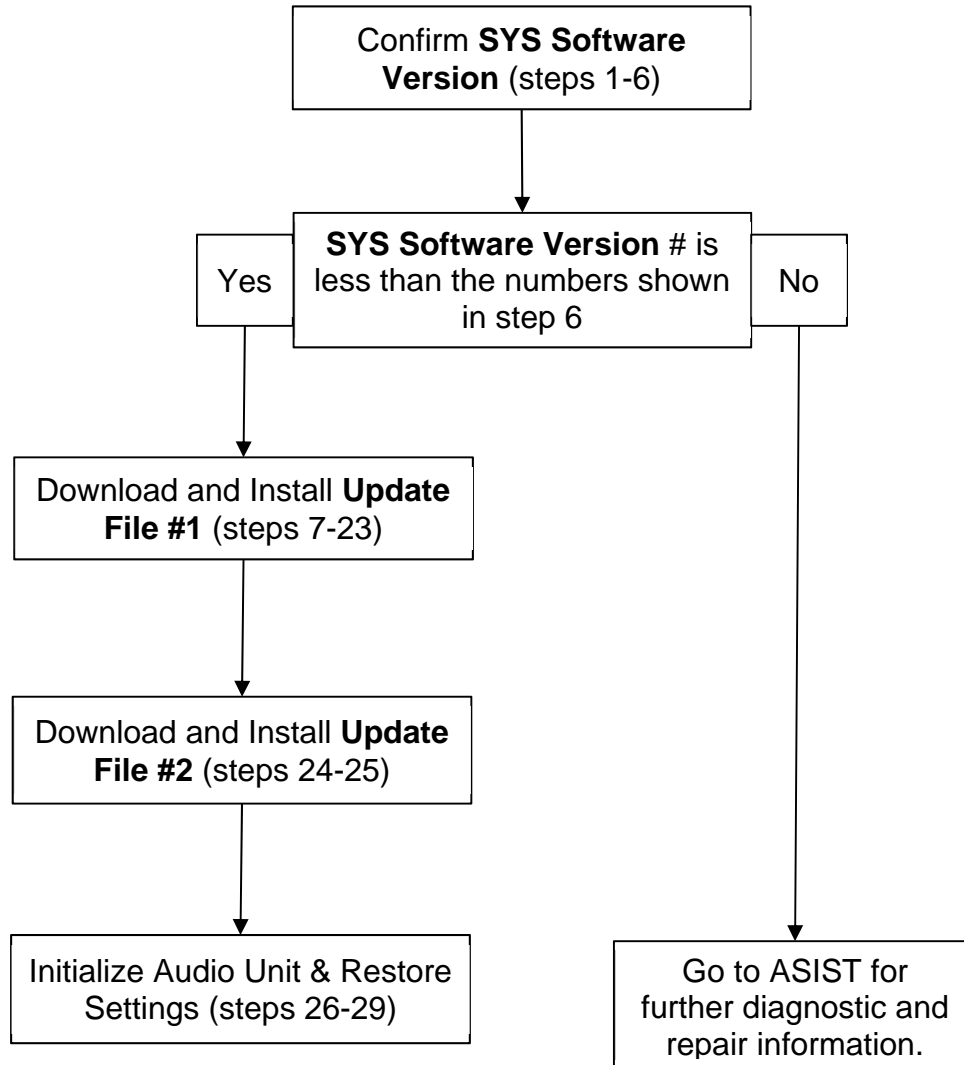
1. Confirm the AV control unit software version.
2. Update the AV control unit software, if applicable.

**NOTICE** This bulletin requires two (2) separate software updates to be completed for the AV unit to operate correctly. ALL steps must be completed.

**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.

## 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.

## REQUIRED SPECIAL TOOL

- One of special tool USB drive J-52727 has been shipped to each dealer (see 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: [nissantechmate.com](http://nissantechmate.com) or 1-800-662-2001.



Figure 1

## SERVICE PROCEDURE

### Check Software Version

1. Turn the ignition ON.
2. Turn the audio system OFF.
3. Access the System Diagnostic Menu as follows:
  - a. Press and hold the **MENU** button.
  - b. Turn the **VOLUME** knob 40 or more clicks in either direction.

**NOTE:** The screen in Figure 2 should display.

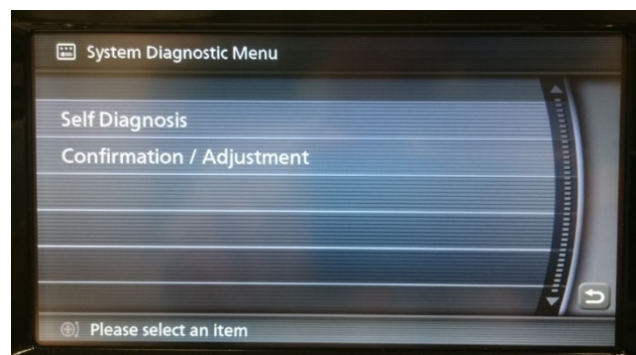


Figure 2

4. Select **Confirmation / Adjustment**.

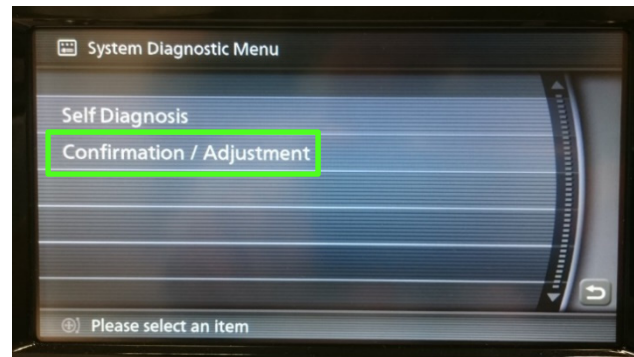


Figure 3

5. Select **Page DOWN**.

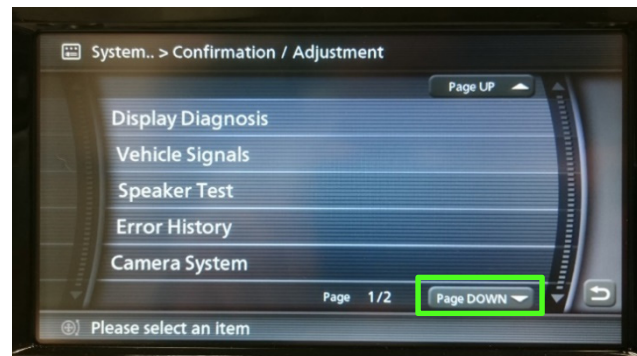


Figure 4

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

- If the **SYS Software Version #** is less than the numbers shown below, turn the ignition OFF and continue to step 7 on page 5.
- If the **SYS Software Version #** is equal to or greater than the numbers shown below, no software update is needed. Go to ASIST for further diagnostic and repair information.

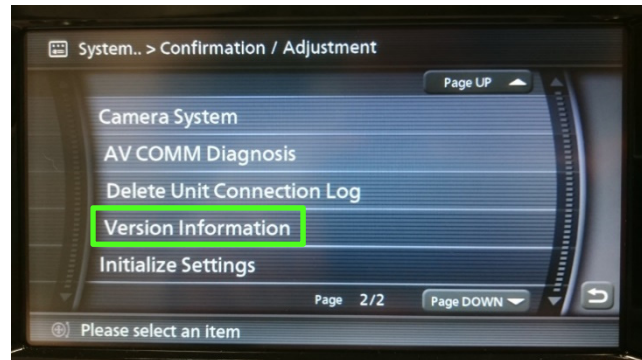


Figure 5

- For 2018-2019 Sentra, Versa Note and Versa Sedan: 80856035
- For 2020 Versa Sedan and 2018-2020 Kicks: 80851035
- For 2018-2020 NV: 80856235
- For 2018-2020 Frontier: 80856135

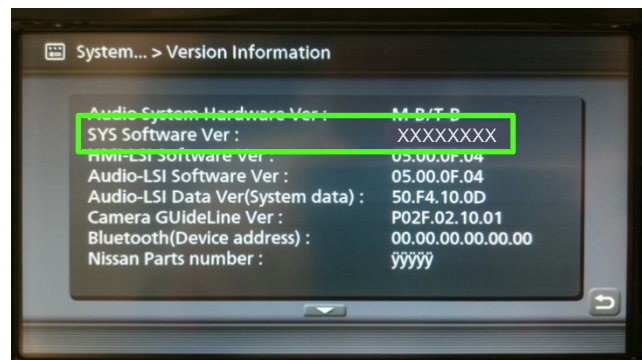


Figure 6

## 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**.

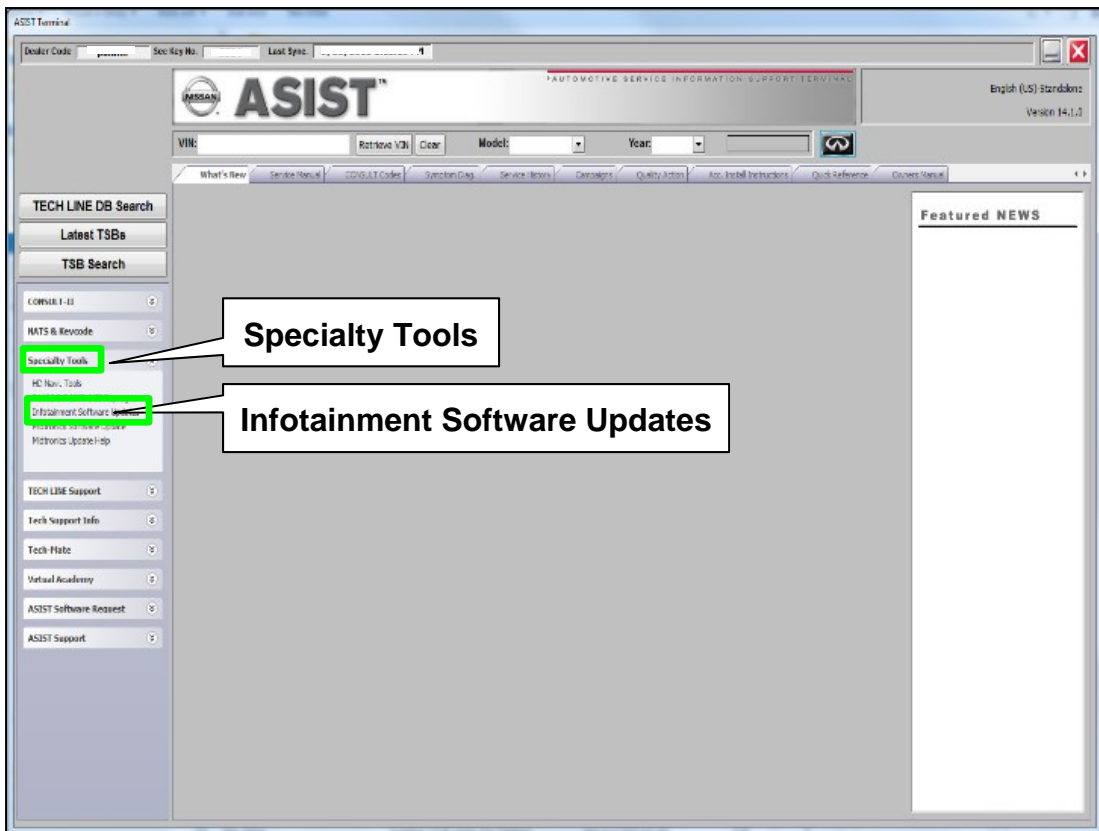


Figure 7

The following software update requires 2 update files (see **Table A** below).

- Update file #1 is the same for all MODELS.
- Update file #2 varies by MODEL and MODEL YEAR.

**Table A**

MODEL	MODEL YEAR	UPDATE FILE #1	UPDATE FILE #2
Frontier	2018-2020	LD001	LD005
Kicks	2018-2020	LD001	LD003
NV	2018-2020	LD001	LD004
Sentra	2018-2019	LD001	LD002
Versa Note	2018-2019	LD001	LD002
Versa Sedan	2018-2019	LD001	LD002
	2020	LD001	LD003

10. Select the check box next to the correct update software package (Figure 8).

- Locate update file #1 (LD001) and update file #2 (see **Table A** above).
- Only 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.

**IMPORTANT:** 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 5.

**HINT:** The **Description** section in Figure 8 may be different than on your C-III plus screen.

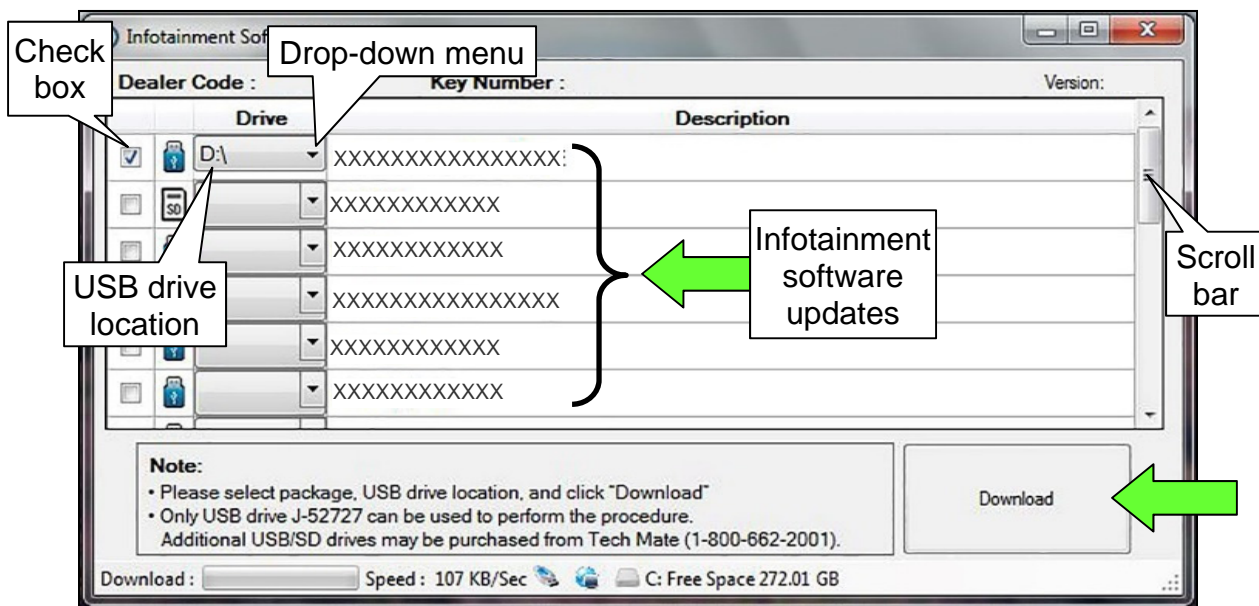


Figure 8

12. Select **Download**, and then wait for the download to complete (see Figure 9).
13. Select **OK**.

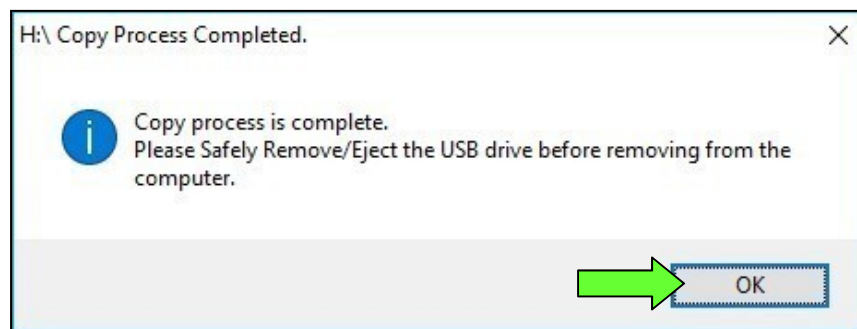


Figure 9

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

**NOTICE** To avoid damage to the vehicle, 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.

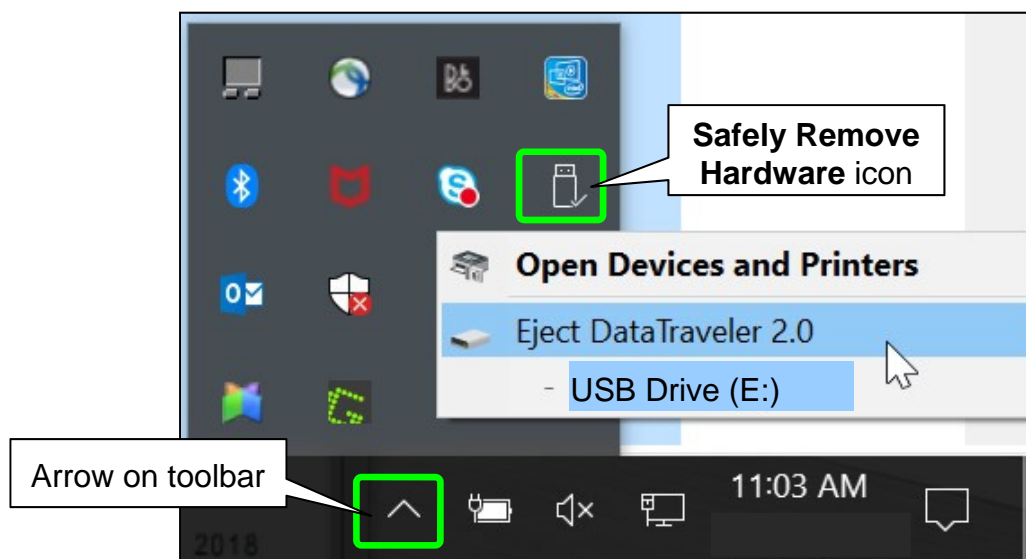


Figure 10

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



## Update the AV Control Unit

**HINT:** The update requires 1 USB drive and 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 system.
19. Write down the radio settings.

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

20. Turn OFF the audio system.
21. Insert the special tool USB drive J-52727 into the USB media port (Figure 11).

**NOTICE** Do not insert the USB drive into a charging port (Figure 12). If used, the update software and/or USB drive may become damaged. Only insert the USB drive in a USB media port.

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

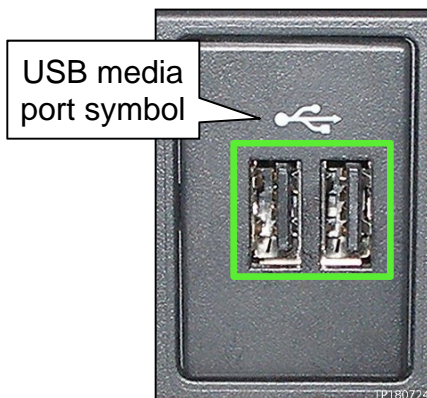


Figure 11

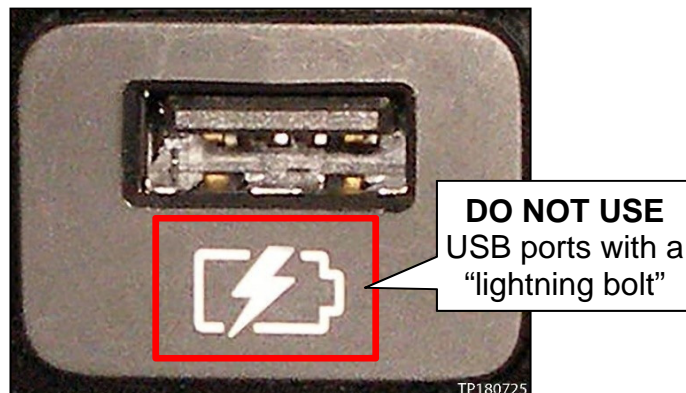


Figure 12



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

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

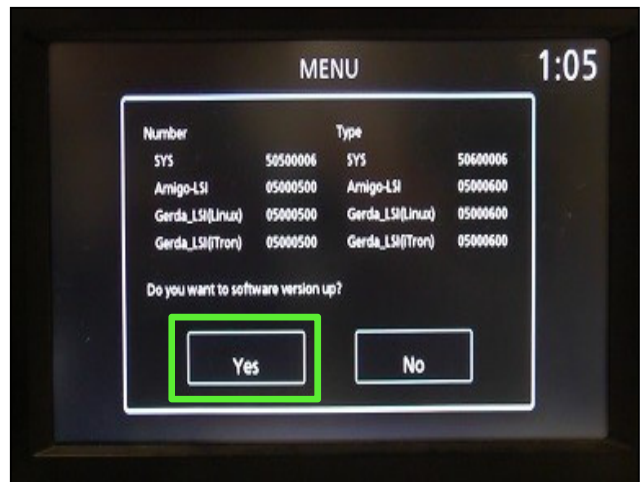


Figure 13

**HINT:**

- Reprogramming is not complete until the audio unit reboots and returns to the main MENU screen (Figure 14).
- If the screen turns OFF (blank black screen), and remains OFF for longer than 1 minute, press the volume knob (power button) or turn the screen back ON before proceeding to step 23.

**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 14, is displayed.



Figure 14

23. Remove the USB drive.

**NOTICE** If steps 24-29 are not completed, to perform the second software update, the AV unit will not operate correctly.

24. Repeat step 7 through step 15 (page 5 through page 7), to load the second update file (see Table A for **UPDATE FILE #2**) onto special tool USB drive J-52727.
25. Repeat step 16 through step 23 (page 8 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 3 times.

**HINT:** A screen similar to the one in Figure 15 will appear.

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

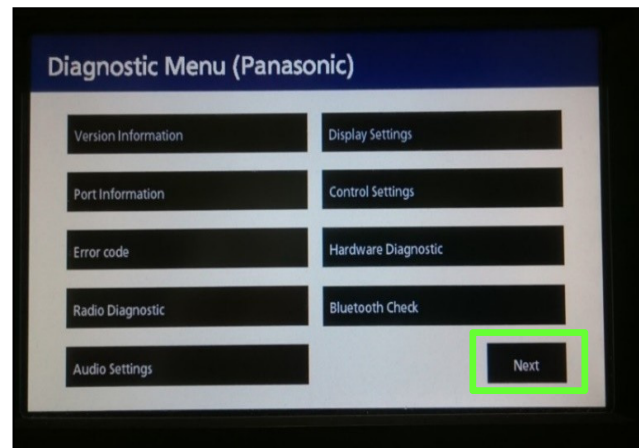


Figure 15

- 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 16.

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

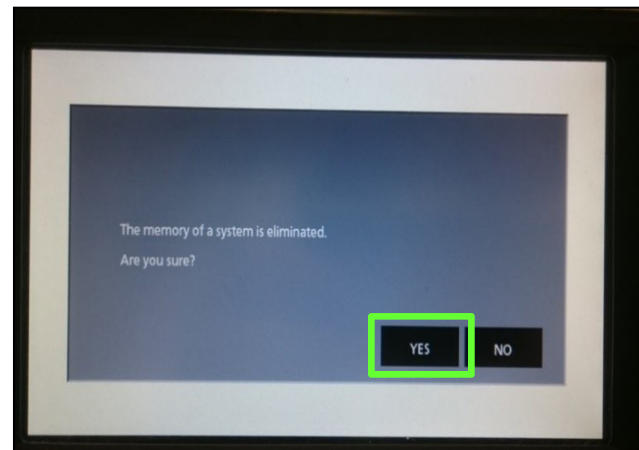


Figure 16

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
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	NTB20-0126E	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.