SERVICE CAMPAIGN BULLETIN

Classification:	Reference:	Date:
DA21-004	NTB21-042	May 25, 2021

VOLUNTARY SERVICE CAMPAIGN
2021 SENTRA; SIDE RADAR SENSOR

CAMPAIGN ID #:   PM981
APPLIED VEHICLES: 2021 Sentra (B18)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Nissan is conducting this voluntary service campaign, on certain specific model year 2021 Sentra vehicles, to replace both right and left radar sensors located under the rear bumper fascia. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number PM981 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

Dealers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a dealer's inventory.

SERVICE PROCEDURE

IMPORTANT: Before starting, make sure:

- ASIST on the CONSULT PC has been synchronized (updated) to the current date.

- All C-III plus software updates (if any) have been installed.

- Verify all electrical loads are off (radio, headlamps, seat heaters, etc).

Save Side Radar Configuration

1. Connect a battery maintainer/smart charger.

2. Connect the VI to the vehicle.

3. Turn the ignition ON, engine OFF.

4. Start C-III plus.

5. Wait for the VI to be recognized.

   - The serial number will display when the VI is recognized.
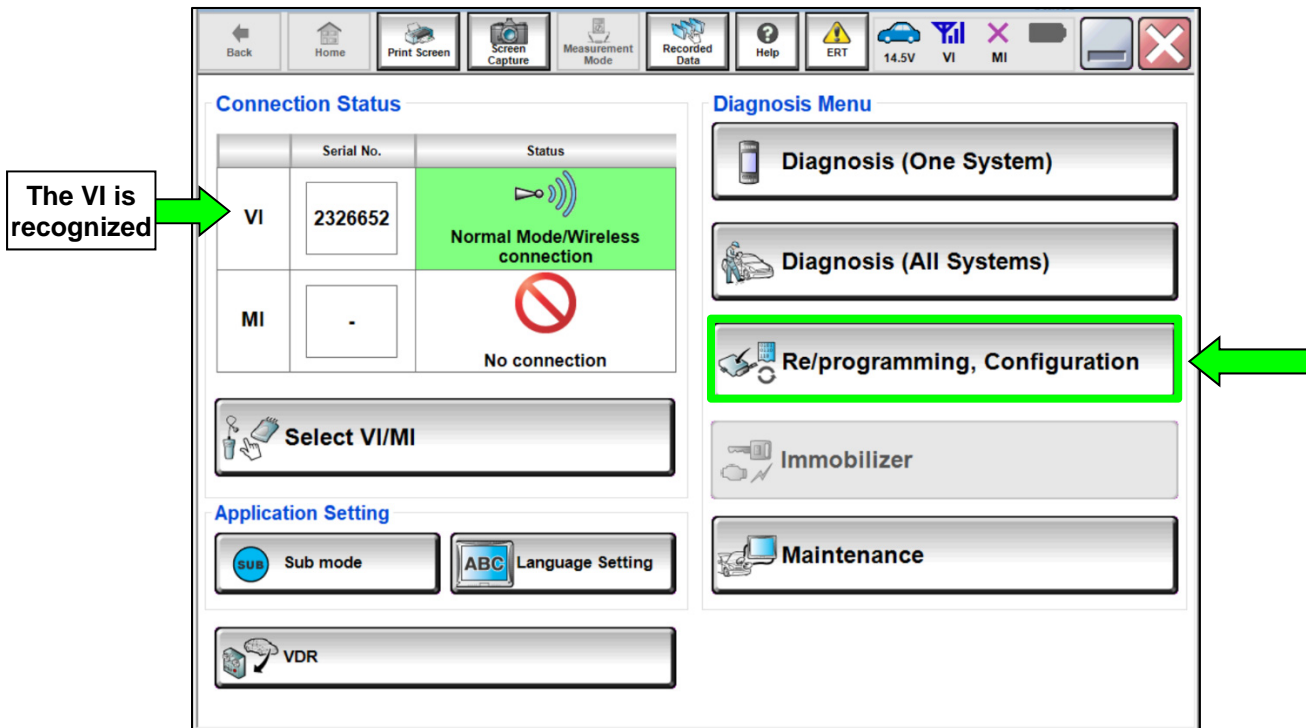
6. Select **Re/programming, Configuration**.

Figure 1

7. Check the box to confirm the precaution instructions have been read, and then select **Next**.

   NOTE: Use the arrows (if needed) to view and read all the precautions.
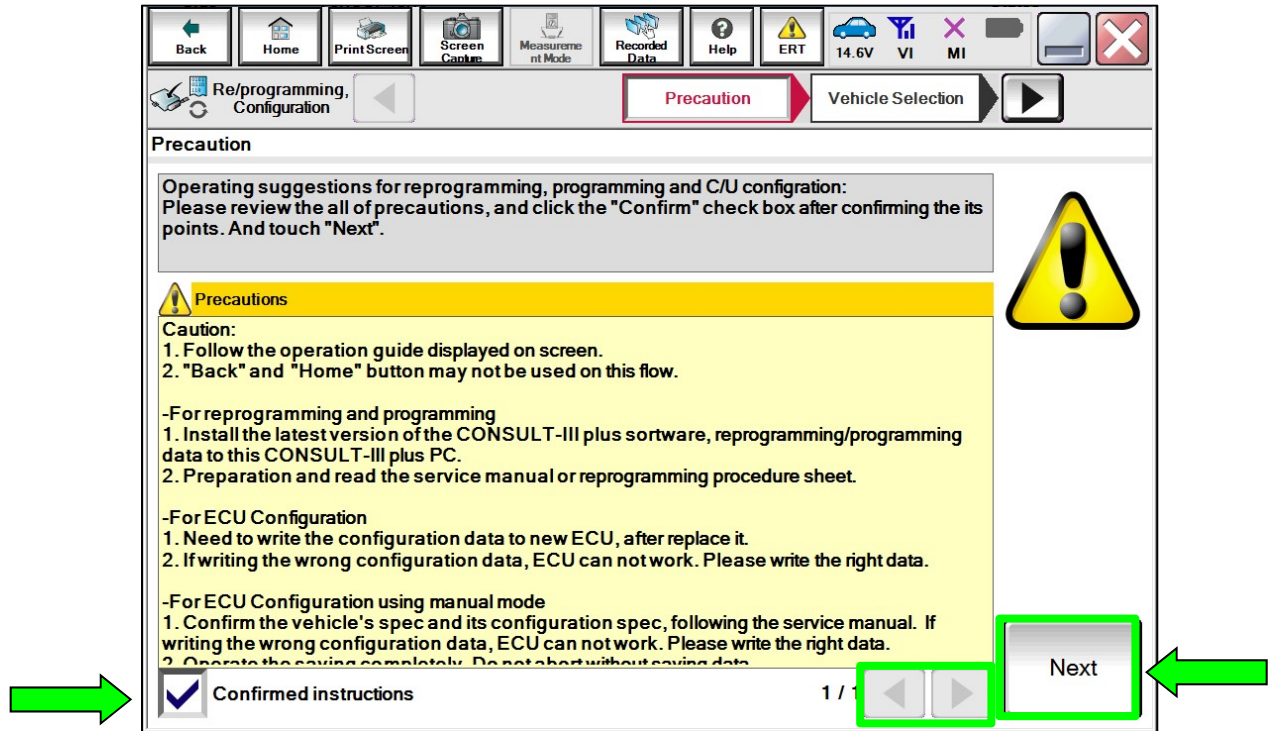

Figure 2

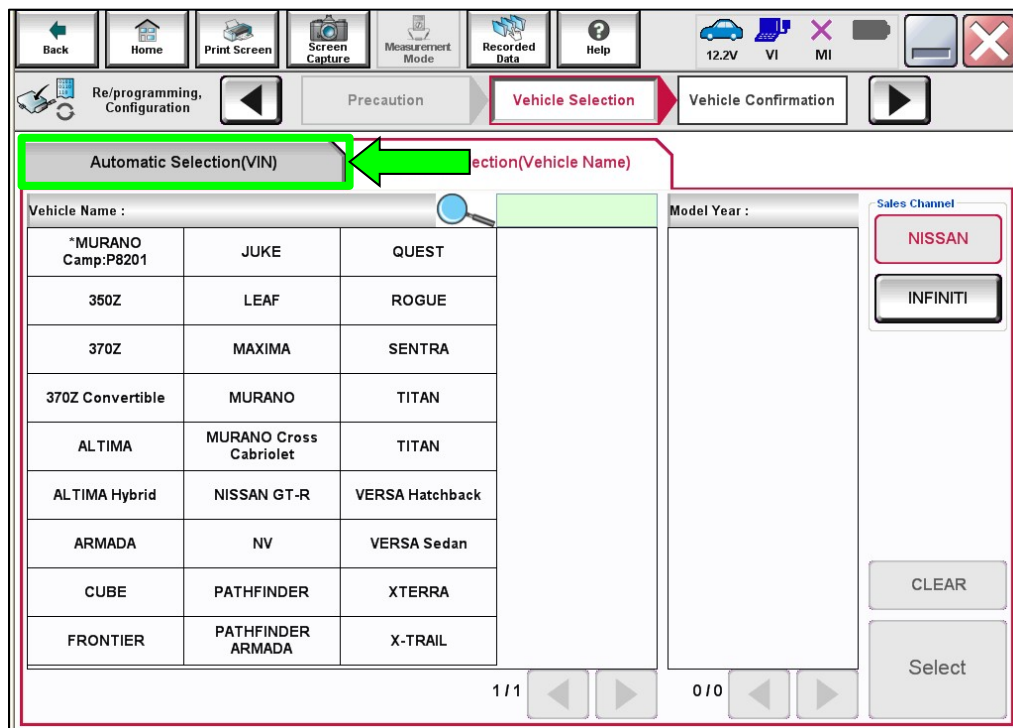8. Select **Automatic Selection(VIN)**.

Figure 3

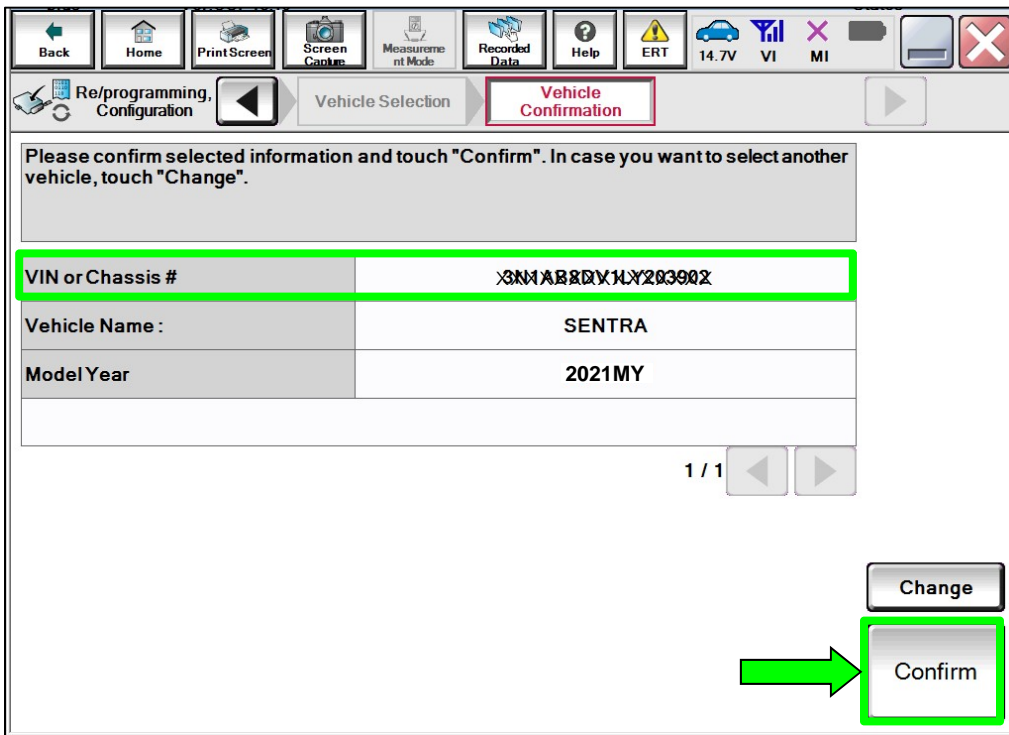9. Confirm the **VIN or Chassis #** is correct, and then select **Confirm**.

Figure 4

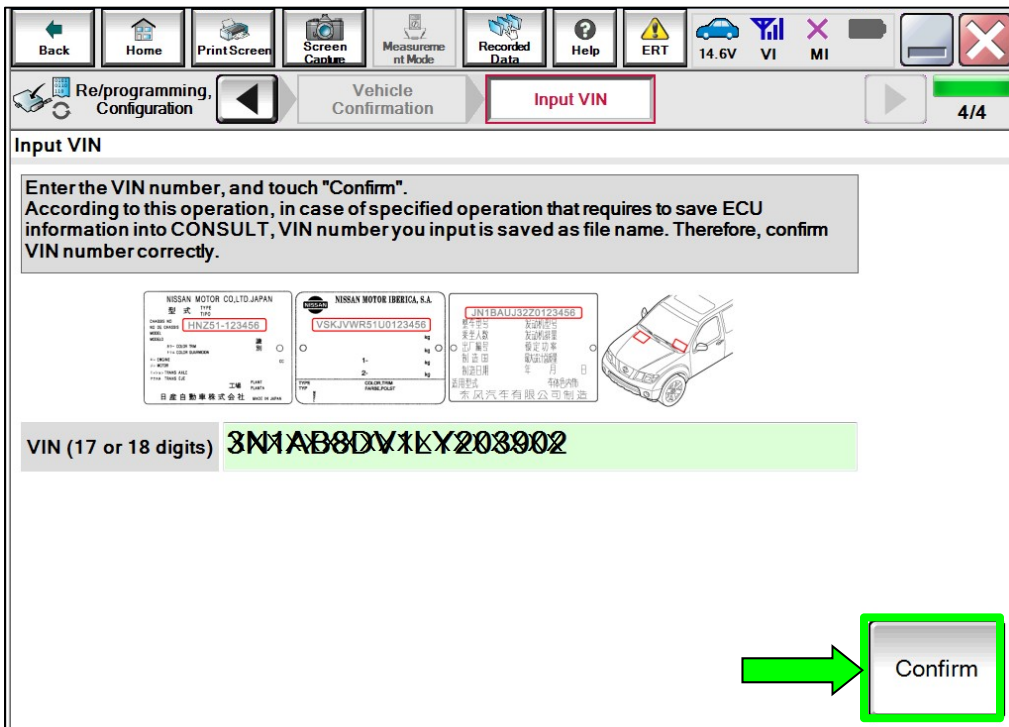10. Confirm the VIN is correct for the vehicle, and then select **Confirm**.

Figure 5

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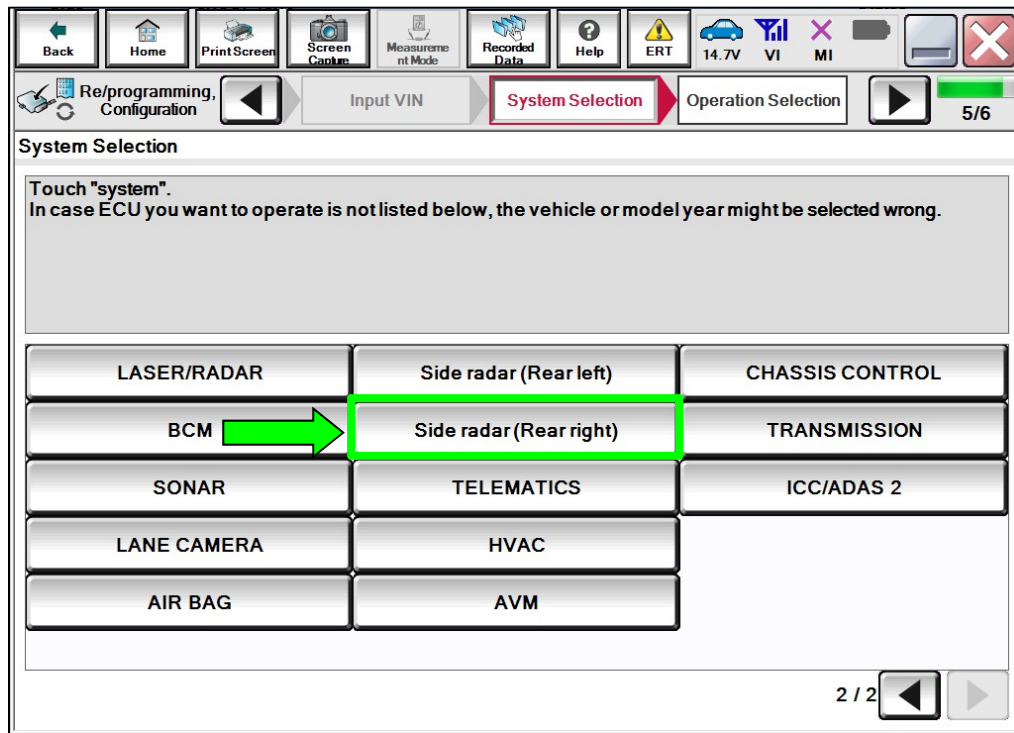11. Select **Side radar (Rear right)**.

Figure 6

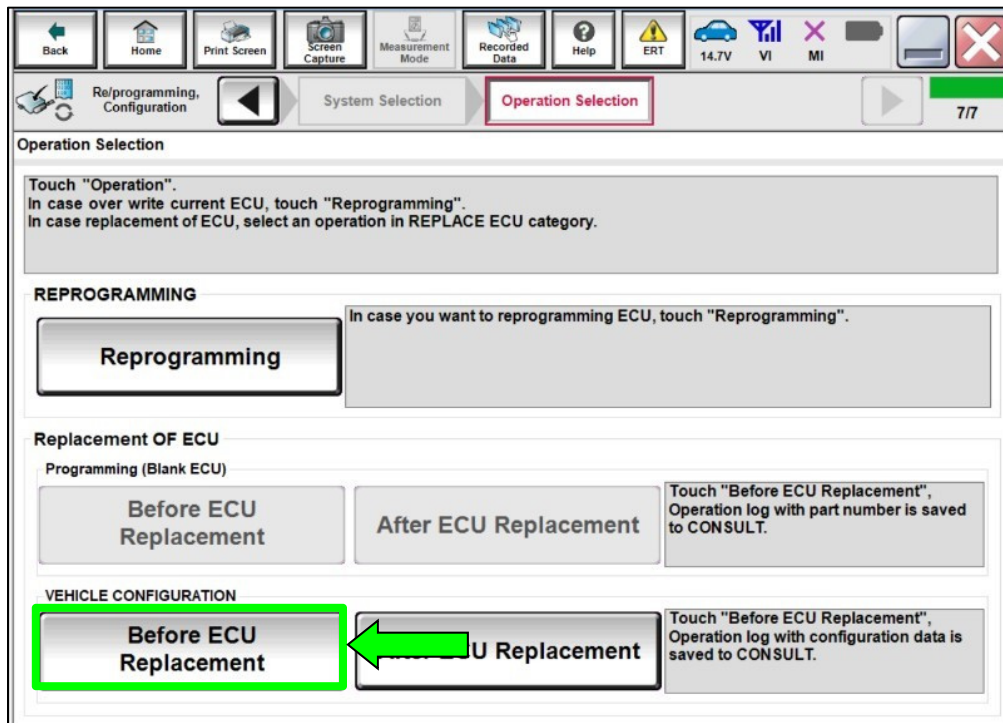12. Select **Before ECU Replacement**.

Figure 7

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13. Verify the information on the screen is correct, and then select **Other Operation**.

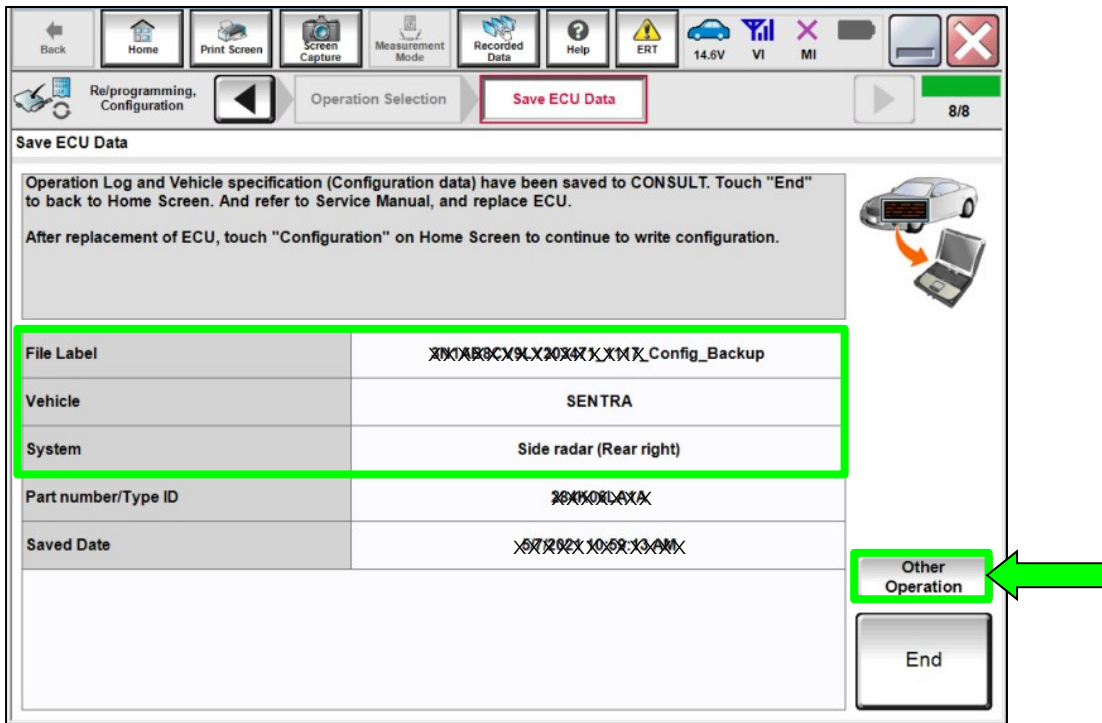 - Verify the VIN under **File Label** is correct.

Figure 8

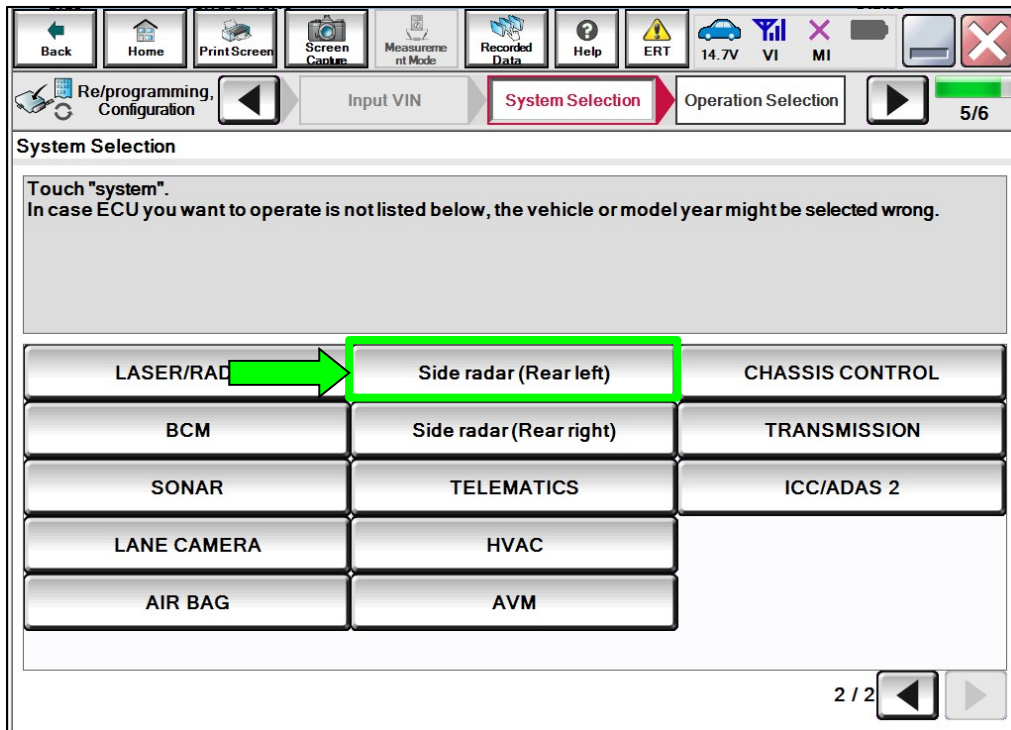14. Select **Side radar (Rear left)**.

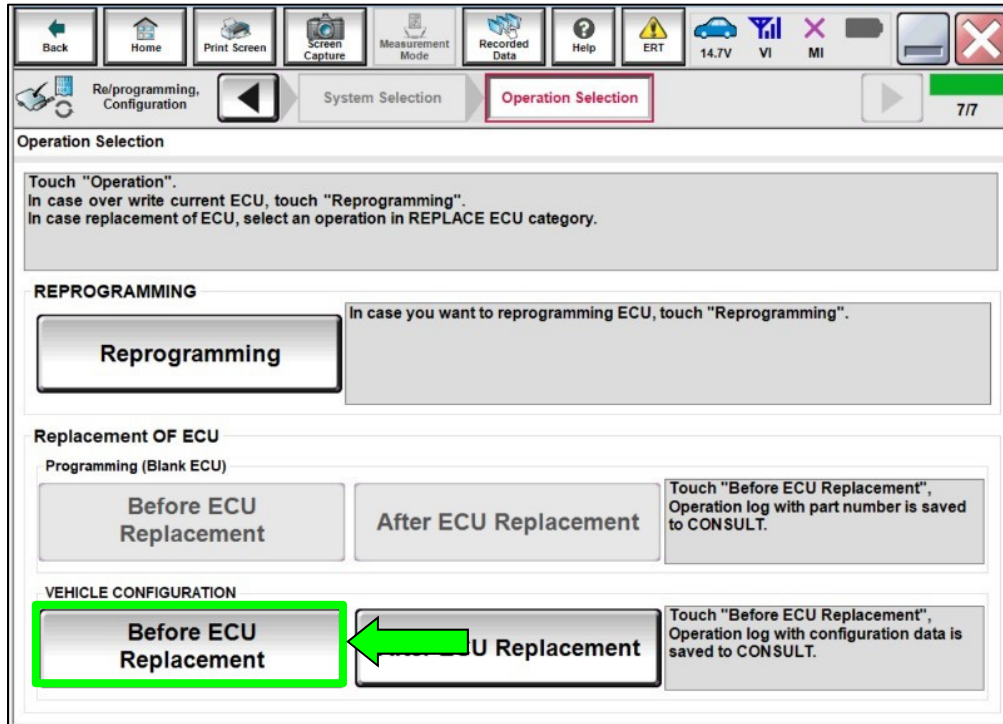Figure 9

15. Select **Before ECU Replacement**.

Figure 10

16. Verify the information on the screen is correct, and then select **End**.

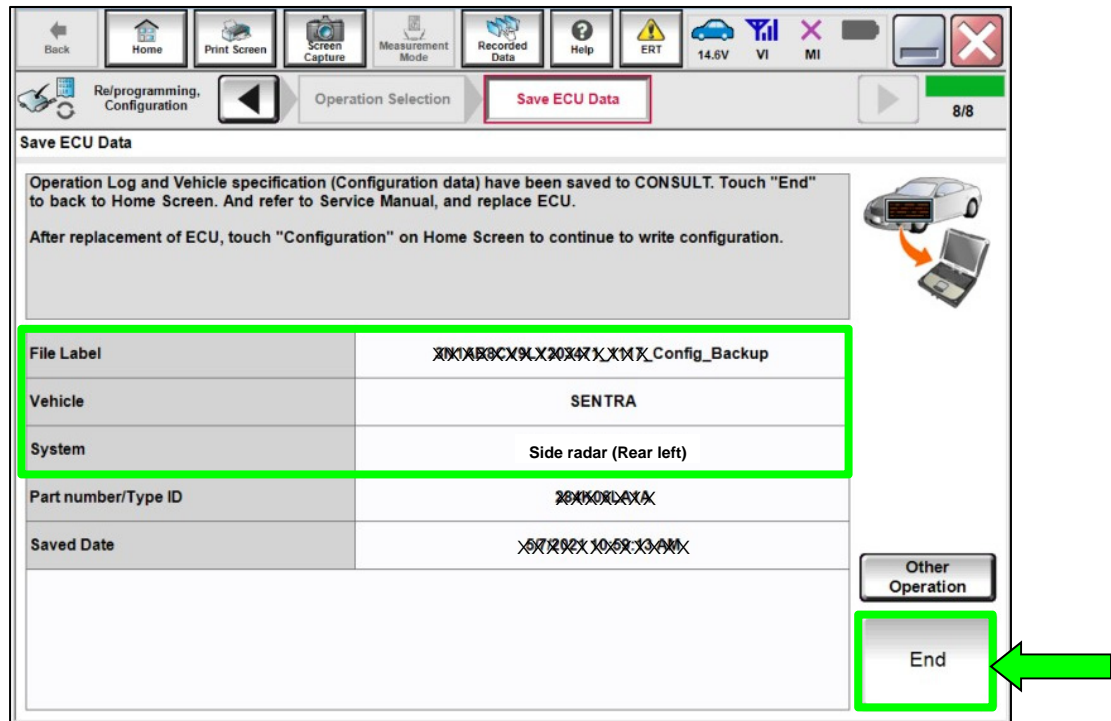- Verify the VIN under **File Label** is correct.

Figure 11

17. Remove the VI from the vehicle and close C-III plus application.

18. Turn the ignition OFF.

19. Disconnect the battery maintainer/smart charger.

Replace Both Side Radar Sensors

20. Replace both side radar sensors.

    - For side radar sensor replacement, refer to the ESM section below.

        o **CRUISE CONTROL & DRIVER ASSISTANCE > DRIVER ASSISTANCE SYSTEM > DRIVER ASSISTANCE SYSTEM > REMOVAL AND INSTALLATION > SIDE RADAR**

    IMPORTANT:

    - Follow all cautions and notices in the ESM procedure.

    - The Blind Spot Warning (BSW) system action test and the Rear Cross Traffic Alert (RCTA) action test must be performed before proceeding.

    - Do not destroy the replacement sensor's shipping box or packaging. Both sensors will be returned to the parts department.

Configure Replacement Side Radar Sensors

21. Turn the ignition ON, engine OFF.

22. Connect a battery maintainer/smart charger.

23. Connect the VI to the vehicle.

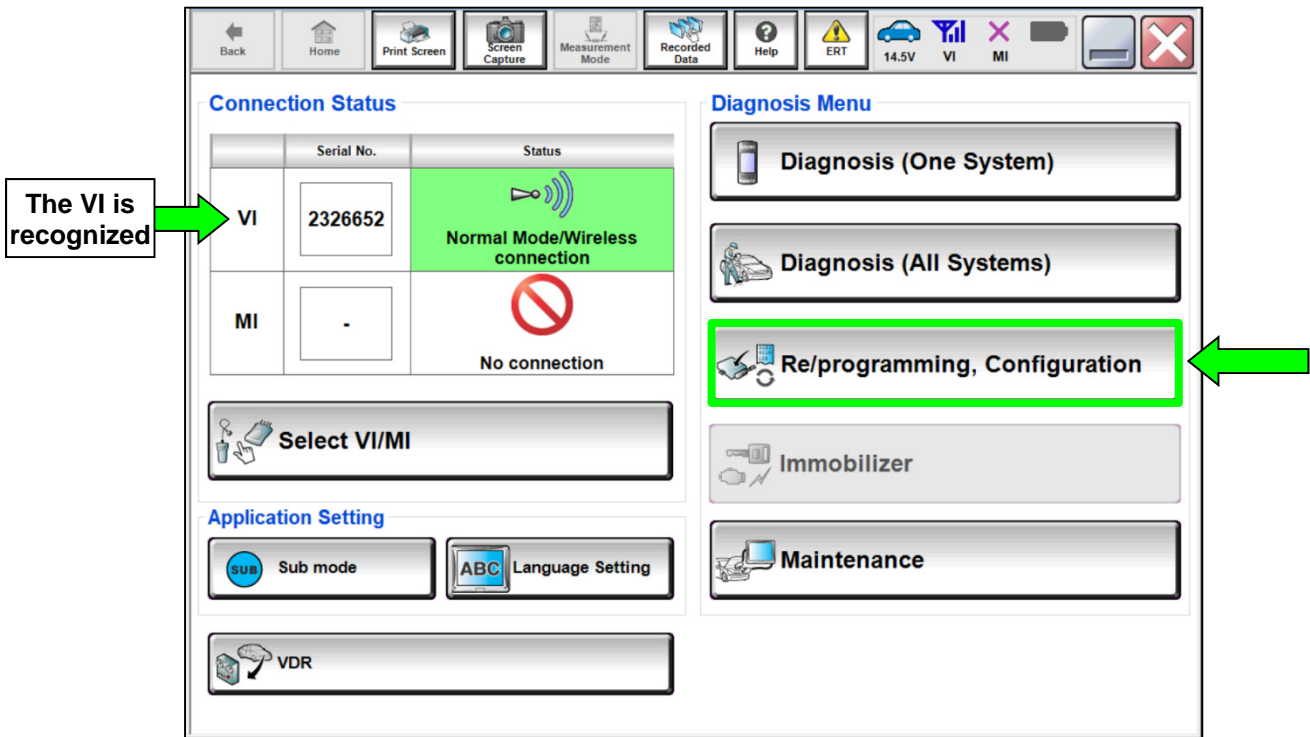24. Select **Re/programming, Configuration**.

Figure 12

25. Check the box to confirm the precaution instructions have been read, and then select **Next**.

    NOTE: Use the arrows (if needed) to view and read all the precautions.
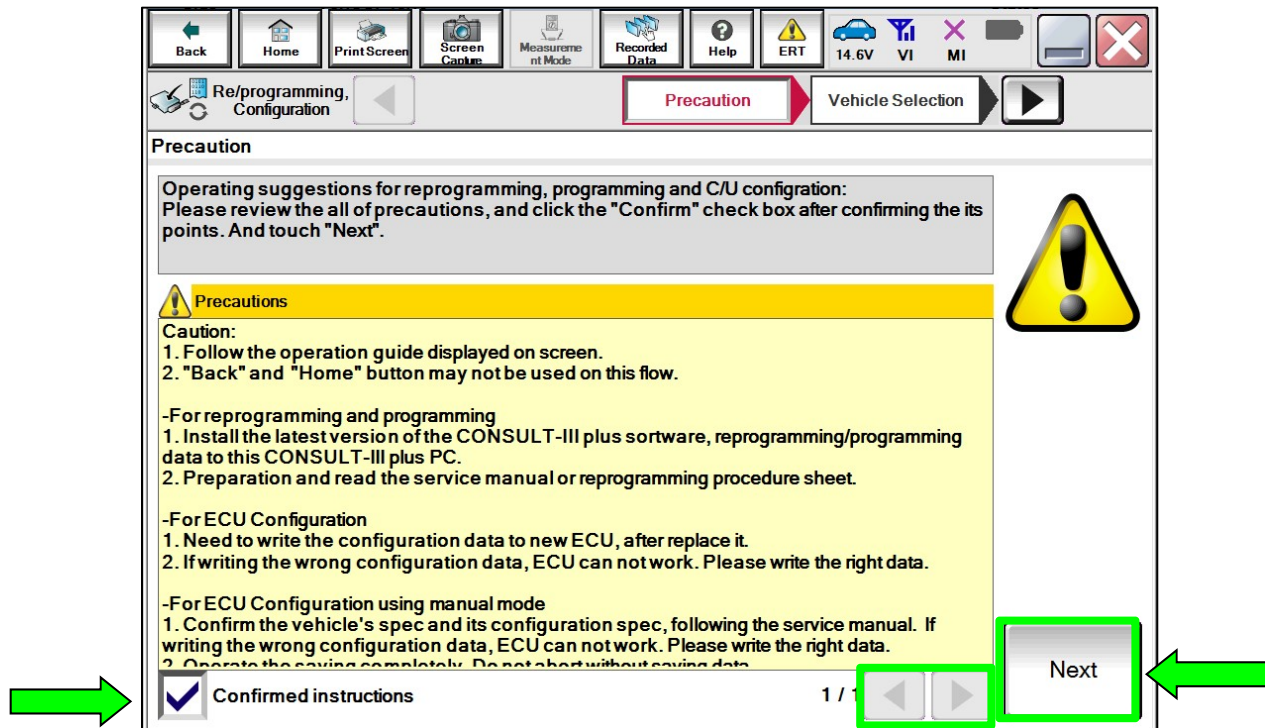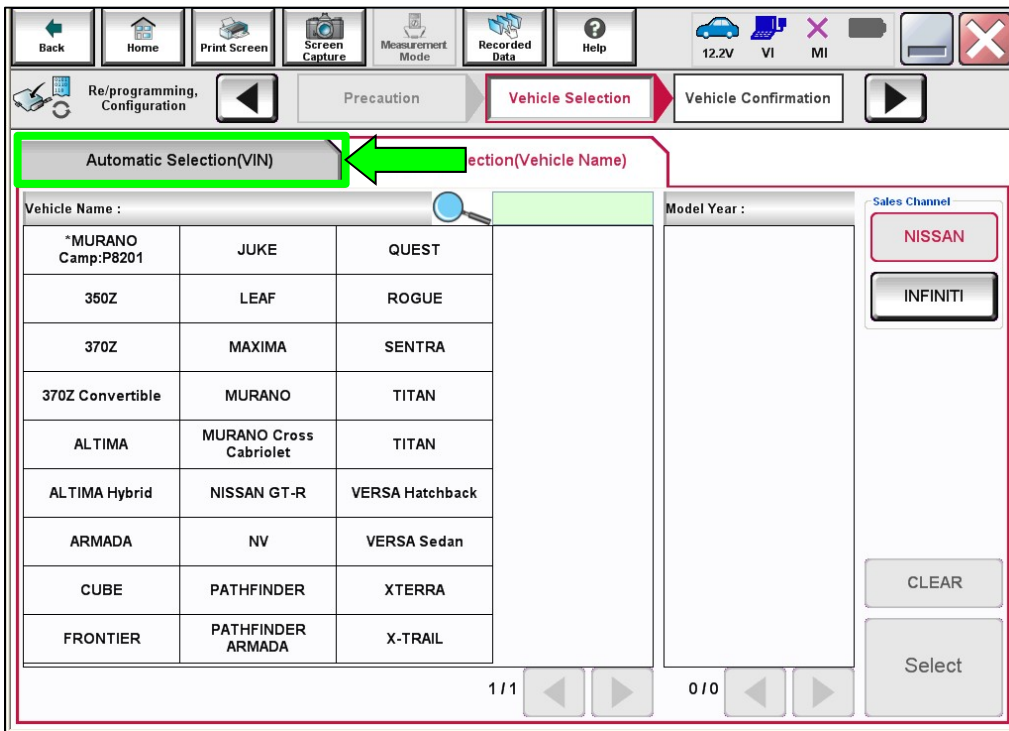

Figure 13

26. Select **Automatic Selection(VIN)**.

Figure 14

27. Confirm the **VIN or Chassis #** is correct, and then select **Confirm**.
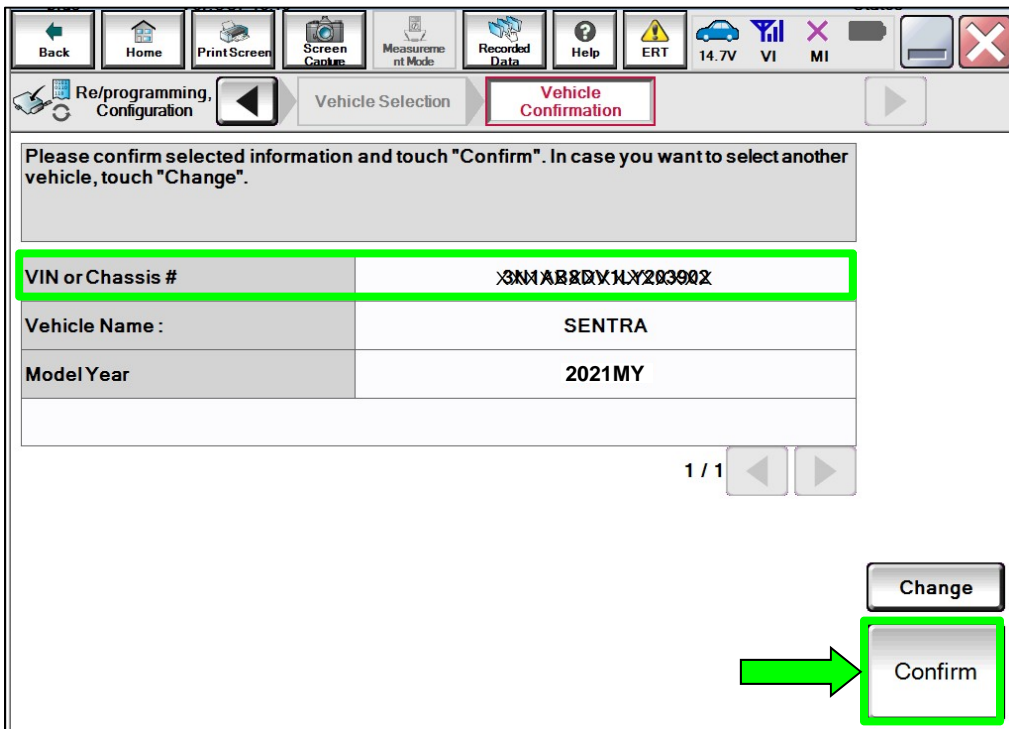

Figure 15

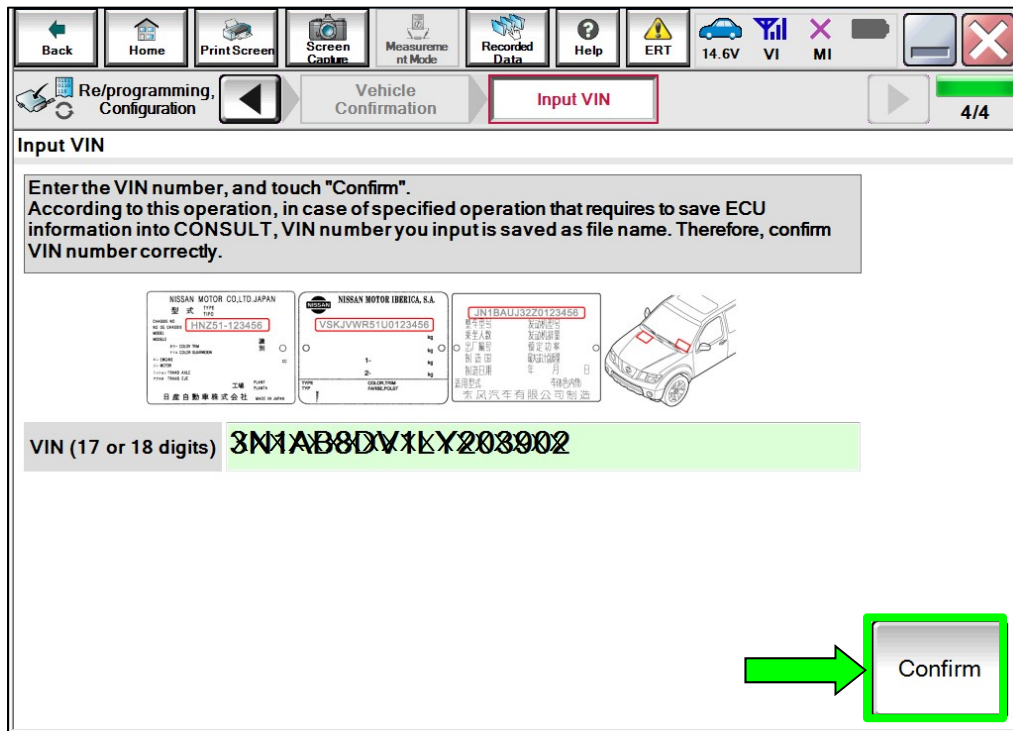28. Confirm the VIN is correct for the vehicle, and then select **Confirm**.

Figure 16

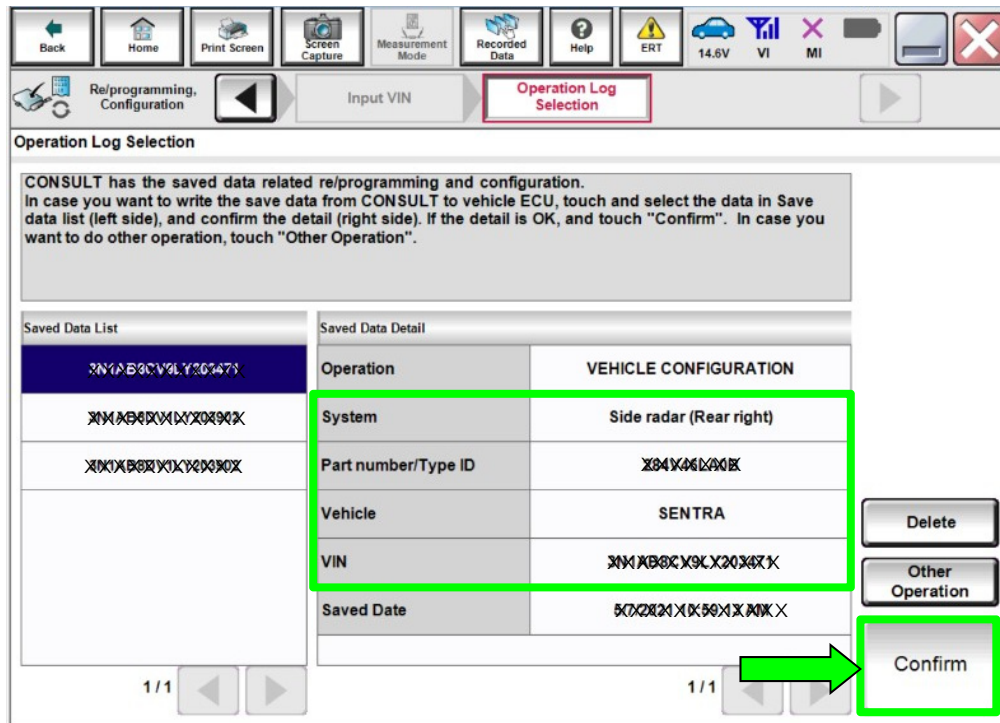29. Verify all the information on the screen, and then select **Confirm**.

Figure 17

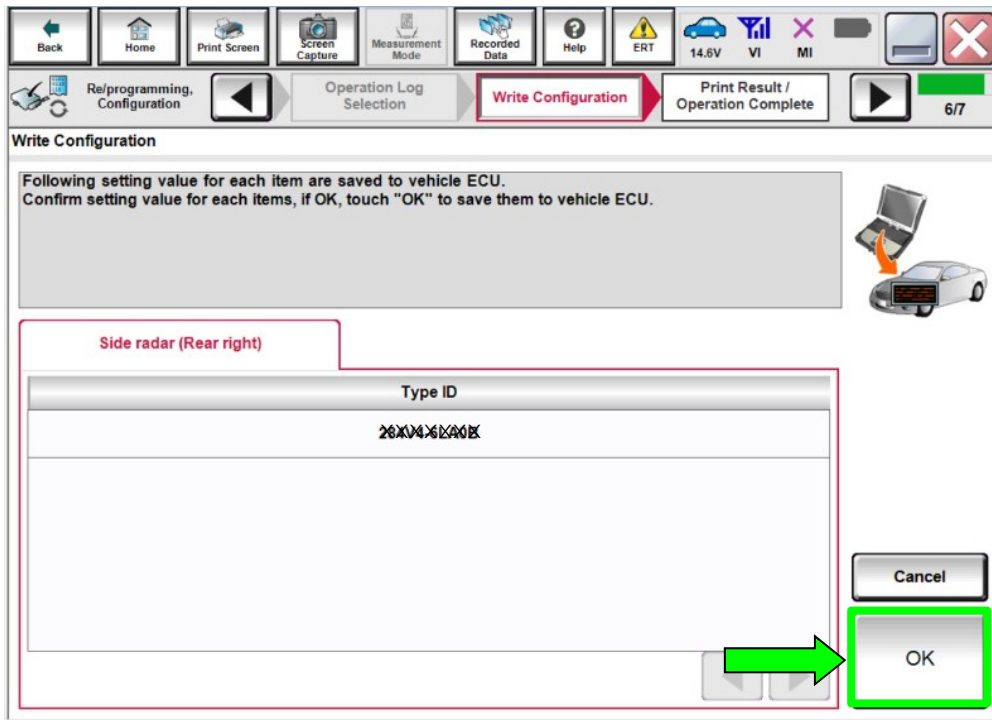NTB21-042

30. Select **OK**.

Figure 18
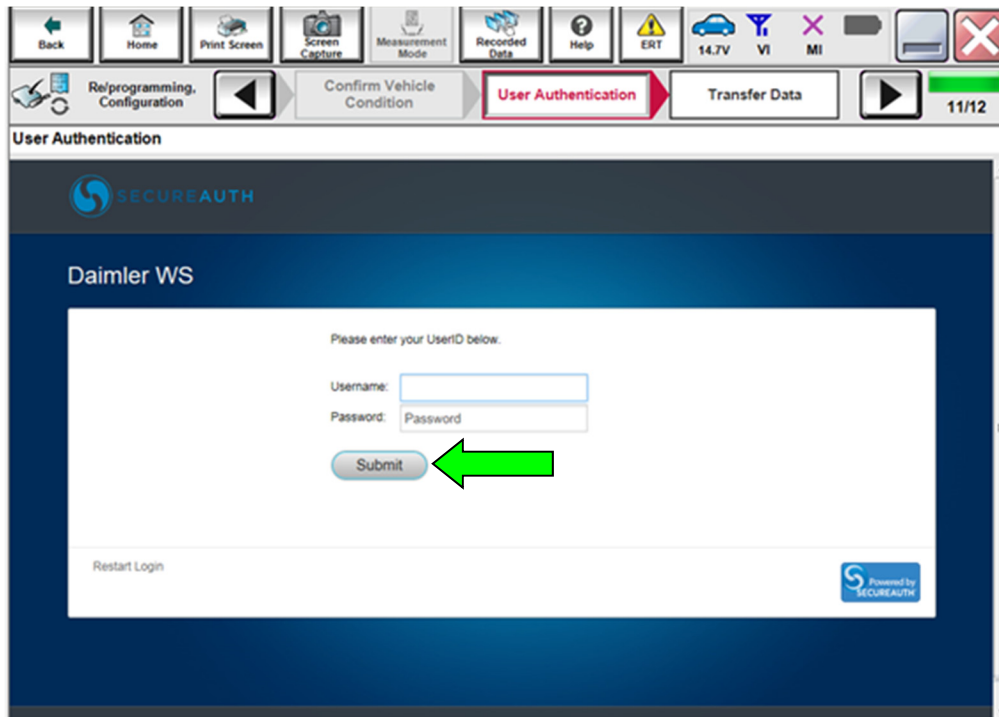
31. Login using your NNAnet credentials.

Figure 19

32.   Select **Print**, and then select **End**.

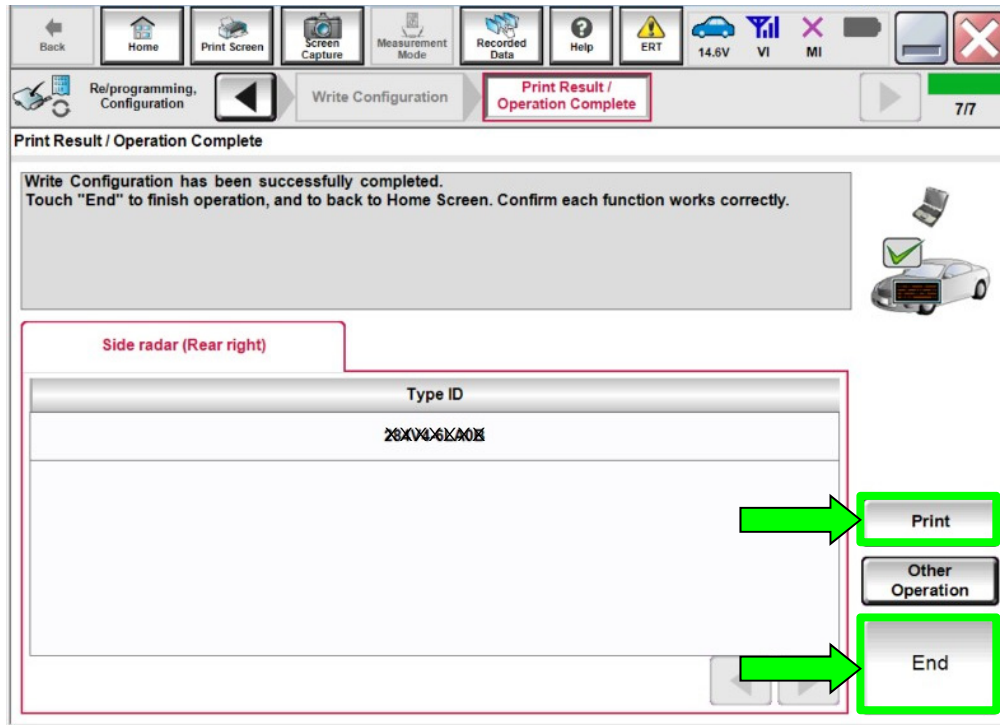- Attach the printed copy of the configuration to the repair order.

Figure 20

33.   Repeat steps 24 - 32 for the left side radar sensor.

Clear DTCs

NOTE: Steps 34 - 40 will change the DTC status from Current to Past, allowing the DTCs to be cleared.

34. Turn the ignition OFF.

     HINT: If the ignition does not turn OFF when the ignition button is pressed and released, press and hold the ignition button to turn OFF the ignition.

35. Remove the key from the vehicle.

36. Close all the doors.

37. Lock the doors with the key.

38. Wait a minimum of 2 minutes.

39. Unlock the vehicle and open the driver's door.

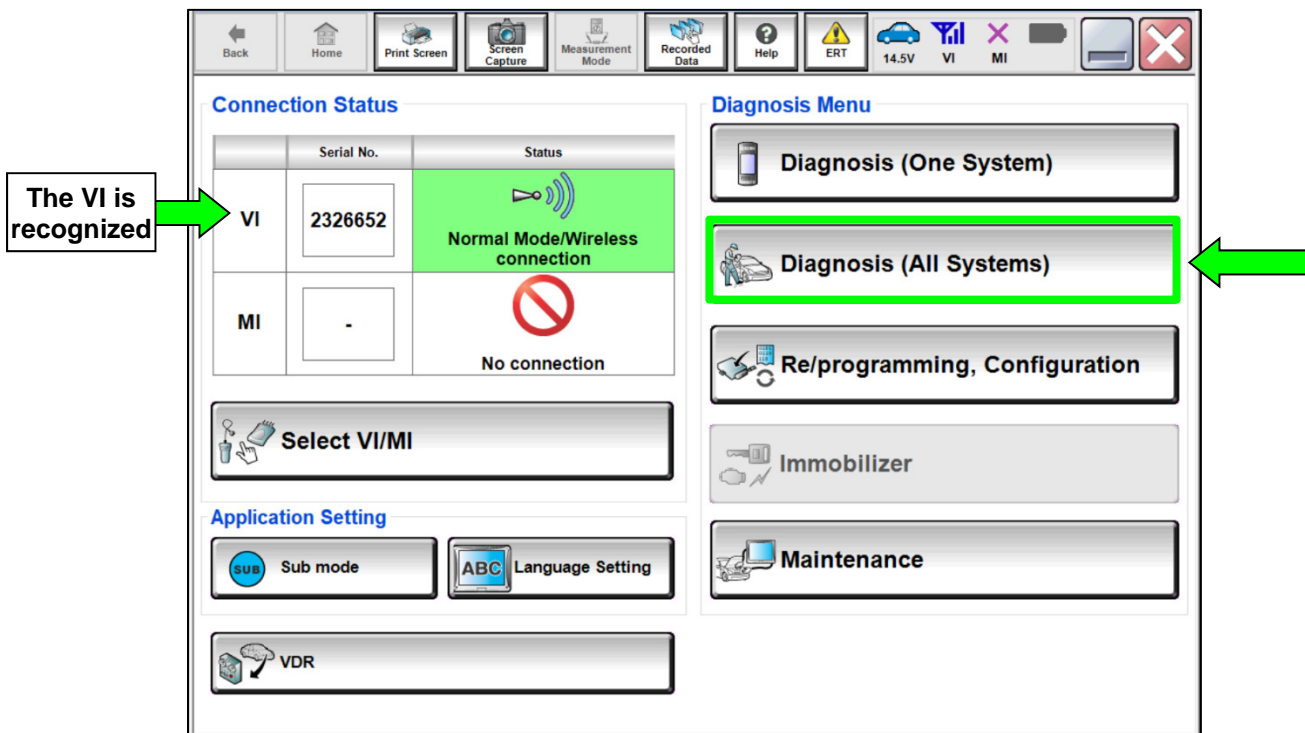40. Turn the ignition ON.

41. Select **Diagnosis (All Systems)**.
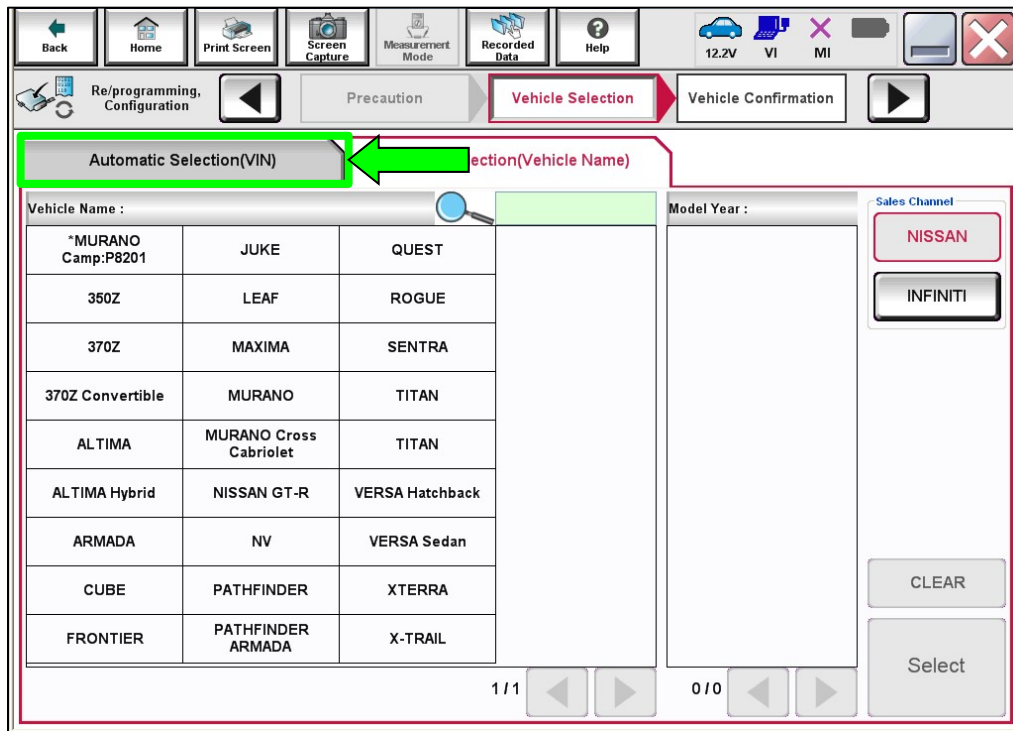

Figure 21

42. Select **Automatic Selection(VIN)**.

Figure 22

43. Confirm the **VIN or Chassis #** is correct, and then select **Confirm**.
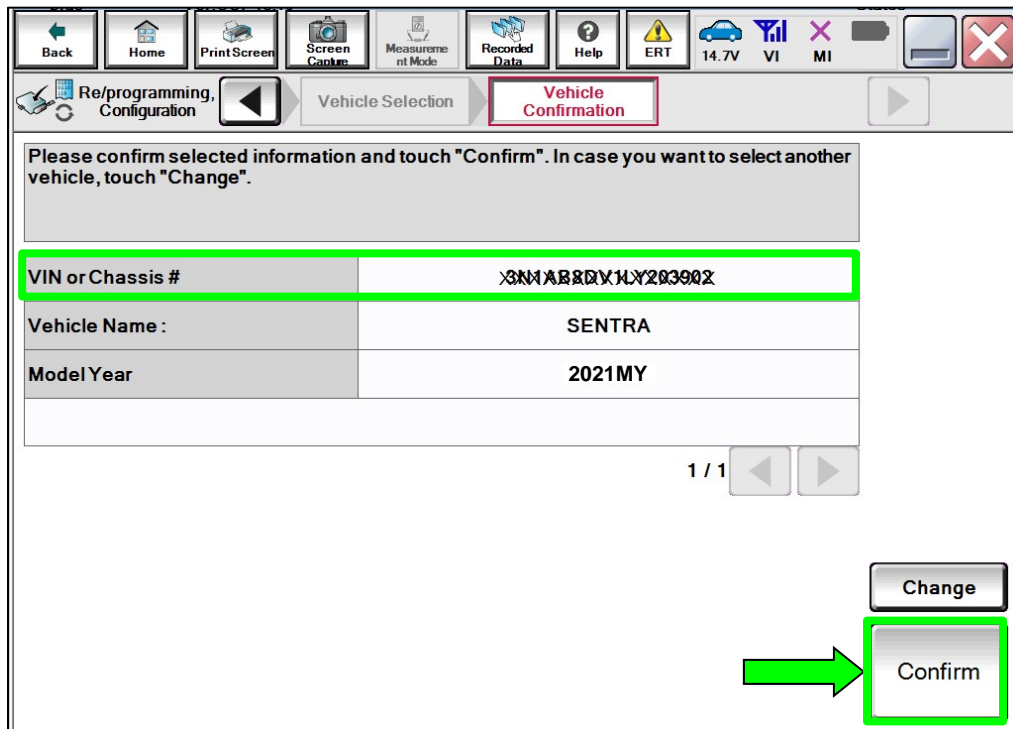

Figure 23

44. Follow the on screen instructions to erase the DTCs.

45. Turn the ignition OFF.

46. Remove the VI from the vehicle.

47. Disconnect the battery maintainer/smart charger.

48. Close the C-III plus application.

49. Return the removed side radar sensors to the Parts Department for shipment to Nissan FQA via warranty parts return request.

    • Use the original box and packaging to return the side radar sensors.

    • Verify each side radar part number is returned in the correct box.

Figure 24

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
SENSOR ASSY – SIDE OBSTACLE WARNING (SIDE RADAR SENSOR, RH)	284K0-6LA2A	1
SENSOR ASSY – SIDE OBSTACLE WARNING (SIDE RADAR SENSOR, LH)	284K1-6LA2A	1

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PM981	Replace and Configure Side Radar Sensors	PM9810	1.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
May 25, 2021	NTB21-042	Original bulletin published