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# SERVICE BULLETIN

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Classification: AN21-014	Reference: NTB21-053	Date: June 18, 2021
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## 2021 SENTRA; NO START DUE TO BATTERY DISCHARGE THROUGH AUDIO UNIT

**APPLIED VEHICLES:** 2021 Sentra (B18)  
**APPLIED DATE:** Built between March 18, 2021 – June 2, 2021  
**APPLIED TRIM LEVEL:** SV and SR

### IF YOU CONFIRM

The customer states that the engine would not crank, or cranked slowly and would not start.

### ACTION

1. Test the vehicle's 12 volt battery using the Midtronics DSS-5000 and recharge, or replace, the battery if necessary.
2. Confirm the current audio head unit software is version 321.
3. If the version is 321, update the audio head unit software to version 420.

**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 special tool, USB drive J-52727-1, 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.

**HINT:** The update-software must be the only file on the drive.



Figure 1

**NOTICE** Do not apply this software update to models outside of the APPLIED DATE range. If applied outside of the APPLIED DATE range, the audio unit may be damaged.

- Damaged audio units, due to improperly following the following service procedure or the software update being applied outside of the APPLIED DATE range, will not be eligible for warranty claims.

## SERVICE PROCEDURE

1. Test the vehicle's 12 volt battery using the Midtronics DSS-5000.
  - Recharge, or replace, the battery if necessary.

### Check Software Version

2. Select **Settings**, located in the lower right hand corner of the AV unit display shown in Figure 2.



Figure 2

3. Select **Info**.



Figure 3

4. Select **System Information**.



Figure 4

5. Select **Version Information**.

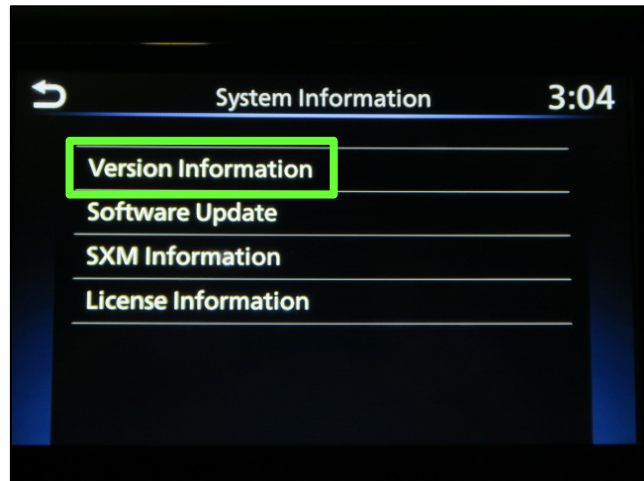


Figure 5

6. Verify the Software Version is **321**.
  - If the software version is 321, proceed to step 7.
  - If the software version is not 321, the service procedure is complete.

**NOTE:** Further diagnostic may be needed that is not covered by this bulletin. Refer to the appropriate section of the Electronic Service Manual (ESM).

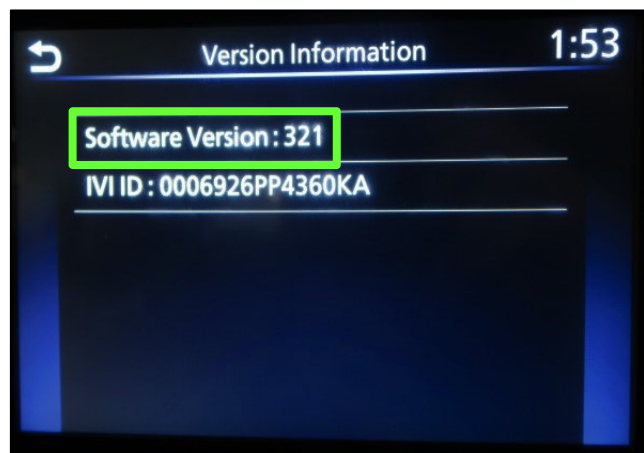


Figure 6

## Download Software from Infotainment Downloader Tool

### IMPORTANT: Before starting, make sure:

- The CONSULT PC is connected to the internet.
- ASIST has been synchronized (updated) to the current date.

7. Insert special tool USB drive J-52727-1 into the CONSULT PC.

- If the infotainment software has already been downloaded onto special tool USB drive J-52727-1 from a prior service procedure, skip to step 16 on page 8.

### HINT:

- Special tool USB drive J-52727-1 is the only USB drive approved for use with this procedure.
- The update-software must be the only file on the USB drive.
- The update-software is estimated to take 10-15 minutes to download to the USB drive.
- The update-software only needs to be downloaded once and can then be used continuously on multiple Applied Vehicles.

8. Open ASIST.

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

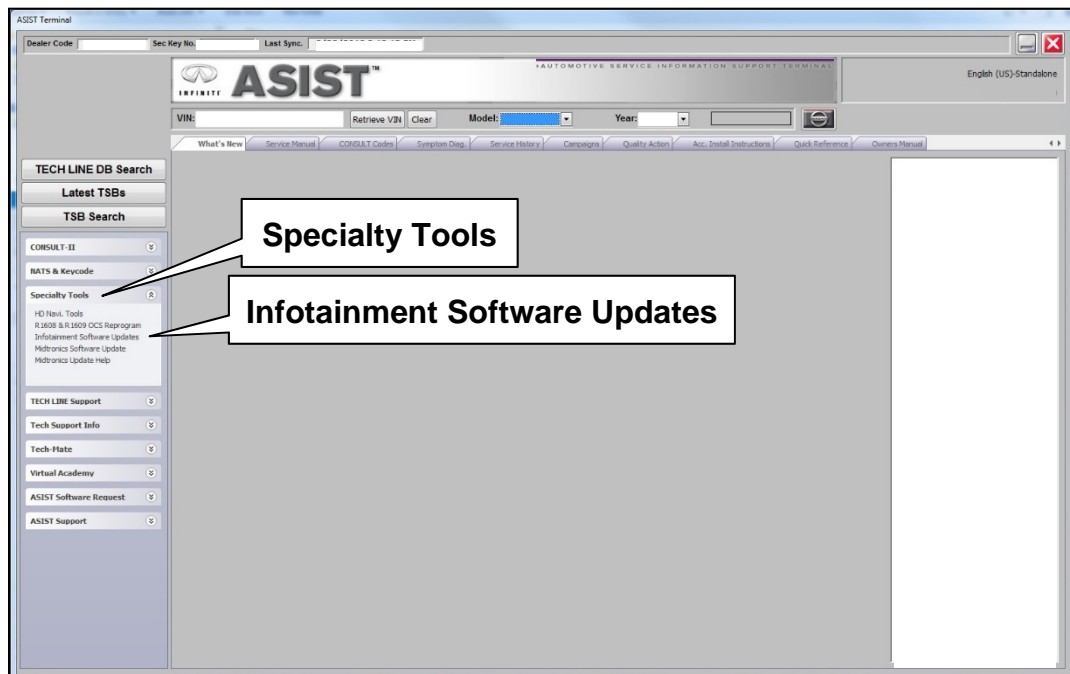


Figure 7

10. Select the check box next to infotainment update-software IVI0420 (Figure 8).
11. Use the drop-down menu and select the location of the USB drive that was inserted in step 7.

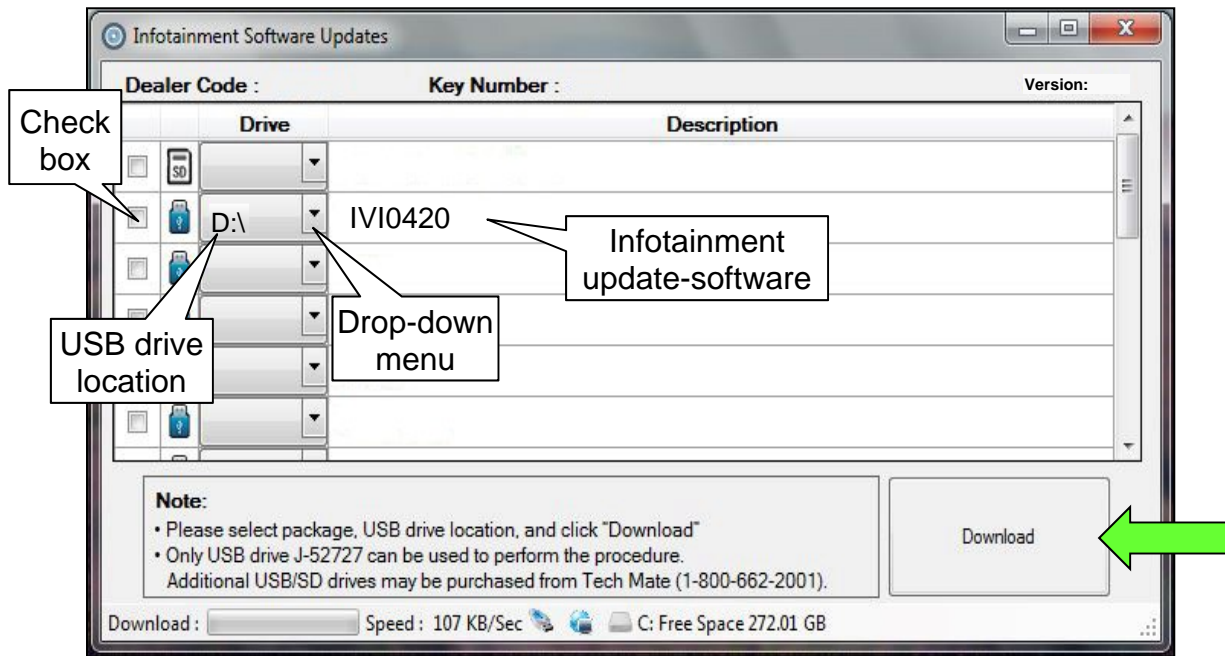


Figure 8

12. Select **Download**, and then wait for the download to complete.  
**HINT:** The update-software is estimated to take 10-15 minutes to download to the USB drive.
13. Select **OK** when the message in Figure 9 is displayed.

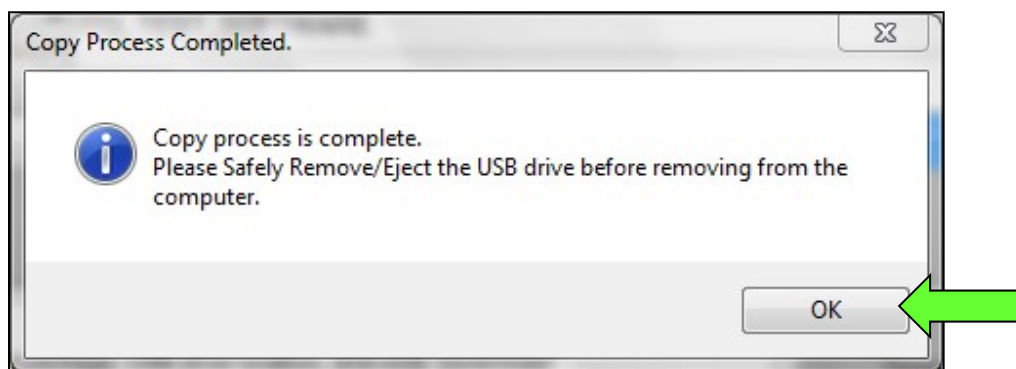


Figure 9

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

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

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

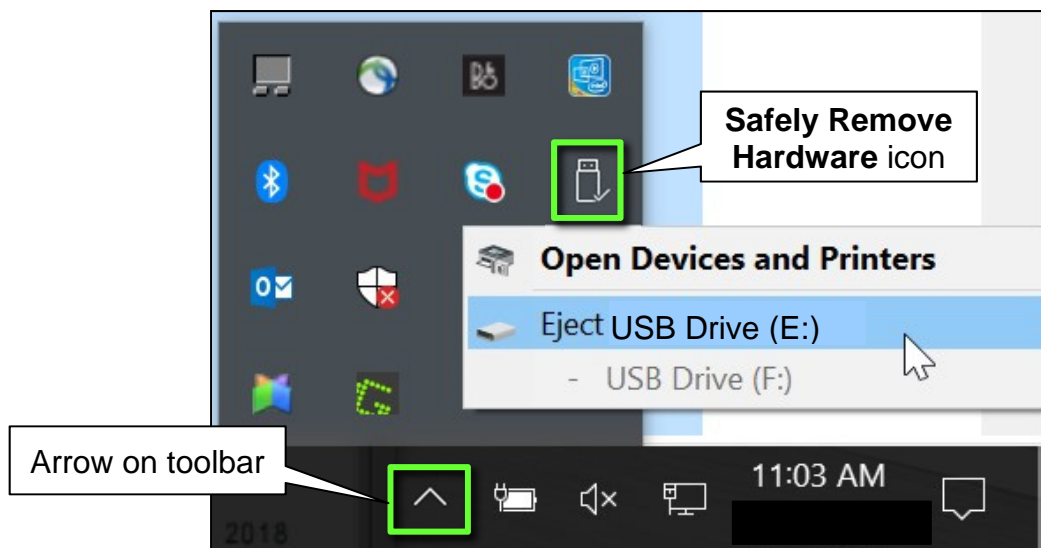


Figure 10

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

## Reprogram the Audio Unit

16. Set the parking brake.

17. Start the engine, and then wait 60 seconds for the system to load.

**HINT:** The engine needs to idle for the duration of the update to retain battery charge.

18. Insert the USB drive with the infotainment update-software into the vehicle's USB media port (Figure 11).

- Do not remove the USB drive during the update to the vehicle until instructed to.

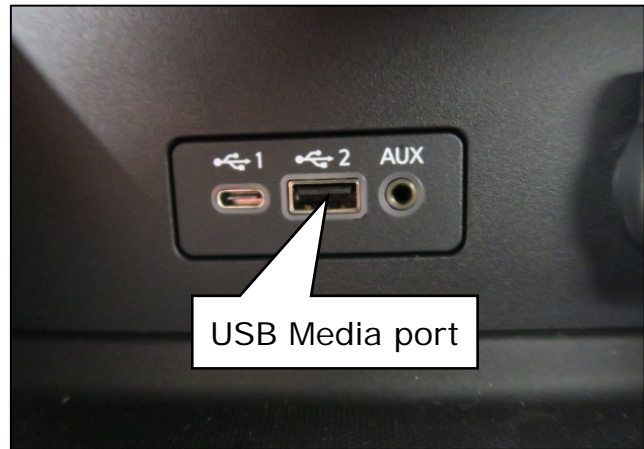


Figure 11

19. Wait approximately 10-30 seconds for the screen in Figure 12 to appear, and then select **OK**.

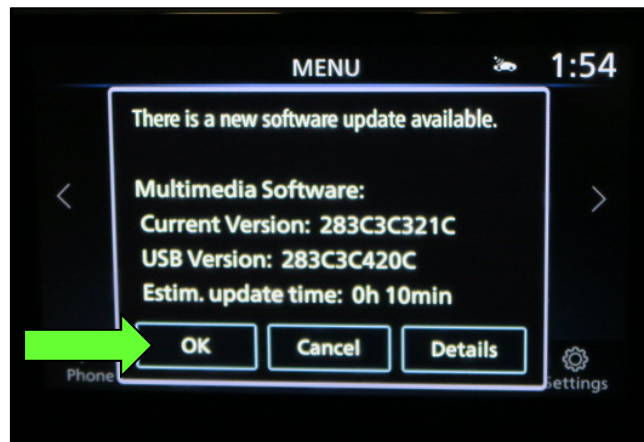


Figure 12

20. Review the software update requirements, shown in Figure 13, and then select **Accept** to start the reprogramming.

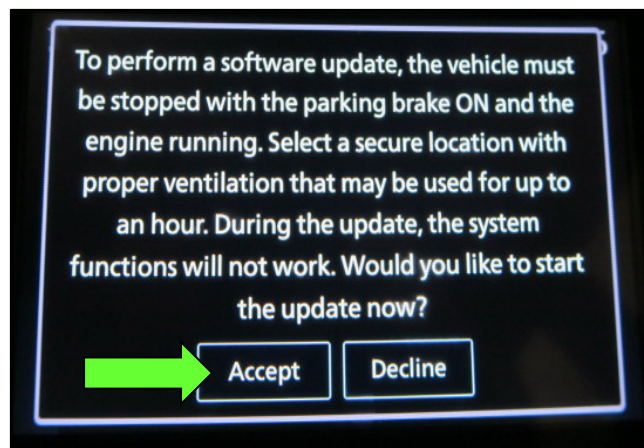


Figure 13



21. When the message shown in Figure 14 is displayed, remove the USB drive from the USB port.

**NOTICE** Do not remove the USB drive until Figure 14 is displayed. If removed prior to this screen being displayed, the audio unit may be damaged.

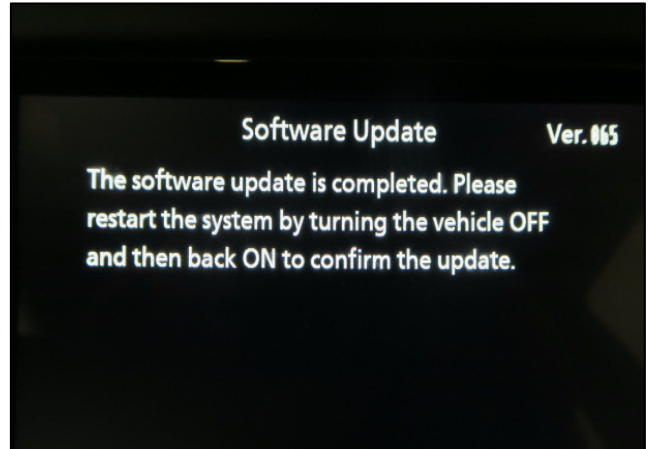


Figure 14

22. Turn the ignition OFF.
23. Open and close the driver door.
24. Restart the engine.
25. Allow the system to boot up completely (approximately 30 seconds).
- The Nissan logo will be displayed during the reboot (Figure 15).



Figure 15

### Confirm Software Version

26. Select **Settings**, located in the lower right hand corner of the AV unit display shown in Figure 16.



Figure 16

27. Select **Info**.



Figure 17

28. Select **System Information**.

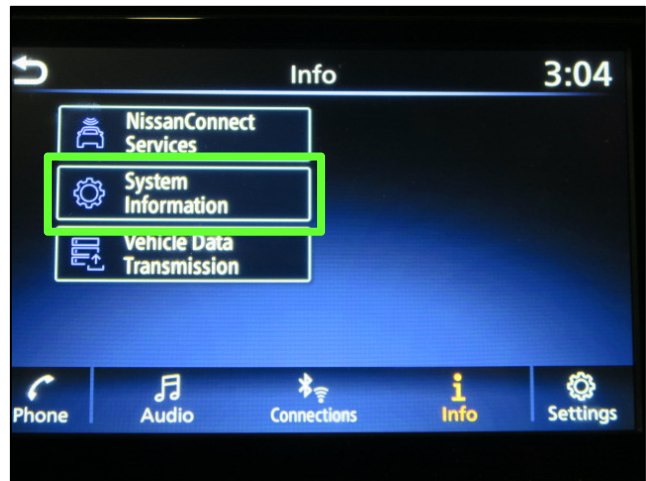


Figure 18

29. Select **Version Information**.

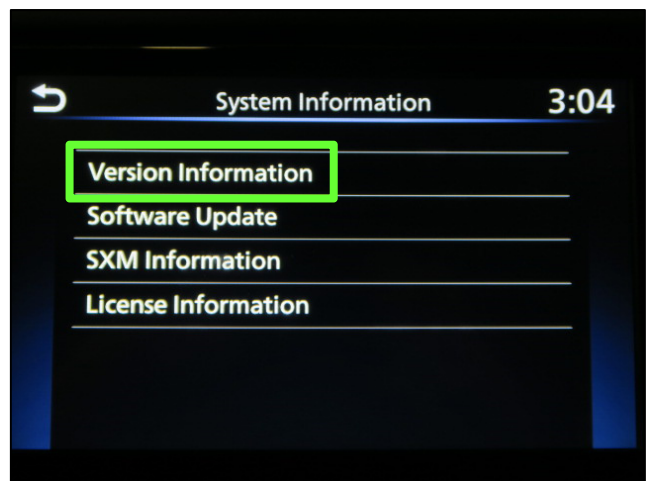


Figure 19

30. Verify the Software Version is now **420**.
- If the software version is NOT 420, start this procedure over and verify that the correct software shown in step 10 on page 6 is downloaded.
  - If the software version is 420, the reprogramming is complete.

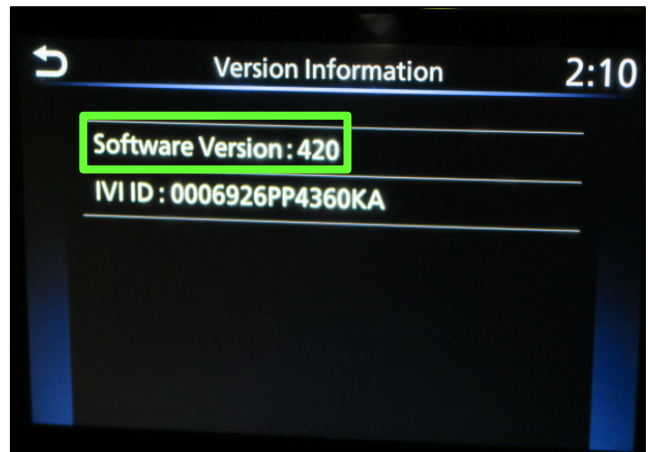


Figure 20

**CLAIMS INFORMATION**

Submit a Primary Part (PP) type line claim using the following claims coding:

Use the appropriate OP Codes in the box below for Test & Charge Battery claims:

<b>If test &amp; charge battery and check audio unit software are required</b>					
<b>DESCRIPTION</b>	<b>PFP</b>	<b>OP CODE</b>	<b>SYM</b>	<b>DIA</b>	<b>FRT</b>
Check Audio Unit Software (No update required), Test & Charge Battery (Battery OK)	(1)	RX0DAA	ZE	32	0.2

**OR**

<b>If both test &amp; charge battery and audio unit software update are required</b>					
<b>DESCRIPTION</b>	<b>PFP</b>	<b>OP CODE</b>	<b>SYM</b>	<b>DIA</b>	<b>FRT</b>
Check Audio Unit Software, Update Software, Test & Charge Battery (Battery OK)	(1)	RX0EAA	ZE	32	0.4

(1) Reference the electronic parts catalog and use the AV Control Assy (2591A-\*\*\*\*\*) as the Primary Failed Part (PFP).

**OR**

Use the appropriate OP Codes in the box below for Replacement Battery claims:

<b>If only a battery replacement is required</b>					
<b>DESCRIPTION</b>	<b>PFP</b>	<b>OP CODE</b>	<b>SYM</b>	<b>DIA</b>	<b>FRT</b>
Check Audio Unit Software (No update required)	(1)	RX0AAA	ZE	32	0.2
Test & Charge Battery		GB18AA			(2)
Replace Battery		GB181A			(2)

**OR**

<b>If a battery replacement and audio unit software update are required</b>					
<b>DESCRIPTION</b>	<b>PFP</b>	<b>OP CODE</b>	<b>SYM</b>	<b>DIA</b>	<b>FRT</b>
Check Audio Unit Software, & Update Software	(1)	RX0BAA	ZE	32	0.3
Test & Charge Battery		GB18AA			(2)
Replace Battery		GB181A			(2)

(1) Reference the electronic parts catalog and use the AV Control Assy (2591A-\*\*\*\*\*) as the Primary Failed Part (PFP).  
 (2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated Flat Rate Time (FRT).

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
June 18, 2021	NTB21-053	Original bulletin published

