



SERVICE BULLETIN

Classification: AN21-021	Reference: NTB21-096	Date: October 14, 2021
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SOFTWARE UPDATE FOR INFOTAINMENT ISSUES

APPLIED VEHICLES: 2020 Sentra (B18)
APPLIED GRADES: SV, SR

SERVICE INFORMATION

When diagnosing an infotainment issue, always confirm that the latest software is installed in the AV control unit before starting the diagnosis.

The software update in the following service procedure is to address the items below:

- Stability improvements and “bug” fixes.

Refer to steps 1 - 4 starting on page 3 to confirm that this bulletin applies.

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

- Special tool, USB drive J-52727-1, was previously shipped to each dealer and should already be available (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 or 1-800-662-2001.

HINT:

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



Figure 1

BOSCH CONTACT INFORMATION

If additional assistance is required from Bosch, fill out the form below and email it to: nissan.dealers@us.bosch.com

Bulletin Number	
Date	
Dealer Number	
Mailing Address: Dealer Name	
Address and Street	
City	
State	
Zip Code	
Order Placed By (your name)	
Current audio unit Software version	
Customer Concern	
Reason for request	<ul style="list-style-type: none"> • Cannot download update software

SERVICE PROCEDURE

Check Software Version

1. Select the **Settings** icon.



Figure 2

2. Select the **Info** Icon.
 - If the **Info** icon does not appear as shown in Figure 3, this bulletin does not apply.



Figure 3

3. Select **System Information** to access the vehicle update menu.



Figure 4

4. Select **Version Information**.

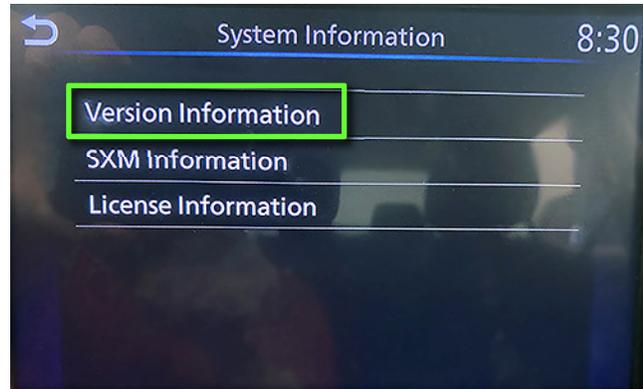


Figure 5

- If the Software Version is NOT version **283C30711E**, select the back icon and continue to step 5 on page 5.
- If the Software Version is version **283C30711E**, select the back icon and proceed to the **CLAIMS INFORMATION** on page 13.

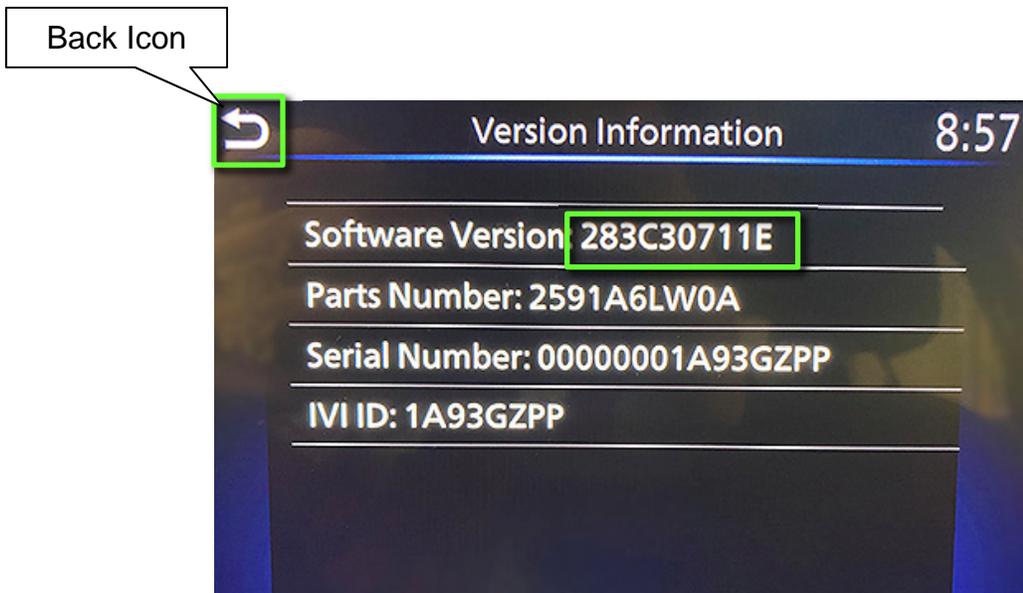


Figure 6

Update the AV Control Unit

IMPORTANT: Before starting, make sure:

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

5. Insert special tool USB drive J-52727-1 into an ASIST Station.

- If the infotainment software has already been downloaded onto special tool USB drive J-52727-1 from a prior service procedure, skip to step 14 on page 7.

HINT:

- Special tool USB drive J-52727-1 is the only USB drive approved for use with this procedure.
- The update-software is estimated to take **4 hours** to download to the USB drive.
- The update-software must be the only file on the USB drive.

6. Open ASIST.

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

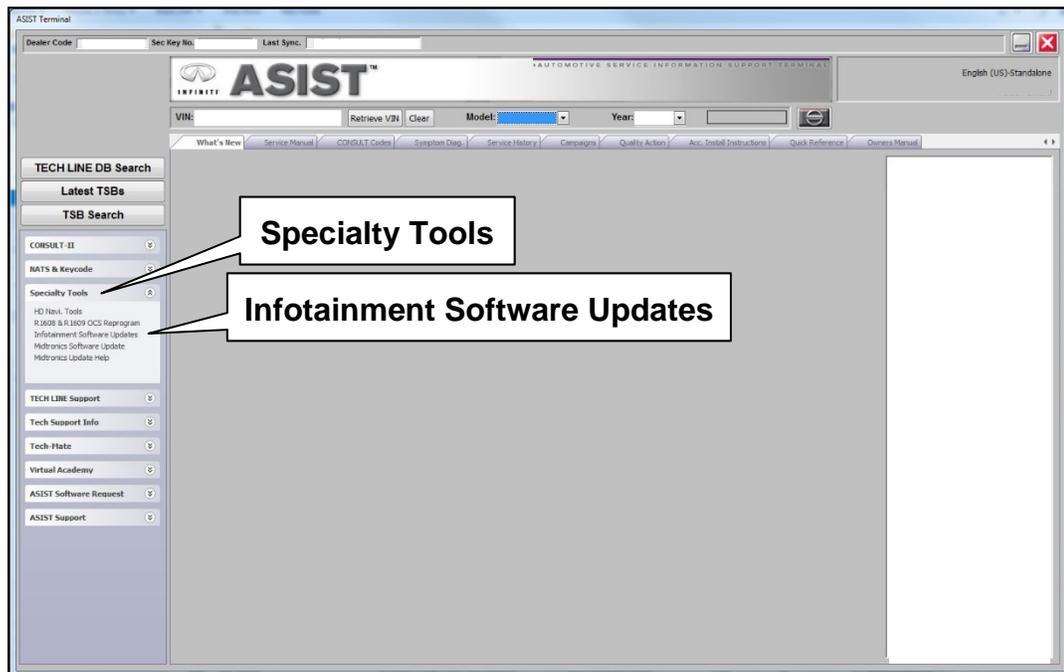


Figure 7

8. Select the check box next to infotainment update-software ID IVI3128 (Figure 8).
9. Use the drop-down menu and select the location of the USB drive that was inserted in step 5 on page 5.

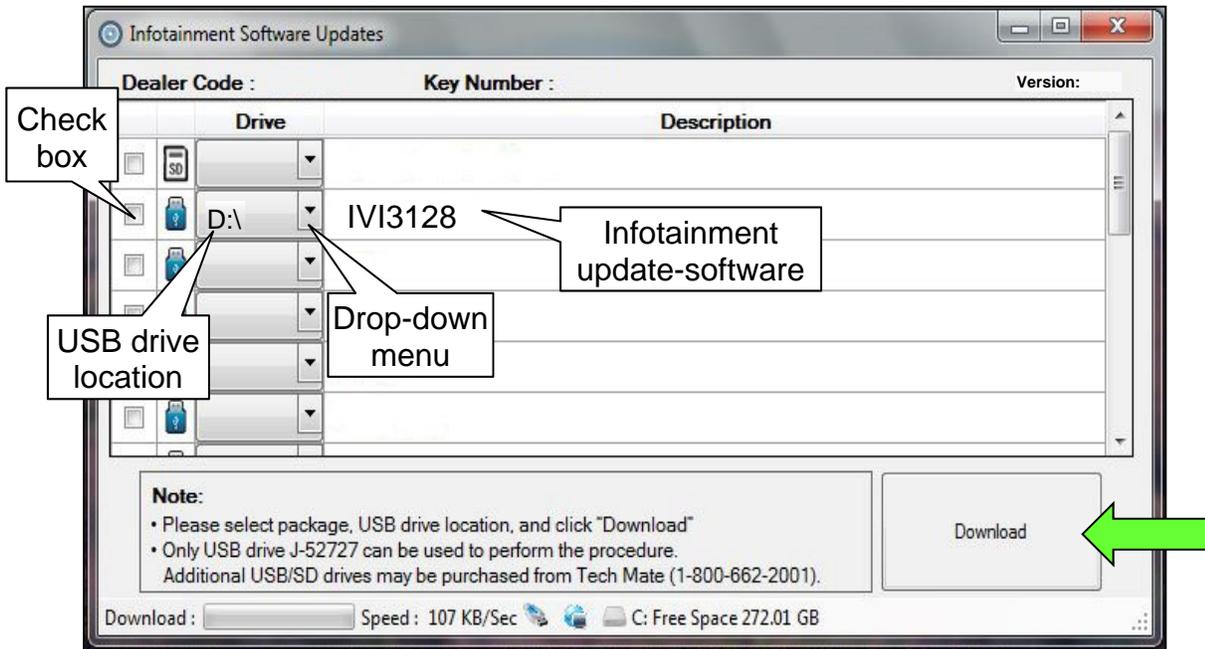


Figure 8

10. Select **Download**, and then wait for the download to complete.

HINT:

- The update-software is estimated to take **4 hours** to download to the USB drive.
- If, while attempting to download the software to the ASIST Station, you receive the message shown in Figure 9:
 - a. First, attempt to clear space on the ASIST Station hard drive.
 - b. If space on the hard drive cannot be cleared, email Bosch at nissan.dealers@us.bosch.com for additional options.



Figure 9

11. Select **OK**.

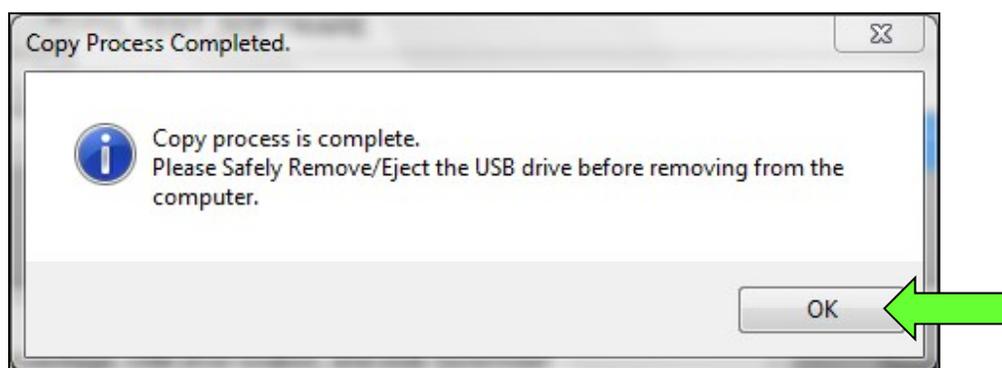


Figure 10

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

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



Figure 11

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

14. Set the parking brake.

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

- The engine must remain idling for the duration of the update to retain battery charge.

NOTICE Turning off the engine during the update may cause corruption to the software update and damage Audio unit.

16. Insert the USB drive with the infotainment update-software into the vehicle's USB media port (Figure 12).
- Do not remove the USB drive during the update to the vehicle until instructed to.

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

NOTICE

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

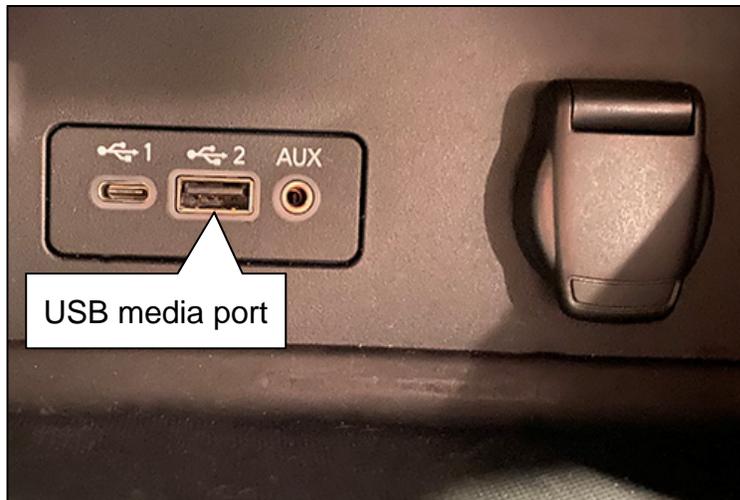


Figure 12

17. Wait approximately 10-30 seconds for the screen in Figure 13 to appear.

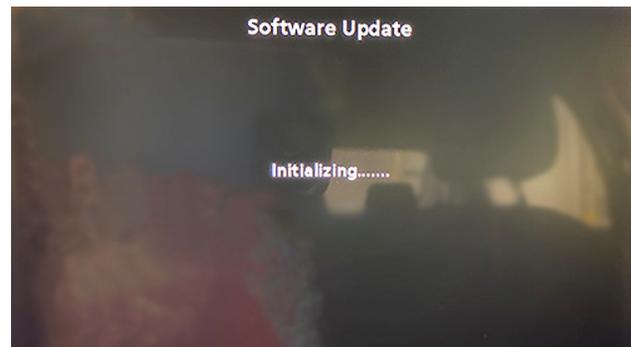


Figure 13

- The screen in Figure 14 may briefly appear. **Do not remove the USB drive.** The audio system will detect the USB and continue the update.



Figure 14

18. Wait for the update to complete.
 - Follow the on-screen instructions while waiting.

HINT: The update may take 15-25 minutes.

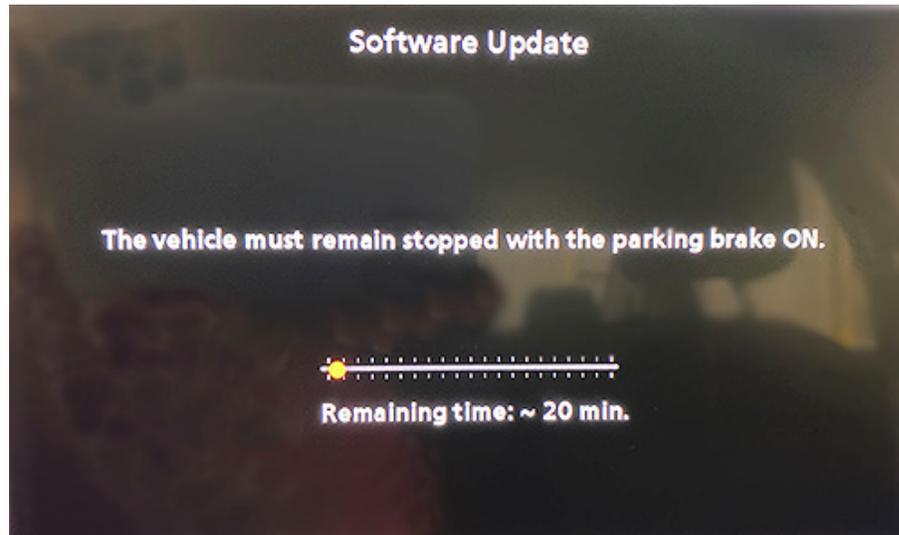


Figure 15

19. Once the update is complete (Figure 16), remove the USB drive; the system will reboot (restart).

HINT: The system will not reboot until the USB drive is removed.

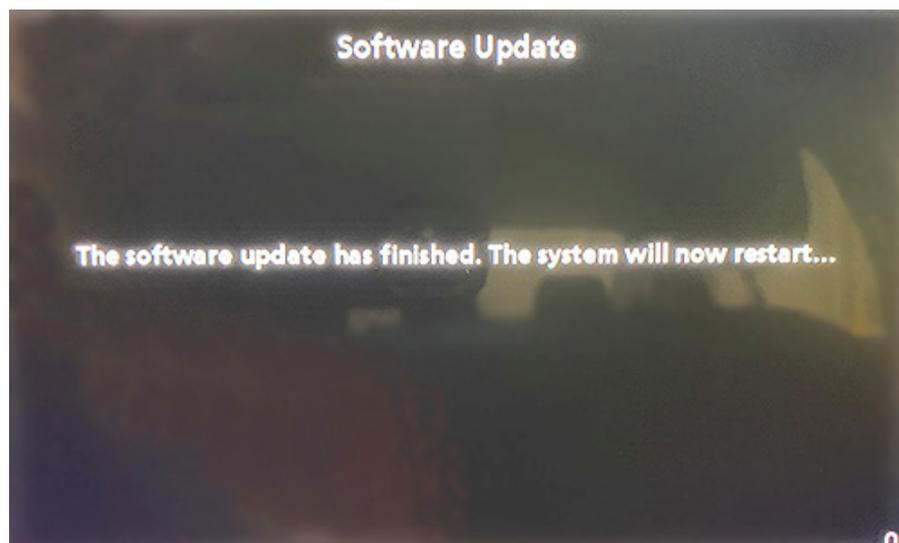


Figure 16

NOTICE

Steps 20-27 must be completed. If they are not completed, the update may become corrupted.

20. Allow the reboot to complete (approximately 30 seconds).
 - The Nissan logo will be displayed during the reboot.



Figure 17

The steps below will fully reboot the infotainment system twice.

22. Open and close the driver door, and then ensure that all doors are closed.
23. Wait 5 minutes.

NOTICE

Ensure that all doors remain closed during the 5 minute wait period. If a door is opened during the 5 minute wait period, the update may not complete and the AV control unit may become inoperable.

HINT: The engine does not need to be running for the next steps.

24. Turn the ignition ON (engine OFF) and wait for the Nissan logo to appear (Figure 17).
 - If the Nissan logo does not appear (this might take up to 30 seconds), start over from step 21.

25. After the Nissan logo appears, wait about 1 minute.
 - The MENU (Home) screen in Figure 18 will be displayed.



Figure 18

27. Repeat steps 22-26 one more time (for a total of two times to complete the update) and then proceed to step 28 on page 11.

Confirm New Software Version

28. Select the **Settings** icon.



Figure 19

29. Select the **Info** icon.

- If the **Info** icon does not appear as shown in Figure 20, this bulletin does not apply.



Figure 20

30. Select **System Information** to access the vehicle update menu.



Figure 21

31. Select **Version Information**.

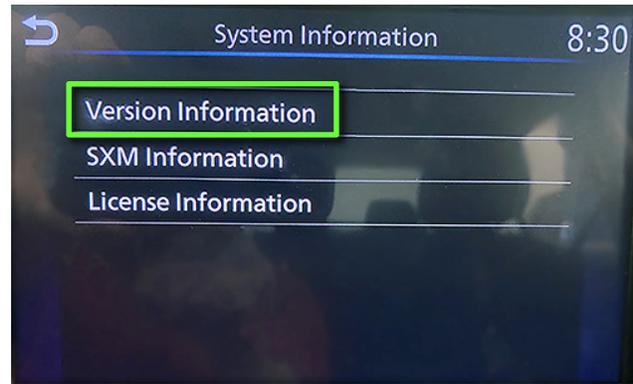


Figure 22

- If the Software Version is NOT version **283C30711E**, select the back button and perform steps 5-27 again, starting on page 5.
- If the Software Version is **283C30711E**, select the back button. The Service Procedure is complete.

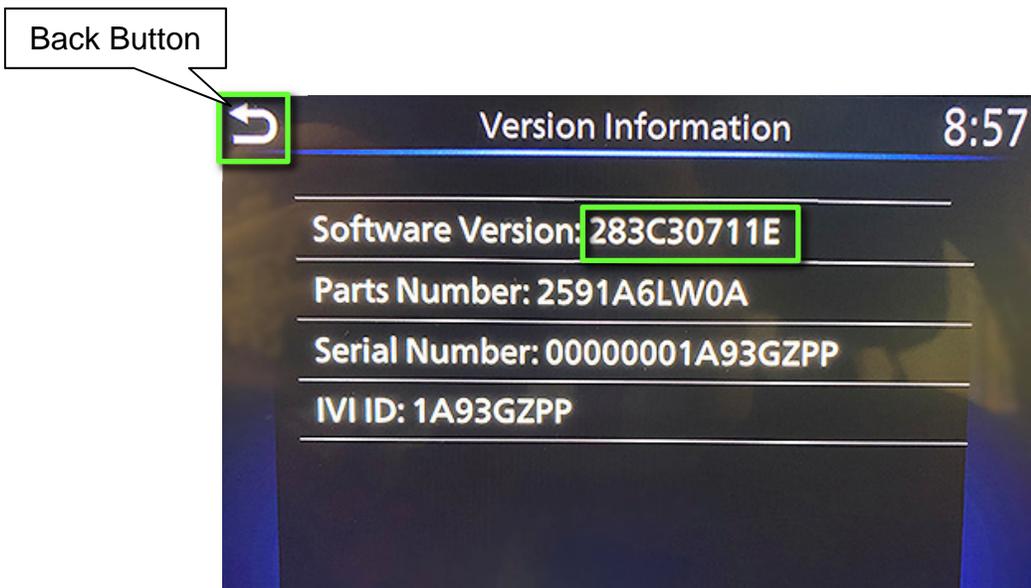


Figure 23

CLAIMS INFORMATION

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

DESCRIPTION	OP CODE	SYM	DIA	FRT
Perform Software Check	RX0KAA	ZE	32	0.2

OR

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

DESCRIPTION	OP CODE	SYM	DIA	FRT
Perform Software Check and Update	RX0LAA	ZE	32	0.3

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
October 14, 2021	NTB21-096	Original bulletin published

