



TECHNICAL SERVICE BULLETIN

Classification: AN20-018C	Reference: NTB20-045C	Date: January 29, 2024
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SOFTWARE UPDATE FOR INFOTAINMENT ISSUES

This bulletin has been amended. See **AMENDMENT HISTORY** below.
Discard all previous versions of this bulletin.

APPLIED VEHICLES: 2019 Sentra (B17)
APPLIED GRADES: SV, SR, SL, NISMO

SERVICE INFORMATION

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

HINT: Refer to the **Infotainment Software Update Utility**, located in ASIST under SPECIALTY TOOLS → Infotainment Software Updates, for the latest infotainment update-software, infotainment update procedures, and claims information.

The latest software update in the **Infotainment Software Update Utility** is for stability improvements and “bug” fixes related, but not limited, to:

- Audio playing while the ignition is OFF (intermittent)
- Android Auto music skipping

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
June 25, 2020	NTB20-045	Original bulletin published
February 3, 2021	NTB20-045a	Classification number update
April 3, 2023	NTB20-045B	Changes made throughout
January 29, 2024	NTB20-045C	Revised to reference the Infotainment Software Update Utility in ASIST instead of NTB23-018

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.