



TECHNICAL SERVICE BULLETIN

Classification:

AN21-017B

Reference:

NTB21-067B

Date:

January 29, 2024

HIGH FREQUENCY NOISE WITH AUDIO SYSTEM DISPLAY ON

This bulletin has been amended. See **AMENDMENT HISTORY** on the last page.
Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2021 Sentra (B18)
APPLIED DATES: Built after March 17, 2021
APPLIED TRIM LEVELS: SR and SV

IF YOU CONFIRM

There is a high frequency (17 kHz) noise with the audio system display screen turned ON,

HINT:

- The 17kHz range may not be audible to some people.
- Noise can be heard with the audio system ON or OFF.

AND

The high frequency noise is not heard with the audio system display screen turned OFF,

AND

Service Comm does not show PM991 applies to the vehicle you are working on.

HINT: If Service Comm shows PM991 does apply to the vehicle you are working on, perform PM991 and do not apply this bulletin.

ACTION

1. Confirm the current Audio Control Unit software version is 321 or 420.
2. Update the infotainment software.
 - 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.

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 procedure(s) provided in the **Infotainment Software Update Utility** 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.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
July 29, 2021	NTB21-067	Original bulletin published
March 23, 2023	NTB21-067A	Changes made throughout
January 29, 2024	NTB21-067B	Revised to reference the Infotainment Software Update Utility in ASIST instead of NTB23-018

