



# SERVICE BULLETIN

Classification:

AN21-017

Reference:

NTB21-067

Date:

July 29, 2021

## HIGH FREQUENCY NOISE WITH AUDIO SYSTEM DISPLAY ON

**APPLIED VEHICLES:** 2021 Sentra (B18)  
**APPLIED DATE:** Built after March 17, 2021  
**APPLIED TRIM LEVEL:** SR and SV

### IF YOU CONFIRM

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

**NOTE:**

- 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 Audio Control Unit software version to 423.

**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 TechMate: [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 Control Unit may be damaged.**

- Damaged Audio Control Units, due to improperly following the **SERVICE PROCEDURE** in this bulletin or the software update being applied outside of the **APPLIED DATE** range, will not be eligible for warranty claims.

## SERVICE PROCEDURE

### Check Software Version

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



Figure 2

2. Select **Info**.



Figure 3

3. Select **System Information**.

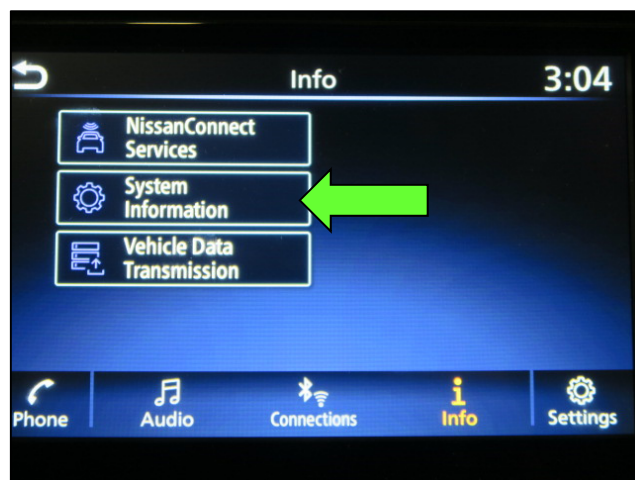


Figure 4

4. Select **Version Information**.

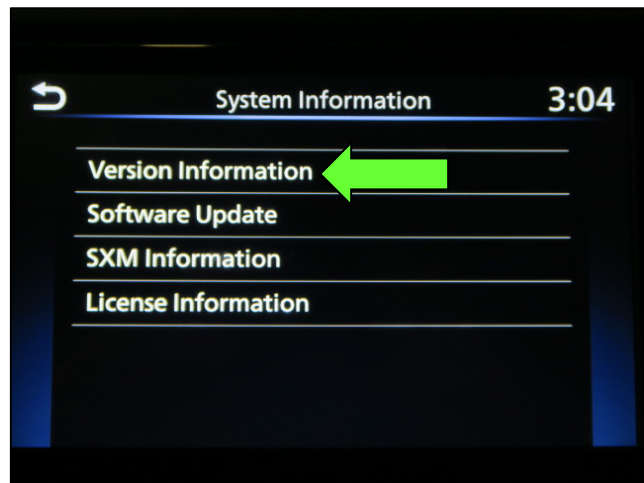


Figure 5

5. Verify the Software Version is **321** or **420**.
- If the software version is 321 or 420, proceed to step 6 on page 5.
  - If the software version is not 321 or 420, the service procedure is complete. Proceed to **CLAIMS INFORMATION** on the last page of this bulletin.

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

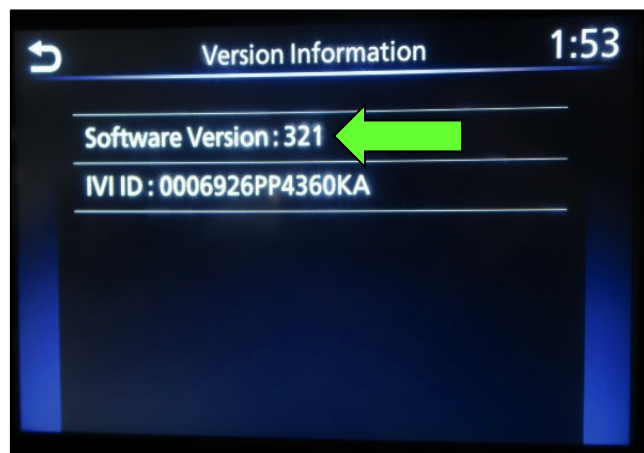


Figure 6

## 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.

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

- If the infotainment update-software has already been downloaded onto special tool USB drive J-52727-1 from a prior service procedure, skip to step 15 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.

7. Open ASIST.

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

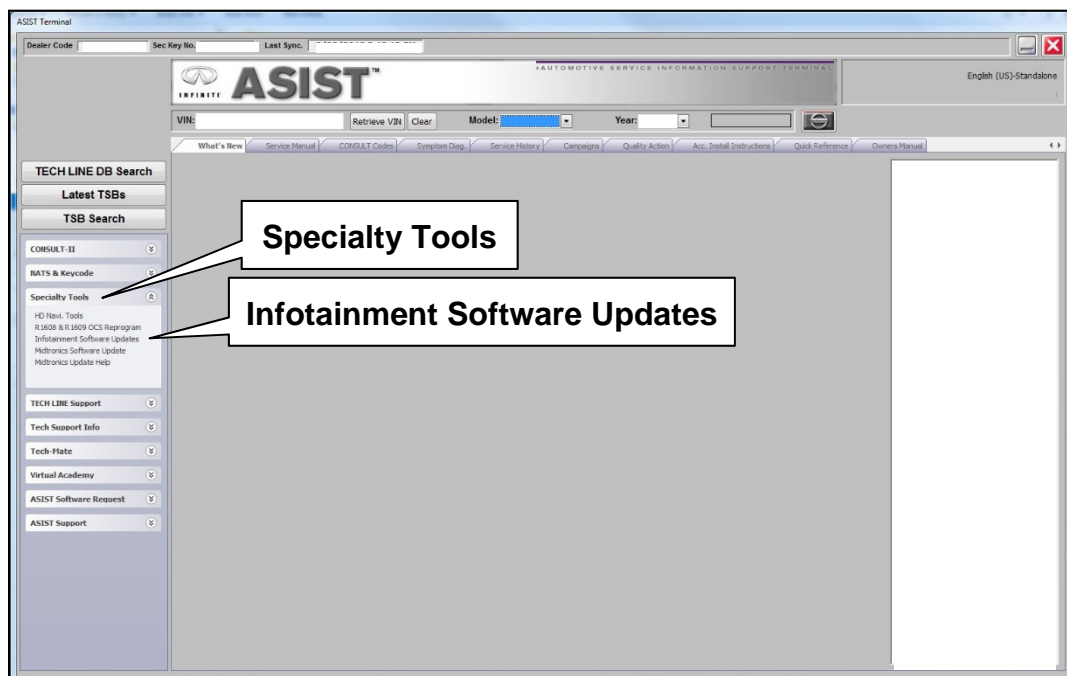


Figure 7

9. Select the check box next to infotainment update-software IVI0423 (Figure 8).
10. Use the drop-down menu and select the location of the USB drive that was inserted in step 6.

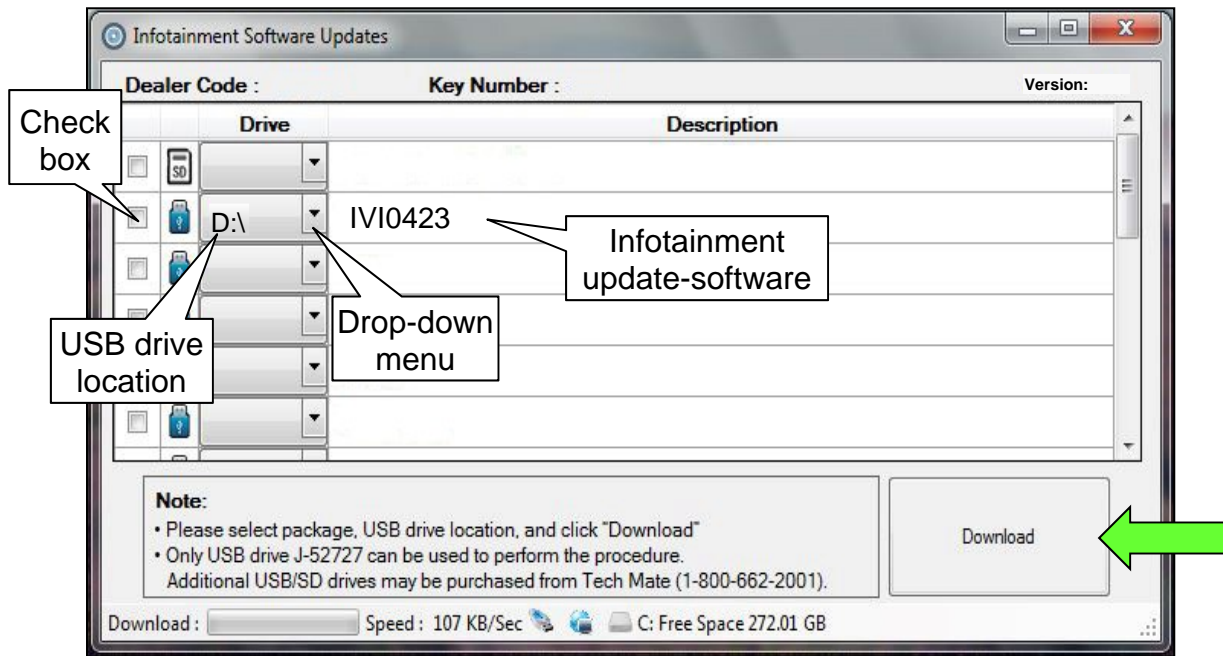


Figure 8

11. 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.
12. Select **OK** when the message in Figure 9 is displayed.

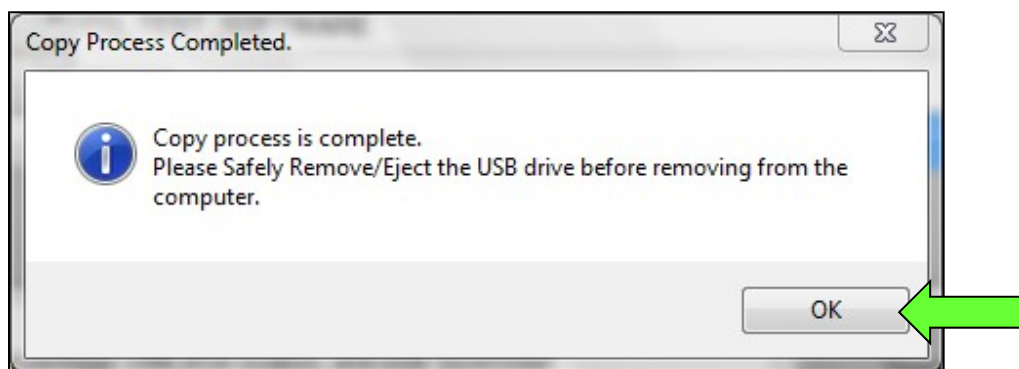


Figure 9

13. 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.

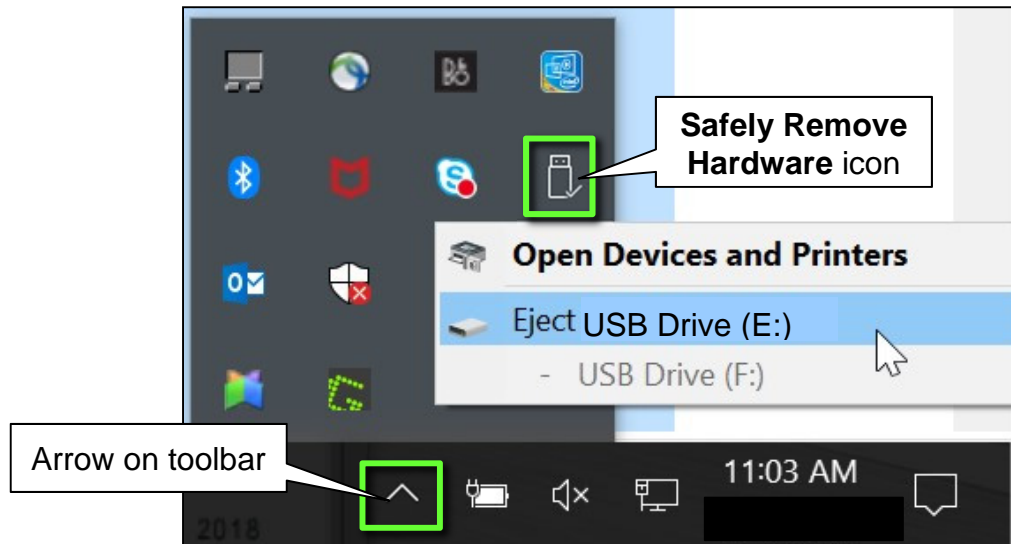


Figure 10

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



## Reprogram the Audio Control Unit

15. Set the parking brake.
16. 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.

17. 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.

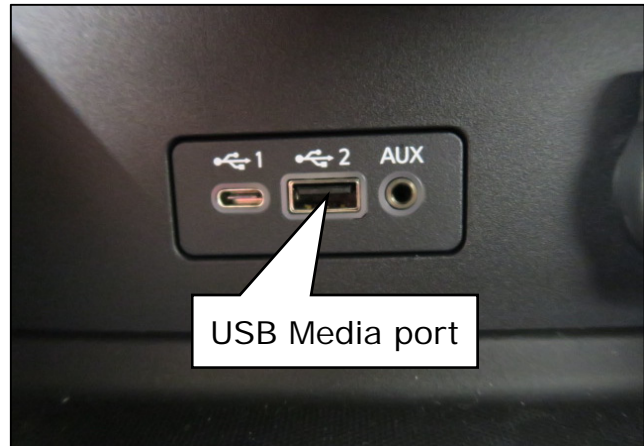


Figure 11

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

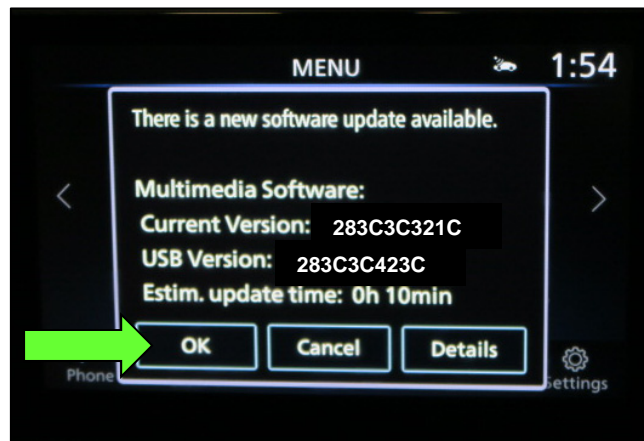


Figure 12

- If the screen in Figure 13 is shown, select **No**.

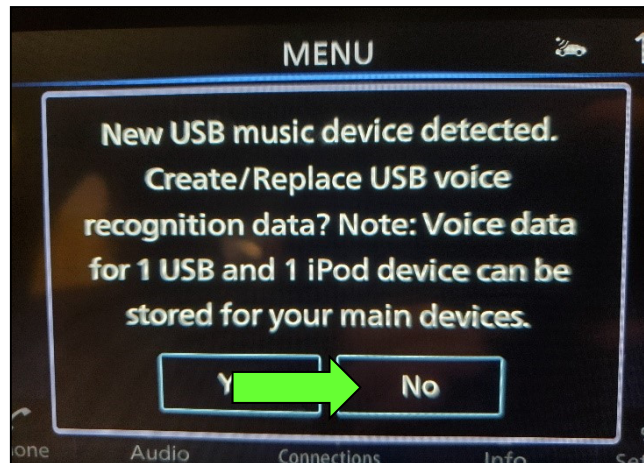


Figure 13



19. Review the software update requirements, shown in Figure 14, and then select **Accept** to start the reprogramming.

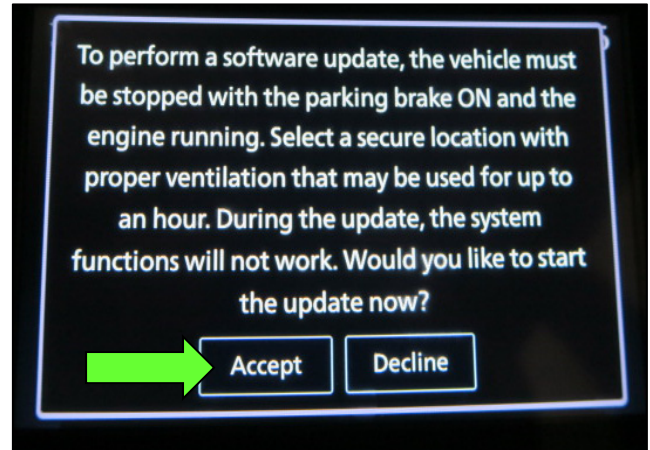


Figure 14

20. When the message shown in Figure 15 is displayed, remove the USB drive from the USB media port.

**NOTICE**

Do not remove the USB drive until the screen in Figure 15 is displayed. If removed prior to this screen being displayed, the Audio Control Unit may be damaged.

21. Turn the ignition OFF.

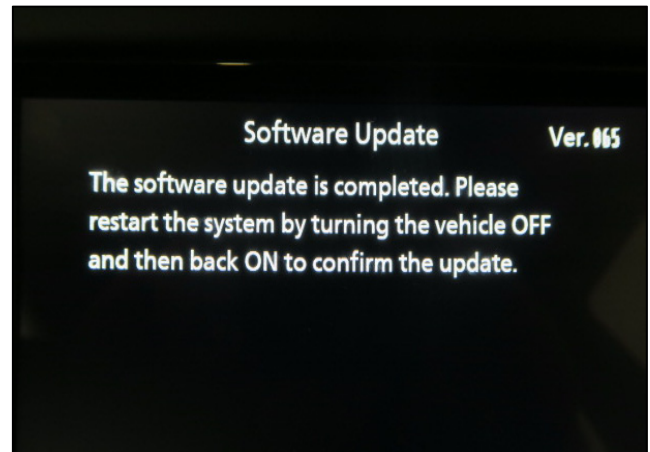


Figure 15

22. Open and close the driver door.

23. Restart the engine.

24. Allow the system to boot up completely (approximately 30 seconds).
  - The Nissan logo will be displayed during the reboot (Figure 16).



Figure 16

## Confirm Software Version

25. Select **Settings**, located in the lower right hand corner of the AV unit display shown in Figure 17.



Figure 17

26. Select **Info**.



Figure 18

27. Select **System Information**.

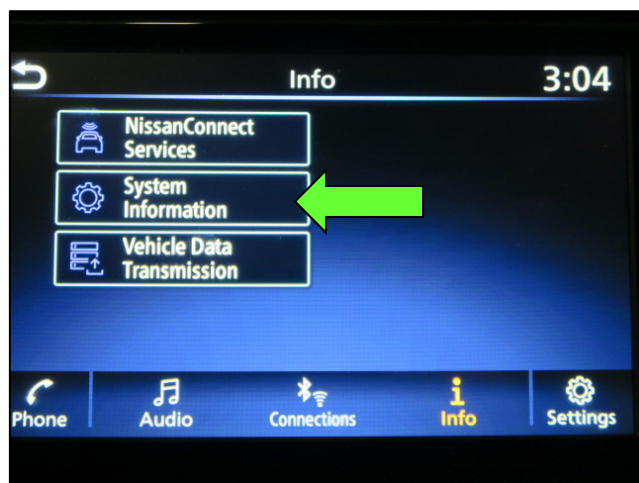


Figure 19

28. Select **Version Information**.

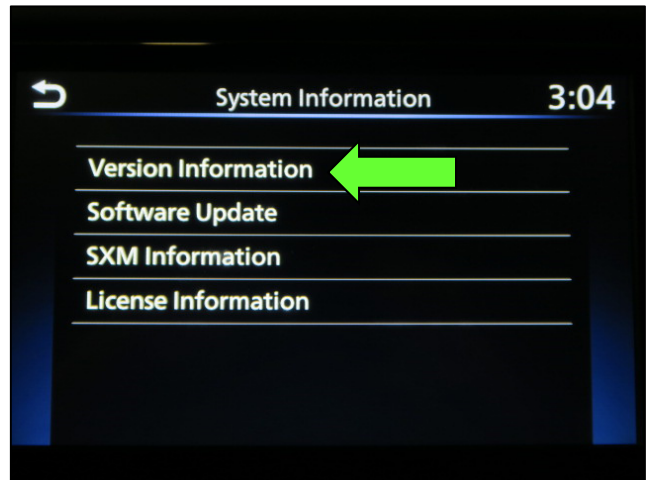


Figure 20

29. Verify the Software Version is now **423**.

- If the software version is NOT 423, start this procedure over and verify that the correct software shown in step 9 on page 6 is downloaded.
- If the software version is 423, the reprogramming is complete.



Figure 21

## CLAIMS INFORMATION

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

DESCRIPTION	OP CODE	SYM	DIA	FRT
Perform Software Check	RX9ZAA	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 & Update	RX4SAA	ZE	32	0.3

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
July 29, 2021	NTB21-067	Original bulletin published

