



Innovation that excites

# QUALITY ACTION

# CAMPAIGN BULLETIN

## Audio Visual (AV) Control Unit Screen

Reference: PC741  
Date: June 10, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

**REVISED June 10, 2020**  
**Please discard earlier versions of this bulletin.**

**The announcement from June 4, 2020 has been revised to include the following:**

- Nissan continues to work with our supplier to accelerate part availability
- A manual ordering process has been established for order priority

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2020 Titan (A61)	NA	<b>1,389</b>	May 19, 2020	<b>YES</b>

**\*\*\*\*\*Dealer Announcement\*\*\*\*\***

Nissan is committed to a high level of customer service and satisfaction. Occasionally, this commitment requires Nissan to place certain vehicles on temporary Quality Assurance (QA) Hold to ensure that these vehicles, as delivered to our customers, meet our exacting standards and our customers' expectations.

Nissan is now escalating this temporary hold to a quality action, which requires replacement of the A/V Control Units on **1,389** specific MY2020 Titan vehicles before they are sold and delivered. Due to a supplier issue that has since been resolved, the audio/IT screen on the head unit of the subject vehicles may delaminate.

**\*\*\*\*\*What Dealers Should Do\*\*\*\*\***

1. Verify if vehicles are affected by this quality hold using Service Comm or DBS National Service History – Open Campaign I.D. **PC741**
  - New vehicles in dealer inventory can also be identified by using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
    - Refer to NPSB 15-460 for additional information
  - **Some vehicles may still be in transit. Please continue to check newly arriving inventory for QA Hold applicability.**
2. Please **do not drive, sell, loan, or trade** the specific MY2020 Titan vehicles in dealer inventory subject to this Quality Action. Instructions for replacing the A/V Control Unit are included with this announcement.
3. **Parts ordering instructions:**
  - **Do not place a parts order for vehicles affected by this quality action**
    - For VINs subject to PC741, use the attached order form to obtain parts
    - Orders must be accompanied by a buyers order for the affected VIN
    - Parts will be released in the order they are received; subject to availability

- Currently, we only have a limited supply of 25915-9FV2D.
- Parts managers will receive a weekly update on Friday for parts in the queue that have not been released.
- Service parts for **retailed** vehicles requiring repairs can be ordered normally. These parts are currently subject to back order and will be released as parts become available.
  - **Do not place service part orders for VINs subject to PC741**

**Thank you for your prompt attention to this matter.**

**\*\*\* Scroll down for Sold Unit Order Form and Repair Instructions \*\*\***



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## Audio Visual (AV) Control Unit Screen

Reference: PC741  
Date: June 10, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

PC741 Sold Unit Parts Order Form

PC741 Sold Unit Parts Order Form

Date:

Contact E-mail

Dealer Code:

Contact Name:

VIN

Please Select	25915-9FV2D
Required part	2591A-9FV0D

Customer First Name

Customer Last Name

Repair Order Number

Vehicle Delivery Date

Submit the part order form to:

[campaignannouncements@nissan-usa.com](mailto:campaignannouncements@nissan-usa.com)

1. Orders will be placed at 2 P.M. central time M-F.
2. Attach a copy of the buyer's order to their Email.
3. PC741 applicability will be confirmed.
4. Order forms received for VINs not affected by PC741 or orders submitted without a buyers order will be deleted.



# PC741 - 2020 – TITAN AUDIO UNIT REPLACEMENT

## SERVICE PROCEDURE:

**IMPORTANT: Follow all warnings, cautions, and notes in the Electronic Service Manual (ESM)**

### Repair Overview:

- A. Read and save the VIN (Pages 1-2)
- B. Read and document current configuration data (Pages 3-5)
- C. Replace the AV control unit (Page 5)
- D. Reprogram the AV control unit (Pages 6-12)
- E. Configure the AV control unit (Pages 13-14)
- F. Write the VIN to the AV control unit (Pages 14-15)

## Read and Save VIN

1. Connect VI2 to the OBD2 port in the vehicle.

- Open CONSULT III+ (C3+) program
- Turn the ignition ON

2. Select **Diagnosis (One System)**. (Figure 1)

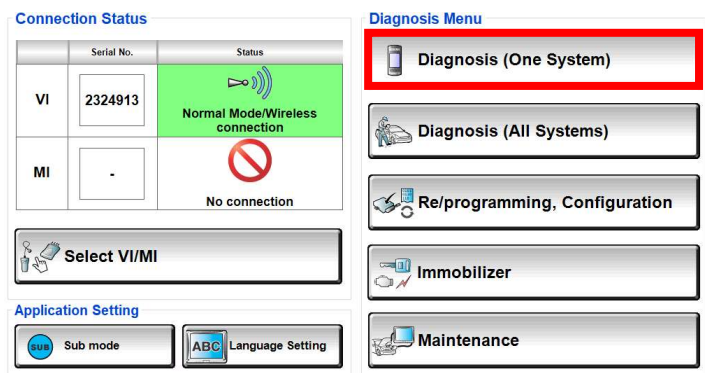


Figure 1

3. Select **MULTI AV**. (Figure 2)

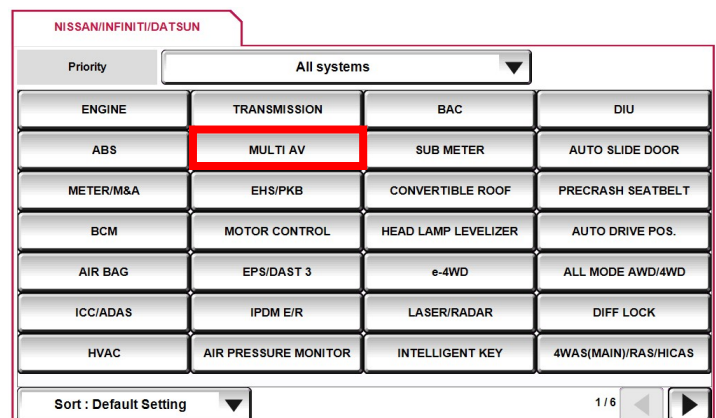


Figure 2

4. Select **Work support.** (Figure 3)
- Select **Save VIN DATA** (Figure 3)
  - Select **Start** (Figure 3)

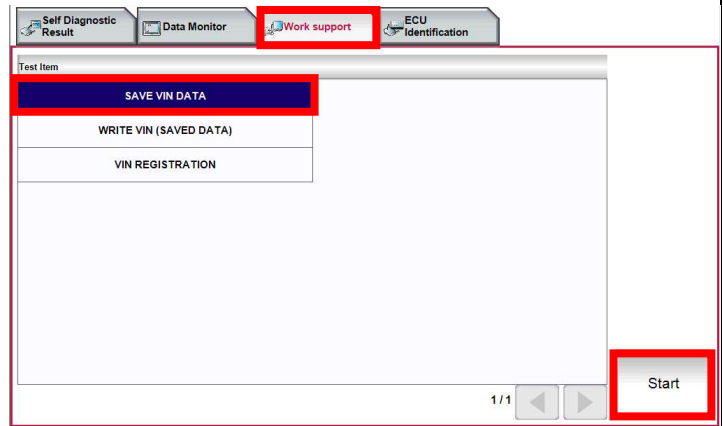


Figure 3

5. Select **Start.** (Figure 4)

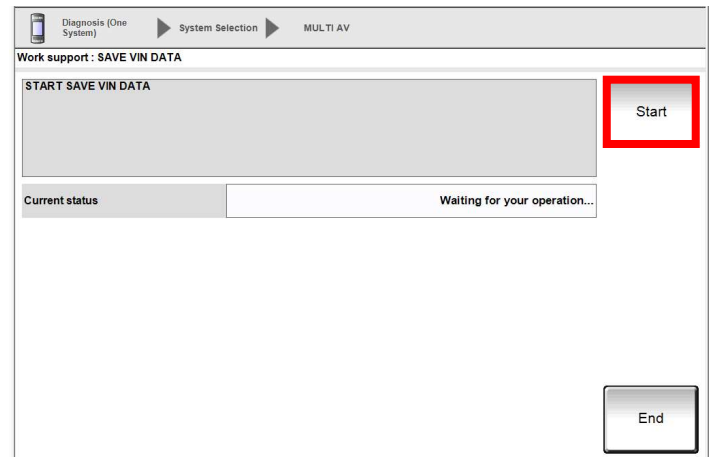


Figure 4

6. Wait for Current Status to show completed, then select **End.** (Figure 5)
- Select **Home** (Figure 5)

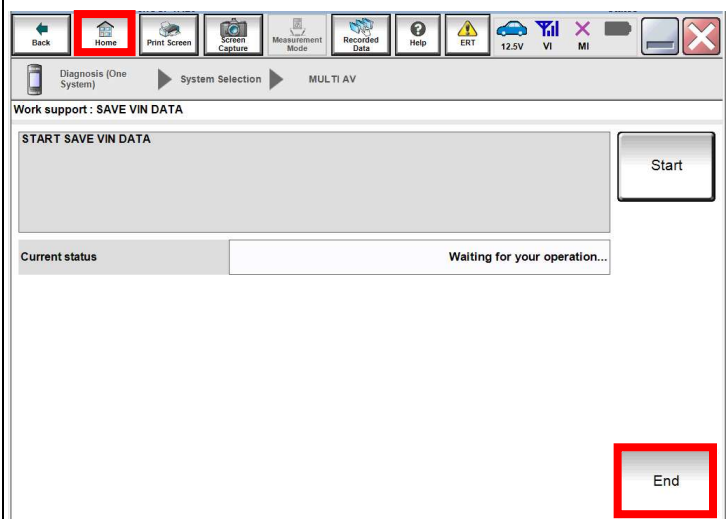


Figure 5

## Read and Document Audio Unit Configuration Data

7. Select **Re/programming, Configuration.** (Figure 6)

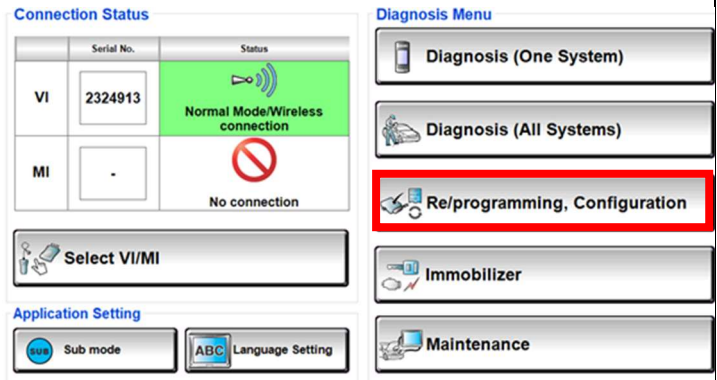


Figure 6

8. Review Precautions. (Figure 7)

- Check the **Confirmed Instructions** box
- Select **Next**

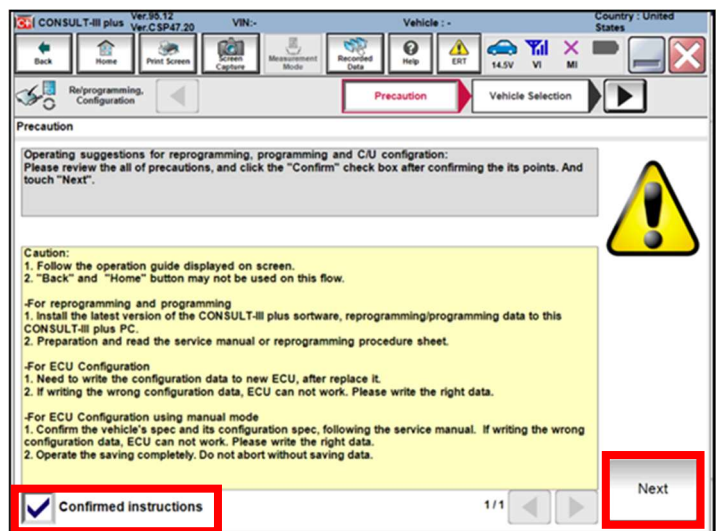


Figure 7

9. Perform Automatic VIN selection. (Figure 8)

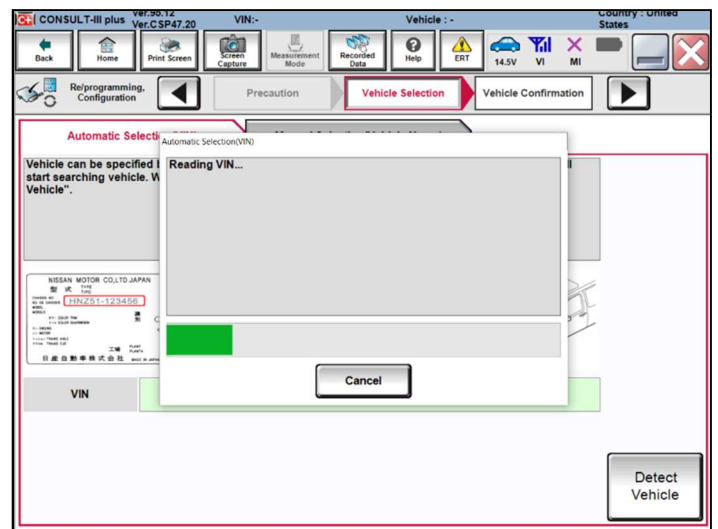


Figure 8

10. Confirm VIN, Model, and year are correct. (Figure 9)

- Select **Confirm**

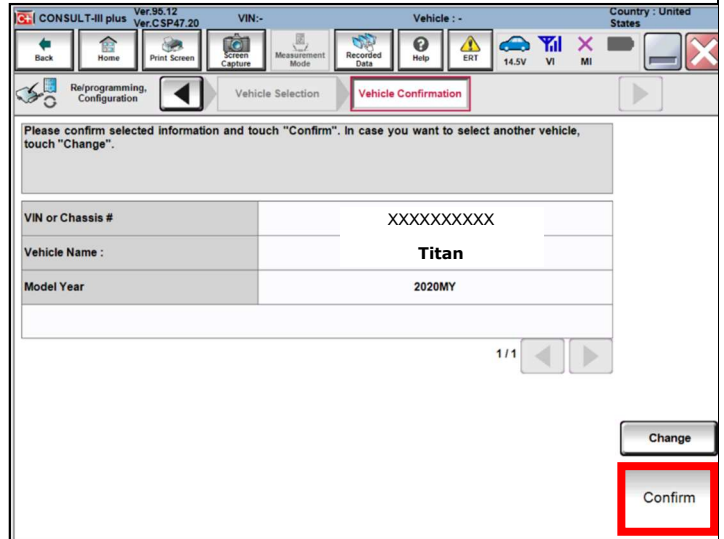


Figure 9

11. Confirm VIN. (Figure 10)

- Select **Confirm**

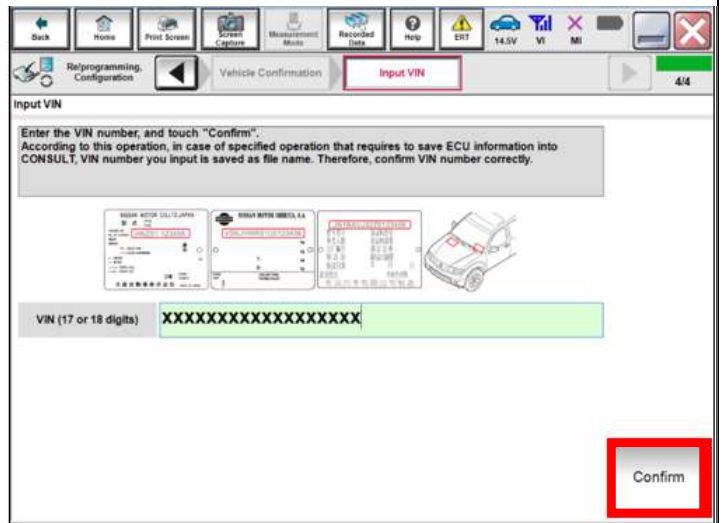


Figure 10

12. Locate and select **MULTI AV** from the systems list. (Figure 11)

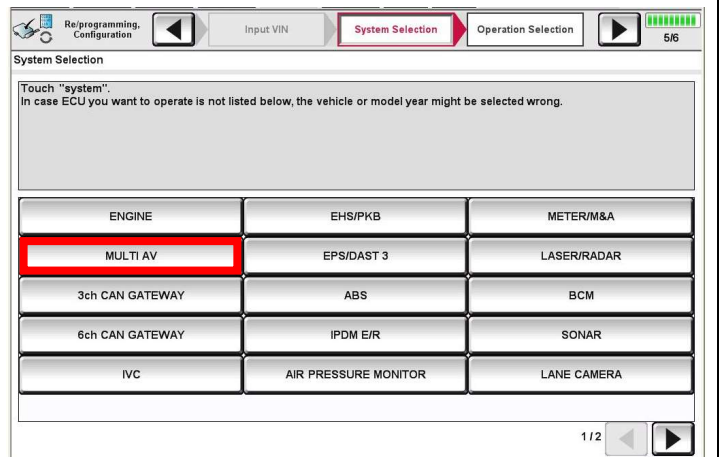


Figure 11

13. Select **Before ECU Replacement** in the Vehicle Configuration section. (Figure 12)

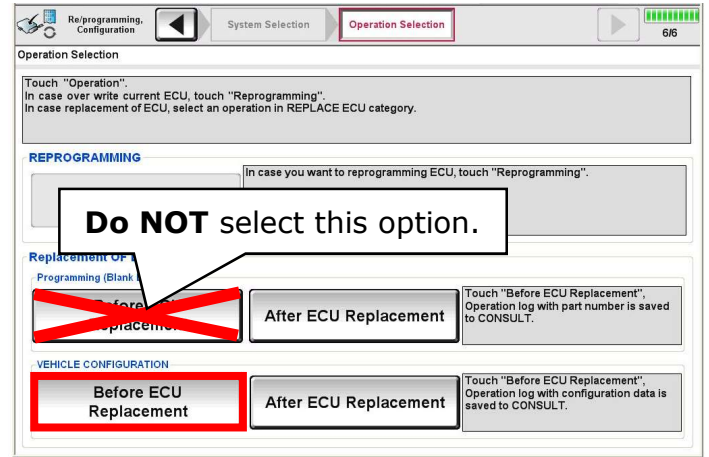


Figure 12

14. Write down **BOTH** pages of configuration settings on your repair order. (Figure 13)

- Select Home at the top of the screen

**NOTE:**

Configuration information can be printed by selecting **Print** at the RH lower side of the screen. (Figure 13)

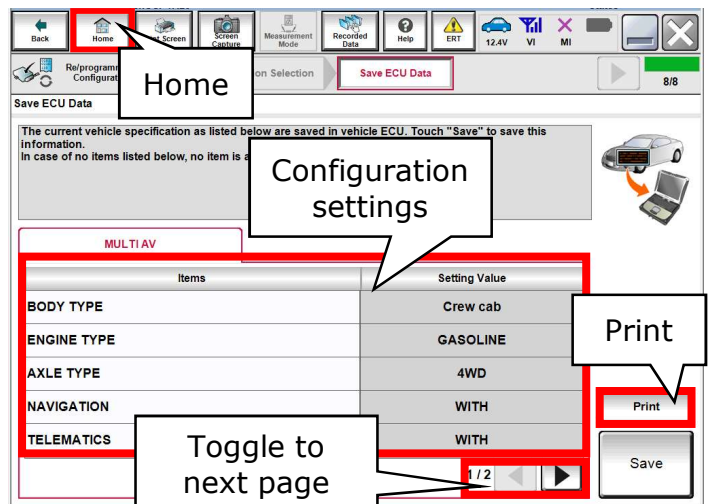


Figure 13

**Replace the Audio unit**

15. Replace the audio unit.

- Refer to the ESM for audio unit replacement:
  - **Navigation with Amplifier** - DRIVER INFORMATION & MULTIMEDIA - AUDIO, VISUAL & NAVIGATION SYSTEM - NAVIGATION WITH AMPLIFIER - REMOVAL AND INSTALLATION - AV CONTROL UNIT- REMOVAL AND INSTALLATION
  - **Navigation without amplifier** - DRIVER INFORMATION & MULTIMEDIA - AUDIO, VISUAL & NAVIGATION SYSTEM - NAVIGATION WITHOUT AMPLIFIER - REMOVAL AND INSTALLATION - AV CONTROL UNIT - REMOVAL AND INSTALLATION
  - **Display audio** - DRIVER INFORMATION & MULTIMEDIA - AUDIO, VISUAL & NAVIGATION SYSTEM - DISPLAY AUDIO - REMOVAL AND INSTALLATION - AV CONTROL UNIT - REMOVAL AND INSTALLATION



## Program New Audio Unit

16. Select **Re/programming, Configuration.** (Figure 14)

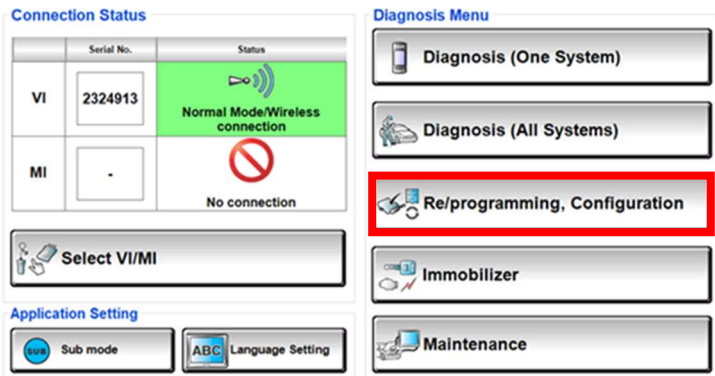


Figure 14

17. Review Precaution. (Figure 15)

- Check the **Confirmed Instructions** box
- Select **Next**

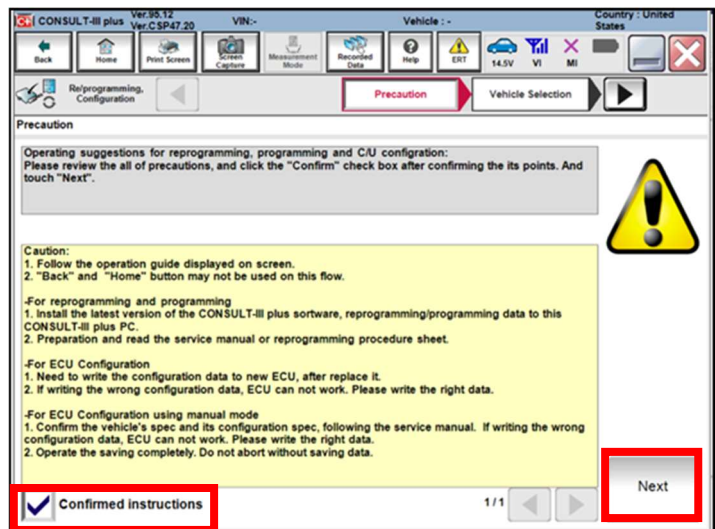


Figure 15

18. Perform Automatic VIN selection. (Figure 16)

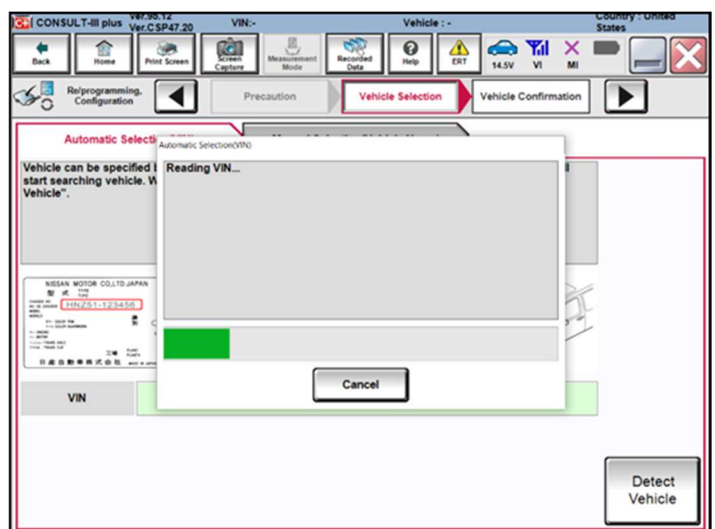


Figure 16

19. Confirm VIN, Model, and year are correct. (Figure 17)

- Select **Confirm**

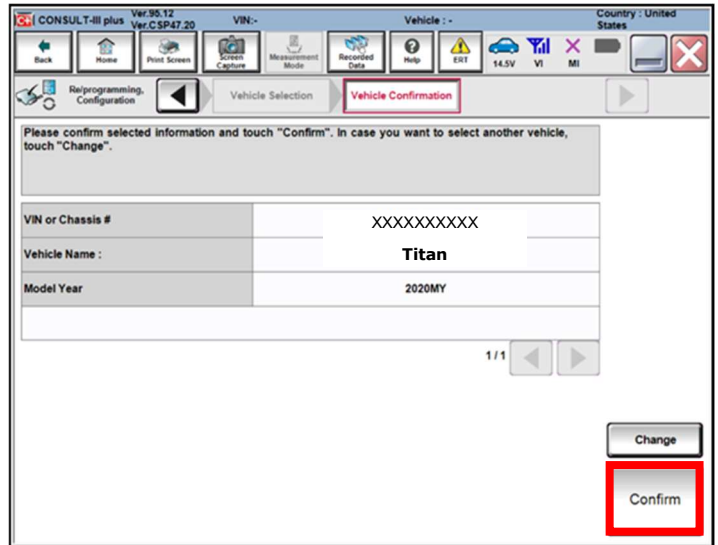


Figure 17

20. Confirm VIN is correct and select **Confirm**. (Figure 18)

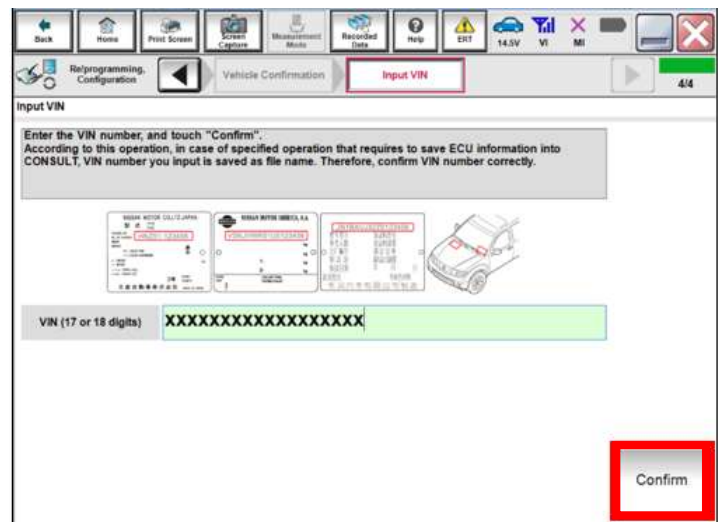


Figure 18

21. If a saved operation is displayed, similar to Figure 19, select **Other Operations**.

- If no saved operations are present continue to **Step 22**

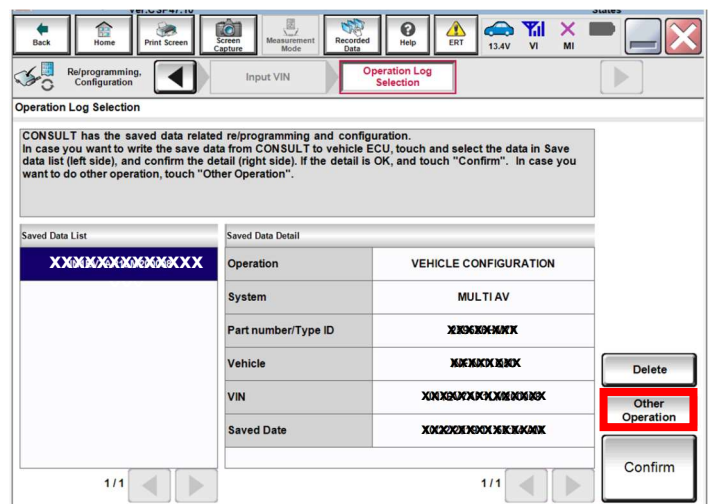


Figure 19

22. Locate and select **MULTI AV** from the systems list. (Figure 20)

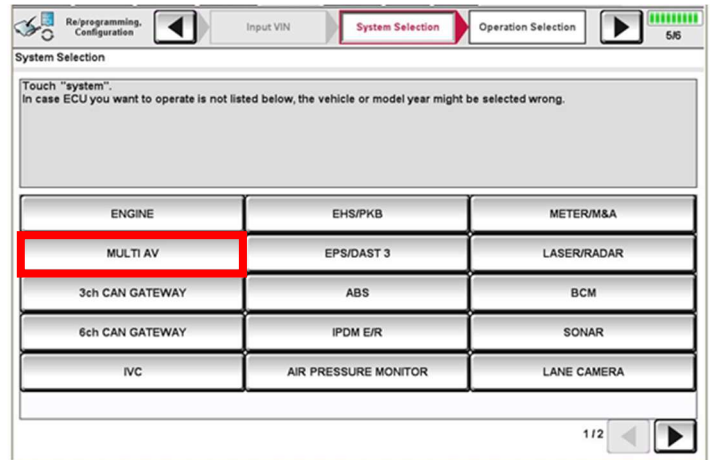


Figure 20

23. Select **After ECU Replacement** under the Programming (Blank ECU) section. (Figure 21)

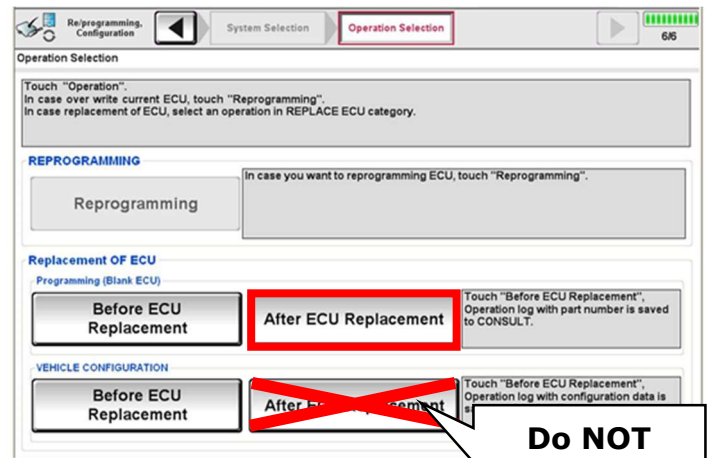


Figure 21

**Do NOT**  
select this  
option.

24. Select **Next** after reading precaution. (Figure 22)

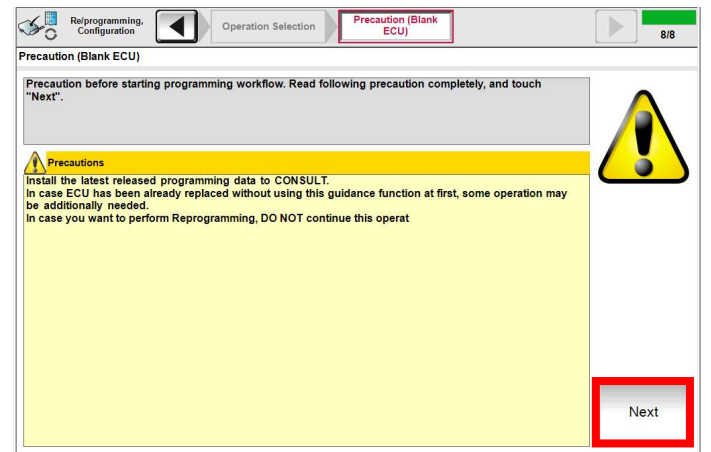


Figure 22

25. Select **Manual Selection**. (Figure 23)

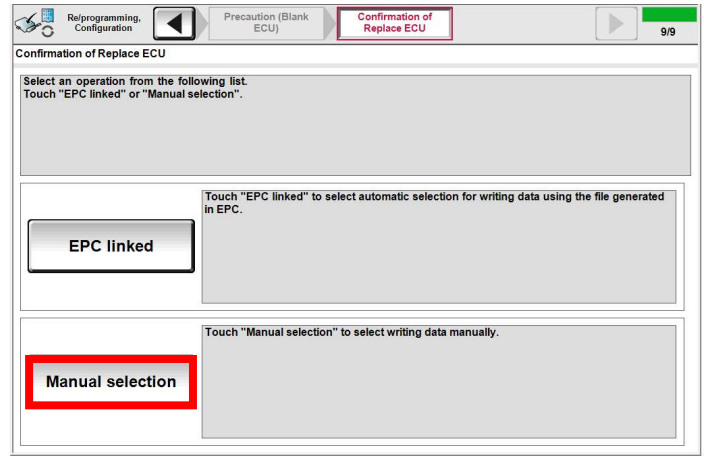


Figure 23

26. Read both pages of precautions using the arrows to toggle pages. (Figure 24)

- Check the **Confirmed Instructions** box
- Select **Next**

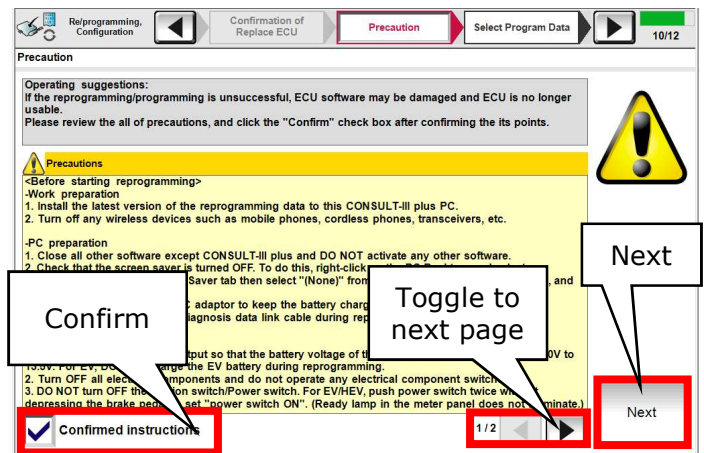


Figure 24

27. Review **Table A** below. Locate the applicable **Rom Data ID** for the vehicle you are working on.

Table A

Model	Bose System	Speaker count	Sunroof	ROM Data ID
2020 Titan King cab	Base	6 speaker	Without	283C2 9FV1A
	Fender subwoofer	10 speaker	Without	283C2 9FV3A
2020 Titan Crew cab	Base	6 speaker	Without	283C2 9FV2A
	Fender subwoofer	12 speaker	Without	283C2 9FV3A
	Fender subwoofer	12 speaker	With	283C2 9FV4A

28. Select the appropriate **Rom Data ID** obtained in Table A on Step 27 and select **Next**. (Figure 25)

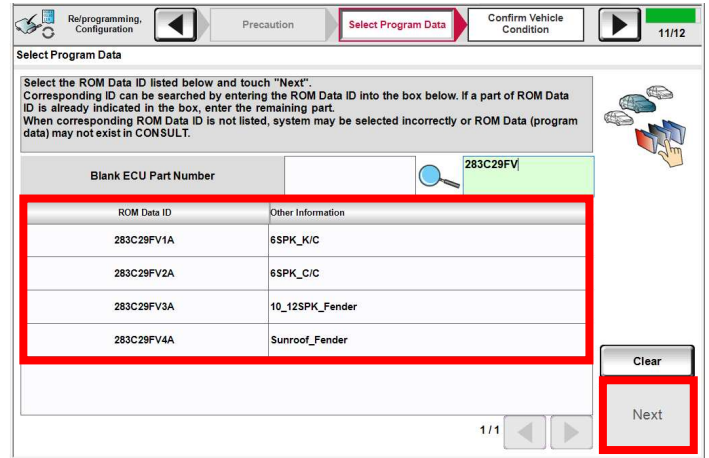


Figure 25

29. Confirm the information is correct for the vehicle you are working on and select **Next**. (Figure 26)

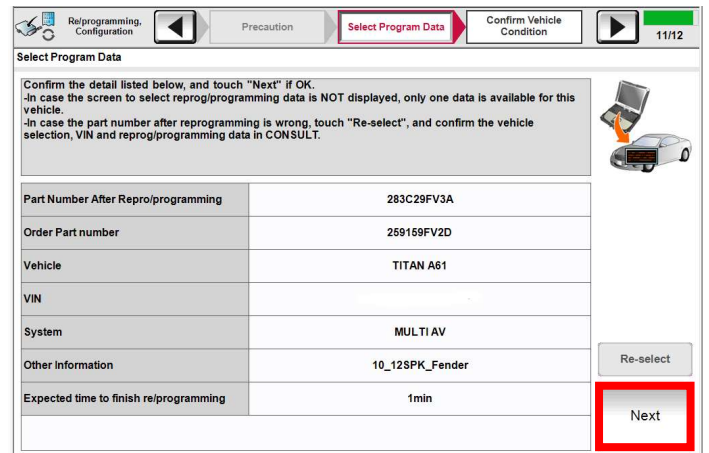


Figure 26

30. Follow the on screen instructions and select **Next**. (Figure 27)

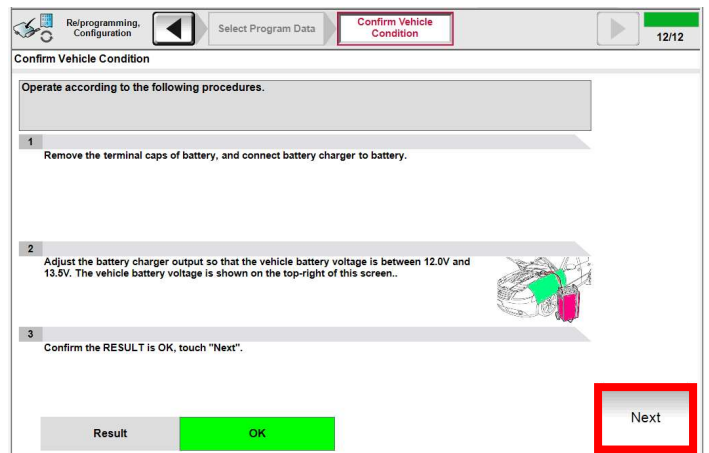


Figure 27

31. Confirm battery voltage is within the acceptable limits and select **Start**. (Figure 28)

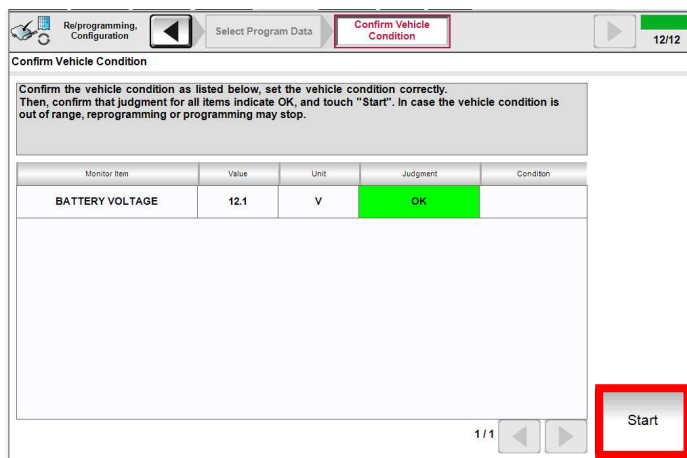


Figure 28

32. Enter your login information and select **Submit**. (Figure 29)

**NOTE:**

If you do not have your login information, please see your service manager.

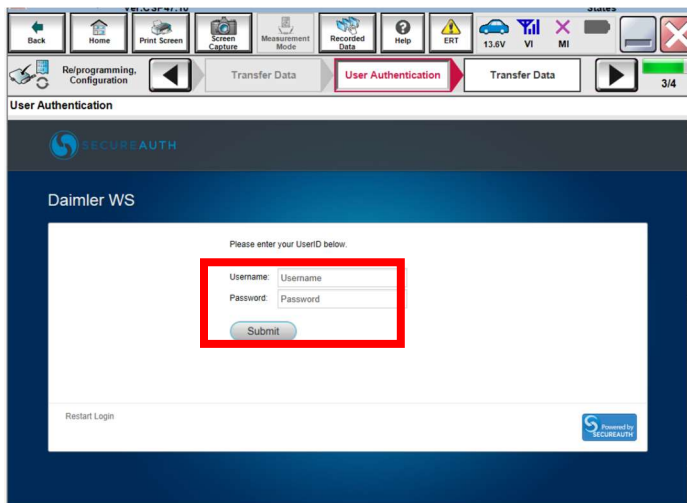


Figure 29

33. Wait for data transfer to complete. (Figure 30)

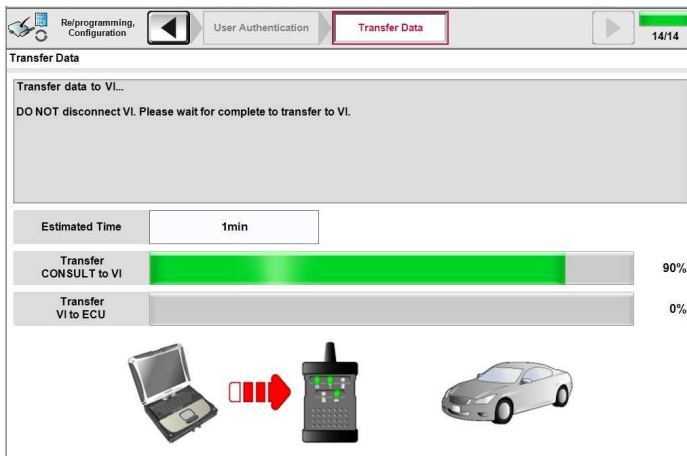


Figure 30



34. Select **Next**. (Figure 31)

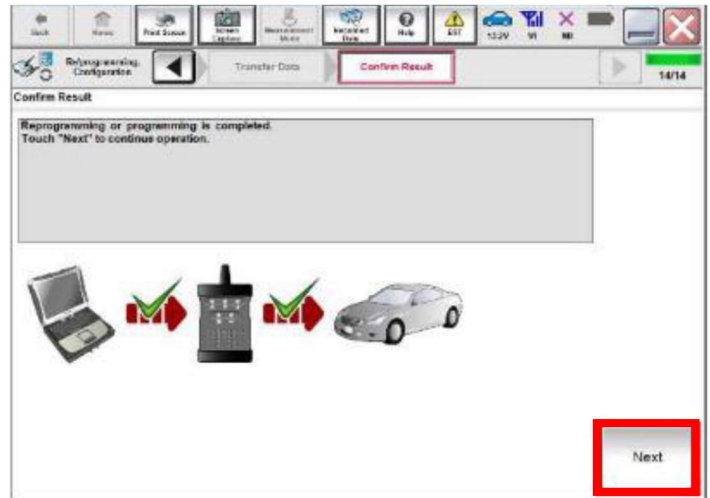


Figure 31

35. Follow the on-screen instructions for ignition cycling and select **Next**. (Figure 32)

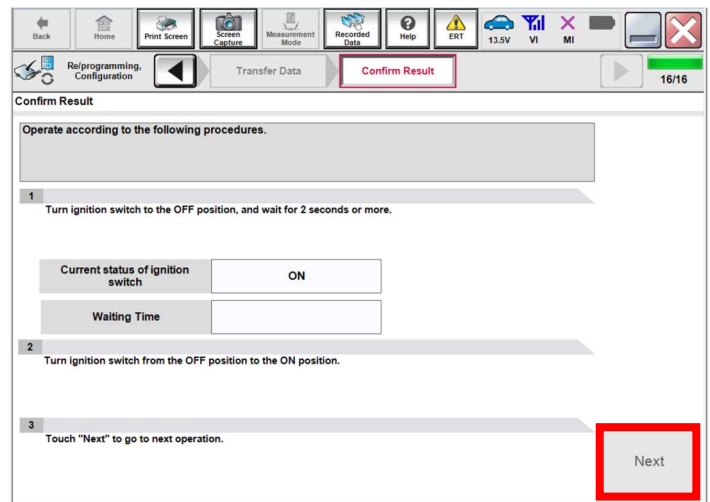


Figure 32

36. Follow the on-screen instructions to erase DTC's.

37. **Print** programming results and attach to repair order. (Figure 33)

- Select **Next** to proceed to Configuration

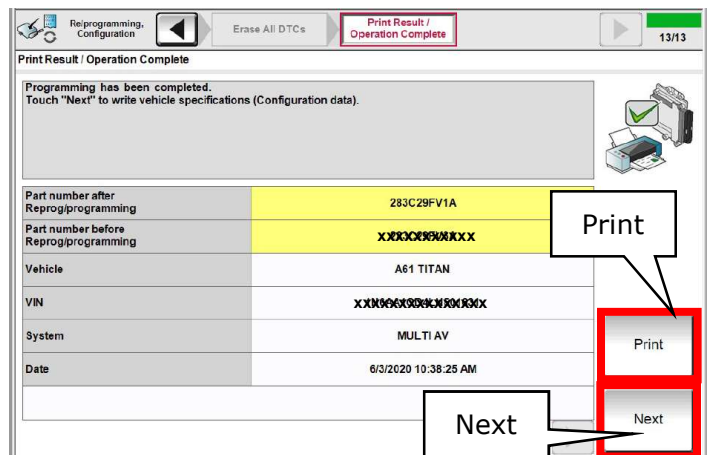


Figure 33

## Configure New Audio Unit

38. Use the drop down menus to select the configuration settings that were documented in Step 14 on page 5. (Figure 34)

- Use the arrows to scroll to any additional pages.
- Select **Next**. (Figure 35)

**NOTE:**

The selections shown in Figures 34 and 35 may not reflect the features of your vehicle.

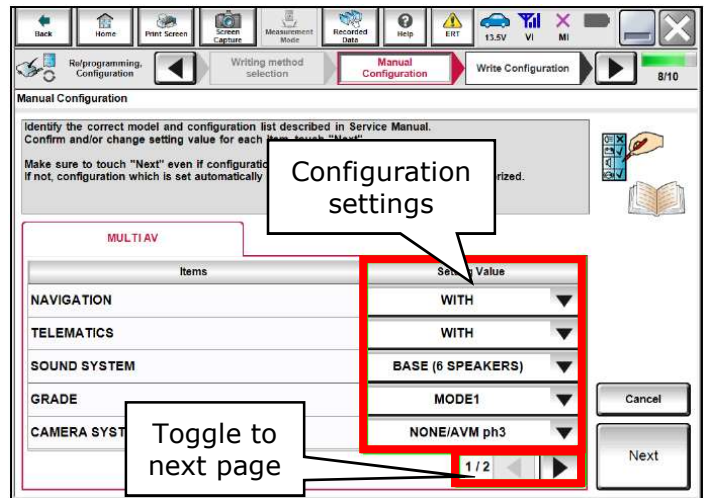


Figure 34

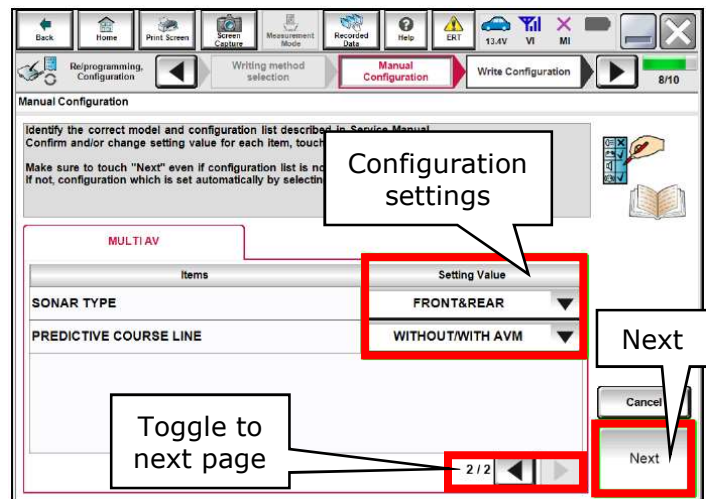


Figure 35

39. Confirm the configuration setting values are correct. (Figure 36)

- Use the arrows to scroll to any additional pages
- Select **OK**

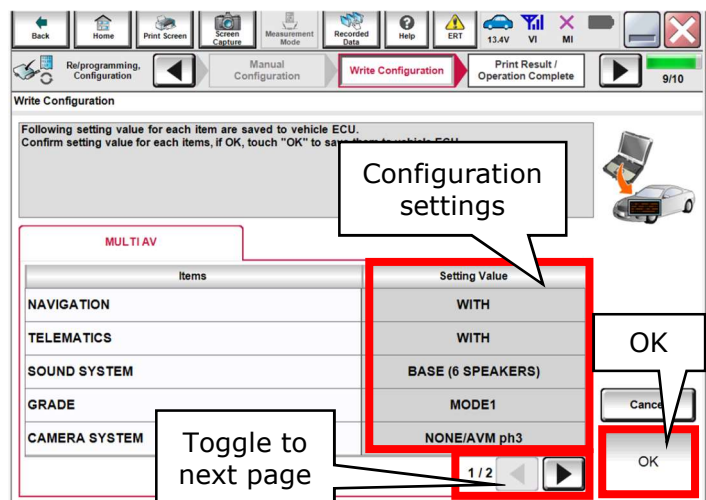


Figure 36



40. Print confirmation after the configuration has been successfully completed. (Figure 37)

- Select **End**

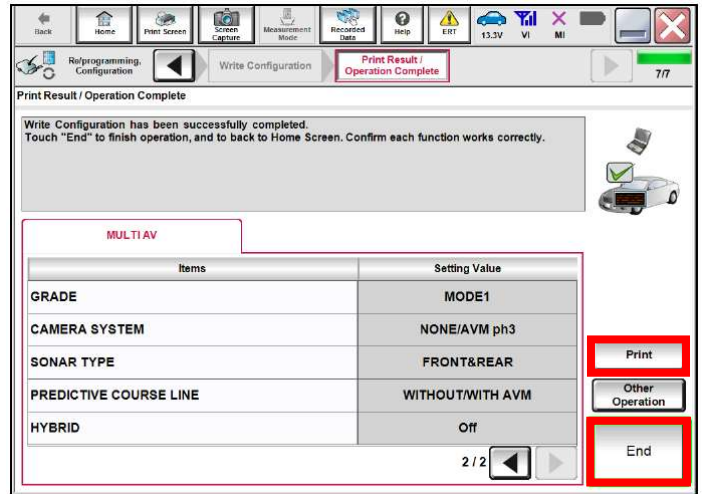


Figure 37

### Write VIN to New Audio Unit

41. Select **Diagnosis (One System)**. (Figure 38)

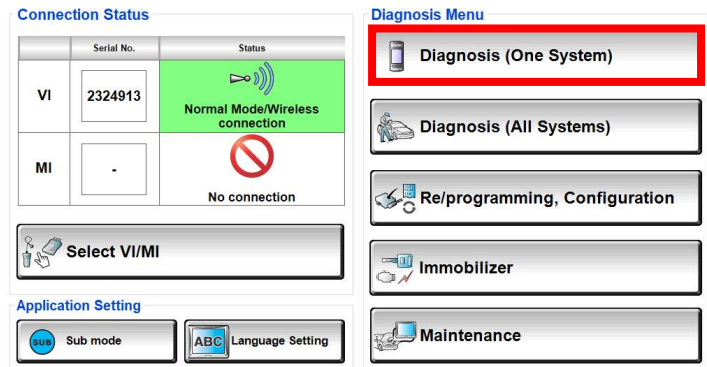


Figure 38

42. Select **MULTI AV**. (Figure 39)

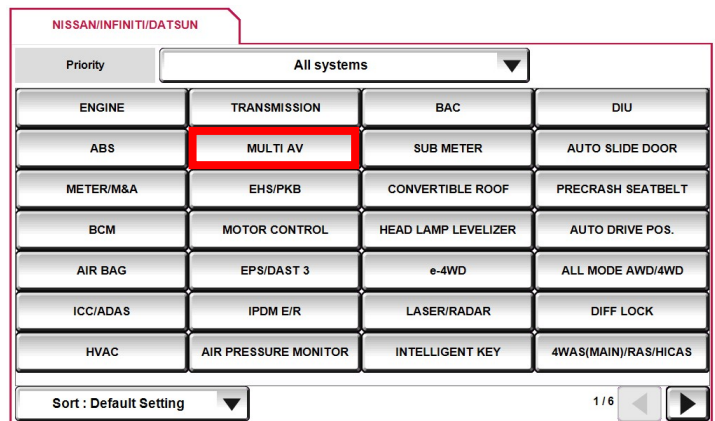


Figure 39

43. Select **Work support**. (Figure 40)

- Select **WRITE VIN (SAVED DATA)** (Figure 40)
- Select **Start** (Figure 40)

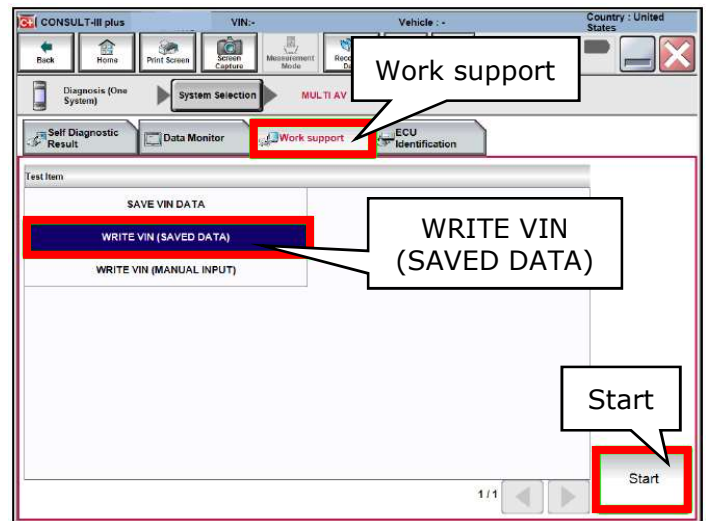


Figure 40

44. Select **Start** and wait for VIN to be written. (Figure 41)

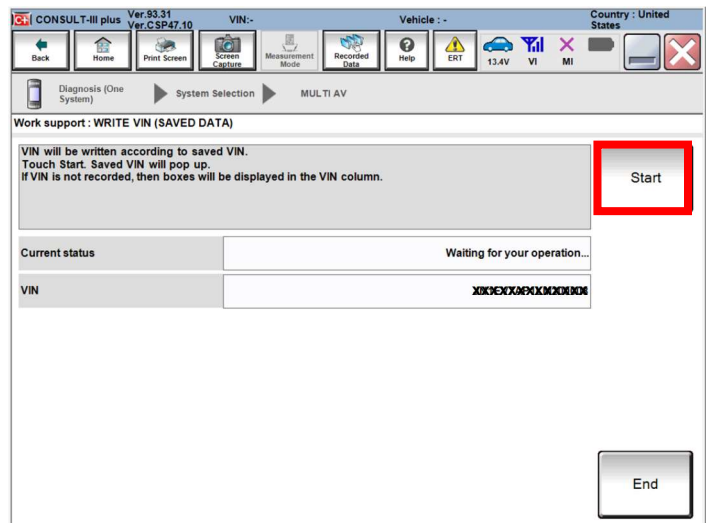


Figure 41

45. Select End to return to CIII+ homepage.

- Turn the ignition off
- Close the CIII+ program
- Disconnect VI2
- Continue to Claims information on next page

<b>PARTS INFORMATION:</b>		
<b>Description</b>	<b>Part #</b>	<b>Quantity</b>
(Non-Navigation) CONTROL ASSY – AV*	2591A-9FV0D	1
(Navigation) CONTROL ASSY – AV*	25915-9FV2D	1


\*Part number should be selected using the VIN in the parts system.

### **CLAIMS INFORMATION**

**Submit claim using the following claims coding:**

**Work Order Line Type: "CM" Campaign**

**Campaign: PC741**

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PC741			
<b>Symptom:</b>	ZZ			
<b>Diagnosis:</b>	99			
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>	<b>Parts Required on claim</b>	<b>Expense Code Required</b>
<b>Replace audio unit</b>	PC7410	1.9 Hr	YES	NO