



# QUALITY ACTION

# CAMPAIGN BULLETIN

## Audio Visual (AV) Control Unit Screen

Reference: PC741  
Date: July 17, 2020

**Attention: Dealer Principal, Sales, Service & Parts Managers**

**REVISED July 17, 2020**  
**Please discard earlier versions of this bulletin.**

The announcement from June 10, 2020 has been revised to include the following:

- **Dealers may order parts for all affected vehicles via DBS beginning July 21, 2020.**
  - Dealer DBS placed orders will be fulfilled within three business days
  - Parts will be on restriction until August 17, 2020
  - Dealers may order additional parts, as needed, **via normal ordering process beginning August 18, 2020**

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 has escalated 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.

Affected vehicles **are subject** to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

**PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:**

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

- **Please continue to check newly arriving inventory for campaign applicability.**
2. Please **do not drive, loan, sell or trade** the specific MY2020 Titan vehicles in dealer inventory subject to this quality action.
  3. Use the attached procedure to replace the A/V Control Unit on any vehicles affected by this quality action:
    - **Dealers may order parts for all affected vehicles via DBS beginning July 21, 2020.**
      - Dealer DBS placed orders will be fulfilled within three business days
      - Parts will be on restriction until August 17, 2020
      - Dealers may order additional parts, as needed, **via normal ordering process beginning August 18, 2020**
  4. Once remedied, dealers may submit the applicable warranty claim for the action performed and the vehicle can be released for sale.

**\*\*\*\* Dealer Responsibility \*\*\*\***

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate campaign I.D for the status on each affected vehicle currently in new vehicle inventory.

**NISSAN NORTH AMERICA, INC.**

Aftersales DIVISION

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

**\*\*\* Repair procedure begins on the next page \*\*\***



# 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)

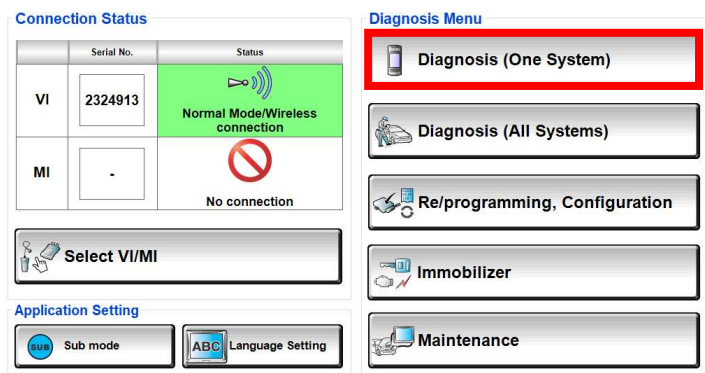


Figure 1

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

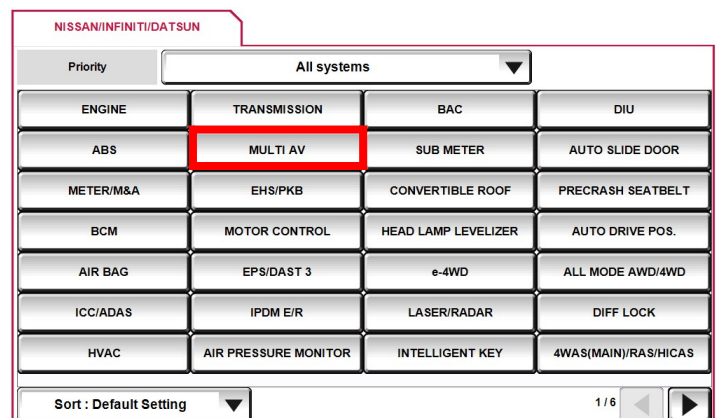


Figure 2

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

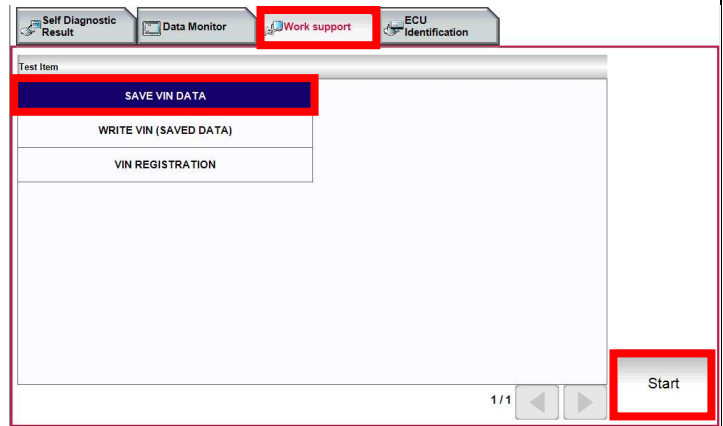


Figure 3

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

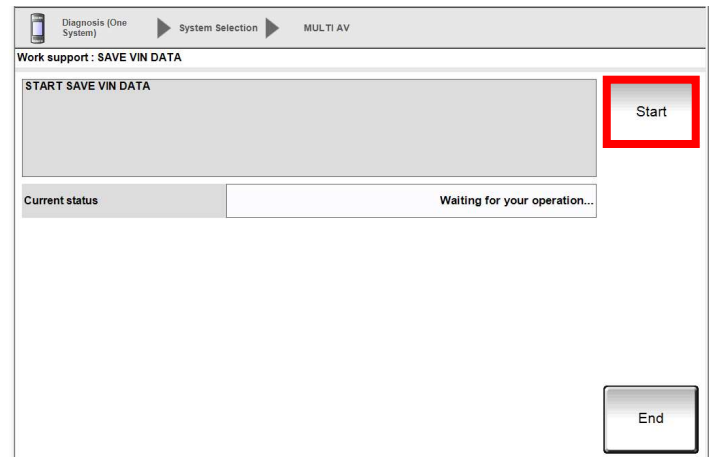


Figure 4

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

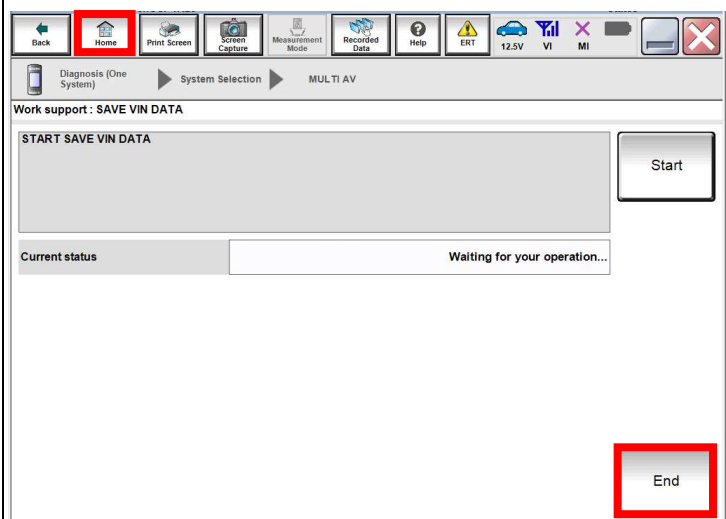


Figure 5

## Read and Document Audio Unit Configuration Data

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

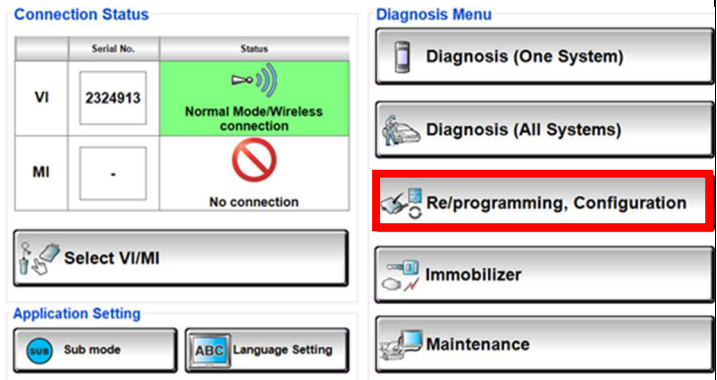


Figure 6

8. Review Precautions. (Figure 7)

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

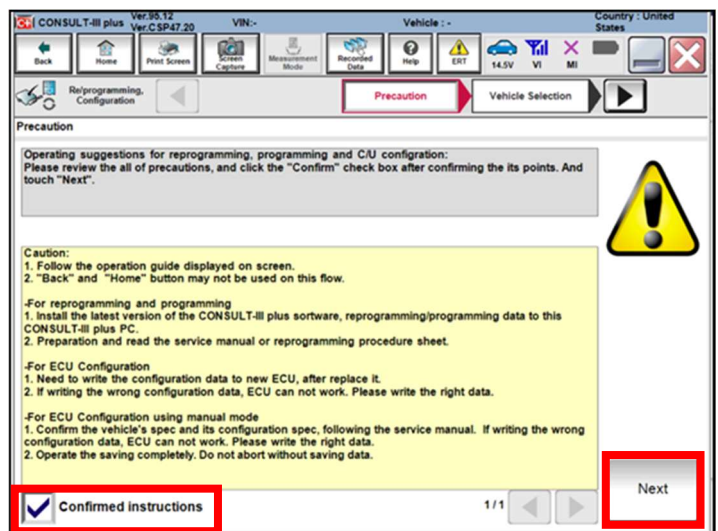


Figure 7

9. Perform Automatic VIN selection. (Figure 8)

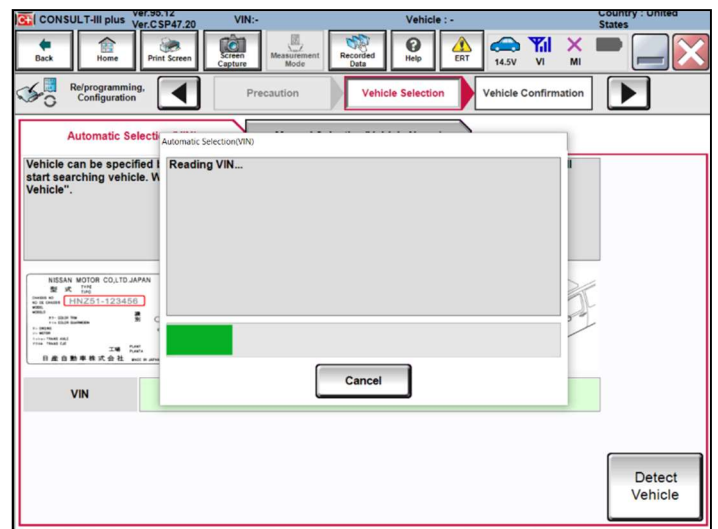


Figure 8

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

- Select **Confirm**

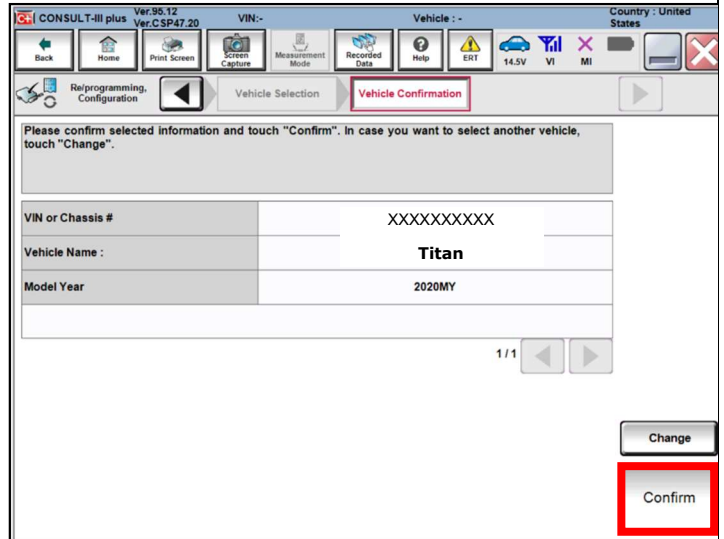


Figure 9

11. Confirm VIN. (Figure 10)

- Select **Confirm**

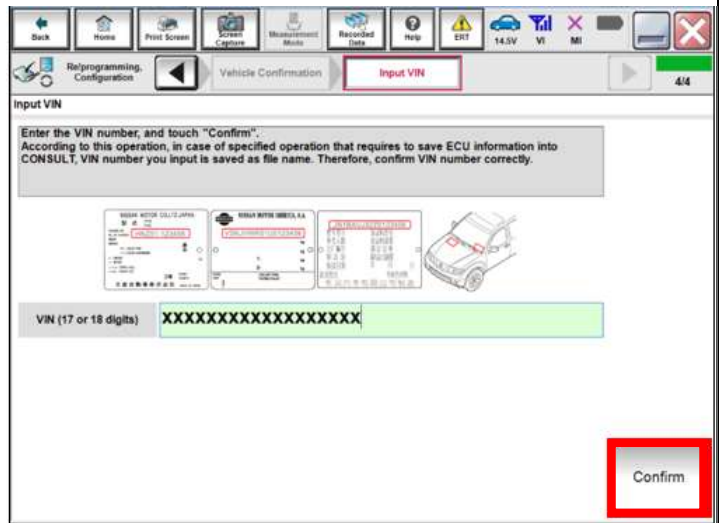


Figure 10

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

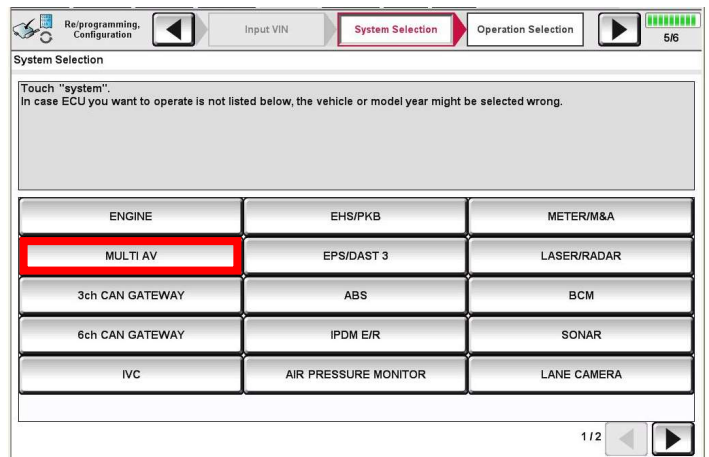


Figure 11

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

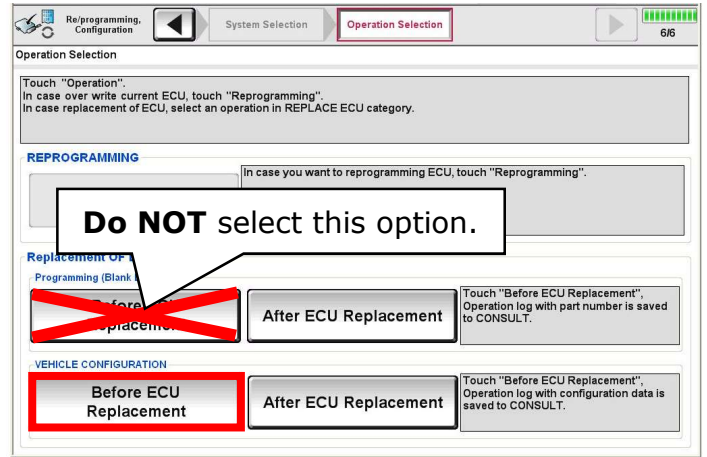


Figure 12

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)

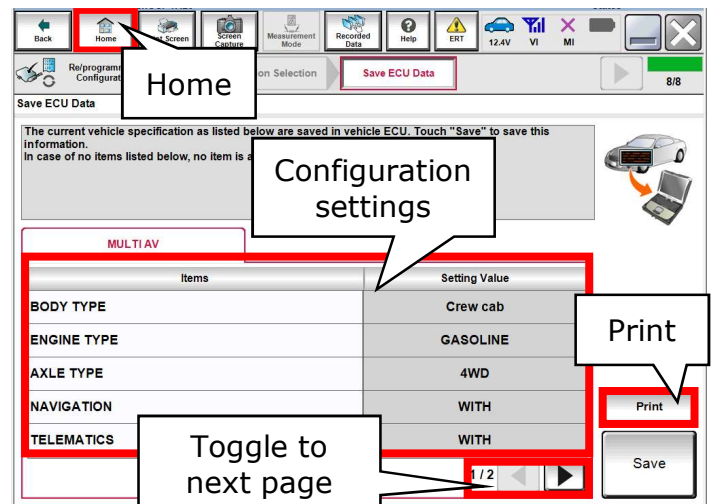


Figure 13

## 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)

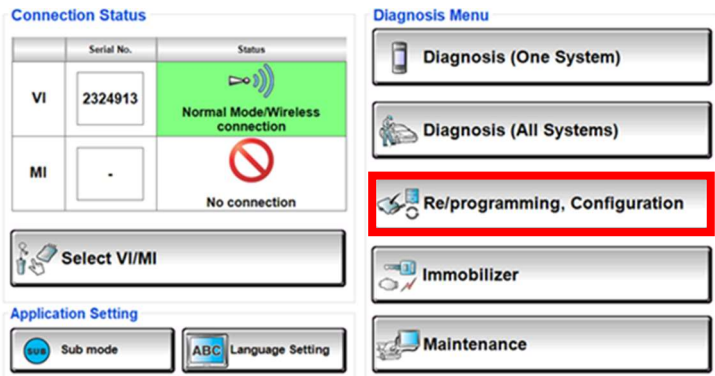


Figure 14

17. Review Precaution. (Figure 15)

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

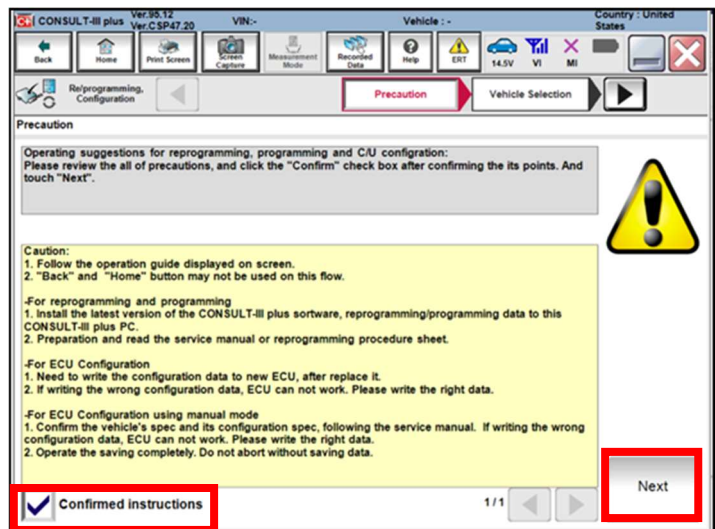


Figure 15

18. Perform Automatic VIN selection. (Figure 16)

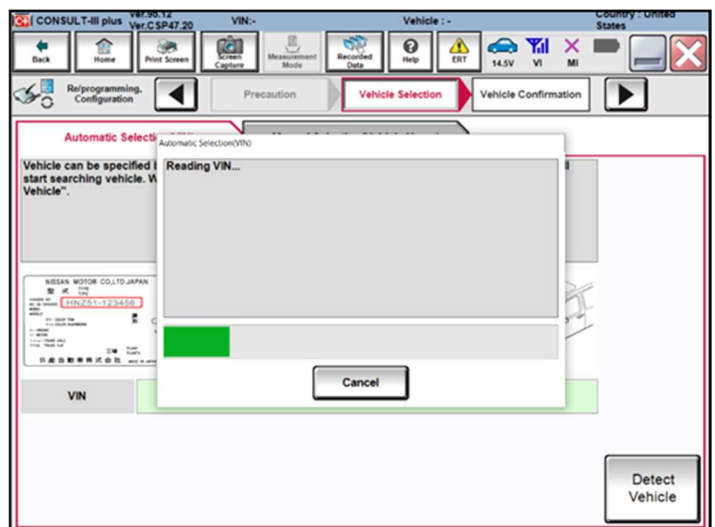


Figure 16



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

- Select **Confirm**

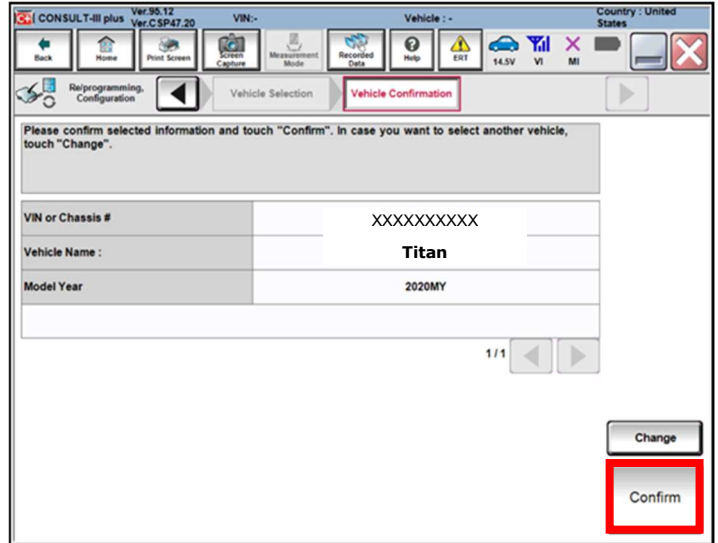


Figure 17

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

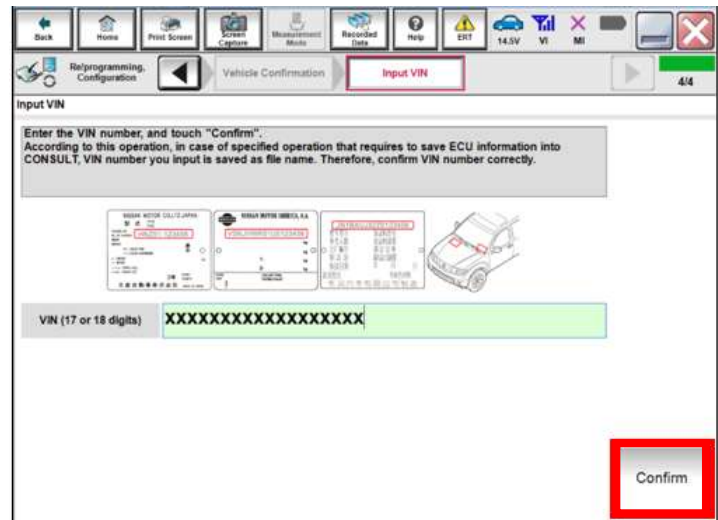


Figure 18

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

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

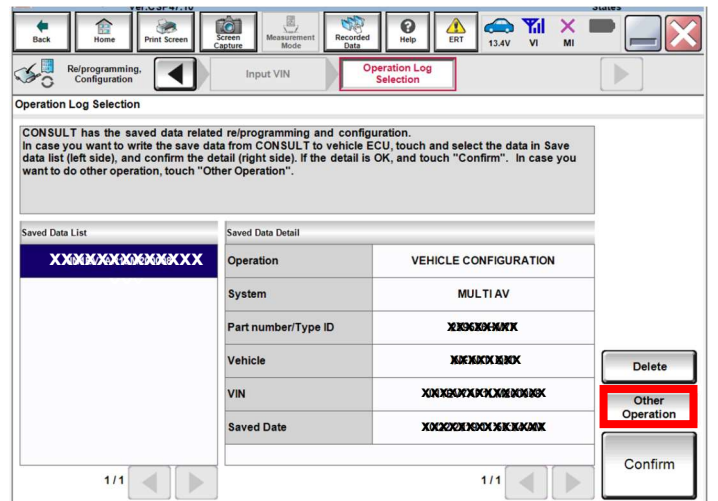


Figure 19

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

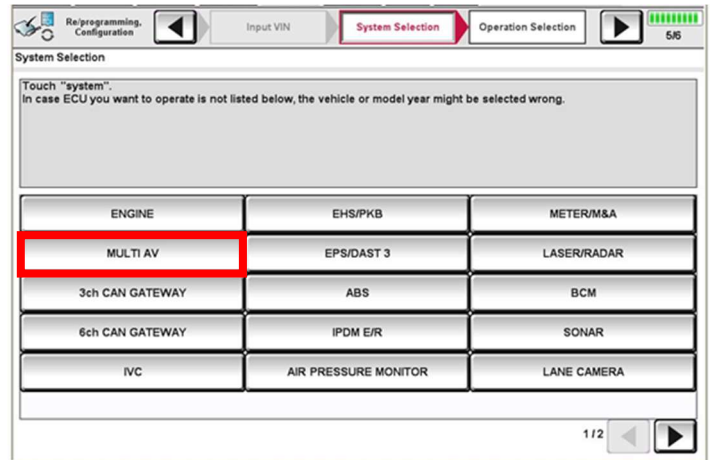


Figure 20

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

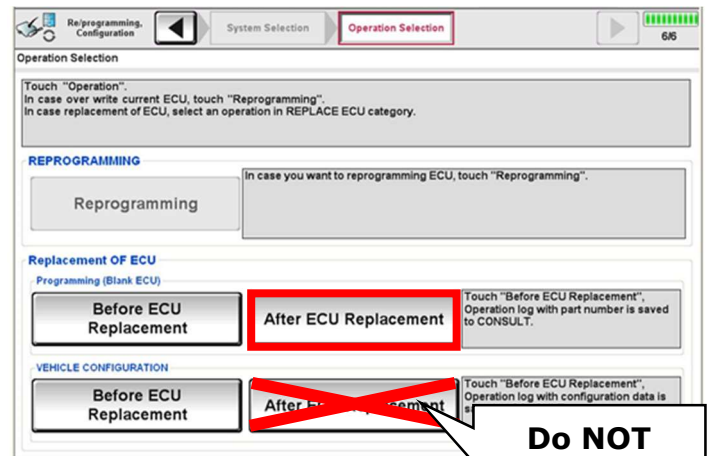


Figure 21

**Do NOT**  
select this  
option.

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

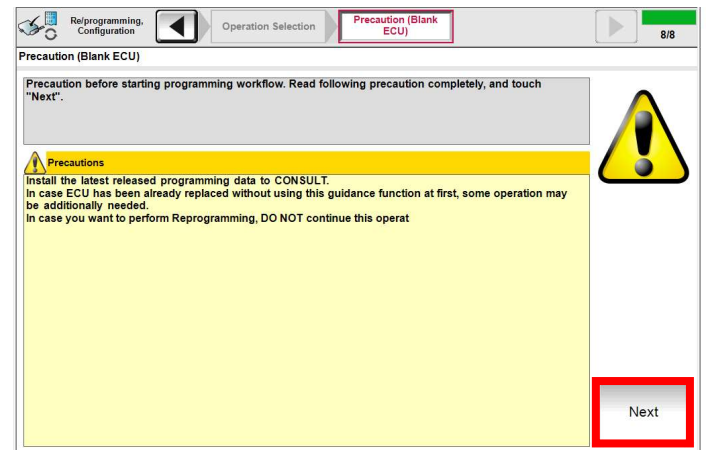


Figure 22

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

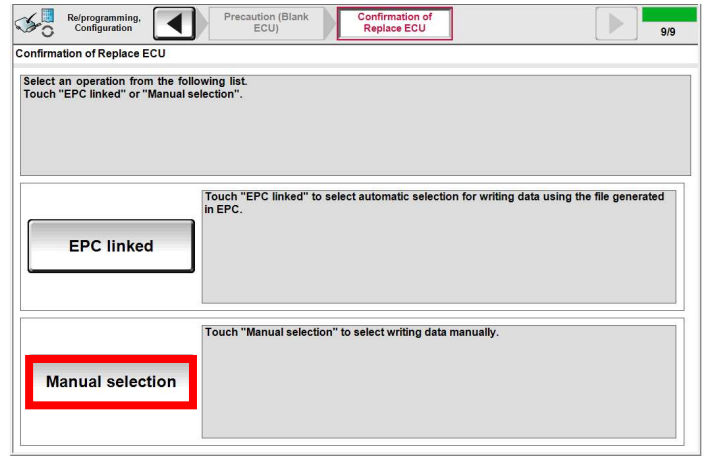


Figure 23

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

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

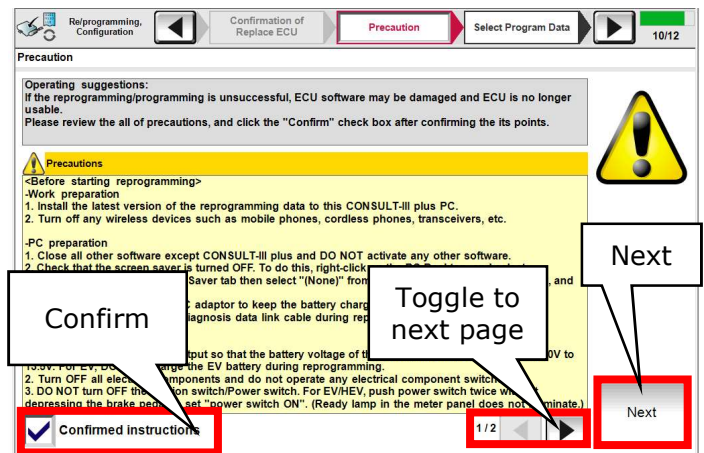


Figure 24

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)

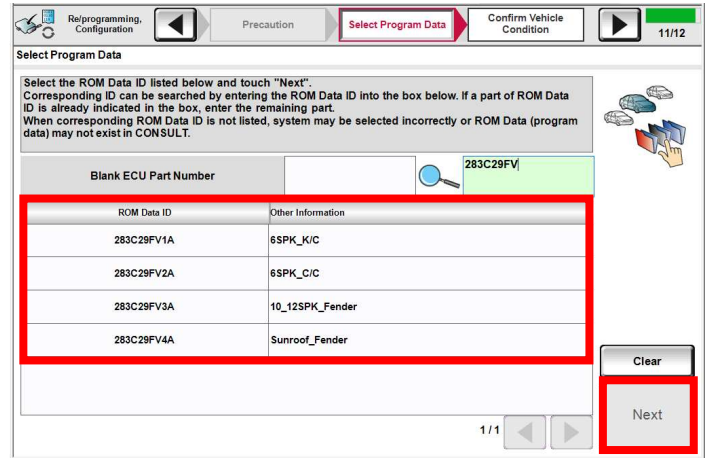


Figure 25

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

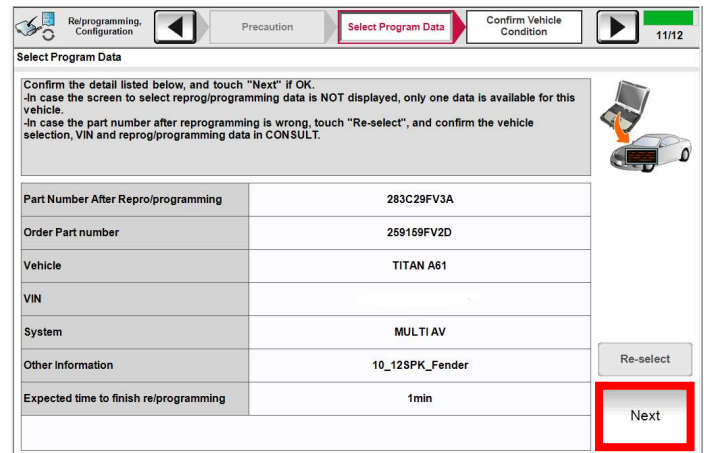


Figure 26

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

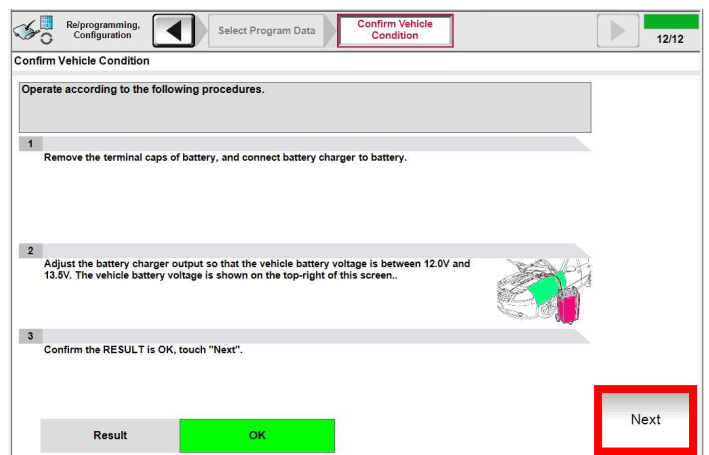


Figure 27

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

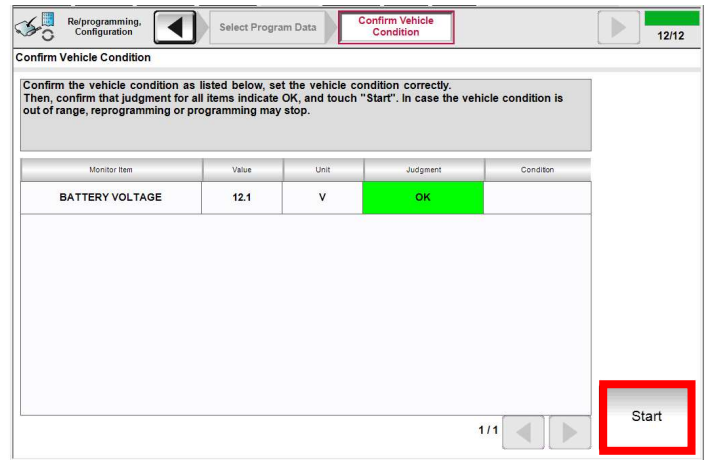


Figure 28

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

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

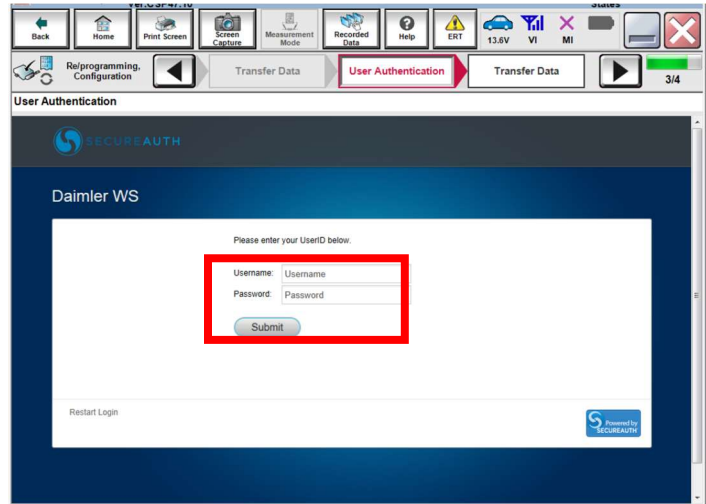


Figure 29

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

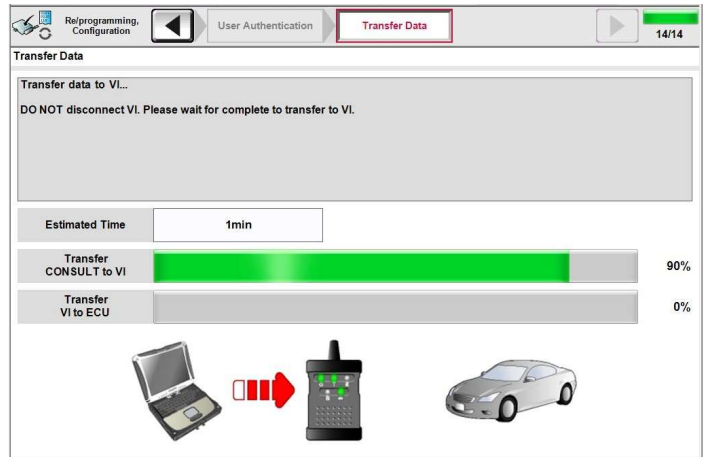


Figure 30

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

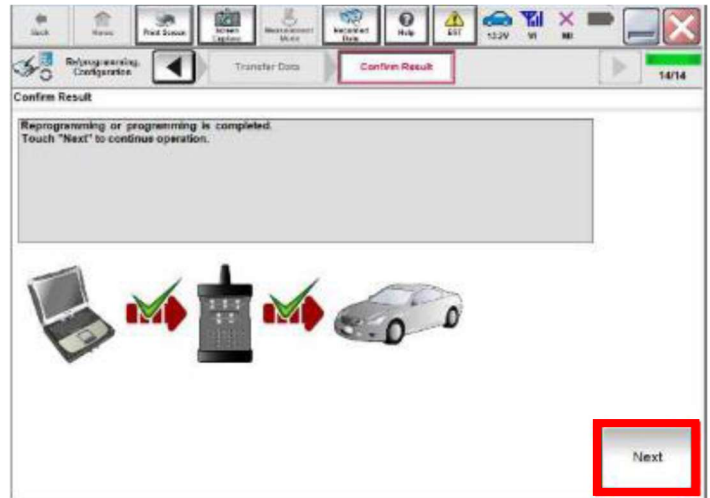


Figure 31

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

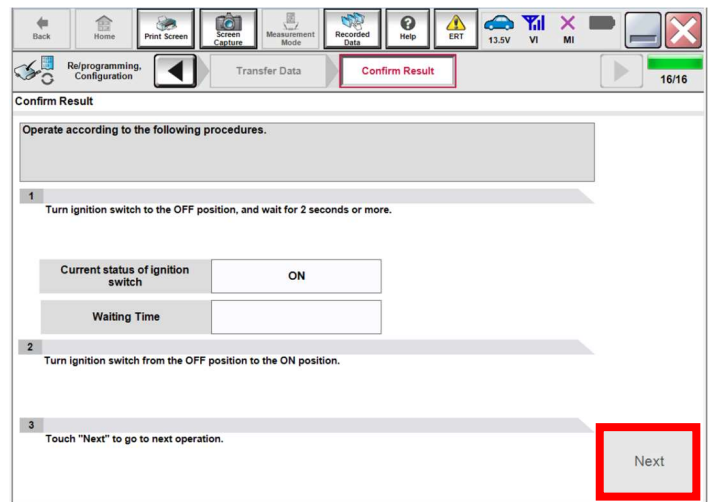


Figure 32

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

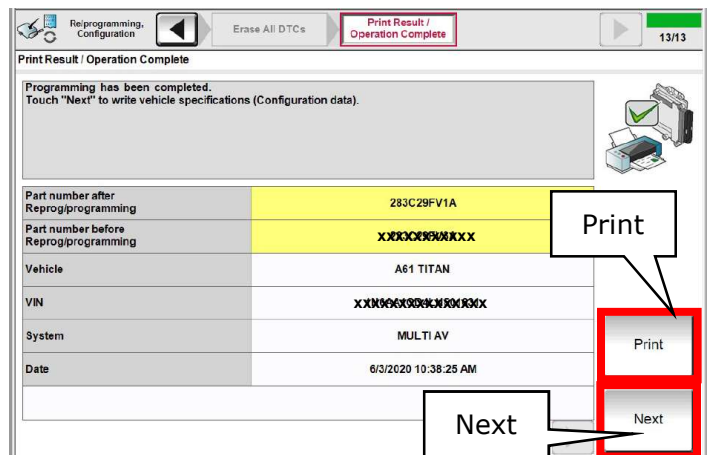


Figure 33



## 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.

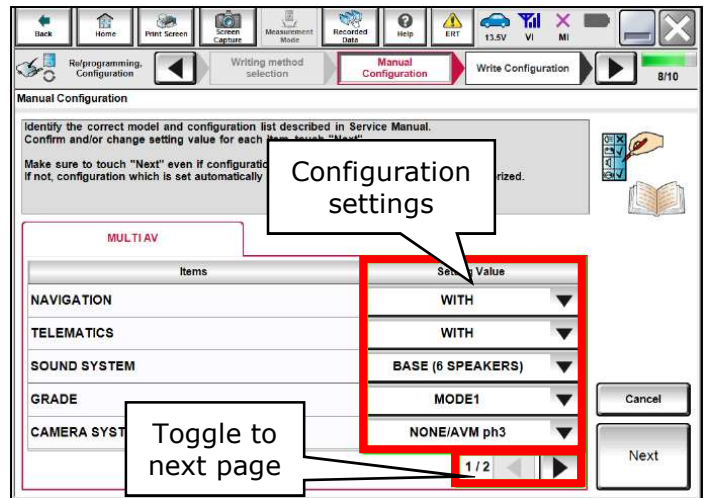


Figure 34

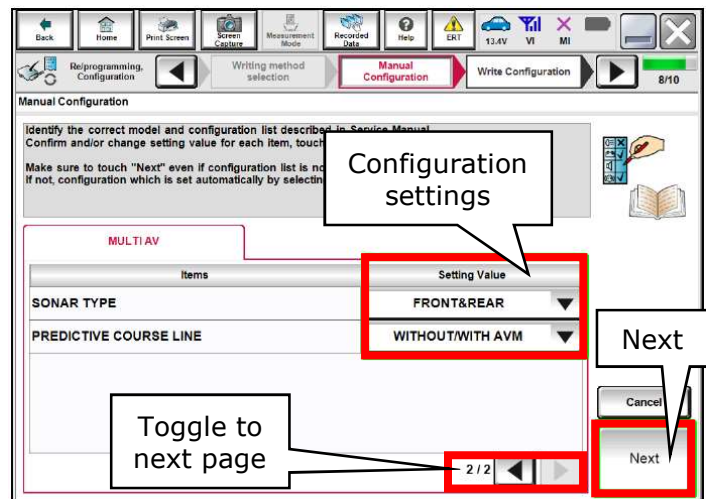


Figure 35

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

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

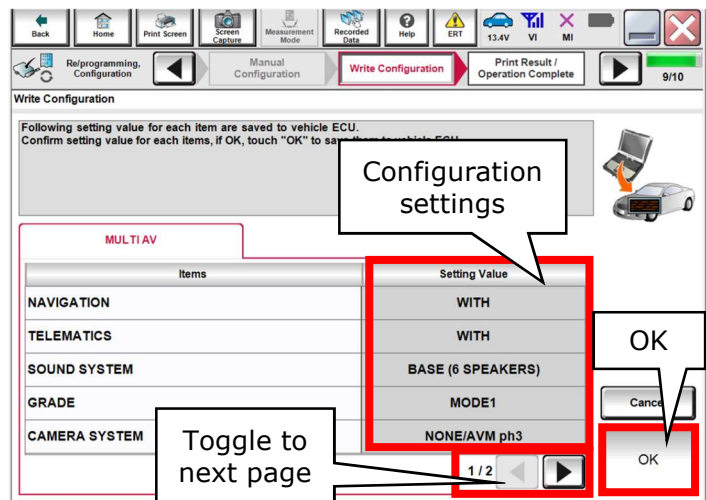


Figure 36

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

- Select **End**

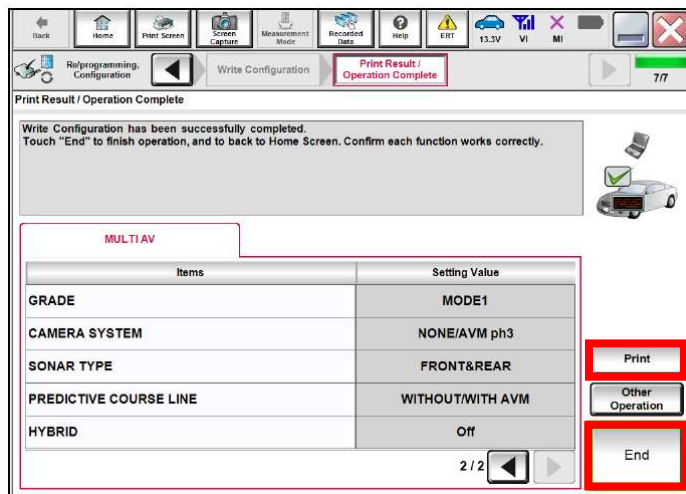


Figure 37

### Write VIN to New Audio Unit

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

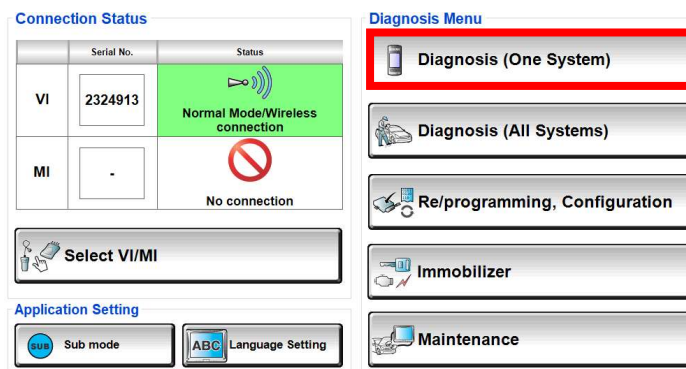


Figure 38

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

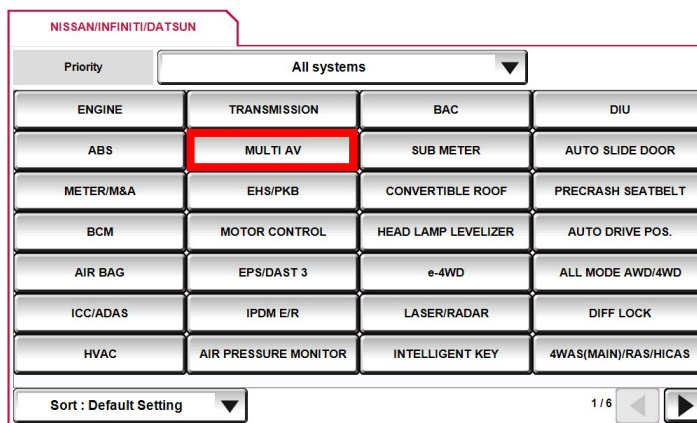


Figure 39



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

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

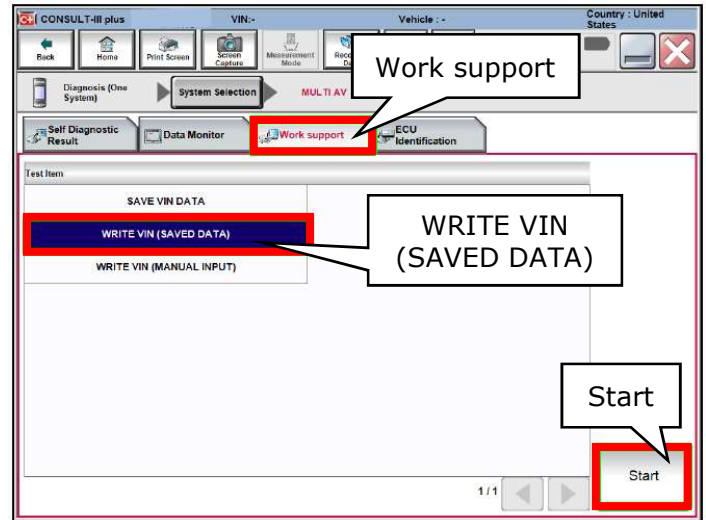


Figure 40

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

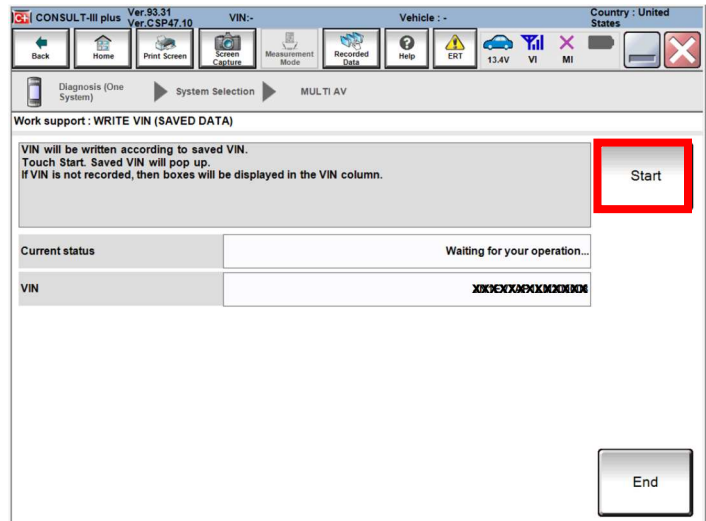


Figure 41

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>
Replace audio unit	PC7410	1.9 Hr	YES	NO