



SERVICE BULLETIN

Classification: HA17-007b	Reference: NTB17-116b	Date: August 21, 2020
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2016-2017 TITAN AND TITAN XD; EXCESSIVE VENT TEMPERATURE DIFFERENCE IN DUAL CLIMATE CONTROL MODE WITH THE SAME TEMPERATURE SETTING

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

APPLIED VEHICLE: 2016-2017 Titan and Titan XD (A61) with dual climate control air conditioning

APPLIED VIN AND DATE: 2016: All
2017: Built before 1N6(*)A1(***)HN 566305 / August 25, 2017

IF YOU CONFIRM

With the HVAC system of an applied vehicle set in dual climate control mode and both driver and passenger sides are set at the same temperature:

A. Temperature set for cool air: The outlet temperature of the driver side vents are warmer by 10°F or more than the passenger side vent temperatures

OR

B. Temperature set for warm air: The outlet temperature of the passenger side vents are cooler by 10°F or more than the driver side vent temperatures.

ACTION

1. If **A** above is occurring: Replace only the air mix door motor LH (see the **PARTS INFORMATION** on page 9).
 - Refer to the Electronic Service Manual (ESM): Section **VENTILATION, HEATER & AIR CONDITIONER > HEATER & AIR CONDITIONING CONTROL SYSTEM > AUTOMATIC AIR CONDITIONER > REMOVAL AND INSTALLATION > DOOR MOTOR > AIR MIX DOOR MOTOR > Removal and Installation - Air Mix Door Motor LH.**
2. If **B** above is occurring: Replace only the air mix door motor RH using the **SERVICE PROCEDURE** starting on page 3.

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 TOOLS / MATERIALS

- 1" wide masking tape
- Clean shop towel
- Dealer provided long handled ratcheting bit driver. Shown with short Phillips bit (J-53012) installed.

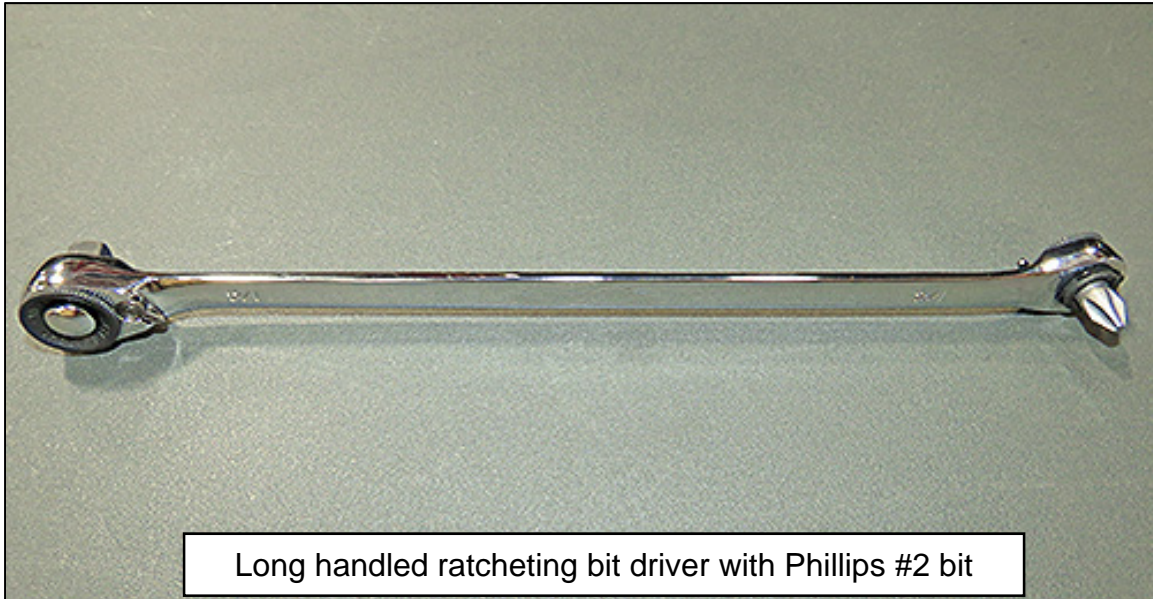


Figure 1

Essential Special Service Tools

- Special short #2 Phillips bit: Part number J-53012

NOTE: This tool has been shipped to all dealers. Additional tools can be ordered though Tech•Mate at www.nissantechmate.com.

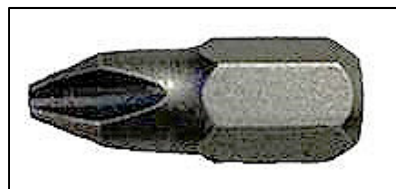


Figure 2

SERVICE PROCEDURE

1. Remove the glove box assembly.
 - Attached by five (5) screws: Two located underneath, and three exposed when the glove box is open.

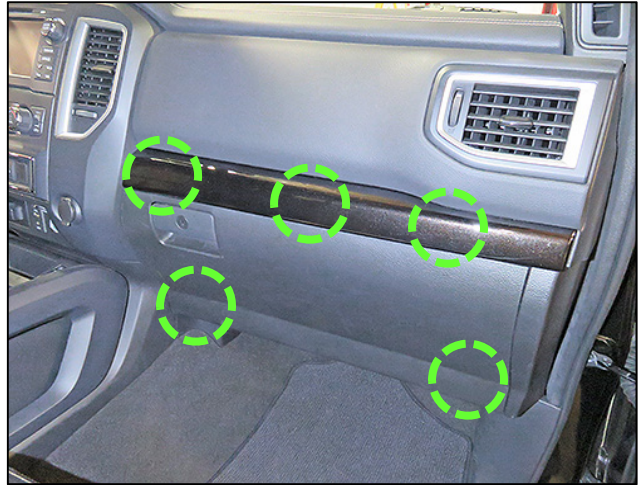


Figure 3

2. Detach the bracket holding the relays from the cross brace (Figure 4), and allow it to hang.
 - Attached by (2) screws.

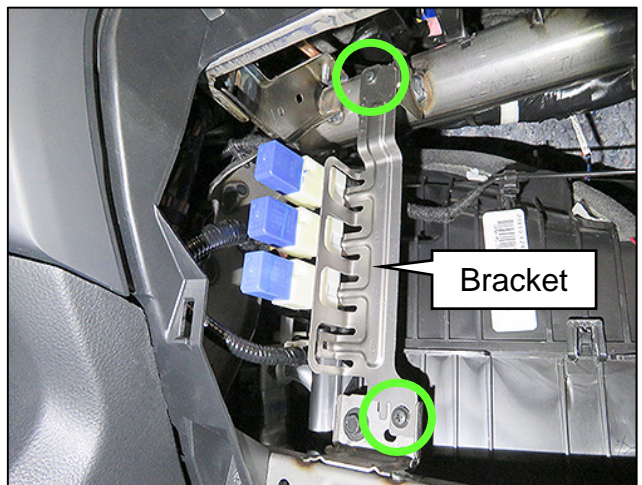


Figure 4

3. Remove the instrument stay cover (RH).

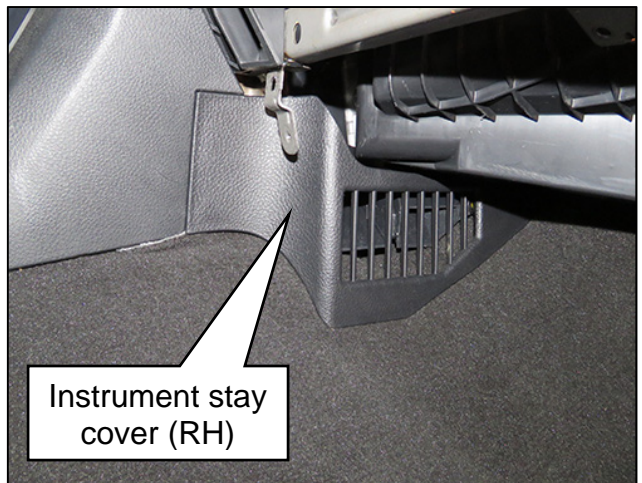


Figure 5

4. Place a shop towel in the location shown in Figure 6, to assist in directing any dropped screws to the floor board.
 - Tuck the shop towel under the foot ducts.

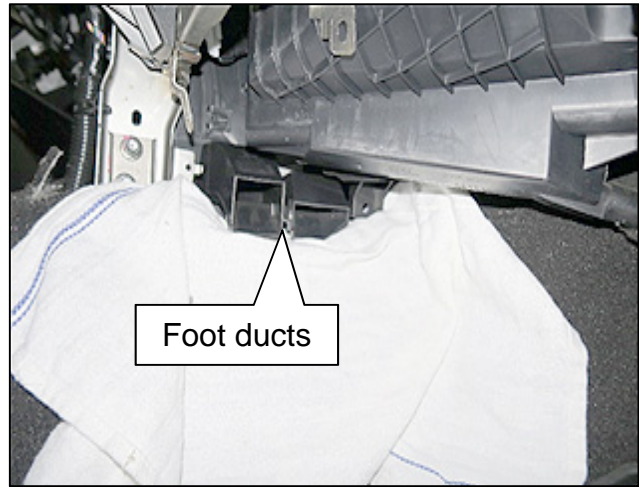


Figure 6

Remove the Air Mix Door Motor RH from the HVAC Case

5. Disconnect the air mix door motor RH harness connector (see Figure 7).
6. Remove the two (2) screws shown in Figure 7, and then remove the air mix door motor RH from the vehicle.
 - Remove the top screw (partially hidden in Figure 7), using a long handled bit driver tool with the special short #2 Phillips bit (part number J-53012).

HINT: Once the bit driver no longer ratchets, light pressure can be applied to the screw by lightly leveraging the long handled bit driver against the blower housing to continue ratcheting (see Figure 8).

- Remove the bottom screw with a Phillips #2 screwdriver.

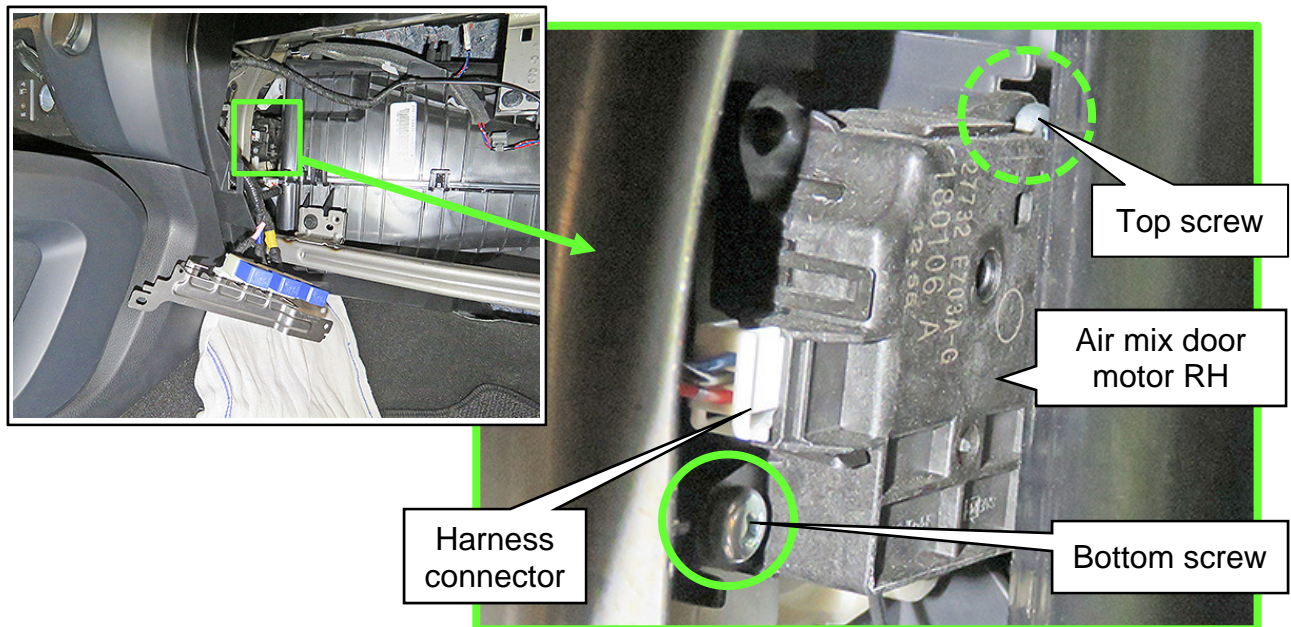


Figure 7

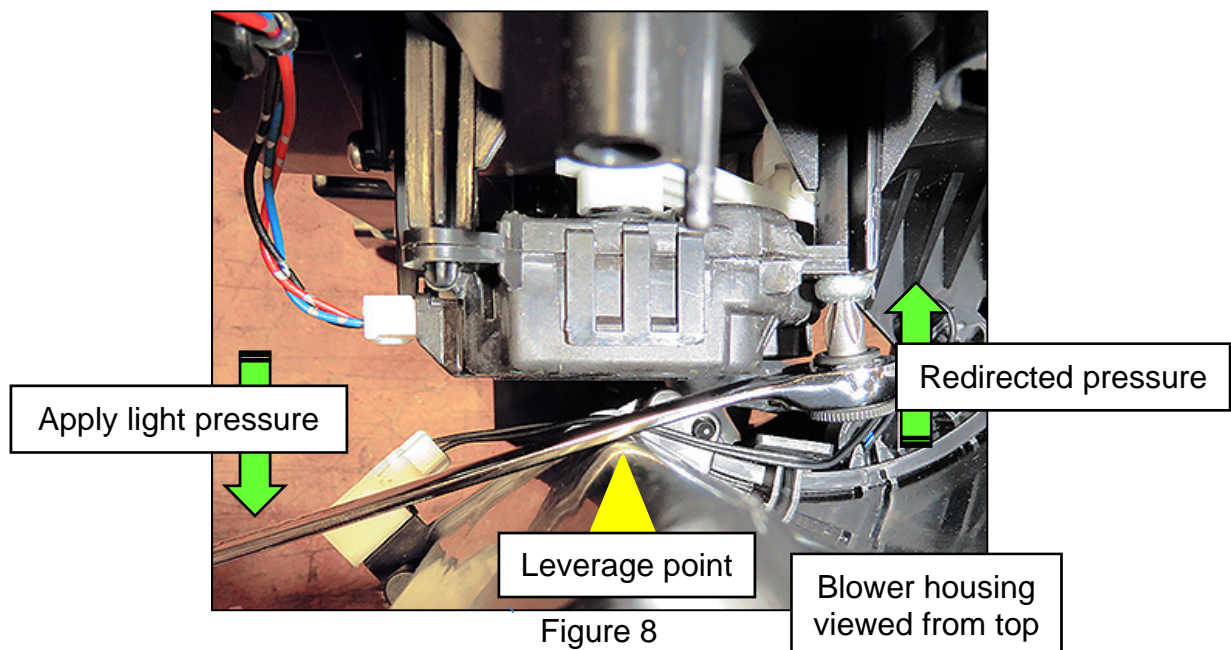


Figure 8

Prepare the New Air Mix Door Motor RH for Installation

- Place a small piece of masking tape over the front of the top screw hole of the new air mix door motor RH.

- See the **PARTS INFORMATION** on page 9.

HINT: To ease the removal of the masking tape, extend it along the top of the air mix door motor RH so that it can be reached after the screw is installed (see Figure 10).

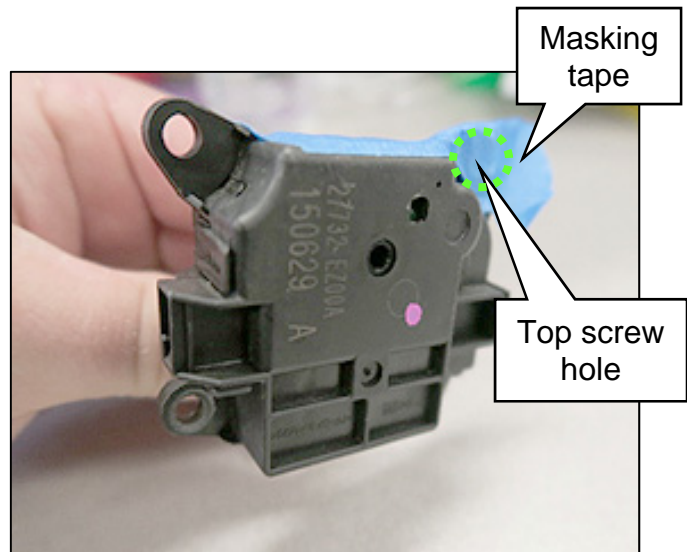


Figure 9

- Place one screw in the top hole covered by the masking tape, as shown in Figure 10, to hold it in place.

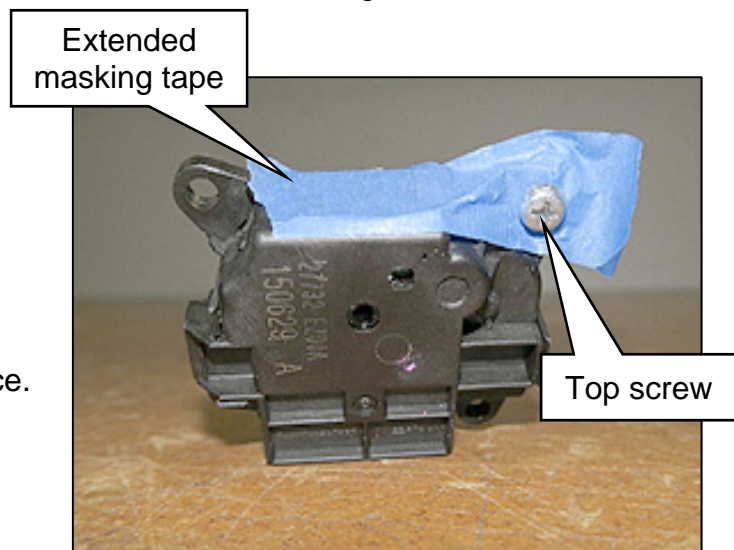


Figure 10

- Connect the new air mix door motor RH to the vehicle's electrical connector.
- Turn the ignition ON.
- Rotate the passenger side temperature knob until the display shows "60".
- With the ignition ON, disconnect the air mix door motor RH electrical connector.
- Turn the ignition OFF.

18. Remove the masking tape from the air mix door motor RH.

NOTE: It is acceptable for a small amount of tape to be left on the actuator.

19. Tighten the top screw.

20. Reconnect the air mix door motor RH harness connector.

21. Reassemble the remaining parts in the reverse order of removal.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
ACTUATOR ASSY-AIR MIX (Air mix door motor LH)	27732-EZ03B	1 *
ACTUATOR ASSY-AIR MIX (Air mix door motor RH)	27732-EZ03A	1 *
Masking Tape	Shop Supply	As Needed

* Refer to page 1 to determine which air mix door motor needs replacement.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace Air Mix Door Motor LH	(1)	TC33AA	ZE	32	(2)

- (1) Reference the Parts Information Table and use the applicable Air Mix Actuator as the Primary Failed Part.
- (2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated flat rate time.

OR

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace Air Mix Door Motor RH	(1)	TX50AA	ZE	32	0.6

- (1) Reference the Parts Information Table and use the applicable Air Mix Actuator as the Primary Failed Part.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 16, 2017	NTB17-116	Original bulletin published
February 9, 2018	NTB17-116a	Amended to add APPLIED VINs, DATES and edit ACTION
August 21, 2020	NTB17-116b	Amended to simplify passenger side procedure "B" and update CLAIMS INFORMATION to match