



VOLUNTARY SERVICE CAMPAIGN

Classification: RS23-006	Reference: NTB23-066	Date: August 15, 2023
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VOLUNTARY SERVICE CAMPAIGN 2020-2023 TITAN; AIR BAG CONTROL UNIT REPROGRAM

CAMPAIGN ID #: PC977
APPLIED VEHICLES: 2020-2023 Titan (A61)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Nissan is conducting this voluntary service campaign on certain specific model year 2020-2023 Titan vehicles to reprogram the Air Bag Control Unit. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number PC977 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

Dealers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a dealer's inventory.

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.

SERVICE PROCEDURE

IMPORTANT: Before starting, make sure:

- All CONSULT-III plus software updates (if any) have been installed.
- The CONSULT PC is connected to the internet (Wi-Fi or cable).

NOTICE

- Make sure the VI is securely connected. If the VI connection is loose during reprogramming, reprogramming may be interrupted and the ACU may be damaged.
- Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the ACU may be damaged.
- Make sure to connect the battery maintainer/smart charger securely to the 12V battery. Make sure the battery voltage stays between 12.0V and 13.5V during the reprogramming. If the battery voltage does NOT stay between 12.0V and 13.5V during reprogramming, the ACU may be damaged.
- Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI. If Bluetooth® signal waves are within range of the CONSULT PC or VI during reprogramming, reprogramming may be interrupted and the ACU may be damaged.

1. Connect the Vehicle Interface (VI) to the vehicle.
2. Turn the ignition ON engine OFF by pressing the power switch two (2) times WITHOUT depressing the the brake pedal.
3. Verify the radio, headlamps and HVAC are all turned OFF.
4. Turn the hazard warning lamps ON and leave them on for the duration of the reprogram.
5. Start CONSULT-III plus on the CONSULT PC.
6. If prompted, select **USA/CANADA Dealers** from the drop-down menu, and then select **OK**.

7. Login using your NNAnet credentials.

IMPORTANT: If not prompted to enter your username and password, the CONSULT PC may not be connected to Wi-Fi. Close C-III plus, confirm the CONSULT PC is connected to Wi-Fi, and then reopen C-III plus.

8. If the Script Error shown in Figure 1 is present, select **Yes**.

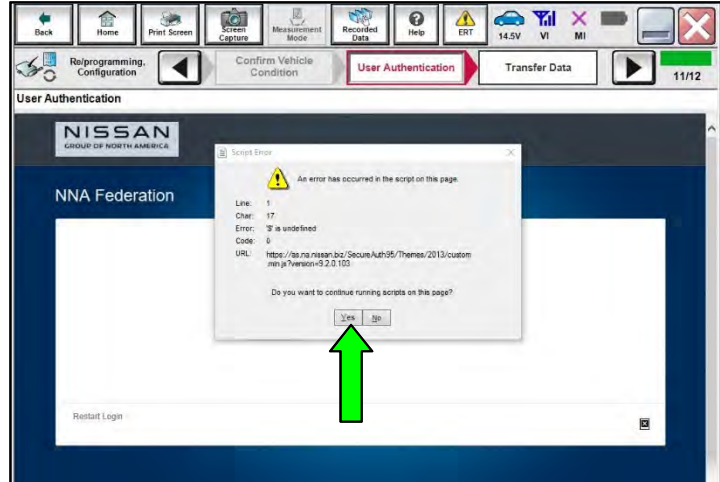


Figure 1

9. Wait for the VI to be recognized.

- The serial number will be displayed when the VI is recognized.

10. Select **Re/programming, Configuration**.

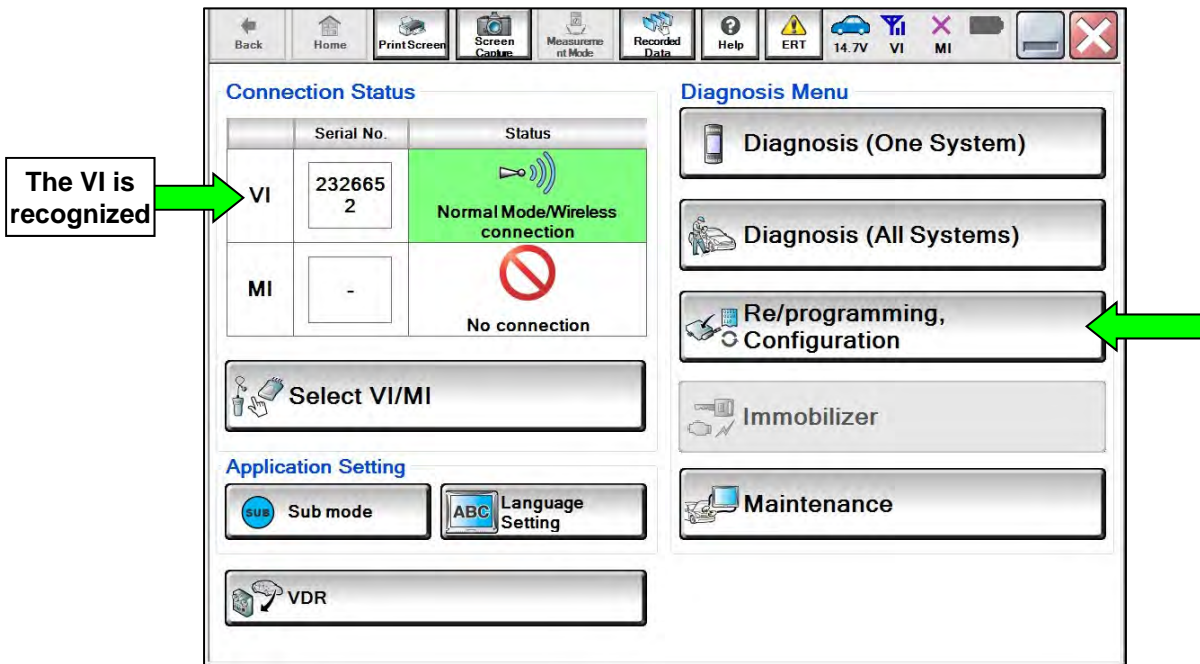


Figure 2

11. Check the box confirming the precautions have been read, and then select **Next**.
 - Use the arrows (if needed) to view and read all the precautions.

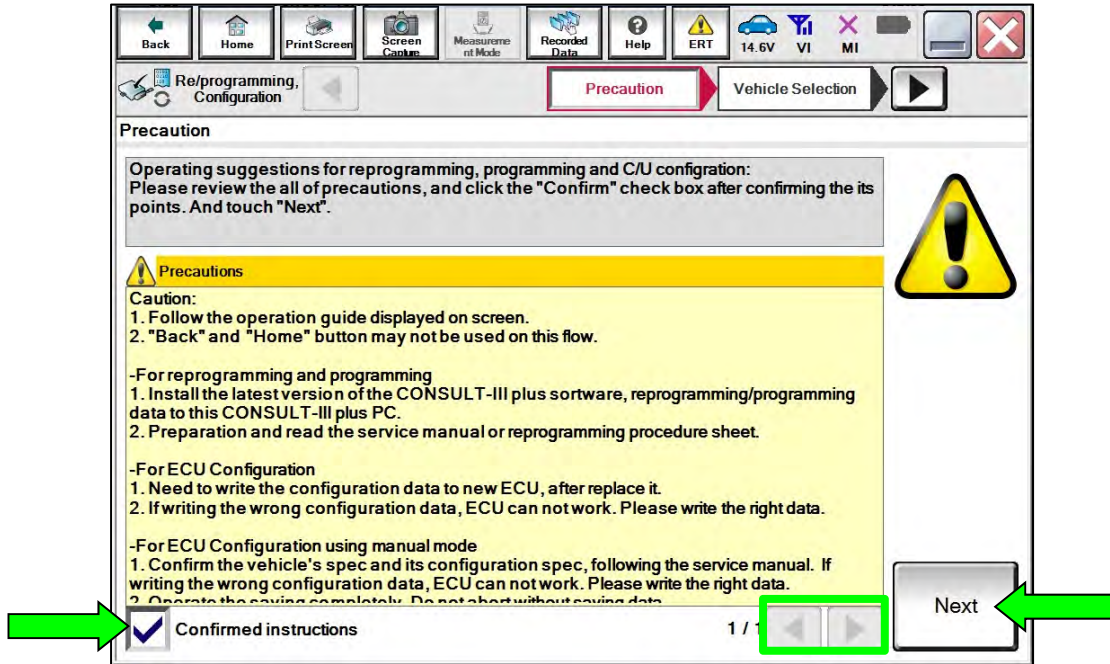


Figure 3

12. Select **Automatic Selection(VIN)**.

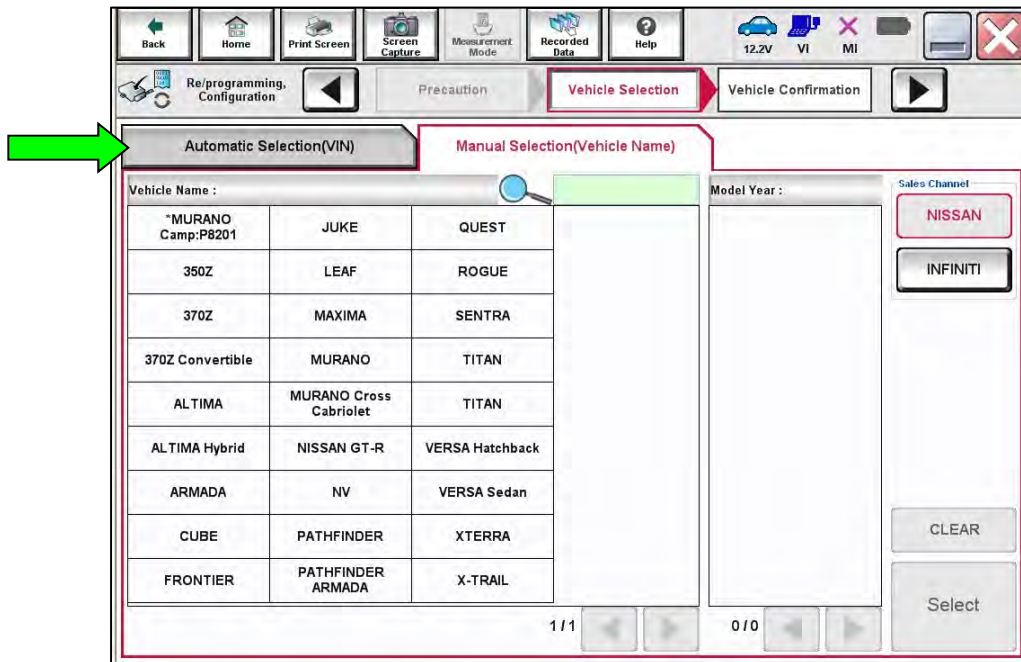


Figure 4

15. Allow the **System call** to complete.

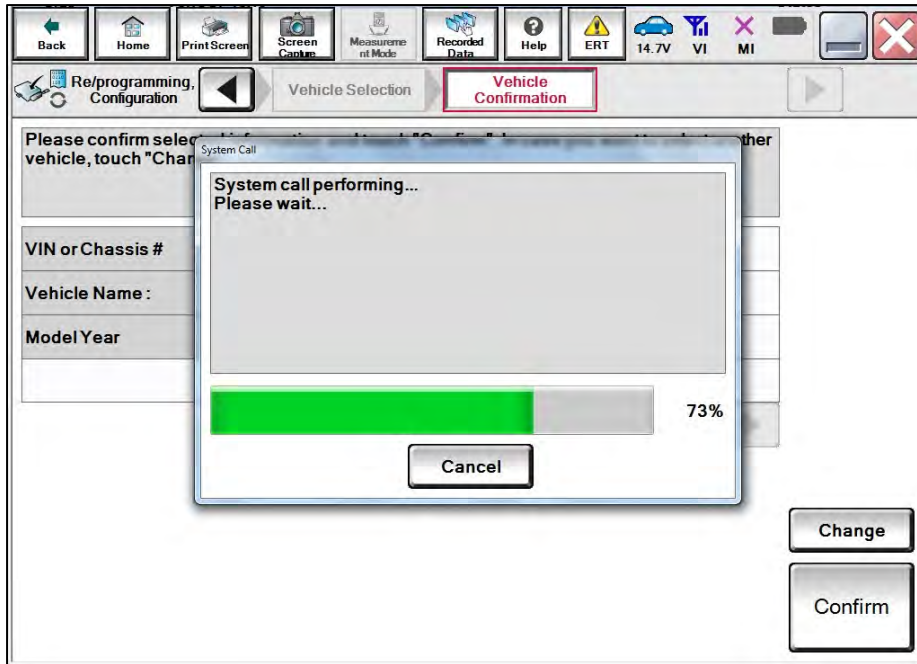


Figure 7

16. Confirm the VIN is correct for the vehicle, and then select **Confirm**.

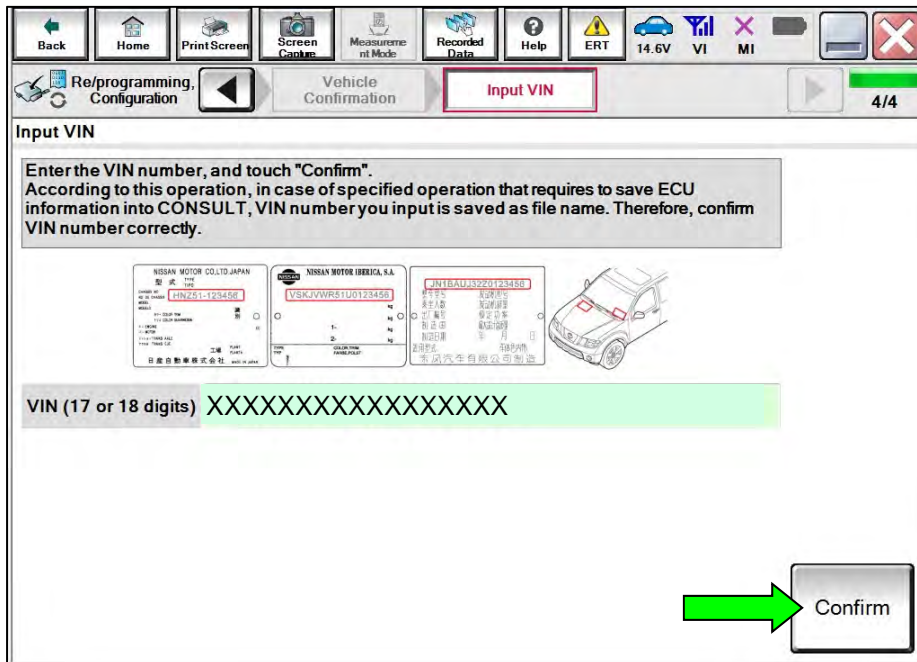


Figure 8

17. Select **AIR BAG**.
 - Scroll to page 2 to select **AIR BAG**.

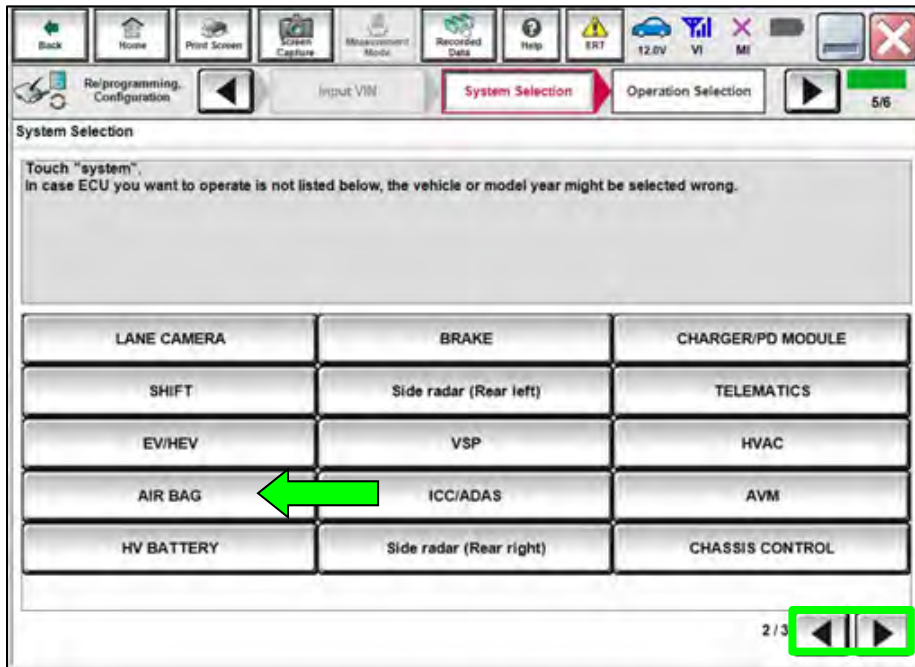


Figure 9

18. Select **Reprogramming**.

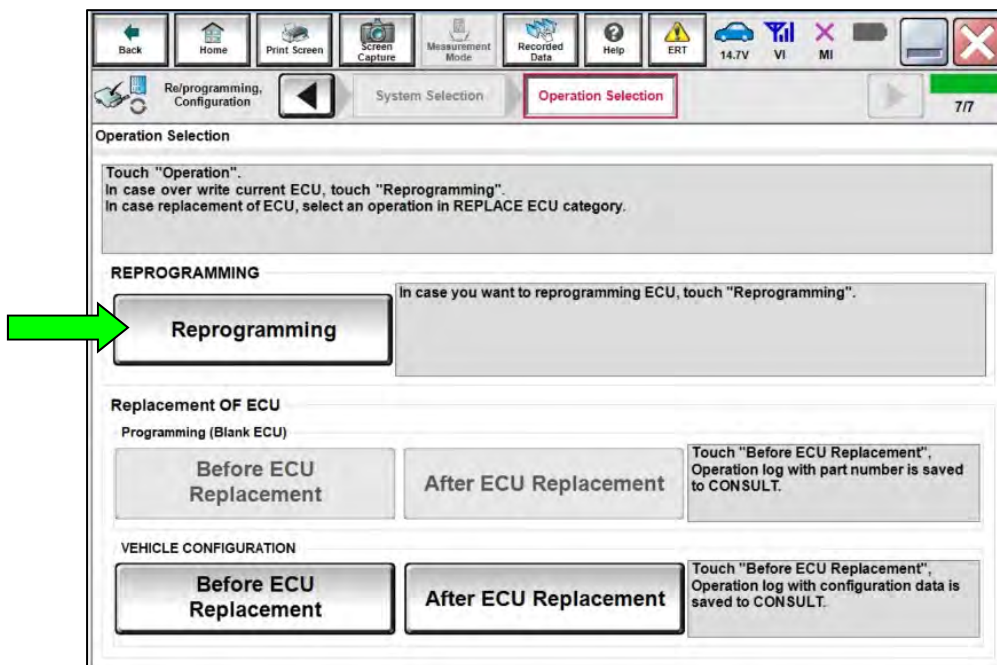


Figure 10

19. Find the ACU **Part Number** and write it on the repair order, and then select **Save**.
- This is the current Part Number (P/N).

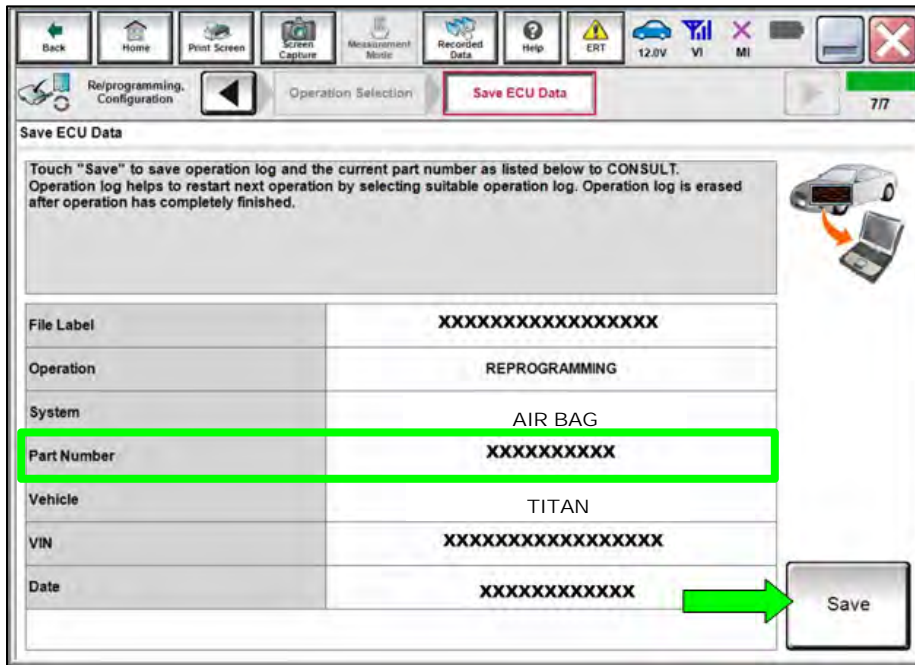


Figure 11

20. Compare the **Part Number** you wrote down in step 19 to the numbers in the **Current ACU Part Number** column in **Table A** below.
- If there is a match, proceed to step 21 on page 9, to continue the ACU reprogramming procedure.
 - If there is not a match, reprogramming is not needed. Skip to **CLAIMS INFORMATION** on the last page.

Table A

Model Year	Current ACU Part Number: 98820-
2020	9FW2D, 9FW2E, 9FW3A, 9FW3C, 9FW6A, 9FW8B
2021-2023	9GK0A, 9GK0B, 9GK0C, 9GK1A, 9GK1B, 9GK1C

21. Review the precaution instructions.

HINT: Use the arrows (if needed) to view and read all the precautions

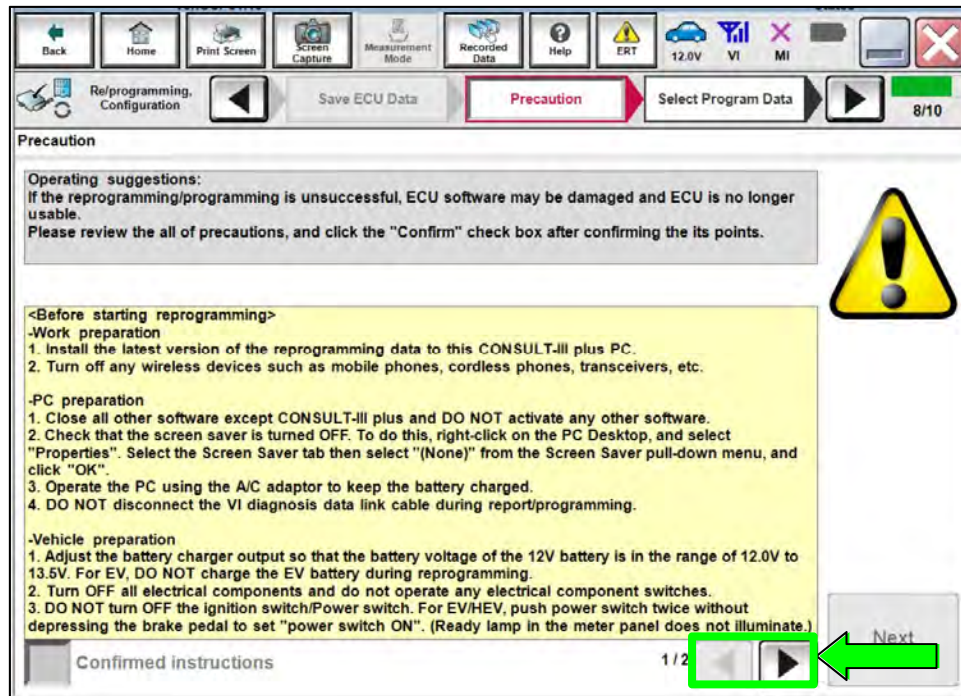


Figure 12

22. Check the box to confirm the precaution instructions have been read, and then select **Next**.

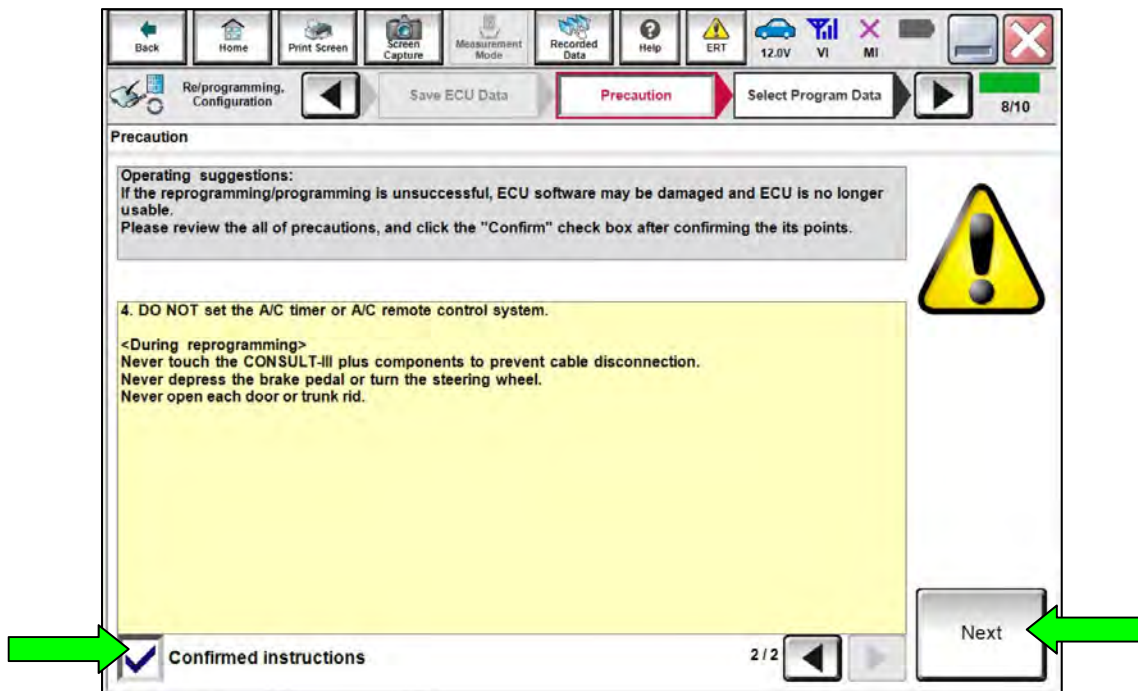


Figure 13

23. Select **Next**.

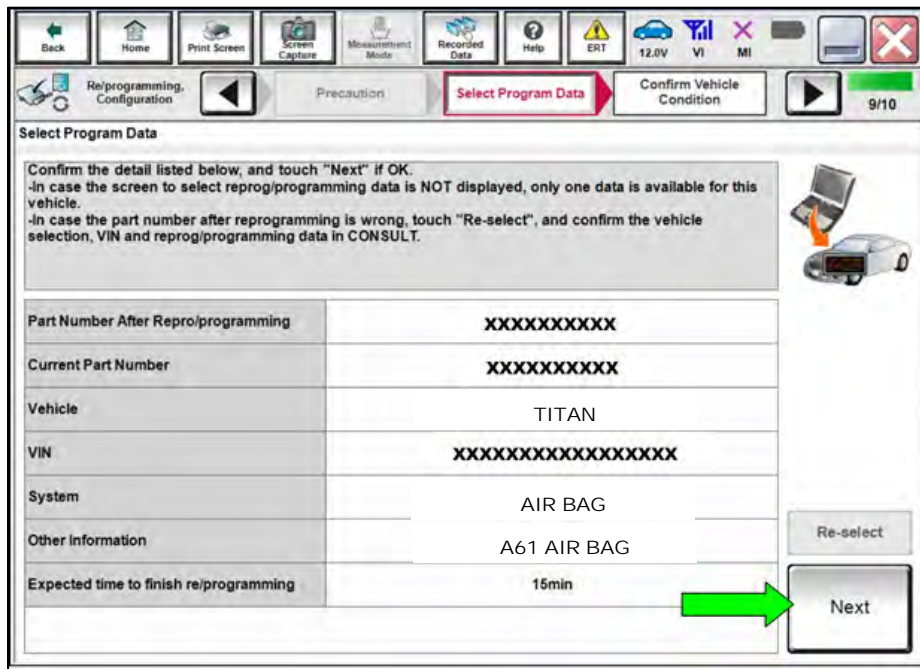


Figure 14

24. Confirm the battery voltage result is **OK**, and then select **Next**.

- If the battery voltage result is **NG**, verify the battery maintainer/smart charger is turned ON and is securely connected to the 12V battery.

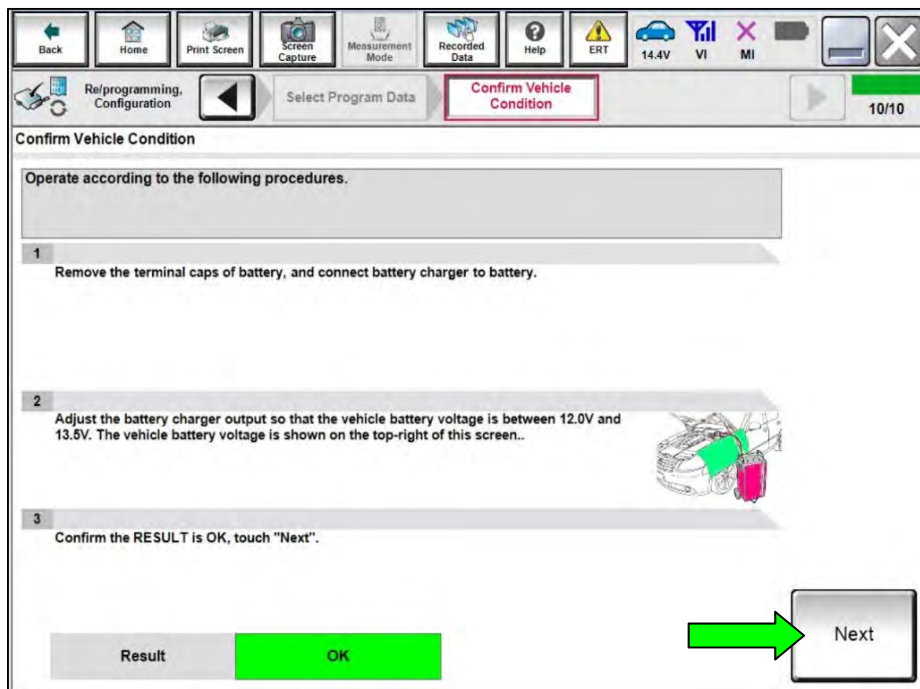


Figure 15

25. Confirm all items listed have a judgement of **OK**, and then select **Start**.
- The reprogramming process will take approximately 15 minutes.
 - If any of the items shown in Figure 18 display a status of NG, verify the battery maintainer/smart charger is turned ON and is securely connected to the 12V battery.

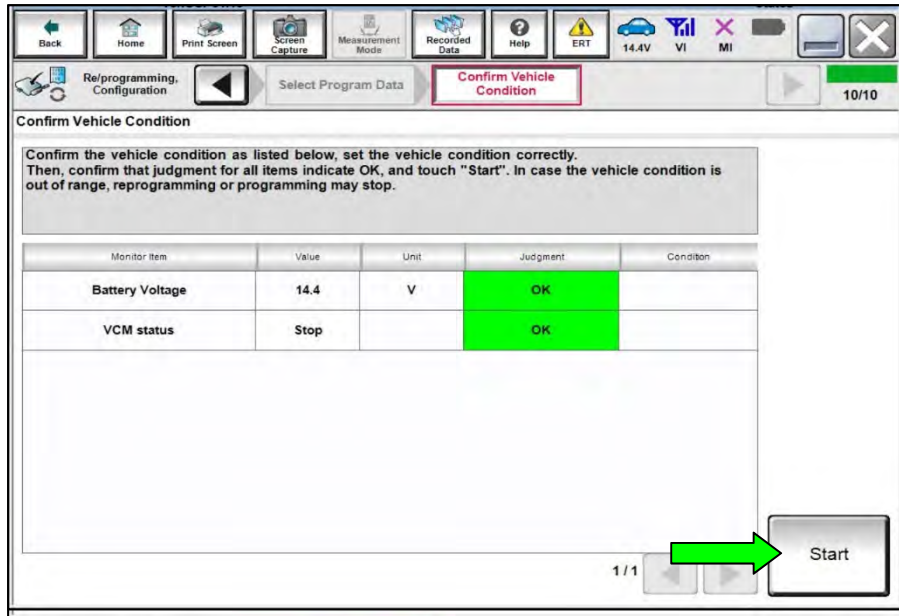


Figure 16

26. Once the screen in Figure 17 displays, the reprogramming is complete. Select **Next**.
- If the screen in Figure 17 does NOT display, indicating that reprogramming did not complete), refer to **ACU Recovery** on page 14.

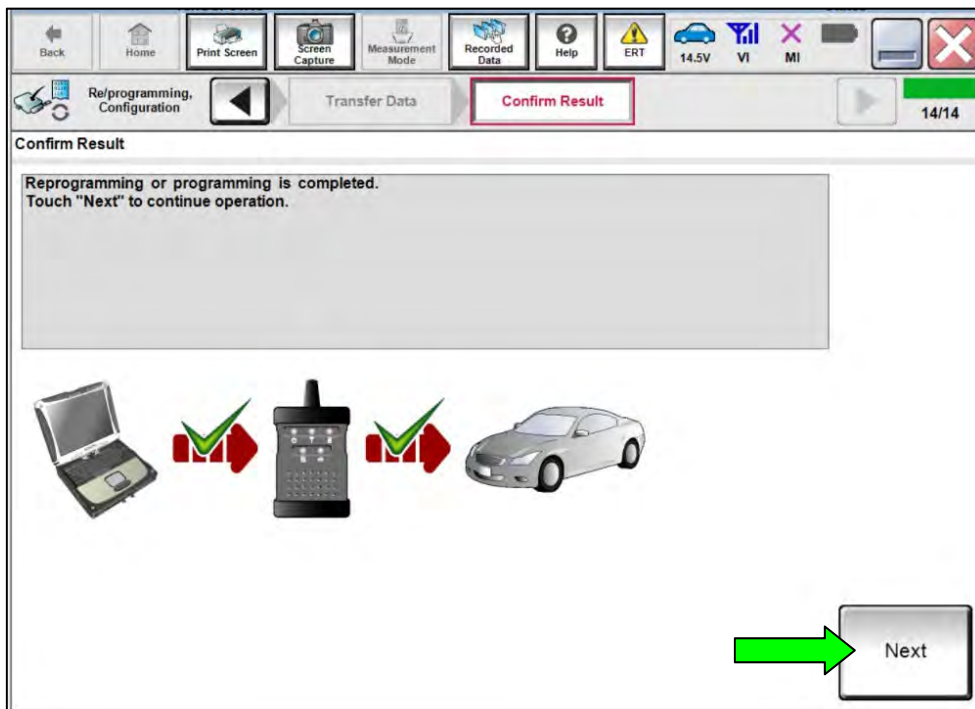


Figure 17

27. Press the power switch one (1) time to turn the ignition OFF (Figure 18), and then go to step 28 immediately.

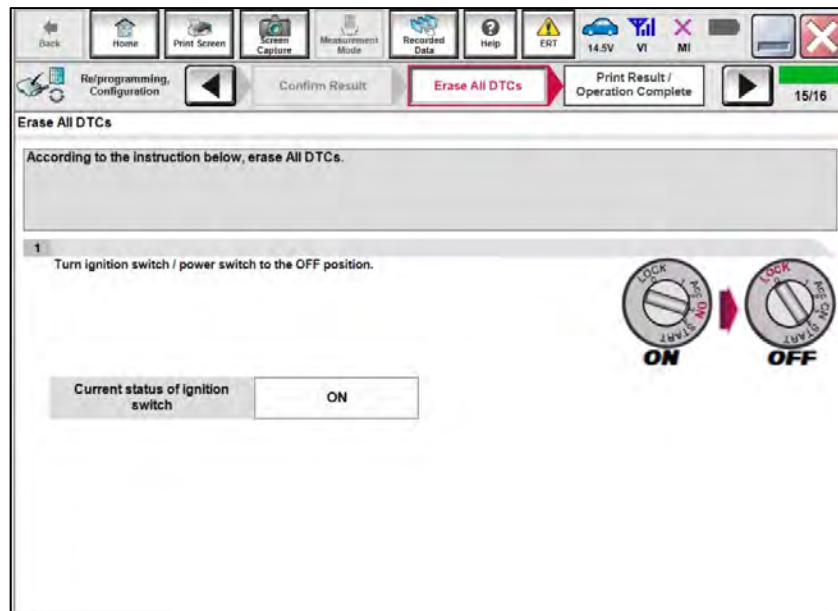


Figure 18

28. Press the power switch two (2) times to turn the ignition back ON (Figure 19).
- C-III plus will automatically proceed to **Erasing DTCs**.
 - If the current status of the ignition switch displayed on the screen differs from the status of the actual vehicle ignition switch, select **Next** to go to the next screen.

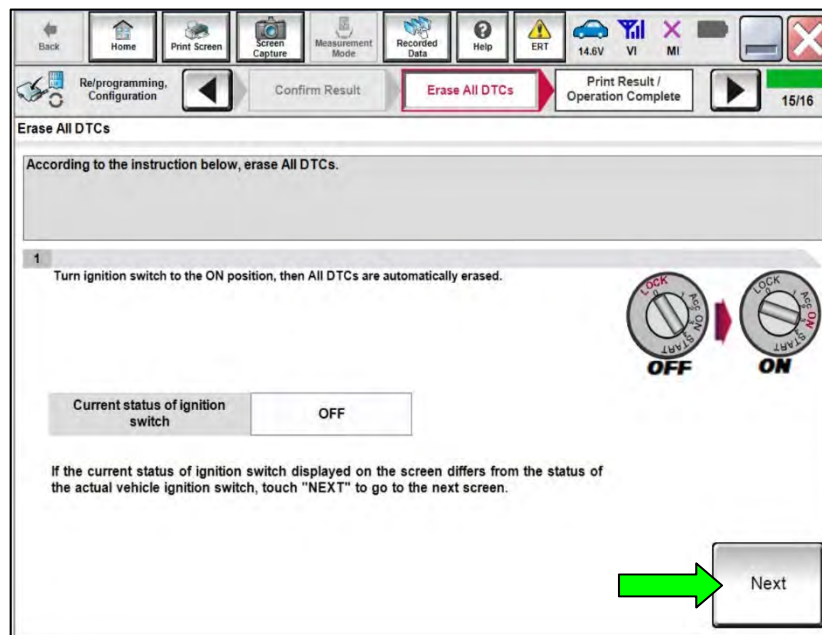


Figure 19

29. Select **Print** to print the confirmation page and attach it to the repair order, and then select **Confirm**.

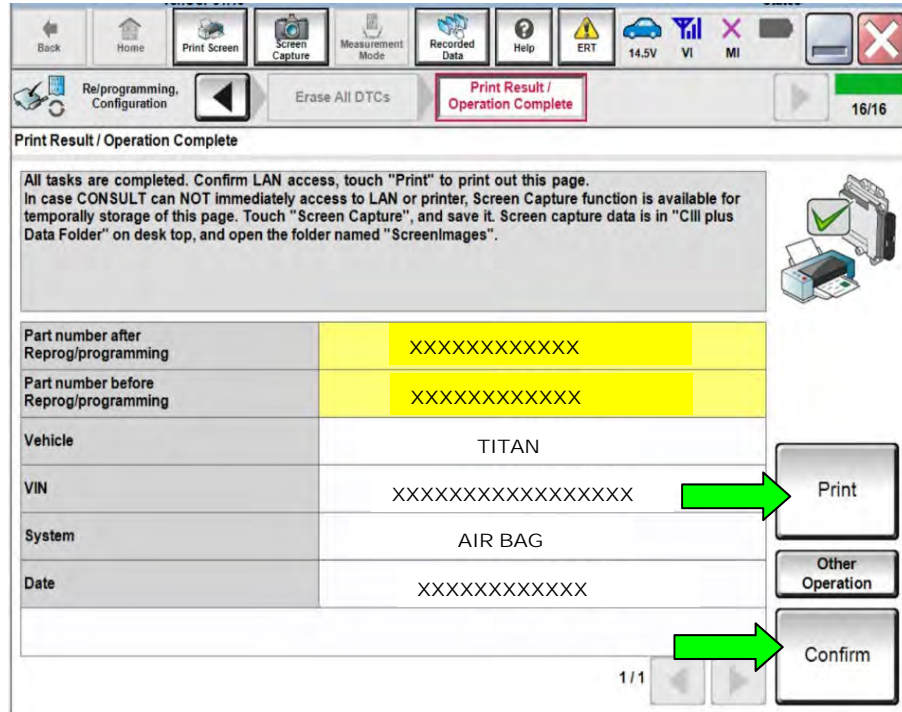


Figure 20

30. Select **Home**.

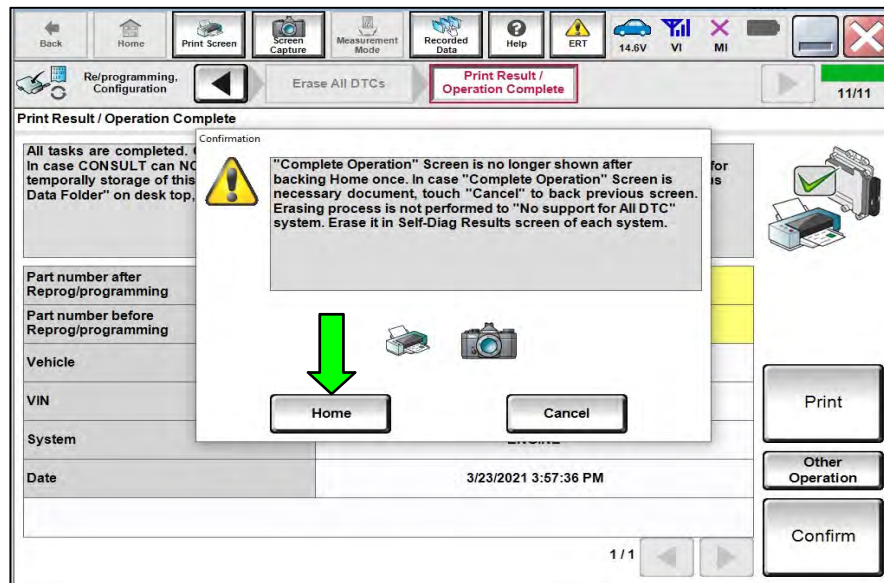


Figure 21

31. Disconnect the battery maintainer/smart charger from the vehicle.
32. Turn the ignition OFF.
33. Disconnect the VI from the DLC.

ACU Recovery

Do not disconnect the VI or shut down C-III plus if reprogramming does not complete.

If reprogramming does not complete and the “!?” icon displays as shown in Figure 22:

- Check battery voltage (12.0–15.5 V).
- Ignition is ON, engine OFF.
- External Bluetooth® devices are OFF.
- All electrical loads are OFF.
- **Select retry and follow the on screen instructions.**
- “Retry” may not go through on first attempt and can be selected more than once.

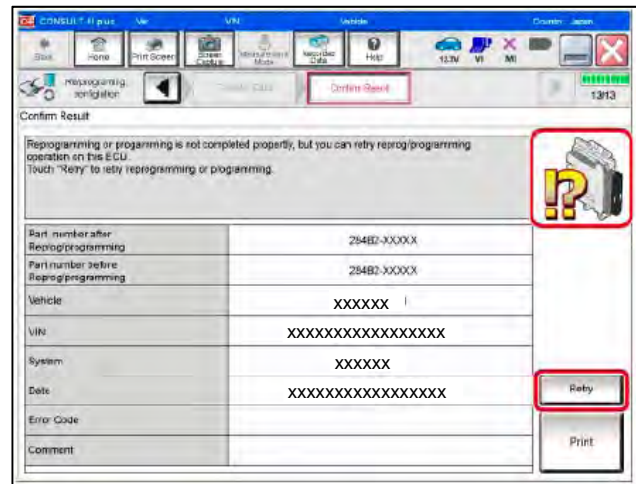


Figure 22

If reprogramming does not complete and the “X” icon displays as shown in Figure 23:

- Check battery voltage (12.0–15.5 V).
- CONSULT A/C adapter is plugged in.
- Ignition is ON, engine OFF.
- Transmission is in Park.
- All C-III plus / VI cables are securely connected.
- All C-III plus updates are installed.
- **Select Home, and restart the reprogram procedure from the beginning.**

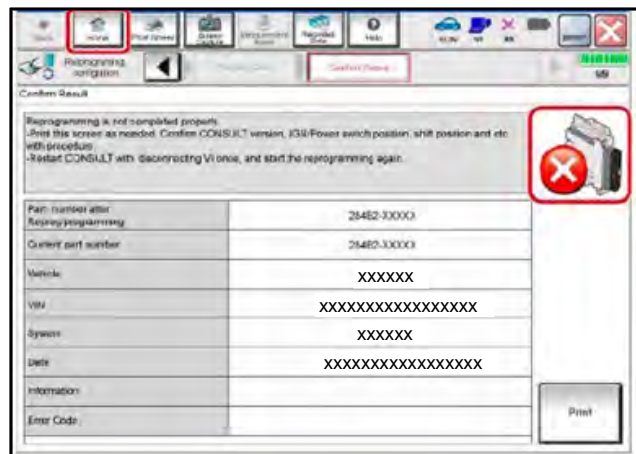


Figure 23

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC977	Reprogram Air Bag Control Unit	PC9770	0.6
	Reprogram Not Needed	PC9771	0.4

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
August 15, 2023	NTB23-066	Original bulletin published

