



SERVICE BULLETIN

Classification: EL17-013a	Reference: NTB17-109a	Date: February 8, 2018
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2016 - 2018 TITAN AND TITAN XD; CLIMATE CONTROLLED HEATED AND COOLED SEATS POOR OR NO OPERATION

This bulletin has been amended. The **APPLIED VEHICLES** section and pages 17 and 18 have changed. No other changes have been made. Please discard previous versions of this bulletin.

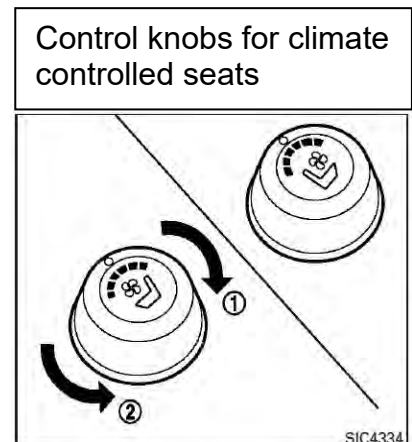
APPLIED VEHICLES: 2016 – 2018 Titan and Titan XD (A61)
APPLIED VIN // DATE: 2016 – 2017: All VINs and Dates
2018: Built on or before 1N6(*)A1(***)JN 517051 // January 3, 2018

Applied vehicles equipped with climate controlled seats only.

IF YOU CONFIRM

The Climate Controlled (Heated and Cooled) seats do not heat or cool well, or do not work at all.

NOTE: This issue, if it should occur, may occur on only the driver seat, or only the front passenger seat, or both front seats.

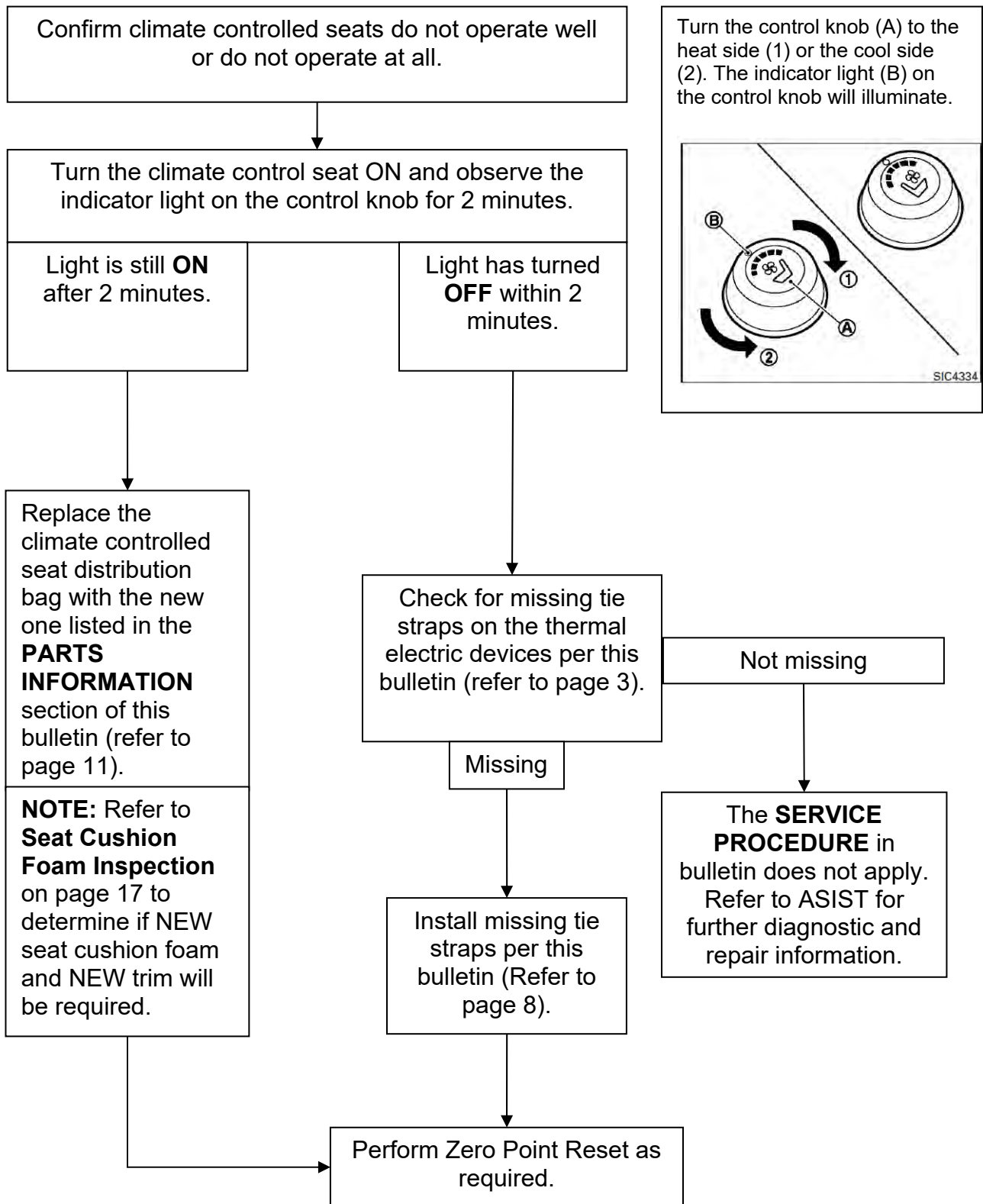


ACTION

Refer to the Repair Overview flow chart on page 2.

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.

Repair Overview



SERVICE PROCEDURE

Seat Cushion Thermal Electric Device Tie Strap Inspection

1. Raise affected seat and adjust to rear most position.

- Look for the thermal electric device under the seat in the area shown in Figure 1.



Figure 1

- Seat cushion thermal electric device as seen with the seat installed in the vehicle.
- Viewed from under the rear of the front seat.

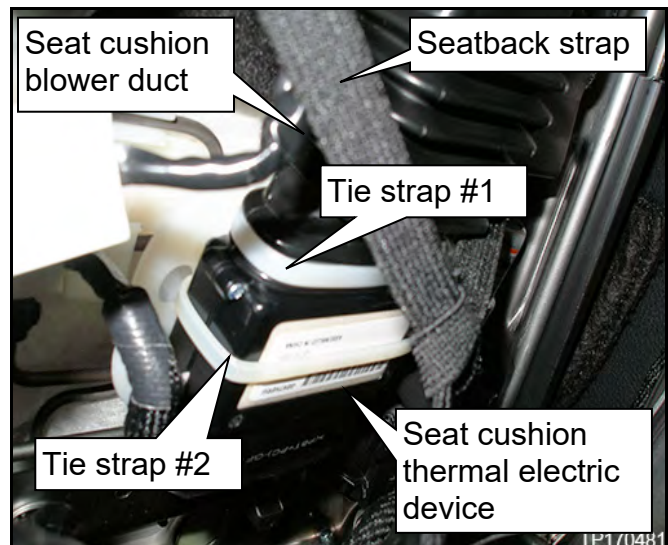


Figure 2

NOTE: Seat has been removed for clarification but seat removal is not required to perform inspection of seat cushion thermal electric device tie straps.

2. Verify seat cushion thermal electric device tie strap #1 and tie strap #2 are in place in both locations shown in Figures 2 and 3.

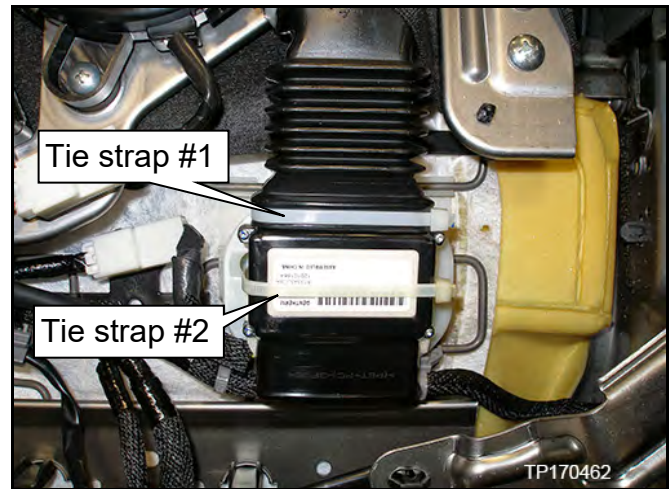


Figure 3

3. If **seat cushion** thermal electric device tie strap #1 and/or #2 are missing, make note of it and go to step 4 on the next page.

Seatback Thermal Electric Device Tie Strap Inspection

4. Locate the seatback flap at the lower rear of the seat.
5. Locate the seatback zippers behind the seatback flap on left and right sides of seat.

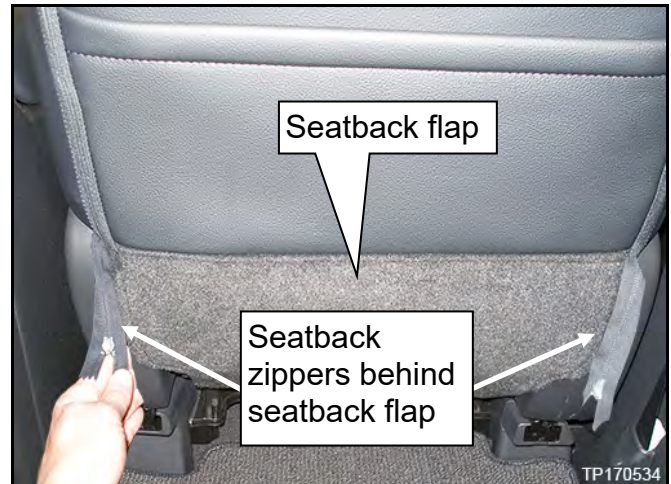


Figure 4

6. Unzip both left and right side seatback zippers.
7. Release seatback J-hook at lower seatback.

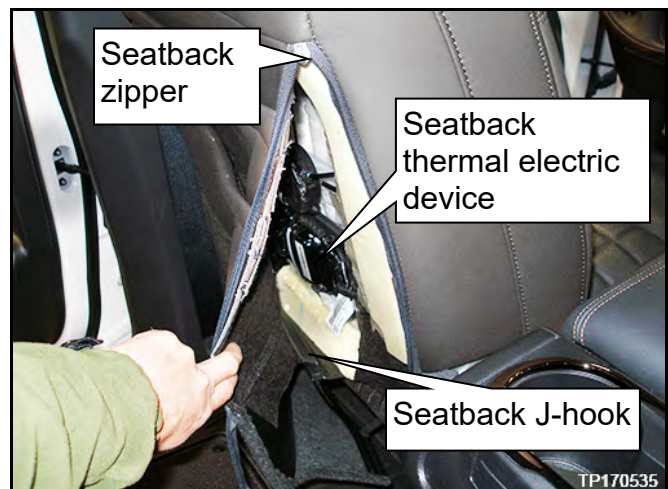


Figure 5

8. Verify seatback thermal electric device tie strap #1 and #2 are in place.

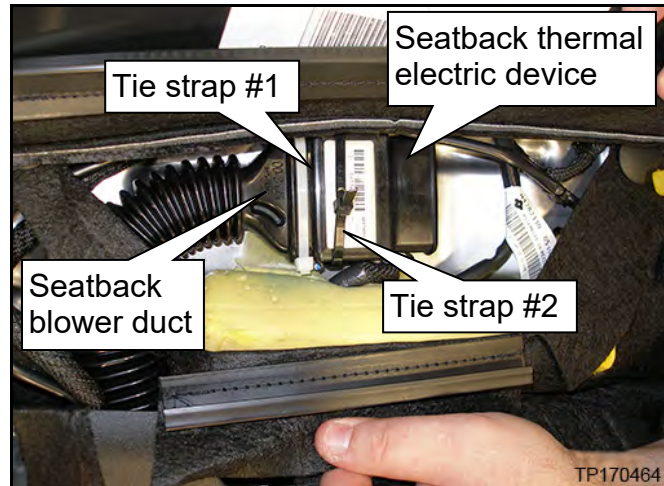


Figure 6

9. Are **seat cushion** tie straps #1 and/or #2 missing (see step 2, page 4)?

Yes: Go to step 11 on the next page.

No: Go to step 10.

10. Are **seatback** tie straps missing?

Yes: Skip to step 16 on page 8.

No: If all tie straps are correctly positioned, this bulletin does not apply. Refer to ASIST for further diagnostic and repair information.

Seat Removal

11. Turn the ignition ON.

12. Write down the radio settings.

Presets	1	2	3	4	5	6
AM						
FM 1						
FM 2						
SAT 1						
SAT 2						
SAT 3						
Bass	Treble		Balance		Fade	Spd Sen. Vol.

13. Record (write down) any other customer settings that will be lost when the battery is disconnected.

- For a listing of systems that may lose settings or memory when disconnecting the 12V battery, refer to the Electronic Service Manual (ESM) ELECTRICAL POWER CONTROL > POWER SUPPLY, GROUND CIRCUIT ELEMENTS > BASIC INSPECTION > INSPECTION AND ADJUSTMENT > ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL > Special Repair Requirements.
 - This list often includes items such as audio, HVAC, power windows, clock, etc.

14. Remove the affected seat(s) from the vehicle.

- Refer to the ESM, section BODY INTERIOR > SEAT, for seat removal information.
- The power seat may need forward/backward movement to access the mounting bolts. Follow the ESM for battery connection/disconnection.
- If equipped with Cummins Diesel, disconnect the negative battery cable from both batteries.
- Each time the battery is disconnected, wait at least 3 minutes before continuing.

15. Set the seat in a clean working area.

- Continue to **Thermal Electric Device Tie Strap Installation** on the next page.

Thermal Electric Device Tie Strap Installation

NOTE:

- The following photos show seat cushion tie strap installation.
- The process is the same for seat cushion and seatback thermal electric device tie strap installation.
- Perform tie strap installation for seat cushion and/or seatback as needed.

16. Secure blower duct to thermal electric device by applying pressure as indicated by the arrow in Figure 7.

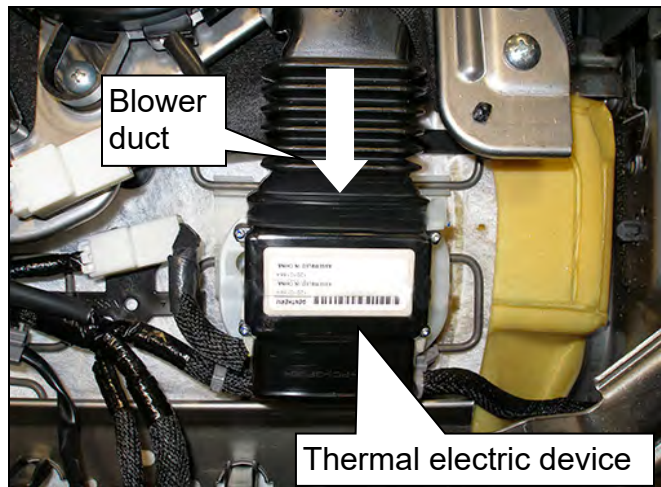


Figure 7

17. Install tie strap #1 around blower duct as shown in Figure 8.

- Use tie straps listed in the **PARTS INFORMATION** section of this bulletin.
- Cut excess tie strap material.

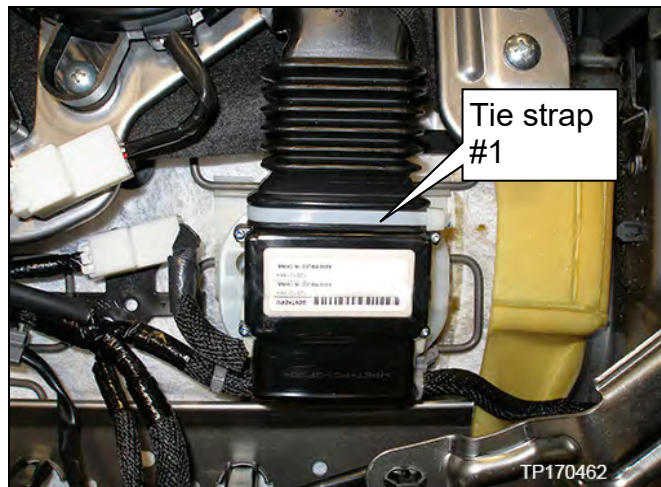


Figure 8

18. Lift the thermal electric device away from the climate controlled seat distribution bag adapter to access tie strap #2 mounting holes.

19. Route tie strap #2 through climate controlled seat distribution bag adapter.

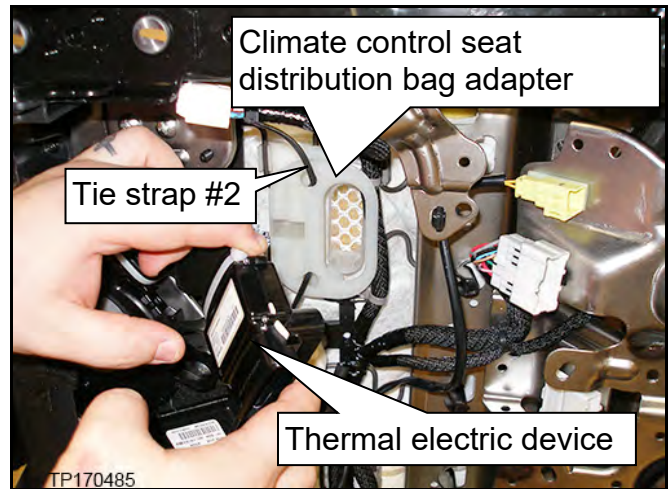


Figure 9

20. Secure thermal electric device into climate controlled seat distribution bag adapter.

- Squeeze the thermal electric device and the climate controlled seat distribution bag adapter together as shown in Figure 10.



Figure 10

21. Secure tie strap #2 around thermal electric device.

- Use tie straps listed in the **PARTS INFORMATION** section of this bulletin.
- Cut excess tie strap material.

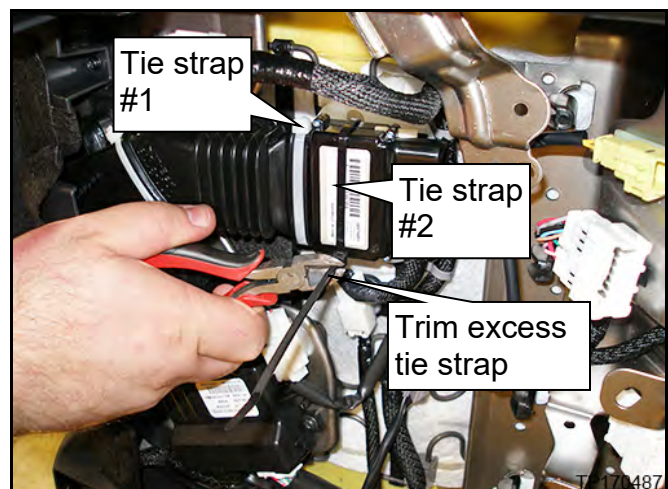


Figure 11

22. If seat was removed;

a. Reinstall the seat into the vehicle in reverse order of removal.

• If needed, refer to the ESM, section BODY INTERIOR > SEAT, for seat installation information.

• Reconnect all electrical connectors that were disconnected during seat removal.

• Torque passenger seat mounting bolts to: 48 N•m (4.9 kg-m, **35 ft-lb**).

• Refer to Figure 12 for torque sequence.

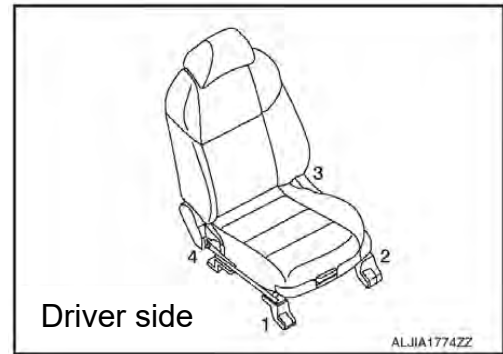


Figure 12

b. If battery cables were not connected as part of the seat installation, reconnect them now, positive cable first.

c. Reset customer settings that were lost when the battery was disconnected.

➤ For a listing of systems that may lose settings or memory when disconnecting the 12V battery, refer to the Electronic Service Manual (ESM) ELECTRICAL POWER CONTROL > POWER SUPPLY, GROUND CIRCUIT ELEMENTS > BASIC INSPECTION > INSPECTION AND ADJUSTMENT > ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL > Special Repair Requirements.

▪ This list often includes items such as audio, HVAC, power windows, clock, etc.

d. Verify correct operation of climate controlled seat(s).

23. If required, perform Zero Point Reset on page 21:

• Titan **XD**: Zero Point Reset is **NOT** required.

• Titan (**non XD**): Zero Point Reset **IS REQUIRED**.

Climate Controlled Seat Distribution Bag Replacement

NOTE: Climate controlled seat distribution bag should be replaced only if the control knob indicator light stays on longer than 2 minutes (see page 2).

1. Turn the ignition ON.
2. Write down the radio settings.

Presets	1	2	3	4	5	6
AM						
FM 1						
FM 2						
SAT 1						
SAT 2						
SAT 3						
Bass	Treble		Balance		Fade	Spd Sen. Vol.

3. Record (write down) any other customer settings that will be lost when the battery is disconnected.
 - For a listing of systems that may lose settings or memory when disconnecting the 12V battery, refer to the Electronic Service Manual (ESM) ELECTRICAL POWER CONTROL > POWER SUPPLY, GROUND CIRCUIT ELEMENTS > BASIC INSPECTION > INSPECTION AND ADJUSTMENT > ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL > Special Repair Requirements.
 - This list often includes items such as audio, HVAC, power windows, clock, etc.
4. Remove the affected seat(s) from the vehicle.
 - Refer to the ESM, section BODY INTERIOR > SEAT, for seat removal information.
 - The power seat may need forward/backward movement to access the mounting bolts. Follow the ESM for battery connection/disconnection.
 - If equipped with Cummins Diesel, disconnect the negative battery cable from both batteries.
 - Each time the battery is disconnected, wait at least 3 minutes before continuing.
5. Set the seat in a clean working area.

NOTE: The following procedure uses the passenger's side seat as an example. Driver side climate controlled seat distribution bag replacement procedure is similar.

6. Remove the seat cushion outer finisher (RH).

- Starting from the front of the seat, release metal clips from seat frame assembly (2) as shown.

[] : Metal clip

- Release pawls then disconnect the harness connector from the power seat switch and remove the power seat cushion outer finisher (1).

○ : Pawl

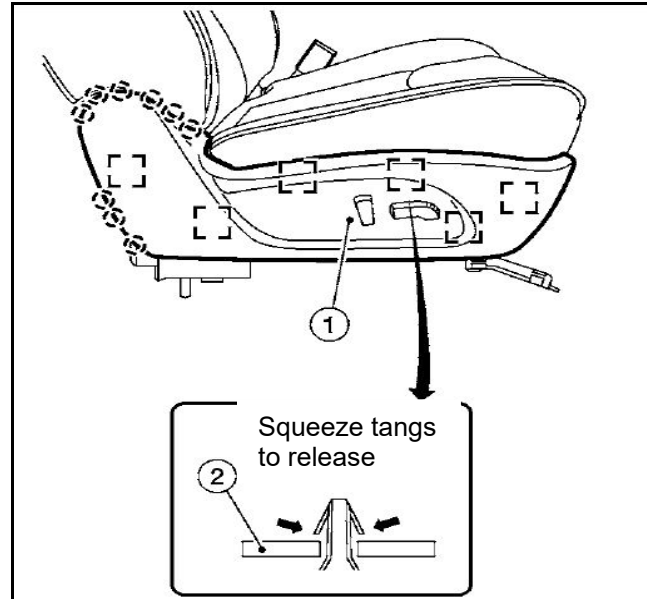


Figure 13

7. Remove the seat cushion outer finisher (LH).

- Release pawls and metal clip, then remove the seat cushion outer finisher.

[] : Metal clip

○ : Pawl

- Use plastic trim tool as needed.

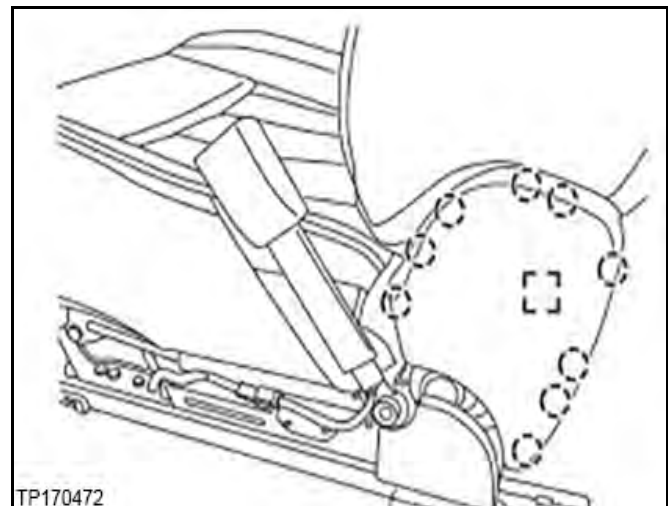


Figure 14

8. Remove J-hooks from lower rear cover.

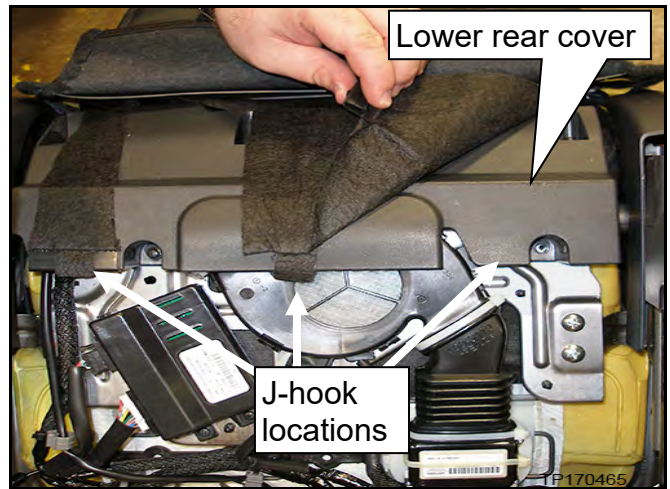


Figure 15

9. Remove 4 screws from lower rear cover.

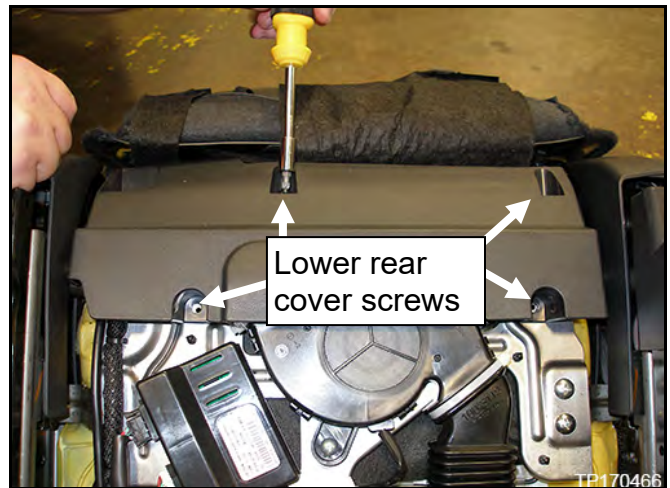


Figure 16

10. Slide lower rear cover towards seatback flap to release hooks.

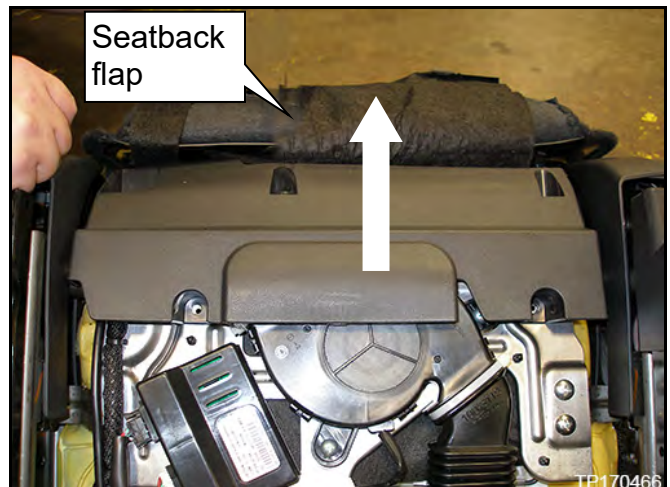


Figure 17

- Lower rear cover is equipped with hooks that secure it to the seat frame.

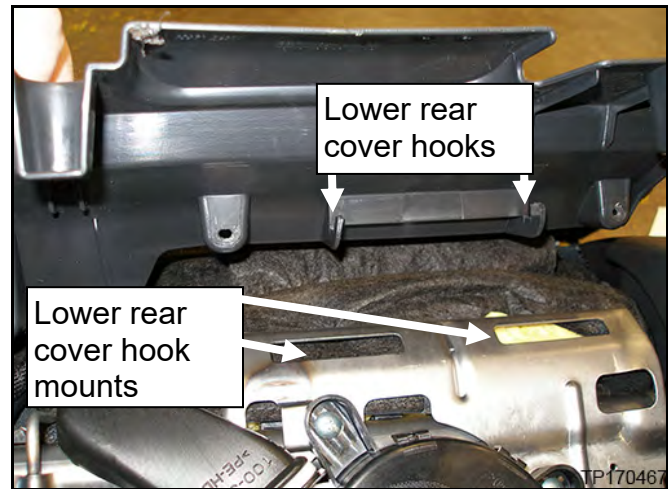


Figure 18

11. Release seat cushion trim (LH).

- Cut tie strap securing seat cushion trim to seat frame.
- Release seat cushion trim J-hook from seat frame.



Figure 19

12. Release seat cushion trim (RH).

- Release seat cushion trim J-hook from seat frame.



Figure 20

13. Release seat cushion front J-hooks from seat frame.

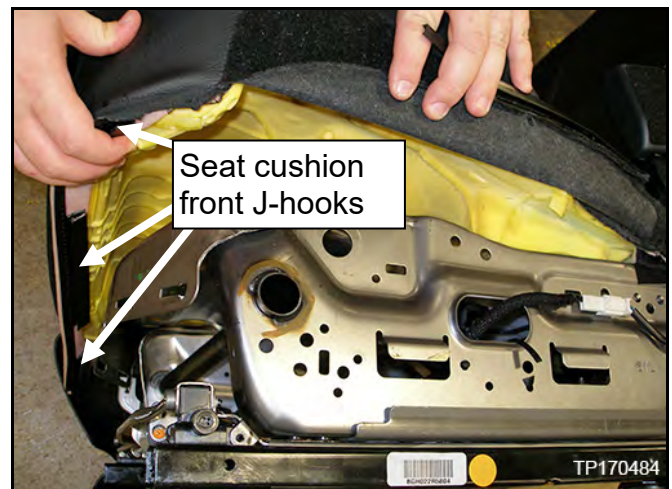


Figure 21

14. Release both seat cushion rear J-hooks from seat frame.

- Left and right side rear seat cushion J-hooks are similar.
- All seat cushion to seat frame connections have now been released.

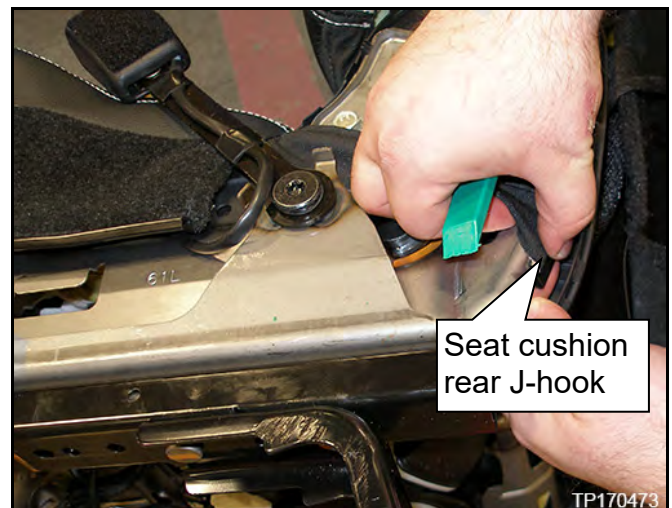


Figure 22

15. Remove seat cushion from seat frame.

- Place seat cushion in a clean working area.



Figure 23

16. Remove climate controlled seat distribution bag from seat cushion foam.

- Climate controlled seat distribution bag will be attached to seat cushion foam with adhesive but can be removed by pulling away from seat cushion foam as shown in Figure 24.



Figure 24

17. Locate and remove climate controlled seat distribution bag retaining clips from seat frame using trim clip removal tool.

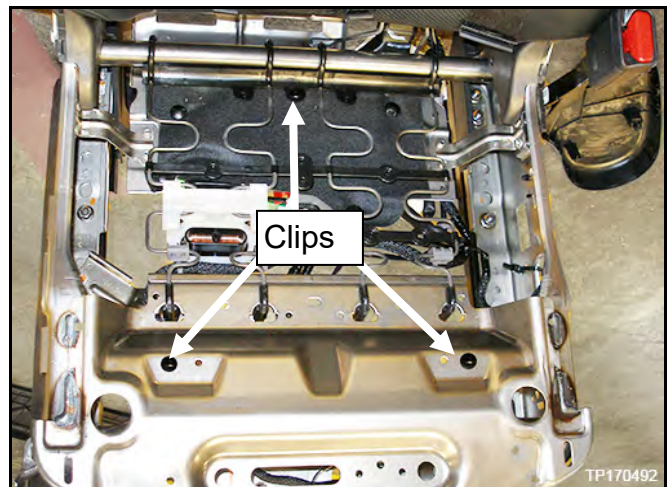


Figure 25

18. Remove any debris or other obstructions from inside of the NEW climate controlled seat distribution bag opening.

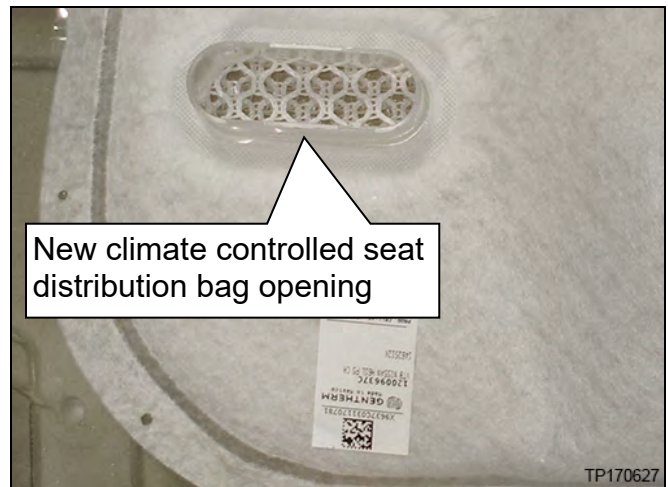


Figure 26

19. Position new climate controlled seat distribution bag onto seat frame.
- Do not remove adhesive covers at this time.

20. Install clips into their original positions.

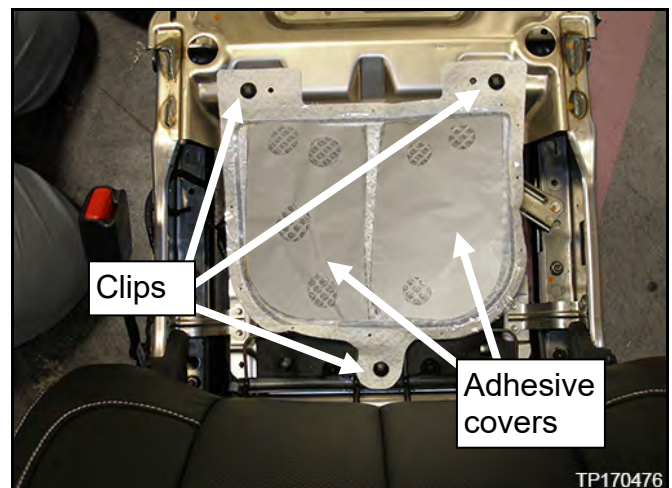


Figure 27

Seat Cushion Foam Inspection

EXAMPLE

All 2016 models and any 2017 models built on or before 1N6(*)A1(*)(*)HN 536160 will have the **Old** style seat cushion foam with 9 small holes and **WILL** require replacement.

EXAMPLE

All vehicles built after 1N6(*)A1(*)(*)HN 536160 should be equipped with the **New** style seat cushion foam with 7 large cone shaped holes and will **NOT** require replacement, but may require removal of flashing material.

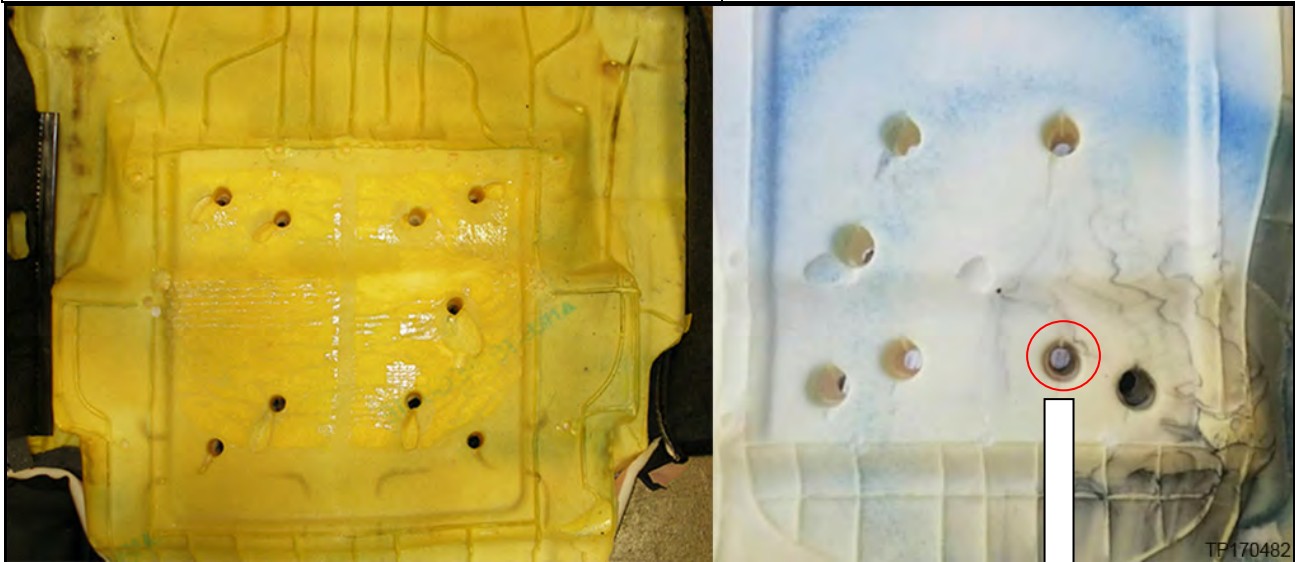


Figure 28

21. Use your fingers to remove any debris or flashing from the 7 seat cushion foam holes.

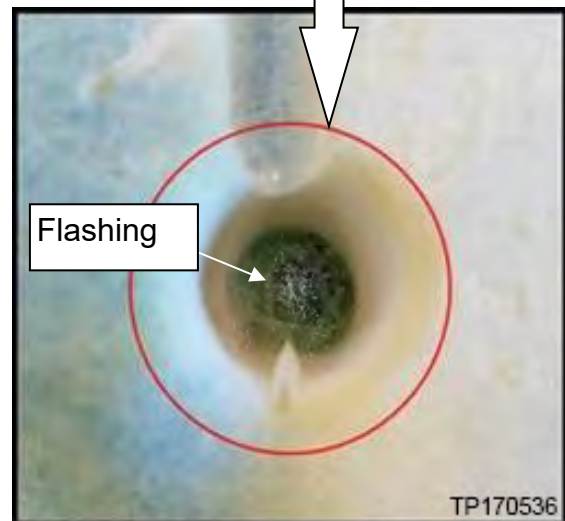


Figure 29

22. If vehicle is equipped with old style seat cushion foam it must be replaced using new seat cushion foam and new seat trim listed in the **PARTS INFORMATION** section of this bulletin.

If seat cushion foam is replaced;

23. Using Velcro strips as a guide, align new seat trim over new seat cushion foam.

- Velcro strips are sewn into the new seat trim and new seat foam.

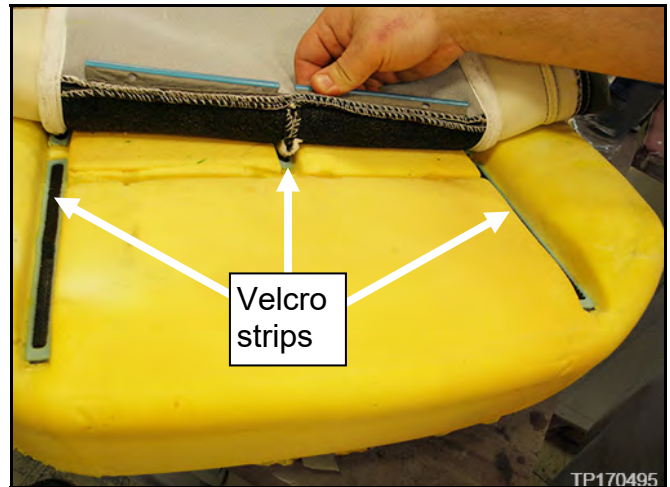


Figure 30

24. Install new hog rings.

- Seat trim is secured to seat cushion using 8 hog rings and 5 Velcro strips (see Figures 31, 32 and 33).

 : Hog rings

NOTE: Hog rings and hog ring pliers are available at most local automotive part suppliers.

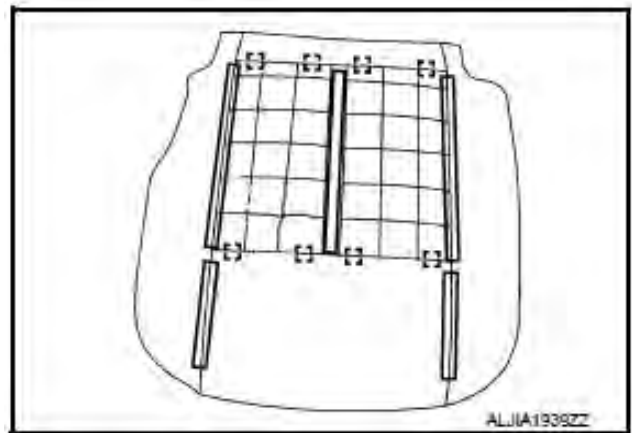


Figure 31

25. Ensure new hog rings are installed in the hole in the seat trim, around the seat cushion trim and seat cushion foam wire.

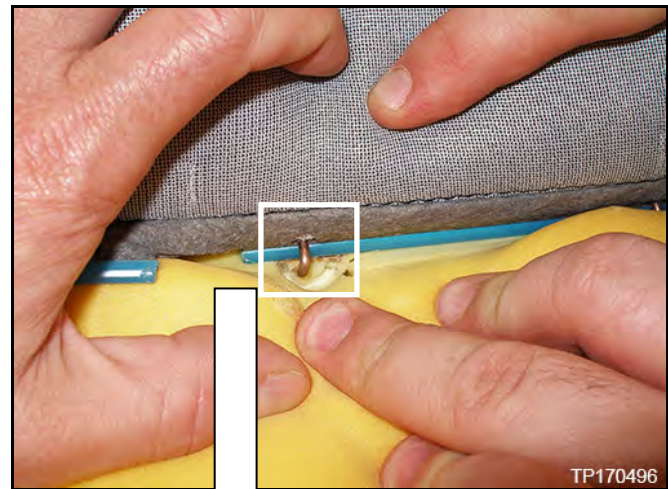


Figure 32

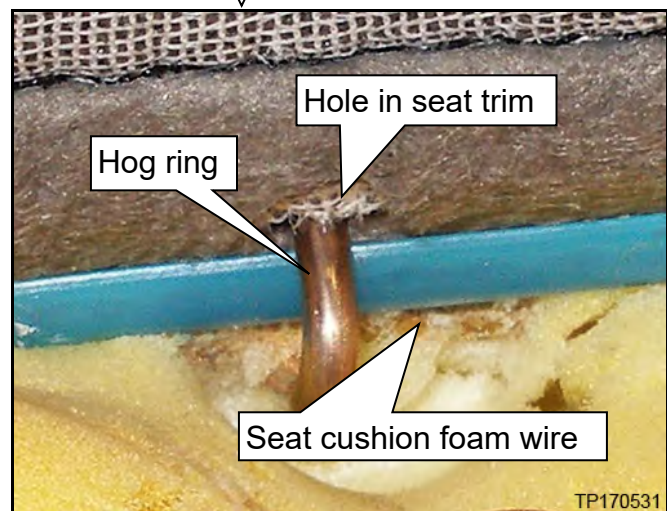


Figure 33

26. Wrap seat trim over seat cushion and apply pressure to secure Velcro strips.



Figure 34

27. Position back side of seat cushion onto seat frame below seatback.

- If needed, make sure to use new seat cushion foam (see step 22 on page 18).

28. Remove (peel off) adhesive covers from new climate controlled seat distribution bag.

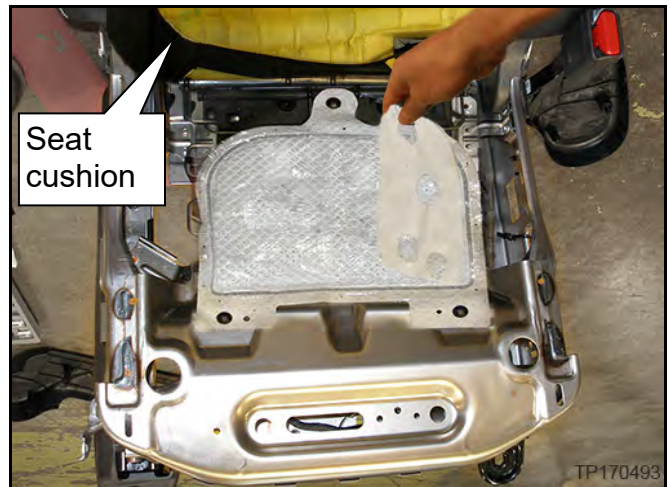


Figure 35

29. Position seat cushion onto seat frame starting from the rear of the cushion and working towards the front of the seat.

- Installing seat cushion in this manner will help align seat cushion foam to the new climate controlled seat distribution bag.

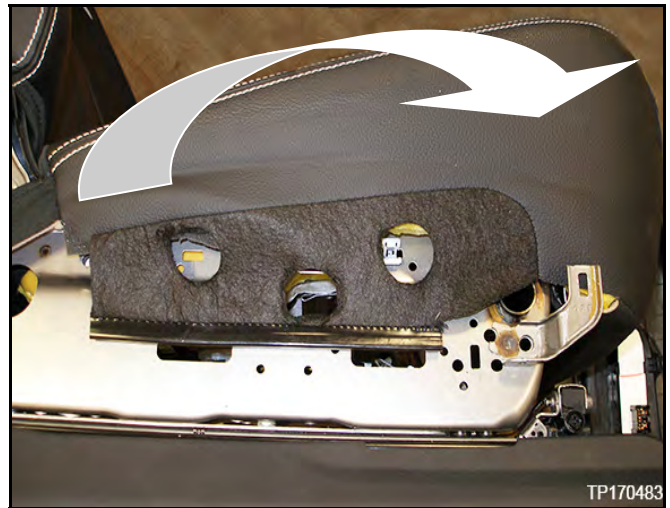


Figure 36

30. Continue reassembly of seat in the reverse order of disassembly (refer to step 14 on Page 15 and work backwards to step 6 on Page 12).

31. Reinstall the seat into the vehicle in reverse order of removal.

- If needed, refer to the ESM, section BODY INTERIOR > SEAT, for seat installation information.
- Reconnect all electrical connectors that were disconnected during seat removal.
- Torque seat mounting bolts to: 48 N•m (4.9 kg-m, **35 ft-lb**).
- Refer to Figure 37 for torque sequence.

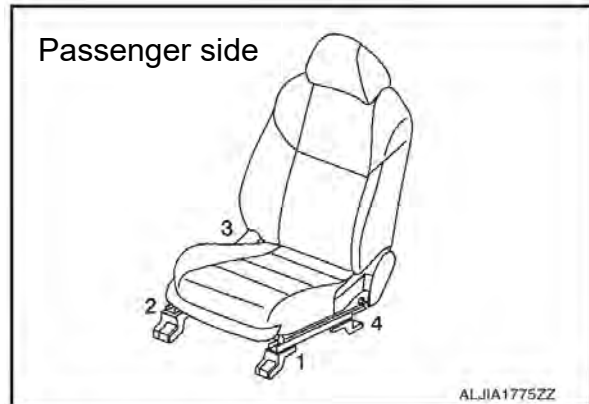
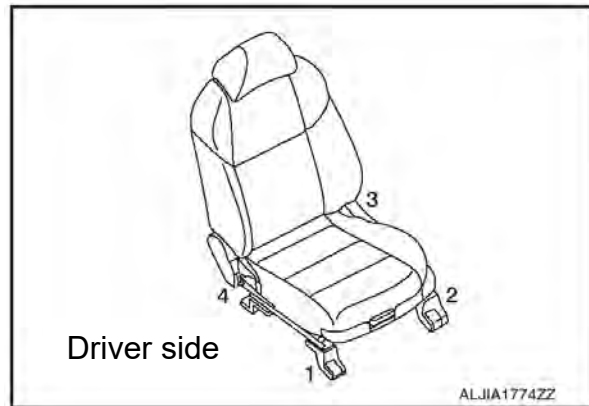


Figure 37

32. If battery cables were not connected as part of the seat installation, reconnect them now, positive cable first.

33. Reset customer settings that were lost when the battery was disconnected.

- For a listing of systems that may lose settings or memory when disconnecting the 12V battery, refer to the Electronic Service Manual (ESM) ELECTRICAL POWER CONTROL > POWER SUPPLY, GROUND CIRCUIT ELEMENTS > BASIC INSPECTION > INSPECTION AND ADJUSTMENT > ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL > Special Repair Requirements.
 - This list often includes items such as audio, HVAC, power windows, clock, etc.

34. Verify correct operation of climate controlled seat(s).

35. **If required, perform Zero Point Reset on the next page:**

- Titan **XD**: Zero Point Reset is **NOT** required.
- Titan (**non XD**): Zero Point Reset **IS REQUIRED**.

Zero Point Reset

1. Prepare the vehicle for OCS zero point reset as follows:
 - **Level the vehicle.**
 - **No objects on the passenger seat or in the storage bin.**
 - **No occupants in the vehicle – including the servicing technician.**
 - CONSULT PC is outside of the vehicle on a suitable support.
 - Do not set CONSULT PC on the vehicle.
 - Do not touch the vehicle during the OCS zero point reset.
 - Minimize vibrations of the vehicle.
2. Connect the plus VI to the vehicle.
3. Open / start CONSULT-III plus (C-III plus).
4. Turn the ignition ON, with engine OFF.
5. Wait for the plus VI to be recognized.
 - The Serial No. will display when the plus VI is recognized.
6. Select **Diagnosis (One System)**.
7. Scroll CONSULT-III plus (C-III plus) (All systems) and select **OCCUPANT DETECTION**.

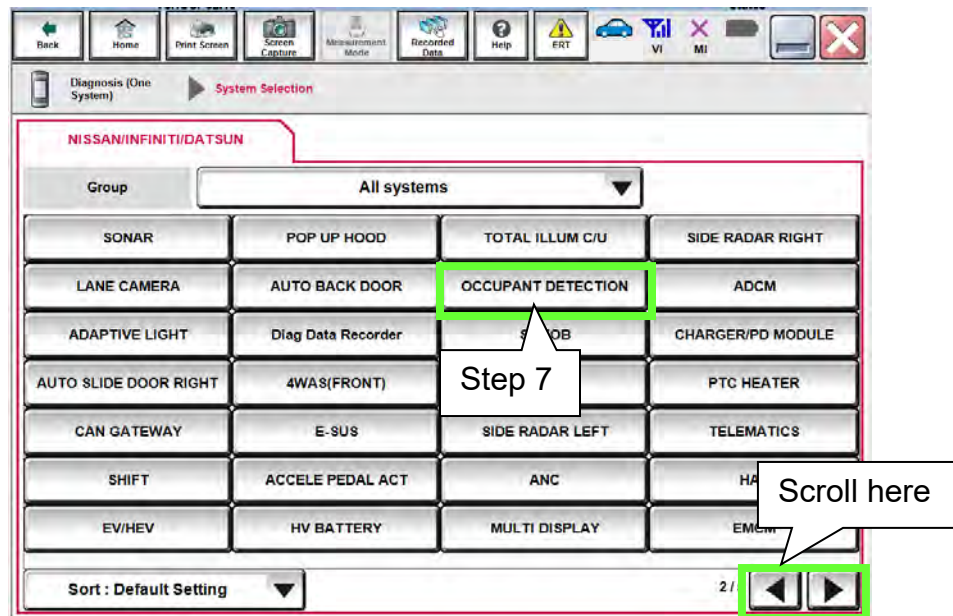


Figure 1A

8. Select **Zero point reset function**.

9. Select **Start**.

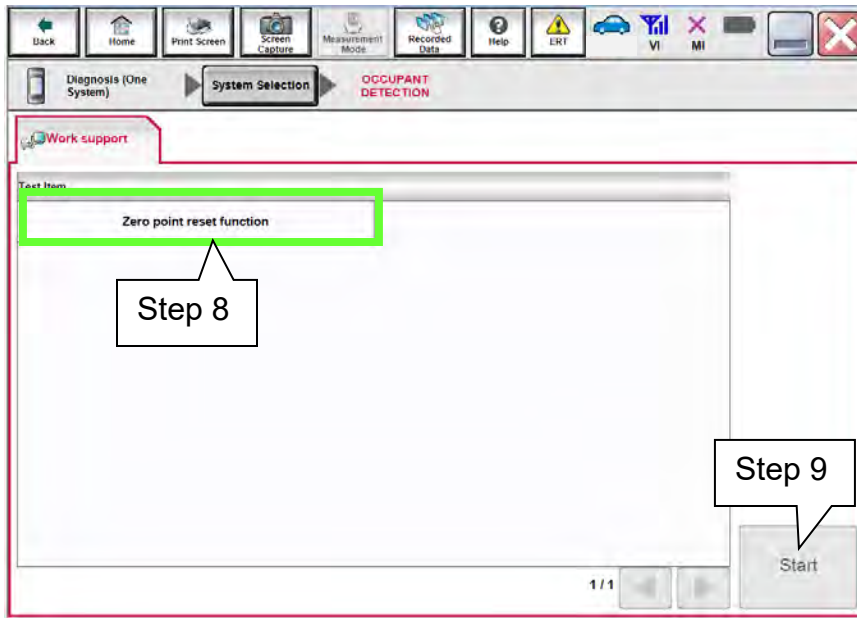


Figure 2A

10. Select **Next**.

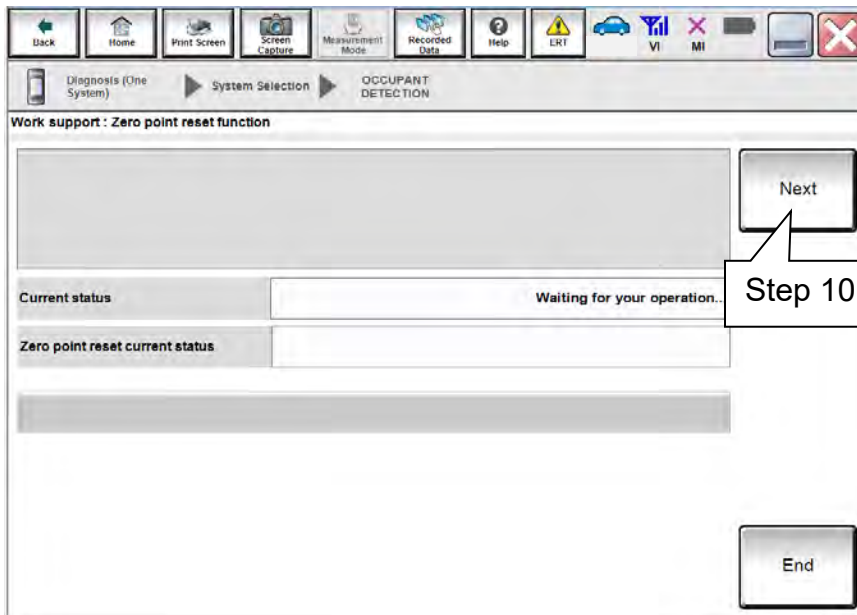


Figure 3A

11. Select **Start** and then proceed to step 12.

- After selecting **Start**, if Figure 5A is displayed:
 - a. Check the OCS control unit and confirm that harness connector is completely seated.
 - b. Turn the ignition OFF and then restart procedure from step 4 on page 23.

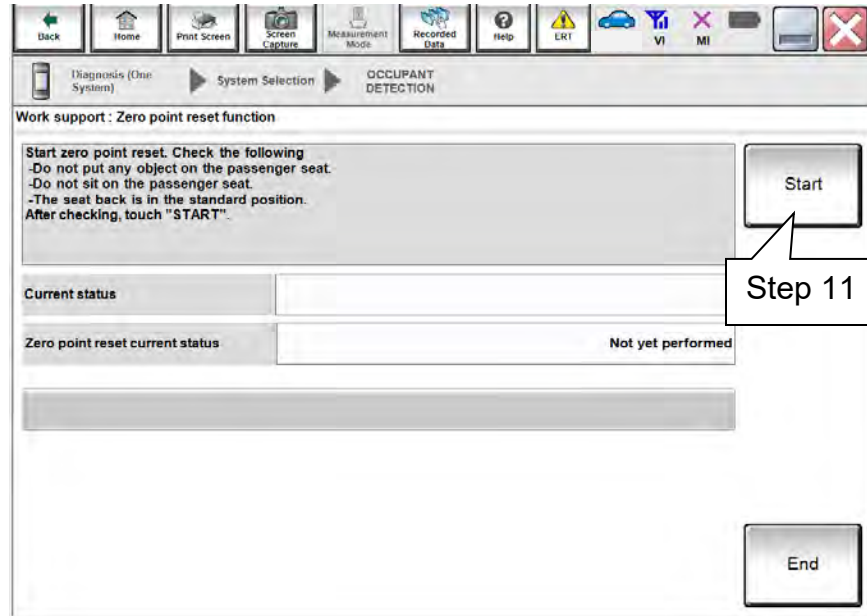


Figure 4A

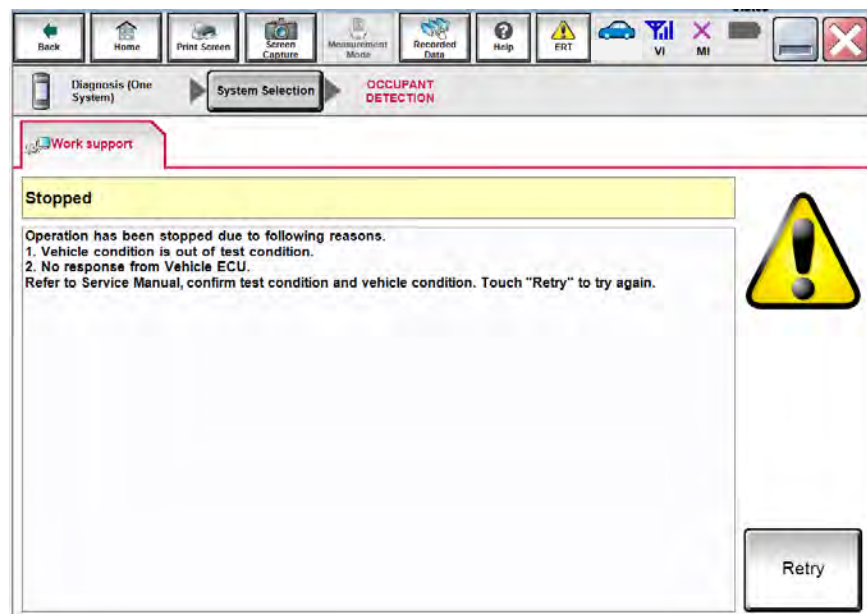


Figure 5A

12. Zero point reset will display “EXECUTING”.

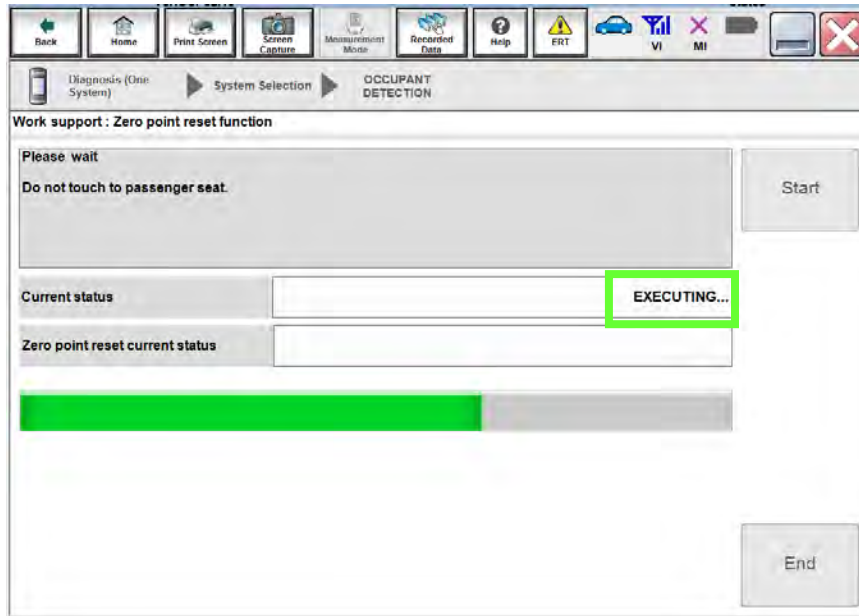


Figure 6A

13. When finished, "Completed" will display next to “Current status”.

- Select **End** and then proceed to step 14.

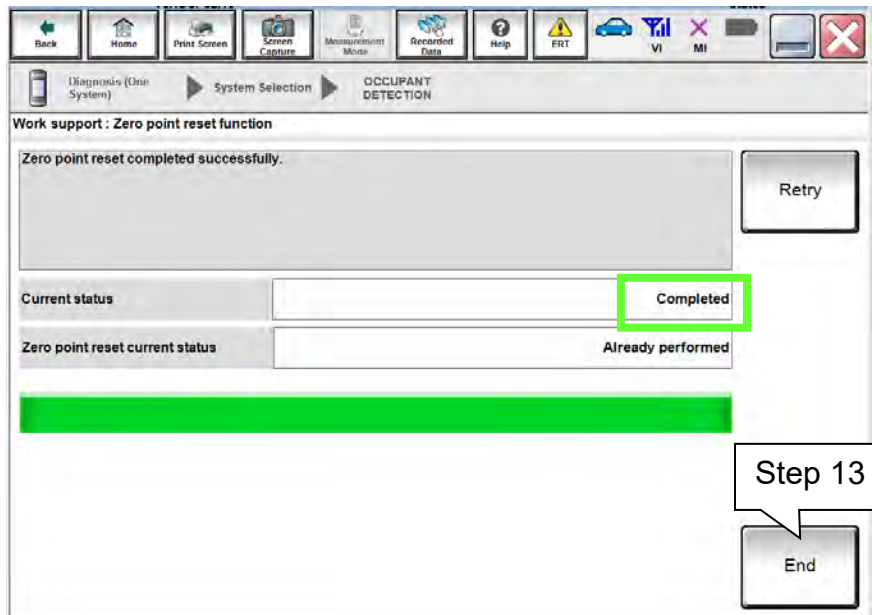



Figure 7A

14. Turn the ignition OFF and then back ON and observe the air bag warning light.

- The air bag warning light  should illuminate for 7 seconds and then go out.

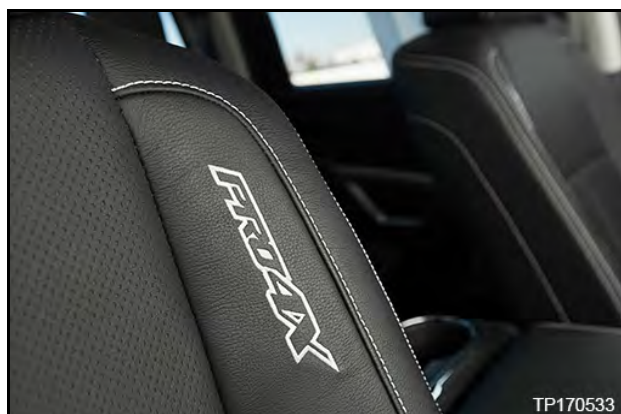
NOTE: If the air bag warning light does not operate as described above there may be an issue not covered by this bulletin. Refer to ASIST and the appropriate Service Manual for additional diagnostic and repair information.

PARTS INFORMATION

DESCRIPTION		PART NUMBER	QUANTITY
Climate Controlled Seat Distribution Bag (Driver or Passenger Side)		99208 – EZ55C	1 per seat
Seat Cushion Foam and Trim are required only for vehicles built before this VIN and Date 1N6(*)A1(*)(*)HN 536160 / Nov. 23, 16			
Seat Cushion Foam Driver Side		87361 – EZ04A	1
Trim (Seat cover)	Driver Side Pro 4X	87370 – EZ07A	1
	Driver Side Platinum Reserve	87370 – EZ09C	
Seat Cushion Foam Passenger Side		87311 – EZ04A	1
Trim (Seat cover)	Passenger Side Pro 4X	87320 – EZ05A	1
	Passenger Side Platinum Reserve	87320 – EZ07A	
Tie strap (8 inches long and .18 inch wide)		3M Black Nylon Cable Tie: MMM 59293 (or equivalent) (1)	Up to 4
Hog Rings (3/8 inch)		Dorman Hog Rings 74365 (or equivalent) (2)	8

(1) MMM 59293, 3M black Nylon cable Ties (or equivalent) are available at many local auto supply stores and hardware stores.

(2) 74365, Dorman hog rings (or equivalent) are available at many local auto supply stores.



PRO-4X® Trim:

- PRO-4X embroidered front seats
- White stitching



Platinum Reserve Trim:

- Premium leather-appointed seats
- Platinum Reserve logo

CLAIMS INFORMATION

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

DESCRIPTION		PFP	OP CODE	SYM	DIA	FRT
Replace climate controlled seat distribution bag	One seat	(1)	VX5AAA	ZE	32	1.2
	Both seats		VX5ABA			1.9

(1) Refer to the electronic parts catalog (FAST) and use the applicable seat assembly as the PFP.

OR

DESCRIPTION		PFP	OP CODE	SYM	DIA	FRT
Inspect tie straps for seat cushion and seatback thermal electric device	One seat	(1)	VX5BAA	ZE	32	0.2
	Both seats		VX5BBA			0.3

(1) Refer to the electronic parts catalog (FAST) and use the applicable seat assembly as the PFP.

And, if needed, in combination

DESCRIPTION		PFP	OP CODE	SYM	DIA	FRT
Install tie straps in the seatback	One seat	(1)	VX5CAA	ZE	32	0.2
	Both seats		VX5CBA			0.3

(1) Refer to the electronic parts catalog (FAST) and use the applicable seat assembly as the PFP.

And, if needed, in combination

DESCRIPTION		PFP	OP CODE	SYM	DIA	FRT
Install tie straps in the seat cushion	One seat	(1)	VX5DAA	ZE	32	0.8
	Both seats		VX5DBA			1.1

(1) Refer to the electronic parts catalog (FAST) and use the applicable seat assembly as the PFP.

And, if needed, in combination

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Perform zero point reset, passenger seat	(1)	VX5EAA	ZE	32	0.1

(1) Refer to the electronic parts catalog (FAST) and use the applicable seat assembly as the PFP.

EXPENSE CODE	DESCRIPTION	MAXIMUM AMOUNT
044	Seat Supplies	\$10.00