



SERVICE BULLETIN

Classification: EL18-035a	Reference: NTB19-004a	Date: November 1, 2019
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2015-2019 MURANO AND 2016-2019 TITAN; CLIMATE CONTROLLED SEAT INOPERATIVE

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

APPLIED VEHICLES: 2015-2019 Murano (Z52)
2016-2019 Titan (A61)
APPLIED SYSTEM: Climate Controlled Seats Only

IF YOU CONFIRM

The driver or passenger side climate controlled seat:

- Heating and cooling features do not operate

And

- The harness connector or control unit of the climate controlled seat appears as shown in Figure 3 or Figure 5.

ACTION

Perform the following to the affected seat:

- A. Replace the climate controlled seat control unit.
- B. Drill a hole for the new harness clip.
- C. Replace the harness connector of the climate controlled seat control unit.

IMPORTANT: The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire **SERVICE PROCEDURE** as it contains information that is essential to successfully completing this repair.

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.

SERVICE PROCEDURE

WARNING: This procedure involves working under the driver or front passenger seat. The metal seat frame has sharp edges.

CAUTION: Handle interior trim carefully to avoid damage. Work with clean hands and clean tools to avoid dirt and stains.

IMPORTANT: Follow all cautions, warnings, and notes in the Electronic Service Manual (ESM) when working on or near a Supplemental Restraint System (SRS), such as an air bag or OCS components.

NOTE: If equipped, Zero Point Reset needs to be performed after the passenger seat is re-installed.

1. If equipped with a seat lifter, raise the height of the affected seat all the way to the highest lifter position.

2. Write down all radio station presets.

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

3. Turn the ignition OFF.

4. Disconnect the vehicle's 12 volt battery or batteries.
 - Refer to the ESM for battery removal: **ELECTRICAL & POWER CONTROL > POWER SUPPLY, GROUND & CIRCUIT ELEMENTS > REMOVAL AND INSTALLATION – BATTERY.**

5. Wait for at least 3 minutes.

6. Remove the affected seat from the vehicle and place it on a clean work surface.
 - Refer to the ESM for seat removal: **BODY INTERIOR > SEAT > REMOVAL AND INSTALLATION > FRONT SEAT.**

7. Disconnect the **black** climate controlled seat control unit harness connector from the control unit.
8. Visually inspect the harness connector and control unit near the terminals.

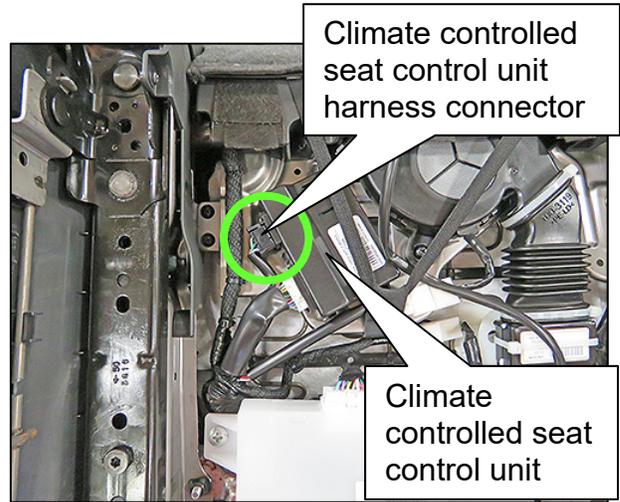


Figure 1

- If the harness connector or the control unit appears similar to Figure 3 and/or Figure 5 (**NG**), proceed to step 9.
- If the harness connector and the control unit appear similar to Figure 2 **and** Figure 4 (**Good harness and connector**), this bulletin does not apply. Refer to the ESM for additional diagnostic information.

NOTE: See steps 46-52 for seat installation reference information.

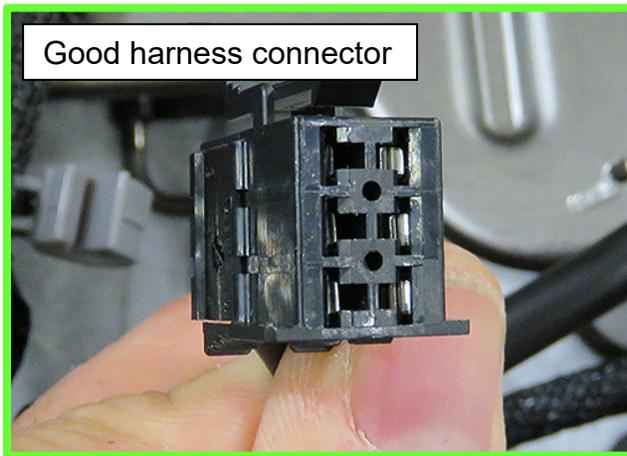


Figure 2

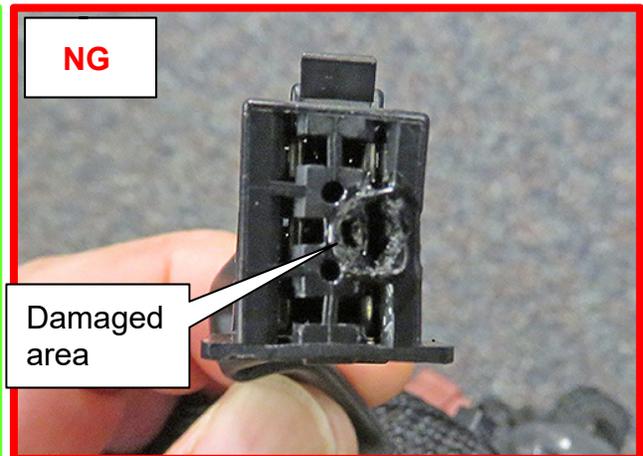


Figure 3



Figure 4

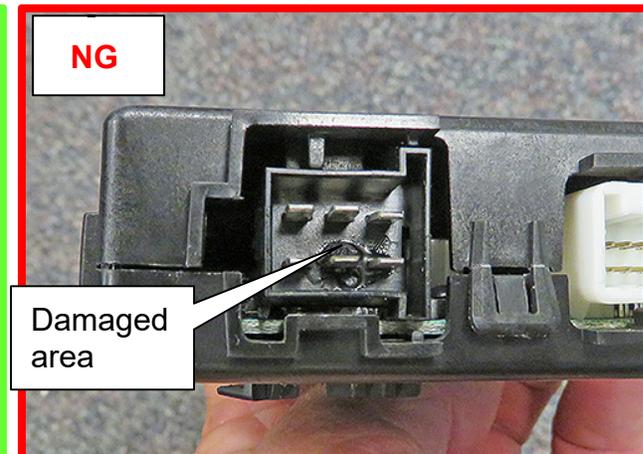


Figure 5

9. Detach the seat back flap J-clip from the seat frame.

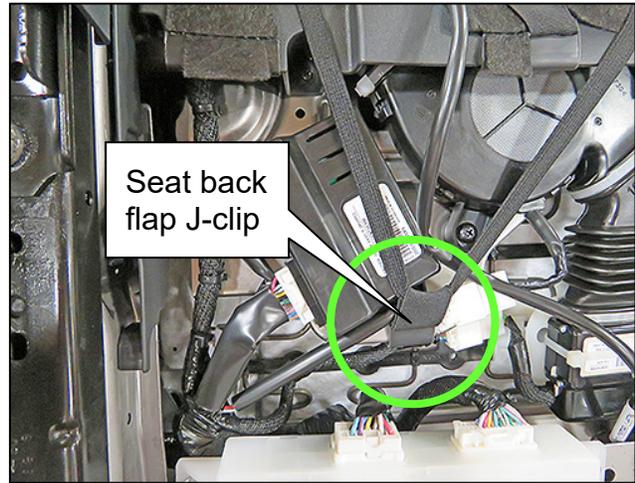


Figure 6

10. If equipped, remove the seat control unit.
- a. Disconnect the two (2) harness connectors.
 - b. Remove the two (2) mounting screws.

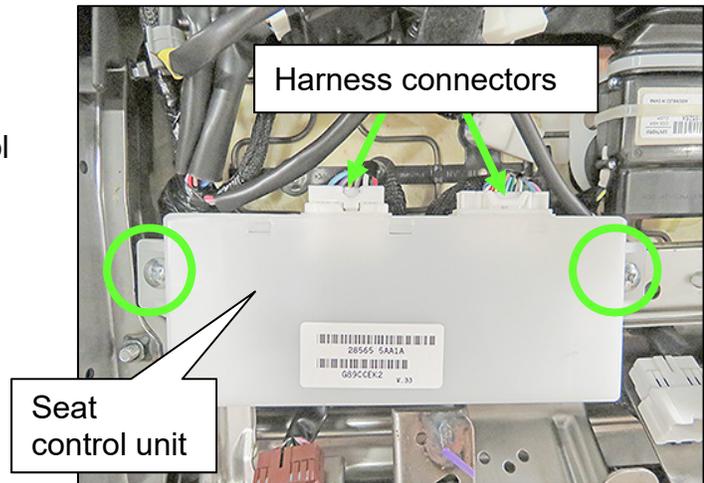


Figure 7

11. Remove the climate controlled seat control unit.
- a. Disconnect the one remaining harness connector.
 - b. Remove two (2) screws.

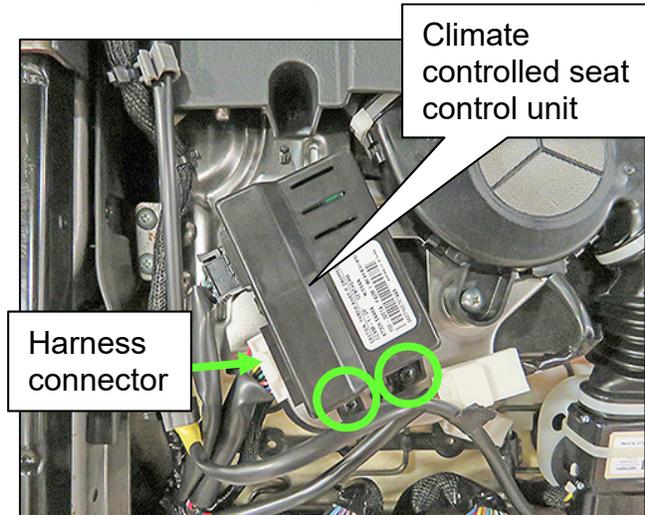


Figure 8

12. Detach the harness clip shown in Figure 9 from the seat frame.
13. Move the SRS harness out of the way for the following steps, if so equipped.
 - Shown highlighted in yellow in Figure 9.

NOTE: Not all seats have the SRS harness routed as shown in Figure 9. Figure 10 shows another possible routing on a different seat.

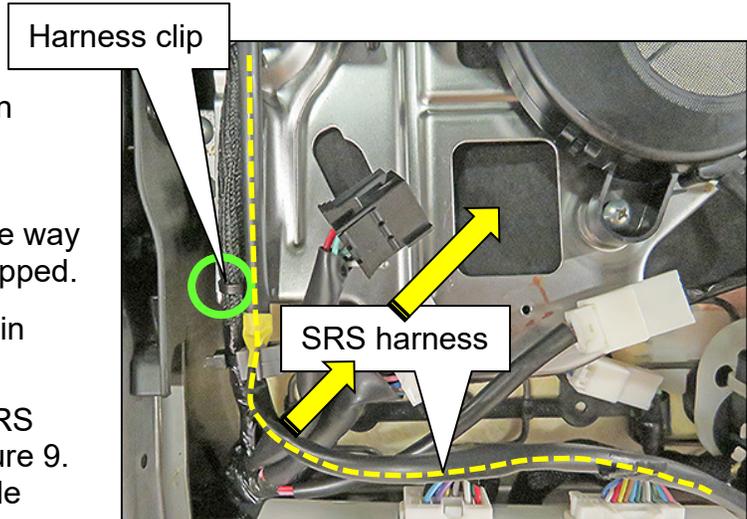


Figure 9

14. Using a ruler measure approximately 30 mm from the left edge of the climate controlled seat control unit mounting plate, and then mark as shown in Figure 10.

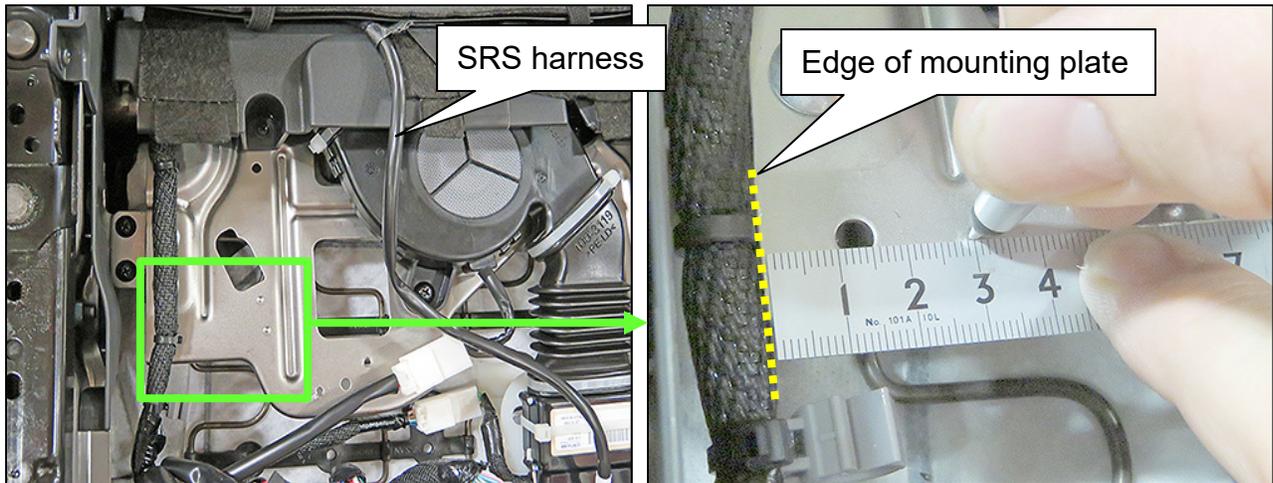


Figure 10

15. Measure approximately 9.4 mm (± 2 mm) from the bottom of the same mounting plate, and then mark where the two measurements intersect as shown in Figure 11.



Figure 11

16. Use a punch to make a slight indentation at the intersection from steps 14 and 15.
17. Place a clean shop cloth under the mounting plate to catch metal debris.
18. Drill a hole using a 7/32 inch or a number 3 drill bit.
 - A pilot hole made with a smaller drill bit may help.

NOTE: Take care to not damage the seat when the drill bit passes through the mounting plate.



Figure 12

19. Gently remove the shop cloth with metal debris from the seat.

20. Measure from the back end of the **black** climate controlled seat control unit harness connector.

NOTE: This harness connector was disconnected in step 7.

- If working on a **driver's seat** measure 60 mm.
- If working on a **passenger seat** measure 65 mm.

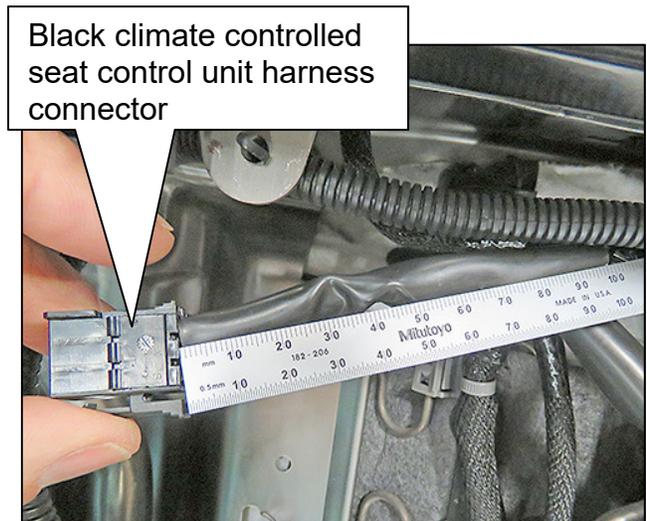


Figure 13

21. Cut through the harness, at the point that was measured to in step 20, with an appropriate tool.

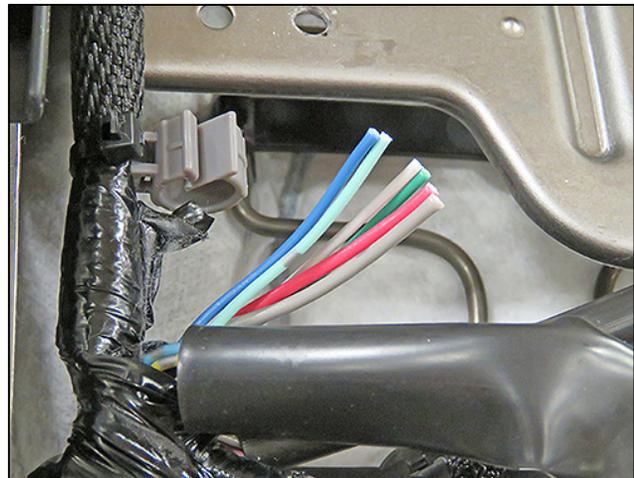


Figure 14

22. Remove approximately 10 mm of insulation from the six (6) wires.

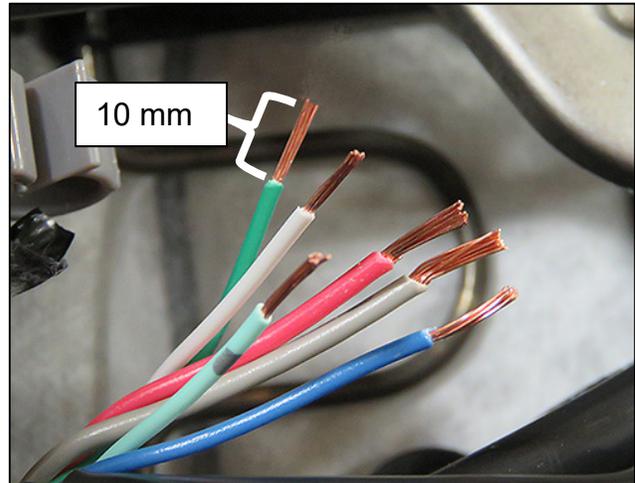


Figure 15

23. Measure from the harness side of the **new** climate controlled seat control unit harness connector (new harness) the following amount:

NOTE: See the **Parts Information** section on page 15 for the new harness connector.

- If working on a **driver's seat** measure 70 mm.
 - If working on a **passenger seat** measure 75 mm.
24. Cut through the new harness, at the point that was measured to in step 23, with an appropriate tool.

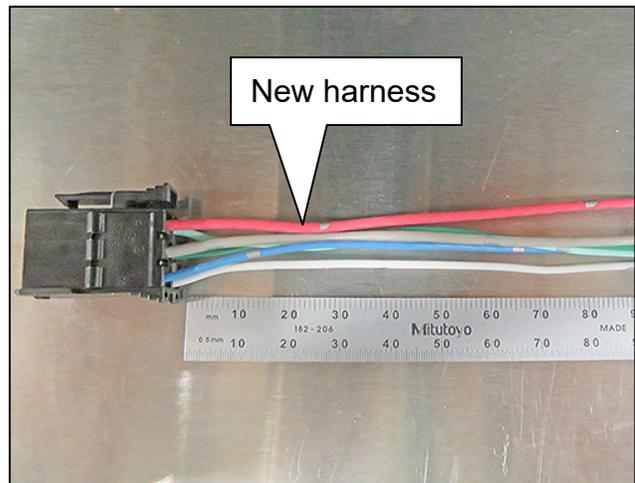


Figure 16

25. Remove approximately 10 mm of insulation from the six (6) wires of the new harness.

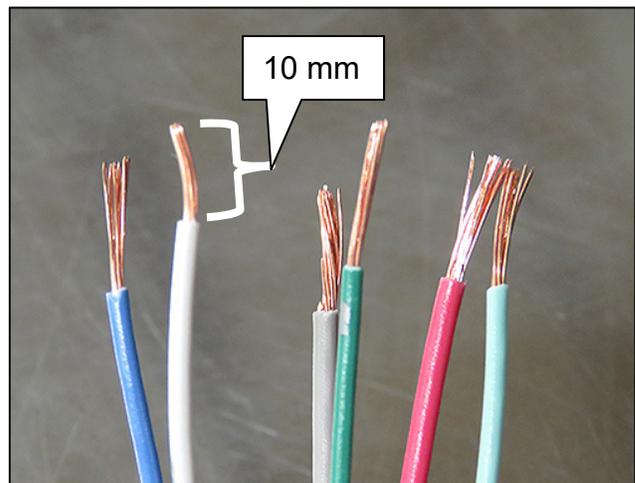


Figure 17

For steps 26-29, connect one wire at a time.

CAUTION: Do not use an electric type soldering tool. An electric type soldering tool may generate a current that may damage vehicles' control units.

26. Place a red solder sleeve onto one of the wires of the new harness connector.

- The solder sleeve connectors are listed in the **Parts Information** section on page 15.

27. Twist the new harness connector wire (with solder sleeve) together with the same colored wire of the harness that was stripped in step 22.

- See Figure 18 for example of twisting wires.

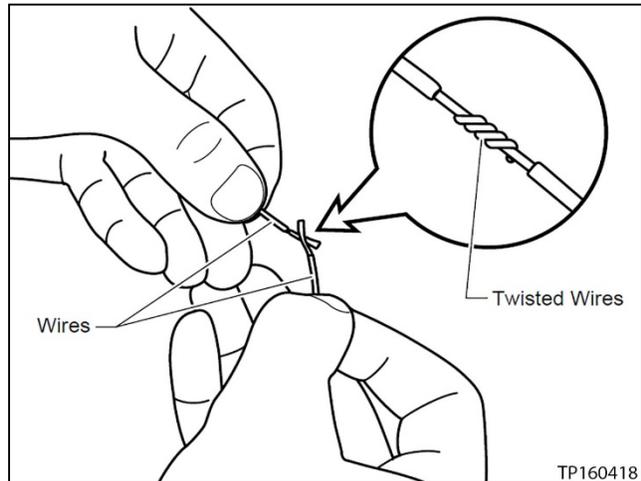


Figure 18

28. Slide the red solder sleeve over the twisted pair and position it so that the solder ring is over the two twisted wires as shown in Figure 19.

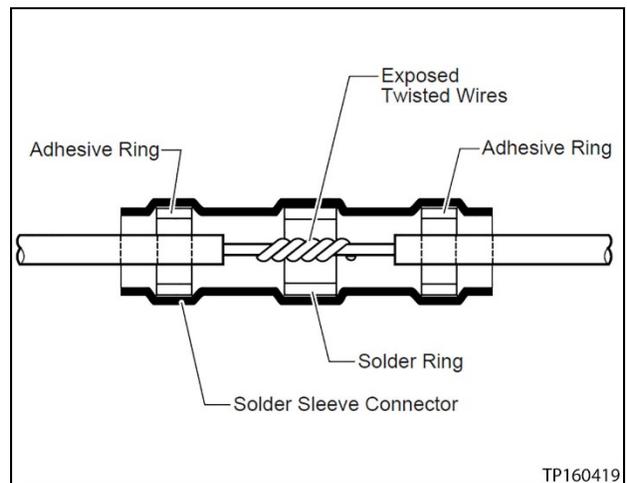


Figure 19

29. Install the solder sleeve connector by shrinking it to the wire with essential tool Flameless Heat Gun J-46538 or equivalent flameless heating tool (see Figure 20 and Figure 21).

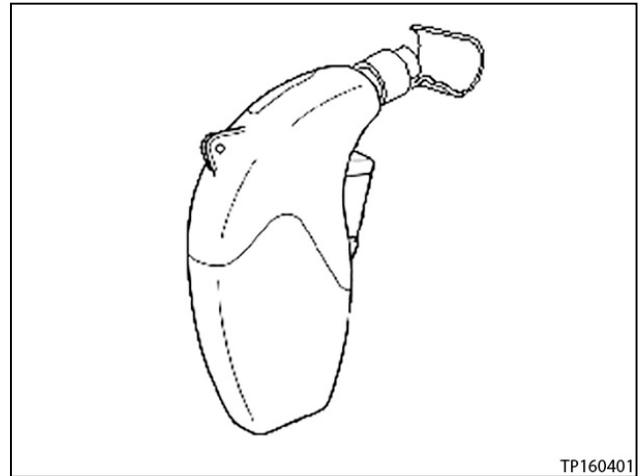


Figure 20

Installing the solder sleeve connector will:

- Melt the solder (silver ring inside the solder sleeve connector) into the exposed twisted wire area,
- Melt the sealant (red rings inside the solder sleeve connector) onto the wires, and
- Shrink the remainder of the solder sleeve connector to the wire.

NOTE: Tool J-46538 can be purchased from TECH-MATE at 1-800-662-2001.

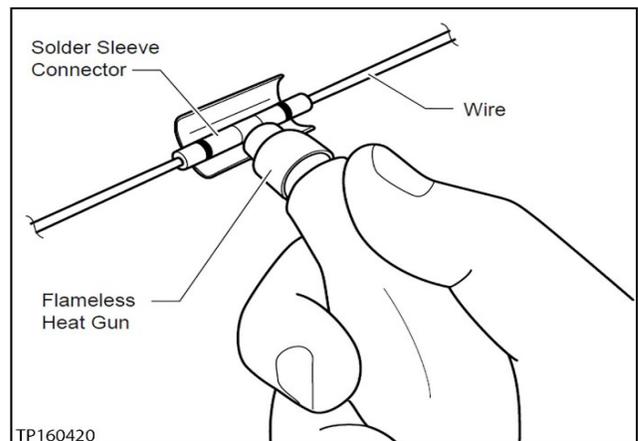


Figure 21

30. Perform steps 26-29 on the remaining five (5) wires and then proceed to step 31.
- Figure 22 is shown with all solder connections completed.

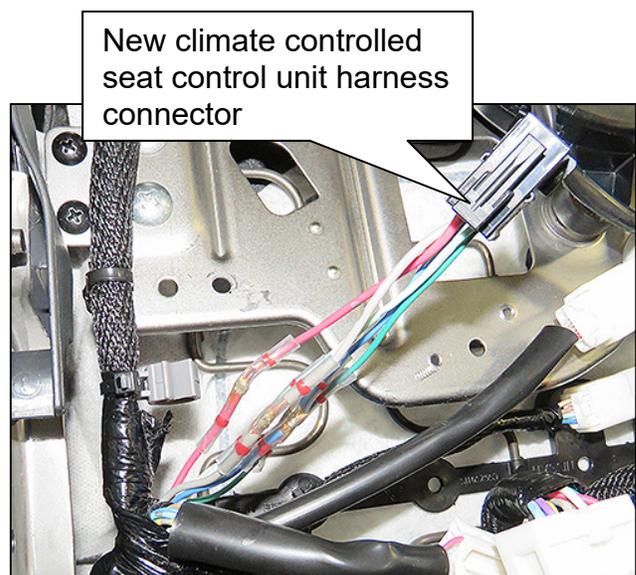


Figure 22

31. Completely wrap the newly joined harness with electrical tape as shown in Figure 23.



Figure 23

32. Detach the “white harness clip” (clip) from the seat frame. See Figure 24 and Figure 25.



Figure 24

- Clip shown detached from seat frame in Figure 25.

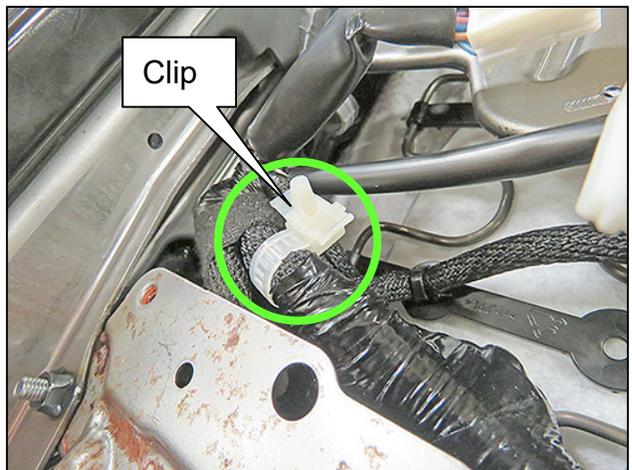


Figure 25

33. Remove the clip from the harness with an appropriate tool.
- This clip will not be re-used.

34. Install the new clip onto the harness in the position shown in Figure 26.

NOTE: On most vehicles this will change the orientation of the new clip 180° relative to the position of the old clip. See Figure 26.

35. Trim excess from the new clip with an appropriate tool.

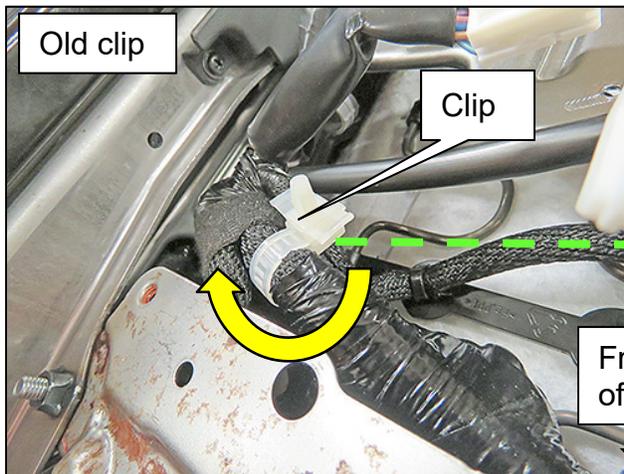


Figure 27

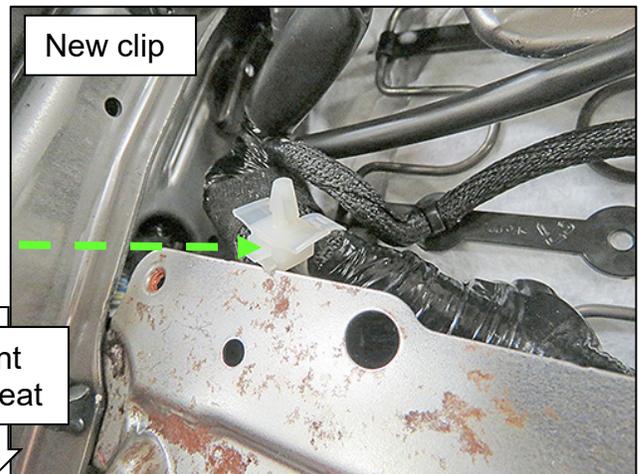


Figure 26

36. Reinstall the clip into the seat frame.

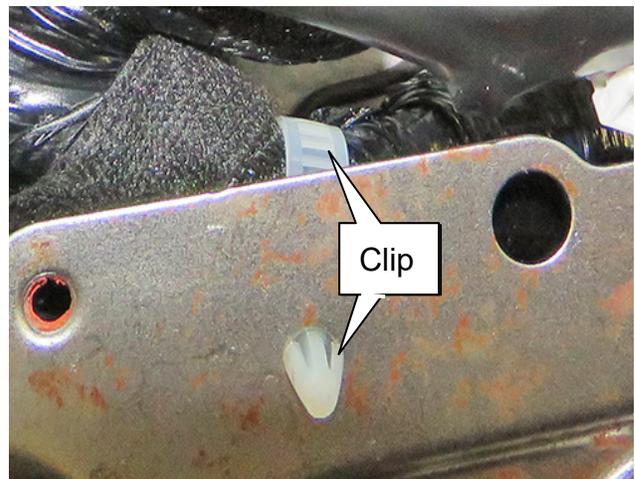


Figure 28

37. Measure 30 mm from the back end of the **black** climate controlled seat control unit harness connector.

38. Attach the black zip tie/harness clip provided, where shown in Figure 29.

- The black zip tie/harness clip is listed in the **Parts Information** section on page 15.

39. Trim excess from the zip tie/harness clip with an appropriate tool.

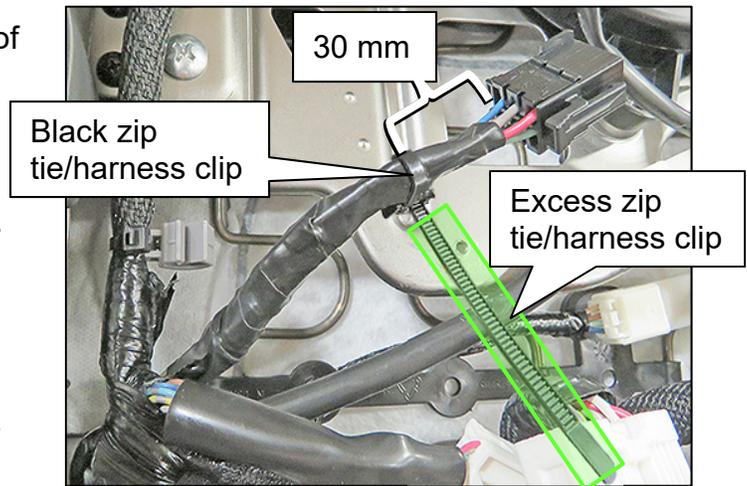


Figure 29

40. Install the new climate controlled seat control unit to the seat frame.

- Held by two (2) screws.
- See the **Parts Information** section on page 15.

41. Reattach the clip removed in step 12 and shown in Figure 30.

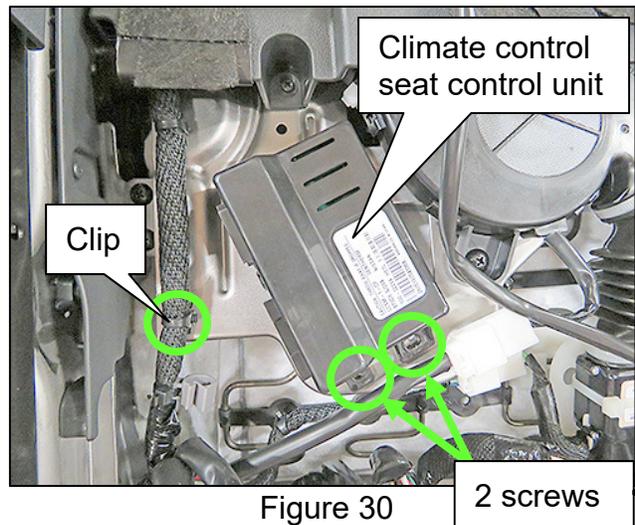


Figure 30

42. Connect the harness connectors to the climate controlled seat control unit.

43. Attach the black zip tie/harness clip from step 38 to the seat frame.

- Clip into the hole drilled in step 18.

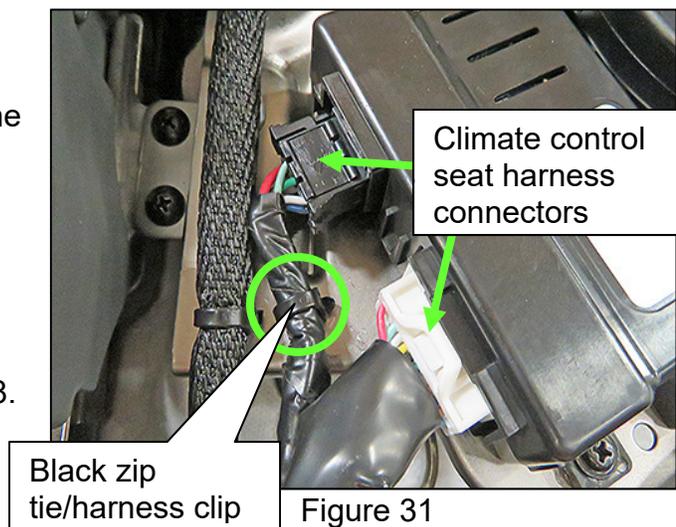
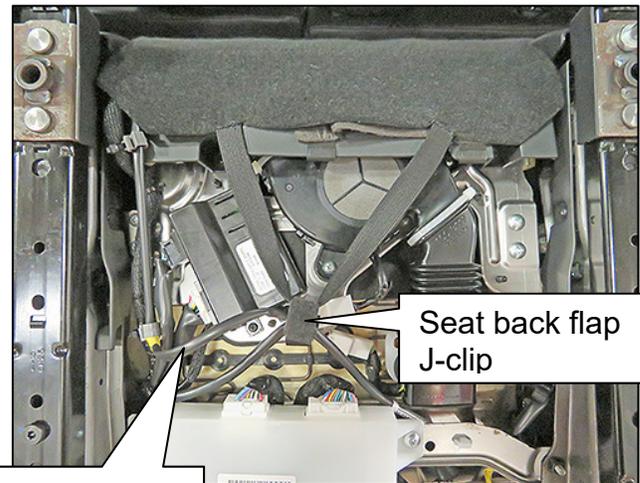


Figure 31

44. Relocate the SRS harness (if so equipped) back to its original position.

45. Reattach the seat back flap J-clip to the seat frame



SRS harness

Figure 32

46. Reinstall the seat into the vehicle.

- Refer to the ESM for seat installation: **BODY INTERIOR > SEAT > REMOVAL AND INSTALLATION > FRONT SEAT > Removal and Installation.**

- Torque the seat bolts in the order shown in Figure 33).

- Seat bolt torque: 48 N•m (4.9 kg-m, **35 ft-lbs**)

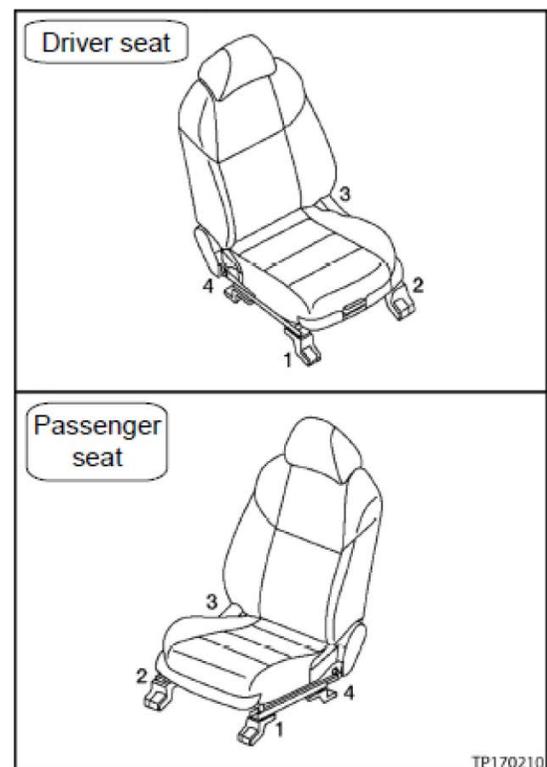


Figure 33

47. Connect the vehicle's 12 volt battery or batteries.
- Refer to the ESM for battery removal: **ELECTRICAL & POWER CONTROL > POWER SUPPLY, GROUND & CIRCUIT ELEMENTS > REMOVAL AND INSTALLATION – BATTERY.**
48. If equipped with a seat lifter, lower the height of the seat back to its original position.
49. Confirm climate controlled seat functions correctly.
50. If needed, perform Zero Point Reset for the passenger seat.
- Refer to the ESM for Zero Point Reset procedure: **RESTRAINTS > SRS AIRBAG CONTROL SYSTEM > BASIC INSPECTION > INSPECTION AND ADJUSTMENT > ZERO POINT RESET > Special Repair Requirements.**

Year and Model		Zero Point Reset Needed
2016-2019 Titan	Non XD	YES
	XD without Crew Cab (CC)	YES
	XD Crew Cab (CC)	NO
2016-2019 Murano	All	YES

51. 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 ESM for additional diagnostic and repair information.
52. Reset any customer settings that were lost when the battery was disconnected.
- Refer to the ESM, section **ELECTRICAL & POWER CONTROL > POWER SUPPLY, GROUND & CIRCUIT ELEMENTS > BASIC INSPECTION > INSPECTION AND ADJUSTMENT > ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL**, for a listing of systems that may lose settings or memory when disconnecting the 12V battery.
 - This list often includes items such as audio, HVAC, power windows, clock, etc.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
HARNESS KIT	24061-9FT0A	1
Kit Includes:		
Harness connector		1
Black Zip Tie/Harness Clip		1
White Harness Clip		1
Climate Controlled Seat Control Unit (Titan)	873D6-9PF0A	1
Climate Controlled Seat Control Unit (Murano)	873D6-5AA6A	1
Solder Sleeve (Red)	24361-7990A	6
Electrical Tape	Use 3M/Scotch Professional Grade Vinyl Super 88 Electrical Tape (3/4 inch wide) or equivalent	Shop Supply (1)

(1) This product (or equivalent) is available at many local automotive supply stores, and many local hardware stores.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Install Harness Kit on Driver Seat- Titan	(1)	RX6YAA	ZE	32	1.2 hr
Install Harness Kit on Driver Seat- Murano					1.2 hr
Install Harness Kit on Passenger Seat- Titan		RX6ZAA			1.3 hr
Install Harness Kit on Passenger Seat- Murano					1.3 hr

(1) Refer to the Electronic Parts Catalog and use the Control Box (873D6 -*****) as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
January 17, 2019	NTB19-004	Original bulletin published
November 1, 2019	NTB19-004a	Drill bit size on page 6 and CLAIMS INFORMATION section revised