



SERVICE CAMPAIGN BULLETIN

Classification:	Reference:	Date:
BT20-019	NTB20-092	December 17, 2020

VOLUNTARY SERVICE CAMPAIGN 2020 TITAN/TITAN XD; ELECTRONIC TAILGATE LOCK ASSEMBLY

CAMPAIGN ID #: PC772
APPLIED VEHICLES: 2020 Titan/Titan XD (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 Titan/Titan XD vehicles, for installing an electronic tailgate lock assembly. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number PC772 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.

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

1. Install the electronic tailgate lock kit.

- For electronic tailgate lock installation, refer to the accessory installation procedure **Electronic Tailgate Lock_Titan_999M2 W3009**, found under the **Acc. Install Instructions** tab in ASIST.

The screenshot displays the ASIST (Automotive Service Information Support Terminal) interface. At the top, it shows the Nissan logo and the text "ASIST™ LAN Edition" and "AUTOMOTIVE SERVICE INFORMATION SUPPORT TERMINAL". The interface includes a search bar for VIN, Model (Titan), and Year (2020). The "Acc. Install Instructions" tab is selected. A list of technical service bulletins (TSBs) is displayed, with "All Electronic Tailgate Lock_Titan_999M2 W3009" highlighted in green. A callout box points to this entry with the text "Electronic tailgate lock installation instructions". A green arrow points to the "Acc. Install Instructions" tab. The interface also includes a "LATEST NEWS" section on the right and a sidebar with various search options.

Figure 1

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Electronic Tailgate Lock Kit	999M2-W3009	1

CLAIMS INFORMATION

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

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC772	Install Electronic Tailgate Lock Assembly	PC7720	0.7 hrs

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 17, 2020	NTB20-092	Original bulletin published

