Technical Bulletin

SERVICE BULLETIN

Classification:	Reference:	Date:
EL20-010a	NTB20-042a	January 27, 2021

2020-2021 TITAN AND TITAN XD; AV CONTROL UNIT REPLACEMENT PROCESS

APPLIED VEHICLE: 2020-2021 Titan and Titan XD (A61)

IF YOU CONFIRM

The AV control unit needs to be replaced on an **APPLIED VEHICLE.**

ACTION

IMPORTANT: The AV control unit for the Applied Vehicle <u>is new</u>, <u>different from the previous model year</u>, and <u>requires a new procedure when replacing</u>. If the following steps are not followed completely, all features will not work as intended.

1. Read and save the VIN

2. Read and save the configuration

3. Replace the AV control unit

4. Reprogram the AV control unit

5. Configure the AV control unit

6. Write the VIN to the AV control unit

IMPORTANT: Procedures 4-6 above **<u>must</u>** be performed in the order shown below.

ORDER OF COMPLETION

REPROGRAM ⇨ **CONFIGURE** ⇨ **WRITE VIN**
AV control unit   AV control unit   to AV 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.

SERVICE PROCEDURE

NOTICE

Perform the following before starting the reprogramming procedure to prevent damage to the control unit.

- Connect the AC Adapter to the CONSULT PC.
- Connect the CONSULT PC to the internet (Wi-Fi or cable).
- Ensure ASIST on the CONSULT PC has been synchronized (updated) to the current date and all C-III plus software updates (if any) have been installed.
- 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 during reprogramming, the reprogramming may be interrupted.
- Turn OFF all vehicle electrical loads.
- Connect a battery maintainer or smart charger, set to reflash mode or a similar setting, to ensure the battery voltage stays between 12.0 V and 15.5 V.

READ AND SAVE THE VIN

NOTE: If the VIN data cannot be saved, proceed to step 9 on page 5. You will be instructed to manually enter the VIN later in the procedure.

1.   Select **Diagnosis (One System).**
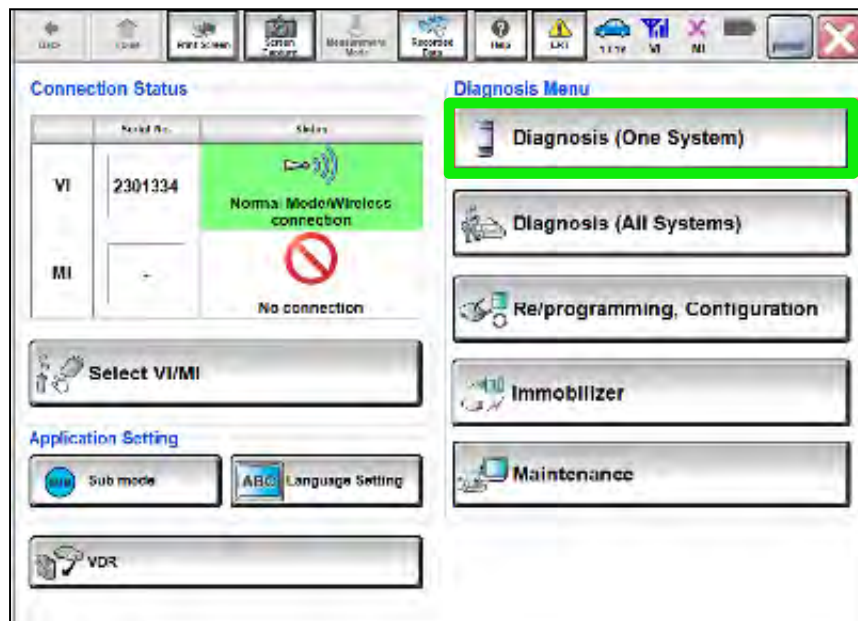
Figure 1

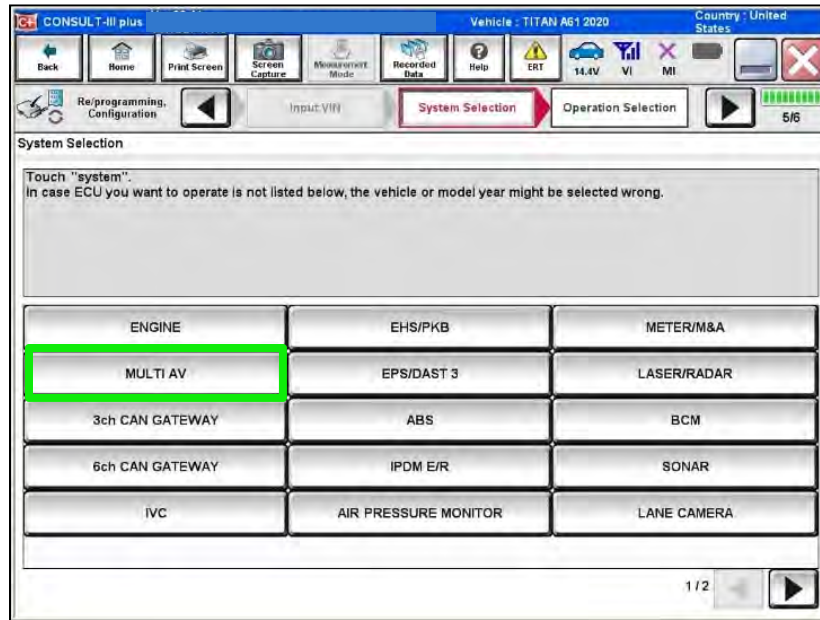2. Select **MULTI AV**.

Figure 2

3. Select **Work support**.

4. Select **SAVE VIN DATA**.

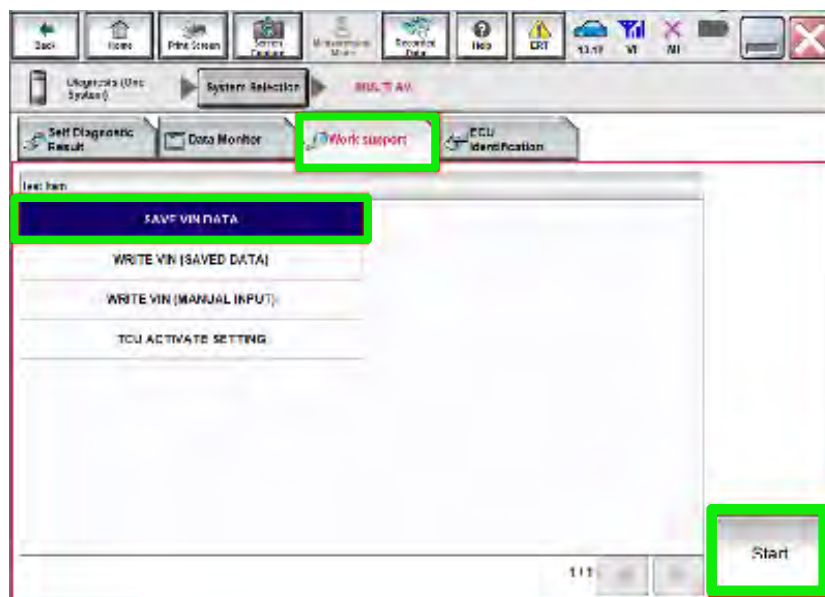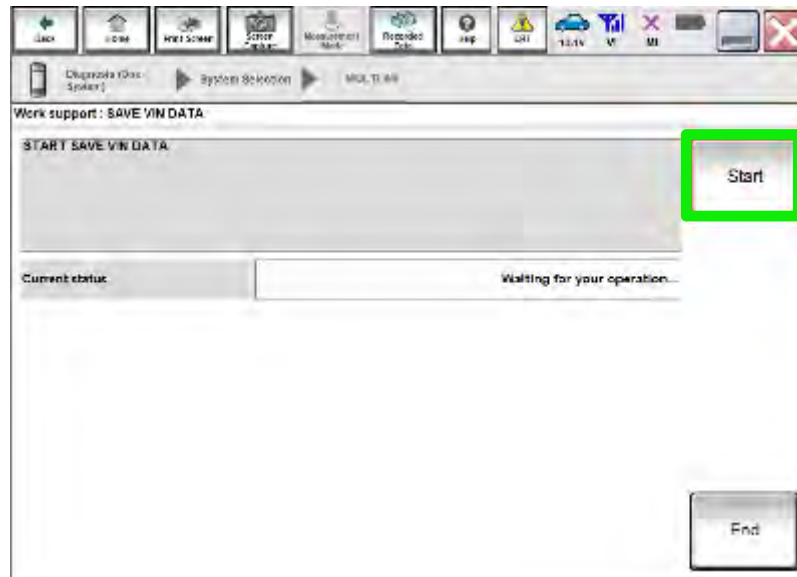5. Select **Start**.

Figure 3

6.   Select **Start**.

Figure 4

7.   Wait for the **Current status** to show **Completed**, and then select **End**.
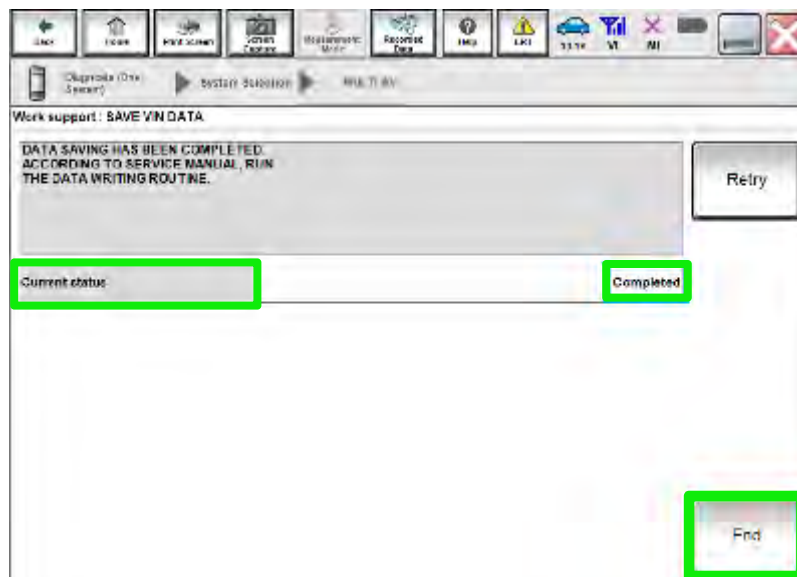

Figure 5

8.   Select **Home** (not shown).

READ AND SAVE THE CONFIGURATION

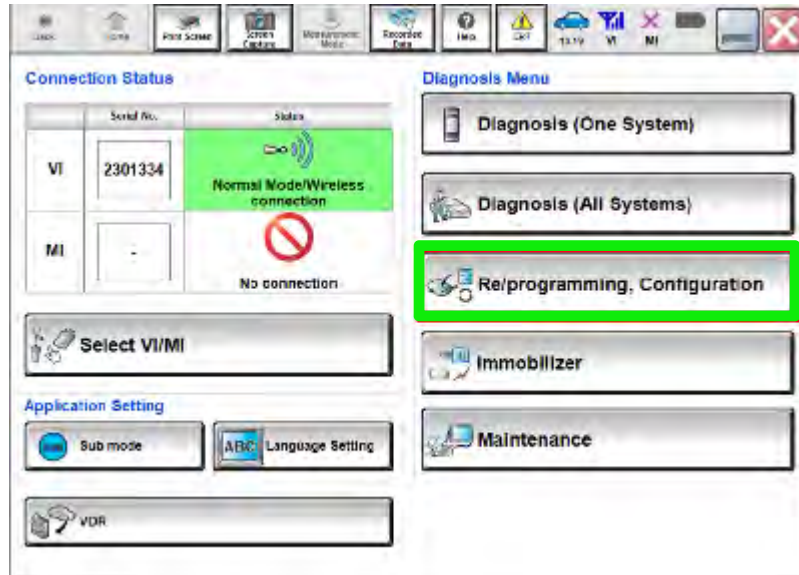9. Select **Re/programming, Configuration**.

Figure 6

NOTE:
C-III plus screen shots are not shown for steps 10-13.

10. Read the on-screen Precaution and select **Confirmed Instructions** at the bottom of the screen.

11. Select **Next**.

12. Confirm the vehicle details are correct for the vehicle you are working on, and then select **Confirm**.

13. Confirm the correct VIN, and then select **Confirm.**

14. Select **MULTI AV**.
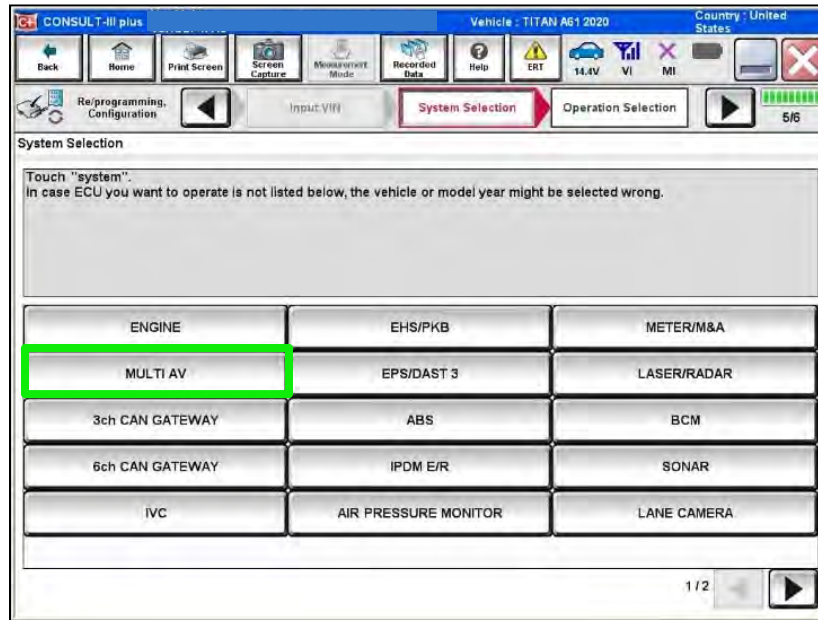
Figure 7

15. Select **Before ECU Replacement** under **VEHICLE CONFIGURATION**.
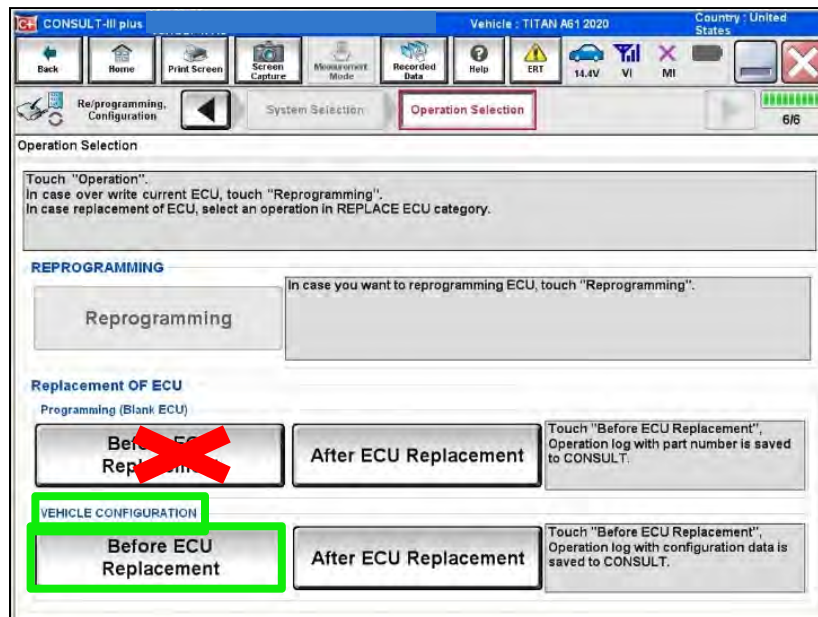
Figure 8

16. Write down all **Setting Values**.

- Use the arrows to view all **Setting Value** screens.

Figure 9

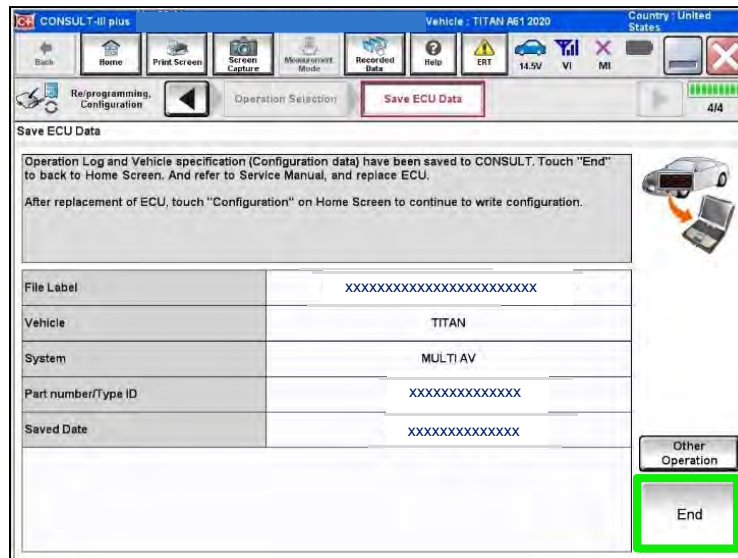17. Select **Save**.

Figure 10

18. Select **End**.

Figure 11

REPLACE THE AV CONTROL UNIT

19. Replace the AV control unit.

*   Refer to the ESM, section **DRIVER INFORMATION & MULTIMEDIA > AUDIO, VISUAL & NAVIGATION SYSTEM > NAVIGATION (WITH OR WITHOUT AMPLIFIER) > REMOVAL AND INSTALLATION > AV CONTROL UNIT.**

REPROGRAM THE AV CONTROL UNIT

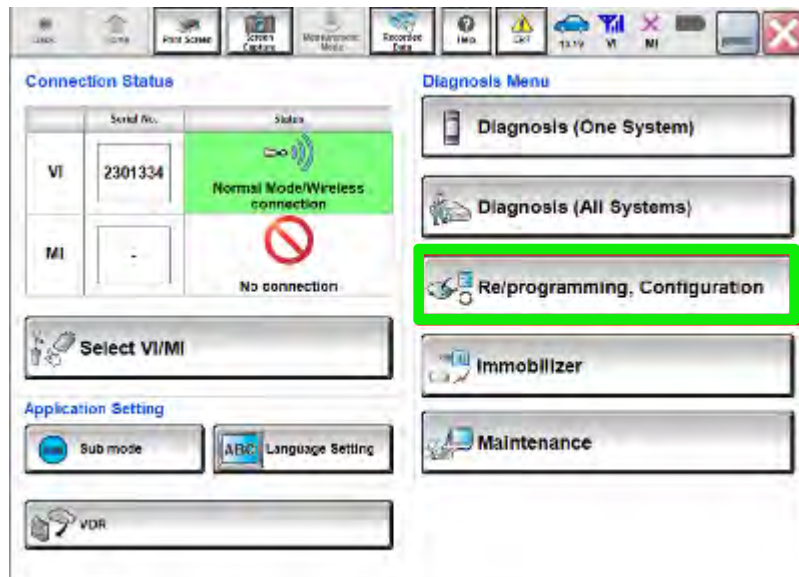20. Select **Re/programming, Configuration**.

Figure 12

NOTE:
C-III plus screens for steps 21-25 are not shown.

21. Select **Confirmed instructions.**

22. Select **Next**.

23. Select **Confirm**.

24. Confirm the correct VIN is populated.

25. Select **Confirm**.

26. Select **Other Operation**.

- If the VIN could not be read/saved (steps 1-8), proceed to step 27.
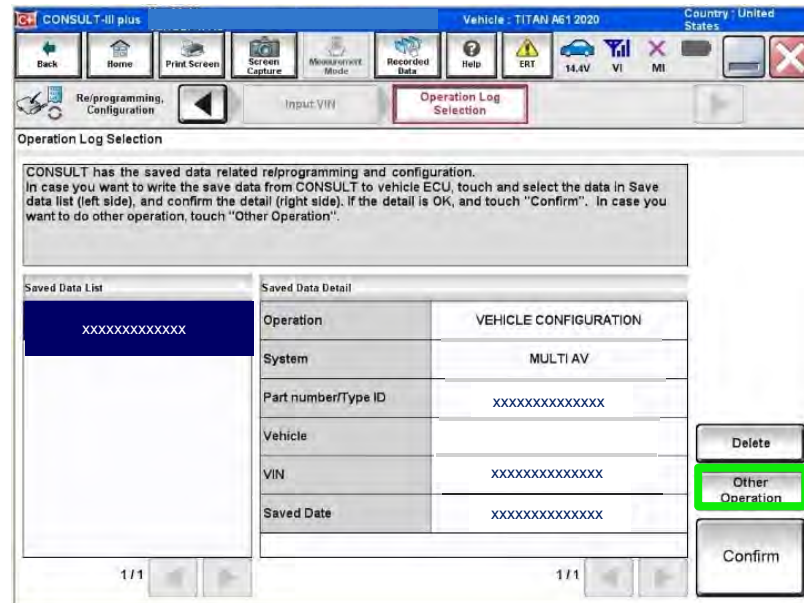

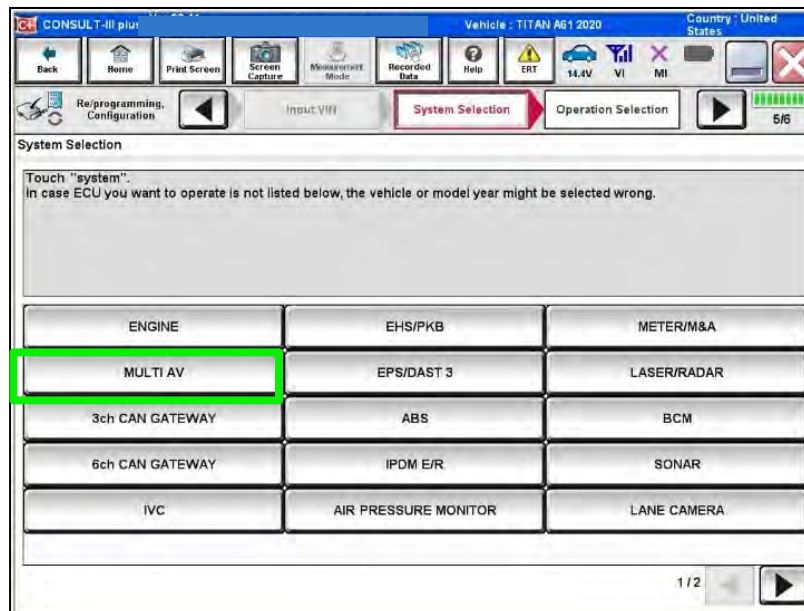Figure 13

27. Select **MULTI AV**.

Figure 14

28. Select **After ECU Replacement** from the **Programming (Blank ECU)** menu.
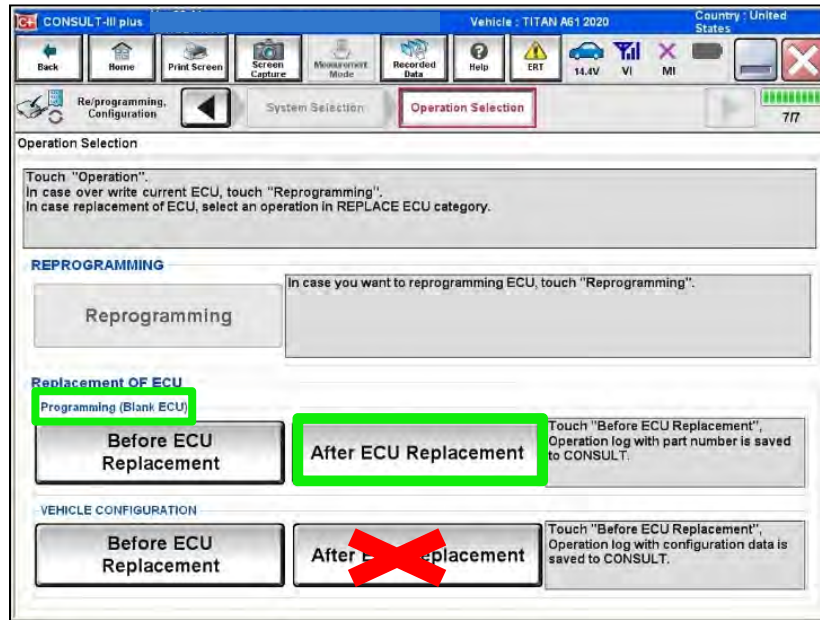

Figure 15

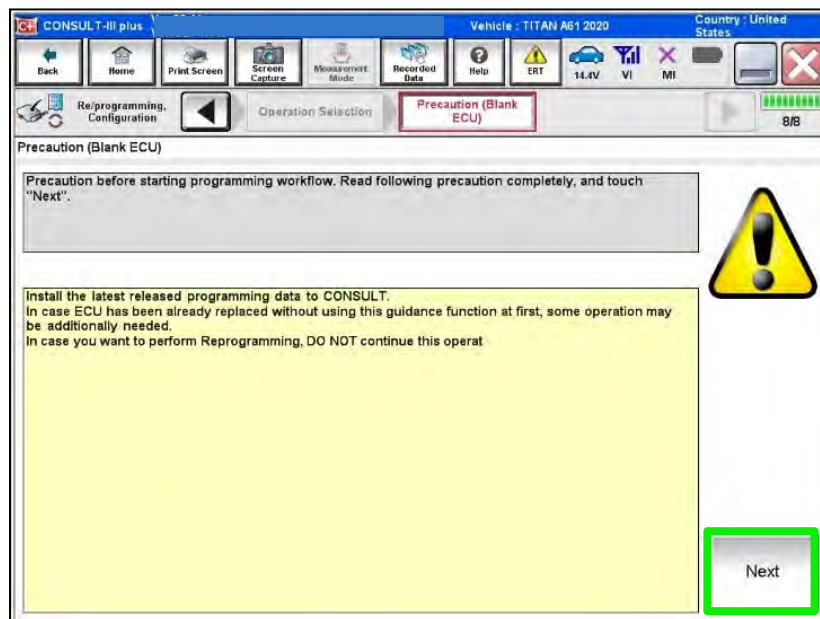29. Select **Next** after reading the precaution.

Figure 16

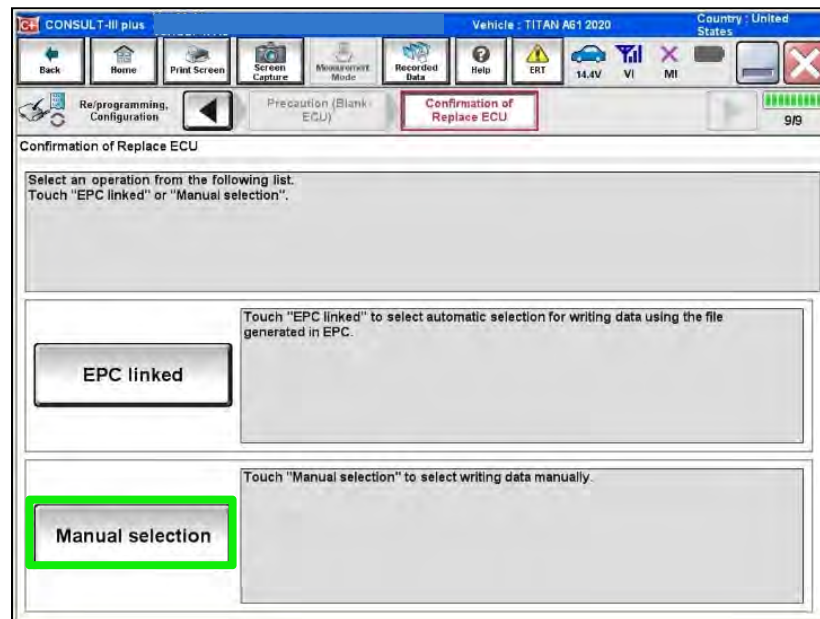30. Select **Manual selection**.

Figure 17

31. Read the precautions.
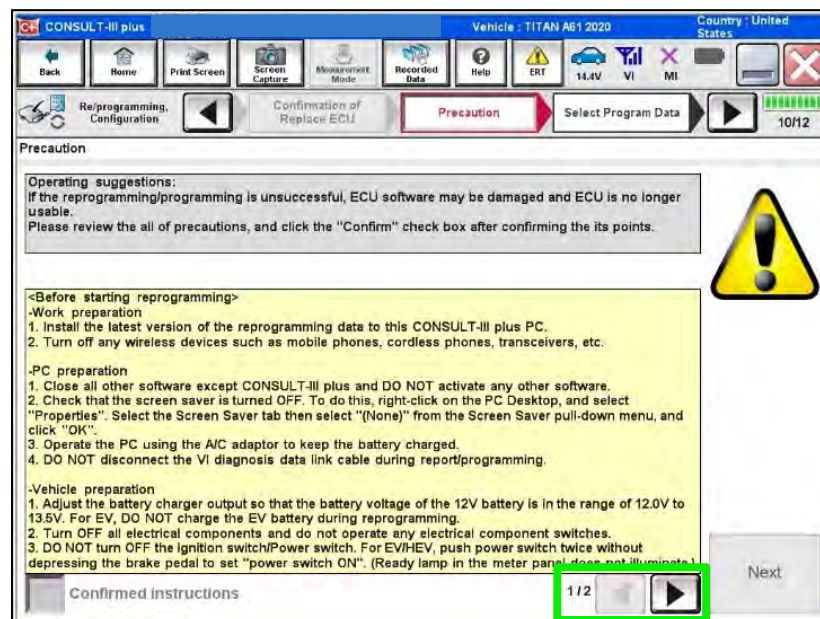   - Click on the arrows to read all of the precautions.

Figure 18

32. After reading all of the precautions, select **Confirmed instructions**, then select **Next**.
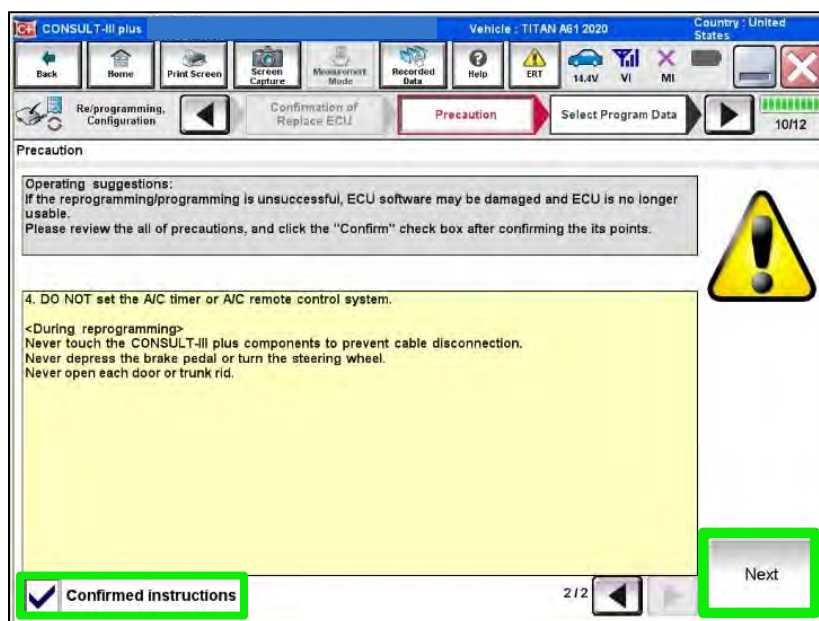

Figure 19

33. Review **Table A**, below, and find the applicable **ROM Data ID** for the vehicle you are working on.

Table A

Model	Bose System	Speaker count	Sunroof	ROM Data ID
2020-2021 Titan/Titan XD King cab	Base	6 speaker	Without	283C2 9FV1A
	Fender subwoofer	10 speaker	Without	283C2 9FV3A
2020-2021 Titan/Titan XD Crew cab	Base	6 speaker	Without	283C2 9FV2A
	Fender subwoofer	12 speaker	Without	283C2 9FV3A
	Fender subwoofer	12 speaker	With	283C2 9FV4A

34. Select the applicable **ROM Data ID.**

Figure 20

35. Confirm the information matches the vehicle you are working on and select **Next**.

Figure 21

36. Follow the on-screen instructions, and then select **Next**.
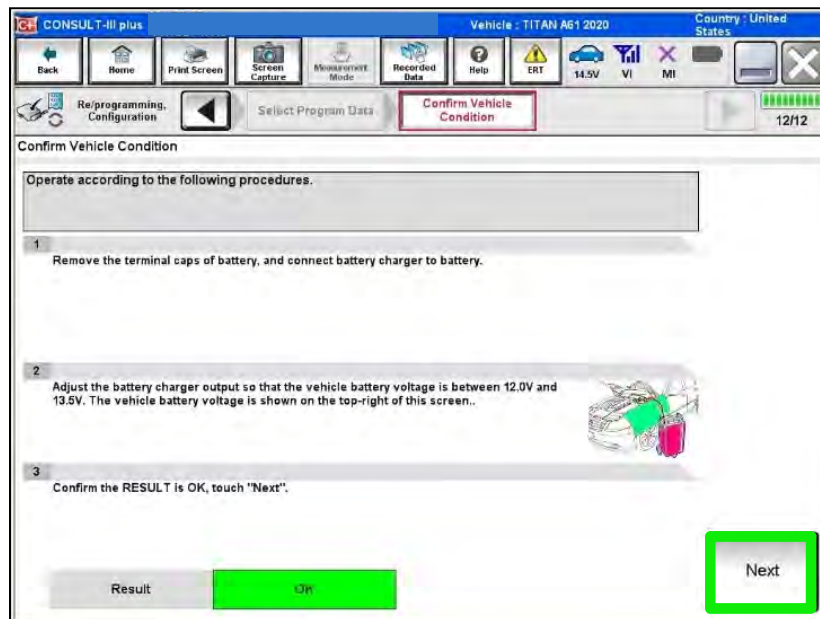

Figure 22

37. Confirm the battery voltage is within acceptable limits, and then select **Start**.
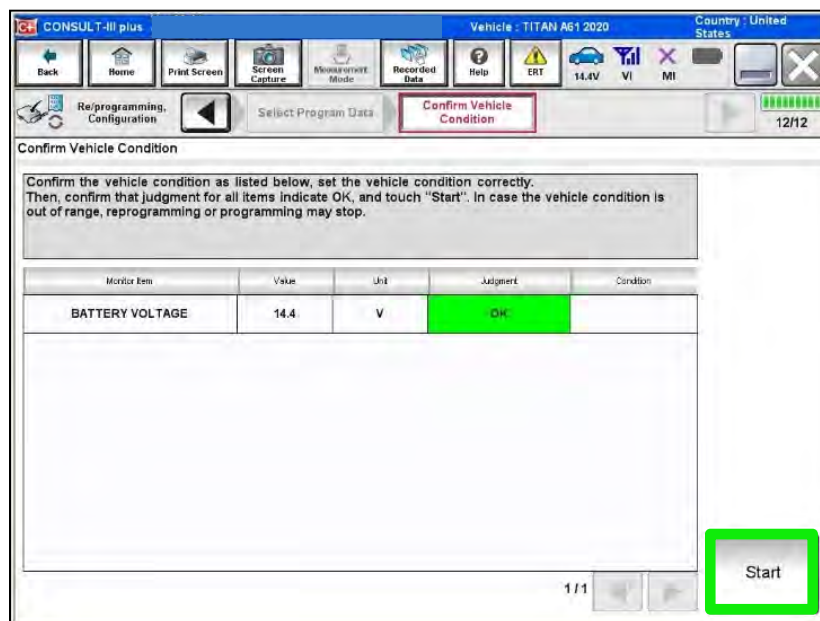

Figure 23

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38. Select your user group from the drop down menu, then select **OK**.
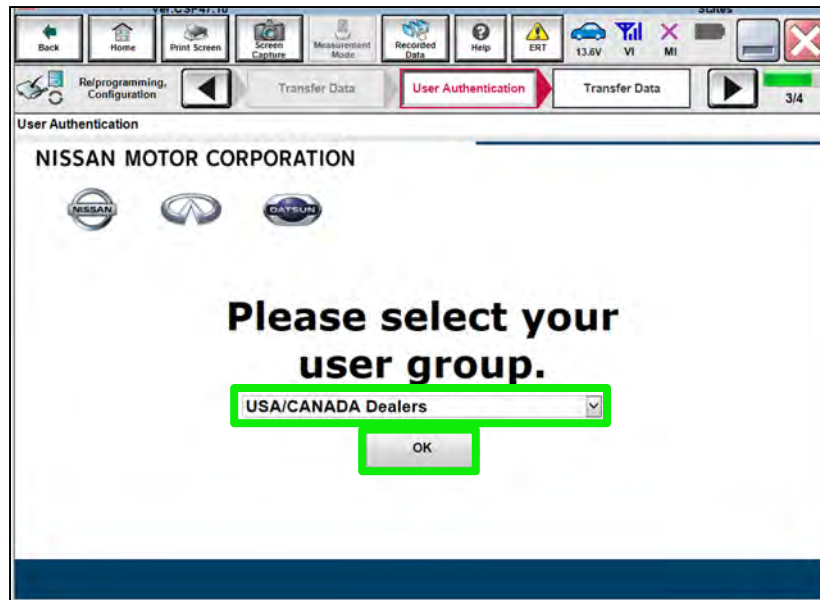

Figure 24

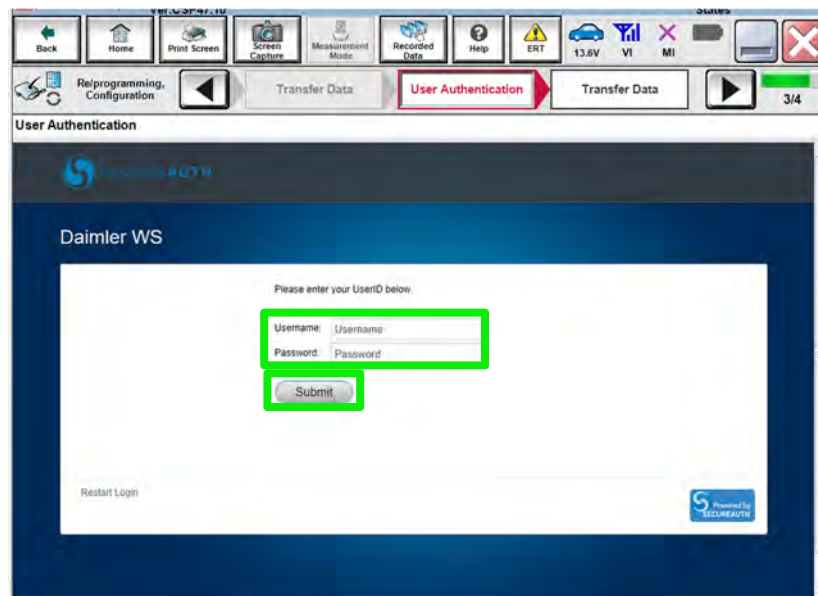39. Enter your username and password, and then select **Submit**.

Figure 25

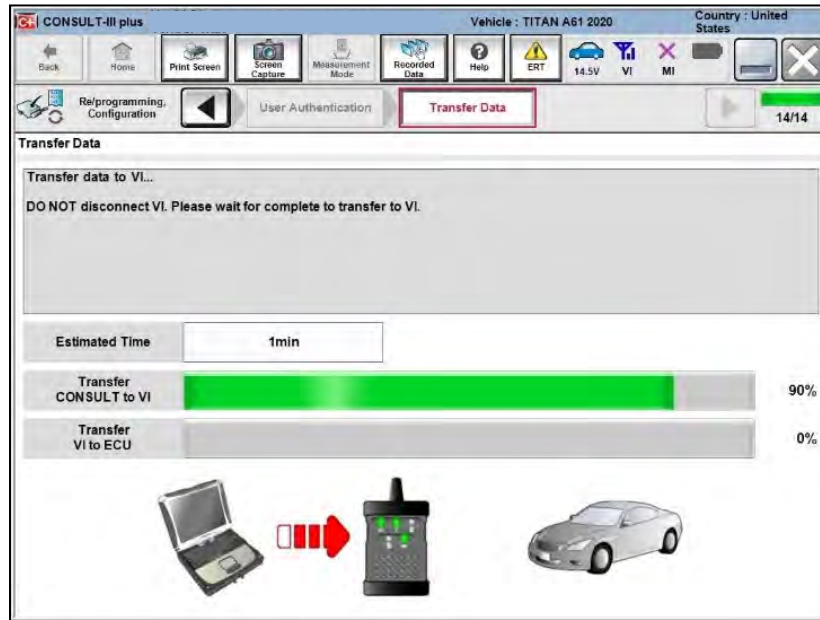40. Wait for the data transfer to complete.

Figure 26

41. Once the data transfer is complete, select **Next**.

Figure 27

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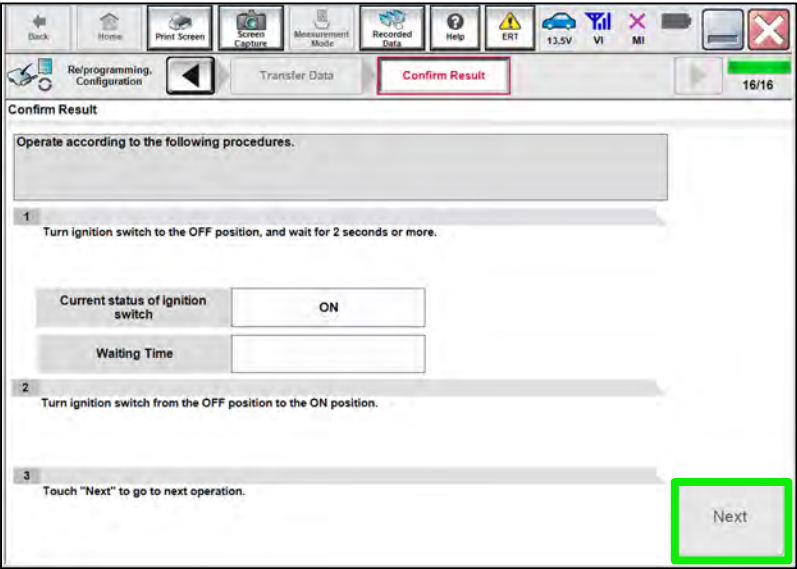42. Follow the on-screen instructions, and then select **Next**.

Figure 28

43. Erase all DTCs.

- Follow the on-screen instructions to erase the DTCs.

44. Confirm the before and after part numbers are different, and then follow the screen prompts to print the results.
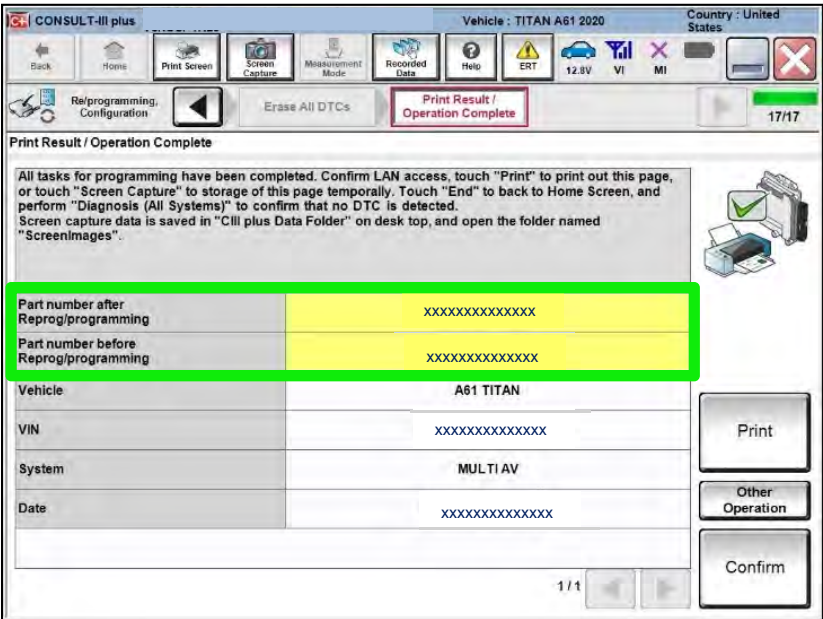

Figure 29

45. If C-III plus does not automatically return to the home screen, select **home**.

WRITE THE CONFIGURATION FROM SAVED DATA (From Read/Save)

If the AV control unit cannot be configured using the saved data, skip to step 54 on page 23 to manually configure the AV control unit.

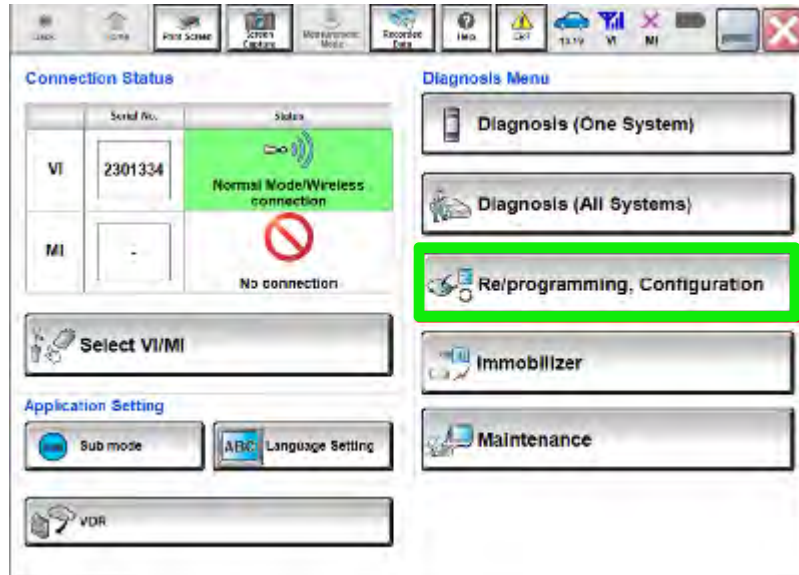46. Select **Re/programming, Configuration**.

Figure 30

47. Read the precautions.

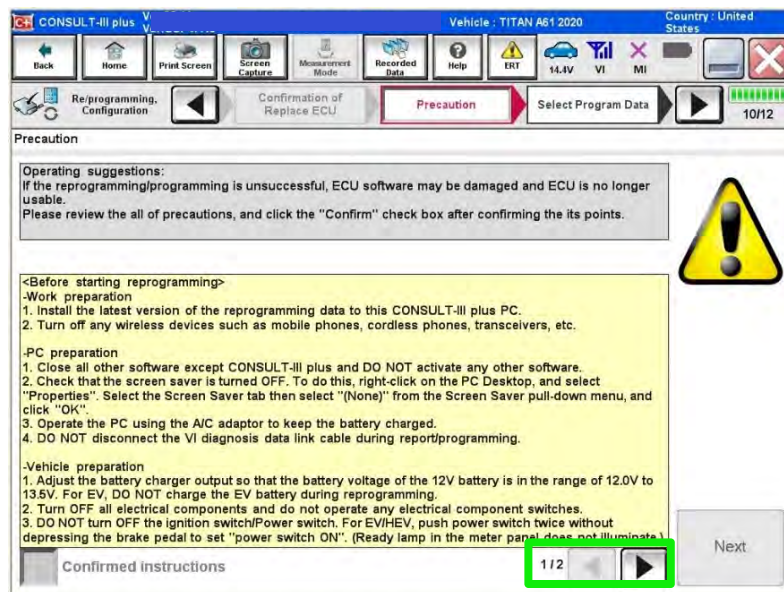- Click on the arrows to read all of the precautions.

Figure 31

48. After reading all of the precautions, select **Confirmed instructions**, then select **Next**.
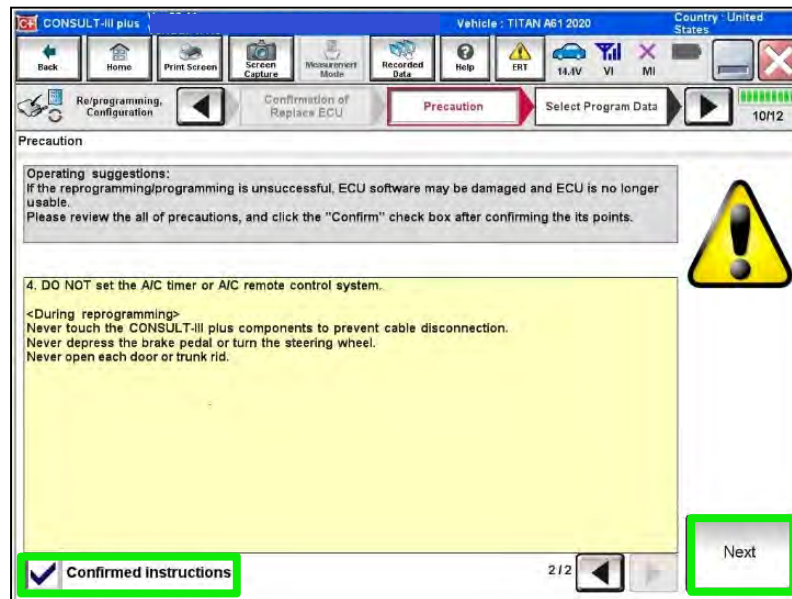

Figure 32

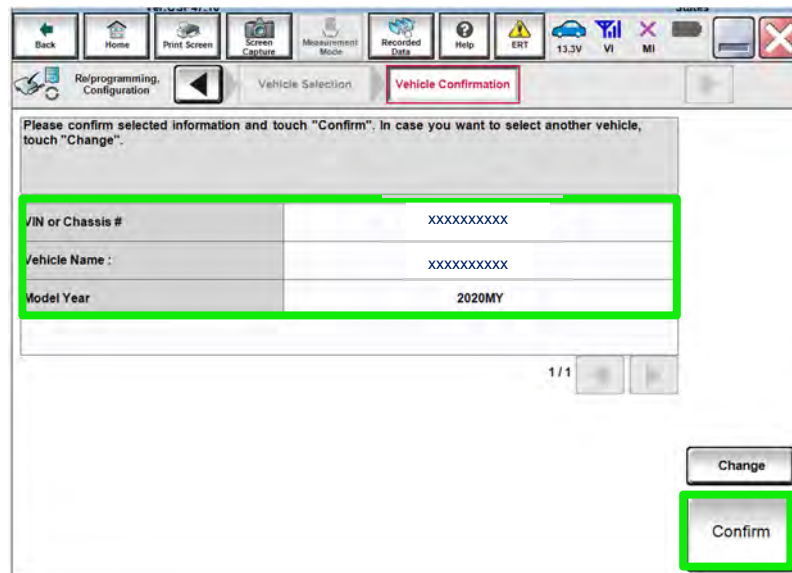49. Confirm the correct vehicle information is populated, and then select **Confirm**.

Figure 33

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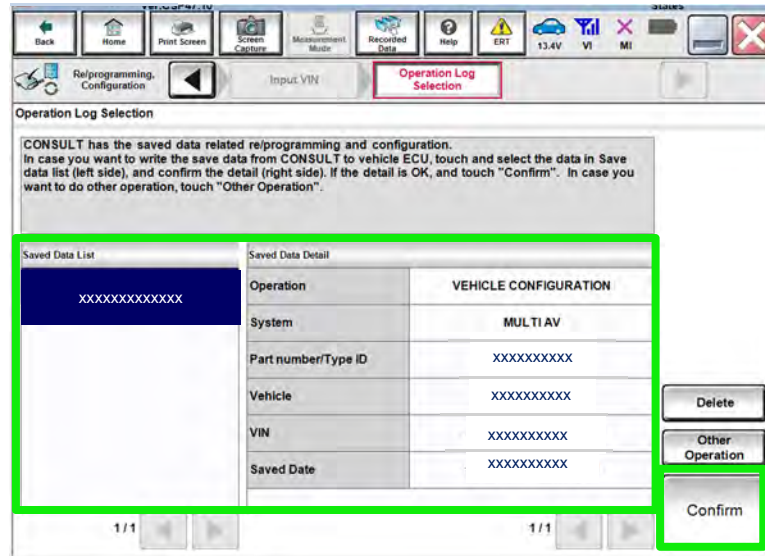50. Confirm the correct **Saved Data Detail**, and then select **Confirm**.

Figure 34

51. Use the arrows to confirm all **Setting Values** are correct, and then select **OK**.
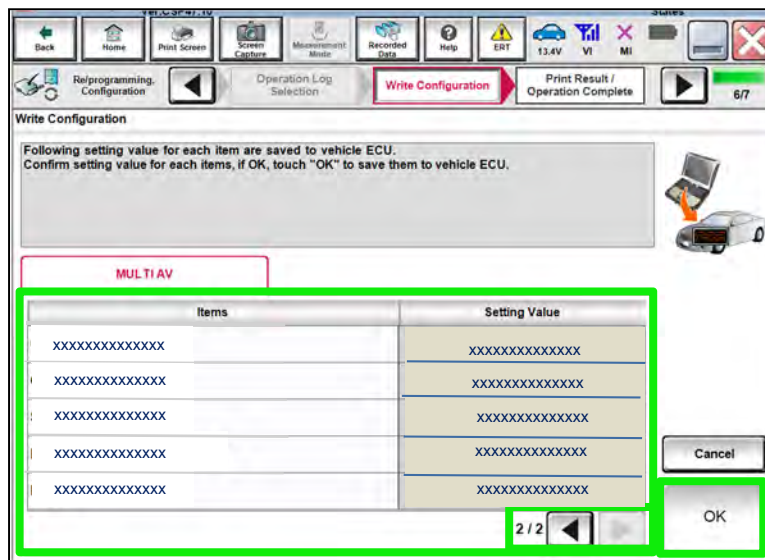

Figure 35

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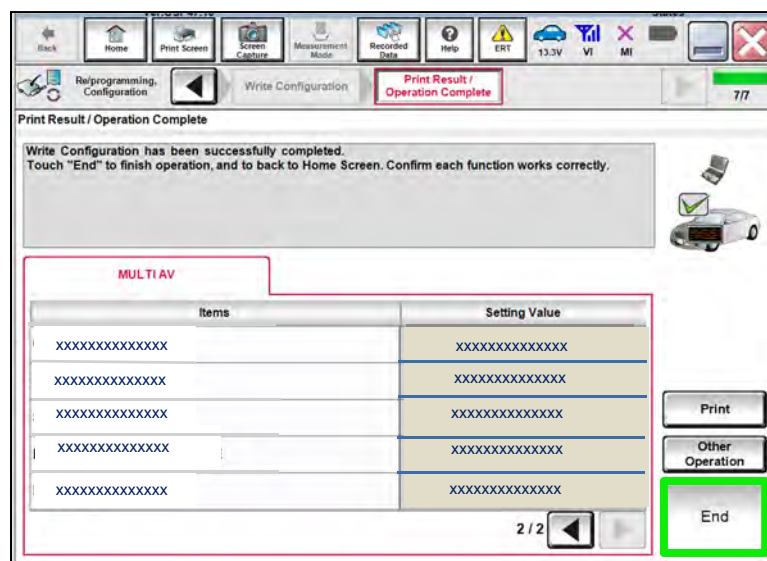52. Select **End** after the configuration has been successfully written.

Figure 36

53. Skip to page 28 to write the VIN to the AV control unit.

WRITE CONFIGURATION MANUALLY (Manual Selection)
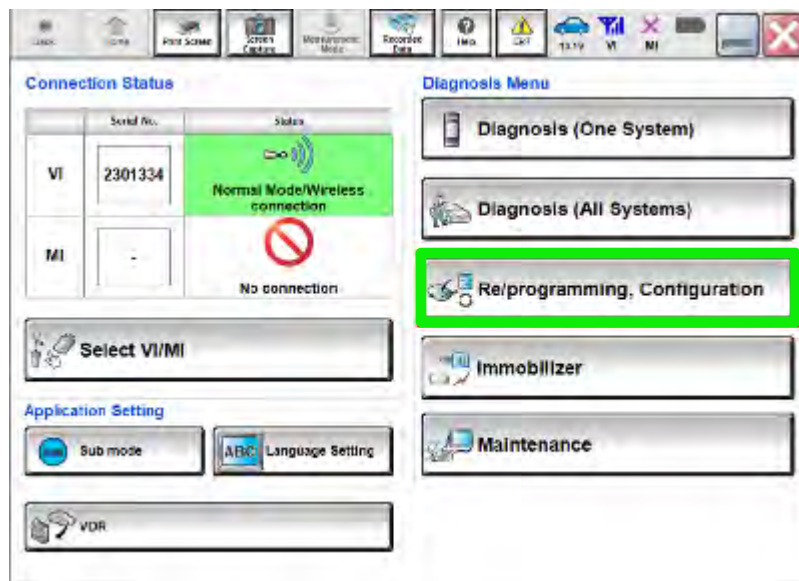
54.   Select **Re/programming, Configuration**.

Figure 37

NOTE:
C-III plus screens for steps 55-57 are not shown.

55.   Confirm the on-screen instructions, and then select **Next**.

56.   Confirm the vehicle details, and then select **Confirm**.

57.   Confirm the correct VIN is populated, and then select **Confirm**.
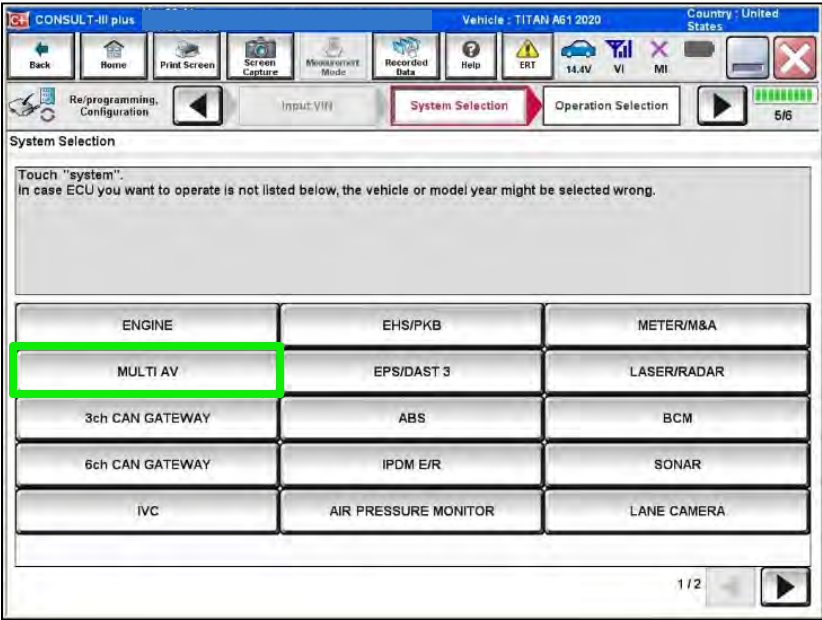
58. Select **MULTI AV**.

Figure 38

59. Select **After ECU Replacement** under the **VEHICLE CONFIGURATION** section.
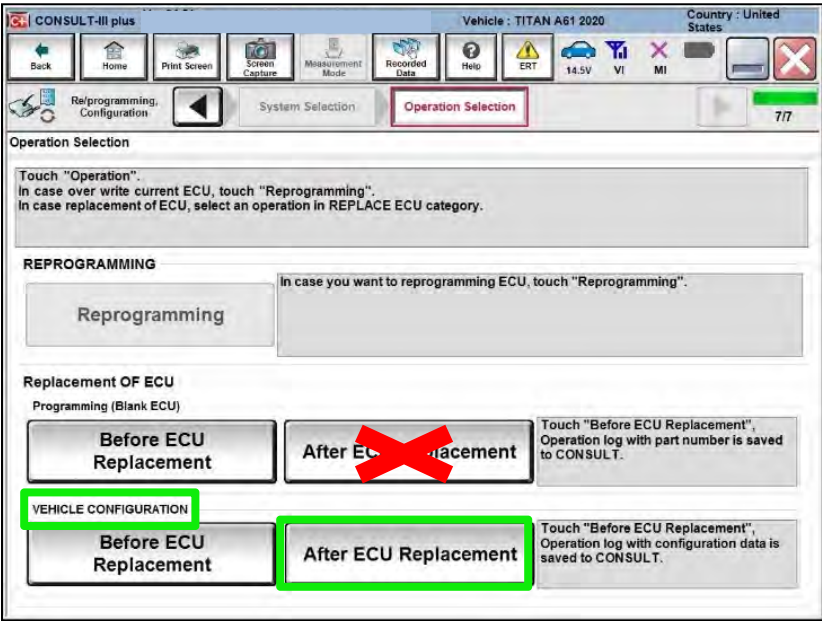

Figure 39

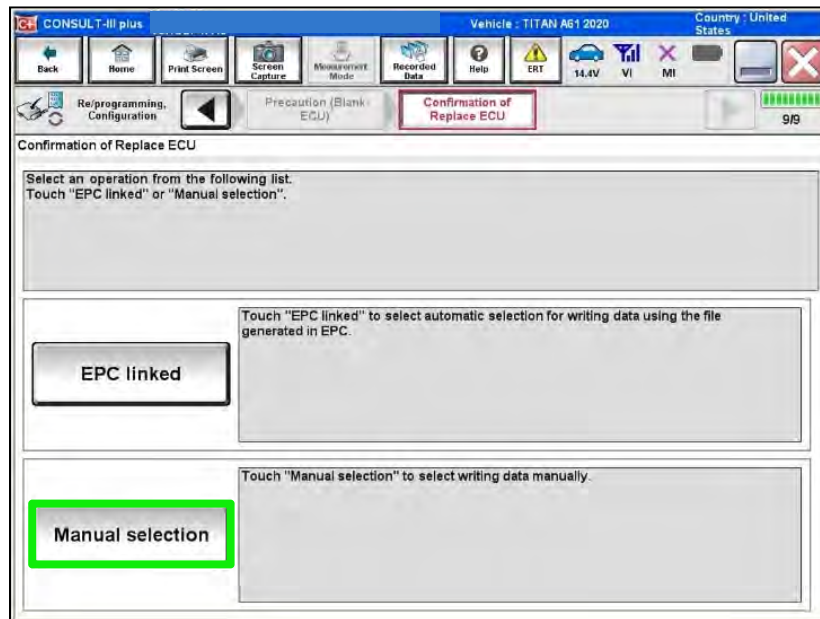60.   Select **Manual selection**.

Figure 40

61.   Use the drop down menu to select the values that were written down in step 16 on page 7.

- Use the arrows to scroll to any additional pages.

- The selections shown in Figure 41 and Figure 42 may not reflect the features of your vehicle.
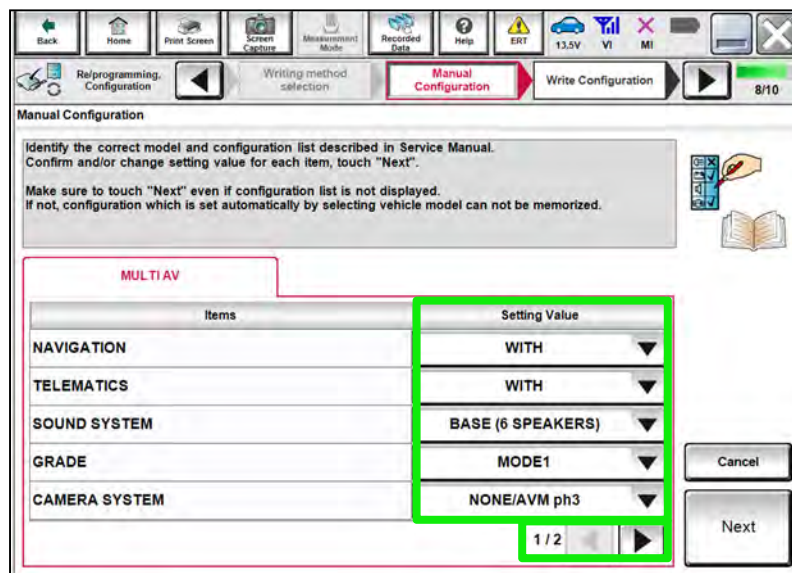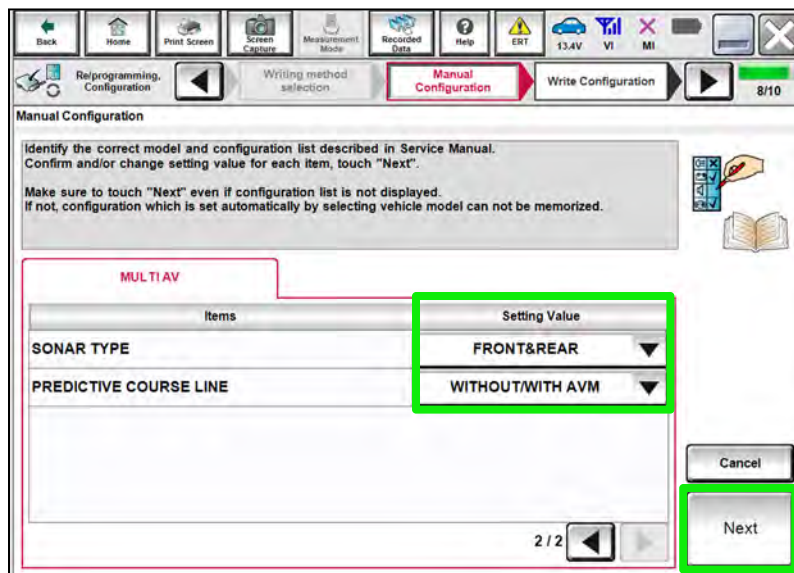

Figure 41

62. Select **Next**.

Figure 42

63. Confirm the correct **Setting Values**.

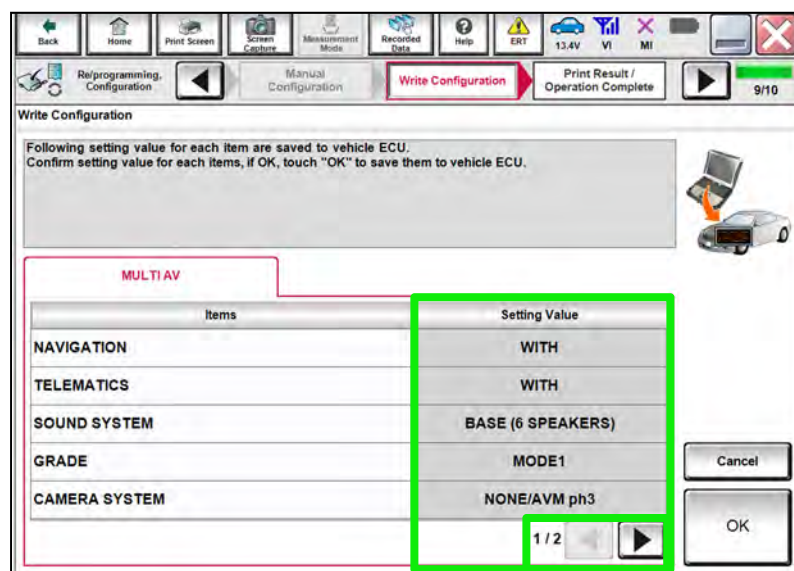- Use the arrows to scroll to any additional pages.
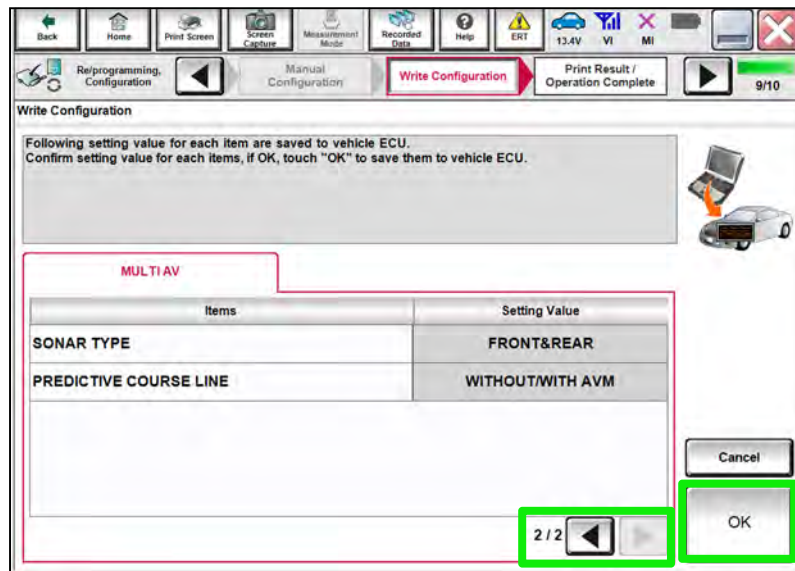

Figure 43

64. Select **OK.**

Figure 44

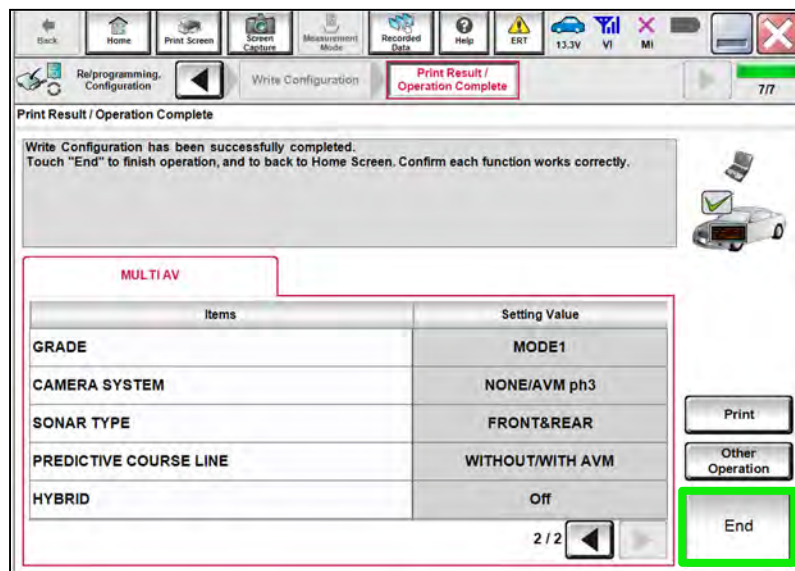65. Select **End** after the configuration has been successfully written.

Figure 45

WRITE THE VIN FROM SAVED DATA (From Read/Save)

> If the VIN data was saved using steps 1-7 on pages 2-4, continue to step 66.

> If the VIN data was **NOT** saved using steps 1-7 on pages 2-4, skip to step 72 on page 30.

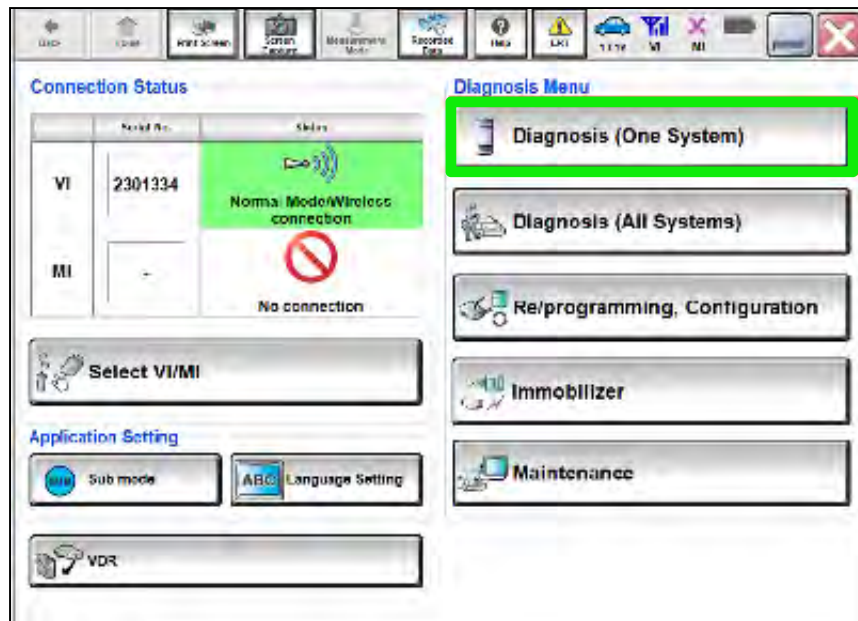66. Select **Diagnosis (One System)**.
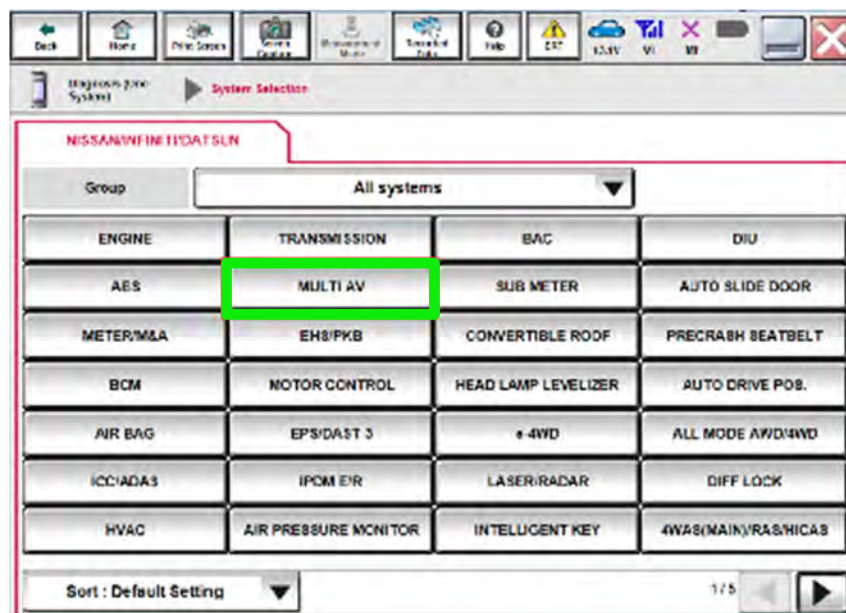

Figure 46

67. Select **MULTI AV**.

Figure 47

68. Select the **Work support** tab.

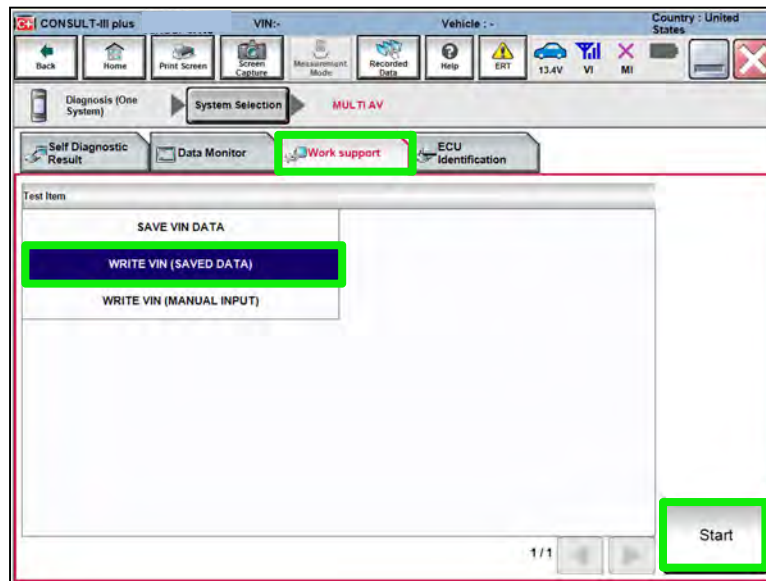69. Select **WRITE VIN (SAVED DATA).**

70. Select **Start**.

Figure 48

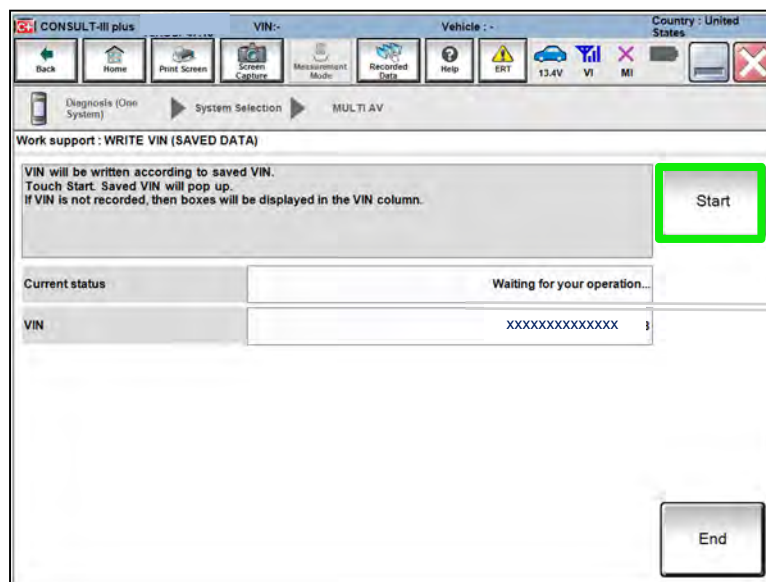71. Confirm the correct VIN is displayed, and then select **Start**.

Figure 49

End of procedure.

WRITE THE VIN MANUALLY (Manual Input)

72.   Select **Diagnosis (One System).**
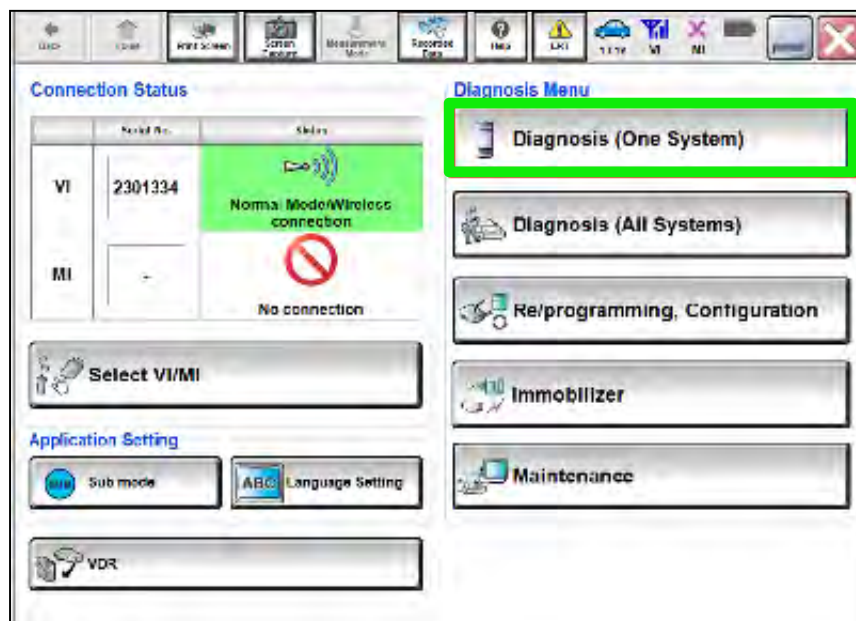

Figure 50

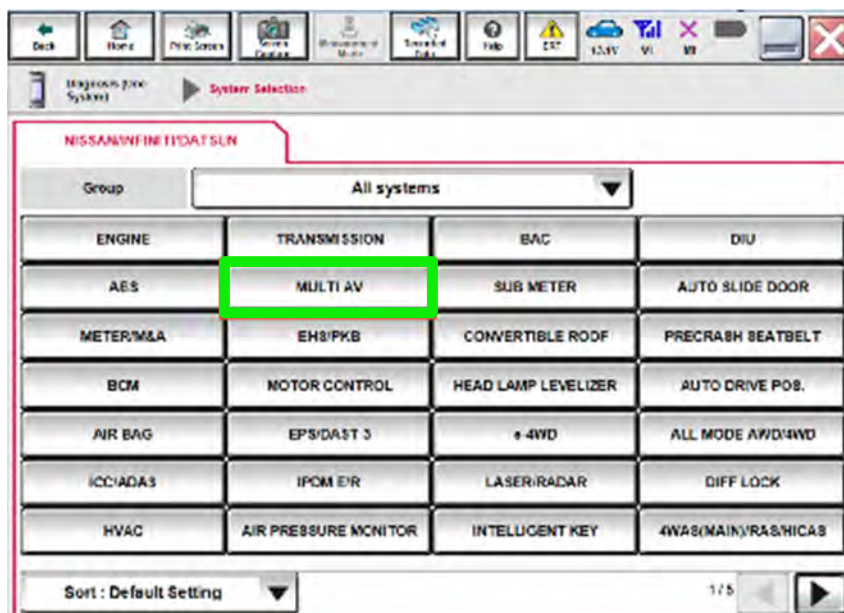73.   Select **MULTI AV**.

Figure 51

74. Select the **Work support** tab.

75. Select **VIN REGISTRATION**.

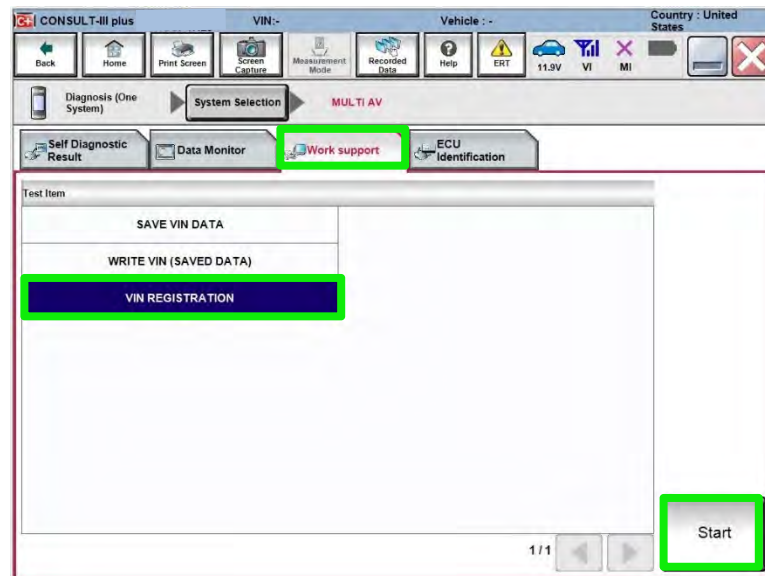76. Select **Start**.

Figure 52

77. Type the VIN into the fields shown below.

   - The VIN must be entered two times.
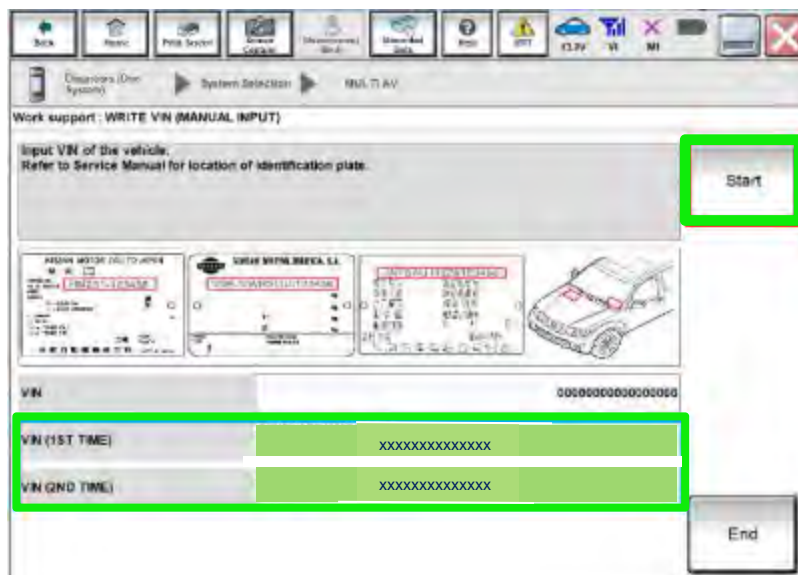
78. Select **Start**.

Figure 53

79. Select **READ VIN** to verify the VIN was written successfully.

- The VIN should now populate in the field shown below.
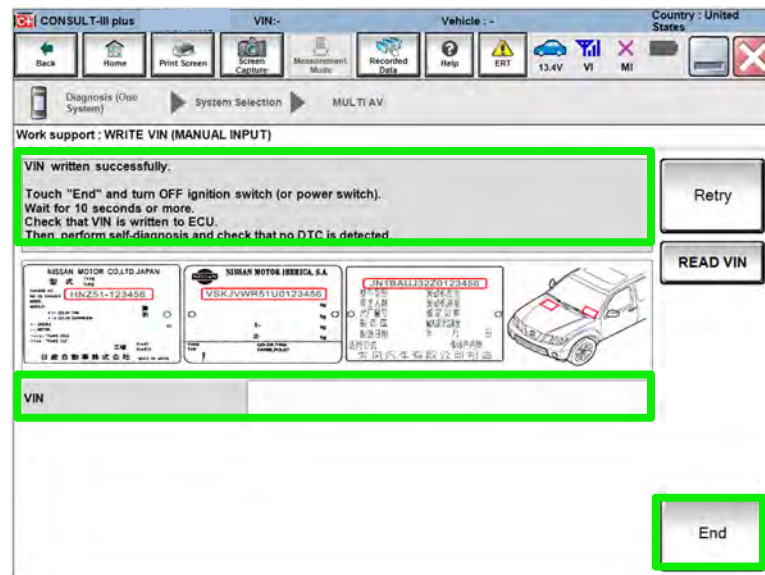
- Select **End**.

Figure 54

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace AV Control Unit W/O Navi	(1)	RX8YAA	ZE	32	1.9

(1) Reference the electronic parts catalog and use the AV Control Unit (25915-*****) as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
June 17, 2020	NTB20-042	Original bulletin published
January 27, 2021	NTB20-042a	Updated APPLIED VEHICLES and Table A