



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Airbag Control Unit Reprogram Voluntary Service Campaign

Reference: PC977

Date: August 16, 2023

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2020-2023 Titan (A61)	66,371	1492	August 16, 2023	NO

*******Dealer Announcement*******

Nissan is conducting a service campaign on certain specific MY2020-2023 Nissan Titan vehicles identified in Service Comm and National Service History – Open Campaigns to improve performance in certain airbag deployment scenarios.

Dealers will inspect, and if necessary, reprogram the Airbag Control Unit.

*******What Dealers Should Do*******

1. Verify if vehicles are affected by this service campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PC977**
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. If a retailed vehicle affected by this Campaign ID visits the dealer for service, the dealer should inform the customer about the service campaign and communicate that the reprogram is available.
3. Once remedied, dealers should submit the applicable warranty claim for the action performed so it can be closed in Service Comm and release the vehicle to the customer.

**** Release Schedule ****

Parts	The remedy involves reprogramming by ASIST downloader tool and USB. No parts are required.
Special Tools	<ul style="list-style-type: none">CONSULT III+USB NI-52727-1
Repair	<ul style="list-style-type: none">NTB23-066
Owner Notification	Nissan will notify the owners of potentially affected vehicles in August 2023 .

**** Dealer's Responsibility ****

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaigns using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service campaign, which for any reason, enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in dealer inventory. If a VIN subject to this voluntary service campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

NISSAN NORTH AMERICA, INC.

Total Customer Satisfaction

Frequently Asked Questions (FAQ):

Q. Is this a Stop Sale?

A. No.

Q. Is this a safety recall?

A. No.

Q. What is the reason for this Voluntary Service Campaign?

A. The Airbag Control Unit software may not meet Nissan’s design intent for deployment in certain unbelted occupant conditions.

Q. What is the possible effect of the condition?

A. The airbag deployment in certain unbuckled occupant conditions may not meet Nissan’s design intent for optimum occupant protection.

Q. What will be the corrective action?

A. The Nissan dealer will inspect, and if necessary, reprogram the Airbag Control Unit.

Q. When will vehicle owners be notified?

A. Nissan will notify the owners of potentially affected vehicles in **August 2023**.

Q. Will I have to take my vehicle back to the selling dealer or contact a dealer?

A. No, any authorized Nissan dealer is able to perform this service campaign.

Q. What model year vehicles are involved?

A. Certain model year 2020-2023 Nissan Titan vehicles manufactured between December 13, 2019 to January 31, 2023

Revision History:

Date	Announcement	Purpose
August 16, 2023	Original	New campaign announcement