



SERVICE BULLETIN

Classification:	Reference:	Date:
EC20-001	NTB20-005	February 4, 2020

2019 TITAN XD DIESEL; MIL ON WITH DTC P1349 AND/OR P21CE

APPLIED VEHICLES: 2019 Titan XD (A61)
APPLIED ENGINE: Cummins 5.0L V8 Diesel

IF YOU CONFIRM

DTC P1349 (UREA TANK LEVEL VALUE ERRATIC) and/or DTC P21CE (REDUCTANT QUALITY MODULE PERFORMANCE) is stored.

NOTE: A DEF System Error message may appear in the vehicle information display. Figure 1 is an example of a message that may appear.



Figure 1

ACTION

1. Perform the appropriate diagnostic procedure for DTC P1349 and/or DTC P21CE as outlined in the Electronic Service Manual (ESM).
2. If the diagnostic procedure in the ESM leads to component replacement, drain and refill the DEF tank. DO NOT replace any components unless instructed to do so in this bulletin.

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

1. Write down the radio settings.

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

2. Record (write down) any other customer settings that will be lost when the battery is disconnected.
 - Refer to the ESM, section **GI-General Information**, for a listing of systems that may lose settings or memory when disconnecting the 12V battery.
 - Look in the GI section index for **ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL**.
 - This list often includes items such as audio, HVAC, power windows, clock, etc.
3. Turn the ignition OFF.
4. Wait at least 2 minutes before proceeding to step 5.
5. Disconnect both negative battery cables.
6. Disconnect both positive battery cables.
7. Remove the DEF tank.
 - Refer to the ESM for DEF tank removal: **ENGINE > EXHAUST SYSTEM > CUMMINS 5.0L > REMOVAL AND INSTALLATION > DEF TANK**.
8. Remove the SCR control unit.
 - Refer to the ESM for SCR control unit removal: **ENGINE > ENGINE CONTROL SYSTEM > CUMMINS 5.0L > REMOVAL AND INSTALLATION > SCR CONTROL UNIT**.

9. Rotate the DEF pump lock ring counterclockwise and remove the lock ring.
10. Remove the DEF pump from the DEF tank and set aside.
11. Drain the DEF tank into a suitable container.
 - Follow local regulations to dispose of the DEF.
12. Reinstall the DEF pump into the DEF tank using a new O-ring. See **PARTS INFORMATION** on the last page.
13. Reassemble all removed components in the reverse order of removal.
14. Fill the DEF tank with new fluid.
15. Reconnect both positive battery cables.
16. Reconnect both negative battery cables.
17. Reset/reinitialize systems as needed.
 - For a listing of systems that require reset/initialization after reconnecting the 12V battery, refer to the ESM, section **GI General Information > ADDITIONAL SERVICE WHEN REMOVING BATTERY NEGATIVE TERMINAL**.
 - This list often includes items such as radio, power windows, clock, sunroof, etc.
18. Erase any stored DTCs in the ECM.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Packing – Functional Unit (DEF Pump O-ring)	20446-EZ40A	1

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
R&I DEF Tank & Replace DEF	(1)	EX2QAA	HC	32	1.2

(1) Reference the electronic parts catalog and use the Urea Tank Assembly (20410-*****) as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
February 4, 2020	NTB20-005	Original bulletin published

