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SAFETY RECALL

CAMPAIGN BULLETIN

Fuel Tank Breather Tube
Voluntary Safety Recall Campaign

Reference: PC494
Date: December 2, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE December 2, 2016

The announcement from November 18th, 2016 has been revised to include:

- Campaign repair bulletin, **NTB16-118**, has been developed and is now available on NNAnet, ASIST, and Dealer360.

Please discard earlier versions of this bulletin.

IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2016 Titan XD(A61D)	12,112	3,996	November 18, 2016	YES

***** Campaign Summary *****

Nissan has updated the previously announced dealer quality action (released September 27, 2016) to a voluntary safety recall campaign. Dealers will inspect the routing of the fuel tank breather tube on approximately **12,112** specific MY2016 Titan XD (A61D) vehicles. During the assembly process of certain 2016 Nissan Titan XD vehicles, certain plant operator technicians may not have removed the temporary fuel tank breather tube cap, and may not have correctly affixed the tube to the bed rail. As a result, the fuel tank may not receive proper ventilation through the fuel tank breather tube and, in rare instances may deform. This condition could result in the fuel gauge, and the separate distance to empty meter to both display inaccurately, possibly allowing the vehicles to run out of fuel without the normal warnings to the driver, increasing the risk of a crash.

The dealer will inspect the fuel tank breather tube for proper routing and the absence of a temporary cap to determine if a vehicle is affected. The fuel tank, fuel sending unit, and/or fuel tank breather tube will be replaced as necessary. In most cases, the condition will be corrected with a breather cap removal and in fewer cases, the fuel tank, fuel sending unit, and/or fuel tank breather tube will be replaced if needed. Nissan does not expect any vehicles in dealer inventory to have fuel tank damage as a result of this issue.

Nissan is committed to a high level of customer safety, service, and satisfaction and are working with dealers to provide an outstanding ownership experience.

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

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **PC494.**
 - **New vehicles in dealer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
 - Refer to NPSB 15-460 for additional information
2. Dealers should not sell, lease, trade, rent or loan any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been repaired.
3. Dealers will use **NTB16-118** to inspect the vehicle.
 - If the fuel tank breather tube is correctly routed, file a claim for the inspection.
 - If the fuel tank breather tube is **not** correctly routed, dealers should follow the procedure in the bulletin to identify the next steps necessary to remedy the vehicle.
4. If a retailed vehicle affected by these campaign ID visits the dealer for service, the dealer should inform the customer about the recall campaign and communicate that parts may need to be ordered. If parts replacement is necessary, rental is available while parts are on order:

EXPENSE CODE	DESCRIPTION
502	Rental Expense
	\$800 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.	

******* Release Schedule *******

Parts	<ul style="list-style-type: none"> • Parts are not expected to be needed for the majority of the vehicles affected. Do not order parts unless damage has occurred as result of failure to remove the fuel tank breather tube cap and correctly secure the tube to the bed rail. <ul style="list-style-type: none"> ○ If needed, parts are orderable via the DCS ordering tool. ○ Fuel tanks are not expected to be available until the week of December 26, 2016 • Parts replaced under this campaign activity may be collected. Follow the attached inspection procedure prior to determining the necessity of replacing any parts. • Pursuant to APRM policy 2.33.13, dealers are expected to comply with the parts return procedure. Dealers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines. • NOTE: Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.
Repair	<ul style="list-style-type: none"> • NTB16-118 • Please discard earlier versions of this dealer announcement
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in December, 2016 via U.S. Mail.

******* Dealer Responsibility *******

It is the dealer’s responsibility to check Service Comm using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary safety recall 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 recall 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.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

A. Yes, a Stop Sale is in effect.

Q. What is the reason for safety recall?

A. During the assembly process of certain 2016 Nissan Titan XD vehicles, certain plant operator technicians may not have removed the temporary fuel tank breather tube cap, and may not have correctly affixed the tube to the bed rail.

Q. What is the possible effect of the condition?

A. The fuel tank may not receive proper ventilation through the fuel tank breather tube and, in rare instances may deform. This condition could result in the fuel gauge, and the separate distance to empty meter to both display inaccurately, possibly allowing the vehicles to run out of fuel without the normal warnings to the driver, increasing the risk of a crash.

Q. What will be the corrective action for this voluntary safety recall campaign?

A. The dealer will inspect the fuel tank breather tube for proper routing and the absence of a temporary fuel cap to determine if a vehicle is affected. The fuel tank, fuel sending unit, and/or fuel tank breather tube will be replaced as necessary.

Q. How long will the corrective action take?

A. The inspection should take less than one (1) hour to complete. If parts replacement is necessary, the repair can take up to two (2) hours to perform once parts are available. However, the Nissan dealer may require your vehicle for a longer period of time based upon their work schedule. All services will be provided at no cost for parts and labor.

Q. When will vehicle owners be notified?

A. Nissan will notify owners in December 2016, asking them to bring their vehicle to an authorized Nissan dealer to have the fuel tank breather tube inspected for proper routing and the presence of a fuel cap.

Q. Are parts readily available?

A. **Parts are not expected to be needed for the majority of the vehicles affected. Dealers should not** order parts unless damage has occurred as result of incorrect routing or installation of the fuel tank breather tube. Parts are currently on restriction and may be ordered using the DCS SVC parts ordering tool. Please refer to **NPSB 16-526** for specific ordering instructions.

Q. Is my vehicle safe to drive?

A. Owners may drive the vehicle at their discretion. However, if the vehicle is subject to the recall, you should make arrangements to have your vehicle remedied as soon as possible.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. If parts are required, rental is covered by the campaign while parts are on order.

EXPENSE CODE		DESCRIPTION
502	Rental Expense	\$800 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The repair will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. Is there anything owners can do to mitigate the condition?

A. Yes. Nissan recommends that customers keep fuel level above ½ tank of fuel to minimize risk of running out of fuel unexpectedly until arrangements for repair can be made. Customers should reduce the level of fuel to less than ¼ of a tank of fuel when bringing the vehicle to the service appointment.

Q. Is there any charge for the repair?

A. No, the repair will be performed for the customer free of charge for parts and labor.

Q. Will I have to take my vehicle back to the selling dealer to have the service performed?

A. No, any authorized Nissan dealer is able to perform the recall campaign.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. What model year vehicles are involved?

A. Certain 2016 Nissan Titan XD Diesel vehicles within a specific production range are affected.

Q. How many vehicles are involved in the campaign?

A. The North American Market is affected as follows:

Region	Total
USA	12,112
CANADA	1,896
Total	14,008

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2016 Nissan Titan XD Diesel	August 7, 2015 through September 1, 2016

Q. Are you experiencing this condition on any other Nissan (or Infiniti) models?

A. No.