



Innovation that excites

# SAFETY RECALL

# CAMPAIGN BULLETIN

## Rear Seat Belt Attachment Hardware Voluntary Recall Campaign

Reference: R1719  
Date: August 2, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

**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
2016-17 Titan (A61)	25,164	<b>6,065</b>	August 2, 2017	<b>YES</b>
2016-17 Titan Diesel (A61D)	19,100	<b>1,882</b>		

### \*\*\*\*\* Campaign Summary \*\*\*\*\*

Nissan is committed to the safety and security of our customers and their passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it will recall certain 2016-2017 model year Titan Crew Cab and Titan XD Crew Cab vehicles sold in the U.S. to remedy a technical noncompliance by improving the energy absorption characteristics of the rear seat belt assembly attachment hardware.

Dealers will replace the right and left side C-pillar finisher, seatbelt bolt, and bolt cap prior to sale or vehicle release.

### \*\*\*\*\* What Dealers Should Do\*\*\*\*\*

- Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm I.D. **R1719**.
  - New vehicles in dealer inventory can be also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
    - Refer to NPSB 15-460 for additional information
- 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.
- Dealers should use **NTB17-088** to remedy the rear seat belt in any vehicles subject to this campaign.
- Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

\*\*\*\*\* Release Schedule \*\*\*\*\*

<b>Parts</b>	<ul style="list-style-type: none"><li>Nissan will automatically ship parts for vehicles in dealer inventory subject to stop sale. <b>Do not order parts for dealer inventory.</b><ul style="list-style-type: none"><li>Shipments will begin to arrive at dealers by <b>August 4, 2017</b></li></ul></li><li>Dealers may place an SVC order on DBS to obtain parts as needed for retail customers beginning <b>August 7, 2017</b> at 9:00 AM CST.</li></ul>
<b>Repair</b>	<ul style="list-style-type: none"><li><b>NTB17-088</b></li></ul>
<b>Owner Notification</b>	Nissan will begin notifying owners of all potentially affected vehicles in <b>September 2017</b> 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 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 recall?**

A. Yes. A Stop Sale is in effect.

**Q. What is the reason for recall?**

A. The subject vehicles contain a technical noncompliance with one portion of Federal motor vehicles safety standard (FMVSS) No. 201U. More specifically, the energy absorption characteristics of the rear seat belt assembly slightly deviated from the standard, when tested at a specific angle. Design countermeasures have already been implemented in new production.

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

A. Dealers will replace the right and left side C-pillar finisher, seatbelt bolt, and bolt cap.

**Q. How long will the corrective action take?**

A. The remedy should take approximately one (1) hour to complete. The dealer may require the vehicle for a longer period of time based upon the dealer's work schedule.

**Q. When will vehicle owners be notified?**

A. Nissan will begin notifying owners of all potentially affected vehicles in **September 2017** via U.S. Mail.

**Q. Are parts readily available?**

A. Yes, Nissan will begin shipping parts automatically to dealers during the first week of August. Parts are currently on restriction and will be orderable via the DBS SVC parts ordering tool beginning August 7, 2017.

- Please refer to **NPSB 16-526** for specific ordering instructions.

**Q. Is my vehicle safe to drive?**

A. Owners may continue to drive their vehicles at their discretion. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle.

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

A. No mitigation is necessary, but please bring your vehicle in to have the remedy performed.

**Q. Is there any charge for this repair?**

A. No, the remedy 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. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?**

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

**Q. What model year vehicles are involved?**

A. Certain 2016-17 Nissan Titan and Titan Diesel vehicles built in Canton, MS within a specific production range are affected.

**Q. How many vehicles are involved in the campaign?**

A. The number of units potentially affected is as follows:

<b>Region</b>	<b>Titan (A61)</b>	<b>Titan Diesel (A61D)</b>	<b>Total</b>
USA	<b>25,164</b>	<b>19,100</b>	<b>44,264</b>

<b>Make/Model</b>	<b>Dates of Manufacture</b>
MY2016-17 Titan (A61)	September 29, 2015 through February 24, 2017
MY2016-17 Titan Diesel (A61D)	August 7, 2015 through February 24, 2017