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SAFETY RECALL

CAMPAIGN BULLETIN

Rear Seat Belt Attachment Hardware Voluntary Recall Campaign

Reference: R1719
Date: October 20, 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.

UPDATE October 20, 2017

The announcement from August 2, 2017 has been revised to include:

- o A revised campaign repair bulletin **NTB17-088** is now available
 - Replacement of the Garnish-Lock Pillars is no longer required. Dealers will now install foam to the existing Garnish-Lock Pillars
 - The following special tool, required for the new repair, was shipped to dealers on October 11, 2017:
 - J-52504 Foam Spacer Alignment Tool
 - Dealers can deplete their existing stock of Garnish-Lock Pillars and then transition to foam repair

Please discard earlier versions of this bulletin.

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|-----------------------------|----------------------|-------------------|-------------------------------|---------------------|
| 2016-17 Titan (A61) | 25,164 | 6,065 | August 2, 2017 | YES |
| 2016-17 Titan Diesel (A61D) | 19,100 | 1,882 | | |

******* 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 install foam to the existing right and left side Garnish-Lock Pillars, and replace the seatbelt bolt and bolt cap prior to sale or vehicle release.

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

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History – Open Campaign 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
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 should use **NTB17-088** to remedy the rear seat belt in any vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

| Parts | <ul style="list-style-type: none"> • Nissan automatically shipped parts for vehicles in dealer inventory subject to stop sale. Do not order parts for dealer inventory. <ul style="list-style-type: none"> ◦ Shipments began arriving at dealers on August 4, 2017 • Replacement of the Garnish-Lock Pillars is no longer required. Dealers will now install foam to the existing lock pillar. Dealers may place an SVC order on DBS to obtain foam parts as needed for retail customers beginning October 23, 2017 at 9:00 AM CST. <table border="1" style="margin: 10px auto;"> <thead> <tr> <th style="background-color: black; color: white;">DESCRIPTION</th> <th style="background-color: black; color: white;">PART NUMBER</th> <th style="background-color: black; color: white;">QUANTITY</th> </tr> </thead> <tbody> <tr> <td rowspan="2">*Cover Shoulder Anchor</td> <td>87942-EZ01B (black)</td> <td rowspan="2" style="text-align: center;">2</td> </tr> <tr> <td>87942-EZ01A (beige)</td> </tr> <tr> <td>Bolt</td> <td>01125-0109U</td> <td style="text-align: center;">2</td> </tr> <tr> <td>Spacer-Foam</td> <td>74978-9FS1A</td> <td style="text-align: center;">1 (comes 2 per package)</td> </tr> </tbody> </table> <p>*NOTE: Please order either beige OR black cover shoulder anchors. Do NOT order both for the same VIN.</p> | DESCRIPTION | PART NUMBER | QUANTITY | *Cover Shoulder Anchor | 87942-EZ01B (black) | 2 | 87942-EZ01A (beige) | Bolt | 01125-0109U | 2 | Spacer-Foam | 74978-9FS1A | 1 (comes 2 per package) |
|---------------------------|--|-----------------------------------|-------------|----------|------------------------|---------------------|----------|---------------------|------|-------------|----------|-------------|-------------|-----------------------------------|
| DESCRIPTION | PART NUMBER | QUANTITY | | | | | | | | | | | | |
| *Cover Shoulder Anchor | 87942-EZ01B (black) | 2 | | | | | | | | | | | | |
| | 87942-EZ01A (beige) | | | | | | | | | | | | | |
| Bolt | 01125-0109U | 2 | | | | | | | | | | | | |
| Spacer-Foam | 74978-9FS1A | 1 (comes 2 per package) | | | | | | | | | | | | |
| Special Tool | <p>The following special tool was shipped to dealers on October 11, 2017:</p> <ul style="list-style-type: none"> • J-52504 Foam Spacer Alignment Tool <p>Additional tools can be purchased through TechMate at 1-800-662-2001.</p> | | | | | | | | | | | | | |
| Repair | <ul style="list-style-type: none"> • NTB17-088 | | | | | | | | | | | | | |
| Owner Notification | <p>Nissan began notifying owners of all potentially affected vehicles in September 2017 via U.S. Mail.</p> | | | | | | | | | | | | | |

******* Claims Information *******

If Garnish-Lock Pillars were replaced:

Submit a "CM" line claim using the following claims coding:

| CAMPAIGN ("CM") ID | DESCRIPTION | OP CODE | FRT |
|--------------------|--|---------------|----------------|
| R1719 | Rear Seat Belt Repair, Left and Right | R17190 | 0.4 Hrs |

PARTS INFORMATION:

| DESCRIPTION | PART NUMBER | QTY |
|---|---------------------|-----|
| Bolt | 01125-0109U | 2 |
| Garnish-Lock Pillar LH (Rear garnish pillar upper finisher) | 76914-EZ28A | 1 |
| Garnish-Lock Pillar RH (Rear garnish pillar upper finisher) | 76913-EZ28A | 1 |
| Cover Shoulder Anchor (claim only black or beige) | 87942-EZ01B (black) | 2 |
| | 87942-EZ01A (beige) | 2 |

OR**If using the Spacer-Foam repair:**

Submit a "CM" line claim using the following claims coding:

| CAMPAIGN ("CM") ID | DESCRIPTION | OP CODE | FRT |
|--------------------|---------------------------------------|---------|---------|
| R1719 | Rear Seat Belt Repair, Left and Right | R17191 | 0.4 Hrs |

PARTS INFORMATION:

| DESCRIPTION | PART NUMBER | QTY |
|---|---------------------|-----|
| Bolt | 01125-0109U | 2 |
| Foam Spacer (Kit includes 2 foam spacers) | 74978-9FS1A | 1 |
| Cover Shoulder Anchor (claim only black or beige) | 87942-EZ01B (black) | 2 |
| | 87942-EZ01A (beige) | 2 |

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

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaign 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 install foam to the existing right and left side Garnish-Lock Pillars, and replace the seatbelt bolt and bolt cap prior to sale or vehicle release.

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 began notifying owners of all potentially affected vehicles in **September 2017** via U.S. Mail.

Q. Are parts available?

A. Yes. Nissan automatically shipped parts for vehicles in dealer inventory subject to stop sale on **August 4, 2017**. **Replacement of the Garnish-Lock Pillars is no longer required. Dealers will now install foam to the existing lock pillar.** Dealers may place an SVC order on DBS to obtain foam parts as needed for retail customers beginning October 23, 2017 at 9:00 AM CST

- o 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 received 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:

| Region | Titan (A61) | Titan Diesel (A61D) | Total |
|---------------|--------------------|----------------------------|---------------|
| USA | 25,164 | 19,100 | 44,264 |

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