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# SAFETY RECALL

# CAMPAIGN BULLETIN

## Reduced Capacity Label Voluntary Recall Campaign

Reference: PC623  
Date: April 17, 2018

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
2016-18 Titan (A61)	159	<b>120</b>	April 17, 2018	<b>YES</b>
2016 Titan XD (A61D)	322	<b>5</b>		
2018 Titan XD (A61D)	2	<b>2</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 2016-2018 model year Titan vehicles and certain 2016 and 2018 model year Titan XD vehicles sold in the U.S. to remedy a potential noncompliance with FMVSS 110 by installing a reduced capacity label to account for factory installed accessories that weigh more than 100 lbs. or 1.5% GVWR, whichever is less.

Dealers will receive a VIN list for affected retailed and inventory vehicles. The list will include the corresponding weight capacity reduction for each specific VIN. Dealers will also receive blank labels via Fed Ex for each vehicle in dealer inventory beginning **April 18, 2018**.

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

- Verify if new vehicles in their inventory are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History – Open Campaign I.D. **PC623**.
  - 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
- Dealers **must 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 the instructions included with this announcement to write in the specific weight capacity reduction (**rounded to the nearest pound**) for each VIN and apply the corrected label to the vehicle.
  - Dealers will receive two blank labels and protective film for each affected VIN in their inventory as well as a VIN list with applicable weight reduction by VIN
  - If additional labels are required for this activity, send the information below in an email to [nnafqasupport@nissan-usa.com](mailto:nnafqasupport@nissan-usa.com):
    - VIN, Dealer number, dealer name and address
    - Contact name, phone number and email address

4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.
- If a vehicle already has a corrected label installed, the dealer should file a claim as noted at the end of the instructions to document the vehicle contains a corrected weight label

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>• Nissan will automatically ship two (2) blank labels and protective film for each vehicle in dealer inventory subject to stop sale along with a list of correct weights for each VIN. <ul style="list-style-type: none"> <li>◦ Shipments will begin to arrive at dealers by <b>April 18, 2018</b> via Fed Ex</li> </ul> </li> <li>• Additional replacement labels can be obtained by following the information above</li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>Refer to instructions included with this announcement</b></li> </ul>
<b>Owner Notification</b>	<p>Nissan will notify affected owners via first class mail in <b>May 2018</b> with a corrected label for their vehicle. The labels sent to owners will include the reduced capacity amount for the applicable VIN on the label.</p> <p>Owners will also receive instructions on how to install the label or they can visit a dealer and request installation of the label.</p>

**\*\*\*\*\* Claims Information \*\*\*\*\***

If an affected owner visits the dealer and requests the service department to install their label, please use the following claims coding.

<b>CAMPAIGN (CM) I.D. #</b>	<b>DESCRIPTION</b>	<b>OP CODE</b>	<b>FRT</b>
PC623	Inspect and, if necessary, install Reduced Capacity Label	PC6230	0.2

**\*\*\*\*\* 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. Nissan is recalling certain 2016-2018 model year Titan vehicles and certain 2016 and 2018 model year Titan XD vehicles sold in the U.S. to remedy a potential noncompliance with FMVSS 110 by installing a reduced capacity label to account for factory installed accessories that weigh more than 100 lbs. or 1.5% GVWR, whichever is less.

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

- A. Dealers must use the instructions included with this announcement to write in the specific weight capacity reduction for each VIN in their inventory and apply the corrected label to the vehicle.

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

- A. The remedy should take approximately twelve (12) minutes 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 notify affected owners via first class mail in **May 2018** with a corrected label for their vehicle. The labels sent to owners will already have the amount of reduced capacity listed on the label.

Owners will also receive instructions on how to install the label or they can visit a dealer and request installation of the label.

**Q. Are parts readily available?**

- A. Nissan will send labels and instructions to dealers via Fed Ex beginning **April 18, 2018**.

**Q. How can I obtain replacement correction labels for this noncompliance recall?**

- A. If the reduced capacity label has been lost, you can obtain another one by emailing a request to [NNAFOASupport@Nissan-usa.com](mailto:NNAFOASupport@Nissan-usa.com) with the following information:

Dealer code:  
Dealer name:  
Dealer address:  
VIN:  
Contact name:  
Contact phone number:  
Contact email address:

The above contact information for a replacement reduced capacity label is only valid for a request regarding this campaign. **Do not order multiple reduced capacity labels per VIN or request.**

Please allow up to two (2) business days for reduced capacity label delivery.

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

A. Yes.

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

A. No mitigation is necessary, but owners should be aware of Gross Combined Vehicle Weight (GCVW) limits for their vehicle and understand the vehicle capacity is lowered by the number of pounds listed on the reduced capacity label.

**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, owners may install the reduced capacity labels themselves using the instructions mailed to them or they may visit any authorized Nissan dealer 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 2016-18 Nissan Titan vehicles and certain 2016 and 2018 Titan XD vehicles built in Canton, MS within a specific production range are affected.

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

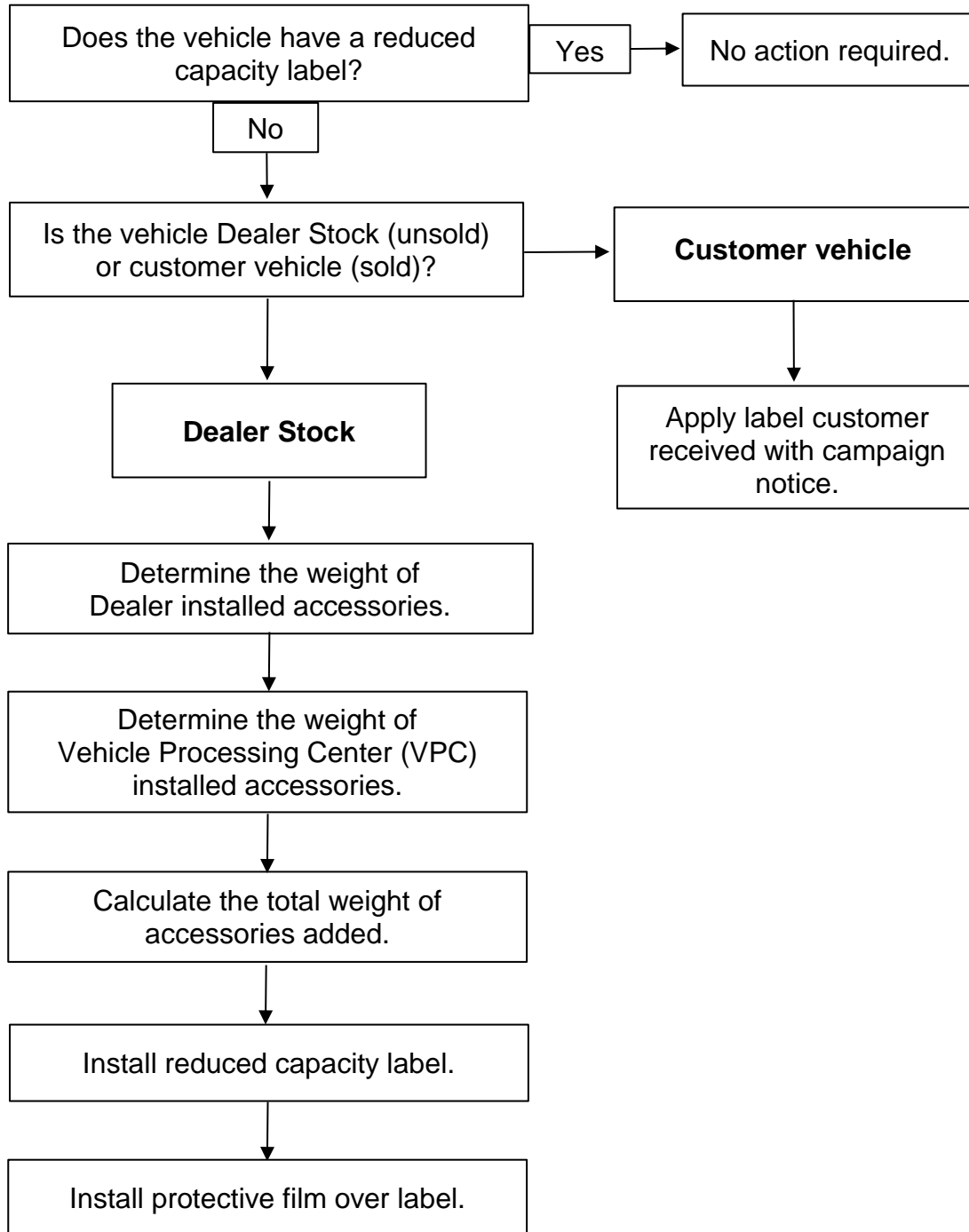
A. The number of units potentially affected is as follows:

<b>Region</b>	<b>Titan (A61)</b>	<b>Titan XD (A61D)</b>	<b>Total</b>
USA	159	324	483

<b><u>Make/Model</u></b>	<b><u>Dates of Manufacture</u></b>
2016-2018 Nissan Titan	April 14, 2016 through February 27, 2018
2016 Nissan Titan XD	November 18, 2015 through September 17, 2016
2018 Nissan Titan XD	December 7, 2017 through February 13, 2018

# PC623 2016-2018 TITAN AND TITAN XD REDUCED CAPACITY LABEL

## REDUCED CAPACITY LABEL INSTALLATION (overview)



## SERVICE PROCEDURE

1. Park the vehicle in a safe place with the ignition OFF, the parking brake ON, and the automatic transmission in "P".
2. Open the driver's door.
3. Check if the vehicle already has a reduced capacity label (see Figures 1-3).



### Crew Cab (Figure 1) and Single Cab (Figure 2)

If present, the reduced capacity label will be located **below** the existing Tire and Loading Information label on the driver's side B pillar (driver doorjamb).



Figure 1



Figure 2

### King Cab (Figure 3)

If present, the reduced capacity label will be located **above** the existing Tire and Loading Information label on the driver's side rear passenger door.



Figure 3

4. Does vehicle already have a reduced capacity label?

Vehicle is in Dealer Stock (unsold) and does not have a label: go to step 5, below.

Vehicle brought in by Customer (sold) and does not have a label: go to step 9 on page 5.

Vehicle already has a label: No further action is needed. Discard customer's label.

5. Determine the weight of any dealer installed accessories.

- A listing of Nissan-approved accessories and their corresponding weights can be found at: NNA.net.com > MY DOCUMENTS > Accessories > Current Model Application Charts.
- If the accessory you are installing is not listed in the Accessory Application Charts, use a simple scale to weigh the accessory.
- Subtract the weight of any parts removed from the weight of the parts installed to determine total added weight.
  - Use a simple scale to weigh any parts removed from the vehicle (for example, if you are removing one set of wheels and replacing with another set).

6. Determine the weight of Vehicle Processing Center (VPC) installed accessories.

- The vehicle Monroney Label will list VPC installed accessories.
- A listing of Nissan-approved accessories and VPC installed accessories with their corresponding weights can be found at: NNA.net.com > MY DOCUMENTS > Accessories > Current Model Application Charts.

7. Calculate the total accessory weight added.

- VPC installed accessories (if applicable), plus dealer installed accessories, minus removed items, equals total accessory weight added.

**EXAMPLE:**

Weight of VPC installed accessories.....120 lbs.  
Weight of dealer installed accessories.....+ 50 lbs.  
Weight of parts removed.....- 10 lbs.  
Total weight added.....= 160 lbs.

8. Use a black permanent pen/marker to write the weight calculated in step 7 on the reduced capacity label.



9. Install the reduced capacity label.

**NOTE:**

- The adhesive on the label is permanent. Extra care should be taken when applying the label since it **cannot** be removed once it is attached.
  - It is important the surface be free of dirt and oil to ensure proper adhesion of the label.
- a. Clean the area where the label will be placed (see Figures 4-6 for appropriate location) with isopropyl alcohol and water.
  - b. Completely dry the area cleaned.
  - c. Peel the label from the backing sheet and affix it within approximately 1 inch of the Tire and Loading Information label.
    - See Figures 4-6 for appropriate label placement location for your vehicle.

Crew Cab (Figure 4) and Single Cab (Figure 5)

Affix the label **below** the Tire and Loading Information label.



Figure 4

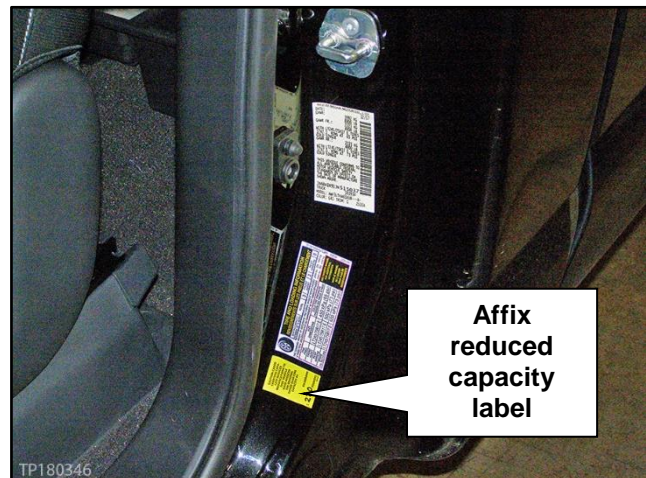


Figure 5

King Cab (Figure 6)

Affix the label **above** the Tire and Loading Information label.



Figure 6



## 10. Further action needed?

Vehicle is in **Dealer Stock (unsold)**: Yes. Go to step 11, below.

Vehicle brought in by **Customer (sold)**: No further action is needed. This procedure is complete.

## 11. Install the provided protective film over the reduced capacity label.

### PARTS INFORMATION

- An Owner's Letter accompanied by a **vehicle specific** reduced capacity label was issued for each customer owned vehicle affected by this campaign.

**NOTE:** If the reduced capacity label has been lost, you can obtain another one by emailing a request to [NNAFQASupport@Nissan-usa.com](mailto:NNAFQASupport@Nissan-usa.com) with the following information:

Dealer code
Dealer name
Dealer address
VIN
Contact name
Contact phone number
Contact email address

- The above contact information for a replacement reduced capacity label is only valid for a request regarding this campaign.
  - Do not order multiple reduced capacity labels per VIN or request.
  - Please allow up to two (2) business days for reduced capacity label delivery.
- Dealers were supplied with blank reduced capacity labels and protective film (for labels) for vehicles in their inventory that are affected by this campaign.

### CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

CAMPAIGN (CM) I.D. #	DESCRIPTION	OP CODE	FRT
PC623	Inspect and, if necessary, install Reduced Capacity Label	PC6230	0.2 hrs