



Innovation that excites

SAFETY RECALL

CAMPAIGN BULLETIN

Generator Harness Voluntary Recall Campaign

Reference: PC673
Date: June 27, 2019

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
MY2017-19 Titan (A61) equipped with VK56 Engine Type ONLY	91,319	512	June 27, 2019	YES

*******Dealer Announcement*******

Nissan is reclassifying the previously announced quality action (under the same campaign ID) as a Voluntary Safety Recall to inspect the generator harness on certain Titan (A61) half-ton trim level vehicles, VK56 Engine only. Due to a manufacturing issue that has since been corrected, certain vehicles may have had the engine sub-harness damaged during the assembly process. As a result, an electrical short may occur and may cause the customer to experience abnormal electrical activity (intermittent radio, flickering lights, battery discharge, etc.). In rare cases, the short may result in an engine compartment thermal incident.

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

- Verify if vehicles are affected by this Voluntary Safety Recall using Service Comm or DBS National Service History – Open Campaigns I.D. **PC673**
 - 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
 - Please continue to check newly arriving inventory for campaign applicability.**
- Dealers **must not sell, lease, trade, rent, or loan** any vehicles in dealer inventory affected by this recall campaign until the vehicle has been inspected and, if necessary, repaired.
- Dealers should use **NTB19-053** to inspect and, if necessary, remedy any vehicles subject to this campaign.
- Upon completion of the inspection, and if necessary repair, the service department should submit the applicable warranty claim for the action performed so it can be closed on SERVICE COMM.

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

Parts	<ul style="list-style-type: none"> • Most vehicles will be inspection only and not require parts. The expected incident rate requiring parts is less than 0.25% • Parts for this campaign are available and are orderable as needed. Part numbers may vary and should not be stocked. • Parts replaced under this campaign activity may be collected. Follow the inspection procedure in the campaign bulletin prior to determining the necessity of replacing any parts. <ul style="list-style-type: none"> ▪ Pursuant to APRM warranty parts return program policy, 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"> • NTB19-053
Owner Notification	<ul style="list-style-type: none"> • Nissan will begin notifying owners of all potentially affected vehicles in July 2019 via U.S. Mail.

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

It is the dealer's responsibility to check Service Comm or DBS National Service History 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 new vehicle 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 the recall?

A. Due to a manufacturing issue at the plant that has since been corrected, certain Titan (A61) half-ton trim level vehicles, VK56 Engine Only, may have had the engine sub-harness damaged during the assembly process.

Q. What is the possible effect of the condition?

A. If the engine sub-harness was damaged, an electrical short may occur and may cause the customer to experience abnormal electrical activity (intermittent radio, flickering lights, battery discharge, etc.).

This condition may prevent the battery from charging and lead to battery discharge. If the condition worsens, the vehicle will operate at reduced power and may result in an engine stall while driving. In rare cases, the short may result in an engine compartment thermal incident.

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

A. Dealers will inspect and, if necessary, replace the damaged harness.

Q. How long will the corrective action take?

A. This free service could take less than an hour to inspect and up to two (2) hours if repairs are necessary, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule and parts availability should the harness replacement be necessary.

Q. When will vehicle owners be notified?

A. Nissan will begin sending notifications to owners of all potentially affected vehicles in **July 2019** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. 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. Affected owners are encouraged to have their vehicles inspected, and, if necessary, repaired as soon as possible upon notification.

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

A. No.

Q. Are parts readily available?

A. Yes. Nissan estimates less than 0.25% of vehicles will require parts. Dealers may order parts as needed after the inspection, as part numbers may vary.

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

A. Yes. Complimentary alternate transportation is available if your vehicle requires parts replacement.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBI17-011 for additional information on application of rental reimbursement.		

Q. Is there any charge for the inspection, and if necessary, repair?

A. No. The inspection and, if necessary, 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 MY2017-19 Nissan Titan (A61) vehicles manufactured between April 14, 2016 and October 8, 2018 at the Canton, MS plant in the USA.

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

A. No.

Revision History:

Date	Announcement	Purpose
December 13, 2018	Quality Action	New campaign announcement
June 27, 2019	Voluntary Safety Recall	Update to Voluntary Safety Recall Campaign Announcement Additional VINs added