

# Part 573 Safety Recall Report

# 20V-556

**Manufacturer Name :** Nissan North America, Inc.

**Submission Date :** SEP 23, 2020

**NHTSA Recall No. :** 20V-556

**Manufacturer Recall No. :** PC751



## Manufacturer Information :

**Manufacturer Name :** Nissan North America, Inc.

**Address :** P. O. BOX 685001

Franklin TN 37068-5009

**Company phone :** 800-647-7261

## Population :

**Number of potentially involved :** 82

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2019-2019 Nissan Titan

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** PICKUP TRUCK

**Power Train :** GAS

**Descriptive Information :** Based on supplier records, the subject condition only affects certain Model Year 2019 Nissan Titan vehicles with LED (Light-Emitting Diode) head lamps. Model Year 2020 Titan vehicles use a different supplier.

The subject LED headlamps are specific to Titan vehicles produced at the Canton plant and, based on supplier records, this issue affects no other Nissan or Infiniti vehicles.

**Production Dates :** NOV 22, 2019 - DEC 03, 2019

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Noncompliance :

**Description of the Noncompliance :** Due to an operator error at the supplier, the wrong software program was used to etch markings into the head lamp lens on the affected vehicles. Specifically, the LED head lamp may have been assembled with halogen head lamp lens markings, and as a result, the LED head lamps may not contain the correct nomenclature and photometric aiming marks. In this condition, the LED head lamps do not meet the requirements defined in S10.18.5.3; Optical axis marking-visual/optical aim headlamp and S10.18.9.6.1; The lens of a lower beam headlamp must be marked "VOL" if the headlamp is intended to be visually/optically aimed using the left side of the lower beam pattern of FMVSS No. 108. Additionally, the head lamps do not conform to requirements defined in S6.5.3.4; Replaceable bulb headlamp markings.

FMVSS 1 : 108 - Lamps, reflective devices, and assoc. Equipment

FMVSS 2 : NR

Description of the Safety Risk : The incorrect marks may cause the headlights to be aimed incorrectly during servicing, resulting in insufficient illumination of the road while driving at night, thereby increasing the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : No preceding warning occurs.

## Involved Components :

Component Name 1 : RH Head Lamp

Component Description : Right Hand Head Lamp

Component Part Number : 26010-EZ22B

Component Name 2 : LH Head Lamp

Component Description : Left Hand Head Lamp

Component Part Number : 26060-EZ22B

Component Name 3 : RH Head Lamp

Component Description : Right Hand Head Lamp

Component Part Number : 26010-9FT1B

Component Name 4 : LH Head Lamp

Component Description : Left Hand Lamp

Component Part Number : 26060-9FT1B

## Supplier Identification :

### Component Manufacturer

Name : Ventra Sandusky LLC

Address : 3020 Sandusky

Ohio TENNESSEE 44870

Country : United States

## Chronology :

December 2019 – During a routine internal audit, a Nissan lab technician noticed a discrepancy with the markings on the LED head lamp assembly of a Titan vehicle at the Canton plant. Nissan notified the supplier of the issue and with the supplier, began an investigation.

January 2020 – Nissan conducted an on-site review of the supplier LED head lamp production process to determine the scope and root cause of the issue.

February 2020 – During the investigation, it was discovered that due to an operator error at the supplier, the halogen head lamp software program was incorrectly used to etch markings into the LED head lamp lens assembly.

Using supplier production records, Nissan initiated a warranty parts collection activity to confirm the range of affected vehicles. Nissan also inspected in-house fleet vehicles for potentially affected parts. During this time, Nissan conducted a follow up on-site supplier review to obtain additional information about the scope of the issue.

March 2020 to June 2020 – Nissan experienced business interruptions of U.S. operations due to COVID-19 public health concerns. As a result, the Canton, MS plant was shut down from March 30, 2020 to June 8, 2020. Because of the shutdown and local public health requirements, the investigation process was slowed.

July 2020 through August 2020 - Nissan also concluded its analysis of the warranty return parts collection activity. Nissan also initiated a dealer action, requesting dealers to inspect their vehicle inventory. Both actions confirmed that no vehicles outside of the supplier suspect range were affected. Concurrently, Nissan determined whether the subject condition affected compliance with FMVSS.

September 3, 2020 – Upon confirming that the subject condition affected compliance with FMVSS No. 108, Nissan made a noncompliance determination.

## Description of Remedy :

Description of Remedy Program : Dealers will inspect the LED head lamp markings and replace one or both of the head lamp assemblies if incorrect.

We will not include a statement in the Part 577 owner notification concerning reimbursement for the cost of obtaining a pre-notification remedy as the subject vehicles are under warranty.

How Remedy Component Differs from Recalled Component : The remedy component contains the correct head lamp lens marking required by the regulation.

Identify How/When Recall Condition was Corrected in Production : NR

### Recall Schedule :

Description of Recall Schedule : Nissan will notify all owners of potentially affected vehicles beginning October 20, 2020. Dealers were notified on September 15, 2020.

Planned Dealer Notification Date : SEP 15, 2020 - NR

Planned Owner Notification Date : OCT 20, 2020 - NR

\* NR - Not Reported