



# RECALL

## CAMPAIGN BULLETIN

### Headlamp Inspection Voluntary Non-Compliance Recall Campaign

Reference: PC751

Date: September 15, 2020

**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
2019 Titan (A61)	82	6	September 15, 2020	<b>YES</b>

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

Nissan is closing the existing Quality Action (PC747). Based on new information, Nissan is redefining the affected VIN population for this concern and is conducting a Voluntary Non-compliance Recall (PC751) to inspect LED (Light-Emitting Diode) Headlamp markings and, if necessary, replace the LED Headlamp assembly for specific 2019 Titan (A61) vehicles identified in Service Comm.

Titan models equipped with LED headlamps may contain incorrect lens markings. Specifically, the headlamp may have been assembled with halogen headlamp lens markings and, as a result, the LED lamps may not contain the correct nomenclature and photometric aiming marks. In this condition, the LED headlamps may not meet Federal Motor Vehicle Safety Standard (FMVSS) No. 108; Lamps, reflective devices, and associated equipment. The issue does not impact headlamp aim and performance at the time of production, but may impact serviceability.

Affected vehicles **are subject** to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

1. Verify if vehicles are affected by this Voluntary Non-Compliance Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **PC751**.
  - 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.**
2. 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.
3. Dealers should use **NTB20-063** to correct any vehicles subject to this campaign.
  - If a retailed vehicle affected by this campaign ID visits the dealer for service, the retailer

should inform the customer about the recall campaign and communicate that parts may need to be ordered. In an effort to minimize inconvenience to the customer, dealers should place an order for the part and schedule a follow up appointment for repair once the part is available.

4. Once remedied 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>• <b>Parts are on restriction.</b> <ul style="list-style-type: none"> <li>○ <b>Parts may be ordered via DBS beginning September 15, 2020.</b> <ul style="list-style-type: none"> <li>• Order only the required part, <b>do not</b> use the “add by campaign” function (which will order one of all possible parts)</li> </ul> </li> <li>▪ Parts restriction will be removed and dealers will be able to place an order for additional parts, as needed, via normal ordering process beginning <b>October 6, 2020.</b></li> </ul> </li> </ul> <p><b>NOTE: Nissan anticipates less than 1% of affected vehicles will require replacement.</b></p> <p><b>Parts replaced under this activity will be placed on parts collection. Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.</b></p>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB20-063</b></li> </ul>
<b>Owner Notification</b>	Nissan will begin sending notifications to owners of all potentially affected vehicles in <b>October 2020</b> 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 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.**

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

A. Titan models equipped with LED headlamps may contain incorrect lens markings. Specifically, the headlamp may have been assembled with halogen headlamp lens markings and, as a result, the LED lamps may not contain the correct nomenclature and photometric aiming marks.

**Q. What is the possible effect of the condition?**

A. In this condition, the LED headlamps may not meet Federal Motor Vehicle Safety Standard (FMVSS) No. 108; Lamps, reflective devices, and associated equipment. The issue does not impact headlamp aim and performance at the time of production, but may impact serviceability.

**Q. Is this a Stop Sale?**

A. Yes.

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

A. Dealers will inspect LED (Light-Emitting Diode) Headlamp markings and, if necessary, replace the LED (Light-Emitting Diode) Headlamp assembly.

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

A. This free service should take up to one (1) hour to complete but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

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

A. Nissan will begin sending notifications to owners of all potentially affected vehicles in **October 2020** 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 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. Parts are currently on restriction. **Parts may be ordered via DBS beginning September 15, 2020.** Parts restriction will be removed and dealers will be able to place an order for additional parts, as needed, via normal ordering process beginning **October 6, 2020.**

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

A. Yes. Complimentary alternate transportation is available, upon customer request, while parts are on order.

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 WBP19-017 for additional information on application of rental reimbursement.		

**Q. Is there any charge for the 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 MY2019 Nissan Titan (A61) vehicles equipped with LED (Light-Emitting Diode) headlamps and manufactured between November 22, 2019 and December 3, 2019 at the Canton, Mississippi plant are affected.

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

A. No.

**Revision History:**

Date	Announcement	Purpose
September 15, 2020	Voluntary Non-Compliance Recall	New Campaign Announcement