



SAFETY RECALL

CAMPAIGN BULLETIN

Engine Control (EGI) Harness Voluntary Safety Recall Campaign

Reference: PC773
Date: December 9, 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
2020 Titan (A61)	7,583	838	December 9, 2020	YES

***** Campaign Summary *****

Nissan is issuing a Voluntary Safety Recall to inspect specific 2020 Titan (A61) vehicles identified in Service Comm to inspect and remedy the engine control (EGI) harness. Due to a manufacturing issue at the supplier, the EGI harness may have been assembled incorrectly and may have left an exposed wire. If visible damage is found, during the remedy, the entire harness must be replaced.

If the transmission power wire is exposed it may contact the copper wire from the shielded transmission power wire and cause an electrical short or arcing. An electrical short from an exposed wire may cause the customer to experience abnormal engine and transmission performance. A short might also affect the fuel pump power supply, resulting in engine stall while driving without the ability to restart or cause thermal damage and the possibility of a thermal incident.

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 Safety Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **PC773**.
 - 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 remedied.
3. Dealers should use **NTB20-089** to inspect and remedy any vehicles subject to this campaign.
4. Once remedied dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts	<p>Parts are on restriction.</p> <ul style="list-style-type: none">Nissan has developed an initial automatic parts shipment to supply each affected dealer with one (1) repair kit. Shipments should arrive at affected dealerships by Monday, December 14, 2020.Additional repair kits may be ordered, as needed, via DBS beginning December 16, 2020.<ul style="list-style-type: none">➤ 240R2-9FV0B – EGI Harness Repair Kit <p>If visible damage is identified, and harness replacement is needed, contact the Warranty Claims Call Center (WCCC) at 1-800-258-7008 (Option 7).</p> <p>NOTE: Parts replaced under this campaign activity will be collected. Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.</p>
Repair	<ul style="list-style-type: none">NTB20-089
Owner Notification	Nissan will begin sending notifications to owners of all potentially affected vehicles in January 2021 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. Is this a Stop Sale?

A. Yes.

Q. What is the reason for the recall?

A. Due to a manufacturing issue at the supplier, the EGI harness may have been assembled incorrectly and may have left an exposed wire.

Q. What is the possible effect of the condition?

A. If the transmission power wire is exposed it may contact the copper wire from the shielded transmission power wire and cause an electrical short or arcing. An electrical short from an exposed wire may cause the customer to experience abnormal engine and transmission performance. A short might also affect the fuel pump power supply, resulting in engine stall while driving without the ability to restart or cause thermal damage and the possibility of a thermal incident.

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

A. Dealers will inspect and remedy the engine control (EGI) harness. If visible damage is found, during the remedy, the entire harness must be replaced.

Q. How long will the corrective action take?

A. This free service should take up to one and a half (1.5) hours 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 **January 2021** 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 remedied 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 on restriction and may be ordered, as needed, via DBS.

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 the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement including policy modifications outlined in WBP20-018.		

Q. Is there any charge for this remedy?

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 MY2020 Nissan Titan (A61) vehicles with gasoline engines manufactured in the Canton, MS plant from December 13, 2019 to June 3, 2020 are potentially affected.

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

A. No.

Revision History:

Date	Announcement	Purpose
December 9, 2020	Voluntary Safety Recall	New Campaign Announcement