



# SAFETY RECALL

## CAMPAIGN BULLETIN

Road Tires and Spare Tire  
Voluntary Safety Recall Campaign

Reference: PC973/PC974

Date: April 18, 2023

Attention: Dealer Principal, Sales, Service & Parts Managers

**IMPORTANT:** It is a violation of Federal law for dealers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

### PC973 – Road Tires (Replace 4 Tires)

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2023 Titan (A61)	121	78	April 18, 2023	<b>YES</b>
2023 Frontier (D41)	876	470		

### PC974 – Spare Tire (Inspect and Replace if Needed)

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2023 Titan (A61)	523	343	April 18, 2023	<b>YES</b>
2023 Frontier (D41)	3,543	1,995		

#### \*\*\*\*\* 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 the previously announced dealer inventory Quality Action (PC972) is being reclassified and expanded as a Voluntary Safety Recall Campaign. Nissan is recalling certain specific MY2023 Nissan Titan and Frontier vehicles as they may have tires that were potentially damaged during the tire mounting process.

The affected tires may have a tear in the inner bead that could lead to rapid depressurization or sudden air loss, increasing the possibility of a crash event.

Beginning in **June 2023**, owners of all potentially affected vehicles will be notified to bring their Titan or Frontier to a Nissan dealer for the remedy.

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

1. Verify if vehicles are affected by either or both of these Voluntary Recalls using Service Comm or DBS National Service history – Open Campaign I.D.’s **PC973 and PC974**
  - Campaign I.D. **PC972** has been closed and all affected vehicles still open from the Quality Action (**PC972**) have been moved to Voluntary Recall Campaign I.D.’s **PC973** and/or **PC974**.
  - **Vehicles can be affected by just one campaign or by both campaigns**
2. Dealers **must not sell, lease, trade, rent or loan** any vehicles in dealer inventory subject to this recall campaign until after the vehicle has been remedied.
3. Dealers should use **NTB23-035** to remedy any vehicles affected by campaign **PC973** and use **NTB23-036** to remedy any vehicles affected by campaign **PC974**. IMPORTANT - Discard the procedure instructions provided for the Quality Action (PC972) as they no longer apply.
4. Once repaired, dealers should submit the claim using the claims coding provided and release the vehicle.

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

<b>Parts</b>	<p><b>Refer to the <u>Parts Information</u> section of NTB23-035 for PC973 and NTB-036 for PC974 to determine the correct tires to order. Tires are available through Dealer Tire.</b></p> <ul style="list-style-type: none"> <li>• <b>Use a ½” drill bit to drill two holes through the sidewall of each removed tire.</b> <ul style="list-style-type: none"> <li>➢ <b>Tires removed due to this campaign cannot be resold or reused.</b></li> <li>➢ Nissan recommends properly disposing of all unusable disabled tires to comply with applicable state and local laws and regulations. Additionally, Nissan recommends limiting the disposal of tires in landfills by alternative beneficial or positive reuse such as recycling, shredding, crumbling and recovery.</li> </ul> </li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB23-035 for PC973</b></li> <li>• <b>NTB23-036 for PC974</b></li> </ul>
<b>Owner Notification</b>	<p>Nissan will notify the owners of potentially affected vehicles in <b>June 2023</b>.</p>

**\*\*\*\* 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.**

Total Customer Satisfaction

**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. Certain specific MY2023 Nissan Titan and Frontier vehicles may have tires that were potentially damaged during the tire mounting process.

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

A. The affected tires may have a tear in the inner bead that could lead to rapid depressurization or sudden air loss, increasing the possibility of a crash event.

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

A. For vehicles affected by Campaign ID **PC973** the dealer will replace all four (4) road tires. For vehicles affected by Campaign ID **PC974** the dealer will inspect the spare tire assembly for a date code to determine if replacement is necessary. **Note:** Vehicles can be affected by just one campaign or by both campaigns.

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

A. This free service could take up to two and a half (2.5) 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. Beginning in **June 2023**, owners of all potentially affected vehicles will be notified to bring their vehicle to a Nissan dealer for repair.

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

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. Rental is available upon customer request, while parts are on order.

<b>EXPENSE CODE</b>	<b>DESCRIPTION</b>	<b>AMOUNT</b>
<b>502</b>	<b>Rental Expense</b>	<b>\$156 (Max)</b>
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.		

**Q. Are parts readily available?**

A. Yes.

**Q. Is there any charge for this service?**

A. No. The remedy will be provided for the customer free of charge for parts and labor.

**Q. In the event customers had to replace a tire due to the potential damage during the tire mounting process and replacement not covered under the new vehicle limited warranty, are they eligible for reimbursement?**

A. Nissan will reimburse customers who paid to replace their tire due to this condition. Customers contact the National Consumer Affairs Department, Nissan North America, Inc., P.O. Box 685003, Franklin, TN 37068-5003. The toll-free number is 1-800-867-7669.

**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 service.

**For Consumer Affairs:** Please inform us of the dealer where you would like to have the service 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 specific model year 2023 Nissan Titan and Frontier vehicles manufactured between January 20, 2023 to April 4, 2023.

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

A. No.

**Revision History:**

Date	Announcement	Purpose
April 18, 2023	Voluntary Safety Recall Campaign	New Campaign Announcement