



Innovation that excites

# SERVICE CAMPAIGN

## CAMPAIGN BULLETIN

### Step Rails Voluntary Service Campaign

Reference: PC428  
Date: August 24, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2016 Titan XD	138	6	August 24, 2016	<b>NO</b>

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

Nissan is conducting a voluntary service campaign on certain MY2016 Titan XD vehicles to install step rails on vehicles that should be equipped with this accessory, but were shipped without the step rails installed.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm I.D. **PC428**.
2. Dealers are requested to repair any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
3. Repair the vehicle using the repair procedure in **NTB16-081**.
4. Once repaired, 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>The parts listed below are available and may be ordered via normal ordering process:</li> </ul> <table border="1"> <thead> <tr> <th>Description</th> <th>Part Number</th> <th>Model</th> </tr> </thead> <tbody> <tr> <td>Running Board LH WO/Lights Bright Chrome</td> <td>999T6-W3394</td> <td rowspan="2">SV w/ U01 &amp; K02 and SL</td> </tr> <tr> <td>Running Board RH WO/Lights Bright Chrome</td> <td>999T6-W3395</td> </tr> <tr> <td>Running Board LH WO/Lights Dark Chrome</td> <td>999T6-W3418</td> <td rowspan="2">Platinum Reserve only</td> </tr> <tr> <td>Running Board RH WO/Lights Dark Chrome</td> <td>999T6-W3419</td> </tr> </tbody> </table>	Description	Part Number	Model	Running Board LH WO/Lights Bright Chrome	999T6-W3394	SV w/ U01 & K02 and SL	Running Board RH WO/Lights Bright Chrome	999T6-W3395	Running Board LH WO/Lights Dark Chrome	999T6-W3418	Platinum Reserve only	Running Board RH WO/Lights Dark Chrome	999T6-W3419
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<b>Repair</b>	<ul style="list-style-type: none"> <li><b>NTB16-081</b></li> </ul>													
<b>Owner Notification</b>	Nissan will begin notifying owners of all potentially affected vehicles in <b>September, 2016</b> via U.S. Mail.													

**\*\*\*\*\* Dealer Responsibility \*\*\*\*\***

It is the dealer's responsibility to check Service Comm using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service 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 voluntary service 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. No. This is a Voluntary Service Campaign.

**Q. What is the reason for this Voluntary Service Campaign?**

A. Certain Titan XD vehicles were intended to have side step rails installed, but were released to dealers without the accessory installed.

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

A. Vehicle content does not match Monroney Label.

**Q. What will be the corrective action?**

A. Nissan dealers will install step rails on the affected vehicles identified in SERVICE COMM.

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

A. This service, which is conducted at no charge to you for parts and labor, should take approximately 1 hour to complete.

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

A. Nissan will begin notifying owners in September, asking them to bring their vehicles to an authorized Nissan dealer to have the missing accessory installed.

**Q. Are parts readily available?**

A. Yes.

**Q. Is my vehicle safe to drive?**

A. Yes.

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

A. No, please check with your dealership for alternate transportation availability.

**Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?**

A. The accessory installation will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

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

A. No.

**Q. Is there any charge for the repair?**

A. No, the installation 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 voluntary service campaign.

**For Consumer Affairs:** Please inform us of the dealer where you would like to have the corrective action completed.

**For Dealer Service & Warranty Personnel:**

**Q. The previous dealer inventory service action claims information only included coverage for labor. How can dealers be reimbursed for expenses related to ordering parts to complete this repair?**

A. When the dealer inventory service action was launched in January, 2016. Parts were automatically shipped to dealers for both inventory and retailed vehicles subject to this action. **Parts were labeled with the affected VINs and the dealer was not billed for these parts shipments, so only labor was claimed.**

The voluntary service campaign now includes additional VINs that were retailed and did not receive the missing accessories prior to sale. If a dealer is required to order parts in order to complete this accessory installation on an affected vehicle, those parts may be claimed under this campaign.