



Innovation that excites

SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Titan Box
Voluntary Service Campaign

Reference: PC423
Date: September 6, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE September 6, 2016

The announcement from August 24th, 2016 has been revised to include:

- The parts information section has been revised. No other changes have been made.
- **Please discard earlier versions of this bulletin.**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2016 Titan XD	1,130	326	August 24, 2016	NO

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

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

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm I.D. **PC423**.
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 **NTB16-078**.
4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts	<ul style="list-style-type: none"> • Titan storage boxes (999T1-W3781 (RH) & 999T1-W3782 (LH)) will be orderable via a 3rd party distributor beginning September 2, 2016. Please contact OE Liner™/Penda at 800-635-4637 to place orders for storage boxes. • Each Storage box requires a Cargo Tie Down Cleat (999T7 – W3800) which is currently available via normal process from the local PDC.
Repair	<ul style="list-style-type: none"> • NTB16-078
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in September, 2016 via U.S. Mail.

******* Dealer's 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 storage boxes included, 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 storage boxes 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. Titan storage boxes (999T1-W3781 (RH) & 999T1-W3782 (LH)) will be orderable via a 3rd party distributor beginning **September 2, 2016**. The Cargo Tie Down Cleat (999T7 - W3800) is currently available via normal ordering process from the local PDC.

Q. Is my vehicle safe to drive?

A. Yes.

Q. Have there been any injuries or fatalities related to this problem?

A. No.

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 March, 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 claimed under this campaign.