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SERVICE CAMPAIGN

CAMPAIGN BULLETIN

High Pressure Turbocharger Voluntary Emissions Service Campaign

Reference: PC471
Date: October 13, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE October 13, 2016

The announcement from September 1st, 2016 has been revised to include:

- Campaign Bulletin **NTB16-097** is now available on NNAnet, ASIST & Dealer360.
 - Service Comm now active for retailed VINs.
 - Dealers may order parts for affected retailed units via DCS beginning October 13, 2016.
- **Please discard earlier versions of this bulletin.**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date (Dealer Inventory):	Stop Sale In Effect
MY2016 Titan XD Diesel (A61)	1,278	683	July 22, 2016	NO
			SERVICE COMM Activation date (Retailed)	
			October 13, 2016	

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

Nissan is conducting a Voluntary Emissions Service Campaign on certain MY2016 Titan XD Diesel (A61) vehicles to address an excessive oil consumption concern with the high pressure turbocharger.

NOTE: Only certain Titan XD Diesel vehicles are affected, while other Titan XD Diesel vehicles are not, so dealers need to follow instructions below to identify the affected vehicles.

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

1. Verify if vehicles are affected by this Voluntary Emissions Service Campaign using Service Comm I.D. **PC471**.
2. Dealers are requested to repair any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
3. Repair affected vehicles using the attached repair procedure.

Note: If DTC P0524 is found stored or if the high pressure turbo fails inspection, dealers will need to contact the Powertrain Call Center with the information requested on page 56 of NTB16-097 and await further instruction.

4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.
5. Dealers are reminded to follow all local laws and regulations regarding disclosures of repairs to new vehicles prior to sale.

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

Parts	<ul style="list-style-type: none"> • Nissan previously shipped parts to dealers to repair affected vehicles in new vehicle dealer inventory. Parts began arriving at dealers on September 2, 2016. • Dealers may order high pressure turbo kits (10007-EZ40A) for affected retailed units via DCS beginning October 13, 2016. <ul style="list-style-type: none"> ○ Dealers should order parts as needed ○ Nissan has enough parts on hand to repair all affected vehicles, but current supplies will not allow all dealers to stock parts for potential repairs due to a small number of vehicles being involved in this campaign • The high pressure turbocharger replaced under this campaign activity may be collected. • Pursuant to APRM policy 2.33.13, dealers are expected to comply with parts return procedure.
Repair	<ul style="list-style-type: none"> • Campaign Bulletin NTB16-097 is now available on NNAnet, ASIST & Dealer360.
Technician Certification Requirements	<ul style="list-style-type: none"> • Technicians must have diesel certification to perform this repair. The required training is: <ul style="list-style-type: none"> ○ Current ASE A1 & A8 certification ○ Intro to Emission Control Systems (online) ○ Intro to OBD II Systems (online) ○ Intro to Engine Mechanical Service (online) ○ Intro to Engine Control Systems (online) ○ Cummins Engine Familiarization – Part 1 (online) ○ Cummins Engine Familiarization – Part 2 (online) ○ Introduction to Diesel Technologies (online) ○ Nissan Titan XD Diesel Technologies Post Test – Pass (online) ○ OBD II Systems Diagnosis and Repair Post Test – Pass (online) ○ Engine Mechanical Service (4-day instructor led) ○ ECCS Operation, Diagnosis, & Repair (4-day instructor led) ○ OBD II Systems Diagnosis & Repair (4-day instructor led) ○ Nissan Titan XD Diesel Technologies (5-day instructor led)
Owner Notification	<ul style="list-style-type: none"> • Nissan will begin notifying owners of all potentially affected vehicles in November, 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 emissions 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 Stop Sale?

- A. **No.** After further review of this issue, Engineering has determined that a Stop Sale condition is not necessary. Dealers are requested to repair any affected vehicles in dealer inventory to ensure customer satisfaction.

Q. Is this a safety recall?

- A. No, this is a voluntary emissions service campaign and it is important that your vehicle is remedied if you received a notification letter.

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

- A. During high pressure turbocharger component testing procedure at the supplier, the oil supplied to the turbocharger may have been insufficient, which can lead to premature component thrust bearing failure.

Q. What is the possible effect of the condition?

- A. The customer may notice abnormal noise from the engine (turbocharger) due to interference between the turbocharger impeller and the housing. Customer may also notice white smoke from the exhaust due to engine oil leakage. Additionally, the MIL may illuminate for oil pressure deterioration due to excess engine oil consumption.

Q. What will be the corrective action?

- A. Dealer will inspect the high pressure turbocharger assembly on affected vehicles using the procedure included with this announcement.
- If no damage is found, the high pressure turbocharger will be replaced
 - If DTC P0524 is found stored or if the high pressure turbo fails inspection, dealers will need to contact the Powertrain Call Center with the information requested on page 56 of NTB16-097 and await further instruction

Q. What model year vehicles are involved?

- A. Certain 2016 Nissan Titan XD Diesel only built within a specific production range are affected.

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 less than a day to complete if only the high pressure turbocharger is replaced. If additional part replacement is required, additional time will be required to order and install the necessary parts. Note, 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 notify owners of all potentially affected vehicles in November 2016, via U.S. Mail.

Q. Are parts readily available?

A. Nissan has automatically shipped parts to repair affected vehicles in new vehicle dealer inventory. Parts began arriving at dealers on September 2, 2016.

Dealers may order high pressure turbo kits (10007-EZ40A) for affected retailed units via DCS beginning October 13, 2016.

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

A. Rental is covered by the campaign if needed.

EXPENSE CODE		DESCRIPTION
502		Rental Expense
		\$1600 (Max)

Q. Is my vehicle safe to drive?

A. Yes, customers can continue to drive their vehicle at their discretion. However, if your vehicle is subject to this voluntary emissions service campaign, you should make arrangements to have your vehicle remedied as soon as possible.

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

A. No.

Q. Is there any charge for this repair?

A. No, the repair 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 this service 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. How many vehicles are involved in the campaign?

A. The number of units potentially affected is as follows:

Region	Total
USA	1,278
NCI	95
TOTAL	1,373

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2016 Titan XD (Diesel Only A61)	December 3, 2015 through May 31, 2016

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

A. No.