



SERVICE BULLETIN

Classification: BT16-011a	Reference: NTB16-074a	Date: September 1, 2016
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2016 TITAN XD; TAILGATE WILL NOT OPEN OR UNLOCK

This bulletin has been amended. The Applied Date information in the Repair Flow Chart on page 2 and in steps 6a and 6b have been revised. No other changes have been made. Please discard all previous versions.

APPLIED VEHICLE: 2016 Titan XD (A61)
APPLIED VIN & DATE: See Repair Flow Chart on page 2

IF YOU CONFIRM

- Tailgate will not unlock with the mechanical key or electrically with the key fob.
And/or
- Tailgate will not unlatch or requires excessive force when pulling on the tail gate handle.

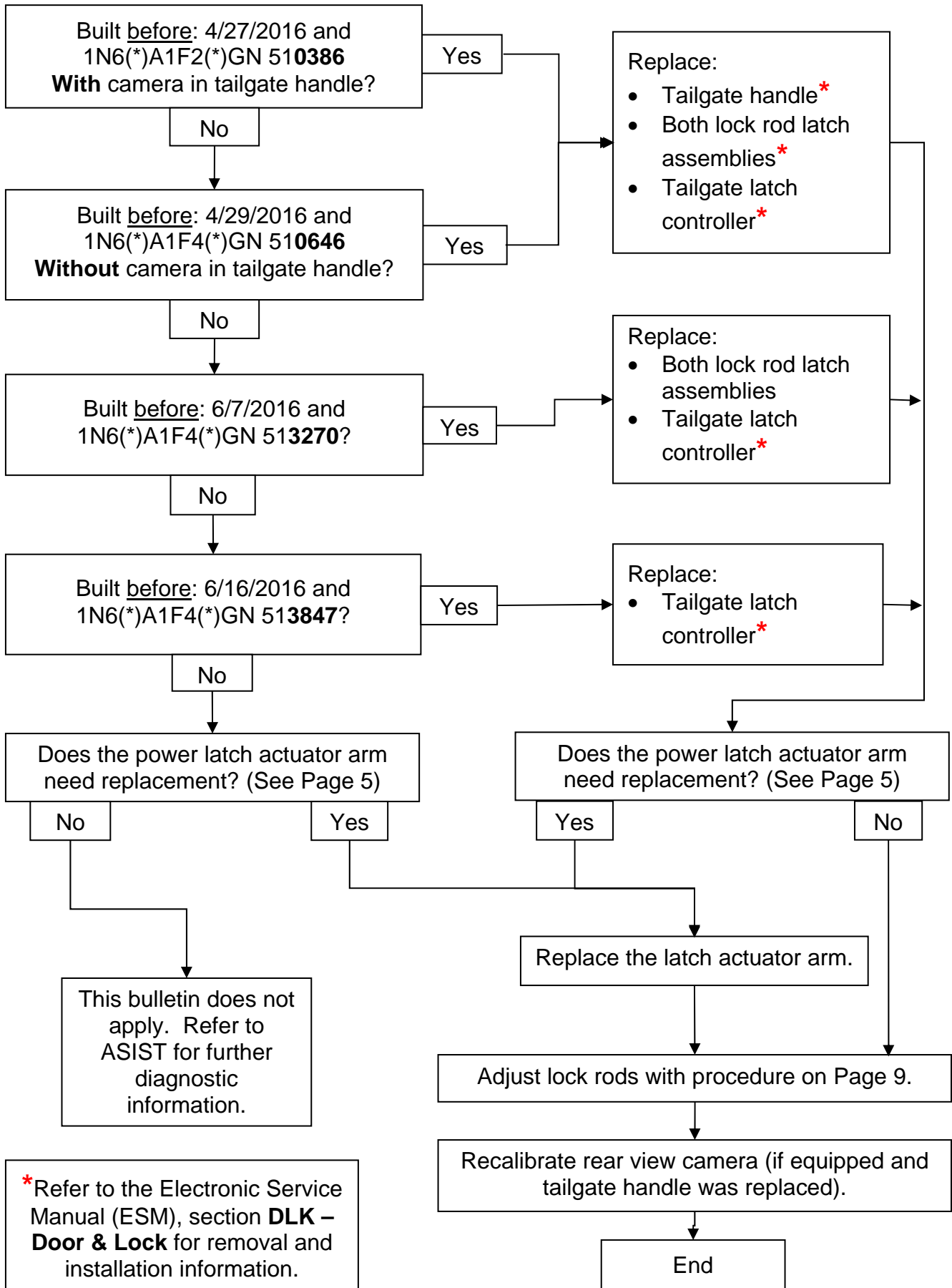
ACTION

See the flow chart on page 2 for the appropriate repair for the VIN and date of the vehicle being worked on.

IMPORTANT: The purpose of **ACTION** (above) is to give you a quick idea of the work you will be performing. You **MUST** closely follow the entire **SERVICE PROCEDURE** as it contains information that is essential to successfully completing this repair.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

Repair Flow Chart



*Refer to the Electronic Service Manual (ESM), section **DLK – Door & Lock** for removal and installation information.

SERVICE PROCEDURE

NOTE:

- If a vehicle is equipped with a rear view camera it must be recalibrated any time the tailgate handle is removed and replaced.
- The tailgate handle may be moved multiple times during the processes in this bulletin.
- Recalibrate the rear view camera after the last operation is performed to the tail gate assembly.

1. Refer to the Flow Chart on page 2 to confirm what components are being replaced.
2. Remove those components specific to the vehicle VIN.
 - Refer to the ESM, section **DLK – Door & Lock** for removal and installation information.

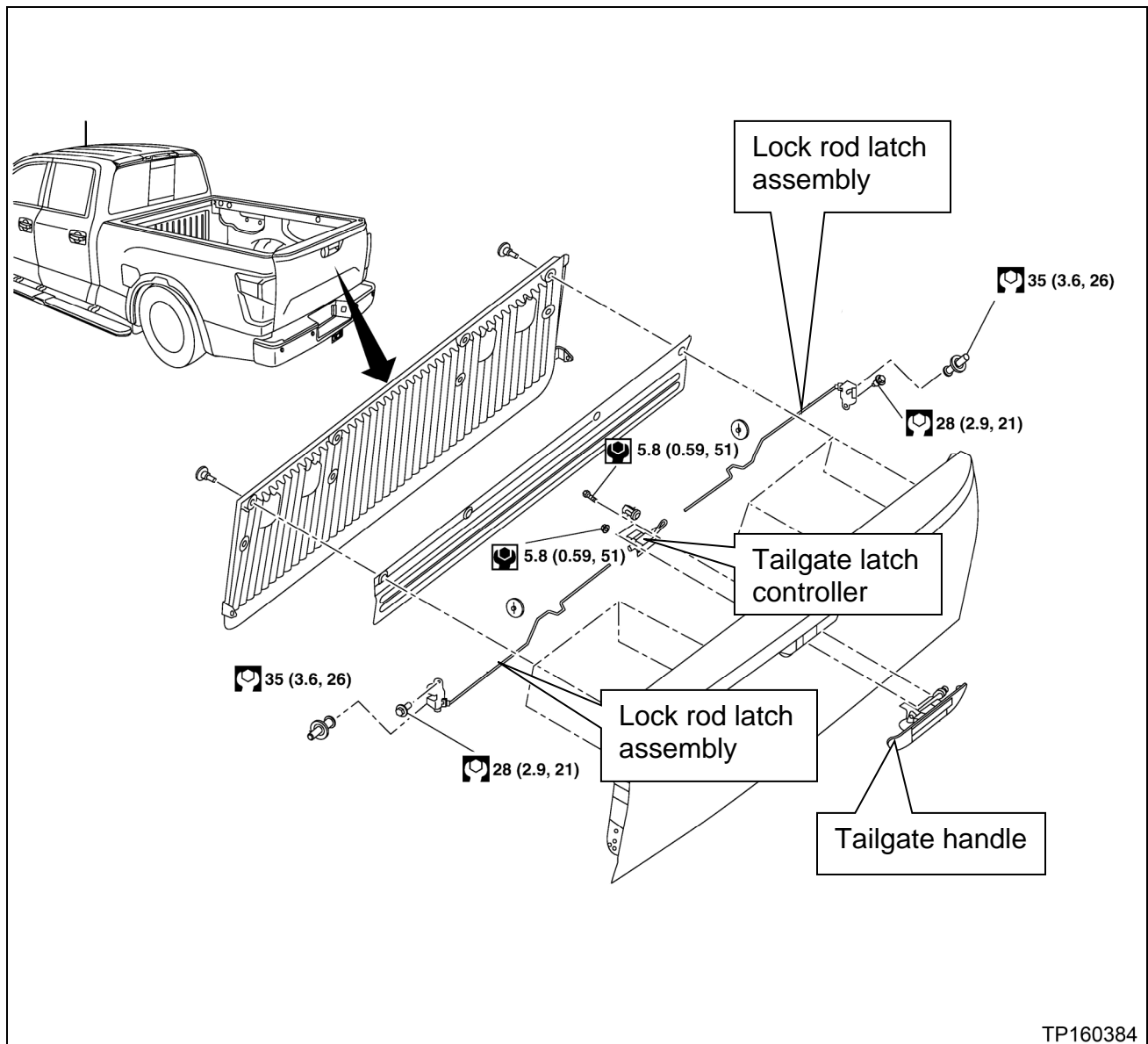


Figure 1

3. Are the lock rod latch assemblies being replaced?

- **NO:** Proceed to step 5.
- **YES:** Proceed to step 4.

4. Install two foam blocks into the tailgate as shown in Figure 2 as follows:

a. Clean the interior surface of the tailgate with 50% isopropyl alcohol.

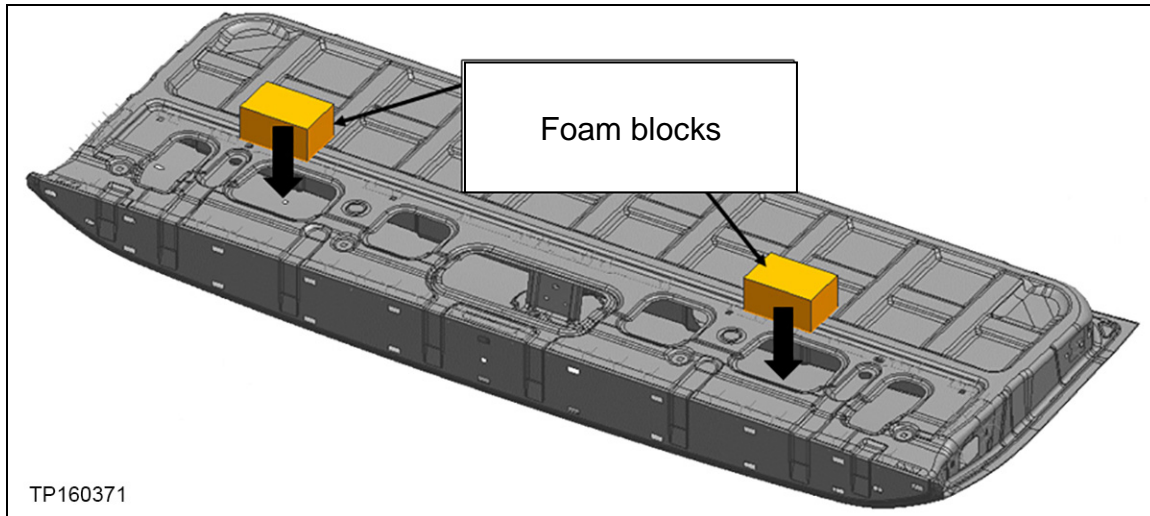


Figure 2

b. Peel the adhesive backing material from the foam blocks one at a time and attach to the inside surface of the tailgate's external sheet-metal.

- Install the driver's side foam block approximately 23.73 mm (± 10) from the bottom edge of the tail gate access hole.

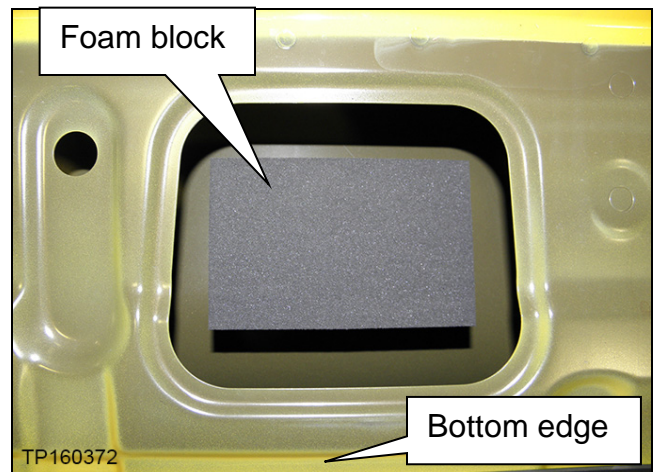


Figure 3

- Install the passenger side foam block 86.5 mm (± 10) from the bottom edge of the tailgate access hole.

c. Press firmly and confirm that each foam block is securely attached.

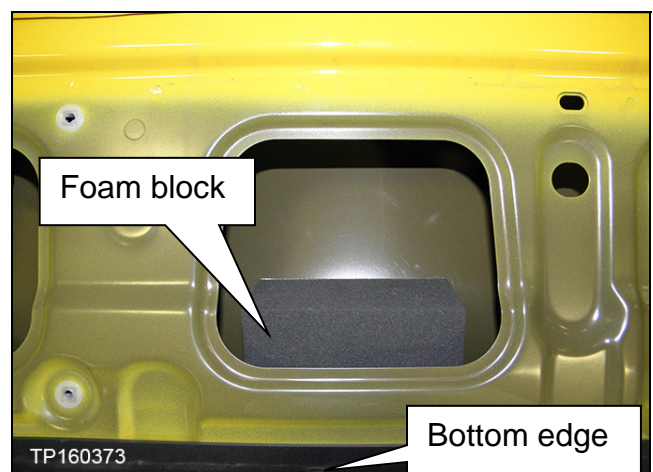


Figure 4

5. Install the new components from Parts Information that are specific to the VIN.

6a. Does the vehicle have an “electronic tailgate lock” accessory installed?

- **YES:** Proceed to step 6b.
- **NO** and the vehicle was built **before** 6/16/2016 and 1N6BA1F4(*)GN 513847: Proceed to step 8.
- **NO** and the vehicle was built **after** 6/15/2016 and 1N6BA1F4(*)GN 513848: This bulletin does not apply. Refer to the ESM for further diagnostic information.

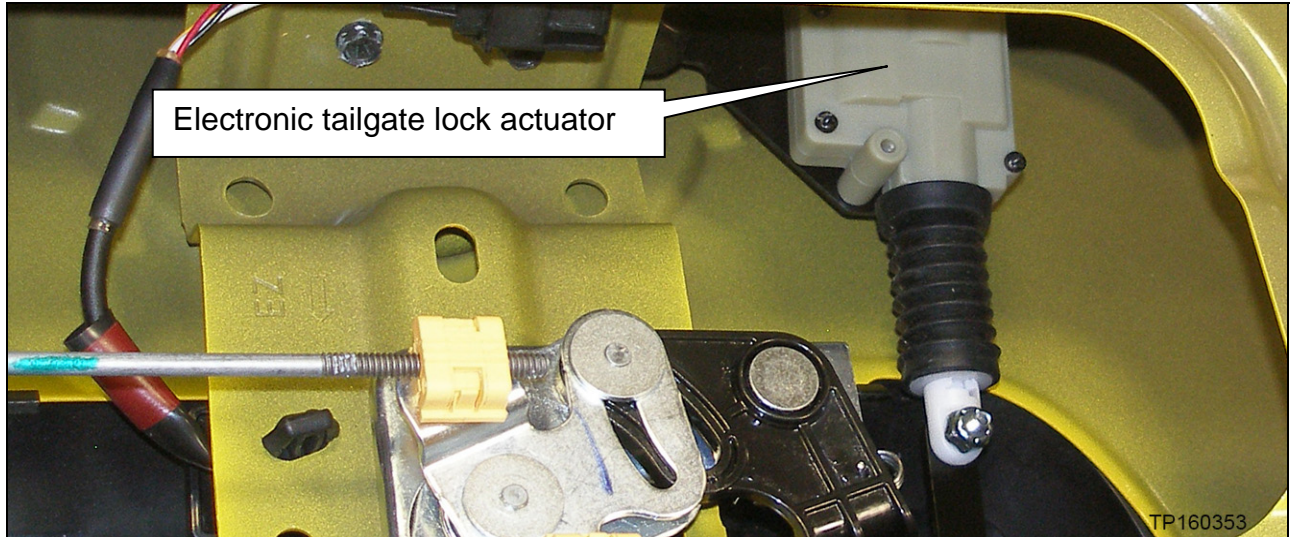


Figure 5

6b. Does the lock actuator arm have a “slot” in it?

- **NO** and the vehicle was built **before** 6/16/2016 and 1N6BA1F4(*)GN 513847: Proceed to step 7.
- **YES** and the vehicle was built **before** 6/16/2016 and 1N6BA1F4(*)GN 513847: Proceed to step 8.
- **YES** and the vehicle was built **after** 6/15/2016 and 1N6BA1F4(*)GN 513848: This bulletin does not apply. Refer to the ESM for further diagnostic information.

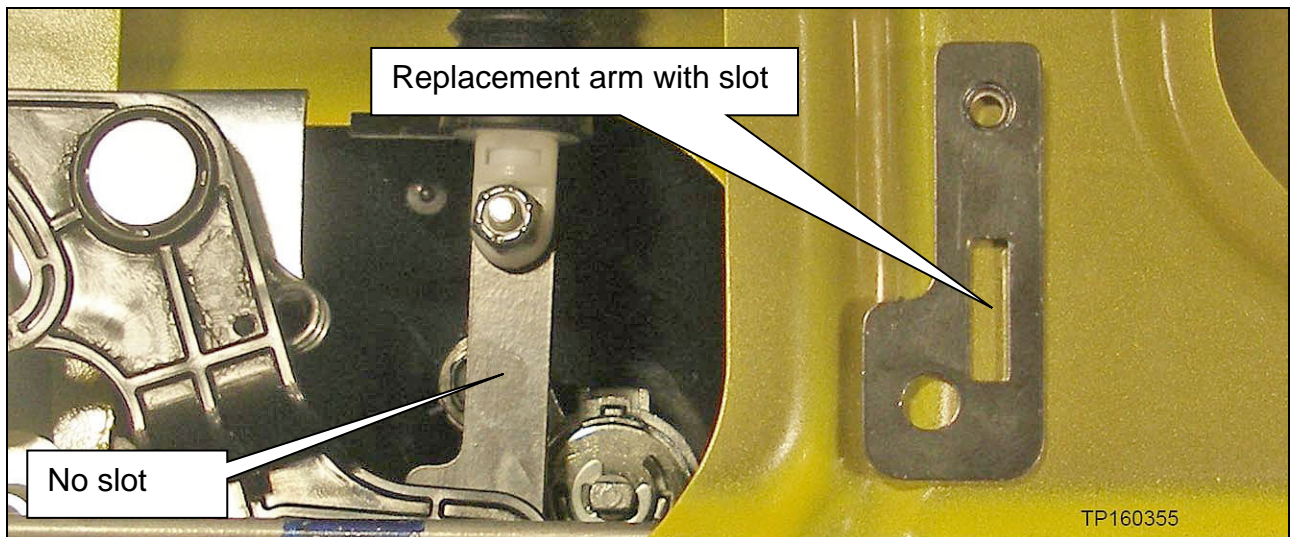


Figure 6

7. Install the “lock actuator arm” from Parts Information as follows:
- a. Lift the latch arm off the pin as shown in Figure 7.

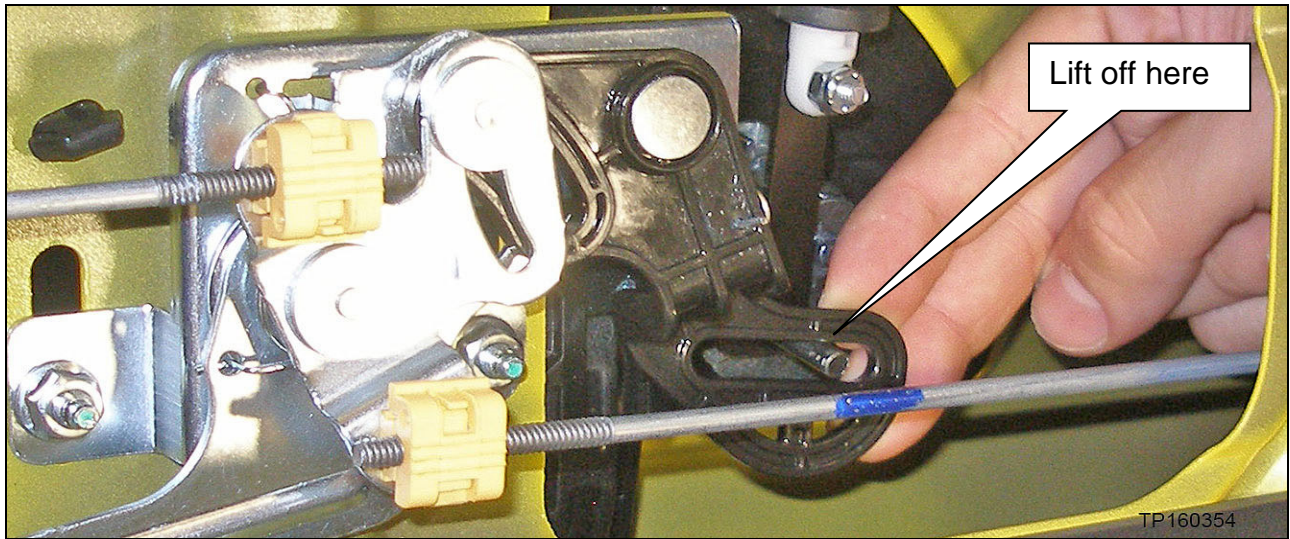


Figure 7

- b. Lift the actuator arm off the pin.

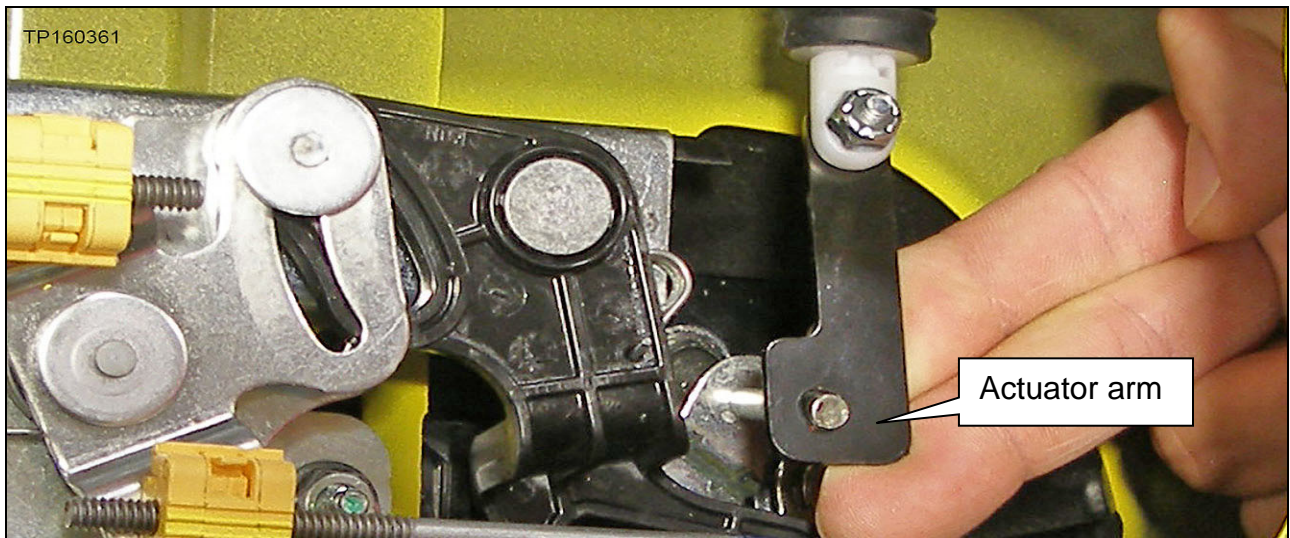


Figure 8

c. Remove the actuator arm from the actuator and discard.

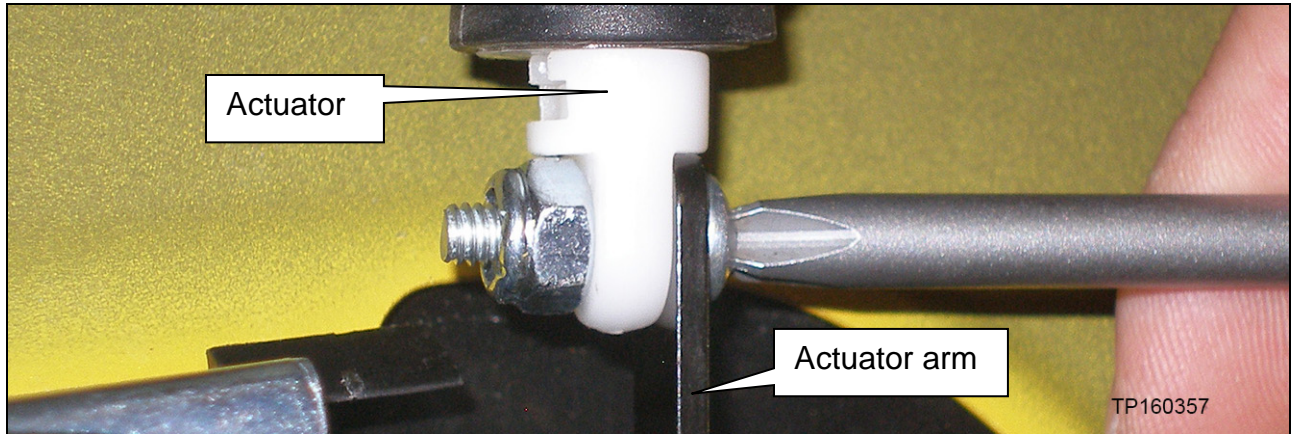


Figure 9

d. Clean the new 2-piece lock actuator arms with the cleaning pad, then assemble finger tight (for now) with the provided Allen head cap screw.

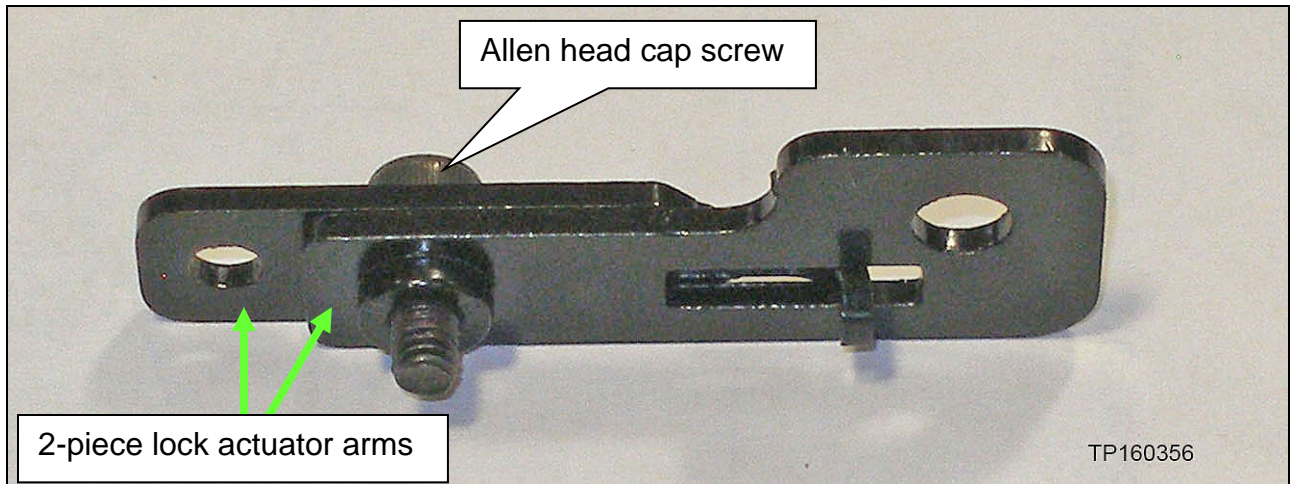


Figure 10

e. Install the new arm assembly as shown in Figure 11, actuator arm nut finger-tight.

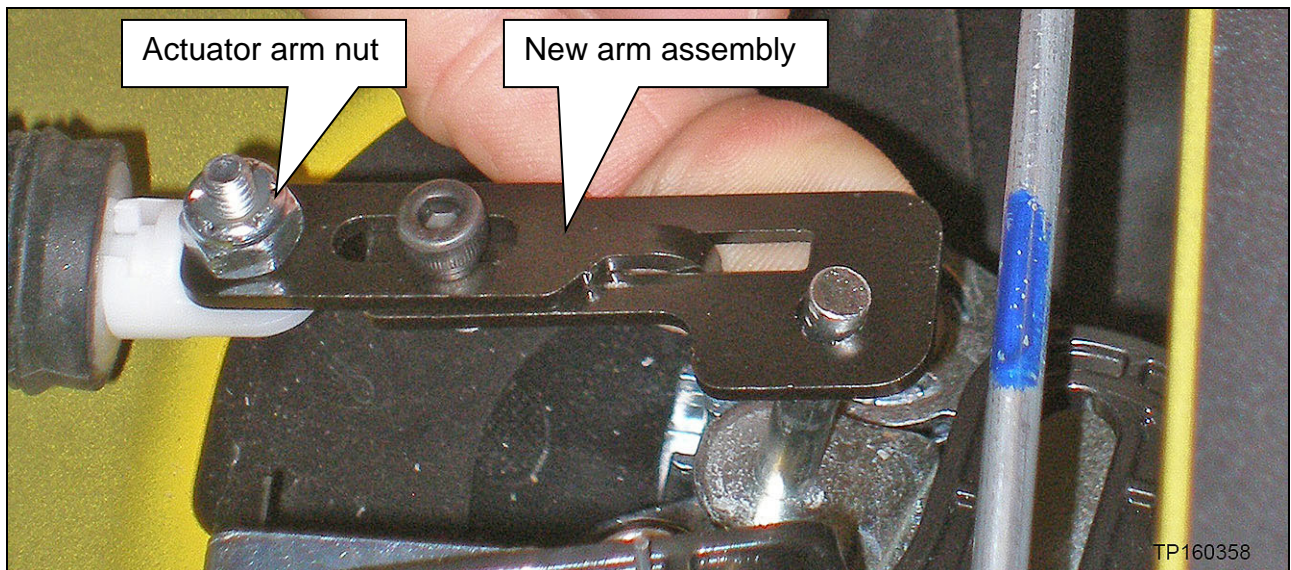


Figure 11

- f. Adjust the arm assembly length so the pins and slots are in the positions shown in Figure 12, and then tighten the Allen head cap screw to 3 N•m (0.30 kg-m, **26.5 in-lb.**).

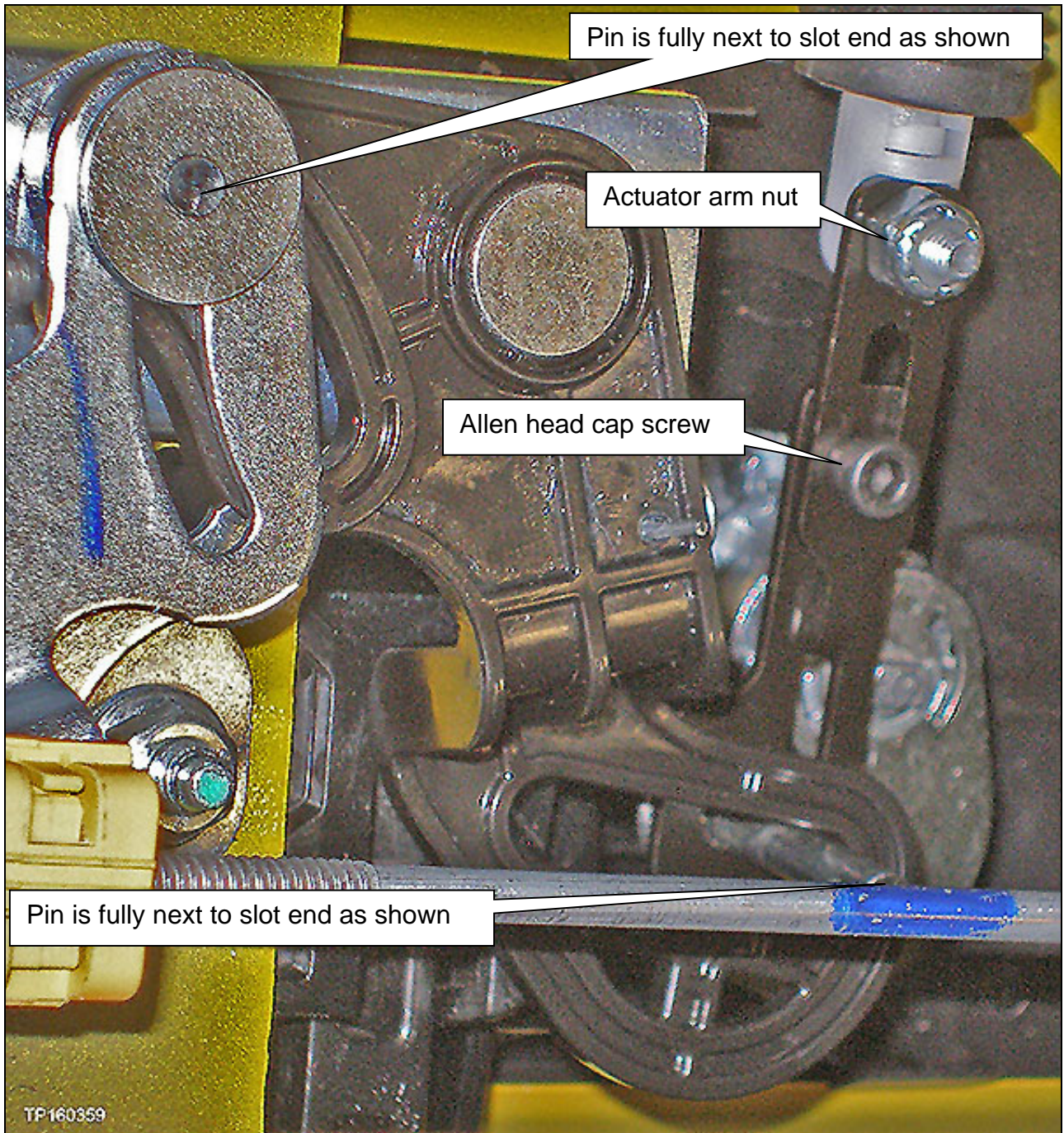


Figure 12

- g. Tighten the actuator arm nut to 0.93 N•m (0.09 kg-m, **8.23 in-lb.**), and then loosen the nut $\frac{1}{4}$ turn.
8. Reassemble the tailgate in the reverse order of disassembly.
9. Proceed to **Lock Rod Latch Assembly Adjustment.**

Lock Rod Latch Assembly Adjustment

1. After all components (appropriate for the vehicle) are installed, lay the lock rods loosely into the tailgate latch controller pawls.
 - Do not pull or push the lock rods into the tailgate latch controller.

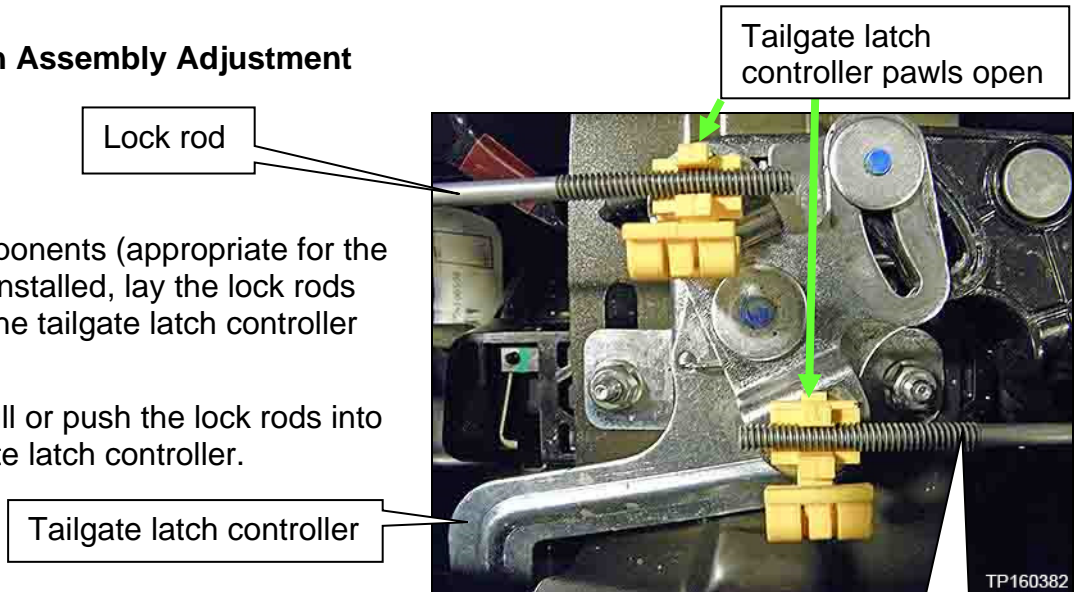


Figure 13

Do not pull or push the lock rods into the tailgate latch controller.

2. Snap the pawls closed to retain both lock rods in neutral positions.

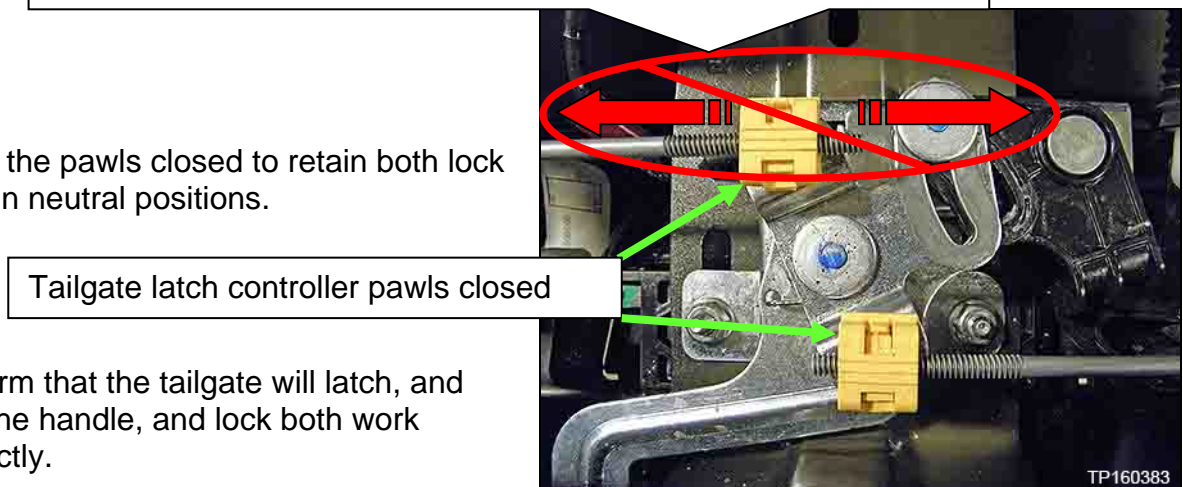


Figure 14

3. Confirm that the tailgate will latch, and that the handle, and lock both work correctly.

4. Reassembly the remaining components in the reverse order of disassembly.

NOTE:

- If a vehicle is equipped with a rear view camera it must be recalibrated any time the tailgate handle is removed and replaced.
- Recalibrate the rear view camera after the last operation is performed to the tail gate assembly.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Tailgate Handle – Without Camera	90606-EZ04A	1
Tailgate Handle – With Camera	90606-EZ04B	1
Lock Rod Latch Assemblies	90502-EZ00A (1)	2
Foam Block	99208-EZ00A	2
Tailgate Latch Controller	98166-EZ00A	1
Lock Actuator Arm (2)	999M2-W3S01	1

(1) Lock Rod Latch Assemblies are no longer left or right handed.

(2) This is a component of an accessory part and may not be part of the vehicle worked on.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Install Tailgate Handle (without camera), Both Lock Rod Assemblies and Tailgate Latch Controller	98166-EZ00A	BX5VAA	ZG	23	0.4

And if needed on the same line

DESCRIPTION	OP CODE	FRT
Install Lock Actuator Arm	BX5ZAA	0.3

OR

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Install Tailgate Handle (with camera), Both Lock Rod Assemblies and Tailgate Latch Controller	98166-EZ00A	BX5WAA	ZG	23	0.9

And if needed on the same line

DESCRIPTION	OP CODE	FRT
Install Lock Actuator Arm	BX5ZAA	0.3

OR (Proceed to next page for additional claims information).

Continued Claims Information

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Install Both Lock Rod Assemblies and Tailgate Latch Controller	98166-EZ00A	BX5XAA	ZG	23	0.3

And if needed on the same line

DESCRIPTION	OP CODE	FRT
Install Lock Actuator Arm	BX5ZAA	0.3

OR

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Install Tailgate Latch Controller	98166-EZ00A	BX5YAA	ZG	23	0.2

And if needed on the same line

DESCRIPTION	OP CODE	FRT
Install Lock Actuator Arm	BX5ZAA	0.3

OR

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Install Lock Actuator Arm	98166-EZ00A	BX5ZAA	ZG	23	0.3