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SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Rear Hook Bracket
Voluntary Service Campaign

Reference: PC574
Date: September 8, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2017 Titan (A61)	10,032	2,251	September 8, 2017	NO

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

Nissan is committed to customer satisfaction. Nissan is conducting a Voluntary Service Campaign to inspect and, if necessary, install right and left hand rear hook brackets in certain 2017 Titan vehicles. Due to a manufacturing issue, certain Titan (A61) light duty trim level vehicles not equipped with a rear hitch member may be missing the right and left hand rear hook brackets. As a result, vehicles in the affected population may not have been built to design intention.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PC574**.
 - Refer to NPSB 15-460 for additional information
2. Dealers are requested to repair any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
3. Dealers should use **NTB17-099** to inspect and, if necessary, install rear hook brackets on any vehicles subject to this campaign.
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"> • Nissan will automatically ship one set of rear hook brackets (LH and RH) and fasteners (10) to each dealer. Nissan anticipates that approximately 35% of vehicles inspected will require installation of brackets. <ul style="list-style-type: none"> ◦ Shipments will begin to arrive at dealers the week of September 11, 2017 • Dealers may place an order via normal process to obtain additional parts as needed beginning September 18, 2017.
Repair	<ul style="list-style-type: none"> • NTB17-099
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in September 2017 via U.S. Mail.

******* Dealer's Responsibility *******

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaign 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 Stop Sale?

A. No.

Q. Is this a safety recall?

A. No, but it is important that all vehicles subject to this service campaign be remedied, when entering the service department for any reason. If customers call, encourage them to schedule an appointment at their earliest convenience.

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

A. Due to a manufacturing issue, certain Titan (A61) light duty trim level vehicles not equipped with a rear hitch member may be missing the right and left hand rear hook brackets. As a result, vehicles in the affected population may not have been built to design intention.

Q. What will be the corrective action?

A. Dealers will inspect and, if necessary, install right and left hand rear hook brackets.

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 one (1) hour to complete. However, 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 begin notifying owners of all potentially affected vehicles in **September 2017** via U.S. Mail.

Q. Are parts readily available?

A. Yes, Nissan will begin automatic shipments of one set of brackets and fasteners to dealers the week of September 11, 2017. Parts are currently on restriction and will be orderable via normal process beginning September 18, 2017. Nissan anticipates that approximately 35% of vehicles inspected will require installation of brackets.

Q. I did not receive a letter, how can I tell if my vehicle is affected?

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

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 remedy will fully correct this condition.

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

A. No mitigation is necessary, but please bring your vehicle in to have the inspection and, if necessary remedy performed.

Q. Is there any charge for the remedy?

A. No, the remedy 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.

Q. What model year vehicles are involved?

A. Certain 2017 Nissan Titan vehicles within a specific production range are affected.

Q. How many vehicles are involved in the service campaign?

A. Affected vehicle counts are:

<u>Country</u>	<u>Titan (A61)</u>
CANADA	1,005
USA	9,025
GUAM	2
Total	10,032

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2017 Nissan Titan (A61)	<ul style="list-style-type: none">Produced in Canton, MS between April 29, 2016 and April 10, 2017

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

A. No.