



Innovation that excites

# QUALITY ACTION

## CAMPAIGN BULLETIN

### Generator Harness Dealer Inventory

Reference: PC673

Date: December 13, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2017-18 Titan (A61) equipped with VK56 Engine Type ONLY	NA	~13,617	December 13, 2018	<b>NO</b>

**\*\*\*\*\*Dealer Announcement\*\*\*\*\***

Nissan is conducting a quality action to inspect the generator harness on specific 2017-18 Titan vehicles in dealer inventory as identified in Service Comm. On some of the affected vehicles, the generator harness may have been pinched between the frame and the cylinder head.

Affected vehicles are **not** subject to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer. Nissan requests dealers to inspect all the affected vehicles, prior to sale to help ensure customer satisfaction.

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

**PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:**

- Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC673**
  - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
    - Refer to NPSB 15-460 for additional information
  - Please continue to check newly arriving inventory for campaign applicability.**
- Dealers are asked to use the attached procedure to help ensure the generator wire is positioned correctly and confirm there is no damage from electrical arcing.
  - If the generator wire is or can be properly positioned and there are no signs of electrical arcing/damage, the vehicle may be immediately released for sale.
  - If there are signs of electrical arcing or damage, the **VEHICLE MUST REMAIN ON HOLD AND CANNOT BE RETAILED.**
    - Do not submit a warranty claim.
    - Dealers should send an email to [nafqasupport@nissan-usa.com](mailto:nafqasupport@nissan-usa.com) and include the following information:
      - VIN
      - Dealer Code
      - Dealer Name & Address

- Contact Name & Phone Number
- Pictures of Damage

**NOTE:** NNA FQA will respond to the dealer with further direction within 1-2 business days. Nissan Headquarters will be closed between December 22, 2018 and January 2, 2019. Responses may be delayed during this time.

3. Upon completion of the inspection, and if necessary repair, the service department should submit the applicable warranty claim for the action performed so it can be closed on SERVICE COMM.

**\*\*\*\*\* Dealer 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 inspection status on each affected vehicle currently in new vehicle inventory.

**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION

**\*\*\*\*\* INSPECTION PROCEDURE BEGINS ON THE FOLLOWING PAGE\*\*\*\*\***



# PC673 – TITAN, TITAN XD GENERATOR (ENGINE NO. 2) HARNESS INSPECTION

## SERVICE PROCEDURE:

**NOTE: Applies to VK56VD engine only**

1. Verify the VIN of the affected Titan / Titan XD using the VIN Certification label. (Figure 1).

- VIN Certification label located on the Driver's Side Door B-Pillar.

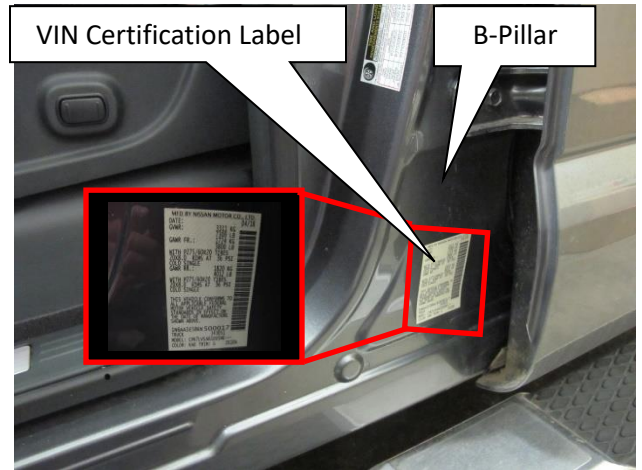


Figure 1

2. Open the hood.



Figure 2

3. Look down in the area shown below (Figures 3 and 4). The generator harness is located between the yellow engine oil dipstick and the power steering pump.

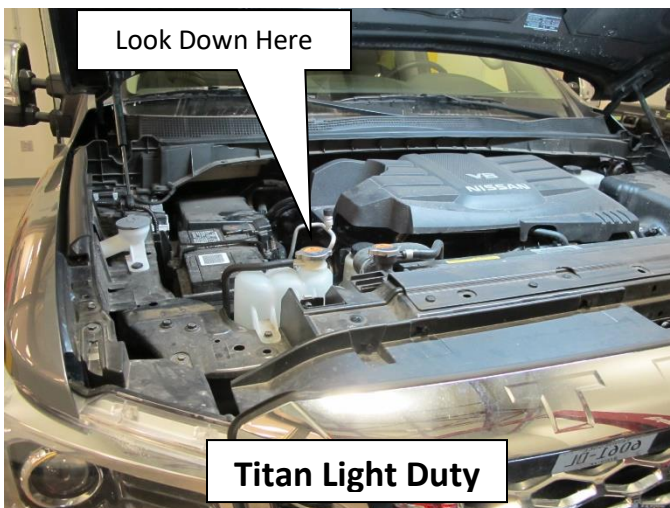


Figure 3

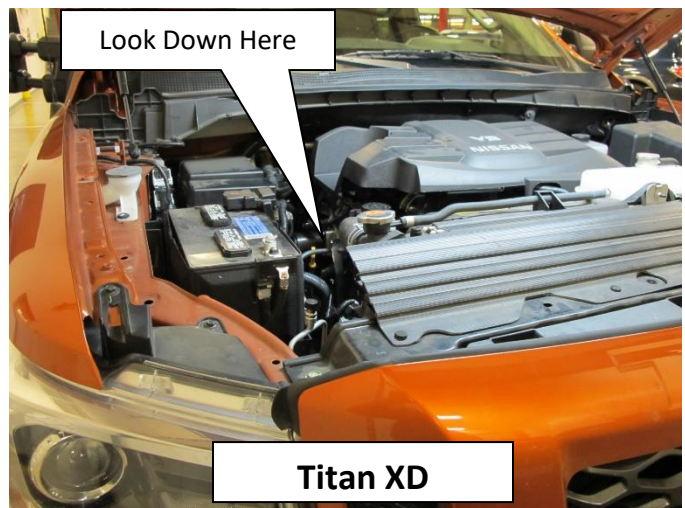


Figure 4



4. Locate the generator harness.

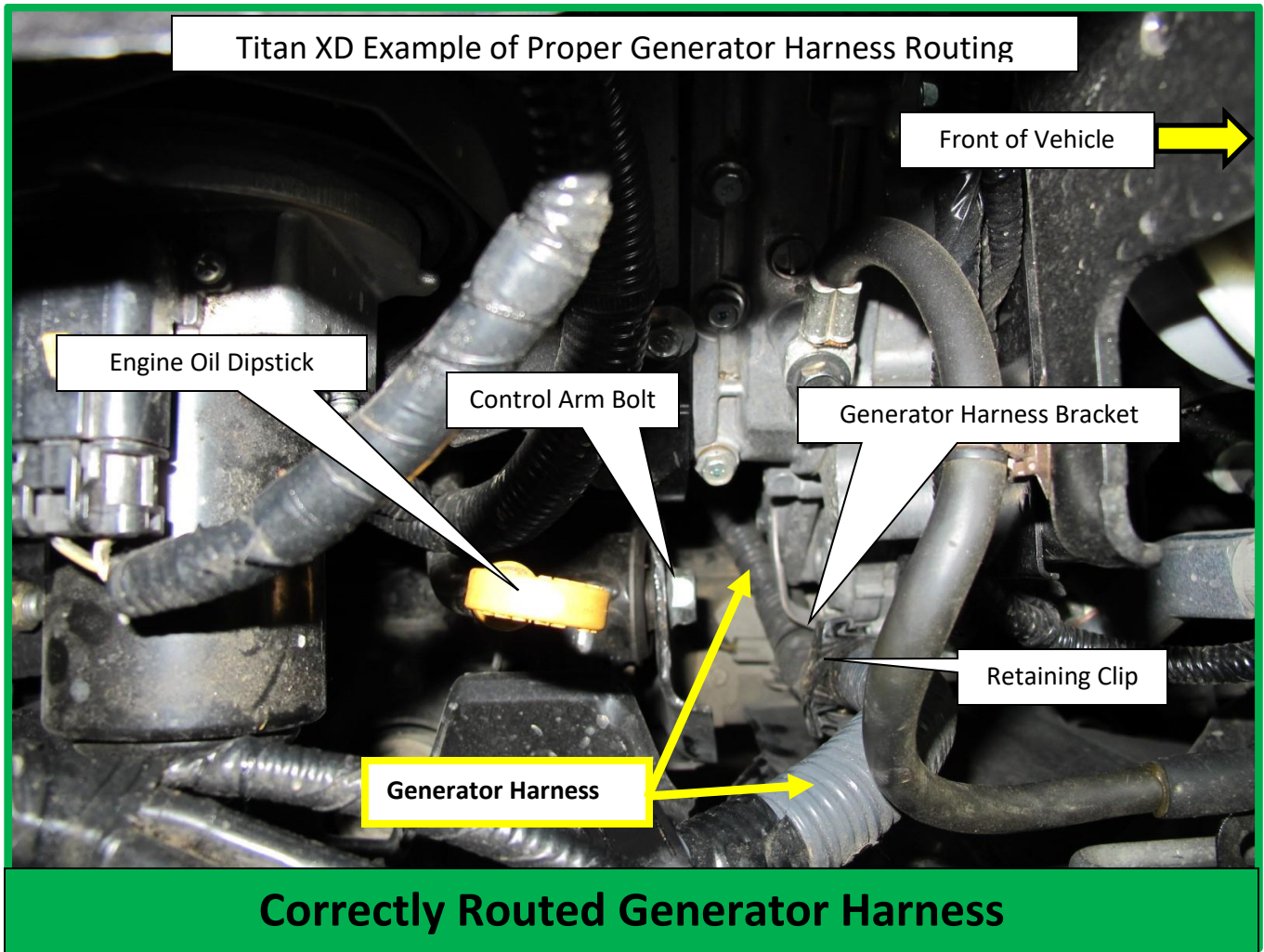


Figure 5

5. Visually inspect the generator harness routing for the items listed below:

- a. Verify the harness is **NOT trapped, pinched or cut**.

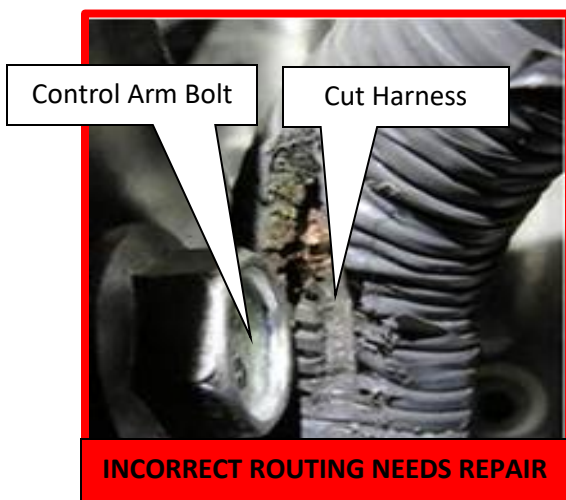


Figure 6

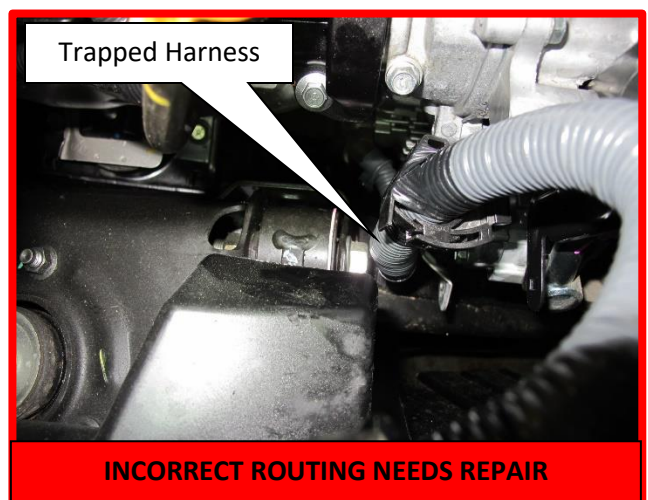


Figure 7

- b. Verify the generator harness bracket is **NOT bent** toward the control arm bolt and the retaining clip is **NOT loose** from the bracket.

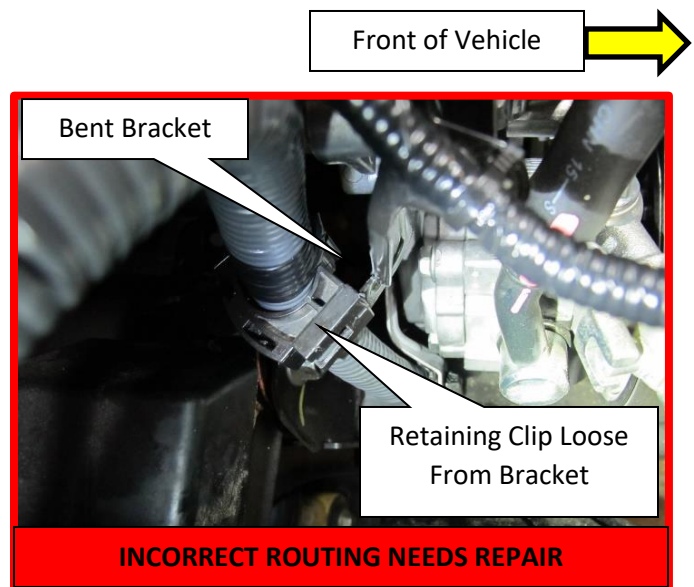


Figure 8

- c. Verify the generator harness is secured by the retaining clip and into the metal bracket.

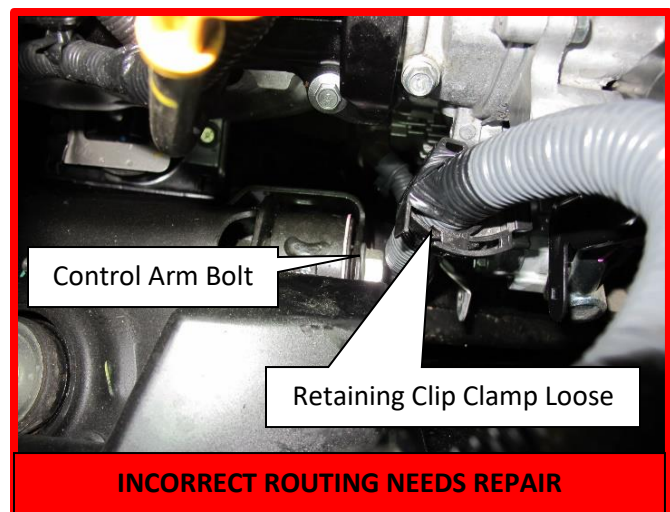


Figure 9

6. Is the generator harness is **CORRECTLY** routed?

- Routing **CORRECT**, close the hood, submit a warranty claim using OP Code PC6730 (See claims info), and release the vehicle. No further repair is needed.
- Routing **INCORRECT**, similar to Figure 6,7,8, or 9, take a clear picture and follow the instructions in Step 7.

7. Email a clear picture of the **INCORRECTLY** routed generator harness to:

[nnafqasupport@nissan-usa.com](mailto:nnafqasupport@nissan-usa.com)

Make sure to include the below information:

E-Mail Subject Line: PC673 Generator Harness Inspection

Attach Clear Picture as referenced in Step 6

Dealer Name:

Dealer Code:

Dealer Address:

VIN:

Contact Person Name:

Contact Person Phone Number:

**Nissan FQA will review the E-mail submissions within 48 hours of receipt, send the necessary repair instructions and claim information.**

## **CLAIMS INFORMATION**

**Submit claim using the following claims coding:**

**Work Order Line Type: "CM" Campaign**

**Campaign: PC673**

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PC673			
<b>Symptom:</b>	ZZ			
<b>Diagnosis:</b>	99			
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>	<b>Parts Required on claim</b>	<b>Expense Code Required</b>
Inspect Generator Harness	PC6730	0.2 Hrs.	No	N/A