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QUALITY ACTION

CAMPAIGN BULLETIN

Audio Visual (AV) Control Unit Screen

Reference: PC741

Date: May 19, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2020 Titan (A61)	NA	1,389	May 19, 2020	YES

*****Dealer Announcement*****

Nissan is committed to a high level of customer service and satisfaction. This commitment requires Nissan to periodically place certain vehicles on temporary Quality Assurance (QA) Hold to ensure that these vehicles, as delivered to our customers, meet our exacting standards and our customers' expectations.

Effective immediately, Nissan is placing a temporary Quality Assurance (QA) Hold on **1,389** specific MY2020 Titan vehicles. Due to a supplier issue that has since been resolved, the audio/IT screen on the head unit of the subject vehicles may delaminate.

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

1. Verify if vehicles are affected by this quality hold using Service Comm or DBS National Service History – Open Campaign I.D. **PC741**
 - New vehicles in dealer inventory can also be identified by using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - **Some vehicles may still be in transit. Please continue to check newly arriving inventory for QA Hold applicability.**
2. Please **do not drive, sell, loan or trade** the specific MY2020 Titan vehicles in dealer inventory subject to this QA Hold.
3. No further action is necessary at this time. Nissan will provide an updated status by no later than the **first week of June 2020**.

Thank you for your prompt attention to this matter.