



# QUALITY ACTION

## CAMPAIGN BULLETIN LED Headlamp Dealer Inventory

Reference: PC747

Date: July 31, 2020

### Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2019 Titan (A61)	NA	<b>136</b>	July 31, 2020	<b>NO</b>

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

Nissan is conducting a dealer inventory quality action to inspect and, if necessary, replace the right and left LED headlamps on **136** specific 2019 Titan vehicles identified in Service Comm. Nissan is investigating whether the subject vehicles may have been produced with incorrectly marked headlamps.

Affected vehicles are **not** subject to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

#### PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:

- Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC747**
  - 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.**
- Use the attached procedure to inspect vehicles affected by this quality action.
  - If the headlamp etching marks are correct, close the hood.
    - File a claim for the inspection, and release the vehicle for sale.
  - If the headlamp etching marks are **incorrect**, provide the requested information below in an email to [nafgasupport@nissan-usa.com](mailto:nafgasupport@nissan-usa.com) and **HOLD** the vehicle:
    - E-Mail Subject Line: PC747 Titan Headlamp Inspection
    - VIN:
    - Dealer Name:
    - Dealer Code:
    - Dealer Address:
    - Contact Person Name:
    - Contact Person Phone Number:
    - Important: Identify which headlamp has the incorrect etching mark inspection result
    - Attach a clear picture of the incorrect headlamp etching markings

- Ensure that the total file size of the email is less than 10MB
- **Do not file a claim**
- Nissan FQA will review the E-mail submission and provide the dealer with repair and warranty claim instructions within two (2) business days of receipt

**\*\*\*\* 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.

**Thank you for your prompt attention to this matter.**

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

**\*\*\*\* Inspection procedure begins on next page \*\*\*\***



# PC747 - 2019 TITAN LED HEADLAMP INSPECTION

## SERVICE PROCEDURE:

1. Open the hood.
  - Pull hood lock release handle on driver side to unlatch the hood (Figure 1)
  - Release the secondary hood latch and lift open the hood (Figure 2)

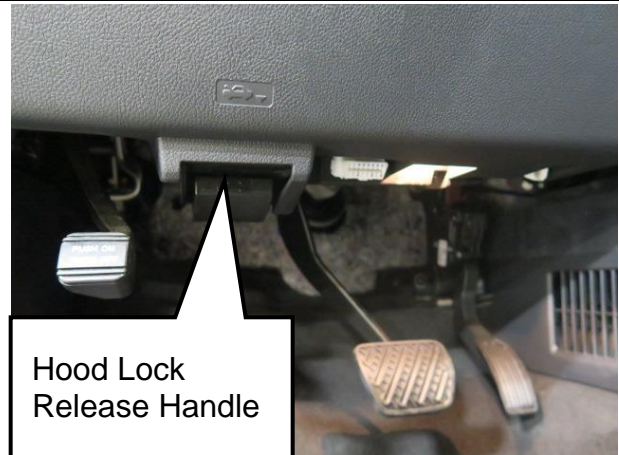


Figure 1



Figure 2

2. Locate the two areas for inspection on the driver side (Left) LED headlamp (Figure 3).
  - Upper laser etch marking
  - Lower laser etch marking

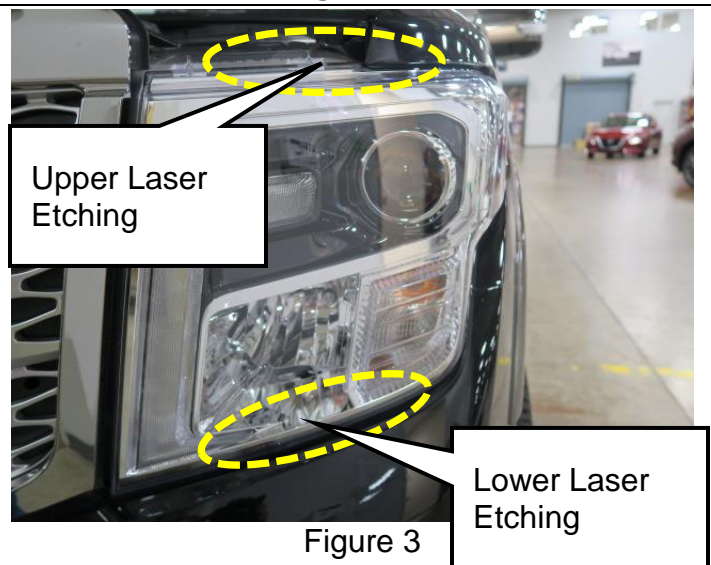


Figure 3

3. Inspect upper laser etch marking.

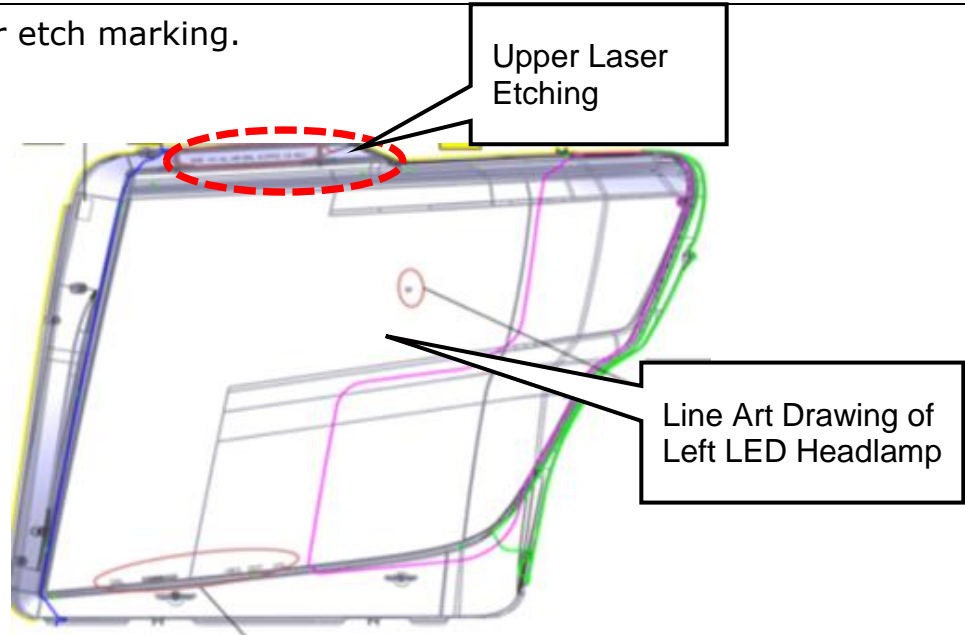
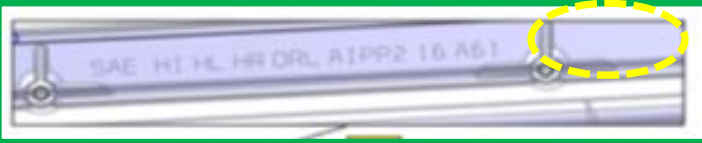
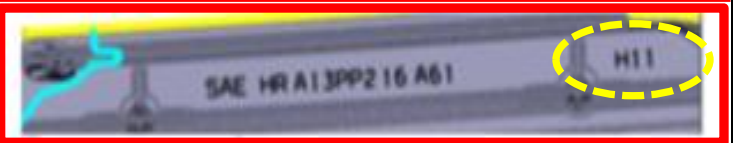


Figure 4

**CORRECT ETCH MARK (Blank)**



**INCORRECT ETCH MARK (H11)**



4. Inspect lower laser etch marking.

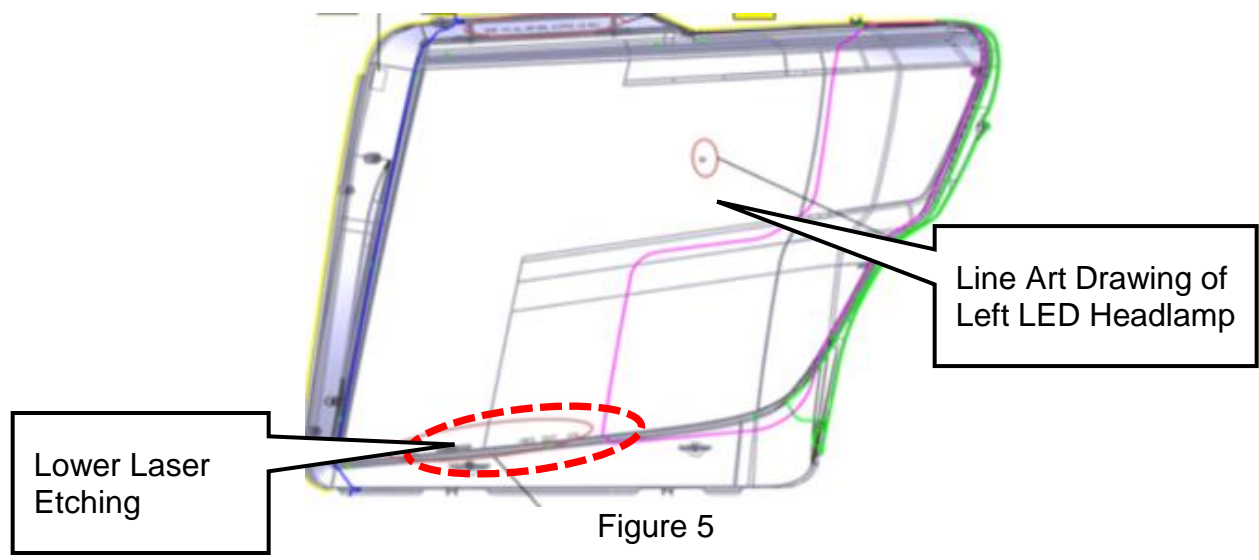
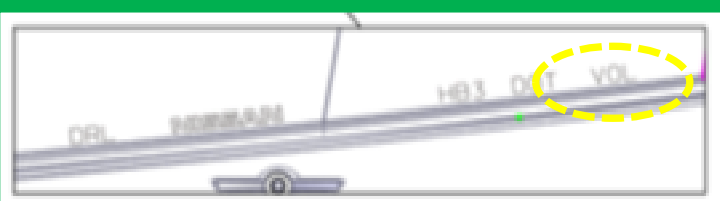
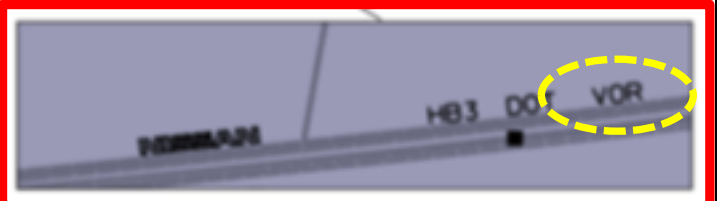


Figure 5

**CORRECT ETCH MARK (VOL)**



**INCORRECT ETCH MARK (VOR)**



5. Repeat steps 2-4 to inspect the passenger side (Right) headlamp.

6. Are any of the laser etch markings **Incorrect** on either headlamp?

A. **Yes**, go to Step 7.

B. **No**, go to Step 8.

7. If any of the headlamp etching marks has an inspection result of Incorrect, then **do not submit a Warranty claim.**

A. Continue to Hold the vehicle.

B. Send an E-mail identifying which headlamp has the incorrect etching marks to:

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

**Make sure to include the below information:**

- E-Mail Subject Line: PC747 Titan Headlamp Inspection
- VIN:
- Dealer Name:
- Dealer Code:
- Dealer Address:
- Contact Person Name:
- Contact Person Phone Number:

**Important:**

- Identify which headlamp has Incorrect etching mark inspection result
- Attach clear picture of the Incorrect headlamp etching markings

**Nissan FQA will review the E-mail submissions within two business days of receipt. FQA will then provide the dealer with repair and warranty claim instructions.**


8. Close the vehicle hood. Submit warranty claim using Op Code PC7470.

**CLAIMS INFORMATION**

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

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

**Campaign: PC747**

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PC747			
<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>
<b>Inspect laser etching marks on both headlamp assemblies (OK Condition)</b>	PC7470	0.2 Hr	NO	NO