



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Rear Combination Lamp Voluntary Service Campaign

Reference: PC796

Date: March 4, 2021

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)	5,748	352	March 4, 2021	NO

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

Nissan has reclassified and expanded the previously announced quality action (PC746) for new vehicle inventory as a Voluntary Service Campaign to replace both rear combination lamps on **5,748** specific 2020 Titan (A61) vehicles identified in Service Comm. The tail light function of the Rear Combination Lamp on Light-emitting diode (LED) equipped vehicles may not illuminate under certain conditions during vehicle start-up. If lamp voltage drops below 6.4v temporarily (during engine start-up), the tail lamps cut out. If this condition occurs, lamp function will resume normal operation if the lamp switch is turned off and then back on.

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 *****

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PC796**.
2. Dealers are requested to repair any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
 - **New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
 - Refer to NPSB15-460 for additional information
3. Dealers should use **NTB21-016** to correct 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	Dealers should refer to the Electronic Service Manual (ESM) to identify the correct part for vehicles applicable to this campaign. Parts listed below can be ordered via normal ordering process:
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	Part Number		Description	
	26550-9FV2A	Lamp RE Comb RH (No Aux)		
	26555-9FV2A	Lamp Assembly – RR Comb LH (No Aux)		
	26550-9FV2B	Lamp RE Comb RH (With Aux)		
	26555-9FV2B	Lamp Assembly – RR Comb LH (With Aux)		
	NOTE: Dealers should disable the original parts (by drilling a hole in them), once removed from the vehicle, and discard them.			
Repair	<ul style="list-style-type: none"> • NTB21-016 			
Owner Notification	Nissan will begin sending notifications to owners of all potentially affected vehicles in March 2021 via U.S. Mail.			

******* Dealer’s Responsibility *******

It is the dealer’s responsibility to check Service Comm or DBS National Service History - Open Campaigns 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.

Q. What is the reason for this voluntary service campaign?

A. The tail light function of the Rear Combination Lamp on Light-emitting diode (LED) equipped vehicles may not illuminate under certain conditions during vehicle start-up.

Q. What is the possible effect of the condition?

A. If this condition occurs, lamp function will resume normal operation if the lamp switch is turned off and then back on.

Q. What will be the corrective action?

A. The dealer will replace both rear combination lamps.

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 less than 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 sending notifications to owners of all potentially affected vehicles in **March 2021** via U.S. Mail.

Q. Are parts readily available?

A. Yes.

Q. Is my vehicle safe to drive?

A. Yes. If this condition occurs, lamp function will resume normal operation if the lamp switch is turned off and then back on.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. No, please consult your dealer 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. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

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

A. Nissan recommends owners have the lamp switch in the off position during engine start-up until the vehicle can be remedied.

Q. Is there any charge for this repair?

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 this service campaign.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. I have a 2020 Titan but did not receive a letter, how can I tell if my vehicle is affected?

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is affected by this campaign.

Q. What model year vehicles are involved?

A. Model year 2020 Nissan Titan vehicles manufactured in Canton, MS between December 13, 2019 to June 2, 2020.

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

A. No.

Q. Can this campaign be performed on U.S. vehicles that are being operated in Foreign Countries (Overseas)?

A. Yes.

Q. I am presently operating my U.S. vehicle in a Foreign Country (Overseas). What do I need to do to get the campaign on my vehicle performed?

A. Let me get some information from you so I can verify that your vehicle is involved in this service campaign. Please give me your name, address, telephone number, and vehicle identification number (VIN).

(Note to CRR: Follow the procedure for Overseas Campaign Program.)

Revision History:

Date	Announcement	Purpose
March 4, 2021	Original	New campaign announcement