



QUALITY ACTION

CAMPAIGN BULLETIN

Automatic Transmission

Reference: PC916

Date: September 2, 2022

Attention: Dealer Principal, Sales, Service & Parts Managers

REVISED September 2, 2022
Please discard earlier versions of this bulletin.

The announcement from August 29, 2022 has been revised to include the following:

- Affected population added
- SERVICE COMM activation date added
- Frequently Asked Questions (FAQ) section added
- Campaign ID added

Affected Models/Years:	Affected Population	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect:
MY2020-2023 Titan (A61)	58,150	1,649	September 2, 2022	YES
MY2020-2021 Frontier (D40)	52,213	NA		
MY2022-2023 Frontier (D41)	89,071	6,219		
MY2023 Z with auto trans. (Z34)	220	17		

*******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.

Nissan has placed a temporary Quality Assurance Hold on specific 2020-2023 Nissan Frontier, 2020-2023 Nissan Titan vehicles and 2023 Nissan Z vehicles equipped with automatic transmission due to an investigation of a potential transmission issue. Affected vehicles are subject to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

Affected vehicles **are 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 Non-Compliance Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **PC916**.
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. Dealers **must not sell, lease, trade, rent or loan** any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been repaired.
3. Nissan is currently investigating a potential concern with the automatic transmission. Additional information on next steps will be provided as soon as possible.

NISSAN NORTH AMERICA, INC.

Total Customer Satisfaction

Frequently Asked Questions (FAQ):

Q. When will the affected population show up in Service Comm, National Service History, and DBS?

A. September 2, 2022

Q. When will additional information be available for the issue currently under investigation?

A. Nissan is taking every effort to expedite this investigation and related communications.

Q. What vehicles are affected by the Quality Assurance Hold (Stop Sale)?

A. Specific MY20-23 Nissan Frontier, MY20-23 Nissan Titan, and MY23 Z equipped with automatic transmission. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC916**

Q. Why was the new 2023 Z added to this Quality Assurance Hold?

A. MY2023 Z vehicles equipped with 9-speed automatic transmission are under investigation and subject to this Quality Assurance Hold. MY2023 Z with manual transmission are not affected by this Quality Assurance Hold.

Revision History:

Date	Announcement	Purpose
August 24, 2022	Quality Assurance Hold	New Campaign Announcement
August 29, 2022	REVISION 1	Added Z with automatic transmission
September 2, 2022	REVISION 2	Added affected population, Service Comm activation date added, FAQ section added, Campaign ID added