

Titan Dealer Inventory Service Actions
Missing Accessory Clarification

Reference: PC423, PC428, PC434
Date: March 09, 2016



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Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
MY2016 Titan XD	NA	PC423: 247	March 1, 2016
		PC428: 79	January 29, 2016
		PC434: 6	February 27, 2016

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

Nissan has previously communicated instructions to dealers regarding specific vehicles in their inventory that may have been delivered without certain accessories. Nissan is delivering parts to those affected dealers to install the missing accessories on the vehicle. Nissan has instructed dealers to not trade the vehicles because the parts are being delivered to the original wholesale dealer of record.

Nissan also requested dealers to install the parts shipped to them for affected vehicles before they are sold to ensure the vehicle has all the equipment listed on the Monroney label and to ensure customer satisfaction.

If the dealer elects to deliver an affected vehicle without this equipment installed, the dealer should inform the customer of the missing accessory part(s) prior to sale. The dealer should also have the customer acknowledge in writing his/her understanding that the specific accessory is included in the price of the vehicle, but is not currently installed on the vehicle, and the dealer will contact the customer to schedule an appointment for part installation upon the dealer's receipt of the part.

***** Parts Information *****

Parts will be shipped directly to affected dealers by a third party logistics company. Parts will not be visible on a dealer's daily parts allocation report. Each box should include the following information on the label:

- Dealer Name
- Dealer Number
- VIN (for affected vehicle)
- Part Number

***** Parts Delivery Schedule *****

- Titan Box (PC423) parts shipments should be complete by **March 7, 2016**
- Splash Guard (PC434) parts shipments should be complete by **March 7, 2016**
- Step Rail (PC428) parts shipments were completed in **February**.

Our third party logistics company has also shipped parts for affected vehicles that have been retailed. These vehicles will be identified by VIN on the part label. Nissan expects to communicate instructions for handling any affected retail customers by the end of this month. Please hold these parts for the specific VIN in your parts department until the customer contacts your dealership for installation as a result of the communication. If a customer inquires about the missing equipment and the dealer has the necessary parts available, the dealer may install the missing part(s) on the customer's vehicle and file a campaign warranty claim for the appropriate action using the claims information provided in the dealer service action announcements.

If a dealer receives parts for a vehicle they have traded, please notify the dealer in possession of the vehicle of this action and provide them the parts provided at no charge.

If you have further questions or concerns, Please send an email with your concerns to campaignannouncements@nissan-usa.com. Please be sure to provide a contact name and phone number along with your questions or concerns.

Note: If requesting parts for a vehicle not identified in Service Comm, please provide a copy or picture of the Monroney label showing the affected VIN and the missing content listed on the Monroney label. Please include a picture of the vehicle showing the missing equipment as well. This will expedite the processing of your request.