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From: NNA Service Actions & Campaigns
Sent: Thursday, February 16, 2017 12:08 PM
To: *NNA NIS FOMs; *NNA NIS CEM; *NNA NIS RAM; *NNA NIS ROM; *NNA NIS ADM; *NNA NIS DOM
Cc: *NNA NIS Service Actions & Campaign Announcements; *NNA NIS AGMs; *NNA NIS RVP; Ghajarieh, Ashkan; *NNA DIST NIS-DistAll; Shirley, Scott; Broyles, Micah L (EXTERNAL); Bush, Paul (EXTERNAL); Lacy, Doris (EXTERNAL); Baker, Nancie L (EXTERNAL); Lerma, Mike (EXTERNAL); Dominguez, Audra; Matthews, Sharon (EXTERNAL); Sinclair, Kelly (EXTERNAL); Davis, Derek; Batdorf, Jesse; Dilks, Nicole (Nikki); Barton, Tony; Katz, Ron; Wallwork, Tim; Diaz, Fred; O'Connor, Phillip; Clouthier, Scott
Subject: INFORMATION: AFTERSALES: DEALER SUPPORT: REVISION3 PC471- 2016 Titan High Pressure Turbo - Voluntary Emissions Service Campaign - Dealer Announcement

Follow Up Flag: Follow up
Flag Status: Flagged

Nissan Aftersales Division

Electronic Field Communication

INFORMATION

Date: February 16, 2017

To: FOMs, DOMs, RAMs, ROMs, CEMs & ADMs

Subject: **REVISION 3 - PC471- 2016 Titan High Pressure Turbo- Voluntary Emissions Service Campaign - Dealer Announcement**

UPDATE February 16, 2017

The announcement from December 15th, 2016 has been revised to include:

- High pressure turbo kits and additional service parts for diesel engine repair are no longer on restriction and may be ordered via normal process. Orders placed prior to restriction removal will be fulfilled.

Please discard earlier versions of this bulletin.

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date (Dealer Inventory): | Stop Sale In Effect |
|------------------------------|----------------------|-------------------|--|---------------------|
| MY2016 Titan XD Diesel (A61) | 1,278 | 683 | July 22, 2016 | NO |
| | | | SERVICE COMM Activation date (Retail) | |
| | | | October 13, 2016 | |

Campaign Summary:

Nissan is conducting a Voluntary Emissions Service Campaign on certain MY2016 Titan XD Diesel (A61) vehicles to address an excessive oil consumption concern with the high pressure turbocharger.

NOTE: Only certain Titan XD Diesel vehicles are affected, while other Titan XD Diesel vehicles are not, so dealers need to follow instructions below to identify the affected vehicles.

What Dealers Should Do:

1. Verify if vehicles are affected by this Voluntary Emissions Service Campaign using Service Comm I.D. **PC471**.
2. Dealers are requested to repair any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
3. Repair affected vehicles using campaign repair bulletin **NTB16-097**.

Note: If DTC P0524 is found stored or if the high pressure turbo fails inspection, dealers will need to gather the required information requested on page 72 (DTC P0524) or Page 74 (high pressure turbo) of NTB16-097 and submit a pre-call form to the Powertrain Call Center for parts replacement and await further instruction.

4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.
5. Dealers are reminded to follow all local laws and regulations regarding disclosures of repairs to new vehicles prior to sale.

Release Schedule:

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|--|---|
| Parts | <ul style="list-style-type: none"> • Nissan previously shipped parts to dealers to repair affected vehicles in new vehicle dealer inventory. Parts began arriving at dealers on September 2, 2016. High pressure turbo kits and additional service parts for diesel engine repair are no longer on restriction. • Dealers may order high pressure turbo kits (10007-EZ40A) for affected retailed units. <ul style="list-style-type: none"> ○ Dealers should order parts as needed ○ Nissan has enough parts on hand to repair all affected vehicles, but current supplies will not allow all dealers to stock parts for potential repairs due to a small number of vehicles being involved in this campaign • The high pressure turbocharger replaced under this campaign activity may be collected. • Pursuant to APRM policy 2.33.13, dealers are expected to comply with parts return procedure. |
| Special Tools | <ul style="list-style-type: none"> • J-54423 – Air Handling System Clean Care Kit • J-54427 – Fuel System Clean Care Kit • J-51951 (if needed) – Tech Cam (borescope) • J-45695-A – Coolant Refill Tool • Dealers should already have the tools listed above. • Additional kits and components can be ordered from TechMate @ 1-800-662-2001 or www.nissantechmate.com. |
| Repair | <ul style="list-style-type: none"> • Campaign Bulletin NTB16-097 is now available on NNAnet, ASIST & Dealer360. |
| Technician Certification Requirements | <ul style="list-style-type: none"> • Technicians must have diesel certification to perform this repair. The required training is: <ul style="list-style-type: none"> ○ Current ASE A1 & A8 certification |

| | |
|---------------------------|---|
| | <ul style="list-style-type: none"> ○ Intro to Emission Control Systems (online) ○ Intro to OBD II Systems (online) ○ Intro to Engine Mechanical Service (online) ○ Intro to Engine Control Systems (online) ○ Cummins Engine Familiarization – Part 1 (online) ○ Cummins Engine Familiarization – Part 2 (online) ○ Introduction to Diesel Technologies (online) ○ Nissan Titan XD Diesel Technologies Post Test – Pass (online) ○ OBD II Systems Diagnosis and Repair Post Test – Pass (online) ○ Engine Mechanical Service (4-day instructor led) ○ ECCS Operation, Diagnosis, & Repair (4-day instructor led) ○ OBD II Systems Diagnosis & Repair (4-day instructor led) ○ Nissan Titan XD Diesel Technologies (5-day instructor led) |
| Owner Notification | <ul style="list-style-type: none"> • Nissan will begin notifying owners of all potentially affected vehicles in January, 2017 via U.S. Mail. |

Dealer’s Responsibility:

It is the dealer’s responsibility to check Service Comm using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary emissions 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

Attachments (1):

1. Dealer Announcement

Dealer Communication:

The information will be available on NNAnet.com and Dealer360 beginning February 16, 2017.

- NNAnet.com under My Documents in the following categories:
 - Parts>Campaigns>
 - Sales>Campaigns
 - Service>Campaigns>
 - Hint search on keywords:
 - **PC471**

Dealer personnel in the following positions will receive direct email notification of this notice using the email address entered into NNAnet.

| Position Name |
|-------------------------------|
| Assistant Parts Manager |
| Assistant Service Manager |
| Sales Manager |
| New Car & Truck Sales Manager |
| Part & Service Director |
| Parts Director |

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| Parts Manager |
| Service Advisor/Consultant |
| Service Advisor/Consultant – Express Service |
| Service Director |
| Service Manager |
| Used Car/Preowned Sales Manager |
| Warranty Administrator |

If any dealers are not receiving this information via email from the campaignannouncements@nissan-usa.com mailbox, please check spam folders and enable their inbox to process these emails as a safe sender. All dealer email addresses for these positions are taken from the dealer portal (NNAnet) and updated regularly. Dealers should verify the dealer portal administrator has the current contact information entered for these key positions to ensure information is received.

Please cascade as necessary.

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Department: Dealer Support