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# QUALITY ACTION

# CAMPAIGN BULLETIN

## Audio Visual (AV) Control Unit Screen

Reference: PC741  
Date: June 4, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

**REVISED June 4, 2020**  
**Please discard earlier versions of this bulletin.**

**The announcement from May 19, 2020 has been revised to include the following:**

- Nissan is working with the supplier to accelerate the procurement of parts. Nissan anticipates the repair and a small quantity of parts will be available in mid-June. A follow up communication will be sent out at that time.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2020 Titan (A61)	NA	<b>1,389</b>	May 19, 2020	<b>YES</b>

**\*\*\*\*\*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.

Effective immediately, Nissan is placing a temporary Quality Assurance (QA) Hold on **1,389** specific MY2020 Titan vehicles. Due to a supplier issue that has since been resolved, the audio/IT screen on the head unit of the subject vehicles may delaminate.

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

1. Verify if vehicles are affected by this quality hold using Service Comm or DBS National Service History – Open Campaign I.D. **PC741**
  - New vehicles in dealer inventory can also be identified by using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
    - Refer to NPSB 15-460 for additional information
  - **Some vehicles may still be in transit. Please continue to check newly arriving inventory for QA Hold applicability.**
2. Please **do not drive, sell, loan or trade** the specific MY2020 Titan vehicles in dealer inventory subject to this QA Hold.
3. No further action is necessary at this time.
  - Nissan is working with the supplier to accelerate procurement of parts. Nissan anticipates the repair and a small quantity of parts will be available in mid-June. A follow up communication will be sent out at that time.

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