



QUALITY ACTION

CAMPAIGN BULLETIN

Tire Replacement

Reference: PC972

Date: April 4, 2023

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE April 4, 2023
Please discard earlier versions of this bulletin.

The announcement from March 29, 2023 has been revised to include the following:

- The labor operation has been increased from **FRT 1.8 hours to 2.1 hours** for this procedure
 - Claims that have processed and paid with the incorrect FRT will automatically be credited for appropriate reimbursement. No dealer action is necessary.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect:
2023 Titan (A61)	NA	100	March 27, 2023	YES
2023 Frontier (D41)	NA	623		

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

Nissan is updating the temporary Quality Assurance hold (PC972) on **723** specific 2023 Nissan Titan and Frontier vehicles identified in Service Comm to a dealer inventory Quality Action to replace all five (5) tires (including spare tire). Due to a manufacturing issue, which since has been corrected, the bead area of tires on affected vehicles may have been sliced during mounting, which could allow the rubber to separate from the bead steel reinforcement and potentially lead to tire rupture. Nissan's investigation into this mounting issue is continuing at this time.

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******

PLEASE FOLLOW THE ATTACHED INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC972**
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. Please **do not drive, loan, sell or trade** the specific vehicles in dealer inventory subject to this quality action.

3. Use the attached procedure to remedy any vehicles affected by this quality action prior to sale.
4. Once remedied, dealers should submit the applicable warranty claim for the action performed so it can be closed in Service Comm and release the vehicle for sale.

****** Dealer Responsibility ******

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate campaign ID for the remedy status on each affected vehicle currently in new vehicle inventory.

NISSAN NORTH AMERICA, INC.

Total Customer Satisfaction



PC972 – 2023 TITAN, TITAN XD AND FRONTIER TIRE REPLACEMENT

SERVICE PROCEDURE

NOTE:

The spare wheel and tire assembly does not have a TPMS sensor. Be sure it is reinstalled in the spare tire area.

NOTICE

Be careful to not damage the wheel or tire pressure sensor when replacing tires.

1. Replace and balance all (5) tires (**Including Spare Tire**).
 - For tire replacement refer to the Electronic Service Manual (ESM) section: *SUSPENSION > ROAD WHEELS & TIRES > REMOVAL AND INSTALLATION > WHEEL AND TIRE > Removal and Installation*
 - Inflate tires to the cold tire pressure shown on the Tire Loading and Information Label
2. When reinstalling wheels, on vehicle. Torque lug nuts as specified below per vehicle model.
 - **Frontier: Wheel nut torque: 133 N·m (14 kg-m, 98 ft-lb)**
 - **Titan XD: Wheel nut torque: 177 N·m (18 kg-m, 131 ft-lb)**
 - **Titan Non-XD Wheel nut torque: 133 N·m (14 kg-m, 98 ft-lb)**

CAUTION:

- **When installing wheel nuts, tighten them diagonally by dividing the work two or three times in order to prevent the wheels from developing any distortion.**
- **Be careful not to tighten wheel nuts to a torque exceeding the specification to prevent strain on the disc brake rotor.**
- **Wear all appropriate PPE (Safety Glasses) and follow all cautions/warnings for related equipment.**

3. Perform TPMS ID registration.

- For TPMS sensor ID registration refer to the ESM section: SUSPENSION > ROAD WHEELS & TIRES > BASIC INSPECTION > ID REGISTRATION PROCEDURE >Work Procedure

4. Use a 1/2" drill bit to drill two holes through the sidewall of the removed tire(s).

- **Tires removed due to this Quality Action cannot be resold or reused.**
- **Nissan recommends properly disposing of all unusable disabled tires to comply with applicable state and local laws and regulations. Additionally, limiting the disposal of tires in landfills by alternative beneficial or positive reuse such as recycling, shredding, crumbling and recovery.**

PARTS INFORMATION

MODEL	REPLACEMENT TIRE		PART NUMBER	QTY
Titan Titan XD	GRABBER HTS LRE BW	LT265/60R20 (1)(2)	OETIR02971	5
	GRABBER APT LRE BW	LT275/65R18 (1)(2)	OETIR02993	5
	General GRABBER APT BW	P275/70R18 (1)(2)	OETIR03096	5
Frontier	HANKOOK DYNAPRO AT2 RF11 BW	P265/70R17 115s (1)(2)	OETIR03079	5

(1) Order this item through the Nissan Maintenance Advantage program: Phone 877-NIS-NMA1 (877-647-6621). Website order via link on the dealer portal; www.NNAnet.com and click on the "Maintenance Advantage-Tire/Battery/Chemical" link.

(2) Use below expense code for tire reimbursement. DO NOT claim the Dealer Tire part number on the claim.

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC972	Replace Five (5) Tires	PC9720	2.1 Hrs.

EXPENSE CODE

EXPENSE CODE	DESCRIPTION	MAX AMOUNT
814	Tire Replacement, Shipping Fees, and Disposal Fees OETIR02971	\$2,593.50
815	Tire Replacement, Shipping Fees, and Disposal Fees OETIR02993	\$2,041.00
816	Tire Replacement, Shipping Fees, and Disposal Fees OETIR03096	\$2,047.50
817	Tire Replacement, Shipping Fees, and Disposal Fees OETIR03079	\$1,657.50

*Use this **EXPENSE CODE** for tire(s) reimbursement. DO NOT claim the Dealer Tire part number on the claim.

NOTE: MAX AMOUNT includes local and state tax as well as disposal fees.