



SAFETY RECALL

CAMPAIGN BULLETIN

Front Turn Signal Bulb Voluntary Recall Campaign

Reference: PC811, PM986

Date: June 24, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2020-2021 Titan/Titan XD(A61)	14,719	1,594	June 24, 2021	YES
2020-2021 Versa (N18)	16,080	340		

**** Campaign Summary ****

Nissan is committed to the safety and security of our customers and their passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) and Transport Canada that it is recalling certain MY2020-2021 Nissan Titan and Versa vehicles in the US and Canada to address both the right and left front turn signal bulbs.

Due to a supplier issue that has since been corrected, certain lots of turn signal bulbs may develop a crack at the base of the bulb glass which can cause it to become inoperable. Dealers will inspect both the right and left front turn signal bulb lot code. If a bulb lot code is confirmed to be affected, the bulb will be replaced.

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

- Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service history – Open Campaign I.D. **PC811, PM986.**
 - 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.**
- Dealers should use **NTB21-056 for Titan** and **NTB21-057-for Versa** to remedy any vehicles subject to this campaign.
- Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

**** Release Schedule ****

Parts	Parts may be ordered via normal process.																																							
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: black; color: white;"> <th style="width: 25%;">Part Number</th> <th style="width: 50%;">Description</th> <th style="width: 25%;">Quantity (If Needed)</th> </tr> </thead> <tbody> <tr> <td>26717-9B90B</td> <td>Bulb Titan/Titan XD (A61)</td> <td style="text-align: center;">0 - 2</td> </tr> <tr> <td>26717-9B91D</td> <td>Bulb Versa (N18)</td> <td style="text-align: center;">0 - 2</td> </tr> </tbody> </table>	Part Number	Description	Quantity (If Needed)	26717-9B90B	Bulb Titan/Titan XD (A61)	0 - 2	26717-9B91D	Bulb Versa (N18)	0 - 2																														
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Repair	<ul style="list-style-type: none"> • NTB21-056 – Titan/Titan XD • NTB21-057 – Versa 																																							
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in August 2021 via U.S. Mail.																																							

**** Dealer Responsibility ****

It is the dealer's responsibility to check Service Comm or DBS National Service History using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary recall 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 new vehicle inventory. If a VIN subject to this recall 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

Frequently Asked Questions (FAQ):

Q. Is this a recall?

A. Yes.

Q. Is this a Stop Sale?

A. Yes.

Q. What is the reason for the recall?

A. Due to a supplier issue that has since been corrected, the affected lots of bulbs may develop a crack at the base of the bulb glass which can cause it to become inoperable.

Q. What is the possible effect of the condition?

A. If the front right and/or left side turn signal bulbs are inoperable, there will not be an indication to on-coming drivers or pedestrians that the vehicle will be turning, increasing the risk of a crash or injury.

Q. What will be the corrective action for this voluntary recall campaign?

A. Dealers will inspect both the front right and left side turn signal bulb lot codes. If a bulb lot code is confirmed to be affected, the bulb will be replaced.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, should take less than one (1) hour to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. Nissan will begin notifying owners of all potentially affected vehicles in **August 2021** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If the turn signal indicator light on the vehicle information display is blinking faster than usual, you should contact your Nissan dealer for service as soon as possible. If the turn signal indicator is functioning normally but your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles repaired as soon as possible upon notification.

Q. Is there anything owners can do to mitigate this condition?

A. No.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. **If inspection indicates parts replacement is needed**, rental is available upon customer request, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement.		

Q. Is there any charge for this service?

A. No. The remedy will be performed for the customer free of charge for parts and labor.

Q. Will I have to take my vehicle back to the selling dealer to have the service performed?

A. No, any authorized Nissan dealer is able to perform the recall campaign.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. What model year vehicles are involved?

A. Certain Model Year 2020-2021 Nissan Titan vehicles manufactured from July 14, 2020 to December 22, 2020 at the Canton, MS plant, and certain Model Year 2020-2021 Nissan Versa vehicles manufactured from June 11, 2020 to October 19, 2020 at the Aquas Calientes plant are affected.

Q. Are you experiencing this condition on any other Nissan (or INFINITI) models?

A. No.

Revision History:

Date	Announcement	Purpose
June 24, 2021	Voluntary Recall Campaign	New Campaign Announcement

