



QUALITY ACTION

CAMPAIGN BULLETIN

Turbo Actuator/High-Pressure Turbocharger Emission Warranty Extension Dealer Notification

Reference: PC864, PC854

Date: November 4, 2022

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM [*] Activation date:	Stop Sale In Effect
MY2016 TITAN XD Diesel (A61D)	14,269	NA	November 4, 2022	NO

* Eligibility will appear on the warranty extension page of Service Comm

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

Nissan is committed to providing the highest levels of product quality and customer satisfaction. Therefore, Nissan is extending the emission warranty coverage on MY16 Titan XD Titan Turbo Actuator and High-Pressure Turbocharger to 10 Years or 150,000 miles, whichever occurs first. All other warranty terms, limitations, and conditions remain unchanged.

Certain MY16 TITAN XD Diesel vehicles may experience issues with the Turbo Actuator or the High-Pressure Turbocharger. Over time, a solder crack may develop in the Turbo Actuator and/or carbon build-up is possible on the High-Pressure Turbocharger Compressor. The most likely conditions are a MIL-On with DTC P00AF and/or DTC P0299. These issues have no effect on vehicle safety, drivability, or fuel economy. There could be a decrease in performance if either condition were to occur.

During the limited emission warranty extension period, owners are eligible for free replacement of the Turbo Actuator and High-Pressure Turbocharger if either is determined to be required by a Nissan trained technician. Owners of eligible vehicles will receive notification of this limited emission warranty extension during November 2022.

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

1. Verify if vehicles are eligible for this Warranty Extension using the warranty extension page of Service Comm.
2. If a customer contacts the dealer with a Turbo Actuator or High-Pressure Turbocharger concern in an owned or leased vehicle, dealers should use the appropriate Technical Service Bulletin (TSB) to diagnose the root cause of the customer concern and identify the correct repair to resolve the customer concerns.

NOTE: Dealers will need to follow the warranty process and obtain pre-approval when the repair cost exceeds a Dealer's Claims Administration/Authorization Limits (DCAL).

3. The service department should submit the applicable warranty claim for the action performed.

NISSAN NORTH AMERICA, INC.

Total Customer Satisfaction

Frequently Asked Questions (FAQ):

Q. Is this a recall?

A. No. This is not a recall. This is a limited emission warranty extension.

Q. How long is the warranty extension?

A. Nissan is extending the emission warranty coverage on MY16 Titan XD Turbo Actuator and High-Pressure Turbocharger to 10 Years or 150,000 miles, whichever occurs first. All other warranty terms, limitations, and conditions remain unchanged.

Q. What is the reason for this warranty extension?

A. To ensure customer satisfaction. Certain TITAN XD Diesel vehicles may experience issues with the Turbo Actuator or the High-Pressure Turbocharger. Over time, a solder crack may develop in the Turbo Actuator and/or carbon build-up is possible on the High-Pressure Turbocharger Compressor. The most likely conditions are a MIL-On with DTC P00AF and/or DTC P0299.

Q. What is the possible effect of the condition?

A. These conditions have no effect on vehicle safety, drivability, or fuel economy. There could be a decrease in performance if either condition were to occur.

Q. What will the warranty extension cover?

A. During the warranty extension period, owners are eligible for replacement of the Turbo Actuator and High-Pressure Turbocharger if either is determined to be required by a Nissan trained technician.

Q. How long will the warranty repair take?

A. These replacements could take up to one (1) day to complete, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule or if additional diagnosis is required as described above.

Q. Are parts readily available?

A. Yes.

Q. Are all Titan XD models eligible?

A. No. Specific MY16 TITAN XD Diesel vehicles are covered by this limited emission warranty extension.

Q. How can a dealer identify vehicles eligible for the warranty extension?

A. Dealers can refer to the warranty extension page of Service Comm for eligibility.

Q. I did not receive a letter, how can I tell if my vehicle is affected?

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this warranty extension.

Q. Is my vehicle safe to drive?

A. These conditions have no effect on vehicle safety, drivability, or fuel economy. There could be a decrease in performance if either condition were to occur.

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

A. If rental is requested, dealers are to follow the Assurance Products Resource Manual (APRM) 2.2: Goodwill Rental Guidelines for rental coverage during repairs.

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 this service.

Q. How can owners seek reimbursement for repairs previously conducted?

A. If you previously paid to diagnose and repair a turbo actuator or high-pressure turbocharger for your MY16 Titan XD within the warranty extension term of 10 years or 150,000 miles (whichever occurs first), you may be eligible for reimbursement of this expense, even if your vehicle is now beyond the limits of the warranty extension. Please go to www.nissanassist.com for complete information and instructions including the Reimbursement Claim Form.

Revision History:

Date	Announcement	Purpose
November 4, 2022	Original Document	Announce warranty extension