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# QUALITY ACTION

## CAMPAIGN BULLETIN

### Tailgate Lock Dealer Inventory

Reference: PC470, PC549, PC550

Date: February 21, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2016 Titan XD (A61D)	NA	<b>1,004</b>	February 21, 2017	<b>NO</b>

**\*\*\*\*\*Dealer Announcement\*\*\*\*\***

Nissan is conducting a dealer inventory service action on **1,004** specific 2016 Titan vehicles identified in Service Comm to replace components associated with the tailgate lock assembly.

Affected vehicles are **not** subject to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer. Nissan requests dealers to remedy the affected vehicles prior to sale to ensure customer satisfaction.

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

**PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:**

- Verify if vehicles currently in new dealer inventory are affected by this service action using Service Comm **I.D. PC470, PC549, and PC550**.
  - New vehicles in dealer inventory can also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
    - Refer to NPSB 15-460 for additional information
- Use the attached procedure to identify which components to replace:

<b>PC470:</b> Built ON or before: 4/29/2016 and 1N6(*)A1F(**)GN 510646	<b>Replace:</b> <ul style="list-style-type: none"> <li>Tailgate handle*</li> <li>Both lock rod latch assemblies*</li> <li>Latch Actuator Arm</li> <li>Tailgate latch controller*</li> </ul>	<b>Page:</b> 3-10
<b>PC549:</b> Built before: 6/7/2016 and 1N6(*)A1F(**)GN 513270	<b>Replace:</b> <ul style="list-style-type: none"> <li>Both lock rod latch assemblies</li> <li>Latch Actuator Arm</li> <li>Tailgate latch controller*</li> </ul>	<b>Page:</b> 11-18
<b>PC550:</b> Built ON or before: 6/16/2016 and 1N6(*)A1F(**)GN 513847	<b>Replace:</b> <ul style="list-style-type: none"> <li>Latch Actuator Arm</li> <li>Tailgate latch controller*</li> </ul>	<b>Page:</b> 19-26

- The service department should submit the applicable warranty claim for the action performed so it can be closed on Service Comm and release the vehicle.

**\*\*\*\*\* Dealer Responsibility \*\*\*\*\***

It is the dealer's responsibility to check Service Comm using the appropriate campaign I.D for the inspection status on each affected vehicle currently in new vehicle inventory. Nissan requests dealers to perform this repair on new vehicles in inventory prior to being retailed to ensure customer satisfaction.

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

**NISSAN NORTH AMERICA, INC.**

Aftersales DIVISION

**\*\*\*\*\* Procedures begin on the following page \*\*\*\*\***



# DEALER SERVICE ACTION PC470 - 2016 TITAN XD (A61) TAILGATE HANDLE REPLACEMENT

## SERVICE PROCEDURE:

### NOTE:

- If a vehicle is equipped with a rear view camera it must be recalibrated after the last operation is performed.

1. Remove the below listed components as per the Electronic Service Manual (ESM), section **DLK – Door & Lock** for removal and installation information (Figure 1).

**CAUTION: YOU WILL NEED TO SUPPORT THE TAILGATE PRIOR TO REMOVING THE LOCK ROD LATCH ASSEMBLIES OR DAMAGE TO TAILGATE MAY OCCUR.**

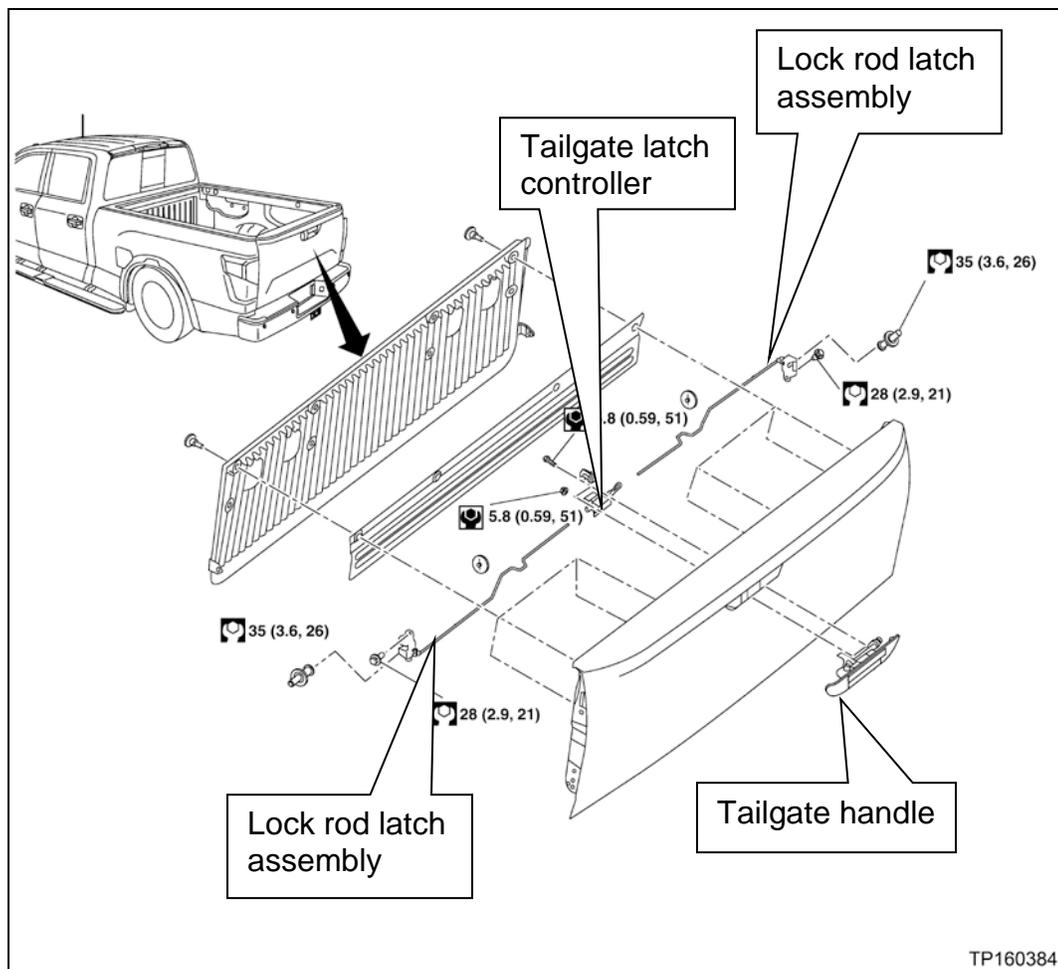


Figure 1

2. Install two foam blocks into the tailgate as shown in Figure 2 as follows:

a. Clean the interior surface of the tailgate with 50% isopropyl alcohol.

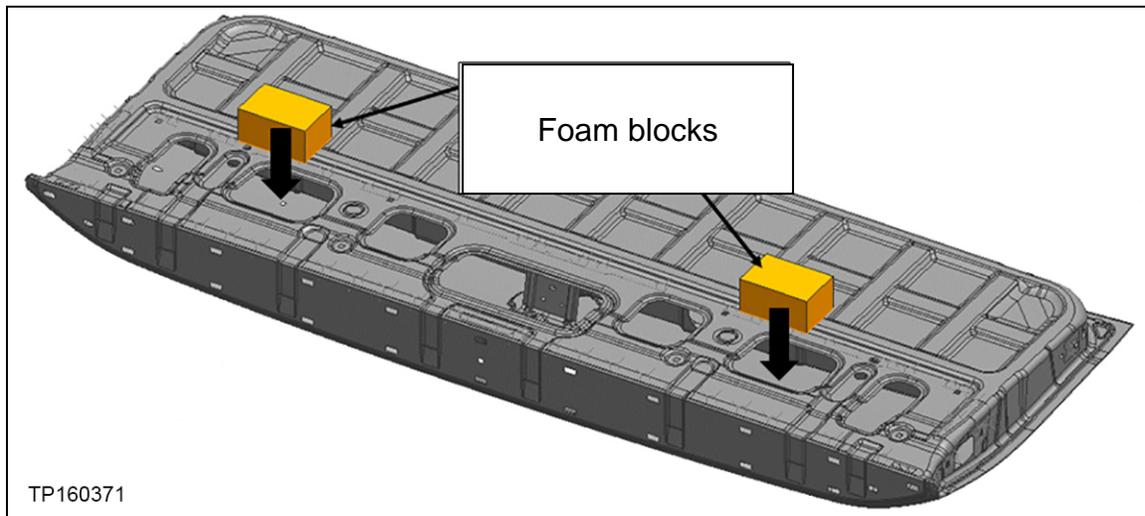


Figure 2

b. Peel the adhesive backing material from the foam blocks one at a time and attach to the inside prepared surface of the tailgate's external sheet-metal.

- Install the driver's side foam block approximately 23.73 mm ( $\pm 10$ ) from the bottom edge of the tailgate access hole (Figure 3).

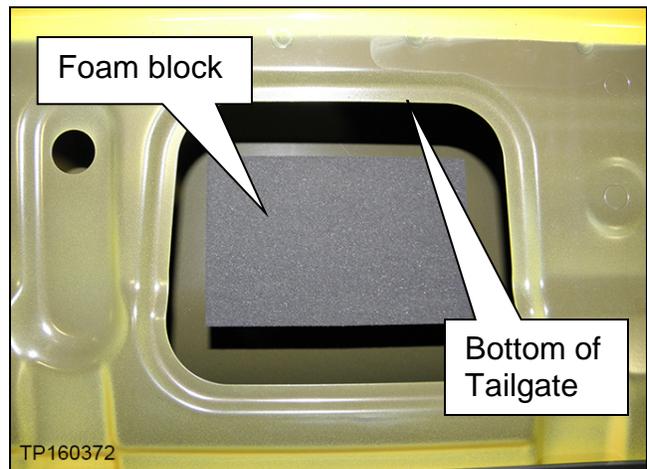


Figure 3

- Install the passenger side foam block 86.5 mm ( $\pm 10$ ) from the bottom edge of the tailgate access hole (Figure 4).

c. Press firmly and confirm that each foam block is securely attached.

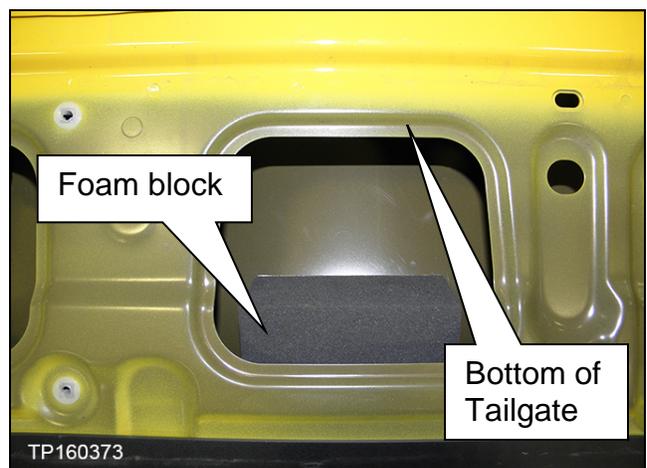


Figure 4

3. Install Tailgate Handle, Tailgate Lock Rod Assemblies, Latch Controller as per the ESM section **DLK – Door & Lock**.

**NOTE:** Do not secure lock rods to the latch controller at this time.

4a. Does the vehicle have an “electronic tailgate lock” accessory installed (Figure 5)?

- **YES:** Proceed to step 4b.
- **NO:** Proceed to step 6 on page 6.

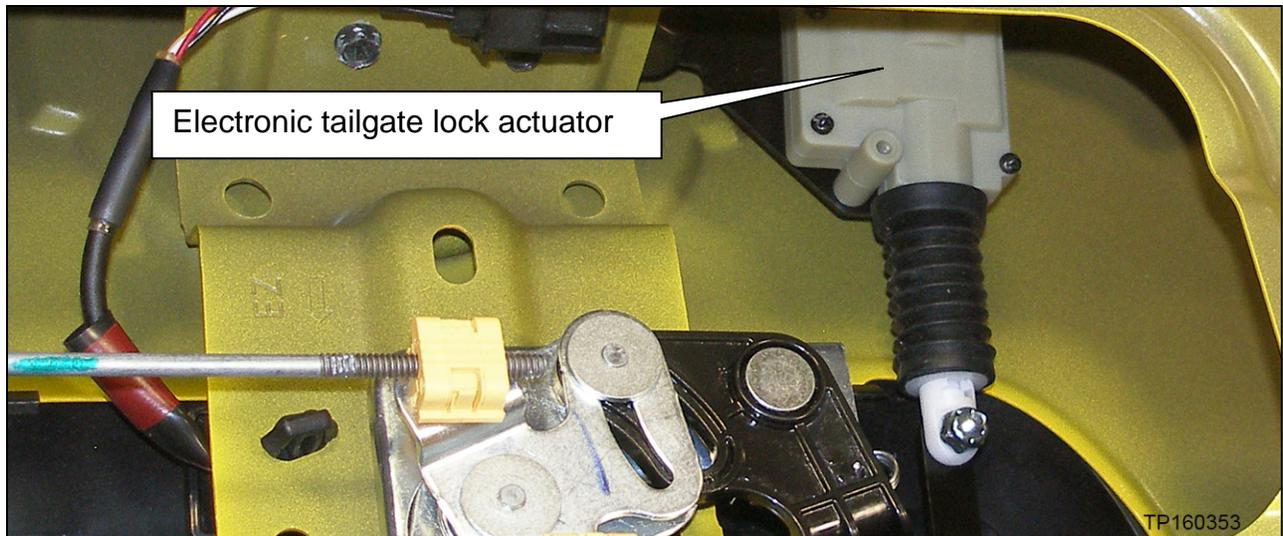


Figure 5

4b. Does the lock actuator arm have a “slot” in it (Figure 6)?

- **YES:** Proceed to step 6 on page 6.
- **NO:** Replace Lock Actuator Arm proceed to step 5.

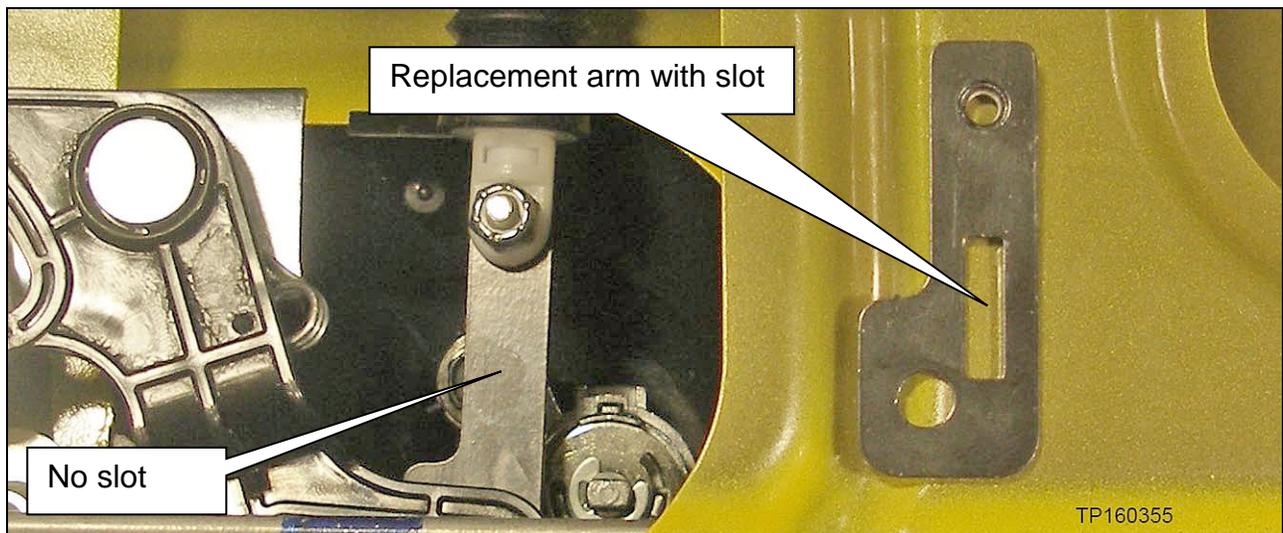


Figure 6

5. Install NEW lock actuator arm as follows:

a. Lift the latch arm off the pin as shown in Figure 7.

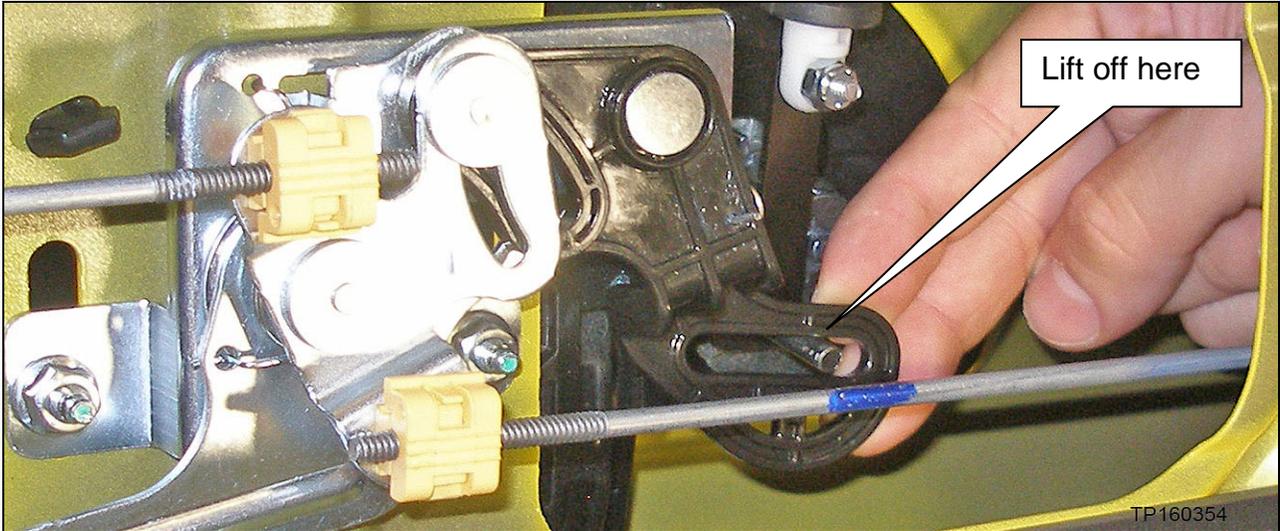


Figure 7

b. Lift the actuator arm off the pin as shown in Figure 8.

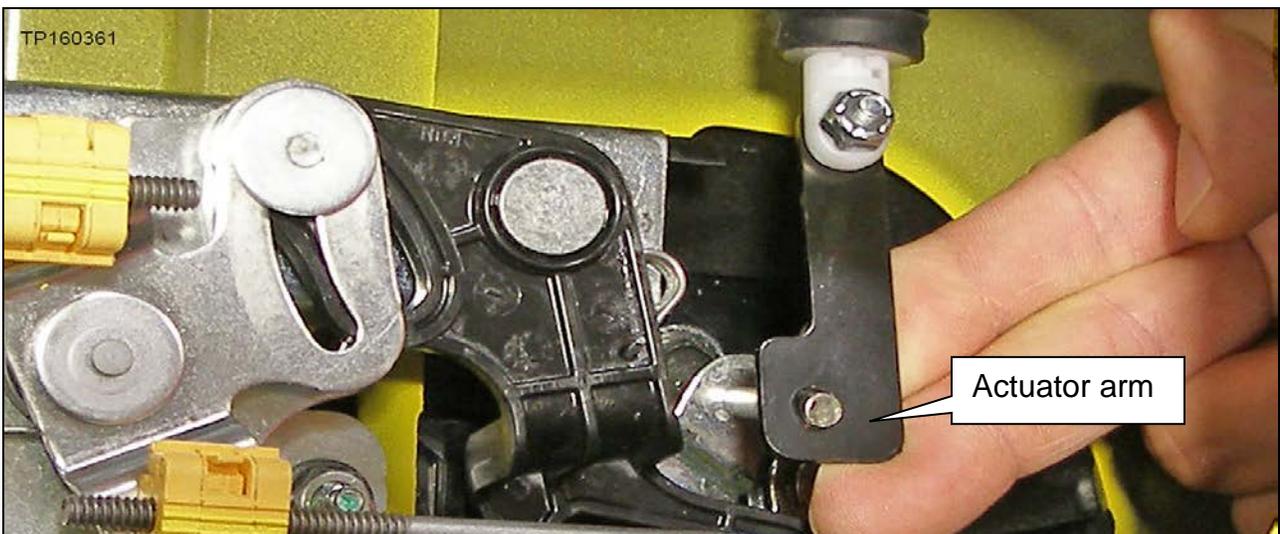


Figure 8

- c. Remove the actuator arm from the actuator and discard (Figure 9).

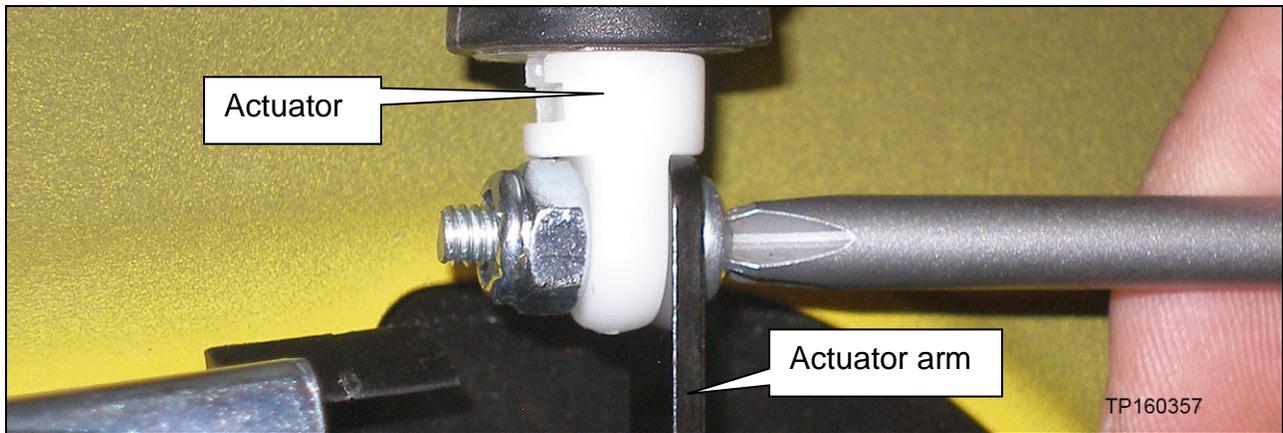


Figure 9

- d. Clean the new 2-piece lock actuator arms with the cleaning pad, then assemble finger tight (for now) with the provided Allen head cap screw (Figure 10).

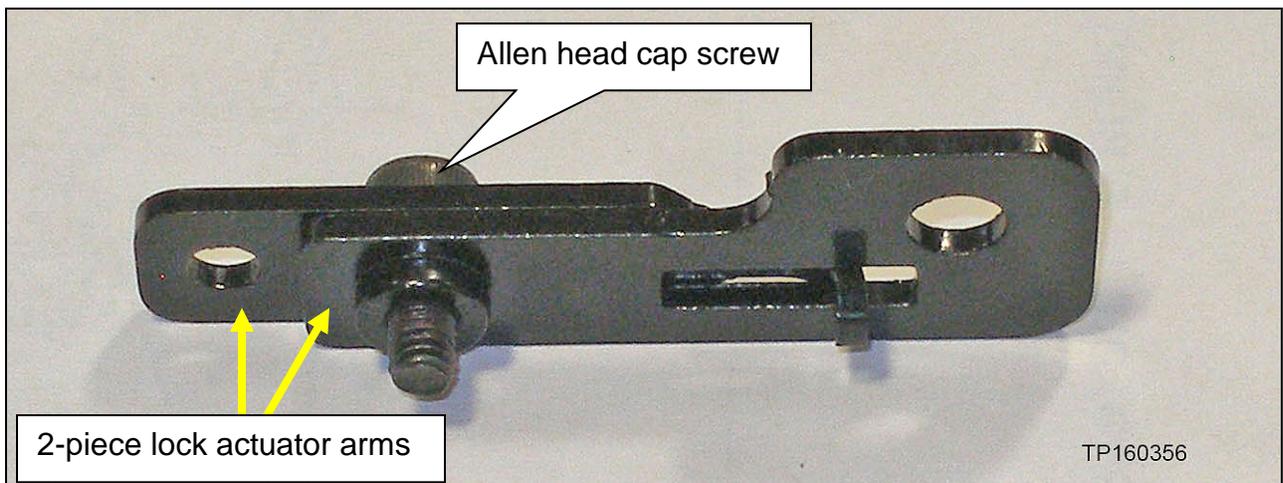


Figure 10

- e. Install the new arm assembly as shown in Figure 11, and turn actuator arm nut until finger-tight.

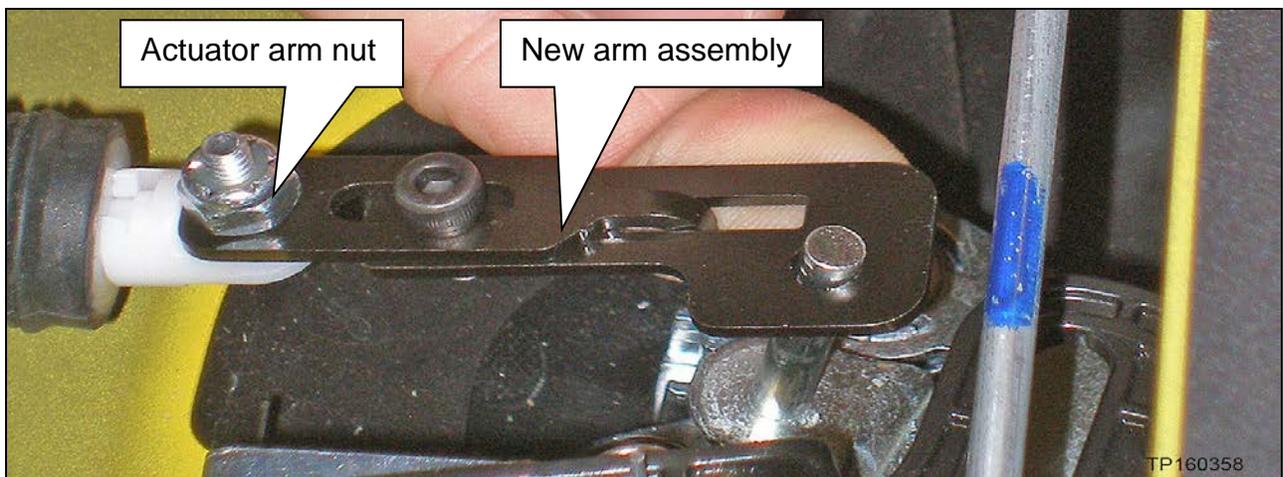


Figure 11

- f. Adjust the arm assembly length so the pins and slots are in the positions shown in Figure 12, and then tighten the Allen head cap screw to 3 N•m (0.30 kg-m, **26.5 in-lb.**).

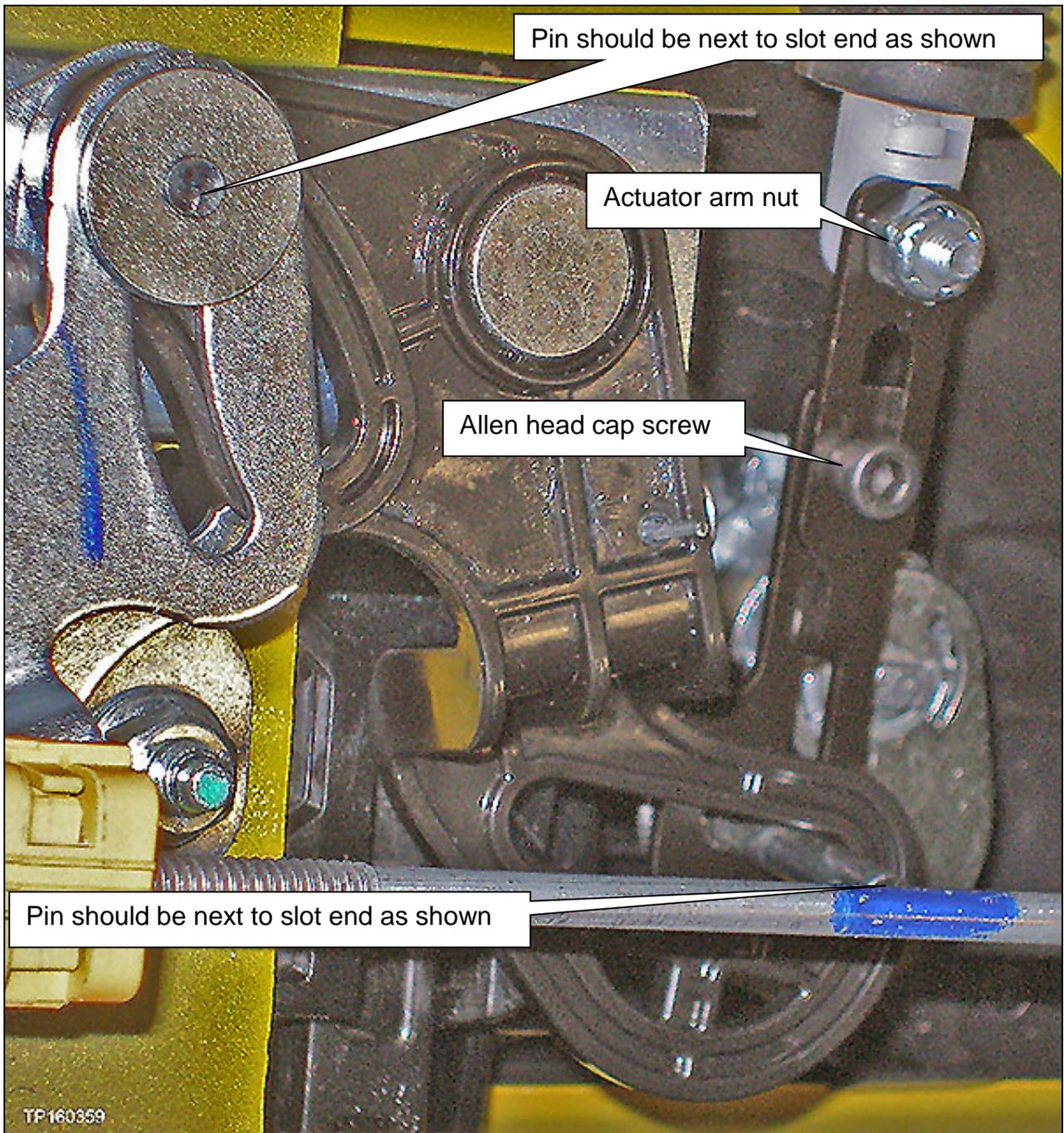


Figure 12

- g. Tighten the actuator arm nut to 0.93 N•m (0.09 kg-m, **8.23 in-lb.**), and then loosen the nut ¼ turn.

**NOTE:** The actuator arm nut is being loosened to allow for movement during operation.

6. Proceed to **Lock Rod Latch Assembly Adjustment.**

## Lock Rod Latch Assembly Adjustment

1. After all components are installed, lay the lock rods loosely into the tailgate latch controller pawls (neutral position) (Figure 13).
  - Do not pull or push the lock rods into the tailgate latch controller.

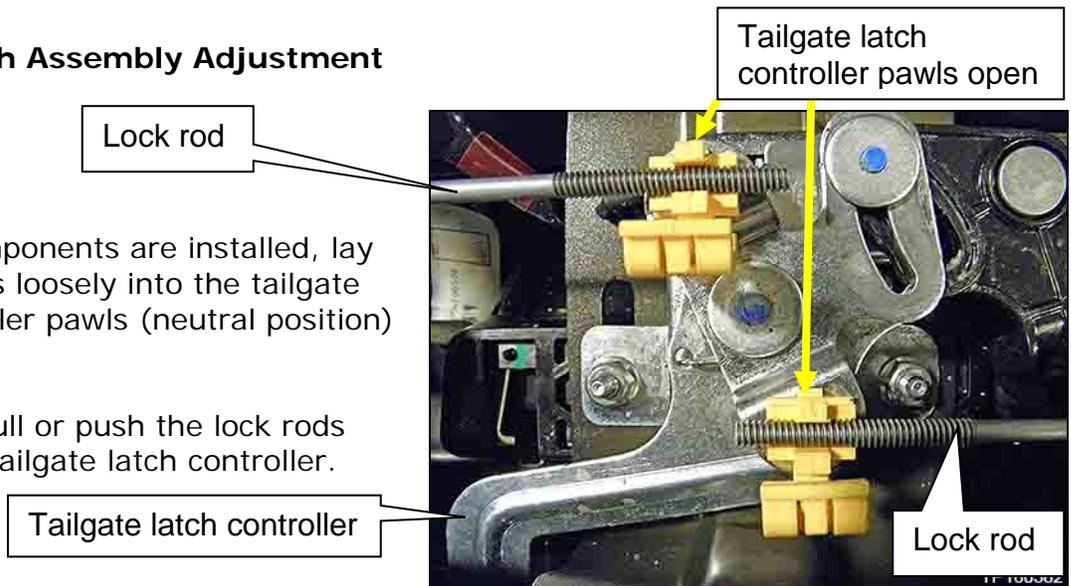


Figure 13

Do not pull or push the lock rods into the tailgate latch controller.

2. Snap the pawls closed to retain both lock rods in neutral positions (Figure 14).

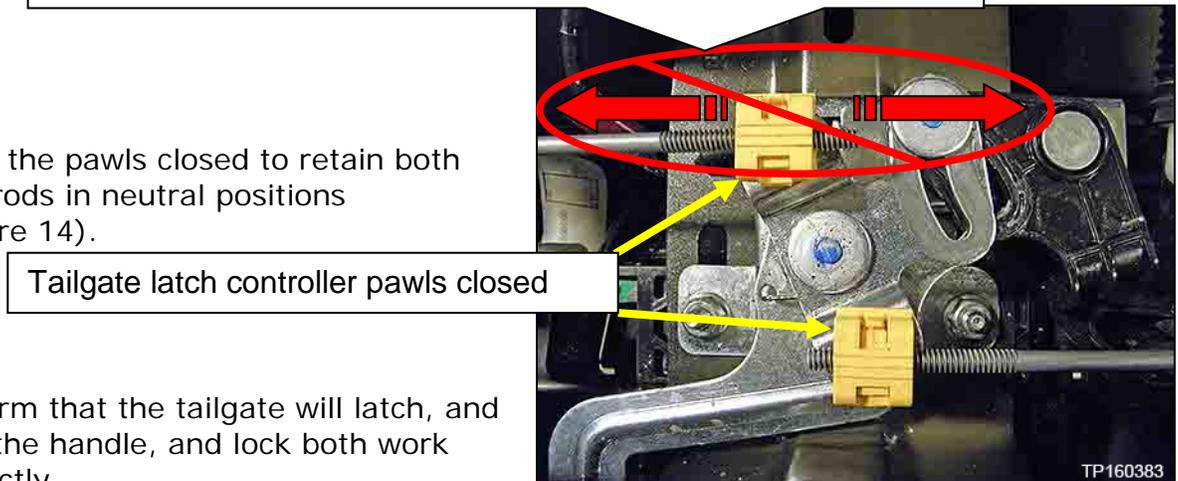


Figure 14

3. Confirm that the tailgate will latch, and that the handle, and lock both work correctly.

4. Reassemble the remaining components in the reverse order of disassembly.

5. Is the vehicle equipped with a rear view camera?

**Yes:** Recalibrate as per the ESM section **AV – Audio, Visual & Navigation**.

**No:** Go to next step.

6. Release the vehicle and file claim using the claims coding below.

**PARTS INFORMATION:**

DESCRIPTION	PART NUMBER	QUANTITY
Tailgate Handle – <b>Without</b> Camera	90606-EZ06A	1
Tailgate Handle – <b>With</b> Camera	90606-EZ06B	1
Lock Rod Latch Assemblies	90502-EZ00A (1)	2
Foam Block	99208-EZ00A	2
Tailgate Latch Controller	98166-EZ00A	1
Lock Actuator Arm (2)	999M2-W3S01	1

**CLAIMS INFORMATION**

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC470

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PC470			
<b>Symptom:</b>	ZZ			
<b>Diagnosis:</b>	99			
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>	<b>Parts Required on claim</b>	<b>Expense Code Required</b>
Replace Handle ( <b>With Camera</b> ), Both Lock Rod Assemblies, Latch Controller	PC4700	0.9 Hrs	Yes	No
Replace Handle ( <b>With Camera</b> ), Both Lock Rod Assemblies, Latch Controller and Lock Actuator Arm	PC4701	1.2 Hrs.	Yes	No
Replace Handle ( <b>Without Camera</b> ), Both Lock Rod Assemblies, Latch Controller	PC4702	0.4 Hrs	Yes	No
Replace Handle ( <b>Without Camera</b> ), Both Lock Rod Assemblies, Latch Controller and Lock Actuator Arm	PC4703	0.7 Hrs	Yes	No



# DEALER SERVICE ACTION PC549 - 2016 TITAN XD (A61) TAILGATE LOCK ROD ASSEMBLY

## SERVICE PROCEDURE:

1. Remove the below listed components as per the Electronic Service Manual (ESM), section **DLK – Door & Lock** for removal and installation information (Figure 1).

**CAUTION: YOU WILL NEED TO SUPPORT THE TAILGATE PRIOR TO REMOVING THE LOCK ROD LATCH ASSEMBLIES OR DAMAGE TO TAILGATE MAY OCCUR.**

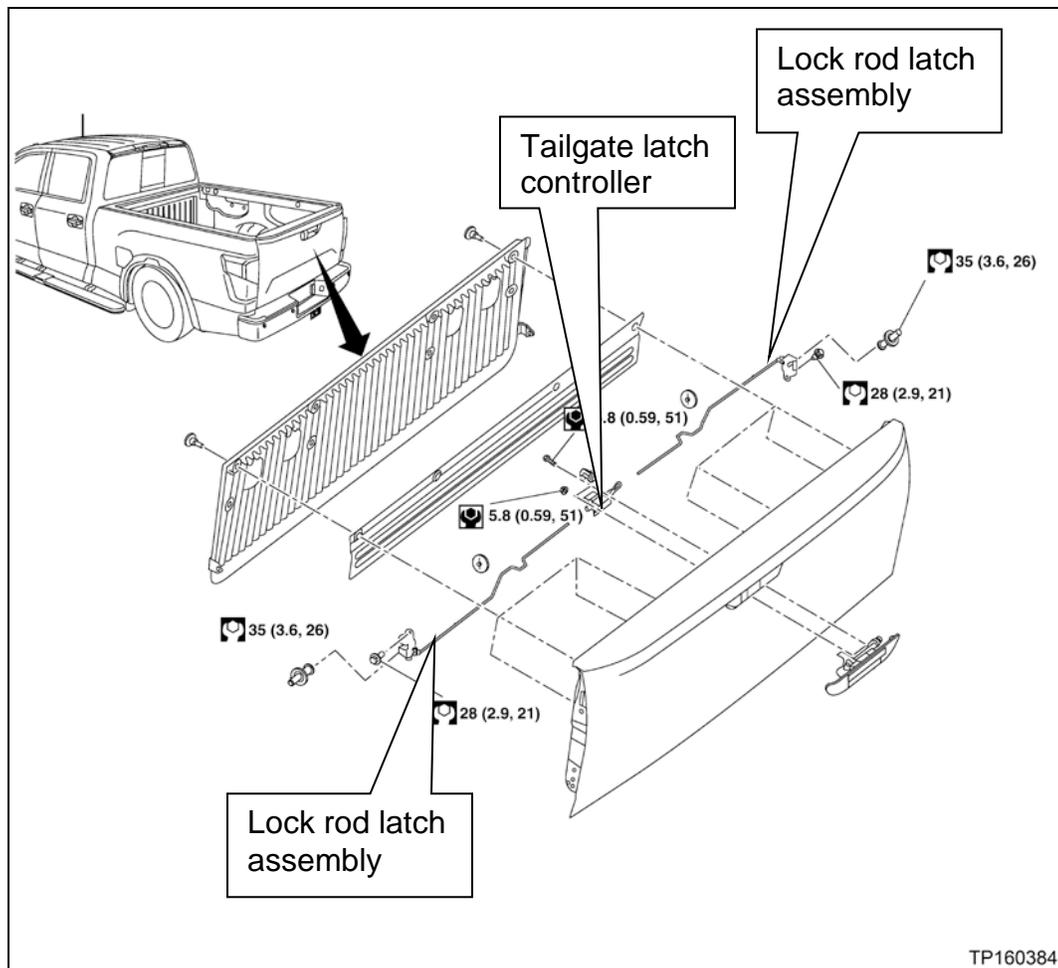


Figure 1

2. Install two foam blocks into the tailgate as shown in Figure 2 as follows:

a. Clean the interior surface of the tailgate with 50% isopropyl alcohol.

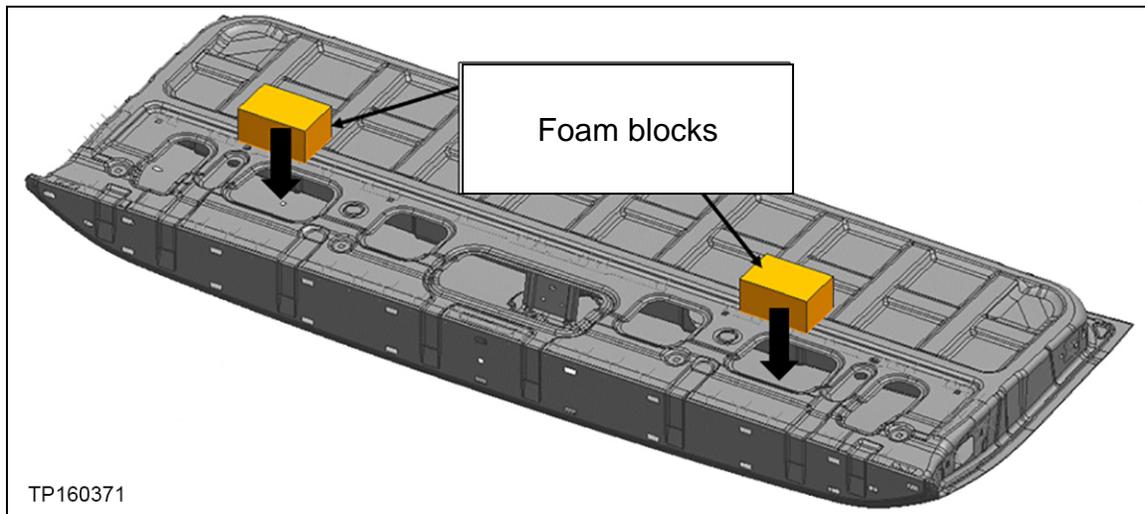


Figure 2

b. Peel the adhesive backing material from the foam blocks one at a time and attach to the inside surface of the tailgate's external sheet-metal.

- Install the driver's side foam block approximately 23.73 mm ( $\pm 10$ ) from the bottom edge of the tailgate access hole (Figure 3).

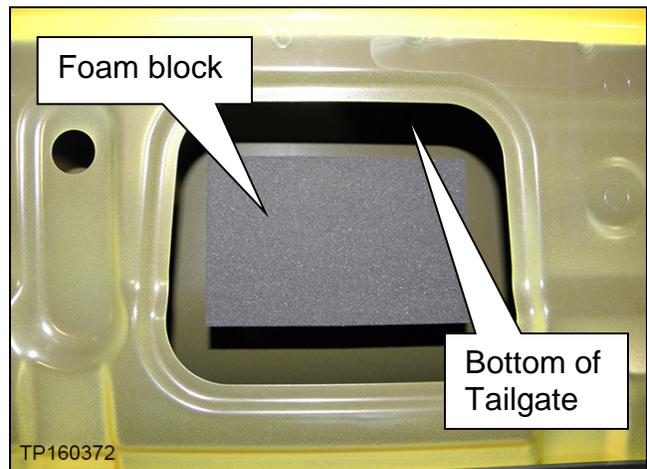


Figure 3

- Install the passenger side foam block 86.5 mm ( $\pm 10$ ) from the bottom edge of the tailgate access hole (Figure 4).

c. Press firmly and confirm that each foam block is securely attached.

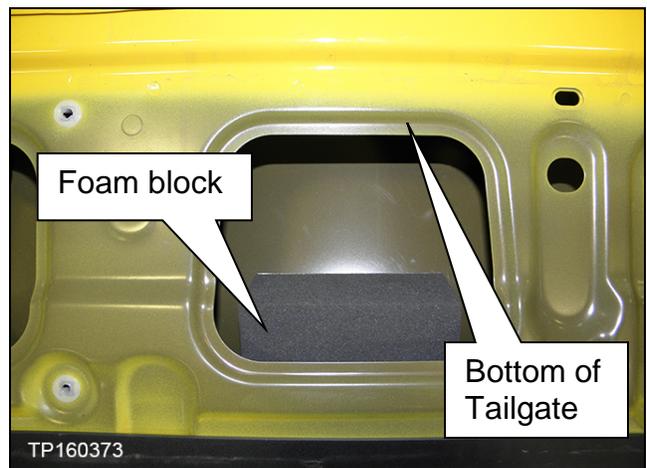


Figure 4

3. Install the Tailgate Lock Rod Assemblies, Latch Controller as per the ESM section **DLK – Door & Lock**.

4a. Does the vehicle have an “electronic tailgate lock” accessory installed (Figure 5)?

- **YES:** Proceed to step 4b.
- **NO** Proceed to step 6, on page 6.

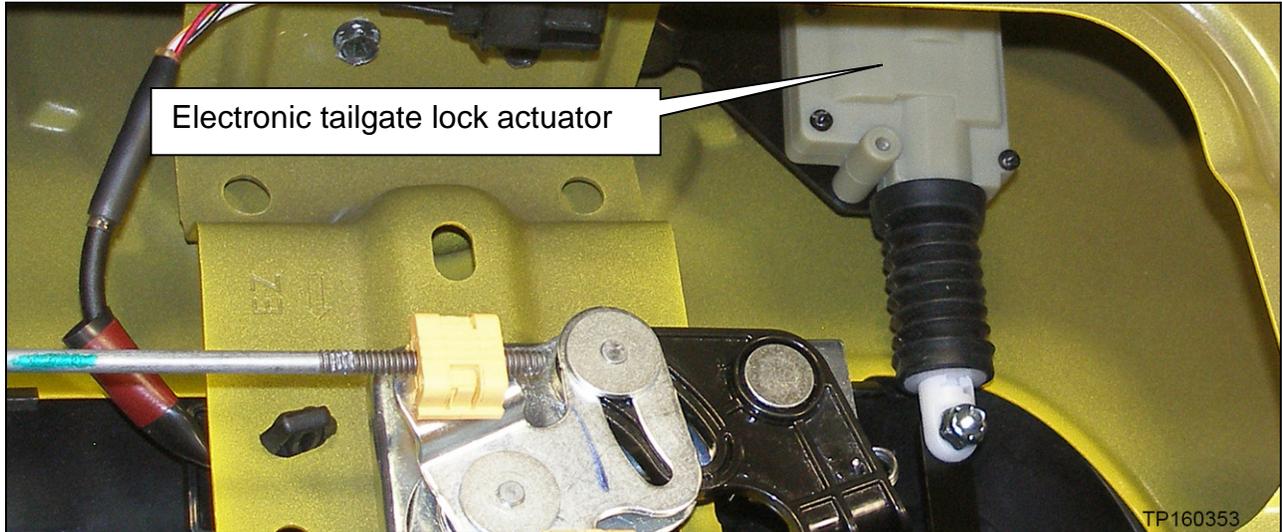


Figure 5

4b. Does the lock actuator arm have a “slot” in it (Figure 6)?

- **YES** Proceed to step 6 on page 6.
- **NO** Replace Lock Actuator Arm proceed to step 5.

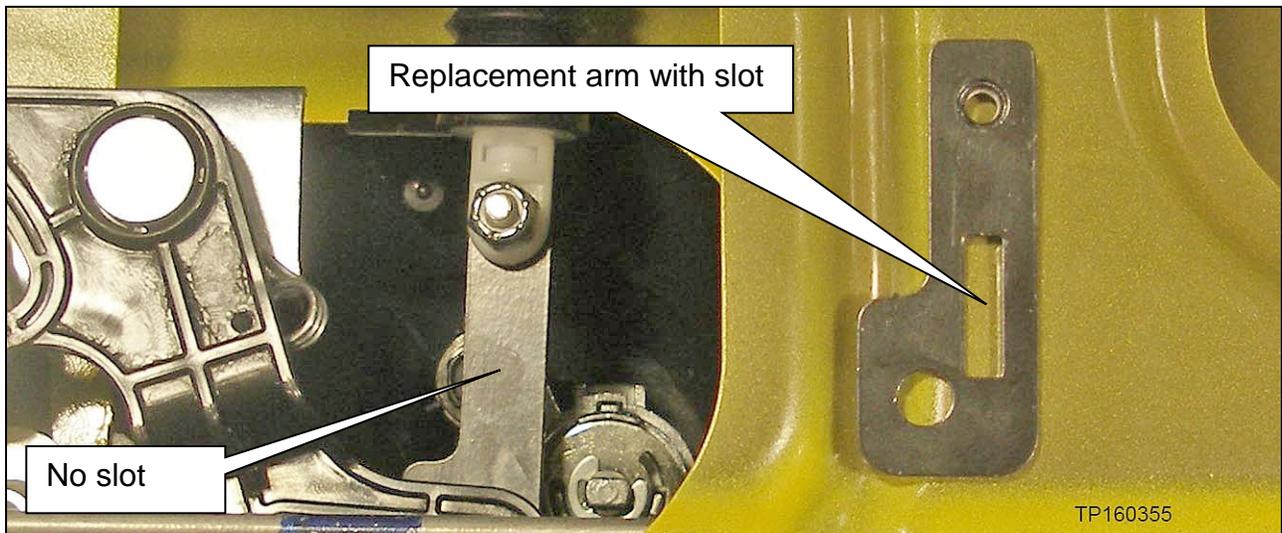


Figure 6

5. Install NEW lock actuator arm as follows:

a. Lift the latch arm off the pin as shown in Figure 7.

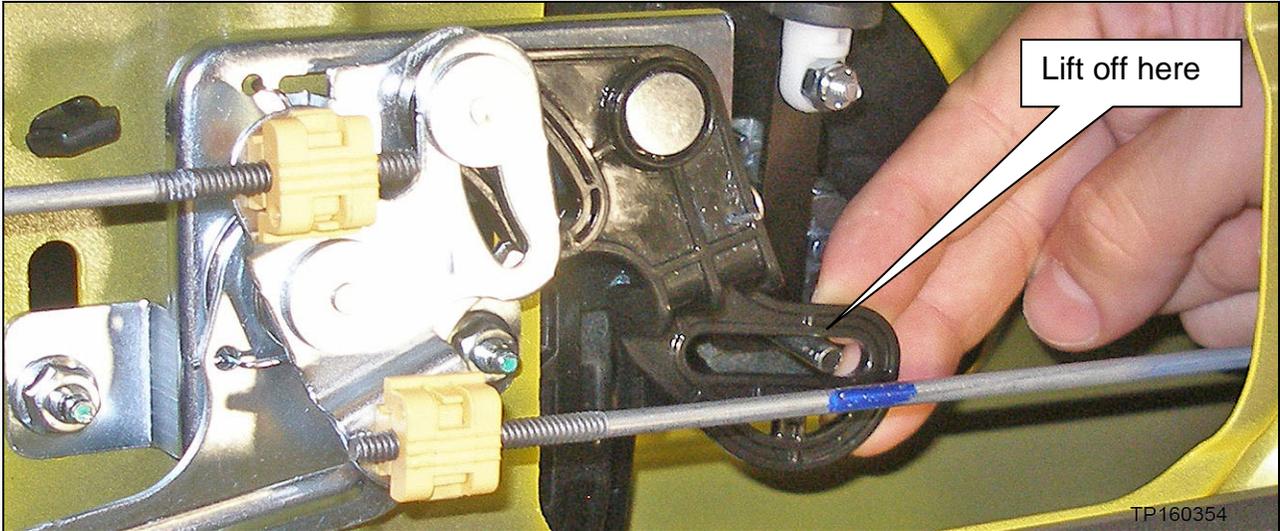


Figure 7

b. Lift the actuator arm off the pin as shown in figure 8.

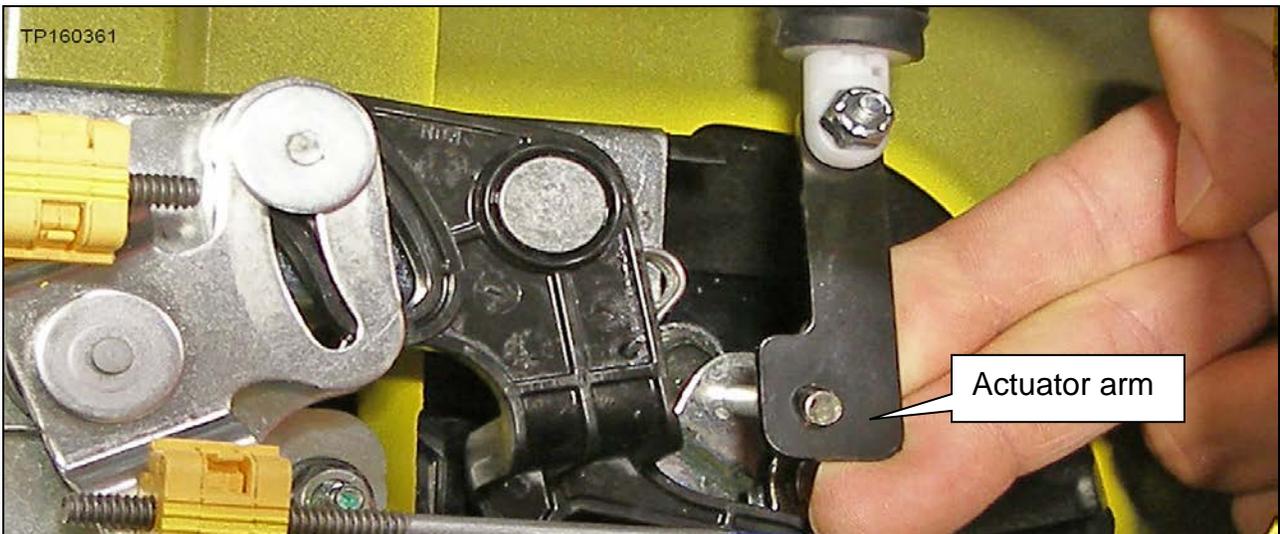


Figure 8

c. Remove the actuator arm from the actuator and discard (figure 9).

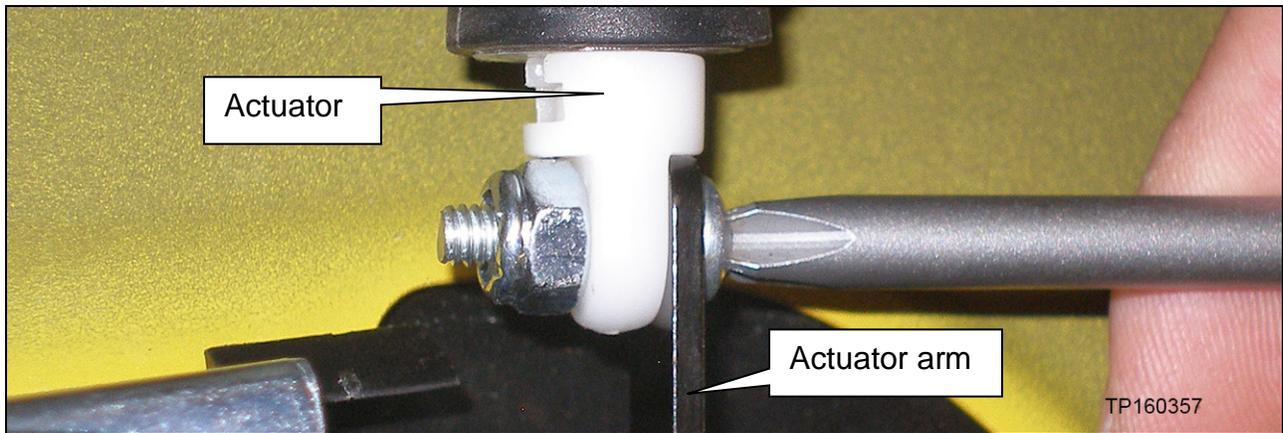


Figure 9

d. Clean the new 2-piece lock actuator arms with the cleaning pad, then assemble finger tight (for now) with the provided Allen head cap screw (Figure 10).

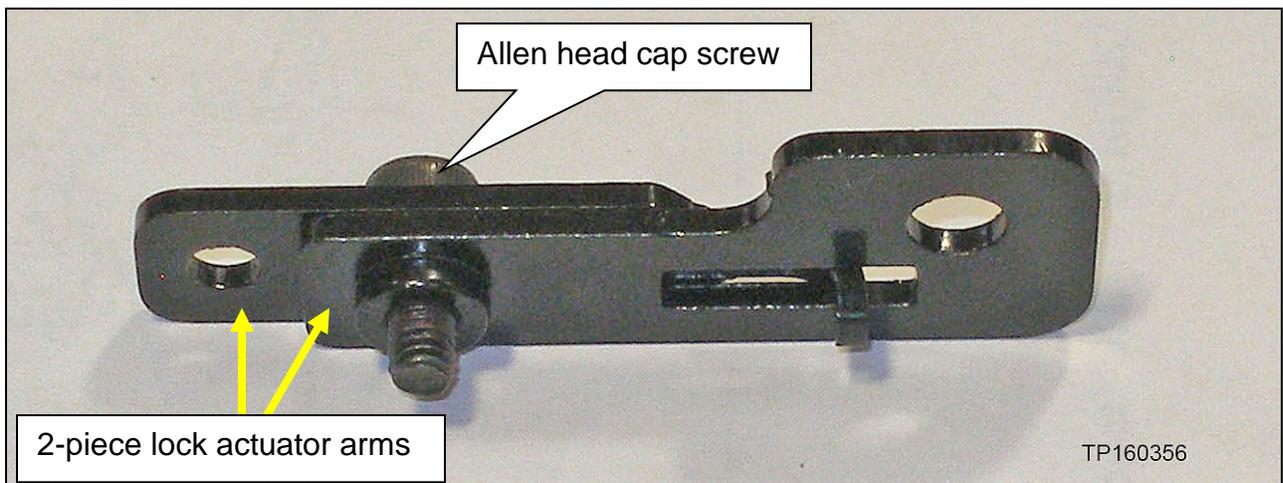


Figure 10

e. Install the new arm assembly as shown in Figure 11, actuator arm nut finger-tight.

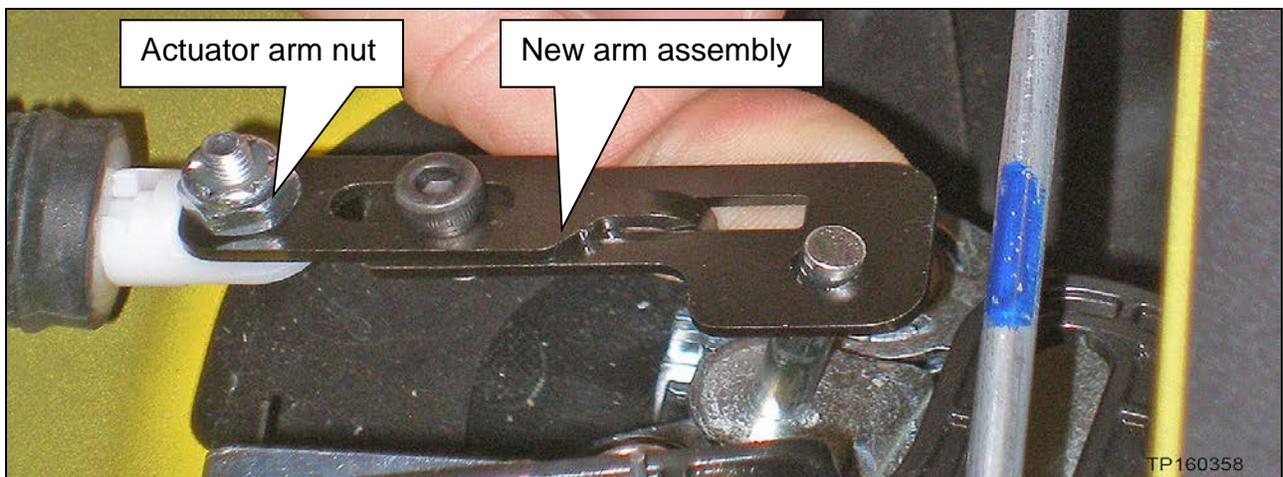


Figure 11

- f. Adjust the arm assembly length so the pins and slots are in the positions shown in Figure 12, and then tighten the Allen head cap screw to 3 N•m (0.30 kg-m, **26.5 in-lb.**).

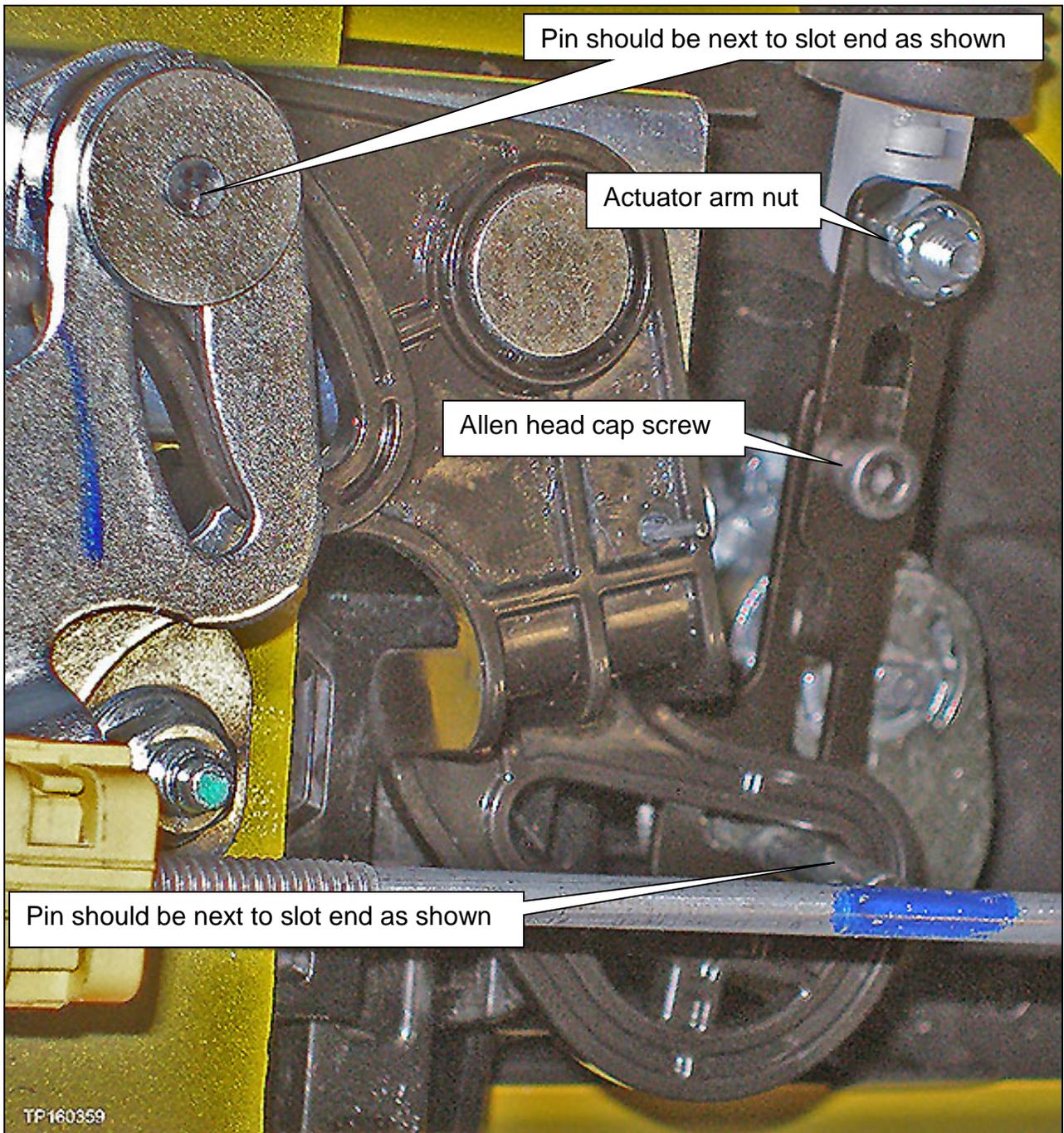


Figure 12

- g. Tighten the actuator arm nut to 0.93 N•m (0.09 kg-m, **8.23 in-lb.**), and then loosen the nut ¼ turn.

**NOTE:** The actuator arm nut is being loosened to allow for movement during operation.

6. Proceed to **Lock Rod Latch Assembly Adjustment.**

## Lock Rod Latch Assembly Adjustment

1. After all components are installed, lay the lock rods loosely into the tailgate latch controller pawls (neutral position) (Figure 13).
  - Do not pull or push the lock rods into the tailgate latch controller.

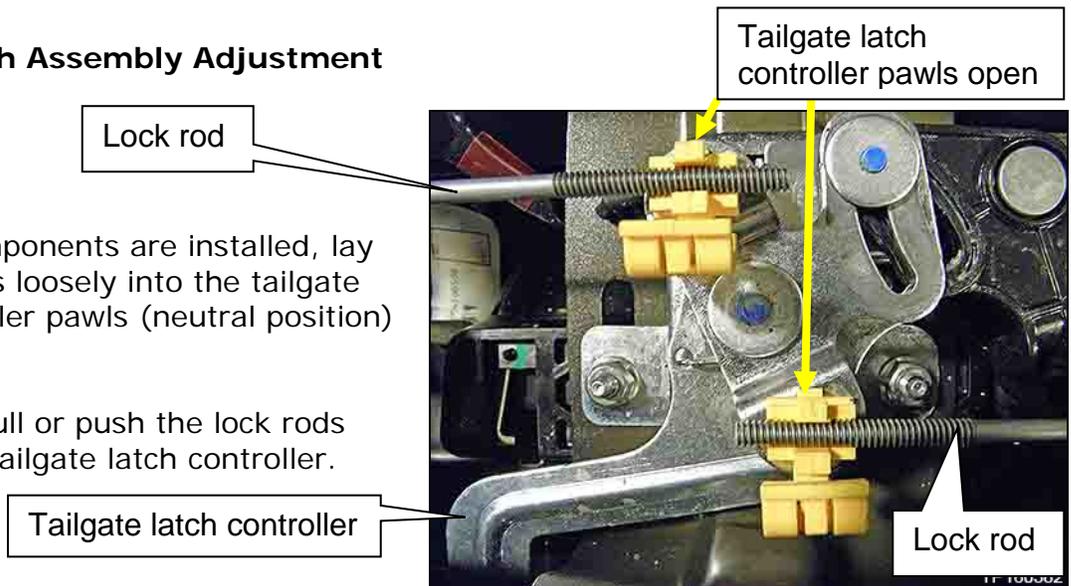


Figure 13

2. Snap the pawls closed to retain both lock rods in neutral positions (Figure 14).

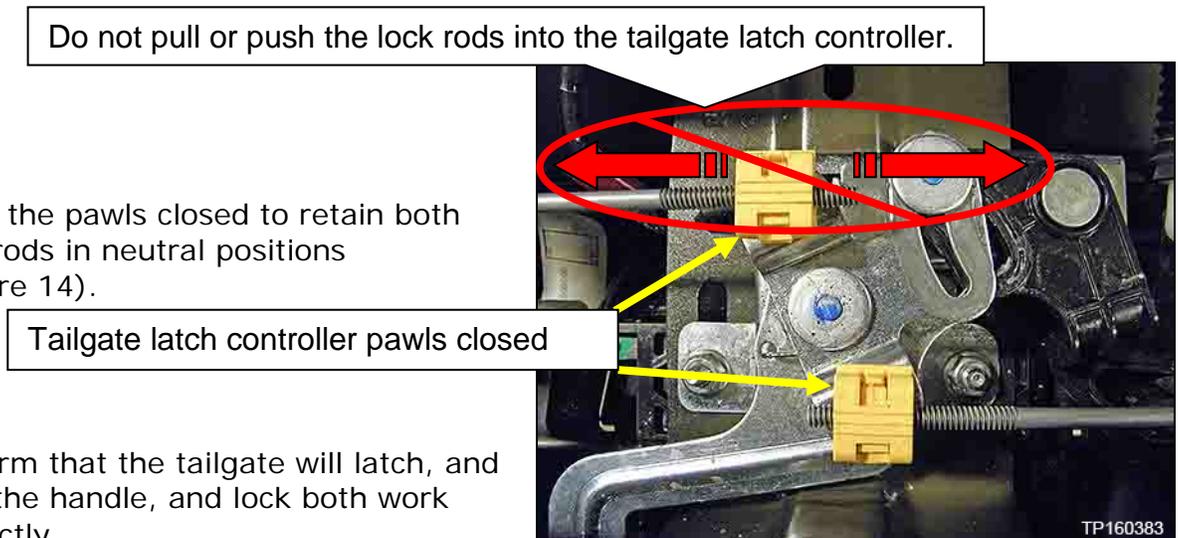


Figure 14

3. Confirm that the tailgate will latch, and that the handle, and lock both work correctly.

4. Reassembly the remaining components in the reverse order of disassembly.

5. Release the vehicle and file claim using the claims coding below.

**PARTS INFORMATION:**

DESCRIPTION	PART NUMBER	QUANTITY
Lock Rod Latch Assemblies	90502-EZ00A (1)	2
Foam Block	99208-EZ00A	2
Tailgate Latch Controller	98166-EZ00A	1
Lock Actuator Arm (2)	999M2-W3S01	1

**CLAIMS INFORMATION**

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC549

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PC549			
<b>Symptom:</b>	ZZ			
<b>Diagnosis:</b>	99			
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>	<b>Parts Required on claim</b>	<b>Expense Code Required</b>
Replace Both Lock Rod Assemblies, Latch Controller	PC5490	0.3 Hrs	Yes	No
Replace Both Lock Rod Assemblies, Latch Controller and Lock Actuator Arm	PC5491	0.6 Hrs	Yes	No

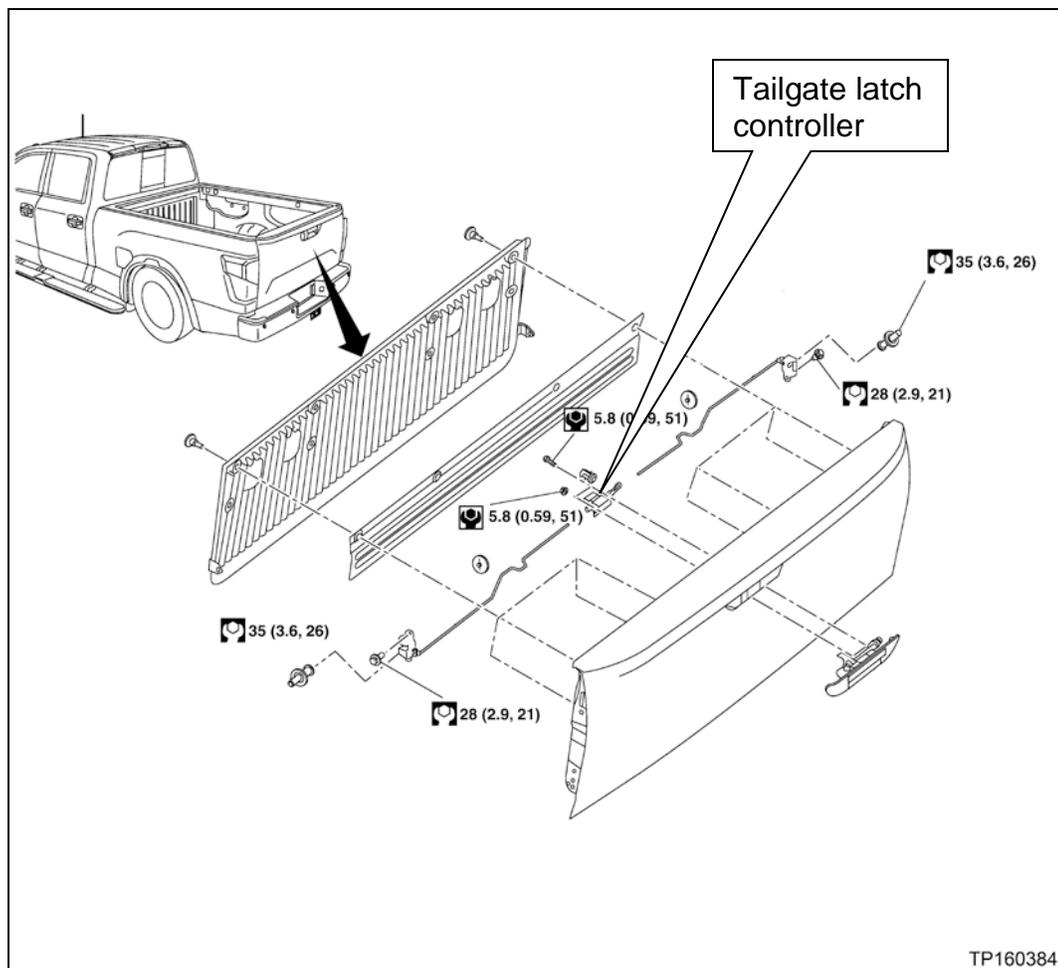


# DEALER SERVICE ACTION PC550 - 2016 TITAN XD (A61) TAILGATE LATCH CONTROLLER REPLACEMENT

## SERVICE PROCEDURE:

1. Remove the below listed components as per the Electronic Service Manual (ESM), section **DLK – Door & Lock** for removal and installation information (Figure 1).

**CAUTION: YOU WILL NEED TO SUPPORT THE TAILGATE OR DAMAGE TO TAILGATE MAY OCCUR.**



2. Install two foam blocks into the tailgate (IF NOT Previously Installed) as shown in Figure 2 as follows:

a. Clean the interior surface of the tailgate with 50% isopropyl alcohol.

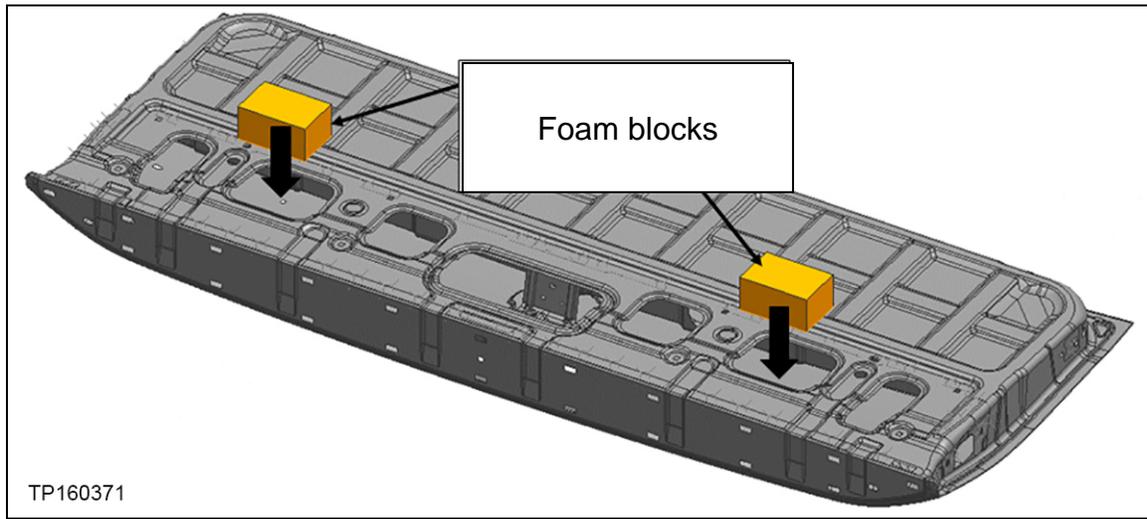


Figure 2

b. Peel the adhesive backing material from the foam blocks one at a time and attach to the inside surface of the tailgate's external sheet-metal.

- Install the driver's side foam block approximately 23.73 mm ( $\pm 10$ ) from the bottom edge of the tailgate access hole (Figure 3).

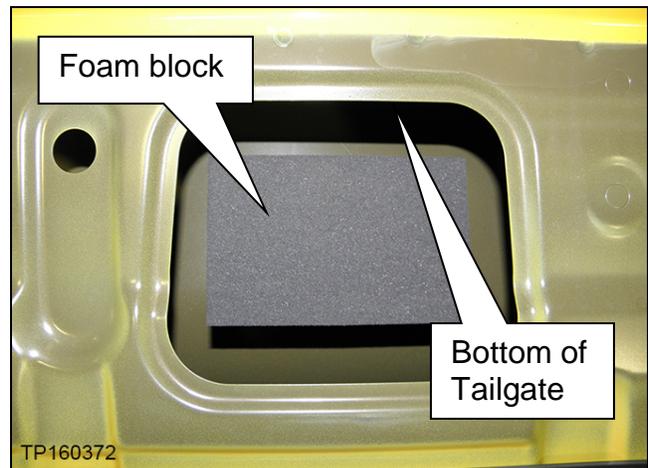


Figure 3

- Install the passenger side foam block 86.5 mm ( $\pm 10$ ) from the bottom edge of the tailgate access hole (Figure 4).

c. Press firmly and confirm that each foam block is securely attached.

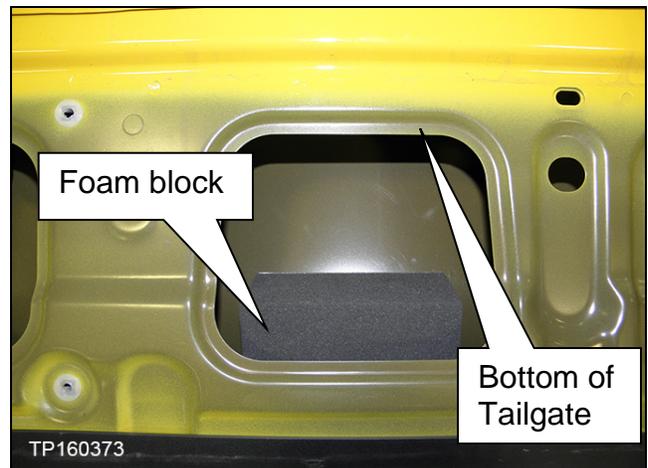


Figure 4

3. Install the new tailgate latch controller as per the ESM section **DLK – Door & Lock**.

4a. Does the vehicle have an “electronic tailgate lock” accessory installed (Figure 5)?

- **YES:** Proceed to step 4b.
- **NO** Proceed to step 6.

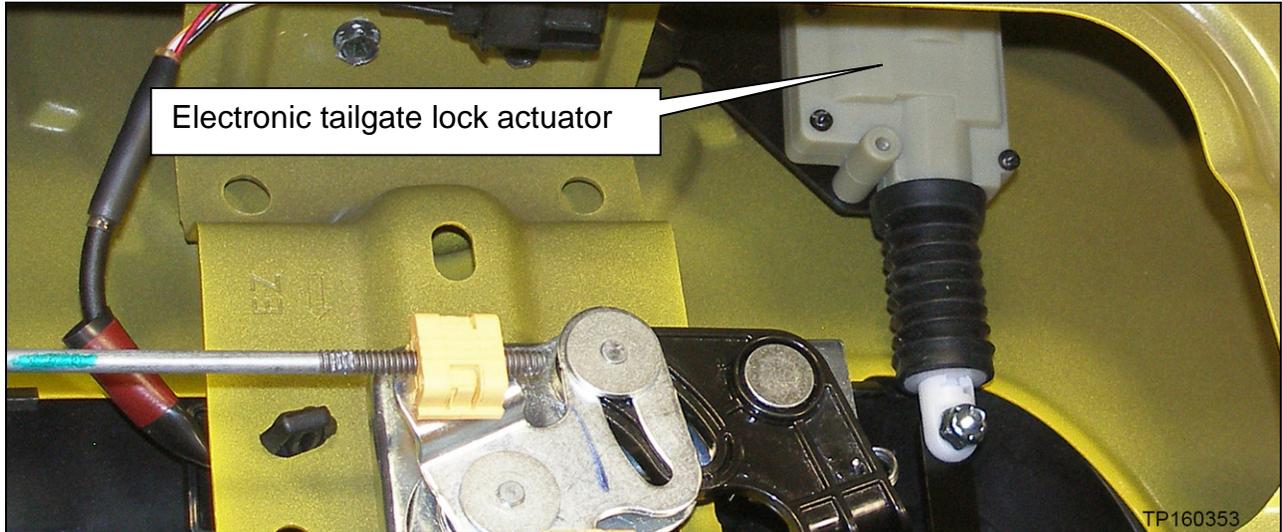


Figure 5

4b. Does the lock actuator arm have a “slot” in it (Figure 6)?

- **YES** Proceed to step 6 on page 6.
- **NO** Replace Lock Actuator Arm proceed to step 5.

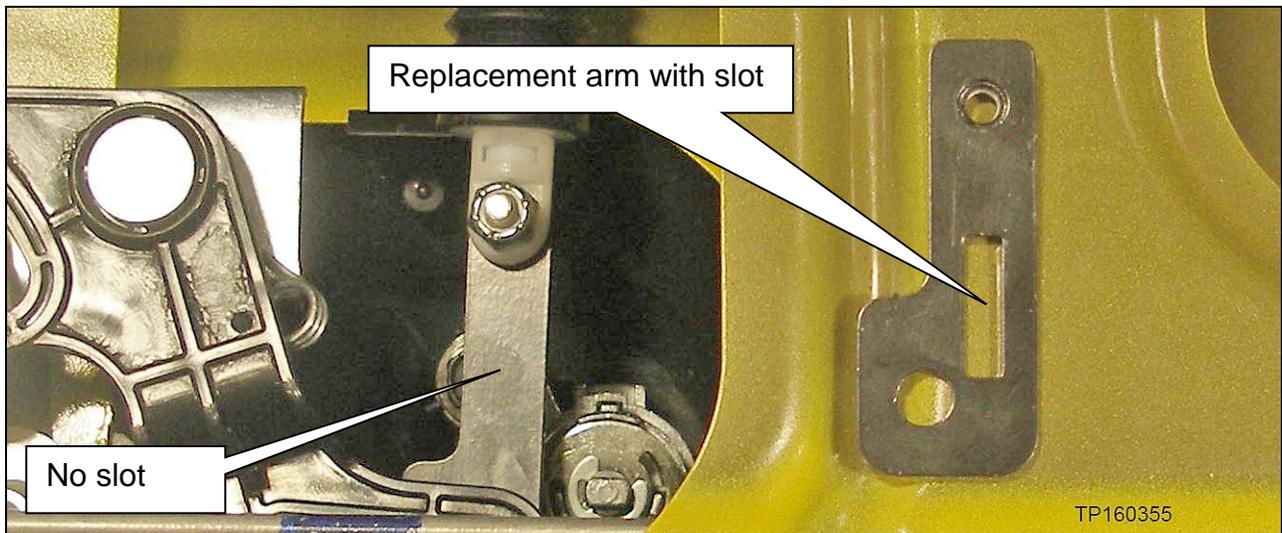


Figure 6

5. Install NEW lock actuator arm as follows:

a. Lift the latch arm off the pin as shown in Figure 7.

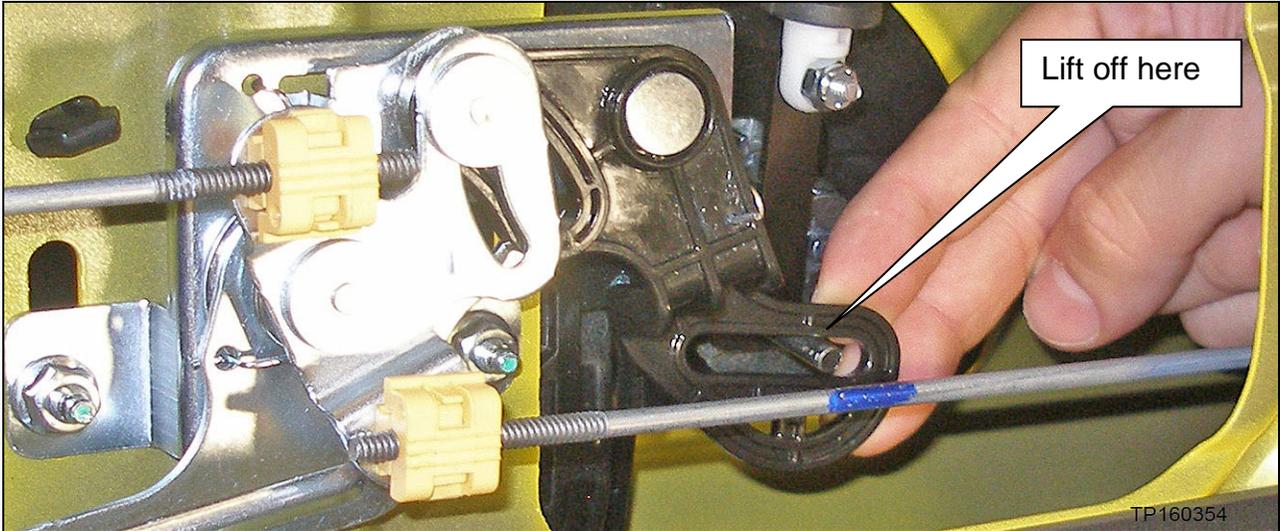


Figure 7

b. Lift the actuator arm off the pin as shown in figure 8.

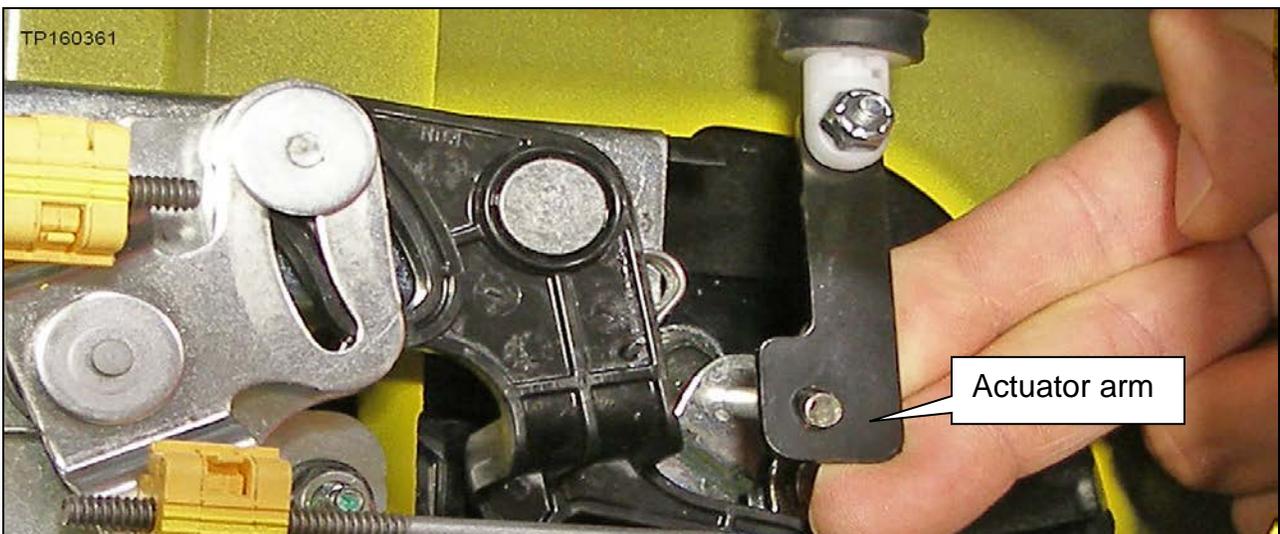


Figure 8

c. Remove the actuator arm from the actuator and discard (Figure 9).

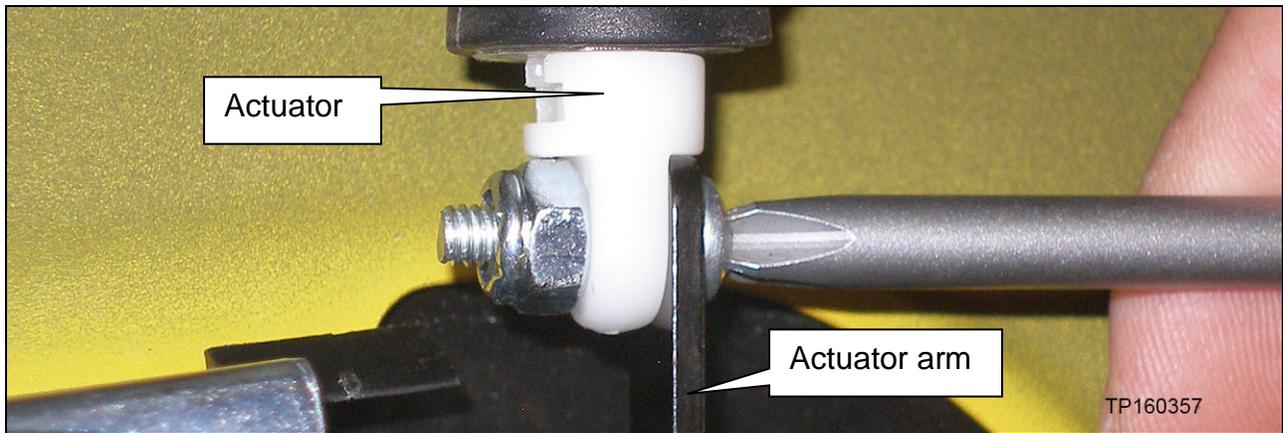


Figure 9

d. Clean the new 2-piece lock actuator arms with the cleaning pad, then assemble finger tight (for now) with the provided Allen head cap screw (Figure 10).

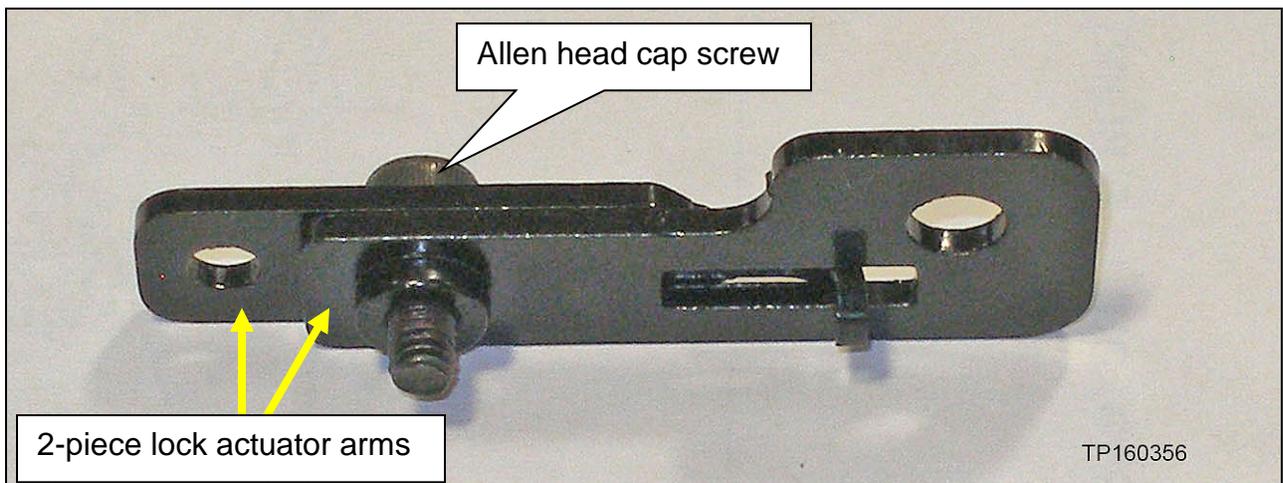


Figure 10

e. Install the new arm assembly as shown in Figure 11, actuator arm nut finger-tight.

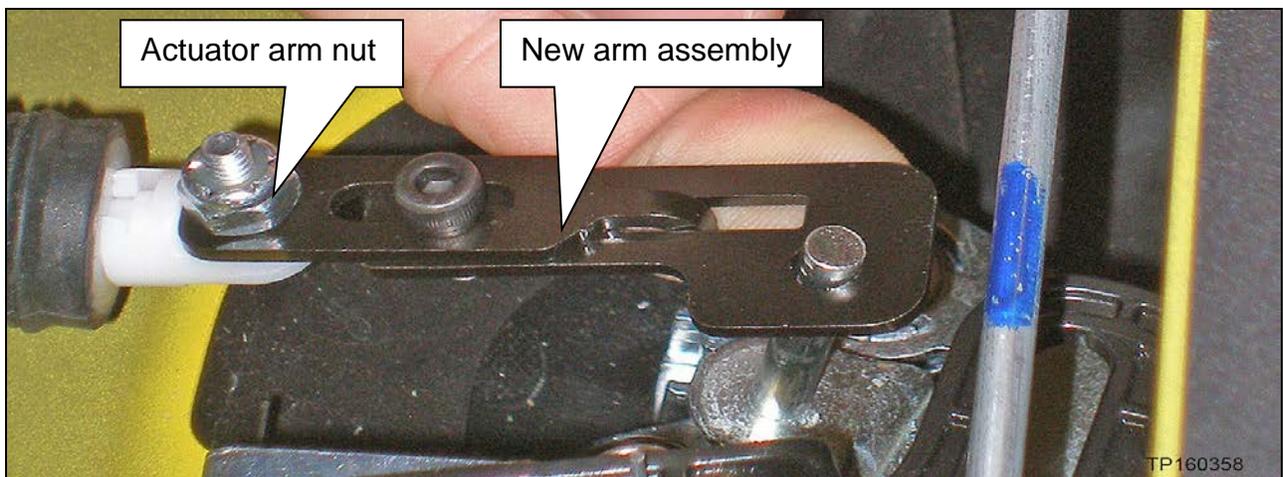


Figure 11

- f. Adjust the arm assembly length so the pins and slots are in the positions shown in Figure 12, and then tighten the Allen head cap screw to 3 N•m (0.30 kg-m, **26.5 in-lb.**).

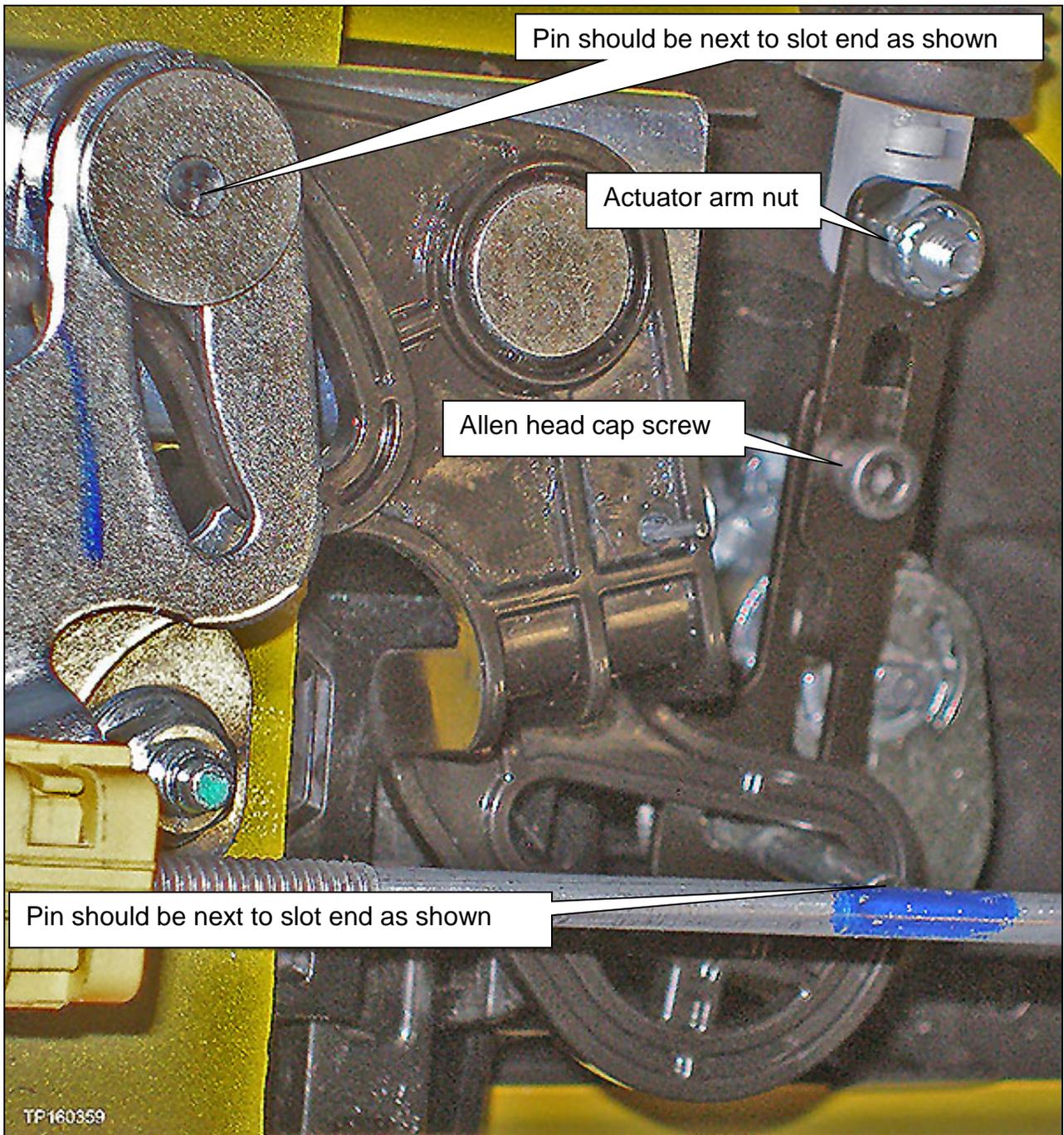


Figure 12

- g. Tighten the actuator arm nut to 0.93 N•m (0.09 kg-m, **8.23 in-lb.**), and then loosen the nut ¼ turn.

**NOTE:** The actuator arm nut is being loosened to allow for movement during operation.

6. Proceed to **Lock Rod Latch Assembly Adjustment.**

## Lock Rod Latch Assembly Adjustment

1. After all components are installed, lay the lock rods loosely into the tailgate latch controller pawls (neutral position) (Figure 13).
  - Do not pull or push the lock rods into the tailgate latch controller.

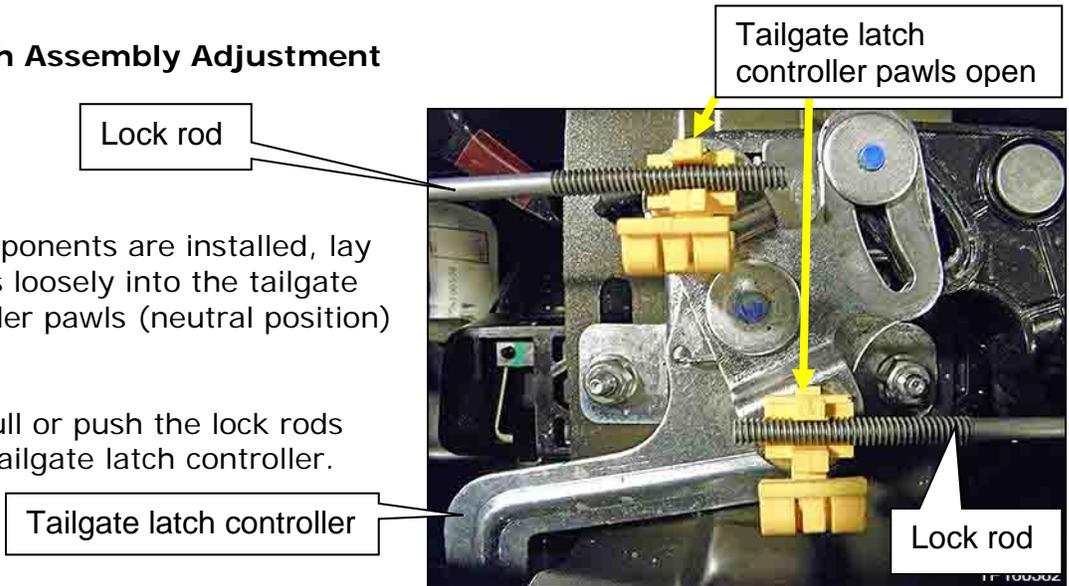


Figure 13

Do not pull or push the lock rods into the tailgate latch controller.

2. Snap the pawls closed to retain both lock rods in neutral positions (Figure 14).

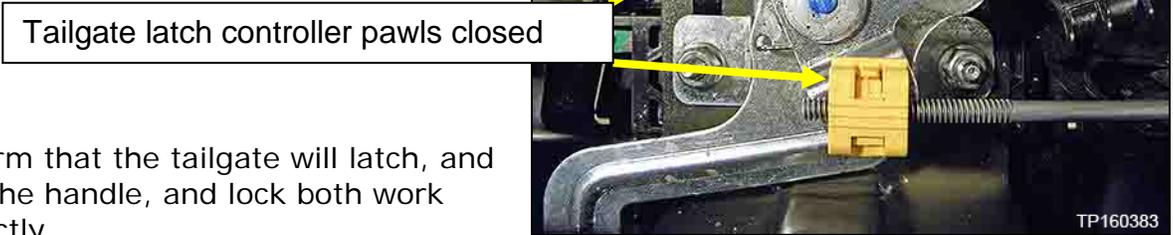


Figure 14

3. Confirm that the tailgate will latch, and that the handle, and lock both work correctly.
4. Reassembly the remaining components in the reverse order of disassembly.
5. Release the vehicle and file claim using the claims coding below.

**PARTS INFORMATION:**

<b>DESCRIPTION</b>	<b>PART NUMBER</b>	<b>QUANTITY</b>
Foam Block	99208-EZ00A	2
Tailgate Latch Controller	98166-EZ00A	1
Lock Actuator Arm (2)	999M2-W3S01	1

**CLAIMS INFORMATION**

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC550

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PC550			
<b>Symptom:</b>	ZZ			
<b>Diagnosis:</b>	99			
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>	<b>Parts Required on claim</b>	<b>Expense Code Required</b>
Replace Tailgate Latch Controller	PC5500	0.2 Hr	Yes	No
Replace Tailgate Latch Controller and Lock Actuator Arm	PC5501	0.5 Hr	Yes	No