

# FINAL

**Subject: Dealer Announcement for Upcoming Voluntary Safety Recall Campaigns**

**Attention: Dealer Principal, Sales, Service and Parts Managers**

**\*\*\*\*\* Summary \*\*\*\*\***

Nissan will be conducting three separate Voluntary Safety Recall Campaigns to address the following issues:

- Brake Pedal on certain MY2008-09 Quest and MY2008-10 Armada and Titan vehicles (PC039)
- Fuel Gauge on certain MY2005-2009 Nissan Armada and Titan vehicles (R1010)
- Fuel Gauge on certain MY2006 and MY2008 Frontier, Xterra, and Pathfinder vehicles (PC042)

**\*\*\*\*\* Customer Notification \*\*\*\*\***

Brake Pedal Campaign (ID: PC039)

Nissan will notify all customers affected by the brake pedal campaign beginning March 22, 2010. Customers will be asked to bring their vehicle to the dealer for an inspection of the brake pedal and if necessary, replacement.

Fuel Gauge Campaign (ID: R1010 and PC042)

Nissan will send a preliminary notification to customers affected by the fuel gauge campaign beginning on March 22 advising them to maintain their fuel level above half a tank. Nissan will also provide complimentary roadside assistance through March 31, 2011 for the affected vehicles.

As soon as adequate service parts are available, customers will be sent a second notification inviting them to come to the dealer to have their vehicles inspected, and if necessary, repaired.

Customers Affected by Both Campaigns

A portion of customers will receive a notification that their vehicle is affected by both the brake pedal campaign and the fuel gauge campaign. In addition to the complimentary roadside assistance, Nissan will offer these customers a \$50 service gift card for their inconvenience.

	Owner Notification	Customer Care Elements
Brake Pedal Campaign	Begins March 22	
Fuel Gauge Campaign	First – Begins March 22 Second – Begins in April	Complimentary Roadside Assistance
Affected by Both Campaigns	Begins March 22	\$50 Service Gift Card

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

Please anticipate fielding inquiries from our customers as they are made aware of these campaigns. Dealers are asked to provide convenient access and hours of operation, especially for customers affected by the brake pedal campaign. If the customer's vehicle is within the affected population (check ServiceComm), please instruct your customers to bring their vehicles in for a brake inspection as soon as possible – they need not wait for the campaign letter. If the customer expresses specific concerns regarding their brake pedal, dealers are asked to dispatch a technician to inspect the customer's vehicle. Towing service can be provided if needed. These services can be included with the inspection claim.

Nissan will provide dealers additional details of the fuel gauge campaign as soon as campaign bulletins and service parts are available.

### \*\*\*\*\* Dealer Inventory \*\*\*\*\*

Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be remedied prior to sale or lease to customers. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration (NHTSA).

### **IMPORTANT**

#### **New vehicles in Dealer Inventory affected by any of these campaigns MUST BE REMEDIED BEFORE RETAILING.**

Effective immediately, please use Service Comm – Campaign I.D. PC039 to determine which MY2008-09 Quest and MY2008-10 Armada and Titan vehicles, if any, in your dealer inventory require the brake pedal inspection.

Please use Service Comm – Campaign I.D. R1010 to determine which MY2005-09 Armada and Titan vehicles, if any, in your dealer inventory are affected by the fuel gauge inaccuracy campaign.

Please use Service Comm – Campaign I.D. PC042 to determine which 2006 and 2008 Frontier, Xterra, and Pathfinder vehicles, if any, in your dealer inventory are affected by the that Voluntary Safety Recall Campaign

### \*\*\*\*\* Repair Instructions \*\*\*\*\*

**Brake Pedal** - Please use Brake Pedal Pivot Pin Recall Campaign Bulletin draft to inspect all potentially affected inventory vehicles prior to sale.

**Fuel Gauge** – will be provided separately.

If you have any additional questions, please contact your Fixed Operations Manager (FOM).

NNA Service Support & Quality  
03/02/10

**FINAL**

Subject: **2010 Armada, Titan, Pathfinder, Xterra and Frontier Suspension Lower Link Voluntary Safety Recall Campaign**

Attention: **Dealer Principal, Sales, Service and Parts Managers**

**\*\*\*\*\* Campaign Announcement \*\*\*\*\***

Nissan is conducting a safety recall campaign on approximately 37,260 model year 2010 Armada, Titan, Pathfinder, Xterra and Frontier vehicles to inspect, and if necessary replace the suspension lower links.

**\*\*\*\*\* Dealer Inventory \*\*\*\*\***

**New vehicles in dealer inventory affected by this Voluntary Safety Recall Campaign MUST BE REMEDIED BEFORE RETAILING.**

Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be remedied prior to sale or lease to customers. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration (NHTSA).

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

It is the dealer's responsibility to check Service Comm – Campaign I.D. **PC047** for the campaign status on each vehicle falling within the range of this voluntary safety 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 dealer inventory. If an affected VIN was part of a dealer trade, the letter/notification associated with that VIN should be forwarded to the appropriate dealer for repair completion.

**\*\*\*\*\* Vehicle Identification \*\*\*\*\***

**Service Comm** – Dealership sales and service departments can complete an inquiry on Campaign I.D. **PC047** to determine an affected vehicle.

As a reminder, a dealer inventory VIN list was provided as part of the Quality Assurance (QA) hold dated 5/3/10 for these same vehicles.

**\*\*\*\*\* Repair Instructions \*\*\*\*\***

A recall campaign bulletin for dealer inventory ONLY is included with this announcement. This document will only be available on the dealer portal NNA.net.com. The Voluntary Recall Campaign Bulletin will be sent on May 20, 2010 and will be available on ASIST the next day.

**\*\*\*\*\* Parts Availability \*\*\*\*\***

A dealer inventory parts order form is being sent with this announcement. This one-time use form should be used to order parts for affected vehicles in dealer inventory. A separate parts order form intended for use on customer vehicles will be sent on May 20, 2010.

When completing the form online, enter all of the information as instructed on the parts order form including the quantity needed. The completed form should be saved to your desktop and then emailed to [campaign.parts@nissan-usa.com](mailto:campaign.parts@nissan-usa.com) or faxed to (615) 967-3440.

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We will notify you of any changes to the parts ordering status.

**\*\*\*\*\* Dealer Parts Inventory Inspection \*\*\*\*\***

As part of this safety recall campaign announcement, Nissan is issuing a dealer parts inventory inspection. Service parts in dealer inventory should be inspected and if part of the affected lot numbers, should be returned to the facing PDC for disposition.

**\*\*\*\*\* Owner Notification \*\*\*\*\***

Nissan will begin notifying owners on May 24, 2010 and expects to have owner notifications complete in early July.

Nissan Parts & Service Operations  
05/13/2010

**FINAL**

Subject: **2010 Frontier KC Front Passenger Seat Tether Anchor Voluntary Safety Recall Campaign**

Attention: **Dealer Principal, Sales, Service and Parts Managers**

**\*\*\*\*\* Campaign Announcement \*\*\*\*\***

Nissan is conducting a voluntary safety recall campaign on certain specific Model Year 2010 Nissan Frontier King Cab vehicles to replace the front passenger seat tether anchor. On some of the affected King Cab (only) vehicles, the child seat tether anchor located on the front passenger seat frame may have an out-of-specification weld and may not meet one of the applicable strength requirements. This anchor is used as one of the attachment points when a child seat is installed in the front passenger seat

Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be remedied prior to sale or lease to customers. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration (NHTSA).

**New vehicles in dealer inventory affected by this voluntary safety recall campaign MUST BE REMEDIED BEFORE RETAILING.** There are approximately **471 unsold vehicles** in dealer inventory that must be repaired before retailing.

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

It is the retailer's responsibility to check Service Comm – Campaign I.D. **PC060** for the campaign status on each vehicle falling within the range of this voluntary service 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 retailer inventory. If an affected VIN was part of a retailer trade, the letter/notification associated with that VIN should be forwarded to the appropriate retailer for repair completion.

**\*\*\*\*\* Vehicle Identification \*\*\*\*\***

**2010 Frontier King Cab** vehicles subject to this voluntary safety recall campaign can be identified through two methods:

- **Service Comm** – Dealership sales and service departments can complete an inquiry on Service Comm – Campaign I.D. PC060 to determine an affected vehicle.
- **VIN List** – **Contact your Fixed Operations Manager (FOM) for further direction, as they will be provided with a list of affected VINs in dealer inventory by dealer.**

**\*\*\*\*\* Repair Instructions \*\*\*\*\***

Nissan has developed the recall campaign bulletin **NTB10-092** containing repair instructions, part numbers and claim information. These repair instructions are available on ASIST and on NNAnet.com under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

**\*\*\*\*\* Parts Availability \*\*\*\*\***

Parts can be ordered via Fax Order Form that can be found on NNAnet.com under My Documents in the Parts/Campaign and Service/Campaign categories.

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When completing the form online, enter all of the information as instructed on the parts order form including the quantity needed. The completed form should be saved to your desktop and then emailed to [campaign.parts@nissan-usa.com](mailto:campaign.parts@nissan-usa.com) or faxed to (615) 967-3440.

We will notify you of any changes to the parts ordering status.

**\*\*\*\*\* Owner Notification \*\*\*\*\***

Nissan will begin notifying owners on August 30, 2010

Nissan Parts & Service Operations  
08/18/10

**Subject: 2011-12 Altima Sedan, Front Suspension Transverse Link Bolts,  
Voluntary Safety Recall Campaign**

**Attention – Dealer Principals, Sales, Parts and Service Managers**

**\*\*\*\*\* Corporate Statement \*\*\*\*\***

*“Nissan is conducting a Voluntary Safety Recall Campaign on approximately 20,000 Model Year 2011-2012 Altima sedans in the U.S., Puerto Rico, Guam and Mexico to check the torque of the front suspension transverse link bolts. On some of the affected vehicles, these transverse link bolts may not have been torqued to specification. Nissan dealers will replace and re-torque the transverse link bolts to specification. Nissan will notify affected owners beginning on August 1. ”*

**\*\*\*\*\* Vehicle Identification \*\*\*\*\***

**2011-12 Altima Sedan vehicles** subject to this voluntary safety recall campaign can be identified through two methods:

- **Service Comm** – Dealership sales and service departments can complete an inquiry on Service Comm – Campaign I.D. **PC099** to determine an affected vehicle.
- **VIN List** – Included with this announcement is a list of affected VINs in dealer inventory by dealer. Please note this list is provided as a courtesy only.

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

It is the dealer’s responsibility to check Service Comm – Campaign I.D. PC099 on 2011-12 Altima Sedan vehicles for the campaign status on each vehicle falling within the range of this voluntary safety 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 dealer inventory. If an affected VIN was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for recall campaign completion.

**\*\*\*\*\* Repair Instructions \*\*\*\*\***

Nissan has included a preliminary procedure containing repair instructions, part information, and claims information to address vehicles in dealer inventory and any customer vehicles which may enter the service department in the coming days. The final Voluntary Safety Recall Campaign bulletin will be available on ASIST and on NNA.net.com under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories on or before July 29, 2011.

**\*\*\*\*\* Repair Parts \*\*\*\*\***

A parts sales restriction is in effect. A parts order form is included with this announcement. We will notify you of any further changes to the parts ordering status.

**\*\*\*\*\* Owner Notification \*\*\*\*\***

Nissan will begin notifying owners on August 1, 2011.

Nissan Parts and Service Operations  
07/18/11

**FINAL**

Subject: **2012 Armada, Titan Certification Label  
2012 Titan Tire Placard  
Voluntary Recall Campaigns**

Attention: **Dealer Principals, Sales, Parts and Service Managers**

**\*\*\*\*\* Recall Campaign Announcement \*\*\*\*\***

Nissan is conducting a recall campaign to replace certification labels on certain specific 2012 Armada and Titan vehicles. There are approximately 26,626 (11,365 Armada and 15,261 Titan) potentially affected vehicles.

Additionally, an overlapping population comprised of 918 of the above referenced 2012 Titan vehicles will also receive a replacement tire information placard.

Affected customers and dealers with vehicles in inventory will be mailed corrected labels and provided instructions on how to properly affix the new label to the vehicle.

**\*\*\*\*\* Vehicle Identification – Dealer Inventory \*\*\*\*\***

Armada and Titan vehicles in dealer inventory subject to one or both recall campaigns can be identified through the following method:

**VIN List** – as a courtesy, posted with this announcement is a list of affected VINs in dealer inventory. Please note: SERVICE COMM will not be active for this campaign.

**\*\*\*\*\* Dealer's Responsibility \*\*\*\*\***

It is the dealer's responsibility to remedy the affected vehicles in dealer inventory. Also, if an affected customer requests assistance with affixing the label to the vehicle, dealers are asked to assist the customer. If an affected VIN was part of a dealer trade, the notification letter and corrected label associated with that VIN should be forwarded to the appropriate dealer for campaign completion.

**\*\*\*\*\* Recall Campaign Bulletin \*\*\*\*\***

Nissan has developed the recall campaign bulletins **NTB12-038 and NTB12-037** containing instructions for applying the label and claims information. These bulletins are available on ASIST and on NNA.net.com under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

**\*\*\*\*\* Parts Information \*\*\*\*\***

As stated earlier, labels will be mailed directly to affected customers and dealers with vehicles in inventory. Instructions will be provided on how to properly affix the new label to the vehicle. These labels are VIN specific and should be applied accordingly. If an affected customer requests assistance with affixing the label to the vehicle, dealers are asked to assist the customer. Dealers will receive labels for their affected inventory by May 1.

**\*\*\*\*\* Owner Notification \*\*\*\*\***

Nissan will begin sending corrected labels to affected owners May 14, 2012.

Nissan Parts and Service Dealer Support  
04/25/12



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### FAQ

**Q. What model year vehicles are involved?**

- A. Certification Label (PC135) - 2012 Model Year Nissan Titan and Armada vehicles manufactured at the Canton, Mississippi plant from August 12, 2011 to March 12, 2012.  
Tire Placard (PC136) - 2012 Model Year Nissan Titan vehicles equipped with the optional Sports Appearance Package manufactured from June 10, 2011 to July 22, 2011.

**Q. What is the reason for the Recall Campaign?**

- A. Certification Label (PC135) - The vehicles fail to comply with S4.3.3 of Federal Motor Vehicle Safety Standard (FMVSS) No. 110. Specifically, the Part 567 Certification label does not specify the rim size.

Tire Placard (PC136) - On the affected vehicles, the seating capacity displayed on the tire placard is incorrect and therefore does not meet the requirement specified in S4.3(b) of Federal Motor Vehicle Safety Standard (FMVSS) No. 110.

**Q. Is this a safety recall?**

- A. No, this is a noncompliance recall. The vehicles in question do not comply with certain specific Federal labeling requirement.

**Q. When will vehicle owners be notified?**

- A. We plan to begin sending corrected labels to vehicle owners May 14, 2012.

**Q. What will be the service department action?**

- A. Nissan dealers will remedy all affected vehicles in dealer inventory by applying the corrected label and submitting a campaign claim. If a customer presents their vehicle and a corrected label, dealers may help the customer affix the label and submit a campaign claim.

**Q. How do I identify an affected vehicle in SERVICE COMM?**

- A. This recall campaign will not be active in SERVICE COMM. An official letter and corrected label is being sent to all affected dealers and owners.

**Q. A customer brought in a 2012 Armada or Titan vehicle but did they not receive a letter or corrected label. How can I tell if the vehicle is included in the Recall Campaign?**

- A. All owners of affected vehicles will be mailed an official letter and corrected label.

**Q. Are you experiencing this issue on any other Nissan (or Infiniti) models?**

- A. No, this does not affect any other Nissan (or Infiniti) models.

**Subject: 2012 Nissan Versa Sedan Transmission Shift Selector  
Voluntary Safety Recall Campaign**

**Attention – Dealer Principals, Sales, Parts and Service Managers**

**\*\*\*\*\* Corporate Statement \*\*\*\*\***

*Nissan is conducting a Voluntary Safety Recall campaign on approximately 36,000 2012 Versa Sedan vehicles in the U.S. to replace the transmission shift selector knob.*

*Nissan plans to begin notifying affected customers in late February 2012.*

**IMPORTANT: Dealers must not sell any affected vehicles in their inventory until the campaign repair is performed. A STOP SALE CONDITION IS IN EFFECT.**

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

**New vehicles in dealer inventory affected by this Voluntary Safety Recall Campaign must be remedied before retailing.**

**Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be remedied prior to sale or lease to customers. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration (NHTSA).**

**\*\*\*\*\* Dealer Inventory \*\*\*\*\***

There are approximately **4,500** affected vehicles in Nissan dealer inventory.

**\*\*\*\*\* Vehicle Identification \*\*\*\*\***

Versa sedan models subject to this voluntary safety recall campaign can be identified through two methods:

- **Service Comm** – Beginning February 2, dealer service departments can complete an inquiry on Service Comm – Campaign I.D. **PM253** to determine an affected vehicle.
- **VIN List** – As a courtesy, included with this announcement is a list of affected vehicles sorted by region, district and dealer.

**\*\*\*\*\* Repair Instructions \*\*\*\*\***

Nissan has developed campaign bulletin NTB12-008 with repair instructions, parts and claims information. The campaign TSB will be available on ASIST by February 2, 2012. A copy of the TSB is included with this announcement.

**\*\*\*\*\* Parts Availability \*\*\*\*\***

There is currently limited parts availability. Dealers with affected vehicles in inventory will receive an initial automatic parts shipment by February 3, 2012. Additional shipments will be made to address vehicles in dealer inventory over the next two weeks. For customer vehicle repairs, a part order form is included with this announcement and will be posted to the dealer portal, NNA.net.com. We will advise you of any changes to this parts availability status.

**\*\*\*\*\* Owner Notification \*\*\*\*\***

Nissan will begin to notify owners on February 27, 2012.

Nissan Parts & Service Customer Care  
02/02/12

**FINAL**

Subject: **2009-10 cube® Fuel Filler Recirculation Tube Voluntary Safety Recall Campaign**

Attention: **Dealer Principal, Sales, Service and Parts Managers**

**\*\*\*\*\* Campaign Announcement \*\*\*\*\***

Nissan is announcing a Voluntary Safety Recall Campaign on all model year 2009-10 cube® vehicles.

Nissan has determined that the affected vehicles may not meet one of the requirements set forth in Federal Motor Vehicle Safety Standard No. 301.

To remedy this issue Nissan will install a special protector for the fuel filler recirculation tube. The details on the remedy plan, including repair instructions will be announced soon.

**\*\*\*\*\* Dealer Inventory \*\*\*\*\***

**New vehicles in dealer inventory affected by this Voluntary Safety Recall Campaign MUST BE REMEDIED BEFORE RETAILING.**

**Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be remedied prior to sale or lease to customers. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration (NHTSA).**

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

**IMPORTANT: Dealers must not sell any 2009-10 cube® vehicles in inventory until the campaign repair is performed.**

**\*\*\*\*\* Vehicle Identification \*\*\*\*\***

All 2009-10 cube® vehicles are affected by this Voluntary Safety Recall Campaign.

**\*\*\*\*\* Repair Instructions \*\*\*\*\***

Nissan is currently developing a campaign bulletin with repair instructions. The campaign TSB will be available in mid-August. A campaign update will be provided at that time.

**\*\*\*\*\* Parts Availability \*\*\*\*\***

Nissan is currently procuring the repair parts needed for this campaign. Initial shipments of repair parts will be automatically sent to dealers beginning in mid-August.

**\*\*\*\*\* Owner Notification \*\*\*\*\***

Nissan plans to begin notifying owners in late August.

Nissan Parts & Service Operations  
07/21/2010

**Subject: 2011-12 Nissan Frontier, Pathfinder, Xterra; 2012 NV  
Oil Cooler Connector Bolt  
Voluntary Safety Recall Campaign**

**Attention – Dealer Principals, Sales, Parts and Service Managers**

**\*\*\*\*\* Corporate Statement \*\*\*\*\***

*Nissan is conducting a Voluntary Safety Recall Campaign on approximately 14,600 model year 2011-12 Frontier, Pathfinder, Xterra and 2012 NV vehicles in the U.S. to replace the oil cooler connector bolt.*

*Nissan plans to begin notifying affected customers in January 2012.*

**IMPORTANT: Dealers must not sell any affected vehicles in their inventory until the campaign repair is performed. A STOP SALE CONDITION IS IN EFFECT.**

**\*\*\*\*\* Dealer Inventory \*\*\*\*\***

There are approximately **3,162 unsold vehicles** in Nissan dealer inventory that must be repaired before retailing.

**New vehicles in dealer inventory affected by this Voluntary Safety Recall Campaign must be remedied before retailing.**

**Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be remedied prior to sale or lease to customers. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration (NHTSA).**

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

It is the dealer's responsibility to check Service Comm for the campaign status on each vehicle falling within the range of this Voluntary Safety 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 dealer inventory. If an affected VIN was part of the dealer trade, the letter/notification associate with that VIN should be forwarded to the appropriate dealer for repair completion.

**\*\*\*\*\* Vehicle Identification \*\*\*\*\***

Vehicles subject to this Voluntary Safety Recall Campaign can be identified through two methods:

- **Service Comm** – Beginning December 21, dealer sales and service departments can complete an inquiry on Service Comm – Campaign I.D. **R1115** to determine an affected vehicle.
- **VIN List** – As a courtesy, included with this announcement is a list of affected vehicles sorted by region, district and dealer.

**\*\*\*\*\* Repair Instructions \*\*\*\*\***

Nissan has developed campaign bulletin NTB11-086 with repair instructions, parts and claims information. The campaign TSB will be available on ASIST on December 21, 2011. A copy is being sent with this announcement.

**\*\*\*\*\* Parts Availability \*\*\*\*\***

To ensure parts availability at dealers with affected inventory, Nissan made an automatic shipment of oil cooler stud bolt kit (B1313-EA21B) on Tuesday December 20. No further automatic shipments will be made as additional repair parts are currently available at facing PDCs. We will advise you of any changes to this parts availability status.

**\*\*\*\*\* Owner Notification \*\*\*\*\***

Nissan will begin to notify owners in January 2012.

Nissan Parts & Service Customer Care  
12/21/11

**FINAL**

Subject: **2012 Juke Rear Seat Back Striker  
Voluntary Safety Recall Campaign**

Attention: **Dealer Principals, Sales, Parts and Service Managers**

**\*\*\*\*\* Corporate Statement\*\*\*\*\***

***"Nissan is conducting a Voluntary Safety Recall Campaign on certain MY12 Juke vehicles to replace the Rear Seat Back Strikers (Right/Left). Due to a supplier's quality control issue that has since been corrected, some of the potentially affected vehicles may have been equipped with out-of-specification rear seat back strikers."***

***Nissan plans to begin notifying owners in early August, 2012.***

**IMPORTANT: Dealers must not sell any affected vehicles in their inventory until the campaign repair is performed. [A STOP SALE CONDITION IS IN EFFECT.](#)**

**\*\*\*\*\* Vehicle Identification \*\*\*\*\***

MY 2012 Juke vehicles subject to this recall campaign can be identified through two methods:

- **Service Comm** – Beginning July 12, 2012, dealer sales and service departments can complete an inquiry on Service Comm – Campaign I.D. **R1216** - to determine an affected vehicle.
- **VIN List** – As a courtesy, included with this announcement is a list of affected vehicles sorted by region, district and dealer.

**\*\*\*\*\* Dealer's Responsibility \*\*\*\*\***

It is the dealer's responsibility to check Service Comm – Campaign I.D. **R1216** - for the campaign status on each vehicle falling within the range of this voluntary safety 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 dealer inventory. If an affected VIN was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

**\*\*\*\*\* Repair Instructions and Parts Information \*\*\*\*\***

Nissan is currently developing a Recall Campaign Bulletin for this issue. Repair parts are also being prepared and initial quantities will be shipped automatically to dealers by July 25, 2012. A campaign update will be provided as parts and repair instructions become available.

**\*\*\*\*\* Owner Notification \*\*\*\*\***

Nissan plans to begin notifying owners in early August, 2012

Nissan Parts and Service Dealer Support  
7/11/12

## FINAL

### FAQ

**Q. What model year Juke vehicles are involved?**

A. Model Year 2012 Juke vehicles manufactured between February 26, 2012 and May 26, 2012.

**Q. What is the reason for this striker replacement?**

A. Due to a supplier's quality control issue that has since been corrected, some of the potentially affected vehicles may have been equipped with out-of-specification rear seat back strikers.

**Q. Is this a safety recall?**

A. Yes.

**Q. When will vehicle owners be notified?**

A. We plan to begin notifying vehicle owners in early August, 2012.

**Q. What will be the service department action?**

A. Dealers will replace Rear Seat Back Strikers on each side of the vehicle at no cost to the owners.

**Q. How do I identify an affected vehicle in SERVICE COMM?**

A. This service campaign is identified as **R1216**.

**Q. A customer brought in a 2012 Juke vehicle but they did not receive a letter. How can I tell if the vehicle is included in the Service Campaign?**

A. Check SERVICE COMM to confirm **R1216** is displayed as an open campaign.

**Q. Are you experiencing this issue on any other Nissan (or Infiniti) models?**

A. No, this does not affect any other Nissan (or Infiniti) models.

**Q. Have there been any injuries or fatalities related to this?**

A. No.

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

A. No. Rental vehicle is not included in the campaign.