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NISSAN BULLETIN

Update #1: 2013 Nissan Altima Secondary Hood Latch Voluntary Safety Recall Campaign

Reference: R1413
Date: October 14, 2014

Attention: Dealer Principal, Sales, Service & Parts Managers

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

As a follow-up to our campaign announcement on Friday, October 10, 2014, a supplemental repair video is now available on Virtual Academy. **Prior to performing the repair, technicians can review a similar repair procedure in advance on Virtual Academy:**

1. Select "**VIDEO LIBRARY**" from the Service Technician home page.
2. Select the "**FEATURED**" tab on the VIDEO LIBRARY page.
3. Scroll down using the scroll bar on the right to locate the "**Vol 527 – R1413 – 2013 Altima Secondary Hood Latch Adjustment**" video. The video is approximately 4 minutes in length.

***** Body Damage Claims Information *****

If the vehicle has incurred damage due to the hood opening while in motion, **preapproval is required** before initiating body repairs.

- Contact the Warranty claims call center 1-800-258-7008 Option 7

Additionally, please send an email with the following information to: paint.inspections@nissan-usa.com. Please include R1413, your dealer code, and VIN in the subject line of the email.

- Photos of the VIN plate and odometer reading
- Photos of the damage (include all parts requiring repair)
- Estimate to repair the vehicle

***** Repair Information Reminder *****

An update will be provided when the campaign TSB is available. In the interim, repair information is available on ASIST, NNAnet, and Dealer 360 in the recalls and service campaigns forum.

- ASIST – Go to "Tech Support Info" on the left column of the ASIST opening page. Under "Tech Support Info", select "Inventory Vehicle Actions". A new window will open where you may access the technical procedures.
- NNAnet.com –This procedure can be found on NNAnet.com under My Documents in the following categories:
 - Parts>Campaigns>
 - Sales>Campaigns>
 - Service>Campaigns>

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION