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# NISSAN BULLETIN

## 2011-14 Nissan Juke Fuel Pressure Sensor Voluntary Safety Recall Campaign

Reference: R1418  
Date: November 26, 2014

Attention: Dealer Principal, Sales, Service & Parts Managers

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

**A STOP SALE CONDITION IS IN EFFECT.**

Nissan is conducting a voluntary safety recall campaign on certain specific 2011-2014 Nissan Juke vehicles to re-tighten the fuel rail pressure sensor to the correct torque specification. On some affected vehicles, the fuel rail pressure sensor may not have been tightened to specification and may gradually loosen over time due to heat and vibration, which could possibly cause a small amount of fuel to leak.

**NOTE: Vehicles subject to previous recall 12V-069 (R1201) that have not yet been remedied will be re-notified under this campaign. Vehicles repaired under the R1201 recall campaign require no further action.**

A special tool is currently under development and is expected to be available in mid-December, 2014. A **new**, more efficient, repair will be released when the tool becomes available.

**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.**

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

1. Verify if vehicles currently in dealer inventory are affected by this recall campaign using Service Comm I.D. R1418
2. If the vehicle in dealer inventory is affected by this recall, **hold** the vehicle until the special tool and repair procedure is available in mid-December.

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

Nissan is currently developing a campaign bulletin and special tool for this repair. A campaign update will be sent when the tool and repair procedure is available.

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

There are approximately **96,452** Juke vehicles affected by this voluntary safety recall. Approximately **848** vehicles are currently in dealer inventory. Vehicles subject to this action can be identified through:

- **SERVICE COMM** – Beginning November 27<sup>th</sup>, 2014 service departments can complete an inquiry in SERVICE COMM – **I.D. R1418** – to determine if a vehicle is subject to this voluntary safety recall.
- **VIN List** – As a courtesy, included with this announcement is a list of affected vehicles sorted by region, district, and dealer.

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

It is the dealer's responsibility to check Service Comm using the appropriate Campaign I.D. 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 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.

**\*\*\*\*\* Dealer Communication \*\*\*\*\***

The information will be available on NNA.net.com and Dealer360 (recalls & campaigns community forum) on November 26<sup>th</sup>, 2014.

- NNA.net.com under My Documents in the following categories:
  - Parts>Campaigns>
  - Sales>Campaigns
  - Service>Campaigns>
  - Hint search on keywords:
    - R1418

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

Nissan plans to begin notifying owners of potentially affected Juke vehicles on January 5<sup>th</sup>, 2015 via U.S. Mail.

**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION

**FAQ:**

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

A. We plan to begin notifying vehicle owners on January 5<sup>th</sup>, 2015.

**Q. Is this a safety recall? Does the government know about this?**

A. Yes, this is a voluntary safety recall. We have informed the National Highway Traffic Safety Administration.

**Q. What will be the corrective action?**

A. The dealer will to tighten the fuel rail pressure sensor to the correct specification.

**Q. Is there any charge for this repair?**

A. No, the repair is offered free to the customer for parts and labor.

**Q. I have a Nissan Juke vehicle but did not receive a letter, how can I tell if my vehicle is affected?**

A. Please give me your vehicle identification number (VIN) so that I can check if your vehicle is included in this recall.

**Q. What is the reason for this fuel pressure sensor notification?**

A. On some affected vehicles, the fuel rail pressure sensor may not have been tightened to specification and may gradually loosen over time due to heat and vibration, which could possibly cause a small amount of fuel to leak.

**Q. What is the possible effect of the condition?**

A. As a result of this condition, the fuel pressure sensor may gradually loosen over time due to heat and vibration, which could possibly cause a small amount of fuel to leak.

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

A. Select MY 2011-2014 Nissan Juke vehicles with engines built between 11/2011 – 6/2014.

**Q. How many vehicles are involved in the campaign?**

A.

<u>Model</u>	<u>Number of Vehicles</u>
MY 2011-2014 Nissan Juke	Approximately 96,452 vehicles

*Approximately 6,000 additional vehicles subject to 12V-069 that have not been remedied will be included in this recall and re-notified.*

<u>Model</u>
MY 2011-2012 Nissan Juke
MY 2011-2012 Infiniti M56
MY 2011-2012 Infiniti QX56

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

A. Yes. Select MY 2011-2015 Infiniti M56/Q70 (V8 Only), and 2011-2015 Infiniti QX56/QX80 vehicles with engines built between 11/2011 – 6/2014 are also affected.

**Q. Can I use my vehicle until the fuel pressure sensor has been retightened?**

A. Yes. However, Nissan recommends that you make the appointment for the repair as soon as possible.

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

A. No.

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

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

**Q. How long will the corrective action take?**

A. The repair will take approximately one hour. However, your retailer may require your vehicle for a longer period of time based on his work schedule.

**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.

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

A. The repair can be performed quickly. Loaner vehicles are subject to availability. Please check with your dealer for available alternate transportation options.