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NISSAN BULLETIN

2015 Nissan Armada (TA60) Transmission Parking Pawl Voluntary Safety Recall Campaign

Reference: PC334
Date: December 18, 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 for **190** MY2015 Nissan Armada vehicles to check, and if necessary replace, the transmission. Due to a manufacturing issue that has since been corrected, the transmission in some of the vehicles might not fully lock in Park as designed.

Nissan will notify customers in January, asking them to bring the affected vehicles to an authorized Nissan dealership. Nissan will check the casting date stamp on the transmission housing, and if it is within the affected population, replace the transmission with a new one at no cost to the customer.

Nissan is committed to a high level of customer safety, service and satisfaction and is working with its dealers to provide an outstanding ownership experience to Nissan Armada owners.

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. PC334**
2. Inspect the casting date stamp using the procedure provided.
 - If inspection result is **OK**, submit the warranty claim and release the vehicle without further action.
 - If inspection result is **NG**, the transmission will need to be replaced. Order replacement parts using the order form provided with this announcement.
 - If the date stamp cannot be clearly read, dealers should **hold** the vehicle and send the requested information to nnafqasupport@nissan-usa.com and await further direction.

NOTE: Nissan will be closed from December 23rd, 2014 - January 2, 2015, returning on January 5th, 2015. Emails sent for direction will be responded to beginning January 5th, 2015. Parts submitted via parts order form will begin filling on December 29th, 2014.

***** Parts Collection *****

Transmissions replaced under this campaign will be collected.

Pursuant to APRM policy 2.32.13, dealers are expected to comply with the parts return procedure. **Dealers will be charged back for parts and labor found to be out of compliance with campaign inspection and repair guidelines published in the campaign bulletins.**

NOTE: Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.

******* Repair Instructions *******

This repair procedure and claims information will be available on ASIST, Dealer360 (recalls & campaigns community forum), and NNAnet.com.

- 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 under My Documents in the following categories:
 - Parts>Campaigns>
 - Sales>Campaigns>
 - Service>Campaigns>
 - Hint search on keywords:
 - PC334

*******Vehicle Identification*******

There are approximately **108** Armada vehicles are currently in dealer inventory subject to this voluntary safety recall. Additionally, **2** Titan vehicles may also have received suspect service parts and will be inspected as part of this campaign. Vehicles subject to this action can be identified through:

- **SERVICE COMM** – Beginning December 18th, 2014 service departments can complete an inquiry in SERVICE COMM – **I.D. PC334** – 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.

******* Owner Notification *******

Nissan plans to begin notifying owners of potentially affected vehicles in January 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 in January, 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 check the casting date stamp on the transmission housing, and if it is within the affected population, replace the transmission with a new one at no cost to the customer.

Q. Is there any charge for this repair?

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

Q. I have an Armada 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 park lock system notification?

A. The parking pawl of the subject vehicles may be prevented from fully engaging, which could prevent the transmission from fully locking in the park position, as designed. If the transmission were to move out of the park position, the vehicle could roll and potentially cause an injury or accident. The cause of this condition was a supplier manufacturing error that has since been corrected.

Q. What is the possible effect of the condition?

A. Some affected vehicles may not fully lock in Park when the shift lever is in the "P" position. If the transmission were to move out of the park position, the vehicle could roll and potentially cause an injury or accident.

Q. What model year vehicles are involved?

A. Select 2015 Armada 2WD vehicles manufactured between September 15th, 2014-October 11th, 2014.

Q. How many vehicles are involved in the campaign?

A. Approximately, **190** MY2015 Nissan Armada vehicles are subject to this voluntary safety recall campaign. Additionally, **2** Titan vehicles may also have received suspect service parts and will be inspected as part of this campaign.

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

A. No.

Q. Can I use my vehicle until the transmission has been inspected?

A. Yes. However, Nissan recommends that you make the appointment for the inspection as soon as possible. It is strongly recommended that you apply the parking brake when the vehicle is left unattended.

Q. Will alternate transportation be provided while the dealer is inspecting my vehicle?

A. No. Check with your dealer for alternate transportation options while your vehicle is being serviced.

Q. Should my vehicle require parts to be ordered or the inspection result requires the dealer to wait for further direction, will alternate transportation be provided?

A. Yes. A loaner vehicle will be provided under the campaign. Please check with your dealer for availability.

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 inspection will take less than an hour. However, your dealer may require your vehicle for a longer period of time based on his work schedule or if transmission replacement is necessary.

Q. Will I have to take my vehicle back to the selling retailer to have the service performed?

A. No, any authorized Nissan dealer is able to perform the recall campaign.

PC334 – Armada (TA60) Transmission Parking Pawl SERVICE PROCEDURE

1. Lift the vehicle using a hoist.
2. Locate transmission tail housing casting ID number position on the vehicle (Figure 1).

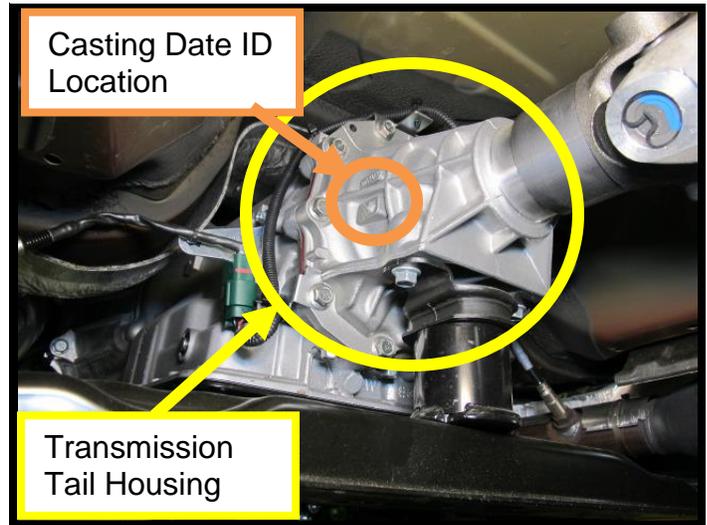


Figure 1

3. Inspect tail housing casting ID number.
 - Tail housing casting ID number is found in bottom of the hexagonal hole as shown in Figure 2.
 - If needed, take a digital picture and zoom in to read the numbers.
 - ID Number is four digits (Month – Day), examples found in Figure 3 below:



Figure 2

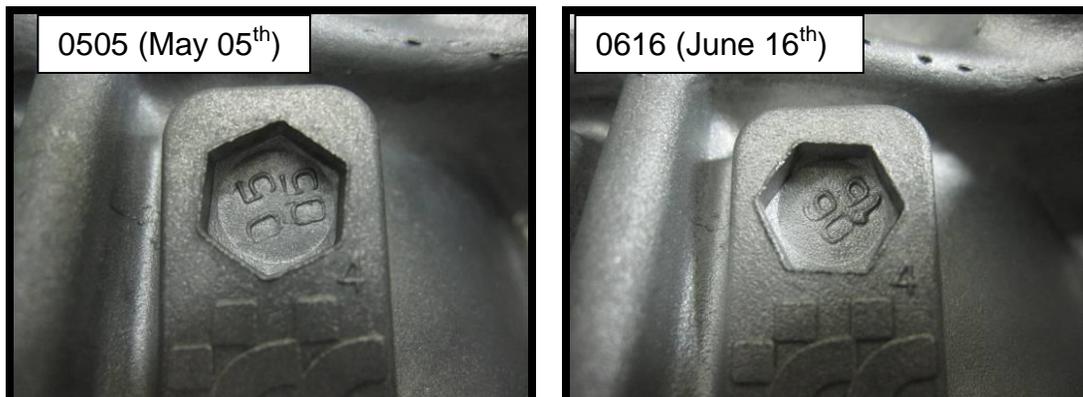


Figure 3

4. Determine disposition of transmission tail housing (Parking Pawl).

a. If tail housing casting ID number is 0501 (May 1st) or Before:

- Submit warranty claim using op code **PC3340** (see claims info).
- Release the vehicle.

b. If tail housing casting ID number is 0502 (May 2th) or After, replace the transmission assembly:

IMPORTANT:

Replacement transmission assemblies (A/T) come with a "blank" transmission control module (TCM). The replacement transmission assembly will not function correctly without programming the TCM software.

- Refer to Technical Service Bulletin **NTB14-033** to program the blank TCM in the replacement transmission assembly.

NOTE: Saving and coping information from the old (current) TCM is required before replacing the transmission.

- Replace the transmission assembly per the 2015 Armada Electronic Service Manual (ESM) "D" Transmission & Driveline section TM – Transaxle & Transmission.

c. If unable to determine the tail housing ID number visually (unreadable):

- Continue to **HOLD** the vehicle.
- E-mail a clear picture of the tail housing casting ID number to the below address for further instructions:

nnafqasupport@nissan-usa.com

Make sure to include the below information:

Complete VIN of each affected vehicle.

Dealer Code

Contact Name

Contact Phone Number

Contact E-mail

NOTE: Further instructions will be communicated once E-mailed pictures are reviewed by NNA FQA support. **Please be reminded, NNA FQA support is shutdown 12/23/14 - 01/02/15, returning on 01/05/15.**

PARTS INFORMATION

DESCRIPTION	PART #	QUANTITY
OE Transmission Assembly (Install in NEW UNSOLD vehicles)	31020-64X6E	1
Reman Transmission Assembly (Install in SOLD vehicles)	310CM-64X6ERE	1

EXPENSE CODE

EXPENSE CODE	DESCRIPTION	MAX AMOUNT
502	Rental	\$60.00 Per Day

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC334

Claim Type:	CM			
PNC:	PC334			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Inspect tail shaft housing casting ID number.	PC3340	0.2 hrs.	No	No
Inspect tail shaft housing casting ID number, replace the transmission assembly and program TCM.	PC3341	3.8 hrs.	Yes	Yes