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NISSAN BULLETIN

2013-15 Nissan Altima Secondary Hood Latch Lubrication Voluntary Safety Recall Campaign

Reference: PC359
Date: March 3, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

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

A STOP SALE CONDITION IS IN EFFECT.

Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it will conduct a Voluntary Safety Recall on certain MY13-15 Altima (L33) vehicles to address a hood latch issue. Nissan is directing dealers to inspect all affected vehicles identified in Service Comm prior to retail sale and to submit a campaign claim.

Nissan tentatively concluded that approximately **640,000** MY2013-15 Altima vehicles manufactured between March 1, 2013 and the end of 2014 calendar year and sold in the USA and Canada are likely affected. Nissan will further refine the affected population range in the coming weeks and will notify customers within 60 days.

Certain MY13 Altima vehicles manufactured before March 1, 2013 were subject to an earlier hood latch recall campaign (**R1413**) announced last September, and **are not affected** by this recall campaign.

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 Altima 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 the subject vehicle is affected by this voluntary safety recall using Service Comm I.D. **PC359.**
2. Nissan is still investigating this issue. In the meantime, dealers should inspect the secondary hood latch assembly for correct operation and lubricate as instructed in the attached procedure. Nissan will provide further instructions upon completion of our investigation.
3. **DO NOT** perform R1413 campaign repairs to vehicles subject to this campaign as they do not apply.
4. Vehicles in dealer inventory affected by this recall campaign can be released for sale after the secondary hood latch operation has been confirmed to be operating as intended and the lubrication procedure has been performed. Dealers should file claims promptly to close this action in Service Comm.
5. Dealers should also perform the secondary hood latch inspection and lubrication procedure included with this announcement on customer owned vehicles subject to this recall campaign.

*******Parts Information*******

Dealers may use locally sourced White Lithium Grease (non-aerosol) for lubrication of the secondary hood latch. Dealers may also use Nissan Rust Penetrant (999MP-A3020P)* and locally sourced Brake Cleaner as needed for customer owned vehicles to prepare the vehicle for lubrication.

* Order this item through the Nissan Maintenance Advantage program: 877-NIS-NMA1 (877-647-6621). Website order via link on dealer portal www.NNAnet.com and click on the "Maintenance Advantage" link.

*******Claims Information*******

Claim Type:		CM		
PNC:		PC359		
Symptom:		ZZ		
Diagnosis:		99		
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Inspect, Clean, & Lubricate Secondary Hood Latch Assembly	PC3590	0.2Hrs	No	No

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

There are approximately **640,000** Nissan Altima vehicles affected by this voluntary safety recall. Approximately **52,719** vehicles are currently in dealer inventory. Vehicles subject to this action can be identified through:

- **SERVICE COMM** – Beginning March 3rd, 2015 service departments can complete an inquiry in SERVICE COMM – **I.D. PC359** – 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.

******* 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 PC359, 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 (including rental while body repairs are being performed)

******* 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 ASIST, NNAnet.com, and Dealer360 (recalls & campaigns community forum) on March 3, 2015.

- 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:
 - PC359

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

Nissan plans to begin notifying owners of potentially affected Altima vehicles within 60 days via U.S. Mail.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

FAQ:

Q. Is there a stop sale in effect?

A. Yes.

Q. Is this a safety recall?

A. Yes.

Q. What is the reason for this voluntary safety recall?

A. On some of the affected vehicles, if a customer inadvertently actuates the primary hood lock release handle (located on the lower part of the dashboard), the secondary hood latch may not hold the hood closed as designed and the hood may come open while vehicle is in motion.

Q. Should dealers perform repairs from campaign R1413 on vehicles identified by PC359?

A. No. **R1413 does not apply to the subject vehicles and should not be performed on the subject vehicles.**

Q. When will final repairs be available?

A. Nissan is continuing to investigate this issue and develop a recall remedy. An interim inspection and repair procedure has been included with this announcement.

Q. When will vehicle owners be notified?

A. Nissan plans to begin notifying owners of potentially affected Altima vehicles within 60 days via U.S. Mail.

Q. What model year vehicles are involved?

A. Nissan is continuing to investigate which vehicles are involved. However, based on the information gathered so far, this issue appears to affect certain additional MY2013-MY2015 Nissan Altima sedan vehicles manufactured after February 28, 2013 (the date range subject to Recall Number 14V-565; R1413). Nissan tentatively concludes that vehicles manufactured after December 31, 2014 are not affected.

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

A. No. Nissan is aware of incidents only from USA and Canada markets for Altima. There are no similar reports from markets outside of the USA and Canada. Nissan is continuing to investigate the root cause of this issue.

Q. Can the hood open while driving if the primary hood latch is engaged?

A. No. The primary hood latch works properly as designed. This condition occurs if you inadvertently open the primary hood latch by pulling the hood release lever. In this condition, the secondary hood latch may not be engaged which could allow the hood to open while driving.

Q. Is there anything owners can do at this time?

A. Owners can bring their vehicle to their nearest Nissan dealer for a free inspection of the secondary hood latch assembly. If an owner is unable to bring their vehicle to a dealer right away, owners can release the hood using the primary hood release lever inside the vehicle, pull up on the hood (without releasing the secondary latch) to ensure that the secondary latch prevents the hood from being raised. Also, after fueling the vehicle, owners can inspect the hood to confirm that it is fully closed and latched.

Q. Is my vehicle safe to drive?

A. Yes, but you should contact your Nissan dealer as soon as possible to have your vehicle inspected if you receive an owner notification letter indicating your vehicle is potentially affected. **Nissan recommends that you check to ensure the hood is fully closed and latched. Also, we ask that you be careful to pull the fuel door release lever when refueling, and not the hood release lever.**

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

A. Nissan is not aware of any injuries or fatalities associated with this incident.

Q. What will be the service department action for this announcement?

A. Dealers will inspect the secondary hood latch assembly for correct operation, clean and lubricate the latch assembly as detailed in the attached repair procedure.

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

A. No, please check with your dealership for alternate transportation availability.

Q. Are any vehicles identified in Service Comm?

A. Yes.

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.

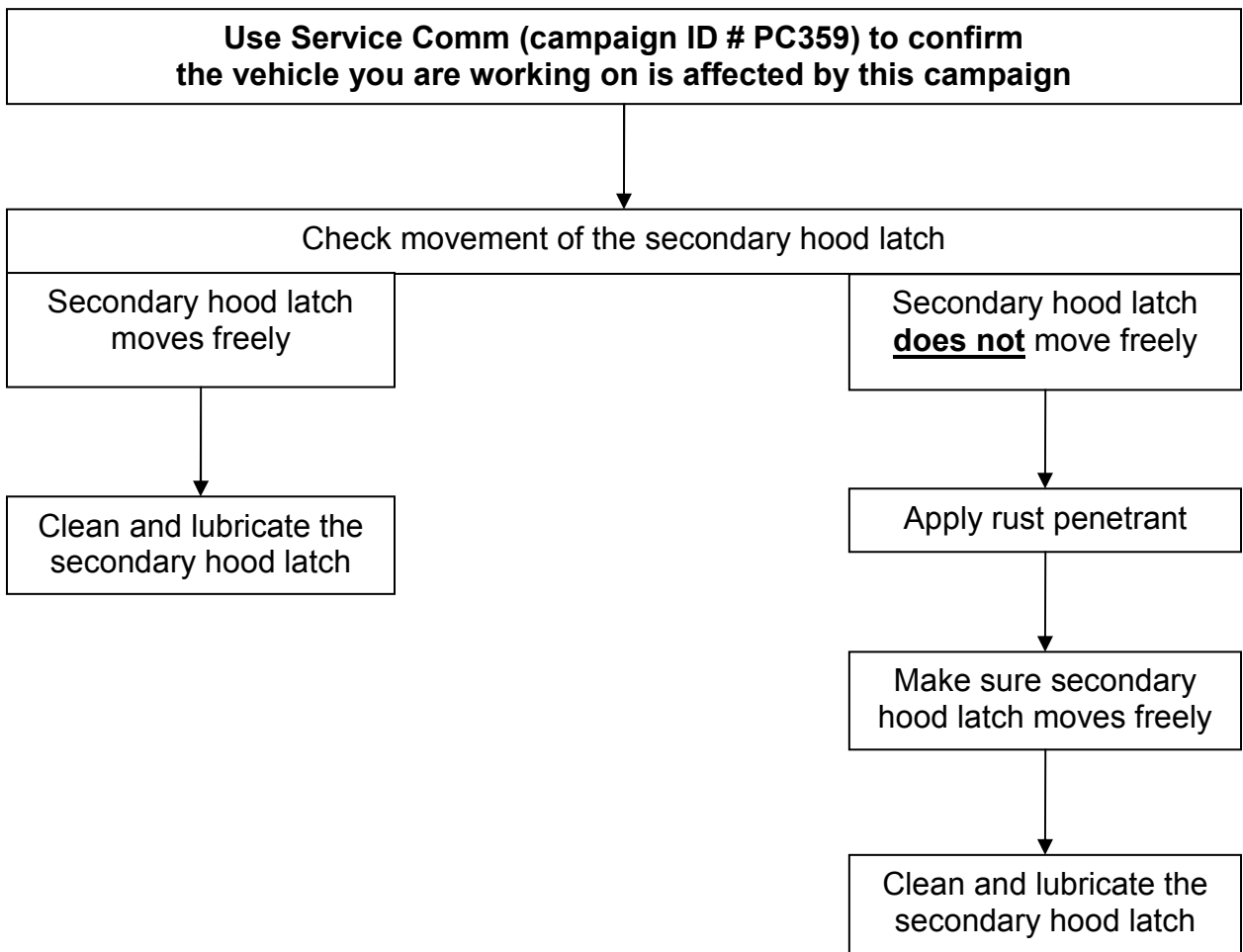
For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

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

A. The inspection and repair will confirm the secondary hood latch is operating as designed. As the correct operating condition will be confirmed, there is no basis for repurchasing or replacing your vehicle.

2013 - 2015 ALTIMA SECONDARY HOOD LATCH LUBRICATION

REPAIR OVERVIEW



SERVICE PROCEDURE

1. Open the engine hood.
2. Place a clean rag under the hood latch assembly as shown in Figure 1.

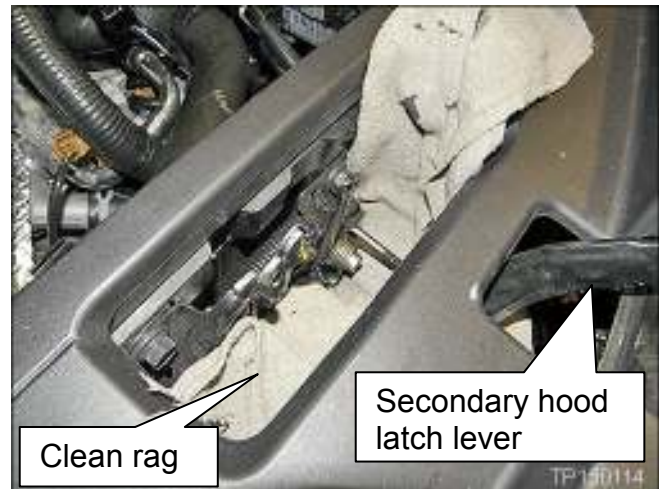


Figure 1

3. Place a clean fender cover to protect the front fascia as shown in Figure 2.
 - Allow the secondary hood latch lever to be above the fender cover as shown.

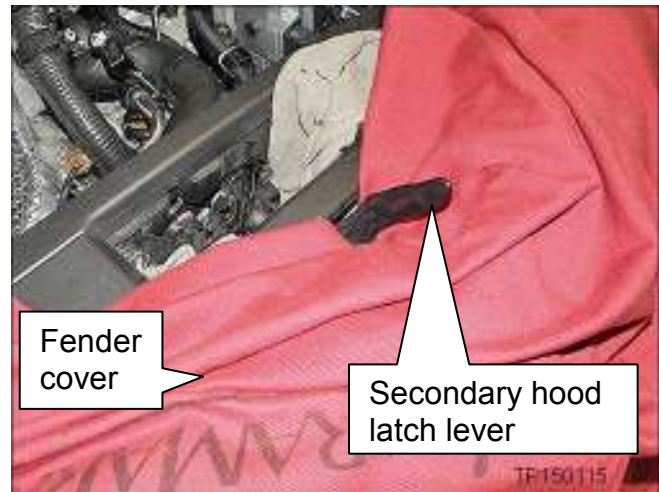


Figure 2

4. Move / cycle the secondary hood latch lever several times.
 - Moves freely – skip to step 7.
 - Does not move freely – go to the next step (step 5).



Figure 3

5. Only if secondary hood latch does not move freely in step 4:

Apply aerosol rust penetrant to the secondary hood latch.

- Use Nissan Rust Penetrant or equivalent.
- Use a spray extension tube to help direct the application.
- Apply to the pivot pin area and between latch lever and latch body.



Figure 4

6. Move / cycle the secondary hood latch lever 10-15 times or until it moves freely.

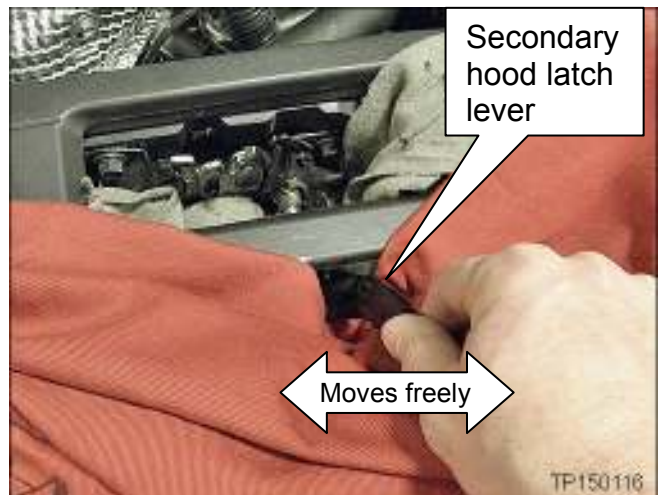


Figure 5

7. Remove / clean previous lubricants and debris from the secondary hood latch.

- Use brake clean or equivalent type cleaner that complies with local regulations.
- Use a spray extension tube to help direct the application.
- Clean the pivot pin area, and clean between latch lever and latch body.



Figure 6

8. Use shop air to blow-dry the latch assembly before proceeding to the next step.



Figure 7

9. Apply non-aerosol white lithium grease to the secondary hood latch.
 - Do not use “spray-on” grease.
 - Apply the grease with a small brush
 - With the brush, work the grease onto the pivot pin area and between latch lever and latch body.



Figure 8

10. Remove the rag from under the hood latch assembly.

PARTS INFORMATION

DESCRIPTION	PART #	QUANTITY
Nissan Rust Penetrant (1)	999MP-A3020P	Shop Supply
White Lithium Grease (non-aerosol)	Local Source	Shop Supply
Brake Cleaner	Local Source or Nissan Maintenance Advantage	Shop Supply

(1) Order this item through the Nissan Maintenance Advantage program: Phone: 877-NIS-NMA1 (877-647-6621). Website order via link on dealer portal www.NNAnet.com and click on the "Maintenance Advantage" link.

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") I.D.	DESCRIPTION	OP CODE	FRT
PC359	Clean and Lube Hood Latch	PC3590	0.2 hrs.

