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# NISSAN BULLETIN

## 2013-14 Nissan Juke, cube, & 2014 Versa Sedan Engine Switch Voluntary Safety Recall Campaign

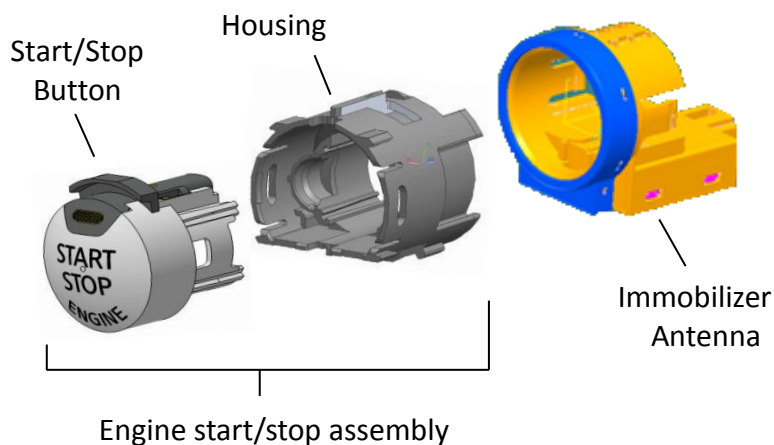
Reference: R1511  
Date: June 25, 2015

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 model year 2013-2014 Nissan Juke, cube and 2014 Versa Sedan vehicles sold in North America to modify the engine start/stop switch housing to prevent interference from the immobilizer antenna. Due to manufacturing issues that have since been corrected, the casting of the immobilizer antenna housing did not meet design specification. As a result, on some of the affected vehicles, the antenna housing can shrink due to environmental exposure to hot temperatures which cause the engine start/stop button to potentially stick inside its housing. In rare instances, the emergency engine stop function may activate, causing the engine to stop running while the vehicle is in motion.



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

**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 are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **R1511**
2. Dealers should not sell or trade any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been repaired.
3. Dealers should use the attached repair procedure to correct any vehicles subject to this campaign.
4. Once repaired, dealer should submit the claim, using the claims coding provided, and release the vehicle.

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

There are approximately **14,564** MY2013-2014 Nissan Juke, cube and MY2014 Versa Sedans affected by this recall campaign, of which approximately **48** vehicles are currently in dealer inventory. Vehicles subject to this action can be identified through:

- **SERVICE COMM** – Beginning June 25<sup>th</sup>, 2015 service departments can complete an inquiry in SERVICE COMM – **I.D. R1511** – 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.

**\*\*\*\*\* Parts Information/Availability\*\*\*\*\***

To ensure adequate parts availability throughout the campaign, Nissan has developed an automatic parts shipment plan which will provide an ample supply of parts to all dealers. Each part contains enough material to service 25 vehicles. Parts should arrive at dealerships in early July.

Until parts arrive, dealers can temporarily use J-50397-2 EPDM SEMI CLOSED CELL 10mm from the TECH•MATE Squeak & Rattle Kit (J-50397) to complete repairs.

**\*\*\*\*\* 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 will begin notifying owners of all potentially affected vehicles in late July, 2015 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 safety recall?**

A. Due to immobilizer antenna production issues that have been corrected, the engine start/stop button could potentially stick inside its housing.

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

A. In rare instances, this could cause the engine to shut off without warning. If this condition occurs, the vehicle will experience loss of power steering function and diminished power brake assist. The condition will also cause a loss of power supply to the airbag control unit, which may cause the airbags not to deploy in case of a crash.

**Q. What will be the corrective action for this voluntary safety recall campaign?**

A. Nissan dealers will modify the engine start/stop switch housing to prevent interference from the immobilizer antenna.

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

A. No, the repair will be performed for the customer free of charge for parts and labor.

**Q. Are parts readily available?**

A. Yes. Nissan will automatically send parts to dealerships in early July. Until parts arrive, dealers can temporarily use J-50397-2 EPDM SEMI CLOSED CELL 10mm from the TECH•MATE Squeak & Rattle Kit to complete repairs.

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

A. Nissan will begin notifying owners in late July, asking them to bring their vehicle to an authorized Nissan dealer to have the engine start/stop switch housing modified to prevent interference from the immobilizer antenna.

**Q. Is there anything owners can do to mitigate the condition?**

A. No.

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

A. 2013-2014 Nissan Juke, cube and 2014 Versa Sedan vehicles sold in North America.

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

A. The North American Market is affected as follows:

<b><u>Region</u></b>	<b><u>cube</u></b>	<b><u>Juke</u></b>	<b><u>Versa Sedan</u></b>	<b><u>Total</u></b>
USA	302	12,061	2,201	14,564
CANADA	0	759	82	841
GUAM	3	2	2	7
MEXICO	0	752	27,422	28,174
PUERTO RICO	2	22	0	24
<b>Total</b>	<b>307</b>	<b>13,596</b>	<b>29,707</b>	<b>43,610</b>

<b><u>Make/Model</u></b>	<b><u>Dates of Manufacture</u></b>
MY2014 Nissan Versa Sedan	July 16, 2013 to January 29, 2014
MY2013-2014 Nissan Cube	July 3, 2013 to October 21, 2013
MY2013-2014 Nissan Juke	July 3, 2013 to October 22, 2013

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

A. Approximately 271,431 vehicles are potentially affected globally (This includes North American vehicles listed in the preceding question). Models included in this global recall are:

- Nissan Note (E12)
- Nissan Serena (C26)
- Nissan March/Micra (K13)
- Nissan Latio/Versa Sedan/Sunny/Almera (N17)
- Nissan Tiida/Pulsar (C12)
- Nissan Silphy/Pulsar Sedan (B17)
- Nissan cube (Z12)
- Nissan Juke (F15)
- Nissan LEAF/Venucia e30 (ZE0)
- Nissan eNV200(ME0)
- Nissan NV350(E26)

**Q. Is my vehicle safe to drive?**

A. Yes. However, if your vehicle is subject to the recall, you should make arrangements to have your vehicle remedied 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. This service, free for parts and labor, should take approximately 1 hour to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

**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. 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 CA:** Please inform us of the dealer where you would like to have the corrective action completed.



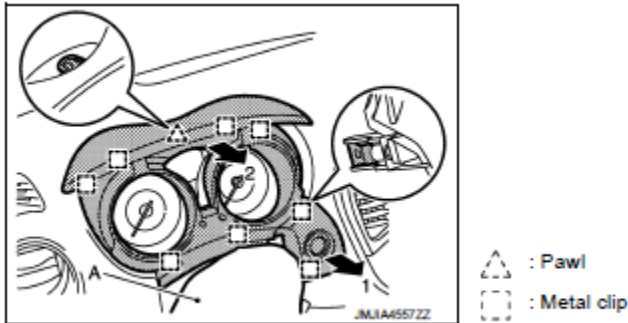
# R1511 Engine Stop/Start Switch

## 2013-14 Juke, 2013-14 cube, 2014 Versa Sedan

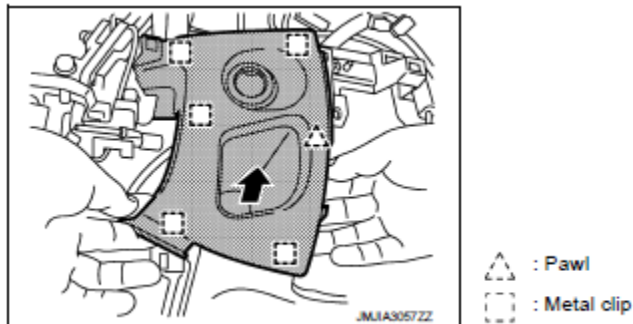
**WARNING:** Before starting the repair, turn the ignition switch **OFF**, disconnect the negative battery terminal and wait 3 minutes or more.

1. Remove the applicable instrument panel finisher for the appropriate vehicle as listed below:

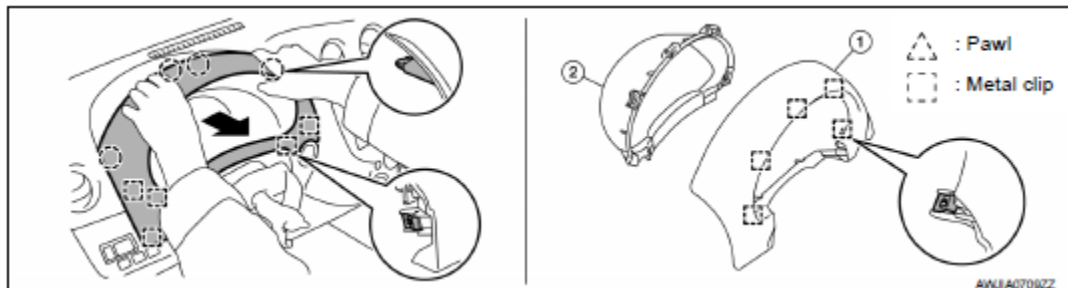
### Juke: Cluster Lid A



### cube: Switch Panel Finisher

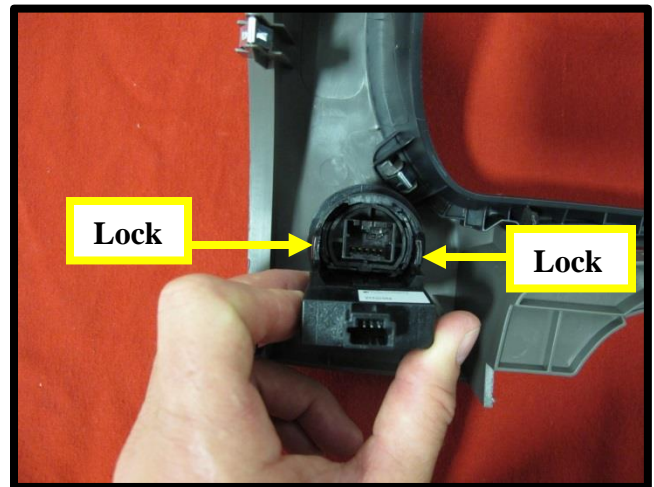


### Versa: Combo Meter Finisher Assembly



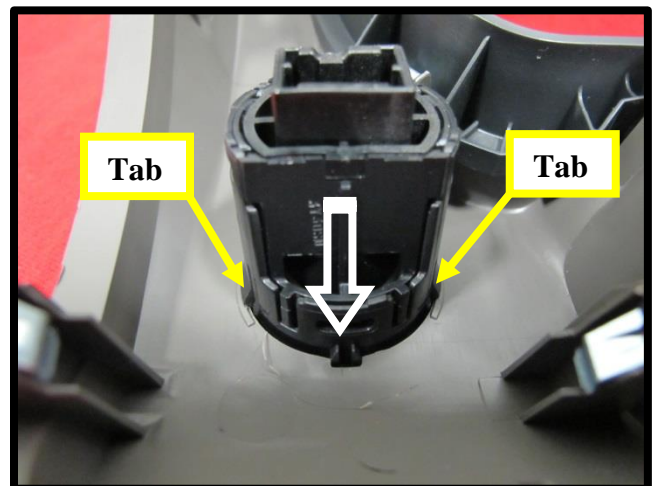
- Refer to the applicable Electronic Service Manual (ESM), Section IP-Instrument Panel, for removal procedures.

2. Place the removed IP finisher face down on a clean cloth.
3. Remove NATS antenna amp (Figure 1).
  - Release locks on each side and pull NATS antenna amp straight up to remove.



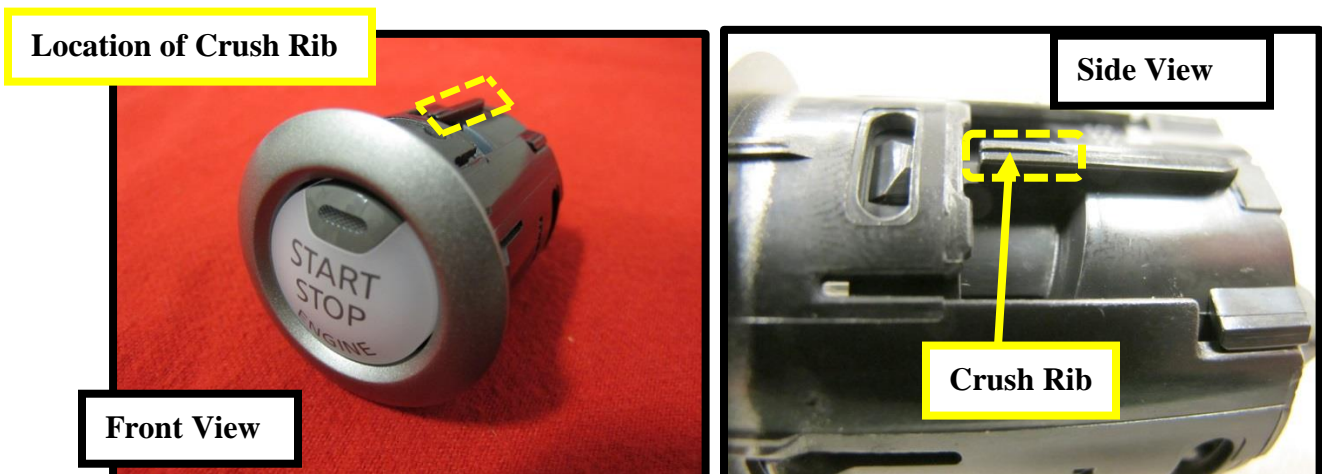
**Figure 1**

4. Remove Engine Stop/Start Switch. (Figure 2).
  - Push in tabs on each side and slide out the front of the IP finisher.



**Figure 2**

5. Inspect Engine Stop/Start Switch for crush rib.
  - Look on the top of the switch in the area indicated in Figure 3.



**Figure 3**

6. Does the Engine Stop/Start Switch have a crush rib?

- If YES, then proceed to Step 7.
- If NO, then proceed to Step 11.

7. Cover the holes around the crush rib with protective electrical tape to prevent debris from entering the switch.

- Cut (2) lengths of tape approximately 38mm long.
- Apply tape to both sides of the crush rib. (Figure 4).

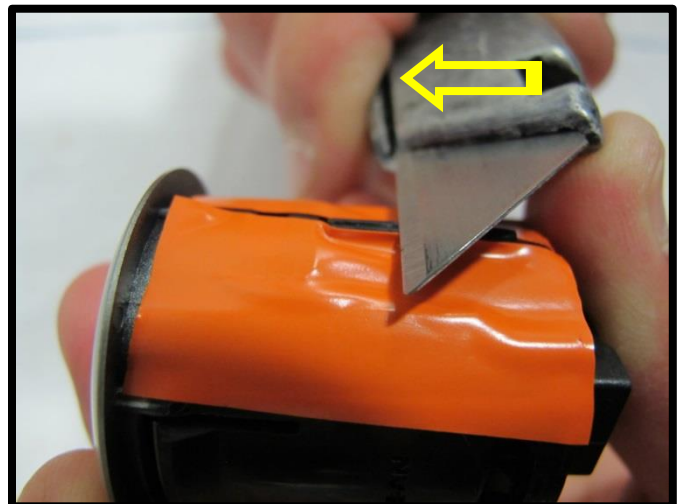


**Figure 4**

NOTE: Orange tape used to enhance picture.

8. Carefully cut tiny crush rib off Engine Stop/Start Switch with utility knife.

**IMPORTANT:** Only cut crush rib, do NOT cut into larger substrate.



**Figure 5**





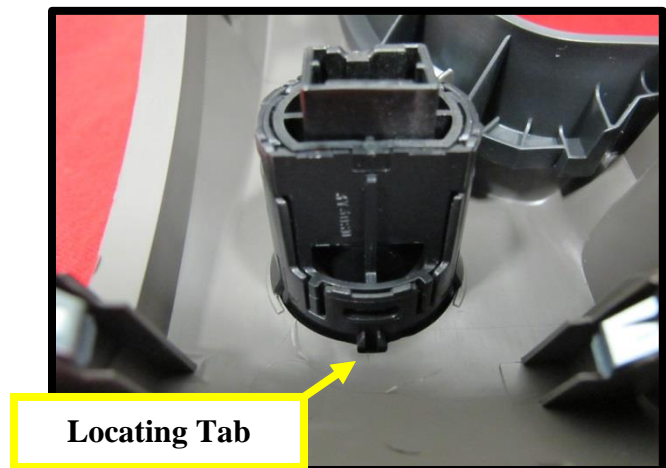
**Figure 6**



**Figure 7**

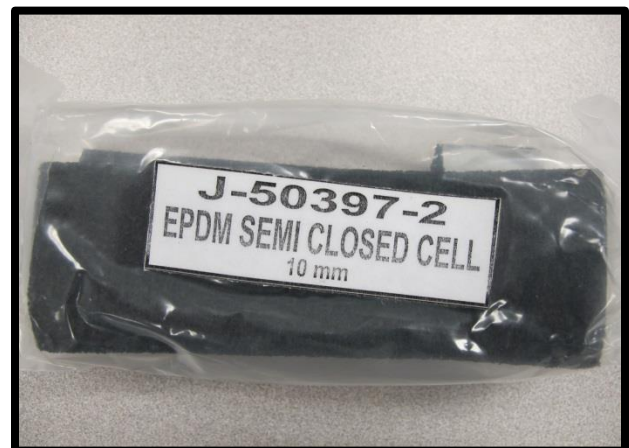
9. Clean crush rib shavings off of the Engine Stop/Start Switch.
10. Remove protective electrical tape and discard.
11. Install the Engine Stop/Start Switch into the IP finisher.

- Line up the locating tab on the bottom of the switch to the cut-out in the IP finisher as shown in Figure 8.
- Install from the front side of the finisher and push into place until a “click” sound is heard.



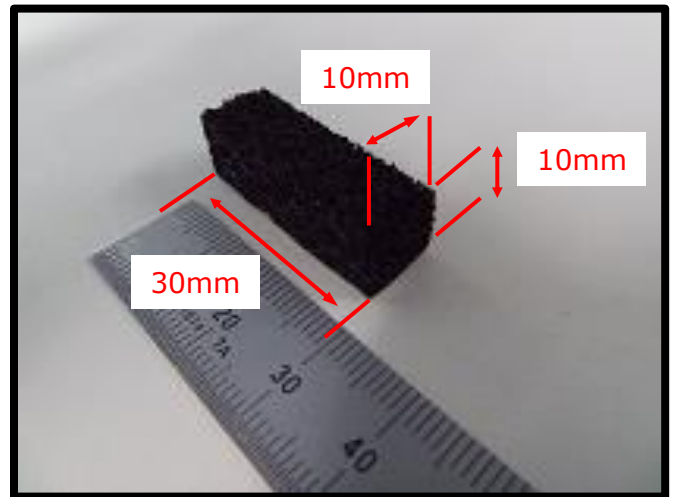
**Figure 8**

12. Locate **J-50397-2 EPDM SEMI CLOSED CELL 10mm** from the TECH•MATE Squeak & Rattle Kit (Part No. J-50397). See Figure 9.



**Figure 9**

13. Cut a block of the J-50397-2 EPDM SEMI CLOSED CELL to size (H-10mm X W-10mm x L-30mm).



**Figure 10**

14. Apply the EPDM block to the top of the Engine Stop/Start Switch.
- Remove adhesive back of EPDM block.
  - Set the EPDM block on the top center of the Engine Stop/Start Switch and against the IP finisher as shown in Figures 11, 12, 13.



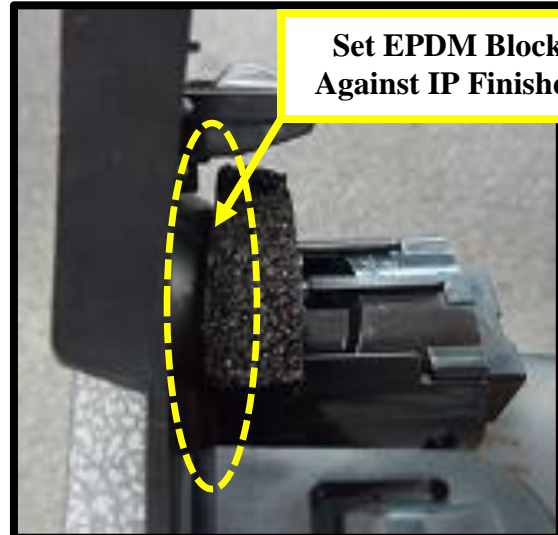
**Figure 11**

**Center the EPDM Block to the Engine Stop/Start Rib**



**Figure 12**

**Set EPDM Block Against IP Finisher**



**Figure 13**

15. Install NATS antenna amp to Engine Stop/Start Switch.
- Push NATS antenna amp onto Engine Stop/Start Switch until "click" sound is heard.
  - The NATS antenna amp should be flush against the EPDM block on top of the Engine Stop/Start Switch as shown in Figure 14.



**Figure 14**

16. Reassemble vehicle in reverse order.
17. Reconnect the negative battery cable.

**PARTS INFORMATION:**

Description	Part #
EPDM Semi Closed Cell 10mm Pack	J-50397-2 (Charge as Expense Code)

**EXPENSE CODE:**

Expense Code	Description	Max. Amount
041/Supplies	Cut EPDM Block	\$1.00

**CLAIMS INFORMATION:**

<b>Claim Type:</b>	CM			
<b>PNC:</b>	R1511			
<b>Symptom:</b>	ZZ			
<b>Diagnosis:</b>	99			
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>	<b>Parts Required on claim</b>	<b>Expense Code Required</b>
Inspect <b>Versa</b> Engine Stop/Start Switch for Crush Rib, Remove Rib and Apply EPDM Block.	R15111	0.5H	No	Yes
Inspect <b>Juke/cube</b> Engine Stop/Start Switch for Crush Rib, Remove Rib and Apply EPDM Block.	R15112	0.6H	No	Yes