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# NISSAN BULLETIN

## 2015 Sentra and Versa Note Door Lock Assembly Voluntary Recall Campaign Update #2 – Repair Update

Reference: PC383  
Date: July 30, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

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

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

On July 23<sup>th</sup>, Nissan sent out a communication to dealers that included an updated inventory list and indicated that towing and rentals have been added for this Voluntary Recall Campaign. A **STOP SALE** remains in effect for affected vehicles in dealer inventory.

This communication is to let dealers know that the final repair procedure **NTB15-065** is now available.

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

1. Verify if vehicles currently in dealer inventory are affected by this recall campaign using Service Comm I.D. **PC383**.
2. Order parts as necessary using the order form available on [www.NNAnet.com](http://www.NNAnet.com).
  - If a customer does not want to drive their vehicle, rental is available while waiting on parts as per our original announcement.
  - Towing is also available in the event an owner of a vehicle subject to this campaign is unable to fully engage the door lock assembly and requires their vehicle to be towed to the dealer for repair.

**Note:** Dealers should contact the Warranty Claims Call Center (800-258-7008, option 7) for approval for:

- Rentals exceeding 3 days or \$120 expense
- Towing exceeding \$100

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

Nissan has developed bulletin **NTB15-065** containing instructions to perform this recall campaign. The bulletin and information above will be available on ASIST and on [www.NNAnet.com](http://www.NNAnet.com) on July 31<sup>st</sup>, 2015.

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

Beginning July 31<sup>st</sup>, 2015, dealers can find a copy of this announcement on NNAnet.com under My Documents in three locations:

- Parts>Campaigns>
- Sales>Campaigns>
- Service>Campaigns>
  - **PC383**

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