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NISSAN

BULLETIN

**Fuel Tank Assembly
Voluntary Safety Recall Campaign**

Reference: PC384
Date: October 16, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE October 16, 2015

- **The updated announcement from September 25, 2015 has been revised to include:**
 - **NEW Expanded Population**
 - **Reminder** – Dealers that have previously received fuel tanks may repair affected vehicles by replacing the fuel tank until **October 30th, 2015**. Please submit any claims for reimbursement prior to this date.
- **Please discard earlier versions of this bulletin**

A STOP SALE CONDITION IS IN EFFECT.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
MY16 Maxima	18,648	4,778	July 30, 2015: Original population (5,458) October 16, 2015: Expanded Population

******* Campaign Summary *******

Nissan is conducting a Voluntary Safety Recall Campaign on approximately 18,648 MY2016 Nissan Maxima (A36) vehicles manufactured at the Smyrna, TN plant between February 10, 2015 and August 24, 2015 to address a potential fuel tank assembly issue.

Some of the affected vehicles, might contain fuel tanks with an out of-specification dimension at the opening for the fuel sending unit. If this condition is present, the H-seal between the sending unit and fuel tank can possibly displace during a severe frontal crash. To remedy this issue, Nissan dealers will install a special retainer ring to help the H-seal to seat properly between the fuel tank and the fuel sending unit.

Nissan is committed to a high level of customer safety, service and satisfaction and is working with dealers to provide an outstanding ownership experience to Maxima 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 are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **PC384**.
2. Dealers should not sell, lease, trade, rent or loan any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been repaired.
3. Retail customers can continue to drive their vehicle at their discretion. Rental will be available under the campaign until parts and repairs are available.

4. Repair the vehicle using the **revised** repair procedure in **NTB15-080** and submit the appropriate warranty claim to close the campaign in service comm.

******* Release Schedule *******

Parts	<ul style="list-style-type: none"> A part restriction is in effect, parts are available via the NEW parts order form included with this announcement. Please discard any previous version of the parts order form.
Repair	<ul style="list-style-type: none"> NTB15-080 The campaign bulletin will be available on ASIST, NNAnet, and Dealer 360 in the recalls and service campaigns forum on October 16th, 2015.
Owner Notification	<ul style="list-style-type: none"> Nissan will notify customers affected by this expansion in November, 2015 via U.S. Mail. The original population of customers were notified on September 28th, 2015 via U.S. Mail.

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

Dealers that have previously received fuel tanks may repair affected vehicles by replacing the fuel tank.

- If replacing the fuel tank, dealers should provide a complimentary tank of premium fuel to **retail customers** subject to this recall upon completion of repair
- Dealers must submit all claims for fuel tank replacement and fuel reimbursement on or before **October 30, 2015**. Claims submitted after this date will not be paid.

If replacing a Fuel Tank use the following:

CAMPAIGN (CM) I.D.	CAMPAIGN OP CODE	DESCRIPTION	FLAT RATE TIME
PC384	PC3840	Replace Fuel Tank	1.9 hrs.
EXPENSE CODE		DESCRIPTION	AMOUNT
502		Rental Expense	\$40 (per day)/ 3 days max
038		Customer Fuel	\$60* Maximum Limit
Contact the Warranty Claims Call Center 1-800-258-7008 Option 7, for pre-approval on rental expenses exceeding campaign allowance.			

* The fuel receipt must be attached to the repair order

NOTE: Fleet warranty stations and dealers should not perform this action on their inventory. This is intended to be customer satisfaction activity and is not applicable when installing the containment ring.

If installing the Fuel Tank Containment Ring use the following:

CAMPAIGN (CM) I.D.	CAMPAIGN OP CODE	DESCRIPTION	FLAT RATE TIME
PC384	PC3841	Install Containment Ring	0.3hrs.
EXPENSE CODE		DESCRIPTION	AMOUNT
502		Rental Expense	\$40 (per day)/ 3 days max
Contact the Warranty Claims Call Center 1-800-258-7008 Option 7, for pre-approval on rental expenses exceeding campaign allowance.			

******* 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.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

A. Yes, a stop sale is in effect.

Q. What is the reason for safety recall?

A. Some of the affected vehicles, might contain fuel tanks with an out of-specification dimension at the opening for the fuel sending unit. As a result, if this condition is present, the H-seal between the sending unit and fuel tank can possibly displace during a severe frontal crash.

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

A. Dealers will install a retainer ring between the fuel sending unit and fuel tank to help the H-seal to seat properly between the fuel tank and the fuel sending unit. This will prevent potential H-seal movement in a severe crash.

Q. If a vehicle from the original population was repaired, is it necessary to repair the vehicle again?

A. Vehicles originally repaired under PC384 recall using the fuel tank or containment ring repair do not require additional repairs. Those vehicles are fully remedied.

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. When will vehicle owners be notified?

A. The original population of customers were notified on **September 28th, 2015** via U.S. Mail. Nissan will notify customers affected by this expansion in **November, 2015** via U.S. Mail.

Q. Are parts readily available?

A. Yes. A parts order form is available to order parts as necessary.

Q. Is my vehicle safe to drive?

A. Yes, customers can continue to drive their vehicle at their discretion. However, if your vehicle is subject to this 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. Nissan is not aware of any reports of leaks, accidents, or injuries associated with this issue – this issue was detected during a crash test in a lab environment.

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

A. No. Alternate transportation is not provided under Nissan’s warranty while your vehicle is being serviced.

- If a customer does not want to drive their vehicle, rental will be available under the campaign for affected vehicles prior to parts arrival.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$120 (Max)

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

A. No, except to make arrangements to have your vehicle remedied as soon as possible after they receive notification of the recall.

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. 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. What model year vehicles are involved?

A. MY2016 Maxima.

Q. Are any other models involved?

A. Certain MY2013-2016* Nissan Altima 3.5 (L33) vehicles equipped with VQ series V6 engines and produced at Smyrna, TN and Canton, MS plants between March 27, 2012 and September 9, 2015 are also affected.

Q. How many vehicles are involved in the campaign?

A. The North American Market is affected as follows:

Region	Maxima	Altima	Total
USA	18,612	28,148	46,760
CANADA	1,380	1,746	3,126
GUAM	7	5	12
MEXICO	256	2,245	2,501
PUERTO RICO	25	45	70
SAIPAN	4	0	4
Other Countries	1,750	4,517	6,267
Total	22,034	36,706	58,740

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2016 Nissan Maxima	February 10, 2015 through August 24, 2015
MY2013-2016* Nissan Altima 3.5L	March 27, 2012 through September 9, 2015

*MY2016 Altima 3.5L in the U.S. Market are not affected; affected vehicles were sold in export markets

Q. Who can answer additional customer questions?

A. Customers may contact Nissan's National Consumer Affairs Department for further assistance. The toll free number is 1-800-NISSAN1 (1-800-647-7261).