



Innovation that excites

NISSAN BULLETIN

Fuel Tank Assembly Customer Satisfaction Program Announcement

Reference: PC384
Date: September 25, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE September 25, 2015

- This updated announcement from August 20, 2015 has been revised to **include:**
 - **An Expiration date of October 30th, 2015.**
 - **All claims must be submitted by this date**
 - **This activity only applies to retailed vehicles subject to PC384 and repaired with a Fuel Tank replacement.**
- **Please discard earlier versions of this bulletin**

Beginning August 20th, 2015 through October 30th 2015, Nissan will be asking dealer to provide additional customer satisfaction activities on **retailed** vehicles affected by the 2016 Maxima Fuel Tank Assembly Voluntary Safety Recall.

In order to deliver a truly exceptional customer experience and to exceed expectations, Nissan requests that each retail customer subject to this recall receive a **complimentary tank of premium fuel at Nissan’s expense** (up to \$60 maximum reimbursement) upon completion of the repair. The goal is to provide an **unexpected benefit** to our customers to reaffirm their decision to purchase a Nissan Maxima.

***** Claiming Instructions *****

An expense code should be claimed along with the campaign repair as follows. The dealer announcement for the voluntary safety recall has been updated to reflect this information as well.

CAMPAIGN OP CODE	DESCRIPTION	FLAT RATE TIME
PC3840	Replace Fuel Tank	1.9 hrs.
EXPENSE CODE	DESCRIPTION	MAXIMUM AMOUNT
038	Customer Fuel	\$60* Max Limit

* 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.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION