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NISSAN BULLETIN

Fuel Tank Assembly Voluntary Safety Recall Campaign

Reference: PC384
Date: September 25, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE September 25, 2015

- The updated announcement from August 20, 2015 has been revised to **include**:
 - **NEW (FINAL)** campaign repair and campaign bulletin
 - **Parts & claims information**
- 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	5,458	2,803	July 30, 2015 (adds retail units)

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

Nissan is conducting a Voluntary Safety Recall Campaign on approximately 5,458 MY2016 Nissan Maxima (A36) vehicles manufactured at the Smyrna, TN plant between March 19, 2015 (SOP) and June 2, 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. 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. The issue was identified during a crash test. There have been no customer reports of leaks, accidents, or injuries associated with this issue.

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**, included with this announcement, and submit the appropriate warranty claim to close the campaign in service comm.

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

Parts	<ul style="list-style-type: none"> Nissan is planning an automated shipment of the new part (17343-4RA0A – Fuel Containment Ring) to remedy the remaining vehicles. Each dealer will receive at least 2 containment rings automatically beginning September 26th. A part restriction is in effect, use the NEW parts order form included with this announcement and 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 September 25th, 2015.
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles 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 <u>rental</u> expenses exceeding campaign allowance. The warranty claims call center will be able to provide approvals for rental claims opened during the past month.			

* 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 <u>rental</u> expenses exceeding campaign allowance. The warranty claims call center will be able to provide approvals for rental claims opened during the past month.			

******* 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.

The issue was identified during a crash test. The vehicle was crash tested and then rotated onto its side after the test as per procedure. Once the vehicle was rotated onto its side, some fuel leaked out of the test vehicle.

Q. What is the possible effect of the condition?

A. There is a possibility that an affected vehicle could experience a fuel leak if it is involved in a 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 crash.

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. Nissan will notify all owners of affected vehicles by September 28th, 2015, asking them to bring their vehicle in for repair.

Q. Are parts readily available?

A. Yes. Nissan will automatically send an initial supply of parts to dealerships. A parts order form is available to order additional supplies as necessary.

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. 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 CA: 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. Nissan is currently studying whether this issue affects other vehicles with the same parts combination.

Q. How many vehicles are involved in the campaign?

A. The North American Market is affected as follows:

<u>Region</u>	<u>Total</u>
USA	5,449
CANADA	682
GUAM	4
PUERTO RICO	4
SAIPAN	1
Total	6,140

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2016 Nissan Maxima	March 19, 2015 and June 2, 2015

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).