



Innovation that excites

NISSAN BULLETIN

Fuel Tank Assembly
Voluntary Safety Recall Campaign

Reference: PC384
Date: August 19, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE August 19, 2015

- **The original announcement from July 30, 2015 has been updated to include **INTERIM** repair 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 notified NHTSA that it will be 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.

On some of the affected vehicles, the fuel sending unit may not have been affixed to the fuel tank correctly and could potentially leak. The issue was identified during a recent 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 interim repair included in this announcement and submit a warranty claim to close the campaign in service comm.

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

Parts	<ul style="list-style-type: none"> Use the parts order form included with this announcement to order parts as necessary for sold inventory or retailed vehicles. Nissan is planning a series of automated shipments over the next few weeks to remedy vehicles in dealer inventory. <ul style="list-style-type: none"> Nissan will take into account orders received for dealer inventory when planning these automated shipments. The first automated shipment addresses customer sold orders and retail vehicles with open cases with National Consumer Affairs. <p>Please refer to the parts distribution list included with this announcement.</p> <p>NOTE: If an automatic shipment specifies a VIN in dealer inventory that is not sold, dealers may use their discretion to apply the part to a vehicle that better meets their business needs.</p>
Repair	<ul style="list-style-type: none"> An interim repair procedure is included after the FAQ in this announcement This action will fully remedy vehicles subject to this campaign. A campaign TSB is currently under development and will be the subject of a future announcement.
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles at the end of August via U.S. Mail.

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

CAMPAIGN (CM) I.D.	DESCRIPTION	Flat Rate Time
PC3840	Replace Fuel Tank	1.9 hrs.
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 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. On some of the affected vehicles, the fuel sending unit may not have been affixed to the fuel tank correctly and could potentially leak. The issue was identified during a recent 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. Nissan investigated this issue and is now announcing this recall.

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. If we have not identified a repair, how do we know vehicles built after June 2, 2015 are safe?

A. Nissan determined the affected vehicle population by tracing the issue to a specific manufacturing process variation. Vehicles manufactured after this date are not affected.

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

A. Dealers should replace the fuel tank and fuel sending unit O-ring in accordance with repair procedures provided in the electronic service manual.

Q. When will vehicle owners be notified?

A. Nissan will notify owners as quickly as possible. We expect notifications to take place at the end of August.

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. 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:

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

Make/Model	Dates of Manufacture
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).

INTERIM SERVICE PROCEDURE:

1. Replace the fuel tank.

- Refer to the Electronic Service Manual (ESM), section **FL- Fuel System**, for fuel tank removal and installation.

WARNING: Read "**General Precautions**" in the ESM, section **FL- Fuel System**, before working on the fuel system.

NOTE: When removing components such as hoses, tubes/lines, etc., cap or plug openings to prevent fluid from spilling.

- When repairs are complete, make sure all fuel drained from the original fuel tank is transferred into the replacement fuel tank.

2. Inspect for fuel leaks.

- Refer to the ESM, section **FL- Fuel System**, for inspection after fuel tank replacement/installation.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY	Required
Fuel Tank Assembly	17202-3TA0B	1	Yes
Packing Fuel Gauge	17342-7Y000	1	Yes
Gasket - Catalyst	20692-24U0A	1	Yes
Gasket - Exhaust	20691-51E01	2	Yes
Nut/Washer	01311-01251	2	No
Nut	01225-N0011	6	No