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# NISSAN BULLETIN

## Torque Member Bolt Voluntary Safety Recall Campaign

Reference: PC412  
Date: November 20, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

### UPDATE November 20, 2015

- The updated announcement from November 4, 2015 has been revised to **include:**
  - **Campaign Bulletin NTB15-105**
- 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:
2015 Altima	119	92	November 4th, 2015
2016 Maxima			

#### \*\*\*\*\* Campaign Summary \*\*\*\*\*

Nissan is conducting a Voluntary Safety Recall Campaign on certain MY2015 Nissan Altima (L33) and MY2016 Nissan Maxima (A36) vehicles to check, and if necessary, correct the torque on the front caliper torque member bolts.

Approximately **119** vehicles manufactured in Smyrna, Tennessee between October 6<sup>th</sup> and October 7<sup>th</sup>, 2015 are affected.

**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 currently in dealer inventory are affected by this recall campaign using Service Comm **I.D. PC412**
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. If the vehicle in dealer inventory is affected by this recall, dealers should use the attached repair procedure to confirm the presence of the front caliper torque member bolts, torque the bolts to specification, submit the warranty claim, and release the vehicle.

#### \*\*\*\*\* Release Schedule \*\*\*\*\*

<b>Parts</b>	• <b>No parts are required to complete this campaign.</b>
<b>Repair</b>	• <b>NTB15-105</b> • The campaign bulletin will be available on ASIST, NNAAnet, and Dealer 360 in the recalls and service campaigns forum on November 20 <sup>th</sup> , 2015.
<b>Owner Notification</b>	Nissan will begin notifying owners of all potentially affected vehicles in <b>December, 2015</b> via U.S. Mail.

**\*\*\*\*\* 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 this recall campaign?**

A. On certain Altima and Maxima vehicles manufactured in Smyrna, Tennessee between October 6<sup>th</sup> and October 7<sup>th</sup>, 2015 the front caliper torque member bolts may be under torqued.

**Q. What is the possible effect of the condition?**

A. Due to a manufacturing process error, the front caliper torque member bolts may be under torqued. If left uncorrected over time, the brake caliper assembly may become loose or in extreme cases, separate from the vehicle. This can result in reduced braking performance and could potentially lead to a crash.

**Q. What will be the corrective action?**

A. Nissan dealer will confirm the presence of the front caliper torque member bolts and tighten the bolts to specification.

**Q. How long will the corrective action take?**

A. This service, free for parts and labor, should take less than 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. Owners of all potentially affected vehicles will begin to be notified in December 2015 via U.S. Mail to take their vehicles to a Nissan dealer for repair.

**Q. Are parts readily available?**

- A. No parts are necessary to perform this voluntary safety recall campaign. However, in the rare case that a torque member bolt is found to be missing, replacement parts are readily available at facing PDCs.

**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 inspected and, if necessary, remedied as soon as possible.

**Q. Have there been any incidents reported due to this issue?**

- A. At the time of this announcement, Nissan is not aware of any incidents related to this issue.

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

- A. No, please check with your dealer for alternate transportation availability.

**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 this repair?**

- A. No, this action is offered at no cost to the customer for parts or 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. 2015 Nissan Altima and 2016 Nissan Maxima vehicles sold in North America.

**Q. How many vehicles are involved in the campaign?**

A. The North American Market is affected as follows:

<b><u>Region</u></b>	<b><u>Maxima</u></b>	<b><u>Altima</u></b>	<b><u>Total</u></b>
USA	27	92	119
<b>TOTAL</b>	<b>27</b>	<b>92</b>	<b>119</b>

<b><u>Make/Model</u></b>	<b><u>Dates of Manufacture</u></b>
MY2015 Nissan Altima and MY2016 Maxima	October 6, 2015 to October 7, 2015

**Q. Are you experiencing this condition on any other Nissan (or Infiniti) models?**

A. No