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# SAFETY RECALL

# CAMPAIGN BULLETIN

Rear Door Sealing Screen/Vapor Barrier  
Voluntary Safety Recall Campaign

Reference: PC540  
Date: February 3, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

**UPDATE February 3, 2017**

**The announcement from January 19<sup>th</sup>, 2017 has been revised to include:**

- Campaign repair bulletin, **NTB17-012**, has been developed and is now available on NNAnet, ASIST, and Dealer360.

**Please discard earlier versions of this bulletin.**

**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.**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2015-17 Altima (L33)	341,005	<b>34,991</b>	January 19, 2016	<b>YES</b>

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

Nissan is conducting a voluntary safety recall campaign on approximately **341,005** specific MY2015-17 Altima (L33) vehicles to modify both rear door sealing screens/vapor barriers using a harness protector patch to allow proper cable routing. Damaged vapor barrier or door latch cables will be replaced as necessary.

During the trim panel installation in the subject Altima vehicles, the latch-lock cable may not have been routed properly in the rear door. The slit orientation increased the potential for the cable to load the sealing screen (vapor barrier) outboard into the travel path of the window regulator. In certain situations, the cable may interfere with the window regulator causing the rear passenger door to unlatch and inadvertently open when the mechanism is lowered to open the window. If the rear passenger doors inadvertently open while the vehicle is in motion, it may increase the risk of injury to the rear passengers.

Nissan is committed to a high level of customer safety, service, and satisfaction and are working with dealers to provide an outstanding ownership experience.

**\*\*\*\*\* What Dealers Should Do\*\*\*\*\***

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm I.D. **PC540**.
  - **New vehicles in dealer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
    - Refer to NPSB 15-460 for additional information
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. Dealers should use **NTB17-012** to correct any vehicles subject to this campaign.
  - **If the vapor barrier is found to be damaged and replaced, dealers should ensure the replacement part has been modified correctly as illustrated in the repair procedure for this campaign.**
4. Dealers will receive an automatic shipment of parts required to modify the rear door sealing screens/vapor barriers. If additional parts replacement is necessary, rental is available while parts are on order:

EXPENSE CODE	DESCRIPTION	
<b>502</b>	<b>Rental Expense</b>	<b>\$120 (Max)</b>
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>• 24271-0Z000 harness protector patch is required (2 per vehicle) to modify the sealing screen/vapor barrier</li> <li>• An initial supply of parts was automatically shipped to all dealers beginning on January 19, 2017               <ul style="list-style-type: none"> <li>◦ Dealers can place a STOCK order for additional parts as needed</li> </ul> </li> <li>• Parts replaced under this campaign activity may be collected. <b>Follow the attached procedure prior to determining the necessity of replacing any parts. Most vehicles will not require parts replacement.</b></li> <li>• Pursuant to APRM policy <b>2.33.13</b>, dealers are expected to comply with the parts return procedure. <b>Dealers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines.</b></li> <li>• <b>NOTE: Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.</b></li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB17-012</b></li> <li>• <b>Please discard earlier versions of this dealer announcement</b></li> </ul>
<b>Owner Notification</b>	Nissan will begin notifying owners of all potentially affected vehicles in <b>February, 2017</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 safety recall?**

A. During the trim panel installation in the subject Altima vehicles, the latch-lock cable may not have been routed properly in the rear door. The slit orientation increased the potential for the cable to load the sealing screen (vapor barrier) outboard into the travel path of the window regulator. In certain situations, the cable may interfere with the window regulator causing the rear passenger door to unlatch and inadvertently open when the mechanism is lowered to open the window.

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

A. If the door lock cable interferes with the window regulator, the rear passenger doors may unlatch and inadvertently open when the rear power windows are lowered, including while the vehicle is in motion. If the rear passenger doors inadvertently open while the vehicle is in motion, it may increase the risk of injury to the rear passengers.

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

A. Dealers will modify the door sealing screen/vapor barrier using a harness protector patch to allow proper cable routing. If necessary, the latch-lock cable assembly and sealing screen will be replaced with current production level screen.

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

A. This service, which is conducted at no charge to you for parts and labor, should take less than one (1) hour to complete. However, the Nissan dealer may require your vehicle for a longer period of time based upon their work schedule. All services will be provided at no cost for parts and labor.

**Q. When will vehicle owners be notified?**

A. Nissan will begin notifying owners of all potentially affected vehicles in **February, 2017** via U.S. Mail.

**Q. Are parts readily available?**

A. Yes, an initial supply of harness protector patches was automatically sent to all dealers on January 19, 2017. All dealers should have parts available by January 24, 2017.

**Q. Is my vehicle safe to drive?**

A. Owners may drive the vehicle at their discretion. However, if the vehicle is subject to the recall, you should make arrangements to have your vehicle remedied as soon as possible.

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

A. If additional parts are required, rental is covered by the campaign while parts are on order.

EXPENSE CODE		DESCRIPTION
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		

**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.

**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. Certain 2015-17 Nissan Altima (L33) vehicles within a specific production range are affected.

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

A. A total of **362,884** vehicles are potentially affected.

<b><u>Region</u></b>	<b><u>Total</u></b>
CANADA	7,491
MEXICO	3,327
USA	340,665
GUAM	98
PUERTO RICO	240
SAIPAN	2
OTHER GLOBAL MARKETS	11,061
<b>Total</b>	<b>362,884</b>

<b><u>Make/Model</u></b>	<b><u>Dates of Manufacture</u></b>
MY2015-17 Nissan Altima (L33)	September 17, 2015 through October 6, 2016

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

A. No.