



SAFETY RECALL

CAMPAIGN BULLETIN

Rear Door Sealing Screen/Vapor Barrier Voluntary Safety Recall Campaign

Reference: PC540
Date: January 19, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

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	34,991	January 19, 2016	YES

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

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

Parts	<ul style="list-style-type: none"> 24271-0Z000 harness protector patch is required (2 per vehicle) to modify the sealing screen/vapor barrier An initial supply of parts will be automatically shipped to all dealers beginning on January 19, 2017 <ul style="list-style-type: none"> Dealers can place a STOCK order for additional parts as needed Parts replaced under this campaign activity may be collected. Follow the attached procedure prior to determining the necessity of replacing any parts. Most vehicles will not require parts replacement. Pursuant to APRM policy 2.33.13, dealers are expected to comply with the parts return procedure. Dealers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines. 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.
Repair	<ul style="list-style-type: none"> The repair procedure is included with this announcement 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 in February, 2017 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 will be 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.

<u>Region</u>	<u>Total</u>
CANADA	7,491
MEXICO	3,327

USA	340,665
GUAM	98
PUERTO RICO	240
SAIPAN	2
OTHER GLOBAL MARKETS	11,061
Total	362,884

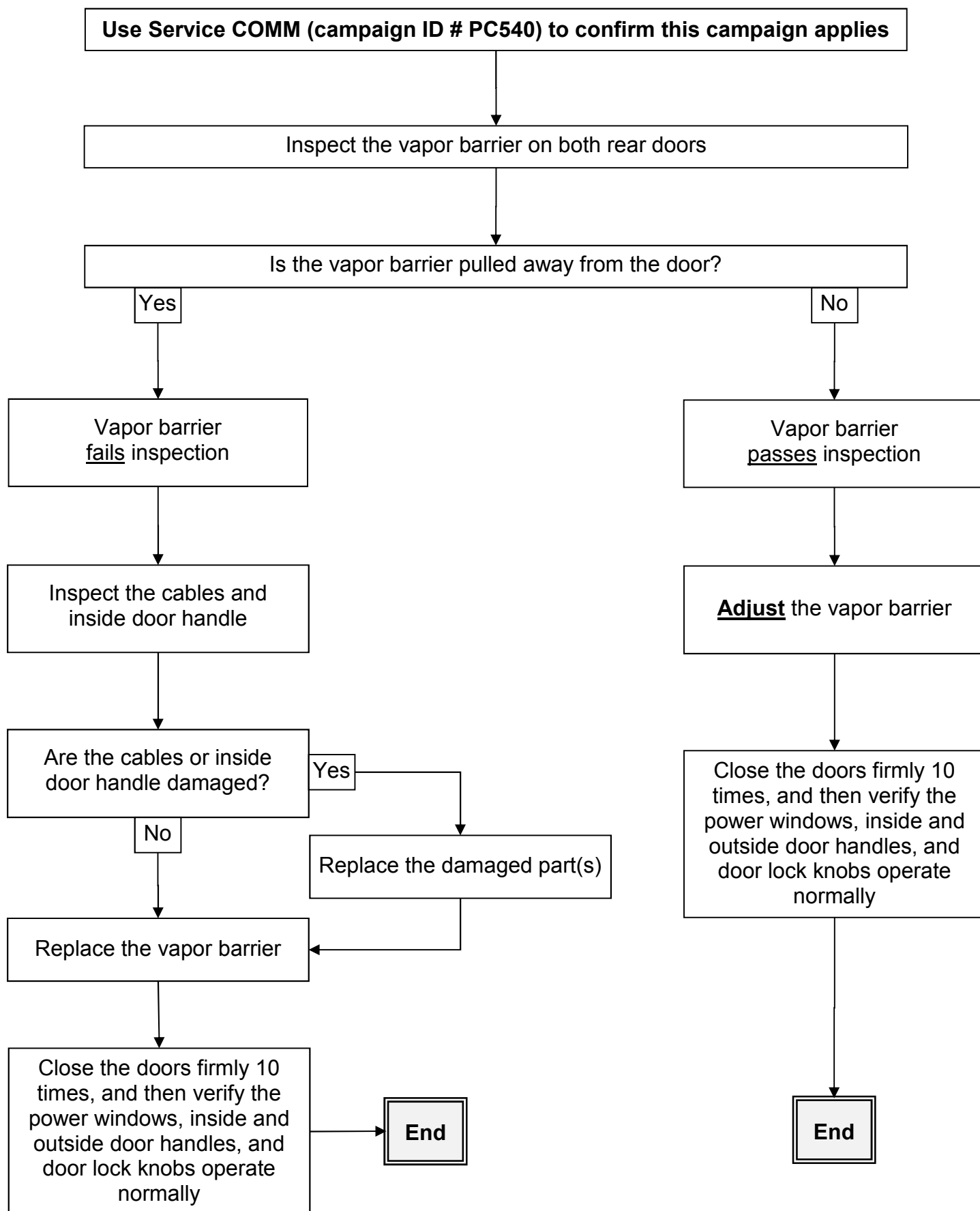
<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2015-17 Nissan Altima (L33)	September 17, 2015 through October 6, 2016

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

A. No.

******* PLEASE SEE NEXT PAGE FOR REPAIR PROCEDURE *******

REPAIR FLOW CHART



SERVICE PROCEDURE

Inspect Vapor Barrier

NOTE: Perform **SERVICE PROCEDURE** on both rear doors.

1. Verify the ignition is OFF and the rear door window is in the UP (closed) position.
2. Remove the inside door handle escutcheon with a suitable tool (see Figure 1).

CAUTION: Do not scratch door components during disassembly.



Figure 1

3. Remove the inside handle bolt (see Figure 2).



Figure 2

4. Remove the door tray escutcheon using a suitable tool (see Figure 3).

CAUTION: Do not scratch door components during disassembly.



Figure 3

5. Remove the tray bolt and tray (see Figure 4).

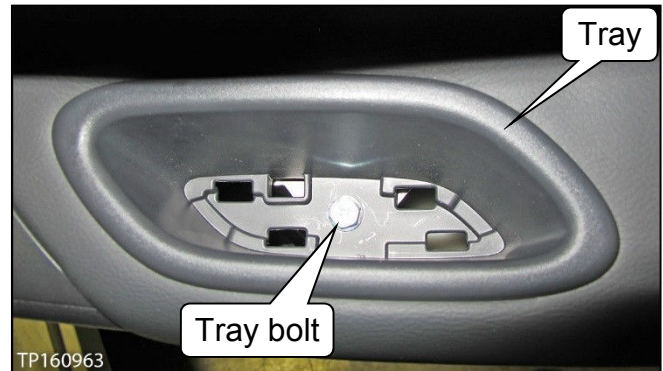


Figure 4

6. Remove the power window switch with finisher.
 - a. Using a suitable tool, start lifting at the rear, pull upward, and then remove (see Figure 5).
 - b. Disconnect the harness connector.



Figure 5

7. Remove the door finisher.
 - a. Unfasten the finisher clips using a suitable tool (see Figure 6).



Figure 6

- b. Unfasten both cables from the inside door handle, one cable at a time (see Figure 7).

NOTE: Place the door finisher where it will not be soiled or damaged.

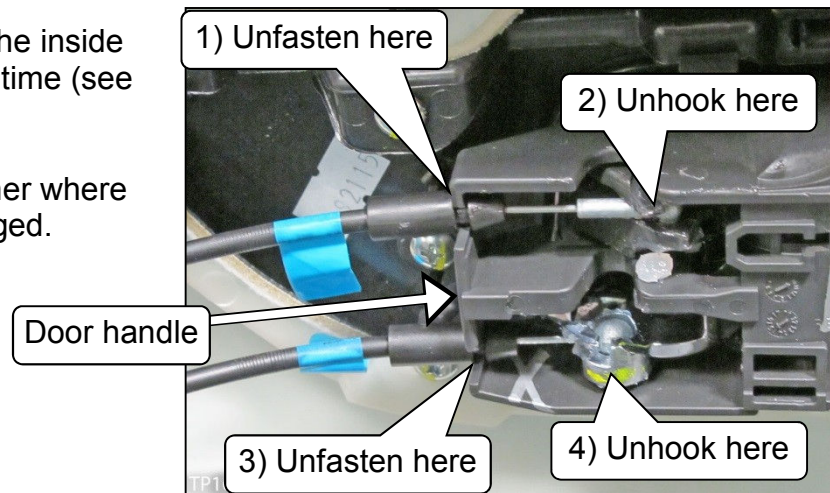


Figure 7

- 8. Inspect the upper right portion of the vapor barrier.
 - a. If the vapor barrier's condition is similar to the one in Figure 8, go to page 6, **Vapor Barrier - Adjustment**.

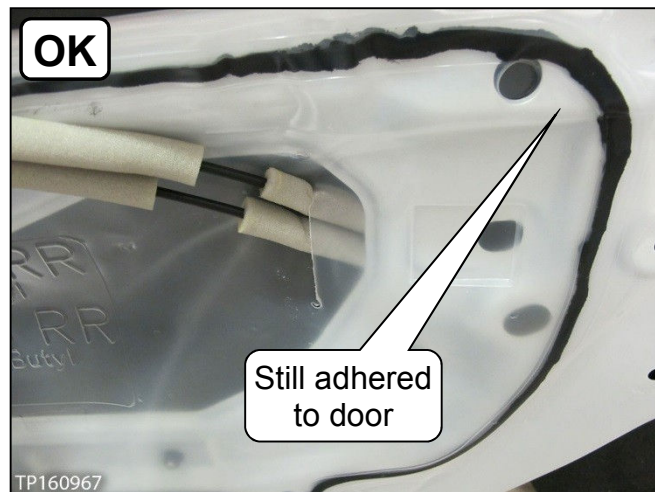


Figure 8

- b. If the vapor barrier's condition is similar to the one in Figure 9, go to page 8, **Inspect Rear Door Lock Assembly and Inside Handle, and Replace Vapor Barrier**.



Figure 9

Vapor Barrier – Adjustment

NOTE: Vapor barrier adjustment is performed only when the vapor barrier passes inspection.

1. Gently place the cables out of the way under the door finisher bracket (see Figure 10).

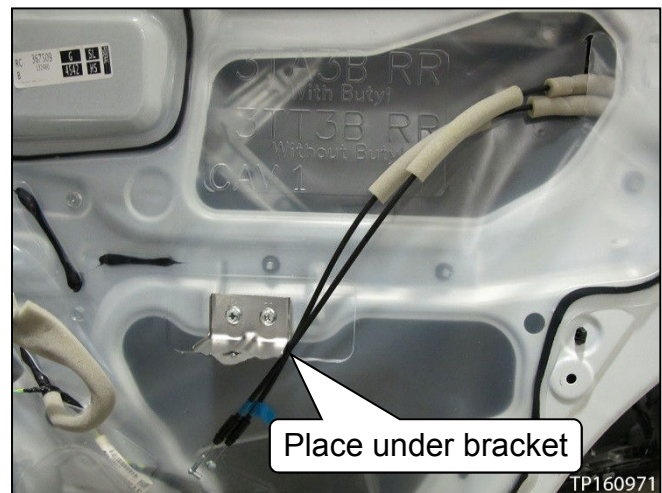


Figure 10

2. Carefully cut the line (see Figure 11) in the vapor barrier from hole to hole with a sharp suitable tool.

NOTE: This line is stamped into the vapor barrier with a hole at each end.

CAUTION:

- Do NOT cut past the stamped holes.
- Be careful when cutting near the cables.

3. After completing step 2, make a second cut from hole to hole where shown in Figure 11.

- The second cut will create a flap.

4. Fold the flap down (see Figure 12).

5. Clean the back side of the vapor barrier where shown in Figure 12.

- Use Alcohol Prep Pad J-50397-18 or equivalent.
 - Alcohol Prep Pad J-50397-18 is stored in Squeak & Rattle Repair Kit J-50397.

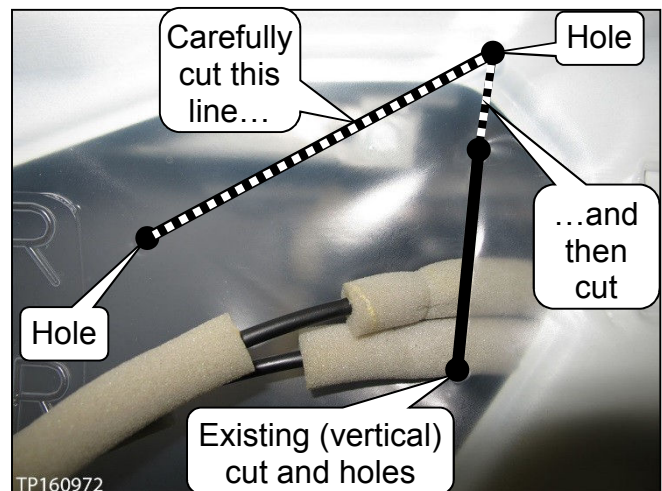


Figure 11

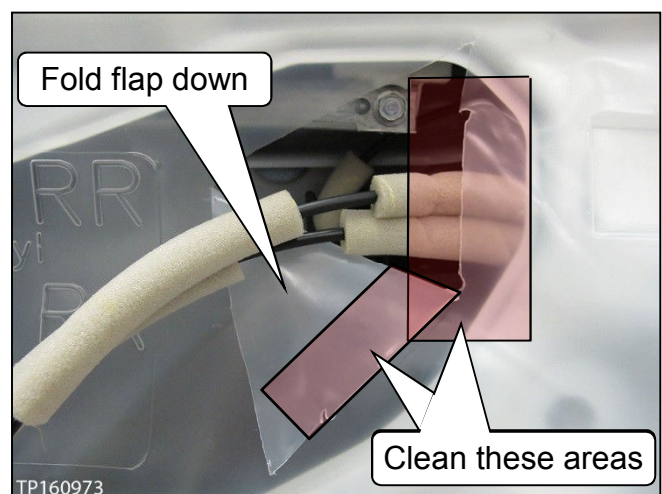


Figure 12

6. Apply one (1) piece of Protector (tape) where shown in Figure 13 and 14.
- Protector P/N: 24271-0Z000 (see **PARTS INFORMATION**).
 - a. Apply the tape's sticky side on the area prepped in step 5 (see Figure 12).
 - b. Position the tape:
 - Upper edge: 3/8 – 1/2 inch (10 – 13 mm) above the vertical cut's upper hole (see Figure 13).
 - Horizontally centered on the vertical cut.

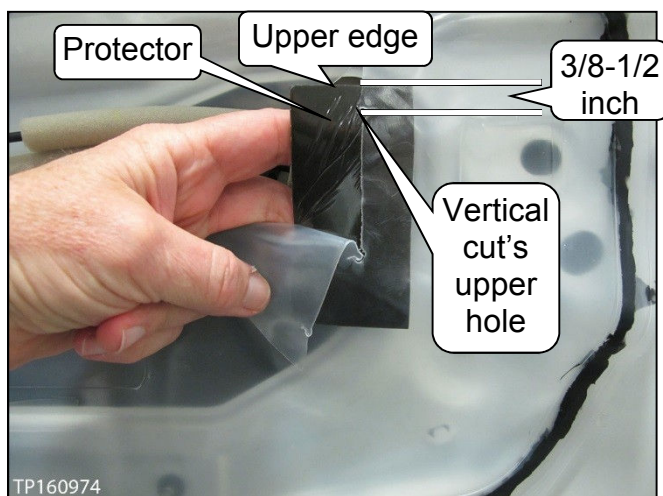


Figure 13

- c. Firmly press the tape to the vapor barrier.
- d. Raise the flap and press it to the tape.
 - Make sure the whole surface of the tape is adhered to the flap and vapor barrier with no gaps in the vertical cut (see Figure 14).

IMPORTANT: The tape MUST be properly adhered to the backside of the vapor barrier and flap.



Figure 14

7. Reassemble the door in reverse order of disassembly.
- See page 10 for proper cable routing.
8. After the repair is complete, close the door firmly 10 times, and then verify the power window, inside and outside door handle, and door lock knob operates normally.
9. Visually inspect the door panel and all related components for damage.

If only one rear door has been completed, go back to page 3 and perform **SERVICE PROCEDURE** on the remaining rear door.

Inspect Cables and Inside Handle, and Replace Vapor Barrier

NOTE: It is not necessary to inspect the cables and inside door handle of a rear door if its vapor barrier passed inspection. Inspect these parts only if a vapor barrier fails inspection.

1. Inspect the inside door handle snap grooves and cable end points for damage (see Figure 15 and 16).
 - The inside door handle is fastened to the back side of the door finisher.
2. Damage found: Replace the inside door handle.
 - Refer to the ESM, section **INT-Interior**, for inside handle replacement.
3. No damage found: Do not replace the inside door handle.

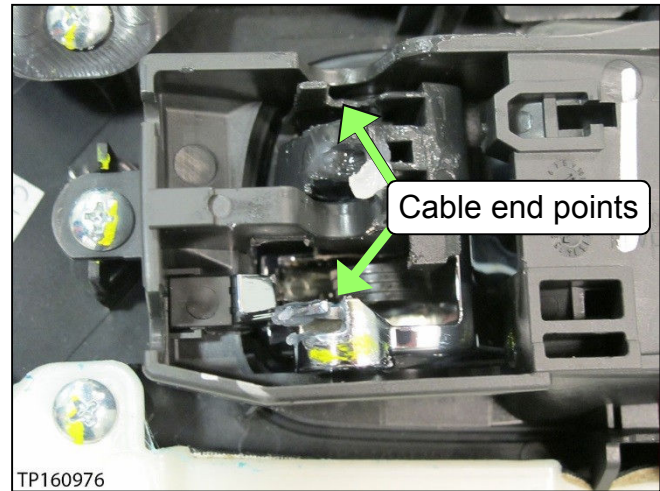


Figure 15



Figure 16

4. Inspect the cables (see Figure 17 and 18).

5. Damage found: Replace the door lock assembly with cables.

- Refer to the ESM, section **DLK-Door & Lock**, for cables and door lock assembly replacement.

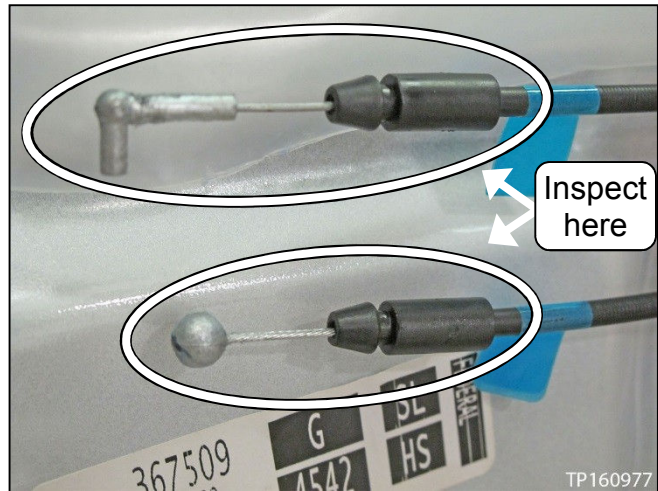


Figure 17

6. No damage found: Do not replace the door lock assembly with cables.

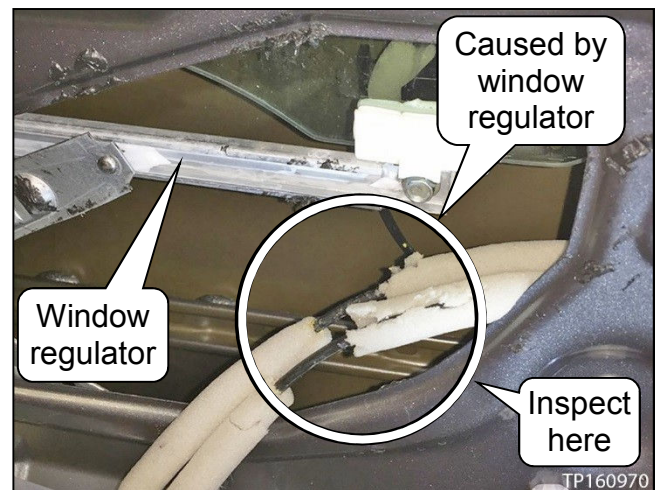


Figure 18

7. Replace the damaged vapor barrier.

NOTE: The replacement vapor barrier has the correct opening (cut) and does not need to be adjusted.

8. Reassemble the door in reverse order of disassembly.

- See page 10 for proper cable routing.

If only one door has been completed, go back to page 3 and perform **SERVICE PROCEDURE** on the remaining rear door.

Cable Routing

Figure 19 shows proper routing of the cables.

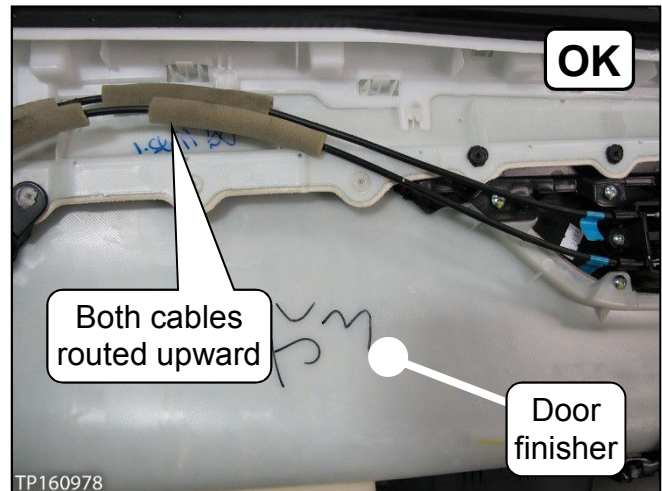


Figure 19

Figure 20 and 21 show incorrect routing of the cables.

NOTE: For better visibility, the vapor barrier is not installed in Figure 19, 20, and 21.

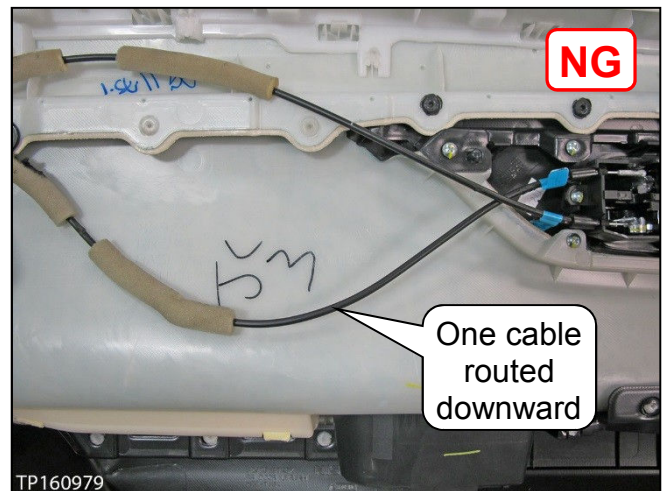


Figure 20

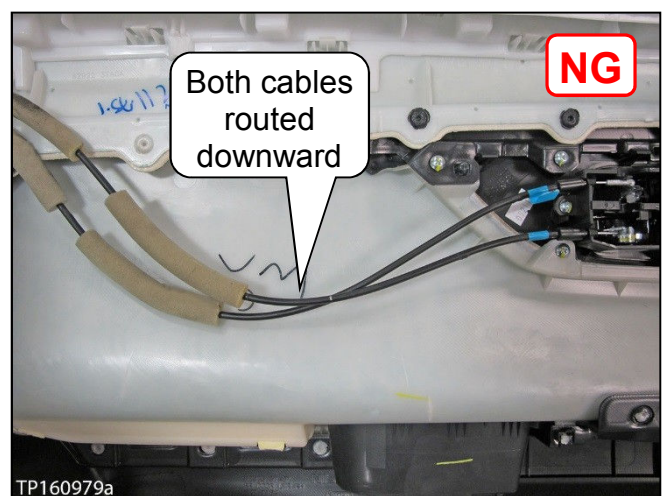


Figure 21

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
PROTECTOR (TAPE)	24271-0Z000	Up to 2; as needed

CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

CAMPAIGN (CM) ID #	DESCRIPTION	OP CODE	FRT
PC540	Inspect/Repair Both Rear Doors *	PC5400	0.5 hrs.

* Includes replacement of any vapor barriers and/or door handles and/or door lock and cable assemblies, if needed.