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SAFETY RECALL

CAMPAIGN BULLETIN

Rear Door Latch/Lock Cable Routing
Voluntary Safety Recall Campaign

Reference: PC675
Date: January 11, 2019

Attention: Dealer Principal, Sales, Service & Parts Managers

IMPORTANT: It is a violation of Federal law for dealers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

UPDATE January 11, 2019
Please discard earlier versions of this bulletin.

The announcement from December 20, 2018 has been revised to include:

- Nissan has developed an automatic parts shipment to provide all dealers with enough clip wiring harness (24225-79960) to repair 15 vehicles (requires 2 per vehicle).
 - Parts should arrive at dealers on or before January 18, 2019.
- Clip Wiring Harness (24225-79960) will **transition from 1 per package to 10 per package** beginning January 14, 2019. During this transition, the clips will not be orderable on DBS. **Dealers may begin placing orders on DBS again on Monday, January 14, 2019.**
- **Parts currently on order in DBS will be fulfilled**
- **All Hertz allocated parts orders were shipped January 10, 2019**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2015-17 Altima (L33)	341,003	NA	December 20, 2018	YES

Previous recall campaign (PC540) is superseded and replaced by PC675 in Service Comm.

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

Nissan is revising the remedy procedure for the rear door latch-lock cable recall I.D. PC540 (NHTSA I.D. 17V-040) on certain Model Year 2015-2017 Nissan Altima (L33) vehicles, and is issuing a new Recall Campaign I.D. PC675. Previous Recall Campaign PC540 is superseded. All affected owners will be notified to have the updated remedy performed.

On some previously remedied vehicles, the latch-lock cable may not have been routed properly in the rear door during the original recall repair process. The new remedy procedure includes steps to perform or verify correct latch-lock cable routing and additional steps to secure the door latch-lock cable to prevent interference with the window regulator.

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 or DBS National Service History Campaign I.D. **PC675.**
 - **New vehicles in dealer inventory can be also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**

- Refer to NPSB 15-460 for additional information
2. Dealers must 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 **NTB17-012a** to correct any vehicles subject to this campaign.
 - If the vehicle was previously remedied under campaign I.D. **PC540**, the technician will verify the door latch-lock cable is routed properly, and if necessary, correct the routing of the cable before securing it using the additional steps.
 - If the vehicle was not previously remedied under PC540 (~43,700 vehicles), the technician will use the revised procedure to properly route and secure the door latch-lock cable to prevent interference with the window regulator.
 4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

Parts	<ul style="list-style-type: none"> • Parts are on restriction • Nissan has developed an automatic parts shipment to provide each dealer with enough clip wiring harness (24225-79960) parts to repair 15 vehicles. Parts will begin arriving on or before January 18, 2019. <ul style="list-style-type: none"> ○ 24225-79960 clip wiring harness is required (2 per vehicle) <ul style="list-style-type: none"> ▪ Clip Wiring Harness (24225-79960) will transition from 1 per pack to 10 per pack beginning January 14, 2019. During this transition, 24225-79960 will not be orderable on DBS. Dealers may begin placing orders on DBS again on Monday, January 14, 2019. • Dealers are able to place SVC orders on DBS for the following optional parts: <ul style="list-style-type: none"> ○ 24271-0Z000 protector (optional - 2 per vehicle) ○ 82861-3TA3B sealing-screen, rear door – LH (optional – 1 per vehicle) ○ 82860-3TA3B sealing-screen, rear door – RH (optional – 1 per vehicle) <p>NOTE: Dealers should follow the procedure to identify if additional parts are necessary.</p> <ul style="list-style-type: none"> • 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 2.35.15, 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"> • NTB17-012a
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in February, 2019 via U.S. Mail.

******* Dealer Responsibility *******

It is the dealer’s responsibility to check Service Comm or DBS National Service History 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. Nissan is revising the remedy procedure for the ongoing rear door latch-lock cable recall I.D. PC540 (NHTSA I.D. 17V-040) on certain Model Year 2015-2017 Nissan Altima (L33) vehicles sold in the USA, Canada, Mexico and other countries. All affected owners will be notified to have the updated remedy performed.

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. 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. If the vehicle was previously remedied under campaign I.D. **PC540**, the technician will verify the door latch-lock cable is routed properly, and if necessary, correct the routing of the cable before securing it using the additional steps.

If the vehicle was not previously remedied under PC540 (~43,700 vehicles), the technician will use the revised procedure to properly route and secure the door latch-lock cable to prevent interference with the window regulator.

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 began notifying owners of all potentially affected vehicles in **February, 2019** via U.S. Mail.

Q. Are parts readily available?

A. Parts are currently on restriction. Dealers can place SVC orders on DBS.

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. Rental is available at customer request while replacement parts are on order.

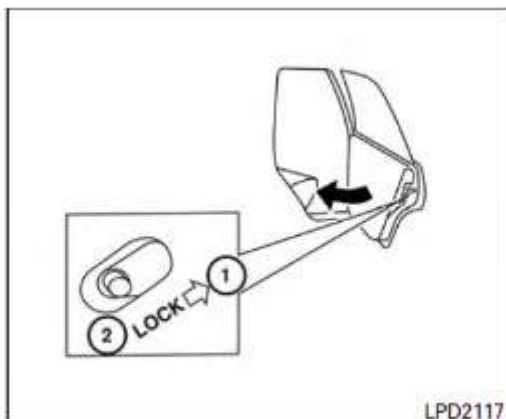
EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$400 (Max)
Please refer to WBI17-011 for additional information on application of rental reimbursement.		

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. Nissan recommends owners engage the child safety lock feature on each rear door and avoid lowering the rear windows in the vehicle until after the vehicle can be remedied. See section 3 of your owner's manual



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 manufactured between September 17, 2015 and October 6, 2016 at the Smyrna, TN and Canton, MS plants in the USA.

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

A. No.

Revision History:

Date	Announcement	Purpose
December 20, 2018	Original	New campaign announcement
January 11, 2019	REVISION 1	Parts Update