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SAFETY RECALL

CAMPAIGN BULLETIN

Fuel Feed Hose Retainer Dealer Inventory

Reference: PC669

Date: December 21, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2019 Altima (L34)	23,903	3,156	December 21, 2018	YES

***~ 9,238 vehicles were repaired under the Quality Action (PC669) announced on November 21, 2018.**

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

Nissan is escalating a previously announced new vehicle quality action and issuing a Voluntary Safety Recall to require dealers to inspect the Fuel Feed Hose Retainers and, if necessary, lock the retainer in the proper lock position on **~23,903** specific 2019 Altima vehicles identified in Service Comm.

Affected vehicles **are** subject to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer. Dealers must complete this inspection and if necessary, repair, prior to sale. The inspection and, if necessary, repair; will take approximately fifteen (15) minutes to complete and no parts are required.

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

- Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **PC669**.
 - 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
- 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.
- Dealers should use **NTB18-088** to correct any vehicles subject to this campaign.
- Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.

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

Parts	<ul style="list-style-type: none"> No parts are required for this campaign
Repair	<ul style="list-style-type: none"> NTB18-088
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 recall?

A. Due to an assembly issue at the plant, which has since been corrected, the fuel feed hose retainer may not be placed in the fully locked position. If the fuel feed hose retainer is not properly locked into position, a fuel leak could occur which may result in fuel odor or, in rare circumstances, in an engine stall condition.

Q. What is the possible effect of the condition?

A. If the fuel feed hose retainer is not properly locked into position, a fuel leak could occur, which may result in fuel odor or, in rare circumstances, an engine stall condition.

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

A. Nissan dealers will inspect the low-pressure fuel feed hose retainer lock and fuel hose-holding clip and, if necessary, properly route the fuel hose into the holding clip and lock the red retainer into place.

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.

Q. When will vehicle owners be notified?

A. Nissan will begin notifying owners of all potentially affected vehicles in **February, 2019** via U.S. Mail.

Q. Are parts readily available?

A. No parts are required.

Q. Is my vehicle safe to drive?

A. Nissan strongly encourages affected customers to have their vehicle inspected at their earliest convenience. No parts are required for this campaign and the inspection and, if necessary repair, can be completed quickly.

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

A. No. Parts are not required for this campaign and the inspection (and if necessary repair) will take less than one (1) hour.

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. No. The remedy will fully correct this condition.

Q. Is there anything owners can do to mitigate the condition?

A. No. If you receive a recall notification letter, please schedule an appointment with your Nissan dealer to have the vehicle inspected as soon as possible.

Q. Is there any charge for the repair?

A. No, the remedy will be performed for the customer free of charge.

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 voluntary safety recall campaign.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. How many vehicles are involved in the campaign?

A. Approximately 23,903 vehicles are potentially affected.

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2019 Altima (L34)	May 25, 2018 through October 30, 2018

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

A. No.

Revision History:

Date	Announcement	Purpose
December 21, 2018	Original	Launch Recall; supersedes Quality Action PC669 launched November 21, 2018