

NISSAN GROUP  
OF NORTH AMERICA



---

**Nissan North America, Inc.**

One Nissan Way  
Franklin, TN 37067

Mailing Address:  
PO Box 685001  
Franklin, TN 37068

December 19, 2018

Mr. Jeff Giuseppe  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Attn: Recall Management Division (NVS-215)  
Room W48-302  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Dear Mr. Giuseppe:

Nissan is revising the remedy procedure for recall 17V-040. Owners of vehicles already remedied using the previous procedure, and those who have not yet remedied their vehicles will be notified to have the updated remedy performed. In accordance with ODI procedures, Nissan is transmitting a new Defect Information Report to reflect the remedy change and customer re-notification. Your office will be provided with the draft Part 577 notices.

Very truly,

A handwritten signature in black ink, appearing to read "Derek Latta". The signature is stylized and fluid.

Derek Latta  
Manager,  
Technical Compliance

Encl.

## **DEFECT INFORMATION REPORT**

1. Manufacturer:

Nissan North America, Inc. (Smyrna, Canton Plant)

2. Vehicles Potentially Involved:

Certain Model Year 2015-2017 Nissan Altima vehicles manufactured at the Canton, Mississippi plant from September 18, 2015 to October 6, 2016.

Certain Model Year 2015-2017 Nissan Altima vehicles manufactured at the Smyrna, TN plant from September 17, 2015 to October 6, 2016.

This issue (described in Section 5 below) only affects Nissan Altima vehicles previously subject to recall 17V-040.

There are no recalled components for this recall since this issue is the result of a misrouting error.

3. Total Number of Vehicles Potentially Involved:

Approximately 341,003 Model Year 2015-2017 Nissan Altima vehicles previously subject to 17V-040.

4. Percentage of Vehicles Estimated to Actually Contain the Defect:

0.41%

5. Description of the Defect:

For vehicles not yet remedied, please see 17V-040 for the description of the defect.

For vehicles previously remedied under 17V-040, on a small number of the affected vehicles, the latch-lock cable may not have been routed properly in the rear door when the remedy was applied. As a result, the cable may interfere with the window regulator causing the rear passenger door to unlatch and inadvertently open without warning when the window is lowered. If this occurs while the vehicle is in motion, it may increase the risk of injury to the rear passengers.

## 6. Chronology of Principal Events:

In January 2017, Nissan launched recall 17V-040 to modify the door sealing screen using a harness protector patch to help proper cable routing on the subject vehicles.

Late July 2018 – Nissan identified a single incident of improper 17V-040 remedy.

August 2018 – Nissan began an internal investigation to determine if other 17V-040 repairs performed at the same dealer were similarly affected, but the results were inconclusive and no trend was identified.

September 2018 to October 2018 – Nissan began a broader field study to examine vehicles that were previously repaired under 17V-040. Nissan identified additional complaints via NHTSA's VOQ system indicating potential issues with the remedy post repair.

Concurrently, Nissan began a review of the remedy procedure used in 17V-040 and began to study how to clarify it to achieve better consistency and help reduce the potential for technician errors. Additional steps were added to the Technical Service Bulletin (TSB) to clarify door cable routing and provide additional detailed diagrams to show where the vapor barrier should be cut. A draft of the changes to the TSB was previewed with NHTSA .

Late October through November 2018 – Nissan continued to study additional improvements to the TSB to ensure proper door latch cable routing direction during the repair. A proposal was developed to add a wire harness clip to the door panel to route the cables through, retaining their intended position. This was then assessed to help make sure that the additional clip would not interfere with door handle operation.

During this time period, Nissan also continued to monitor field information.

December 13, 2018 – Based on the results of its field investigation, Nissan decided that the updated remedy should apply to all vehicles subject to 17V-040, and that Nissan would re-notify the owners of vehicles already remedied using the previous procedure, and those who have not yet remedied their vehicles.

## 7. Description of Corrective Action:

Owners of all potentially affected vehicles will be notified beginning January 28, 2019. Nissan plans to notify dealers by December 20, 2018. Dealers will secure the latch-lock cables in the correct position using the new remedy procedure.

Part 577 owner notifications will include information concerning reimbursement for the cost of obtaining a pre-notification remedy as some of the subject vehicles may no longer be covered under warranty.

8. Copy of Notices:

Copies of all notices will be provided to NHTSA as they become available.