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SAFETY RECALL

CAMPAIGN BULLETIN

Fuel Tank Voluntary Safety Recall Campaign

Reference: PM939
Date: February 27, 2020

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
2020 Versa (N18)	46	11	February 27, 2020	YES

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

Nissan is reclassifying an existing Quality Hold (PM939) as a Voluntary Safety Recall to replace the fuel tank for specific 2020 Versa (N18) vehicles identified in Service Comm. Due to a manufacturing deviation, the subject vehicles may be equipped with a fuel tank that contains an insufficient wall thickness. More specifically, the wall thickness in one area of the fuel tank was low due to a supplier manufacturing process issue. The low wall thickness, in combination with the burr trimming process, may have resulted in a small hole in the tank seam on certain tanks.

If a small hole is present, a fuel leak may occur if the customer fills the tank over half full. A leak will be detectable by a strong fuel smell in the rear of the vehicle. Under certain circumstances, there is potential for a thermal incident.

Affected vehicles **are subject** to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **PM939**.
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
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 **NTB20-012** to correct any vehicles subject to this campaign.
4. Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts	<ul style="list-style-type: none">• Parts are currently on restriction. Nissan will send an automatic parts shipment to <u>dealers with affected inventory</u>. Shipments will begin arriving February 27, 2020.<ul style="list-style-type: none">○ Dealers that have an affected vehicle in inventory will receive one (1) fuel tank, one (1) gasket kit, and one (1) exhaust gasket.○ Dealers may place an SVC order on DBS to obtain fuel tanks as needed for retail customers.○ Dealers can begin ordering via normal process beginning March 13, 2020.
Special Tools	<ul style="list-style-type: none">• J-45722 (Fuel Pump Lock Ring Tool)
Repair	<ul style="list-style-type: none">• NTB20-012
Owner Notification	Nissan will begin sending notifications to owners of all potentially affected vehicles in March 2020 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

Q. What is the reason for the Voluntary Safety Recall?

A. Due to a manufacturing deviation, the subject vehicles may be equipped with a fuel tank that contains an insufficient wall thickness. More specifically, the wall thickness in one area of the fuel tank was low due to a supplier manufacturing process issue. The low wall thickness, in combination with the burr trimming process, may have resulted in a small hole in the tank seam on certain tanks.

Q. What is the possible effect of this condition?

A. If a small hole is present, a fuel leak may occur if the customer fills the tank over half full. A leak will be detectable by a strong fuel smell in the rear of the vehicle. Under certain circumstances, there is potential for a thermal incident.

Q. Is this a Stop Sale?

A. Yes.

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

A. The dealer will replace the fuel tank with a new one.

Q. If my fuel tank is being replaced, will I still have the same amount of fuel?

A. Yes. The dealer will transfer your fuel to the new tank. Customers are requested to bring their vehicles in for service with no more than ¼ tank of fuel to facilitate the repair.

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 up to two (2) hours to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. Nissan will begin sending notifications to owners of all potentially affected vehicles in **March 2020** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. If a fuel leak or smell exists, owners should bring their vehicle to the dealer as soon as possible to be inspected.

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

A. No.

Q. Are parts readily available?

A. Yes.

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

A. Rental is available while replacement parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBP19-017 for additional information on rental guidelines.		

Q. Will towing be provided?

A. Towing may be provided for the customer, if a fuel leak or strong fuel odor is present, through roadside assistance (1-800-225-2476) while the vehicle is within the normal warranty coverage period.

Q. Is there any charge for the repair?

A. No. The remedy 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. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. What model year vehicles are involved?

A. Certain MY2020 Nissan Versa (N18) vehicles manufactured from September 06, 2019 to September 23, 2019 at the Aguascalientes, Mexico plant are affected in the USA.

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

A. No.

Revision History:

Date	Announcement	Purpose
February 19, 2020	Quality Hold	New campaign announcement
February 27, 2020	Voluntary Safety Recall	New Voluntary Safety Recall Campaign Announcement