



SAFETY RECALL

CAMPAIGN BULLETIN

Hood Latch Voluntary Safety Recall Campaign

Reference: R20A7/R21A6

Date: June 24, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

REVISED June 24, 2021
Please discard earlier versions of this bulletin.

The announcement, under campaign ID R20A7, from July 24, 2020 has been revised to include the following:

- **Remedy Now Available**
- **Vehicles previously identified under R20A7 are now identified in Service Comm as R21A6.**
- Repair bulletin **NTB21-055** is now available.
 - Owner notification letters will be mailed, **between June 30, 2021 and September 1, 2021**, instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.
- One (1) part kit will repair ten (10) vehicles
 - Four (4) kits will begin to arrive at dealers the week of June 28, 2021
 - Additional parts can be ordered normally beginning **July 1, 2021**
- **NOTE:** Warranty Admins must use the part in campaign bulletin for claims; claims using kit part number will be rejected

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

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|------------------------|----------------------|-------------------|-------------------------------|---------------------|
| 2013-2018 Altima (L33) | 1,831,818 | NA | June 24, 2021 | YES |

**** Campaign Summary ****

Nissan is committed to the safety and security of our customers and their passengers. Nissan previously notified the National Highway Traffic Safety Administration (NHTSA) and Transport Canada that it is recalling certain MY2013-2018 Nissan Altima vehicles to address a hood latch release issue. This recall will provide dealers an additional remedy to previously recalled MY2013-2015 Nissan Altima vehicles in the US and Canada, and also includes MY2016-2018 Nissan Altima vehicles.

NOTE: Vehicles that have been previously remedied under PC426 are also subject to this recall. If PC426 remains open, the vehicle should still have the hood latch assembly replaced under PC426 first and before completing R21A6. Vehicles previously identified under campaign ID R20A7 are now identified in Service Comm under campaign ID R21A6.

Over time, build-up caused by driving with the primary hood latch disengaged allows excessive, corrosive contaminants to contact the hood latch assembly. If the vehicle is driven with the primary hood latch disengaged (and the hood partially opened), the secondary hood latch on the vehicle may become contaminated with dirt or corrosion. Such dirt or corrosion could then, prevent the secondary hood latch from engaging properly. If the primary hood latch is later inadvertently released (such as when refueling the vehicle) and the secondary hood latch, after having been opened, remains stuck in the open position, the hood may open without warning while driving and could obscure the driver's vision, increasing the risk of a crash.

Owners will now be notified that a remedy is available. If PC426 is not applicable, dealers will inspect the latch for proper operation, and clean and lube as needed, or replace the secondary latch if it is not fully functional, at no cost to the owner. In addition, dealers will now install a new hood release lever spring and affix an under-hood latch-maintenance warning label to any vehicles affected by this voluntary safety recall campaign.

As a follow-up to the interim notification owners received in July 2020, owners will receive a notification letter instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner **between June 30, 2021 and September 1, 2021**. An Owner's Manual addendum card with instructions on how to lubricate and maintain the secondary hood latch will be mailed together with the customer notification.

****** 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. **R21A6**.
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. Nissan advises dealers to:
 - Dealers should use **NTB21-055** to remedy any vehicles subject to **R21A6**.
 - Complete any open recall under PC426 first.
 - If PC426 is not applicable, dealers should inspect the hood latch for proper operation, clean and lube as needed, or replace it if the secondary latch is not fully functional before applying spring and label to the vehicle.
3. Once remedied dealers should submit the claim for the appropriate action(s) performed, using the claims coding provided, and release the vehicle.

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

| Repair | <ul style="list-style-type: none"> • Nissan has developed an automatic parts shipment plan to provide each dealer with four (4) kits each (enough to remedy 40 vehicles). <ul style="list-style-type: none"> ◦ Kits will begin to arrive at dealers the week of June 28, 2021. • Additional parts may be ordered via normal ordering process beginning July 1, 2021. | | | | | | | |
|---------------|--|--------------------|----------------------|-------------|----------------------|-------------|--------------------------------|--------------------|
| | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: black; color: white;">Part Number</th> <th style="background-color: black; color: white;">Description</th> <th style="background-color: black; color: white;">Quantity (If Needed)</th> </tr> </thead> <tbody> <tr> <td>65690-9HP1D</td> <td>Kit - Hood Lock (Spring/Label)</td> <td>1 Kit = 10 Repairs</td> </tr> </tbody> </table> | | Part Number | Description | Quantity (If Needed) | 65690-9HP1D | Kit - Hood Lock (Spring/Label) | 1 Kit = 10 Repairs |
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| 65690-9HP1D | Kit - Hood Lock (Spring/Label) | 1 Kit = 10 Repairs | | | | | | |
| | | | | | | | | |

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|---------------------------|---|
| | Hood latches replaced under R21A6 will be subject to parts return. 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"> • NTB21-055 |
| Owner Notification | <p>Owners of affected vehicles were mailed interim notifications between July 14 and July 27, 2020. The notice informed them that a remedy was expected to be available in mid-2021 and reminded owners of proper hood latch inspection and maintenance as outlined in the owner's manual.</p> <p>Owner notification letters will be mailed between June 30, 2021 and September 1, 2021, instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.</p> |

****** 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. Is this a Stop Sale?

A. Yes.

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

A. Over time, build-up caused by driving with the primary hood latch disengaged allows excessive, corrosive contaminants to contact the hood latch assembly. This build-up, combined with a lack of proper inspection and maintenance of the secondary hood latch, can create mechanical binding that could cause the secondary hood latch to remain in the open position after it has been disengaged.

Q. What is the possible effect of this condition?

A. If the vehicle is driven with the primary hood latch disengaged (and the hood partially opened), the secondary hood latch on the vehicle may become contaminated with dirt or corrosion. Such dirt or corrosion could then, prevent the secondary hood latch from engaging properly. If the primary hood latch is later inadvertently released (such as when refueling the vehicle) and the secondary hood latch, after having been opened, remains stuck in the open position, the hood may open without warning while driving and could obscure the driver's vision, increasing the risk of a crash.

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

A. Owners of affected vehicles received an interim notification in July 2020, with reminders for proper hood latch inspection and maintenance as outlined in the owner's manual and a reminder to ensure the hood is fully closed before driving their vehicle. Dealers will inspect the latch for proper operation, and clean and lube as needed, or replace the secondary latch if it is not fully functional, at no cost to the owner. **In addition, dealers will now install a new hood release lever spring and affix an under-hood latch maintenance warning label to any vehicles affected by this voluntary safety recall campaign.**

Q. How is this recall campaign different than the previous recall?

A. The prior recall (PC426) replaced the secondary latch in MY13-15 vehicles for improved corrosion resistance.

With this recall, owners of MY13-18 Altima vehicles will receive a new spring that provides more tension for the hood release lever to minimize potential for inadvertent actuation, a warning label near the secondary hood latch to remind the operator of proper latch maintenance, and an Owner's Manual addendum card with additional instructions on how to lubricate and maintain the secondary latch.

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, 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. Owner notification letters will be mailed **between June 30, 2021 and September 1, 2021**, instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.

Q. Can the hood open while driving if the primary hood latch is engaged?

A. No. The primary hood latch works as designed. The recall condition occurs if you inadvertently open the primary hood latch by pulling the hood release lever. In this condition, the secondary hood latch may not be engaged, which could allow the hood to open while driving.

Q. Is my vehicle safe to drive?

A. If your vehicle is subject to this campaign, customers previously received an Owner Notification letter with reminders for proper hood latch inspection and maintenance as outlined in the owner's manual (shown below). If the secondary latch is stuck open, please ensure your hood is securely closed using the primary latch and bring your vehicle to the nearest dealer for service. Affected owners are encouraged to have their vehicles repaired as soon as possible upon notification. **Nissan recommends drivers use care to avoid releasing the hood when refueling and check to ensure the hood is fully closed and latched before driving their vehicle.**

Altima Hood Latch General Maintenance

See Owner's Manual "Maintenance Requirements Section" listed below:

- 2013-2016 Vehicles: Section 8 - Maintenance and do-it-yourself, Page 8-2 General Maintenance – EXPLANATION OF GENERAL MAINTENANCE ITEMS – Doors and engine hood
- 2017-2018 Vehicles: Section 9 - Maintenance and schedules, Page 9-2 General maintenance - EXPLANATION OF GENERAL MAINTENANCE ITEMS – Doors and engine hood

The maintenance items listed here should be performed from time to time, unless otherwise specified.

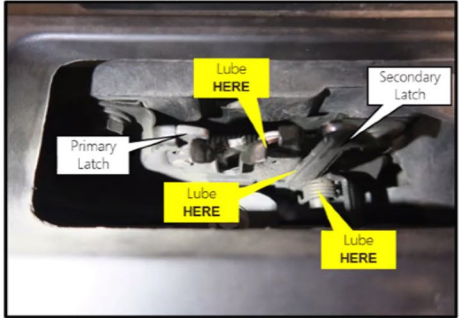
- For convenience, Nissan suggests performing this maintenance at recommended oil change intervals


Owner Manual Text:

Doors and engine hood: Check that all doors and engine hood operate properly. Also, ensure that all latches lock securely. Lubricate hinges, latches, latch pins, rollers, and links if necessary. Make sure secondary hood latch keeps the hood from opening if the primary latch is released.

When driving in areas using road salt or other corrosive materials, check lubrication frequently.

Lubricate the areas specified in the picture with **White Lithium Grease** found at any automotive parts retailer



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

A. Yes. If the vehicle is subject to this campaign, customers previously received an Owner Notification letter with instructions for proper hood latch inspection and maintenance as outlined in the owner's manual. If the secondary latch is stuck open, please ensure your hood is securely closed using the primary latch and bring your vehicle to the nearest dealer for service. Affected owners are encouraged to have their vehicles repaired as soon as possible upon notification. **Nissan recommends drivers use care to avoid releasing the hood when refueling and check to ensure the hood is fully closed and latched before driving their vehicle.**

Q. Can the customer identify the concern?

- A. The customer may detect the condition if the following situations occur:
- The hood may flutter or make noise before it opens while driving
 - The IKEY may reflect an error if equipped with remote engine start
 - The customer may observe the secondary hood latch stuck open while servicing or inspecting the hood latch assembly.

Q. Are parts readily available?

- A. Yes. Dealers will receive an automatic shipment of parts to service up to 40 vehicles. Additional parts may be ordered via normal ordering process **beginning July 1, 2021**.

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

- A. If the vehicle has experienced collision damage as a result of unintended hood opening, rental is available while the vehicle is being repaired. Towing is also available if needed.

Q. What if a customer experienced unintended hood opening and incurred damage or paid for repairs?

- A. If a customer reports injuries or damage to property (other than the vehicle) related to the hood opening while the vehicle was in motion, contact NNA Consumer Affairs.

If the vehicle has incurred damage due to the hood opening while in motion, pre-approval is required before initiating body repairs.

For vehicle damage only, dealers can contact the WCCC for pre-approval (required) and claims coding to repair the vehicle.

* Contact the Warranty claims call center 1-800-258-7008 Option 7

* Additionally, send an email to: paint.inspections@nissan-usa.com with the following information:

- Include R21A6 in the subject line
- Photos of the VIN plate and odometer reading
- Photos of the damage (include all parts requiring repair)

Estimate the total repair amount including rental expense while the vehicle is having the body damage repaired

NOTE: Now that the remedy is available, owners must have the campaign completed before seeking reimbursement for previous expenses for vehicle damages resulting from unintended hood opening.

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 either service performed?

A. No, any authorized Nissan dealer is able to perform the repair(s).

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. Model Year 2013-2018 Nissan Altima (L33) vehicles manufactured in the Smyrna, TN and Canton, MS plants from March 06, 2012 (SOP) to August 17, 2018 (EOP) are potentially affected.

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

A. No. This issue is unique to Model Year 2013-2018 Nissan Altima vehicles due to a combination of the model frontend design, anti-corrosion limitations and location of the hood latch release in close proximity to the fuel door release. This issue does not affect any other Nissan or INFINITI vehicles.

Revision History:

| Date | Announcement | Purpose |
|---------------|-------------------|---|
| June 2, 2020 | Original Document | New campaign R20A7 announcement |
| July 24, 2020 | REVISION 1 | Interim repair information now included (R20A7) |
| June 24, 2021 | REVISION 2 | Remedy available under new campaign ID (R21A6) |