



SAFETY RECALL

CAMPAIGN BULLETIN

Rear Window/Back Door Glass Voluntary Safety Recall Campaign

Reference: PC752
Date: December 1, 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.

UPDATE December 1, 2020
Please discard earlier versions of this bulletin.

The announcement from September 22, 2020 has been revised to include:

- The parts restriction will be removed and dealers can order parts, as needed, via normal ordering process **beginning December 1, 2020.**
 - **Parts currently on order in DBS will be fulfilled.**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2020 Maxima (A36)	10	4	September 22, 2020	YES
2020 Altima (L34)	135	87		
2020 LEAF (ZE1)	4	4		

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

Nissan is issuing a Voluntary Safety Recall to remove the rear window/back door glass and replace it with new window glass for specific 2020 Maxima (A36), Altima (L34), and LEAF (ZE1) vehicles identified in Service Comm.

During the manufacturing process, the proper 3-step procedure was not followed for cleaning and applying primer to the rear window/back door glass during installation. As a result, the rear window/back door glass may not have proper adhesion to the vehicle body flange. Under certain circumstances, such as driving at high speed with the window down or other high interior pressure, the rear window/back door glass may separate from the vehicle body and increase the risk of a crash.

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 Safety Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **PC752.**
 - 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 **NTB20-067** to correct any vehicles subject to this campaign.
 - If a retailed vehicle affected by this campaign ID visits the dealer for service, the retailer should inform the customer about the recall campaign and communicate that parts may need to be ordered. In an effort to minimize inconvenience to the customer, dealers should place and order for the part and schedule a follow up appointment for repair once the part is available.
 - Dealers have the option to sublet the repair (up to \$150 sublet allowance is available)
 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 listed below may be ordered via normal ordering process beginning December 1, 2020. Parts currently on order in DBS will be fulfilled. <ul style="list-style-type: none"> ➢ 79700-4RA1A – Maxima (A36) ➢ 79700-6CA1B – Altima (L34) ➢ 90300-5SA0A – LEAF (ZE1)
Repair	<ul style="list-style-type: none"> • NTB20-067
Owner Notification	Nissan notified all owners of all potentially affected vehicles in November 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 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 recall?

A. Yes.

Q. What is the reason for the recall?

A. During the manufacturing process, the proper 3-step procedure was not followed for cleaning and applying primer to the rear window/back door glass during installation. As a result, the back window glass may not have proper adhesion to the vehicle body flange.

Q. What is the possible effect of the condition?

A. Under certain circumstances, such as driving at high speed with the window down or other high interior pressure, the rear window/back door glass may separate from the vehicle body and increase the risk of a crash.

Q. Is this a Stop Sale?

A. Yes.

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

A. Dealers will remove the back window glass and replace it with new window glass.

Q. How long will the corrective action take?

A. This free service should take up to one and a half (1.5) hours to complete but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule or if the vehicle repair is sublet to an alternate repair facility.

Q. When will vehicle owners be notified?

A. Nissan notified all owners of all potentially affected vehicles in **November 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. Affected owners are encouraged to have their vehicles repaired as soon as possible upon notification.

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. Yes. Complimentary alternate transportation is available, upon customer request, while 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 application of rental reimbursement.		

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 Maxima (A36), Altima (L34), and LEAF (ZE1) vehicles manufactured in the Smyrna, TN plant between July 14, 2020 and July 31, 2020 are affected.

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

A. No.

Revision History:

Date	Announcement	Purpose
September 22, 2020	Voluntary Safety Recall	New Campaign Announcement
December 1, 2020	REVISION 1	Update regarding parts restriction removal