

# VOLUNTARY SAFETY RECALL CAMPAIGN 2020 ALTIMA; CONTINENTAL PROCONTACT TX TIRE INSPECTION

CAMPAIGN ID #: PC764 2020 Altima (L34) - S Grade APPLIED VEHICLES:

> Check Service COMM or Dealer Business Systems (DBS) National Service History to confirm campaign eligibility.

### INTRODUCTION

Nissan is conducting this voluntary safety recall campaign, on certain specific model year 2020 S Grade Altima's with Continental ProContact TX tires, size 215/60R16 H, to inspect all four tires and, if necessary, replace the tires that match the inspection result criteria. This service will be performed at no charge to the customer for parts or labor.

## **IDENTIFICATION NUMBER**

Nissan has assigned identification number PC764 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

## DEALER RESPONSIBILITY

It is the dealer's responsibility to check Service COMM or Dealer Business Systems (DBS) National Service History for the campaign status on each vehicle falling within the range of this voluntary safety recall which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in a dealer's inventory. Federal law requires that new vehicles in dealer inventory which are the subject of a safety recall must be corrected prior to sale. Failure to do so can result in civil penalties by the National Highway Traffic Safety Administration. While federal law applies only to new vehicles, Nissan strongly encourages dealers to correct any used vehicles in their inventory before they are retailed.

Nissan Bulletins are intended for use by gualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

## SERVICE PROCEDURE

- 1. Locate and identify the DOT Week Code of each tire (Figure 1 and Figure 2).
  - If the DOT Week Code is **3320**, proceed to step 2.
  - If the DOT Week Code is <u>not</u> **3320**, the inspection result is OK and the vehicle may be released.

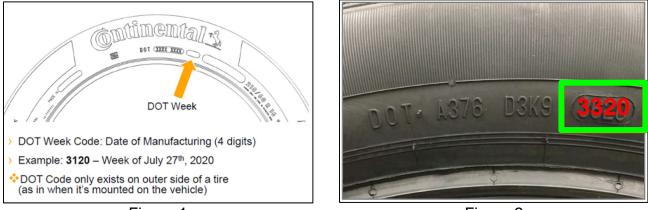


Figure 1

Figure 2

2. Locate and identify the tire mold ID of each tire (Figure 3 and Figure 4).

**NOTE:** Some tire mold numbers have a "S-" and some mold numbers do not. Tire mold numbers without an "S-" will show the number 228723 (Figure 5).

- If the tire mold ID is S-419149 or 228723 and the DOT Week Code is 3320, proceed to step 3 on page 3.
- If the tire mold ID is <u>not</u> **S-419149 or 228723**, the inspection result is OK and the vehicle may be released.

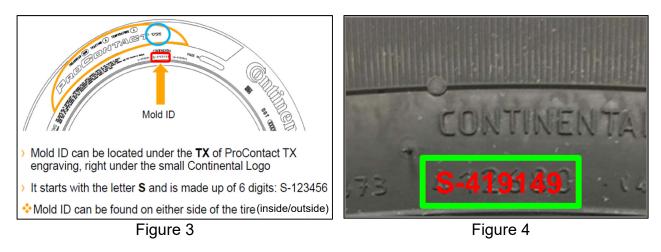
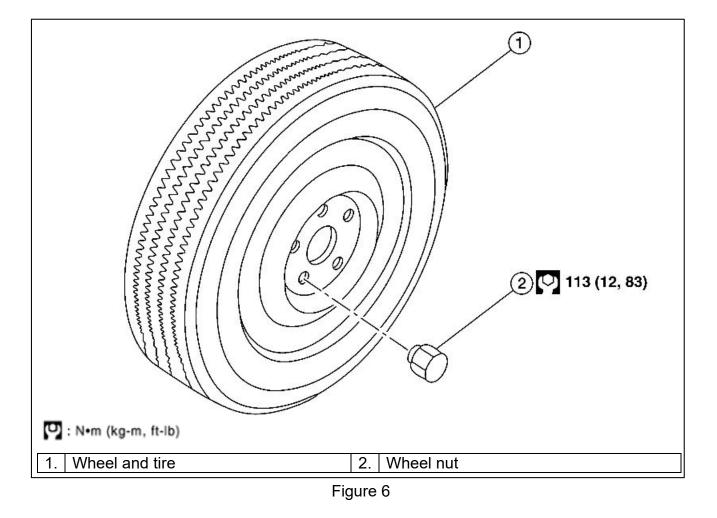




Figure 5

- 3. Replace each tire that has DOT Week Code **3320** and Mold ID **S-419149 or 228723** on the side of it.
  - For tire replacement, refer to the Electronic Service Manual, section SUSPENSION > ROAD WHEELS & TIRES > REMOVAL AND INSTALLATION > WHEEL AND TIRE.



• Wheel nut torque: 113 N·m (12 kg-m, 83 ft-lb.)

- 4. Using a 1/2" drill bit, drill two holes through the tread of the removed tire(s).
- 5. Return the removed tire(s) using the shipping forms on pages 5 and 6.

### PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Replacement Tire (1)	OETIR-03035	As needed

(1) Order this item through the Nissan Maintenance Advantage program: Phone 877-NIS-NMA1 (877-647-6621). Website order via link on the dealer portal; www.NNAnet.com and click on the "Maintenance Advantage-Tire/Battery/Chemical" link.

#### NOTE:

- Return all tires to Nissan North America Inc. using (only) YRC shipping documents found on pages 5 and 6.
- Label each individual tire with a shipping label containing the information below.
  - o VIN #
  - o Part #
  - o Dealer Code
  - o RO Date
- Return all tires within ten (10) calendar days of claim payment.
- For questions, use the contact information below.
  - Email Address: nnawarrantypartsreturn@nissan-usa.com

#### EXPENSE CODE

EXPENSE CODE *	DESCRIPTION	MAX AMOUNT
812	Replacement Tire	\$800.00

\*Use this expense code for tire(s) reimbursement. DO NOT claim the Dealer Tire part number on the claim. This expense code should only be used when the replacement tire(s) is replaced.

**NOTE:** MAX AMOUNT includes local and state tax as well as disposal fees.

#### **CLAIMS INFORMATION**

#### Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
	Inspect Four (4) Tires	PC7640	0.2 hr
	Inspect Four (4) Tires and Replace One (1) Tire	PC7641	0.7 hr
PC764	Inspect Four (4) Tires and Replace Two (2) Tires	PC7642	1.0 hr
	Inspect Four (4) Tires and Replace Three (3) Tires	PC7643	1.3 hrs
	Inspect Four (4) Tires and Replace Four (4) Tires	PC7644	1.6 hrs

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Corporate Quality Assurance Field Quality Center 610 Enon Springs Road East Smyrna, TN 37167

## SHIPPING INSTRUCTIONS FOR EXPRESS COLLECTION OF INCIDENT PARTS:

• Please ship the incident part to:

Nissan North America, Inc. Smyrna Field Quality Center 610 Enon Springs Rd East Smyrna, TN 37167 Return Authorization: Phone

• Please ship the part as:

YRC Freight Collect- Expedite Service Only Contact YRC Freight: <u>1-800-610-6500</u> Charge: YRC Freight Collect

- Include a copy of this document in the container with the part shipment. Please include a copy of the RO.
- Keep a copy of this request with the repair order as proof of shipment of the warranty part. Should you later receive an automatic part return tag for one of these parts, you can mail in a copy of this fax request with the tag.

Please attach the original to the outside of the shipping box

#### SHIPPING ADDRESS:

Nissan North America, Inc. Smyrna Field Quality Center 610 Enon Springs Rd East Smyrna, TN 37167

## Attention Parts Return Dept - Campaign, PC764

VIN #	:
PART#	
Dealer Code	
RO / Date	-

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 5, 2020	NTB20-078	Original bulletin published
December 16, 2020	NTB20-078a	SERVICE PROCEDURE revised. PARTS INFORMATION updated. YRC shipping documents added.