



SAFETY RECALL

CAMPAIGN BULLETIN Fuel Pump Voluntary Safety Recall Campaign

Reference: R21A2
Date: June 2, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

IMPORTANT: It is a violation of Federal law for dealers 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
MY2020-2021 Armada (Y62)	14,221	399	June 2, 2021	YES

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

Nissan is issuing a Voluntary Safety Recall Campaign on specific 2020-2021 Armada (Y62) vehicles and identified in Service Comm to replace the fuel pump module.

Due to a supplier manufacturing issue that has since been corrected, the fuel pump module may not meet design specification on some of the affected vehicles. Gasoline inside of the fuel pump can cause the impeller to swell, increasing frictional resistance between the swollen impeller and the inlet cover. As a result, the fuel pump module may bind internally, the customer may experience a Malfunction Indicator Light (MIL) 'ON' and low fuel condition, which can result in an engine stall while driving and the vehicle may not restart, increasing the risk of a crash.

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

1. Verify campaign applicability using Service Comm or DBS National Service History - Open Campaign I.D. **R21A2**.
 - 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 subject to this recall campaign until after the vehicle has been remedied.
3. Dealers should use **NTB21-048** to correct any vehicles subject to this campaign once parts become available.
4. Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

**** Release Schedule ****

Parts	<p>Parts are on restriction and may be ordered via DBS.</p> <ul style="list-style-type: none"> ➤ A7040-3ZD0B – Fuel Pump-In Tank <ul style="list-style-type: none"> ○ Nissan anticipates 200-300 parts to be available each week <u>beginning June 14, 2021</u>. ○ Subject to parts availability, orders will be fulfilled in the order they were received. ➤ 17342-EA000 – Packing Fuel Gauge <ul style="list-style-type: none"> ○ Dealers may begin ordering <u>via normal process</u> on June 14, 2021. <p>Parts replaced under this activity will be placed on parts collection. Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.</p>
Special Tool	<ul style="list-style-type: none"> • J-45722 (Fuel Tank Lock Ring Wrench) <p>Additional tools are available via TechMate @ 1-800-662-2001 or www.nissantechmate.com.</p>
Repair	<ul style="list-style-type: none"> • NTB21-048
Owner Notification	<p>Nissan will begin sending notifications to owners of all potentially affected vehicles on July 16, 2021 via U.S. Mail.</p>

**** Dealer Responsibility ****

It is the dealer's responsibility to check Service Comm or DBS National Service History Open Campaign 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 Stop Sale?

A. Yes.

Q. What is the reason for this safety recall?

A. Due to a supplier manufacturing issue, the fuel pump module may not have been manufactured to design specification on certain affected vehicles.

Q. What is the possible effect of the condition?

A. Gasoline inside of the fuel pump can cause the impeller to swell, increasing frictional resistance between the swollen impeller and the inlet cover. As a result, the fuel pump module may bind internally, the customer may experience a Malfunction Indicator Light (MIL) 'ON' and low fuel condition, which can result in an engine stall while driving and the vehicle may not restart, increasing the risk of a crash.

Q. What will be the corrective action?

A. Dealers will replace the fuel pump module.

Q. How long will the corrective action take?

A. The remedy should take approximately one (1) hour to complete. The dealer may require the vehicle for a longer period of time based upon the dealer's work schedule.

Q. When will vehicle owners be notified?

A. Nissan will begin sending notifications to owners of all potentially affected vehicles on **July 16, 2021** 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 remedied as soon as possible upon notification.

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

A. No.

Q. Is there any charge for this repair?

A. No, the remedy will be performed for the customer free of charge for parts and labor.

Q. Are parts readily available?

A. **Parts are on restriction and may be ordered via DBS.** Nissan anticipates 200-300 fuel pumps to be available each week **beginning June 14, 2021**. Orders will be fulfilled in the order they were received as supply allows.

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

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. Rental is available upon customer request, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$280 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement.		

Q. Is towing covered for vehicles outside of warranty that are no longer eligible for Nissan Roadside Assistance?

A. Yes, the campaign will cover the towing costs for affected vehicles that are no longer eligible for Roadside Assistance (out of warranty):

EXPENSE CODE	DESCRIPTION	AMOUNT
501	Towing	\$100 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		

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.

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 MY2020-2021 Armada vehicles manufactured in Kyushu and Shonan, Japan plants between October 5, 2019 and April 2, 2020 are affected.

Revision History:

Date	Announcement	Purpose
June 2, 2021	Voluntary Safety Recall Campaign	New campaign announcement