



# RECALL CAMPAIGN BULLETIN

Classification: WT21-003	Reference: NTB21-020	Date: March 11, 2021
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## VOLUNTARY SAFETY RECALL CAMPAIGN 2019-2020 ALTIMA; CONTINENTAL PROCONTACT TX TIRE INSPECTION

**CAMPAIGN ID #:** PC798  
**APPLIED VEHICLES:** 2019-2020 Altima (L34) - S Grade

**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 2019-2020 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 PC798 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 qualified 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 **1819** or **3120**, proceed to step 2.
  - If the DOT Week Code is not **1819** or **3120**, the inspection result is OK and the vehicle may be released. See **CLAIMS INFORMATION**.

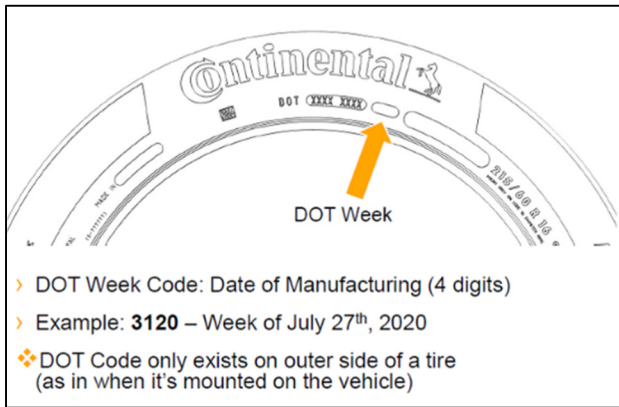


Figure 1

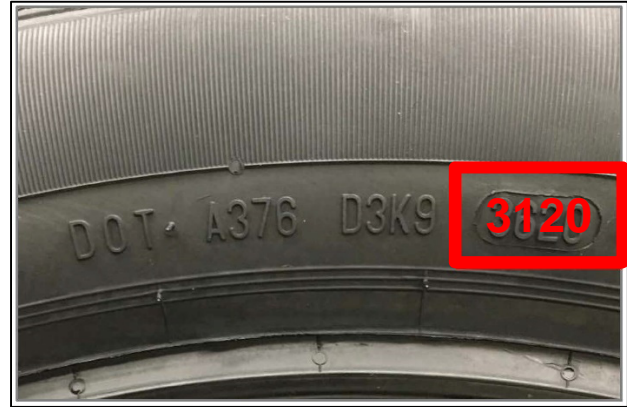


Figure 2

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

**NOTE:** Some tire mold numbers begin with an “S -“ and some mold numbers do not. Tire mold numbers that do not begin with an “S -“ will show the number 228723 (Figure 5).

- If the tire mold ID is **S-419087**, **S-419088**, **S-419091**, **S-419149**, or **228723** and the DOT Week Code is **1819** or **3120**, proceed to step 3 on page 3.
- If the tire mold ID is not **S-419087**, **S-419088**, **S-419091**, **S-419149**, or **228723**, the inspection result is OK and the vehicle may be released. See **CLAIMS INFORMATION**.

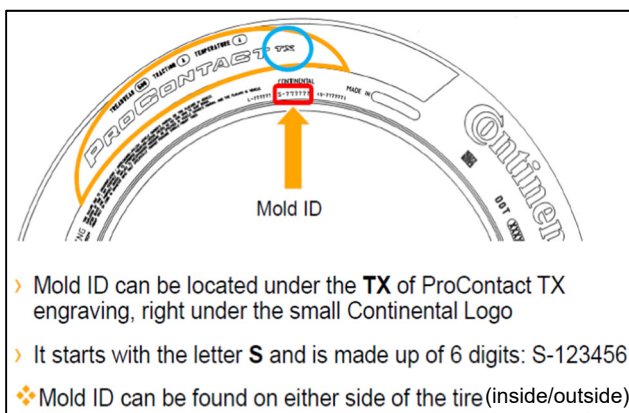


Figure 3



Figure 4



Figure 5

3. Replace each tire that has DOT Week Code **1819** or **3120** and Mold ID **S-419087**, **S-419088**, **S-419091**, **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.**)

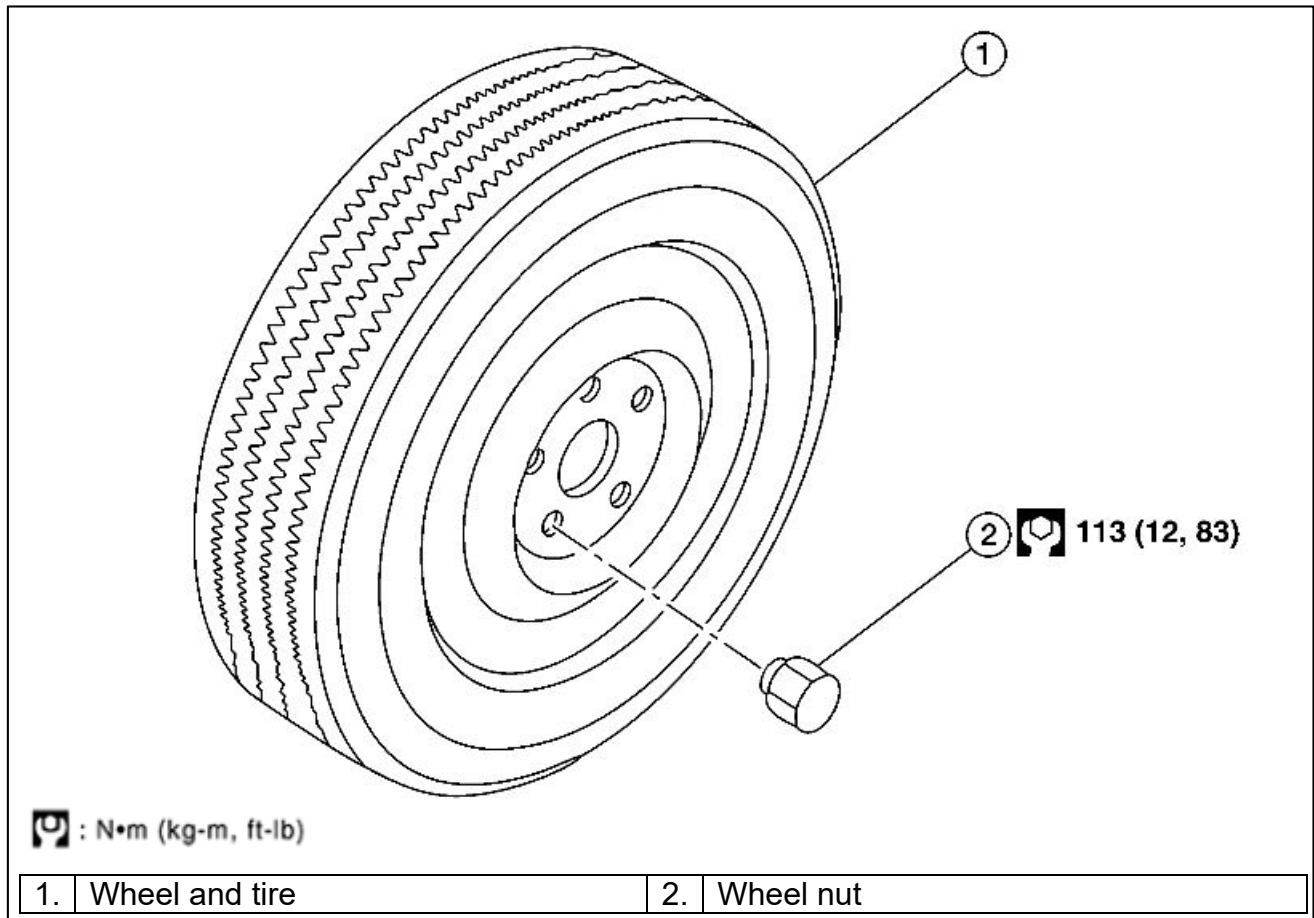


Figure 6

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](http://www.NNAnet.com) and click on the “Maintenance Advantage-Tire/Battery/Chemical” link.

### NOTE:

- Return all tires to Nissan North America Inc. using the YRC shipping documents found on pages 5 and 6.
- Label each individual tire with a shipping label containing the information below.
  - VIN #
  - Part #
  - Dealer Code
  - RO Date
- Return all tires within 10 calendar days of claim payment.
- For questions, use the contact information below.
  - Email Address: [nnawarrantypartsreturn@nissan-usa.com](mailto: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
PC798	Inspect Four (4) Tires	PC7980	0.2 hr
	Inspect Four (4) Tires and Replace One (1) Tire	PC7981	0.7 hr
	Inspect Four (4) Tires and Replace Two (2) Tires	PC7982	1.0 hr
	Inspect Four (4) Tires and Replace Three (3) Tires	PC7983	1.3 hrs
	Inspect Four (4) Tires and Replace Four (4) Tires	PC7984	1.6 hrs

Straight bill of lading — original — not negotiable

For shipment information, visit [yrc.com](http://yrc.com) or call 1-800-610-6500



YRC Inc. (RDWY)

YELLOW and Roadway

Date: \_\_\_\_\_ B/L number: \_\_\_\_\_ PRO number: \_\_\_\_\_

Shipper number:		Trailer number:		Consignee name and address: Nissan North America, Inc.		
Shipper name:				Smyrna Field Quality Center		
Address:				610 Enon Springs Rd East		
City:	State:	Zip code:		Destination city:	State:	Zip code:
Smyrna	TN	37167		Smyrna	TN	37167
Origin city (if different than before):				Phone number: 615-220-8290		
Invoicee: Nissan North America				Customer number:		Department:
Address: P. O. BOX 3001				Store number:		
ATTN: C/O U S BANK FREIGHT PAYMENT SERVICES				P.O. number: 6235179		
City: Naperville				Special instructions:		
State: IL				Zip code: 60566		

**Expedited & Guaranteed Precision Services** (select one of the services below - optional)

Contact Name: \_\_\_\_\_ Contact Phone: \_\_\_\_\_

Expedited Precision	Date	Time	Proactive Notification
<input type="checkbox"/> YRC Time-Critical (Guaranteed)	Deliver By: _____	<input type="checkbox"/> By Noon: <input type="checkbox"/> By 5 pm or end of business day:	<input type="checkbox"/> included
<input type="checkbox"/> YRC Time-Critical Window (Guaranteed)	Deliver On: _____	Between: _____ & _____ am/pm	<input type="checkbox"/> included
<input type="checkbox"/> YRC Time-Advantage	Deliver By: _____	<input type="checkbox"/> By Noon: <input type="checkbox"/> By 5 pm or end of business day:	<input type="checkbox"/> nominal fee
<input type="checkbox"/> YRC Time-Advantage Deferred	3 to 5 days		<input type="checkbox"/> nominal fee
Guaranteed Precision	Date	Time	Proactive Notification
<input type="checkbox"/> Guaranteed AM or PM	Standard Service	<input type="checkbox"/> By Noon: <input type="checkbox"/> By 5 pm or end of business day:	<input type="checkbox"/> nominal fee
<input type="checkbox"/> Guaranteed Multi-Day Window	Between: _____ & _____	<input type="checkbox"/> By 5 pm or end of business day:	<input type="checkbox"/> nominal fee

All shipments are subject to individual pricing programs as published by YRC or by written transportation contracts.  
Expedited & Guaranteed Precision service requests outside of 9 am to 5 pm Monday-Friday require a quote.  
Quote ID: \_\_\_\_\_

COD fee: Prepaid  Collect  COD amount: \$ \_\_\_\_\_ Customer check OK for COD amount? Yes  No

No. shipping units	Kind of package	No. pieces	Unit of measure	HM	Description of articles, special marks, and exceptions	NMFC item number	Class	Weight (lb.) Subject to correction	Shipment dimensions		
									Length	Width	Height

Hazardous materials emergency contact number: \_\_\_\_\_ Shipment charges are prepaid unless marked collect:  Collect  Total charges: \$ \_\_\_\_\_

NOTE (1) Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property as follows:  
The agreed or declared value of the property is hereby specifically stated by the shipper to be not exceeding \_\_\_\_\_ per \_\_\_\_\_  
Note: (2) Liability limitation for loss or damage on this shipment may be applicable.  
See 49 U.S.C. §14706 (c)(1)(A) and (B).  
Received subject to individually determined rates or written contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to rates, classifications and rules that have been established by the carrier and are available to the shipper, on request.

Note (3) Commodities requiring special or additional care or attention in handling or stowing must be so marked and packaged as to ensure safe transportation with ordinary care. See Sec. 2(e) of NMFC item 360.  
If this shipment is to be delivered to the consignee, without recourse on the consignor, the consignor shall sign the following statement:  
The carrier may decline to make delivery of this shipment without payment of freight and all other lawful charges.  
Signature of consignor: \_\_\_\_\_  
It is mutually agreed as to each carrier of all or any of said property over all or any portion of said route to destination and as to each party at any time interested in all or any of said property, that every service to be performed hereunder shall be subject to all the conditions not prohibited by law, whether printed or written, herein contained, including the conditions on the back hereof, which are hereby agreed to by the shipper and accepted for himself and his assigns.

I hereby declare that the contents of this consignment are fully and accurately described above by the proper shipping name and are classified, packaged, marked and labeled/placarded and are in all respects in proper condition for transport according to applicable international and national governmental regulations.

Shipper company name:	Carrier: <b>YRC</b>	Date:	Trailer loaded by: <input type="checkbox"/> Shipper <input type="checkbox"/> Driver
Shipper signature:	YRC employee signature:	H/U received:	Freight counted by: <input type="checkbox"/> Driver: pallets said to contain <input type="checkbox"/> Driver: pallets containing <input type="checkbox"/> Driver: loose pieces

1 Mark "X" in "HM" column for hazardous materials. Single shipment pickup:  Printed in U.S.A.



**NISSAN NORTH AMERICA, INC.**

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: 1-800-610-6500  
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.**

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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, PC798**

VIN # : \_\_\_\_\_  
PART# : \_\_\_\_\_  
Dealer Code : \_\_\_\_\_  
RO / Date : \_\_\_\_\_

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
March 11, 2021	NTB21-020	Original bulletin published