



SAFETY RECALL

CAMPAIGN BULLETIN

Left Front Bumper Reinforcement Bracket Voluntary Recall Campaign

Reference: R23C8
Date: October 27, 2023

Attention: Dealer Principal, Sales, Service & Parts Managers

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
MY2023-2024 Z (Z34)	946	19	October 27, 2023	YES

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

Nissan has notified the National Highway Traffic Safety Administration (NHTSA) that it is issuing a Voluntary Safety Recall Campaign on certain 2023-2024 Nissan Z vehicles identified in Service Comm and DBS National Service History.

The left hand front bumper reinforcement fasteners on affected vehicles may not be fully tightened to specification. This condition could result in the pop-up engine hood not operating as designed in the event of a frontal pedestrian collision. In the event of such an accident, this pop-up engine hood condition could increase the risk of pedestrian injury.

Dealers will re-tighten the fasteners that hold the left hand front bumper reinforcement bracket to the proper torque setting.

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

1. Verify if vehicles are affected by this Voluntary Recall using Service Comm or DBS National Service history – Open Campaign I.D. **R23C8**
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. If a retailed vehicle affected by this Campaign ID visits the dealer for service, the dealer should inform the customer about the recall and communicate that the software update is available.
4. Once repaired, dealers should submit the claim using the claims coding provided, and release the vehicle.

**** Release Schedule ****

Parts	The remedy involves re-tightening the fasteners that hold the left hand front bumper reinforcement bracket to the proper torque setting. No parts are required.
Repair	<ul style="list-style-type: none">• NTB23-082
Owner Notification	Nissan will notify the owners of potentially affected vehicles beginning December 2023 .

**** 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 new vehicle 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.

Total Customer Satisfaction

Frequently Asked Questions (FAQ):

Q. Is this a recall?

A. Yes.

Q. Is this a Stop Sale?

A. Yes.

Q. What is the reason for the recall?

A. The left hand front bumper reinforcement fasteners on affected vehicles may not be fully tightened to specification.

Q. What is the possible effect of the condition?

A. In affected vehicles, the left hand front bumper reinforcement bracket may not have been tightened to specification. This condition could result in the pop-up engine hood not operating as designed in the event of a frontal pedestrian collision. In the event of such an accident, this pop-up engine hood condition could increase the risk of pedestrian injury.

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

A. Your Nissan dealer will re-tighten the fasteners that hold the left hand front bumper reinforcement bracket to the proper torque setting.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to 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. Nissan will begin sending notifications to affected owners beginning **December 2023**, 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 instruct owners to bring their vehicles to a Nissan dealer to have their vehicles remedied as soon as possible.

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

A. No.

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 reimbursement is not available for this campaign.

Q. Are parts readily available?

A. The remedy involves re-tightening the fasteners that hold the left hand front bumper reinforcement bracket to the proper torque setting. No parts are required.

Q. Is there any charge for this service?

A. No. The remedy will be performed for the customer free of charge.

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. Model year 2023-2024 Nissan Z vehicles manufactured from October 12, 2022 to April 14, 2023.

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

A. No.

Revision History:

Date	Announcement	Purpose
October 27, 2023	Original Document	New campaign announcement