

# Dealer Inventory Inspection

## 2014 Nissan Versa Note Sill Bolt

Subject: **2014 Nissan Versa Note Sill Bolt  
Dealer Inventory Inspection**

Attention: **Dealer Principals, Sales, Parts, and Service Managers**

**\*\*\*\*\* Dealer Inventory Inspection Announcement \*\*\*\*\***

**IMPORTANT:** This is one of two Dealer Actions Nissan is asking dealers to perform on the subject vehicles. **Nissan asks that dealers do not sell any 2014 Versa Note vehicles in Dealer Inventory until both Dealer Actions are performed.**

Nissan is conducting a dealer inventory inspection to inspect the sill bolts on certain specific MY14 Versa Note vehicles.

**\*\*\*\*\* Vehicle Identification – Dealer Inventory \*\*\*\*\***

**2014 Nissan Versa Note vehicles** subject to this inspection can be identified through two methods:

- **SERVICE COMM** – Beginning July 12, 2013, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PM366** - to determine an affected vehicle.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected dealer inventory VINs by region, district, and Dealer Code. This VIN list is available on NNA.net.com under My Documents Sales>Campaigns>, Parts>Campaigns>, Service>Campaigns> categories.

**\*\*\*\*\* Dealer Responsibility \*\*\*\*\***

It is the dealer's responsibility to check SERVICE COMM – **I.D. PM366** – for the status on each vehicle falling within the range of this dealer inventory inspection, which is currently in its inventory. Nissan requires dealers to perform this procedure on any vehicles in their inventory before they are retailed.

**Nissan dealers should perform the inspection only on vehicles specifically identified in SERVICE COMM.**

Nissan Parts & Service Dealer Support  
7/11/13

## SERVICE PROCEDURE

1. Locate driver Sill bolts in front of rear tire area as shown in Figure 1.

2. Check Sill bolts for the following:

- Are both Sill bolts present as shown in Figure 2?
- Are Sill bolts fully seated to vehicle body? (See Figure 3 for unseated example)
- Verify Sill bolt torque is 30 N•m (22 ft-lb).

3. If YES to all three questions in Step 2 for both sides:

- Submit warranty claim using PM3660. (see claims info)
- Release the vehicle.

4. If Sill bolts are present and fully seated but one or more are not torqued to specification:

- Torque to 30 N•m (22 ft-lb).
- Submit warranty claim using PM3660. (see claims info)
- Release the vehicle.
- Send E-mail to the below address for tracking purposes:



Figure 1

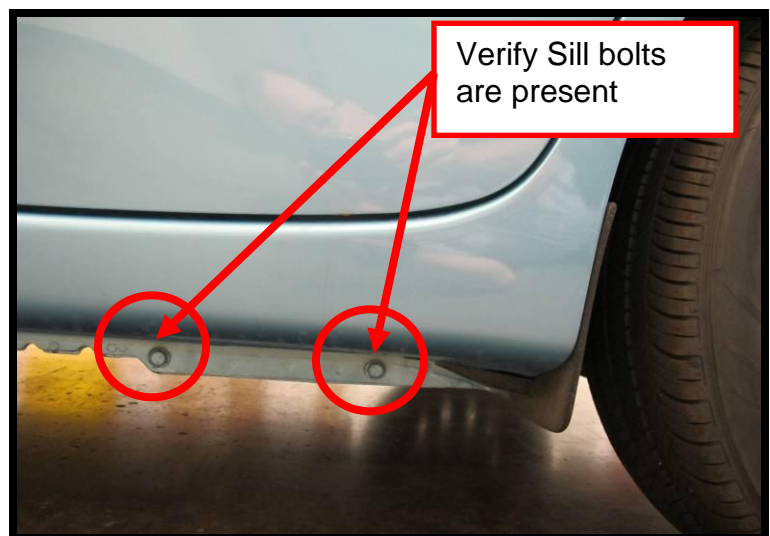


Figure 2

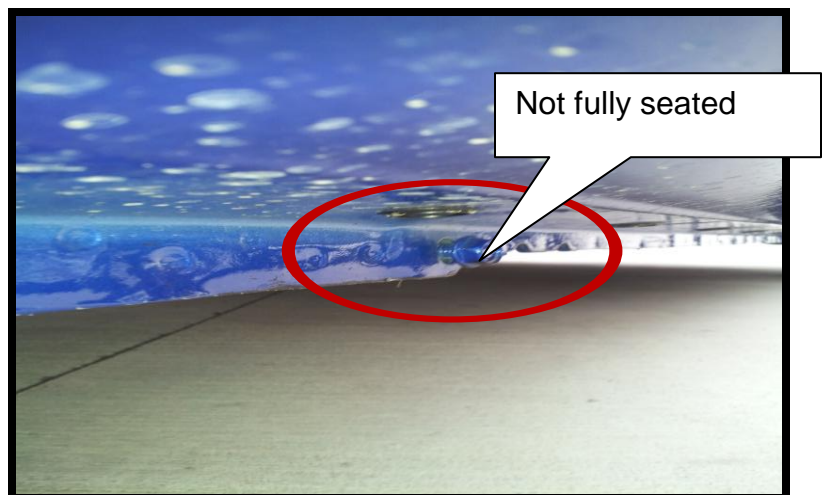


Figure 3

[nnafqasupport@nissan-usa.com](mailto:nnafqasupport@nissan-usa.com)

Make sure to include the below information:

Dealer Code

VIN

Location of Low Torque Sill Bolt

Contact Person Name

Phone Number

5. If Sill bolts are present, but one or more are not fully seated:

- If bolt is not cross-threaded, then torque to 30 N•m (22 ft-lb).
- If bolt is cross-threaded then remove bolt, chase threads in hole using 8mm X 1.25 tap. Install bolt and torque to 30 N•m (22 ft-lb).
- Submit warranty claim using PM3660. (see claims info)
- Release the vehicle.
- Send E-mail to the below address for tracking purposes:

[nnafqasupport@nissan-usa.com](mailto:nnafqasupport@nissan-usa.com)

Make sure to include the below information:

Dealer Code

VIN

Location of Cross-threaded Sill Bolt

Contact Person Name

Phone Number

6. If a Sill bolt is missing, continue to HOLD the vehicle:

- Send E-mail to the below address:

[nnafqasupport@nissan-usa.com](mailto:nnafqasupport@nissan-usa.com)

Make sure to include the below information:

Dealer Code

VIN

Location of Missing Sill Bolt

Contact Person Name

Phone Number

7. Repeat steps 1-7 for passenger side Sill bolts.

**CLAIMS INFORMATION**

**Submit claim using the following claims coding:**

**Work Order Line Type: "CM" Campaign**

**Campaign: PM366**

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PM366			
<b>Symptom:</b>	ZZ			
<b>Diagnosis:</b>	99			
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>	<b>Parts Required on claim</b>	<b>Expense Code Required</b>
Inspect Sill bolts, both sides	PM3660	0.2H	No	No