



Innovation  
that excites

# NISSAN BULLETIN

## 2014 LEAF Front Side Member Inspection

Reference: PC272  
Date: March 20, 2014

Attention: Dealer Principal, Sales, Service & Parts Managers

**\*\*\*\*\* Dealer Announcement \*\*\*\*\***

Nissan is conducting a Dealer Service Action to inspect the front side member on 251 certain specific 2014 Nissan LEAF vehicles currently in dealer inventory only.

To ensure customer satisfaction, dealers are asked to perform the following inspection procedure prior to sale. After following the inspection procedure, if it is determined that the vehicle does not need to be held, the warranty claim can be submitted and the vehicle can be sold without further action.

If after the inspection it is determined that the vehicle needs to be held, dealerships should send the requested information to [nnafgasupport@nissan-usa.com](mailto:nnafgasupport@nissan-usa.com) and further instruction will be provided within one business day.

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

**2014 Nissan LEAF vehicles** subject to this Dealer Service Action can be identified through two methods:

- **SERVICE COMM** – Beginning March 21st, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PC272** – to determine if a vehicle is subject to this Dealer Inspection.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected dealer inventory VINs by region, district, and Dealer Code.

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

It is the dealer's responsibility to check SERVICE COMM – **I.D. PC272** – for the status of each vehicle which is currently in its inventory. Nissan requests dealers to perform this inspection on any vehicles in their inventory subject to this dealer service action before they are retailed to ensure customer satisfaction.

**\*\*\*\*\* Inspection Procedure \*\*\*\*\***

This inspection procedure will be available on ASIST and NNAnet.com.

- ASIST – Go to "Tech Support Info" on the left column of the ASIST opening page. Under "Tech Support Info", select "Inventory Vehicle Actions". A new window will open where you may access the technical procedures.
- NNAnet.com – This procedure can be found on NNAnet.com under My Documents in the following categories:
  - Sales>Campaigns>
  - Parts>Campaigns>
  - Service>Campaigns>

**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION

## DEALER INSPECTION PROCEDURE

1. Verify the vehicle's power (ignition) switch is **OFF**, then open vehicle hood and secure with prop rod.

### **CAUTION:**

**Please follow high voltage precautions as necessary while performing the inspection.**

2. Locate the square hole in the left (driver) side member (frame rail area) as shown in Figure 1.

Left Front Underhood Area

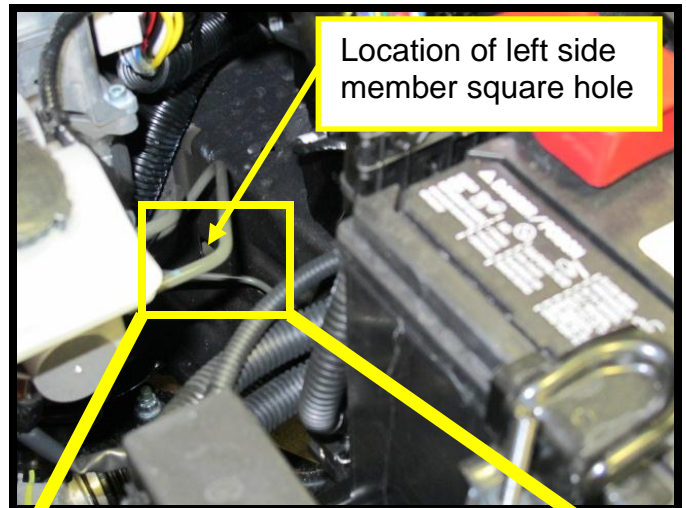


Figure 1

3. Using a light, verify there are **three** spot welds at the "7 O'Clock" position of the square hole (See Figure 2).

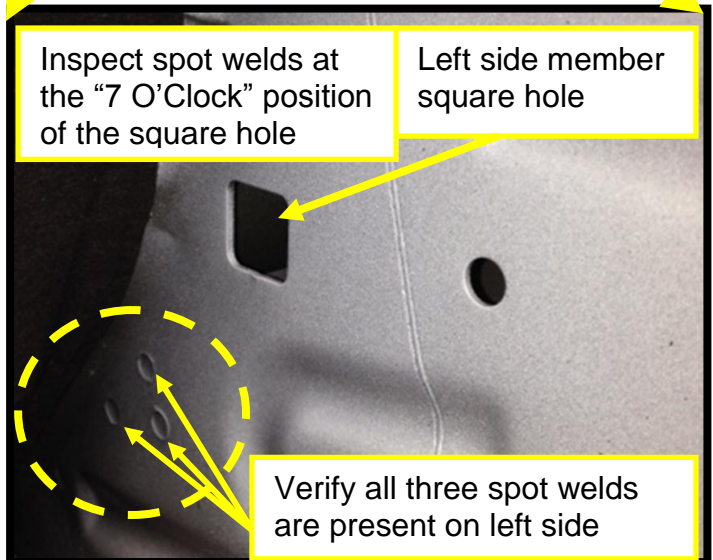


Figure 2

4. Locate the square hole in the right (passenger) side member as shown in Figure 3.

5. Using a light, verify there are **three** spot welds at the "5 O'Clock" position of the square hole.

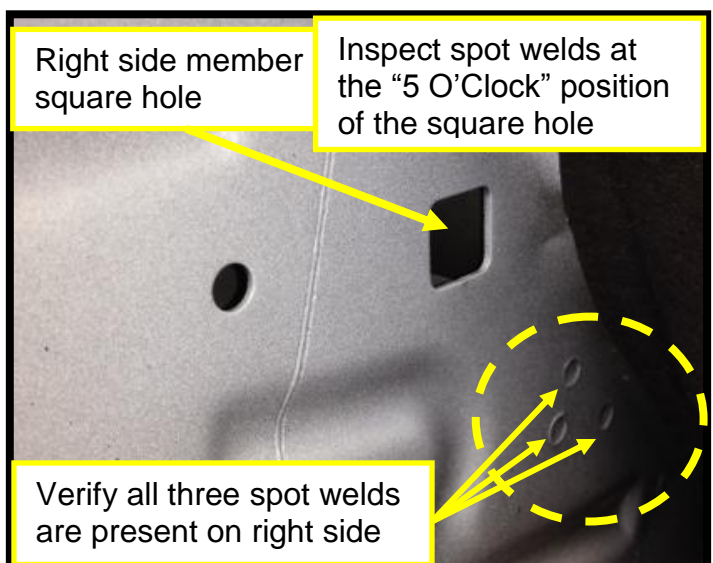


Figure 3

6. If ALL six front side member spot welds are present:

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

7. If ANY of the front side member spot welds are not present:

- Continue to HOLD the vehicle.
- Send E-mail to the below address:

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

Make sure to include the below information:

VIN  
Dealer Code  
Dealer Name  
Contact Name  
Contact Phone Number  
Identify Side that is Missing Weld/Welds

**Note:** Nissan Field Quality Assurance will contact the Dealer to provide further instruction.

## CLAIMS INFORMATION

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

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

**Campaign: PC272**

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PC272			
<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 both front side member welds.	PC2720	0.2H	No	No