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NISSAN BULLETIN

2011-13 Juke Timing Chain Voluntary Service Campaign ***Campaign Update***

Reference: P4213

Date: May 1, 2014

Attention: Dealer Principal, Sales, Service & Parts Managers

Part Information:

When this service campaign began on 4/25/14, Nissan sent an automated parts shipment with the parts needed to perform the repair. Because of the large population of vehicles affected in this campaign, Nissan sent the parts needed for approximately 5% of a dealer's retailed units. **Note: Dealers can order additional parts as needed.**

Optional Part Shipment

The automated part shipment included optional parts that were not listed in the Campaign Bulletin because in some cases these parts may be needed. The optional parts not listed in the bulletin are:

Part Number	Description	Qty	Required for Campaign
40073-0L700	Cotter Pin	1	N
40262-2Y00A	Lock Nut	1	N
54588-1HA0B	Nut (Strut to Hub)	2	N
13070-EN20A	Tensioner Assembly	1	N

- Chain Tensioner Assembly (13070-EN20A)- In some cases, if the piston is ejected from the body housing upon disassembly, the chain tensioner will need to be replaced. **Note: The campaign does not require tensioner replacement if functioning properly.**

Gasket Adhesive Shipment

An automated parts shipment for part #999MP-1217HP was sent at a calculation of 30% of vehicles retailed by each dealer. Gasket adhesive was sent at a higher ratio than timing chain components. This sealant has uses beyond the Juke timing chain campaign and will be used in the coming months. In the event a dealer believes they need to return a portion of the automated shipment, it will require special handling. Dealer should contact FOM, and FOM should contact the Campaign group (campaignannouncements@nissan-usa.com) for further instruction. We request that dealers assess demand over the next few weeks before requesting return. **Note: Customer notification begins next week.**

Oil Part Numbers

In the campaign bulletin (NTB14-030), Engine Oil (999PK-005W30N) is referenced as the oil to be used in repair. Bulk oil may also be used as described in WBI13-023a (See excerpt below)

WARRANTY, CAMPAIGN, AND GOODWILL CLAIMS

Genuine Nissan Motor Oil will be required for warranty repairs where 5W-30 motor oil is specified.

Dealers NOT buying bulk oil from Nissan's program must purchase and use Genuine Nissan Motor Oil packaged quarts and use the following part number to claim oil on a warranty claim:

- *999PK- 005W30N Genuine Nissan quart (packaged)*

Dealers buying bulk oil from Nissan's program are instructed to use the below part number to claim oil on a warranty claim:

- *999BK-05W30NW Genuine Nissan (bulk by quart)*

This part number is only used for warranty, campaign and goodwill claims and is not sold to dealers.

Repair Procedure Information:

The campaign repair procedure has been revised from the current service manual procedure. The special tools sent for the Juke timing chain service campaign enable technicians to replace the timing chain with the engine installed, which results in a reduced flat rate time. A flat rate time study was performed to validate the new time.