

2014-15 Armada Seat Belt Buckle
Dealer Inventory Inspection

Reference: PC380
Date: June 12, 2015



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Attention: Dealer Principal, Sales, Service & Parts Managers

*****Dealer Announcement*****

Nissan is conducting a dealer inventory inspection to inspect the front seat belt buckles for the presence of a magnet in the buckle mechanism on certain 2014-15 Nissan Armada vehicles identified in SERVICE COMM.

If there is a magnet present, **VEHICLE MUST BE PLACED ON HOLD AND CANNOT BE RETAILED.** The dealer will need to submit information to Nissan and await further instruction.

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

PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:

- If no magnet is present in the buckle mechanism (as show in the attached instructions), the vehicle may be immediately released for sale. The service department should file a warranty claim for this inspection in a timely manner so it can be closed on SERVICE COMM.
- If a magnet is present in either front seat belt buckle the **VEHICLE MUST BE PLACED ON HOLD AND CANNOT BE RETAILED.**

Do not submit a warranty claim. Dealers should hold the vehicle and send an email to nafgasupport@nissan-usa.com. Dealers should include the following information in the email:

- Clear picture of the Seat Belt Buckle showing the presence of the magnet
- VIN
- Dealer Code
- Dealer Name
- Contact Name
- Contact Phone Number
- Location of the Seat Belt Buckle (RF or LF)

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

A total of **3025** 2014-15 Armada vehicles **are** subject to this dealer inventory inspection and can be identified through the following two methods:

- **SERVICE COMM** – Beginning June 12th, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PC380** - to determine if a vehicle is subject to this dealer inventory 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. PC380** - for the status on each affected vehicle currently in inventory. Nissan requests dealers to perform this inspection on vehicles in inventory prior to being 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:
 - Parts>Campaigns>
 - Sales>Campaigns>
 - Service>Campaigns>
 - **PC380**

Thank you for your prompt attention to this matter and we apologize for the inconvenience.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION



NISSAN DEALER INSPECTION

PC380 Armada Seat Belt Buckle

SERVICE PROCEDURE

1. Open left front (Driver) door.
2. Locate left front (Driver) seat belt buckle as shown in Figure 1.



Figure 1

3. Remove (2) T-10H (tamper proof) Torx screws on the left front seat belt buckle, refer to Figure 2.



Figure 2

4. Open the buckle cover to inspect buckle latch mechanism.
 - Gently pull cover out from the bottom, then push down to release the buckle cover, refer to Figure 3.
 - Pivot the top of the buckle cover out leaving the bottom still touching the buckle due to the wire harness inside as shown in Figure 4.

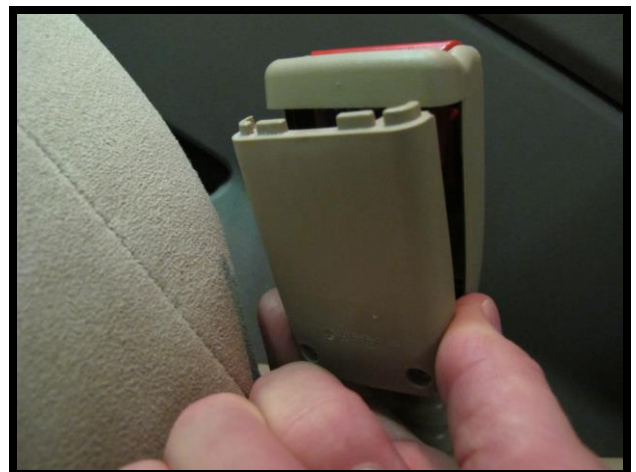


Figure 3

Important:

Take care to not damage the wire harness at the bottom of the buckle cover.

- 5. Inspect the buckle latch mechanism for presence of a magnet. See Figures 5 and 6 below.
- 6. Repeat inspection (Steps 1-5) for right front (Passenger) seat belt buckle.

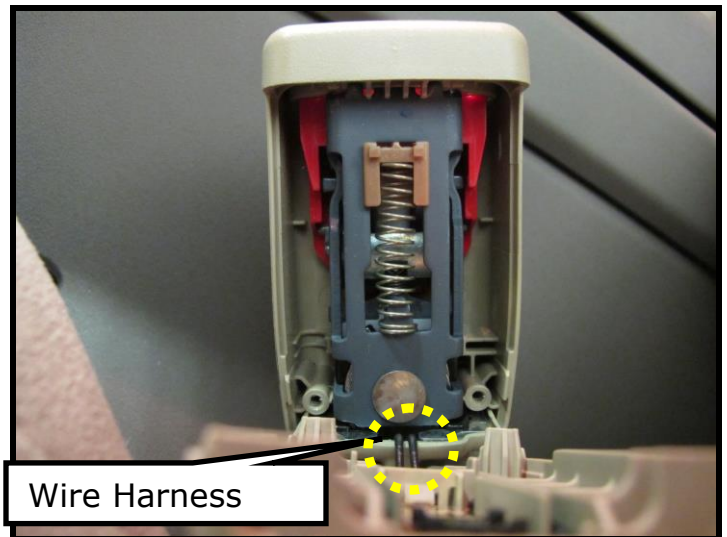


Figure 4

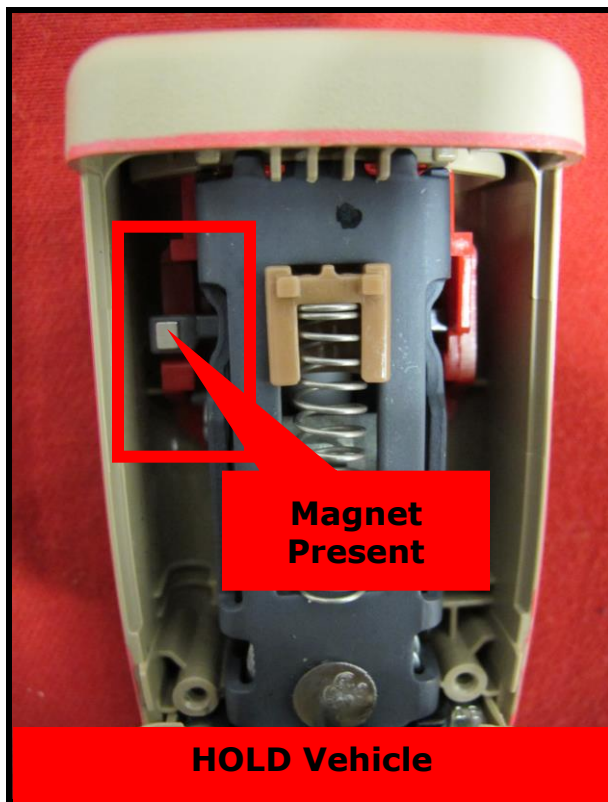


Figure 5

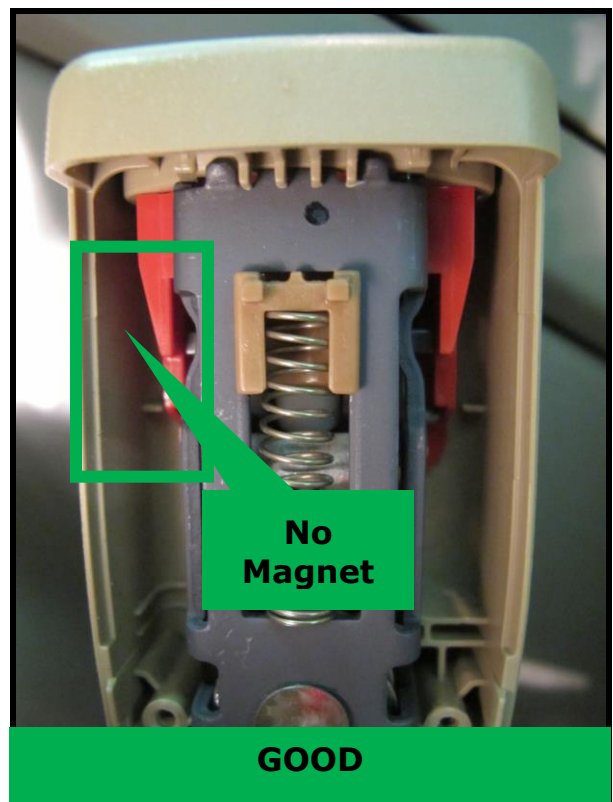


Figure 6

- 7. If there is **NOT** a magnet present in either buckle mechanism, then reassemble the vehicle, submit warranty claim using PC3800 (See claim info), and release the vehicle.

8. If a magnet **IS** present in either front seat belt buckle mechanism as shown in Figure 5, then:

- **HOLD** the vehicle and **DO NOT** submit a warranty claim.
- Send an E-mail to the below address:

nnafqasupport@nissan-usa.com

Make sure to include the following information:

Attach a Clear Picture of the Seat Belt Buckle Showing the Magnet
 VIN
 Dealer Code
 Dealer Name
 Contact Name
 Contact Phone Number
 Location of the Seat Belt Buckle with the Magnet (RF or LF).

NNA FQA will respond back to the Dealer with further direction within 1 business day

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC380

Claim Type:	CM			
PNC:	PC380			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Inspect Both Front Seat Belt Buckles.	PC3800	0.2H	No	No