



Innovation that excites

NISSAN BULLETIN

KATS® Coating Removal Dealer Service Action

Reference: PM570

Date: December 19, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
MY2015-16 Versa Sedan (N17)	NA	853	December 19, 2015
MY2015-16 Versa Note (E12)		248	
MY2015 Sentra (B17)		2,859	
MY2015 NV200 (M20)		159	
MY2015 Taxi (M30)		58	

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

Nissan is conducting a dealer inventory service action on certain MY 2015 Sentra, NV200, Taxi, and MY2015-16 Versa Sedan and Versa Note vehicles currently in dealer inventory or assigned and in transit to remove the temporary exterior chrome finish protection chemical used during handling, transportation, and storage.

IMPORTANT: Dealers should not sell or trade any affected vehicles in dealer inventory subject to this service action until the temporary exterior chrome finish protection chemical has been removed.

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

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

1. Verify if vehicles currently in dealer inventory are affected by this inventory inspection using Service Comm **I.D. PM570**.
2. Use the attached procedure to repair the vehicle.
3. The service department should immediately submit a warranty claim so that the results of this inspection can be tracked, and then release the vehicle for sale.

******* Parts Information *******

3M Body Shop Clean-Up™ All Purpose Cleaner and Degreaser Product (or Equivalent). This cleaner will need to be obtained locally in sufficient quantity. Each container should service multiple vehicles.

If a local source is not available you may try one of the following:

- O'Reilly Auto Parts:
http://www.oreillyauto.com/site/c/detail/MMM0/38350/N0440.oap?ck=Search_N0440_1447336_-1&pt=N0440&ppt=C0090

- Amazon: <http://www.amazon.com/3M-38350-Purpose-Cleaner-Degreaser/dp/B00063ZHUE>
- Sherwin-Williams: <http://pbe.sherwin-automotive.com/supplier/3m/products/Body-Shop-Clean-Up-All-Purpose-Cleaner-and-Degreaser>

******* Dealer Responsibility *******

It is the dealer's responsibility to check Service Comm using the appropriate campaign I.D for the inspection status on each affected vehicle currently in inventory. Nissan requests dealers to perform this repair on vehicles in inventory prior to being retailed to ensure customer satisfaction.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

******* Removal Procedure on Next Page *******



NISSAN DEALER ACTION

PM570 KATS® Coating Removal

SERVICE PROCEDURE

The KATS® coating provides a temporary exterior chrome finish protection during vehicle handling, transportation and storage from harmful elements and environmental contamination. It must be removed from the vehicle at the time of PDI.

3M Body Shop Clean-Up™ All Purpose Cleaner and Degreaser Product Options:

-PN 38350	1 Gallon Bottle
-PN 38351	5 Gallon Pail
-PN 38052	55 Gallon Drum

Table 1

3M Body Shop Clean-Up™ All Purpose Cleaner and Degreaser (Shown below is a 1 Gallon Bottle PN 38350)

Obtain the 3M Body Shop Clean-Up™ All Purpose Cleaner and Degreaser at a local supplier as shown in Table 1 and Figure 1.

Important: This all purpose cleaner is concentrated and **must be diluted with water** before use.

Caution: Follow all safety precautions listed on the product label or the product MSDS.

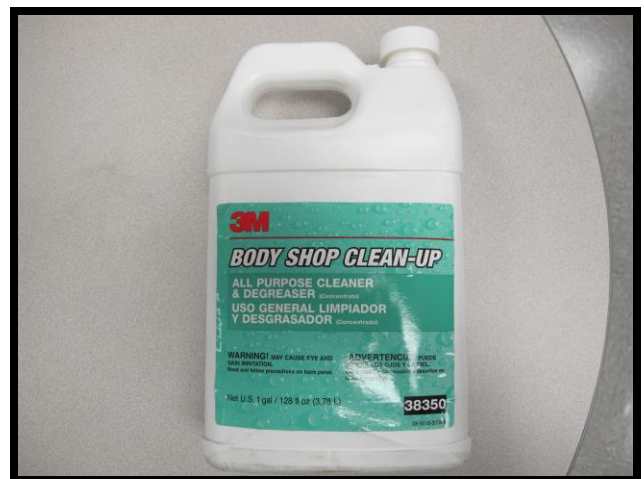


Figure 1

1. Dilute the 3M Body Shop Clean-Up™ All Purpose Cleaner and Degreaser to a **1:15 Dilution**.

- Add 1 cup of 3M Body Shop Clean-Up™ to a clean 1 gallon container and fill with water, then pour the solution into a clean hand pump spray bottle.

OR

- Add 2 ounces of 3M Body Shop Clean-Up™ to a clean 32 ounce hand pump spray bottle and fill with water (Figure 2).

32 Ounce Hand Pump Spray Bottle



Figure 2

3. Generously apply the diluted cleaner solution using a hand pump spray bottle onto the exterior chrome surfaces that have the gray/brown KATS® coating as shown in Figure 3.

Note: The picture below is an example to show where the exterior chrome surfaces may be found. Some vehicles may not have all the numbered chrome surfaces.

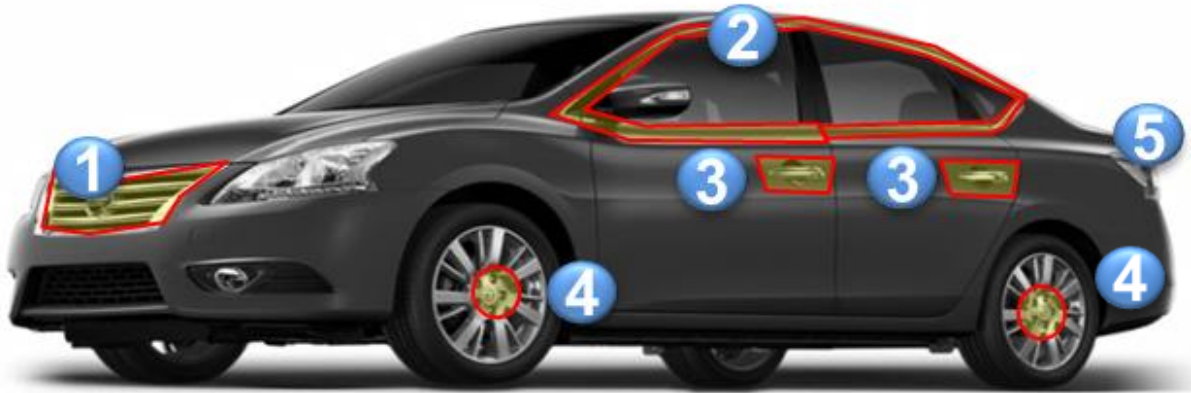


Figure 3

1. Front Grill
2. Driver & Passenger Side Window Moldings
3. Driver & Passenger Side Door Handles
4. Driver & Passenger Side Wheel Center Emblems
5. Rear Emblems & Trunk Finisher

4. Let the diluted cleaner solution soak/stand for 3-5 minutes on the exterior chrome surfaces to soften the KATS® coating.
5. Gently rub the exterior chrome surfaces using a clean, soft, wet cotton cloth and occasionally rinse with clear water to remove the KATS® coating.
6. Once all the KATS® coating has been removed from all the exterior chrome surfaces, rinse the vehicle with clean water and dry the vehicle with a clean, soft, cotton towel or chamois to eliminate any potential water spotting on the vehicle.

Tips:

- Complete the KATS® removal procedure in a shaded, non-windy area.
- For maximum effectiveness, do not allow the cleaning solution to dry before rinsing.
- Some areas that have a heavy coating of KATS® may require a second application of the cleaning solution.

CLAIMS INFORMATION:

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PM570

Claim Type:	CM			
PNC:	PM570			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Remove KATS® coating from all exterior chrome surfaces	PM5700	0.5Hr	No	Yes

EXPENSE CODE:

Expense Code	Description	Max. Amount
050/Chemicals	3M Body Shop Clean-Up™ All Purpose Cleaner and Degreaser	\$5.00