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NISSAN BULLETIN

Rear O2 Sensor Voluntary Emissions Recall Campaign

Reference: R1620
Date: July 29, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:
MY2016 Maxima	39,695	9,328	July 29, 2016
MY2015-2016 Altima – VQ35 only	239,769		
MY2015-2016 Juke - excluding NISMO RS			
MY2015-2016 Murano – VQ35 only			
MY2015-2016 Pathfinder – VQ35 only			
MY2015-2016 Quest			

***** Campaign Summary *****

Nissan is conducting a Voluntary Emissions Recall Campaign to update the Electronic Control Module (ECM) software on certain Model Year 2016 Nissan Maxima (A36), and Model Year 2015-16 Altima (L33), Juke (F15), Pathfinder (R52), Murano (Z52) and Quest (E52) vehicles. Under certain conditions, the rear oxygen (O2) sensor signal could fail, resulting in the rear oxygen (O2) sensor OBD monitor being disabled without the customer being alerted.

Nissan plans to begin notifying owners of affected vehicles in August, asking them to bring their vehicles to an authorized Nissan dealership.

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

1. Verify if vehicles are affected by this Voluntary Emission Recall Campaign using Service Comm I.D. **R1620**.
NOTE: New vehicles in dealer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
2. The subject vehicles are **not** on sales hold, but for customer convenience, dealers are encouraged to perform this campaign on any affected vehicles in their inventory prior to sale, lease, or trade.
3. Dealers should use **NTB16-073** to correct any vehicles subject to this campaign.
4. Once repaired, dealer should submit a warranty claim and release the vehicle.

******* Release Schedule *******

Parts	<ul style="list-style-type: none">• Updated ECM software is now available on ASIST• No other parts are required for this campaign• Additional campaign coverage is available in the event the ECM fails during reprogramming. Dealers should contact the Warranty Claims Call Center (800-258-7008, option 7) for additional information.
Repair	<ul style="list-style-type: none">• NTB16-073
Owner Notification	Nissan will begin notifying owners of all potentially affected vehicles in August, 2016 via U.S. Mail.

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

It is the dealer's responsibility to check Service Comm using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary emissions recall campaign which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in dealer inventory. If a VIN subject to this recall campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for remedy.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is there a stop sale in effect?

A. The subject vehicles are **not** on sales hold, but for customer convenience, dealers are encouraged to perform this campaign on any affected vehicles in their inventory prior to sale, lease, or trade.

Q. What is the reason for this campaign?

A. Under certain conditions, the rear oxygen (O2) sensor signal could fail, resulting in the rear oxygen (O2) sensor OBD monitor being disabled without the customer being alerted. In this case, the vehicle may not meet local OBD regulation standards.

Q. What will be the corrective action?

A. Nissan dealers will update the Electronic Control Module (ECM) software in the vehicle.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, should take approximately 1 hour to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. Nissan will begin notifying owners in August, asking them to bring their vehicles to an authorized Nissan dealer to have ECM software on the vehicle updated.

Q. Are parts readily available?

A. No parts are required. The updated software is available on ASIST.

Q. Is my vehicle safe to drive?

A. Yes. This is not a safety issue. However, if your vehicle is subject to the voluntary emissions recall campaign, you should make arrangements to have your vehicle remedied as soon as possible.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. No, this service, which is conducted at no charge to you for parts and labor, should take approximately 1 hour to complete.

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The service will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. Is there anything owners can do to mitigate the condition?

A. No.

Q. Is there any charge for the repair?

A. No, the repair will be performed for the customer free of charge for parts and labor.

Q. Will I have to take my vehicle back to the selling dealer to have the service performed?

- A. No, any authorized Nissan dealer is able to perform the voluntary emissions recall campaign.
For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. What model year vehicles are involved?

- A. Certain Model Year 2016 Nissan Maxima (A36), and Model Year 2015-16 Altima (L33), Juke (F15), Pathfinder (R52), Murano (Z52) and Quest (E52) vehicles sold in North America, Canada, Mexico and other markets and produced within a particular time period.

Q. How many vehicles are involved in the campaign?

- A. The potentially affected vehicles in the U.S. are as follows:

Country	Maxima	Quest	Juke	Altima	Pathfinder	Murano	Total
AMERICAN SAMOA	0	0	0	0	3	0	3
GUAM	9	76	34	3	58	23	203
USA	39,646	16,451	36,257	14,481	91,650	79,817	278,302
PUERTO RICO	35	0	96	0	135	647	913
SAIPAN	5	23	0	0	5	10	43
Total	39,695	16,550	36,387	14,484	91,851	80,497	279,464

Q. Are you experiencing this condition on any other Nissan (or Infiniti) models?

- A. Yes. Certain Model Year 2015-16 Infiniti QX60 vehicles are also affected.

Country	QX60
AMERICAN SAMOA	0
GUAM	26
USA	48,050
PUERTO RICO	156
SAIPAN	0
Total	48,232