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NISSAN BULLETIN

2015 Sentra Floor Mat Dealer Service Action

Reference: PC356

Date: February 25, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

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

Nissan is conducting a dealer inventory service action to replace the floor mats on **366** specific 2015 Nissan Sentra vehicles identified in SERVICE COMM. The mats were released with incorrect floor mat coloring.

Dealers are requested to remove the incorrect floor mats and replace them with the correct color on the affected vehicles in their inventory before retailing to help ensure customer satisfaction.

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

1. Verify the subject vehicle is affected by this dealer inventory service action using Service Comm I.D. **PC356**.
2. If your dealership has affected units, order the 999E2-L2000 part for the affected number of vehicles.
3. Collect the incorrect floors mats and **dispose** of them (**do not resell the removed floor mats**). Place the correct floor mats in the vehicle's trunk.
4. Release the vehicle for sale.

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

Replacement parts are not restricted. Part number **999E2-L2000** is required for each vehicle and may be ordered via normal ordering process.

*****Claims Information*****

Claim Type:		CM		
PNC:		PC356		
Symptom:		ZZ		
Diagnosis:		99		
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Remove and Install Floor Mats	PC3560	0.2Hrs	Yes 999E2-L2000	No

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

This Dealer Service Action affects approximately **366** Nissan MY15 Sentra vehicles, which are currently in dealer inventory or in-transit.

2015 Nissan Sentra vehicles subject to this Dealer Service Action can be identified through two methods:

- **SERVICE COMM** – Beginning February 25th, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PC356** - to determine if a vehicle is subject to this Dealer Service Action.
- **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. PC356** for the status on each 2015 Sentra vehicle which is currently in inventory. Nissan requests dealers to perform this repair on vehicles in inventory prior to being retailed to ensure customer satisfaction.

******* Dealer Communication *******

This announcement will be available on Dealer360 (Recalls & Service Campaigns Forum) and NNAnet.com.

- NNAnet.com –This announcement can be found on NNAnet.com under My Documents in the following categories:
 - Parts>Campaigns>
 - Sales>Campaigns>
 - Service>Campaigns>

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

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION