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## QUALITY ACTION

## CAMPAIGN BULLETIN

### Front Member Welds

Reference: PC502  
Date: January 26, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2017 Altima (L33)	NA	673	October 26, 2016	<b>NO</b>
MY2017 Maxima (A36)		195		

#### \*\*\*\*\* Detailed Information \*\*\*\*\*

On October 26, 2016, Nissan announced a Quality Assurance Hold certain MY2017 Altima (L33) and MY2017 Maxima (A36) vehicles.

A repair procedure, parts, and tools are now available to repair these vehicles. Nissan is requesting that dealers enhance the front member weld on affected vehicles using the procedure included with this announcement. The quality hold can be released once the procedure has been performed.

#### \*\*\*\*\* What Dealers Should Do \*\*\*\*\*

1. Verify if vehicles currently in dealer inventory are affected by this inventory service action using Service Comm I.D. PC502.
  - **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. Use the attached procedure to repair the affected Altima and Maxima front member welds.
  - Nissan has developed an automatic parts shipment plan to ship parts and essential tools (J-52384 - Manual Rivet Gun & J-52385 - Protective Shield) to dealers with affected inventory.
    - Shipments will begin arriving at dealers on January 27<sup>th</sup>, 2017.
3. Dealers are requested to remedy any affected vehicle in dealer new or pre-owned inventory prior to sale to ensure customer satisfaction.

**NOTE: Only dealer inventory units are active in Service Comm at this time.**

If a retailed vehicle is identified in Service Comm, no action is necessary at this time. Dealers may request a manual campaign closure by emailing [campaign\\_manual\\_closure@nissan-usa.com](mailto:campaign_manual_closure@nissan-usa.com) and providing the following information:

- Customer's VIN:
- Dealer Number:
- Campaign ID:

**Note: If a vehicle previously held and sold, there is no need to notify the customer at this time. If necessary, Nissan will contact affected customers.**

**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION



## PC502 – MAXIMA (A36) ALTIMA (L33) FRONT MEMBER WELD

### SERVICE PROCEDURE:

1. Place the vehicle on a suitable lift and raise the vehicle to gain access to the underside of the vehicle (Figure 1).

**Note:** This repair is for the driver's side (LH) of the vehicle **only**.



Figure 1

2. Remove the floor under cover (LH) if applicable (Figure 2).
  - Remove the (8) front clips and (7) bolts using suitable tools.

**Note:** This floor under cover is on the 4 cylinder Altima only.

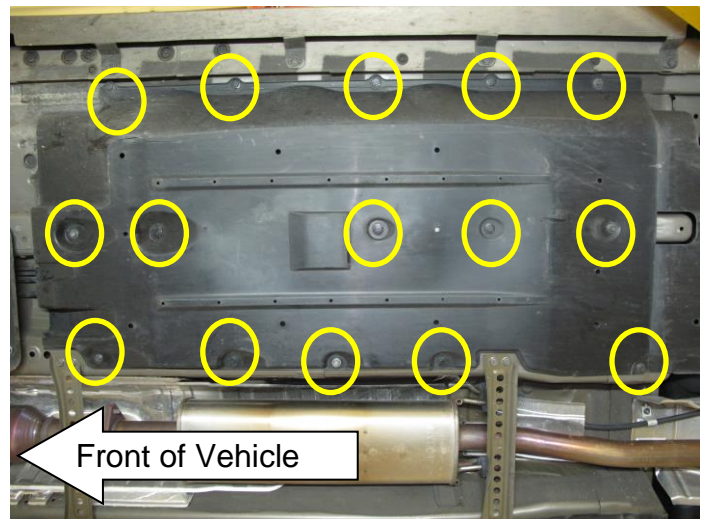


Figure 2

3. Locate Front Suspension Member Stay (LH) and remove four 16MM bolts (Figure 3).

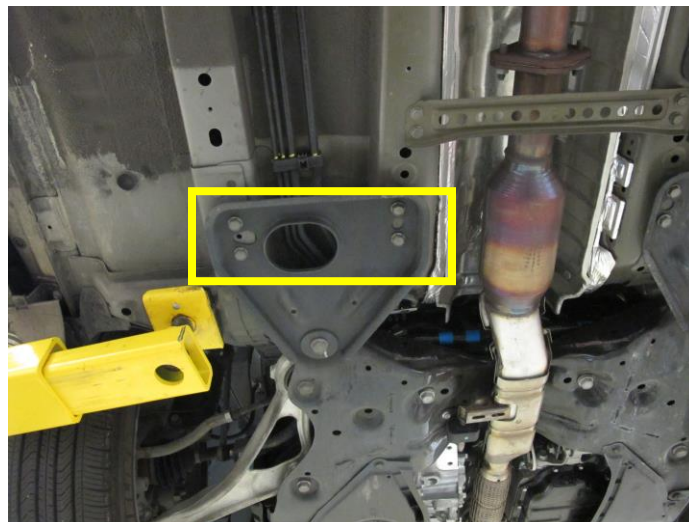


Figure 3

4. Loosen the 21MM front suspension member stay bolt enough to rotate the member stay towards the front of the vehicle (Figure 4).

**Note:** Do not completely remove the 21MM bolt.

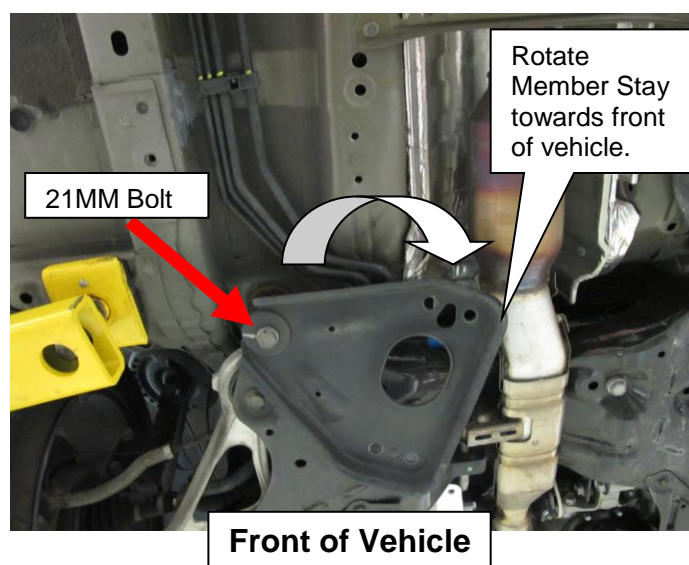


Figure 4

5. **Install** Nissan provided protective shield P/N J-52385 over brake and fuel lines to protect them while drilling the **inner** (LH) front frame member (Figure 5).

**Important:** Protective shield **must** be in place before performing step 6.

**CAUTION:** Not using the protective shield may result in damage to brake and fuel lines.



Figure 5



6. Using a small center punch, make an indent in the center of each spot weld noted in Figure 6 on the inner and outer (LH) front frame member.

**Note:** It may be necessary to use a scraper or other suitable tool to remove the undercoating to see the spot welds.

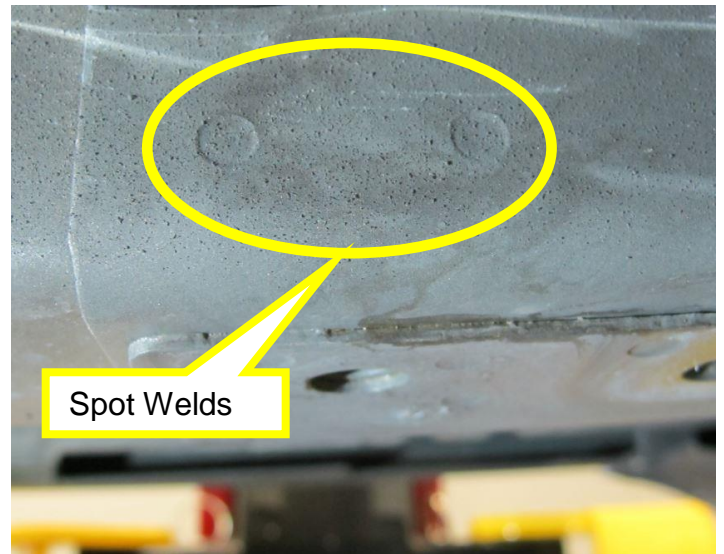


Figure 6

7. Using a **17/64** drill bit, locate the pre-marked/indented punch locations in the two spot welds; drill a hole in the two **inner** (LH) front frame member spot welds (Figure 7).

**Important:** Do not use a pneumatic drill, use a variable speed electric drill to prevent premature dulling of the drill bit.

**Note:** Remove the protective shield after drilling the holes.

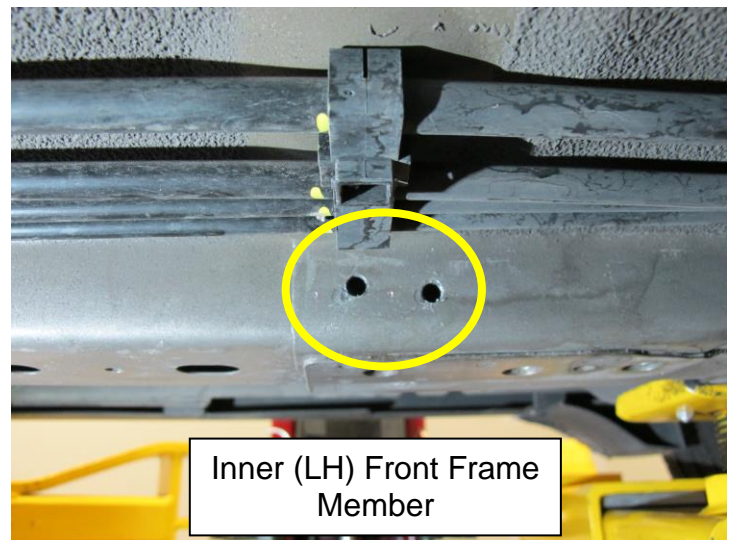


Figure 7

8. Using the same **17/64** drill bit, locate the pre-marked/indented punch locations in the two spot welds, drill a hole in the **outer** (LH) front frame member spot welds (Figure 8).

**Important:** Do not use a pneumatic drill, use a variable speed electric drill to prevent premature dulling of drill bit.

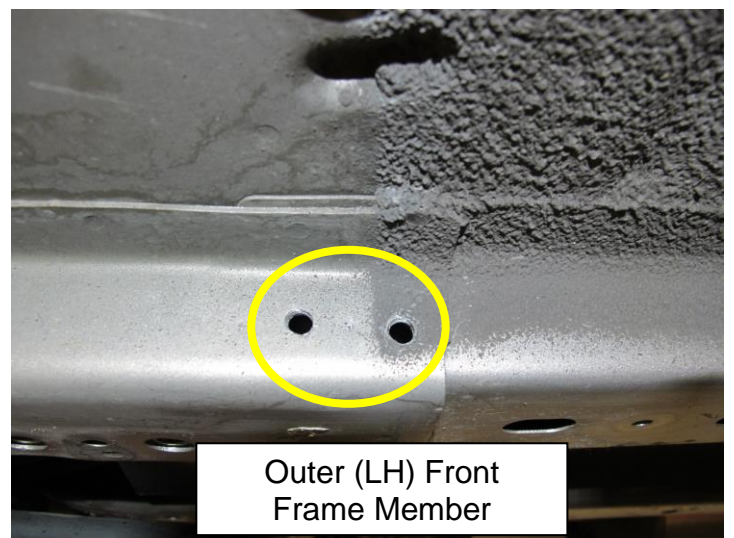


Figure 8

9. Apply a small amount of approved LORD Fusor® high definition sealer P/N 805HD to four ¼ pop rivets (Figure 9).

**Note:** Ensure all pop rivets are coated with LORD Fusor® high definition sealer before installing.



Figure 9

10. Install a pop rivet in one of the drilled holes and use the Nissan supplied manual rivet gun P/N J-52384 to properly seat pop rivet in the drilled hole (Figure 10).



Figure 10

11. Install the remaining three pop rivets in the drilled holes using the pop rivet tool (Figure 11).

**Important: Ensure** all rivets are coated with LORD Fusor® high definition sealer before installing into the drilled holes.



Figure 11



12. Apply LORD Fusor® high definition sealer P/N 805HD to the (LH) front frame member covering pop rivets **on both sides** (Figure 12).

**Important: Ensure** all rivets are coated with LORD Fusor® high definition sealer.

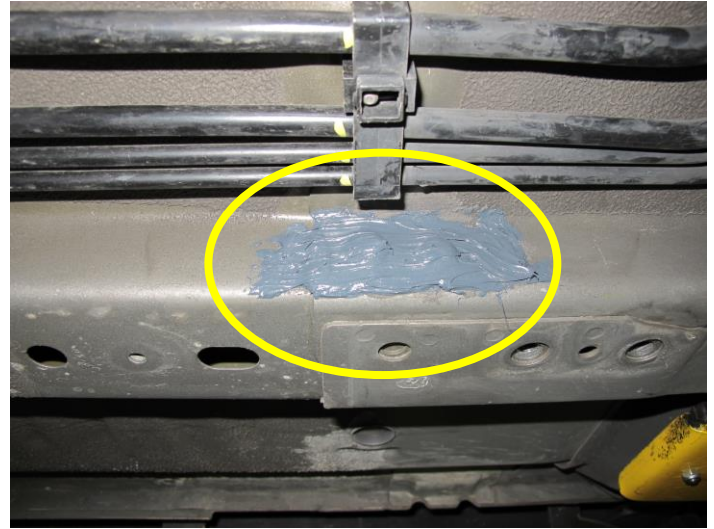


Figure 12

13. Rotate the Front Suspension Member Stay back into place (Figure 13).
- Install the four 16MM bolts and torque to **52 N-m or 38 ft-lbs.**
  - Torque the 21 MM Front Member Stay Bolt to **158 N-m or 114 ft-lbs.**

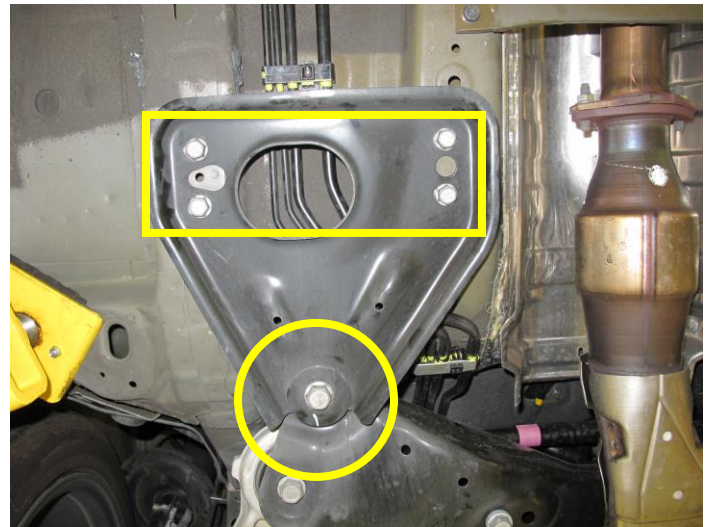


Figure 13

14. Reinstall the floor under cover (LH) if equipped (Figure 14).

- Install the (8) front clips and (7) bolts using suitable tools.

**Note:** This floor under cover is on the 4 cylinder Altima vehicles only.

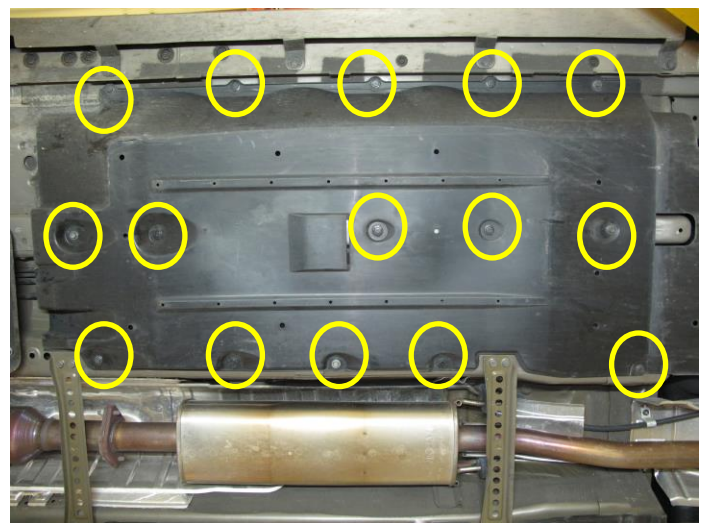


Figure 14

15. Lower the vehicle and remove from lift. Submit a warranty claim using the correct OP Code (See claims info below), and release vehicle.

**PARTS INFORMATION:**

<b>Description:</b>	<b>Qty</b>	<b>Part #</b>
Rivet Service Set	1	748G9-9HT0A

**CLAIMS INFORMATION**

**Submit claim using the following claims coding:**

**Work Order Line Type: "CM" Campaign**

**Campaign: PC502**

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PC502			
<b>Symptom:</b>	ZZ			
<b>Diagnosis:</b>	99			
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>	<b>Parts Required on claim</b>	<b>Expense Code Required</b>
Repair Maxima Front Member Weld	PC5020	0.7 Hrs.	Yes	Yes
Repair Altima Front Member Weld	PC5021	0.8 Hrs.	Yes	Yes

**EXPENSE CODE:**

<b>Expense Code</b>	<b>Description</b>	<b>Max. Amount</b>
009/Sealant	LORD Fusor® 805HD, High Definition Sealer	35.20 (MAX)

**NISSAN SUPPLIED TOOLS:** Also available through TechMate at 1-800-662-2001.



Manual Rivet Gun (J-52384)



Protective Shield (J-52385)

### **REQUIRED SPECIAL TOOLS:**

#### Dispensing Gun (Caulking Gun)

- This tool is used to dispense LORD Fusor® 805HD (or equivalent automotive sealer products).
- Caulking guns are commonly used for application of other automotive products. Each dealer should already have a caulking gun as a shop tool.



Dispensing Gun