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# QUALITY ACTION

## CAMPAIGN BULLETIN

Passenger Inflator

Field Quality Parts Collection Initiative (Florida and New York Only) **Update**

Reference: PC553 and PC556

Date: June 23, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

Potentially Eligible Models/Years:	Eligible Population:	Dealer Inventory:	SERVICE COMM Expiration Date:	Stop Sale In Effect:
MY2015 Altima (L33) – <b>NEW YORK ONLY.</b>	27,710	NA	July 7, 2017	<b>NO</b>
MY2013 Altima (L33) – <b>FLORIDA ONLY</b>	21,481			

\*\*\*\*\* **Collection Initiative Summary** \*\*\*\*\*

Nissan launched a special parts collection activity on May 10, 2017 to replace the front passenger Takata air bag inflators free of charge on specific 2013 & 2015 Altima (L33) vehicles registered in state of Florida and New York.

**NOTE: Customers were informed that this parts collection activity was time-limited.** Nissan communicated this activity would end once a sufficient number of in-use inflators had been collected.

Nissan has collected the sufficient number of parts for this particular zone (PC553 & PC556) and will now close the initiative. **Nissan wants to inform dealers that PC553 & PC556 will conclude on July 7, 2017.** The parts collection initiative will continue until July 7, 2017 in order to allow dealers sufficient time to complete any previously scheduled repairs. **Dealers should not schedule any new appointments for this activity.**

DBS SVC ordering has been shutoff for new part orders for PC553, PC555, and PC556. If dealers require parts for a previously scheduled repair on one of these collection activities, please obtain parts from another dealer or send an email with the VIN and dealer number to [campaignannouncements@nissan-usa.com](mailto:campaignannouncements@nissan-usa.com).

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

1. Service Comm will deactivate PC553 & PC556 on any unrepaired VINs on July 7, 2017. Dealers should only complete previously scheduled appointments at this time and not continue to complete or schedule additional vehicles.
2. Dealers should submit any open claims for this collection activity by **July 7, 2017.**
3. Dealers may continue to use **NTB17-048** to service any previously scheduled vehicles subject to this activity until July 7, 2017.

**PLEASE NOTE: The return process for this collection activity is different than the normal Takata parts return process (NTB17-048, page 14).**

- **Inflators for this activity are being returned via Fed-Ex** (not XPO/Stericycle)
- **Do not collect 100 parts prior to shipment.** When the shipment is ready you may call for a FedEx Ground pick-up using the number listed for business locations

(800-463-3339), or, if you receive regular pick-ups, give the package to your FedEx Ground Driver.

- **Please remember to use the Orange label and attach to the side of each box** as per the instructions
- **Please remember to use the FedEx Ground Package Return Program (PRP) shipping label** as per the instructions
  - Fill in the "From" information; (Nissan dealer name and address)
  - **The RMA# is not needed**
  - Peel off the label and affix it to the top of the box to the left of the Class 9 label.

If any of the packaging is damaged, or you have any questions, please call 210-250-5079 or send an email to [FieldAction.14305@menloworldwide.com](mailto:FieldAction.14305@menloworldwide.com).

**\*\*\*\*\* Unused Part Return Information \*\*\*\*\***

Nissan is now allowing dealers to return any of the following part to facing PDCs (using an "I" code) until **July 14, 2017**.

- 98561-3TA8A

**NOTE: Only PC554 remains open for certain 2013 Altima models registered in New York.** Dealers outside of this service area should return their unused parts at this time.

Parts returned by July 14, 2017 will not affect a dealer's parts accrual credit. Parts returned after this date may be subject to using a dealer's parts return accrual.

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