



Innovation that excites

SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Front Passenger Seatback
Voluntary Service Campaign

Reference: PC657
Date: November 16, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

REVISED November 16, 2018
Please discard earlier versions of this bulletin.

The announcement from October 5, 2018 has been revised to include the following:

The following parts are no longer on restriction and may be ordered via normal ordering process beginning November 16, 2018.

- 87600-9HT0B Seatback (Beige/C)
- 87600-9HT2A Seatback (Charcoal/G)
- 87600-9HU1C Seatback (Sport Interior/Z)

Parts currently on order in DBS will be fulfilled

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|------------------------|----------------------|-------------------|-------------------------------|---------------------|
| MY2018 Altima (L33) | 88 | 2 | October 5, 2018 | NO |

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

Nissan is conducting a Voluntary Service Campaign to replace the seat back assembly on specific 2018 Nissan Altima (L33) vehicles.

Due to a manufacturing issue, which has since been corrected, an outboard headrest tube was not fully welded to the right front seat back frame during headrest assembly. As a result, customers may experience a rattle (noise) concern.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or National Service History – Open Campaign I.D. **PC657.**
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
2. Dealers are requested to repair any affected vehicles in dealer new or pre-owned inventory prior to sale to ensure customer satisfaction.
3. Dealers should use **NTB18-067** to correct any vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

| | |
|---------------------------|--|
| Parts | <ul style="list-style-type: none">Parts are no longer on restriction. Dealers can place orders via normal ordering process beginning November 16, 2018.<ul style="list-style-type: none">87600-9HT0B Seatback (Beige/C)87600-9HT2A Seatback (Charcoal/G)87600-9HU1C Seatback (Sport Interior/Z)Please order only as needed for customer scheduled appointments. |
| Special Tool | <ul style="list-style-type: none">J-52352 USB Bar Code ScannerDealers have already been sent this special tool via another campaign activity. Additional tools are available via TechMate @ 1-800-662-2001 |
| Repair | <ul style="list-style-type: none">NTB18-067 NOTE: The campaign bulletin is available on ASIST and NNAnet |
| Owner Notification | Nissan will begin notifying owners of all potentially affected vehicles in October 2018 via U.S. Mail. |

***** Dealer's Responsibility *****

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service 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 voluntary service campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a Stop Sale?

A. No.

Q. Is this a safety recall?

A. No.

Q. What is the reason for this Voluntary Service Campaign?

A. Due to a manufacturing issue, which has since been corrected, an outboard headrest tube was not fully welded to the right front seat back frame during headrest assembly.

Q. What is the possible effect of this condition?

A. Customers may experience a rattle (noise) concern as a result.

Q. What will be the corrective action?

A. Nissan dealers will replace the seat back assembly.

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 one and a half (1.5) hours 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 began notifying owners of all potentially affected vehicles in **October 2018** via U.S. Mail.

Q. Are parts readily available?

A. Yes.

Q. I did not receive a letter, how can I tell if my vehicle is affected?

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

Q. Is my vehicle safe to drive?

A. Yes.

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

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced.

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

A. The remedy 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 remedy 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 service 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 2018 Nissan Altima vehicles within a specific production range are affected.

| <u>Make/Model</u> | <u>Dates of Manufacture</u> |
|----------------------------|--|
| MY2018 Nissan Altima (L33) | <ul style="list-style-type: none">Manufactured between April 18, 2018 and April 19, 2018 |

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

A. No.

Revision History:

| Date | Announcement | Purpose |
|-------------------|--------------|------------------------------------|
| October 5, 2018 | Original | New campaign announcement |
| November 16, 2018 | REVISION 1 | Parts are no longer on restriction |