



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Radiator Inspection
Voluntary Service Campaign

Reference: PC664
Date: November 9, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2018 NV (F80)	NA	514	November 9, 2018	NO

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

Nissan is conducting a Voluntary Service Campaign on certain model year 2018 NV vehicles to inspect and, if necessary, replace the radiator. Due to a supplier issue that has since been corrected, the radiator cap may not fully seat to the radiator filler neck.

NOTE: This announcement only affects commercial dealers.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History - Open Campaign I.D. **PC664**.
 - **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. Nissan requests dealers inspect and, if necessary, remedy any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
3. Dealers should use **NTB18-078** to correct any vehicles subject to this campaign.
4. Once repaired, dealer should submit a warranty claim and release the vehicle.

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

Parts

- Nissan has temporarily placed parts on restriction:
 - Nissan has developed an automatic parts shipment to supply each commercial dealer **with affected inventory**, one (1) 21410-9JJ0A, and one (1) 21460-1PA0A part.
 - Parts will begin to arrive **Friday, November 9, 2018**.
 - Dealers may order parts via DBS if additional parts are needed.
- NOTE:** Parts are only needed if inspection indicates replacement is necessary. Nissan estimates ~65% of vehicles inspected **will not** require replacement.
- Parts replaced under this campaign activity may be collected. **Follow the inspection procedure in the campaign bulletin prior to determining the necessity of replacing any parts.**
 - Pursuant to APRM policy 2.34.4, dealers are expected to comply with the parts return procedure. **Dealers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines.**

	NOTE: Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.
Special Tools	J-45695A Coolant Refill Tool Additional tools are available via TechMate @ 1-800-662-2001
Repair	NTB18-078
Owner Notification	Nissan will notify customers at a later date.

******* 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, but it is important that all vehicles subject to this service campaign be inspected and remedied, if necessary.

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

A. Due to a supplier issue that has since been corrected, the radiator cap may not fully seat to the radiator filler neck.

Q. What will be the corrective action?

A. Dealers will inspect and, if necessary, replace the radiator.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to two (2) hours to complete if radiator requires replacement. 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 notify customers at a later date.

Q. Are parts readily available?

A. Dealers will inspect the vehicle to determine if parts are necessary. If parts replacement is necessary, parts are available via DBS parts ordering.

Q. Is my vehicle safe to drive?

A. Yes.

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

A. No.

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 certified 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 NV (F80) vehicles within a specific production range may be affected.

<u>Make/Model</u>	<u>Dates of Manufacture</u>
MY2018 NV (F80)	February 26, 2018 and April 11, 2018

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

A. No.