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QUALITY ACTION

CAMPAIGN BULLETIN

Front Exhaust Tube Dealer Inventory

Reference: PC666

Date: November 6, 2018

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2019 Altima (L34)	NA	31	November 6, 2018	YES

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

Nissan is conducting a quality action to inspect and, if necessary, replace the incorrect exhaust component on **31** specific 2019 Altima vehicles identified in Service Comm. Due to a manufacturing issue that has since been corrected, suspect units may have an incorrect front exhaust pipe installed.

Affected vehicles **are subject** to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS:

- Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. PC666.
 - 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
 - Please continue to check newly arriving inventory for campaign applicability.**
- Dealers must use the attached procedure to inspect the vehicle.
 - If the first three digits are "6CJ" submit a claim for the inspection and release the vehicle.
 - If the first three digits are "6CL", take a picture and provide the requested information listed below in an email to nnafqasupport@nissan-usa.com and await further instruction:
 - E-Mail Subject Line: PC666 Front Exhaust Tube
 - Attach Clear Picture as referenced in inspection instructions
 - Dealer Name:
 - Dealer Code:
 - Dealer Address:
 - VIN:
 - Contact Person Name:
 - Contact Person Phone Number:

Note: Instructions and claims information will be provided within 48 hours.

3. The service department should submit the applicable warranty claim for the action performed so it can be closed on Service Comm and release the vehicle.

******* Dealer 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 inspection status on each affected vehicle currently in new vehicle inventory.

Thank you for your prompt attention to this matter.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

*******PLEASE SEE NEXT PAGE FOR INSPECTION INSTRUCTIONS*******



PC666 – ALTIMA (L34) FRONT EXHAUST TUBE INSPECTION

SERVICE PROCEDURE:

1. Verify VIN of affected Altima (Figure 1).
 - Review Certification Label on B-Pillar

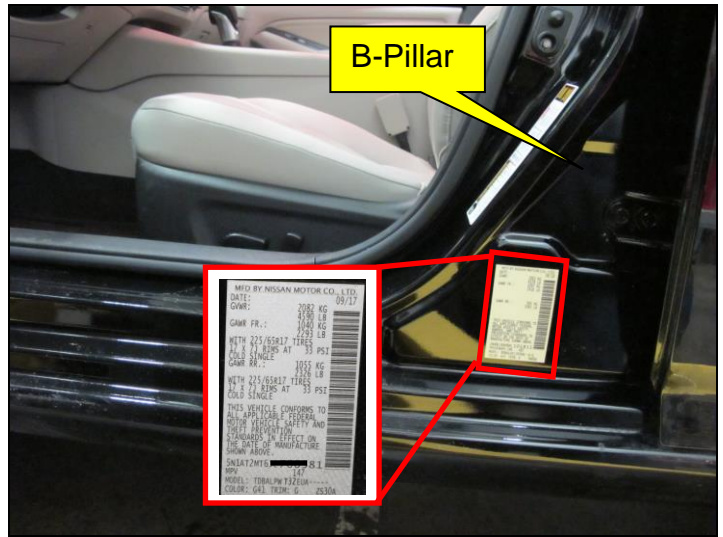


Figure 1

2. Place Altima on lift (Figure 2).

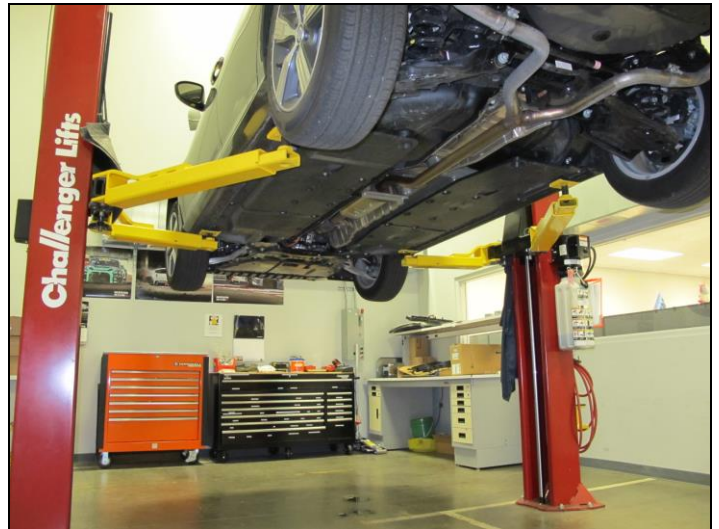


Figure 2

3. Locate front exhaust tube for inspection (Figure 3).

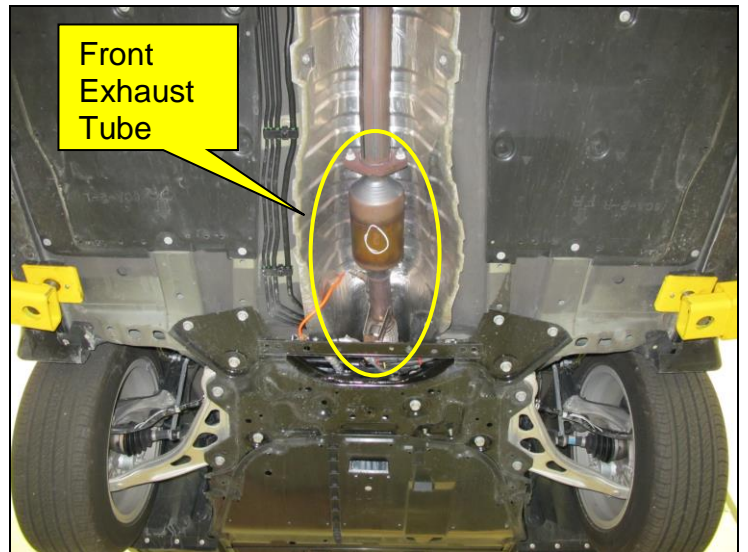


Figure 3

4. Find the etched number in the center of the rear of the front exhaust tube and go to step 5 to complete the inspection (Figure 4).

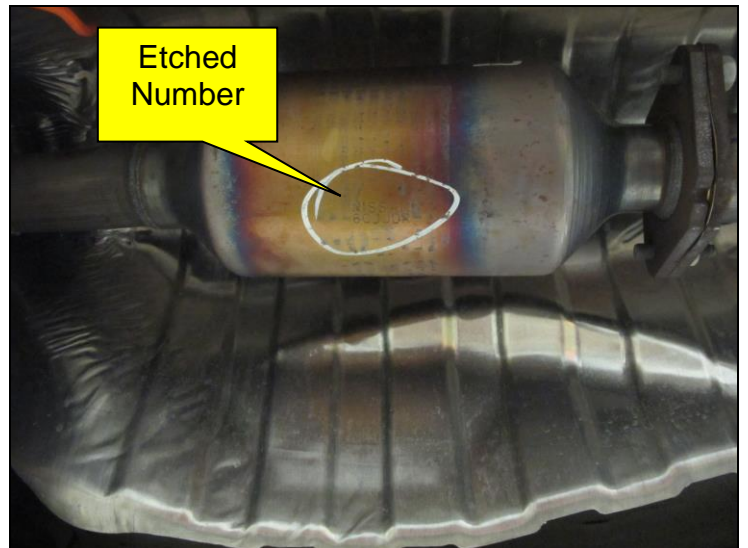


Figure 4

5. Locate the first three digits under the word "NISSAN" (Figure 5, 6).

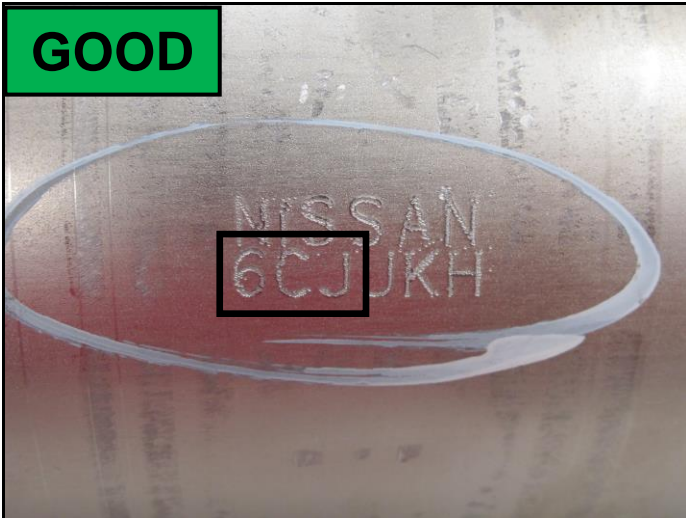


Figure 5

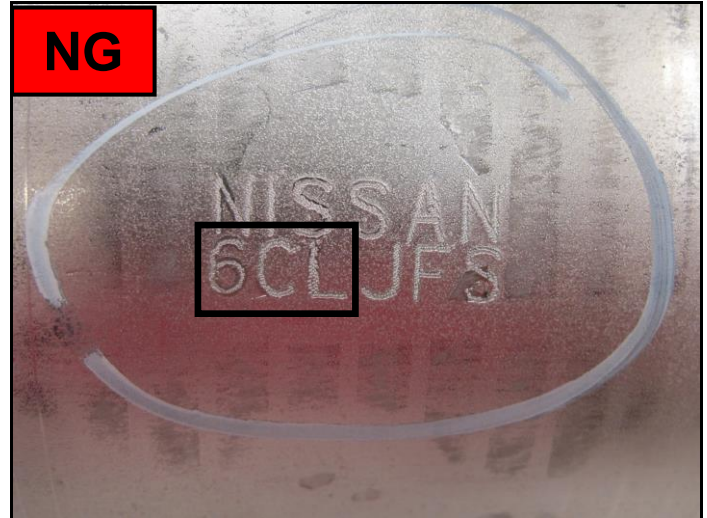


Figure 6

- If the first three digits are "6CJ" lower the vehicle and remove from lift, submit a warranty claim using OP Code PC6660 (See claims info), and release the vehicle. No further repair is needed.
- If the first three digits are "6CL" take a picture and follow the instructions in Step 6, hold the vehicle pending further instructions.

6. Additional Instructions for Front Exhaust Tube Inspection.

Email a clear picture of etched markings similar to Figure 6, to nafgasupport@nissan-usa.com.

Make sure to include the below information:

E-Mail Subject Line: PC666 Front Exhaust Tube Inspection

Attach Clear Picture referenced above

Dealer Name:

Dealer Code:

Dealer Address:

VIN:

Contact Person Name:

Contact Person Phone Number:

Continue to HOLD the vehicle. **Do not Submit warranty claim.**

Nissan FQA will review the E-mail submissions within 48 hours of receipt and send the necessary repair instructions and claim information.

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC666

Claim Type:	CM			
PNC:	PC666			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Front Exhaust Tube Inspection (Good, no repairs required)	PC6660	0.3 Hr	No	No