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QUALITY ACTION

CAMPAIGN BULLETIN

Fuel Feeder Tube Clip Dealer Inventory

Reference: PC669

Date: November 21, 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)	N/A	~15,800	November 21, 2018	YES

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

Nissan is issuing a quality hold to require dealers to inspect the Fuel Feeder Tube Clip position and confirm it is in the lock position on ~15,800 specific 2019 Altima vehicles identified in Service Comm. The clips may not be fully locked into place.

Affected vehicles **are** subject to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer. Dealers must complete this inspection and if necessary, repair, prior to sale. The inspection and if necessary, repair; will take less than 15 minutes per vehicle to complete and no parts are required.

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

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

- Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC669**
 - 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 should inspect the Fuel Feeder Tube Clip position to confirm it is in the locked position.
- Use the attached procedure to inspect any vehicles affected by this quality action:
 - If inspection result is "OK", dealers may submit a warranty claim using Op Code PC6690 and release the vehicle.
 - If the inspection result is "NG" (clip is not fully locked into place)
 - Take a photograph of the clip position and email it to: nnafqasupport@nissan-usa.com along with the following:
 - E-mail subject line: **PC669 (Altima Fuel Feeder Tube Clip)**
 - Attach Clear Pictures of the clip that is not locked into place.
 - Dealer Name:
 - Dealer Code:
 - Dealer Address:

- VIN:
- Contact Person Name:
- Contact Person Phone Number:
- Confirm the fuel hose is fully seated and push the retainer clip until locked.
- Submit a warranty claim using Op Code PC6691 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

******* Inspection procedure begins on next page *******



PC669 – ALTIMA (L34) FUEL FEED TUBE CLIP INSPECTION

SERVICE PROCEDURE:

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

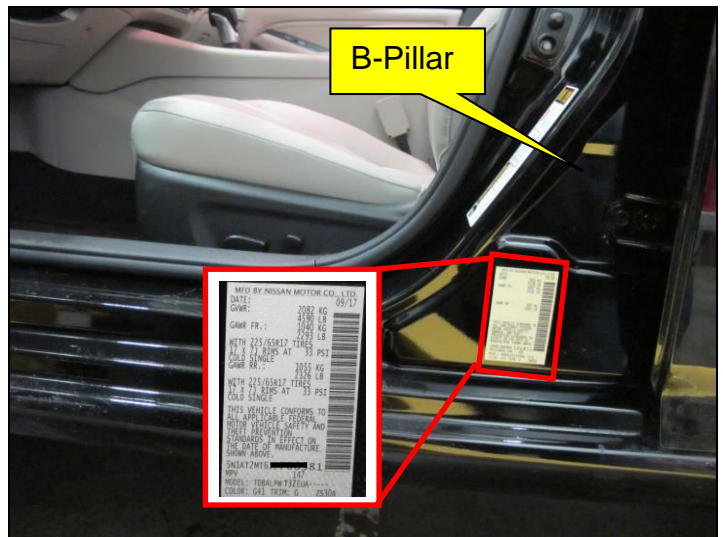


Figure 1

2. Open hood (Figure 2).
 - Secure hood with hood prop



Figure 2

3. Locate Fuel Feed Tube Clip Area (Figure 3).

- Fuel feed tube clip is red in color. It is located in the yellow box

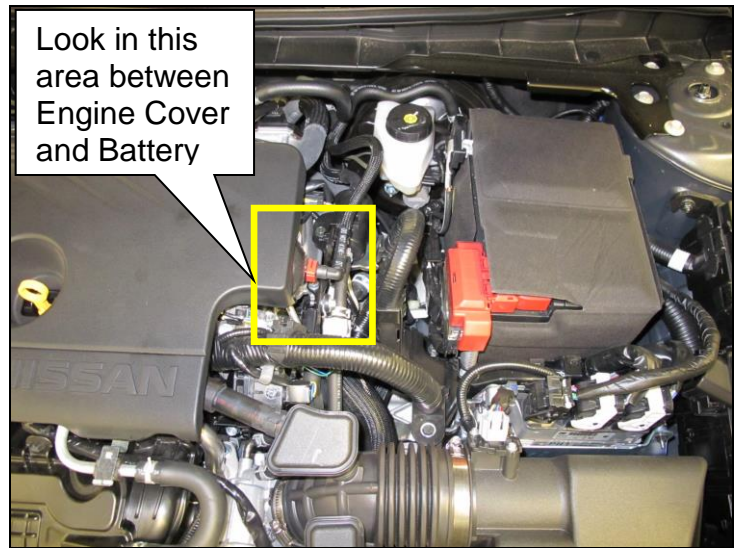


Figure 3

4. Locate Fuel Feed Tube Clip and prepare for inspection in "Step 5" (Figure 4).

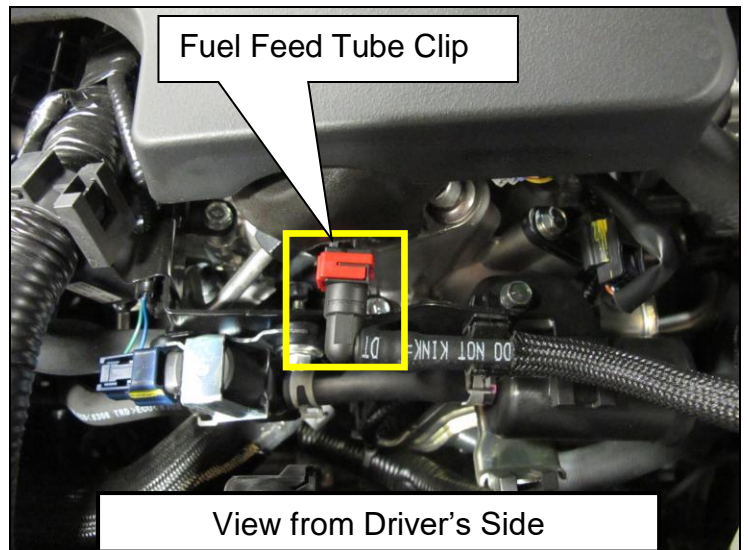


Figure 4

5. Inspect the "Fuel Feed Tube Clip" using the Criteria below (Figure 5, 6).

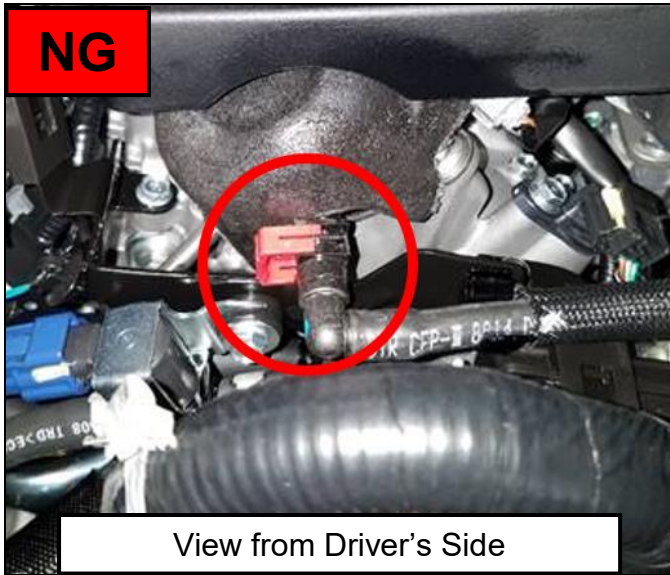


Figure 5

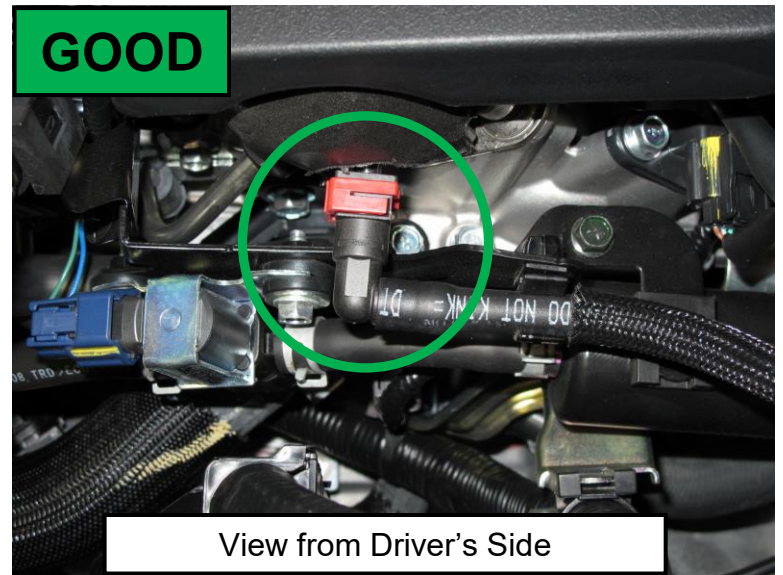


Figure 6

- If the "**Fuel Feed Tube Clip**" condition is secured similar to Figure 6 "**GOOD**" submit a warranty claim using OP Code PC6690 (See claims info), and release the vehicle. No further repair is needed.
- If the "**Fuel Feed Tube Clip**" condition is out (Not Fully Seated) similar to Figure 5 and/or 7, take a clear picture and follow the instructions in Step 6.

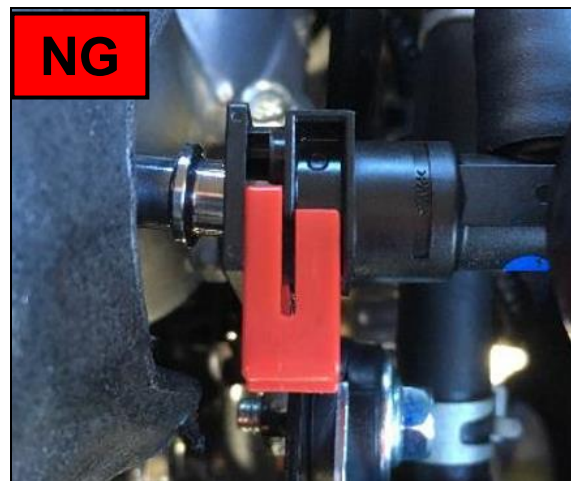


Figure 7

6. Additional Instructions for Fuel Feed Tube Clip Inspection.

Email a clear picture of "NG" Clip condition similar to Figure 5, to nafgasupport@nissan-usa.com.

Make sure to include the below information:

E-Mail Subject Line: PC669 Fuel Feed Tube Clip Inspection

Attach Clear Picture referenced above

Dealer Name:

Dealer Code:

Dealer Address:

VIN:

Contact Person Name:

Contact Person Phone Number:

7. Repair Fuel Feed Tube Clip: Insert Fuel Hose until fully seated and push retainer clip until locked. Submit a warranty claim using OP Code PC6691 (See claims info), and release the vehicle (Figure 8).

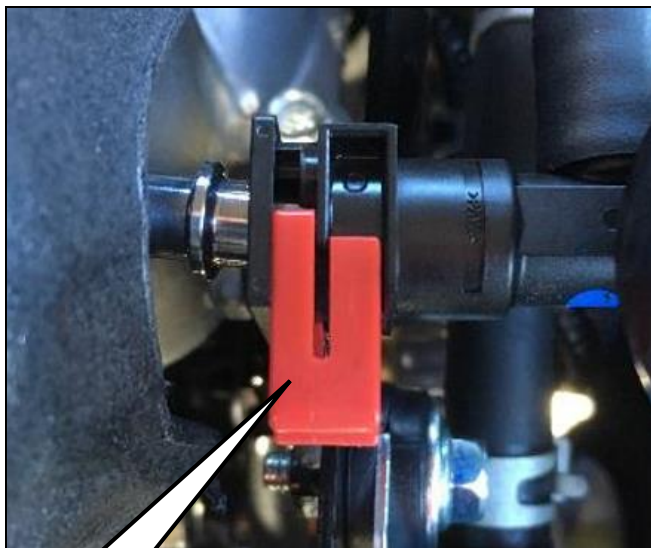


Figure 8

Lock Retainer
Clip Once
Seated

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC669

Claim Type:	CM			
PNC:	PC669			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Fuel Feed Tube Clip Inspection (Good, <u>no repair required</u>)	PC6690	0.2 Hrs	No	No
Fuel Feed Tube Clip Inspection (<u>Repair required</u> , Insert Fuel Hose until fully Seated and push retainer clip until locked)	PC6691	0.2 Hrs	No	No