



Innovation that excites

QUALITY ACTION

CAMPAIGN BULLETIN Fuel Tank Dealer Inventory

Reference: PC681
Date: February 13, 2019

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) AWD	NA	80	February 13, 2019	NO

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

Nissan is conducting a quality action to inspect the fuel tank on **80** specific 2019 Altima AWD vehicles identified in Service Comm. Due to a manufacturing issue that has since been corrected, the fuel readings may not be accurate due to the presence of a plastic slug inside the fuel tank.

Affected vehicles are **not** subject to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer. Nissan requests dealers to complete this inspection and, if necessary, remedy any affected inventory prior to sale to ensure customer satisfaction.

*******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. **PC681**
 - 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 use the attached procedure to identify the presence of a plastic slug in the fuel tank for any vehicle subject to this quality action.
 - Nissan has developed an automatic parts shipment to provide affected dealers with replacement fuel sensing unit packing for affected vehicles in dealer inventory. Parts should begin to arrive at dealers on **February 13, 2019**
 - If no plastic slug is present, install new fuel sensing unit packing and reinstall the fuel sensing unit assembly. Once reinstalled, the vehicle may be immediately released for sale.
 - If a plastic slug is present, remove the plastic slug, install new fuel sensing unit packing, and reinstall the fuel sensing unit assembly.

***NOTE: If a plastic slug is present, it is very important that dealers send an email to nnafgasupport@nissan-usa.com and include the following information in the email:**

- E-mail Subject Line: PC681 AWD Altima fuel tank inspection
- Include a clear picture showing evidence of plastic slug presence
- Dealer Code
- Dealer Name
- Dealer Address
- VIN
- Contact Name
- Contact Phone Number

***This information will be used to aid discussions with our supplier.**

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.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

Continue to next page for inspection procedure



PC681 - 2019 – ALTIMA (AWD ONLY) FUEL TANK INSPECTION

SERVICE PROCEDURE:

WARNING: When replacing fuel line parts, be sure to observe the following.

- Put a “**CAUTION: FLAMMABLE**” sign in the workshop.
- Be sure to work in a well ventilated area and furnish workshop with a CO2 fire extinguisher.
- Do not smoke while servicing fuel system. Keep open flames and sparks away from the work area.

NOTE: When removing components such as hoses, tubes/lines, etc., cap or plug openings to prevent fluid from spilling.

1. Open the hood and disconnect the negative battery cable. (Figure 1)

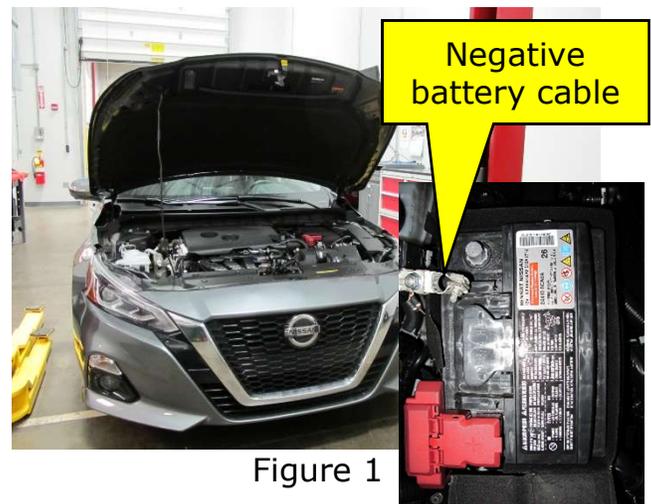


Figure 1

2. Remove fuel cap to relieve fuel tank pressure. (Figure 2)



Figure 2

3. Open both rear doors. (Figure 3)



Figure 3

4. Remove rear seat cushion.

- Locate the seat cushion locks (2) at the front bottom of the seat cushion assembly (one for each side)
- Pull the release lever (A) forward and lift the seat cushion upward to release the seat cushion wire (1) from the seat cushion lock (2) (Figure 4)
- Place seat cushion on clean surface

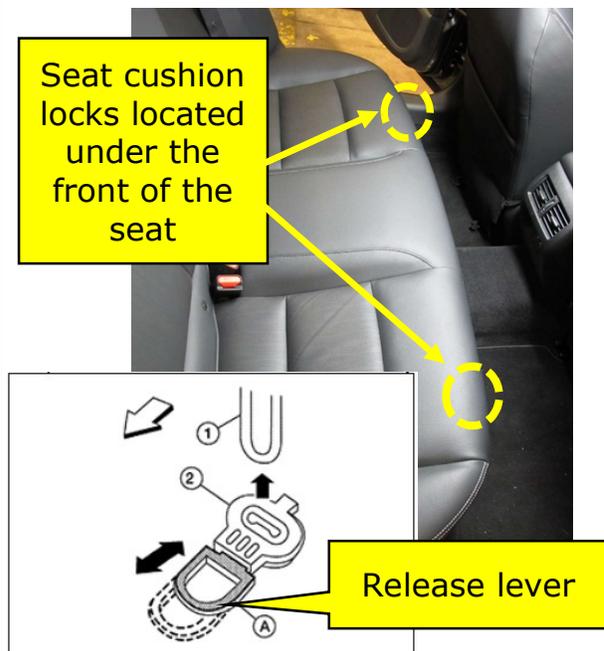


Figure 4

5. Remove the RH side fuel level sensing unit inspection hole cover.

- Using a suitable tool turn the (4) retainers 90° clockwise to disengage the clips (Figure 5)
- Lay the hole cover out of the way

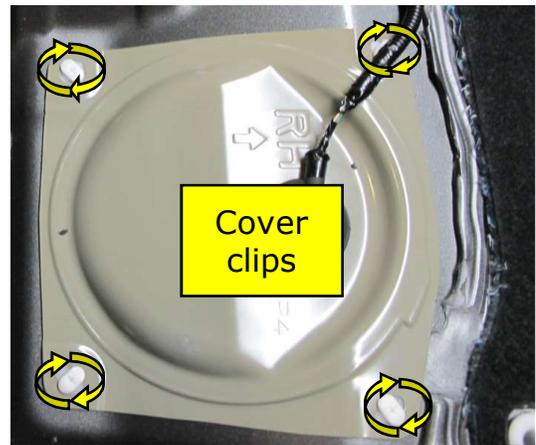


Figure 5

6. Disconnect the harness connector from the fuel level sensing unit.

- Press the release tab on the connector to disengage the connector (Figure 6)
- Lift the connector off of the fuel level sensing unit



Figure 6

7. Place suitable protective covering to protect the vehicle interior. (Figure 7)

Caution: Be careful not to spill fuel inside the vehicle.



Figure 7

8. Remove the locking ring from the fuel level sensing unit.

- Remove the locking ring using tool J-45722 (Figure 8)
- Rotate the locking ring counter-clockwise (Figure 9)
- Remove the locking ring and set aside



Figure 8

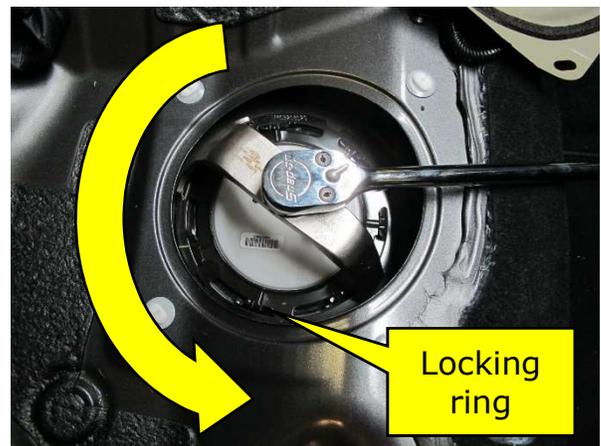


Figure 9

9. Lift the fuel level sensing unit up 4-6 inches. (Figure 10)

- Remove fuel level sensor packing and discard (A new part will be used)

CAUTION: Damage can occur to the fuel level sensor arm if lifted too high.



Figure 10

10. Inspect the fuel tank for the plastic slug shown in Figure 11.

NOTE: The plastic slug is white on one side and black on the other. (Figure 11)

NOTE: The plastic slug does **NOT** float.

- Using flashlight inspect the fuel tank for a large plastic slug
- When inspecting, be sure to check the rear of the fuel tank as plastic slug can be difficult to see
- Use a long suitable tool to gently probe the rear of the fuel tank (Figure 12)
- Continue to next step

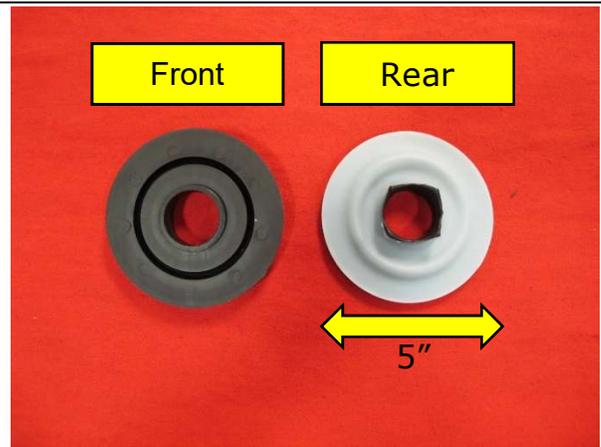


Figure 11



Figure 12

11. **Was a plastic slug found in the fuel tank?**

- IF **YES**-Go to Step 12
- IF **NO**-Go to Step 13 for reassembly

12. Additional instructions if plastic slug is found in the fuel tank.

- Remove the plastic slug from the fuel tank using a clean suitable tool
- Email a clear picture of the plastic slug to: nafgasupport@nissan-usa.com
 - Make sure to include the below information:
 - E-Mail Subject Line: PC681 AWD Altima fuel tank inspection
 - Attach Clear Picture referenced above
 - Dealer Name:
 - Dealer Code:
 - Dealer Address:
 - VIN:
 - Contact Person Name:
 - Contact Person Phone Number:
- Continue to Step 13 for reassembly

13. Reinstall fuel sensing unit assembly.

- Install new fuel sensing unit packing
- Install the fuel sensing unit with the plastic tabs lined up with the alignment marks on the fuel tank (Figure 13)

NOTE: Alignment marks in Figure 13 were highlighted for identification purposes.



Figure 13

14. Install fuel sensing unit lock ring.

- Align the tabs on the fuel tank with the slots in the lock ring
- Using tool J-45722 turn the lock ring clockwise until fully seated (Figure 14)



Figure 14

15. Connect the fuel sensing unit connector.

- Position the connector onto the fuel sensing unit (Figure 15)
- Push down until an audible click is heard

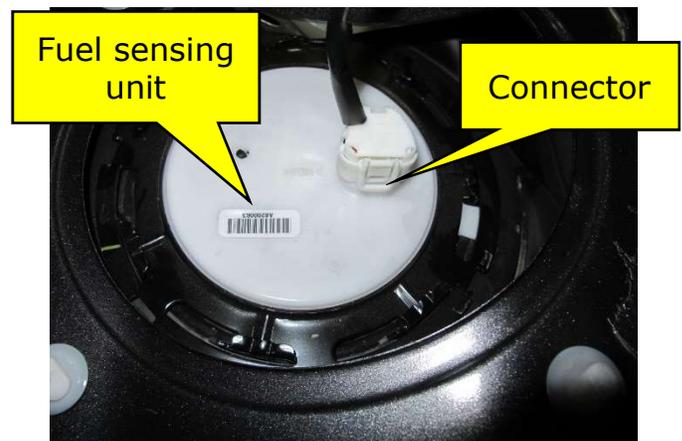


Figure 15

16. Reinstall the RH side fuel level sensing unit inspection hole cover.

- Align the cover over the retainer clips
- Using a suitable tool, turn each of the 4 clips 90° counter-clockwise (Figure 16)



Figure 16

17. Install rear seat cushion.

- Lower the rear seat cushion toward the rear of the vehicle
- Position the rear seat belt buckles into slots in the seat cushion (Figure 17)
- Slide the rear of the seat bottom back and down into position
- Line up the seat cushion wire with the seat cushion lock and push the seat cushion down to lock into place for both sides

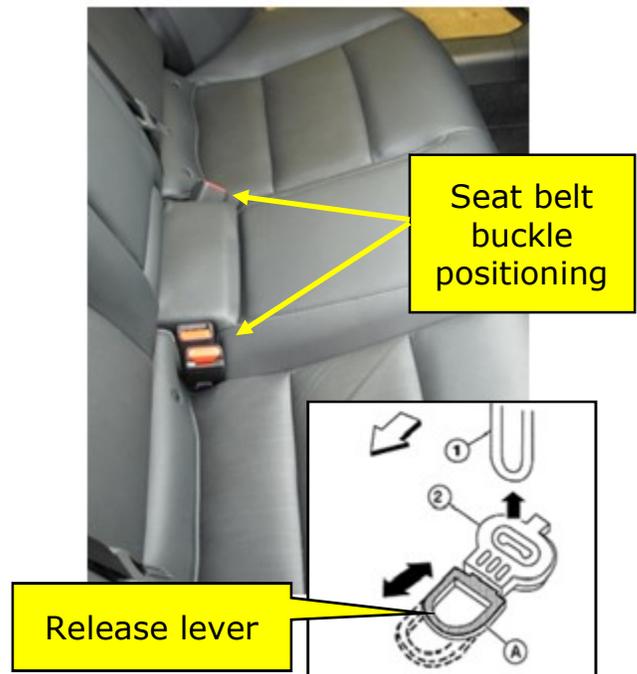


Figure 17

18. Reconnect the negative battery cable.

- Torque to 5.39 N·m (0.55 kg-m, 47.5 in-lb).

PARTS INFORMATION:

Description	Part #	Quantity
Packing – Fuel Gauge	17342-4KH0A	1

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC681

Claim Type:	CM			
PNC:	PC681			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Inspect fuel tank for Plastic Slug	PC6810	0.4 Hr	YES	NO
Inspect fuel tank for Plastic Slug, remove and email photo to FQA	PC6811	0.5 Hr	YES	NO