



Innovation that excites

# QUALITY ACTION

## CAMPAIGN BULLETIN Fuel Pump Dealer Inventory

Reference: PC692  
Date: March 29, 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) FWD only	NA	111	March 29, 2019	<b>YES</b>

### \*\*\*\*\*Detailed Information\*\*\*\*\*

Nissan is conducting a quality action to inspect and, if necessary, tighten the fuel pump lock ring on one hundred eleven (111) specific 2019 Altima (L34) FWD only vehicles identified in Service Comm. In rare occurrences, the lock ring may be completely disengaged which may require the fuel pump module and seal to be replaced.

Due to a supplier issue that has since been corrected, it is possible that the fuel pump module's lock ring is not fully engaged. If partially locked, it is possible for the fuel pump module's lock ring to rotate to an unlocked position due to vibration during normal driving conditions. This condition may result in MIL illumination, fuel smell, and/or a rattle noise associated with the fuel pump module plastic flange.

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 REPAIR INSTRUCTIONS:

- Verify if vehicles currently in new dealer inventory are affected by this quality action using Service Comm or DBS National Service History – Open Campaign I.D. **PC692**
  - 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 any vehicles affected by this quality action:
  - If no immediate repair is needed, dealers may submit the applicable warranty claim for the action performed so it can be closed on Service Comm and release the vehicle.
  - If the inspection result shows that the lock ring is **partially locked**, dealers should tighten the lock ring completely, submit a claim, and release the vehicle.
  - If the inspection result shows that the lock ring is **completely disengaged**:
    - Do not file a claim.**

- Email the following information to: [nafqasupport@nissan-usa.com](mailto:nafqasupport@nissan-usa.com)
  - **E-mail subject line: PC692 FWD Altima Fuel Pump Lock Ring Inspection**
  - **Attach Clear Picture as referenced in inspection instructions**
  - Dealer Name:
  - Dealer Code:
  - Dealer Address:
  - VIN:
  - Contact Person Name:
  - Contact Person Phone Number:
  - Continue to HOLD the vehicle.

**NOTE: Nissan Field Quality will review the E-mail submissions within one (1) business day of receipt and send the necessary repair instructions, parts, and claim information.**

3. The service department should submit the applicable warranty claim for the action performed so the campaign 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 quality action 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 \*\*\*\*\***



# PC692 - 2019 – ALTIMA (2.5L FWD ONLY) FUEL PUMP LOCK RING 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 hood and disconnect negative battery cable. (Figure 1)

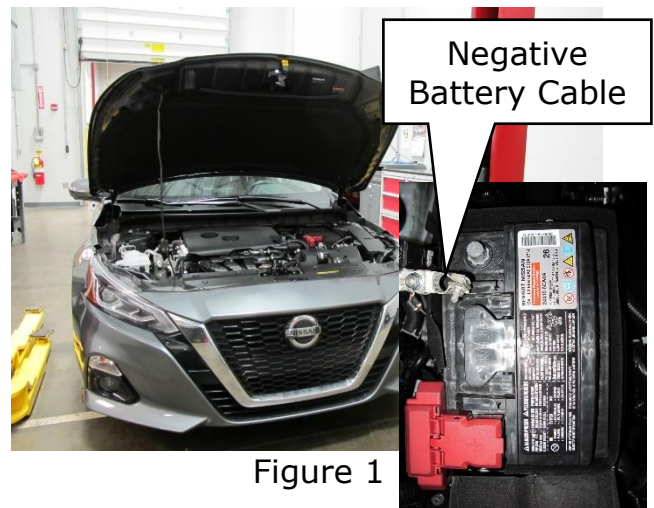


Figure 1

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



Figure 2

3. Open both rear doors.

4. Remove rear seat cushion.

- Locate seat cushion locks (2) at the front bottom of the seat cushion assembly (one for each side)
- Pull release lever (A) forward and lift the seat cushion upward to release seat cushion wire (1) from seat cushion lock (2) (Figure 3)
- Place seat cushion on clean surface

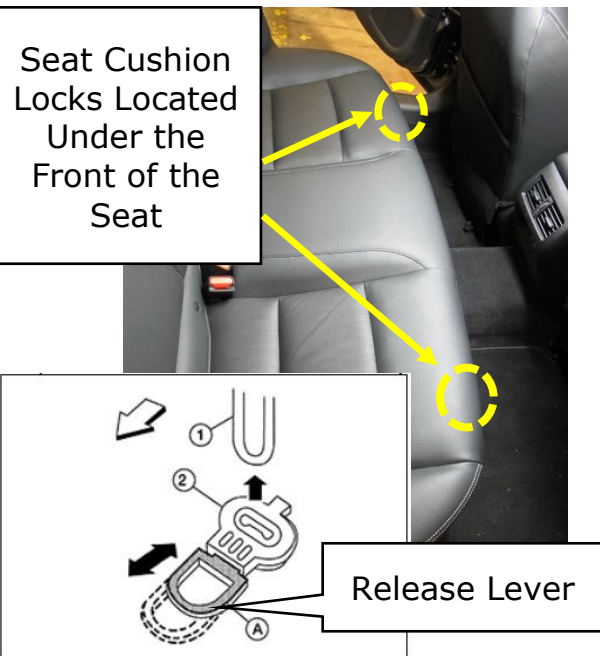


Figure 3

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



Figure 4

6. Disconnect harness connector from fuel level sensor unit and fuel pump.
  - a. Press release tab on connector to disengage the connector (Figure 5).
  - b. Lift connector off fuel level sensing unit.



Figure 5

**INSPECTION PROCEDURE:**

7. Inspect the fuel pump lock ring.

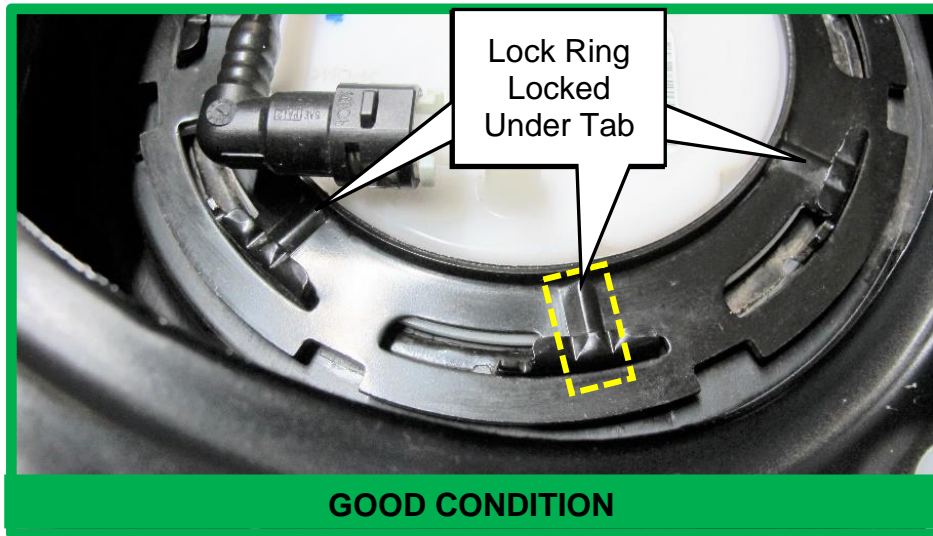


Figure 6

a. If fuel pump lock ring **IS** locked under tab as shown in Figure 6, proceed to REPAIR SECTION, Step 10 (Page 6). If **NOT** properly secured go to next step (b).

b. If fuel pump lock ring is **NOT** fully locked under tab as shown in Figure 7, proceed to REPAIR SECTION, Step 8 (Page 5) to fully lock the lock ring.

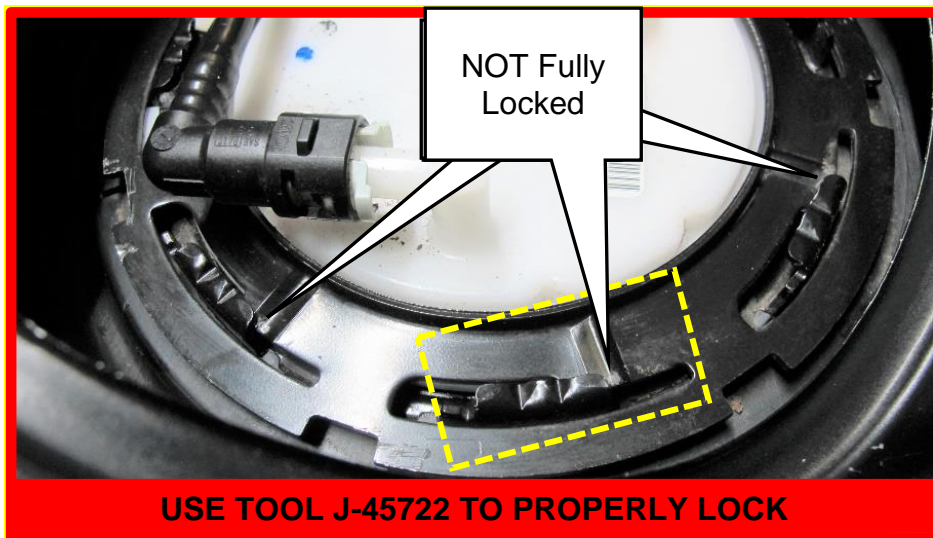


Figure 7

**Go to next page to continue inspection ➡**

c. If fuel pump is disengaged from fuel tank as shown in Figure 8 below STOP work and **HOLD** vehicle.

- Do not submit a warranty claim
- E-mail a clear picture of the fuel pump disengaged from fuel tank following the instructions below:

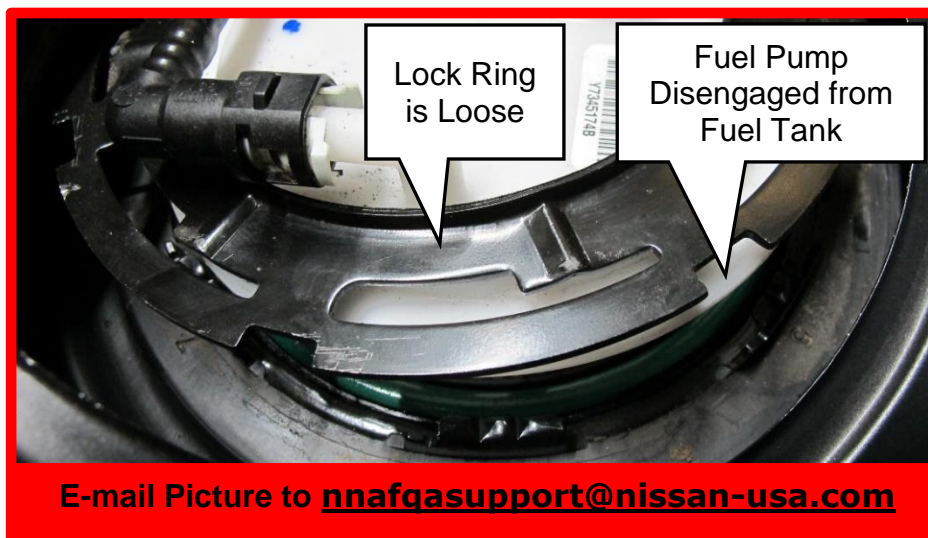


Figure 8

Additional instructions if fuel pump is loose from fuel tank

E-mail a clear picture of disengaged fuel pump to:

[nnafgasupport@nissan-usa.com](mailto:nnafgasupport@nissan-usa.com)

- Make sure to include the below information:
- E-Mail Subject Line: PC692 FWD Altima Fuel Pump Lock Ring Inspection
- Attach Clear Picture referenced above
- Dealer Name:
- Dealer Code:
- Dealer Address:
- VIN:
- Contact Person Name:
- Contact Person Phone Number:

## REPAIR PROCEDURE:

8. Place suitable protective covering to protect the vehicle interior. (Figure 9)



Figure 9

9. Using tool J-45722 (Figure 10), rotate the lock ring clockwise to lock the fuel pump lock ring (Figure 11).
  - a. Verify fuel pump lock ring is locked to the fuel tank (See Figure 6).

**Caution:** Be careful not to release an unlocked lock ring when tightening it as fuel could spill inside vehicle.



Figure 10

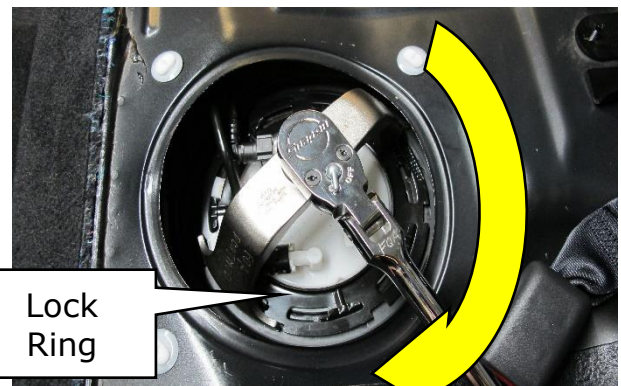


Figure 11



10. Connect the fuel level sensor unit and fuel pump connector.

- a. Position connector onto the fuel level sensor unit and fuel pump (Figure 12).
- b. Push down until an audible click is heard.
- c. Gently tug on harness to verify the connector is locked.

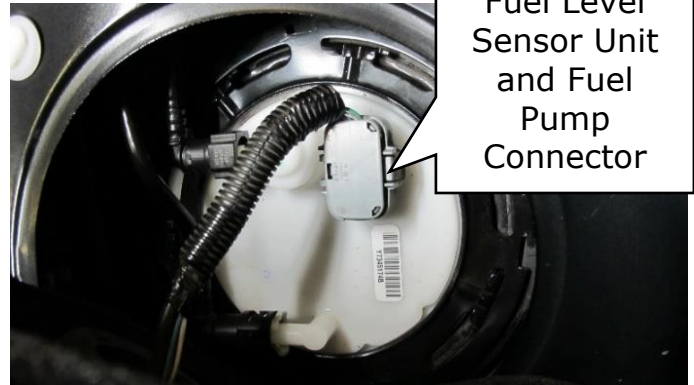


Figure 12

11. Reinstall fuel pump inspection hole cover.

- a. Align cover over retainer clips.
- b. Using a suitable tool, turn each of the (4) clips 90° counter-clockwise (Figure 13).



Figure 13

12. Install rear seat cushion.

- a. Lower rear seat cushion toward rear of the vehicle.
- b. Position rear seat belt buckles into slots in the seat cushion (Figure 14).
- c. Slide rear of the seat bottom back and down into position.
- d. Line up seat cushion wire with seat cushion lock and push seat cushion down to lock into place for both sides.



Figure 14

13. Reconnect negative battery cable.

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


14. Close the hood.

## CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC692

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PC692			
<b>Symptom:</b>	ZZ			
<b>Diagnosis:</b>	99			
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>	<b>Parts Required on claim</b>	<b>Expense Code Required</b>
Inspect fuel tank lock ring position and if necessary, lock it to the tank.	PC6920	0.4 Hr	NO	NO