



SERVICE BULLETIN

Classification: RA19-001	Reference: NTB19-050	Date: June 19, 2019
-----------------------------	-------------------------	------------------------

2019 ALTIMA; CLUNK NOISE FROM REAR WHEN DRIVING OVER DIPS AND/OR POTHOLES

APPLIED VEHICLES: 2019 Altima (L34)

Drive Configuration	Trim Level	Assembly Plant **	Vehicle Built Before
AWD	All	Canton	April 4, 2019
		Smyrna	April 2, 2019
FWD	S, SV, SL, Platinum	Canton	March 28, 2019
		Smyrna	March 26, 2019
	SR	Canton	May 9, 2019
		Smyrna	April 6, 2019

** The 11th digit of the VIN will be "C" for Smyrna produced vehicles and will be "N" for Canton produced vehicles (e.g. 1N4BL4AW4KC000000 = Smyrna assembly plant).

IF YOU CONFIRM

A clunk type noise from the rear of the vehicle ONLY when driving over dips and/or potholes,

AND

The noise is isolated to the rear shock absorbers.

ACTION

Replace both rear shock absorbers. See **PARTS INFORMATION** on the next page.

IMPORTANT: The purpose of ACTION (above) is to give you a quick idea of the work you will be performing. You MUST closely follow the entire SERVICE PROCEDURE as it contains information that is essential to successfully completing this repair.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

SERVICE PROCEDURE

1. Replace both rear shock absorbers. See **PARTS INFORMATION** below.
 - Refer to the Electronic Service Manual for rear shock absorber replacement: **SUSPENSION > REAR SUSPENSION > REMOVAL AND INSTALLATION > REAR SHOCK ABSORBER.**

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
Rear Shock Absorber	(1)	2

- (1) Use the VIN of the applied vehicle and reference the Electronic Parts Catalog (EPC).

CLAIMS INFORMATION

Submit a **Primary Part (PP)** type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
RPL Rear Shock Absorbers-Both	(1)	NX28AA	ZL	32	0.6

- (1) Reference the Electronic Parts Catalog (EPC) and use the Shock Absorber as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
June 19, 2019	NTB19-050	Original bulletin published