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QUALITY ACTION

CAMPAIGN BULLETIN

American Automobile Labeling Act (AALA) Labels Dealer Inventory

Reference: PM931, PC713

Date: October 25, 2019

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE October 25, 2019
Please discard earlier versions of this bulletin.

The announcement from October 22, 2019 has been revised to include:

- Label shipments have been delayed and will resume next week. All shipments will be concluded by November 15, 2019.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2020 Versa (N18)	NA	8,155	October 22, 2019	NO
MY2019 Titan (A61)		6,415		

***** Campaign Summary *****

Nissan North America is conducting a Quality Action for dealers to replace the American Automobile Labeling Act (AALA) labels. The AALA label on affected vehicles was inadvertently printed with incorrect Engine manufacturing location and percentage breakdown of parts content by country.

Affected vehicles are **not** subject to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer. In the interest of customer satisfaction, Nissan requests dealers to apply the replacement label on the affected vehicles prior to retail sale.

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

1. Verify if vehicles currently in new dealer's inventory are affected by this quality action using Service Comm or DBS National Service History – Open Campaign I.D.
 - **PM931 - Versa**
 - **PC713 - Titan**
 - 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.**
2. Use the attached procedure to remedy vehicles affected by this quality action.
3. The service department should submit the applicable warranty claim for the action(s) performed so it can be closed on Service Comm and release the vehicle.
4. Dealers will receive one (1) label for every affected vehicle in dealer inventory via USPS. Labels will be sent to the Service Manager's attention. If replacement labels are needed, please send your request to: CampaignAnnouncements@-usa.com along with your dealer name, address, VIN, contact name and phone number.

- Labels will begin mailing October 28, 2019 and should arrive no later than November 15, 2019.

******* 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 requests dealers to perform this repair on new vehicles in inventory prior to being retailed, to help ensure customer satisfaction.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

******* Procedure begins on next page *******



PC713 - 2019 TITAN-GAS ONLY (EXCLUDES XD MODELS) PARTS CONTENT INFORMATION LABEL

SERVICE PROCEDURE:

1. Locate existing "Parts Content Information label" on the inside of the passenger side windshield. (Figure 1)



Figure 1

2. Remove the "Parts Content Information label" from the windshield and discard. (Figure 2)



Figure 2

3. Clean the windshield area where the "Parts Content Information label" was removed.
 - Use a mild soap and water solution

4. Verify the correct replacement label is available. (Figure 3)

- Check part number "9FU0A" on bottom left corner of label

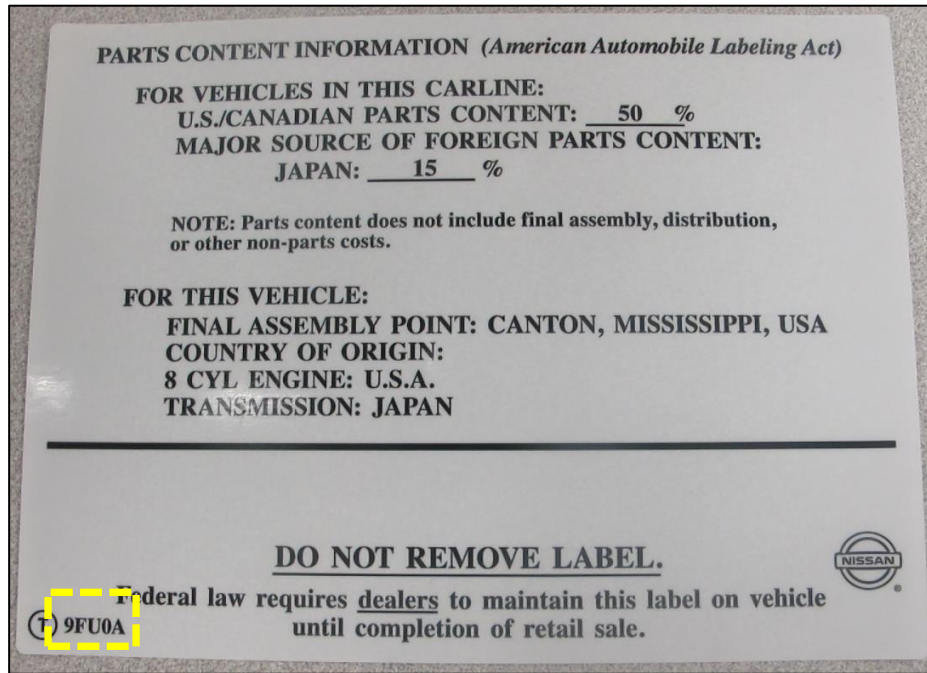


Figure 3

NOTE: Labels were provided by NNA FQA and shipped to your dealership by Nissan to Attn: Service Manager.

5. Peel backing off the replacement label.

- Carefully remove backing from the front of the label, Figure 4

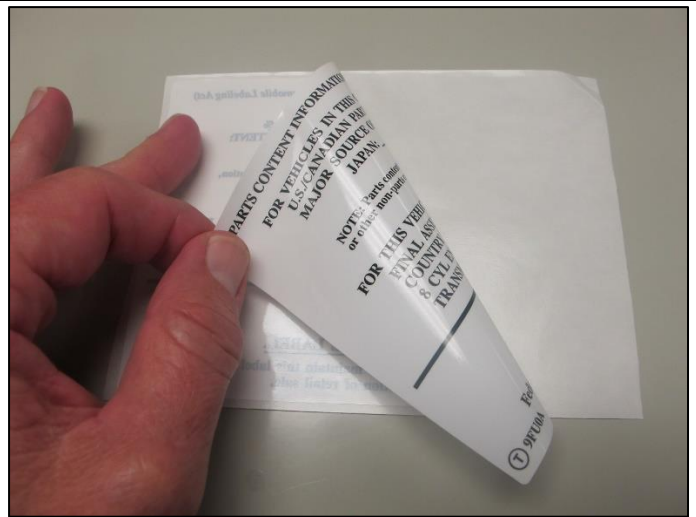


Figure 4

6. Affix the new "Parts Content Information label" to the inside of the passenger side windshield.

- Passenger windshield location, Figure 5



Figure 5

NOTE: Ensure text is upright and legible from the outside of the vehicle.

CAUTION: Ensure Parts Content Information Label is **NOT** placed in a location that obstructs drivers view.

7. Read "Claims Information" for reimbursement information.

8. Release vehicle.


PARTS INFORMATION:		
Description	Part #	Quantity
Parts Content Information Label	Provided by FQA (Shipped to Dealer)	1

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC713

Claim Type:	CM			
PNC:	PC713			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Remove and Replace Parts Content Information Label	PC7130	0.2 Hr	N/A	N/A



PM931 - 2020 VERSA SEDAN PARTS CONTENT INFORMATION LABEL

SERVICE PROCEDURE:

1. Verify type of transmission (Manual or CVT).
 - Open driver door
 - Inspect transmission shift selector, Figure 1 & 2



Figure 1



Figure 2

2. Locate existing "Parts Content Information label" on the inside of the passenger side windshield. (Figure 3)

Parts Content
Information Label



Figure 3

- Remove the "Parts Content Information label" from the windshield and discard. (Figure 4)



Figure 4

- Clean the windshield area where the "Parts Content Information label" was removed.
 - Use a mild soap and water solution

- Select the replacement "Parts Content Information label" that is applicable to the vehicle using the transmission type.
 - CVT equipped vehicle** uses label with transmission listed as "**MEXICO**" with part number "**5EF0A**" on bottom left corner per Figure 5
 - Manual equipped vehicle** uses label with transmission listed as "**SPAIN**" with part number "**5EF0B**" on bottom left corner per Figure 6

(CVT Label)

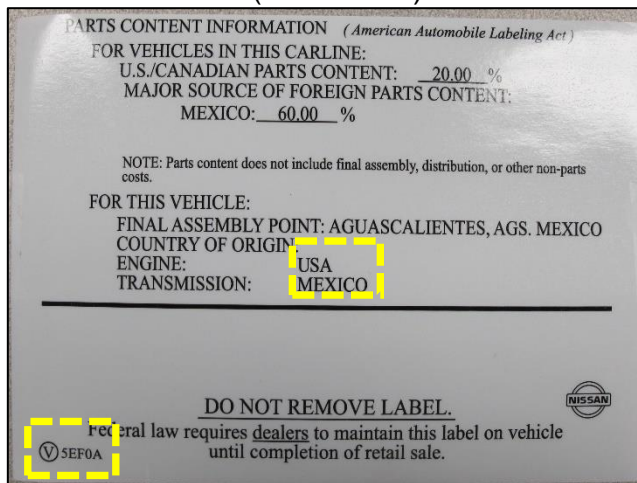


Figure 5

(MANUAL Label)

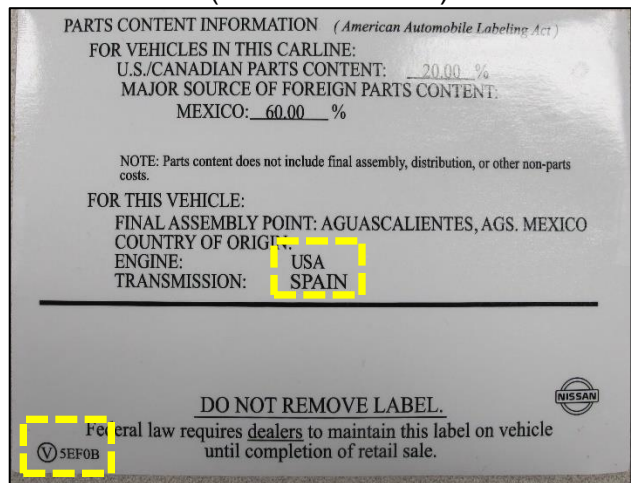


Figure 6

NOTE: Labels were provided by NNA FQA and shipped to your dealership by Nissan to Attn: Service Manager.

6. Peel backing off the replacement label.

- Carefully remove backing from the front of the label, Figure 7

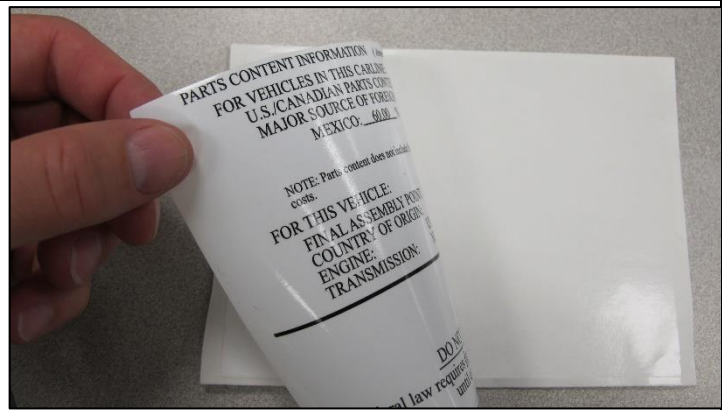


Figure 7

7. Affix the new "Parts Content Information label" to the inside of the passenger side windshield.

- Passenger windshield location, Figure 8



Figure 8

NOTE: Ensure text is upright and legible from the outside of the vehicle.

CAUTION: Ensure Parts Content Information Label is **NOT** placed in a location that obstructs drivers view.

8. Read "Claims Information" for reimbursement information.

9. Release vehicle.

PARTS INFORMATION:


Description	Part #	Quantity
Parts Content Information Label	Provided by FQA (Shipped to Dealer)	1

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PM931

Claim Type:	CM			
PNC:	PM931			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Remove and Replace Parts Content Information Label	PM9310	0.2 Hr	N/A	N/A