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QUALITY ACTION

CAMPAIGN BULLETIN

VCR Engine Inspection

Reference: PC724

Date: December 20, 2019

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2020 Altima (L34)	NA	10	December 20, 2019	YES

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

Nissan is conducting a quality action on **10** specific MY 2020 Altima (L34) vehicles identified in Service Comm, to remove and inspect the lower engine oil pan.

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:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC724**
 - 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. **Please do not drive, sell, loan or trade the specific 2020 Altima vehicles in Dealer Inventory subject to this Quality Action.**
3. Use the attached procedure to inspect the vehicle.
 - If no gold colored debris is found in the lower engine oil pan, reseal the oil pan per the Electronic Service Manual (ESM).
 - File a claim for the inspection, and release the vehicle for sale
 - If gold colored debris is found in the lower engine oil pan, provide the requested information in an email to nnafgasupport@nissan-usa.com and **HOLD** the vehicle.
 - **Do not file a claim**

Nissan Field Quality will review the E-mail submissions within two (2) business days of receipt and provide further instruction.

******* 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 *******

PC724 - 2020 ALTIMA VCR ENGINE INSPECTION

SERVICE PROCEDURE:

1. Place the vehicle on a lift.

2. Remove the front under cover.
(Figure 1)

- Remove the front under cover bolts and clips
- Remove the front under cover

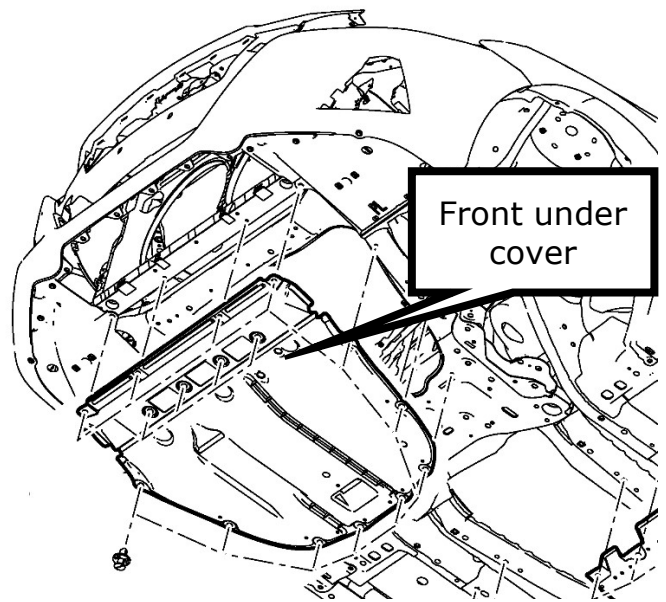


Figure 1

3. Drain the engine oil.

NOTE: Do **NOT** remove the engine oil filter.

4. Remove the engine oil pan.

- Remove the (13) bolts from the oil pan (Figure 2)
- Separate lower engine oil pan from the upper engine oil pan using (J-37228) (Figure 3)

CAUTION:

- Do not damage the mating surfaces.
- Do not insert screwdriver, this will damage the mating surfaces.

NOTE: Tap (1) Tool to insert it and then slide (2) it by tapping on the side of the Tool as shown.

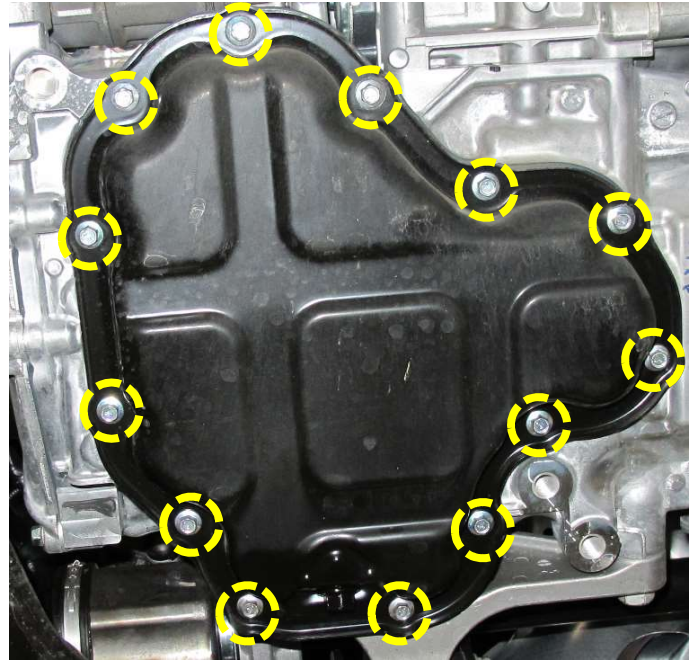


Figure 2

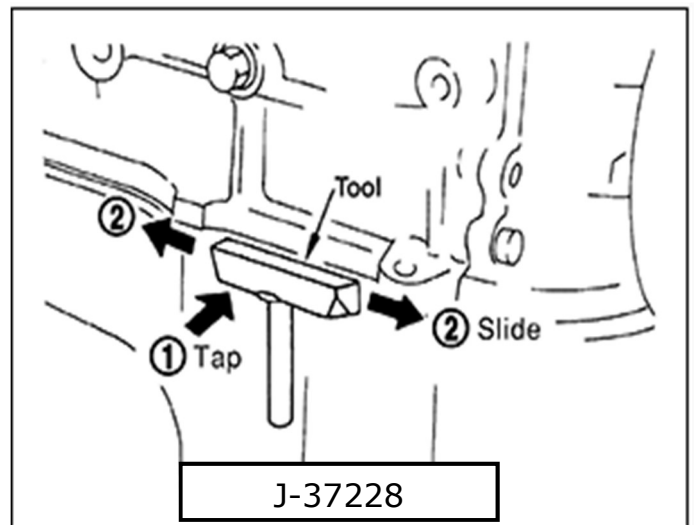


Figure 3

5. Inspect the lower engine oil pan for gold colored debris.
- Any amount of **gold** colored debris in engine oil pan is **NG (Figure 4)**
 - **No debris or black and silver debris** in the engine oil pan for this inspection is considered **OK (Figure 5)**

- If found to be NG continue to Step 7-

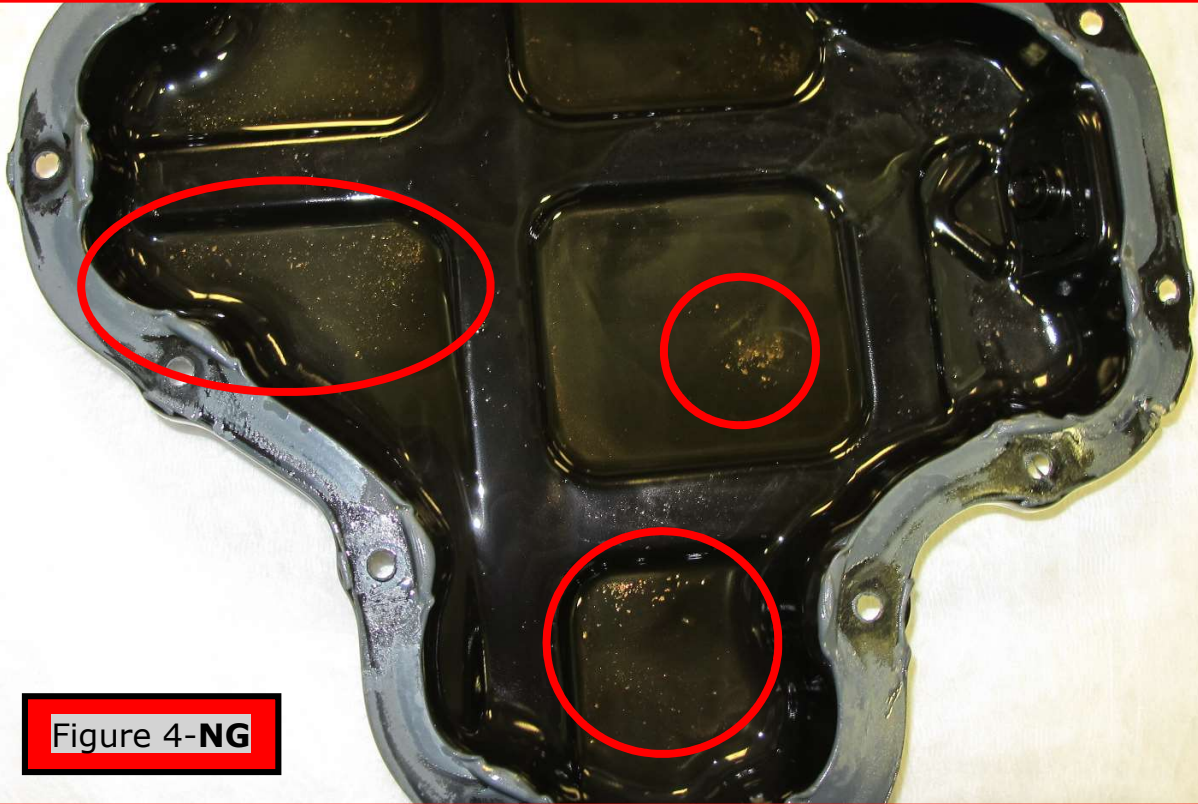


Figure 4-NG

-If found to be OK continue to Step 6-

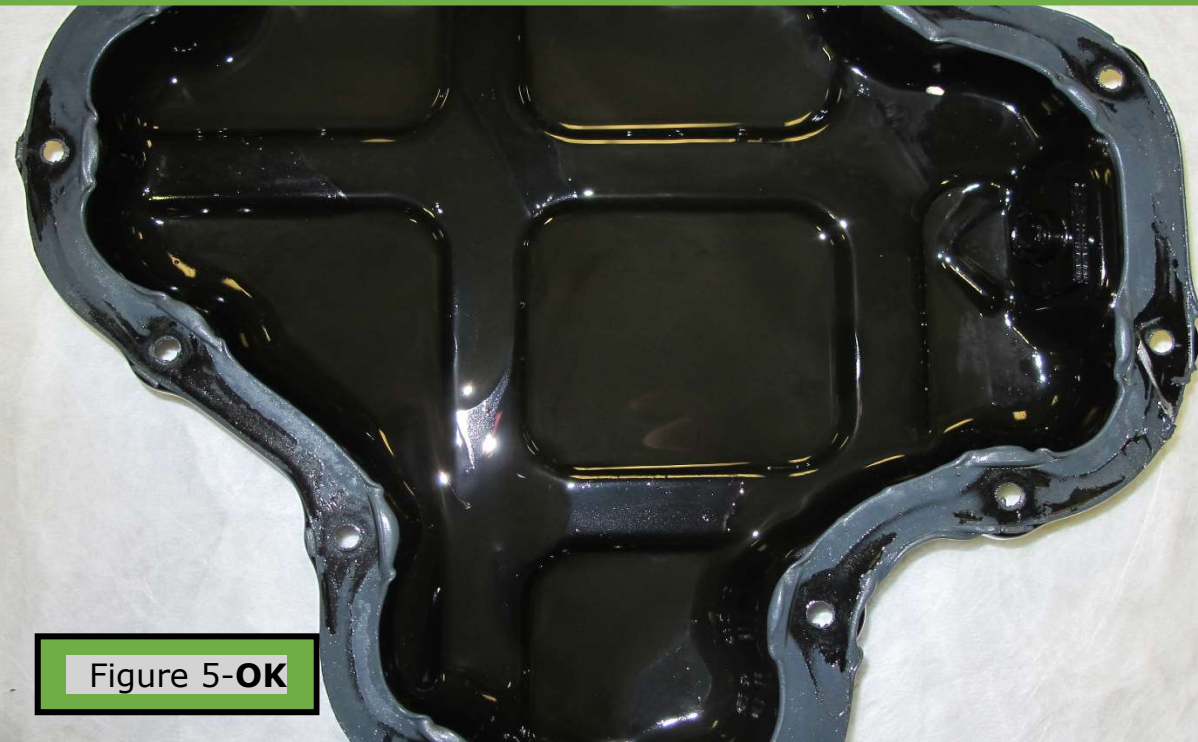


Figure 5-OK

6. If **OK condition**, reinstall the engine oil pan per the ESM.
REPAIR>ENGINE>ENGINE MECHANICAL>REMOVAL AND INSTALLATION>OIL PAN (LOWER)>OIL PAN (LOWER): REMOVAL AND INSTALLATION (KR20DDET)

CAUTION:

- **Be careful not to damage the mating surface.**
- **Since factory default liquid gasket has better adhesion than conventional one, do not pick the area forcibly with a screw driver.**
- **Do not scratch or damage the mating surface when cleaning off old liquid gasket.**
- **The components must be installed within 5 minutes of the liquid gasket application.**
- **Do not re-tighten bolts after 5 minutes have elapsed.**
- **Then allow 30 minutes for the liquid gasket to set before adding oil to the engine.**
- **Do not reuse drain plug washer.**

7. If **NG condition**, provide a video to FQA using the information below and **HOLD** the vehicle until further notice.

- Take a short video starting at the lower engine oil pan to show debris and move to the VIN certification label
- Video needs to be less than 8mb in size
- Email video to nnafqasupport@nissan-usa.com
 - Make sure to include the below information:
 - E-Mail Subject Line: PC724 Altima VCR Engine Inspection
 - Dealer Name:
 - Dealer Code:
 - Dealer Address:
 - VIN:
 - Contact Person Name:
 - Contact Person Phone Number:

PARTS INFORMATION: (Inspection only)

Description	Part #	Quantity
WASHER - DRAIN	11026-JA00A	1
THREEBOND 1217H GASKET	999MP-1217HP	1
GENUINE NISSAN MOTOR OIL ESTER 5W-30 SN	999MP-5W30EP	5

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC724

Claim Type:	CM			
PNC:	PC724			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Inspect lower engine oil pan	PC7240	0.7 Hr	YES	NO