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EMISSION RECALL

CAMPAIGN BULLETIN

Front Exhaust Tube Voluntary Emission Recall Campaign

Reference: PC689
Date: March 15, 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)	5	NA	March 15, 2019	YES

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

Nissan is conducting a Voluntary Emissions Recall Campaign on approximately **5** specific MY2019 Altima (L34) vehicles identified in Service Comm. Due to a manufacturing issue that has since been corrected, certain vehicles may have an incorrect front exhaust tube installed. Dealers will inspect the etched number in the center of the rear front exhaust tube and, if found to be out of specification, replace the front exhaust tube with the correct specification part.

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

1. Verify if campaign applicability using Service Comm or National Service History – Open Campaign I.D. **PC689**.
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460a for additional information
2. Dealers should use **NTB19-024** to identify and, if necessary, correct any vehicles subject to this campaign.
3. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

***** Release Schedule *****

Parts	<ul style="list-style-type: none"> ▪ Parts will be automatically sent directly to dealer of affected customer's choosing <ul style="list-style-type: none"> ➢ Dealers do not need to place orders for parts ➢ Parts shipped to dealers will include the last 8-digits of the owner's VIN on the parts pick label ➢ If inspection indicates parts replacement is not necessary, dealers may file an RFC with their local PDC using an "I-Code" ▪ NOTE: Dealers should schedule appointments for affected customers at least one week out to allow for parts delivery ▪ Parts replaced under this campaign activity may be collected. Pursuant to APRM policy 2.35.15, dealers are expected to comply with the parts return procedure. Dealers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines.
Repair	<ul style="list-style-type: none"> • NTB19-024
Owner Notification	Nissan Consumer affairs will contact affected retail customers and connect them to the dealer of their choice to schedule an appointment while CA remains on the line.

******* 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 campaign status on each vehicle falling within the range of this voluntary recall campaign, which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in dealer inventory. If a VIN subject to this recall campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a Stop Sale?

A. **Yes.** A Stop Sale is in effect.

Q. Is my vehicle safe to drive?

A. Yes.

Q. What is the reason for this emission recall?

A. Due to a manufacturing issue that has since been corrected, certain vehicles may have an incorrect front exhaust tube installed.

Q. What will be the corrective action?

A. Dealers will inspect the etched number in the center of the rear front exhaust tube and, if found to be out of specification, replace the front exhaust tube with the correct specification part.

Q. How long will the corrective action take?

A. The remedy should take approximately one(1) hour to complete. The dealer may require the vehicle for a longer period of time based upon the dealer's work schedule.

Q. When will vehicle owners be notified?

A. Nissan Consumer affairs will contact affected retail customers and connect them to the dealer of their choice to schedule an appointment while CA remains on the line.

Q. Are parts readily available?

A. Yes. Parts will automatically be sent directly to dealers with affected inventory via automatic parts shipment and will include the last 8-digits of the customer's VIN on the part pick label. **Dealers do not need to order parts.** Nissan Consumer affairs will contact affected retail customers and connect them to the dealer of their choice to schedule an appointment while CA remains on the line.

Q. Is there anything owners can do to mitigate this condition?

A. No.

Q. Is there any charge for this repair?

A. No, the remedy will be performed for the customer free of charge for parts and labor.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. Rental is available while replacement parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		

Q. Will I have to take my vehicle back to the selling dealer to have the service performed?

A. No, any authorized Nissan dealer is able to perform the recall campaign.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. What model year vehicles are involved?

A. Five (5) specific 2019 Nissan Altima (L34) vehicles manufactured during a specific production range are affected.

<u>Make/Model</u>	<u>Dates of Manufacture</u>
2019 Nissan Altima (L34)	Produced on October 25, 2018