



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Rear Lower Link Salt States Voluntary Service Campaign

Reference: P9324
Date: February 7, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

REVISED February 7, 2020
Please discard earlier versions of this bulletin.

The announcement from December 6, 2019 has been revised to include the following:

- Please see the Claims Information section below for added coverage information.

Affected Models/Years:	Phase	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2013 Altima (L33)	Phase I	10,712	NA	October 25, 2019	NO
	Phase II	165,469	NA	December 6, 2019	

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

Nissan is conducting a Voluntary Service Campaign on certain Model Year 2013 Nissan Altima vehicles in USA (high road salt usage states) and Model Year 2013 and 2014 Nissan Altima vehicles in Canada to replace the rear suspension lower link.

On some affected vehicles, one of the rear lower suspension links may corrode and separate at the bushing joint area. Customers may notice a knocking or rattling noise from the rear of the vehicle or observe wheel misalignment on the rear wheel(s) if the link separates. Out of an abundance of caution, Nissan will conduct a proactive field action on vehicles currently or formerly registered in specific U.S. states with high road salt usage and in Canada.

This activity is launching to dealers in two (2) phases, beginning with Vermont, Ohio, and Wisconsin in the U.S in October 2019. Phase II, for remaining salt states (Connecticut, Delaware, Iowa, Illinois, Indiana, Kentucky, Massachusetts, Maine, Maryland, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Virginia, Washington D.C., and West Virginia), is launching to dealers on December 6, 2019.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History - Open Campaign I.D. **P9324**.
2. Dealers should repair any affected vehicles in retailer pre-owned inventory or vehicles taken on trade to help ensure customer satisfaction.
3. Dealers should use **NTB19-082** to remedy any vehicles subject to this campaign.
4. The service department should submit the applicable warranty claim for the action performed so it can be closed on Service Comm and release the vehicle.

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

Parts	<ul style="list-style-type: none"> Two (2) sets of parts were automatically provided to dealers in high road salt usage states according to the following schedule: <ul style="list-style-type: none"> Phase I (OH, VT, WI) - parts began arriving at dealers beginning October 28, 2019. Phase II (CT, DC, DE, IA, IL, IN, KY, MA, MD, ME, MI, MN, MO, NH, NJ, NY, PA, RI, VA, WV) – parts began arriving at dealers beginning December 9, 2019. <ul style="list-style-type: none"> Dealers may obtain additional parts, as needed, via normal ordering process.
Special Tool	<ul style="list-style-type: none"> J-52929 – Coil Spring Compressor <ul style="list-style-type: none"> Phase I dealers received one (1) tool beginning October 25, 2019 Phase II all remaining dealers received one (1) tool beginning December 6, 2019 <p>Additional tools are available via TechMate @ 1-800-662-2001 or via www.nissantechmate.com</p>
Repair	<ul style="list-style-type: none"> NTB19-082
Owner Notification	<ul style="list-style-type: none"> Nissan began notifying owners of Phase I affected vehicles beginning November 2019, via U.S. Mail. Nissan began notifying owners of Phase II affected vehicles in January 2020.

***** Claims Information *****

In the event that the alignment bolts are excessively rusted, corroded, or broken, Warranty admins may use the following combination codes to claim their removal and replacement.

OP Code	Description	FRT
P93241	Remove one (1) bolt	0.3 hrs.
P93242	Remove two (2) bolts	0.6 hrs.
P93243	Remove three (3) bolts	1.0 hrs.
P93244	Remove four (4) bolts	1.3 hrs.

Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional component coverage is required.

***** Dealer's 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 service 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 voluntary service 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. No.

Q. Is this a safety recall?

A. No.

Q. What is the reason for this Voluntary Service Campaign?

A. On some affected vehicles, one of the rear lower suspension links may corrode and separate at the bushing joint area when operated in areas with high road salt usage.

Q. What is the possible effect of this condition?

A. Customers may notice a knocking or rattling noise from the rear of the vehicle or observe wheel misalignment on the rear wheel(s) if the link separates.

Q. What will be the corrective action?

A. Dealers will replace rear lower link(s) with new parts and perform a four-wheel alignment.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to three (3) hours to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. Nissan began notifying owners of Phase I affected vehicles beginning **November 2019**, via U.S. Mail. Nissan began notifying owners of Phase II affected vehicles in **January 2020**.

Q. Are parts readily available?

A. Yes.

Q. I did not receive a letter, how can I tell if my vehicle is affected?

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

Q. Is my vehicle safe to drive?

- A. If you notice a knocking or rattling noise from the rear of the vehicle or observe wheel misalignment on the rear wheel(s), you should arrange to have your vehicle remedied by a Nissan dealer as soon as possible.

Q. I have incurred expenses for lower link repairs can I be reimbursed?

- A. If you have previously replaced the rear lower link in your vehicle and Nissan did not cover the repair, please visit www.nissanassist.com, access the reimbursement claim form, and follow the instructions on the website including submission of the following documents:
- Repair order(s)
 - Proof of payment [may be on repair order(s)]
 - Proof of vehicle ownership if repair is over \$1,000

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

- A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced.

EXPENSE CODE		DESCRIPTION
502	Rental Expense	\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBP19-017 for additional information on application of rental reimbursement.		

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. Is there anything owners can do to mitigate the condition?

- A. No.

Q. Is there any charge for the repair?

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

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 voluntary service campaign.

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

Q. What model year vehicles are involved?

A. Certain Nissan Altima vehicles currently or previously registered in specific U.S. states with high road salt usage for model year 2013 and model years 2013-2014 in Canada are potentially affected.

Q. What specific states are considered high-users of road salt?

A. Connecticut, Delaware, Iowa, Illinois, Indiana, Kentucky, Massachusetts, Maine, Maryland, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, Washington D.C., West Virginia and Wisconsin.

Q. Are you experiencing this condition on any other Nissan (or INFINITI) models?

A. No.

Revision History:

Date	Announcement	Purpose
August 7, 2019	Preliminary	Preliminary Service Campaign Notice
October 25, 2019	Original	Service Campaign Notification – Phase I
December 6, 2019	Revision 1	Service Campaign Notification – Phase II
February 7, 2020	Revision 2	Additional parts and labor added