



Innovation that excites

QUALITY ACTION

CAMPAIGN BULLETIN

Rear Combination Lamps

Reference: PM938
Date: February 27, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2020 Versa	NA	1,302	February 27, 2020	NO

***** **Quality Action Summary** *****

Nissan is conducting a quality action to clean and inspect the right and left rear combination lamps and, if necessary, replace the right, left, or both rear combination lamps (if crack is present) on specific MY2020 Versa vehicles identified in SERVICE COMM and National Service History – Open Campaigns. These vehicles are either currently in dealer inventory or assigned and in transit to the dealer.

Chemical residue from the temporary exterior finish protection chemical used during handling, transportation, and storage could cause the combination lamps to crack.

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

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

1. Verify if vehicles currently in **dealer inventory** are affected by using Service Comm or National Service History – Open Campaign I.D. **PM938**.
 - 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 clean, inspect and, if necessary, remedy any vehicles affected by this quality action prior to sale to ensure customer satisfaction.
3. Once remedied, dealers may submit the applicable warranty claim for the action performed and release the vehicle.

***** **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 affected vehicle currently in new vehicle inventory.

Thank you for your prompt attention to this matter.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION



PM938 – 2020 VERSA REAR COMBINATION LAMPS

SERVICE PROCEDURE:

1. Locate rear combination lamps (Figure 1).

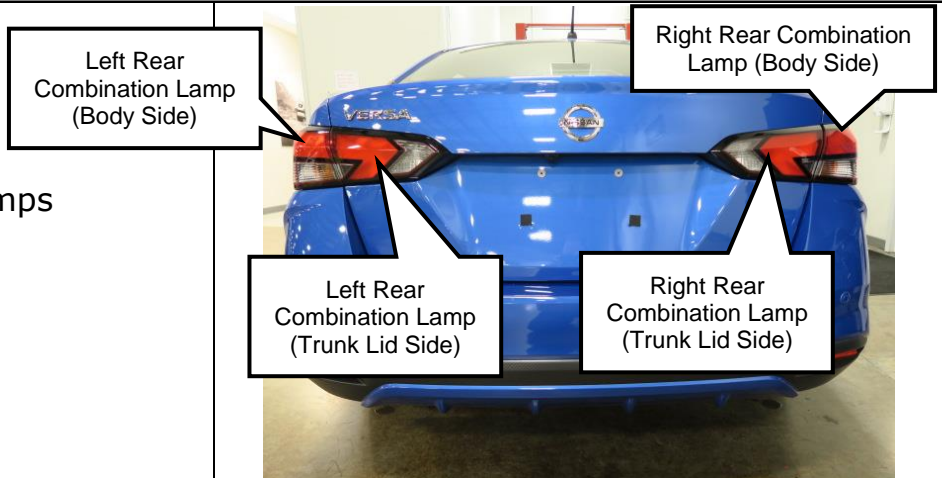


Figure 1

2. Clean left and right rear combination lamps (Figure 2).

- Fill a clean bucket with luke-warm clean water
- Dampen a sponge with the water from the bucket
- Wipe off any dust, dirt or shipping grime

NOTE: Do not use any soaps or cleaning chemicals.

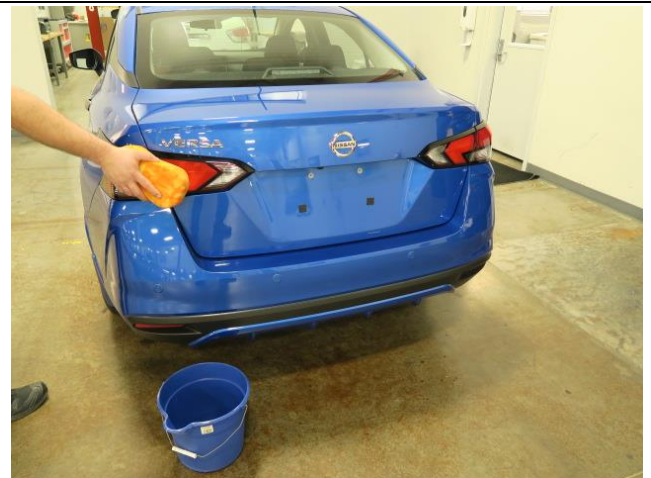


Figure 2

3. Dry left and right rear combination lamps (Figure 3).

- Use a clean microfiber drying towel to prevent scratching and lint

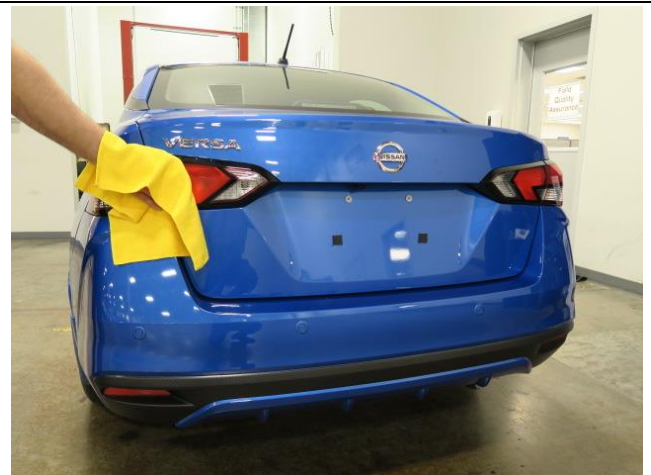


Figure 3

4. Visually inspect all (4) left and right rear combination lamps.

- Inspect for cracks on the entire lense surface
- Refer to Figures 4-9 for examples of cracked lamp assemblies



Figure 4



Figure 5



Figure 6



Figure 7

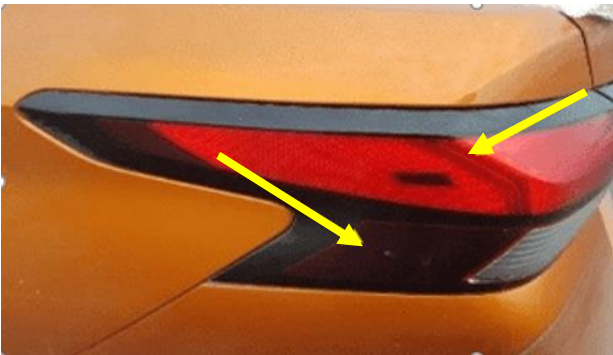


Figure 8

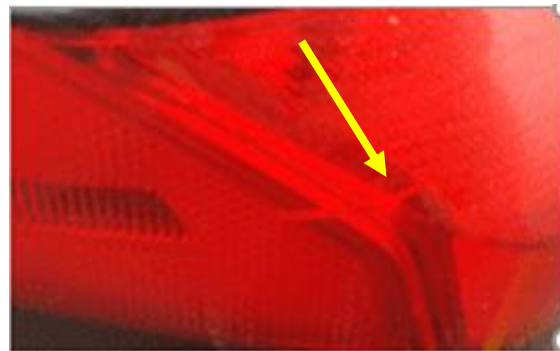


Figure 9

5. Do any of the left and right rear combination lamps have cracks?

- **NO** – No further repair is required.
- **YES** – Replace only the affected rear combination lamp per the ESM path found below. Use the part number listed in the Parts Information section.
 - Left and Right Rear Combination Lamp (Body Side): **DRIVER CONTROLS > EXTERIOR LIGHTING SYSTEM > LED HEADLAMP > REMOVAL AND INSTALLATION > REAR COMBINATION LAMP (BODY SIDE)**
 - Left and Right Rear Combination Lamp (Trunk Lid Side): **DRIVER CONTROLS > EXTERIOR LIGHTING SYSTEM > LED HEADLAMP > REMOVAL AND INSTALLATION > REAR COMBINATION LAMP (TRUNK LID SIDE)**

6. Verify all replaced combination lamps function correctly.

- Please check the following lights:
 - Tail lights
 - Stop lights
 - Turn signal lights
 - Back-up lights

PARTS INFORMATION:


Description	Part #	Quantity
COMBINATION LAMP ASSY-REAR,RH (Body Side)	26550-5EE0A	1 – If Needed
COMBINATION LAMP ASSY-REAR,LH (Body Side)	26555-5EE0A	1 – If Needed
BACKUP LAMP ASSY-RH (Trunk Lid Side)	26540-5EE0A	1 – If Needed
BACKUP LAMP ASSY-LH (Trunk Lid Side)	26545-5EE0A	1 – If Needed

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PM938

Claim Type:	CM			
PNC:	PM938			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Inspect all (4) rear combination lamps (Good Condition)	PM9380	0.2 Hr	NO	NO
Inspect all (4) rear combination lamps and replace ONE rear combination lamp	PM9381	0.3 Hr	YES	NO
Inspect all (4) rear combination lamps and replace TWO rear combination lamps	PM9382	0.4 Hr	YES	NO
Inspect all (4) rear combination lamps and replace THREE rear combination lamps	PM9383	0.5 Hr	YES	NO
Inspect all (4) rear combination lamps and replace FOUR rear combination lamps	PM9384	0.6 Hr	YES	NO