



# QUALITY ACTION

## CAMPAIGN BULLETIN

### Front Turn Signal Lamp Dealer Inventory

Reference: PM965  
Date: December 23, 2020

**Attention: Dealer Principal, Sales, Service & Parts Managers**

Affected Models/Years:	Affected Population :	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2020-21 Versa (N18)	NA	<b>3,251</b>	December 23, 2020	<b>NO</b>

**\*\*\*\*\*Dealer Announcement\*\*\*\*\***

Nissan is conducting a dealer inventory quality action to inspect both front turn signal lamp bulbs and, if necessary, replace them on **3,251** specific model year 2020 -2021 Versa vehicles identified in Service Comm. Due to a supplier concern that has since been resolved, the installed front turn signal bulbs may have durability issues that could cause them to not perform to specification.

Affected vehicles are **not** 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 INSPECTION INSTRUCTIONS:**

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PM965**
  - 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 inspect the turn signal lamp bulb and, if necessary, remedy any vehicles affected by this quality action.
  - Parts may be ordered via normal parts ordering system beginning **January 04, 2020**.
3. The service department should submit the applicable warranty claim for the action performed so it can be closed on Service Comm.

**\*\*\*\*\* 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.**



## PM965 – 2020-2021 VERSA FRONT TURN SIGNAL LAMP BULB

### SERVICE PROCEDURE:

1. Open the hood (Figure 1).
  - Pull the hood release lever
  - Release secondary hood latch
  - Position the prop rod



Figure 1

2. Install fender protection (Figure 2).



Figure 2

**NOTICE:**

- **Fender covering removed from Figures 3, 4 and 5 for picture clarity.**
- **Passenger side shown, driver's side similar.**

3. Locate left and right front turn signal lamp bulb and socket assemblies in the front combination lamps (Figures 3, 4 and 5).

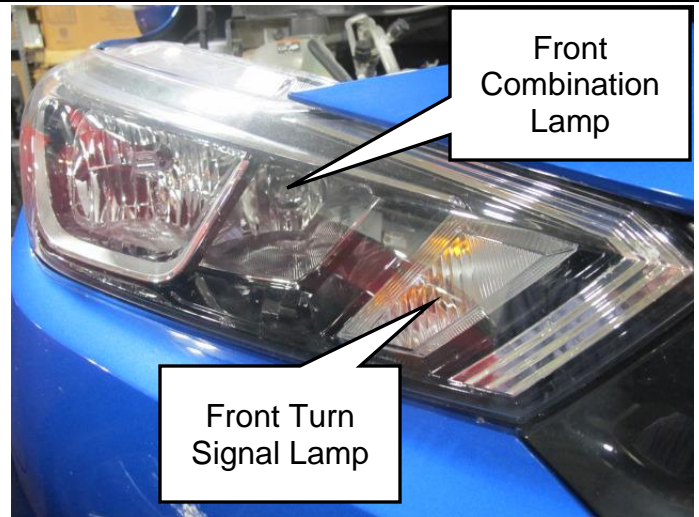


Figure 3

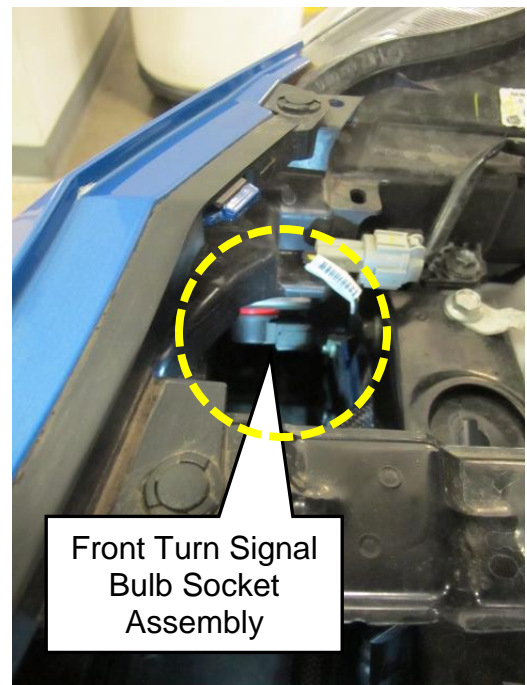


Figure 4



Figure 5



**NOTICE:**

- **Fender covering removed from Figure 6 for picture clarity.**
- **Passenger side shown, driver's side similar.**

4. Remove left and right front turn signal lamp bulb and socket assemblies from the front combination lamps (Figure 6).

- Twist the bulb socket assembly counter-clockwise to remove it from the front combination lamp

**HINT:** The front turn signal lamp bulbs do not need to be removed from the sockets for the inspection.



Figure 6

5. Locate the Lot Code of left and right front turn signal lamp bulbs then write both bulb lot codes on the Repair Order.

- Four digit alpha numeric code shown in Figure 7
- Use of a light source may help to read the lot code



**EXAMPLE: U92C**

Figure 7

6. Does either of the front turn signal lamp bulbs have **NO GOOD** lot code **X9ZR?**

- **YES > Replace** the bulb/s that have a **NO GOOD** lot code. Continue to Step 7.
- **NO > Do NOT replace bulbs.** Proceed to Step 8-11 to reassemble the vehicle.

**IMPORTANT: Only replace bulbs that have lot code X9ZR.**

7. Replace front turn signal lamp bulb/s that have lot code **X9ZR** (Figure 8).
- Gently pull the bulb straight out of the socket to remove
  - Press the **new** bulb into the socket to install

**IMPORTANT: Only replace bulbs that have lot code X9ZR**

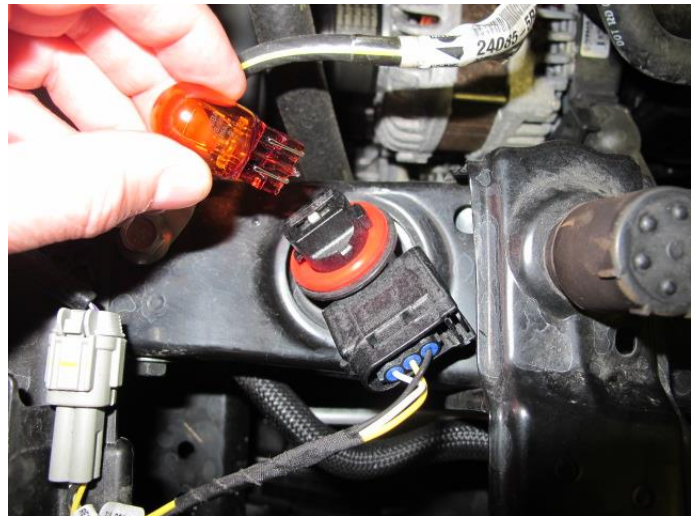


Figure 8

**NOTICE:**

- **Fender covering removed from Figure 9 for picture clarity.**
- **Passenger side shown, driver's side similar.**

8. Install both front turn signal lamp bulb and socket assemblies into the front combination lamps (Figure 9).

**CAUTION: After installing the bulb, install the bulb socket securely for watertightness.**



Figure 9

9. Remove fender protection (Figure 10).



Figure 10

10. Verify operation of both front turn signal lamp bulbs.

- Verify the transmission is in Park position and parking brake is applied
- Turn ignition ON
- Turn right and left turn signals on and verify turn signal lamp operation in the front combination lamps (Figures 11 & 12)



Figure 11



Figure 12



11. Close the hood (Figure 13).



Figure 13

**PARTS INFORMATION:**


Description	Part #	Quantity
BULB	26717-9B91D	Up to (2)

**CLAIMS INFORMATION**

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PM965

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PM965			
<b>Symptom:</b>	ZZ			
<b>Diagnosis:</b>	99			
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>	<b>Parts Required on claim</b>	<b>Expense Code Required</b>
<b>Inspect both front turn signal lamp bulbs and replace one or both as necessary.</b>	PM9650	0.2 Hr	NO	NO