



QUALITY ACTION

CAMPAIGN BULLETIN

Rear Coil Spring Inspection Dealer Inventory

Reference: PM977

Date: April 9, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect:
MY2021 Versa (N18)	NA	564	April 9, 2021	Yes

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

Nissan is conducting a dealer inventory quality action to inspect both rear coil springs and, if necessary, replace them on **564** specific model year 2021 Versa vehicles identified in Service Comm. Due to a supplier concern, which has since been resolved, the rear coil springs may have an indentation on the coil spring.

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 INSPECTION INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PM977**
 - 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 both rear coil springs and, if necessary, remedy any vehicles affected by this quality action:
 - Dealers may order parts, if needed, via DBS. **Most vehicles will not require parts replacement.**
 - Dealers may begin ordering parts via normal parts ordering process on **April 16, 2021.**

NOTE: Parts replaced under this activity will be placed on parts return. Monitor the Warranty Parts Return Website located at NNAnet.com for notifications.

3. 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.

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



PM977 2021 VERSA REAR COIL SPRING INSPECTION

Service Procedure

1. Place the vehicle on a lift and lift up fully.
2. Locate the rear coil springs. (Figure 1)
3. Using your hand, feel for indentations on LH and RH rear coil springs in the inspection area located one coil down from the top and 30mm on either side of the start of the coil spring.
 - Check for indentations around the coil, in the inspection area shown in Figure 2
 - The indentations can be found in any position on the spring in the inspection area

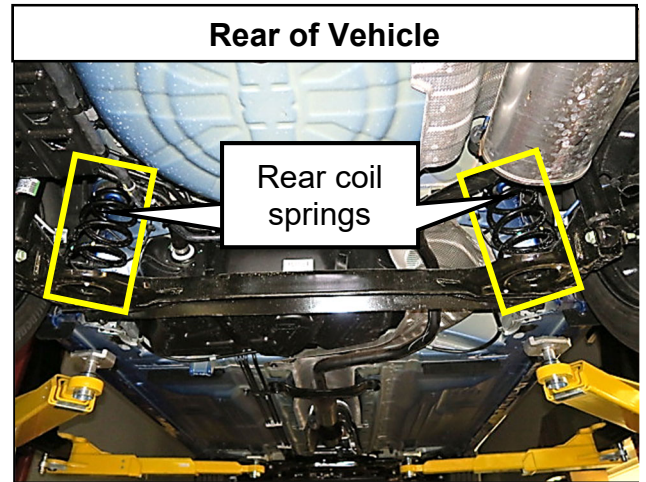


Figure 1

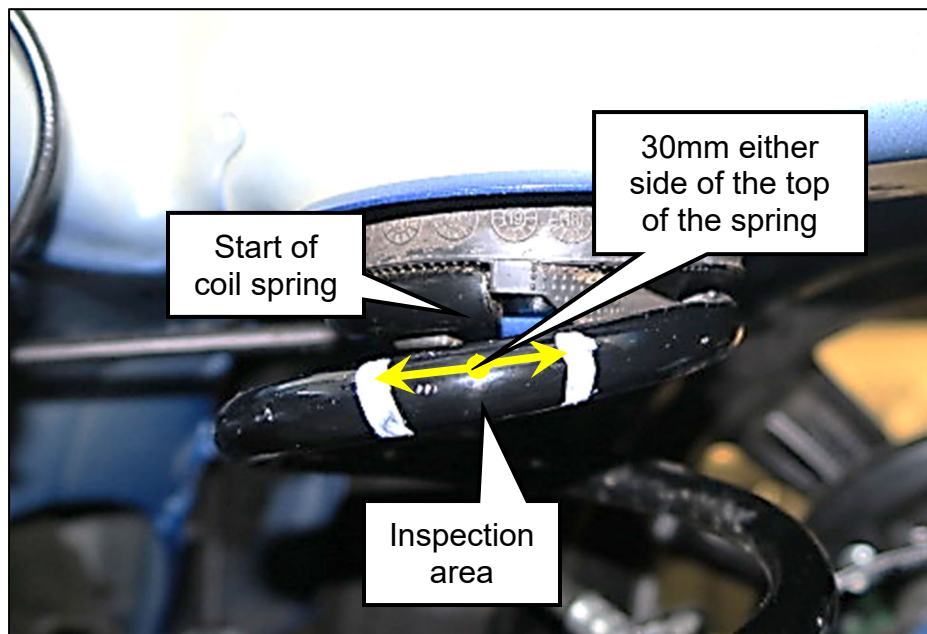


Figure 2

Note: The inspection area in Figure 2 was marked with white paint.

4. If an indentation is felt, use an inspection mirror to visually inspect the area identified in Step 3. (Figure 3)

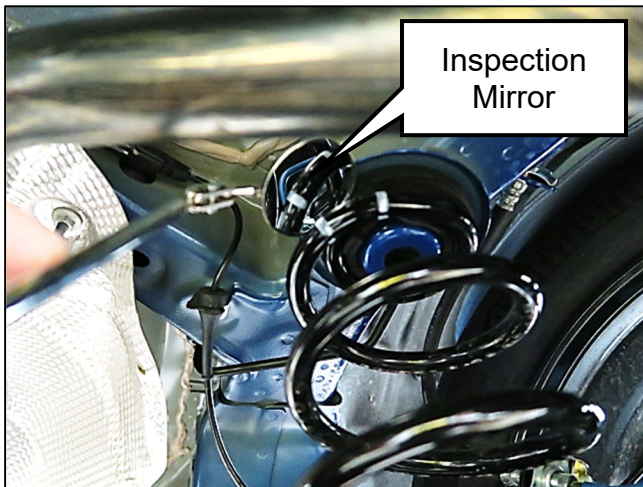


Figure 3

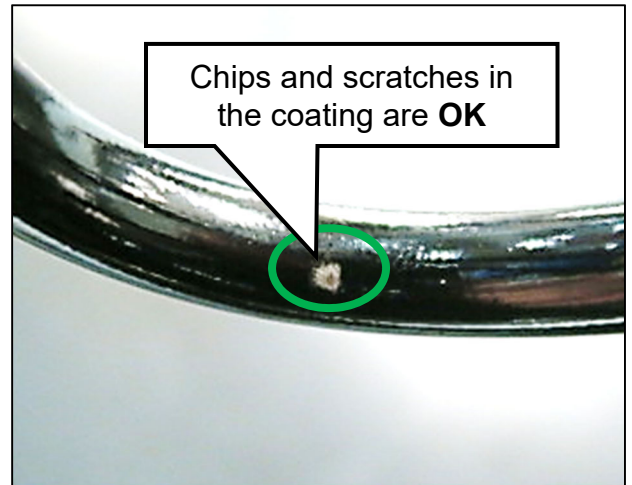


Figure 4

NOTE:

- Chips or scratches in the coating may be present from part handling. These are considered OK. (Figure 4)
- The spring coating will be intact on the indentation of NO GOOD springs
- The indentation can vary in size. See Figures 5-7 below for examples of NO GOOD springs

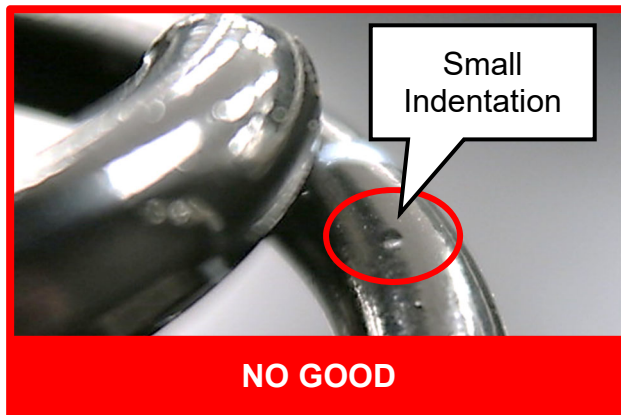


Figure 5

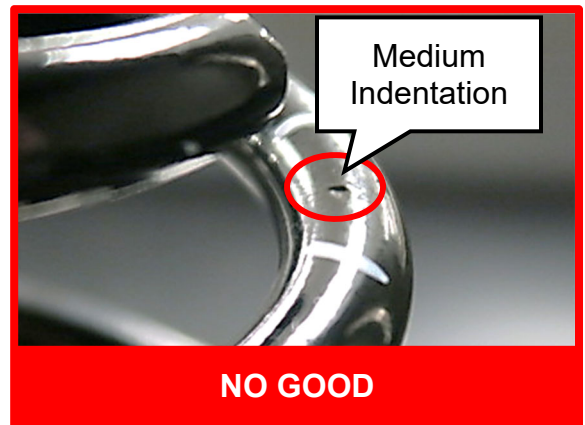


Figure 6

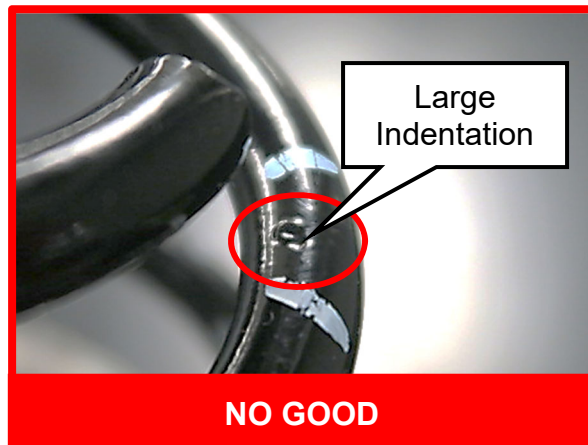


Figure 7

5. Were there any indentations found in the inspection area on either of the rear coil springs?

- **NO** – No further repairs are needed, lower the vehicle and see claims information.
- **YES** – Replace **ONLY** the affected spring using the procedure found in the Electronic Service Manual (ESM). (**SUSPENSION - REAR SUSPENSION - REMOVAL AND INSTALLATION - COIL SPRING – Removal and Installation**)

PARTS INFORMATION

Description	Part #	Quantity
SPRING - REAR SUSPENSION	*1	AS NEEDED
NUT (Shock)	*1	AS NEEDED

*1: Order parts using the EPC.

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

Campaign ("CM") ID	Description:	Op Code	FRT
PM977	Inspect Rear Coil Springs	PM9770	0.2 Hr
	Inspect and Replace One (1) Rear Coil Spring	PM9771	0.4 Hr
	Inspect and Replace Both Rear Coil Springs	PM9772	0.5 Hr