



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Center Seat Latch Owner's Manual Addendum Voluntary Service Campaign

Reference: PC789

Date: March 2, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2021 Altima (L34)	30,733	10,043	March 2, 2021	NO
			SERVICE COMM Expiration date:	
			August 16, 2021	

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

Nissan is providing owners of approximately **30,733** MY2021 Nissan Altima (L34) vehicles with a supplemental Owner's Manual addendum booklet. The 2021 Model Year Altima is now rated for Rear Center Seat Latch usage, which was not included in the Owner's Manual. Customers will be asked to place the supplemental Owner's Manual addendum booklet, which includes this information, inside the vehicle's glove box.

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

1. Verify if new vehicles in their inventory are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PC789**.
 - **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
 - SERVICE COMM will only be active for vehicles in **new vehicle dealer inventory**.
2. If a dealer receives a supplemental Owner's Manual addendum booklet for a vehicle they have retailed, currently have in their new vehicle or pre-owned inventory, or a Nissan Rental Car (NRC), the dealer should either forward the owner's manual addendum to the current owner or add the addendum to the glove box of any affected vehicle they currently control.
3. Customers receiving this addendum booklet have been advised to insert this booklet into their glove box.

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

Owner Notification	Nissan will begin mailing Owner's Manual addendum in March 2021 via U.S. Mail.
---------------------------	---

**** Claims Information****

The following claims information should be used for affected vehicles the dealer controls.

CM I.D.	DESCRIPTION	OP CODE	FRT
PC789	Install Owner Manual Addendum booklet into vehicle's glove box	PC7890	0.2 hrs.

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 action?

A. The 2021 Model Year Altima is now rated for Rear Center Seat Latch usage, which was not included in the Owner's Manual.

Q. What will be the corrective action?

A. Nissan is providing affected owners with a supplemental addendum booklet for their 2021 Nissan Altima Owner's Manual, which includes information for Rear Center Seat Latch usage. Customers will be asked to place the supplemental Owner's Manual addendum booklet inside the vehicle's glove box.

Q. When will vehicle owners be notified?

A. Nissan will mail a supplemental Owner's Manual addendum booklet to all affected customers in **March 2021** via U.S. mail.

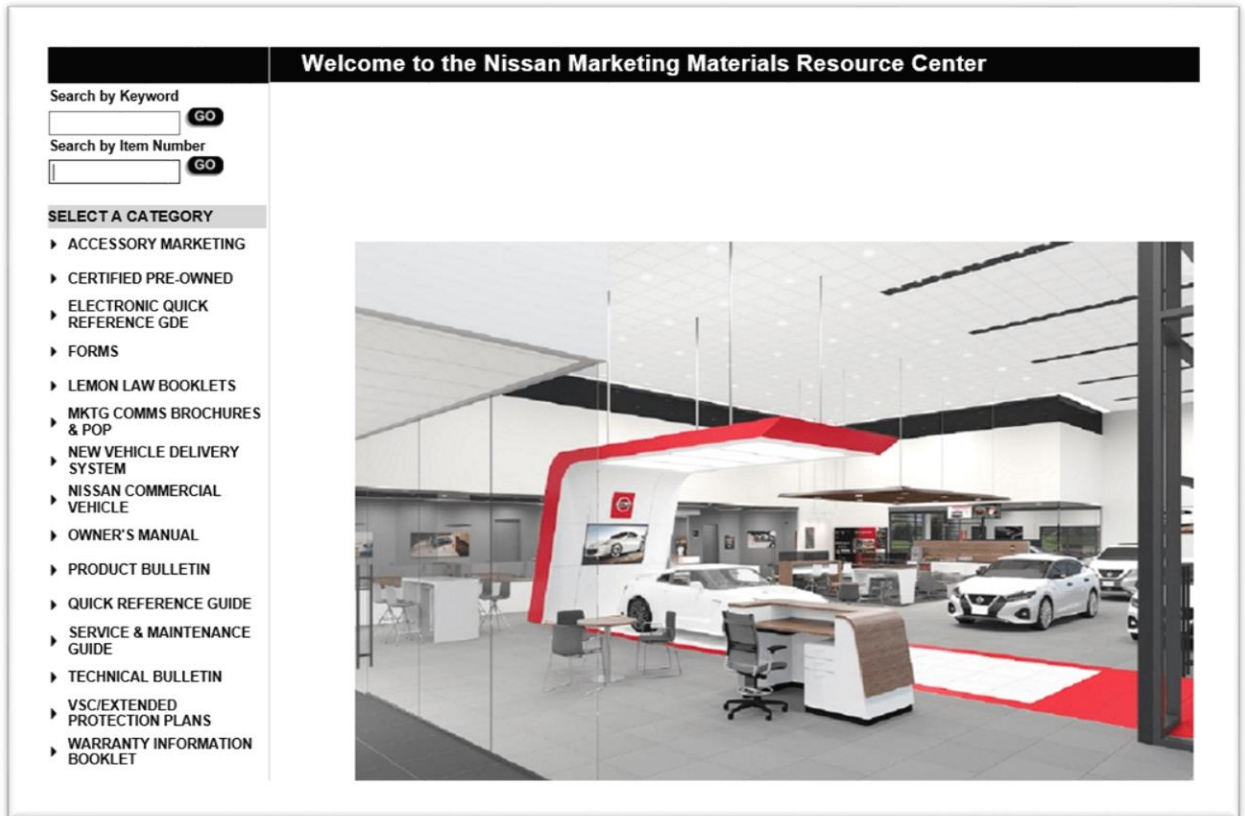
Q. Will I have to take my vehicle back to the selling dealer or contact a dealer to obtain a new owner's manual?

A. No, supplemental owner's manual addendum booklets will be mailed directly to affected owners.

Q. I am a dealer, how do I obtain a copy for a lost or missing addendum?

A. Additional addendums may be obtained as needed via the Dealer's Material Ordering site located under Dealer Operations in NNAnet.

- Login to NNA.net and select the "My Links" tab
- Under Dealer Operations, select "Dealer Materials Ordering" – this will take you to the reorder site.

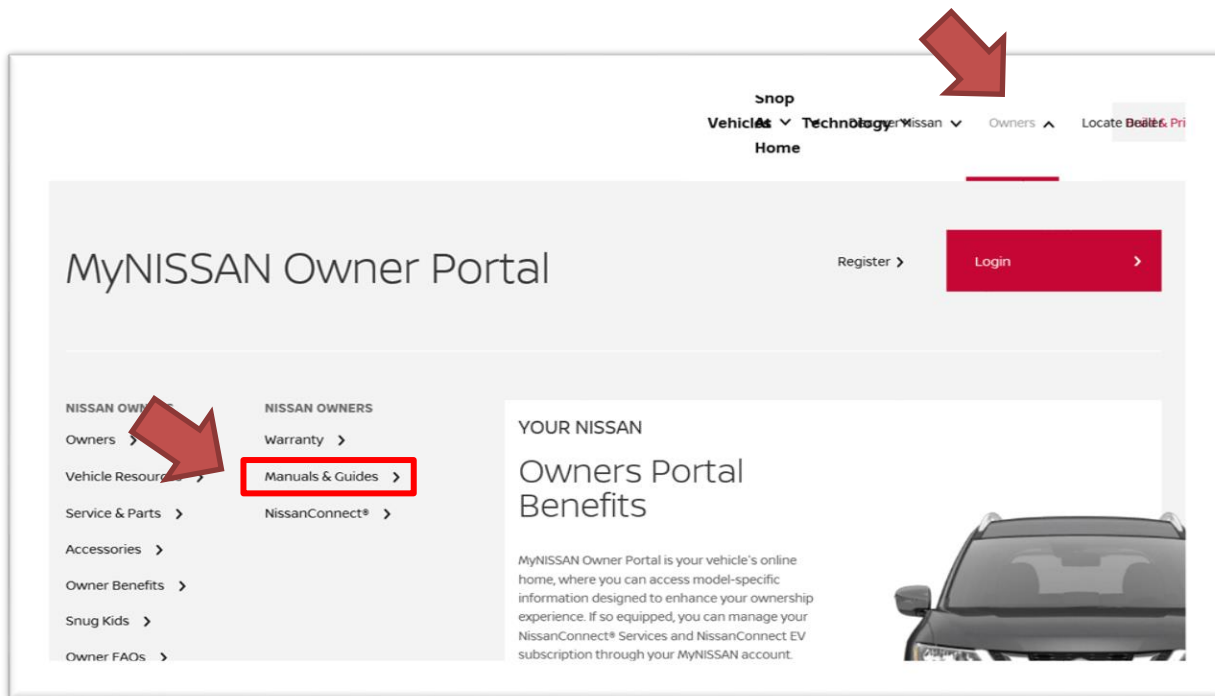


To locate the addendum, enter **2021 Altima** in the Search by Keyword field at the top, and select **'GO'**.
Then select **'SU21EA0L34U0'** to add it to your cart.

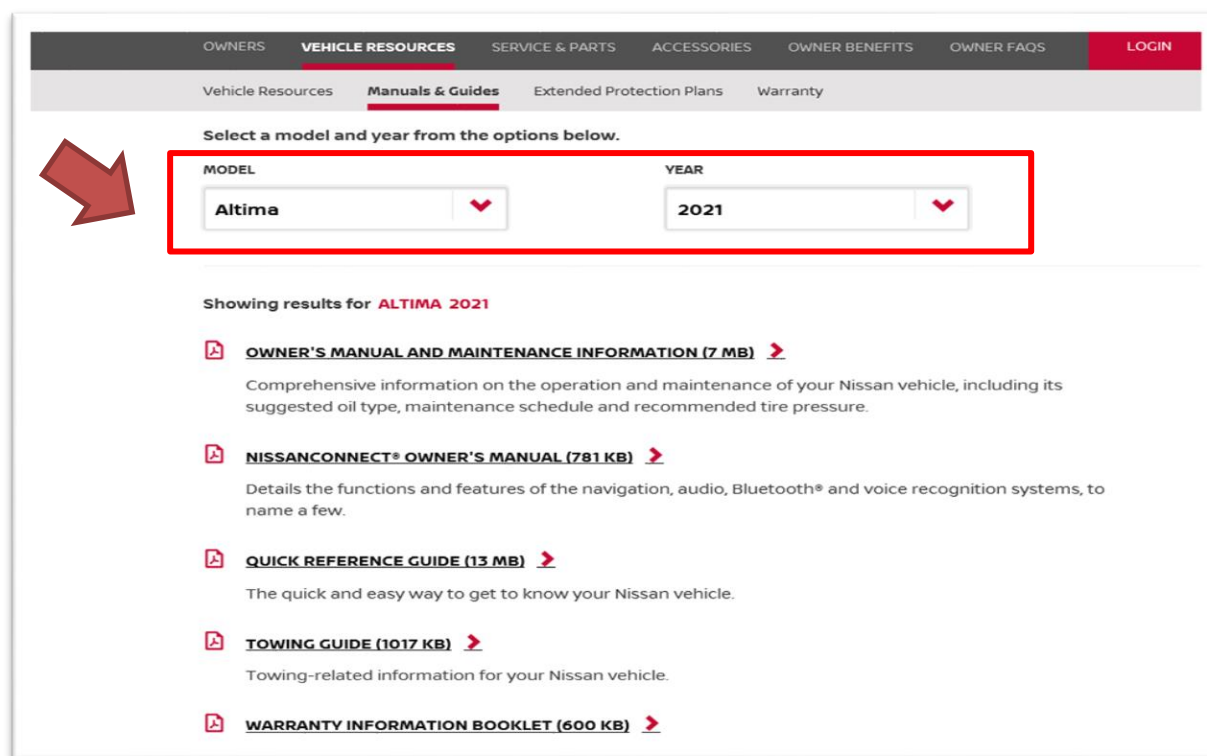


Q. I am a customer, how do I obtain a copy of a lost or missing addendum?

A. Customers may locate the addendum via www.nissanusa.com under Owners. Select **'Manuals & Guides'** located under **'Owners'**



Select **'Altima'** using the drop down under **'Model'**. Then select **'2021'** using the drop down under **'Year'**.



Select 'OWNER'S MANUAL AND MAINTENANCE INFORMATION (7 MB)'

Select 'OM21EA 0L34U1'

Q. What model year vehicles are involved?

A. Model year 2021 Nissan Altima (L34) vehicles manufactured between September 21, 2020 and December 4, 2020.

Revision History:

Date	Announcement	Purpose
March 2, 2021	Original	New campaign announcement