



QUALITY ACTION

CAMPAIGN BULLETIN

Moonroof Inspection Dealer Inventory

Reference: PC800
Date: March 26, 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)	NA	2,048	March 26, 2021	YES

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

Nissan is conducting a dealer inventory quality action to inspect the moonroof on **2,048** specific 2021 Altima vehicles identified in Service Comm. The moonroof of subject vehicles may be under-flush to the body causing the potential for water leak or wind noise. The D-ring may be mis-set causing the roof to bow in the center line area.

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:

- Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC800**
 - 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.**
- Please **do not drive, loan, sell or trade** the specific vehicles in dealer inventory subject to this Quality Action.
- Use the attached procedure to inspect vehicles affected by this quality action.
 - If the inspection results indicate that the moonroof is **"Good"**, no further action is needed.
 - File a claim for the inspection, and release the vehicle for sale.
 - If the inspection results indicate that the moonroof is **"No Good"**, do not submit a warranty claim, provide the requested information in an email to nafqasupport@nissan-usa.com and **HOLD** the vehicle until further notice.
 - Nissan FQA will review the E-mail submission to confirm and provide the dealer with next steps within 2-business days.

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



PC800 - 2021 ALTIMA MOONROOF MIS-SET

SERVICE PROCEDURE:

1. If applicable, peel back the white PPF (Paint Protective Film) to uncover the moonroof and roof panels (Figure 1).



Figure 1

2. Locate the center rear of the moonroof glass (Figure 2).

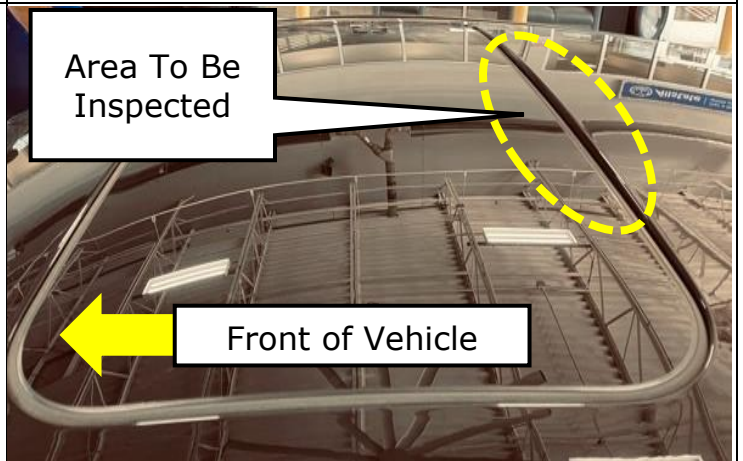


Figure 2

3. Visually inspect height difference between the roof surface and the rear center of the moonroof glass.

- Use a metric steel rule to measure the height difference
- Set steel rule on moonroof glass and measure the height difference between the roof surface and the moonroof glass (see Figure 2 for area to be measured)
- Use care not to scratch roof paint or moonroof glass
- Review examples in Figures 3 and 4 below:

2 mm Height Difference Shown Below



GOOD

Figure 3

8 mm Height Difference Shown Below



NO GOOD

Figure 4

What is the measured height difference between the roof surface and the moonroof glass?

- The height difference is less than 7 mm (**GOOD** Condition). Inspection is complete. Submit a warranty claim for PC8000 per the Claims Information.
- The height difference is 7mm or greater (**NO GOOD** Condition). Do NOT submit a warranty claim. Go to Step 4.

NOTE: Document the measured height difference on the repair order.

4. Provide clear photos of the measured height difference between the roof surface and the moonroof glass with a metric steel rule to FQA using the information below.

HOLD the vehicle until further notice.

- a. Take clear pictures of the VIN certification label and the measured moonroof to roof panel height difference
- b. Email photos to nnafqasupport@nissan-usa.com
- c. Provide the measured moonroof height difference result in millimeters
- d. Make sure to include the below information:
 - E-Mail Subject Line: PC800 Altima Moonroof Mis-Set
 - Dealer Name:
 - Dealer Code:
 - Dealer Address:
 - VIN:
 - Contact Person Name:
 - Contact Person Phone Number:

NOTE: The E-mailed file size cannot exceed 10MB.

CLAIMS INFORMATION

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

Campaign ("CM") ID	Description:	Op Code	FRT
PC800	Peel Back PPF and Measure Moonroof Glass to Roof Panel Height Difference (Inspection Only)	PC8000	0.3 Hr