



# QUALITY ACTION

# CAMPAIGN BULLETIN

## Rear Lower Suspension Link Warranty Extension Dealer Notification

Reference: Lower Link

Date: May 26, 2021

**Attention: Dealer Principal, Sales, Service, Parts Managers, and Warranty Admin**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM <sup>*</sup> Activation date:	Stop Sale In Effect
2013-2018 Altima**	1,523,066	NA	May 26, 2021	<b>NO</b>
2016-2018 Maxima**	175,988			

\* Eligibility will appear on the warranty extension page of Service Comm

\*\* Limited to a specific production date range

In October 2019, Nissan launched a Voluntary Service Campaign (P9324) on MY2013 Nissan Altima vehicles registered in high road-salt-usage states (Connecticut, Delaware, Iowa, Illinois, Indiana, Kentucky, Massachusetts, Maine, Maryland, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, Washington D.C., West Virginia and Wisconsin). In the interest of customer satisfaction, Nissan is providing a warranty extension to certain MY2013 Nissan Altima vehicles that were not included in P9324 and certain MY2014-2018 Nissan Altima and MY2016-2018 Nissan Maxima vehicles in all states.

On some affected vehicles, one of the rear lower suspension links may corrode and separate at the bushing joint area. Customers may notice a knocking or rattling noise from the rear of the vehicle or observe wheel misalignment on the rear wheel(s) if the link separates.

Owners of eligible vehicles will receive a notification indicating their eligibility for the following:

- Warranty extension for the rear lower suspension links of 84 months and unlimited miles to their current 36 month/36,000 mile New Vehicle Limited Warranty for a total of 120 months warranty coverage (without regard to mileage).
- This warranty extension will allow for a one-time replacement of the rear lower suspension links with new parts and a four-wheel alignment if parts are cracked or broken.

Voluntary Service Campaign (P9324) on MY2013 Nissan Altima vehicles registered in high road-salt-usage states will continue.

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

1. Verify if vehicles are eligible for this Warranty Extension using the warranty extension page of Service Comm.
2. Dealers should remedy any eligible vehicles subject to this warranty extension to ensure customer satisfaction using Technical Field Bulletin NTB21-045.

- The service department should submit the applicable warranty claim for the action performed.

**NISSAN NORTH AMERICA, INC.**

Aftersales DIVISION

**Frequently Asked Questions (FAQ):**

**Q. Is this a recall?**

A. No. This is not a recall. This is a warranty extension.

**Q. How long is the warranty extension?**

A. The warranty is extended for the rear lower suspension links of 84 months and unlimited miles from the vehicle's original 36 month/36,000 mile New Vehicle Limited Warranty for a total of 120 months warranty coverage (without regard to mileage).

**Q. What is the reason for this warranty extension?**

A. To ensure customer satisfaction. On some affected vehicles, one of the rear lower suspension links may corrode and separate at the bushing joint area.

**Q. What is the possible effect of the condition?**

A. Customers may notice a knocking or rattling noise from the rear of the vehicle or observe wheel misalignment on the rear wheel(s) if the link separates.

**Q. What will the warranty extension cover?**

A. This warranty extension will allow for a one-time replacement of the rear lower suspension links with new parts and a four-wheel alignment if parts are cracked or broken. .

**Q. How long will the warranty repair take?**

A. This service, which is conducted at no charge to you for parts and labor, could take up to three (3) hours to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

**Q. Are parts readily available?**

A. Yes.

**Q. Are all 2013–2018 Altima and 2016–2018 Maxima models eligible?**

A. No. Vehicles covered by P9324 will be remedied under that voluntary service campaign. Only specific Nissan Altima vehicles produced between March 06, 2012 and January 11, 2018 and specific Nissan Maxima vehicles produced between February 10, 2015 and January 12, 2018 are eligible.

**Q. How can a dealer identify vehicles eligible for the warranty extension?**

A. Dealers can refer to the warranty extension page of Service Comm for eligibility.

**Q. I did not receive a letter, how can I tell if my vehicle is affected?**

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this warranty extension.

**Q. Is my vehicle safe to drive?**

A. If you notice a knocking or rattling noise from the rear of the vehicle or observe wheel misalignment on the rear wheel(s), you should arrange to have your vehicle remedied by a Nissan dealer as soon as possible.

**Q. Will a rental car be provided while the dealer is servicing the vehicle?**

A. Yes, affected owners may request a rental vehicle while their vehicle is being serviced. Towing is also covered if the rear lower suspension link(s) are cracked or broken.

Expense Code	Description	Max Amount
502	Rental	\$200
501	Towing	\$200

***Rental must be claimed as Factory Goodwill (FG) under the warranty extension and not Factory Warranty (FW).***

**Q. Will I have to take my vehicle back to the selling dealer to have the service performed?**

A. No, any authorized Nissan dealer is able to perform the warranty repair.  
**For Consumer Affairs:** Please inform us of the dealer where you would like to have your vehicle serviced.

**Q. How can owners seek reimbursement for repairs previously conducted?**

A. Instructions for submitting a reimbursement claim can be found at [www.nissanassist.com](http://www.nissanassist.com).

**Q. Are you experiencing this condition on any other Nissan (or INFINITI) models?**

A. No.

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
May 26, 2021	Original Document	Announce warranty extension