



# QUALITY ACTION

# CAMPAIGN BULLETIN

## Oxygen Sensor Voltage Inspection Warranty Extension

Reference: PC857, PM997

Date: February 10, 2022

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

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2013-2016 Altima 2.5L (L33)* SULEV and 50 states only	1,319,096	NA	February 10, 2022	<b>NO</b>
MY2013-2016 Sentra (B17)* 50 states only	459,014	NA		

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

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

In the interest of customer satisfaction, Nissan is providing a limited warranty extension to certain MY2013-2016 Nissan Altima 2.5L (SULEV and 50 states emissions) and certain MY2013-2016 Nissan Sentra vehicles (50 states only) to allow for annual rear oxygen sensor voltage checks, upon request, to determine if a rear oxygen sensor short-to-ground condition exists. If a rear oxygen sensor short-to-ground condition exists, Nissan will inspect and repair or replace, as necessary, the sensor or wiring and remedy any diagnostic trouble codes that may have been masked by a failure to detect a possible rear oxygen (O2) sensor short to ground (SCG) condition. If those DTCs are first found only after a short-to-ground repair, the Limited Emission Warranty extension will cover the costs of parts and labor to inspect and repair the corresponding issue(s).

Affected vehicles may fail to detect the rear oxygen (O2) sensor short circuit to ground (SCG). Undetected SCG may result in failure to pass emissions testing.

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

- Annual rear oxygen sensory voltage check during the extended warranty coverage
- Limited warranty extension for the rear oxygen sensor to 20 years/200,000 miles (whichever occurs first)

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

1. Verify if vehicles are eligible for this limited Warranty Extension using the warranty extension page of Service Comm.
2. Dealers should perform a voltage check and, if necessary, remedy any eligible vehicles subject to this warranty extension to ensure customer satisfaction using **NTB22-007**.
3. The service department should submit the applicable warranty claim for the action(s) performed.

## Frequently Asked Questions (FAQ):

**Q. Is this a recall?**

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

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

A. To ensure customer satisfaction. Nissan has determined that affected vehicles may fail to detect the rear oxygen (O2) sensor short circuit to ground (SCG).

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

A. Affected vehicles may fail to detect the rear oxygen (O2) sensor short circuit to ground (SCG). Undetected SCG may result in failure to pass emissions testing.

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

A. Nissan is extending the emission warranty coverage on affected vehicles' Rear Oxygen Sensor in the case of a short-to-ground condition to 20 years/200,000 miles (whichever occurs first).

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

A. During the warranty extension period, annual Rear Oxygen Sensor voltage checks will be covered, upon request, to determine if a Rear Oxygen Sensor short-to-ground condition exists.

If a Rear Oxygen Sensor short-to-ground condition is found to exist during the covered voltage check, the Limited Emission Warranty extension will also cover the cost to inspect and repair or replace, as necessary, the sensor or wiring, and the cost to inspect for the existence of specific Diagnostic Trouble Codes (DTCs) for issues that may have been previously unidentified due to the short-to-ground condition. If those DTCs are first found only after a short-to-ground repair, the Limited Emission Warranty extension will cover the costs of parts and labor to inspect and repair the corresponding issue(s).

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

A. This service, which is conducted at no charge to you for parts and labor, should take one (1) hour but could take up to three (3) hours to complete if related diagnostic trouble codes exist and require remedy. 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 Model Year 2013-2016 Altima and Sentra vehicles eligible for this warranty extension?**

A. No. Certain Nissan Altima 2.5L (50 states & SULEV) vehicles produced between March 7, 2012 and August 31, 2016 and specific Nissan Sentra (50 states) vehicles produced between June 4, 2012 and September 22, 2016 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. Yes.

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

A. Yes. Certain model year 2013-2016 Nissan Sentra SULEV manufactured between August 27, 2012 and September 22, 2016 are also affected and are the subject of another campaign activity (P1A25) as approved by the California Air Resources Board.

Q. What diagnostic trouble codes may have been masked by a failure to detect a possible Rear Oxygen Sensor short-to-ground (SCG) condition?

- A. There are 13 different diagnostic trouble codes that could be masked by a Rear Oxygen Sensor short-to-ground. Additional details on these DTCs are available to dealers in NTB22-007 and to customers in the owner letter and campaign microsite.

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
February 10, 2022	Original Document	O2 Sensor Voltage Inspection Warranty Extension