



# QUALITY ACTION

## CAMPAIGN BULLETIN

### Halogen Headlamp Warranty Extension

Reference: PC807

Date: April 12, 2022

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

**REVISED April 12, 2022**  
**Please discard earlier versions of this bulletin.**

**The announcement from March 25, 2022 has been revised to include the following:**

- The claims information section has been updated with information regarding vehicles whose warranty extension expired while waiting for parts.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2013-18 Altima*	1,721,823	NA	January 20, 2022	<b>NO</b>

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

**\*\*\*\*\* Warranty Extension Summary \*\*\*\*\***

On or around October 25, 2021, current and former owners and lessees of certain 2013-2018 Altima vehicles received a postcard from a Settlement Administrator informing them of the terms of a proposed class action settlement that, subject to final court approval, could extend the warranty on the halogen headlamps. The class action lawsuit alleges that 2013-18 Altima models manufactured with halogen headlamps have a defect that causes the internal reflecting surface to delaminate, resulting in dimming of the low beam headlamps.

**The proposed settlement was approved by the court presiding over the class action lawsuit, providing a 3-year extension of the warranty covering headlamp dimming due to delamination. The limited warranty extension became effective January 20, 2022.** Nissan will provide a 3-year extension of the manufacturer’s warranty covering headlamp dimming due to the delamination, for a total of six (6) years of coverage regardless of mileage. During this limited warranty extension period, Nissan will replace both headlamps at no charge for parts and labor if the delamination concern is found. All other warranty terms, limitations, and conditions remain unchanged.

**NOTE:** The proposed settlement, and the associated warranty extension, include many terms and conditions. **Rather than attempting to address questions** about the proposed settlement terms from customers, **it is strongly recommended that you refer customers to the website and/or telephone number listed below** so that they can receive information from appropriate sources and to avoid providing incorrect and/or incomplete information.

Additional information is available at 1-855-786-0996 or [www.altimaheadlightsettlement.com](http://www.altimaheadlightsettlement.com).

**In addition to the limited Warranty Extension**, Nissan is conducting a Voluntary Service Campaign (PC861 launched March 25, 2022) to provide customers that are no longer covered by the term of the limited Warranty Extension, a limited time opportunity to obtain a one-time diagnosis and a potential repair.

- If the customer has an out-of-pocket expense for previous headlamp replacement before October 25, 2021, customers can submit the appropriate Claim Form by April 25, 2022 for a reimbursement request to the Settlement Administrator.

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

1. If customer indicates there is a visibility concern, dealers should verify if vehicles are eligible for this limited Warranty Extension using the warranty extension page of Service Comm.
2. Upon customer request, dealers should inspect and, if necessary, remedy any eligible vehicles subject to this limited warranty extension to ensure customer satisfaction using **NTB22-002**.
3. The service department should submit the applicable warranty claim for the action performed.
4. If a customer has questions regarding the terms of the approved settlement, please refer them to the Settlement Administrator at 1-855-786-0996 or to [www.altimaheadlightsettlement.com](http://www.altimaheadlightsettlement.com) rather than attempting to answer questions directly.

**\*\*\*\* Release Schedule \*\*\*\***

**Parts**

The parts listed in the first table have been placed on parts restriction. Dealers may place a SVC order via DBS **beginning March 25, 2022**.

PART NUMBER	DESCRIPTION	Quantity
26060-3TA9A	LAMP ASSY - HEAD (LH)(Headlamp Assembly)	1 (if needed)
26010-3TA9A	LAMP ASSY - HEAD (RH)(Headlamp Assembly)	1 (if needed)

The parts listed below may be ordered via normal ordering process.

PART NUMBER	DESCRIPTION	Quantity
26060-3TG0A	LAMP ASSY - HEAD (LH)(Headlamp Assembly)	1 (if needed)
26060-9HS9A	LAMP ASSY - HEAD (LH)(Headlamp Assembly)	1 (if needed)
26060-9HS9B	LAMP ASSY - HEAD (LH)(Headlamp Assembly)	1 (if needed)
26010-3TG0A	LAMP ASSY - HEAD (RH)(Headlamp Assembly)	1 (if needed)
26010-9HS9A	LAMP ASSY - HEAD (RH)(Headlamp Assembly)	1 (if needed)
26010-9HS9B	LAMP ASSY - HEAD (RH)(Headlamp Assembly)	1 (if needed)

**NOTE: Parts replaced under this activity will be collected. It is important for dealers to return parts applicable specifically to the VIN and repair order identified.**

**Repair**

**1. NTB22-002**

**NOTE:** The related TSB is available on ASIST, Dealer360 and NNA.net

**Owner Notification**

The class action settlement administrator released a press release on October 11, 2021 and mailed potential class members notification of the proposed settlement on or about **October 25, 2021**. Following approval of the settlement, the settlement administrator sent supplemental notices to owners on or about January 25, 2022.

**\*\*\*\*\* Claims Information \*\*\*\*\***

1. If a customer requests inspection due to a visibility concern, dealers should determine eligibility using the warranty extension page of Service Comm. If eligible, refer to the related TSB to confirm if the delamination concern is applicable.
  - o The TSB has been updated to include an inspection procedure OP Code to support warranty claims processing.
  
2. If the following scenario occurs - customer came in for a headlamp inspection within the extended warranty period. The headlamps were determined NG as a result of the diagnosis leading to the dealer ordering the parts and closing the work order.

The parts have arrived, however the customer is now out of the warranty extension period based on the new work order open date.

- o The dealer is to contact the WCCC for claims authorization to proceed with the headlamp replacements and obtain claims processing instructions.

**NISSAN NORTH AMERICA, INC.**

Total Customer Satisfaction

## Frequently Asked Questions (FAQ):

**Q. Who is eligible to be a member of the class action settlement?**

A. People who have purchased or leased a 2013-18 Altima equipped with halogen headlamps in the United States or its territories.

**Q. When are eligible owners expected to receive notification?**

A. The class action settlement administrator released a press release on October 11, 2021 and mailed potential class members notification of the proposed settlement on or about **October 25, 2021**. The notice provided the address of a website and a toll free number where potential class members can find more detailed information that may answer many of their questions. Following approval of the settlement, the settlement administrator sent additional owner notifications on or about January 25, 2022.

**Q. Is this a safety recall?**

A. No. This is a limited warranty extension.

**Q. What is the proposed settlement?**

A. Nissan will offer the following options to eligible owners and lessees:

**1. 3-Year Extension of the Warranty Covering Headlamp Dimming Due to Delamination:**

Beginning on the Effective date of the Settlement January 20, 2022, Nissan will cover headlamp dimming due to delamination for a total of six (6) years, regardless of mileage. This warranty is transferable and subject to the same terms as the standard warranty. To receive replacement headlamps within the extended warranty period, the owner or lessee should take his or her Class Vehicle to an [Authorized Nissan Dealer](#).

**2. If the vehicle is no longer covered by the limited Warranty Extension, customers had until March 26, 2022 to apply for replacement opportunity by completing a claim form and submitting it to the Settlement Administrator. Nissan is conducting a Voluntary Service Campaign (PC861 launched March 25, 2022) to provide customers that are no longer covered by the term of the limited Warranty Extension that timely registered a claim by the March 26, 2022 deadline, a limited time opportunity to obtain a one-time diagnosis and a potential repair. This VSC was separately described in Campaign Bulletin XXX.**

**3. Reimbursement for Headlamp Replacements Prior to October 25, 2021:** If the owner or lessee paid to replace his or her halogen headlamps due to dimming prior to October 25, 2021, the owner or lessee can submit a claim to the Settlement Administrator for reimbursement. The deadline to submit a reimbursement claim is April 25, 2022.

For other questions about the settlement, please refer customers to

[www.altimaheadlightsettlement.com](http://www.altimaheadlightsettlement.com) or to call the Settlement Administrator at 1-855-786-0996.

**Q. Does this proposed limited warranty extension cover vehicles sold or registered in Canada or Mexico?**

A. No. The proposed settlement applies only to vehicles sold or registered in the United States or its territories.

**Q. Does the proposed settlement provide anything other than extended warranty coverage or reimbursement of customer paid expenses for repair/replacement?**

A. The settlement websites will have more information about this.

**Q. Where can I learn more about the proposed settlement?**

A. Additional information regarding the settlement is available at [www.altimaheadlightsettlement.com](http://www.altimaheadlightsettlement.com) or by calling 1-855-786-0996.

**Q. Are certified pre-owned vehicle owners/lessees being notified of this proposed settlement?**

A. The proposed settlement applies to current and former owners and lessees. The Settlement Administrator mailed all Identified current and former owners and lessees notification of the settlement terms prior to January 20, 2022.

**Q. Why is Nissan agreeing to this settlement?**

A. To assure customer satisfaction and to address customer concerns, including those that were raised by customers through litigation.

#### Revision History:

Date	Announcement	Purpose
January 20, 2022	Original Document	Halogen Headlamp Warranty Extension
January 25, 2022	REVISION 1	Clarification of Warranty Extension terms
February 23, 2022	REVISION 2	TSB Update Notification
March 25, 2022	REVISION 3	Parts restriction update
April 12, 2022	REVISION 4	Claims Information Update