



QUALITY ACTION

CAMPAIGN BULLETIN

Automatic Transmission

Reference: PC916

Date: September 13, 2022

Attention: Dealer Principal, Sales, Service & Parts Managers

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

The announcement from September 2, 2022 has been revised to include the following:

- MY2020-2023 Titan and Frontier vehicles have been moved from this Quality Assurance Hold into a Voluntary Safety Recall. The recalled vehicles can now be identified by **campaign ID R22A9 for 4WD vehicles and R22B1 for 2WD vehicles.**

| Affected Models/Years: | Affected Population | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect: |
|---------------------------------|---------------------|-------------------|-------------------------------|----------------------|
| MY2023 Z with auto trans. (Z34) | 220 | 17 | September 2, 2022 | YES |

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

Nissan is committed to a high level of customer service and satisfaction. This commitment requires Nissan to periodically place certain vehicles on temporary Quality Assurance (QA) Hold to ensure that these vehicles, as delivered to our customers, meet our exacting standards and our customers' expectations.

Nissan has placed a temporary Quality Assurance Hold on specific 2023 Nissan Z vehicles equipped with automatic transmission due to an investigation of a potential transmission issue.

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*******

- Verify if vehicles are affected by this Voluntary Quality Action Campaign using Service Comm or DBS National Service History Campaign I.D. **PC916.**
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Please continue to check newly arriving inventory for campaign applicability.**
- Dealers **must not sell, lease, trade, rent or loan** any vehicles in dealer inventory affected by this Quality Action campaign.
- Nissan is currently investigating a potential concern with the automatic transmission. Additional information on next steps will be provided as soon as possible.

NISSAN NORTH AMERICA, INC.

Total Customer Satisfaction

Frequently Asked Questions (FAQ):

Q. When will the affected population show up in Service Comm, National Service History, and DBS?

A. September 2, 2022

Q. When will additional information be available for the issue currently under investigation?

A. Nissan is taking every effort to expedite this investigation and related communications.

Q. What vehicles are affected by the Quality Assurance Hold (Stop Sale)?

A. Specific MY23 Z equipped with automatic transmission. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PC916**

Revision History:

| Date | Announcement | Purpose |
|--------------------|------------------------|---|
| August 24, 2022 | Quality Assurance Hold | New Campaign Announcement |
| August 29, 2022 | REVISION 1 | Added Z with automatic transmission |
| September 2, 2022 | REVISION 2 | Added affected population, Service Comm activation date added, FAQ section added, Campaign ID added |
| September 13, 2022 | REVISION 3 | Moved Titan and Frontier to new VSRC Campaign |