



# SERVICE CAMPAIGN

## CAMPAIGN BULLETIN

### Expiration Notification - Halogen Headlamp Voluntary Service Campaign

Reference: PC861

Date: September 23, 2022

#### Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Expiration date:
MY2013-2018 Altima (L33)	NA	NA	<b>September 23, 2022</b>

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

On March 25, 2022 Nissan launched a Voluntary Service Campaign on certain MY2013-2018 Nissan Altima vehicles with halogen headlamps dimming due to delamination to support the settlement approved by the court presiding over the class action lawsuit. Customers that obtained approval by the Settlement Administrator were included in this VSC. Dealers were to inspect for delamination and, if necessary, replace both the right and left Halogen Headlamps.

This customer service campaign and customer reimbursement for these repairs are no longer available under **PC861**.

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

1. Service Comm will deactivate **PC861** on any VINs that have not yet been inspected and/or repaired on September 23, 2022.
2. For vehicles that had halogen headlamp inspection under **PC861** between May 20, 2022 and September 23, 2022, were diagnosed with no good (NG) condition but the repair was not completed due to parts not yet available will move to campaign ID **PC890**.
  - a. For vehicles that had halogen headlamp inspection before May 20, 2022, were diagnosed with a no good (NG) condition and a dealer was not able to make claim, please email [FQA\\_Inspection\\_Support@nissan-usa.com](mailto:FQA_Inspection_Support@nissan-usa.com) for claim processing support.
3. VINs will be noted with **PC890** in Service Comm/NSH to allow future headlamp replacement as parts become available.
4. Dealers should use NTB22-039 to correct any vehicles subject to **PC890**.
5. Once repaired, dealers should submit the claim, using the appropriate claims coding provided for the action taken, and release the vehicle.

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

<b>Repair</b>	<ul style="list-style-type: none"><li>• Campaign bulletin <b>NTB22-024</b> has been updated to reflect expiration of this voluntary service campaign. Please discard older copies</li><li>• Campaign bulletin <b>NTB22-039</b> and campaign ID <b>PC890</b> will remain active for dealers to claim future headlamp replacement when parts are available.</li></ul>
<b>Owner Notification</b>	<ul style="list-style-type: none"><li>• No expiration notices are being sent to customers</li></ul>

**NISSAN NORTH AMERICA, INC.**

Total Customer Satisfaction