



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Maxima/Altima Floor Pan Voluntary Service Campaign

Reference: PC926
Date: October 28, 2022

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	**Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	SERVICE COMM Expiration date:	Stop Sale In Effect
MY2002-2006 Altima (L31)	26,891	NA	October 28, 2022	November 1, 2023	NO
MY2004-2008 Maxima (A34)	9,967	NA			

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

Nissan is conducting a Voluntary Service Campaign (VSC) on 36,858 specific model year 2002-2006 Nissan Altima and 2004-2008 Nissan Maxima vehicles due to possibility of moisture becoming trapped in the floor pans potentially resulting in corrosion to support the settlement approved by the court presiding over a class action lawsuit filed in Missouri. Dealers will inspect the Class Vehicle for front floor pan corrosion. If corrosion is present the dealer will repair the front floor pan(s). Nissan is not responsible for unrelated repairs that may be needed or detected during the inspection, including for vehicle corrosion to areas other than the front floor pan.

The class action settlement administrator will notify potential class members of approval of the settlement terms no later than **November 30, 2022**. Inspection for the front floor pan for corrosion must occur by **November 1, 2023**.

Nissan will provide a one-time diagnosis and a potential repair of approved vehicles from October 31, 2022 to November 1, 2023 under the Voluntary Service Campaign.

NOTE: The proposed settlement and the one-time potential repair include many terms and conditions. Nissan strongly recommends that, **rather than attempt to address questions** about the settlement terms from customers, **you refer customers to the settlement administration website and/or telephone number listed below** so that they can receive accurate information from appropriate sources.

Additional information is available at 1-855-770-4786 or www.missourifloorpansettlement.com.

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PC926**.
 - Refer to NPSB15-460 for additional information

2. Dealers should use **NTB22-095** to correct any vehicles subject to this campaign.
3. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.
4. If a customer has questions regarding the terms of the approved settlement, please refer them to the Settlement Administrator at 1-855-770-4786 or to www.missourifloorpansettlement.com rather than attempting to answer questions directly.
5. To be covered under this settlement, the vehicle must currently be registered in Missouri. If a customer claims their vehicle should be covered by this settlement and it is not, please advise the customer to contact Nissan Consumer Affairs at 1-800-647-7261.

**** Release Schedule ****

Parts	The repair kit listed below may be ordered via normal ordering process:			
	DESCRIPTION	PART NUMBER	QUANTITY	
	Kit-Floor Repair (Repair Kit)	G4312 – ZB00A	1	
	Kit contents:			
	Repair Plate (LH)		1	
	Repair Plate (RH)		1	
	Rivet Nuts		4	
	Bolts		4	
	Additional products required for repair:			
	DESCRIPTION	PRODUCT #	SOURCE	QUANTITY
Self Etching Primer (Axalta Cromax Etch Primer)	400A™ (or equivalent)	Local Axalta supplier	1 per vehicle (12 oz can)	
3M Rubberized Undercoating	08883 (or equivalent)	Local 3M™ supplier	1 per vehicle (24 oz can)	
LORD Fusor® 108B (structural adhesive – includes 2 mixing nozzles)	999MP-108BP	Nissan Chemicals (or local LORD Fusor supplier)	1 cartridge will service 2 Repair Plate installations (1 cartridge per kit/vehicle)	
LORD Fusor® 800DTM (seam sealer)	999MP- 9G000P	Nissan Chemicals (or local LORD Fusor supplier)	1 cartridge for each Repair Plate installation (2 cartridges per kit/vehicle)	
Isopropyl Alcohol	N/A	Local source	As needed / shop supply	
NOTE: Parts replaced under this activity may be collected through the Nissan Part Return Program. If a Part Return Required Notification is received by the dealer, it is important for dealers to return parts applicable specifically to the VIN and repair order identified.				
Special Tools	<ul style="list-style-type: none"> J-50835 - Rivet Tool [NI-50835] J-50816 - Dispensing gun [NI-50816] 			

	<ul style="list-style-type: none"> • J-50878 – Drill Bit [NI-50878] • Calking Gun (Standard Tool)
Repair	<ul style="list-style-type: none"> • NTB22-095
Owner Notification	The class action settlement administrator will mail potential class members notification of the proposed settlement on or about November 30, 2022 .

****** Dealer's Responsibility ******

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaigns using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service campaign, which enters the service department for any reason. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in dealer inventory. If a VIN subject to this voluntary service campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

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. To be eligible to receive the benefits of this Settlement, you must either:
1. Currently own or lease a model year 2002-2006 Nissan Altima or 2004-2008 Nissan Maxima registered in Missouri.
 - Or
 2. Have previously owned or leased a model year 2002-2006 Nissan Altima or 2004-2008 Nissan Maxima registered in Missouri and paid for repairs to rust in a front floor pan.

Q. When are eligible owners expected to receive notification?

- A. The class action settlement administrator will mail potential class members notification of approval of the settlement no later than **November 30, 2022**. The notice will provide the address of the settlement administrator's website and a toll free number where settlement class members can find more detailed information that may answer many of their questions.

Q. Is this a safety recall?

- A. No. This is a voluntary service campaign issued under the conditions of the class action settlement for customers who either:
1. Currently own or lease a model year 2002-2006 Nissan Altima or 2004-2008 Nissan Maxima registered in Missouri.

Or

2. Have previously owned or leased a model year 2002-2006 Nissan Altima or 2004-2008 Nissan Maxima registered in Missouri and paid for repairs to rust in a front floor pan.

Q. What is the proposed settlement?

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

1. Inspection or Repair for Current Owners of Class Vehicles

Within one year of the Effective Date the Settlement (October 31, 2022), current owners or lessees Class Vehicles registered in Missouri may have their vehicle inspected at any authorized Nissan dealership in Missouri for an inspection of whether front floor pan corrosion is present.

Nissan will repair the front floor pan of any Class Vehicle that presents with front floor pan corrosion free of charge. Nissan will not pay for unrelated repairs that may be needed or detected during the inspection, including vehicle corrosion to areas other than the front floor pan.

If the Class Vehicle requires repair, then Nissan will provide a rental vehicle, if one is requested, for as long as completing the repair takes, but not more than 5 days.

Inspection of the front floor pan for corrosion must occur within one year of the Effective Date of the Settlement.

2. Reimbursement for Repair Costs for Current or Previous Owners/Lessees

Current OR former owners/lessees of a Class Vehicle who have paid to repair the front floor pan(s) because of corrosion are potentially eligible for reimbursement for out-of-pocket expenses for the corrosion repair.

- I. To recover, the Class Member will need to submit a Claim Form (available at www.missourifloorpansettlement.com). Important conditions and deadlines, as well as information regarding the documentation which must be submitted with the reimbursement claim are available on the website.

The deadline for submission of reimbursement claims via mail or online is **November 1, 2023**.

For other questions about the settlement, please refer customers to www.missourifloorpansettlement.com or to call the Settlement Administrator at 1-855-770-4786.

Q. What is the reason for this Voluntary Service Campaign?

A. The class action lawsuit alleges that model year 2002-2006 Nissan Altima and model year 2004-2008 Nissan Maxima have defective front floor pans that may prematurely rust and damage the vehicles. The lawsuit only involves vehicles that currently are, or at the time of repair were, registered in Missouri.

Q. What is the possible effect of the condition?

A. Possibility of moisture becoming trapped in the floor pan potentially resulting in corrosion.

Q. What will be the corrective action?

A. Dealers will inspect the Class Vehicle for front floor pan corrosion. If corrosion is present the dealer will repair the front floor pan. Nissan is not responsible for unrelated repairs that may be needed or detected during the inspection, including for vehicle corrosion to areas other than the front floor pan.

Q. I have previously paid to repair the front floor pan(s) on my vehicle and Nissan did not cover the repair. Am I eligible for reimbursement?

A. If you are a current OR former owner/lessee of a Class Vehicle, and you already paid to repair the front floor pan(s) because of corrosion and you have not been reimbursed already, then Nissan will reimburse you for out-of-pocket expenses for the corrosion repair.

To recover, you will need to submit a Claim Form (available at www.missourifloorpansettlement.com.)

Important conditions, deadlines and information regarding reimbursement claims is available on the settlement administrator's website or by calling 1-855-770-4786. The deadline for submission of reimbursement claims via mail or online is **November 1, 2023**.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, could take up to three (3.0) hours to complete depending on the inspection results. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

Q. When will vehicle owners be notified?

A. The class action settlement administrator will notify potential class members of approval of the settlement no later than **November 30, 2022**.

Q. Are parts readily available?

A. Yes. Parts may be ordered via the normal ordering process.

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 campaign.

Q. I believe my vehicle should be included in this settlement, but it is not on the VIN list?

A. To be covered under this settlement, the vehicle must currently be registered in Missouri. If a customer claims their vehicle should be covered by this settlement and it is not, please advise the customer to contact Nissan Consumer Affairs at 1-800-647-7261.

Q. Is my vehicle safe to drive?

A. Yes.

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

A. If the Class Vehicle requires repair, then Nissan will provide a rental vehicle, if one is requested, for as long as completing the repair takes, but not more than 5 days.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$260 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement.		

Q. Is there any charge for this repair?

A. No, the inspection and, if necessary, remedy will be performed for the customer free of charge for parts and labor.

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

A. No, any authorized Nissan dealer in Missouri is able to perform this service campaign.

For Consumer Affairs: Please inform us of the dealer where you would like to have the corrective action completed.

Q. Where can I learn more about the settlement?

A. Additional information regarding the settlement is available at www.missourifloorpansettlement.com or call the Settlement Administrator at 1-855-770-4786.

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
October 28, 2022	Voluntary Service Campaign	New campaign announcement