



SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Left Front Coil Spring Voluntary Service Campaign

Reference: PC933

Date: December 2, 2022

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2022 Altima (L34)	10	NA	December 2, 2022	NO

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

Nissan has reclassified the previously announced quality action (PC891) for new vehicle inventory as a Voluntary Service Campaign to replace the left front coil spring on **10** specific 2022 Nissan Altima vehicles identified in Service Comm and DBS National Service History.

Due to a production issue that has since been corrected, the left front coil spring on affected vehicles may not meet Nissan design requirements. Customers of affected vehicles may notice a potential noise from the suspension or a change in vehicle posture.

*******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. **PC933**.
 - **New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
 - Refer to NPSB15-460 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**
2. Dealers are requested to remedy any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
3. Dealers should use **NTB22-102** to correct any vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

**** Release Schedule ****

Parts	Parts are available and may be ordered via normal process.																					
	<table border="1"><thead><tr><th>Description</th><th>Part Number</th><th>Quantity</th></tr></thead><tbody><tr><td>SPRING - FRONT</td><td>54010-6CB0A</td><td>1</td></tr><tr><td>NUT</td><td>54588-JA005</td><td>2</td></tr><tr><td>NUT</td><td>54588-JA060</td><td>2</td></tr><tr><td>NUT - HEX</td><td>08912-4421A</td><td>1</td></tr><tr><td>NUT</td><td>40262-JA000</td><td>2</td></tr><tr><td>NUT - LOCK, FRONT WHEEL BEARING</td><td>40262-4GA0D</td><td>1</td></tr></tbody></table>	Description	Part Number	Quantity	SPRING - FRONT	54010-6CB0A	1	NUT	54588-JA005	2	NUT	54588-JA060	2	NUT - HEX	08912-4421A	1	NUT	40262-JA000	2	NUT - LOCK, FRONT WHEEL BEARING	40262-4GA0D	1
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NOTE: Use an appropriate cutting tool to cut the removed coil spring into two pieces. Properly dispose of the coil spring pieces in accordance with local and state regulations.																						
Repair	<ul style="list-style-type: none">• NTB22-102																					
Owner Notification	Nissan will begin sending notifications to owners of all potentially affected vehicles in December 2022 via U.S. Mail.																					

**** 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 for any reason, enters the service department. 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. Is this a Stop Sale?

A. No.

Q. Is this a safety recall?

A. No.

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

A. Due to a production issue that has since been corrected, an affected coil spring may not have sufficient stress relief which could lead to cracks or breaks.

Q. What is the possible effect of the condition?

A. Customers may notice a potential noise from the suspension or a change in vehicle posture.

Q. What will be the corrective action?

A. Replace the left front coil spring.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, should take less than two and a half (2.5) hours to complete. 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. Nissan will begin sending notifications to owners of all potentially affected vehicles in **December 2022** via U.S. Mail.

Q. Are parts readily available?

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

Q. Is my vehicle safe to drive?

A. Yes.

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

A. No.

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The procedure will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. Is there anything owners can do to mitigate the condition?

A. No.

Q. Is there any charge for this repair?

A. No, the procedure 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 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. What model year vehicles are involved?

A. Specific model year 2022 Nissan Altima vehicles manufactured on May 10, 2022.

Q. Are you experiencing this condition on any other Nissan (or Infiniti) models?

A. No.

Revision History:

Date	Announcement	Purpose
December 2, 2022	Original	New campaign announcement