



QUALITY ACTION

CAMPAIGN BULLETIN

Front Bumper/Headlamp Dealer Inventory

Reference: P2A21
Date: January 31, 2023

Attention: Dealer Principal, Sales, Service & Parts Managers

REVISED January 31, 2023
Please discard earlier versions of this bulletin.

The announcement from January 18, 2023 has been revised to include the following:

- The parts restriction will be removed on the following part and dealers will be able to order, as needed, via normal ordering process beginning **February 7, 2023**:
 - B6320-6GP1C Spacer Kit

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2023 Z (Z34)	NA	109	January 18, 2023	YES

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

Nissan is conducting a dealer inventory quality action to inspect specific MY2023 Nissan Z vehicles for paint scratches or peeling by the headlamps. Potentially affected vehicles are identified in Service Comm and National Service History – Open Campaigns. Dealers will inspect the headlamp spacer position gap and bumper paint condition. Use the attached procedure to perform the inspection, and if necessary remedy any vehicles affected by this quality action prior to sale.

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*******

PLEASE FOLLOW THE ATTACHED INSTRUCTIONS:

1. Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **P2A21**
 - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
 - **Please continue to check newly arriving inventory for campaign applicability.**

2. Please **do not drive, loan, sell or trade** the specific vehicles in dealer inventory subject to this quality action.
3. Use the attached procedure to remedy any vehicles affected by this quality action prior to sale.
4. Once remedied, dealers should submit the applicable warranty claim for the action performed to close the campaign notice in Service Comm/NSH and release the vehicle for sale.

******* Dealer Responsibility *******

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaign using the appropriate campaign ID for the campaign status on each affected vehicle currently in new vehicle inventory.

NISSAN NORTH AMERICA, INC.

Total Customer Satisfaction

Revision History:

Date	Announcement	Purpose
January 18, 2023	Quality Action	New Campaign Announcement
January 31, 2023	REVISION 1	Parts restriction lifted



P2A21 2023 Z HEAD LAMP SPACER

REQUIRED SHOP SUPPLIES:

- 70% Isopropyl alcohol prep pads or Isopropyl alcohol applied to clean cloth
- Automotive masking tape (3M Green Auto preferred)
- Fender cover (Soft, clean cloth to set front bumper on)
- Triangle spacer application template (from page 25 of bulletin)



Figure A

REQUIRED PARTS:

SPACER KIT PN: B6320-6GP1C

- Gap check tool
- LH Triangle rubber spacer
- RH Triangle rubber spacer
- Bumper side spacers

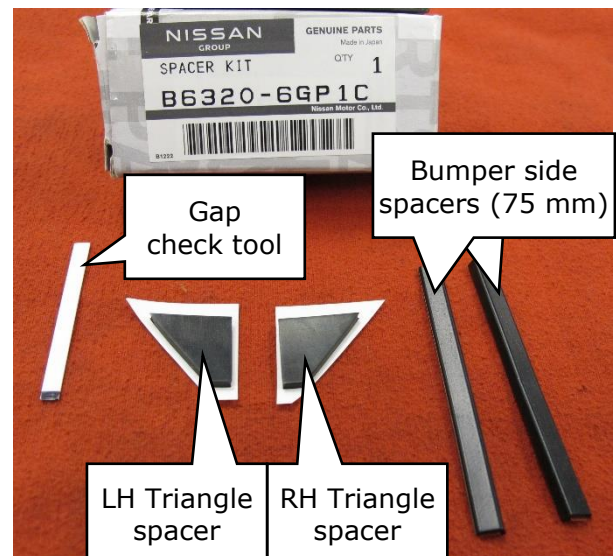
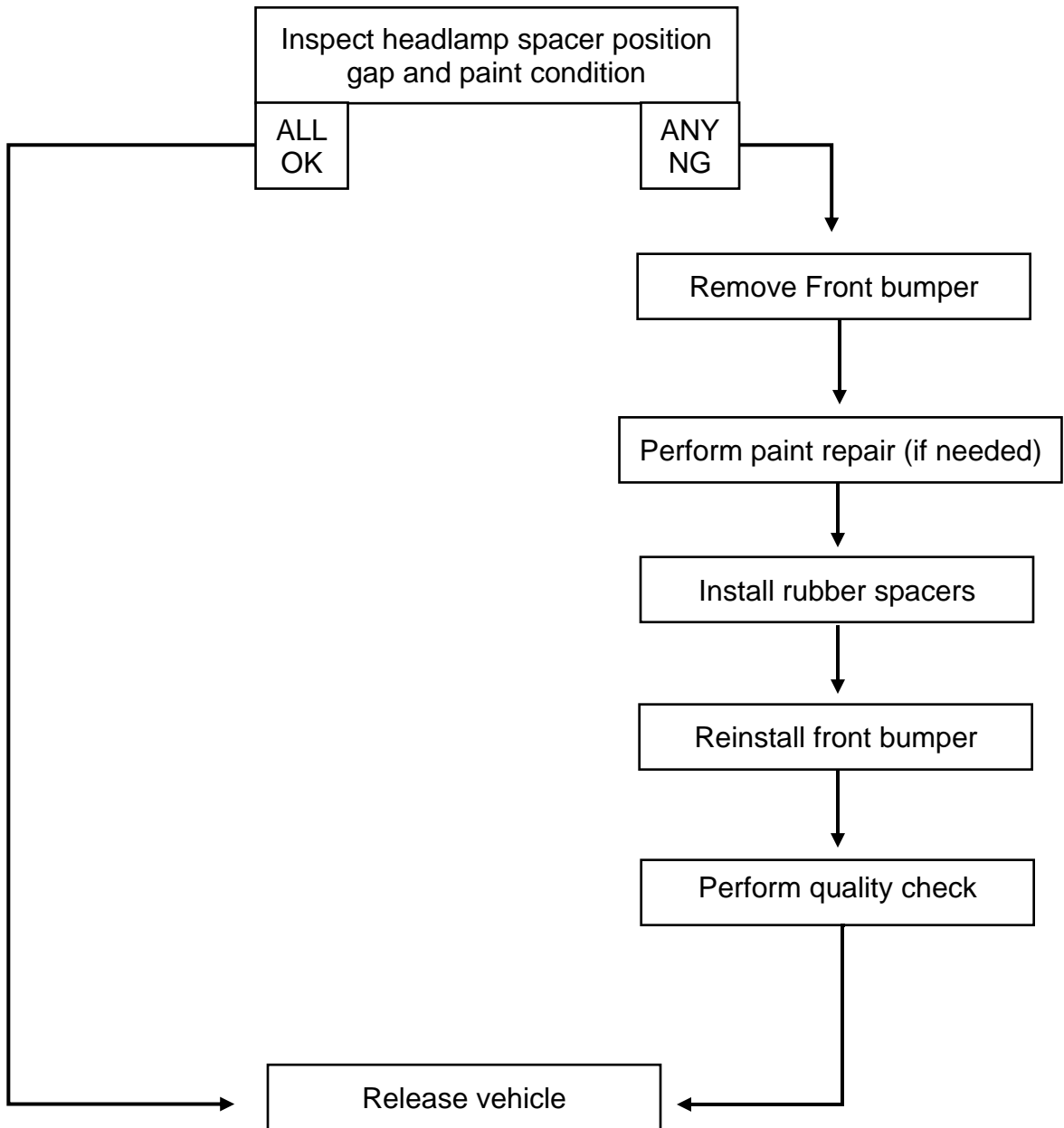


Figure B

SERVICE PROCEDURE:

Procedure overview

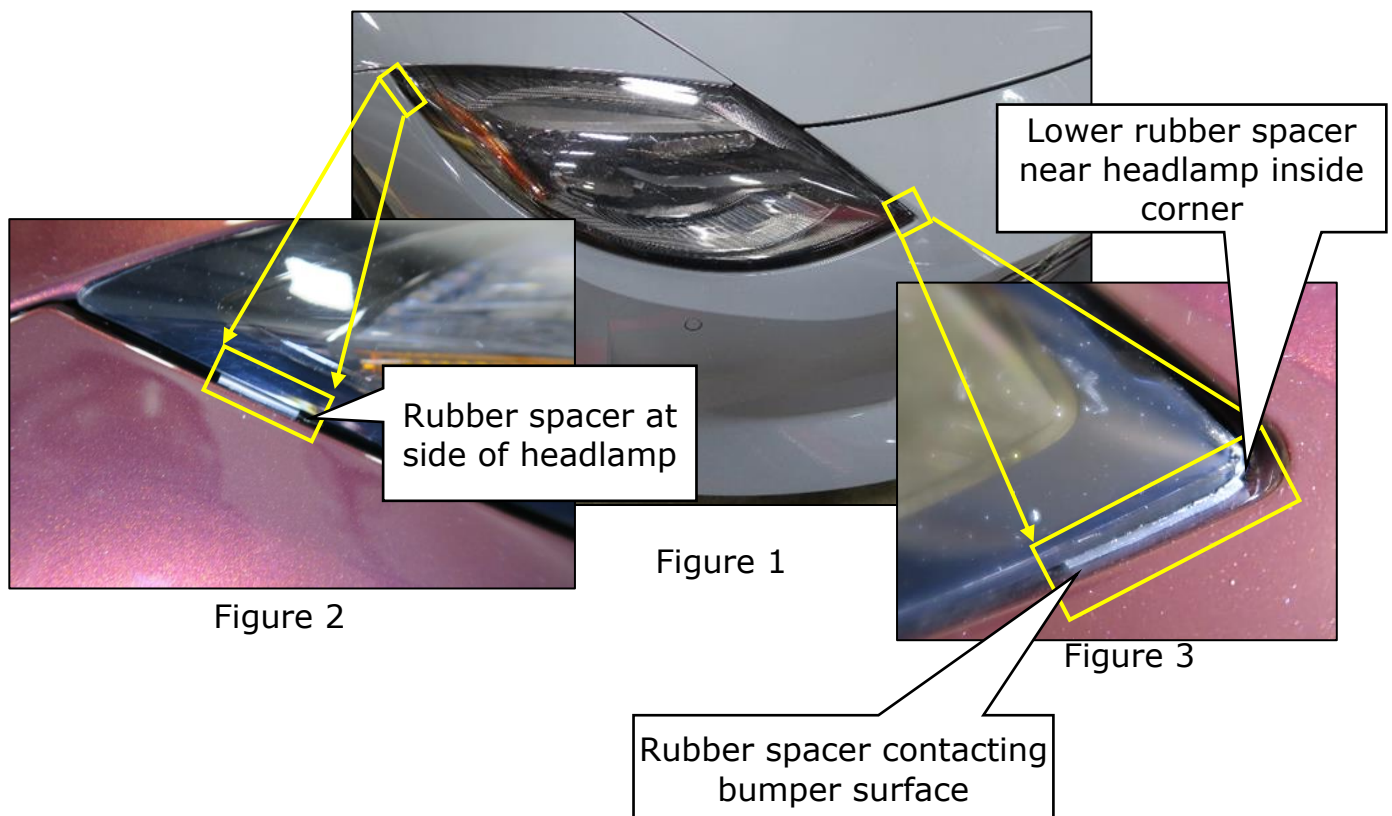


INSPECTION:

- Perform Inspection on both Headlamps - (RH headlamp shown)

1. Inspect for the presence of the side rubber spacers and the position of the lower rubber spacers in the areas shown in Figure 1.

- The side rubber spacer should be visible between the headlamp and front bumper in the area location shown in Figure 2
- The lower rubber spacer should be positioned near the inside corner of the headlamp and **MUST** be contacting the front bumper surface as shown in Figure 3



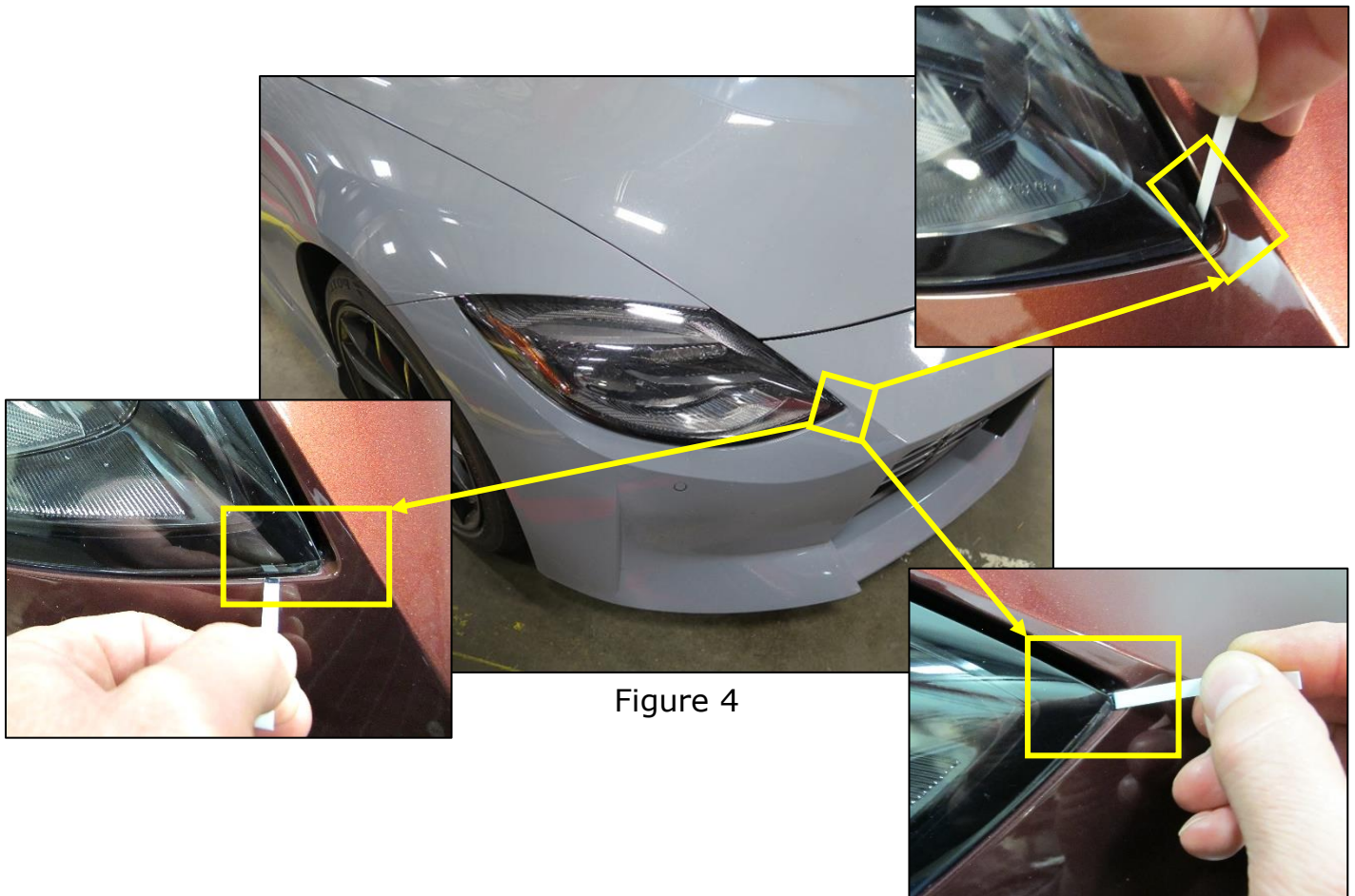
- If Rubber spacers are present **AND** in the correct location, continue to **Step 2** for clearance check.
- If the Rubber spacers are **NOT** present **OR** are in the incorrect location, skip to **Step 3** for paint inspection, then continue to **Step 4** for spacer installation.

**- Perform Inspection on both Headlamps -
(RH headlamp shown)**

2. Using a 0.5mm (0.020") white plastic gap gauge from the parts kit, check the clearance between the headlamp and the front bumper in the areas shown in
 - Tool should easily slide between front bumper and headlamp

NOTE:

In some cases the rubber spacer may prevent the gap gauge from entering between the bumper and headlamp. This condition is normal and the spacer should **NOT** be replaced for this condition.



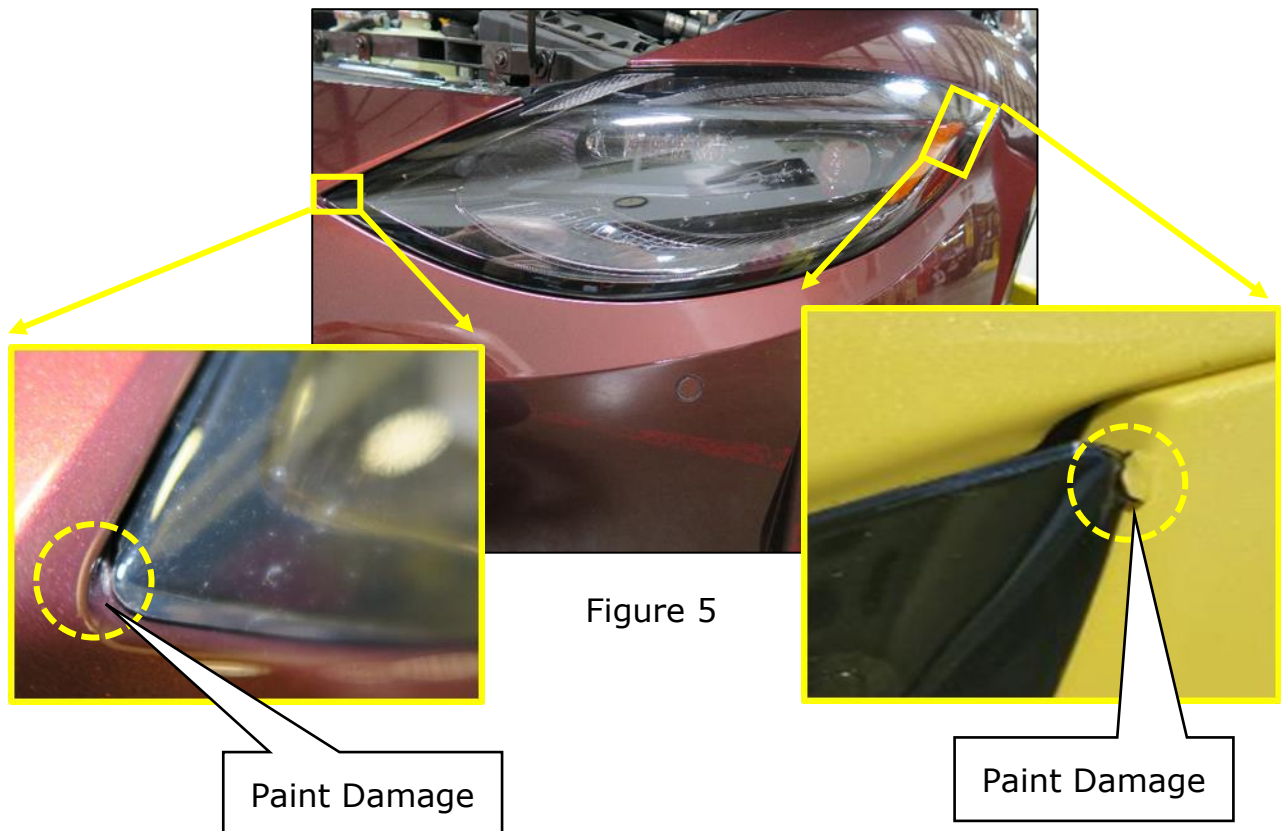
HINT:

When checking the lower corner gaps, the gap tool should slide under the headlight far enough to no longer see the black edge.

-Continue to **Step 3**-

**- Perform Inspection on both Headlamps -
(RH headlamp shown)**

3. Visually inspect the corners of the front bumper for paint damage. (Examples of damage shown in Figure 5)
- If **Steps 1, 2 AND 3** inspections are **OK**, no further action is needed, the procedure is complete. Submit claim using OP Code P2A210.
 - If **ANY** of the inspections from **Steps 1-3** are found **NG**, proceed to **Step 4** for repairs.



REPAIR:

4. Position the vehicle in a stall with a vehicle lift and set the lift arms. (Figure 6)

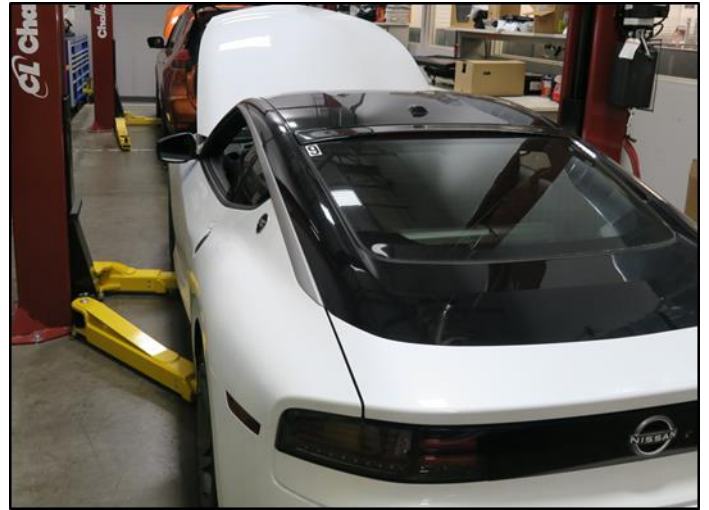


Figure 6

5. Open the hood.

6. On the LH side, apply Auto masking tape to the side of LH front fender and the headlamp assembly as shown in Figure 7.

- Repeat step on the RH side of the vehicle

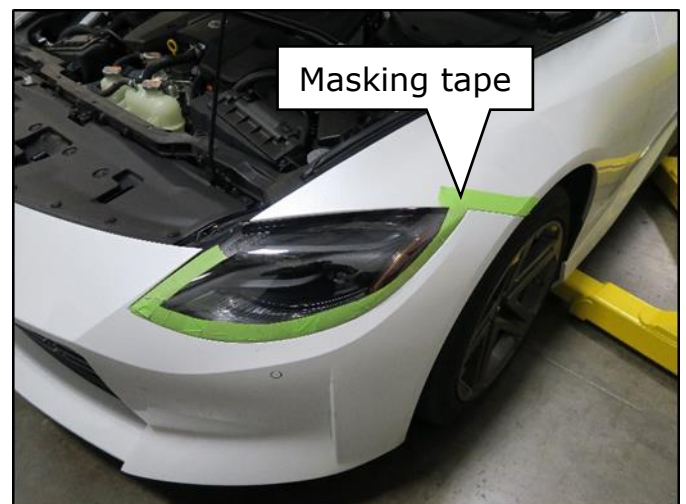


Figure 7

7. Remove the 16 clips from the upper radiator cover. (Figure 8)

- Remove the upper radiator cover from the vehicle and place in a safe location to prevent damage
- Remove the (1) remaining clip securing the front bumper to the upper radiator core support (Figure 9)

NOTE:

Place the clips in a safe area, as they will be reused.

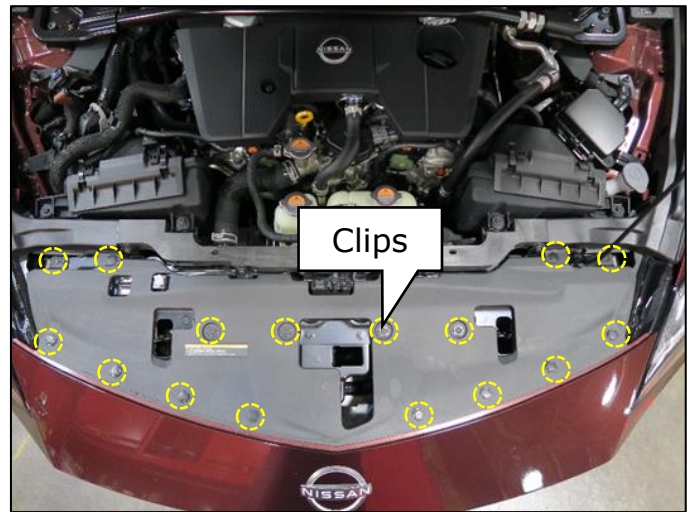


Figure 8

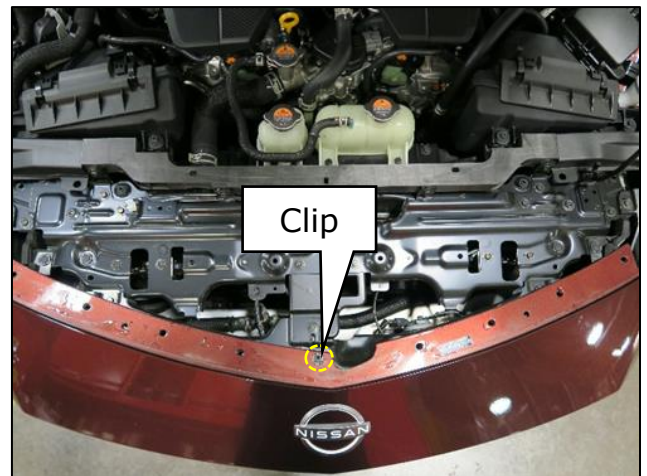


Figure 9

8. Raise the vehicle to allow access to the bottom of the front bumper.

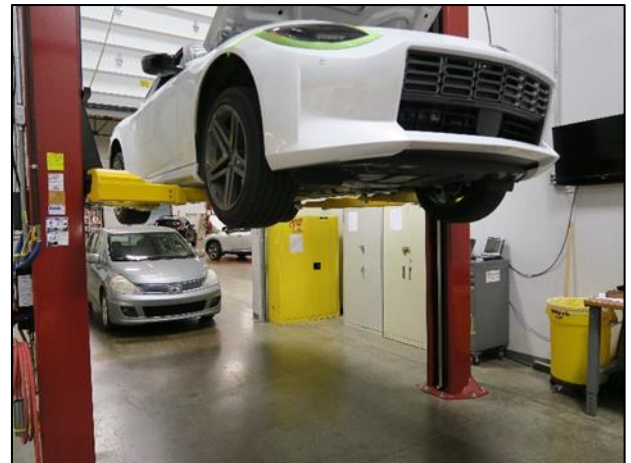


Figure 10

9. Remove the (14) bolts that secure the lower splash shield to the front bumper. (Figure 11)

NOTE:

- Place the bolts in a safe area, as they will be reused.
- The lower splash shields will not be removed from the vehicle.

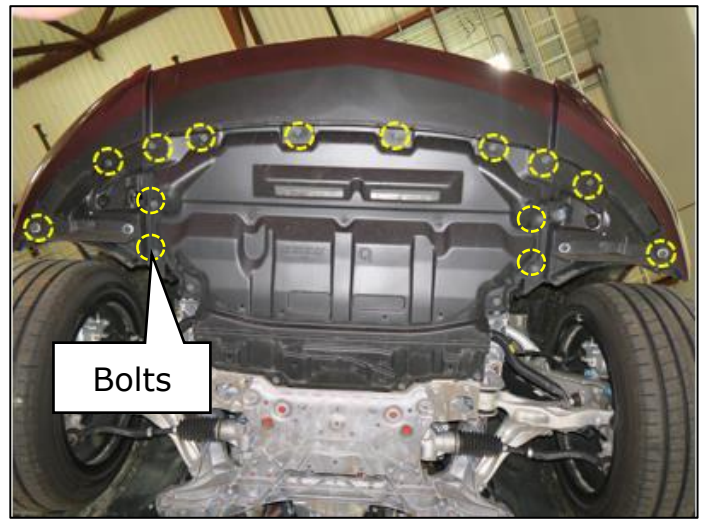


Figure 11

10. Lower the vehicle about halfway, to allow access to the wheel well. (Figure 12)

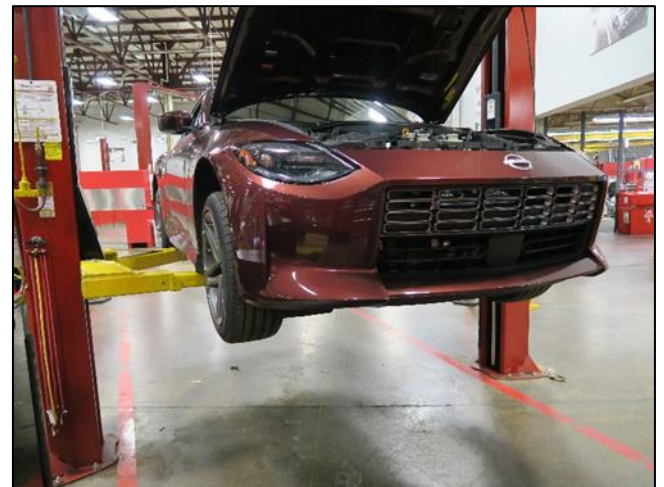


Figure 12

11. Remove the (1) clip on the LH side shown in Figure 13.

NOTE:

Place the clip in a safe area, as it will be reused.



Figure 13

12. Apply masking tape to the side of front bumper, to prevent paint damage to the sides of the front bumper.

- Apply masking tape to the front bumper in the area shown Figure 14
- Push the fender liner toward the front of the vehicle
- Seal the tape to the inside of the front bumper as shown in Figure 15

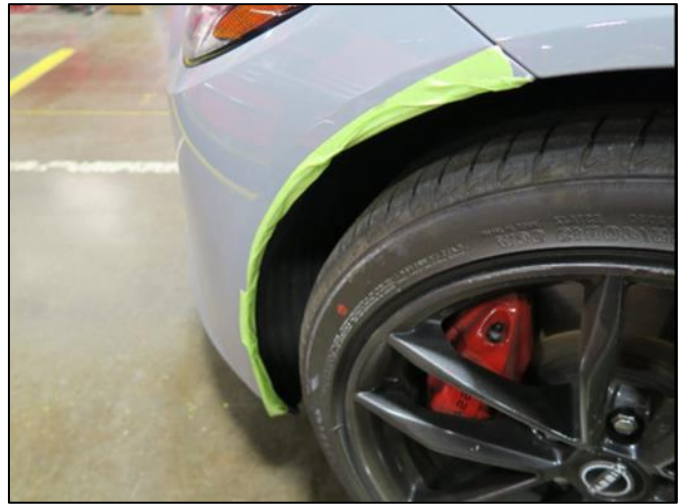


Figure 14



Figure 15

13. Carefully move the lower portion of the inner fender liner as shown in Figure 16.

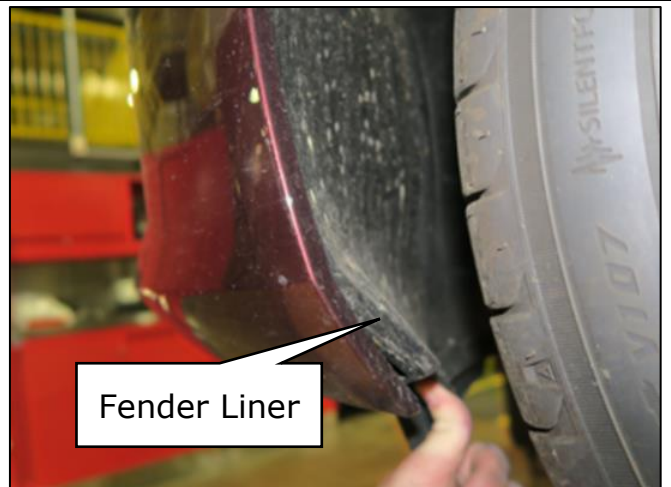


Figure 16

14. Carefully move the inner fender liner to the outside of the bumper cover as shown in Figure 17.

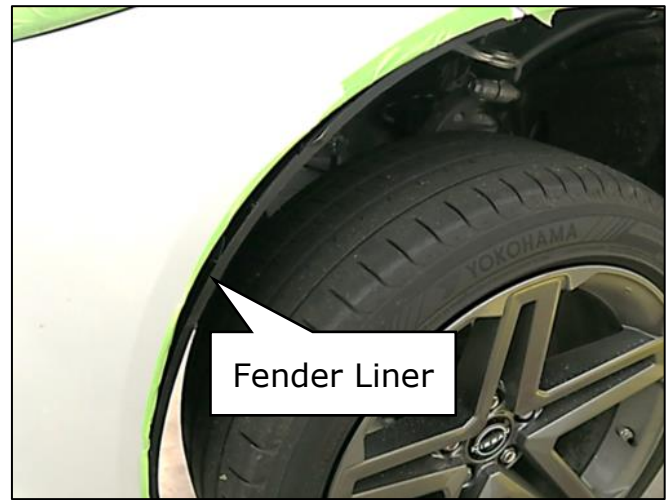


Figure 17

15. While holding the fender away from the front bumper, locate and remove the 10mm bumper mounting bolt shown in Figure 18.

NOTE:

Place the bolt in a safe area, as it will be reused.

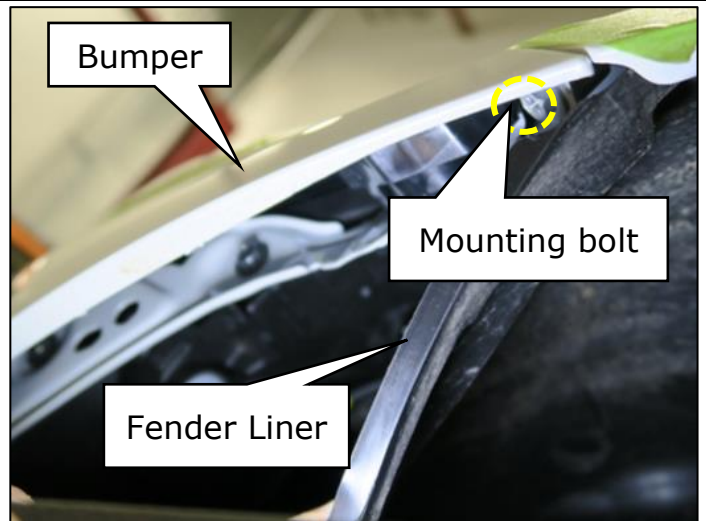


Figure 18

16. Repeat Steps 11-15 on the RH side.

17. On the RH side of the vehicle, hold the fender liner outward and locate the (2) harness connectors. (Figure 19)

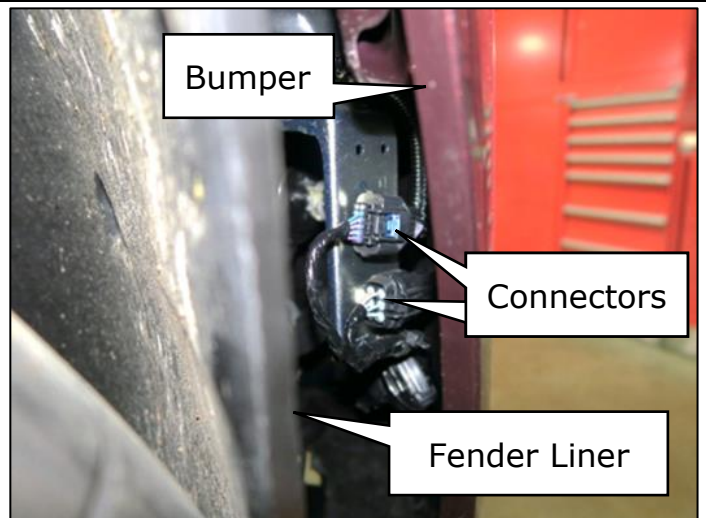


Figure 19

18. Pull the upper connector blue locking tab toward the rear of the vehicle. (Figure 20)

- Depress the release tab on the upper connector and pull rearward to disconnect (Figure 21)

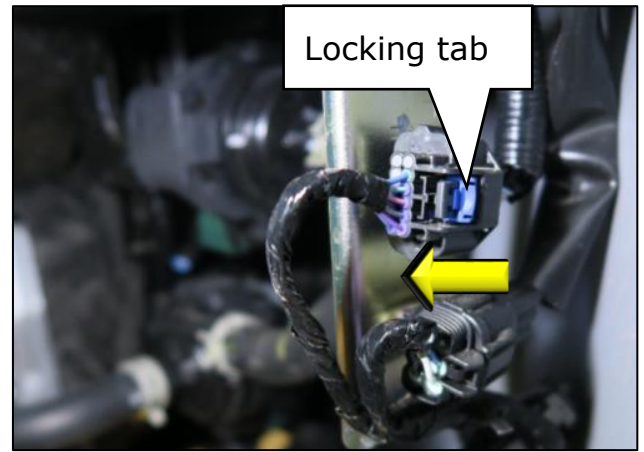


Figure 20

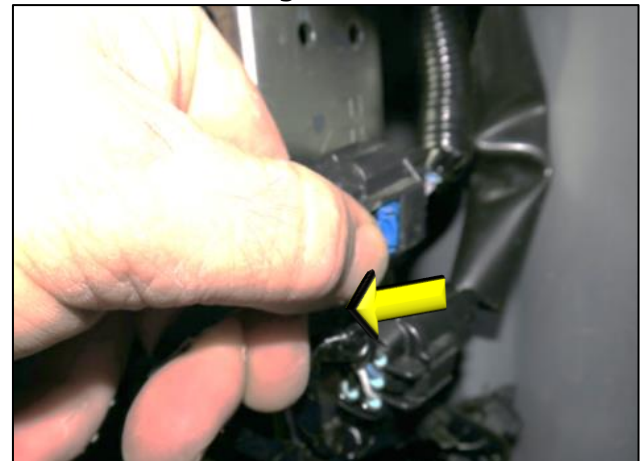


Figure 21

19. Disconnect the lower harness connector.

- Depress the connector release tab and gently pull rearward on the connector to disconnect (Figure 22)



Figure 22

20. Disconnect the bumper harness retainer from the harness bracket. (Figure 23)

- On the rear side of the connector, depress the retainer tabs and gently pull the harness to remove from the harness bracket (Figure 24)

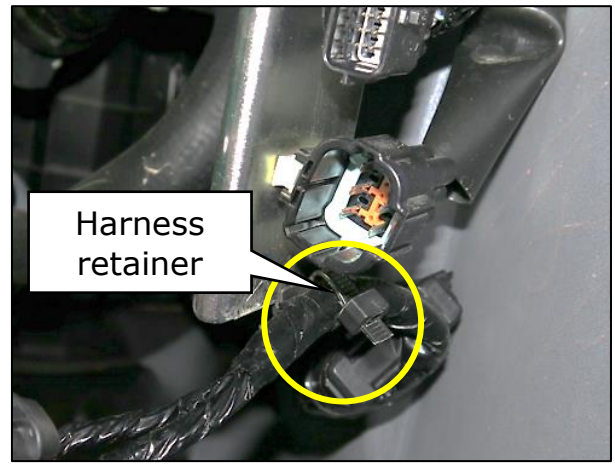


Figure 23

Rear view of harness bracket

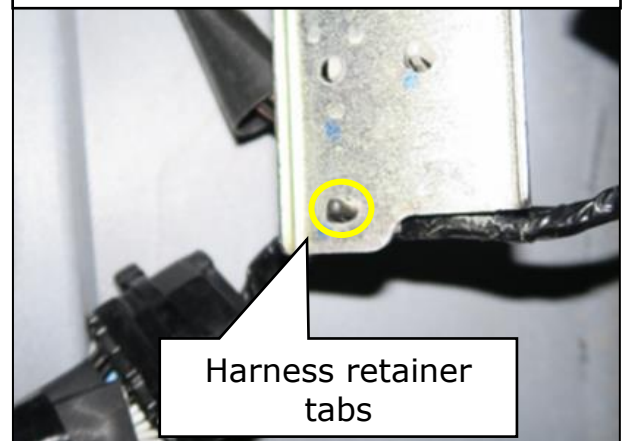


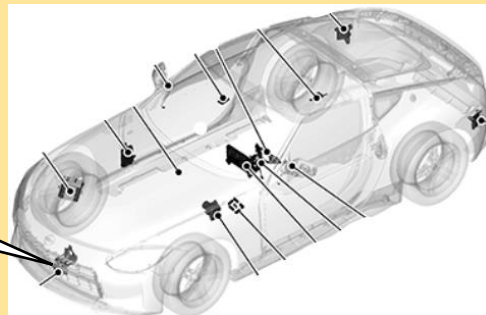
Figure 24

21. Lower the vehicle to remove the front bumper.

NOTICE

- If the front radar sensor is disturbed during this repair, it will require sensor realignment.
- When removing the front bumper, move it straight outward to help prevent any contact with the front radar sensor.

Front Radar location



22. Remove the front bumper from the vehicle using (2) people.

- Pull outward on the sides of the front bumper to disengage it from the fender and headlamp (Figure 25)
- Move the front bumper away from the vehicle to remove (Figure 26)
- Place the front bumper on a cloth covered surface to prevent scratching (Figure 27)



Figure 25

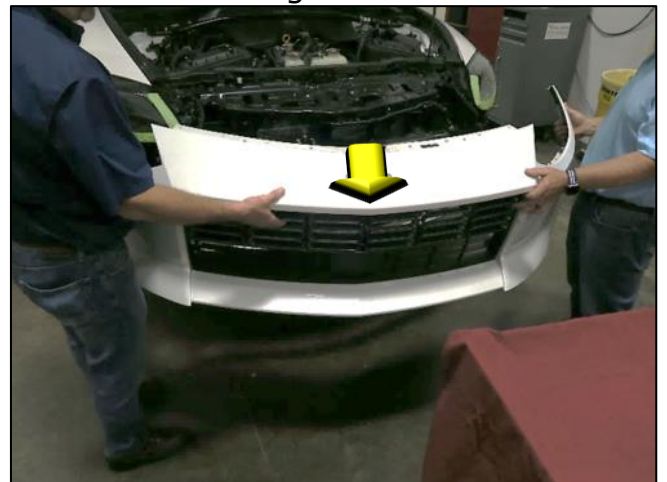


Figure 26



Figure 27

23. Does the vehicle have paint damage in the areas inspected in Step 3?

NO - If paint damage was **NOT** found in **Step 3**, continue to **Step 24**.

YES - If the front bumper has paint damage in the area inspected in **Step 3**, perform the necessary paint repairs before continuing with **Step 24**.

IMPORTANT: After paint repairs:

- Be sure the front bumpers are placed onto the correct vehicle. Each bumper has a VIN label attached to the top of the bumper.
- Be sure that all sensors behind the front bumper are connected **Before** reinstalling the front bumper.

24. Raise the vehicle to allow access to the bottom of the headlamps.

25. Locate and remove the square or triangle foam spacer from both headlamps. (Figure 28)

- Remove the residual adhesive using either a 70% isopropyl alcohol Prep pad or 3M adhesive remover

Caution:

If an alcohol prep pad is unavailable, apply the alcohol or adhesive remover to a clean lint free rag to prevent it from coming into contact with other parts of the vehicle.

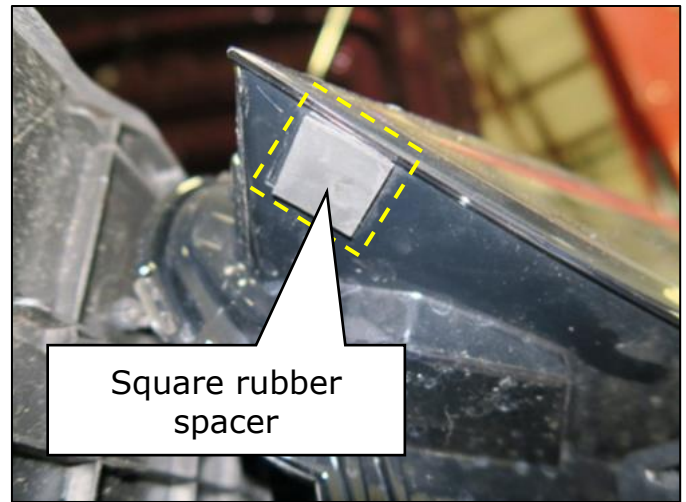


Figure 28

26. Locate the square shaped mold lines on the bottom of the LH headlamp. (Figure 29)

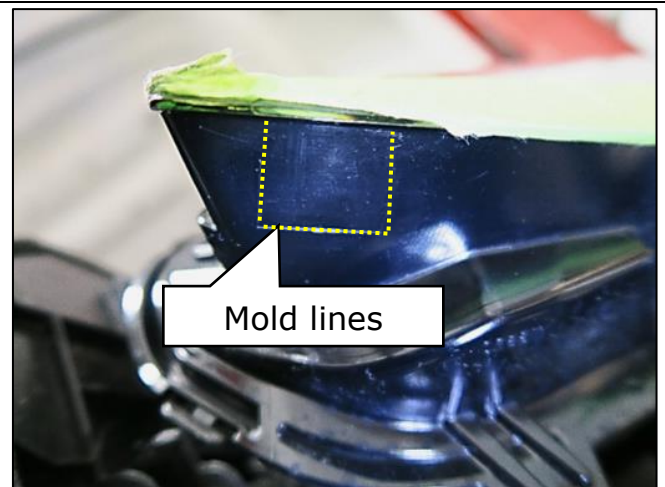
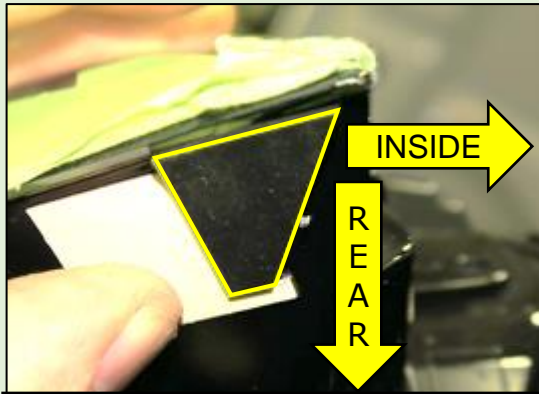


Figure 29

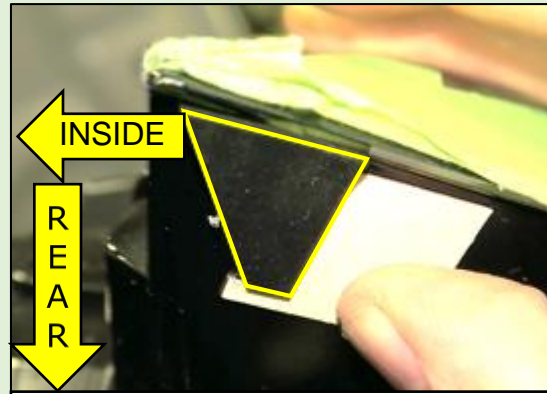
NOTE:

The rubber triangle spacers are different for LH and RH headlamps. Refer to the below descriptions and Figure 30 for identifying and the correct spacers.

- The long angled edge of the spacer will face the inside of the vehicle.
- The short flat edge will face toward the rear of the vehicle
- Print and cut out the spacer alignment template on the last page



RH Headlamp and spacer
bottom view



LH Headlamp and spacer
Bottom view

Figure 30

27. On the LH headlamp, align the template with the square mold lines as shown in Figure 31.



Figure 31

28. Install the triangle spacer on the LH headlamp.

- While holding the template in place, remove the adhesive backing from the foam spacer
- Align the spacer with the template and headlamp and install the spacer into position on the headlamp (Figure 32)

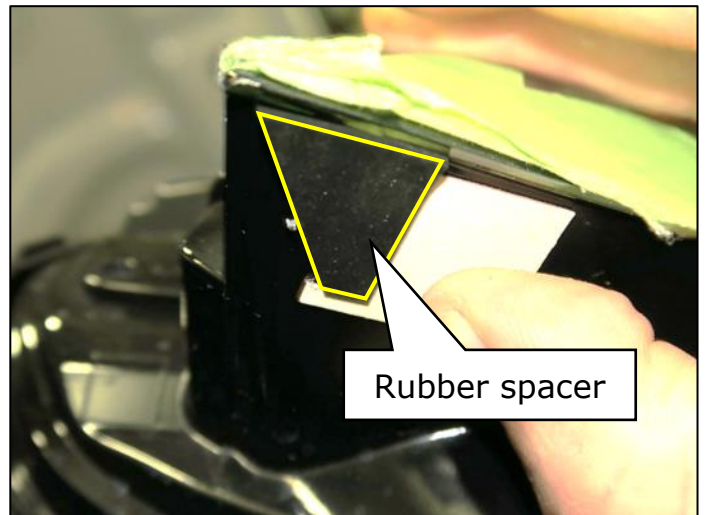


Figure 32

29. Repeat steps 25 to 28 for the RH headlamp.

- If the Side rubber spacers were present in Step 1 **AND** paint repair was **NOT** performed, Skip to **Step 33**.
- If the side rubber spacers were **NOT** present OR **paint repair was performed**, continue to **Step 30** for side spacer installation.

30. Prepare an alcohol prep pad to clean the RH side of the front bumper (Figure 33).

Caution:

If an alcohol prep pad is unavailable, apply the alcohol or adhesive remover to a clean lint free rag to prevent it from coming into contact with other parts of the vehicle.



Figure 33

31. Measure 35mm from the outside edge of the front bumper (Figure 34).

- Using the Alcohol prep pad, clean the 75mm area shown in Figure 34
- Allow the alcohol to air dry
- Repeat this Step on the LH side of the front bumper

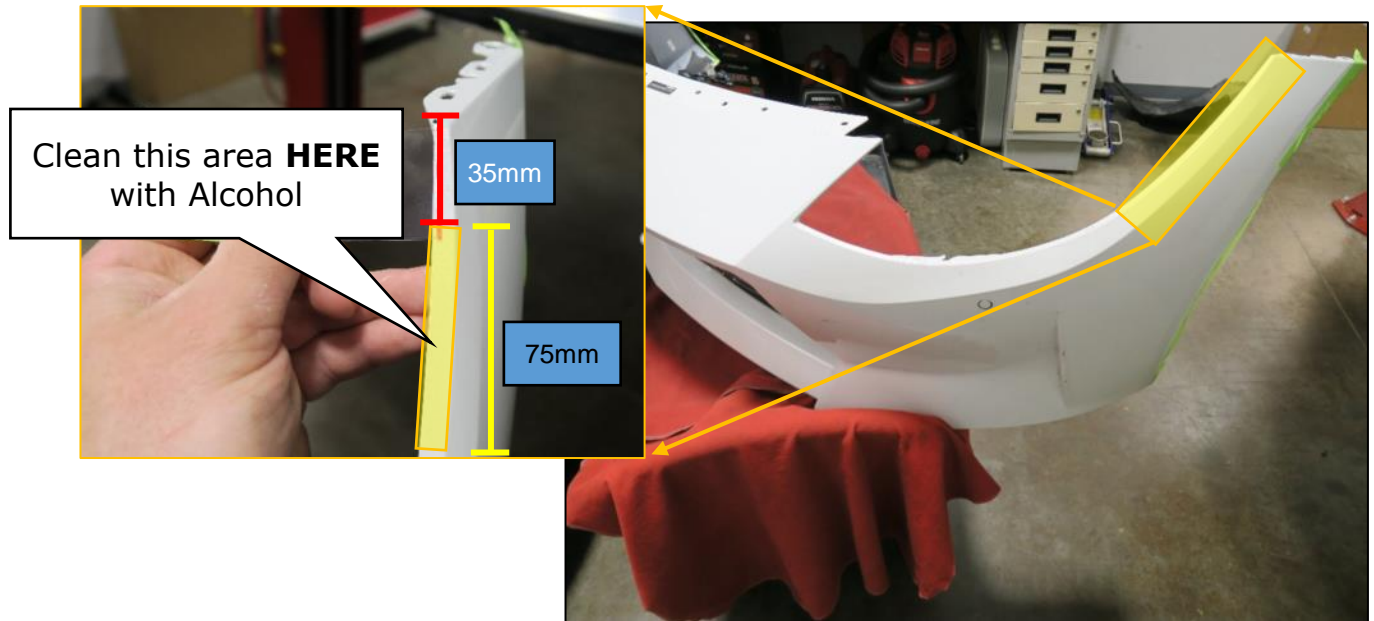


Figure 34

32. Install the 75 mm rubber bumper side spacer to the RH side of the front bumper. (Figure 35)

- Remove the adhesive backing and apply the rubber bumper side spacer 35mm from the edge of the bumper
- Repeat step for the LH side

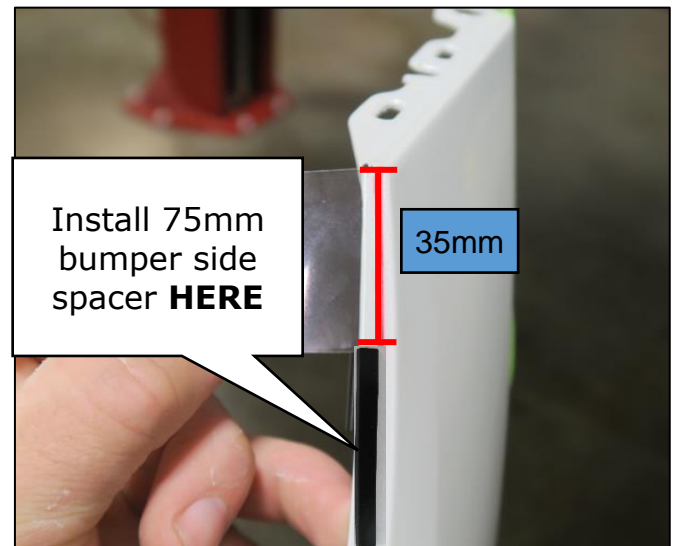


Figure 35

33. Carefully reinstall the front bumper onto the vehicle using (2) people to help prevent damage to the vehicle.

- Place the bumper into position with the sides pulled outward (Figure 36)
- Carefully flex the outer edge of the bumper outward as shown in Figure 37
- Carefully position the inside edge of the bumper into position, while making sure the side rubber spacer stays in place (Figure 38)
- Push the sides of the front bumper into the fender retainer making sure the bumper locks into place (Figure 39)

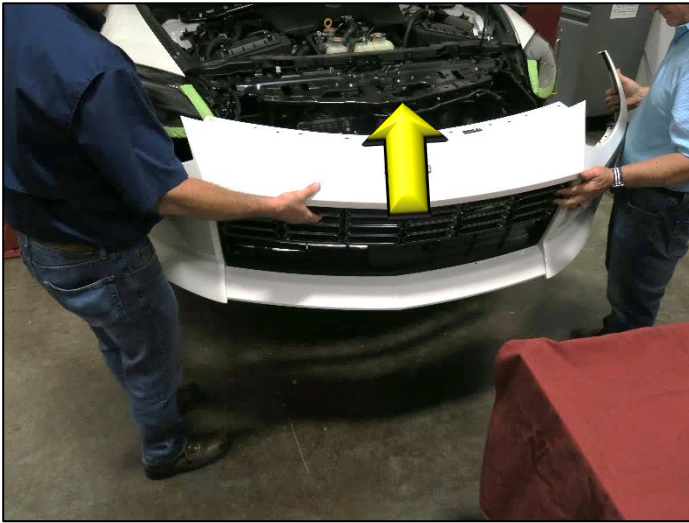


Figure 36

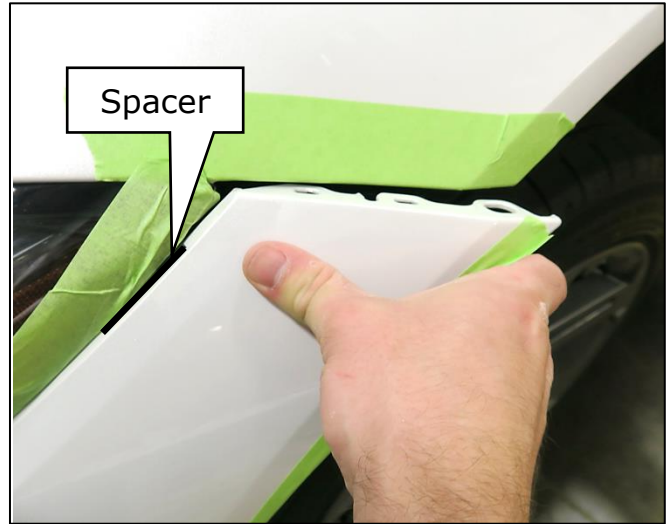


Figure 37



Figure 38



Figure 39

34. Verify the initial fitment of the front bumper. (Figure 40)

- Verify the front bumper is correctly positioned on the vehicle

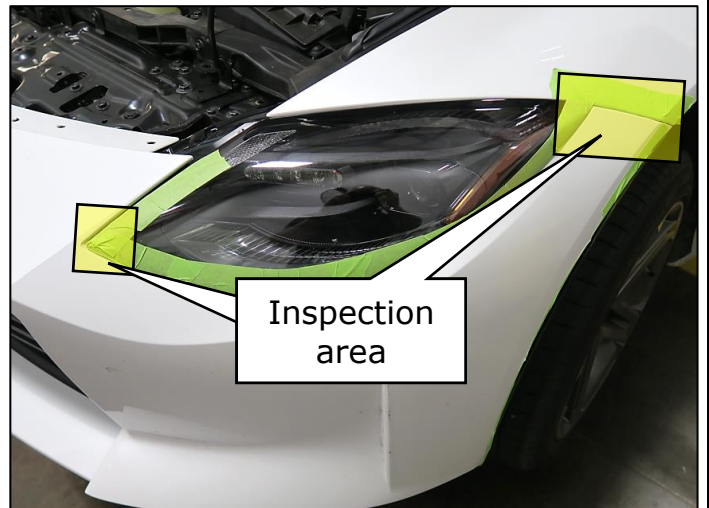


Figure 40

35. Install the locating clip removed in **Step 6**. (Figure 41)

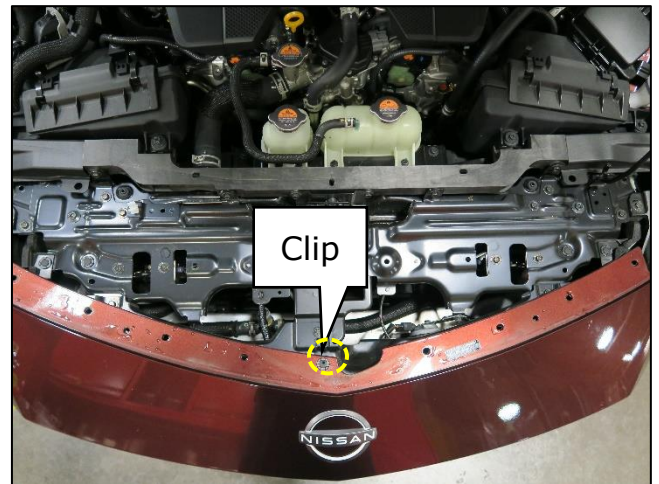


Figure 41

36. Lift the vehicle up about half way.

37. Reinstall the (2) bolts securing the bumper to the fender (1 on each side).

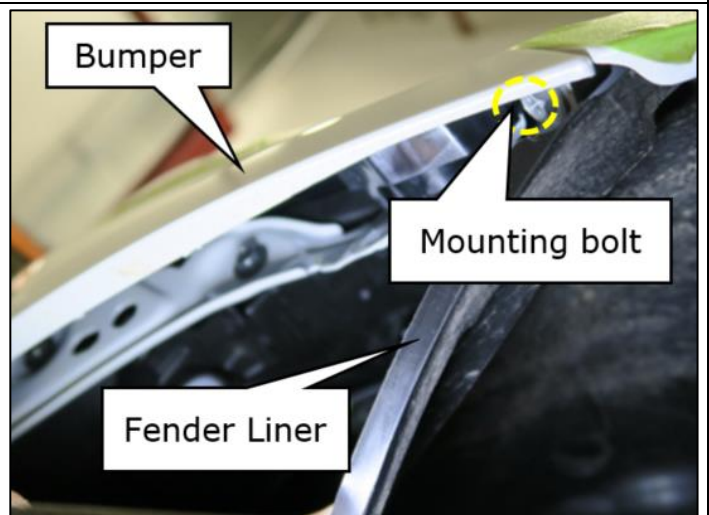


Figure 42

38. Reconnect the (2) electrical connectors.

- Move electrical connectors side to side to verify they properly connected
- Move the upper connector lock toward the front of the vehicle (Figure 43)

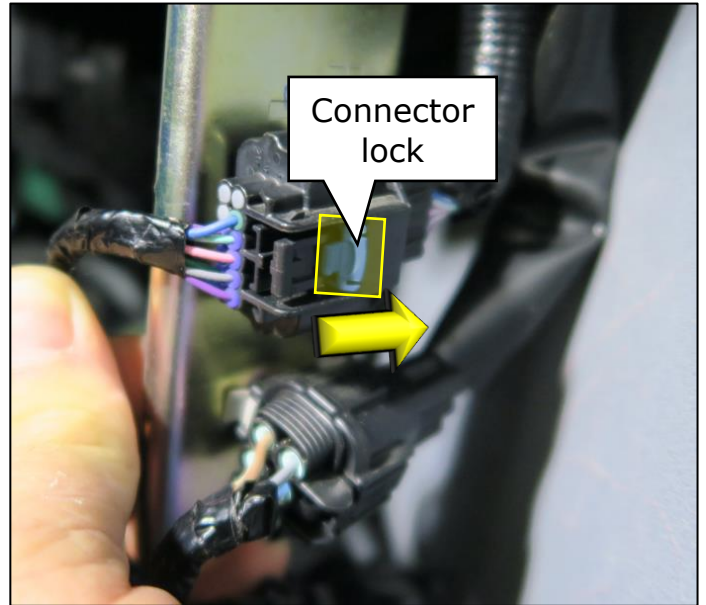


Figure 43

39. Reconnect the harness retainer. (Figure 44)

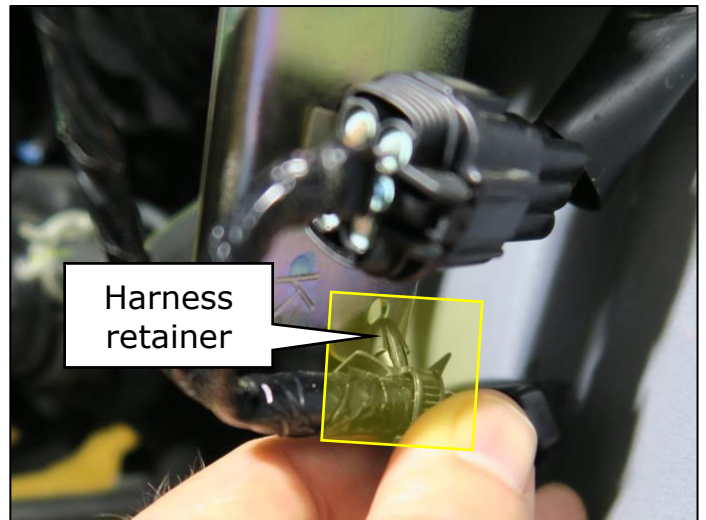


Figure 44

40. Reinstall the fender liners on both sides of the vehicle. (Figure 45)

- Install the (2) clips into the fender liner (1 on each side) (Figure 46)



Figure 45



Figure 46

41. Carefully remove the tape from the fender. (Figure 47)



Figure 47

42. Raise the vehicle all the way up.

43. Reinstall the (14) bolts connecting the splash shield to the front bumper.

- Torque bolts to 5.5 N•m (0.56kg-m, 49 in-lb)

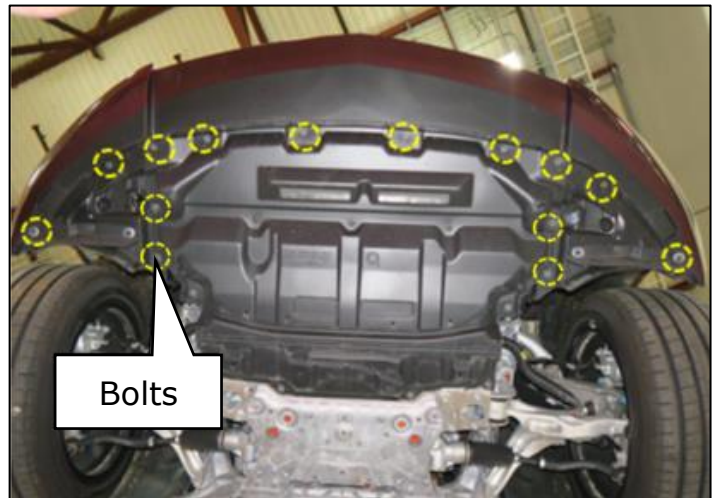


Figure 48

44. Lower the vehicle all the way down.

45. Reinstall the upper radiator cover. (Figure 49)

- Reinstall the (8) long clips into the upper radiator cover
- Reinstall the (8) short clips into the upper radiator cover

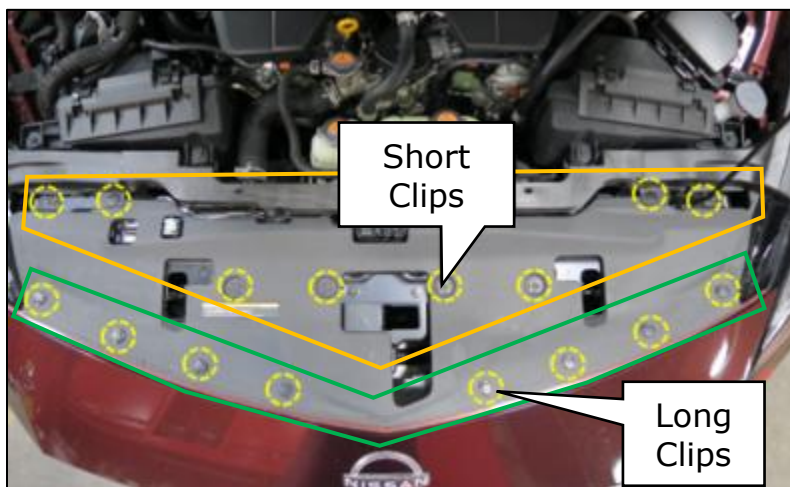
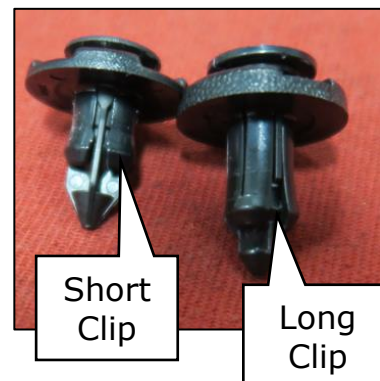


Figure 49



46. Carefully remove all residual masking tape from the vehicle.

PERFORM QUALITY CHECK:

47. Verify no parking sensor errors are shown in the combination meter.

- Open the driver's door
- Enter the vehicle
- Close all doors
- Start the engine



Figure 50

- Verify there are NO parking (sonar) sensor errors are present in the combination meter (gauge cluster)
 - If **NO** errors are present,
 - Turn the engine off
 - If an error similar to the one shown in Figure 50 is present, verify the connectors behind the RH front fender liner are connected and locked
 - If both connectors are connected and locked, remove the front bumper and locate the sonar sensor connector that is not connected or not fully seated

PARTS INFORMATION

Description	Part #	Quantity
SPACER KIT	B6320-6GP1C	1

EXPENSE CODES:

Code #	Description	Amount (MAX)
019	Paint and materials*	\$132.50

***Only submit when the front bumper must be refinished.**

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

Campaign ("CM") ID	Description:	Op Code	FRT
P2A21	Inspect for Spacers, Gap and Clearance OK	P2A210	0.2 Hr
	Inspect Gap and Install Spacers	P2A211	1.2 Hr
	Refinish Front Bumper (Paint Repair Only)	P2A212*	5.3 Hr

***When paint repair is required submit for P2A211 in combination for front bumper removal and replacement.**



Triangle spacer Application template
Do NOT enlarge when printing
(Cut out around dotted line)