



# SERVICE CAMPAIGN

# CAMPAIGN BULLETIN

## Halogen Headlamp Voluntary Service Campaign

Reference: PC861/PC890

Date: August 18, 2023

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

**REVISED August 18, 2023**  
**Please discard earlier versions of this bulletin.**

**The announcement from March 2, 2023 has been revised to include the following changes:**

- Dealer headlamp support by email requests thru "[FQA\\_Inspection\\_Support@nissan-usa.com](mailto:FQA_Inspection_Support@nissan-usa.com)" for claim review will no longer be considered after **September 23, 2023**
  - See Claims Information, section 2 & 3

Affected Models/Years:	**Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	SERVICE COMM Expiration date:	Stop Sale In Effect
MY2013-2018 Altima (L33)	~109,077	NA	March 25, 2022	September 23, 2022	<b>NO</b>

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

Nissan conducted a Voluntary Service Campaign (VSC) on ~**109,077** specific model years 2013-2018 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 who have obtained approval by the Settlement Administrator are included in this VSC.** Dealers inspected customer vehicles for delamination and, if necessary, replaced both the right and left Halogen Headlamps.

Customers not covered by the terms of the limited Warranty Extension or those who were covered by a basic or parts warranty had until March 26, 2022 to apply for replacement opportunity by completing a Claim Form and submitting to the Settlement Administrator the appropriate Claim Form by the deadline. If approved, the Class Vehicle was to be taken to an Authorized Nissan Dealer no later than September 23, 2022.

**Nissan provided a one-time diagnosis and a potential repair of approved qualified vehicles from March 28, 2022 to September 23, 2022 under the Voluntary Service Campaign.**

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

Additional information is available at 1-855-786-0996 or [www.altimaheadlightsettlement.com](http://www.altimaheadlightsettlement.com).

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

1. Verify campaign applicability using Service Comm or DBS National Service History (NSH) – Open Campaigns:
  - Refer to NPSB15-460 for additional information
  - **PC861** – Vehicles that have not yet been inspected.
  - **PC890** – Vehicles that have already been inspected and which required replacement parts, but parts were not yet available.
2. Dealers should use **NTB22-024** to inspect and, if necessary, order parts for any vehicles subject to PC861.  
Dealers should use **NTB22-039** to correct any vehicles subject to PC890.
3. Once repaired, dealers should submit the claim, using the appropriate claims coding provided for the action taken, 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 1-855-786-0996 or to [www.altimaheadlightsettlement.com](http://www.altimaheadlightsettlement.com) rather than attempting to answer questions directly. Please do not discuss the results of other inspections, the settlement, or other customers.

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

**Parts**

**If inspection indicates that parts replacement is required, the parts listed below may be ordered via normal ordering process beginning March 9, 2023.**

<b>PART NUMBER</b>	<b>DESCRIPTION</b>	<b>Quantity</b>
26060-3TA9A	LAMP ASSY – HEAD (LH)(Headlamp Assembly)	1 (if needed)
26010-3TA9A	LAMP ASSY – HEAD (RH)(Headlamp Assembly)	1 (if needed)
26060-3TG0A	LAMP ASSY – HEAD (LH)(Headlamp Assembly)	1 (if needed)
26060-9HS9A	LAMP ASSY – HEAD (LH)(Headlamp Assembly)	1 (if needed)
26060-9HS9B	LAMP ASSY – HEAD (LH)(Headlamp Assembly)	1 (if needed)
26010-3TG0A	LAMP ASSY – HEAD (RH)(Headlamp Assembly)	1 (if needed)
26010-9HS9A	LAMP ASSY – HEAD (RH)(Headlamp Assembly)	1 (if needed)
26010-9HS9B	LAMP ASSY – HEAD (RH)(Headlamp Assembly)	1 (if needed)

**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.**

Nissan experienced an unexpected high volume of dealer orders for headlamp assemblies during this campaign. Nissan requested dealer support to reduce the impact across the network and ensure our customers were provided for.

Nissan has requested dealers review their current open part orders and has offered a limited opportunity to 1) cancel unnecessary orders and 2) return excess parts in dealer inventory. In the review, please consider future orders, as parts 26060-3TA9A & 26010-3TA9A will not be returnable (J-coded) after October 21, 2022. Nissan reserves the right to make changes to part returns at any time and is subject to change.

- **Dealers can cancel open DBS orders by contacting NNA Campaign Parts at [nnacampaignparts@Nissan-Usa.com](mailto:nnacampaignparts@Nissan-Usa.com)**
  - Include on Subject Line: 'Halogen Headlamp PC861 - Cancel Request'
  - Include the following dealer order information:
    - Dealer name
    - Dealer code
    - Part number(s)
    - Reference number
- **Dealers can return any excess campaign parts using an RFC "I" code, until October 21, 2022, which will not affect obsolescence accrual credit.**
- **Parts 26060-3TA9A & 26010-3TA9A will not be returnable (J-coded) after October 21, 2022**

<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB22-024 – PC861</b></li> <li>• <b>NTB22-039 – PC890</b></li> </ul>
<b>Owner Notification</b>	The class action settlement administrator released a press release on October 11, 2021 and mailed potential class members notification of the proposed settlement on or about <b>October 25, 2021</b> . The settlement administrator mailed additional notice to customers specifically eligible for this campaign on or around January 25, 2022.

**\*\*\*\*\* Claims Information \*\*\*\*\***

1. If between May 20, 2022 and September 23, 2022, vehicle halogen headlamp inspection indicated a no good (NG) condition and parts were unavailable and ordered in DBS using campaign ID PC861, refer to **NTB22-024** for updated claims coding.

Campaign ID	Description	Op Code
PC861	Inspect Front Combination Lamp (Both Sides)	PC8610
	INSPECT FRONT COMBINATION LAMP (BOTH SIDES) & RP (BOTH SIDES)	PC8611
	Inspection Front Combination Lamp (Both Sides) – NG Condition Parts Not Available	PC8612

- o Claims submitted with the above operation codes will close campaign **PC861**
  - o Claims submitted with OP Code **PC8612** will receive new campaign ID **PC890**
    - VINS will be noted in Service Comm/NSH to allow future headlamp replacement when parts are available
    - Service Comm/NSH will be updated weekly with applicable VINS
  - o Please submit claims on a timely basis
2. If before May 20, 2022, vehicle halogen headlamp inspection indicated 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. **Dealer headlamp support by email requests for claim review will no longer be considered after September 23, 2023.**
- o Include on Subject Line: Halogen Headlamp PC861
  - o Include dealer contact information – name & phone number & dealer code
  - o Include/attach a copy of the work order with open date prior to May 20, 2022 (REQUIRED)
    - Work order should have comments/notes indicating diagnosis of vehicle halogen headlamp inspection as no good (NG)
3. VIN's with an open campaign I.D. **PC890** in Service Comm or DBS National Service History (NSH), or with an active Warranty Extension, **do not need to have supporting documentation emailed to [FQA\\_Inspection\\_Support@nissan-usa.com](mailto:FQA_Inspection_Support@nissan-usa.com)**. Once **PC890** campaign repair is performed, dealers should release the vehicle to the customer then submit the applicable warranty claim for reimbursement closing the campaign.

**Claim review for VIN requests to be included to PC890 will end after September 23, 2023.**

**\*\*\*\*\* 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. People who have purchased or leased a 2013-18 Altima equipped with halogen headlamps in the United States or its territories.

**Q. When are eligible owners expected to receive notification?**

A. The class action settlement administrator released a press release on October 11, 2021 and mailed potential class members notification of the proposed settlement on or about **October 25, 2021**. The notice provided the address of a website and a toll free number where potential class members can find more detailed information that may answer many of their questions. On or about January 25, 2021 the class action settlement administrator mailed a notice directly to customers eligible for this campaign to provide a claim form to confirm eligibility.

**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 applied for a replacement opportunity by completing a claim form that was approved by the Settlement Administrator.

**Q. What is the proposed settlement?**

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

**1. 3-Year Extension of the Warranty Covering Headlamp Dimming Due to Delamination:**

Beginning on the Effective date of the Settlement (January 20, 2022), Nissan will cover headlamp dimming due to delamination for a total of six (6) years. This warranty is transferable and subject to the same terms as the standard warranty. To receive replacement headlamps within the extended warranty period, the owner or lessee should take his or her Class Vehicle to an Authorized Nissan Dealer. A Campaign Bulletin and Supplemental Campaign Bulletin were previously distributed on January 25, 2022 and February 23, 2022 with information regarding implementation of the Warranty Extension.

**2. If the vehicle is no longer covered by the limited Warranty Extension, customers had until March 26, 2022 to apply for replacement opportunity by completing a claim form and submitting it to the Settlement Administrator. Nissan will provide a diagnosis and a potential repair of approved vehicles from March 28, 2022 to September 23, 2022 under the Voluntary Service Campaign.**

**3. Reimbursement for Headlamp Replacements Prior to October 25, 2021:** If the owner or lessee paid to replace his or her halogen headlamps due to dimming prior to October 25, 2021, the owner or lessee should have submitted a claim to the Settlement Administrator for reimbursement. The deadline to submit a reimbursement claim was April 25, 2022.

For other questions about the settlement, please refer customers to [www.altimaheadlightsettlement.com](http://www.altimaheadlightsettlement.com) or to call the Settlement Administrator at 1-855-786-0996.

**Q. Does this voluntary service campaign cover vehicles sold or registered in Canada or Mexico?**

A. No. The proposed settlement applies only to vehicles sold or registered in the United States or its territories.

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

A. The class action lawsuit alleges that 2013-18 Altima models manufactured with halogen headlamps have a defect that causes the internal reflecting surface to delaminate, resulting in dimming of the low beam headlamps. Under the conditions of the settlement. Customers that are no longer covered by the term of the limited Warranty Extension had a limited time opportunity to obtain a one-time diagnosis and a potential repair.

**Q. What is the possible effect of the condition?**

A. Customer may experience a dimming of the low beam headlamps.

**Q. What will be the corrective action?**

A. Dealers will inspect for delamination and, if necessary, replace both the right and left Halogen Headlamps.

**Q. I have previously paid to replace the Halogen Headlamp(s) in my vehicle and Nissan did not cover the repair. Am I eligible for reimbursement?**

A. If the customer has an out-of-pocket expense for previous headlamp replacement before October 25, 2021, customers must have submitted the appropriate Claim Form by April 25, 2022 for a reimbursement request to the Settlement Administrator.

- Additional information is available at 1-855-786-0996 or [www.altimaheadlightsettlement.com](http://www.altimaheadlightsettlement.com)

**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 one and a half (1.5) 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 were vehicle owners be notified?**

A. The class action settlement administrator released a press release on October 11, 2021 and mailed potential class members notification of the proposed settlement on or about October 25, 2021. The settlement administrator mailed additional notice to customers specifically eligible for this campaign on or around January 25, 2022.

**Q. Are parts readily available?**

A. Yes, all parts are off restriction and can be ordered via normal process beginning March 9, 2023.

If your vehicle is eligible for parts replacement and parts are not yet available, your dealer will contact you once the parts are received to schedule the replacement.

**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. Is my vehicle safe to drive?**

A. Yes. The delamination condition is not a sudden condition, but rather occurs over time in some vehicles. Further, the delamination condition does not impact the operation of high beam headlamps. If you are experiencing dimming of the low beam headlamps, you are encouraged to take your vehicle to an authorized Nissan dealership for prompt evaluation.

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

A. No.

**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 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 proposed settlement?**

A. Additional information regarding the settlement is available at [www.altimaheadlightsettlement.com](http://www.altimaheadlightsettlement.com) or by calling 1-855-786-0996.

**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.

**Q. Can this campaign be performed on U.S. vehicles that are being operated in Foreign Countries (Overseas)?**

A. Yes.

**Q. I am presently operating my U.S. vehicle in a Foreign Country (Overseas). What do I need to do to get the campaign on my vehicle performed?**

A. Let me get some information from you so I can verify that your vehicle is involved in this service campaign. Please give me your name, address, telephone number, and vehicle identification number (VIN).

**(Note to CRR: Follow the procedure for Overseas Program.)**

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
March 25, 2022	Voluntary Service Campaign	New campaign announcement
May 20, 2022	REVISION 1	Revised campaign claims procedure, new campaign ID and VIN population.
September 16, 2022	REVISION 2	Revised parts return and claims procedure
March 2, 2023	REVISION 3	Parts restriction lifted
August 18, 2023	REVISION 4	End email support