



# QUALITY ACTION

# CAMPAIGN BULLETIN

## Active Grille Shutter Emission Warranty Extension Dealer Notification

Reference: PC989

Date: November 14, 2023

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM* Activation date:	Stop Sale In Effect
MY2019-2020 Altima (L34)	260,484	NA	November 9, 2023	<b>NO</b>

\* Eligibility will appear on the warranty extension page of Service Comm

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

Nissan is committed to providing the highest levels of product quality and customer satisfaction. Therefore, Nissan is extending the emission warranty coverage on the model year 2019-2020 Altima Active Grille Shutter to 15 Years or 150,000 miles, whichever occurs first. All other warranty terms, limitations, and conditions remain unchanged.

On affected vehicles, over time, the shaft connecting the grille shutter motor and shutter louvers may become twisted and/or cracked resulting in the shutter remaining in the closed position and illumination of the malfunction indicator light (MIL). This issue will have no effect on vehicle safety or drivability, but the vehicle may experience reduced fuel efficiency.

During the limited emission warranty extension period, owners are eligible for free replacement of the Active Grille Shutter if a MIL-On condition occurs with DTC P059F and/or P159F that requires replacement of the grille shutter assembly. Owners of eligible vehicles will receive notification of this limited emission warranty extension during December 2023.

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

1. Verify if vehicles are eligible for this Warranty Extension using the warranty extension page of Service Comm.
2. If a customer contacts the dealer with an Active Grille Shutter concern in an owned or leased vehicle, dealers should use the ESM to diagnose the root cause of the customer concern and identify the correct repair to resolve the customer concerns.

**NOTE:** Dealers will need to follow the warranty process and obtain pre-approval when the repair cost exceeds a Dealer's Claims Administration/Authorization Limits (DCAL).

3. The service department should submit the applicable warranty claim for the action performed.

### NISSAN NORTH AMERICA, INC.

Total Customer Satisfaction

## Frequently Asked Questions (FAQ):

**Q. Is this a recall?**

A. No. This is not a recall. This is a limited emission warranty extension.

**Q. How long is the warranty extension?**

A. Nissan is extending the emission warranty coverage on model year 2019-2020 Altima Radiator Grille Shutter to 15 Years or 150,000 miles, whichever occurs first if a MIL-On condition occurs with DTC P059F and/or P159F that requires replacement of the grille shutter assembly. All other warranty terms, limitations, and conditions remain unchanged.

**Q. What is the reason for this warranty extension?**

A. On affected vehicles, over time, the shaft connecting the grille shutter motor and shutter louvers may become twisted and/or cracked resulting in the shutter remaining closed and illumination of the malfunction indicator light (MIL). This issue will have no effect on vehicle safety or drivability, but the vehicle may experience reduced fuel efficiency.

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

A. The shutter may remain closed and the MIL may illuminate. This issue will have no effect on vehicle safety or drivability, but the vehicle fuel efficiency may be reduced. If your vehicle has an active grille shutter issue for these conditions and it is not repaired, it could fail a Smog Check test in those areas of California where such testing is required under state law.

**Q. What will the warranty extension cover?**

A. During the warranty extension period, owners are eligible for free replacement of the Active Grille Shutter if a MIL-On condition occurs with DTC P059F and/or P159F that requires replacement of the grille shutter assembly.

**Q. How long will the warranty repair take?**

A. This service could take up to two (2) hours to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

**Q. Are parts readily available?**

A. Yes.

**Q. How can a dealer identify vehicles eligible for the warranty extension?**

A. Dealers can refer to the warranty extension page of Service Comm for eligibility.

**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 warranty extension.

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

A. These conditions have no effect on vehicle safety or drivability.

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

A. If rental is requested, dealers are to follow the Assurance Products Resource Manual (APRM) 2.2: Goodwill Rental Guidelines for rental coverage during repairs.

**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.

**Q. How can owners seek reimbursement for repairs previously conducted?**

A. If you previously paid to diagnose and repair an Active Grille Shutter for your model year 2019-2020 Altima within the warranty extension term of 15 years or 150,000 miles (whichever occurs first), you may be eligible for reimbursement of this expense, even if your vehicle is now beyond the limits of the warranty extension. After the Owner Letters are mailed in December 2023, please go to [www.nissanassist.com](http://www.nissanassist.com) for complete information and instructions including the Reimbursement Claim Form.

**Revision History:**

Date	Announcement	Purpose
November 14, 2023	Original Document	Announce warranty extension