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NISSAN

BULLETIN

Hood Lock Assembly Replacement  
Voluntary Safety Recall Campaign

Reference: PC426  
Date: March 23, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

**UPDATE March 23, 2016**

- **The announcement from January 22<sup>nd</sup>, 2016 has been revised to include:**
  - **65601 9HP0D** (w/Remote Engine Start) parts for this campaign have been placed on restriction. A parts form is not available. Parts may be ordered via the new DCS campaign restricted parts ordering tool. Please refer to **NPSB16-526** for ordering instructions.
  - **65601 9HP1D** (w/o Remote Engine Start) are no longer on restriction and may be ordered freely via normal process.
- The campaign repair bulletin, **NTB16-011**, has been amended.
- **Please discard earlier versions of this bulletin.**

**A STOP SALE CONDITION IS IN EFFECT.**

<b>Affected Models/Years:</b>	<b>Affected USA Population:</b>	<b>Dealer Inventory:</b>	<b>SERVICE COMM Activation date:</b>
MY13-15 Altima	846,009	2,105	January 22, 2016

**\*\*\*\*\* Campaign Summary \*\*\*\*\***

Nissan has notified NHTSA that it is amending the previously announced Altima hood latch recall remedy to replace the hood lock assemblies on affected MY 2013-2015 Altima (L33) vehicles. **This remedy amendment will apply to all subject vehicles, including those that received the previous remedy.** Approximately 870,904 previously recalled vehicles are affected in U.S. and Canada. Another 58,644 vehicles are being added to the recall in other global markets.

Due to a supplier quality issue, mechanical binding could cause the secondary hood latch to remain open. If the primary hood latch is inadvertently released or the hood is not closed properly, the secondary hood latch may not hold the hood closed while the vehicle is in motion.

Nissan is committed to a high level of customer safety, service and satisfaction and is working with dealers to provide an outstanding ownership experience to Altima owners.

**IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.**

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

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm I.D. **PC426.**
  - **New vehicles in dealer inventory can be also be identified using DCS (Sales-> Vehicle Inventory, and filter by Open Campaign).**

**NOTE:** Prior campaigns (R1413 and PC359) are superseded by this remedy amendment and no longer active. Please discard the previous campaign bulletins and perform PC426 only.

Vehicles previously remedied under R1413 or PC359 are **still subject to this remedy amendment** and should be serviced to have the hood latch assembly replaced under PC426.

2. Dealers should not sell, lease, trade, rent or loan any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been repaired.
3. Retail customers can continue to drive their vehicle at their discretion.
4. Replace the Hood Lock Assembly using the counter-measured parts listed in the campaign bulletin included with this announcement.
  - **Do not use** part 65601-3TA0A or 65601-3TA1A.
  - These parts should be **quarantined and not sold or used for repair**.
  - Instructions will be sent the week of January 25th on how to return these parts for credit.
5. Submit the warranty claim to close the campaign in Service Comm and release the vehicle for sale.

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>• Quarantine and do not sell/use 65601-3TA0A and 65601-3TA1A.</li> <li>• New parts for this campaign:               <ul style="list-style-type: none"> <li>○ <b>65601 9HP0D</b> (w/Remote Engine Start) parts for this campaign have been placed on restriction. A parts form is not available. Parts may be ordered via the new DCS campaign restricted parts ordering tool. Please refer to <b>NPSB16-526</b> for ordering instructions.</li> <li>○ <b>65601 9HP1D</b> (w/o Remote Engine Start) are no longer on restriction and may be ordered freely via normal process.</li> </ul> </li> </ul>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB16-011</b> has been amended.</li> <li>• <b>Please discard earlier versions of this bulletin.</b></li> </ul>
<b>Owner Notification</b>	Nissan began notifying owners of all potentially affected vehicles the week of <b>February 15<sup>th</sup></b> , 2016 via U.S. Mail.

**\*\*\*\*\* Body Damage Claims Information \*\*\*\*\***

If the vehicle has incurred damage due to the hood opening while in motion, **preapproval is required** before initiating body repairs.

- Contact the Warranty claims call center 1-800-258-7008 Option 7

Additionally, please send an email with the following information to:

[paint.inspections@nissan-usa.com](mailto:paint.inspections@nissan-usa.com). Please include PC426, your dealer code, and VIN in the subject line of the email.

- Photos of the VIN plate and odometer reading
- Photos of the damage (include all parts requiring repair)
- Estimate to repair the vehicle (**including rental** while body repairs are being performed)

**\*\*\*\*\* Dealer Responsibility \*\*\*\*\***

It is the dealer's responsibility to check Service Comm using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary safety recall 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 recall 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.**  
Aftersales DIVISION

**Frequently Asked Questions (FAQ):**

**Q. Is this a safety recall?**

A. Yes, a stop sale is in effect.

**Q. What is the reason for safety recall?**

A. Due to a supplier quality issue, mechanical binding could cause the secondary hood latch to remain open. If the primary hood latch is inadvertently released or the hood is not closed properly, the secondary hood latch may not hold the hood closed while the vehicle is in motion.

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

A. On some of the affected vehicles, if a customer inadvertently actuates the hood release (located next to the fuel filler door release on the lower part of the dashboard), the secondary hood latch may not hold the hood latch closed as designed and the hood may come open while vehicle is in motion.

**Q. What will be the corrective action for this voluntary safety recall campaign?**

A. Nissan dealers will replace the hood latch and confirm secondary latch engagement.

**Q. How is this recall campaign different than the previous recall?**

A. Nissan has amended the previous recall with a new remedy. To ensure customer safety and satisfaction, we are asking affected owners to make an appointment with their dealer to have this updated repair completed on their vehicle. This repair should be completed even if the previous recall was performed.

**Q. How long will the corrective action take?**

A. This service, free for parts and labor, should take less than 1 hour to complete. However, your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

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

A. No, please check with your dealership for alternate transportation availability.

**Q. When will vehicle owners be notified?**

A. Nissan began notifying owners of affected vehicles the week of February 15<sup>th</sup>, 2016 via U.S. Mail.

**Q. Are parts readily available?**

A. **65601 9HP1D** (w/o Remote Engine Start) are readily available and may be ordered freely via normal process. **65601 9HP0D** (w/Remote Engine Start) parts are available in limited quantities. Dealers may place orders and schedule

**Q. Can the hood open while driving if the primary hood latch is engaged?**

A. No. The primary hood latch works properly as designed. This condition occurs if you inadvertently open the primary hood latch by pulling the hood release lever. In this condition, the secondary hood latch may not be engaged which could allow the hood to open while driving.

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

A. Owners can inspect the hood to confirm that it is fully closed and latched.

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

A. Yes, but you should contact your Nissan dealer as soon as possible to have your vehicle inspected if you receive an owner notification letter indicating your vehicle is potentially affected. **Nissan recommends that you check to ensure the hood is fully closed and latched. Also, we ask that you be careful to pull the fuel door release lever when refueling, and not the hood release lever.**

**Q. Is there any charge for the repair?**

A. No, the repair 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 the recall campaign.

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

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

A. The repair will ensure the secondary hood latch is operating as designed. As the correct operating condition will be confirmed, there is no basis for repurchasing or replacing your vehicle.

**Q. What model year vehicles are involved?**

A. MY2013-MY15 Nissan Altima vehicles are affected.

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

A. No.

**Q. How many vehicles are involved in the campaign?**

A. A total of **~929,548** vehicles are affected.

<b>Country</b>	<b>MY13</b>	<b>MY14</b>	<b>MY15</b>	<b>L33 Total</b>
Canada	11,633	8,102	5,160	24,895
Guam	166	63	46	275
USA	358,864	280,655	203,696	843,215
Puerto Rico	1,941	342	209	2,492
Saipan	10	10	2	22
U.S. Virgin Islands	0	5	0	5
<b>US/CAN Subtotal</b>	<b>372,614</b>	<b>289,177</b>	<b>209,113</b>	<b>870,904</b>

<b>Other Global Markets</b>				
	<b>MY13</b>	<b>MY14</b>	<b>MY15</b>	<b>L33 Total</b>
<b>Global Market Subtotal</b>	<b>26,208</b>	<b>19,106</b>	<b>13,330</b>	<b>58,644</b>
<b>Grand Total</b>	<b>398,822</b>	<b>308,283</b>	<b>222,443</b>	<b>929,548</b>

<b>Make/Model</b>	<b>Dates of Manufacture</b>
MY2013-15 Nissan Altima	March 6, 2012 through December 31,2014

**Q. Who can answer additional customer questions?**

A. Customers may contact Nissan's National Consumer Affairs Department for further assistance. The toll free number is 1-800-NISSAN1 (1-800-647-7261).

**Q. The media has contacted me with questions about Nissan or Infiniti's recall campaigns. What should I do?**

A. Please direct all media inquiries to Nissan Corporate Communications.

Media Contacts:

Office: 615-725-1000

Fax: 615-725-8535

**Nissan:** <http://nissannews.com/en-US/nissan/usa/pages/nissan-north-america-media-contacts>