

**NISSAN GROUP
OF NORTH AMERICA**



Nissan North America, Inc.

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Mailing Address:
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March 7, 2018

Mr. Jeff Giuseppe
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attn: Recall Management Division (NVS-215)
Room W48-302
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Dear Mr. Giuseppe:

Nissan is revising the remedy procedure for recall 12V-069. Owners of vehicles already remedied using the previous procedure will be notified again to have the updated remedy performed. In accordance with ODI procedures, Nissan is transmitting a new Defect Information Report to reflect the remedy change and customer re-notification. Your office will be provided with the draft Part 577 notices.

Very truly,

A handwritten signature in black ink, appearing to read "Derek Latta".

Derek Latta
Manager,
Technical Compliance

Encl.

DEFECT INFORMATION REPORT

1. Manufacturer:

Nissan Motor Co., Ltd.

2. Vehicles Potentially Involved:

Certain Model Year 2011-2012 Nissan Juke vehicles manufactured at the Oppama, Japan plant from April 9, 2010 to December 27, 2011 and previously remedied under recall 12V-069.

Additional 2011-2014 Nissan Juke vehicles are subject to recall 14V-683. The remedy for this group of vehicles is unchanged.

This issue (described in Section 5 below) only affects the subject Nissan Juke vehicles that were previously remedied under recall 12V-069.

3. Total Number of Vehicles Potentially Involved:

Approximately 49,385 Nissan Juke vehicles remedied under recall 12V-069.

4. Percentage of Vehicles Estimated to Actually Contain the Defect:

2%

5. Description of the Defect:

On a small number of affected vehicles, the fuel pressure sensor may not have been tightened properly when the remedy for recall 12V-069 was performed. As a result, the fuel pressure sensor may loosen gradually due to heat and vibration. If this occurs, over time, a small amount of fuel may leak from the fuel pressure sensor.

6. Chronology of Principal Events:

In March 2012, Nissan launched recall 12V-069 to inspect, and retighten, the fuel pressure sensors on the subject vehicles.

In late 2014, based on warranty analysis and out of an abundance of caution, Nissan expanded the recall to include additional Model Year 2012-2014 Nissan Juke vehicles (recall 14V-683). In addition to the expansion, the remedy procedure for this recall reduced complexity by requiring a special tool that allowed access to the fuel pressure sensor without engine disassembly. The tightening torque was also changed from a calculated value for each dealer (based on torque wrench measurements) to a fixed

value for all dealers to avoid remedy variation. At that time, all vehicles not yet remedied under 12V-069 were incorporated into recall 14V-683 to take advantage of the simplified remedy procedure.

In summer 2017, NHTSA requested Nissan review Vehicle Owner Questionnaire (VOQ) reports of the subject condition in Nissan Juke vehicles previously remedied using the recall 12V-069 procedure. Nissan immediately began an investigation involving a review of VOQs and a parts collection activity.

In September 2017, Nissan was only able to collect two parts for analysis and identified additional measures using Repair Order (RO) data from dealer systems to identify additional parts collection opportunities.

October 2017 to December 2017 – Nissan continued to actively dialogue with NHTSA, including sharing its Consumer Affairs and VOQ analysis. This analysis showed that the vast majority of recurrence issues were from vehicles remedied using the recall 12V-069 procedure, as opposed to the simplified remedy procedure used for recall 14V-683.

Parts collection and analysis continued in parallel, and parts were set aside for NHTSA review. Nissan also reviewed the differences in the remedy procedures for recalls 12V-069 and 14V-683, respectively. The analysis found that, in addition to significantly reducing the repair time by using a special tool, the procedure changed the tightening torque from a calculated value for each dealer to a fixed value for all dealers, which reduced dealer repair variation.

January 2018 – Nissan performed additional incident rate analysis based on the most recent data.

February 28, 2018 – Upon further consultation with NHTSA and out of abundance of caution, Nissan decided conduct a Safety Recall Campaign in accordance with the defect notification requirements specified in 49 CFR Part 573.

7. Description of Corrective Action:

Owners of all potentially affected vehicles will be notified within 60 days. Nissan plans to notify dealers by March 9, 2018. Dealers will retighten the fuel pressure sensor to the proper torque specification using the new (recall 14V-683) remedy procedure. Part 577 owner notifications will include information concerning reimbursement for the cost of obtaining a pre-notification remedy as the subject vehicles are no longer covered under warranty.

8. Copy of Notices:

Copies of all notices will be provided to NHTSA as they become available.