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SAFETY RECALL

CAMPAIGN BULLETIN

Brake Pedal Assembly Inspection Voluntary Safety Recall Campaign

Reference: PC691
Date: March 28, 2019

Attention: Dealer Principal, Sales, Service & Parts Managers

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.

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Activation date: | Stop Sale In Effect |
|------------------------|----------------------|-------------------|-------------------------------|---------------------|
| 2019 Altima (L34) | 5,744 | 2,991 | March 28, 2019 | YES |

***** Campaign Summary *****

Nissan is committed to the safety and security of our customers and their passengers. Nissan has notified the National Highway Traffic Safety Administration (NHTSA) and Transport Canada that it is recalling certain MY2019 Nissan Altima vehicles to inspect and, if necessary, replace the brake pedal assembly.

Due to a supplier assembly issue that has since been corrected, the stop lamp switch bracket on some of the affected vehicles may have been manufactured out of specification. As a result, the stop lamps may remain illuminated when the service brake is not being applied. This condition could also negate the brake-shift interlock function and allow the vehicle to start and shift out of park without first depressing the brake pedal.

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

- Verify if vehicles are affected by this Voluntary Safety Recall Campaign using the following Service Comm I.D.: **PC691**
 - New vehicles in dealer inventory can be also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
 - Refer to NPSB 15-460 for additional information
- Dealers should not sell, lease, trade, rent or loan any vehicles in dealer inventory or within their control (service loan vehicle, Nissan rental car, etc.) affected by this recall campaign until after the vehicle has been repaired.
- Dealers will retrieve the lot number from the brake pedal assembly and enter it into ASIST for any affected vehicles. ASIST will query the lot number entered against a table of affected lot numbers and instruct the dealer to replace the brake pedal assembly or release the vehicle.
 - If no repair is needed, dealers may submit the inspection claim, and release the vehicle with no further action.
 - If repair is needed, dealers will need to order parts using an SVC order in DBS.
 - Once the vehicle has been repaired, submit the claim using the claims coding provided in the repair procedure, and release the vehicle.

- *ASIST will enable the dealers to print the results of the lot number lookup. Dealers are advised to print the results and maintain a copy with their repair orders.*

NOTE: If part replacement is required, do not submit the claim until parts have been received and the vehicle has been remedied.

******* Release Schedule *******

| | |
|---------------------------|---|
| Parts | <ul style="list-style-type: none"> • Not all potentially affected vehicles require parts. Nissan estimates ~56% of vehicles will be inspect only and release. • Parts are on restriction. Nissan will send an automatic parts shipment <u>to potentially affected dealers</u>. Please refer to the attached automatic parts shipment list. Shipments will begin arriving April 1, 2019. <ol style="list-style-type: none"> 1. Dealers that currently have inventory or have retailed a potentially affected vehicle will receive two (2) brake pedal assembly parts (46501-6CA0A). <ul style="list-style-type: none"> ▪ Dealers can place an SVC order on DBS beginning April 1, 2019. 2. Dealers that do not already have stock on hand will receive one (1) package of ten (10) clevis pins (46123-03W1A). <ul style="list-style-type: none"> ▪ Additional clevis pins may be ordered via normal process beginning April 1, 2019. • Parts replaced under this campaign activity may be collected. Follow the attached inspection procedure prior to determining the necessity of replacing any parts. • Pursuant to APRM policy 2.45.1, dealers are expected to comply with the parts return procedure. Dealers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines. <p>NOTE: Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.</p> |
| Repair | <ul style="list-style-type: none"> • NTB19-027 |
| Owner Notification | Nissan will begin sending notifications to owners of all potentially affected vehicles in April 2019 via U.S. Mail. |

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

It is the dealer's responsibility to check Service Comm or DBS National Service History 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.

Q. What is the reason for the safety recall?

A. Due to a supplier assembly issue that has since been corrected, the stop lamp switch bracket on some of the affected vehicles may have been manufactured out of specification. As a result, the stop lamps may remain illuminated when the service brake is not being applied. This condition could also negate the brake-shift interlock function and allow the vehicle to start and shift out of park without first depressing the brake pedal.

Q. Is this a Stop Sale?

A. Yes.

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

A. Dealers will inspect the lot code of the brake pedal assembly, and, if necessary, replace it.

Q. How long will the corrective action take?

A. This free service should take up to one (1) hour to complete but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule and parts availability should brake pedal assembly replacement be necessary.

Q. When will vehicle owners be notified?

A. Nissan will begin sending notifications to owners of all potentially affected vehicles in **April 2019** via U.S. Mail.

Q. Is my vehicle safe to drive?

A. If your vehicle is subject to this campaign, you will receive an Owner Notification letter from Nissan, which will provide instructions on how to remedy your vehicle. Affected owners are encouraged to have their vehicles inspected, and, if necessary, repaired as soon as possible.

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

A. No.

Q. Are parts readily available?

A. Yes. However, not all potentially affected vehicles require parts. Dealers are asked to perform an inspection to identify if parts are needed.

Q. Will a rental vehicle be provided while the dealer is awaiting parts for this recall?

A. Rental is covered by the campaign while parts are on order:

| EXPENSE CODE | | DESCRIPTION |
|--|----------------|-------------|
| 502 | Rental Expense | \$120 (Max) |
| Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBI17-011 for additional information on application of rental reimbursement. | | |

Q. Is there any charge for the inspection, and if necessary, repair?

A. No. The 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 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 remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. What model year vehicles are involved?

A. Certain MY2019 Nissan Altima (L34) vehicles are potentially affected. Affected vehicles will be visible in Service Comm or DBS National Service History beginning March 28, 2019.

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

A. No.

Revision History:

| Date | Announcement | Purpose |
|----------------|-------------------|---------------------------|
| March 28, 2019 | Original Document | New campaign announcement |