



Innovation that excites

# RECALL

# CAMPAIGN BULLETIN

## Fuel Pump Voluntary Recall Campaign

Reference: PC692  
Date: April 19, 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) FWD only	347	53	April 19, 2019	<b>YES</b>

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

Nissan is issuing a Voluntary Noncompliance Recall to inspect and, if necessary, tighten the fuel pump lock ring for specific 2019 Altima (L34) FWD only vehicles identified in Service Comm. If the lock ring is loose, it will be tightened using a special tool. In rare occurrences, the lock ring may be completely disengaged which may require the fuel pump module and seal to be replaced.

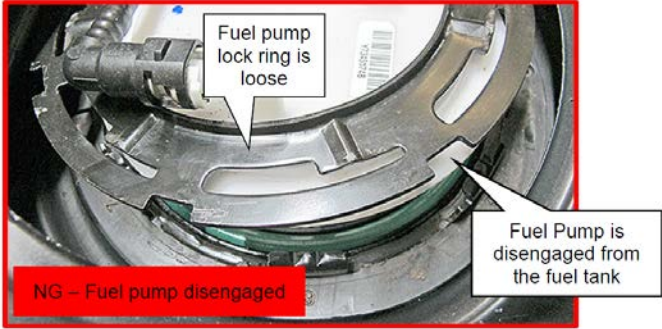
Due to a supplier issue that has since been corrected, the fuel pump module's lock ring may not have been completely engaged during installation. If the fuel pump lock ring is not fully engaged, the condition could result in a fuel odor, rattle noise, Malfunction Indication Lamp (MIL) illumination and/or fuel leakage. Under this condition, the affected vehicle may not comply with certain performance requirements of Federal Motor Vehicle Safety Standards (FMVSS) No. 301; Fuel System Integrity.

Affected vehicles **are subject** to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

- Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **PC692**.
  - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
    - Refer to NPSB 15-460 for additional information
  - Please continue to check newly arriving inventory for campaign applicability.**
- Dealers **must not** sell, lease, trade, rent or loan any vehicles in dealer inventory affected by this recall campaign until after the vehicle has been repaired.
- Dealers should use **NTB19-035** to correct any vehicles subject to this campaign.
- Once inspected, and if necessary repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>• <b>Very few affected vehicles require parts. Only the condition below warrants pump replacement:</b></li> </ul> <div style="text-align: center; margin: 10px 0;">  </div> <ul style="list-style-type: none"> <li>• <b>Parts are on restriction.</b> Nissan will send an automatic parts shipment to <u>potentially affected dealers</u>. Shipments will begin arriving <b>April 19, 2019</b>.             <ul style="list-style-type: none"> <li>○ Dealers that have sold or currently have an affected vehicle in inventory will receive one (1) fuel pump and one (1) packing seal.</li> <li>○ If a dealer does not receive parts, Nissan has not identified any affected owners in their market area.                 <ul style="list-style-type: none"> <li>○ Dealers are able to place an order via normal process beginning <b>May 3, 2019</b>.</li> </ul> </li> </ul> </li> <li>• <b>Parts replaced under this campaign activity may be collected. Follow the attached inspection procedure to complete the inspection and prior to performing the repair or determining the necessity of replacing any parts.</b></li> <li>• Pursuant to APRM policy, dealers are expected to comply with the parts return procedure. <b>Dealers will be charged back for parts and labor found to be out of compliance with inspection and repair guidelines.</b></li> </ul> <p style="color: red; margin-top: 10px;"><b>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.</b></p>
<b>Repair</b>	<ul style="list-style-type: none"> <li>• <b>NTB19-035</b></li> </ul>
<b>Owner Notification</b>	<p>Nissan will begin sending notifications to owners of all potentially affected vehicles in <b>May 2019</b> via U.S. Mail.</p>

\*\*\*\*\* 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 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 Non-Compliance recall?**

A. Yes

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

A. Due to a supplier issue that has since been corrected, the fuel pump module's lock ring may not have been completely engaged during installation. If the fuel pump lock ring is not fully engaged, the condition could result in a fuel odor, rattle noise, Malfunction Indication Lamp (MIL) illumination and/or fuel leakage. Under this condition, the affected vehicle may not comply with certain performance requirements of Federal Motor Vehicle Safety Standards (FMVSS) No. 301; Fuel System Integrity.

**Q. Is this a Stop Sale?**

A. Yes.

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

A. Dealers will inspect and, if necessary, tighten the fuel pump module's lock ring with a special tool. In rare occurrences, the lock ring may be completely disengaged which may require the fuel pump module and seal to be replaced.

**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 the fuel pump module and packing seal replacement be necessary.

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

A. Nissan will begin sending notifications to owners of all potentially affected vehicles in **May 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 upon notification.

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

A. No.

**Q. Are parts readily available?**

A. Yes. 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 servicing the vehicle?**

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

**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) FWD vehicles manufactured between February 20, 2019 and March 1, 2019 at the Smyrna, TN and Canton, MS plants in the USA.

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

A. No.

**Revision History:**

<b>Date</b>	<b>Announcement</b>	<b>Purpose</b>
March 29, 2019	Quality Action	New campaign announcement
April 19, 2019	Voluntary Noncompliance Recall	New Voluntary Noncompliance Recall Campaign Announcement