



SAFETY RECALL

CAMPAIGN BULLETIN

Hood Latch
Voluntary Safety Recall Campaign

Reference: R20A7
Date: July 24, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

REVISED July 24, 2020
Please discard earlier versions of this bulletin.

The announcement from June 2, 2020 has been revised to include the following:

- Interim repair information is now included, but **is not applicable to new car inventory due to federal statute for stop sale.**
 - Upon customer request, dealers should inspect the latch for proper operation (clean and lube as needed, or replace the secondary latch if it is not fully functional) on affected retailed, rental, or commercial transport vehicles.
 - The interim repair should also be completed on used vehicle inventory.
- Nissan is currently continuing development of its final remedy plan.

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

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2013-2018 Altima (L33)	1,831,818	4	June 2, 2020	YES*

*Applicable to new vehicles; see instructions below and check your state laws for any restrictions on used vehicles in dealer inventory.

******* 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 MY2013-2018 Nissan Altima vehicles to address a hood latch release issue. This recall will provide an additional remedy to previously recalled MY2013-2015 Nissan Altima vehicles in the US and Canada, and includes MY2016-2018 Nissan Altima vehicles.

NOTE: Vehicles that have been previously remedied under PC426 are also subject to this recall. If PC426 remains open, the vehicle should still have the hood latch assembly replaced under PC426.

Over time, build-up caused by driving with the primary hood latch disengaged allows excessive, corrosive contaminants to contact the hood latch assembly. This build-up, combined with a lack of proper inspection and maintenance of the secondary hood latch, can create mechanical binding that could cause the secondary hood latch to remain in the open position after it has been disengaged. In such cases, if the primary hood latch is inadvertently released (ex. while refueling) or the hood is not closed properly, the secondary hood latch may not hold the hood closed while the vehicle is in motion.

Owners of affected vehicles received an interim notification in July 2020, with reminders for proper hood latch inspection and maintenance as outlined in the owner's manual and a reminder to ensure the hood is fully closed before driving their vehicle. Upon customer request, dealers should inspect the latch for proper operation, and clean and lube as needed, or replace the secondary latch if it is not fully functional, at no cost to the owner.

Nissan is continuing development of an additional remedy. Once the final remedy is available, owners will receive a final notification letter instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.

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

1. Verify if vehicles are affected by this Voluntary Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **R20A7**.
 - 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

2. 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. Nissan advises dealers to:
 - Complete any open recall under PC426
 - Perform the interim repair (inspect the hood latch for proper operation (clean and lube as needed, or replace it if the secondary latch is not fully functional)
 - Ensure that the hood is fully closed before driving and use care to avoid releasing the hood while refueling
 - Submit the appropriate claim for PC426 or the interim repair action(s) performed and release the vehicle. **Do not indicate R20A7 was performed on the repair order.**

NOTE: Nissan will notify all owners when a final remedy is available. Until that time, Dealers should comply with all applicable laws governing rentals and sales of used vehicles.

3. No additional action is necessary at this time.

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

Repair	<p>Nissan is currently developing its final remedy plan.</p> <p>NOTE: Upon customer request, dealers should inspect the latch for proper operation (clean and lube as needed, or replace the latch if the secondary latch is not fully functional). Please refer to the chart below for interim repair claiming information for affected retailed, fleet, rental, or commercial transport vehicles. This interim repair is not applicable to <u>new</u> car inventory due to federal statute for stop sale.</p>
Owner Notification	<p>Owners of affected vehicles are being mailed interim notifications between July 14 and July 27, 2020. The notice will inform them a final remedy is expected to be available in mid-2021 and remind owners of proper hood latch inspection and maintenance as outlined in the owner's manual.</p>

Once the final remedy is available, owners will receive a final notification letter instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.

****** Interim Repair Claims Information ******

Interim repairs are available upon customer request. Please refer to the following chart for interim repair claiming information (refer to the Electronic Parts Catalog to identify the appropriate part(s) required) for affected retailed, fleet, rental, or commercial transport vehicles:

INTERIM REPAIR ID	SITUATION	INTERIM ACTIONS	OP CODE
R20B2	Customer concerns/requests of latch operation initial 6 months	Inspect for proper operation and clean, lube, and/or replace hood latch as needed. (File claim for this interim repair and inform owner they still need to maintain the latch and return for the final remedy when notified in 2021.)	R20B20 with 0.2h for grease hood latch R20B21 with 0.3h for replace hood latch (effective through December 2020)
R20B3	For follow-up maintenance after 6-12 months if needed		R20B30 with 0.2h for grease hood latch R20B31 with 0.3h for replace hood latch (effective beginning January 2021)
R20B2	Used vehicle for sale Retailed vehicle used for fleet (rental, commercial transport)	Inspect for proper operation and clean, lube, and/or replace latch as needed. If you confirm the latch is operating and sale or rental is permitted under applicable state law, be sure to disclose to the buyer that an open safety recall is still applicable, but an interim repair has been provided. Instruct the owner on maintenance (located in the Owner's Manual) and ensuring the hood is latched before driving. Registered owners will receive a notification to return to the dealer for final remedy when it is available. (File claim for this interim repair and inform owner they still need to maintain the latch and return for the final remedy when notified in 2021.)	R20B20 with 0.2h for grease hood latch R20B21 with 0.3h for replace hood latch (effective through December 2020)
R20B3	For follow-up maintenance after 6-12 months if needed		R20B30 with 0.2h for grease hood latch R20B31 with 0.3h for replace hood latch (effective beginning January 2021)
	Customer experienced unintended hood opening and incurred damage or paid for repairs	<p>If a customer reports injuries or damage to property (other than the vehicle) related to the hood opening while the vehicle was in motion, contact NNA Consumer Affairs.</p> <p>If the vehicle has incurred damage due to the hood opening while in motion, pre-approval is required before initiating body repairs.</p> <p>One-time reimbursement prior to campaign final remedy is available For vehicle damage only, dealers can contact the WCCC for pre-approval (required) and claims coding to repair the vehicle. * Contact the Warranty claims call center 1-800-258-7008 Option 7 * Additionally, send an email to: paint.inspections@nissan-usa.com with the following information:</p>	

		<ul style="list-style-type: none"> ➤ Include R20A7 in the subject line ➤ Photos of the VIN plate and odometer reading ➤ Photos of the damage (include all parts requiring repair) ➤ Estimate the total repair amount including rental expense while the vehicle is having the body damage repaired 	
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NOTE: Interim repair claims will not close R20A7 in Service Comm. Dealers should advise customers that once the final remedy is available, owners will receive a final notification letter instructing them to bring their vehicle to an authorized Nissan dealer to have the final remedy work completed.

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

A. Yes. A stop sale is in affect for new vehicles in dealer inventory. Dealers should follow instructions for the interim actions and comply with all applicable laws governing sales of used vehicles.

Q. What is the reason for the Voluntary Safety Recall?

A. The secondary hood latch may become stuck in the open position due to a potential for corrosion (in regions with excessive road salt use) in the hood latch combined with improper inspection and maintenance.

Q. What is the possible effect of this condition?

A. If the driver inadvertently releases the primary hood latch (ex. while refueling) or the hood is not

closed properly, the secondary hood latch may not hold the hood closed while the vehicle is in motion. The hood may open without warning and obstruct the driver's forward view, and may increase the risk of crash.

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

A. A final remedy plan is currently under development. Nissan will provide all affected owners with an interim notification that reminds owners how to properly maintain the latch and also reminds those owners to fully close and engage the primary hood latch each time before driving their Altima. Dealers have been provided with instructions for an interim repair to help address customer concerns while awaiting the final remedy.

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

A. PC426 replaced the secondary latch in MY13-15 vehicles for improved corrosion resistance. Owners of MY13-18 vehicles will receive an interim notification in July 2020, with reminders for proper hood latch inspection and maintenance as outlined in the owner's manual and a reminder to ensure the hood is fully closed before driving their vehicle. Nissan is currently developing an additional remedy.

NOTE: Vehicles that have been previously remedied under PC426 are also subject to this recall. If PC426 remains open, the vehicle should still be serviced to have the hood latch assembly replaced under PC426.

Q. Can I sell a **used vehicle affected by this recall?**

A. Dealers should inspect the hood latch of used vehicles for proper operation (clean and lube as needed, or replace the secondary latch if it is not fully functional)

- File applicable warranty claim per the Claims Information section of this announcement.
- If you confirm the latch is operating and sale of a used vehicle with an open recall is permitted under applicable state law, the sale is not prohibited.
- Be sure to disclose to the buyer that an open safety recall is still applicable, but an interim repair has been provided. All registered owners will receive a notification to return to the dealer for final remedy when it is available.
- Instruct the used vehicle buyer on maintenance (located in the Owner's Manual – see Altima Hood Latch General Maintenance below) and ensuring the hood is latched before driving.

Altima Hood Latch General Maintenance

See Owner's Manual "Maintenance Requirements Section" listed below:

- 2013-2016 Vehicles: Section 8 - Maintenance and do-it-yourself, Page 8-2 General Maintenance – EXPLANATION OF GENERAL MAINTENANCE ITEMS – Doors and engine hood
- 2017-2018 Vehicles: Section 9 - Maintenance and schedules, Page 9-2 General maintenance – EXPLANATION OF GENERAL MAINTENANCE ITEMS – Doors and engine hood

The maintenance items listed here should be performed from time to time, unless otherwise specified.

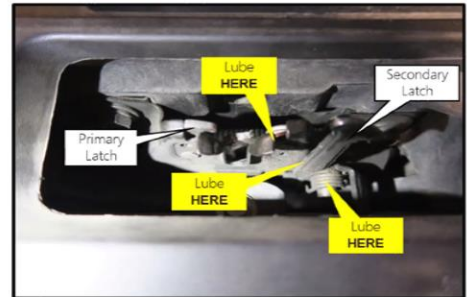
- For convenience, Nissan suggests performing this maintenance at recommended oil change intervals

Owner Manual Text:

Doors and engine hood: Check that all doors and engine hood operate properly. Also, ensure that all latches lock securely. Lubricate hinges, latches, latch pins, rollers, and links if necessary. Make sure secondary hood latch keeps the hood from opening if the primary latch is released.

When driving in areas using road salt or other corrosive materials, check lubrication frequently.

Lubricate the areas specified in the picture with **White Lithium Grease** found at any automotive parts retailer



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Q. Can I perform an interim repair for affected retailed, fleet, rental, or commercial transport vehicles?

- A. Yes. Upon customer request, Dealers should inspect the hood latch for proper operation (clean and lube as needed, or replace it if the secondary latch is not fully functional)
- File applicable warranty claim per the Claims Information section of this announcement.
 - Be sure to disclose to the owner that an open safety recall is still applicable, but an interim repair has been provided. All registered owners will receive a notification to return to the dealer for final remedy when it is available.
 - Instruct the owner on maintenance (located in the Owner's Manual – see Altima Hood Latch General Maintenance above) and ensuring the hood is latched before driving.

Q. How long will the interim repair take?

- A. The interim repair should take approximately one (1) hour to complete. The dealer may require the vehicle for a longer period of time based upon the dealer's work schedule.

Q. How long will the final remedy action take?

- A. Nissan is currently developing its final remedy plan, which is expected to be available in mid-2021.

Q. When will vehicle owners be notified?

- A. Owners of affected vehicles are being mailed interim notifications between July 14 and July 27, 2020. The notice will inform them a final remedy is expected to be available in mid-2021 and

remind owners of proper hood latch inspection and maintenance as outlined in the owner's manual. If the recommended actions do not allow full functionality of the secondary hood latch, owners are instructed to contact their dealer for further diagnosis.

Once the final remedy is available, owners will receive a final notification letter instructing them to bring their vehicle to an authorized Nissan dealer to have the remedy work completed at no cost to the owner.

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

A. No. The primary hood latch works as designed. The recall 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 my vehicle safe to drive?

A. If your vehicle is subject to this campaign, you received an Owner Notification letter with reminders for proper hood latch inspection and maintenance as outlined in the owner's manual. If the secondary latch is stuck open, please ensure your hood is securely closed using the primary latch and bring your vehicle to the nearest dealer for service. **Nissan recommends drivers use care to avoid releasing the hood when refueling and check to ensure the hood is fully closed and latched before driving their vehicle.**

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

A. Yes. If the vehicle is subject to this campaign, customers will receive an Owner Notification letter with reminders for proper hood latch inspection and maintenance as outlined in the owner's manual. If the secondary latch is stuck open, please ensure your hood is securely closed using the primary latch and bring your vehicle to the nearest dealer for service. **Nissan recommends drivers use care to avoid releasing the hood when refueling and check to ensure the hood is fully closed and latched before driving their vehicle.**

Q. Can the customer identify the concern?

A. The customer may detect the condition if the following situations occur:

- The hood may flutter or make noise before it opens while driving
- The IKEY may reflect an error if equipped with remote engine start
- The customer may observe the secondary hood latch stuck open while servicing or inspecting the hood latch assembly.

Q. Are parts readily available?

A. Parts are available for the interim repair upon customer request. Nissan is currently developing its final remedy plan.

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

A. Nissan is currently developing its final remedy plan. However, Nissan has authorized alternate transportation while the vehicle is being repaired, if the vehicle has incurred damage due to the hood opening while in motion.

Q. Is there any charge for customer requested interim repairs?

A. No. The interim repair will be performed for the customer free of charge for parts and labor.

Q. Is there any charge for the final repair?

A. No. The final remedy, once identified, 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 either service performed?

A. No, any authorized Nissan dealer is able to perform the repair(s).

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 final remedy, once identified, will fully correct this condition. As the condition will be corrected and an interim repair is available upon owner request, repurchase or replacement of the vehicle will not be necessary.

Q. What model year vehicles are involved?

A. Model Year 2013-2018 Nissan Altima (L33) vehicles manufactured in the Smyrna, TN and Canton, MS plants from March 06, 2012 (SOP) to August 17, 2018 (EOP) are potentially affected.

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

A. No. This issue is unique to Model Year 2013-2018 Nissan Altima vehicles due to a combination of the model frontend design, anti-corrosion limitations and location of the hood latch release in close proximity to the fuel door release. This issue does not affect any other Nissan or INFINITI vehicles.

Revision History:

Date	Announcement	Purpose
June 2, 2020	Original Document	New campaign announcement
July 24, 2020	REVISION 1	Interim repair information now included