



Innovation that excites

SAFETY RECALL

CAMPAIGN BULLETIN

Hood Latch Voluntary Safety Recall Campaign

Reference: R20A7
Date: June 2, 2020

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
2013-2018 Altima (L33)	1,831,818	4	June 2, 2020	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 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 be serviced to 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 will receive an interim notification beginning in June 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.** Once the new 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*****

- 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.
3. No action is necessary at this time.

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

Repair	Nissan is currently developing its remedy plan.
Owner Notification	<p>Owners of affected vehicles will receive an interim notification beginning in June 2020, with reminders for proper hood latch inspection and maintenance as outlined in the owner’s manual.</p> <p>Once the new 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.</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 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.

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 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.

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 beginning in June 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. How long will the corrective action take?

A. Nissan is currently developing its remedy plan.

Q. When will vehicle owners be notified?

A. Owners of affected vehicles will receive an interim notification beginning in **June 2020**, with reminders for proper hood latch inspection and maintenance as outlined in the owner's manual and to ensure the hood is fully closed before driving their vehicle.

Once the additional 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. 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 my vehicle safe to drive?

A. If your vehicle is subject to this campaign, you 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. 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. Nissan is currently developing its remedy plan.

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

A. Nissan is currently developing its remedy plan. Rental information will be provided once a remedy has been established.

Q. Is there any charge for the repair?

A. No. The 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 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, once identified, will fully correct this condition. As the condition will be corrected, 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