



# SAFETY RECALL

## CAMPAIGN BULLETIN

### Tire Inspection Voluntary Safety Recall Campaign

Reference: PC764  
Date: December 17, 2020

**Attention: Dealer Principal, Sales, Service & Parts Managers**

**REVISED December 17, 2020**  
**Please discard earlier versions of this bulletin.**

**The announcement from November 6, 2020 has been revised to include the following:**

- NTB20-078 has been updated with a new tire return process for quality and investigation purposes. Tires replaced beginning **December 21, 2020** (according to open date of RO) should be returned to Nissan North America, via YRC freight, within 10 calendar days of claim payment.
  - Dealers should use the straight bill of lading and shipping instructions located in the bulletin (page(s) 6-7). The tires should be individually labeled. Dealers should be prepared to provide the following information:
    - VIN
    - Part Number
    - Dealer Code/Dealer Name
    - RO#/RO Date
    - Copy of RO
    - Number of tires to be included in shipment (Example: 1 of 4, 2 of 4, 3 of 4, etc.)
    - Tires should be banded together in stacks of 2 (if possible)

**NOTE:** To avoid non-refundable charges, oversized items must be shipped using YRC freight

**For part return questions and support, please email [nawarrantypartsreturn@nissan-usa.com](mailto:nawarrantypartsreturn@nissan-usa.com).**

**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
2020 Altima (L34)	2,214	<b>1,440</b>	November 6, 2020	<b>YES</b>

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

Nissan is issuing a Voluntary Safety Recall to inspect all four (4) tires and, if necessary, replace any that are found with the suspect Department of Transportation (DOT) number and mold number for specific 2020 Altima (L34) vehicles identified in Service Comm. Subject vehicles may require zero (0) to four (4) tires to be replaced.

During manufacturing, the affected tires may have been over cured. As a result, the affected tires may experience a carcass break in the sidewall with sudden air loss, or they could develop a belt edge separation that could lead to a partial or full tread/belt loss. In addition, tires may experience a sudden air loss without warning while others may exhibit localized tread wear, which may manifest as excessive vibration and/or bulging in the tread area. These conditions could increase the risk of serious injury or death.

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\*\*\*\***

1. Verify if vehicles are affected by this Voluntary Safety Recall Campaign using Service Comm or DBS National Service History Campaign I.D. **PC764.**
  - 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.**
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. Dealers should use **NTB20-078** to inspect and, if necessary, remedy any vehicles subject to this campaign.
4. Once remedied dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

<b>Parts</b>	<p>Affected vehicle replacement tires, if necessary, are orderable via normal process through the Nissan Maintenance Advantage program: Phone 877-NIS-NMA1 (877-647-6621). Website order via link on the dealer portal; <a href="http://www.NNAnet.com">www.NNAnet.com</a> and click on the "Maintenance Advantage - Tire/Battery/Chemical" link.</p> <ul style="list-style-type: none"><li>➤ <b>OETIR-03035</b> – Continental 215/60 R16</li></ul> <p><b>NOTE:</b> Claiming instructions are provided in the Recall Campaign Technical Bulletin (NTB20-078). <b><u>DO NOT</u></b> claim the Dealer Tire part number on the claim.</p> <p>Dealers should inspect any applicable tires in their inventory and contact their Dealer Tire or Nissan Carline representative to obtain a refund or exchange for any that are found with the suspect Department of Transportation (DOT) number and mold number. There may be other return processes, related to Continental tires, that are separate from the process outlined in the campaign specific repair bulletin.</p> <p><b>Follow the campaign repair bulletin (NTB20-078) for the specific tire return process identified. Tires are being collected, by Nissan North America for quality and investigation purposes.</b></p>
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<b>Repair</b>	• <b>NTB20-078</b>
<b>Owner Notification</b>	Nissan began sending notifications to owners of all potentially affected vehicles in <b>December 2020</b> 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 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 recall?**

A. Yes.

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

A. Yes.

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

A. During manufacturing, the affected tires may have been over cured. As a result, the affected tires may experience a carcass break in the sidewall with sudden air loss, or they could develop a belt edge separation that could lead to a partial or full tread/belt loss.

**Q. What is the possible effect of the condition?**

A. Tires may experience a sudden air loss without warning while others may exhibit localized tread wear, which may manifest as excessive vibration and/or bulging in the tread area. These conditions could increase the risk of serious injury or death.

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

A. Dealers will inspect all four (4) tires and, if necessary, replace any that are found with the suspect Department of Transportation (DOT) number and mold number for specific 2020 Altima (L34)

vehicles identified in Service Comm. Subject vehicles may require zero (0) to four (4) tires to be replaced.

**Q. How long will the corrective action take?**

A. This free service could take up to two (2) hours to complete, depending on number of tires requiring replacement, but your Nissan dealer may require your vehicle for a longer period of time based upon their work schedule.

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

A. Nissan began sending notifications to owners of all potentially affected vehicles in **December 2020** 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, remedied 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.

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

A. Yes. Complimentary alternate transportation is available, upon customer request, while tires are on order.

<b>EXPENSE CODE</b>	<b>DESCRIPTION</b>	<b>AMOUNT</b>
<b>502</b>	<b>Rental Expense</b>	<b>\$120 (Max)</b>
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBP19-017 for additional information on application of rental reimbursement.		

**Q. Is there any charge for the repair?**

A. No. The remedy will be performed for the customer free of charge for tires 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 MY2020 Nissan Altima (L34) vehicles manufactured between September 2, 2020 and September 29, 2020 may be affected.

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

A. No.

**Revision History:**

Date	Announcement	Purpose
November 6, 2020	Voluntary Safety Recall	New Campaign Announcement
December 17, 2020	REVISION 1	New tire return process