



SAFETY RECALL

CAMPAIGN BULLETIN

Tire Inspection Voluntary Safety Recall Campaign

Reference: PC798

Date: May 14, 2021

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE May 14, 2021
Please discard earlier versions of this bulletin.

The announcement from March 12, 2021 has been revised to include:

- Review of additional delivery and production records for Altima vehicles at the Smyrna, TN plant has allowed Nissan to more accurately identify the production window of potentially affected vehicles. As a result, the affected population and dealer inventory for covered Altima vehicles has decreased for this campaign.
- Owner notification timing updated.

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
2019-20 Altima (L34)	1,529	738	March 12, 2021	YES
2018-21 Titan (L61)	34,612	6,947		

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

Nissan is issuing a Voluntary Safety Recall for specific MY2019-2020 Altima (L34) and MY2018-2021 Titan (A61) vehicles identified in Service Comm to inspect all four (4) tires and, if necessary, replace any that are found with the Department of Transportation (DOT) numbers and mold numbers subject to this recall. 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. **PC798**.

- 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.**
 - **Service Comm and DBS were updated on May 4, 2021 with the adjusted vehicle population for Altima.**
 - **Claim submission issues due to the population adjustment - call the Warranty Claims Call Center for assistance.**
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 the appropriate bulletin listed below 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 *****

Parts	<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; www.NNAnet.com and click on the "Maintenance Advantage - Tire/Battery/Chemical" link.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: black; color: white;">Part Number</th> <th style="background-color: black; color: white;">Description</th> <th style="background-color: black; color: white;">Quantity (If Needed)</th> </tr> </thead> <tbody> <tr> <td>OETIRO3035</td> <td>Continental 215/60 R16</td> <td>1-4</td> </tr> <tr> <td>OETIRO2973</td> <td>General Grabber APT P275/70 R18</td> <td>1-4</td> </tr> <tr> <td>OETIRO2974</td> <td>General Grabber HTS P265/70 R18</td> <td>1-4</td> </tr> </tbody> </table> <p>NOTE: Claiming instructions are provided in the Recall Campaign Technical Bulletin (NTB21-020 – Altima/NTB21-021 – Titan). <u>DO NOT</u> 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) numbers and mold numbers. 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>NOTE: Tires are being collected by Nissan North America for quality and investigation purposes. Dealers should refer to the tire return process in the Q&A section of this announcement for details.</p>	Part Number	Description	Quantity (If Needed)	OETIRO3035	Continental 215/60 R16	1-4	OETIRO2973	General Grabber APT P275/70 R18	1-4	OETIRO2974	General Grabber HTS P265/70 R18	1-4
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Repair	<ul style="list-style-type: none"> • NTB21-020 – Altima • NTB21-021 – Titan 												
Owner Notification	Nissan began sending notifications to owners of all potentially affected vehicles in May 2021 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 Department of Transportation (DOT) numbers and mold numbers subject to this recall. 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 **May 2021** 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.

EXPENSE CODE	DESCRIPTION	AMOUNT
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 WBP19-017 for additional information on application of rental reimbursement.		

Q. What is the tire return process?

- A. For quality and investigation purposes the tire return process is as follows. Tires 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 for each model. 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 nnawarrantypartsreturn@nissan-usa.com.

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 MY2019-2020 Altima vehicles manufactured between May 20, 2019 to September 3, 2020 and MY2018-2021 Titan vehicles manufactured between May 9, 2018 to February 12, 2021 may be affected.

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

A. No.

Revision History:

Date	Announcement	Purpose
March 12, 2021	Voluntary Safety Recall	New Campaign Announcement
May 14, 2021	Revision 1	Update regarding vehicle population