



SAFETY RECALL

CAMPAIGN BULLETIN Fuel Pump Voluntary Safety Recall Campaign

Reference: R21A2
Date: January 14, 2022

Attention: Dealer Principal, Sales, Service & Parts Managers

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

REVISED January 14, 2022
Please discard earlier versions of this bulletin.

The announcement from June 2, 2021 has been revised to include the following:

- o Nissan has identified a number of orders currently placed in DBS for vehicles that have already had the remedy performed or for an incomplete or invalid VIN. To allow Nissan to distribute parts where needed to remedy remaining vehicles with an open recall, **Nissan will cancel any orders currently placed in DBS for vehicles that have already had the remedy performed, or the VIN submitted on the order is incomplete or invalid.**
 - Nissan recommends dealers confirm a valid VIN order is pending for any customers who are currently awaiting a part
- o Subject to parts availability, DBS orders will continue to be fulfilled in the order they were received.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2020-2021 Armada (Y62)	14,221	399	June 2, 2021	YES

**** Campaign Summary ****

Nissan is issuing a Voluntary Safety Recall Campaign on specific 2020-2021 Armada (Y62) vehicles and identified in Service Comm to replace the fuel pump module.

Due to a supplier manufacturing issue that has since been corrected, the fuel pump module may not meet design specification on some of the affected vehicles. Gasoline inside of the fuel pump can cause the impeller to swell, increasing frictional resistance between the swollen impeller and the inlet cover. As a result, the fuel pump module may bind internally, the customer may experience a Malfunction Indicator Light (MIL) 'ON' and low fuel condition, which can result in an engine stall while driving and the vehicle may not restart, increasing the risk of a crash.

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

1. Verify campaign applicability using Service Comm or DBS National Service History – Open Campaign I.D. **R21A2**.

- 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 subject to this recall campaign until after the vehicle has been remedied.
 3. Dealers should use **NTB21-048** to correct any vehicles subject to this campaign once parts become available.
 4. Once remedied, dealers should submit the claim, using the claims coding provided, and release the vehicle.

**** Release Schedule ****

Parts	<p>The part listed below is on restriction and may be ordered via DBS.</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</th> </tr> </thead> <tbody> <tr> <td style="background-color: black; color: white;">A7040-3ZD0B</td> <td style="background-color: black; color: white;">Fuel Pump-In Tank</td> <td style="background-color: black; color: white;">1</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Nissan, has identified a number of orders currently placed in DBS for vehicles that have already had the remedy performed or for an incomplete or invalid VIN. To allow Nissan to distribute the parts where they are required to remedy the remaining outstanding population of vehicles, Nissan will cancel any orders currently placed in DBS for vehicles that have already had the remedy performed, or the VIN submitted on the order is incomplete or invalid. <ul style="list-style-type: none"> ▪ Nissan recommends dealers confirm a <u>valid VIN</u> order is pending for any customers who are currently awaiting a part • Subject to parts availability, DBS orders will continue to be fulfilled in the order they were received. <p>➤ 17342-EA000 – Packing Fuel Gauge may be ordered <u>via normal process.</u></p> <p>Parts replaced under this activity will be placed on parts collection. Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.</p>	Part Number	Description	Quantity	A7040-3ZD0B	Fuel Pump-In Tank	1
	Part Number	Description	Quantity				
A7040-3ZD0B	Fuel Pump-In Tank	1					
Special Tool	<ul style="list-style-type: none"> • J-45722 (Fuel Tank Lock Ring Wrench) <p>Additional tools are available via TechMate @ 1-800-662-2001 or www.nissantechmate.com.</p>						
Repair	<ul style="list-style-type: none"> • NTB21-048 						
Owner Notification	<p>Nissan sent interim notifications to owners of all potentially affected vehicles beginning on July 16, 2021 via U.S. Mail. Nissan is continuing to prepare remedy parts and will mail customers an invitation to repair letter as soon as parts are available. The remedy for this recall is currently anticipated to be available in February 2022.</p>						

****** Dealer Responsibility ******

It is the dealer's responsibility to check Service Comm or DBS National Service History Open Campaign 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 Stop Sale?

A. Yes.

Q. What is the reason for this safety recall?

A. Due to a supplier manufacturing issue, the fuel pump module may not have been manufactured to design specification on certain affected vehicles.

Q. What is the possible effect of the condition?

A. Gasoline inside of the fuel pump can cause the impeller to swell, increasing frictional resistance between the swollen impeller and the inlet cover. As a result, the fuel pump module may bind internally, the customer may experience a Malfunction Indicator Light (MIL) 'ON' and low fuel condition, which can result in an engine stall while driving and the vehicle may not restart, increasing the risk of a crash.

Q. What will be the corrective action?

A. Dealers will replace the fuel pump module.

Q. How long will the corrective action take?

A. The remedy 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. When will vehicle owners be notified?

A. Nissan sent interim notifications to owners of all potentially affected vehicles beginning on **July 16, 2021** via U.S. Mail. Nissan is continuing to prepare remedy parts and will mail customers an

invitation to repair letter as soon as parts are available. The remedy for this recall is currently anticipated to be available in February 2022.

Q. Is my vehicle safe to drive?

A. If your vehicle is subject to this campaign, you received an Interim Owner Notification letter from Nissan, with instructions to contact your dealer if you experience either a MIL warning lamp continuously illuminated or a no-start or stall condition. Otherwise, Nissan is currently preparing parts to remedy your vehicle. The remedy for this recall is currently anticipated to be available in February 2022. When the remedy is available, Nissan will send you a second letter asking you to bring your vehicle to a Nissan dealer for repair. Affected owners are encouraged to have their vehicles remedied as soon as possible upon notification.

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

A. No.

Q. Is there any charge for this repair?

A. No, the remedy will be performed for the customer free of charge for parts and labor.

Q. Are parts readily available?

A. **Parts are on restriction and may be ordered via DBS.** Orders will be fulfilled in the order they were received as supply allows.

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

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. Rental is available upon customer request, while parts are on order.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$364 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement.		

Q. Is towing covered for vehicles outside of warranty that are no longer eligible for Nissan Roadside Assistance?

A. Yes, the campaign will cover the towing costs for affected vehicles that are no longer eligible for Roadside Assistance (out of warranty):

EXPENSE CODE	DESCRIPTION	AMOUNT
501	Towing	\$100 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required.		

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.

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 MY2020–2021 Armada vehicles manufactured in Kyushu and Shonan, Japan plants between October 5, 2019 and April 2, 2020 are affected.

Revision History:

Date	Announcement	Purpose
June 2, 2021	Voluntary Safety Recall Campaign	New campaign announcement
January 14, 2022	REVISION 1	Part update