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SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Rear Lower Link Salt States Preliminary Dealer Announcement

Reference: Rear Lower Link
Date: August 7, 2019

Attention: Dealer Principal, Sales, Service & Parts Managers

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

Nissan is committed to the safety, security and satisfaction of our customers and their passengers. Nissan will be conducting a Service Campaign on certain Model Year 2013 Nissan Altima vehicles in USA (high road salt usage states) and Model Year 2013 and 2014 Nissan Altima vehicles in Canada to replace the rear suspension lower link.

On some affected vehicles, one of the Rear Lower Suspension Links may corrode and separate at the bushing joint area. Customers may notice a knocking or rattling noise from the rear of the vehicle or observe large positive camber on the rear wheel(s) if the link separates. The vehicle can be brought to a safe stop in this condition, but out of an abundance of caution, Nissan will conduct a proactive field action in specific U.S. states with high road salt usage and in Canada.

Nissan will begin notifying owners of affected vehicles beginning in fall 2019, asking them to bring their vehicle to an authorized Nissan dealer, where the repair will be conducted at no cost to the owner.

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

1. Please wait until Nissan issues further instructions and identifies affected vehicles in Service Comm and DBS National Service History – Open Campaigns. No action is necessary at this time.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a safety recall?

A. No.

Q. What is the reason for this Voluntary Service Campaign?

A. On some affected vehicles, one of the Rear Lower Suspension Links may corrode and separate at the bushing joint area when operated in areas with high road salt usage.

Q. What is the possible effect of this condition?

A. Customers may notice a knocking or rattling noise from the rear of the vehicle or observe large positive camber on the rear wheel(s) if the link separates. The vehicle can be brought to a safe stop in this condition.

Q. What will be the corrective action?

A. Dealers will replace lower link(s) with new parts.

Q. When will vehicle owners be notified?

A. Nissan will begin notifying owners of all potentially affected vehicles in **fall 2019** via U.S. Mail.

Q. Are parts readily available?

A. Nissan is currently working with suppliers to produce parts for this activity.

Q. Is my vehicle safe to drive?

A. If you notice a knocking or rattling noise from the rear of the vehicle or observe large positive camber on the rear wheel(s), you should bring the vehicle to a safe stop and arrange to have your vehicle inspected by a Nissan dealer as soon as possible.

Q. I have incurred expenses for lower link repairs can I be reimbursed?

A. Customers should retain receipts for out of pocket expenses related to the rear lower link. Nissan will provide reimbursement instructions in the owner notification letter.

Q. What model year vehicles are involved?

A. Certain Nissan Altima vehicles currently or previously registered in specific U.S. states with high road salt usage for model year 2013 and model years 2013-2014 in Canada are potentially affected.

Q. What specific states are considered high-users of road salt?

A. Connecticut, Delaware, Iowa, Illinois, Indiana, Kentucky, Massachusetts, Maine, Maryland, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, Washington D.C., West Virginia and Wisconsin.

Revision History:

| Date | Announcement | Purpose |
|----------------|---------------------|-------------------------|
| August 7, 2019 | Preliminary | Service Campaign notice |