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QUALITY ACTION

CAMPAIGN BULLETIN

MY20 Versa Quality Hold

Reference: PM939
Date: February 19, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2020 Versa (N18)	NA	18*	February 19, 2020	YES

*6 VINS are assigned to Puerto Rico and 1 is assigned to Guam

***** Dealer Announcement *****

Nissan is committed to a high level of customer service and satisfaction. This commitment requires Nissan to periodically place certain vehicles on temporary Quality Assurance (QA) Hold to assure that these vehicles, as delivered to our customers, meet our exacting standards and our customers' expectations.

Effective immediately, Nissan is placing a temporary Quality Assurance (QA) Hold on eighteen (18) specific MY2020 Versa (N18) vehicles in dealer inventory. The fuel tank may not meet Nissan design specifications. Nissan engineering is investigating this potential issue and will provide the appropriate field action as quickly as possible.

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 quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PM939**
 - 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. Please **do not drive, loan, sell or trade** the specific vehicles in dealer inventory subject to this Quality Hold.
3. Nissan will provide an updated status, to include next steps, no later than the week ending **February 28, 2020**.

Thank you for your prompt attention to this matter.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION