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# QUALITY ACTION

# CAMPAIGN BULLETIN

## American Automobile Labeling Act (AALA) Labels – EXPIRATION NOTICE

Reference: PM931, PC713

Date: February 21, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

**UPDATE February 21, 2020**  
**Please discard earlier versions of this bulletin.**

**Nissan announced the following quality action in October 2019. Service Comm will de-activate PM931 and PC713 on any un-remedied VINs on February 28, 2020. Nissan is still requesting that dealers apply the replacement label on any affected vehicles prior to sale. Please use the VIN list supplied with this announcement to identify applicable vehicles.**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Expiration date:	Stop Sale In Effect
MY2020 Versa (N18)	NA	708*	February 28, 2020	<b>NO</b>
MY2019 Titan (A61)		538*		

**\*8,155 Versa and \*6,415 Titan vehicles were originally in dealer inventory.**

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

Nissan North America is conducting a Quality Action for dealers to replace the American Automobile Labeling Act (AALA) labels. The AALA label on affected vehicles was inadvertently printed with incorrect Engine manufacturing location and percentage breakdown of parts content by country.

Affected vehicles are **not** subject to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer. In the interest of customer satisfaction, Nissan requests dealers to apply the replacement label on the affected vehicles prior to retail sale.

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

1. Verify if vehicles currently in new dealer’s inventory are affected by this quality action using Service Comm or DBS National Service History – Open Campaign I.D. until February 28, 2020.
  - **PM931 - Versa**
  - **PC713 - Titan**
    - 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
    - **After February 28, 2020 please use the attached VIN list (available on NNAnet/Service/Bulletins/PM931 or PC713 and Dealer 360) to identify applicable vehicles.**
2. Use the attached procedure to remedy vehicles affected by this quality action.
3. The service department should submit the applicable warranty claim for the action(s) performed and release the vehicle.

4. Dealers received one (1) label for every affected vehicle in dealer inventory via USPS. Labels were to the Service Manager's attention. If replacement labels are needed, please send your request to: [nnafgasupport@nissan-usa.com](mailto:nnafgasupport@nissan-usa.com) along with your dealer name, address, VIN, contact name and phone number.

- Labels mailed between October 28, 2019 and November 15, 2019.

**\*\*\*\*\* 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 inspection status on each affected vehicle currently in new vehicle inventory. Nissan requests dealers to perform this repair on new vehicles in inventory prior to being retailed, to help ensure customer satisfaction.

**NISSAN NORTH AMERICA, INC.**

Aftersales DIVISION

**\*\*\*\*\* Procedure begins on next page \*\*\*\*\***



# PC713 - 2019 TITAN-GAS ONLY (EXCLUDES XD MODELS) PARTS CONTENT INFORMATION LABEL

## SERVICE PROCEDURE:

1. Locate existing "Parts Content Information label" on the inside of the passenger side windshield. (Figure 1)



Figure 1

2. Remove the "Parts Content Information label" from the windshield and discard. (Figure 2)



Figure 2

3. Clean the windshield area where the "Parts Content Information label" was removed.
  - Use a mild soap and water solution

4. Verify the correct replacement label is available. (Figure 3)

- Check part number "9FU0A" on bottom left corner of label

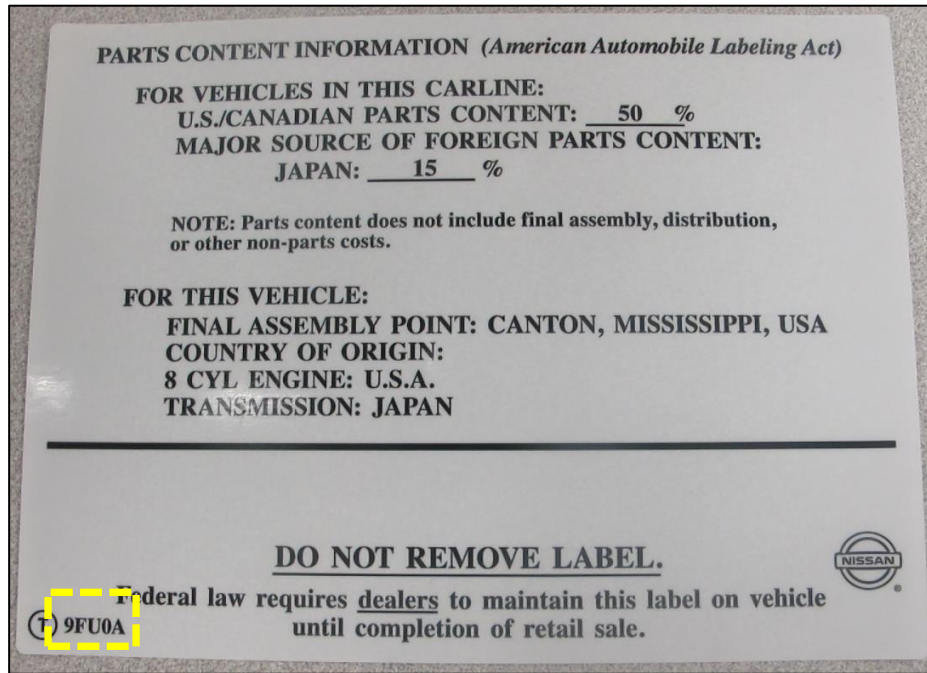


Figure 3

**NOTE:** Labels were provided by NNA FQA and shipped to your dealership by Nissan to Attn: Service Manager.

5. Peel backing off the replacement label.

- Carefully remove backing from the front of the label, Figure 4

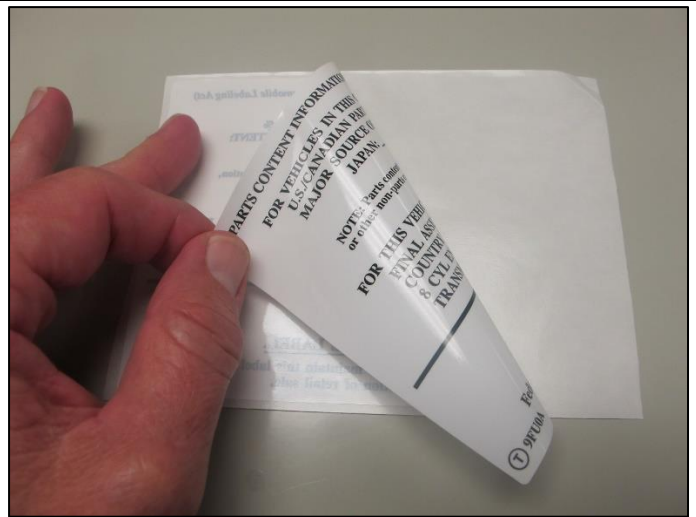


Figure 4

6. Affix the new "Parts Content Information label" to the inside of the passenger side windshield.

- Passenger windshield location, Figure 5



Figure 5

**NOTE:** Ensure text is upright and legible from the outside of the vehicle.

**CAUTION:** Ensure Parts Content Information Label is **NOT** placed in a location that obstructs drivers view.

7. Read "Claims Information" for reimbursement information.

8. Release vehicle.


<b>PARTS INFORMATION:</b>		
<b>Description</b>	<b>Part #</b>	<b>Quantity</b>
Parts Content Information Label	Provided by FQA (Shipped to Dealer)	1

**CLAIMS INFORMATION**

**Submit claim using the following claims coding:**

**Work Order Line Type: "CM" Campaign**

**Campaign: PC713**

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PC713			
<b>Symptom:</b>	ZZ			
<b>Diagnosis:</b>	99			
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>	<b>Parts Required on claim</b>	<b>Expense Code Required</b>
Remove and Replace Parts Content Information Label	PC7130	0.2 Hr	N/A	N/A





# PM931 - 2020 VERSA SEDAN PARTS CONTENT INFORMATION LABEL

## SERVICE PROCEDURE:

1. Verify type of transmission (Manual or CVT).
  - Open driver door
  - Inspect transmission shift selector, Figure 1 & 2



Figure 1



Figure 2

2. Locate existing "Parts Content Information label" on the inside of the passenger side windshield. (Figure 3)

Parts Content  
Information Label



Figure 3

- Remove the "Parts Content Information label" from the windshield and discard. (Figure 4)



Figure 4

- Clean the windshield area where the "Parts Content Information label" was removed.
  - Use a mild soap and water solution

- Select the replacement "Parts Content Information label" that is applicable to the vehicle using the transmission type.
  - CVT equipped vehicle** uses label with transmission listed as "**MEXICO**" with part number "**5EF0A**" on bottom left corner per Figure 5
  - Manual equipped vehicle** uses label with transmission listed as "**SPAIN**" with part number "**5EF0B**" on bottom left corner per Figure 6

(CVT Label)

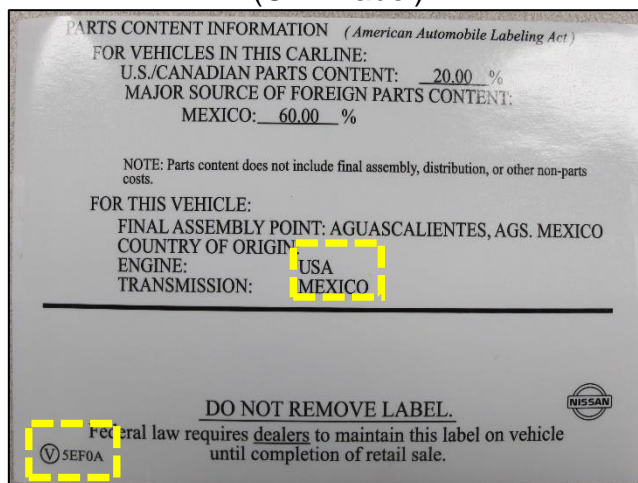


Figure 5

(MANUAL Label)

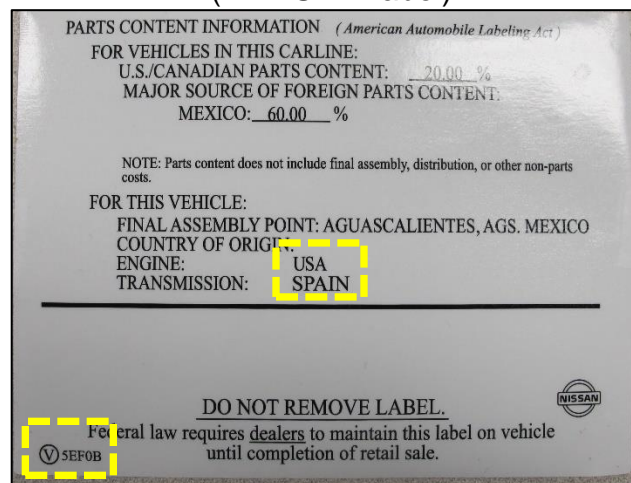


Figure 6

**NOTE:** Labels were provided by NNA FQA and shipped to your dealership by Nissan to Attn: Service Manager.



6. Peel backing off the replacement label.

- Carefully remove backing from the front of the label, Figure 7

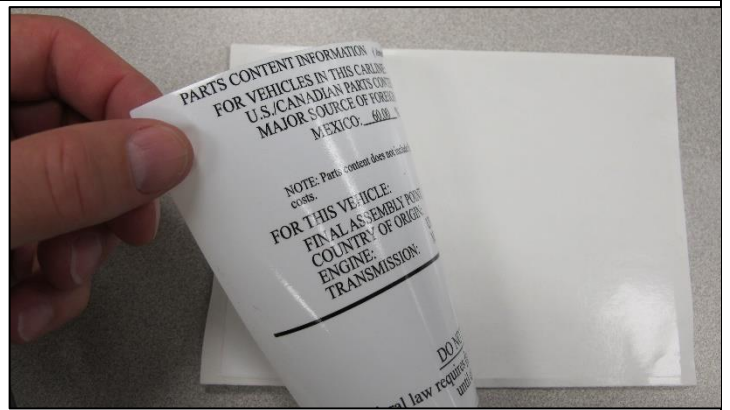


Figure 7

7. Affix the new "Parts Content Information label" to the inside of the passenger side windshield.

- Passenger windshield location, Figure 8



Figure 8

**NOTE:** Ensure text is upright and legible from the outside of the vehicle.

**CAUTION:** Ensure Parts Content Information Label is **NOT** placed in a location that obstructs drivers view.

8. Read "Claims Information" for reimbursement information.

9. Release vehicle.

**PARTS INFORMATION:**


Description	Part #	Quantity
Parts Content Information Label	Provided by FQA (Shipped to Dealer)	1

## CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PM931

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PM931			
<b>Symptom:</b>	ZZ			
<b>Diagnosis:</b>	99			
<b>Description:</b>	<b>Op Codes</b>	<b>Flat Rate Time</b>	<b>Parts Required on claim</b>	<b>Expense Code Required</b>
Remove and Replace Parts Content Information Label	PM9310	0.2 Hr	N/A	N/A