



Innovation that excites

SERVICE CAMPAIGN

CAMPAIGN BULLETIN

Electronic Steering Column Lock (ESCL)
Voluntary Service Campaign

Reference: PC516
Date: March 6, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE March 6, 2020
Please discard earlier versions of this bulletin.

The original announcement from February 21, 2017 has been revised to include:

- Service Comm will deactivate PC516 on any unremedied VINs on **May 29, 2020**.
- Dealers may continue to schedule and repair vehicles eligible for this service campaign up to and including **May 29, 2020**.
- Vehicles presented for repair after May 29, 2020 will not be covered by this service campaign and any repair will be performed at customer expense if no service contract exists.

| Affected Models/Years: | Affected Population: | Dealer Inventory: | SERVICE COMM Expiration date: | Stop Sale In Effect |
|--------------------------------|----------------------|-------------------|-------------------------------|---------------------|
| MY2009-10 Maxima (A35) | 59,566 | NA | May 30, 2020 | NO |
| MY2009-10 Altima (L32) | 151,565 | | | |
| MY2009-10 Altima Coupe (CL32) | 23,045 | | | |
| MY2009-10 Altima Hybrid (L32H) | 10,324 | | | |

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

Nissan launched this Voluntary Service Campaign in February 2017 to offer specific MY2009-10 Nissan Altima (L32), Altima Coupe (CL32), Altima Hybrid (L32H), and Maxima (A35) customers the opportunity to replace the existing Electronic Steering Column Lock (ESCL) with an Electronic Steering Column Box (ESCB).

The ESCL locks the steering wheel when the vehicle is parked and turned off to help prevent theft. On some vehicles, due to a manufacturing irregularity, the ESCL may malfunction after the vehicle is locked and could prevent the engine from starting. This condition, should it occur, will only occur when attempting to start the vehicle, and not while driving.

The ESCB will replace the ESCL assembly, but will no longer lock the steering wheel when the vehicle is parked and turned off. The steering wheel locking function is not necessary as the vehicle is also equipped with an anti-theft immobilizer to help prevent theft. Installation of the ESCB will eliminate the possibility of a no-start condition related to the manufacturing irregularity on the ESCL.

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

1. Verify if vehicles are affected by this Voluntary Service campaign using Service Comm or National Service History Campaign I.D. **PC516**.
2. Dealers can continue to schedule and repair vehicles eligible for this service campaign until **May 29, 2020**.

3. Repair orders must be opened on or before **May 29, 2020**. Claims for repair orders opened after this date may be rejected. Dealers should submit any outstanding claims as soon as possible.
4. Dealers should also review their suspended claims and make the required corrections to ensure claims payment prior to the new campaign expiration date.

******* Release Schedule *******

| | |
|---------------------------|---|
| Parts | <ul style="list-style-type: none"> • Parts are available and may be ordered via normal process. <ul style="list-style-type: none"> ◦ Electronic Steering Column Box (ESCB) 48708-9N00A |
| Repair | <ul style="list-style-type: none"> • Continue to use campaign bulletin NTB17-018. |
| Owner Notification | Nissan will re-notify owners of affected vehicles that have not yet had the campaign completed beginning in March 2020, via U.S. Mail. |

******* Dealer's Responsibility *******

It is the dealer's responsibility to check Service Comm using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary service 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 voluntary service 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. No.

Q. Is this a safety recall?

A. No.

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

A. The Electronic Steering Column Lock (ESCL) locks the steering wheel when the vehicle is parked and turned off to help prevent theft. On some vehicles, due to a manufacturing irregularity, the ESCL may malfunction after the vehicle is locked and could prevent the engine from starting. This condition, should it occur, will only occur when attempting to start the vehicle, and not while driving.

Q. What is the possible effect of the condition?

A. The engine may not start if the Electronic Steering Column Lock (ESCL) has malfunctioned after the vehicle is locked and turned off.

Q. What will be the corrective action?

A. Dealer will replace the existing Electronic Steering Column Lock (ESCL) with an Electronic Steering Column Box (ESCB). The ESCB will replace the ESCL assembly, but will no longer lock the steering wheel when the vehicle is parked and turned off. The steering wheel locking function is not necessary as the vehicle is also equipped with an anti-theft immobilizer to help prevent theft. Installation of the ESCB will eliminate the possibility of a no-start condition related to the manufacturing irregularity on the ESCL.

Q. How long will the corrective action take?

A. This service, which is conducted at no charge to you for parts and labor, should take approximately one (1) hour to complete. However, 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 notifying owners of all potentially affected vehicles in **February, 2017** via U.S. Mail. Nissan will re-notify owners of affected vehicles that have not yet had the campaign completed beginning in **March 2020**, via U.S. Mail.

Q. Are parts readily available?

A. Yes.

Q. The Electronic Steering Column Lock (ESCL) was previously replaced with 48700-9N00B or 48700-1NC1A. Are either of these parts affected as well?

A. No. If a vehicle was previously repaired either through customer pay or the warranty extension covered in WBI/13-009 using one of these part numbers, no further action is required.

Q. I did not receive a letter, how can I tell if my vehicle is affected?

A. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

Q. I currently have an Electronic Steering Column Lock (ESCL) installed and my vehicle is not listed in Service Comm. Am I eligible to have an Electronic Steering Column Box (ESCB) installed at no cost?

A. If the vehicle is not identified in Service Comm under I.D. PC516, the vehicle is not eligible to have an ESCB installed at no cost for parts and labor.

Q. What are my options if I don't want the Electronic Steering Column Lock (ESCL) replaced?

A. This campaign is being offered to prevent any customer inconvenience that may result from an ESCL malfunction. You can decline this repair if you do not wish to have this repair performed. The campaign will remain open on your vehicle until the vehicle is either repaired or Nissan discontinues this repair on May 29, 2020.

Q. What if my Electronic Steering Column Lock (ESCL) or Electronic Steering Column Box (ESCB) fails at a later date? Is it covered under warranty?

A. Genuine Nissan parts (ESCL or ESCB) installed as part of this campaign or through previous repairs are covered by Nissan's 12month/12,000 mile parts warranty. **Vehicles presented for repair after May 29, 2020 will not be covered by this service campaign and any repair will be performed at customer expense if the vehicle's warranty has expired.**

Q. If a customer previously paid for Electronic Steering Column Lock (ESCL) replacement are they eligible for reimbursement?

A. In the interest of customer satisfaction, owners that previously paid for out-of-warranty repairs to the ESCL will be offered an opportunity to request reimbursement **until May 29, 2020**. The details concerning the reimbursement request process will be included in the customer notification letters.

Dealers with customer reimbursement concerns may refer to the following:

- If you have additional questions regarding this program, you can visit www.NissanAssist.com or contact Nissan Consumer Affairs at 1-800-NISSAN1 (1-800-647-7261)
- If you have previously paid for repairs to your Electronic Steering Column Lock, we ask you to visit www.NissanAssist.com **before May 29, 2020**, download the reimbursement claim form and follow the instructions on the website once you have gathered the following necessary documentation:
 - Repair order(s)
 - Proof of payment (may be on repair order(s))
 - Proof of ownership if repair is over \$1,000

Q. Is my vehicle safe to drive?

A. Yes.

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

A. No, please check with your dealership for alternate transportation availability.

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. Is there anything owners can do to mitigate the condition?

A. No.

Q. Is there any charge for the repair?

A. No, the remedy will be performed for the customer free of charge for parts and labor **until May 29, 2020**. Vehicles presented for repair after May 29, 2020 will not be covered by this service campaign and any repair will be performed at customer expense if the vehicle's warranty has expired.

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 voluntary service campaign. **For Consumer Affairs:** Please inform us of the dealer where you would like to have the corrective action completed.

Q. What model year vehicles are involved?

A. Certain MY2009-10 Nissan Altima, Altima Coupe, Altima Hybrid and Maxima vehicles within a specific production range are affected.

Q. How many vehicles are involved in the service campaign?

A. Affected vehicle counts are:

| Country | Maxima | Altima | Altima Coupe | Altima Hybrid | Total |
|---------------------|---------------|----------------|---------------------|----------------------|----------------|
| CANADA | 2,234 | 9,987 | 2,023 | 345 | 14,589 |
| GUAM | 22 | 83 | 49 | 0 | 154 |
| USA | 59,301 | 150,613 | 59,301 | 10,324 | 243,138 |
| PUERTO RICO | 239 | 829 | 93 | 0 | 1,161 |
| SAIPAN | 4 | 14 | 2 | 0 | 20 |
| U.S. VIRGIN ISLANDS | 0 | 26 | 1 | 0 | 27 |
| Total | 61,800 | 161,552 | 25,068 | 10,669 | 259,089 |

| <u>Make/Model</u> | <u>Dates of Manufacture</u> |
|--------------------------------|---|
| MY2009-10 Nissan Altima | April 15, 2008 through September 22, 2009 |
| MY2009-10 Nissan Altima Coupe | April 16, 2008 through September 22, 2009 |
| MY2009-10 Nissan Altima Hybrid | May 13, 2008 through July 29, 2009 |
| MY2009-10 Nissan Maxima | March 25, 2008 through September 29, 2009 |

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

A. No.