



Innovation that excites

EMISSION RECALL

CAMPAIGN BULLETIN

QR25 Cylinder Head Voluntary Emission Recall Campaign

Reference: PC716, PC717

Date: April 1, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

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

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2018 Rogue (T32)	2,209	NA	April 1, 2020	YES
MY2018 Altima (L33)	5,557			

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

Nissan is conducting a Voluntary Emission Recall Campaign on approximately **2,209** specific MY2018 Nissan Rogue (T32) and **5,557** specific MY2018 Altima (L33) 2.5L vehicles identified in Service Comm to inspect the engine identification markings and, if they are from the subject manufacturing lot, the suspect cylinders and spark plugs will be inspected. If necessary, dealers may replace the engine, exhaust manifold catalyst, air fuel (A/F) ratio sensor, and oxygen sensor.

A machining issue in the engine may exist, which could allow oil to escape past the valve guides and enter the combustion chamber. If an affected engine is not repaired, the performance of the manifold catalyst could degrade over time and cause exhaust gas emissions to exceed standards at high mileage. This incident has no effect on safety or fuel consumption but may decrease engine performance in rare cases.

If Nissan has previously replaced the engine in the vehicle due to this condition, the exhaust manifold catalyst, air fuel (A/F) ratio sensor, and oxygen sensor will be replaced.

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

- Verify campaign applicability using Service Comm or DBS National Service History – Open Campaign I.D.
 - PC716** - Inspect Engine Identification Markings
 - PC717** - Manifold Catalyst Replacement
- Dealers should use the appropriate campaign bulletin to remedy any vehicles subject to these campaigns:
 - PC716 – NTB20-025
 - PC717 – NTB20-027
- Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

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

Parts	<p>Not all potentially affected vehicles require parts. Nissan estimates ~90% of vehicles that <u>require inspection</u> will be inspect only and release.</p> <ul style="list-style-type: none"> Parts are available via normal ordering process if inspection indicates that parts are needed (with Powertrain Call Center approval). <p>If Nissan has previously replaced the engine in the vehicle due to this condition, parts are available via normal ordering process.</p> <ul style="list-style-type: none"> Parts replaced under this campaign activity may be collected. Follow the attached procedure(s) prior to determining the necessity of replacing any parts. Pursuant to APRM policy, dealers are expected to comply with parts return procedure. <p>NOTE: 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>
Special Tool	<ul style="list-style-type: none"> J-48891 – Spark Plug Removal Tool J-51951 – Tech Cam <p>Additional tools can be obtained via TechMate @ 1-800-662-2001 or www.nissantechmate.com.</p>
Repair	<ul style="list-style-type: none"> PC716 - NTB20-025 PC717 - NTB20-027
Owner Notification	<p>Nissan will begin sending notifications to owners of all potentially affected vehicles in April 2020 via U.S. Mail.</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 emissions 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. Is my vehicle safe to drive?

A. Yes.

Q. What is the reason for this emission recall?

A. Nissan has determined a machining issue may exist on some vehicles' engines, which could allow oil to escape past the valve guides and enter the combustion chamber.

Q. What is the possible effect of the condition?

A. If an affected engine is not repaired, the performance of the manifold catalyst can degrade over time and cause exhaust gas emissions to exceed standards at high mileage. This incident has no effect on safety or fuel consumption but may decrease engine performance in rare cases.

Q. What will be the corrective action?

A. Dealers will inspect the engine identification markings and if they are from the subject manufacturing lot, the suspect cylinders and spark plugs will be inspected. If necessary, dealers may replace the engine, exhaust manifold catalyst, air fuel (A/F) ratio sensor, and oxygen sensor.

If Nissan has previously replaced the engine in the vehicle due to this condition, the exhaust manifold catalyst, air fuel (A/F) ratio sensor, and oxygen sensor will be replaced.

Q. How long will the corrective action take?

A. This free inspection will take approximately one (1) hour to complete. If engine replacement service is required, the dealer may provide you with a complimentary rental to use while awaiting parts arrival and installation. Your Nissan dealer will be able to provide the best repair time estimate based upon their work schedule and parts availability.

Q. When will vehicle owners be notified?

A. Nissan will begin sending notifications to owners of all potentially affected vehicles in **April 2020** via U.S. Mail.

Q. Are parts readily available?

A. Yes.

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. 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. **If the engine requires replacement**, rental is available upon customer request.

EXPENSE CODE		DESCRIPTION
502	Rental Expense	\$200 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBP19-017 for additional information on application of rental reimbursement.		

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 MY2018 Nissan Rogue (T32) and MY2018 Altima (L33) 2.5L vehicles manufactured between November 27, 2017 and January 23, 2018 are affected.

Revision History:

Date	Announcement	Purpose
April 1, 2020	Voluntary Emission Recall Campaign	New campaign announcement