



QUALITY ACTION

CAMPAIGN BULLETIN

Fuel Filler Door Bumper Dealer Inventory

Reference: PM948

Date: July 21, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2020 Sentra (B18)	NA	4,860	July 21, 2020	NO

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

Nissan is conducting a dealer inventory quality action to remove excessive rubber from the fuel lid bumpers on **4,860** specific 2020 Sentra vehicles identified in Service Comm. The fuel filler door may be difficult to open due to the base fuel lid bumper sticking to the lid.

Affected vehicles are **not** subject to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

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

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

- Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. **PM948**
 - 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
 - Please continue to check newly arriving inventory for campaign applicability.**
- Use the attached procedure to remedy vehicles affected by this quality action.
 - Dealers will receive one (1) trim guide per affected dealership.
 - This special tool will be sent to affected dealers **via Fed-Ex on July 22, 2020.**
 - Dealers can contact nafgasupport@nissan-usa.com to obtain a replacement trim guide, if needed.
- The service department should submit the applicable warranty claim for the action performed so it can be closed on Service Comm and release the vehicle.

******* 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 remedy status on each affected vehicle currently in new vehicle inventory.

NISSAN NORTH AMERICA, INC.

Aftersales DIVISION



PM948 – 2020 SENTRA FUEL FILLER DOOR BUMPER

REQUIRED SPECIAL TRIM GUIDE:

This procedure requires the use of a Special Trim Guide.
The Special Trim Guide has been provided to all Dealer Service Managers.



Figure 1

SERVICE PROCEDURE:

1. Open fuel filler door.
 - Open driver door
 - Pull fuel filler door release handle to full stroke opening the fuel door (Figure 2)



Figure 2

2. Confirm the fuel filler door opened (Figure 3).
 - If the door did not open during initial release, pull the fuel filler door release handle an additional 2 to 3 times to open the fuel door



Figure 3

3. Locate the upper fuel door bumper (Figure 4).

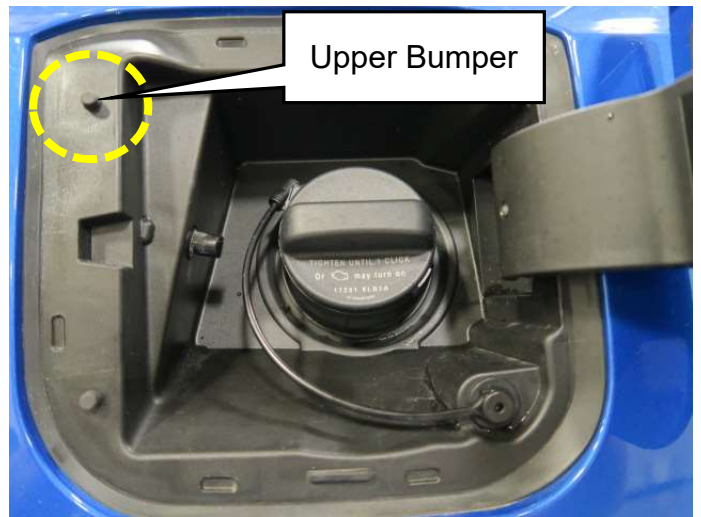


Figure 4

4. Install trim guide over upper fuel door bumper.
 - Place the bumper inside the center hole of the trim guide (Figure 5)

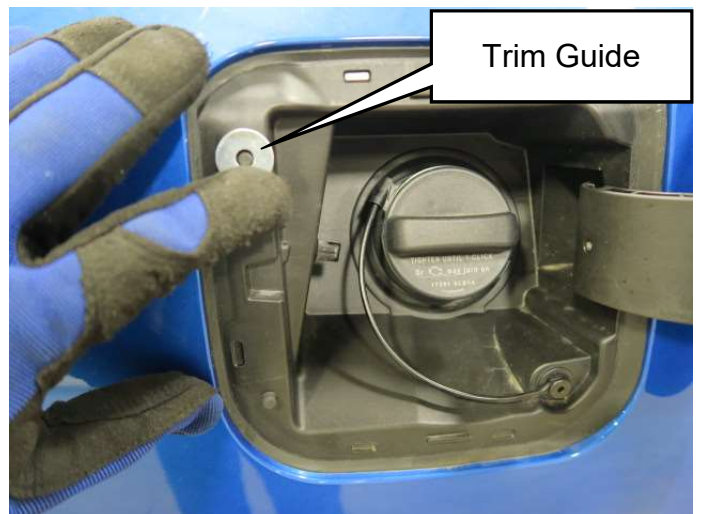


Figure 5

5. Trim the upper fuel door bumper (Figure 6).

NOTE: Do **NOT** trim the lower bumper.

Important: Use protective gloves when cutting the bumper.

- Use a razor blade holder similar to the one pictured in Figure 7 which can be obtained from a Home Center or Hardware Store
- Hold the trim guide from the bottom while resting the razor blade on it
- Use a back and forth sawing motion to cut through the rubber bumper



Figure 6

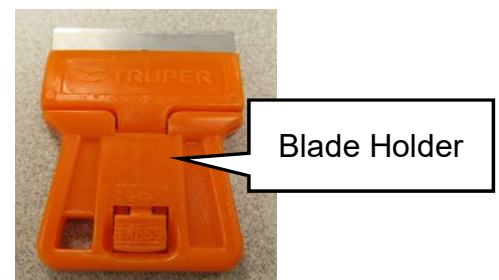


Figure 7

6. Remove fuel door black adhesive patches.

- Peel both upper and lower patches off the fuel door (Figure 8)
- Discard the removed patches, they are not to be reused

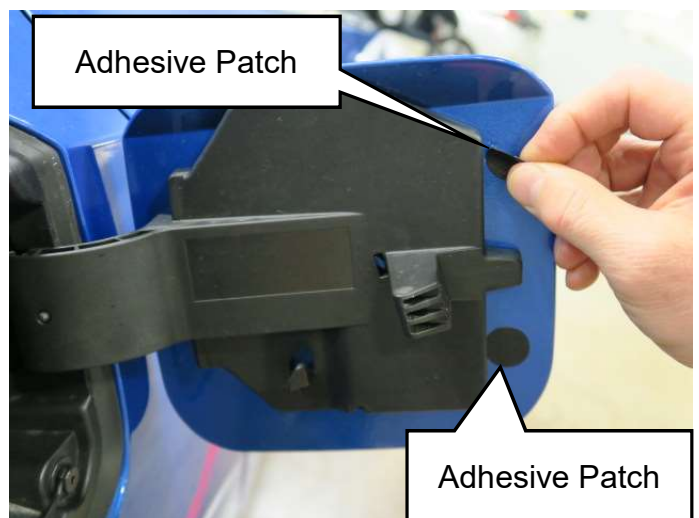


Figure 8

7. Close the fuel door. (Figure 9)



Figure 9


8. The repair is complete.

CLAIMS INFORMATION:

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PM948

Claim Type:	CM			
PNC:	PM948			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Trim Upper Fuel Door Bumper and Remove Black Adhesive Patches	PM9480	0.2 Hr	NO	NO