



Innovation that excites

# QUALITY ACTION

## CAMPAIGN BULLETIN

### Fuel Feed Tube Clip Dealer Inventory

Reference: PM957

Date: July 10, 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	<b>9,667</b>	July 10, 2020	<b>YES</b>

**\*\*\*\*\*Dealer Announcement\*\*\*\*\***

Nissan is conducting a dealer inventory quality action to inspect the fuel feed tube clip and, if necessary, secure it to the fuel line on **9,667** specific 2020 Sentra vehicles identified in Service Comm. Due to a production issue, a small number of fuel line clips may not have been properly set on the high-pressure fuel line and may need to be secured as a result. If the fuel feed tube clip is missing, or damaged, the fuel line will need to be replaced.

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\*\*\*\*\***

**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. **PM957**
  - 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.**
- Please **do not drive, loan, sell or trade** the specific vehicles in Dealer Inventory subject to this Quality Action.
- Dealers must use the attached procedure to inspect and, if necessary, secure the fuel tube clip prior to retail delivery of the vehicle.
  - If the fuel feed tube clip is damaged or missing, dealers should replace the fuel line as per the instructions in the Electronic Service Manual (ESM).
- 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 inspection status on each affected vehicle currently in new vehicle inventory.

**NISSAN NORTH AMERICA, INC.**

Aftersales DIVISION



# PM957 2020 SENTRA FUEL FEED TUBE CLIP INSPECTION

## SERVICE PROCEDURE:

1. Open hood.
  - Secure hood with hood prop



Figure 1

2. Locate the fuel feed tube. (Figure 2)
  - Fuel feed tube connects to the high pressure fuel pump.

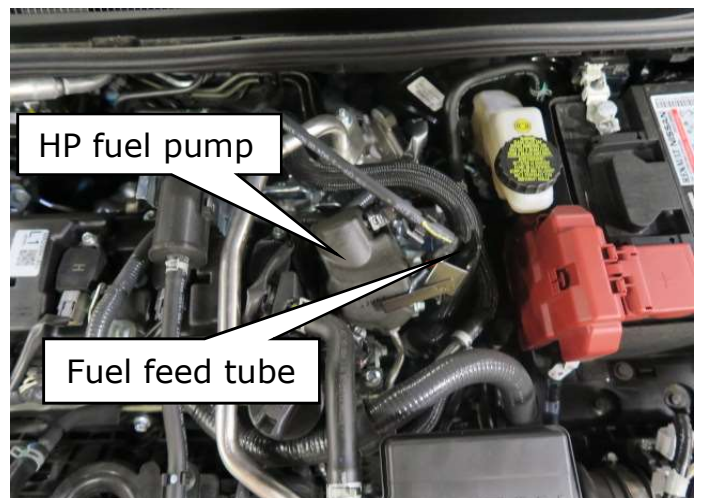


Figure 2

3. Inspect the fuel feed tube clip.

- Verify the fuel feed tube clip is properly secured as shown in Figure 3 and Figure 4

**OK**

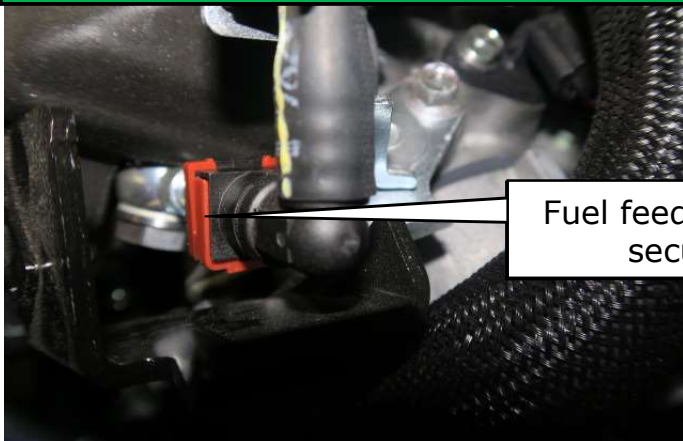


Figure 3

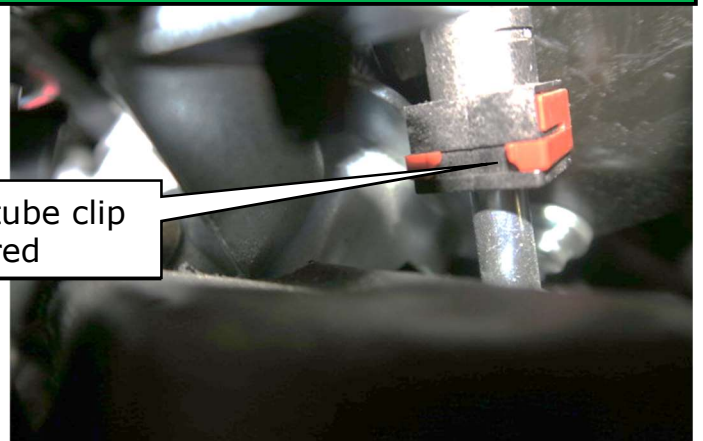


Figure 4

Fuel feed tube clip secured

**NG**

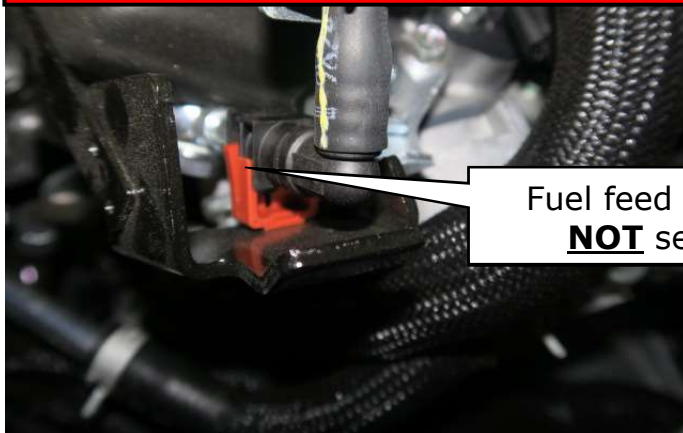


Figure 5

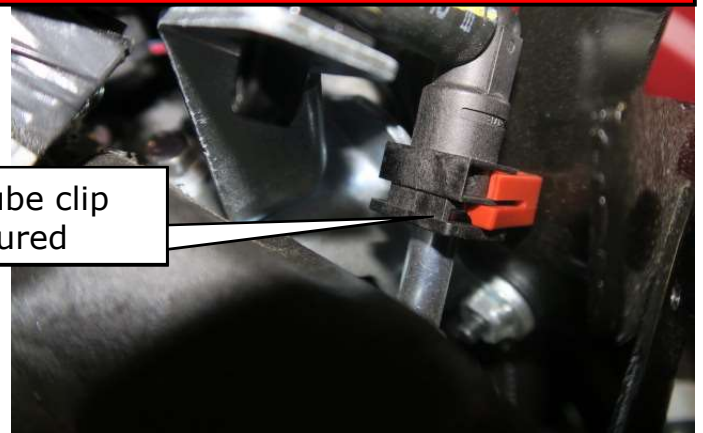


Figure 6

Fuel feed tube clip **NOT** secured

➤ **Is the fuel feed tube clip properly secured?**

- **YES** - If the fuel feed tube clip is secured properly no action is needed, see claims information on page 3
- **NO** - If the fuel feed tube clip is **NOT** secured properly, proceed to Step 4

4. Secure the fuel feed tube clip by pushing clip until a “click” sound is heard.

- Check that the clip is secured as shown above in Figure 3 and Figure 4
- End of inspection
- See Claims information on page 3

**CLAIMS INFORMATION**

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

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

**Campaign: PM957**

<b>Claim Type:</b>	CM			
<b>PNC:</b>	PM957			
<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>
<b>Inspect fuel feed tube clip and secure if necessary.</b>	PM9570	0.2 Hr	NO	NO