



SERVICE CAMPAIGN BULLETIN

Classification:	Reference:	Date:
BT20-018	NTB20-087	December 3, 2020

VOLUNTARY SERVICE CAMPAIGN 2020 MAXIMA; DRIVER'S DOOR SPOT WELD INSPECTION

CAMPAIGN ID #: PC768
APPLIED VEHICLES: 2020 Maxima (A36)

**Check Service COMM or Dealer Business Systems (DBS)
National Service History to confirm campaign eligibility.**

INTRODUCTION

Nissan is conducting this voluntary service campaign, on certain specific model year 2020 Maxima vehicles, to inspect the spot welds on the driver's door. This service will be performed at no charge to the customer for parts or labor.

IDENTIFICATION NUMBER

Nissan has assigned identification number PC768 to this campaign. This number must appear on all communication and documentation of any nature dealing with this campaign.

DEALER RESPONSIBILITY

Dealers are to repair vehicles falling within range of this campaign that enter the service department. This includes vehicles purchased from private parties, vehicles presented by transient (tourists) owners, and vehicles in a dealer's inventory.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. **NOTE:** If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

SERVICE PROCEDURE

1. Open the driver's door and locate the area just above the lower door hinge bolts.



Figure 1

2. Inspect the area above the lower door hinge for visible spot welds.

- If the spot welds are visible as shown in Figure 2, the inspection result is OK and the vehicle can be released. Proceed to **CLAIMS INFORMATION** on page 3.

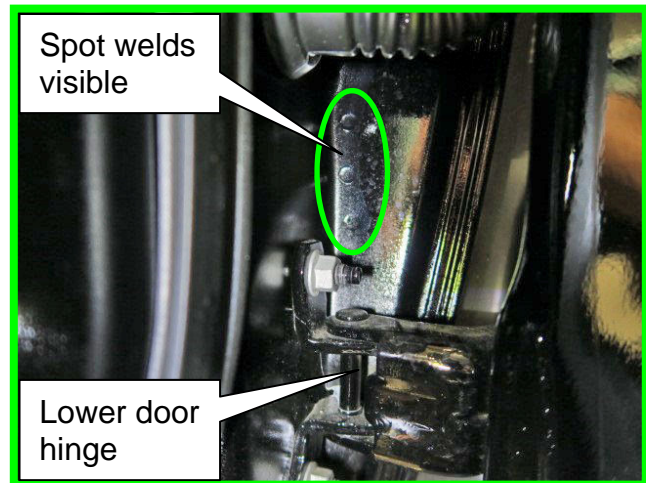


Figure 2

- If the spot welds are not visible as shown in Figure 3, proceed to step 3 on page 3.

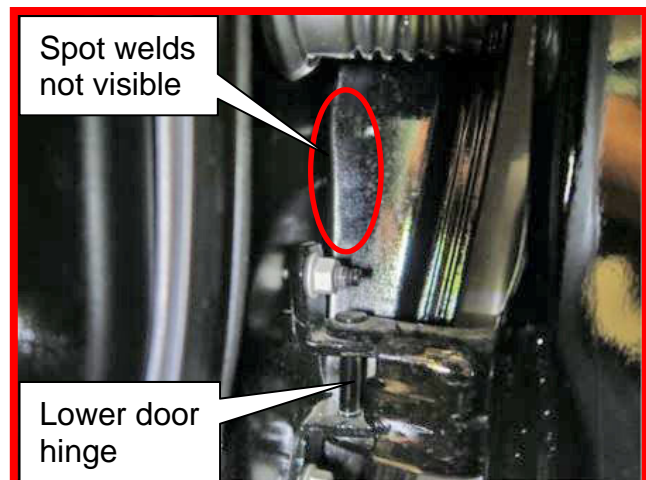


Figure 3

3. Follow the instructions below and **HOLD** the vehicle until further notice.
 - Take a clear picture of both the VIN certificate label and the area above the driver's door hinge as shown in Figure 3.
 - E-mail the photos to FQA_Inspection_Support@nissan-usa.com.
 - Please make sure the E-mail contains all the needed information below:
 - E-mail subject line: PC768 Maxima Door Inspection
 - Dealer Name
 - Dealer Code
 - Dealer Address
 - VIN
 - Contact Person Name
 - Contact Person Phone Number
 - FQA will reply with instructions once the door is verified to be in NG condition.

CLAIMS INFORMATION

Submit a "CM" line claim using the following claims coding:

CAMPAIGN ("CM") ID	DESCRIPTION	OP CODE	FRT
PC768	Inspect Driver's Door (Inspection result OK)	PC7680	0.2 hrs

NOTE: Submit a claim only if the inspection result is OK. If the inspection result is NG, FQA will provide further instruction and claim information.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
December 3, 2020	NTB20-087	Original bulletin published