



# SERVICE CAMPAIGN

# CAMPAIGN BULLETIN

## Driver's Door Inspection Voluntary Service Campaign

Reference: PC768  
Date: December 4, 2020

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2020 Maxima (A36)	1,865	86	December 4, 2020	<b>NO</b>

### \*\*\*\* Campaign Summary \*\*\*\*

Nissan is conducting a Voluntary Service Campaign to inspect and, if necessary, replace the driver's door on certain 2020 model year Nissan Maxima (A36) vehicles. Nissan has determined that three vehicles were produced with a driver's door that does not meet Nissan quality standards.

### \*\*\*\* What Dealers Should Do \*\*\*\*

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm or DBS National Service History – Open Campaigns I.D. **PC768**.
2. Dealers are requested to inspect and, if necessary, repair any affected vehicles in dealer new or pre-owned inventory to ensure customer satisfaction.
  - **New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
    - Refer to NPSB15-460 for additional information
3. Dealers should use **NTB20-087** to correct any vehicles subject to this campaign.
4. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

### \*\*\*\* Release Schedule \*\*\*\*

<b>Parts</b>	<p>If an affected door is identified via the absence of spot welds, dealers will email Field Quality Assurance (FQA) @ <a href="mailto:FQA_Inspection_Support@nissan-usa.com">FQA_Inspection_Support@nissan-usa.com</a> with the appropriate information listed below to request a painted replacement door:</p> <ul style="list-style-type: none"> <li>• E-Mail Subject Line: PC768 Maxima Door Inspection</li> <li>• Include a clear picture of the door inner panel which clearly shows the absence of spot welds. Picture should also include the VIN certificate label.</li> <li>• Dealer Name:</li> <li>• Dealer Code:</li> <li>• Dealer Address:</li> <li>• VIN:</li> <li>• Contact Person Name:</li> <li>• Contact Person Phone Number:</li> </ul>
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	<b>NOTE: Dealers should anticipate a two (2) to three (3) week lead-time for production and shipment of the replacement door.</b> Parts replaced under this campaign activity will be collected. Parts requested are VIN and repair order specific. It is important for dealers to return parts applicable to the VIN and repair order identified.
<b>Repair</b>	• <b>NTB20-087</b>
<b>Owner Notification</b>	Nissan will begin sending notifications to owners of all potentially affected vehicles in <b>January 2021</b> via U.S. Mail.

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

It is the dealer's responsibility to check Service Comm or DBS National Service History - Open Campaigns 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. Three vehicles were produced with doors that do not meet Nissan's exacting quality standards. Nissan wants to inspect your vehicle to ensure you received the vehicle we intended to deliver.

**Q. What will be the corrective action?**

A. Dealer will inspect and, if necessary, replace the driver's door.

**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 less than one (1) hour to complete unless door replacement is required. If door replacement is required parts will need to be ordered. Parts can take up to three weeks to arrive and, once available, service could take up to two (2) hours 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 will begin sending notifications to owners of all potentially affected vehicles in **January**

2021 via U.S. Mail.

**Q. Are parts readily available?**

A. If door replacement is required, it can take up to three (3) weeks for parts to arrive at the dealer after the required inspection details are received by Nissan.

**Q. Is my vehicle safe to drive?**

A. Yes.

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

A. Rental is available, upon customer request, **if door replacement is required.**

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$1,200 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to the Goodwill Rental Guidelines in the APRM for detailed information regarding application of rental reimbursement including policy modifications outlined in WBP20-018.		

**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 this repair?**

A. No, the remedy will be performed for the customer free of charge for parts and labor.

**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 this service campaign.

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

**Q. I have a 2020 Maxima but did not receive a letter, how can I tell if my vehicle is affected?**

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

**Q. What model year vehicles are involved?**

A. Model year 2020 Nissan Maxima vehicles manufactured between February 6, 2020 and March 2, 2020.

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

A. No.

**Q. Can this campaign be performed on U.S. vehicles that are being operated in Foreign Countries (Overseas)?**

A. Yes.

**Q. I am presently operating my U.S. vehicle in a Foreign Country (Overseas). What do I need to do to get the campaign on my vehicle performed?**

A. Let me get some information from you so I can verify that your vehicle is involved in this service campaign. Please give me your name, address, telephone number, and vehicle identification number (VIN).

**(Note to CRR: Follow the procedure for Overseas Campaign Program.)**

**Revision History:**

Date	Announcement	Purpose
December 4, 2020	Original	New campaign announcement