

Dealer Inventory Inspection

May 9, 2013

2013 Nissan Altima and Maxima Rear Member

Subject: **2013 Nissan Altima and Maxima Rear Member**

Dealer Inventory Inspection

Attention: **Dealer Principals, Sales, Parts, and Service Managers**

******* Dealer Inventory Inspection Announcement *******

Nissan is conducting a dealer inventory inspection on certain specific MY13 Nissan Altima (L33) and Maxima (A35) vehicles to inspect the rear members for proper parts application.

******* Vehicle Identification – Dealer Inventory *******

2013 Nissan Altima and Maxima vehicles subject to this inspection can be identified through two methods:

- **SERVICE COMM**–Beginning May 10, 2013, dealer service departments can complete an inquiry on SERVICE COMM-**I.D. PC231**-to determine vehicles subject to this inspection.
- **VIN List**–As a courtesy, posted with this announcement is a list of dealer inventory VINs subject to this inspection arranged by region, district, and Dealer Code. This VIN list is available on NNA.net.com under My Documents Sales>Campaigns>, Parts>Campaigns>, Service>Campaigns> categories.

******* Dealer Responsibility *******

It is the dealer's responsibility to check SERVICE COMM-**I.D. PC231**–for the status on each vehicle falling within the range of this dealer inventory inspection, which is currently in its inventory. Nissan requires dealers to perform this procedure on any vehicles in their inventory before they are retailed.

Nissan dealers should perform the inspection only on vehicles specifically identified in SERVICE COMM.

Nissan Parts & Service Dealer Support
5/9/13

Inspection Procedure

Altima (L33)

1. Locate drivers' side rear member shown in figure 1 and figure 2.
2. Inspect for a raised emboss on the outside of drivers' side rear member shown in figure 3.
 - If emboss is present on the outside of rear member, shown in figure 3. Go to step 3.
 - If emboss is not present take a picture of driver side rear member, then go to step 3.
3. Repeat instructions for passenger side.
 - **If emboss is present** on the drivers' and passenger side rear members shown in figure 3. No further action is needed and use warranty Op Code **PC2311**.
 - **If emboss is not present** on either drivers' or passenger side rear member, please send a picture with the following information to below email address for further instructions.
nafgasupport@nissan-usa.com
 - Send the following information.
 - Picture
 - VIN #
 - Which side rear member
 - Dealer Name
 - Dealer Code
 - Contact person
 - Phone number

NOTE: There is **NO hole in seam-sealed area** the bottom of Altima (L33) rear member.



Figure 1

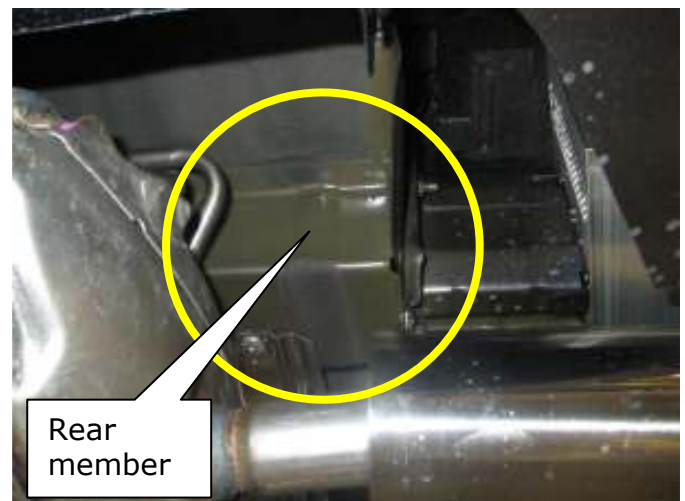


Figure 2

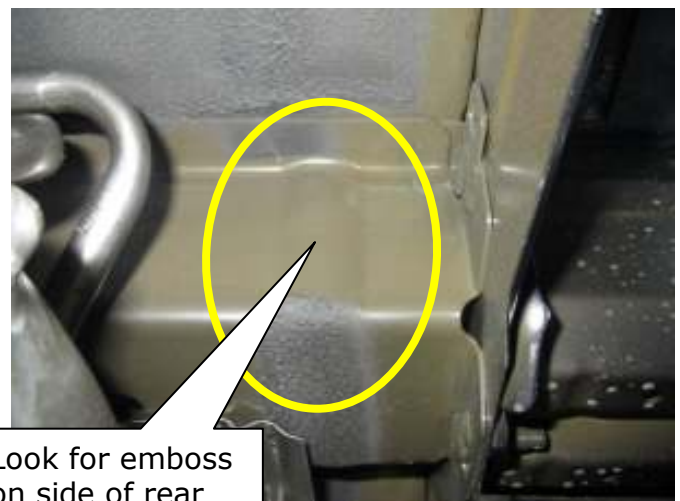


Figure 3

Inspection Procedure

Maxima (A35)

1. Locate drivers' side rear member shown in figure 1 and figure 2.
2. Inspect for a hole on the bottom of drivers' side rear member in the **seam-sealed area** shown in figure 3.
 - If a hole is present on the bottom of rear member, shown in figure 3. Go to step 3.
 - If a hole is not present take a picture of drivers' side rear member, then go to step 3.
3. Repeat instructions for passenger side.
 - **If a hole is present** on the drivers' and passenger side rear members shown in figure 3. No further action is needed and use warranty Op Code **PC2311**.
 - **If a hole is not present** on either drivers' or passenger side rear member, please send a picture with the following information to below email address for further instructions.
nnaqgasupport@nissan-usa.com
 - Send the following information.
 - Picture
 - Which side rear member
 - VIN #
 - Dealer Name
 - Dealer Code
 - Contact person
 - Phone number

NOTE: There is **NO emboss** in the side of Maxima (A35) rear member.



Figure 1

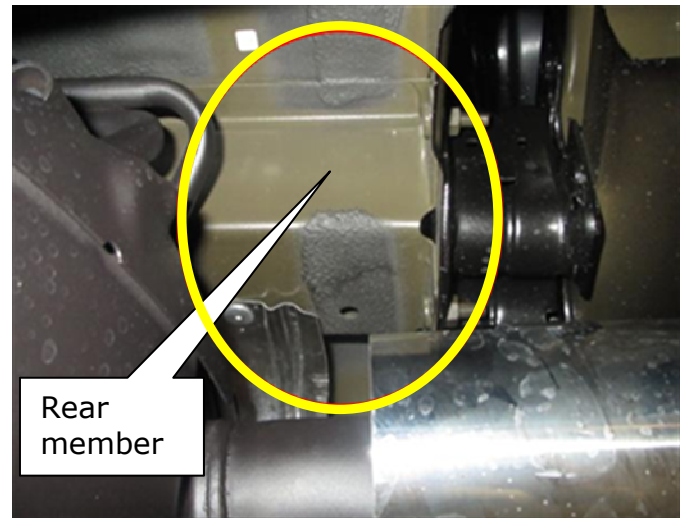


Figure 2

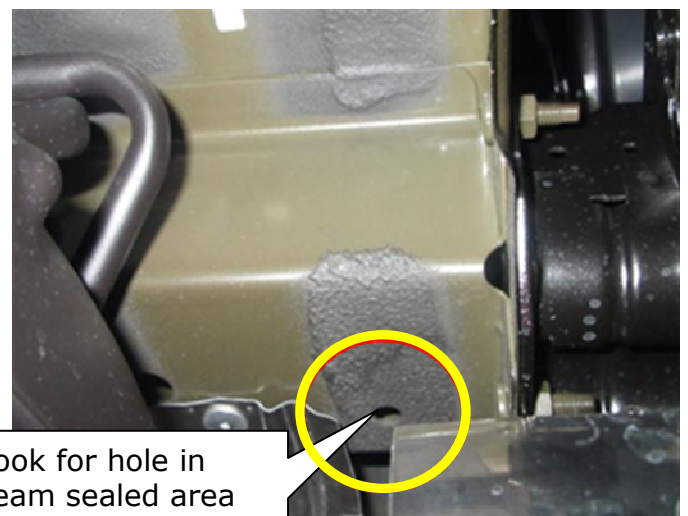


Figure 3

Line Type: "CM" Campaign

Campaign: PC231

| | | | | |
|---|-----------------|-----------------------|--------------------------------|------------------------------|
| Claim Type: | CM | | | |
| PNC: | PC231 | | | |
| Symptom: | ZZ | | | |
| Diagnosis: | 99 | | | |
| Description: | Op Codes | Flat Rate Time | Parts Required on claim | Expense Code Required |
| Inspect both driver and passenger side rear member-with ok condition. | PC2311 | 0.2H | No | No |