



Innovation  
that excites

# NISSAN BULLETIN

## 2011-13 Juke Timing Chain Voluntary Service Campaign

Reference: P4213  
Date: April 25, 2014

Attention: Dealer Principal, Sales, Service & Parts Managers

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

***"Nissan is conducting a voluntary service campaign on MY2011-13 Nissan JUKE vehicles to replace the engine timing chain. Nissan will begin notifying affected owners in May 2014, asking them to bring their vehicle to an authorized dealer on or before October 30, 2015 so that the campaign may be performed. For vehicles presented to an authorized dealer on or before October 30, 2015, Nissan will replace the timing chain, chain guides and crank sprocket at no charge to the customer for parts and labor.***

***Nissan is committed to a high level of customer safety, service and satisfaction for JUKE owners and is working with its dealers to promptly address this issue."***

**\*\*\*\*\* Repair Instructions \*\*\*\*\***

Nissan has developed Campaign Bulletin **NTB14-030** containing instructions to perform this service campaign, part information, and claims information. These instructions are available on ASIST and on NNA.net under My Documents in the Sales/Campaign, Parts/Campaign and Service/Campaign categories.

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

There are approximately 93,559 MY2011-13 Nissan JUKE vehicles affected by this service campaign, of which approximately 169 are in dealer inventory.

**2011-13 Nissan JUKE vehicles** subject to this Voluntary Service Campaign can be identified through two methods:

- **SERVICE COMM** – Beginning April 25th, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. P4213** - to determine if a vehicle is subject to this Voluntary Service Campaign.
- **VIN List** – As a courtesy, posted with this announcement is a list of affected dealer inventory VINs by region, district, and Dealer Code.

**\*\*\*\*\* Part Information\*\*\*\*\***

Nissan will send an automatic shipment that will include all parts in campaign repair according to Campaign Bulletin **NTB14-030**. Automatic parts allocation is a percentage of vehicles retailed by each dealer. Parts will initially be on restriction for a few days to allow dealers to receive the automated shipments. The restriction will be removed by May 1<sup>st</sup>, 2014 and dealers will be able to order replacement parts through the ordering system. The initial supply will be sufficient to address initial demand. Dealers should order replacement parts as needed.

**\*\*\*\*\* Special Tools \*\*\*\*\***

A special service tool will be provided to dealers at no cost. Additional tools can be purchased through TechMate at 1-800-662-2001.

Supplied Special Tools:

- J-51338 - T50 Torque Wrench Kit – Qty. 1
- J-51393 - Engine Support Fixture – Qty. 1

The use of the engine support fixture and unique campaign repair procedure has resulted in a more efficient repair process and reduced flat rate time.

**\*\*\*\*\* Dealer Responsibility \*\*\*\*\***

It is the dealer's responsibility to check Service Comm 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 campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

**\*\*\*\*\* Owner Notification \*\*\*\*\***

Nissan will begin notifying affected owners in May 2014 via U.S. Mail to take their vehicles to a Nissan dealer for repair under this service campaign.

**Note: This service campaign will conclude on October 30, 2015. Nissan will make multiple attempts to notify customers concerning this service campaign prior to that date. Vehicles presented for repair after October 30, 2015 will not be covered by this service campaign and any repair will be performed at customer expense if the vehicle's warranty has expired.**

**NISSAN NORTH AMERICA, INC.**  
Aftersales DIVISION

## **FAQ**

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

A. Approximately 93,559 MY2011-13 Nissan JUKE vehicles produced at the Oppama plant (Japan) between March 2010 and November 2012, and sold in the United States.

### **Q. What is the reason for this service campaign?**

A. In some of the affected vehicles, the timing chain may deteriorate over time and distort. If this occurs, the "Check Engine" warning lamp will illuminate. If the warning lamp is ignored, over time the chain could break.

### **Q. Is this a safety recall?**

A. No, this is a service campaign being conducted for customer satisfaction purposes. **The vehicle will still meet and exceed applicable safety standards and no safety issue exists.**

### **Q. When will vehicle owners be notified?**

A. Nissan will begin notifying affected owners in May 2014, asking them to bring their vehicle to an authorized dealer so that the campaign can be performed.

### **Q. What will be the service department action?**

A. For vehicles presented for campaign on or before October 30, 2015, Nissan will replace the timing chain (new part), chain guides, and crank sprocket at no charge to the customer for parts and labor. Vehicles presented for repair after October 30, 2015 will not be covered by this service campaign and any repair will be performed at customer expense if the vehicle's warranty has expired.

### **Q. How do I identify an affected vehicle in SERVICE COMM?**

A. This service campaign is identified as Campaign I.D. **P4213**.

### **Q. A customer brought in a potentially affected vehicle but they did not receive a letter. How can I tell if the vehicle is included in the Campaign?**

A. Check SERVICE COMM to confirm P4213 is displayed as an open campaign. If a customer vehicle is identified in SERVICE COMM, the service campaign repair should be performed.

### **Q. Are you experiencing this issue on any other Nissan (or Infiniti) models?**

A. No other Nissan and Infiniti models are affected because the potential issue is unique to JUKE equipped with the MR16DDT engine. Nissan Juke vehicles for sale in other markets are not affected because the issue is uniquely related to the fuel characteristics present in the North America market.