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2015 Altima, Rogue, & NV200 Torque Converter Replacement
Voluntary Service Campaign

Reference: PC346, PM554

Date: April 23, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

*****Dealer Announcement*****

Nissan is conducting a Voluntary Service Campaign on approximately **390** specific 2015 Nissan Altima and Rogue vehicles and **157** specific NV200 vehicles to replace the torque converter assembly. Due to an isolated manufacturing issue, the subject vehicles may have been assembled with an incorrect torque converter assembly and could experience torque converter judder, lack of power with MIL On, or possible engine stop at idle).

Nissan plans to notify potentially affected customers in May, asking them to bring their vehicles to an authorized dealer to have the torque converter assembly replaced.

Nissan is committed to a high level of customer safety, service and satisfaction and is working with its dealers to provide an outstanding ownership experience to Nissan Altima and Rogue owners.

IMPORTANT: Dealers are requested to repair any vehicles currently in inventory prior to retail delivery to ensure customer satisfaction.

***** What Dealers Should Do *****

1. Verify the subject vehicle is affected by this Voluntary Service Campaign using Service Comm I.D. **PC346 (Altima or Rogue) or PM554 (NV200)**.
2. Repair all vehicles using the attached repair bulletin **NTB15-038**.
3. Use the attached Parts Order Form to order parts.

NOTE: A rental allowance is available on the campaign.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$40 (per day) - 3 days MAX

***** Part Information/Availability *****

Part Number	Description
31100-28X0A	2015 Altima & Rogue Torque Converter Assembly (AWD & FWD)
31100-28X0C	2015 NV200 Torque Converter Assembly
31526-3VX0B	Overflow Plug O-Ring (included with Torque Converter restricted parts order)
999MP-NS300P	Up to 9 quarts of Genuine Nissan NS-3 Fluid
Genuine Nissan NS-3 Fluid is available through the Nissan Maintenance Advantage program: Phone: 877-NIS-NMA1 (877-647-6621). Website order via link on dealer portal www.NNAnet.com and click on the "Maintenance Advantage" link.	

Torque Converter parts for this campaign are currently on restriction. Use the parts order form provided to order parts. Also, reference the applicable Electronic Service Manual area for any one time use parts as needed.

NOTE: Dealers should claim one time use parts as needed under the campaign line on the repair order.

Due to the small volume of vehicles included in this campaign, an estimate of affected customer count has been provided with this announcement. Customer counts were determined by aligning VINs with dealer assigned customer base. Dealers can use this as a guide for ordering parts.

******* Repair Instructions *******

Nissan has released a bulletin (**NTB15-038**) containing instructions to perform this voluntary service campaign. The bulletin and information above will be available on ASIST, www.NNAnet.com, and Dealer360 (recalls & campaigns community forum) on April 23rd, 2015.

- ASIST – **NTB15-038**
- NNAnet.com under My Documents in the following categories:
 - Parts>Campaigns>
 - Sales>Campaigns
 - Service>Campaigns>
 - Keyword Search: **PC346 or PM554**

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

There are approximately **390** 2015 Nissan Altima and Rogue vehicles and **157** NV200 vehicles affected by this voluntary service campaign, of which **135** are in dealer inventory.

2015 Nissan Altima, Rogue, & NV200 vehicles subject to this Voluntary Service Campaign can be identified through two methods:

- **SERVICE COMM** – Beginning April 23rd, dealer service departments can complete an inquiry on SERVICE COMM – **I.D. PC346 (Altima & Rogue) or I.D. PM554 (NV200)** - 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.

******* 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 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 requests dealers to perform this repair on vehicles in inventory prior to being retailed to ensure customer satisfaction.

******* Owner Notification *******

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

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

FAQ:

Q. What is the reason for this service campaign?

A. Due to an isolated manufacturing issue, the subject vehicles may have been assembled with an incorrect torque converter assembly and could experience torque converter judder, lack of power with MIL On, or possible engine stop at idle).

Q. Is there any charge for this repair?

A. No, the repairs will be made at no charge for parts and labor.

Q. When will vehicle owners be notified?

A. Nissan will begin notifying owners of potentially affected vehicles in May, asking them to bring their vehicle in for repair.

Q. I did not receive a letter, how can I tell if my vehicle is affected?

A. Only a very small number of vehicles were affected. Please provide your vehicle identification number (VIN) so that I can check if your vehicle is included in this campaign.

Q. How many vehicles are involved in this voluntary service campaign?

A. Approximately 547 vehicles in the U.S and Puerto Rico are potentially affected.

Q. What model year vehicles are involved?

A. This service campaign potentially affects specific MY 2015 Nissan Altima, Rogue, and NV200 vehicles.

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

A. No. This condition does not affect any other Nissan (or Infiniti) vehicles.

Q. Is this a safety recall?

A. No, this is a service campaign being conducted for customer satisfaction purposes, but it is important that your vehicle is remedied if you received a notification letter.

Q. What will be the service department action?

A. To assure your continued satisfaction and confidence in your vehicle, Nissan is offering to replace the torque converter assembly with a new one at an authorized Nissan dealer at **no charge to you for parts or labor.**

Q. How long will the corrective action take?

A. It should take approximately 8 hours to replace the vehicle's torque converter assembly. Your dealer may require your vehicle for a longer period of time based on their work schedule.

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

A. A rental allowance is available on the campaign.

EXPENSE CODE	DESCRIPTION	AMOUNT
502	Rental Expense	\$40 (per day) – 3 days MAX

Q. Are there any parts required for the dealer to perform this service campaign?

A. Yes. A new torque converter assembly and overflow plug O-ring is required. Dealers should also reference the applicable section of the Electronic Service Manual for any one time use parts and order as needed. Dealers should claim the parts used in this repair on the same line item as the campaign.

Q. Do I need to make an appointment in advance?

A. Yes. An appointment made in advance will be helpful to ensure that your Nissan dealer has the necessary parts available to repair your vehicle.

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 the service campaign.
For CA: Please inform us of the dealer where you would like to have the corrective action completed.

Q. Does this update affect Nissan vehicles sold in other countries?

A. Yes. Approximately 58 Nissan Altima and Rogue vehicles in Canada, 9 Altima in Mexico, and 3 Rogue may be affected in Puerto Rico.