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# NISSAN BULLETIN

## Juke Timing Chain Voluntary Service Campaign **Extension**

Reference: P4213  
Date: November 24, 2015

Attention: Dealer Principal, Sales, Service & Parts Managers

### UPDATE November 24, 2015

- The original announcement from April 25<sup>th</sup>, 2014 has been revised to **include:**
  - **New campaign expiration date**
- Please discard earlier versions of this bulletin

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM New Expiration date:
2011-13 Juke	N/A	N/A	<b>April 29<sup>th</sup>, 2016</b>

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

Nissan is conducting a voluntary service campaign on certain MY2011-13 Nissan Juke vehicles to replace the engine timing chain. Nissan began 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.

As an additional customer satisfaction measure, Nissan has elected to extend this voluntary service campaign until April 29<sup>th</sup>, 2016 to allow customers additional opportunity to have their vehicles remedied. For vehicles subject to this campaign which are presented to an authorized dealer on or before April 29<sup>th</sup>, 2016, Nissan will replace the timing chain, chain guides and crank sprocket at no charge to the customer for parts and labor. Nissan also intends to remind owners of affected vehicles that they have not yet had the campaign performed.

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

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

1. Verify if vehicles are affected by this Voluntary Service Campaign using Service Comm I.D. **P4213.**
2. Dealers can continue to schedule and repair vehicles eligible for this service campaign until **April 29<sup>th</sup>, 2016.**
3. Dealers should submit any open claims for the timing chain replacement under this campaign by **April 29<sup>th</sup>, 2016.** Claims submitted after this date will be rejected.
4. Dealers should also review their suspended claims and make the required corrections to ensure claims payment prior to the new campaign expiration date.

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

<b>Parts</b>	<ul style="list-style-type: none"> <li>Parts are available and may be ordered via normal process.</li> </ul>
<b>Special Tools</b>	<p>Special service tools were provided to dealers at no cost. Additional tools can be purchased through TechMate at 1-800-662-2001.</p> <ul style="list-style-type: none"> <li>J-51338 - T50 Torque Wrench Kit – Qty. 1</li> <li>J-51393 - Engine Support Fixture – Qty. 1</li> </ul> <p>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.</p>
<b>Repair</b>	<ul style="list-style-type: none"> <li>Continue to use campaign bulletin <b>NTB14-030</b>.</li> <li><b>NOTE: Campaign Engine Replacements:</b> If an engine replacement is required, contact the Warranty Powertrain Claims Call Center at 1-800-973-9992 option 1 for Pre-Approval. <b>All engines will be collected and reviewed for failure related to the timing chain.</b> Dealers will be charged back for parts and labor found to be out of compliance with published campaign inspection and repair guidelines.</li> </ul> <p><b>REMINDER: Please review WBP/15-019 for new warranty part return requirements, which become effective on December 1, 2015.</b></p>
<b>Owner Notification</b>	Nissan will re-notify owners of affected vehicles that have not yet had the campaign completed beginning in January, 2016

\*\*\*\*\* Claims Information \*\*\*\*\*

CAMPAIGN (CM) I.D.	CAMPAIGN OP CODE	DESCRIPTION	FLAT RATE TIME
P4213	P42130	Replace Timing Chain and Guides (FWD)	3.6hrs.
P4213	P42131	Replace Timing Chain and Guides (AWD)	3.4hrs.

Part Numbers / Name	Quantity (MAX)	Required/Optional
39776-JD000/Retainer (FWD Only)	1	Required
01125-N1161/Bolt (FWD Only)	3	Required
01125-N2721/Bolt (FWD Only)	3	Required
40073-0L700/Cotter Pin (FWD Only)	1	Optional
40262-2Y00A/Lock Nut (FWD Only)	1	Optional
54588-1HA0B/Nut Strut to Hub (FWD Only)	2	Optional
A3028-1KC3A/Chain -Timing Kit	1	Required
13070-EN20A/Tensioner Assy.-Chain	1	Optional
13021-CK80A/Sprocket - Crankshaft	1	Required
13042-3HD0A/Seal- Oil, Camshaft	6	Required
13510-6N200/Seal- Oil, Crankshaft Front	1	Required
15066-6N204/Seal-0-Ring	2	Required
15066-ZW80A/Seal-0-Ring	1	Required
999MP-1217HP/Adhesive	1	Required

999PK-005W30N/Genuine Nissan 5W30 <b>or</b> 999BK-005W30NW/Genuine Nissan 5W30 (Bulk)	5	Required
13094-EN200/Bolt Tensioner	1	Optional
11026-JA00A/Washer Drain	1	Required

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

**\*\*\*\*\* 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 NORTH AMERICA, INC.**

Aftersales DIVISION

**Frequently Asked Questions (FAQ):**

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

A. No, this is a service campaign being conducted for customer satisfaction purposes.

**Q. What is the reason for this voluntary 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. What is the possible effect of the condition?**

A. If the warning lamp is ignored, the timing chain can break resulting in significant engine damage, which will require engine replacement to repair.

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

A. For vehicles subject to this campaign which are presented to an authorized dealer on or before April 29<sup>th</sup>, 2016, Nissan will replace the timing chain, chain guides and crank sprocket at no charge to the customer for parts and labor. Vehicles presented for repair after this date 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 long will the corrective action take?**

A. The repair could take up to 4 hours to replace the timing chain. Your dealer may require your vehicle for a longer period of time based on their work schedule.

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

A. Nissan will re-notify owners of affected vehicles that have not yet had the campaign completed beginning in January, 2016.

**Q. Are parts readily available?**

A. Yes.

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

A. Yes, the vehicle will still meet and exceed applicable safety standards and no safety issue exists.

**Q. Have there been any incidents reported due to this issue?**

A. Nissan is not aware of any incidents related to this issue.

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

A. Alternate transportation, subject to availability, will be provided while your vehicle is being serviced. Please check with your dealership.

**Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?**

A. The repair 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, except to make arrangements to have the vehicle remedied as soon as possible after they receive notification of the campaign.

**Q. Is there any charge for this repair?**

A. No, this action is offered at no cost to the customer for parts or 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 the service campaign.  
**For Consumer Affairs:** Please inform us of the dealer where you would like to have the corrective action completed.

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

A. Approximately 94,487 MY2011-13 Nissan Juke vehicles produced at the Oppama plant (Japan) between March 2010 and November 2012, and sold in the United States and its territories.

**Q. How many vehicles are involved in the campaign?**

A. The North American Market is affected as follows:

<b>Region</b>	<b>Total</b>
USA	93,559
Puerto Rico	928
Canada	9,952
<b>TOTAL</b>	<b>104,439</b>

<b><u>Make/Model</u></b>	<b><u>Dates of Manufacture</u></b>
MY2011-13 Nissan Juke (produced at Oppama plant (Japan))	March 2010 through November 2012

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

A. No other Nissan and Infiniti models are affected because the 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.

**Q. Will I be reimbursed if I have paid to have my timing chain replaced due to being outside the range of the New Vehicle Limited Warranty?**

A. If you have paid to have your timing chain replaced prior to this letter and your vehicle is affected by this service campaign, you may be eligible for reimbursement of the related expense. Please provide the documented charges and allow us to review.

**Q. Can I get reimbursement through my Nissan Dealer?**

A. No.

**Q. Does this campaign affect 2011-13 model year Nissan Juke vehicles sold in Canada?**

A. Yes.

**Q. I live in Canada and have a Nissan vehicle included in this service campaign, what do I need to do?**

A. If your vehicle is affected by this voluntary service campaign, please contact Nissan Canada Inc. at (800) 361-4792.

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